

Frequently Asked Questions

RIDING

- **What is the minimum age?** The minimum age for riders is 3 years.
- **What is the maximum age?** There is a maximum age for riders of 85 years.
- **What is the maximum weight?** In order to ensure the wellbeing of our horses, we have imposed a maximum weight restriction of approx. 80 kilos (dependent on the horses)
- **What disabilities / special needs do we cater for?** Our clients have a wide range of disabilities which include but are not limited to - Spina Bifida, Cerebral Palsy, Muscular Dystrophy, Multiple Sclerosis, Intellectual disabilities, Down Syndrome, Autism, Specific learning disabilities, Injuries resulting from accidents, Down Syndrome, Thalidomide, Visual and Hearing Impairments, Amputees, Special Needs, Acquired conditions such as Parkinson's Disease.
- **How long are the lessons?** Our lessons are 45 minutes long however on the odd occasion, if we are understaffed by volunteers, the Coach reserves the right to split the class.
- **Are riding lessons held over the school holidays?** RDA Carine work on school terms only with no lessons held over holidays. However we do run occasional horse day camps over the holiday period.
- **Are riding lessons held regardless of the weather conditions?** Yes, regardless of the weather conditions, we hold lessons engaging with the horses. We will not put riders or volunteers at risk if the weather is harsh but will ensure lessons are held in a safe and protected environment. In extreme conditions, we may modify the lesson to accommodate the conditions for both horses and riders.
- **Are assessments required?** To ride at RDA Carine, an assessment is required to determine the level of ability to enable us to place the rider in a lesson with other riders of the same age / capability.
- **Are medicals required?** We require a comprehensive medical form to be completed before riders are permitted to commence. The medical form includes all medical conditions, past history, medication, emergency contacts etc. The medical report is required to be updated every three years unless there is a change of circumstance (i.e medication; medical incidents etc) and / or deemed necessary to have annual reports.
- **Are children/adults with Downs Syndrome permitted to ride?** There is increasing evidence from medical research that up to 15% of individuals with Down syndrome have a condition known as Atlanto-axial Instability, which is a malalignment of cervical vertebrae C-1 and C-2 in the neck. This condition exposes individuals with Down syndrome to the possibility of injury if they participate in activities that hyper-extend or radically flex the neck muscles. The responsibility shall remain with the parent/guardian to provide proof that the individual has NOT been diagnosed as having Atlanto-axial Instability and shall be permitted to participate with RDA Carine.
- **Can siblings ride?** Unfortunately no as we do not have the capacity to take riders that do not have a disability.
- **What do riders need to supply?** Riders requested to supply their own gloves and to supply their own helmets (if possible)
- **Are riders and volunteers insured?** Yes, all of our riders and volunteers are insured under Riding for the Disabled Association of Australia policies. Copies of the Certificate of Currencies is available upon request
- **What times are your lessons?** Our 45 minute lessons are held Monday to Friday between the hours of 9am and 4pm (depending on the demand) and also on Saturday mornings between 9am and midday however on the odd occasion, if we are understaffed by volunteers, the Coach reserves the right to split the class.
- **How many riders per class?** 4 to 6

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COST

- **How much does it cost to attend RDA Carine?** An annual Rider Registration Insurance fee of **\$95** additional to the term fees is payable on the commencement of riding each year. This fee **MUST BE PAID** before riding can be permitted. This fee is NOT covered by NDIS.

The fees are structured as following;

NDIS/DSC funded Participants including self-managed - 38 weeks @ \$50.00 per session = \$1900 per annum

PRIVATELY Funded participants = \$35 per session (Heavily subsidised by RDA Carine)

- **When are payments due?**
 - NDIS clients are invoiced at the end of term and payable within 14 days.
 - Private clients are invoiced at the beginning of term and payable within 14 days.
- **How can we make payments?**
 - Bank transfer
 - EFTPOS
 - Cheque

NDIS

- **Is RDA Carine a registered service provider for NDIS?** Yes

OUR HORSES

- **What horses do we use?** We have many different horses who have come from various different homes and backgrounds. All our horses go through an intense trial and assessment process before entering our programs, and have individual exercise and further education plans carried out by the coaches.

OUR COACHES

- **Are our Coaches accredited?** Yes all coaching staff at Carine have undergone training and accreditation by RDA Australia.

CANCELLATIONS

- **What are the rules regarding cancellations and absentees?** Please refer to the RDA Carine Cancellation Policy at [Click here](#) for Private Clients and [Click here](#) for NDIS Clients.

VOLUNTEERING

- **Are our volunteers accredited?** All of our volunteers hold current Police Checks and Working with Children accreditation and of recent, the NDIS Worker Screening checks and are trained under RDA Carine coaches.
- **Is there a minimum age for volunteers?** Yes, it is currently 14 years of age.
- **Do I have to volunteer on a permanent basis?** We do encourage volunteers to participate on a weekly or fortnightly basis. We also ask for a minimum one year commitment.
- **When are the programs held?** The RDA Carine programs are held throughout the school term. We close for the school holidays but often hold a School Camp/s which require volunteers.
- **What days can I volunteer?** Any day from Monday to Friday anywhere between 8am and 5pm and then again on Saturday mornings from 8am to midday.
- **Are there any rosters or schedules?** We do not have rosters or schedules for our volunteers as we acknowledge that volunteers have busy lives and the day to day routines can change. We welcome volunteers to come and go as they please but do request a minimum of two hours.
- **What accreditation do I need?** All volunteers will be required to complete a NDIS Worker Screen Certification; Working with Children Card and a Police Check. RDA Carine will arrange on induction.
- **What induction do I receive?** All volunteers will be expected to commit to three trial sessions where you will be placed under the guidance of a current volunteer. The trial sessions are intended to determine if the potential volunteer is suited to the work and the potential volunteer is a good fit for the organisation. At any time, RDA Carine reserves the right to terminate your volunteer application if deemed unsuitable.
- **Is there a probation period?** Yes, after completing the three trials, and on receipt of all compliance documentation, you are permitted to commence the volunteer role under a three month probation period. At any time, RDA Carine reserves the right to terminate your volunteer role if deemed unsuitable.
- **What training do I receive?** RDA Carine hold regular day and evening training sessions of numerous topics. The training is not compulsory but a great source of information to assist you in your volunteer role.
- **Who will my supervisor be?** The Coach for the day will be responsible for all the volunteers.
- **What shall I wear?** We recommend long pants, closed in shoes or boots (not steel capped boots), SunSmart clothing (long sleeved shirts) cap or hat and jackets weather permitting. We also recommend fly nets during fly season.
- **Am I supplied with a uniform?** Volunteers have the opportunity to purchase a volunteer shirt for \$25.00.
- **What happens if I am unwell or going on holidays?** That is no issue. Just a courtesy text message, email or call to let us know. We encourage our volunteers to go on holidays as family and work come before RDA Carine.
- **Are riders and volunteers insured?** Yes, all of our riders and volunteers are insured under Riding for the Disabled Association of Australia policies. Copies of the Certificate of Currencies is available upon request.

COVID-19

- **What has RDA Carine established to protect riders and volunteers from COVID19?** The centre has completed the necessary Safety Plans and are following State and Federal guidelines and directives. All necessary protocols have been established in the event that restrictions are imposed, such as;
 - ❖ RDA Carine has completed a COVID-10 Safety and Hygiene Plan.
 - ❖ Groups of no more than 20 people on site at a time (dependent on current restrictions)
 - ❖ Group lessons set at a maximum of 4 (dependent on current restrictions)
 - ❖ One support person per rider (dependent on current restrictions)
 - ❖ Non riding siblings are not permitted
 - ❖ Volunteer / staff kitchen and rooms not to be accessed by riders or support persons
 - ❖ Hand washing and hand sanitizer is available for all to use
 - ❖ Disinfectant to be stationed at the gate for use on gate latching during entry / exit to the grounds
 - ❖ Riders requested to supply their own gloves
 - ❖ Riders requested to supply their own helmets (if possible)
 - ❖ All riding equipment will be thoroughly cleaned between riders
 - ❖ The following protocol for classes has been implemented;
 - ✓ Parents / Guardians / Riders to arrive on site **10 minutes before** the lesson commences to enable to register each rider
 - ✓ All riders will clean their hands with hand sanitizer
 - ✓ All riders will have temperatures tested and recorded
 - ✓ All parents / guardians / riders to sign in using the QR code PLUS the attendance register