



DISABILITY SPORT
& RECREATION

Member Handbook



Welcome to Disability Sport & Recreation!

We are pleased to have you as a member and welcome your participation in our organisation. We look forward to providing you with information as well as sport and recreation opportunities to make a positive difference to the health and wellbeing of people with disability.

We believe that

if people with disability have the skills, confidence and power to express what they need to participate in sport and recreation; AND know what opportunities are available that meet their individual needs; AND service providers embrace inclusive practices; THEN everyone can take part in and benefit from sport and recreation.

We strive to continually improve and evolve the member services we offer, and as the voice for Victorians with disability we are always keen for your input.

Please feel free to direct any suggestions or feedback using our contact details on page 10.

Our registration with TAC and the NDIS ensures that sport and recreation opportunities are a real consideration in the development of individual support packages and funding.

This member handbook is designed to provide you with general information as well as outlining the code of conduct expected of our members.

If you have any questions about the information provided within, please contact us for clarification.

Welcome again to Disability Sport & Recreation!

Richard Amon
CEO

The History of Disability Sport & Recreation

In 1962 the Paravics Sports Club was formed by a group of 8 paraplegics who were keen to participate in the 1964 Tokyo Paralympic Games. Eventually the Paravics Sports Club changed its name to Wheelchair Sports Victoria (WSV) and became the leading provider for people with a physical disability throughout Victoria.

WSV soon had over 1000 members and associate members and provided an extensive range of sport and recreation opportunities which included basketball, athletics, swimming, rugby, tennis, handcycling, lawn bowls and shooting. A charitable organisation, WSV was a State Sporting Association affiliated with National and International wheelchair sporting organisations particularly Wheelchair Sports Australia.

In December 2010 Wheelchair Sports Victoria changed its name to Disability Sport & Recreation in order to broaden its reach and range of activities to assist more people with disability.

Disability Sport & Recreation (DSR) is now a registered disability service provider, state sporting association, TAC community group program provider, a registered charity and is also now recognised as the peak disability health promoting body in Victoria for people with disability.

We work in partnership and consult with Victorians with disability, carers, volunteers, sport and recreation sector representatives, disability service organisations, schools, researchers, health professionals, government, philanthropic organisations and community groups to fulfill our mission.

Mission

To provide and promote positive health outcomes for Victorians with disability through participation in sport and recreation.

Our Values

Access, Equity, Respect

Our Vision

A community where there is access and equity for all.

Disability Sport & Recreation is registered with Consumer Affairs Victoria and in accordance with the Fund Raising Act 1998 our allocated permit number is 10566.12

Memberships

As a member, you are joining thousands of other Victorians who believe everyone should have an equal opportunity to participate in sport and recreation for positive health outcomes.

Disability Sport & Recreation has a range of Membership options available.

As part of our commitment to equity, membership is free and only members with disability can vote on constitutional matters.

Individual Memberships – (Victorians identifying as having disability)

Benefits include:

- Voting rights
- Access to sport and recreation programs
- Free Sports Navigation service (we help you identify a suitable sport or recreation activity that suits your needs)
- Peer support
- Sports equipment loan
- Monthly e-newsletter
- Invitation to free or discounted events and programs
- DSR corporate partner discounts
- Volunteer opportunities

Associate Membership – (Carers, families, enablers, supporters, donors, friends)

Benefits include:

- Monthly e-newsletter
- Invitation to free to discounted events and programs
- Volunteer opportunities

Organisation Membership (An organisation, club or association involved in providing sport and recreation opportunities for people with disability)

Benefits include:

- Monthly e-newsletter
- Invitation to free and discounted events and programs
- Volunteer opportunities
- Support to develop inclusive and accessible sport and recreation programs

Member Rights & Responsibilities

Disability Sport & Recreation aims to provide the best possible service to our members and the community.

We can work together when we recognise each other's unique experience, listen to each other and respect each other's views.

As a member of Disability Sport & Recreation you can expect to receive equitable, individual and respectful advice, support, information and recommendations.

We will actively seek to provide you with suitable and relevant information in a timely manner and we will always respond to your enquiries in a timely fashion.

At Disability Sport & Recreation we:

- speak to each other with respect and honesty
- listen to each other's opinions
- treat each other without prejudice, and with consideration for cultural diversity
- respect each other's time and space

As a member of Disability Sport & Recreation, you have the right to:

- **Respect** – Your culture, beliefs, values and personal characteristics will be respected.
- **Privacy** – Your membership records will be confidential and you have a say in what happens to the information about you that we keep as part of your membership. You have the right to access your records and can do so by contacting the General Manager.
- **Comment** – You can comment or complain about our service and your concerns will be dealt with properly and promptly.
- **Safety** – You have the right to be safe from harm when participating in our activities and when interacting with our staff and volunteers.
- **Participation** – As a member of Disability Sport & Recreation, you can be involved in any activity that you feel meets your unique interests and abilities, completely at your choice, without fear of exclusion or marginalisation.
- **Communication** – You have a right to receive information in a way that you can clearly understand and you can ask questions either directly or through an interpreter or advocate.

You have a responsibility to:

- treat others with consideration and respect
- ensure that in exercising your rights, you do not restrict the rights of others
- ensure that your actions do not threaten or harm others.

Freedom of expression

The organisation, our staff, volunteers and members value, recognise and promote individual freedom of expression.

Code of Conduct

As an organisation, Disability Sport & Recreation conducts our business according to the highest standards of business ethics.

Members are also expected to conduct themselves with the best interests of the organisation in mind.

Every employee, volunteer, coach, athlete, member, official and Board Member plays a role in ensuring the ongoing integrity and reputation of the organisation.

The use or diverting of any organisation information, product, program or patent for personal gain or to any person or entity is not permitted.

It is an expectation that all loaned equipment is maintained and cared for, and returned in good condition on request.

There should not be any wilful destruction or damage to any property of the organisation, its employees or its members.

Feedback and suggestions are welcomed by the organisation. Members are requested to provide feedback, including raising complaints or concerns, in a professional manner to the organisation who will conduct an investigation and seek a remedy. Members should refrain from publicly criticising DSR, its services, personnel, donors, members, or partners.

Members, especially coaches, umpires and officials, may not discriminate unfairly by dispensing special favours or privileges to any specific member. Disorderly conduct at any program, function or event or at DSR offices is not permitted. This includes fighting or roughhousing, engaging in activities that are deemed dangerous to life or property, threatening, intimidating, harassing or assaulting a staff member, volunteer, donor, official or other member, use of profane or obscene language or engaging in any other actions that are deemed detrimental to the organisation and its members. Such conduct will result in removal from the event and may result in termination of membership and access to future DSR programs.

Harassment or bullying of any member, donor, volunteer, official, coach, umpire or DSR employee will not be tolerated and may result in membership termination.

Any person who believes they are a victim of bullying or harassment should contact DSR head office as soon as possible.

Confidentiality

Disability Sport & Recreation relies on the confidentiality of its information and operations to ensure its ongoing success.

All members are expected to refrain from sharing confidential information about the organisations operations, programs, individual member or organisation member information, or any other information to any third party, which should be kept confidential to protect the privacy of individuals and the integrity of the organisation.

Alcohol and Drugs

Disability Sport & Recreation is an organisation focused on providing positive health outcomes for people with disability, through participation in sport and recreation.

DSR wishes to provide sport and recreation programs that are free from the effects of drugs and alcohol to ensure the enjoyment of the programs by all.

Members are requested to not attend sport and recreation programs under the influence of alcohol or non-prescription/recreation/illegal drugs.

Members may be asked to leave an event or program if their behaviour is disruptive to the event or program.

DSR reserves the right to ban any member from a program or event due to the influence of drugs or alcohol, to ensure the integrity of the event or program.

No member is permitted to possess alcohol, narcotics or other controlled substances on DSR premises, which includes programs and events.

Any member who is found to be a seller or who is involved in the sale, solicitation or dealing of illegal drugs or controlled (non-prescription) drugs at a DSR program or event will be asked to leave and may have their membership revoked.

DSR may elect to report the person to the authorities in some cases.

Responsible consumption of alcohol at events where alcohol is served is permitted.

Smoking

As an organisation focused on health outcomes, all members and employees are asked to refrain from smoking at Disability Sport & Recreation sporting events, programs and functions.

In the event that a smoker is unable to meet this request, they must find an area to smoke that is a minimum of 30 metres away from any outdoor event (participants and spectators), and a minimum of 20 metres away from the entrance to any indoor event.

Smoking is not permitted under any circumstances at DSR Kids camps or programs.

Smokers are encouraged to dispose of their cigarette butts responsibly.

Working with Children Check and Police Checks

Where required by law, DSR requires coaches, umpires, officials, volunteers and staff to obtain a Working with Children Check and/or a Police Check.

People unwilling to provide these checks, or who receive an unsatisfactory result, will not be permitted to participate in the program or event they requested.

DSR is able to provide the checks at no cost when required.

Bullying and Harassment

Disability Sport & Recreation will make every effort to provide an environment free from all forms of harassment or intimidation including sexual harassment.

It is illegal and against the policies of DSR for any employee to make any unwelcome sexual advances, request sexual favors, engage in verbal or physical conduct of a sexual nature and/or demonstrate any harassing conduct that creates an intimidating environment for any person in the organization including members.

Harassment and bullying may take many forms. Bullying has the effect of intimidation, offence or humiliation.

Repeated behavior that may constitute bullying includes offensive language, over- powering communication, putting down techniques, retaining knowledge that should be shared etc.

No form of harassment, victimisation or bullying, for any reason, is acceptable behavior at DSR. All harassment related to a person's marital status, disability, age, race, sex, sexuality or pregnancy is discriminatory and will not be tolerated.

Any member found to be engaging in bullying or harassment will be subject to membership review, and the ability to participate in programs may be removed.

Discrimination

Disability Sport & Recreation is a discrimination free organisation. DSR complies with the Equal Opportunity Act 2010, and expects all of its employees and members to act in accordance with the Act.

DSR will not tolerate any type of discrimination. In accordance with all federal, state and local laws, we extend all programs, membership options and participation opportunities in fairness and without regard to age, sex, gender, disability, race, nationality, religion etc, except where it is a bona fide requirement of the sport, program or event.

Engaging in any type of discriminatory behaviour is not only a breach of DSR employment and member policy, but is also unlawful.

Dress Code and Presentation

Disability Sport & Recreation requires all members to comply with the individual sporting program uniform or dress requirements that they participate in. DSR employees are able to provide this information.

Dress code varies from sport to sport based on the level of sport being played, competition rules, the culture of the sport and safety requirements.

DSR requests all members to make every effort to comply with the dress code as advised by a DSR employee, coach or official to ensure the integrity and professionalism of the organisation.

Accident and Incident Reporting

Disability Sport & Recreation is committed to the safety and well-being of all members. DSR requests that any accidents or incidents are reported to a staff member of DSR as soon as possible after the incident, so that we may investigate and make adjustments or changes to equipment, venues, program rules etc. as required, to minimise future incidents.

A DSR Incident Report must be completed when a serious accident occurs. If someone is required to attend hospital, it is defined as a serious accident.

A blank DSR Incident Report is available on request.

Members are requested to also report 'near-misses' to ensure we can take preventative action where possible.

Privacy

Disability Sport & Recreation complies with the Privacy Act and only collects information from members that is relevant to their membership and /or participation in an event, sport or program.

Any information held is kept securely and is never disclosed to a third party without the express written permission of the member.

In keeping with our commitment to privacy, DSR will not provide personal details of any member to another member or organisation, except where there is a bona fide reason to do so – such as providing a coach with a member's phone number.

DSR encourages all members to be equally vigilant about sharing private and confidential information about other members or DSR employees.

Compliments and Complaints

While Disability Sport & Recreation endeavours to minimise the need for complaints from members, donors or the general public through providing quality services, complaints are nonetheless considered inevitable in any business or organisation.

DSR is committed to resolving all complaints in a prompt, understanding, professional and friendly manner.

DSR uses the Complaints Reporting and Resolutions Manual and guidelines as provided by the Disability Services Commissioner, Victoria, to ensure satisfactory tracking and resolution of all complaints.

Any member who has a formal complaint should put their concerns in writing and send to DSR head office.

DSR is committed to resolving all complaints and seeking mutually satisfactory outcomes where possible.

Likewise, any member who wishes to compliment the organisation, one of its programs, staff or volunteers, should forward their compliment in writing to DSR head office.

Disability Sport & Recreation Head Office

Address: 341 George St, Fitzroy VIC 3065

Phone: (03) 9473 0133

Email: info@dsr.org.au

Website: www.dsr.org.au

Disability Sport & Recreation on Social Media

facebook.com/DisabilitySportAndRecreation

twitter.com/disabilitysprt

instagram.com/disabilitysportandrec

youtube.com/user/disabilitysportrec

Score! – www.scoredsr.org.au

Access to Score!, a free, secure, interactive, online directory is automatic with Disability Sport & Recreation membership. Score! lists accessible venues, activities and programs across Victoria.

Score! gives users a platform to share their experiences, rate programs and activities, and provide input in the development of new sport and recreation initiatives.

Service providers can promote programs, venues and events, conduct niche marketing for specialised programs, receive evidence-based insights to help with planning, and respond to consumer feedback.

The built-in rating and feedback system drives the accreditation program, Top Score! With a Top Score! accreditation, Victorians with disability can be confident about the quality of a program, activity, venue or provider.

Useful Links

Victorian Disability Sport & Recreation Festival
www.dsrf.org.au

Victorian Equal Opportunities and Human Rights Commission
www.humanrightscommission.vic.gov.au

Victorian Disability Services Commissioner
www.odsc.vic.gov.au

Disability Advocacy Resource Unit (DARU)
www.daru.org.au

Youth Disability Advocacy Service
www.ydas.org.au

