



Committee



Each Term



Lessons



Finances



Fundraising



RCAMS



Instructors



Structure



Fees



Complaints

Introduction

This manual provides guidance for the operation of all Rainbow Clubs so that we function as a unified organisation with a standard set of policies and procedures.

A separate Charter exists which set out the relationship between the Board and the Clubs.

This manual is available on our website. The online version will be updated quarterly as Rainbow Club develops its policies and procedures to ensure that we comply with the National Disability Standards and are ready to be a registered provider for the National Disability Insurance Scheme.

The Board of Rainbow Club recognise that not all clubs are the same and that each club has its own unique strengths. It also recognises that some clubs will need to make changes in order to be compliant with these policies and procedures and understands these changes will take time. Accordingly, it is anticipated that full compliance will be in place by 2015.

A Board Director is aligned with each club (see below) and both directors and staff will provide the necessary support to Clubs to become compliant and self sustaining.

Catriona Barry

General Manager, Rainbow Club Australia

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Enquiries to: info@rainbowclubaust.com.au

Website: rainbowclubaust.com.au

Rainbow Club Australia is an incorporated association in NSW.

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

 **Follow us on Facebook** /rainbowclubaustralia



About

Rainbow Club Australia

| | |
|--------------------|--|
| Founder | Ron Siddons |
| Patrons | Louise Sauvage Mark Speakman |
| Ambassadors | James Pittar Ethan Harvey Youth Georgia Dore Member |
| Board | Alexandra Finley President Phillip Holt Vice President Rob Lloyd Vice President Robert Beaven Jane Couchman Mark McCormack Bob McCotter Suzanne Stanton John Taplin |
| Staff | Catriona Barry General Manager Jen Crowley Bookkeeper |

Honour Roll

| | |
|---------------------|--|
| Life Members | Gary Bradshaw Tony Williams Philip Holt Malcolm Kerr Suzanne Stanton |
|---------------------|--|

NSW Rainbow Clubs

Bondi

Wairoa School
Mark McCormack **Board Member**

Blacktown

Blacktown Aquatic Centre
/ASTA Seven Hills
Alexandra Finley **Board Member**

Buxton

Hart Aquatic Centre
Rob Lloyd **Board Member**

Campbelltown

Bradford Park Pool
Bob McCotter **Board Member**

Cherrybrook

Carlisle Swimming Centre
Rob Lloyd **Board Member**

Cronulla

Taren Point Swim School
John Taplin **Board Member**

Goulburn

Neate Swim School
Bob McCotter **Board Member**

Hornsby

Knox Grammar
Rob Lloyd **Board Member**

Liverpool

Michael Wenden Centre
Alexandra Finley **Board Member**

Orange

Orange Aquatic Centre
Jane Couchman **Board Member**

Revesby

Broderick Gillawarna School
John Taplin **Board Member**

Stanmore

Newington College
Jane Couchman **Board Member**

Sutherland

Sutherland Leisure Centre
John Taplin **Board Member**

Warringah

Warringah Council Pool
Rob Beaven **Board Member**

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Committee

Section 1 The Management Committee

A Management Committee shall ideally consist of three separate individuals whose responsibilities are divided as follows. The General Manager of Rainbow Club Australia may agree to changes to this structure from time to time.

The roles of the individuals on the committee are:

Manager



Maintains the committee, liaises with pool owner and recruits and manages instructors.

Role of the Manager

Supports Treasurer and Scheduler

Calls meetings as required, usually once a term

Identifies parents who may be future committee members or assist in development of the club (ie fundraising activities, introductions to sponsors) etc.

Liaises with Pool Owners for adequate lane space and times that maximise the demand for the club (minimise waiting lists).

Recruits and Manages Instructors [See Section 7 - Instructors].

Treasurer



Collects fees and donations, pays bills, produces information for the Rainbow Club Australia BAS report, maintains the bank account in credit and with more than one authorised signatories.

Role of the Treasurer

Sets and manages the budget in conjunction with the General Manager of Rainbow Club Australia [See Section 4 - Finances].

Maintains the Club Bank Account.

Provides reports to Rainbow Club Australia as required.

Scheduler



Organises the schedule for the term and makes weekly adjustments having regard to the objective of eliminating waiting lists.

Role of the Scheduler

Sets and adjusts the term schedules.

Manages the relationship with parents.

Makes adjustments as required.

Introduces new children to instructors [see Welcome Letter in Appendix 1]

Section 2 Each Term



Each Term

The recommended number of children for each club will vary depending on pool space and instructor availability. However the Board of Rainbow Club recommends that each club should be working towards a minimum of 40 children receiving lessons each week. A panel of eight instructors is recommended to staff this level of service.

Prior to commencement of each term:

Manager



- ✓ Manager discusses commitment to 10 week term with Instructors and ensures that lane space at the pool is available and adequate for the following term.
- ✓ Manager discusses with Lead Instructor, where appropriate, the structure of the Club for the term, ie how many children will require one:one lessons, one:two lessons, and/or squad training.
- ✓ Manager checks that all children receiving swimming lessons are within the Rainbow Club age limits of 6 months to 18 years.
- ✓ Manager advises Treasurer and Scheduler of the number of children the club is capable of facilitating for the following term.

Treasurer



- ✓ Treasurer sends an email (using RCAMS template) to parents of all children currently active, inviting them to rejoin by paying the fee in advance for the following term.
- ✓ Treasurer informs the Scheduler and the Manager of those who have paid fees (or made appropriate arrangements).
- ✓ Treasurer collects fees from new members following Scheduler's activation of applicant previously on the waiting list.

Should a parent have difficulty with making payments please do not hesitate to contact the General Manager of Rainbow Club at info@rainbowclubaust.com.au

Scheduler



- ✓ Scheduler assigns paid up members to instructors and fills any vacant places from the waiting list.
- ✓ When a waiting list applicant becomes active, the Scheduler marks their RCAMS record accordingly and the Treasurer arranges collection of fees.
- ✓ Scheduler gives all new members "Welcome to Rainbow Club" information and introduces new family to the Lead Instructor for their first lesson.

Section 3 Swimming Lessons



Lessons

A Goals, Pathways and Recognition program is under development.

The pathway will involve:



Section 4 Finances



Finances

Each Rainbow Club will be provided with an annual budget which will be agreed with the General Manager of Rainbow Club Australia. This enables Rainbow Club Australia to manage its existing financial obligations and gauge its capacity to open new clubs.

Bank Account

Currently each Rainbow Club has a Bank Account that is linked to Rainbow Club Australia's Commonwealth Bank Netbank Account Management system. All Rainbow Club bank accounts should have at least two signatories and be set up requiring "any two to sign".

Electronic transfer is the preferred method for all payments and receipts. This allows the payer to enter a meaningful description, so that all payments/receipts can be correctly identified.

In the event that cash is the only option, a manual receipt must be issued from the receipt book supplied by Rainbow Club Australia. Rainbow Club Australia or its auditors may require access to Receipt Books at any time. Where a Rainbow Club volunteer accepts cash, they must make arrangement to lodge to the Rainbow Club account, without any deductions, within two working days.

Change of Signatories

Once a new signatory has been identified, the simplest way of getting them set up with the Commonwealth Bank is for the outgoing signatory and the new signatory to attend any branch together, and complete the following two steps. If this is not logistically possible just follow the alternative process as per below:

Commonwealth Bank
of Australia



- A new signatory will need to complete and sign an "Add/Remove an Authority for a Business Account" (available from any branch). The outgoing signatory can authorise the new person to become a signatory. If new signatory is not an existing Commonwealth Bank customer, they will also need to complete a 100 point checklist at any branch (requiring a Medicare card and either a passport or photo driver's licence).
- To establish a Netbanking facility (online banking), all signatories will need to have a Netbank Client ID set up, this can either be done by:
 - going into a branch and asking to be registered for Netbank; or registering for Netbank on the CBA website at <https://www.commbank.com.au/personal/online-banking/netbank.html> and then clicking on the "Register for Netbank" link.
 - if either signatory already has Netbanking for other personal accounts, the Rainbow Club account can be added to their existing facility.

It is possible to have the Rainbow Club account linked to a signatory's Netbanking Client ID. This can be done in person at any branch or by calling the Netbank Help Desk 13 28 28 and they will link it over phone. All receipt books must be made available for examination by the Auditors when requested.

Section 4 continued

Finances



Finances

Reports for Rainbow Club Australia

Rainbow Club Australia requires quarterly reporting from every Club so that it can meet its legislative obligations for both the Australian Taxation Office and its Auditors.

Much of the information required to meet quarterly BAS (Building Activity Statement) obligations can be retrieved through the centralised Commonwealth Bank accounts and Banklink function, however clarification of items of income and expenditure may be required by Rainbow Club Australia's Bookkeeper.

For audit purposes, provision of copies of invoices are required for all items of Club expenditure.

For this reason, Treasurers are required to complete a quarterly statement of expenditure (see below).

All Quarterly Funding Requests, must be supported by forecast quarterly figures for the following quarter. All receipt books must be made available for examination by the auditors when requested.

Club Quarterly Report to Rainbow Club Australia

Rainbow Club:

Quarter:

Payments to Employees (Instructors who complete a Time Sheet)

| Name of Employee | Total Paid |
|--|------------|
| | |
| | |
| | |
| | |
| | |
| Total Quarterly Payments to Employees | \$ |

Payments to Contractors (Instructors who have an ABN and provide an invoice)

| Name of Contractor | Total Paid |
|--|------------|
| | |
| | |
| | |
| | |
| | |
| Total Quarterly Payments to Contractors | \$ |

All other payments (Please list other payment and attach copies of all invoices paid during the quarter and ensure that they have been signed by two members of the Parent Committee)

| Pool / Equipment / Other Payments | Total Paid |
|--|------------|
| | |
| | |
| | |
| | |
| Total Other Quarterly Payments | \$ |
| Grand Total of All Quarterly Payments | \$ |

Section 5 Fundraising



Fundraising

Fundraising is everybody's responsibility. It is the aim of Rainbow Club Australia to support our clubs to be self-sustaining by 2015 and to use the good will of local communities to ensure we achieve our mission.

Rainbow Club Australia gives children with a disability the opportunity and confidence to extend their abilities through swimming.

Rainbow Club Australia Mission Statement

Rainbow Club Australia will be happy to provide advice, guidance and support to help each club become self-sustainable. We have a culture of putting fun into our fundraising and making the fundraising part of the Club activities

Rainbow Club suggests the following ways to fundraise:



Sponsorship



Grants



Donations



Events



Raffles



Sale of Goods

Sponsorship

Sponsorship is when a company provides cash or services in return for brand recognition or other services. Club Managers are authorised to seek sponsorship in their local community and Rainbow Club Australia is happy to provide assistance with proposals, attend meetings etc.

If a club is seeking sponsorship from a national company or a local branch of a national company, check with the General Manager of Rainbow Club Australia to ensure that there is no duplication of approach. At all times the organisation must act as one when approaching sponsors.

All sponsorships must be approved by the General Manager and complement the Rainbow Club Mission Statement.

Grants

ClubGrants have been an important source of funding for Rainbow Club and the widespread location of Rainbow Clubs makes it possible for us to apply for multiple grants each year. While the ClubGrant system is becoming tighter and other organisations are becoming more sophisticated in their applications, we have been successful on the back of personal representations from directors of Rainbow Club or local Rainbow Club contacts.

To maximise our future success, personal approaches are suggested to each of the main licensed clubs by someone from the local Rainbow Club. Board members of Rainbow Club Australia are happy to assist with this local approach and the following steps are advocated:

1. An initial approach to the CEO or General Manager of the licensed club to introduce you and your Rainbow Club and give a general understanding of what the Rainbow Club does.
2. When grant applications are called for in about April of each year, Rainbow Club Australia will prepare a tailored application that you or a parent(s) from your club can view and have input into its content.
3. If we are successful, there would normally be a presentation ceremony to hand over the cheque and clubs are encouraged to have members present at these ceremonies. If we are unsuccessful, a meeting would be very helpful to seek feedback on what we could have done differently and whether they will support us in the following year.

Section 5 continued

Fundraising



Fundraising

Donations

A donation is a contribution made to Rainbow Club without any expectation of a return or benefit. A receipt can be issued for donations of \$2 and over, enabling the donor to claim a tax deduction.

In the event that a club receives a cash donation, a receipt must be issued using the Rainbow Club Australia receipt books and the Treasurer of each club is required to account for these books and to reconcile the receipts with the bank deposits. Cash must be banked in tact within two (2) working days.

Direct deposit donations to individual clubs can be receipted by using the pre-printed official Rainbow Club Australia receipt book. Donations over \$1000 must be transferred to the Rainbow Club Australia Head Office CBA account for Official receipting.

Events

Rainbow Clubs are authorised to hold local fundraising events such as BBQs, chocolate drives, trivia nights or Ping Pong Nights. These events provide opportunities for families to get involved and have fun in their own fundraising and to raise awareness about Rainbow Club in the local community. Funds raised from these events should be lodged to the Club's local account and must be spent on the activities of that club.

If a Club wishes to hold a fundraising event which involves expenditure in advance to produce a surplus (deposits, promotion etc) they should consult with Rainbow Club's General Manager. This is to ensure that the organisation is not put at risk and also ensure that the opportunities for the event are maximised, that it is adequately covered by insurance and that it does not clash with other appeals or events being planned by Rainbow Clubs.

Ping Pong Nights

These are great fun and can be inclusive of Rainbow Club members. Rainbow Club Australia has four ping pong tables, bats and balls which can be made available to any club wishing to hold a ping pong night. Our inaugural Ping Pong Committee members will be pleased to give advice on how they raised \$10,000 while having great fun.

Financial Obligations

- Expenses incurred in conducting a fundraising event should not exceed 40% of the total proceeds of the event.
- There should be sign off forms for all monies raised at the event ie. registration, auctions, raffles.
- At least two people should be involved in supervising and counting cash and each person should sign the record of receipt/count sheet/bank deposit list.
- All volunteers should wear an "Authority to Fundraise" badge.
- All receipts from an event must be banked intact within two (2) working days. Expenses cannot be taken out of the proceeds prior to banking.

Working With Other Parties

- If an activity is being conducted by anyone other than the Rainbow Club, permission in writing must be obtained from Rainbow Club Australia before the event can be publicised as being in support of Rainbow Club.
- If your club is partnering with another group (eg. Rotary or another charity) to host an event, there must be a written agreement between you and the other party, outlining the arrangement and how revenue and expenses are to be apportioned. Monies raised at the event should be counted by a representative from both charities.

Section 5 continued

Fundraising



Fundraising

Raffles

Holding a raffle generally requires a permit under our authority to fundraise. It is common for there to be a raffle at Rainbow Club events for small items (eg prize pool is less than \$10,000). Clubs are authorised to run such raffles in accordance with NSW legislation.

No permit is required in NSW for charitable organisations to run a raffle ('lottery') up to a total prize value of \$25,000. Lotteries with a prize pool in excess of \$25,000 are considered 'Art Unions' in NSW and are subject to different regulations.

- At least 40% of gross fundraising proceeds must go to the not-for-profit organisation. Expenses, including prizes cannot exceed 60% of gross proceeds.
- Total value of cash prizes may not exceed \$5,000.
- Tickets where prizes include alcohol may not be sold or bought by anyone under 18 years of age. There are no other restrictions on minors selling raffle tickets in NSW.
- Tickets must be numbered sequentially, and ticket butts must clearly display the ticket number. Where the prize pool exceeds \$5,000 the ticket must also have space on the ticket butt for the purchaser to write their name and address.
- When advertising the raffle, clubs must make the following information available:
 - ✓ The price of the ticket.
 - ✓ The name of the Club for whose benefit the raffle is being conducted - details of the prizes and their recommended retail value.
 - ✓ The place, time and date of the draw - details of how the prize winners will be notified.
 - ✓ Details of the way in which the results of the draw will be publicised.

It is sufficient for this information to be provided on the ticket.

Sale of Goods

There are many promotional products that can be sold to raise funds for Rainbow Club. Chocolate drives and the sale of pens and caps are some of the items that are regularly promoted. Combined garage sales also produce a good return, can be fun and have minimum up front costs. Activities involving the sale of goods do not attract tax deductible status and a separate receipt book must be used for receipting such monies where required.

Confidentiality

When fundraising for Rainbow Club you are put in a position of trust, you should not disclose any information that could cause embarrassment, harm or discredit to the organisation, the members and their families, employees or volunteers.

Confidentiality is expected at fundraising events in the case of financial information gained, donors names, amounts donated and/or mailing list information. All personal contact information should be stored securely and not shared outside Rainbow Club Australia.

Section 5 continued

Fundraising



Fundraising

Public Relations

Good public relations are a vital part of any charitable organisation. How we are perceived by our members, families, the media, donors and sponsors is critical to our success.

Language and Terminology

Promotional activities need to portray people with a disability using appropriate terminology, language and presentation.

Some examples are:

- Use, person with a disability instead of disabled persons
- Use intellectual disability instead of mentally retarded
- Use disability instead of retardation

Badge Template for Authority to Fundraise

| | |
|--|---|
| Authority to Fundraise |  |
| Volunteer's Name: | VOLUNTEER |
| <hr/> | |
| Whose signature appears below is authorised to solicit and receive money or any other benefit on behalf of Rainbow Club Australia. | |
| Event Name: | <hr/> |
| ID Number: | <hr/> |
| Bearer's Signature: | <hr/> |
| Authorised By: | <hr/> Club Manager/Treasurer |
| Date and Time Valid: | <hr/> |

Section 6

Rainbow Club Australia Management System



RCAMS is the Rainbow Club Australia Management System and every club is required to use this system.

What RCAMS does

The system is designed to:

- Manage all applications
- Transition applicants to members
- Maintain contact details for all members
- Maintain contact details for all instructors, including their qualifications

It allows for communication with members and instructors both at a club level and by Rainbow Club Australia.

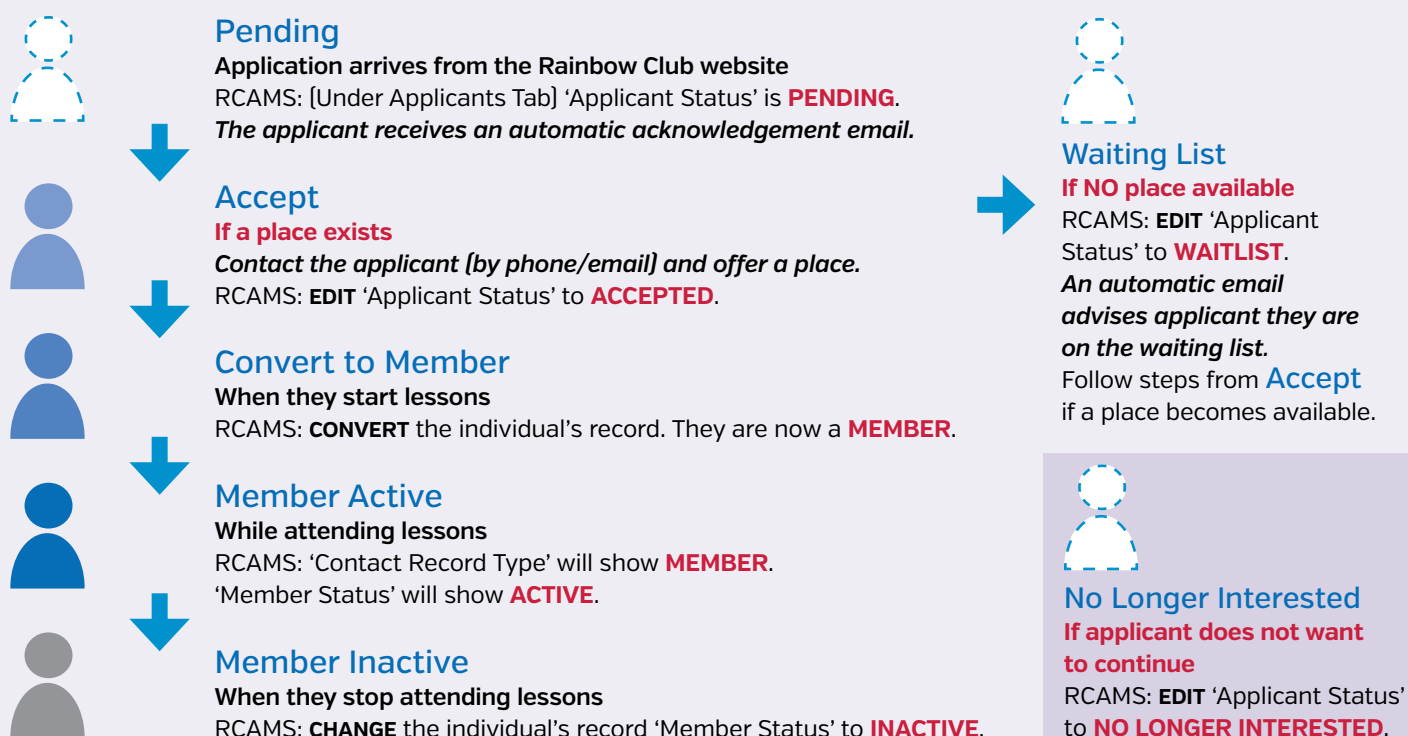
Phase 1 of the System was launched in October 2013 and involves:

- One licence per club
- Annual licence fee of approximately \$500 per club
- Salesforce terminology and functionality - tailored to Rainbow Club needs
- Each club has a Rainbow Club email address and emails to that address are forwarded to the personal email of the appointed manager
- It is an online system that gives Rainbow Club Australia visibility over its member clubs.

Phase 2 development is due to commence in September 2014 and will include online payments of fees.

Process for managing applications on RCAMS

MEMBER APPLICATIONS 1



Section 7

Recruiting and Managing Instructors



Recruiting and managing instructors is the role of the Club Manager. Rainbow Club Australia will provide support and assistance if necessary.

It is mandatory that all Rainbow Club instructors are qualified swimming instructors and have a Working With Children (WWC) number that is verified by the General Manager of Rainbow Club Australia. This is necessary for us to meet our insurance obligations as well as provide the best possible service to our members. By 2015 it will be mandatory that all instructors have completed the Access and Inclusion qualification [or similar] offered by Austswim.

The following is the basic requirement and process to be followed.

Recruiting Instructors

Please make sure every instructor has:

- Accreditation from Austswim or Swimming Australia [basic]. Rainbow Club has a preference for those with **Access and Inclusion Certificate** and expects that this will become mandatory in 2015. [Free places are available from time to time at Austswim courses for Rainbow Club Instructors].
- **Working With Children Check No.** – Needs to be verified by Rainbow Club Australia General Manager.
- Availability on Saturday/Sunday for a shift that is equal to the length of time the club operates.
- Commitment to working weekends throughout the school term.

Instructors are engaged as casual employees and are required to:

1. Obtain a Tax File Declaration form [available from all newsagencies], complete and send to Rainbow Club Australia, PO Box 872, Sutherland, NSW 1499.
2. Provide a Working With Children Check No and Date of Birth to the GM of Rainbow Club Australia for verification with the NSW Commissioner for Children. The General Manager will note on RCAMS when verification has been received.

This process should be completed before the instructor commences swimming lessons.

Getting Started

A welcome sheet setting out Rainbow Club expectations [Appendix 2] is to be given to each instructor at commencement.

Managing Instructors

Each club is responsible for recruiting and managing its own instructors. Rainbow Club Australia provides support and places generic ads at regular intervals. It is preferable to have a panel of instructors available. Those who can commit to a ten week term should be given preference and others are called upon in the event of an emergency.

Standard pay for an instructor is currently \$30 per hour. Lead Instructors who have long term commitment to Rainbow Club and take responsibility for an area of an operation may be paid \$35 per hour by agreement with Rainbow Club Australia.

Examples of extra responsibilities are:

- Supervision of other instructors.
- Assessing the capability of children to be in 1:1 lessons; 1:2 lessons, squads, supported for the Rainbow Club Malabar Magic Ocean Swim.
- Assisting children to transition to mainstream clubs when appropriate.

Supporting appropriate individuals to become qualified instructors

A club may encounter a committed individual who does not have the necessary qualifications but wishes to attain them. Rainbow Club Australia in partnership with Austswim is supportive of entering into an arrangement with them to support the cost of obtaining the qualification.

Access and Inclusion

It is the aim of Rainbow Club Australia that all instructors have the specialised Access and Inclusion [or similar] Certificate from Austswim. This certificate ensures that our instructors are the best they can be and our members are receiving quality and appropriate instruction. Because of our partnership with Austswim, Rainbow Club Australia is able to arrange for instructors to do this course free of charge.

Section 8 Structure and Governance



Structure

Structure and governance provides the means for Rainbow Club to function effectively and efficiently. Persons involved in Rainbow Club should understand the importance of complying with each of the following responsibilities.

National Board of Directors



It is the role of the National Board of Directors to:

- Ensure Rainbow Club Australia fulfills its mission.
- Provide governance and long-term planning for Rainbow Club Australia and all its clubs.
- Develop and implement the organisation's strategic plan.

Committee



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

- To maintain the Club's authority to operate from Rainbow Club Australia through compliance with conditions outlined in the Club Charter.
- To provide swimming lessons for children with a disability under the age of 18 regardless of their disability.
- To ensure that all members are registered on RCAMS.
- To ensure that individually registered members have a quality swimming experience in a safe environment.
- To raise and spend money in order to:
 - Remunerate instructors for providing lessons.
 - Pay the cost of pool hire where necessary.
 - Support quarterly social activities for all club members.
- To uphold the brand and reputation of Rainbow Club.
- To liaise with the local community and to represent Rainbow Club Australia at the local level.

Instructors



It is the role of the Rainbow Club Instructors to:

- Behave professionally and accept responsibility for their actions.
- Ensure the safety, health and welfare of children and other instructors.
- Provide a balanced program of swimming and water safety.
- Be familiar with the goals of the child (or their parent) and support them to achieve their goals.
- Modify teaching technique to cater for the disability of the individual.
- Treat all children and parents with courtesy and respect.
- Maintain their accreditation qualification with Austswim (or similar).

Section 9 Fees



Fees

The fee is \$100 per term per child. This is a membership fee and not a fee for lesson, therefore no refunds are issued in the event that a child cannot attend a particular class(es).

Fees are required to be paid in advance of each term, (by the end of the term prior) in order to secure the lesson for the following term.

Direct credit is the preferred method for the payment of student fees with a meaningful description included as the reference eg J Smith Term2. Payment by cash is strongly discouraged. If cash is received it must be banked within two (2) working days of receipt.

Receipts must be issued by the committee of the local Club at the commencement of term, if requested.

Families should be encouraged to inform the committee of the local Club of any planned extended absence (because of holiday, therapy or illness) so that these lessons can be offered to a family on the waiting list on a casual basis.

All fees will be forfeited and the lesson will be allocated to another family on the waiting list if three or more lessons are missed in any one term without prior notice being given of the intention to miss the lesson. Prior notice of absence allows that lesson to be offered to a child on the waiting list, on a casual basis.

Should a parent have difficulty with making payments please do not hesitate to speak with the committee of your local Club or contact the General Manager of Rainbow Club at info@rainbowclubaust.com.au

Section 10

Grievances and Complaints Policy



Complaints

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

In the event the Club's Management Committee is unable to resolve your issue or your complaint is about the Club Management Committee or one of its members, you should contact the General Manager of Rainbow Club info@rainbowclubaust.com.au and advise them of the nature of the complaint with details of dates and times as appropriate. The General Manager of Rainbow Club will respond to complaints within seven (7) working days.

Should you wish to raise the matter further, you should contact the President of Rainbow Club Australia or any member of the Rainbow Club Australia Board [see website].

Grievance

Where the Rainbow Club Board is of the opinion that a Club or ClubMember:

- (a) has persistently refused or neglected to comply with a provision or provisions of these rules; or
- (b) has persistently and wilfully acted in a manner prejudicial to the interests of Rainbow Club,

The Board may, by resolution:

- (c) expel the Club or Club Member; or
- (d) suspend the Club or Club Member from membership of the Association for a specified period.

If the Board passes a resolution to take action, the Secretary shall, as soon as practicable, cause a notice in writing to be served on the Club Manager or Club Member:

- (a) setting out the resolution of the Board and the grounds on which it is based;
- (b) stating that the Club representative or Club Member may address the Committee at a meeting to be held not earlier than 14 days and not later than 28 days after service of the notice;
- (c) stating the date, place and time of that meeting; and
- (d) informing the Club or Club Member that they may do either or both of the following:
 - (i) attend and speak at that meeting or appoint a representative or representatives to attend and speak at that meeting;
 - (ii) submit to the Board at or prior to the date of that meeting written representations relating to the resolution.

At a meeting of the Board, it shall:

- (a) give to the Member or the Member's representative[s] an opportunity to make oral representations;
- (b) give due consideration to any written representations submitted to the Board by the Member at or prior to the meeting; and
- (c) by resolution, determine whether to confirm or to revoke the resolution.

Where the Board confirms a resolution, the Secretary shall, within 7 days after that confirmation, by notice in writing inform the Club or the Club Member of the fact and of the Member's right of appeal under rule 13.

A resolution confirmed by the Board does not take effect:

- (a) until the expiration of the period within which the Club or the Club Member is entitled to appeal against the resolution where the Club or Club Member does not exercise the right of appeal within that period; or
- (b) where within that period the Club or Club Member exercises the right of appeal.

Upon expulsion of a Club that is a Rainbow Club, the Club charter is automatically cancelled. The charter must be returned and all right to use the name "Rainbow" and any insignia of the Association will be automatically surrendered.

Section 10 continued

Grievances and Complaints Policy



Complaints

Right of Appeal of Disciplined Member

A Club or Club Member may appeal to the Association in general meeting against a resolution of the Board within seven days after notice of the resolution is served on the Club or the Club Member, by lodging with the Secretary a notice to that effect.

Upon receipt of a notice from a Club Member, the Secretary shall notify the Board which shall convene a general meeting of the Association to be held within 21 days after the date on which the Secretary received the notice.

13.3 At a general meeting of the Association:

- (a) no business other than the question of the appeal shall be transacted;
- (b) the Board and the Club or Club Member shall be given the opportunity to state their respective cases orally or in writing, or both; and
- (c) the Members present shall vote by secret ballot on the question of whether the resolution should be confirmed or revoked.

If at the general meeting the Association passes a special resolution in favour of the confirmation of the resolution, the resolution is confirmed.

Appendix

Rainbow Club Samples

Appendix

1. Welcome Letter to Parents
2. Welcome Letter to Instructors
3. Sample of Club Budget

The following Welcome Letter should be sent to all parents joining Rainbow Club. It is available as a template on the Rainbow Club Australia Management System (RCAMS) for each club, so it can be sent electronically.

Please note the Red Section below may require updating on the template from time to time.



Welcome to Rainbow Club Australia!

You are joining a network of 14 clubs throughout NSW. We are all very proud of what Rainbow Club has achieved over the last 20 years. And it has all been made possible by parents volunteering to run each individual club and keep it running smoothly. If you can assist in the management of your club, please let the Club Manager know or email info@rainbowclubaust.com.au

From time to time you may be asked to assist in the running of the club, help with fundraising for its upkeep or help out on specific projects.

Instructors

Our Instructors are generally paid, dedicated and passionate about teaching children with a disability to be safe and have fun in the water while they learn to swim. All instructors are qualified and have obtained Austswim's Teacher of Swimming and Water Safety (TSW) [or similar]. Many also have the extra qualification obtained by doing the Access and Inclusion course. It is the aim of Rainbow Club to ensure that all instructors have this extra qualification by 2015. The Instructor's job can be challenging but also extremely rewarding.

We encourage parents to discuss their child's disability and behaviours with their instructor. This will result in the best result for your child. Please let your child's instructor know if something has been upsetting your child and or any new medical procedures they may have had.

Paying Membership Fees

Rainbow Club is a not-for-profit organisation that provides heavily subsidised lessons for all members. The fees paid by parents are membership fees and membership is for a term of 10 weeks. It is not a fee for service and therefore there can be no refunds in the event that a child cannot attend lessons. In order to guarantee your child's spot at your club, fees should be paid before the start of each new term. Online Payment to the club's Commonwealth Bank Account is our preferred payment method. However, in the event that you do pay cash, please request a receipt.

While introducing an increase in the fees for a term was a necessity in 2013 for our long term viability, swimming lessons remain heavily subsidised and the Board is very proud that Rainbow Club has never turned away a child due to their disability or their inability to pay.

Please contact me at info@rainbowclubaust.com.au if you are struggling to meet the fees for your child.

Dress Code

All children are required to wear swimmers and a rash top and if necessary an aqua nappy. Babies should have both an Aqua Nappy and a Happy Nappy (which you can pick up at any toddler's shop) to minimise the effects of any accidents which may happen and avoid the termination of lessons for the day.

As much as possible, pools used by Rainbow Club have wheel chair access ramps, hoists or walk in entry.

Unfortunately in the event of an unforeseen access problem or event, **clubs cannot promise a makeup class** as fees do not cover all the running costs and instructor availability may be limited.

Non Attendance at Lessons

If for some reason your child is unable to attend a lesson (and we understand that this will happen) please let the Club Scheduler know as soon as possible so that the place can be allocated to another child. Otherwise our instructors are being paid for time that could be used by another child. It is Rainbow Club policy that if a child is missing for three weeks without any contact or explanation, their place in the club will be allocated to a child on the waiting list.

Rainbow Club Australia convenes an annual workshop for instructors and club management. This helps to provide feedback and allows creative ideas to be circulated throughout the clubs in order to make each Rainbow Club the very best it can be. You will be informed in advance of the date of this meeting and its impact on lessons.

Safety and Rules around the Pool

Please note Rainbow Clubs are bound by the rules and regulations of each pool they use and these rules and regulations are on display at the pool. All Rainbow Club members must adhere to the Pool regulations.

In general, parents or children not having lessons are not allowed in the pool while Rainbow Club lessons are in progress. This varies from club to club depending on the size of the pool and the access to space. Please consult your Club Manager or Scheduler for the policy of your club.

Parents are responsible for their own children at any time that they are not in the pool with a Rainbow Club Instructor.

If your child needs time to get changed, come a little earlier to allow them to get the most out of their half hour lesson.

Transition Program

If your child reaches a level of swimming that will enable them to keep up in a mainstream program, Rainbow Club Transition Program will take place. Some of our instructors are equipped to provide advice and help your child join a local club. During the transition, your child's place will be held for six weeks.

Complaints

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

In the event that the Parent Committee is unable to resolve your issue or your complaint is about the Parent Committee, you should contact the General Manager of Rainbow Club on info@rainbowclubaust.com.au

Should you wish to raise the matter further, you should contact the President of Rainbow Club Australia or any member of the Rainbow Club Australia Board. A copy of our Grievance or Complaints policy is available on our website.

Regards,

Catriona Barry

General Manager, Rainbow Club Australia

< Clubname > Rainbow Club

Meets at < Name of > Aquatic Centre

Meets every < Days > during school term

At: < Times >

Parent Committee

Club Manager: < Full Name > < Phone No >

Club Treasurer: < Full Name > < Phone No >

Club Scheduler: < Full Name > < Phone No >

Instructors

< Full Name >, < Full Name >, < Full Name >

The following Welcome letter should be given to all instructors joining Rainbow Club. It is available as a template on the Rainbow Club Australia Management System (RCAMS) for each club, so it can be generated electronically.

Please note the Red Section below will need to be completed by the instructor and the details entered into RCAMS.



Rainbow Club welcomes you as an Official Rainbow Club Instructor!

You are joining a network of 14 clubs throughout NSW. We are all very proud of what Rainbow Club has achieved over the last 20 years.

Commitment

When you take on a role with Rainbow Club, you take on a commitment to be available for an agreed time every week for the 10 weeks of a school term. This is generally on a Saturday or Sunday. Young children with a disability will be depending on you and for many this half hour session is a highlight of their week.

Your non attendance impacts on the child you are instructing, other instructors and the children that other instructors are teaching.

Our clubs are managed by volunteers who are usually parents of children in the club. It makes their job and the smooth running of the club easier, if they have reliable instructors on whom they can rely.

Your relationship with each child is individual and important to them, so your ongoing commitment to the club and teaching the children with patience and skill is appreciated.

Qualifications

Rainbow Club insists that all instructors have the basic Teacher of Swimming and Water Safety (TSW) qualification from Austswim (or similar). We also encourage all instructors to obtain the Access and Inclusion level accreditation and, through our partnership with Austswim, we can arrange for Rainbow Club instructors to attend a course near them, free of charge. **It is your responsibility to ensure that your qualifications are up to date.**

Working with Children Check

All NSW Rainbow Club instructors must provide a Working With Children Check No to the General Manager of Rainbow Club Australia for verification on the NSW Commissioner for Children website.

Employment Status and Rate of Pay

All Rainbow Club instructors are employed on a casual part time basis. The rate of pay is \$30 per hour and is paid monthly unless otherwise agreed. This rate covers all liabilities of Rainbow Club Australia including sick pay, holiday pay and superannuation.

You are required to complete a Tax File Declaration (available from all newsagents) and send it to the General Manager of Rainbow Club Australia, PO Box 872, Sutherland, NSW 1499.

Most Rainbow Clubs operate a sign in/sign out timesheet at the pool and pay amounts are calculated by reference to the sign in/sign out sheets.

Safety and Rules around the Pool

Rainbow Clubs are bound the rules and regulations of each pool we use and these are on display at the pool. Please familiarise yourself with these rules and ensure that you obey them in their entirety.

Regards,

Catriona Barry
General Manager, Rainbow Club Australia

Rainbow Club Australia ABN 96 753 434 862
PO Box 872 Sutherland NSW 1499
Enquiries to: info@rainbowclubaust.com.au
Website: rainbowclubaust.com.au

Code of Conduct

As a Rainbow Club Instructor you agree to:

- ✔ Behave professionally and accept responsibility for your 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 your ability, ensure the safety, health and welfare of children in the club and other instructors.
- ✔ Provide a balanced program of swimming and water safety.
- ✔ Be familiar with the goals of the child you are instructing [or their parent] and support them to achieve their goals.
- ✔ Modify teaching techniques to cater for the disability of the individual.
- ✔ Treat all children and parents with courtesy and respect.
- ✔ Maintain your qualification/accreditation qualification with Austswim [or similar].



Rainbow Club Instructor Details

About You

Your Name:

Your Mobile:

Your Email:

Qualifications:

Working With Children Check No.:

Date of Birth:

Expires:

Verified:

Your Club:

Name of your Rainbow Club:

Location of Pool:

You will Report to:

[Club Manager/Lead Instructor]

Your Shift: Day Times

Your Start Date:

Time Sheet Arrangements:

SAMPLE

Club Budget

Sample of genetic budget based on 40 members

| | 2013 | | 2014 | | FY 13/14 |
|-------------------------------------|----------------|----------------|----------------|----------------|-----------------|
| | Term 3 | Term 4 | Term 1 | Term 2 | Year |
| Number of Children | 40 | 40 | 40 | 40 | |
| Number of Instructors (per week) | 5 | 5 | 5 | 5 | |
| Pay Rate for Instructors (per hour) | \$30 | \$30 | \$30 | \$30 | |
| Number of Hours (per day) | 4 | 4 | 4 | 4 | |
| Student Fees | \$100 | \$100 | \$100 | \$100 | |
| Number of Weeks (per term) | 10 | 10 | 10 | 10 | |
| Income | | | | | |
| Fees | \$4,000 | \$4,000 | \$4,000 | \$4,000 | \$16,000 |
| Fundraising (Grants, Events etc) | \$5,000 | \$5,000 | \$5,000 | \$5,000 | \$20,000 |
| Total Income | \$9,000 | \$9,000 | \$9,000 | \$9,000 | \$36,000 |
| Expenses | | | | | |
| Instructors Wages | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$24,000 |
| Pool Hire | \$500 | \$500 | \$500 | \$500 | \$2,000 |
| Allowances - Miscellaneous# | \$2,000 | \$2,000 | \$2,000 | \$2,000 | \$8,000 |
| Total Expenses | \$8,500 | \$8,500 | \$8,500 | \$8,500 | \$34,000 |
| Total Surplus / Deficit | \$500 | \$500 | \$500 | \$500 | \$2,000 |

#Miscellaneous covers the cost of Rainbow Club Australia administration, including: Insurance, Licences, Website, Database, Part Time General Manager, Part Time Bookkeeper etc

Rainbow Club Australia has a strategic objective of minimising administrative costs. It does not have offices or office equipment and seeks to obtain all services as a value in kind to ensure that as much as possible goes to delivering our mission.