



# Policy 102

## INFORMATION FOR MEMBERS

<b>Applies to:</b>	Board, Staff, Club Committees, Teachers, Inpool volunteers
<b>Responsibility:</b>	CEO
<b>Status</b>	Approved 6/2019 Reviewed and Updated 4/2023 Next Review 4/2025

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## 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
- Parent 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 and young adults with a disability (participants). 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, applications 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 completed by all participants each term.
- **Other membership information, including costs or fees** The Fee Policy (103) is available on our website. The CEO is responsible for planning, developing and reviewing all member/participant information.
- **Publication and distribution of information** The CEO, or person delegated by the CEO, is responsible for the publication of service information on our website, in the Rainbow Club Manual and within the Welcome Letter to new members/participants.

# Rainbow Club Australia Service Agreement

@ 04/2023

The purpose of this Service Agreement is to outline the responsibilities of Rainbow Club members, their representatives (for example, parents/guardians) and Rainbow Club Australia Limited.

- **\*\* If you are joining a waitlist only and are not enrolling in a class and paying for that enrolment at this time: the terms and conditions outlined in this Service Agreement are for your information only.\*\***

## Section 1: Responsibilities of Members (Participants) and their Representatives

As a member (participant) and/or as a representative of a member (participant), I:

### **SAFETY**

- Will be present for the duration of my child's class.
- Will adhere to the rules and regulations displayed at my club's pool.
- Will ensure my child wears swimmers, rash vests and if necessary, swim nappies. If my child is not yet toilet trained, I will ensure they wear both a swim nappy and a happy nappy to minimise the effect of accidents which could cause a closure of the pool.
- Will supervise my child at all times when they are not in the pool with a Rainbow Club teacher.
- Understand that generally, parents and siblings are not allowed in the pool while Rainbow Club lessons are in progress.

### **ATTENDANCE AT RAINBOW CLUB**

- Will advise Rainbow Club when my child is unable to attend a lesson by logging their absence via the Parent Portal.
- Acknowledge that if my child is absent for 3 or more classes in any one term without prior notice being given of the intention to miss classes, their place will be forfeited and allocated to a child on the waiting list.

### **FEES**

- Understand the term fee is not reduced by absences.
- Understand that Rainbow Club will make every effort to provide a make-up lesson but may not have access to pools or teachers. Make up lessons are not guaranteed.
- Understand that refunds are at the discretion of Rainbow Club's CEO or person delegated by the CEO.

### **SOCIAL PARTICIPATION**

- Understand that Rainbow Club is a club and not a swim school and that social participation is an important element of every Rainbow Club.
- Understand Rainbow Club hosts a calendar of events and activities for children, families and friends.
- Understand that each individual Rainbow Club is run by volunteers and a member's family or support network may be asked to assist from time to time.
- Will treat Rainbow Club employees and volunteers with courtesy and respect at all times.
- Understand that the information I have supplied will be used by Rainbow Club, its employees and agents for the purposes of delivering services to members/participants.

- Give Rainbow Club permission to take photographs and / or video of my child to be used for media purposes and will notify Rainbow Club if I decide not to give permission by emailing [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au) or unticking the “Media Consent” in my parent portal.

## Section 2: Responsibilities of Rainbow Club

Rainbow Club agrees to:

### CLUB OPERATIONS

- The duration of Rainbow Club class/service depends on the program being offered. The dates and time will depend on availability.

Program	Description	Duration
Swim the Rainbow	Learn to Swim	30 minutes
Rainbow Squads	Swimming transition	60 minutes
Active Moves	Aqua Fitness	45 minutes

- Notify members (participants) or their representatives in the event of an unforeseen access problem or accident in the pool. Should this happen, Rainbow Club will endeavour to provide a make-up session but cannot always promise this will happen due to limitations on pool and teacher availability.
- Communicate openly and honestly in a timely manner.

### MEMBERS

- Provide Certificates outlining progress of members (participants) twice yearly.
- Treat the member (participant) with courtesy and respect and meet the cultural needs of the member (participant).

### TEACHERS

- Only employ teachers who have relevant swim teaching qualifications and verified NSW Working With Children checks or Queensland Blue Cards.

### Section 3: Incidents, Feedback, Compliments and Complaints

- In the event of an incident, please complete a Rainbow Club Incident Report Form which can be accessed from our website <https://www.myrainbowclub.org.au/incident-report/>
- Rainbow Club's CEO has responsibility for ensuring all incidents are managed appropriately and any action will depend on the nature of the incident.
- If the member/participant wishes to make a complaint or give feedback or compliments to Rainbow Club, the member/participant can talk to a member of their local club committee.
- If the member/participant is not satisfied or does not want to talk to their local club committee members, the member/participant can contact the CEO of Rainbow Club Australia at [info@myrainbowclub.org.au](mailto:info@myrainbowclub.org.au) or by calling 0431 097 813.
- Rainbow Club will:
  - Listen to feedback and resolve problems quickly.
  - Protect a member's (participant's) privacy and confidential information.
  - Support members' (participants') right to advocacy to ensure their rights are safeguarded.
- For members / participants with NDIS funding: at any time the participant may bring their complaint to the NDIS Commission (<https://www.ndiscommission.gov.au/about/complaints>) or by phone at 1800 035 544.

Further details of this policy and our procedures are outlined on our website.

### Section 4: Service Fees and Charges

- Swim The Rainbow Program: standard term fee is \$340.
- Rainbow Squads Program: standard term fee is \$340.
- Active Moves Program: standard term fee ranges from between \$550 depending on the location. A joining fee of \$275 may be applicable at some locations.
- Fees for each program, class, and location are disclosed in full prior to a participant or participant's representative finalising their booking.