



Dunedin

New Zealand Riding for the Disabled

Behaviour to Support our Values

Safety

- Remember that the safety and welfare of riders is paramount
- Always work in the open with children and vulnerable people
- Ensure that parents and caregivers are available to support riders with personal care needs
- Keep yourself safe around horses, do not be complacent
- Keep a professional distance between you and riders and their whanau
- Follow all H&S processes and procedures

Teamwork

- Set an example you want others to follow
- Support your colleagues to get the job done
- Listen to the opinions of others and be respectful in your replies
- Remember that everyone is entitled to their opinion – even when you don't agree
- Respect the roles that other people do at RDA
- Be prepared to address disagreements with maturity and professionalism

Respect

- Treat everyone equally with respect and dignity
- Take care when manually handling or assisting riders
- Don't make assumptions about the ability of riders – ask
- Use appropriate language at all times – with riders and colleagues
- Remember you are in a position of power – be mindful of the effect of this and never abuse it
- Never humiliate, embarrass or undermine anyone

Quality

- Pass on any concerns to the Duty Coach/Manager
- Be open to feedback on your own performance
- Complete all reporting as soon as possible
- Listen to the requirements of the day from the Duty Coach/Manager
- Understand the key operating policies
- Do the best job that you can do every day

Enjoyment

- Motivate riders to enjoy their sessions
- Always give a positive welcome to riders and whanau
- Give positive feedback and encouragement to riders
- Don't single people out for praise, treat everyone the same
- Share your enjoyment of the horses with riders and whanau
- Celebrate successes – however small

Empathy

- Make sure that you understand the needs of the riders you are working with
- Don't do something for a rider that they can do for themselves
- Encourage riders to participate, but don't force them if they don't want to
- If you feel out of your depth, seek advice from the Duty Coach/Manager
- Remember that you are only *part* of the rider's support – it doesn't all fall on you
- Don't forget that other people at RDA have bad days, support your colleagues with kindness