

# rainbow club

CLUB  
MANUAL

social swimming club for  
children with a disability



salesforce



June 2018



# Rainbow Club Australia

## FOUNDERS



Ron Siddons MBE OAM



Lily Siddons

## PATRONS



Daniel Kowalski



Louise Sauvage OAM



Mark Speakman SC MP

## AMBASSADOR



James Pittar

## BOARD OF DIRECTORS

Alexandra Finley **President**  
 Philip Holt OAM **Vice President**  
 Rob Lloyd **Vice President**  
 Ally Cox  
 Dipen Dhruv  
 Mark McCormack  
 Bob McCotter  
 Justin Sebire  
 Suzanne Stanton  
 John Taplin OAM

## Life Members

Gary Bradshaw  
 Philip Holt OAM  
 Malcolm Kerr  
 Suzanne Stanton  
 Margaret Taplin  
 Tony Williams

## HONOUR ROLL

## STAFF

Catriona Barry  
**General Manager**  
 Nicola Davies-Cooke  
**Swimming Officer**  
 Heather Nadilo  
**Admin Officer**  
 Eliza Kelliher  
**Accounts Officer**  
 Min Strauss  
**Membership Officer**

**Rainbow Club Australia** ABN 96 753 434 862

PO Box 432 Brighton Le Sands NSW 2216

Enquiries: [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)



[rainbowclubaust.com.au](http://rainbowclubaust.com.au)

Rainbow Club Australia is an incorporated association in NSW

Registered NDIS Provider: 4050000653

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



[rainbowclubaustralia](https://www.facebook.com/rainbowclubaustralia)



[RainbowClubAust](https://twitter.com/RainbowClubAust)



[@swimtherainbow](https://www.instagram.com/@swimtherainbow)



June 2018



Registered NDIS Provider





# Rainbow Club in 2018

If you have been around Rainbow Club for a few years you will have noticed the changes, and you will probably have noticed that it is constantly changing. Rainbow Club is now an organisation that is a registered NDIS provider with 20+ clubs across NSW.

The demand for Rainbow Club continues to grow with three new clubs due to open in 2018 and over 400 children on our waiting list at any one time. Our Board is a dynamic, strategic and sometimes hands-on group of individuals who are passionate about the benefits of swimming for children with a disability.

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. Most of all we are grateful to the committee members who volunteer to run our clubs throughout the year. This manual is to support you in your role.

Thank you,

**Catriona Barry,**  
General Manager  
Rainbow Club Australia  
June 2018

## 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.

## STRATEGIC GOALS 2018 - 2021

- Develop membership and assist transition to mainstream activities through a Rainbow Gold program and services offered by industry partners
- Enhance quality, culture and resources throughout the organisation
- Organise social participation opportunities and an annual calendar of events
- Manage and implement efficient systems and operations

**Bexley**  
Angelo Anestis Aquatic Centre

**Bondi**  
Wairoa School

**Byron Bay**  
Byron Bay Council Pool

**Campbelltown**  
Eagle Vale Central

**Cherrybrook**  
Carlisle Swimming Centre

**Cronulla/Miranda**  
Starting Blocks Swim School

**Googong**  
Club Googong

**Hornsby**  
Knox Grammar School

**Lane Cove**  
Lane Cove Aquatic Centre

**Liverpool**  
Michael Wenden Centre

**Maroubra**  
Des Renford Leisure Centre

**Orange**  
Orange Aquatic Centre

**Penrith**  
Kurrambee Special School

**Revesby**  
Broderick Gilwarrna School

**Seven Hills**  
Aquatic Safety Training Academy

**Southern Highlands**  
Moss Vale Aquatic Centre

**Stanmore**  
Newington College

**Sutherland**  
Sutherland Leisure Centre

**Tamworth**  
Bullimbal Special School

**Tuggerah**  
Mariners Centre for Excellence

**Warriewood**  
Brooke Withers Swim School

**Warringah**  
Warringah Aquatic Centre

## WHAT MAKES RAINBOW CLUB SO GREAT



**Individualised**  
swim lessons



**Social**  
participation



**Dedicated**  
teachers



**CONTENTS**



<b>PART 1</b>		<b>SECTION 1</b>	<b>Club Management Committee</b>	5
		<b>SECTION 2</b>	<b>Running your Club</b>	9
		<b>SECTION 3</b>	<b>Swim the Rainbow</b>	13
		<b>SECTION 4</b>	<b>Club Finances</b>	16
		<b>SECTION 5</b>	<b>Promotion and Communication</b>	19
		<b>SECTION 6</b>	<b>Salesforce</b>	20
		<b>SECTION 7</b>	<b>Recruiting and Managing Teachers</b>	23
		<b>SECTION 8</b>	<b>Structure and Governance</b>	27
		<b>SECTION 9</b>	<b>Codes of Conduct</b>	29
<b>PART 2</b>		<b>POLICY</b>	<b>Policies and Procedures</b>	28
<b>PART 3</b>		<b>APPENDICES</b>	<b>Sample documents and forms</b>	53



# Club Management Committee

A club's management committee consists of three separate individuals whose responsibilities are divided as below. The General Manager of Rainbow Club Australia may agree to changes to this structure from time to time.

The 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.

## Club Manager

Leads the committee, liaises with 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 Treasurer and Scheduler
- Responsible for sending out 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

## Club Scheduler

Organises 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 subscriptions 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
- Introduces new members to their teachers



## Club Treasurer

Monitors the agreed budget with a view to making the local Rainbow Club sustainable for future years.

### Duties of the Club Treasurer

- Agrees the annual budget in conjunction with the General Manager of Rainbow Club Australia
- Monitors the quarterly (profit & loss) reports from Rainbow Club Australia
- Monitors the payment of subscriptions by members and uses local knowledge to ensure subscriptions are paid in a timely manner
- Updates ADP website fortnightly with teacher timesheets
- Keeps the local club committee and members advised on the club's financial situation

### NEW!

## Committee Annual Report to Members

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 get their feedback for improvements

It is also an opportunity to call for new committee members if needed. A template for such a report will be issued in time for 2017-2018 reports.

## 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.

### Duties of the Lead Teacher

- Implementing and managing the Swim the Rainbow program including assessing new members and twice yearly assessments of all other members
- Liaising with the committee to engage teachers to meet the needs of the club. [Note: All teachers MUST be verified by Rainbow Club Australia with the Office of Children's Guardian (WVC) and set up on the payroll system by Rainbow Club PRIOR to commencing teaching]
- Ensuring that all safety regulations at the pool are adhered to
- Assigning the most appropriate teacher to each child for their swimming lesson
- Regular monitoring and supervision of the performance of other teachers employed by the club
- Briefing any new teachers or teachers borrowed from other clubs
- Signing Swim the Rainbow Certificates for presentation at Club Presentations
- Producing progress reports for families to use in negotiating NDIS plans



## Club Admin Support **NEW!**

Large clubs may appoint and remunerate a person to provide admin support. The admin support person may be a teacher, committee member or parent in the club and they will be paid for one hour per week to support the club to achieve its outcomes.

### Possible Duties of the Admin Support

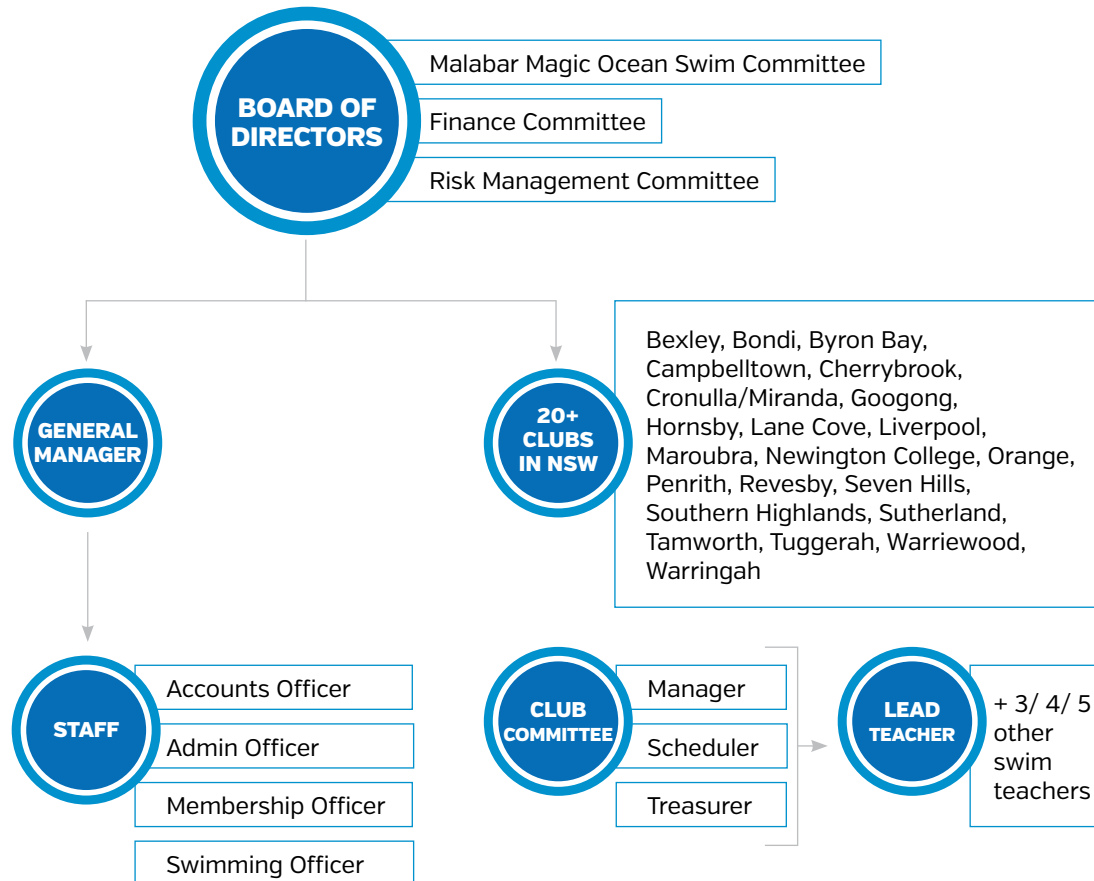
- Maintain attendance records
- Update Swim the Rainbow colours on Salesforce
- Produce outcome certificates from Salesforce as requested
- Organise club participation at Rainbow Club Australia events
- Offer casual spots to children on waiting lists when it is known that a paid member will not be attending
- Organise a club rashie where there are sufficient funds available

## Annual Calendar of Events

<b>January</b>	Leadership Training for Lead Teachers
<b>February</b>	Malabar Magic Ocean Swim (3rd Sunday)
<b>June</b>	Club Social Event – Presentation of Certificates
<b>July</b>	Christmas in July (Annual Fundraiser)
<b>Sept/Oct</b>	AGM and Rainbow Connect (School Holidays)
<b>December</b>	Swim the Rainbow Family Carnival and Christmas Party



## Organisation Chart







# Running your Club

The information provided in this section will assist you with meeting requirements for the running of your Rainbow Club.

## Definitions used in this manual

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

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

## Eligibility for Membership of Rainbow Club

A child may be eligible for Rainbow Club if:

- 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.

## 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, therefore this is not negotiable.

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.

## Club Database and Operating System

Rainbow Club uses Salesforce for managing all applications, waiting lists, membership and subscription collection. It also uses it for storing all teacher contact details. See Section 6 for more details about using Salesforce.

Our Payroll System is outsourced to ADP Payroll Solutions.



## Club Schedule

The Club Scheduler prepares the club schedule during the week prior to the commencement of each term and after the “due date” for payment of subscription has passed. The relevant dates for each term are circulated to all committee members in advance of each term.

Only those who are marked as “current subscription paid” on Salesforce should be included on the term schedule.

The Schedule should be circulated to parents as soon as practicable prior to the commencement of the term.

## Teachers

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 [See Section 3].

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

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.

## Pool Deck and Signage

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

A noticeboard showing the schedule for the day and teachers working that day should be displayed near the pool. Some clubs show the child’s name in the colour of the goals they are working on. This helps the teachers and parents to see clearly what goals are being taught in each lesson.

Swim the Rainbow visual aids provided by Rainbow Club should be at the pool deck ready for teachers to use to illustrate and support teaching techniques.

## Weekly Attendance Records

From January 2018 it is mandatory for all clubs to maintain records of attendance. A template for this purpose is available from Rainbow Club staff and plans are underway to develop an online system for this purpose.



## Financing your Club

As the transition to the National Disability Insurance Scheme progresses, member subscriptions generally cover the cost of running your club. See Section 4 for more details about Club Finances.

## How Many Members in your Club?

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 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, Violet on the Swim the Rainbow scale

## Managing Applications and the Waiting List for your Club

If there are no vacancies in your club “Pending” applications should be moved to the “waiting list” on Salesforce. 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.

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

If they accept the place, their application should be converted to membership and a “welcome letter” issued.

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 Rainbow Club staff 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).



## National Disability Insurance Scheme (NDIS)

As the transition to NDIS continues, up to date information is provided through our website and we suggest you refer any enquirers to check out the relevant section.

Families who are using National Disability Insurance Agency (NDIA) or a Plan Manager to manage their plan, need to complete a Service Agreement each term as this authorizes us to claim the term's subscriptions.

Progress reports for NDIS plan renewal can be produced from Salesforce. Reports must be completed and signed by Lead Teachers and stored on Salesforce for future reference

## Club Email

Each club has its own email address (eg bondi@rainbowclubaust.com.au). Emails to this address can be forwarded to committee members or accessed via webmail. The forwarding can be stopped or redirected at any time.

Salesforce has a tool for sending mass emails to members (see Section 6 Salesforce for more info).

### CONGRATULATIONS!

As at May 2018 – 7 clubs have exceeded 40 members and their committees are highly recognised for this achievement. Well done to Cherrybrook, Liverpool, Stanmore (Newington College), Penrith, Revesby, Sutherland and Warringah.



# 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.

## 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 lessons per term
- 2 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)

## Toolkit for Teachers

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

### **At the beginning of each lesson:**

Each teacher establishes a child's colour and the goals they are working on

### **At the end of each lesson:**

Each teacher informs the parent of the goals that were worked on

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

## Support **NEW!**

Rainbow Club Australia will arrange for a quality visit to take place regularly by its Swimming Officer and this will be an opportunity for Lead Teachers to discuss specific issues.



## Certificate Presentations **NEW!**

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 Certificate template is available on Salesforce and hard copies can be printed by a Club Admin Support or outsourced. Any costs incurred in outsourcing will be reimbursed provided the amount is approved in advance.

The Lead Teacher should authorise each Certificate.

This Certificate will also serve as a progress report which parents may be required to produce for NDIS to show how the child is progressing towards its NDIS goals.

## Presentation Day **NEW!**

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 Treasurer.

# Swim the Rainbow



**Red**  
1:1

## Water Confidence

- 1 Safe entry
- 2 Monkeys
- 3 Blowing bubbles
- 4 Get face wet
- 5 Floating on back, assisted
- 6 Leg movement
- 7 Assisted fall-in and-save technique [humpty dumpty]

**Orange**  
1:1

## Safety Basics

- 1 Submerging face
- 2 Floating on front and back, assisted
- 3 Dog paddle, assisted
- 4 Treading water, assisted
- 5 Kicking with board

**Yellow**  
1:1

## Resistance and Buoyancy

- 1 Takes instructions
- 2 Independent recovery and control
- 3 Floating on back, front and flip
- 4 Submerging and bubbles, assisted
- 5 Sculling, assisted
- 6 Confident vertical and horizontal

**Green**  
2:2

## Towards Independence and Shared Lessons

- 1 Interaction with other children
- 2 Confident body control in and under water
- 3 Independent floating
- 4 Backstroke survival skills
- 5 Assisted streamlines
- 6 Independent kicking



**Violet**  
2+:1

## Swim the Rainbow

- 1 Side stroke
- 2 Dolphin kicking
- 3 Butterfly 15m
- 4 Freestyle 25m+
- 5 Backstroke 15m+
- 6 Breaststroke 25m+

**Indigo**  
2:1

## Swimming Safely

- 1 Side breathing with arms
- 2 Breaststroke kick
- 3 Freestyle 15m
- 4 Backstroke 15m
- 5 Breaststroke 15m
- 6 Survival backstroke

**Blue**  
2:1

## Transition to Swim Strokes

- 1 Sustained flutter kicking 5m (front and back)
- 2 Sustained streamlines 5m
- 3 Freestyle arms
- 4 Breaststroke arms
- 5 Backstroke arms

### ! Safety!

The Lead Teacher decides on when a child moves to the next colour – always ensuring that safety is not compromised.



# Club Finances

Each Rainbow Club is responsible for properly managing its finances and reporting to the General Manager of Rainbow Club Australia. Good financial management at the club level enables Rainbow Club Australia to manage its overall financial obligations and gauge its capacity to open new clubs.

## Subscriptions

In 2018 Rainbow Club introduced a 2 tier subscription system:

- Children under 7 receive a subsidy and pay a reduced subscription (this subsidy will be regularly reviewed)
- Children Over 7 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 for the term waived by contacting the General Manager of Rainbow Club at [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)

## Club Budget and Reports

Each Rainbow Club is provided with a Club Budget at the beginning of the financial year.

The major expense for each club is the wages paid to teachers. Treasurers monitor the hours worked by teachers and enter them on the Rainbow Club payroll ADP system.

At the end of each term Rainbow Club provides each Treasurer with a profit and loss report showing actual expenditure against budget.

The Treasurer should provide a written report to members on the club's financial performance after the end of the Financial Year.

Any funds raised or donations made to clubs must be lodged to the Rainbow Club centralised "clubs" account. Receipts will be issued as necessary and all such amounts will be recorded against your club's income.





## Grant Applications

### ClubGrants NSW

Rainbow Club is grateful to NSW ClubGrants which has helped our clubs to thrive in recent years.

The Rainbow Club 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 and support with applications is readily available from the General Manager of Rainbow Club Australia.

*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.*



# Rainbow Club Australia Draft Club Budget

**SAMPLE**

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

Assumptions	2018		2019		FY 18/19
	Term 3	Term 4	Term 1	Term 2	Total
# Children	40	40	40	40	
# Level 5 swimming teachers per week	3	3	3	3	
# Lead swimming teachers per week	1	1	1	1	
Level 5 pay rate per hour [AUD]	34	34	34	34	
Lead teachers pay rate per hour [AUD]	40	40	40	40	
# Hours per week	5.0	5.0	5.0	5.0	
Full Subscriptions	280	280	280	280	
Subsidised Fees	130	130	130	130	
#Weeks per term	9	9	9	9	36
<b>Income (AUD)</b>					
Full Subscriptions [90%]	8,960	8,960	8,960	8,960	35,840
Subsidised Subscriptions [10%]	1,040	1,040	1,040	1,040	4,160
Fundraising	1,000	1,000	1,000	1,000	4,000
<b>Total Income</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>	<b>44,000</b>
<b>Expenses (AUD)</b>					
Level 5 Teacher Wages	4,590	4,590	4,590	4,590	18,360
Lead Teacher Wages	1,800	1,800	1,800	1,800	7,200
Superannuation for Teachers	607	607	607	607	2,428
Club Rashies	500	500	500	500	2,000
Pool Hire Cost	1,200	1,200	1,200	1,200	4,800
Overhead allocations	2,000	2,000	2,000	2,000	8,000
<b>Total Expenses</b>	<b>10,697</b>	<b>10,697</b>	<b>10,697</b>	<b>10,697</b>	<b>42,788</b>
<b>Total Surplus / Deficit</b>	<b>303</b>	<b>303</b>	<b>303</b>	<b>303</b>	<b>1212</b>



# Promotion and Communication

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

## Promotion and Signage

Each club is provided with 2 A Frame signs to display at the pool while the club is in progress.

The signs serve two purposes – they help new families to locate the site 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.

## Rash Vests

Rainbow Club provides rash shirts for teachers. These must be worn by teachers when engaged in Rainbow Club activities. The bright colour clearly identifies teachers to children and families and portrays a professional image of Rainbow Club to everybody in the pool vicinity.

Orange rash shirts are available for in pool volunteers.

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

## 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”

## Social Media

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.



# Salesforce

Rainbow Club uses Salesforce to manage its processes and data. This includes applications, memberships, payment of term subscriptions and NDIS information. We also hold information regarding our teachers on the Salesforce system, though the payroll is administered separately through ADP Payroll Solutions.

All Clubs are required to use Salesforce and keep their members' details up to date.

## 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. The Salesforce System manages the following records:

- Applications entered through the Rainbow Club Website
- Waiting lists
- Members details
- Parents details
- Parents goals
- Teacher contact details and qualifications
- Swim the Rainbow colours
- Details of subscriptions paid and outstanding
- NDIS Details [Service Agreements, Service Bookings]

## Processes carried out on Salesforce

- Welcome Letter for new members
- Offer Letter for new teachers
- Letter of Appointment for new committee members
- Issue of Term Subscription notices
- NDIS Service Agreements and Service Booking details
- Communication through emails and SMS
- Certificates showing member achievement and progress



## 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.

## Terminology

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

**Subscription** refers to the amount payable for each term.

## Development History

### Salesforce for Rainbow Club Australia

**Phase 1** was launched in October 2013 and 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** was launched in July 2015 and included the facility for parents to pay subscriptions using credit card or online bank transfer.

**Phase 3** was launched in January 2018 and included a two tier subscription system:

- A subsidised subscription [\$125] for children under 7
- Full subscription [\$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** planning for Phase 4 has commenced and will include:

- Online induction for new teachers
- Poolside information on children's disability for all teachers
- Visual aids to support teaching
- Online Scheduling
- Attendance records
- Story Boards and photos of teachers to manage new member's expectations

## Systems used by Rainbow Club

Salesforce - for customer relationship management

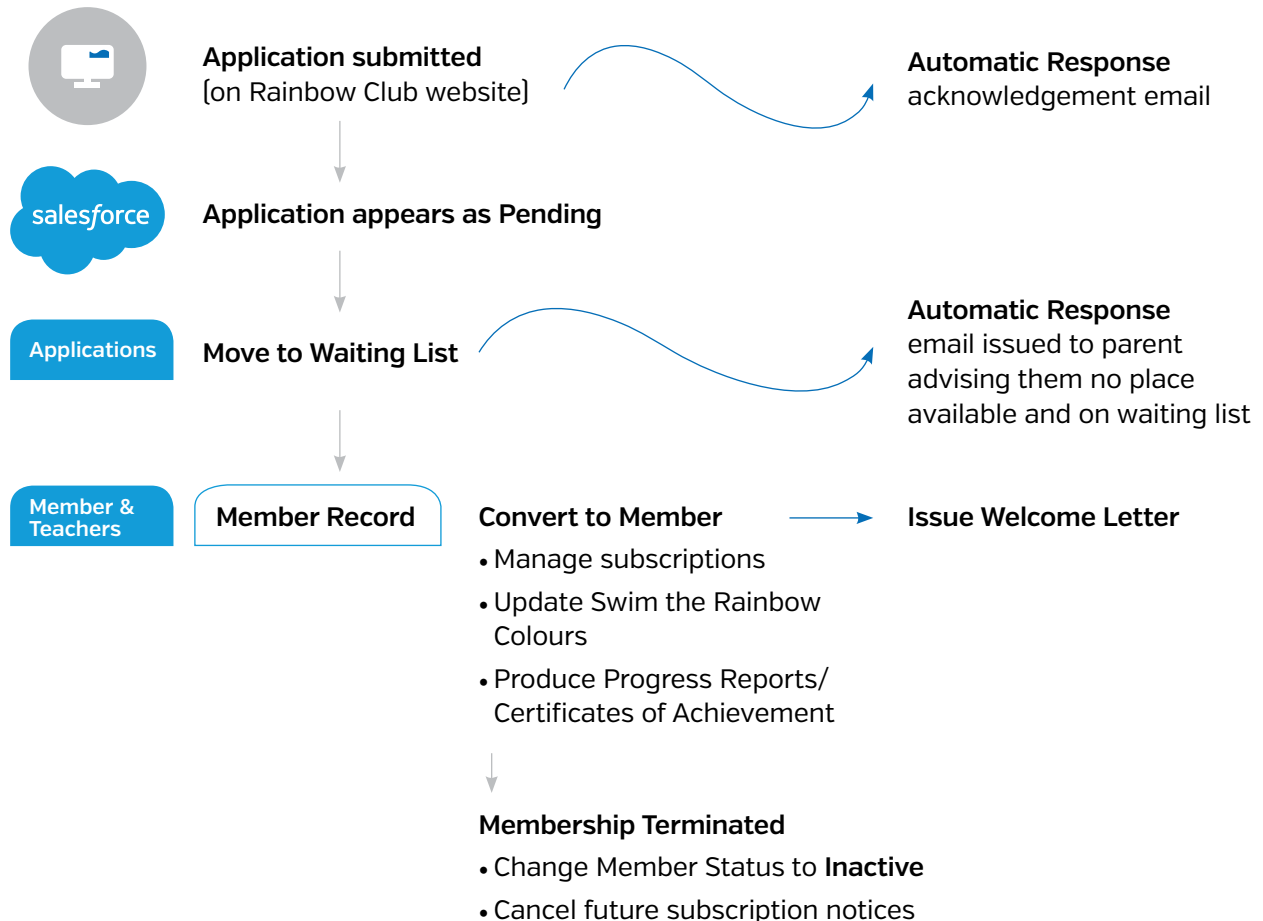
ADP Payroll Systems - for payroll procedures

MYOB - for financial management

Wordpress - for website management

Mailchimp - for email broadcasts

## The Salesforce process



### How Term Subscriptions Work

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 email is sent out 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 1st lesson of the new term:** email with list of members with outstanding subscriptions sent to club treasurers to follow up on
- **After 2nd 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 online 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's record and the subscription is considered paid. Rainbow Club submits payment requests to NDIS three times each term.



# Recruiting and Managing Teachers

Recruiting and managing teachers is the role of the Club Manager and the Lead Teacher. Rainbow Club Australia will provide support and assistance by advertising positions vacant and processing applications.

## 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 the ad to be placed on various websites. Any applications received will be passed to the Club Committee for interview.

Once a successful candidate has been found, Rainbow Club will issue Offer Letter outlining the responsibilities of Lead Teacher. The Duties of a Lead Teacher are outlined on page 6 of this manual.

## 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 social media promotion.

All applicants should complete the form on the JOIN US tab of the Rainbow Club Website.

1. All applicants' licence and Working With Children Check details are verified by Rainbow Club's Admin Officer
2. The application is passed to the local club Committee and Lead Teacher to arrange interview or trial to ensure the applicant has the necessary skills to teach at Rainbow Club
3. The results of this interview/trial are passed back to the Admin Officer who, if positive
4. Issues Letter of Engagement to new applicant [see Appendix 2]
5. Sets up employee on ADP Payroll System
6. The teacher shows as Teacher Status: Available on Salesforce

Teachers are required to complete a Tax File Declaration. Download TFN from the Australian Taxation Office's website: [ato.gov.au/Forms/TFN-declaration](http://ato.gov.au/Forms/TFN-declaration) - fill out and sign form and email signed copy to [admin@rainbowclubaust.com.au](mailto:admin@rainbowclubaust.com.au)

Club committee members should change the teacher's status to Not Available when a teacher is no longer available to teach.

*continued overleaf*



## Managing Teachers

**Absences:** Where a Lead Teacher expects to be away for 3 or more weeks in a term, an acting Lead Teacher should be designated. The Lead Teacher rate will apply to this acting Lead Teacher. In order for this to happen on the payroll system, the Club Manager should advise Rainbow Club's Admin Officer.

If a Lead Teacher is away for one or two weeks, it is expected that they will organise the club and its teachers to operate in this period without the need for a Lead to be present.

## Paying teachers

An important role for Club Treasurers is to authorise the time sheets for teachers on a fortnightly basis.

- All teachers are employed on a casual basis
- Teachers are paid fortnightly and the management of the payroll is outsourced to ADP Payroll Solutions

When a new volunteer treasurer is appointed they are introduced to our payroll system, ADP Solutions. The Treasurer is provided with an ID and password to log onto the system and a training cheat sheet. Once log in is established, over the phone training is conducted to go through how to enter the teachers timesheets on a fortnightly basis.

## Filling temporary vacancies

In the event that a teacher is absent for whatever reason, a relief teacher will need to be sourced. Some clubs have their own panel of pre-approved teachers for this purpose and as far as possible book them at the beginning of term to avoid last minute panic.

Only teachers who have been pre-approved and set up on our payroll may be used as relief teachers.

However, sometimes a teacher's absence at short notice is unavoidable. Rainbow Club has put together a panel of teachers from across all clubs who are willing to help out at short notice. The Relief panel can be viewed (Members & Teachers > Teachers available for Relief Shifts) on Salesforce and direct contact is encouraged.

## Paying temporary relief teachers

On the ADP Payroll System, teachers are assigned to the club that engages them. Club Committee members only have access to the record of the teachers assigned to their club.

If a relief teacher has filled in at your club, the Lead Teacher advises the Treasurer of the number of hours when reporting hours for timesheets.





The Treasurer should advise Rainbow Club's Accounts Officer by email the full name of the teacher and the hours the teacher worked at your club.

Email to [accounts@rainbowclubaust.com.au](mailto:accounts@rainbowclubaust.com.au).

The Accounts Officer will manually enter the hours on the teacher's timesheet. It may be necessary to reimburse a relief teacher for travelling time. The agreed amount of travelling time should be confirmed with the teacher and it is good practice to advise our Admin Officer on [admin@rainbowclubaust.com.au](mailto:admin@rainbowclubaust.com.au)

To ensure the integrity of our payroll system this process should be followed:

- Admin Officer sets up the teachers on payroll system
- Teachers sign in at the Club and this timesheet is held at the club
- Lead Teacher advises the Treasurer of hours worked each fortnight
- Treasurer enters the hours on the Payroll System
- Accounts Officer checks that the timesheets for each club are completed and the hours are entered correctly
- The General Manager approves the complete payroll and checks that hours worked per club match the number of members in each club

## Pay Rates for Teachers

There are 3 levels of teachers and the following hourly rate is applicable as of May 2018

**Lead Teacher Level 5** - \$40 per hour

- Must have AUSTWIM Access and Inclusion or Swim Australia teacher of Learners with Disability qualification

The Lead Teacher reports to the Club Committee

**Level 4 Teacher** - \$35 per hour

- Must have AUSTSWIM Access and Inclusion or Swim Australia Teacher of Learners with Disability qualification

**Level 3 Teacher** - \$33 per hour

- Must have a basic AUSTSWIM or Swim Australia qualification

Level 3 and Level 4 Teachers report to the Lead Teacher

Teachers on the approved relief panel are paid an extra \$3 per hour and may be reimbursed for travelling time.



## Dress Code for Teachers

Rainbow Club provides all teachers with a 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.

## 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.

See “Teacher Resources” and “Nicola’s Top Tips” on our website.

## In-pool Volunteers

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

Rainbow Club encourages volunteers. Volunteers without a qualification cannot replace a qualified teacher.

In pool volunteers must be 14 years of age to volunteer.

Volunteers over 18 years of age must have Working With Children Checks validated by Rainbow Club’s Admin Officer.

All volunteers must fill out the In Pool Volunteer application found on our website [rainbowclubaust.com.au/index.php/in-pool-volunteer-application](http://rainbowclubaust.com.au/index.php/in-pool-volunteer-application)



# Structure and Governance

Structure and Governance 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.

## 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 oversee the implementation of the organisation's strategic plan

## Club Management Committee

**It is the role of the Management 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' structure of teaching and implement the plans outlined in the manual
- 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

*continued overleaf*



- 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 accreditation qualification with AUSTSWIM or Swim Australia
- Abide by the policies and procedures of Rainbow Club Australia

## Staff

All staff are employed part time and work flexible hours from their own homes.

### General Manager

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

The General Manager reports to the Board of Rainbow Club Australia.

### Swimming Officer

Our Swimming Officer is responsible for ensuring that 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.

### Admin Officer

Our Admin Officer carries out general administration and technology maintenance. She is also particularly responsible for teacher administration and website updates.

### Accounts Officer

The Accounts Officer is responsible for all payables and receivables, producing financial reports and assisting with the fortnightly payroll.

### Membership Officer

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.



# Codes of Conduct

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

## Teacher's Code of Conduct

As a Rainbow Club teacher I agree to:

- Behave professionally and accept responsibility for my 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 my 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 I am teaching (or their parent) and support them to achieve their goals
- Be familiar with the colour level of the child I am teaching
- Modify my teaching techniques to cater for the disability of the individual
- Treat all children and parents with courtesy and respect
- Maintain my qualification/accreditation with AUSTSWIM/Swim Australia
- Agree to behave in an ethical manner that is free from any harassment or bullying
- Abide by all Rainbow Club Australia's policies and procedures

## Volunteer's Code of Conduct

As a Rainbow Club Australia volunteer I agree to the Rainbow Club volunteer Code of Conduct:

- I will behave professionally and ethically in a manner free from harassment and bullying and accept responsibility for my actions
- I will perform all duties to the best of my ability at all times
- I will commit to the mission and goals of Rainbow Club so as to provide the best possible service to Rainbow Club and its members
- I will, to the best of my ability, ensure the safety, health and welfare of children in the club, other teachers and those who participate in Rainbow Club events
- I will treat all with whom I am in contact with courtesy and respect
- I will abide by all rainbow Club Australia policies and procedures, charters and manuals as detailed on the website



# Policies and Procedures

Rainbow Club is a registered disability service provider with the National Disability Insurance Agency [registration No. 4050000653].

It has developed the following policies and procedures in order to attain Third Party Verification that we are compliant with the NSW Disability Service Standards.

## List of Policies

Policy 101	Member Rights
Policy 102	Information for Members
Policy 103	Payment of Subscriptions
Policy 104	Access to Information
Policy 105	Privacy
Policy 106	Member Records
Policy 107	Member Feedback
Policy 108	Compliments and Complaints
Policy 109	Policy Development and Control
Policy 111	Volunteers
Policy 112	Risk Management
Policy 113	Managing challenging behaviour
Policy 114	Workplace Health and Safety



## Policy Statement

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

- Age Discrimination Act, 2004
- Australian Human Rights Commission Act, 1986
- Disability Discrimination Act, 1992
- Racial Discrimination Act, 1975
- Sex Discrimination Act, 1984
- Privacy Act, 1988

Rainbow Club Australia 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 the opportunities to provide feedback.
- 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
- Involve members in the development of policies and procedures that impact on their membership



## 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.

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

- New or prospective members to make informed decisions about their membership
- 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 through the Rainbow Club website that describe:

- **Who the services are for and the eligibility criteria**  
The services of Rainbow Club Australia 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, 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 service**  
Terms and conditions of service are outlined in the Welcome Letter sent to joining parents and/or the Service Agreement with those using NDIS funding.
- **Costs and Membership Subscriptions**  
The subscription policy is available on our website. The General Manager is responsible for planning, developing and reviewing membership information.
- **Publication and distribution of information**  
The General Manager is responsible for the publication of service information on our website, in the club manual, and within the Welcome Letter to new members.
- **Rainbow Club's expectations of Members' parents**  
Our expectations of member/parent/guardian 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





## Policy Statement

Rainbow Club Australia is a registered charity and has an obligation to ensure that all lessons provided by its local 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 subscription amount 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

- Subscriptions 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 NDIS 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
- Credit card is the preferred method for the payment of subscriptions. Payment by cash is strongly discouraged
- Families are asked to inform the Committee of the local 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 subscriptions 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 committee
- Should parents have difficulty with making payments, the General Manager of Rainbow Club Australia may be able to assist by waiving the subscription for a term[s]



## 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 Australia 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 Australia 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 Australia.

## PROCEDURES

### Member Records

- Member records will be confidential to club management, teachers and administrative staff
- Information about members may only be made available to other parties with the consent of the member and/or their parent/guardian
- 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

### 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 at 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

### Staff Records

A personnel record is held for each administrative staff member and teacher and contains

- Contact details of staff member and contact details in case of emergency
- Swimming teacher qualifications
- Working with Children Check 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 held on the ADP system.

Access to personnel information is restricted to:

- The individual staff member accessing their own file
- Relevant club management and administrative 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.

### 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 management information that they are entitled to access
- Refer any request from Rainbow Club members or members of the public to the appropriate person

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

- A general presumption in favour of transparency
- The relevant provision of the Rainbow Club Australia constitution regarding information to be made available
- The business, legal and administrative interests of Rainbow Club Australia, 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.

- Any request for access to information should be directed to the General Manager
- The General Manger will maintain a record of member requests to access files
- Make fair and appropriate decisions about permitting or refusing access to personal information
- Provide access for members or former members to access their own confidential information
- Advise members refused access to personal information how to appeal (if appropriate)
- Enable members to change records they believe to be inaccurate or misrepresenting when appropriate

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

### Appeals

Individuals who are refused access to their own records or information files may appeal by following the Compliments, Complaints and Grievance Policy as outlined in the Club Manual.



## Policy Statement

Rainbow Club Australia 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.

Rainbow Club Australia requires Board, Administration Staff, Club Management, teachers, members and volunteers 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 Australia is not subject to the Privacy Act, 1988 (turnover under \$3million) the organisation will follow the guidelines of the Australian Privacy Principles in its information management practices.

## 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 and committee members 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 Australia publications, communications and web site and must ensure:

- Appropriate consent is obtained for the inclusion of any personal information about any individual including Rainbow Club Australia 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 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



## Policy Statement

Rainbow Club Australia is committed to collecting, keeping and disposing of member records in ways that protects privacy and ensures confidentiality is maintained. This policy will operate in conjunction with the organisation's Privacy Policy.

## PROCEDURES

Specifically Rainbow Club Australia 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 members' 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/Guardian details and contact information
- Date of Birth
- Disability
- Behavioural aspects that may be an issue in relation to learning to swim
- Parent/Guardian and/or member aspirations/goals for development

This information is collected for the purpose of:

- Liaising with parent/guardian
- Tailoring a learn to swim program to meet the needs of the member
- Evaluating the members' progress against nominated aspirations



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

The Registration page on the website requests the person's consent to provide the information and informs 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/guardian 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 an individual member is stored in the following ways:

- Data collected via registration is stored in electric form with the Rainbow Club Salesforce System
- This information is kept secure under password protection
- The General Manager, administration staff, club management 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 Manager and will be arranged by the General Manager or club management once approved. A request for access by a member must be considered within 7 business days.

#### **Maintaining and Verifying Member records**

Club management is 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 management 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 management is 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 7 year from the last point of service provision.





## 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. The organisation:

- Fosters a membership culture that encourages open and honest communication
- Informs members about the standard of service they can expect
- Protects the right of members to provide feedback and to make complaints about service delivery
- Encourages and make it easy for people to provide feedback
- Records and analyses information arising from feedback and uses it to improve services

## PROCEDURES

### Encouraging member feedback

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

All Administration Staff, Club Management, and Teachers 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 Management 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

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 bi-annual survey administered by the General Manager.

**Using feedback for improvement**

General Manager will be responsible for maintaining and managing feedback and the Compliments and Complaints Register.

General Manager will be responsible for preparing a report on Formal Feedback to the Board as and when required.

Results from member feedback will be reviewed by General Manager and used to:

- Inform organisational planning by including a review of member feedback in all membership planning, monitoring and evaluation activities
- Inform decision making by including a report on member feedback at General Meetings



## Policy Statement

Rainbow Club Australia is committed to ensuring that any person or organisation using Rainbow Club Australia services or affected by its operations has the right to lodge a compliment 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 clients and 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

## Principles

Rainbow Club Australia:

- Considers all complaints and compliments it receives
- 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
- Deal with all complaints in a timely manner
- Keeps parties to the complaint informed of progress of the complaint
- Ensures that Board, administration staff, club management, teachers and volunteers are given information about the compliments and complaints policy and procedure

## PROCEDURES

### Information for Members, Staff, Teachers and other Stakeholders

Rainbow Club Australia complaints and appeals procedure will be documented for member and stakeholders in this club manual which is made available on our website.



### 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 management committee.

The relevant member of the club management committee will endeavor to resolve issues to the best of their ability.

### STEP 2 General Manager

In the event the club management committee is unable to resolve the issue or the complaint is about the club management committee or one of its members, the complainant should contact the General Manager of Rainbow Club ([info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)) 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 the club, club management, teacher or member of staff:

- Has persistently refused or neglected to comply with a provision or provisions of these policies and procedures
- Has persistently and willfully acted in a manner prejudicial to the interests of Rainbow Club

The Board may by resolution

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



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, club member or member of staff:

- Setting out the resolution of the Board and the grounds on which it is based
- Stating that the club representative, club member or member of staff 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
- Stating the date, place and time of that meeting and
- Informing the club, club member or member of staff that they may do either or both of the following
- Attend and speak at the meeting or appoint a representative or representatives to attend and speak at the meeting
- Submit to the Board at or prior to the date of the meeting, written representations relating to the resolution

At a meeting of the Board it shall

- Give to the member or the members' representative[s] an opportunity to make oral representations
- Give due consideration to any written representations submitted to the Board by the member 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 secretary shall, within 7 days after that confirmation, by notice in writing inform the club, club member or member of staff of the fact and of the member's right of appeal within a period of time to be specified.

A resolution confirmed by the Board does not take effect

- Until the expiration of the period within which the club, club member or member of staff is entitled to appeal against the resolution.

Upon expulsion of a Club that is a Rainbow Club, the club charter is automatically cancelled. The 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, club member or member of staff may appeal to the organisation in general meeting against a resolution of the Board within seven days after notice of the resolution is served on the club, club member or member of staff by lodging with the secretary a notice to that effect.

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

At a general meeting of the Association:

- No business other than the question of the appeal shall be transacted
- The Board and the club, club member or member of staff shall be given the opportunity to state their respective cases orally or in writing or both and
- 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, a special resolution is passed in favour of the confirmation of the resolutions, the resolution is confirmed.

#### STEP 5 Right of Appeal to an External Body

If the 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

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 President.

All clients 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. This Compliments and Complaints policy will be available to be viewed on the website and in the club manual.



## Policy Statement

The organisational policies and procedures of Rainbow Club Australia are designed to provide guidance to staff and Board members in performing their roles. All staff and Board undertake to comply with these policies when they take up their roles with Rainbow Club Australia.

Each policy:

- Is documented in the standard template
- Has an identified approving body or person and a regular schedule of review

## PROCEDURES

### Review of policies

On or before the date of the next scheduled review for a policy, the person responsible will:

- Notify the people affected by the policy of the review time frame
- Invite their input on any changes needed
- Collate and summarise the information received
- Draft any changes and/or consult with the approving body or person
- Finalise the policy once it has been approved, documenting the version and review dates

### Changes to policies outside of review schedules

Any staff or Board member may suggest a change to an existing policy, or the development of a new policy, outside of its review schedule. Information on the need for a change to an existing policy 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, approval for any change in the policy statement will be the responsibility of the Board.

Suggestions for the development of new policies should be discussed and actioned:

- By staff either with a line manager or staff colleagues
- By Board members either with the President or a relevant sub-committee or the Board

Approval for the development of a new policy will be the responsibility of the Board or the General Manager depending on the nature of the content.

### Breaches of policy or procedure

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

If this does not resolve the issue, the staff or Board member may then raise the issue with an appropriate senior manager and/or the approving body or person for the policy concerned.



## 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 Australia and shall carry out duties assigned by the management of Rainbow Club Australia.

All volunteers shall, as far as possible:

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

## PROCEDURES

Volunteers are recruited for defined positions.

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

## Volunteer's Code of Conduct

As a Rainbow Club Australia volunteer I agree to the Rainbow Club volunteer Code of Conduct:

- I will behave professionally and ethically in a manner free from harassment and bullying and accept responsibility for my actions
- I will perform all duties to the best of my ability at all times
- I will commit to the mission and goals of Rainbow Club so as to provide the best possible service to Rainbow Club and its members
- I will, to the best of my ability, ensure the safety, health and welfare of children in the club, other teachers and those who participate in Rainbow Club events
- I will treat all with whom I am in contact with courtesy and respect
- I will abide by all rainbow Club Australia policies and procedures, charters and manuals as detailed on the website

## Dispute Resolution

All volunteers shall be entitled to have disputes resolved in accordance with the Compliments and Complaints policy.





## 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.

The Board is establishing a Risk Management Committee whose role will be 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 for ensuring that all staff and volunteers are aware of these procedures.

## 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
- Identify actions to manage risk, time frames for any tasks and responsibility. This will include compliance checks to be conducted

### 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 Workplace Health and Safety Policy

The General Manager will report to the Board/Risk Management Committee to confirm compliance checks and report any irregularities

### Staff 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 notifying the General Manager of any potential or actual risk.



## Policy Statement

Rainbow Club is committed to providing support for children with a disability and challenging behaviours. In the best interest of teachers and other members the Association will ensure that positive, non-intrusive, legally and ethically acceptable procedures are adopted to maximise opportunities for participation in 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 behavior 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 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 behavior continues, the lesson will end for the child
- Parents/carers may discuss an incident with teachers or committee members if needed
- If unacceptable behaviour continues, the lesson will end for the child



## Policy Statement

Rainbow Club Australia is committed to the provision of a safe and healthy work environment for all staff, members, volunteers and other stakeholders.

Rainbow Club Australia 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 Australia.

Individual Rainbow Clubs, their staff, members and volunteers 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 be familiar with these rules and ensure that they are obeyed in their entirety.

## PROCEDURES

### Responsibilities of the Board

The Board delegates to the General Manager responsibility for promoting and maintaining workplace health and safety [WHS].

### Managing workplace injuries

Rainbow Club Australia will keep a register of accidents, incidents and injuries. The 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 Australia recognises its obligation to ensure that all accidents and incidents are reported, recorded and investigated appropriately. Rainbow Club Australia 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

Should an accident or incident occur staff may take such steps as are necessary

- To assist an injured person
- To ensure the site is safe or to minimise the risk of a further incident
- To notify relevant authorities

All accidents and incidents must be reported to the immediate supervisor and Pool operator by the staff member as soon as reasonably practicable after they occur and an Incident Report form (available on the Website) completed, even if no injury is apparent.

The Incident Report form is to be forwarded to the General Manager as soon as practicable following the incident.



### Responsibilities of General Manager

Upon advice of an incident the General Manager shall:

- Contact the necessary parties to establish if counselling 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 Australia 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 number of staff and the roles performed.

If a staff member requires time off as a result of their injury, a medical certificate must be obtained from their doctor, so that a worker's compensation claim may be lodged.

The 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.



# Appendices

The following Appendix are provided as reference for documentation.

	<b>APPENDIX 1</b>	<b>Welcome letter to joining members</b>	54
	<b>APPENDIX 2</b>	<b>Engagement letter to teachers</b>	56
	<b>APPENDIX 3</b>	<b>Appointment letter to new committee member and Charter</b>	59
	<b>APPENDIX 4</b>	<b>NDIS Service Agreement</b>	63
	<b>APPENDIX 5</b>	<b>Incident Report Form</b>	65



The following Letter should be sent to all new members joining Rainbow Club. It is available as a template on the Rainbow Club Australia Salesforce system.

## SAMPLE



### Welcome to Rainbow Club!

<Insert Contact\_FirstName> is joining a network of Social Swimming Clubs throughout NSW.

We are all very proud of what Rainbow Club has achieved over the last 50 years. We are delighted to provide a social swimming club with individualised swimming lessons for children with a disability (between 3 and 18 years). This is made possible by parents volunteering to run each club and keep it running smoothly. If you can assist in the management of the club you are joining, please let the Club Manager know or email me at [info@rainbowclubaust.com.au](mailto: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 helping out on specific projects.

### Teachers

Our teachers are dedicated and passionate. They are paid to teach children with a disability to be safe and have fun in the water while they learn to swim. All teachers are qualified and have obtained AUSTSWIM's Teacher of Swimming and Water Safety (TSW) or Swim Australia's Teacher qualification. Many also have the extra qualification obtained by doing the Access and Inclusion or Teaching People with a Disability course. The teacher's job can be challenging but also extremely rewarding.

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

Our swimming club operates in an environment free from discrimination, financial, sexual, physical or emotional abuse, neglect or exploitation.

### Rainbow Club Term Subscriptions

Rainbow Club is a not-for-profit, registered charity that provides a social swimming club and individualised lessons for all members. There is no membership fee where a term subscription is paid or when an NDIS Service Agreement is completed by the due date. The term subscription is for 9 weeks of lessons and there can be no refunds in the event that a child cannot attend lessons. In order to guarantee your child's spot on your Club's schedule, subscriptions should be paid and/or an NDIS Service Agreement completed by the due date in advance of the start of each term. A notice for subscriptions for following terms is sent before the end of each term.

Subscriptions should be paid online by either using your credit card [preferred method of payment] or by electronic funds transfer to our bank account.

While increases in subscriptions are necessary from time to time for our long term viability, swimming club membership and lessons remain subsidised. The Board of Rainbow Club Australia 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](mailto:info@rainbowclubaust.com.au) if you are struggling to meet the term subscription for your child.

If you are joining Rainbow Club during a term, we still request the full subscription for the term. As mentioned above, we are a registered charity providing subsidised club membership and lessons and places at our Clubs are always in demand. We endeavour to fill all vacancies in a Club's schedule at the beginning of each term, as this is to the greatest advantage for each child.

Rainbow Club is a registered NDIS provider and each term we request payment for fees from NDIA for those who have an approved plan that includes Community Social Participation.

During our transition to NDIS, there are some options for paying subscriptions and these can be found on our website. It is our practice to maintain administration costs as low as possible and you can help us with this by adhering to the cut off dates when submitting Service Agreements each term.



**Rainbow Club Australia** ABN 96 753 434 862  
 PO Box 432 Brighton Le Sands NSW 2216  
 Enquiries to: [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)  
 Website: [rainbowclubaust.com.au](http://rainbowclubaust.com.au)



## SAMPLE

### 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 closure of the pool and 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, Rainbow Clubs cannot always promise a makeup class as subscriptions do not cover all the running costs and teacher 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 teachers are being paid for time that they are idle and could be used by another child. It is Rainbow Club policy that if a child is missing for 3 weeks without any contact or explanation, their place in the club will be allocated to a child on the waiting list.

### Safety and Rules Around the Pool

Please note Rainbow Clubs are bound by the rules & 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 Teacher. 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

All children will graduate from Rainbow Club when they reach 18 years of age. However, If your child reaches a level of swimming that will enable them to keep up in a mainstream program, we can help facilitate their transition from Rainbow Club. Some of our teachers are equipped to provide advice and help your child join a local club.

### Compliments and Complaints

At Rainbow Club, we welcome feedback. It is great to know when we are doing something well and important to know when something needs improvement. 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 Club Committee (whose details are below).

In the event that the Club Committee is unable to resolve your issue or your complaint is about the Club Committee, you should contact the General Manager of Rainbow Club on [info@rainbowclubaust.com.au](mailto: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 compliments and complaints policy is available on our website.

### Swimming Lesson and Club Details

**Rainbow Club** < Insert Name >

Meets at < Pool name and address >

Times: < Insert Times >

**Club Management Committee**

Club Manager: < Insert Name >

Club Treasurer: < Insert Name >

Club Scheduler: < Insert Name >

Lead Teacher: < Insert Name >

### Thank you for joining us - we hope your child will enjoy their time at the Rainbow Club

Rainbow Club Australia Staff:

**Catriona Barry**, General Manager [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)

**Nicola Davies-Cooke**, Swimming Officer [swimming@rainbowclubaust.com.au](mailto:swimming@rainbowclubaust.com.au)

**Heather Nadilo**, Admin Officer [admin@rainbowclubaust.com.au](mailto:admin@rainbowclubaust.com.au)

**Eliza Kelliher**, Accounts Officer [accounts@rainbowclubaust.com.au](mailto:accounts@rainbowclubaust.com.au)

**Min Strauss**, Membership Officer [membership@rainbowclubaust.com.au](mailto:membership@rainbowclubaust.com.au)



The following letter is sent by the General Manager to all teachers at the commencement of their engagement with Rainbow Club.

## SAMPLE



Dear <Insert Name of New Teacher>

### Rainbow Club welcomes you as an Official Rainbow Club Teacher!

You are joining a network of social swimming clubs throughout NSW. We are all very proud of what Rainbow Club has achieved over the last 50 years and that so many children with a disability have learnt to swim in our clubs.

#### Commitment

As you take on a role with Rainbow Club, we are committed to providing you with a fair and equitable work environment and you are taking on a commitment to be available for an agreed time every week for the duration 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 teaching, other teachers and the children that other teachers 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 teachers on whom they can depend.

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

It is your responsibility to ensure that your qualifications are up to date.

Rainbow Club insists that all teachers have the basic Teacher of Swimming and Water Safety [TSW] qualification from AUSTSWIM, or Teacher of Swimming from Swim Australia. We also encourage all teachers to obtain the Access and Inclusion or Teaching a Person with a Disability accreditation.

#### Swim the Rainbow

Swim the Rainbow is the Learn to Swim program used by Rainbow Club and it is mandatory that all Rainbow Clubs use this program to teach children with a disability learn to swim.

Please familiarise yourself with this program which is available on our website. Posters showing the goals of the program are on display on the pool deck of all our clubs so that parents, children and teachers can all share the learn to swim journey. Visual aids for each of the colours and goals are also available at the pool deck to enhance your teaching resources and capabilities.

#### Rainbow Club Carnival

Each year Rainbow Club holds an annual carnival which provides an opportunity for all our members to represent their club and have a fun day out. Rainbow Club teachers are asked to accompany children to the carnival and help them in the water (if needed) or help with the running of the day. Rainbow Club pays teachers for their work at this event. Watch out for details as the date and venue changes each year.

#### Murray Rose Malabar Magic Ocean Swim

Every February Rainbow Club runs the Malabar Magic Ocean Swim to raise funds for Rainbow Club. These funds allow us to pay above award rates to our teachers, subsidise the cost of lessons and help us to expand our network of clubs. It is a fun day on the beach at Malabar. Rainbow Club teachers and children are invited to participate in this event in a variety of different ways - helping members have a day at the beach, participating in the event and raising funds for your club or volunteering with the organisation. As this is a fundraising event, teachers are asked to contribute to the club on a volunteer basis.

#### Working with Children Check

Your Working with Children Check has been verified online with the NSW Commissioner for Children by the General Manager of Rainbow Club.

**Rainbow Club Australia** ABN 96 753 434 862  
 PO Box 432 Brighton Le Sands NSW 2216  
 Enquiries to: [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)  
 Website: [rainbowclubaust.com.au](http://rainbowclubaust.com.au)





## SAMPLE



### Employment Status and Rate of Pay

Our payroll is administered by ADP Payroll Solutions, [adppayroll.com.au](http://adppayroll.com.au). Rainbow Club's Client ID Number is 104573. 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 Declaration Form available online at [ato.gov.au/forms/tfn-declaration/](http://ato.gov.au/forms/tfn-declaration/). Please complete and send it to the General Manager of Rainbow Club Australia, PO Box 432, Brighton Le Sands, NSW 2216 or email to [admin@rainbowclubaust.com.au](mailto:admin@rainbowclubaust.com.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 take tax out of your pay at the highest marginal tax rate.

Please ensure that you have advised us of your superannuation fund details and membership number. If we have not received these details within 14 days of your start date, we will be required to establish a superannuation fund in your name with our default superannuation fund, Australian Super.

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

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 by 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.

### Dress Code

Rainbow Club will provide you with its lime green rashie which you are required to wear while teaching Rainbow Club. If you have not already received one, please advise your preferred size. All teachers (male and female) are required to wear rashies and Board Shorts while instructing. A neat and tidy appearance is important to Rainbow Club.

Regards,

**Catriona Barry**  
General Manager  
Rainbow Club Australia

### Teacher's Code of Conduct

As a Rainbow Club teacher I agree to:

- Behave professionally and accept responsibility for my 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 my 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 I am teaching (or their parent) and support them to achieve their goals
- Be familiar with the colour level of the child I am teaching
- Modify my teaching techniques to cater for the disability of the individual
- Treat all children and parents with courtesy and respect
- Maintain my qualification/accreditation with AUSTSWIM/Swim Australia
- Agree to behave in an ethical manner that is free from any harassment or bullying
- Abide by all Rainbow Club Australia's policies and procedures



## SAMPLE

### Rainbow Club Teacher Details

#### About You

Name: < Insert Name >  
 Address: < Insert Address >  
 Mobile: < Insert Mobile Number > Email: < Insert Email >  
 Qualifications: < Insert Name >  
 Working With Children Check No: < Insert Name > WWC Expires: < Insert WWC Expires Date >  
 Date of Birth: < DOB >

#### Your Club

Name of your Rainbow Club: < Insert Club Name >  
 Location of Pool: < Insert Address >  
 Your Shift: Day Times < Insert Start to Finish Time >  
 You will Report to: < Insert Name > Start Date: < Insert Start Date >  
 Time Sheet Arrangements: Submitted fortnightly by your Club Treasurer to our ADP Payroll System

#### Committee Members

Club Manager: < Insert Name >  
 Club Treasurer: < Insert Name >  
 Club Scheduler: < Insert Name >

The conditions contained in this letter will be deemed to be accepted when you commence your first shift in the pool.

### Thank you for joining us - we hope you enjoy your time at Rainbow Club

Rainbow Club Australia Staff:

**Catriona Barry**, General Manager [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)  
**Nicola Davies-Cooke**, Swimming Officer [swimming@rainbowclubaust.com.au](mailto:swimming@rainbowclubaust.com.au)  
**Heather Nadilo**, Admin Officer [admin@rainbowclubaust.com.au](mailto:admin@rainbowclubaust.com.au)  
**Eliza Kelliher**, Accounts Officer [accounts@rainbowclubaust.com.au](mailto:accounts@rainbowclubaust.com.au)  
**Min Strauss**, Membership Officer [membership@rainbowclubaust.com.au](mailto:membership@rainbowclubaust.com.au)

Make sure you follow the [Teacher's Facebook page](#) so you don't miss out on all the latest news and info!

We also have a great online [Teacher Resource Page](#) to help you with your teaching.



The following letter is sent by the General Manager to new committee members joining a Rainbow Club management committee.

## SAMPLE



Dear <Contact\_FirstName>

### Welcome to <Account Name> Rainbow Club Committee!

Thank you for volunteering to be a member of the committee for < Insert Account Name > Rainbow Club. We appreciate your time and contribution and are very happy to support you in this role.

Your fellow committee members are:

Club Manager: < Insert Name >

Club Treasurer: < Insert Name >

Club Scheduler: < Insert Name >

< Insert Account Name > Rainbow Club is one of 20+ clubs in NSW and new clubs are opening regularly.

### Important documentation to guide you in your role

The Club Charter in this document outlines the agreement between the Rainbow Club Australia Board and < Insert Account Name > Rainbow Club.

Our **Club Operations Manual** provides guidance on running a Rainbow Club and also the various policies and procedures to which we all adhere.

### Annual Calendar of Events

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 the social events.

#### Rainbow Connect

Rainbow Connect is an opportunity for Rainbow Club Committee members to come together, share ideas, hear about changes and plans for the organisation and meet with the Board of Rainbow Club. It takes place in September/October school holidays each year. It is combined with the Rainbow Club Australia AGM and Professional Development for our teachers.

#### Rainbow Club Carnival

Each year Rainbow Club holds an annual carnival which provides an opportunity for all our members to represent their club and have a fun day out.

#### Murray Rose Malabar Magic Ocean Swim

Every February Rainbow Club runs the Malabar Magic Ocean Swim to raise funds for Rainbow Club. These funds allow us to pay above award rates to our teachers, subsidise the cost of lessons and help us to expand our network of clubs. It is a fun day on the beach at Malabar.

If you have any questions or require support at any time, please do not hesitate to contact us.

Thank you again for volunteering. We look forward to your contribution to a great club.

Regards,

**Catriona Barry**

General Manager

Rainbow Club Australia

Rainbow Club Australia Staff:

**Catriona Barry**, General Manager [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)

**Nicola Davies-Cooke**, Swimming Officer [swimming@rainbowclubaust.com.au](mailto:swimming@rainbowclubaust.com.au)

**Heather Nadilo**, Admin Officer [admin@rainbowclubaust.com.au](mailto:admin@rainbowclubaust.com.au)

**Eliza Kelliher**, Accounts Officer [accounts@rainbowclubaust.com.au](mailto:accounts@rainbowclubaust.com.au)

**Min Strauss**, Membership Officer [membership@rainbowclubaust.com.au](mailto:membership@rainbowclubaust.com.au)

**Rainbow Club Australia** ABN 96 753 434 862

PO Box 432 Brighton Le Sands NSW 2216

Enquiries to: [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)

Website: [rainbowclubaust.com.au](http://rainbowclubaust.com.au)



To be completed by each new member of a Rainbow Club Committee. This charter to be signed/reissued with the change of committee member.



<insert person name> agrees to be a Member of the Committee for <insert account name> and to hold the role of <insert role>. <Insert person 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** and the below charter.

## Introduction

Under this charter, Rainbow Club Australia licences the Management Committee of Rainbow Club <insert account name> to use the name Rainbow Club and any other associated intellectual property rights belonging to Rainbow Club Australia.

It further licences the Management Committee to operate a Club in accordance with the objectives outlined in the constitution of Rainbow Club Australia [see Addenda 1].

## Management Committee

*This licence is given on condition that:*

1. Unless otherwise approved by the General Manager of Rainbow Club Australia, the Committee of Rainbow Club <insert account name> consists of at least three separate individuals each of whom has agreed to hold the following separate positions:
  - [a] Club Manager
  - [b] Club Treasurer
  - [c] Club Scheduler
2. In the event of a resignation, the remaining Committee Members must recruit a replacement within one 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 consecutive years.
4. The Committee uses systems prescribed by the Board of Rainbow Club Australia from time to time.
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 [refer to Procedures in the Club Operations 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 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 objectives of the Club (Addenda 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).

#### 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 Managers against any personal liability, provided they are operating in accordance with the conditions of this charter.

#### Termination of Appointment

1. The Rainbow Club Australia Board may, at its discretion, make and terminate appointments to the Management Committee of <Insert account name> Rainbow Club
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 Compliments and Complaints Policy.

#### Winding up of a Club

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

#### Seal of Rainbow Club Australia

Signed \_\_\_\_\_

General Manager, Rainbow Club Australia

Signed \_\_\_\_\_

<insert person name>, <insert role>, Rainbow Club <insert account name>

Date \_\_\_\_\_



## Addenda 1

### Objectives According to the Constitution on Rainbow Club Australia

March 2014

- a. To provide children with special needs 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;
- b. To provide children with special needs, their families and care givers with support and an opportunity for social contact;
- c. To raise funds for the purpose of providing money, property or benefits in pursuit of the objects of the association and to provide facilities within a sporting arena for children with special needs;
- d. To provide a forum for rainbow clubs to discuss the development, promotion, resources and activities of the rainbow clubs;
- e. To seek the views of and consult with children with special needs on their needs and other issues that affect them;
- f. To encourage children with special needs to take control of their lives and become active participants in society by the provision and organisation of resources and information;
- g. To encourage service minded people to form non profit community based clubs whose objects are committed to the provisions of swimming lessons and recreational activities for children with special needs and their families;
- h. To assist the integration of children with special needs into the community.





### Section 4: The NDIS and this Service Agreement

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

### 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 our space 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. Babies should have both an 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.
- 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 Clubs will endeavor to provide a make-up session 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 participants 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 local 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 local club committee.
- If the participant is not satisfied or does not want to talk to their local club committee members, the participant can contact the General Manager of Rainbow Club Australia at [info@rainbowclubaust.com.au](mailto:info@rainbowclubaust.com.au)

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

### Section 7: 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.





To be completed in the event of an incident



## Incident Report

Name of person making the incident report:

Date incident occurred:

Time of incident:

Date report made:

Location of incident:

Did the incident cause harm to: *(tick relevant items)*

Person/s

Assets

Environment

Organisation's reputation

Describe what occurred:

Name/s of person/s involved in the incident, how they were involved and the nature of any injuries:

Describe the nature, date and time of any first aid treatment, if applied:

Witnesses - name/s and contact details:

Immediate action taken:

Incident reported to:

Incident report entered in Incident Management Register by General Manager on date:

