

# Club Manual

October 2019

About  
Rainbow Club



Club  
Committee



Running  
your Club



Swim the  
Rainbow



Club  
Finances



Salesforce  
process



Teacher  
management



Comms  
and PR



Governance  
and structure



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Procedures



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# Foreword

For children with a disability, the scope of recreational and social opportunities can be limited. Rainbow Club provides its members with a sense of 'belonging' – particularly with their own Club. We give children and their families an opportunity to meet other families in similar circumstances as themselves. We have created a network of social swimming clubs with immeasurable benefits. We love our Swim the Rainbow program and how it is both a toolkit for teachers as well as a motivator for children and families.

Each Club runs independently under a volunteer-run working Committee but collectively under the Constitution of Rainbow Club Australia. This gives operational independence and the Committee has real control over their Club, as well as access to support when needed.

The demand for Rainbow Club continues to grow and to support the planned growth we have invested heavily in new technologies. Our Board is a dynamic, strategic and sometimes hands-on group of individuals who are passionate about the social and developmental benefits of swimming for children with a disability.

Most of all we are grateful to the Committee members who volunteer to run our Clubs throughout the year. Rainbow Club would like to take this opportunity to thank and congratulate each of our Club Committees for their dedication and commitment to the smooth operation and ongoing success of their Club and Rainbow Club overall.

This Rainbow Club Manual provides our Committees with everything they need to know about operating a Rainbow Club. The Manual is revised from time to time and Committees will be advised when an updated Rainbow Club Manual is available.

**Catriona Barry**  
General Manager, Rainbow Club Australia  
October 2019

**[myrainbowclub.org.au](http://myrainbowclub.org.au)**

 [rainbowclubaustralia](https://www.facebook.com/rainbowclubaustralia)  
 [rainbowclubaustralia](https://www.instagram.com/rainbowclubaustralia)  
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Incorporated Association in NSW ABN 96 753 434 862

Registered NDIS Provider NO. 4050000653

Charitable Status: Rainbow Club is a not for profit organisation with tax exempt charity and deductible gift recipient status.  
Australian Taxation Office CFN 11011



Registered  
NDIS Provider



Vouchers  
accepted



Deductible gift  
recipient status

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# Profile



4 terms of 9  
weeks per year



Rainbow Clubs  
in NSW



children with  
a disability



qualified and  
dedicated



children on  
waiting lists



Club  
Committees

## Our Clubs

### **Bexley**

Angelo Anestis Aquatic Centre

### **Bondi**

Wairoa School

### **Byron Bay**

Byron Bay Council Pool

### **Campbelltown**

Eagle Vale Aquatic Centre

### **Cherrybrook**

Carlisle Swimming Centre

### **Cronulla/Miranda**

Starting Blocks Miranda

### **Hornsby**

Knox Grammar School

### **Hurstville**

Danebook School, Hurstville

### **Lane Cove**

Lane Cove Aquatic Centre

### **Liverpool**

Michael Wenden Leisure Centre

### **Maroubra**

Des Renford Leisure Centre

### **Newington**

Newington College, Stanmore

### **Orange**

Orange Aquatic Centre

### **Penrith**

Kurrambee Special School

### **Revesby**

Max Parker Aquatic Centre

### **Seven Hills**

Aquatic Safety Training Academy

### **Southern Highlands**

Moss Vale Aquatic Centre

### **Sutherland**

Sutherland Leisure Centre

### **Tamworth**

Bullimbal Special School

### **The Ponds**

The Ponds School

### **Villawood**

Wran Leisure Centre

### **Warriewood**

Brooke Withers Swim School

### **Warringah**

Warringah Aquatic Centre

# Organisation



## Cluster Staff Member

Staff members are allocated a Club cluster to support as required. Club Committees are advised of the name and contact information for their Cluster Staff Member.

# Our people

**Founders:** Ron Siddons MBE OAM, Lily Siddons

**Patrons:** Mark Speakman SC MP, Louise Sauvage OAM

**Ambassador:** James Pittar

**Life Members:** Gary Bradshaw, Philip Holt OAM Malcolm Kerr, Rob Lloyd, Suzanne Stanton, Margaret Taplin, Tony Williams

**Board:** Alexandra Finley (President), Philip Holt OAM (Vice President), Rob Lloyd (Vice President), Ernie Cirignano, Ally Cox, Dipen Dhruv, Steve Langan-Stark, Mark McCormack, Bob McCotter, Tracy Raso, John Taplin OAM

**Staff:** Catriona Barry (General Manager), Emma Baldwin (Events Officer), Nicola Davies-Cooke (Swimming Officer), Eliza Kelleher (Accounts Officer), Heather Nadilo (IT Manager), Sarah Simon (Accounts Officer), Min Strauss (Membership Manager), TBA (Aquatics Manager)

**Malabar Magic Committee:** Peter Appleyard, Catriona Barry, Annabelle Campbell, Ally Cox, Rob Lloyd, Mark McCormack, Neil McLennan, Eddie Moore, Anna Torok

**Family Carnival Committee:** Arthur Cooke, Nicola Davies-Cooke, Jeremie Smith, Min Strauss, Anna Torok, Jason Xing

# Our future

## Our mission

To provide a network of social swimming clubs for children with a disability, enabling them to learn, achieve and enjoy participating in aquatic activities.

## Our vision

To be recognised across the disability and aquatic industry for our network of quality, social swimming clubs. To have efficient and streamlined operations to support 1000+ members with participation in local and state-wide events.

## Strategic goals 2018-2021



Maintain and grow membership



Member transition to mainstream



Social participation and events program



Quality culture and resources



Efficient operations and systems

## 2028



Project National: A Rainbow Club in every local area



# Our identity



Our swim program  
for members

**June and December**

Club certificate presentations  
to members are held at the  
end of Terms 2 and 4.



**December**

The Family Carnival is where  
Rainbow Clubs meet, compete,  
have fun, and celebrate. A fun,  
family-friendly and inclusive  
social swim event.



**February**

This inclusive ocean swim is  
held at Sydney's sheltered  
Malabar Beach. All funds raised  
by the Malabar Magic support  
Rainbow Club.



**August**

Club members and families  
learn essential water safety training  
(held during normal lessons).



**October**

Our community comes together  
to connect, share, and learn.  
Includes our AGM.



**February**

A team of Rainbow Club  
members (from all Clubs) who  
participate in the Malabar Magic.



**Usually July**

Intensive program offered to  
Rainbow Club family and friends  
who wish to teach swimming.



**October - every second year**

Recognising outstanding  
Rainbow Club teachers  
and volunteers.



**July**

Annual fundraising social  
dinner held at the St George  
Leagues Club.

# Swim the Rainbow

Swim the Rainbow is a specialised program that provides motivation for children to learn to be safe in the water, have fun and learn to swim within their capability. It recognises the children as they progress through the colours of the rainbow and achieve goals. We love our Swim the Rainbow program and how it is both a toolkit for teachers as well as a motivator for children and families.



Green may be the pinnacle of achievement for children with severe physical and intellectual issues. When reaching Green goals, a child should have an understanding of the fundamentals of being 'water safe', be able to recover a safe position (float) if they fall in water and have some form of propulsion when on their back with whatever body movements are required (whether arms/legs or whole body).





# Club Committee

A Club Committee consists of three roles:  
a Manager, a Scheduler and a Social Coordinator.

The Club Committee works as a team and holds meetings as they deem necessary or at least once a term. A letter outlining the relationship between the Committee and Rainbow Club Australia is sent to each new Committee member. The General Manager may agree to changes to the Club Committee structure from time to time.

## Club Manager

Leads the Club Committee, liaises with the pool owner, and recruits and manages teachers.

### Duties of the Club Manager

- Liaises with the pool owner for adequate lane space and times that maximise the demand for the Club (ie. minimise waiting lists)
- Recruits and manages teachers
- Leads and supports the Scheduler and Social Coordinator
- Responsible for sending out the annual Club Report to members at the end of each financial year
- Identifies parents who may be future Committee members or able to assist in the development of the Club
- Maintains a Crisis Management Plan and in the event of a crisis at the Club, leads the Incident Management Team

**NEW!**

## Club Scheduler

Generates the schedule for the term and makes weekly adjustments having regard to the objective of reducing or even eliminating waiting lists.

### Duties of the Club Scheduler

- Sets the schedule for the term and circulates to families. Members who have paid their subscription fee are assigned to teachers at times that best suit the Club and families
- Manages relationships with parents
- Fills vacant places from the waiting list either prior to commencement of term or as early in the term as possible



## Club Social Coordinator

Coordinates social activities for Club members and shares information to create a vibrant, social atmosphere in your local Club.

### Duties of the Social Coordinator

- Organising Club Certificate presentations in June and December
- Organising Club rashies for members
- Managing communication with members through Club newsletters or social media
- Being the contact person in your Club for major Rainbow Club events
- Helping members transition into mainstream lessons
- Representing your Club at ClubGrant presentations as appropriate

## Committee Annual Report

Each Committee is requested to prepare a report at the end of each Financial Year and circulate it to the Club members. This report is an opportunity to share with members how the Club has performed during the year and to obtain feedback for improvements. It is also an opportunity to call for new Committee members if needed. A template for the Annual Report is available ([refer Sample documents](#)).

## Lead Teacher

Each Club has a Lead Teacher who reports to the Club Committee. The Lead Teacher must have the Access and Inclusion qualification from AUSTSWIM or the Teachers of Learners with a Disability qualification from Swim Australia.

### Duties of the Lead Teacher

- Implementing and managing Swim the Rainbow program
- Assessing new members and twice yearly providing Certificates of Achievement for members
- Liaising with Committee to engage new teachers
- Implementing the safety rules at your pool
- Assigning most appropriate teachers to children
- Monitoring and supervising teachers
- Briefing teachers borrowed from other Clubs
- Updating member records with Swim the Rainbow colours on Teacher Central
- Approving teacher timesheets on Teacher Central
- Updates the Club iPad as required and ensures the Rainbow Club iPad is ready to use for each session

NEW!



# Running your Club

Guidelines for meeting requirements for the operations of your Rainbow Club.

## Definitions

**‘Membership’** means that a place is available and individualised weekly lessons will be provided to a child with a disability.

**‘Subscription fee’** means the amount payable each term to retain a child’s membership. It is not a fee per lesson.

## Eligibility for membership

A child may be eligible for Rainbow Club if they meet the below criteria. Parents will be required to produce evidence on meeting the criteria on their first day at Rainbow Club. Evidence may be a copy of an NDIS Plan or a medical letter confirming diagnosis.

Eligibility criteria:

- A child has met the eligibility criteria for the National Disability Insurance Scheme (NDIS) and has a current plan
- or
- Can produce a diagnosis from a medical specialist outlining an impairment or condition that reduces a child’s ability to participate effectively in activities or perform tasks unless the child has assistance from other people or assistive technology or equipment
- Is between 3 and 18 years of age

## 9 week terms

Rainbow Club operates on a school term basis. The term dates are displayed on our website. Each term is 9 weeks. It is part of our service agreement with members that we offer 9 weeks of lessons each term.

However, from time to time a Club may need to change a date for local reasons. Pool availability, a long weekend or other teacher challenges may mean that the Club will not operate to capacity. The Committee has the authority to make decisions about changes to dates provided there are 9 weeks in the term. It is recommended that any changes are done in consultation with teachers and other members.

## Social swimming club

Your Rainbow Club is a social swimming club that encourages participation and recreation for children with a disability by helping them learn to swim.

Social participation happens in a variety of ways:

- 9 swimming less per term
- Club social events at the end of Term 2 (June) and Term 4 (December) for Certificate presentations
- Murray Rose Malabar Magic Ocean Swim (February)
- Swim the Rainbow Family Carnival (December)

**NEW!**

## Club schedule

The Club Scheduler prepares the online schedule for the term during the week prior to the commencement of each term and after the 'Due Date' for payment of subscription has passed. They should:

- Include only those marked on Salesforce as 'Current Subscription Paid'
- Publish the schedule to My Portal (member portal) as soon as it is ready for Club teachers and families to view
- Change session details if there is a teacher change on a particular day

### **When a new member joins, the Club Scheduler:**

- Creates a schedule for new members and provide access to My Portal
- Issues a Welcome Letter through Salesforce

### **When a member leaves, the Club Scheduler:**

- Changes 'Member Status' on Salesforce to 'Inactive'
- Cancels future subscription notices
- Removes the member login

## Teachers and lessons

Each Club should have a minimum of two qualified teachers and each lesson is a half hour. The Lead Teacher is appointed by the Club Committee in consultation with the General Manager of Rainbow Club. All other teachers report to the Lead Teacher.

The lesson is individualised to the child, using the Swim the Rainbow program ([refer Swim the Rainbow](#)).

Prior to the commencement of each term, the Club Manager and Lead Teacher should review the list of regular teachers and the relief teachers they will have available for the term ([refer Teacher management](#)).

The Cluster Staff Member assigned to the Club will ensure that teacher records are correct on Salesforce so that timesheets can be managed. A sign-in sheet for teachers should be maintained each week as a back up in the event of a payroll query. A photo of the paper record can be stored on the iPad.

The Lead Teacher should meet and greet each new member and their family, using the first lesson to assess the child and allocate to a suitable teacher.

All teachers should wear Rainbow Club rashies while teaching for Rainbow Club.

## Pooldeck and signage

Signage provided by Rainbow Club showing the Swim the Rainbow program goals must be displayed on the pooldeck while the Club is in progress.

The Club iPad should be available, connected and prominently displayed to enable members to sign in and to express interest in any Rainbow Club events.

The Swim the Rainbow visual aids should be at the pooldeck ready for teachers to use to illustrate and support teaching techniques.

## Financing your Club

In general, subscription fees cover the cost of paying teachers and any pool hire costs ([refer Club Finances](#)). Fundraising and grant applications continue to support overheads and investment in systems to improve the Rainbow Club experience.

Some Clubs are required to pay entrance fees to their pool or have other ad hoc expenses such as rashies for the children. Local Club Committees should consider how funds can be raised to cover these ad hoc expenses.



Your local Cluster Staff Member will be happy to advise and support you with any fundraising or grant applications.

### How many members?

The size of each Club varies depending on demand, pool space and teacher availability. For practical and efficiency reasons it is recommended that Clubs should have a minimum of 40 members receiving lessons each week.

The driver for the size of your Club is the size of the waiting list. Committees are required to constantly review their operations to ensure that the Club is doing all it can to minimise waiting lists. The Board of Rainbow Club recommends that no child should be on a waiting list for longer than 6 months. Some practical steps taken by Clubs to maximise their membership include:

- Engaging more teachers to maximise use of pool space
- Negotiating longer hours for hiring the pool and engaging teachers
- Reassessing children and their ability to join in 2:1 classes (in conjunction with the Lead Teacher – as this is their responsibility)
- Reviewing the pool space available and planning whether roping off areas or removing ropes will help maximise the space
- Setting up a separate squad session (on a weekday night) for children who have reached Indigo or Violet goals for Swim the Rainbow

### Managing applications and the waiting list

If there are no vacancies in your Club, 'Pending' applications should be moved to the 'Waiting List' on Salesforce ([refer Salesforce process](#)). By changing the 'Applicant Status' an automatic email is sent to the parent advising them that there is no place available and they will be contacted when a place does become available.

#### NEW!

If there is a vacancy, contact should be made with the parent offering them a place immediately. If they accept the place, they should:

- Be asked to provide evidence of their child's diagnosis
- Be converted to 'Member' and sent a Welcome letter

If they do not accept the place and are no longer interested in joining Rainbow Club, please change the 'Applicant Status' to 'No Longer Interested'.

In the unlikely event that your Club has vacancies and no waiting list, please contact your Cluster Staff Member to work on promoting your Club (to those on other Club waiting lists or to families in your area who may not know about Rainbow Club).

#### NEW!

### Rainbow Summer Club

Rainbow Club has a policy that no child should be on our waiting list for longer than 6 months. This is difficult to achieve when capacity and pool space are limited, so we have introduced Rainbow Summer Club to help reduce waiting lists.

If your Club has a waiting list of longer than 20 members or children on your waiting list for longer than 6 months, please consider a Summer Club. Typically it is 9 sessions over 3 days for 3 weeks which is the equivalent of one term with Rainbow Club. If you would like to run a Summer Club in your Club, check the following and contact your Cluster Staff Member to implement.

- 9 sessions in January – 3 sessions a week for 3 weeks
- Teacher and pool hire availability
- 3 teachers working 3 hours for 3 days = 18 children receiving a chance to learn to swim, become safe in water and participate socially



## Crisis management

**NEW!**

A crisis could arise from a minor or a major accident or specific incident such as:

- Member/child becoming seriously injured and requiring medical attention
- Fatality or fatalities
- Missing child
- Abusive parent or spectator

It is impossible to envisage or list all the eventualities that may occur, and the Crisis Management Policy ([refer Policy 108, Policy and Procedures](#)) are aimed at giving guidelines to follow in the event of a crisis.

Club Committee members should be familiar with the Crisis Management Policy, complete a Crisis Management Plan with the Club contact list and discuss this with the Lead Teacher and Club teachers A template is available ([refer Sample documents](#)).

The contact list in the Crisis Management Plan should contain all contact information for the pool (including the pool address and manager), Club Committee, Lead Teacher, key Rainbow Club personnel and identify the local hospital. This contact information must be updated when there is a change of personnel at the Club.

## Rashie for Club members

When local funding is available, Rainbow Clubs are encouraged to arrange Club rashies for members. The following are guidelines for Club rashies:

- Chlorine resistant
- The Committee may choose the colour but may like to use this as an opportunity to consult with members. It is good to have multi colours and keep them bright as appropriate for Rainbow Club eg. different sleeve
- Swim the Rainbow logo centre front of the rashie
- The front left hand side should have the Club name under the Rainbow Club logo - if there is a front-facing photo your Club can be identified
- The Club name should be displayed across the back of the rashie - if the member is swimming at the Family Carnival, the announcer can identify the Club they are from

## Club email

Each Club has its own email address (eg. bondi@myrainbowclub.org.au). Emails to this address can be forwarded to Club Committee members or accessed via webmail. The forwarding can be stopped or redirected at any time.

Salesforce has a tool for sending emails to members ([refer Salesforce process](#)).

## National Disability Insurance Scheme (NDIS)

NDIS generally accepts that where a child requires an individualised swimming lesson because of their disability, they can apply to have the extra cost of an individualised lesson included in their plan. Rainbow Club publishes helpful information to support such applications on our website.

Families who are using National Disability Insurance Agency (NDIA) or a Plan Manager to manage their NDIS Plan, need to complete a Rainbow Club Service Agreement each term as this authorises Rainbow Club to claim the term's subscription fee and sets out the term of the agreement.

Progress reports for NDIS Plan renewal can be requested through My Portal and take about five (5) days to produce.



## Operating Systems

**NEW!**

Rainbow Club uses Salesforce for managing all applications, waiting lists, membership and subscription fee collection ([refer Salesforce process](#)). Salesforce is also used for storing all teacher contact details and qualifications. It is the cornerstone for all our digital operations and supports the Teacher Central, My Portal (for members) and Pooldeck communities.

Our payroll system is outsourced to ADP Payroll Solutions. Weekly timesheets are gathered from Teacher Central data and uploaded fortnightly to ADP.

### Teacher Central

Teacher Central is an online resource for teachers that provides information to improve the quality of service offered to members. Teachers with a current login can access Teacher Central from their own mobile phone.

The specific features include:

- A list of sessions that each teacher will be teaching for either 'Today's Sessions' (for the day) or 'Future Sessions' (for the rest of the term)
- Information regarding the children in each session - their goals, disability, Swim the Rainbow colour and tips on how to teach someone with a particular disability for each colour. This information is available for the children assigned to each teacher's sessions and for all the children in a Club
- Online timesheets to be completed each weekend
- Online incident reporting

Teacher Central also has information for teachers about:

- Terms of employment and teacher Code of Conduct
- The Swim the Rainbow visual aids
- Information about upcoming events

### My Portal

My Portal is the Rainbow Club online portal for members.

Parents of members are able to:

- View or update their child's details, including their aims, goals, notes and see who their child's allocated teacher is for the term
- Advise if their child will be away for a lesson or lessons (marking them as an 'Apology'). Any child who is away without prior notice is considered a 'No Show'
- See all upcoming events and notify us if they are interested in participating in these events
- View an incident report that has been lodged regarding their child
- Request a NDIS report, when it comes time for their child's NDIS Plan review

### Pooldeck

Each week at each Club the Rainbow Club iPad is available and online to enable members to sign in and record their attendance. Members can also use the Pooldeck community to express interest in Rainbow Club events.



# Swim the Rainbow

Our specialised program provides motivation for children to learn to be safe in the water, have fun and learn to swim within their capability.

Rainbow Club's Swim the Rainbow program recognises the children as they progress through the colours of the rainbow and achieve goals.

PAGE  
8

## Goals chart

See the  
Swim the Rainbow  
chart on page 8

## A toolkit for teachers

Swim the Rainbow is a toolkit for Rainbow Club teachers who work with children of differing abilities each week and provides them with appropriate lesson plans to implement at a glance.

Lead Teachers are responsible for ensuring that Swim the Rainbow operates in accordance with the Swim the Rainbow guidelines.

All teachers can access the colour and goals a child is working on prior to their lesson using Teacher Central. They can also access tips on how to teach specific disabilities at each colour of the Rainbow. We recognise that each child is an individual and the tips provided are generic. Teacher Central also has the capacity for teachers to insert notes. The notes are for internal use only and for the guidance of other teachers in the Club. Comments regarding members are published on My Portal for review by parents.

From time to time there may be an important message that everybody needs to know concerning a particular child. This may relate to medication or behavioural challenges. This message appears in red on a child's record and is visible immediately upon opening the child's record.

## Visual aids kit

NEW!

The Swim the Rainbow visual aids have been revised and supplied to Clubs. The visual aids have been produced to support children who learn better visually. The visual aids have also been loaded on the iPad supplied to each Club.

One set of visual aids per teacher is provided to each Club and each teacher is requested to maintain the pack in its entirety. A 'care for your kit' instruction card is included. The kit and the copyright associated with these visual aids remains the property of Rainbow Club.

## Support

Rainbow Club's Swimming Officer is available to provide advice and support, and to visit your Club to help improve the quality of experience for Club members and teachers. Direct your requests through your Cluster Staff Member.



## Certificate presentations

Each Club should hold certificate presentations twice a year: at the end of Term 2 (June) and at the end of Term 4 (December). These should be social occasions where parents are invited to bring a plate and certificates are presented in front of Club members and their families.

The certificates are available in pads which can be posted to Clubs on request. The certificate is also available on Salesforce and can be produced from the member's Salesforce record. Hard copies can be printed inhouse or outsourced. Any costs incurred in outsourcing will be reimbursed provided the amount is approved in advance.

The Lead Teacher should sign each certificate.

## Presentation day

Organising the presentation of certificates while maintaining Club schedules can be challenging and can vary from Club to Club. However the aim is to make it a social occasion that recognises and motivates families and children.

It is suggested that the Lead Teacher with a Committee member makes the presentation and photos are taken for family and school.

One option is that certificates are presented every hour at the change over so that children and families finishing a lesson and starting next lesson are present to see the small presentation.

There should be no other activity happening in the pool while the presentations are taking place unless adequate supervision is available.

Any plans for party or fun time in the pool need to be carefully managed with all risks considered. The Committee and teachers decide if parents/carers may join in the activities in the water with their children. If necessary, extra teachers need to be engaged to ensure the one : one ratio is implemented. Extra costs should be discussed with the Club's Cluster Staff Member.



# Club finances

Good financial management at Club level enables Rainbow Club Australia to manage overall financial obligations and gauge capacity to open new Clubs.

## Subscription fees

In 2018 Rainbow Club introduced a two tier subscription system:

- Children under 7 years of age: receive a subsidy and pay a reduced subscription (this subsidy will be regularly reviewed)
- Children over 7 years of age: pay the full subscription as decided by the Board of Rainbow Club from time to time

Families struggling financially with paying a term subscription may have the subscription fees for the term waived by contacting the General Manager.

## Club budgets and reports

Each Club has a budget that is available on request and most useful when preparing a grant application for funding for your Club.

Any donations or grants received for a specific Club are tied to that Club and acquitted accordingly. Ask your Cluster Staff Member for a copy of your Club's financial status at any time.

## Grant applications

### ClubGrants NSW

Rainbow Club is grateful to NSW ClubGrants which has helped our Clubs to thrive in recent years. The General Manager will make one grant application on behalf of each Club.

In the event that a ClubGrant is successful and a cheque presentation takes place, the Club Committee are requested to attend the presentation to thank the Directors of the Licensed Club for the grant. This local relationship is important and appreciated by Clubs NSW.

### Other grant opportunities

There are many other organisations that provide grants or donations for charities such as Rainbow Club. Club Committees are encouraged to apply for any grants they may deem appropriate. Assistance with applications is readily available from the General Manager.

*Rainbow Club Australia has a strategic objective of minimising administrative costs while providing support for all the Committees who run our Clubs. We do not have offices or extensive office equipment and we seek to obtain all services pro bono to ensure that as much as possible goes to delivering our mission.*



**SAMPLE**

## Club Budget

Based on 40 members with 50% of members receiving a subscription subsidy

	2019		2020		FY 19/20
Assumptions	Term 3	Term 4	Term 1	Term 2	Total
# Children	40	40	40	40	
# Level 3 swimming teachers	3	3	3	3	
# Level 5 swimming Lead Teacher	1	1	1	1	
Level 3 hourly pay rate	34	34	34	34	
Level 5 hourly pay rate	40	40	40	40	
# Hours per week	5	5	5	5	
Full subscription fee	280	280	280	280	
Subsidised subscription fee	130	130	130	130	
#Weeks per term	9	9	9	9	36
<b>Income</b>					
Full subscription fee (60%)	6,720	6,720	6,720	6,720	26,880
Subsidised subscription fee (40%)	2,400	2,400	2,400	2,400	9,600
Fundraising	1,000	1,000	1,000	1,000	4,000
<b>Total income</b>	10,120	10,120	10,120	10,120	40,480
<b>Expenses</b>					
Level 3 teacher payroll	4,590	4,590	4,590	4,590	18,360
Level 5 teacher payroll	1,800	1,800	1,800	1,800	7,200
Superannuation for teachers	304	304	304	304	1,214
Pool hire cost	1,500	1,500	1,500	1,500	6,000
Equipment and other overheads	1,720	1,720	1,720	1,720	6,880
<b>Total expenses</b>	9,914	9,914	9,914	9,914	39,654
<b>Surplus / deficit</b>	206	206	206	206	826



# Salesforce process

Rainbow Club uses Salesforce to manage its processes, data, scheduling and knowledge resources for our teachers.

Salesforce is used for our applications, memberships, payment of term subscription fees, NDIS information and progress towards Swim the Rainbow goals. We also hold information regarding our teachers and their qualifications on the Salesforce system though the payroll is administered separately through ADP Payroll Solutions.

All Clubs are required to use Salesforce to keep member details up to date and to generate their schedules.

## Licence and password

Information stored on Salesforce is password protected. Access for each Club is through a Club password. There is one licence per Club. Salesforce requires this to be changed regularly and the relevant Committee member makes the password change.

## Record keeping

Member records are kept for seven years on Salesforce. Rainbow Club's Salesforce manages the following records:

- Applications entered through the Rainbow Club website
- Waiting lists
- Members details
- Parent details
- Parent goals
- Teacher contact details and qualifications
- Swim the Rainbow colours
- Details of subscription fees paid and outstanding fees
- NDIS Details (Service Agreements, Service Bookings)

## Processes carried out on Salesforce:

- Welcome Letter for new members
- Offer Letter for new teachers
- Appointment Letter for new Committee members
- Engagement Letter for inpool volunteers
- Issue of Term Subscription notices
- Online scheduling for each Club, each term
- NDIS Service Agreements and Service Booking details
- Communication through emails and SMS
- Certificates showing member achievement and progress
- NDIS Progress Reports
- Teacher weekly timesheets for payroll



## Confidentiality

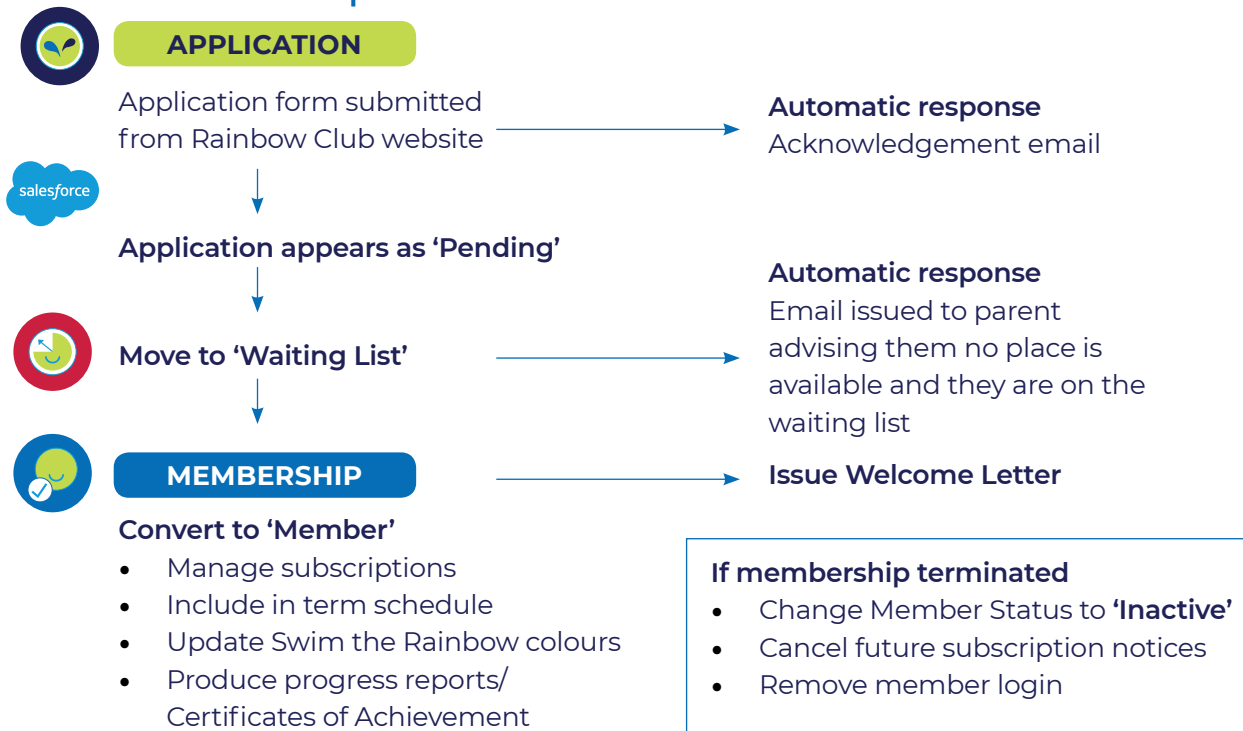
Member records are confidential. Those with access to Salesforce are required to protect the privacy of all information they access. Information about members may only be made available to other parties with the consent of the member and/or their parent/guardian.

## Definitions

**'Membership'** refers to a person who has been accepted into the Club and for whom a teacher has been allocated.

**'Subscription fee'** refers to the amount payable each term.

## New member process



## Creating a term schedule

Schedules for each term are created by the Club Scheduler in Salesforce. Guidelines are made available to the Scheduler upon their appointment.

At the start of each term, teachers and members can login to view their Club's schedule online via Teacher Central for teachers, and My Portal for members.

## Notes and comments

Teacher Central also has the capacity for teachers to insert notes. The notes are for internal use only and for the guidance of other teachers in the Club. Comments regarding members are published on My Portal for review by parents.

From time to time there may be an important message that everybody needs to know concerning a particular child. This may relate to medication or behavioural challenges. This message appears in red on a child's record and is visible immediately upon opening the child's record.



## Systems in use by Rainbow Club

**Salesforce:** for customer relationship management, including: My Portal (for members); Teacher Central; and Pooldeck community

**ADP Payroll Systems:** for payroll procedures

**MYOB:** accounting package for financial management

**Wordpress:** for website management

**Mailchimp:** for email broadcasts

### Term subscriptions process

**For information only:** this is an automated process and no action is required on Salesforce by Committee members.

- 1 week before end of term: subscription renewal is emailed to current members
- 2 weeks later: reminder email sent
- Friday (a week before term starts): subscription due date (SMS sent to those yet to pay)
- After first lesson of the new term: email with list of members with outstanding subscriptions sent to Schedulers to follow up on
- After second lesson of the new term: members not paid will have their membership terminated - Schedulers are notified to fill this position ASAP

**Credit card payments:** transactions are processed instantly and when a payment is approved, a record is updated immediately (1 minute) and a receipt sent.

**Bank transfer payment:** bank account is checked twice a week and when payment is recognised in the bank account the record is manually updated and a receipt sent.

**NDIS Service Agreements:** completed Service Agreements automatically show on a member's record. Service Bookings are made through NDIS Portal before the due date. A valid service booking number is recorded on the member record and the subscription is considered paid. Rainbow Club submits payment requests to NDIS three times each term.

## Salesforce Development history

### Rainbow Club Australia

**Phase 1** (launched October 2013) involved:

- One licence per Club
- Salesforce terminology and functionality tailored to Rainbow Club needs
- An online system that gave Rainbow Club Australia visibility over its Clubs and members
- A process for managing applications from waiting lists through to membership

**Phase 2** (launched July 2015) included the facility for parents to pay subscription fees using credit card or online bank transfer.

**Phase 3** (launched January 2018) included a two tier subscription system:

- A subsidised subscription fee (\$125) for children under 7 years of age
- Full subscription fee (\$280) for those with NDIS plans

This phase allowed Rainbow Club to:

- Accept Service Agreements online and record information for claiming from NDIS
- Capture information about the status of a member's NDIS plan and to grant them a subsidy in the event of no plan

**Phase 4** (rolled out to all Clubs in 2019) included making an iPad available at each Club and the development of three separate Salesforce community portals:

- **Teacher Central** for teachers
- **My Portal** for members
- **Pooldeck** for Club attendance

These portals facilitate:

- Pooldeck information on children's disability for all teachers
- Visual aids to support teaching
- Online scheduling
- Attendance records



# Teacher management

Recruiting and managing teachers is the role of the Club Manager and the Lead Teacher.

## Lead Teacher

Each Club has a Lead Teacher. This Lead Teacher must have the Access and Inclusion qualification from AUSTSWIM or the Teachers of Learners with a Disability qualification from Swim Australia. The Lead Teacher reports to the Club Committee.

## Recruiting a Lead Teacher

When a Lead Teacher position becomes available, the Club Committee assesses whether any other teachers in the Club might be suitable for the role and negotiates with that teacher.

If the position needs to be advertised, Rainbow Club will arrange for advertisements to be placed and process applications. Any applications received will be passed to the Club Committee for interview. Assistance and support with interviews and suggested questions to ask are available from your Cluster Staff Member.

Once a successful candidate has been found, Rainbow Club will issue an Offer Letter outlining the responsibilities and duties of a Lead Teacher ([refer Club Committee](#)). Our Swimming Officer will provide induction for Lead teachers. See 'Induction for new teachers' ([refer Sample documents](#)).

## Recruiting teachers

It is the role of the Committee and Lead Teacher to recruit teachers for their Club. Rainbow Club will assist with advertising and promotion.

## New teacher application process

All applicants should complete the 'Apply to Teach' form in the Teachers section of the Rainbow Club website. Their swim teacher licence and Working With Children check (WWC No.) are verified by Rainbow Club.

The application is sent to the local Club Committee and Lead Teacher to arrange an interview or trial to ensure the applicant has the skills to teach at Rainbow Club. Assistance and support with interviews and suggested questions to ask are available from your Cluster Staff Member.

The results of this interview and/or trial are processed. If the applicant is suitable, an Offer Letter will be emailed to the new teacher ([refer Sample documents](#)).

### NEW!

If the teacher is also available to work at another Club, your Cluster Staff Member will affiliate the new teacher to that Club so they have their details if required.

Our Swimming Officer will make contact with new teachers directly to confirm they are learning the program and deal with any unanswered questions. Teacher Central has resources to assist new teachers.

Rainbow Club teachers are qualified swim teachers. They are not employed as therapists and cannot provide therapy or therapy advice.

**NEW!****Filling vacancies**

At the beginning of each term, the Club Manager and Lead Teacher should liaise with teachers to ensure they have an adequate number of regular teachers and at least two teachers they can call on if required. These teachers are known as 'back-up' teachers.

**Back-up teachers**

Back-up teachers may also be acting as back-up for other Clubs in your area. Only teachers who have been approved and set up on payroll may be used as back-ups.

Back-up teachers:

- Agree to be called when a particular Club is in need of someone to do a shift for a teacher who is sick or away
- Can do an unlimited number of shifts at any Club during a term
- Are paid their normal hourly rate and do not receive travel time

Your Cluster Staff Member will conduct an audit of all teachers for each Club at the beginning of each term and ensure that Salesforce and the ADP Payroll systems are up to date.

**Emergency relief teachers panel**

Rainbow Club manages a panel of teachers who can do emergency relief at any Club. Teachers on the emergency relief panel are pre-approved and must be available for at least 6 weeks in any term. The details of teachers on the emergency relief panel can be viewed on Salesforce by Club Committee members.

**Using an emergency relief teacher has significant financial consequences for Clubs as they are paid a higher hourly rate plus travel time. Emergency relief teachers should only be used after other options have been exhausted.**

Emergency relief teachers must apply to be on the panel, meet specified criteria and be approved. When approved, their contact information will be available on Salesforce under 'Teachers Available for Relief Shifts'. This view is available in Salesforce and Teacher Central.

Emergency relief teachers have agreed to the following criteria:

- To be available for at least 6 weeks of the term
- To not accept shifts at any one Club for more than 3 weeks of a term
- Arrive early to be briefed on children they will teach (no extra pay for this briefing)
- Adhere to the Swim the Rainbow program and use the visual aids as required
- Emergency relief teachers will be paid the relief rate **and** can claim for travel time (up to 1 hour each way, with a maximum of 2 hours total per shift)

**When all the above fail**

From time to time, it will happen that there are no regular, back-up, or emergency relief teachers available. Club Committees and Lead Teachers should liaise to consider:

- What member apologies have been received and whether slight tweaks to the schedule could alleviate the need for another teacher. It may mean asking a family to come earlier or later.
- What children can be grouped together for a lesson





**NEW!**

## Paying teachers

All teachers have access to online timesheets. The following processes and timelines apply:

Completed by:	Action
6.00pm Sunday	Email to all teachers reminding them to complete their timesheet
12.00pm Monday	Lead Teacher: <ol style="list-style-type: none"> <li>1. Checks that hours entered are accurate</li> <li>2. Approves teacher timesheets for your Club</li> </ol>
5.00pm Monday	Cluster Staff Member approves Lead Teacher hours
11.00am Tuesday	All timesheets on Salesforce are sent to ADP for calculating payroll

All teachers are employed on a casual basis. At the end of the first year of employment as a casual teacher, communication will take place about the option of converting to employment on a permanent basis.

## Pay rates for teachers

There are three levels of teachers and the following hourly rates are applicable as of October 2019:

Level	Type	\$ /hr	Notes
5	Lead Teacher	\$40	Must be qualified: AUSTWIM Access and Inclusion or Swim Australia's Teacher of Learners with Disability. Reports to the Club Committee.
4	Swim teacher	\$35	Must be qualified: AUSTWIM Access and Inclusion or Swim Australia's Teacher of Learners with Disability. Reports to the Lead Teacher.
3	Swim teacher	\$33	Must have a basic AUSTWIM or Swim Australia swim teacher licence. Reports to the Lead Teacher.
	Emergency relief teacher	+\$5	Teachers approved for the emergency relief teacher panel are paid an additional \$5 per hour and may be reimbursed for up to 2 hours travel time.

## To ensure the integrity of our payroll system:

- A separate staff member sets up new teachers on the payroll system
- Teachers can sign in on the Club iPad to enter their hours online or do so at another time from their personal device. A manual sign in register should also be kept by the Club.
- Lead Teacher approves teacher hours
- Cluster Staff Member approves Lead Teacher hours
- Accounts Officer uploads data to ADP Payroll Solutions
- General Manager authorises payment to the teacher's bank account



## Teacher dress code

Rainbow Club provides all teachers with a hi-vis lime green rashie which they are required to wear while teaching Rainbow Club. All teachers (male and female) are required to wear rashies and board shorts while teaching. A neat and tidy appearance is important to Rainbow Club.

### NEW!

## Employee assistance for teachers

Rainbow Club acknowledges that the work of teaching children with a disability may present challenges for our teachers and has an Employee Assistance Program in place to help those who need it. Any teacher seeking support or assistance because of their work with Rainbow Club should first discuss their need with a member of their Club Committee.

## Train to Teach

In 2018, Rainbow Club introduced Train to Teach which is an opportunity for families and friends of Rainbow Club members and teachers to become qualified swim teachers.

There is no cost to the applicant to complete this program (normally \$400) but the applicant must commit to follow up with inpool training hours followed by an assessment, resulting in a swim teacher licence to teach in any swim school. The applicant must also commit to teaching with Rainbow Club for 12 months.

Applicants should complete the 'Train to Teach' form in the Teachers section of the Rainbow Club website. The website accepts applications to be part of the annual Train to Teach throughout the year, however the annual program opens in May each year.

## Inpool volunteers

Rainbow Club welcomes and encourages volunteers who wish to assist in the pool. While volunteers without a teacher qualification cannot replace a qualified teacher, they can add great value to a Club and its members.

From time to time people volunteer to help in the pool. Often they are completing practical hours to obtain their Access and Inclusion qualification from AUSTSWIM or school students too young to obtain a qualification.

All volunteers must complete the 'Inpool Volunteer' application form in the Teachers section of the Rainbow Club website.

### Inpool volunteer requirements:

- Inpool volunteers must be 14 years of age to volunteer
- Volunteers over 18 years of age must have a Working With Children check (WWC No.) validated by the Aquatics Manager.

All inpool volunteers receive confirmation of their acceptance by Rainbow Club as an inpool volunteer.



# Comms and PR

Rainbow Club has an established brand. Brand recognition is important not only for Club members, but also for all promotions to create community awareness.

## Language and terminology

All our communication and activities should portray people with a disability using appropriate terminology, language and presentation.

Some examples are:

Use the term “person with a disability” instead of “disabled persons”

Use the term “intellectual disability” instead of “retarded” or “mentally retarded”

Use the word “child” instead of “kid”

Use the term “wheelchair user” instead of “wheelchair bound”

## Website and social media

In August 2019, Rainbow Club updated its brand and developed a more functional and user-friendly website. The website is a great resource for prospective members, NDIS Plan managers and support coordinators or anybody interested in Rainbow Club.

In 2019 Rainbow Club marked its 50th anniversary with a number of celebrations. A history of achievements over 50 years is available at [myrainbowclub.org.au/our-history/](http://myrainbowclub.org.au/our-history/)

Rainbow Club has a presence on the various social media platforms and we encourage all families to follow us and keep up to date. Many individual Clubs also have their own Facebook groups which they use to share information about their schedule, teacher availability and upcoming events.

## Pooldeck signage

Each Club is provided with two A-frame signs to display at the pool while Rainbow Club is in progress. The signs serve two purposes: they help new families to locate where lessons are held, and they contain ready information on the Swim the Rainbow colours. This is an important visual aid for children and families to see where they are at on their learn to swim journey.

## Rashies

Rainbow Club provides rashies (aquatic rash shirts) for teachers. These must be worn by teachers during Rainbow Club activities. The bright hi-vis lime green colour clearly identifies our teachers to children and families and portrays a professional image of Rainbow Club to everybody in the pool vicinity.

Orange rashies are available for inpool volunteers for wear only during Rainbow Club sessions. Teachers and volunteers are entitled to only one gratis rashie. The rashies should not be worn outside of Rainbow Club activities.

Rainbow Clubs are encouraged to have a Club rashie for their members. The design, colours and costs are a matter for individual Club Committees.

**NEW!**

Members, teachers and inpool volunteers should wear their Rainbow Club rashie for Rainbow Club events such as certificate presentations, Family Carnival and Malabar Magic.



# Governance and structure

Governance and structure provides the means for Rainbow Club to function effectively and efficiently.

People involved with Rainbow Club should understand the importance of complying with each of the following responsibilities.

## Board of Rainbow Club Australia

It is the role of the Board to:

- Ensure Rainbow Club Australia fulfils its mission
- Provide governance and long term planning for Rainbow Club and all its Clubs
- Develop and oversee the implementation of the organisation's strategic plan

## Staff

All staff work flexible hours from their own homes.

### General Manager

The General Manager has overall responsibility for the running of Rainbow Club and implementing the strategies approved by the Board of Rainbow Club Australia. The General Manager reports to the Board.

### Aquatics Manager

Teacher and pool administration + TBC

### IT Manager

Responsible for administration, information and technology maintenance, website updates, communication broadcasts, and support as required.

### Membership Manager

Responsible for liaising and supporting Committee members, ensuring all members are paid up to date, and claiming funds from NDIS for members who are using this source of funding.

### Accounts Officers

Responsible for all payables and receivables, producing financial reports and assisting with the fortnightly payroll.

### Swimming Officer

Responsible for ensuring the Swim the Rainbow program is embedded in all our Clubs and our teachers are supported to deliver this program to all children with a disability.

### Events Officer

Responsible for assisting preparations and coordinating promotions for all Rainbow Club events and providing support as required.

### Cluster Staff Member

Staff members are allocated a cluster of Clubs to support as required. Club Committees are advised of the name and contact information for their Cluster Staff Member.



## Club Committee

It is the role of the Committee of a Rainbow Club to:

- To maintain the Club's authority from Rainbow Club to operate in accordance with the Club Charter
- To manage a social swimming club for children with a disability between 3 and 18 years of age
- To ensure that all members are registered on Salesforce
- To ensure that individually registered members have a quality swimming experience in a safe environment
- To raise and spend money in order to run the Club, including:
  - Remunerate teachers for providing lessons
  - Pay the cost of pool hire where necessary
  - Support social activities at Club and State level
- To uphold the brand and reputation of Rainbow Club
- To liaise with the local community and to represent Rainbow Club at local level

## Teachers

It is the role of Rainbow Club teachers to:

- Familiarise themselves with the Swim the Rainbow program and implement the plans outlined
- Act in accordance with the Rainbow Club Code of Conduct for teachers
- Behave professionally and accept responsibility for their actions
- Ensure the safety, health and welfare of children and other teachers
- Provide a balanced program of swimming and water safety as outlined in Swim the Rainbow
- Be familiar with the goals of the member (or their parent) and support them to achieve their goals
- Modify teaching techniques to cater for the disability of the individual
- Treat all members and parents with courtesy and respect
- Maintain their certifications or qualifications with AUSTSWIM or Swim Australia, CPR (annual resuscitation training) and Working With Children (WWC No.)
- Abide by the Policy and Procedures of Rainbow Club Australia



# Codes of Conduct

Our Codes of Conduct ensure that each person representing Rainbow Club behaves in an appropriate and ethical manner.

Rainbow Club's teacher and inpool volunteer Code of Conduct include the NDIS Code of Conduct.

## Teacher Code of Conduct

### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

### In addition, Rainbow Club teachers agree to:

- Behave professionally and accept responsibility for their actions
- Commit to the mission and goals of Rainbow Club and work all agreed shifts so as to provide the best possible service to Rainbow Club members
- To the best of their ability, ensure the safety, health and welfare of all children in the Club and other teachers
- Provide a balanced program of swimming and water safety within Swim the Rainbow guidelines
- Be familiar with the goals of the child being taught (or their parent) and support them to achieve their goals
- Be familiar with the colour level of the child that is assigned to them
- Modify their teaching techniques to cater for the disability of the individual
- Treat all children and parents with courtesy and respect
- Maintain their certifications or qualifications with AUSTSWIM or Swim Australia, CPR (annual resuscitation training) and Working With Children (WWC No.)
- Agree to behave in an ethical manner that is free from any harassment or bullying
- Abide by all Rainbow Club Australia's Policy and Procedures



## Inpool volunteer Code of Conduct

### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

### In addition, Rainbow Club inpool volunteers agree to:

- Behave professionally and ethically in a manner free from harassment and bullying and accept responsibility for my actions
- Perform all duties to the best of my ability at all times
- Commit to the mission and goals of Rainbow Club so as to provide the best possible service to Rainbow Club and its members
- Ensure to the best of my ability, the safety, health and welfare of children in the Club, other teachers, and those who participate in Rainbow Club events
- Treat all with whom I am in contact with courtesy and respect
- Abide by all Rainbow Club Australia Policy and Procedures

### NDIS Code of Conduct breaches

Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct. Should a participant or other stakeholder wish to make a complaint about Rainbow Club with respect to the NDIS Code of Conduct, they will be directed to Rainbow Club's Complaints and Grievance Policy ([refer Policy 108](#)).

Should Rainbow Club or people employed or otherwise engaged by Rainbow Club, be found to have breached the NDIS Code of Conduct, Rainbow Club will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.



# Introduction

These Policy and Procedures are intended to provide clarity and guidance in the delivery of Rainbow Club's service to its members.

All Rainbow Club staff, Club Committee members, teachers and volunteers are required to be familiar with and follow the Policy and Procedures. Failure to do so will be treated seriously and may result in disciplinary action.

Rainbow Club's Policy and Procedures form part of a broader governance framework for Rainbow Club Australia which includes:

- Rainbow Club Board Charter
- Club Committee Welcome and Charter
- Member Letter
- Teacher Engagement Letter
- Inpool Volunteer Letter
- Rainbow Club Manual
- Swim the Rainbow Manual

The Policy and Procedures are included in the Rainbow Club Manual. A hard copy of the manual will be distributed to staff and Club Committee members on request, and be available on the Rainbow Club website. Our Policy and Procedures are also available online in our community portals: Teacher Central and My Portal (for members).

The Board of Rainbow Club Australia reviews policies at regular intervals.

Any changes to the Policy and Procedures will be communicated to staff, Club Committee members, teachers and volunteers.

## National Disability Insurance Scheme (NDIS)

To deliver services as an NDIS Registered Provider, Rainbow Club must comply with the NDIS Quality and Safeguards Commission framework, specifically:

1. NDIS Act 2013 (Commonwealth)
2. NDIS Terms of Business for Registered Providers and any conditions of NDIS Registration
3. Accreditation against the NDIS Practice Standards

These are quality standards that govern how NDIS Registered Providers must deliver services. The standards that relate to Rainbow Club are:

### Schedule 1: Core Module

- Rights of participants and responsibilities of providers
- Provider governance and operational management - eight (8) criteria
- Provision of supports
- Support provision environment





## Policy Register

This Policy Register forms part of Rainbow Club Australia's Board Papers

Item	Policy No	Status	Date for review	page
Member Rights	101	Approved 6/2019	6/2024	34
Information for Members	102	Approved 6/2019	10/2024	34
Fees	103	Approved 6/2019	6/2020	35
Access to Information	104	Approved 2014	10/2019	36
Privacy	105	Approved 2014	10/2019	37
Member Records	106	Approved 2014	10/2019	39
Member Feedback	107	Approved 2014	10/2019	40
Managing Complaints and Grievances	108	Approved 2018	2/2020	41
Policy Development and Control	109	Approved 2014	2/2020	43
Financial Delegation of Authority	110	Approved 6/2016	10/2019	44
Volunteers	111	Approved 2016	2/2020	46
Risk Management	112	Approved 8/2019	10/2019	47
Managing Challenging Behaviour	113	Approved 6/2018	6/2021	48
Workplace Health and Safety	114	Approved 6/2019	6/2023	48
Crisis Management	115	Approved 6/2019	6/2023	50
Working from Home	116	Refer Policy 118	n/a	51
Casual Lessons	117	Draft		51
Human Resources	118	Approved 8/2019	8/2021	51
Incident Management and Reporting	119	Approved 8/2018	8/2023	54
Child Protection	120	Approved 8/2019	4/2023	57
Violence, Abuse, Neglect, Discrimination	121	Approved 8/2019	6/2023	59



## Policy 101

### Member Rights

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 6/2019
<b>Date for review</b>	6/2024

### Policy statement

Rainbow Club Australia is committed to developing an organisational culture that supports the legal and human rights of members and ensures that they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Work Health & Safety Act 2011

Rainbow Club understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

### Procedures

- Provide easily understood and accessible information to all members about what the organisation does and how members can contact us. A Welcome Letter is sent to new members outlining members rights, the standards members can expect and opportunities to provide feedback or make a complaint
- Ensure members have access to a fair and transparent system for making complaints and for reporting any breach of their rights
- Support members to exercise choice and participate in service delivery and direction
- Involve members in the development of Policy and Procedures that impact on their service

## Policy 102

### Information for Members

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 6/2019
<b>Date for review</b>	10/2024

### Policy statement

Rainbow Club Australia ensures that information about the organisation's services and activities is made available to current and prospective members, referral and partner agencies, other stakeholders and the general community.

This information is available through various channels, including:

- Rainbow Club website
- My Portal - community portal for members
- Member Service Agreements

Accurate and up to date service information is made available to enable:

- New or prospective service members to make informed decisions about their membership of their Club
- Referring agencies to make appropriate referrals
- Staff to discuss and negotiate the expectations of members or referring agencies

### Procedures

Specific information about services is provided to potential members that describe:

- **Who the services are for and the eligibility criteria**  
The services of Rainbow Club are provided for children with a disability aged between 3 and 18. A disability is defined as being something that is permanent and significant.
- **How services are allocated**  
Services are allocated on the basis of availability of lesson times within a particular Club. Lessons will only be allocated once the membership subscription for the term has been paid, an NDIS Service Agreement has been submitted or alternative subscription relief has been approved.



Applications to a Club where there are no available times for lessons, will be held on a waiting list, until such time as a position becomes available or the applicant chooses to withdraw their application.

- **Terms and conditions of services**  
Terms and conditions of service are outlined in the Welcome Letter sent to new parents and the Service Agreement for NDIS funded members.
- **Other membership information, including costs or subscriptions**  
The subscription policy is available on our website. The General Manager is responsible for planning, developing and reviewing all membership information.
- **Publication and distribution of information**  
The General Manager is responsible for the publication of service information on our website, in the Rainbow Club Manual and within the Welcome Letter to new members.

## Service Agreement

The Rainbow Club Service Charter outlines member rights and responsibilities in a way that is accessible and easily understood by members.

### The Service Agreement

- Helping children with a disability learn to swim
- Our Clubs in NSW provide swimming lessons for children with a disability. They operate during the four school terms
- Rainbow Club believes that learning to swim is a right for all children, including those with a disability
- We recognise that concentrated and individual focus helps those with a disability acquire the skills needed to stay safe in an aquatic environment
- Our expectations of member/parent/carer responsibilities include the following and are detailed in full in the Welcome Letter issued at the time of joining:
  - ~ Willingness to be involved with the running of the local Club
  - ~ Adherence to subscriptions policy
  - ~ Dress code
  - ~ Safety and rules around the pool
  - ~ Transition program
  - ~ Supervising adults being present in the pool vicinity during lessons

## Participation and feedback is welcome at Rainbow Club

- Participation opportunities exist for parents/ carers to be involved at Club level, board level and/or with the fundraising activities that occur throughout the year
- Feedback is welcome. Please refer to the Policy and Procedures: Compliments and Complaints section of the Welcome Letter for further information
- Parents are encouraged to discuss their child's disability, behaviours and goal with their teacher

## Policy 103

### Fees

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 6/2019
<b>Date for review</b>	6/2020

## Policy statement

Rainbow Club Australia is a registered charity and has an obligation to ensure that all lessons provided by its Clubs are utilised for the benefit of all children registered with Rainbow Club, whether presently swimming with a Rainbow Club or waiting for a place.

The amount of the subscription fee is prescribed by the Board from time to time. It is a membership subscription and not a fee for lessons, therefore, no refunds are issued in the event that a child cannot attend a particular class (or classes).

## Procedures

- Subscription fees are required to be paid in advance of each term in order to secure a place on the schedule for the following term
- Where a member is accessing NDIA managed funding, a Service Agreement must be submitted and a Service Booking confirmed on the NDIS portal before the commencement of the term to secure a place on the schedule for the following term



- Families are asked to inform the Committee of their Club of any planned extended absence (due to holiday, respite, therapy or illness) so that lessons can be offered to a family on the waiting list on a casual basis
- All subscription fees will be forfeited and the lesson will be allocated to another child on the waiting list if three or more lessons are missed in any one term without prior notice being given to the Club Committee
- Credit card is the preferred method for the payment of subscriptions. Payment by cash is strongly discouraged
- Should parents have difficulty with making payments, the General Manager of may be able to assist by waiving the subscription for a term(s)

## Policy 104

### Access to Information

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2014
<b>Date for review</b>	10/2019

### Policy statement

Rainbow Club Australia is committed to transparency in its operations and to ensuring it is open to public scrutiny. It will balance upholding the rights of individuals to privacy while respecting the confidentiality required to run the organisation.

Rainbow Club will prevent unauthorised persons gaining access to an individual's confidential records and permit individuals access to their own records when this is reasonable and appropriate. Accordingly, access to some Rainbow Club documents and records will be limited to specified individuals and not be available to others for viewing.

This policy applies to the internal records, member records and unpublished materials of Rainbow Club.

## Procedures

### Member records

- Member records will be confidential to members and to Club Committee members, teachers and staff

- Information about members may only be made available to other parties with the consent of the member and/or their parent/ carer
- All member records will be kept securely within the Salesforce system operated by Rainbow Club and updated, archived and destroyed according to the organisation's Member Records Policy ([refer Policy 106](#)).

### Board records

- Board minutes will be open to members of the organisation once approved as a true record by the Board, except where the Board passes a motion to make any specific content confidential
- All papers and materials considered by the Board will be open to members of the organisation following the meeting which they are considered, except where the Board passes a motion to make any specific paper or material confidential
- The minutes, papers and materials from any sub-committee meeting will be open to Board members and relevant staff, but not to the members of the organisation

### Personnel files

- A personnel record is held for each staff member and teacher and contains:
  - ~ Contact details and contact details in case of emergency
  - ~ Swimming teacher qualifications if applicable
  - ~ Working with Children check number (WWC No.) and verification information
  - ~ Bank account and superannuation account Information
- Payroll is outsourced to ADP Payroll Solutions and all information regarding payroll and superannuation is hold on the ADP system
- Access to personnel information is restricted to:
  - ~ The individual staff member accessing their own file
  - ~ Relevant Club Committee members and staff

### Corporate records

- Corporate records are those that contain confidential or commercially sensitive information about the organisation's business. They include:
  - ~ Financial accounts and records
  - ~ Taxation records
  - ~ Corporate correspondence with Fair Trading NSW and other Government agencies



- ~ The corporate key and other access or user name information
- ~ Records of staff or other internal meetings
- ~ Project management files
- ~ Contracts between the organisation and other parties
- Access to these records is limited to administrative staff and Board members. Contracts between the organisation and other parties

## Requests for access: general records

All records and materials not falling into the categories above may be released to the public at the discretion of the General Manager. Any request for access to information should be directed to the General Manager, who will:

- Make available to staff or Board/Club Committee members information that they are entitled to access
- Refer any request from Rainbow Club members of the public for access to the organisation's records or materials to the appropriate person

In considering a request, the General Manager will take into consideration::

- A general presumption in favour of transparency
- The relevant provision of the Rainbow Club Constitution regarding information to be made available
- The business, legal and administrative interests of Rainbow Club, including commercial confidentiality and privacy obligations

Where an external party requests access to information that requires staff to devote time to collating, copying or otherwise making material accessible the General Manager may determine a subscription to be charged.

## Requests for access: member records

All members have the right to access their records and advise the organisation about inaccuracies.

A copy of this policy is available to be reviewed in the Rainbow Club Manual and on our website.

- Any request for access to information should be directed to the General Manager
- The General Manager will maintain a record of member requests to access files
- Making fair and appropriate decisions about permitting or refusing access to personal information
- Providing access for members or former members to access their own confidential information

- Advising members refused access to personal information how to appeal (if appropriate)
- Enabling members to change records they believe to be inaccurate or misrepresenting when appropriate

Requests for information about members from outside agencies or individual will be referred to the General Manager. Before any information is released, the General Manager will contact the member concerned to obtain consent.

## Appeals

Individuals who are refused access to their own records or information files may appeal by the following the Managing Complaints and Grievances Policy ([refer Policy 108](#)).

## Policy 105

### Privacy

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2014
<b>Date for review</b>	10/2019

## Policy statement

Rainbow Club Australia is committed to protecting and upholding the right to privacy of members, staff, volunteers and other stakeholders.

Rainbow Club only collects and stores personal information that is necessary for the function of the organisation and its activities.

Rainbow Club requires the Board, staff and members to be consistent and careful in the way they manage what is written and said about individuals and how they decide who can see or hear this information.

Although Rainbow Club is not subject to the Privacy Act, 1988 (turnover under \$3 million) the organisation will follow the guidelines of the Australian Privacy Principles in its information management practices.

## Definitions

**'Member'** is the Rainbow Club member.

**'Staff'** includes paid Rainbow Club staff and teachers, and volunteers (Club Committee members and inpool volunteers).



## Procedures

### Dealing with personal information

Rainbow Club staff will:

- Use fair and lawful ways to collect personal information
- Ensure that people know what sort of personal information is held, what purposes it is held for and how it is collected, used, disclosed and who will have access to it
- Ensure that personal information collected or disclosed is accurate, complete and up-to-date, and provide access to any individual to review information or correct wrong information about themselves
- Take reasonable steps to protect all personal information from misuse and loss and from unauthorised access, modification or disclosure
- Destroy or permanently de-identify personal information no longer needed after legal requirements for retaining documents have expired

### Responsibilities for managing privacy

All staff are responsible for the management of personal information to which they have access and in the conduct of research, consultation or advocacy work.

The General Manager is responsible for content in Rainbow Club publications, communications and website and must ensure:

- Appropriate consent is obtained for the inclusion of any personal information about any individual including Rainbow Club personnel
- That the website contains a privacy statement that makes clear the condition of any collection of personal information from the public through their visit the to the website

### The Privacy Contact Officer

The Privacy Contact Officer will be the General Manager. The General Manager will be responsible for:

- Ensuring that all staff are familiar with the Privacy Policy and administrative procedures for handling personal information
- Ensuring that members and other relevant individuals are provided with information about their rights regarding privacy
- Handling any queries or complaints about a privacy issue

### Website privacy statement:

[myrainbowclub.org.au](https://www.myrainbowclub.org.au)

Rainbow Club Australia operates <https://www.myrainbowclub.org.au/> (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site. We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

#### Information Collection and Use

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information").

#### Log Data

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics. In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this data.

#### Communications

We may use your Personal Information to contact you by email and or with email newsletters.

#### Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

#### Security

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

#### Changes to this Privacy Policy

This Privacy Policy will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately





after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a notice on our website.

## Policy 106

### Member Records

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2014
<b>Date for review</b>	10/2019

### Policy statement

Rainbow Club Australia is committed to collecting, keeping and disposing of member records in ways that protect privacy and ensures confidentiality is maintained.

This policy will operate in conjunction with the organisation's Privacy Policy ([refer Policy 105](#)).

### Procedures

Rainbow Club will:

- Collect and keep information about members only when it is relevant and necessary to the provision of membership
- Ensure data about each member is up to date, accurate and secure whether stored in hard copy or electronically in accordance with privacy legislation
- Take account of any relevant cultural or religious sensitivities of members regarding the way information about them is collected, stored and used
- Store member records for the required length of time
- Transfer or dispose of member records correctly
- Provide information to members about how their personal information is managed

When the organisation collects, keeps and uses identifiable data about a member, the following procedures will be implemented to guarantee the privacy of the member, ensure that records are appropriate, accurate and secure.

### Collecting identifiable data

The organisation collects and records the following information about individual members:

- Name and contact information
- Parent/carer details and contact information
- Date of Birth
- Disability
- Behavioural aspects that may be an issue in relation to learning to swim
- Parent/carer and/or member aspirations/goals for development

This information is collected for the purpose of:

- Liaising with the parent/carer
- Tailoring a learn to swim program to meet the needs of the member
- Evaluating the member's progress against nominated aspirations or goals

The General Manager will review the scope of information collected every five (5) years to ensure that only relevant information is being recorded.

### Member registrations

The Member Registration Form on the website requests the person's consent to provide the information and inform them of:

- The reason for requesting the information
- How the information will be recorded and stored
- What other information will be recorded during the provision of service
- How their privacy will be protected
- Their rights to view or access information about them

If the member and/or their parent/carer have any concerns or specific requests about the way their personal information is recorded or managed, they can liaise directly with the General Manager.

### Storage and use of identifiable data

Information collected about individual members is stored in the following ways:

- Data collected via registration is stored in electric form within the Rainbow Club Salesforce system
- This information is kept secure under password protection
- The General Manager, staff, Club Committee and Lead teachers are authorised to access the Salesforce system



Members may request access to their files by sending an email to the General Manager. Access by a member to their file require the authorisation of the General Manger and will be arranged by the General Manager or Club Committee member once approved. A request for access by a member must be considered within seven (7) business days.

### Maintaining and verifying member records

Club Committee members are responsible for reviewing and updating member records on a regular basis.

A record will be created for each member upon registration as above and be updated whenever details change. In recording personal information about members, Club Committee members and/ or the General Manager will ensure that only necessary information is collected in relation to the child's attendance and goals for swimming with Rainbow Club.

### File management

Club Committee members are responsible for managing member records on Salesforce, maintaining the register of member records and managing the archiving and disposal of member records.

### Record disposal

Member records are kept for seven (7) years from the last point of service provision.

## Policy 107

### Member Feedback

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2014
<b>Date for review</b>	10/2019

### Policy statement

Rainbow Club Australia actively seeks the input of members and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

Rainbow Club will:

- Foster a service culture that encourages open and honest communication

- Inform members about the standard of service they can expect
- Protect the right of members to provide feedback and to make complaints about service delivery
- Encourage and make it easy for people to provide feedback
- Record and analyse information arising from feedback and use it to improve services

### Definitions

**'Member'** is the Rainbow Club member.

**'Staff'** includes paid Rainbow Club staff and teachers, and volunteers (Club Committee members).

### Procedures

Staff will be responsible for ensuring that members are informed of what they can expect from the service and how they may provide feedback. Information will be provided to members via the Rainbow Club website and Welcome Letter.

All staff working with members are responsible for ensuring they are familiar with the procedures for members to provide feedback, and for:

- Accepting and reporting informal feedback
- Offering members an opportunity to provide formal feedback when appropriate

### Initiating and collecting member feedback

Feedback may be provided by individual members on their initiative or in response to requests from the organisation.

- Individual members may provide informal feedback by speaking with their Club Committee member and/or teacher. Informal feedback will be dealt with at Club level, unless it requires escalation to the General Manager
- Individual members may provide formal feedback by sending an email to the General Manager. Formal feedback will receive written or verbal acknowledgement, and appropriate action

### Compliments and Complaints Register

The General Manager will be responsible for receiving and making a record of formal feedback. Formal feedback will be recorded in the Compliments and Complaints Register.

The General Manager will be responsible for reviewing feedback records and identifying any action as and when required.

The organisation will seek feedback from members via a biannual survey administered by the General Manager or at the annual Rainbow Connect.





## Policy 108

### Managing Complaints and Grievances

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2018
<b>Date for review</b>	2/2020

### Policy statement

Rainbow Club Australia is committed to ensuring that any person or organisation using Rainbow Club's services or affected by its operations has the right to lodge feedback or a complaint or to appeal a decision of the organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organisation has a complaints and appeals management procedure that:

- Is simple and easy to use
- Is effectively communicated and promoted to all stakeholders
- Ensures complaints or appeals are fairly assessed and responded to promptly
- Is procedurally fair and follows principles of natural justice
- Complies with legislative requirements

The Managing Complaints and Grievances Policy and Procedures is documented in the Rainbow Club Manual and made available on the Rainbow Club website.

All Clubs, staff members, volunteers or members will be informed of their rights and responsibilities with regards to complaints and appeals at the earliest possible stage of their involvement with the organisation.

### Definitions

**'Club'** is a Chartered Rainbow Club.

**'Complainant'** is the member or person lodging the complaint.

**'Member'** is the Rainbow Club member.

**'Staff'** is any person in the employ of Rainbow Club who is paid for their role. This includes administrative staff and teachers.

**'Volunteer'** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

## Principles

Rainbow Club:

- Considers all complaints received
- Treats all complainants with respect, recognising that the issue of complaint is important to the complainant
- Maintains confidentiality of parties involved, keeping any information private to those directly involved in the complaint and its resolution
- Ensures advocacy is available to members who make a complaint and require support
- Ensures that cultural and linguistic needs are supported
- Resolves complaints, where possible to the satisfaction of the complainant
- Deals with all complaints in a timely manner
- Keeps parties to the complaint informed of progress of the complaint
- Ensures that Board, staff, volunteers and members are given information about the Managing Complaints and Grievances Policy and Procedure

## Procedures

### Information for all Board, staff, volunteers, members or other stakeholders

#### STEP 1: Club Committee

All our Clubs are run by volunteers and we ask all parents to respect their commitment and time. In the event that a member has a complaint this should be made in the first instance, to a member of the Club Committee.

The relevant member of the Club Committee will endeavour to resolve issues to the best of their ability.

#### STEP 2: General Manager

In the event the Club Committee is unable to resolve the issue or the complaint is about the Club Committee or a member of the Club Committee, the complainant should contact the General Manager and advise them of the nature of the complaint with details of dates and times as appropriate. The General Manager will respond to complaints within seven (7) working days.

In investigating a complaint, the General Manager will seek statements from all parties to the complaint and if necessary seek statements from any witnesses.

The General Manager is not obliged to disclose the information received in such statements but will take into account the environment, context



and responsibilities of those who contribute such statements.

### STEP 3: Board of Rainbow Club Australia

Should a member wish to raise the matter further, they should contact the President of Rainbow Club Australia or any member of the Board of Rainbow Club Australia.

Should the President or other Board member deem it necessary to bring the matter to the Board, they will consider the matter. If the Board is of the opinion that a Club, staff member, volunteer or member:

- Have persistently refused or neglected to comply with a provision or provisions of these rules
- or
- Have persistently and wilfully acted in a manner prejudicial to the interests of Rainbow Club

#### The Board may resolve to:

- Expel the Club, staff member, volunteer or member
- or
- Suspend the Club or member from membership of the organisation for a specified period; or suspend the staff member or volunteer from the organisation
  - Take appropriate disciplinary action regarding the Club, staff member, volunteer or member

#### If the Board passes a resolution to take action:

The Board Secretary shall, as soon as practicable, cause a notice in writing to be served on the Club, staff member, volunteer or member which:

- Sets out the resolution of the Board and the grounds on which it is based
  - States that a representative of the Club, staff member, volunteer or member may address the Board at a meeting to be held not earlier than 14 days and not later than 28 days after service of the notice
  - States the date, time and place of that meeting
- and
- Informs the Club, staff member, volunteer or member that they may do either one or both of the following:
- ~ Attend and speak at the meeting or appoint a representative (or representatives) to attend and speak at the meeting
  - ~ Make a written submission to the Board at or prior to the date of the meeting relating to the resolution

#### At the meeting, the Board shall:

- Give the Club, staff member, volunteer or member or their representative/s an opportunity to make oral presentations
  - Give due consideration to any written submissions to the Board either at or prior to the meeting
- and
- By resolution, determine whether to confirm or to revoke the resolution

#### Where the Board confirms a resolution:

The Board Secretary shall, within seven (7) days after that confirmation, by notice in writing inform the Club, staff member, volunteer or member of the fact and of their of appeal.

A resolution confirmed by the Board does not take effect:

- Until the expiration of the period within which the Club, staff member, volunteer or member entitled to appeal against the resolution does not exercise their right of appeal within that period
- or
- Where within that period the Club, staff member, volunteer or member exercises their right of appeal

#### Upon expulsion of a Club that is a Rainbow Club:

- The Club Charter is automatically cancelled
- The Club Charter must be returned and the right to use the name Rainbow Club and any insignia of the organisation will be automatically withdrawn or surrendered
- If the allegation involves a criminal offence, it must be referred to the police and the Board notified

### STEP 4: Appeal to a General Meeting

A Club, staff member, volunteer or member may appeal against a resolution of the Board within 7 days after notice of the resolution.

The appeal by a Club, staff member, volunteer or member to a General Meeting of the organisation is by lodging a notice to that effect with the Board Secretary.

Upon receipt of a notice from a Club, staff member, volunteer or member, the Board Secretary shall notify the Board. The Board shall convene a General Meeting of the organisation to be held within 21 days after the date of which the Board Secretary received the notice.



#### At the General Meeting:

- No business other than the question of the appeal shall be transacted
- The Board and the Club, staff member, volunteer or member (or their representative/s) shall be given the opportunity to state their respective cases orally or in writing or both and
- The present organisation members shall vote by secret ballot on the question of whether the resolution should be confirmed or revoked

If, at the General Meeting, a special resolution is passed in favour of the confirmation of the resolution, the resolution is confirmed.

#### STEP 5: Right of appeal to an external body

If a complainant is not satisfied with the outcome or process of the internal complaints procedure, a formal external complaints procedure may follow.

The complainant will be referred to the NSW Ombudsman – Disability Services.

#### Record keeping: Complaints Register

The General Manager will maintain a Complaints Register and will record the following for each complaint or appeal:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence will be kept with the Complaints Register.

The Complaints Register and files will be confidential and access is restricted to the General Manager and/or the Board President.

#### Policy 109

##### Policy Development and Control

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2014
<b>Date for review</b>	2/2020

#### Policy statement

The Policy and Procedures of Rainbow Club Australia are designed to provide guidance to each Board member, staff member and volunteer in performing their roles.

Compliance with Rainbow Club's Policy and Procedures is undertaken by each Board member, staff member and volunteer when they take up their roles with Rainbow Club.

Each policy is documented in a standard template and has an identified responsible person and a regular schedule for review.

#### Definitions

**'Member'** is the Rainbow Club member.

**'Staff'** is any person in the employ of Rainbow Club who is paid for their role.

This includes administrative staff and teachers.

**'Volunteer'** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

#### Procedures

##### Review of policies

On or before the date of the next scheduled review for a policy (or as soon as is practicable), the person responsible will:

- Notify the people affected by the policy of the review timeframe
- Invite their input on any changes needed
- Collate and summarise the information received
- Draft any changes and put forward to the Board for approval

##### Changes to policies outside of review schedules

Any Board member, staff member or volunteer may suggest a change to an existing policy, or the development of a new policy outside of the review schedule.

Information on the need for a change should be given to the person responsible for the policy's review.

Approval for any change in procedures will be the responsibility of the General Manager and approval for any change in the Policy Statement will be the responsibility of the Board.

##### Breaches of a policy or procedure

Where a Board member, staff member or volunteer believes a policy or procedure has not been followed, they should in first instance, discuss this with the person or group involved in the apparent breach.



If this does not resolve the issue, the Board member, staff member or volunteer may then raise the issue with the person responsible for the policy concerned as identified in the schedule for that policy.

## Policy 110

### Financial Delegation of Authority

<b>Applies to:</b>	Board Staff Club Committee
<b>Responsibility:</b>	Finance Committee Chair General Manager
<b>Status</b>	Approved 6/2016
<b>Date for review</b>	10/2019

### Policy statement

This Rainbow Club Australia policy:

- Outlines the importance of adequate segregation of duties in achieving a robust internal control environment
- Sets out the important aspects in the authorisation process for all transactions and the subsequent release of funds to pay for such transactions
- Differentiates between the approval process from the authorisation to release funds process
- Sets out the roles and responsibilities for the various participants in the processes

### Background

Adequate segregation of duties means that no single individual should have control over two or more phases of a transaction or operation.

There are five distinct phases involved for each transaction.

Transactions can take many forms, eg. authorising timesheets for payroll, operating agreements with pool owners, Club and personal expenses, credit card payments and payment of invoices.

The five phases are:

1. Approval of the Annual Business Plan/Budget or other project or event plan by the Board of Rainbow Club
2. Ordering or co-ordination of goods or services as approved in the Annual Business Plan/Budget
3. Approval of invoices for goods or services
4. Set up payment method in bank accounts and record in Rainbow Club's accounting systems
5. Authorise the release of funds from the bank account to pay for the goods or service

## Procedures

### For approving transactions and release of funds to pay for transactions across Rainbow Club

#### 1. All payments must be in accordance with an approved Annual Business Plan/Budget

All payments from any Rainbow Club bank accounts must be in accordance with the Rainbow Club Manual, the Club Charter, Annual Business Plan/Budget approved by the Board of Rainbow Club, subject to the budget being met.

In the event that expenditure outside of the Annual Business Plan/Budget needs to be made, specific Board approval must be obtained and recorded in the minutes of the Board Meeting.

Invoices/timesheets etc. must be approved by the person ordering or organising the goods or service and approved by the General Manager (or other staff member delegated by the General Manager), President, Finance Committee Chair or other Board member nominated from time to time or who is a member of the Finance Committee.

#### 2. Organising or ordering or co-ordinating goods and services

The person or persons ordering or organising the goods or services in accordance with approved budgets, may be:

- Club Committee members
- General Manager or other staff delegated authority by the General Manager from time to time

#### 3. Approval of payment for goods and services

The person or persons signing off the goods or services may be:

- Club Committee members
- General Manager or other staff delegated authority by the General Manager from time to time on the proviso that the authorising person is a different person to the person in point 2 above

#### 4. Setting up and recording accounts for payment

The person or persons organising and recording the accounts for payment may be:

- Accounts Officer
- General Manager or other staff delegated authority by the General Manager from time to time



## 5. Releasing funds for payment

Two persons are required to electronically approve/authorise release of funds from the bank account or sign cheques for payment. These two persons may be:

Any one of the following Board positions plus any one of the following staff, provided always that one of the approvers is a member of the Board and that all funds being released are in accordance with the budget approved by the Board and that the Annual Business Plan/Budget is being met.

### Board positions

- President
- Vice President
- Finance Committee Chair
- Board member who is a member of the Finance Committee
- Other Board member nominated by the Board from time to time

### Staff

- General Manager
- Accounts Officer

## Notes

### a. Individual commitments must receive sign-off

The approval of the Annual Business Plan/Budget or other project or event plan by the Board is not in itself sign-off of the various individual transactions that may, collectively, form that budget or project. While the Board may pre-approve the expected total budget for the year or a project, each individual commitment (eg. order, invoice etc.) requires separate sign-off by a person with adequate authority under this Financial Delegation of Authority policy, prior to the release of funds.

### b. Special events

At the Board's discretion they may grant a special delegation of authority limit (eg. to the Malabar Magic Committee or Family Carnival Committee) to facilitate approval of large individual transactions. Any special delegation of authority limit would normally be subject to approval of an overall budget for the event or project and expire at the conclusion of the event or project.

### c. Difference between approving a transaction and authorisation to release funds

The transaction approval process and the authorisation to release funds process are two separate processes that work in concert but with different purposes and responsibilities.

The release of funds process comprises the physical payment of invoices or the outflowing

of funds and occurs subsequent of the approval process. The primary payment or release of funds mechanisms is via direct debits, payment by credit card and the electronic releasing of funds through online banking facilities. Occasionally cheques are issued.

The purpose of the release of funds process is therefore to ensure that:

- All payments have been appropriately approved in accordance with this Financial Delegation of Authority policy
- Payee details are correct, ie. made out in the correct name and electronic banking instructions (account numbers) are correct

Given the importance of the release of funds process there are two approvers required for all direct debits and all releases of funds.

### d. Approving and authorising by the same individual

In terms of this Financial Delegation of Authority policy, it is possible for the same person to commit the organisation to future expenditure and to act as one of the authorisers for the subsequent release of the funds for payment under this policy. This is acceptable as there are always two authorisers (and hence one approver is always independent of the approval process) for the release of the funds.

### e. Role and guidelines for approvers

Approvers must be diligent in reviewing any request that requires their approval. This includes setting up of direct debits, issuing of cheques and any expenditure using corporate credit/charge cards. It is the responsibility of all approvers to ensure that:

- The commitment is valid and justified and costs or revenues expected to arise have been adequately substantiated and the goods or services have been received
- Where applicable, GST and/or other taxes have been properly considered
- They are sufficiently independent and appropriately authorised under this Financial Delegation of Authority policy to approve the transaction or commitment
- They have a clear understanding of the nature of payment being approved
- Sufficient supporting documents have been provided to justify the expenditure or commitment
- That direct debits, cheques or payments are made out to the appropriate party ie.





as per tax invoice/agreement. Similarly, that payments being made electronically are credited to the correctly specified account

Notwithstanding the above, approvers should review the payment lists, and on an exception basis, question any unusual payments (eg. large amounts, unusual names or multiple payments to same names, etc.)

## f. Role of the Accounts Officer

The Accounts Officer is the person who prepares the documentation for approval of release of funds.

The Accounts Officer:

- Is responsible for ensuring that the request to release funds has been approved in accordance with this policy, that taxes have been properly considered and the request has been correctly coded for the accounting purposes
- Sets up the payment in the bank account and co-ordinates approvals by two individuals in accordance with this policy
- Cannot approve a payment but can authorise payments as a second, separate independent authoriser is also required
- Is responsible for ensuring that reconciliations for all material accounts are prepared and reviewed on a monthly basis

## g. Role of the Finance Committee Chair

The Finance Committee Chair is responsible for ensuring:

- That actual or potential areas for conflict of duties are identified, minimised and monitored
- Appropriate audit and review processes are developed and implemented to confirm compliance with this policy, with reporting to the Board, as appropriate
- The Financial Delegation of Authority policy remains current and relevant
- Any exceptions to this Financial Delegation of Authority policy are approved by the Board
- Recommending to the Board any changes to this Financial Delegation of Authority policy and any associated tables, as required

## h. Role of the General Manager

The General Manager is authorised to execute contracts and approve transactions on behalf of the organisation provided they have been approved as part of the Annual Business Plan/

Budget approved by the Board, subject to the budgeted income and expenditure totals being met.

In the event that expenditure outside of the Annual Business Plan/Budget needs to be made, specific Board approval must be obtained and appropriately recorded.

## Policy 111

### Volunteers

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 2016
<b>Date for review</b>	2/2020

## Policy statement

Rainbow Club Australia relies heavily on the unpaid work of volunteers and values their contribution highly. All volunteers shall be treated with respect and gratitude for their contribution.

Volunteers shall be engaged at the discretion of the management of Rainbow Club.

Volunteers shall carry out duties assigned by the management of Rainbow Club.

All volunteers shall be, as far as possible:

- Protected from harm
- Appropriately trained for the role they are required to perform
- Be adequately covered by an appropriate volunteer insurance policy

## Definitions

**'Volunteer'** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

## Procedures

### Recruitment

All volunteers are recruited for defined positions.

### Induction

All volunteers shall be offered appropriate resources, information, briefing or training to discharge their functions and shall be supported by relevant staff to carry out their duties.



## Code of Conduct

Rainbow Club Australia volunteers agree to abide by the Rainbow Club volunteer Code of Conduct. Rainbow Club's inpool volunteer Code of Conduct includes the NDIS Code of Conduct.

## Dispute resolution

All volunteers shall be entitled to appeal to the procedures set out in the Managing Complaints and Grievances Policy (refer Policy 108).

## Inpool volunteer Code of Conduct

### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

### In addition, Rainbow Club inpool volunteers agree to:

- Behave professionally and ethically in a manner free from harassment and bullying and accept responsibility for my actions
- Perform all duties to the best of my ability at all times
- Commit to the mission and goals of Rainbow Club so as to provide the best possible service to Rainbow Club and its members
- Ensure to the best of my ability, the safety, health and welfare of children in the Club, other teachers, and those who participate in Rainbow Club events
- Treat all with whom I am in contact with courtesy and respect
- Abide by all Rainbow Club Australia Policy and Procedures

## Policy 112

### Risk Management

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
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<b>Responsibility:</b>	General Manager
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<b>Status</b>	Approved 8/2019
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<b>Date for review</b>	10/2019
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### Policy statement

The Board of Rainbow Club Australia has ultimate responsibility for safeguarding the organisation and its personnel and for ensuring that adequate risk management processes are in place.

Risk management processes are designed in order to prevent injury or harm to individuals, to protect the assets and interests of the organisation and to limit the impact of any unavoidable risk for members, staff, volunteers, families and any other participants at events and functions.

The Board has established a Risk Management Committee whose role is to ensure that adequate resources are made available within the budget to implement all risk management processes.

The Board delegates the monitoring and reporting of risk management to the General Manager. The General Manager will be responsible for the day to day implementation of risk management procedures and as far as is practicable, mitigating all risks of injuries or illness and for ensuring that all staff and volunteers are aware of these procedures.

### Definitions

**'Member'** is the Rainbow Club member.

**'Staff'** is any person in the employ of Rainbow Club who is paid for their role. This includes administrative staff and teachers.

**'Volunteer'** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

### Procedures

#### Risk Management Plan

The General Manager will oversee the Risk Management Plan for the organisation. The Risk Management Plan will cover all aspects of the organisation's activities and document all potential risks and their risk rating.

This will include:



- Identifying actions to manage risk, time frames for any tasks and responsibility
- Identifying, eliminating, reducing and/or monitoring risk of all types associated with activities undertaken
- Providing instruction, training and supervision to all staff and volunteers to improve understanding of workplace safety
- Ensuring that each private and public pool used by Rainbow Club has a risk assessment or plan in place

## Compliance checks

The General Manager will monitor the following:

- Currency and adequacy of insurance cover
- Probity and security of financial management
- Compliance with contractual arrangements and funding agreements in particular
- Compliance of all Rainbow Club Australia procedures with relevant legislation
- Compliance with the Workplace Health and Safety policy

## Responsibilities

All staff and volunteers are responsible for maintaining an awareness of potential risks in their areas of responsibility, ensuring that procedures are followed, and for notifying the General Manager of any potential or actual risk.

## Policy 113

### Managing Challenging Behaviour

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 6/2018
<b>Date for review</b>	6/2021

## Policy statement

Rainbow Club Australia is committed to providing support for children with a disability and challenging behaviours. In the best interests of teachers and other members, the organisation will ensure that positive, non-intrusive, legally and ethically acceptable procedures are adopted to maximise opportunities for learning to swim and social participation.

## Procedures

- Rainbow Club expects teachers, parents and members speak politely to each other at all times
- If a child is struggling with behaviour during a lesson, parents are requested to assist teachers
- If a child should become verbally abusive or physical with a teacher or another member, teachers will swap the lesson they are teaching as a teacher change may help the situation
- If a teacher change is not successful, the child will be returned to the parent/carer for 5 minutes to compose themselves. The child is welcome to resume their lesson after 5 minutes if they wish. Parents/carers are expected to remain close to assist if required
- If unacceptable behaviour continues, the lesson will end for the child
- Parents/carers may discuss an incident with teachers or their Club Committee members if needed
- If unacceptable behaviour continues, the lessons will end for the child

## Policy 114

### Workplace Health and Safety

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 6/2019
<b>Date for review</b>	6/2023

## Policy statement

Rainbow Club Australia is committed to the provision of a safe and healthy work environment for all staff, volunteers, members and other stakeholders and works to minimise risk and promote best practices in accordance with legislation.

Rainbow Club has a primary duty of care to ensure, so far as is reasonably practicable, the health and safety of all staff, volunteers, members and other persons involved with the work carried out by Rainbow Club.

Individual Clubs, staff, volunteers and members are bound by the rules and regulations of each pool we use. These rules and regulations are set by





each individual pool and are on display at the pool. It is the responsibility of all involved to familiarise themselves with these rules and ensure that they are obeyed in their entirety.

### Definitions

**‘Member’** is the Rainbow Club member.

**‘Staff’** is any person in the employ of Rainbow Club who is paid for their role.

This includes administrative staff and teachers.

**‘Supervisor’** is any Rainbow Club personnel with a duty of care for another staff member or volunteer. This includes Lead teachers, Club Managers, Cluster Staff Members, the Aquatics or Membership Manager, or the General Manager.

**‘Volunteer’** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

### Procedures

#### Responsibilities of the Board

The Board delegates to the General Manager the responsibility for promoting and maintaining Workplace Health and Safety (WHS).

#### Preventing workplace injuries

The primary objective for all staff and volunteers must be to prevent incidents occurring and to ensure that their workspace is a safe space.

#### Safety Week

As part of Rainbow Club’s commitment to Workplace Health and Safety and to continuously manage our capacity to identify and manage risks, each Rainbow Club is required to hold a Safety Week twice annually in week 5 of Term 1 and week 5 of Term 3. The essence of Safety Week is to highlight the need for safety to all participants of the Club.

Training on how to conduct Safety Week is run annually for representatives of each Club and to coincide with our Train to Teach program. This training is also available on video and is circulated in the week preceding Safety Week as a timely reminder.

An essential part of Safety Week is drawing attention to the rules of the pools that each Club uses and how to manage emergencies should an incident arise.

Staff are informed of their workplace, health and safety responsibilities in the letter issued to them at the beginning of their employment with Rainbow Club. It is the responsibility of each staff member to familiarise themselves with the safety requirements at their pool and to follow those rules.

### Incident Register

Rainbow Club will keep a register of accidents, incidents and injuries. The Incident Register will be maintained by the General Manager and will be used to record:

- All accidents and incidents that occur to members or teachers
- All critical incidents irrespective of any actual injury occurring

Rainbow Club recognises its obligation to ensure that all accidents and incidents are reported, recorded and investigated appropriately.

Rainbow Club will ensure that privacy and confidentiality of personal and health information pertaining to an injured worker or person is maintained and managed in accordance with the requirements of NSW privacy legislation.

### In the event of a workplace injury

#### Responsibilities of staff, volunteers and members

Should an accident or incident occur, take such steps as are necessary to:

- Assist an injured person
- Ensure the site is safe or to minimise the risk of a further incident
- Notify relevant authorities

All accidents and incidents must be reported to the immediate supervisor and pool operator by the staff member or volunteer as soon as reasonably practicable after the incident occurs and an Incident Report Form should be completed, even if no injury is apparent.

#### Incident Report Form

The Incident Report Form is available online at Teacher Central. The form is then directed to the General Manager for review.

#### Responsibilities of General Manager

Upon advice of an incident the General Manager shall:

- Contact the necessary parties to establish if counselling or any further treatment of any victims, witnesses or others involved is needed
- Arrange counselling as required
- Liaise with counsellors and those being counselled as appropriate
- Report to WorkCover and the insurer (where injury has occurred) should the incident be considered serious and notifiable
- Conduct an investigation, update the Incident Register
- Manage the process of identifying preventative and corrective actions, and monitoring the



implementation and effectiveness of those actions

- Report all serious and notifiable incidents to the Board of Rainbow Club Australia

## Workers Compensation

Rainbow Club complies with all statutory requirements in relation to the provision of insurance against work related injury. A Workers Compensation insurance policy will be kept current for the roles performed.

If a staff member or volunteer requires time off as a result of their injury, a medical certificate must be obtained from their doctor, so that a Workers Compensation claim may be lodged.

The medical certificate must be forwarded to the General Manager so that the appropriate paperwork may be completed for the insurer.

The Workers Compensation claim must be lodged within seven (7) days of the injury occurring. The decision about whether the claim is accepted or not rests wholly with the insurance provider.

## Policy 115

### Crisis Management

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 6/2019
<b>Date for review</b>	6/2023

## Policy statement

Rainbow Club Australia recognises that a crisis may occur at any time at any of its Clubs or at any of its organisation events.

The purpose of this policy is to provide guidance to Rainbow Club Board, staff and volunteers on managing a crisis and on handling any media inquiries regarding matters of public interest.

## Definitions

**'Media'** is defined as: newspaper, magazine and other print, television, radio, and internet publishing agency or platform.

**'Staff'** is any person in the employ of Rainbow Club who is paid for their role.

This includes administrative staff and teachers.

**'Volunteer'** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

## Crisis management and reporting

A crisis within the context of a local Rainbow Club is an event or situation that requires urgent response and support to:

- Prevent worsening
- Contain the effects
- Manage the repercussions

A crisis could arise from a minor or a major accident or specific incident such as:

- Member/child becoming seriously injured and requiring medical attention
- Fatality or fatalities
- Missing child
- Abusive parent or spectator

It is impossible to envisage or list all the eventualities that may occur, and the Crisis Management Policy and Procedures are aimed at giving guidelines to follow in the event of a crisis.

## Procedures

Each Club should have a Crisis Management Plan that aligns to this policy. A template is available ([refer Sample documents](#)) and the contact information must be updated when there is a change of personnel at the Club.

## In the event of a crisis:

The Club Committee and Lead Teacher should convene as soon as possible and under the direction of the Club Manager.

A strategy should be developed in consultation with those at the incident site and other appropriate personnel. This may include a lifeguard or other pool management representatives. This group becomes the 'Incident Management Team'.

## The Incident Management Team

The Incident Management Team may consist of any or all of the following, depending on the nature of the crisis:

- Club Manager
- Lead Teacher
- Club Scheduler
- Club Social Coordinator
- Pool management
- Rainbow Club General Manager, Cluster Staff Member or other staff member

## The team will consider:

- Minimising trauma
- Providing appropriate care and support to those involved or affected
- Managing media and public awareness so as to minimise damage to our reputation and ensure the true facts are told
- Protecting those involved and/or their next of kin from media attention



## Specifics to be considered:

- Whether police or other emergency services need to be involved
- Whether a holding statement needs to be issued, the content of such a statement and the channels through which it is released
- Assemble and brief teachers and parents and consider their welfare
- Consider if next of kin need to be advised, who will advise and be the point of liaison

## Crisis log

It is essential that a thorough record of information be kept by all involved. This record will be needed in the event of a formal investigation or legal proceedings. It will also be invaluable in any internal assessment and review and therefore be a key resource for capturing learning from the crisis.

A running record of the crisis will be kept by the Club Manager or the General Manager.

## Media

If the crisis attracts media attention, the following procedures apply:

- All media calls/visits should be referred to the General Manager for dissemination and follow-up. In the event that the General Manager is not available, the media should be directed to Rainbow Club's President or Vice President.
- At no time should a Rainbow Club staff member, Club Committee member, teacher or volunteer engage with a member of the media other than to release a holding statement when appropriate and to inform them of Rainbow Club's media relations procedure of utilising a centralised spokesperson for the release of any and all information.
- All other decisions regarding responses to the media (face-to-face contact, telephone contact, email contact, issuance of press releases) will be made by the General Manager after appropriate consultation.

## Policy 116

### Working from Home

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Not applicable
<b>Date for review</b>	Refer Policy 118

## Policy 117

### Casual Lessons

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Draft
<b>Date for review</b>	

## Policy 118

### Human Resources

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 8/2019
<b>Date for review</b>	8/2021

## Policy statement

Rainbow Club Australia prides itself on the professionalism and the ability of its Board, staff and teachers to meet member, participant, and other stakeholder needs. The organisation strives to be an employer of choice for:

- Staff with appropriate skills
- Qualified teachers of swimming

Rainbow Club aims to provide safe, healthy and happy workplaces with adequate resources and capacity to deliver a quality service to children with a disability and their families.

## Legislation relevant to this policy:

- Age Discrimination Act, 2004
- Australian Human Rights Commission Act, 1986
- Disability Discrimination Act, 1992
- Racial Discrimination Act, 1975
- Sex Discrimination Act, 1984
- Work Health & Safety Act, 2011
- Fairwork Act, 2009

## Definitions

'Staff' are people employed by Rainbow Club on a permanent, permanent part-time, or casual basis



to provide executive and administrative services for the organisation.

**'Teachers'** are AUSTSWIM or Swim Australia qualified teachers who are employed on a casual basis in one of our chartered Clubs to provide swim teaching services to children with a disability.

**The following human resources (HR) policies are provided:**

- HR policy for staff
- HR policy for teachers

### HR policy for staff

The Board of Rainbow Club approves the organisation's structure and permanent staff positions and delegates authority to the General Manager to recruit employ and manage staff in accordance with the below policies and the National Employment Standards (NES).

The Board acknowledges that staff are paid above any award rates and they are compensated for any extra or unsocial hours they may be required to work from time to time.

### Working from home

All Rainbow Club staff work from their own home attending Rainbow Club flagship events and other meetings as required from time to time.

Rainbow Club will supply a laptop and/or printer for each position on the Organisation Chart and it is expected that all Rainbow Club online collateral will be saved on this device. It is also expected that staff members will have suitable space equipped for working efficiently from home including access to WiFi.

### Flexible working arrangements

Rainbow Club offers flexible working arrangements for staff and expects that hours will be during business hours at pre-agreed times. Staff are expected to work on weekends to visit Clubs or attend events as required. The maximum number of weekends in any one year will be twenty (20).

### Staff performance and training

Each member of Rainbow Club staff will be provided with a job specification at the commencement of their employment. Performance against the job specification, any amendments to the job specification and professional development for the staff member will be reviewed annually.

### Employee Assistance program

Rainbow Club will retain an employee assistance company to provide support and assistance for staff and teachers to support them with challenges

encountered because of the nature of their Rainbow Club work.

### Screening and background checks

Rainbow Club will comply with all State and NDIS staff screening requirements in force from time to time.

### Complaints or grievances

In the event of a complaint or grievance staff and teachers will be referred to the Complaints and Grievances Policy ([refer Policy 108](#)) and the same procedures will apply.

### Travel

#### Drivers licence

All staff are expected to have a current drivers licence and access to a vehicle that is comprehensively insured.

#### Travel allowance

Rainbow Club will pay each staff member an agreed annual travel allowance and will reimburse staff for toll costs incurred while travelling on Rainbow Club business.

### Leave

All leave will be paid in accordance with the National Employment Standards (NES).

The ten (10) minimum entitlements of the NES are:

- Maximum weekly hours - 38 hours per week
- Requests for flexible working arrangements
- Parental leave and related entitlements
- Annual leave
- Personal/carer's leave, compassionate leave and unpaid family and domestic violence leave
- Community service leave
- Long service leave
- Public holidays
- Notice of termination and redundancy pay
- Fair Work Information Statement

### Code of Conduct

Rainbow Club Australia staff agree to abide by the Rainbow Club staff Code of Conduct. Rainbow Club's staff Code of Conduct includes the NDIS Code of Conduct.

Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct. Should a participant or other stakeholder wish to make a complaint about Rainbow Club with respect to the NDIS Code of Conduct, they will be directed to Rainbow Club's Complaints and Grievance Policy ([refer Policy 108](#)).

Should Rainbow Club or people employed or otherwise engaged by Rainbow Club, be found to have breached the NDIS Code of Conduct,



Rainbow Club will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.

## Staff Code of Conduct

### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

### In addition, Rainbow Club staff agree to:

- Commit to the mission, vision and goals of Rainbow Club
- Behave professionally and ethically and accept responsibility for their actions
- To the best of their ability, ensure the safety, health and welfare of colleagues, teachers and children in Rainbow Club's network
- Treat all Board members, Club committee members, staff members, teachers, volunteers, parents, members and other stakeholders with courtesy and respect and not discriminate against a Board member, Club committee member, staff member, teacher, volunteer, parent, member or other stakeholders or stakeholder on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference
- Agree to behave in an ethical manner that is free from any harassment or bullying
- Abide by all Rainbow Club Australia Policy and Procedures including maintaining confidentiality of the organisation's operations in relation to service activities, confidential documentation and work practices during and post employment

## HR policy for teachers

The Board of Rainbow Club delegates authority to the General Manager to recruit employ and manage teachers in accordance with the below policies and the National Employment Standards (NES).

The Rainbow Club Board will approve all pay rates for teachers and will pay above award rates to ensure that our teachers are adequately rewarded for the work they do.

Teachers must provide details of their Swim Teacher licence and their Working with Children Number (WWC No) for verification, prior to commencing work and are required to provide Rainbow Club with details of renewals of licence and WWC No.

All Rainbow Club teachers are employed on a casual basis and are required to:

- Renew their CPR Certificate annually and provide evidence of the update to Rainbow Club
- Familiarise themselves with the Swim the Rainbow program and use this structure to teach Rainbow Club members at their weekly lessons
- Wear the supplied hi-vis lime green 'teacher' rashie with board shorts while teaching. A neat and tidy appearance is important to Rainbow Club

## Employee Assistance program

Rainbow Club will retain an employee assistance company to provide support and assistance for staff and teachers to support them with challenges encountered because of the nature of their Rainbow Club work.

## Complaints or grievances

In the event of a complaint or grievance staff and teachers will be referred to the Complaints and Grievances Policy ([refer Policy 108](#)) and the same procedures will apply.

## Code of Conduct

Rainbow Club Australia teachers agree to abide by the Rainbow Club teacher Code of Conduct. Rainbow Club's teacher Code of Conduct includes the NDIS Code of Conduct.

Anyone can raise a complaint about potential breaches of the NDIS Code of Conduct. Should a participant or other stakeholder wish to make a complaint about Rainbow Club with respect to the NDIS Code of Conduct, they will be directed to Rainbow Club's Complaints and Grievance Policy ([refer Policy 108](#)).





Should Rainbow Club or people employed or otherwise engaged by Rainbow Club, be found to have breached the NDIS Code of Conduct, Rainbow Club will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.

## Teacher Code of Conduct

### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

### In addition, Rainbow Club teachers agree to:

- Behave professionally and accept responsibility for their actions
- Commit to the mission and goals of Rainbow Club and work all agreed shifts so as to provide the best possible service to Rainbow Club members
- To the best of their ability, ensure the safety, health and welfare of all children in the Club and other teachers
- Provide a balanced program of swimming and water safety within Swim the Rainbow guidelines
- Be familiar with the goals of the child being taught (or their parent) and support them to achieve their goals
- Be familiar with the colour level of the child that is assigned to them
- Modify their teaching techniques to cater for the disability of the individual
- Treat all children and parents with courtesy and respect

- Maintain their certifications or qualifications with AUSTSWIM or Swim Australia, CPR (annual resuscitation training) and Working With Children (WWC No.)
- Agree to behave in an ethical manner that is free from any harassment or bullying
- Abide by all Rainbow Club Australia's Policy and Procedures

## Policy 119

### Incident Management and Reporting

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 8/2018
<b>Date for review</b>	8/2023

### Policy statement

Rainbow Club recognises that it has a moral, ethical and legal responsibility to ensure all participants are safe and takes proactive steps to protect them from harm.

It has a system for identifying, assessing, managing and resolving incidents that happen in connection with providing supports or services to people with a disability. The system is appropriate to the business size and the class of support that we provide.

Rainbow Club has additional obligations if an incident is the subject of a complaint ([refer Policy 108](#)).

Rainbow Club will provide support and assist people with a disability affected by an incident (including information about access to advocates such as independent advocates) to ensure their health, safety and wellbeing.

Rainbow Club recognises that failure to comply with the Incident management requirements of the NDIS legislation and rules may lead to the NDIS Commissioner taking compliance and enforcement action against Rainbow Club.

### Definitions

**'Participant'** the Rainbow Club member or person affected by the incident.

**'Staff member'** includes paid Rainbow Club staff and teachers, and volunteers (Club Committee members and inpool volunteers).



## Procedures

- Teacher Central (Rainbow Club's communication tool with its teacher workforce) contains an Incident Report Form. Teachers are made aware of this mechanism for reporting incidents in their Offer Letter issued at the commencement of their employment.
- My Portal (Rainbow Club's portal for parents of members) contains an Incident Report Form. Members are made aware of this mechanism for reporting incidents in the Welcome Letter issued to them when they join Rainbow Club)
- The staff member who first becomes aware of an incident must report it as soon as practicable to the Lead Teacher in their Club or to a Committee Member. They are responsible for reporting relevant incidents to the police.
- The Lead Teacher or Committee Member must complete Rainbow Club's Incident Report Form as soon as is practical
- Details of all incidents will be maintained on the Salesforce Incident Register which will record all actions taken and current status. All records regarding incidents will be maintained for 7 years.
- The General Manager of Rainbow Club has the responsibility for maintaining the Incident Register and for ensuring all incidents are managed appropriately.
- All incidents are reported to the Board of Rainbow Club at each meeting.
- An analysis of all incidents including monitoring and acting on trends identified will take place annually with a view to improving the quality of service offered by Rainbow Club

### **In responding to an incident, the General Manager (or person delegated) will:**

- Recognise and acknowledge the impact of the incident on the participant/staff member
- Assure the participant/staff member the incident will be treated seriously and deal with fairly
- Educate participants/staff members about their rights and take their wishes into consideration
- Keep the participant/staff member informed of progress, outcomes and any follow up
- If appropriate identify an advocate or support person
- Provide an opportunity to give feedback on the response to the incident
- All information collected by Rainbow Club in managing incidents will be managed in accordance with our Privacy Policy ([Policy 105](#)).

## Identifying and responding to incidents

### **Staff, teachers and volunteers should:**

- Assess the situation and check for danger.
- Remove the participant from danger if it is safe to do so
- If urgent medical attention is required, call 000 or if appropriate convey the participant to nearest hospital
- If a staff member is accused or suspected of harming the participant, independent medical practitioner must be called and the staff member removed from contact pending investigation
- If another participant is accused or suspected of harming the participant, they should be removed from contact pending investigation
- If the staff member or participant has injuries that do not require immediate attention, support the person to see a doctor for assessment and treatment of any injuries, including psychological trauma
- Consider the impact of the incident on the other participants and provide them with support
- If the incident involves an alleged criminal act, contact the police. Preserve any physical or documentary evidence that may be critical to an investigation by the police or Rainbow Club

Responses to any participant incident should be respectful of the participant, culturally appropriate and empower them to make their own choices and decisions wherever possible. Some participants may wish to have a support person present to help them with a decision.

## Reportable incidents

Rainbow Club will take all reasonable steps to ensure that reportable incidents are notified to the NDIS Commissioner within reasonable timeframe.

## 24 Hours Reporting

The General Manager or other delegated staff member will report the following incidents to the NDIS Commission within 24 hours should the event occur involving a person with a disability while at Rainbow Club:

- Death of a person with a disability
- Serious Injury of a person with a disability
- Abuse or Neglect of a person with a disability
- Unlawful sexual or physical contact with a person with a disability
- Sexual misconduct against, or in the presence of, a person with a disability



This reporting will be done either by telephone or using the Reportable Incident Form on the NDIS Commission website.

### Following five (5) working days

After the initial report, additional information regarding witnesses and follow up actions taken must also be provided to the NDIS Commission within five (5) working days

Information regarding reportable incidents does not have to be reported to the NDIS Commission if doing so could reasonably be expected to prejudice the conduct of a criminal investigation or expose a person with a disability to risk or harm.

### Ongoing reporting

Should significant new information about the incident relate to a change in the reportable incident, the General Manager must notify the NDIS Commission as soon as reasonably practicable.

### Definitions

**'Abuse'** means verbal, physical and/or emotional mistreatment and/or lack of care of a person or child. Abuse can include bullying, child abuse, physical abuse, sexual abuse, emotional and psychological abuse, racial, cultural and religious abuse or domestic violence.

#### **'Incident'** means

- An act, omission, event or circumstance that has, or could have, caused harm to a person or child with a disability who is a member of Rainbow Club
- An act by a person with a disability that happened in connection with the provision of supports or services and that caused serious harm or a risk of serious harm to another person or child

or

- A reportable incident that is alleged to have occurred in connection with the provision of supports or services

**'Mandatory Reporting'** is the legal obligation of certain professionals and community members to report when they believe, on reasonable grounds, that a child needs protection from harm. A broad range of professional groups are identified in the Children and Young Persons (Care and Protection) Act 1998 (NSW) as 'mandatory reporters'.

**'Neglect'** is the failure to provide a person or child with the basic necessities of life such as food, clothing, shelter, medical attention or supervision, to the extent that their health and development is likely to be significantly harmed.

**'Negligence'** is doing, or failing to do, something that a reasonable person would, or would not, do in a certain situation and which causes another person or child damage, injury or loss as a result.

**'Procedural Fairness'** is a principle that requires a fair and proper procedure be used when making a decision.

**'Reasonable Grounds'** means a person may form a belief on reasonable grounds that another person needs protection after becoming aware that their health, safety or wellbeing is at risk and, where relevant, the person's guardians are unwilling or unable to protect them. There may be reasonable grounds for forming such a belief if:

- A person states that they have been physically or sexually abused
- A person states that they know someone who has been physically or sexually abused
- Someone who knows a person who states they have been physically or sexually abused
- A person shows signs of being physically or sexually abused
- There is persistent neglect, poor care or lack of appropriate supervision
- A person's actions or behaviour places them at risk of significant harm

**'Reportable Conduct relating to a child'** is conduct that involves any of the following whether or not the child has consented:

- Any sexual offence or sexual misconduct committed against, with or in the presence of a child
- Any assault, ill treatment or neglect of a child
- Any behaviour that causes psychological harm to a child
- Failure to reduce or remove risk of a child becoming a victim of child abuse
- Concealing a child abuse offence

**'Reportable Incident'** is the:

- Death of a person with a disability
- Serious injury or a person with a disability
- Abuse or neglect of a person with a disability
- Unlawful sexual or physical contact with, or assault of, a person with a disability
- Sexual misconduct committed against, or in the presence of, a person with a disability
- The use of a restrictive practice in relation to a person with a disability

**'Restrictive Practice'** is any practice or intervention that has the effect of restricting the rights of freedom of movement of a person with a disability.





## Policy 120

### Child Protection

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 8/2019
<b>Date for review</b>	4/2023

### Policy statement

Rainbow Club Australia believes that every child and young person has the right to live a life free from any form of violence and deserves to grow up in a safe, peaceful and enabling environment where they can fully exercise their rights.

Rainbow Club considers child abuse unacceptable in all circumstances and takes its duty of care seriously and aims at all times to provide the safest possible program and environment for children.

It is Rainbow Club's policy that a supervising adult (parent/guardian or person appointed by them) must remain in the pool area whilst their child/ward is present at their local Club or a Rainbow Club event.

### Definitions

**'Staff/employee'** is any person in the employ of Rainbow Club who is paid for their role. This includes teachers.

**'Supervisor'** is any Rainbow Club personnel with a duty of care for another staff member or volunteer. This includes Lead teachers, Club Managers, Cluster Staff Members, the Aquatics or Membership Manager, or the General Manager.

**'Volunteer'** is any person engaged by Rainbow Club as a volunteer. This includes Club Committee members and inpool volunteers.

### Procedures

#### Working with Children check (WWC)

- All adults (18 years and older) seeking any paid or volunteer work in Rainbow Club must provide a NSW Working with Children check number (WWC No.)
- Volunteers can provide a volunteer WWC No. which can be applied for online at no charge. Volunteers must then visit Service NSW to provide proof of identity before the clearance is emailed or posted to them

- Those involved in paid work must provide an employee WWC No. This can be applied for online. Employees must then attend Service NSW to provide proof of identity and pay the administration fee before the clearance is emailed or posted to them
- Rainbow Club staff must verify the WWC No. online prior to issuing any engagement letter
- Only those verified with a clearance to work/volunteer can commence work with Rainbow Club
- Where clearance is not received, this person cannot be involved with Rainbow Club
- Record of the WWC No. and the date verified must be retained on the worker's record on Salesforce
- Online verification is a support for Rainbow Club. If the employee/volunteer comes under notice for child protection allegations, Rainbow Club will receive notification and directive on future involvement in child related activities
- Teachers or volunteers under 18 years of age are not required to have a WWC No.

Rainbow Club has a zero tolerance to breaches of this legal requirement.

#### Responsibilities of Rainbow Club staff and volunteers

- All teachers and inpool volunteers should be easily identifiable and are to wear Rainbow Club rashies while teaching or volunteering for Rainbow Club in the pool
- Teaching ratios are in accordance with Swim the Rainbow program and based on the ability levels of all participants
- At least two teachers are required to attend all Club sessions
- No staff member or volunteer is to establish or maintain a sexual relationship with any person within or associated with Rainbow Club who is aged under 18 years. This applies regardless of whether an established personal relationship exists with the person aged under 18 years and regardless of whether the parties engage in sexual intercourse
- Club Committee members and teachers should ensure that children dress and undress behind closed cubicle doors
- No photography or videoing is to be allowed in change rooms
- Where a person is observed to be photographing or videoing activities, that person is to be asked to confirm their relationship to a child or young person involved, or to Rainbow Club personnel. Where a satisfactory relationship cannot be



confirmed, that person is to be directed to cease and to leave the premises, and the incident is to be reported immediately to the Club Manager or to the local police station

- Non-abusive language should be used with the children and young people in our sessions. Bullying and threats (both verbal and physical) are not considered appropriate teaching methods within Rainbow Club
- Information relating to disability and behaviours and information on allergies and medical concerns will be provided to teachers through Teacher Central. This will ensure that teachers have the relevant information to protect and support the member with their Rainbow Club goals
- Only appropriate physical contact is used within Rainbow Club

### Mandatory reporting

All Rainbow Club staff and volunteers are 'Mandatory Reporters' which means they are mandated to report to Community Services if they have concerns about the safety or welfare of a child.

Rainbow Club staff and volunteers:

- Will be offered training in relation to child protection on a regular basis as determined by Rainbow Club
- Who form a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with a supervisor who they may have information the Rainbow Club personnel is not aware of
- Should make a record of the incident/s that led to forming the belief. These should be recorded concisely, include as much detail as possible and be kept in a secure place to ensure confidentiality
- Who are unsure how to respond to a child who has disclosed to them, can suggest the child might speak to a supervisor about this, if they are comfortable to do so
- Should be aware that disclosure made to a trusted person and in Rainbow Club discussions should then be taken to the General Manager or Membership Manager who will assist with Mandatory Reporting

Mandatory Reports should be treated with strict confidentiality in accordance with Rainbow Club's Privacy Policy (refer Policy 105).

### Investigation

Where allegations of inappropriate sexualised behaviour are brought to staff or a volunteer by children at the time of the incident, the supervisor

on shift should interview each child by simply asking each child involved what happened in the event.

This should then be taken to the General Manager or Membership Manager for advice and follow up.

Where the allegation is brought by a parent at a later date and as described to them by their child, write down as much information as possible, and consult with staff who were supervising children at the time.

### Rainbow Club's responsibilities for its staff and volunteers

Rainbow Club also has a responsibility to ensure its staff and volunteers are treated fairly and that their rights are respected during an investigation and any disciplinary process as a result of the investigation.

As an employer, Rainbow Club has a responsibility to all staff and volunteers to:

- Ensure they are aware of their obligations to report suspected risk of significant harm and reportable allegations, and of the procedure for doing this
- Provide a copy of professional standards related to relationships with children, including a Code of Conduct
- Make sure all are aware of the indicators of child abuse and neglect of children and young people and have access to relevant training to assist with this
- Investigate allegations of a child protection nature specifically related to their actions and ensure that appropriate action is taken in relation to the finding.
- Advise any personnel under investigation for an allegation of a child protection nature, of support services that are available from Rainbow Club's Employee Assistance Program
- Ensure procedural fairness applies in situations where a decision is to be taken which could have a detrimental effect on their professional circumstances.
- Assist them in implementing relevant Policy and Procedures related to protecting children and young people from harm
- Ensure that current and new applicants for child related work have undergone a Working with Children check and are cleared to work with children

Rainbow Club must always also consider the support needs of children and their parents/ caregivers where child protection allegations have arisen.



## Policy 121

### Abuse, Violence, Neglect & Discrimination

<b>Applies to:</b>	Board Staff Club Committee Teachers Inpool volunteers Members
<b>Responsibility:</b>	General Manager
<b>Status</b>	Approved 8/2019
<b>Date for review</b>	6/2023

### Policy statement

Rainbow Club Australia has a moral ethical and legal responsibility to ensure all participants are safe and protected from harm while in our Clubs.

Rainbow Club has zero tolerance for any violence, abuse, neglect or discrimination in its Clubs.

### Definitions

**'Participant'** the Rainbow Club member or person affected by the incident.

**'Staff member'** includes paid Rainbow Club staff members and teachers, and volunteers (Club Committee members and inpool volunteers).

### Procedures

Rainbow Club management promotes best practice, continuous improvement and a service delivery culture that promotes and supports participant safety. This is reinforced twice yearly at our Safety Week and every lesson of every week in our Swim the Rainbow program.

All teachers are required to teach in accordance with our Swim the Rainbow Program which has safety as a core component.

### Prevention

- To protect members from harm, Rainbow Club only employs qualified staff and engages volunteers who respect the rights of children with a disability and who will support members and their families to access complaint mechanisms if required
- All teachers must provide a Working With Children check number (WWC No.) which is verified and must wear the Rainbow Club rashie while teaching for Rainbow Club to help members recognise them
- Rainbow Club will also provide a safe physical environment at all pools that we use for Rainbow Club activities

- Inpool volunteers have a separate colour rashie to identify them and they must not be in sole supervision of a member in the pool. All inpool volunteers must also provide a WWC No. which is verified
- Rainbow Club's Swimming Officer will include the safety of members in all professional development sessions delivered to our teachers
- Agendas for Board meetings will include a Compliance Register which will indicate continuous appraisal and improvement plans

### Review and evaluation

This policy will be regularly reviewed as part of Rainbow Club's quality assurance processes.

### Responsibilities of Rainbow Club staff and volunteers

- All teachers and inpool volunteers should be easily identifiable and are to wear Rainbow Club rashies while teaching or volunteering for Rainbow Club in the pool
- Teaching ratios are in accordance with Swim the Rainbow program and based on the ability levels of all participants
- At least two teachers are required to attend all Club sessions
- No staff member or volunteer is to establish or maintain a sexual relationship with any person within or associated with Rainbow Club who is aged under 18 years. This applies regardless of whether an established personal relationship exists with the person aged under 18 years and regardless of whether the parties engage in sexual intercourse
- Club Committee members and teachers should ensure that children dress and undress behind closed cubicle doors
- No photography or videoing is to be allowed in change rooms
- Where a person is observed to be photographing or videoing activities, that person is to be asked to confirm their relationship to a child or young person involved, or to Rainbow Club personnel. Where a satisfactory relationship cannot be confirmed, that person is to be directed to cease and to leave the premises, and the incident is to be reported immediately to the Club Manager or to the local police station
- Non-abrasive language should be used with the children and young people in our sessions. Bullying and threats (both verbal



and physical) are not considered appropriate teaching methods within Rainbow Club

- Information relating to disability and behaviours and information on allergies and medical concerns will be provided to teachers through Teacher Central. This will ensure that teachers have the relevant information to protect and support the member with their Rainbow Club goals
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- Who form a belief based on reasonable grounds that a child is at risk of harm should discuss their concerns with a supervisor who they may have information the Rainbow Club personnel is not aware of
- Should make a record of the incident/s that led to forming the belief. These should be recorded concisely, include as much detail as possible and be kept in a secure place to ensure confidentiality
- Who are unsure how to respond to a child who has disclosed to them, can suggest the child might speak to a supervisor about this, if they are comfortable to do so
- Should be aware that disclosure made to a trusted person and in Rainbow Club discussions should then be taken to the General Manager or Membership Manager who will assist with Mandatory Reporting

Mandatory Reports should be treated with strict confidentiality in accordance with Rainbow Club's Privacy Policy ([refer Policy 105](#)).

### Investigation

Where allegations of inappropriate sexualised behaviour are brought to staff or a volunteer by children at the time of the incident, the supervisor on shift should interview each child by simply asking each child involved what happened in the event.

This should then be taken to the General Manager or Membership Manager for advice and follow up.

Where the allegation is brought by a parent at a later date and as described to them by their child, write down as much information as possible, and consult with staff who were supervising children at the time.

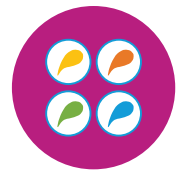
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Rainbow Club also has a responsibility to ensure its staff and volunteers are treated fairly and that their rights are respected during an investigation and any disciplinary process as a result of the investigation.

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- Ensure they are aware of their obligations to report suspected risk of significant harm and reportable allegations, and of the procedure for doing this
- Provide a copy of professional standards related to relationships with children, including a Code of Conduct
- Make sure all are aware of the indicators of child abuse and neglect of children and young people and have access to relevant training to assist with this
- Investigate allegations of a child protection nature specifically related to their actions and ensure that appropriate action is taken in relation to the finding.
- Advise any personnel under investigation for an allegation of a child protection nature, of support services that are available from Rainbow Club's Employee Assistance Program
- Ensure procedural fairness applies in situations where a decision is to be taken which could have a detrimental effect on their professional circumstances.
- Assist them in implementing relevant Policy and Procedures related to protecting children and young people from harm
- Ensure that current and new applicants for child related work have undergone a Working with Children check and are cleared to work with children

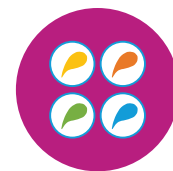
Rainbow Club must always also consider the support needs of children and their parents/ caregivers where child protection allegations have arisen.



## Sample documents

Reference samples for letters and documents

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## Welcome Letter

For new member

**SAMPLE**



### Welcome to Rainbow Club

#### Your social swimming network

Dear

I'm delighted to welcome you and your family to Rainbow Club where we teach children with disability how to enjoy the fun and freedom of the water - safely. The parents, teachers and volunteers who keep your Club running smoothly are looking forward to meeting you. I've included your Club details, but very soon you will receive an email giving you access to My Portal, which will put all your Rainbow Club information at your fingertips. Until then I've included some key information below. Enjoy, and welcome aboard.

Kind regards  
Catriona Barry,  
General Manager

ps. Your child's membership is subject to advance payment of term fees.

#### Your Rainbow Club

Club Name:

Times: Every (day) during the school term, from (time start) to (time end)

Meets at:

Need help finding your Club? Please view [our Locations](#)

#### Club Committee

Club Manager:

Club Scheduler:

Club Social Coordinator:

Lead Teacher:

#### My Portal

All your Rainbow Club information is now at your fingertips. Look out for an **email from Salesforce** with details of how to access My Portal (our online portal for members).

Through My Portal you can:

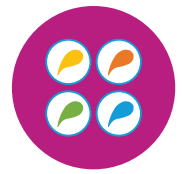
- View your scheduled sessions
- See your allocated teacher
- Request a report for your NDIS plan review
- Let your Club know of non-attendance

You can also stay updated on your child's progress and RSVP to Rainbow Club events!

[myrainbowclub.org.au](http://myrainbowclub.org.au)

Rainbow Club Australia PO Box 432 Brighton Le Sands NSW 2216





## Welcome Letter

For new member

**SAMPLE**



### Your social swimming network

In addition to weekly lessons, Rainbow Club hosts a calendar of events and activities for children, families and friends. Visit our website for all our events [myrainbowclub.org.au/calendar/](http://myrainbowclub.org.au/calendar/)

### Weekly swimming lessons

Rainbow Club provides individualised swimming lessons through our unique Swim the Rainbow program. Swim the Rainbow allows each child to progress at their own pace. Lessons are held once a week for 9 weeks during each school term.

A supervising adult must be present during all lessons.

View our Swim the Rainbow program on the pooldeck during lessons or visit [myrainbowclub.org.au/our-programs/](http://myrainbowclub.org.au/our-programs/)

### Family Carnival (December)

Our annual Family Carnival brings Clubs together for fun and friendly competition. This is a social occasion for the whole family, including siblings who have their own special program. There are activities for children still learning to swim and our Rainbow Club teachers are in the pool to make sure everyone is safe and has fun. For swimmers there are a variety of InterClub races. One of the highlights of the day is a relay race with teachers, children, parents and siblings.

### Certificate presentations (July and December)

At the end of terms 2 and 4, each Club hosts a social event and presents Swim the Rainbow certificates to Rainbow Club members.

### Malabar Magic (February)

The Murray Rose Malabar Magic Ocean Swim is a great day out for the whole family and an opportunity for Rainbow Club members and their families to participate in a truly inclusive event. It is also our biggest annual fundraising event.

### Safety Week

During Safety Week, Rainbow Club teachers provide families with essential water safety training that could save a life. Safety Week is held twice a year.

### Rainbow Connect and Aqua Awards (September/October)

Each year Rainbow Connect brings together Board members, staff, Club Committee members, teachers, volunteers and members to connect, share and learn. Every second year at Rainbow Connect we present the prestigious Aqua Awards to our outstanding volunteers and teachers.

### Member subscription fees

#### Fees

For children aged 7 and over the fee per school term is \$280. For children under 7 the fee per school term is \$150, which is subsidised in recognition of the advantages of early intervention. This covers individualised lessons by qualified teachers for 9 weeks.

#### NDIS and Active Kids vouchers

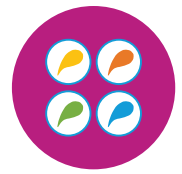
Rainbow Club is a Registered NDIS Provider and you can use your NDIS Plan towards term fees. You can also use your Active Kids voucher. As places at our Clubs are in high demand to secure a spot for your child we ask that fees are paid or an NDIS Agreement is completed by the due date in advance of each term.

No child has ever been turned away from Rainbow Club due to their disability or inability to pay and we have ways to help any family struggling with payment of fees. For more information visit [myrainbowclub.org.au/fees/](http://myrainbowclub.org.au/fees/)

#### Non-attendance

We understand that sometimes a child will be unable to attend a lesson. If this happens to you, use My Portal to let your Club know as soon as possible so that another child can enjoy the lesson and our teachers are not left idle. If a child is absent for 3 consecutive weeks without contact or explanation, their place will be allocated to a child on the waiting list.





## Welcome Letter

For new member

**SAMPLE**



### Let's Swim the Rainbow!

Don't forget to login to My Portal to manage your Rainbow Club experience. If you don't receive an email with your login details or if you ever forget your details please contact [membership@myrainbowclub.org.au](mailto:membership@myrainbowclub.org.au)

### Your first day at Rainbow Club

On your first day at Rainbow Club bring evidence of your child's diagnosed disability or NDIS Plan so the Lead Teacher can confirm your eligibility and assign the most appropriate teacher.

All of our teachers are paid and have obtained AUSTSWIM's Teacher of Swimming and Water Safety (TSW) or Swim Australia's Teacher qualification. Our Lead Teachers and many other teachers have also obtained either the AUSTSWIM Access and Inclusion or the Swim Australia Teacher of Learners with a Disability accreditation.

Feel free to discuss your child's disability, behaviour or relevant medical information with their teacher so that they can help your child achieve their best. For everyone's benefit our Clubs operates in an environment free from discrimination, financial, sexual, physical or emotional abuse, neglect, discrimination or exploitation.

### What to wear

All children must wear swimmers and a rash top, and if necessary an aqua nappy. Children who are not toilet trained should have both an aqua nappy and a 'Happy Nappy' to minimise the effects of any accidents. Accidents can result in the closure of the pool and termination of lessons for the day which is disappointing for everyone.

### Accessibility

As much as possible, pools used by Rainbow Club have wheelchair access ramps, hoists or walk in entry. Unfortunately, in the event of an unforeseen access problem or event, Rainbow Clubs cannot always promise a makeup class.

### Pool rules

Rainbow Club members must adhere to the rules and regulations displayed at each pool. In addition, it is Rainbow Club policy that a supervising adult be present for the duration of each lesson and parents are responsible for their children at any time they are not in the pool. Generally, parents or siblings are not allowed in the pool while Rainbow Club lessons are in progress. If in doubt about pool rules, ask your Club Manager or Scheduler. Tip: If your child needs time to change clothing, come a little earlier to allow them to receive the most out of the lesson.

### Policy and Procedures

#### Compliments and complaints

We welcome feedback because it's great to know when we are doing something well, and important to know when something needs improving. All our Club Committees are run by volunteers and we ask parents to respect their commitment and time. Visit our website to see our Policy and Procedures [myrainbowclub.org.au/policy-procedures/](http://myrainbowclub.org.au/policy-procedures/)

#### Privacy

Rainbow Club is committed to protecting and upholding the right to privacy of members, staff, volunteers and other stakeholders. Rainbow Club Australia only collects and stores personal information that is necessary for the function of the organisation and its activities. Visit our website for our full Privacy Policy [myrainbowclub.org.au/privacy-policy/](http://myrainbowclub.org.au/privacy-policy/)

### Over the rainbow!

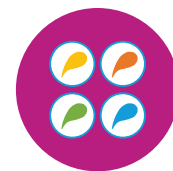
All children graduate from Rainbow Club when they reach 18 years of age. If your child wishes to continue swimming, we can advise what is available, or if a younger child wants to transition to a local mainstream swim club we can help.

### More information

If you would like to know more about Rainbow Club please visit our website at [myrainbowclub.org.au](http://myrainbowclub.org.au)

WELCOME LETTER TO NEW MEMBER PAGE 3





## Service Agreement

For member with NDIS Funding

**SAMPLE**



# Rainbow Club Australia Service Agreement

October 2019

## Section 1: Contact Details

Rainbow Club Member's First Name:

Rainbow Club Member's Last Name:

Member's DOB:

Rainbow Club:

NDIS Participant Number:

Participant's Parent or Guardian:

Mobile:

Email Address:

## Section 2: Who is managing this Plan?

Please choose one option:

- ☐ SELF MANAGED: The funding for Rainbow Club membership is being managed by the member's parents.
- ☐ NDIA MANAGED: The funding Rainbow Club membership is being managed by the National Disability Insurance Agency.
- ☐ REGISTERED PLAN MANAGER :
- Plan Management Provider:
  - Plan Manager Contact Person(if Known):
  - Plan Manager's Contact Number:
  - Plan Manager's Email Address

## Section 3: NDIS Participant's Plan information

Start date of Plan:

End date of Plan:

**The membership term for which NDIS funding will be used are:**

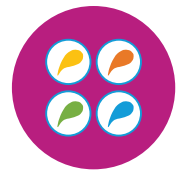
Term dates can be found at [myrainbowclub.org.au/term-dates-and-our-events/](http://myrainbowclub.org.au/term-dates-and-our-events/)

- ☐ Term 4, 2019:
- Total subscription amount for term chosen: (\$amount)
- ☐ I confirm that funds of (\$amount) are available in this plan for Rainbow Club Membership
- I authorise Rainbow Club to make a Service Booking on the NDIS portal for the above periods
- Please indicate which budget you would like the funds to be taken from:

If other, please specify:

## Section 4: The NDIS and this Service Agreement

This Service Agreement is made for the purpose of funding Rainbow Club Membership subscription under the participant's NDIS plan.



## NDIS Service Agreement

For member with NDIS Funding

**SAMPLE**



### Section 5: Responsibilities of the participant/participant's representative

- Rainbow Club is run by volunteers and a participant's parents may be asked to assist from time to time.
- The subscription is for the full term, regardless of any absences during the term
- Any absences for 3 or more weeks without contact or explanation may result in losing your place on the Club schedule, so that another child on the waiting list may get an opportunity to join the Club.
- Participants are required to wear swimmers and rash vests and, if necessary, Swim Nappies. Participants who have yet to be toilet trained should have both a Swim Nappy and a Happy Nappy to minimise the effects of accidents which could cause closure of the pool.
- Parents are responsible for their own children when they are not in the pool with a Rainbow Club teacher.

### Section 6: Responsibilities of Rainbow Club

**Rainbow Club agrees to:**

- Only employ teachers who have relevant swim teaching qualifications and verified Working With Children checks (WWC).
- Provide nine half-hour lessons per term on the dates listed on the Rainbow Club website and at a time to be agreed with the local Rainbow Club Committee.
- In the event of an unforeseen access problem or accident in the pool, Rainbow Club will endeavour to provide a make-up lesson but cannot always promise this will happen as the subscription amount may not cover the costs, the pool may not be available, or teacher availability may be limited.
- Provide certificates outlining progress of the participant twice yearly.
- Communicate openly and honestly in a timely manner.
- Treat the participant with courtesy and respect.
- Give the participant or the participant's representative information about providing feedback or complaints and how they will be managed.
- Listen to the participant's feedback and resolve problems quickly.
- Protect the participant's privacy and confidential information.

### Section 7: Feedback, compliments and complaints

- If the participant wishes to give feedback to Rainbow Club, the participant can talk to a member of their Club Committee.
- If the participant is not happy with their Rainbow Club membership and wishes to make a complaint, the participant can talk to a member of their Club Committee.
- If the participant is not satisfied or does not want to talk to their Club Committee members, the participant can contact the General Manager at [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au)
- Further details of this policy and the procedures are outlined on our website.

### Section 8: Agreement signatures

- ☐ Yes -The participant's parent/guardian agrees to the terms and conditions in this Service Agreement and understands that Rainbow Club is a charity that provides a social swimming club and individualised swimming lessons to children with a disability to ensure that they are safe in the water.

#### The Rainbow Club team

Catriona Barry, General Manager [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au)

Min Strauss, Membership Manager [membership@myrainbowclub.org.au](mailto:membership@myrainbowclub.org.au)

Heather Nadilo, IT Manager [admin@myrainbowclub.org.au](mailto:admin@myrainbowclub.org.au)

Sarah Simon, Accounts Officer [accounts@myrainbowclub.org.au](mailto:accounts@myrainbowclub.org.au)

Nicola Davies-Cooke, Swimming Officer [swimming@myrainbowclub.org.au](mailto:swimming@myrainbowclub.org.au)

Emma Baldwin, Events Officer [events@myrainbowclub.org.au](mailto:events@myrainbowclub.org.au)

SERVICE AGREEMENT PAGE 2



## Offer Letter

For new teacher

**SAMPLE**



## Welcome Rainbow Club teacher!

### Our teachers make a difference

Dear

I'm delighted to welcome you to Rainbow Club where we value our teachers and appreciate their ability to teach with patience and passion. It can be a challenging role but also a very rewarding one. As a teacher you will make a real difference to the lives of our children and their families. This email is to confirm your personal details and introduce you to your club. Very soon you will receive an email giving you access to our new online portal called Teacher Central. Teacher Central puts Rainbow Club at your fingertips! Until then, I've included some key information below (which we will deem to be accepted when you commence your first shift). Enjoy, and welcome aboard.

Kind regards  
Catriona Barry,  
General Manager

ps. See you at the pool or at one of our exciting Rainbow Club events!

### Your details

**Please check your details and let us know if any information needs updating.**

Name:  
Address:  
Mobile:  
Email:  
Qualifications:  
Working With Children Check Number:  
Verified:  
Working With Children Check expires:  
Date of birth:

### Your Club

Name of your Rainbow Club:  
Location of pool:  
Your shift: day and times  
You will report to Lead Teacher:  
Your start date: As arranged with your Lead Teacher.  
Timesheet arrangements: Please enter details of hours worked on Teach Central before 6.00pm on Sunday of each week you work. Timesheets are approved by the Lead Teacher and then submitted fortnightly to our ADP Payroll System.

[myrainbowclub.org.au](http://myrainbowclub.org.au)

Rainbow Club Australia PO Box 432 Brighton Le Sands NSW 2216





## Offer Letter

For new teacher

**SAMPLE**



### Club Committee

Club Manager:

Club Scheduler:

Club Social Coordinator:

### The Rainbow Club team

Catriona Barry, General Manager [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au)

Min Strauss, Membership Manager [membership@myrainbowclub.org.au](mailto:membership@myrainbowclub.org.au)

Heather Nadilo, IT Manager [admin@myrainbowclub.org.au](mailto:admin@myrainbowclub.org.au)

Sarah Simon, Accounts Officer [accounts@myrainbowclub.org.au](mailto:accounts@myrainbowclub.org.au)

Nicola Davies-Cooke, Swimming Officer [swimming@myrainbowclub.org.au](mailto:swimming@myrainbowclub.org.au)

Emma Baldwin, Events Officer [events@myrainbowclub.org.au](mailto:events@myrainbowclub.org.au)

### Teacher Central

All your Rainbow Club information is at your fingertips. Look out for an **email from Salesforce** with details of how to access Teacher Central. Through Teacher Central you can:

- View your weekly schedule
- See information about children you'll be teaching
- Complete incident reports
- Enter your timesheet

### Your social swimming network

In addition to weekly lessons, Rainbow Club hosts a calendar of events and activities for children, families and friends. Visit our website for all our events [myrainbowclub.org.au/calendar/](http://myrainbowclub.org.au/calendar/)

### Swim the Rainbow

Rainbow Club provides individualised swimming lessons through our unique Swim the Rainbow program. Swim the Rainbow allows each child to progress at their own pace. It is mandatory that all Rainbow Clubs use this program to teach children with a disability to swim. It is your responsibility to familiarise yourself with the program and the visual aids and resources available for each coloured goal. View our Swim the Rainbow program on the pooldeck of every Club, at Teacher Central or visit [myrainbowclub.org.au/our-programs/](http://myrainbowclub.org.au/our-programs/)

### Family Carnival (December)

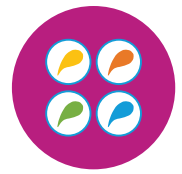
Our annual Family Carnival brings Clubs together for fun and friendly competition. This is a social occasion for the whole family, including siblings who have their own special program. There are activities for children still learning to swim and our Rainbow Club teachers are in the pool to make sure everyone is safe and has fun. For swimmers there are a variety of InterClub races. One of the highlights of the day is a relay race with teachers, children, parents and siblings. Rainbow Club teachers can accompany children to the Family Carnival and help them in the water or help with the running of the event. Rainbow Club pays teachers for their time.

### Certificate presentations (July and December)

At the end of terms 2 and 4, each Club hosts a social event and presents Swim the Rainbow certificates to Rainbow Club members.

### Malabar Magic (February)

The Murray Rose Malabar Magic Ocean Swim is a great day out for the whole family and an opportunity for Rainbow Club members and their families to participate in a truly inclusive event. It is also our biggest annual fundraising event which allows us to subsidise the cost of lessons and expand our network of Clubs.



## Offer Letter

For new teacher

**SAMPLE**



Rainbow Club teachers are invited to participate by helping members have a day at the beach, participating in the event, raising funds for your Club or volunteering. Teachers will not be paid for contributing to this event but will enjoy an incredible Rainbow Club experience.

### **Certificate presentations** (July and December)

At the end of terms 2 and 4, each Club hosts a social event and presents Swim the Rainbow certificates to Rainbow Club members.

### **Malabar Magic** (February)

The Murray Rose Malabar Magic Ocean Swim is a great day out for the whole family and an opportunity for Rainbow Club members and their families to participate in a truly inclusive event. It is also our biggest annual fundraising event which allows us to subsidise the cost of lessons and expand our network of Clubs. Rainbow Club teachers are invited to participate by helping members have a day at the beach, participating in the event, raising funds for your Club or volunteering. Teachers will not be paid for contributing to this event but will enjoy an incredible Rainbow Club experience.

### **Safety Week**

During Safety Week, Rainbow Club teachers provide families with essential water safety training that could save a life. Safety Week is held twice a year.

### **Rainbow Connect and Aqua Awards** (September/October)

Each year Rainbow Connect brings together Board members, staff, Club Committee members, teachers, volunteers and members to connect, share and learn. Each year we identify a topic that will enhance the quality of the service we provide for children with a disability and provide you with free professional development training. Every second year at Rainbow Connect we present the prestigious Aqua Awards to our outstanding volunteers and teachers.

### **Your role**

Don't forget to login to Teacher Central to manage your Rainbow Club experience.

### **Commitment**

The biggest contribution we ask of you is a commitment to teach at an agreed time every week for the duration of a school term, generally on the weekend. In return, we promise you a fair and equitable workplace and above award wages. Any non-attendance impacts the children you teach, other teachers and the smooth operation of the Club.

For children with a disability this half hour lesson may be the highlight of their week, so it is really important to them and their families that you are available. Our Clubs are managed by volunteers, usually parents of children in the Club, so it is important for them to have reliable teachers. Your commitment to the Club and teaching with patience and skill is truly appreciated.

### **Qualifications**

All Rainbow Club teachers must have the basic Teacher of Swimming and Water Safety (TSW) qualification from AUSTSWIM, or Teacher of Swimming from Swim Australia. For teachers who also obtain AUSTSWIM's Access and Inclusion or Swim Australia's Teacher of Learners with a Disability accreditation we will increase your hourly rate. It is your responsibility to ensure that your qualifications are up to date and you are receiving the correct hourly rate.

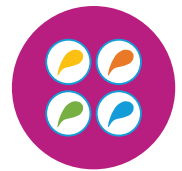
In addition, you are required to have a valid Working With Children Check which will be verified by Rainbow Club.

### **Employment and pay rates**

Rainbow Club teachers are paid \$33/hour which is above the award wage, are employed on a casual basis and are paid fortnightly. The hourly rate increases to \$35 for teachers who have obtained AUSTSWIM's Access and Inclusion or Swim Australia's Teacher of Learners with a Disability accreditation. Both rates cover all liabilities of Rainbow Club Australia.

Please see the employee entitlements according to Fairwork Australia information sheet for information about the National Employment Standards.

OFFER LETTER TO NEW TEACHER PAGE 3



## Offer Letter

For new teacher

**SAMPLE**



### Payroll

Our payroll is administered by ADP Payroll Solutions, [adppayroll.com.au](http://adppayroll.com.au). Rainbow Club's Client ID Number is S128006. You will receive your User ID and Password in the mail and you can use this to view your payslip and other personnel information. You are required to complete a Tax File Number Declaration Form available online at [ato.gov.au/forms/tfn-declaration/](http://ato.gov.au/forms/tfn-declaration/). Please complete and email to [admin@myrainbowclub.org.au](mailto:admin@myrainbowclub.org.au). If we have not received your Tax File Number Declaration Form within 28 days of your start date, the Australian Taxation Office requires us to tax you at the highest marginal tax rate.

### Superannuation

Please ensure that you have provided details of your superannuation fund, including your membership number. If we do not receive these details within 14 days of your start date, we are required to establish a fund in your name with our default superannuation provider, Australian Super.

### Employment Assistance program

Professional counsellors are available to you should your work at Rainbow Club become personally challenging. Please see your Lead Teacher or a Club Committee member to access to the Employment Assistance program.

### Pool rules

Rainbow Club teachers must adhere to the rules and regulations displayed at each pool. Please familiarise yourself with these rules and ensure that you obey them in their entirety.

### What to wear

Being clearly identifiable and having a tidy appearance is important to us. Rainbow Club will provide all teachers with a hi-vis lime green rash top which you are required to wear with your own board shorts while teaching for Rainbow Club.

### Policy and Procedures

#### Compliments and complaints

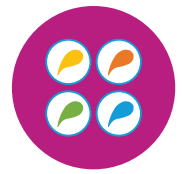
We welcome feedback because it's great to know when we are doing something well, and important to know when something needs improving. All our Club Committees are run by volunteers and we ask teachers to respect their commitment and time. Visit our website to see our Policy and Procedures [myrainbowclub.org.au/policy-procedures/](http://myrainbowclub.org.au/policy-procedures/)

#### Confidentiality

Rainbow Club Australia is committed to protecting and upholding the right to privacy of members, staff, volunteers and other stakeholders. You are required to be consistent and careful in the way you manage what is written and said about individuals and you should not disclose any personal information about a member or another teacher unless it is required that you do so and in the interest of the member or teacher.

### More information

If you would like to know more about Rainbow Club please visit our website at [myrainbowclub.org.au](http://myrainbowclub.org.au)



## Offer Letter

For new teacher

**SAMPLE**



### Teacher Code of Conduct

Rainbow Club's teacher Code of Conduct includes the NDIS Code of Conduct.

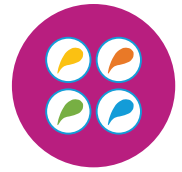
#### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

#### In addition, Rainbow Club teachers agree to:

- Behave professionally and accept responsibility for their actions
- Commit to the mission and goals of Rainbow Club and work all agreed shifts so as to provide the best possible service to Rainbow Club members
- To the best of their ability, ensure the safety, health and welfare of all children in the Club and other teachers
- Provide a balanced program of swimming and water safety within Swim the Rainbow guidelines
- Be familiar with the goals of the child being taught (or their parent) and support them to achieve their goals
- Be familiar with the colour level of the child that is assigned to them
- Modify their teaching techniques to cater for the disability of the individual
- Treat all children and parents with courtesy and respect
- Maintain their certifications or qualifications with AUSTSWIM or Swim Australia, CPR (annual resuscitation training) and Working With Children (WWC No.)
- Agree to behave in an ethical manner that is free from any harassment or bullying
- Abide by all Rainbow Club Australia's Policy and Procedures



## Induction for new teachers

Our Swimming Officer visits all new Lead Teachers as soon as practicable after they take on their role to ensure that they are operating Swim the Rainbow program and to offer advice and support.

The Swimming Officer will make contact with new teachers directly to confirm they are learning the program and deal with any unanswered questions. Teacher Central has resources to assist new teachers.

A Lead Teacher Induction Checklist is available ([refer Sample documents](#)).

### New Lead Teacher inductions cover:

- Sighting the Access and Inclusion qualification from AUSTSWIM or the Teachers of Learners with a Disability qualification from Swim Australia
- Assessing new members
- Assigning most appropriate teachers to children
- Monitor and supervising other teachers
- Briefing new teachers and teachers borrowed from other Clubs
- Updating Swim the Rainbow colours on Teacher Central
- Twice yearly assessments and certificates for members
- Producing progress reports for NDIS
- Approving timesheets
- Liaising with Club Committee to engage new teachers
- Safety rules at the pool
- Awareness of Rainbow Club's Policy and Procedures ([refer Policy and Procedures](#)) and in particular the:
  - Club's Crisis Management Plan ([refer Running your Club and Policy 115](#))
  - Incident Managing and Reporting Policy ([refer Policy 119](#))
  - Managing Complaints and Grievances Policy ([refer Policy 108](#))

### For pools where no lifeguard services are provided:

- Sighting the Lead Teachers's First Aid certificate
- Sighting any additional First Aid certificates
- Checking the First Aid kit on premises
- Pool safety protocols to be followed
- Reporting requirements





## Induction Checklist

For new Lead Teacher

**SAMPLE**



### Lead Teacher Induction Checklist

Lead Teacher name	Club name:

### Swim the Rainbow

Demonstrates an understanding of implementing and managing Swim the Rainbow program:

Item	Yes / No	Comments
Assessing new members	Yes / No	
Assigning most appropriate teachers to children	Yes / No	
Monitoring and supervising teachers	Yes / No	
Briefing new teachers and teachers borrowed from other Clubs	Yes / No	
Updating Swim the Rainbow colours on Teacher Central	Yes / No	
Twice yearly assessments and certificates for members	Yes / No	
Progress Reports for NDIS	Yes / No	
Approving timesheets	Yes / No	
Liaising with Club Committee to engage new teachers	Yes / No	

Continues to page 2

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Rainbow Club Australia PO Box 432 Brighton Le Sands NSW 2216





## Induction Checklist

For new Lead Teacher

**SAMPLE**



### Environment and safety

Demonstrates an awareness and understanding of environment and safety:

Item	Yes / No	Comments
Safety rules at your pool	Yes / No	
Emergency contacts	Yes / No	
Monitoring and supervising teachers	Yes / No	
Emergency procedures	Yes / No	
Rainbow Club Policy and Procedures (Teacher Central) and in particular:	Yes / No	
Crisis Management (Policy 115) and the Club's Crisis Management Plan	Yes / No	
Incident Managing and Reporting Policy (Policy 119)	Yes / No	
Managing Complaints and Grievances Policy (Policy 108)	Yes / No	

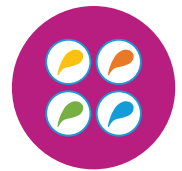
### For Rainbow Clubs held at private pools where there is no lifeguard service

(If this section is not applicable, score through – write 'n/a' in comments area)

Lead Teacher First Aid certificate	Yes / No	
Additional First Aiders	Yes / No	If yes, write their names here:
First Aid kit on premises	Yes / No	
Pool safety protocols to be followed	Yes / No	
Reporting requirements	Yes / No	

### Induction Checklist completion

Any additional comments:		
List any follow up required:	Yes / No	Date to be completed:
Lead Teacher signature	Date	Rainbow Club Officer signature



## Appointment Letter

For new Club Committee member

**SAMPLE**



### Welcome to the Committee for (Location) Rainbow Club

Dear

Thank you for volunteering to be a member of the Committee that manages (Club name). We appreciate your time and contribution and are very happy to support you in this role.

For insurance purposes, we are required to keep a register of all our volunteers and this is to advise that your name and contact details have now been entered on that register.

#### Your fellow Committee members are:

(Names)

(Club name) is one of 20+ Rainbow Clubs in NSW and new Clubs are opening regularly.

#### Important documentation to guide you in your role

##### Club Charter

The Club Charter in this document outlines the agreement between the Rainbow Club Australia Board and (Club name). Please read this and acknowledge by email that you understand, accept and agree to the contents of the Club Charter.

##### Rainbow Club Manual

Our Rainbow Club Manual provides guidance on running a Club and includes the Rainbow Club Policy and Procedures to which we all adhere.

#### Your Rainbow Club is part of a social swimming network

Rainbow Club is more than just swimming lessons and we are very proud of our calendar of events. We hope we will see you at some of our social events. Visit our website for all our events [myrainbowclub.org.au/calendar/](http://myrainbowclub.org.au/calendar/)

##### Family Carnival (December)

Our annual Family Carnival brings Clubs together for fun and friendly competition. This is a social occasion for the whole family, including siblings who have their own special program. The Family Carnival provides an opportunity for all our members to represent their Club and have a fun day out.

##### Certificate presentations (July and December)

At the end of terms 2 and 4, each Club hosts a social event and presents Swim the Rainbow certificates to Rainbow Club members.

##### Malabar Magic (February)

The Murray Rose Malabar Magic Ocean Swim is a great day out for the whole family and an opportunity for Rainbow Club members and their families to participate in a truly inclusive event. It is also our biggest annual fundraising event which allows us to subsidise the cost of lessons and expand our network of Clubs. It is a fun day on the beach at Malabar.

[myrainbowclub.org.au](http://myrainbowclub.org.au)

Rainbow Club Australia PO Box 432 Brighton Le Sands NSW 2216





## Appointment Letter

For new Club Committee member

**SAMPLE**



### Safety Week

During Safety Week, Rainbow Club teachers provide families with essential water safety training that could save a life. Safety Week is held twice a year.

### Rainbow Connect and Aqua Awards (September/October)

Each year Rainbow Connect brings together Board members, staff, Club Committee members, teachers, volunteers and members to connect, share and learn. Rainbow Club's Annual General Meeting starts to day. Every second year at Rainbow Connect we present the prestigious Aqua Awards to our outstanding volunteers and teachers.

### Thank you

Thank you again for volunteering to be a member of your Rainbow Club Committee. We look forward to your contribution to a great Club. If you have any questions or require support at any time, please do not hesitate to contact us.

Kind regards,

Catriona Barry

General Manager, Rainbow Club Australia

### The Rainbow Club team

Catriona Barry, General Manager [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au)

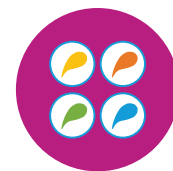
Min Strauss, Membership Manager [membership@myrainbowclub.org.au](mailto:membership@myrainbowclub.org.au)

Heather Nadilo, IT Manager [admin@myrainbowclub.org.au](mailto:admin@myrainbowclub.org.au)

Sarah Simon, Accounts Officer [accounts@myrainbowclub.org.au](mailto:accounts@myrainbowclub.org.au)

Nicola Davies-Cooke, Swimming Officer [swimming@myrainbowclub.org.au](mailto:swimming@myrainbowclub.org.au)

Emma Baldwin, Events Officer [events@myrainbowclub.org.au](mailto:events@myrainbowclub.org.au)



## Appointment Letter - Club Charter

For new Club Committee member

**SAMPLE**



# Club Charter

(Name) agrees to be a member of the Committee for (Club name) and to hold the role of Club (role type).

(Name) agrees to work with fellow Committee members to manage the operations of the Club in accordance with the responsibilities outlined in the Club operations manual (the 'Rainbow Club Manual') and the below Charter.

## Introduction

**Under this Charter, Rainbow Club Australia licences the management committee (the 'Club Committee') of (Club name) to use the name Rainbow Club and any other associated intellectual property rights belonging to Rainbow Club Australia.**

It further licences the Club Committee to operate a Club in accordance with the objectives outlined in the Constitution of Rainbow Club Australia (see Appendix 1).

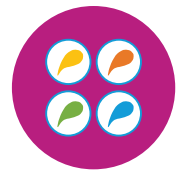
## Club Committee

**This licence is given on condition that**

1. Unless otherwise approved by the General Manager of Rainbow Club Australia, the Committee of (Club name) will consist of at least three separate individuals, each of whom has agreed to hold the following separate positions:
  - i. Club Manager
  - ii. Club Scheduler
  - iii. Club Social Coordinator
2. In the event of a resignation, the remaining Committee members must recruit a replacement within one (1) month in order for this Charter to remain in place.
3. The Committee members are appointees of Rainbow Club Australia and may, or may not, be parents of children currently members of the Club. Unless otherwise approved by the General Manager of Rainbow Club Australia, each Committee member may hold a position on the Committee for a period that does not exceed three (3) consecutive years.
4. The Committee uses systems prescribed by the Board of Rainbow Club Australia from time to time (see Appendix 2).
5. The Committee meets at least quarterly to ensure that the Club is operating in accordance with the procedures set out by Rainbow Club Australia from time to time (see the Rainbow Club Manual which is updated regularly).
6. The Committee compiles and issues an annual report in July/August each year for the purpose of communicating with their Club members regarding the operations and finances of the Club.
7. The Committee promotes and upholds the brand and reputation of Rainbow Club at all times.

## Funding and Finance

1. The Committee endeavours to engage the local community and local authority to support the operations of the Club either through the provision of funds or other in kind support (such as pool access, volunteers etc).
2. Funds raised by the Committee or other members of the Club shall be applied solely towards achieving the objects of the Club (see Appendix 1), including remuneration of any employees sanctioned by Rainbow Club Australia.
3. All funds raised shall be lodged to Rainbow Club Australia's Club bank account in full without deduction for any expenses.
4. All expenses for the Club shall be paid by Rainbow Club Australia (including reimbursement of any personal out-of-pocket expenses approved by the Committee).



## Appointment Letter - Club Charter

For new Club Committee member

**SAMPLE**



### Liability

1. The Committee will not obligate Rainbow Club Australia to any unauthorised financial liabilities.
2. Rainbow Club Australia recognises that all Club Committee Members are volunteers and will keep in force directors and officers liability insurance to protect Club Committee members against any personal liability, provided they are operating in accordance with the conditions of this Charter.

### Termination of Appointment

1. The Board of Rainbow Club Australia Board may, at its discretion, make and terminate appointments to the Club Committee of (Club name).
2. Where a Committee member's tenure is terminated by Rainbow Club Australia, the member has the right to appeal by following the procedures in Rainbow Club Australia's Managing Complaints and Grievances Policy (Policy 108).

### Winding up of a Club

1. All assets remain the property of Rainbow Club Australia. In the event of (Club name) ceasing to operate, all assets will be transferred to the direct ownership of Rainbow Club Australia.

### Appendix 1

#### Objectives according to the Constitution of Rainbow Club Australia

(March 2014)

1. To provide children with a disability the opportunity and confidence to explore and extend their abilities through learning to swim and recreational activities so there is no restriction on their achievements in life.
2. To provide children with a disability, their families and care givers with support and an opportunity for social contact.
3. To raise funds for the purpose of providing money, property or benefits in pursuit of the objects of the Rainbow Club Australia and to provide facilities within a sporting arena for children with a disability.
4. To provide a forum for Rainbow Clubs to discuss the development, promotion, resources and activities of the Rainbow Clubs.
5. To seek the views of and consult with children with a disability on their needs and other issues that affect them.
6. To encourage children with a disability to take control of their lives and become active participants in society by the provision and organisation of resources and information.
7. To encourage service minded people to form non-profit community-based Clubs whose objects are committed to the provision of swimming lessons and recreational activities for children with a disability and their families.
8. To assist the integration of children with a disability into the community.

### Appendix 2

#### Systems in use by Rainbow Club

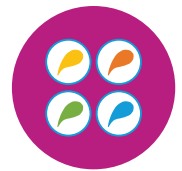
**Salesforce:** for customer relationship management, including: My Portal (for members); Teacher Central; and Pooldeck community

**ADP Payroll Systems:** for payroll procedures

**MYOB:** accounting package for financial management

**Wordpress:** for website management

**Mailchimp:** for email broadcasts



## Annual Report

For a Club Committee

**SAMPLE**



## Annual Report by Club Committee

Club name	Year

### Your Club Committee

Club Manager: (name)

Club Scheduler: (name)

Club Social Coordinator: (name)

- Thank Club Committee members
- Mention any outstanding achievements
- Mention any upcoming vacancies

### Membership

Number of members at start of year: (number)

Number of members at finish of year: (number)

- Mention any outstanding member achievements or personal bests
- Mention any reaching 18 years and about to transition

### Teachers

Lead Teacher: (name)

Swim teachers: (name current teachers)

- Thank teachers and mention any outstanding examples of dedication or passion

### Club finances

Include the Annual Financial Report available from your Cluster Staff Member

- Mention any grants received and include photos, logos or thanks
- Mention subsidies for under 7s

### Social participation

**Family Carnival:** (number of members who attended)

Members who attended Family Carnival: (names of members)

**Malabar Magic:** (number of members who attended)

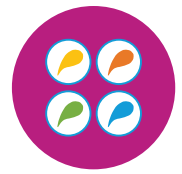
Members who attended Malabar Magic: (names of members)

- Mention any accomplishments of members who participated in Family Carnival and/or Malabar Magic
- Mention any local Club social occasions

### Pool

- Mention any news about the pool or pool management





## Engagement Letter

For new inpool volunteer

**SAMPLE**



### Volunteers make a difference!

#### Welcome to the Rainbow Club inpool volunteer program

Dear

I'm delighted to welcome you to Rainbow Club where we value our volunteers and appreciate that their patience and passion bring added value and quality to our local Clubs.

As a volunteer, you will make a real difference to the lives of our children and their families.

This email is to confirm your personal details and introduce you to your Club. Enjoy, and welcome aboard.

Kind regards  
Catriona Barry,  
General Manager

ps. See you at the pool or at one of our exciting Rainbow Club events!

#### Your details

**Please check your details and let us know if any information needs updating.**

Name:  
Address:  
Mobile:  
Email:  
Qualifications:  
Working With Children Check Number:  
Verified:  
Working With Children Check expires:  
Date of birth:

#### Your Club

Name of your Rainbow Club:  
Location of pool:  
Your shift: day and times  
You will report to Lead Teacher:  
Your start date: As arranged with your Lead Teacher.

#### Club Committee

Club Manager:  
Club Scheduler:  
Club Social Coordinator:

[myrainbowclub.org.au](http://myrainbowclub.org.au)

Rainbow Club Australia PO Box 432 Brighton Le Sands NSW 2216





## Engagement Letter

For new inpool volunteer

**SAMPLE**



### The Rainbow Club team

Catriona Barry, General Manager [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au)  
 Min Strauss, Membership Manager [membership@myrainbowclub.org.au](mailto:membership@myrainbowclub.org.au)  
 Heather Nadilo, IT Manager [admin@myrainbowclub.org.au](mailto:admin@myrainbowclub.org.au)  
 Sarah Simon, Accounts Officer [accounts@myrainbowclub.org.au](mailto:accounts@myrainbowclub.org.au)  
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 Emma Baldwin, Events Officer [events@myrainbowclub.org.au](mailto:events@myrainbowclub.org.au)

### A social swimming network

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### Swim the Rainbow

Rainbow Club provides individualised swimming lessons through our unique Swim the Rainbow program. Swim the Rainbow allows each child to progress at their own pace. You may wish to familiarise yourself with the program and the visual aids and resources available for each coloured goal. View our Swim the Rainbow program on the pooldeck of every Club.

### Family Carnival (December)

Our annual Family Carnival brings Clubs together for fun and friendly competition. This is a social occasion for the whole family, including siblings who have their own special program. There are activities for children still learning to swim and our Rainbow Club teachers and volunteers are there to make sure everyone is safe and has fun. For swimmers there are a variety of InterClub races. One of the highlights of the day is a relay race with teachers, children, parents and siblings. We hope that you will join us at the Family Carnival.

### Certificate presentations (July and December)

At the end of terms 2 and 4, each Club hosts a social event and presents Swim the Rainbow certificates to Rainbow Club members.

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The Murray Rose Malabar Magic Ocean Swim is a great day out for the whole family and an opportunity for Rainbow Club members and their families to participate in a truly inclusive event. It is also our biggest annual fundraising event which allows us to subsidise the cost of lessons and expand our network of Clubs. Rainbow Club inpool volunteers are invited to participate by helping members have a day at the beach. We feel very sure that you will enjoy an incredible Rainbow Club experience.

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During Safety Week, Rainbow Club provides members and families with essential water safety training that could save a life. Safety Week is held twice a year.

### Rainbow Connect and Aqua Awards (September/October)

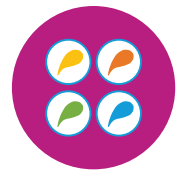
Each year Rainbow Connect brings together Board members, staff, Club Committee members, teachers, volunteers and members to connect, share and learn. Each year we identify a topic that will enhance the service we provide for children with a disability. Every second year at Rainbow Connect we present the prestigious Aqua Awards to our outstanding volunteers and teachers.

### Pool rules

Rainbow Club inpool volunteers must adhere to the rules and regulations displayed at each pool. Please familiarise yourself with these rules and ensure that you obey them in their entirety.

### What to wear

Being clearly identifiable and having a tidy appearance is important to us. Rainbow Club will provide all inpool volunteers with an orange rash top which you are required to wear with your own board shorts while volunteering with Rainbow Club.



## Engagement Letter

For new inpool volunteer

**SAMPLE**



### Policy and Procedures

#### Compliments and complaints

We welcome feedback because it's great to know when we are doing something well, and important to know when something needs improving. Our Club Committee members who run our Clubs are also volunteers and we ask everyone to respect their commitment and time. Visit our website to see our Policy and Procedures [myrainbowclub.org.au/policy-procedures/](http://myrainbowclub.org.au/policy-procedures/)

#### Confidentiality

Rainbow Club Australia is committed to protecting and upholding the right to privacy of members, staff, volunteers and other stakeholders. You are required to be consistent and careful in the way you manage what is written and said about individuals and you should not disclose any personal information about a member, other teacher or volunteer unless it is required that you do so and in the interest of the member, teacher or volunteer.

#### Code of Conduct

Rainbow Club Code of Conduct for Inpool Volunteers which follows below. We will deem this to be accepted and understood by you when you commence your first shift.

### Inpool volunteer Code of Conduct

#### NDIS Code of Conduct

The NDIS Code of Conduct requires workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
2. Respect the privacy of people with disability
3. Provide supports and services in a safe and competent manner, with care and skill
4. Act with integrity, honesty and transparency
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
7. Take all reasonable steps to prevent and respond to sexual misconduct

#### In addition, Rainbow Club inpool volunteers agree to:

- Behave professionally and ethically in a manner free from harassment and bullying and accept responsibility for my actions
- Perform all duties to the best of my ability at all times
- Commit to the mission and goals of Rainbow Club so as to provide the best possible service to Rainbow Club and its members
- Ensure to the best of my ability, the safety, health and welfare of children in the Club, other teachers, and those who participate in Rainbow Club events
- Treat all with whom I am in contact with courtesy and respect
- Abide by all Rainbow Club Australia Policy and Procedures

### Thank you

Thank you again for volunteering to be a Rainbow Club inpool volunteer. We look forward to your contribution to a great Club.

Kind regards,

Catriona Barry

General Manager, Rainbow Club Australia



## Crisis Management Plan

For a Club

**SAMPLE**



### Crisis Management Plan with contact list

Club name	Pool name and address

#### Emergency services: Call 000

Local hospital name	Hospital address

### Responsibilities in the context of a crisis

**Club Manager:** Liaise with pool manager and the Lead Teacher

**Scheduler:** Liaise with members and parents

**Social Coordinator:** Supports the Club Manager and Scheduler

**Lead Teacher:** Liaise with the Club Manager and teachers

#### Contact list: Incident Management team

Role	Name	Phone
Club Manager		
Scheduler		
Social Coordinator		
Lead Teacher		
Pool manager		

#### Media

If the crisis attracts media attention, the media should be referred to Rainbow Club Australia in the following order (refer Policy 115, Rainbow Club Policy and Procedures):

#### Contact list: Rainbow Club Australia

General Manager	Catriona Barry	0417 221 119
President	Alexandra Finley	0414 821 765
Vice-president	Rob Lloyd	0419 276 762
Cluster Staff Member		

