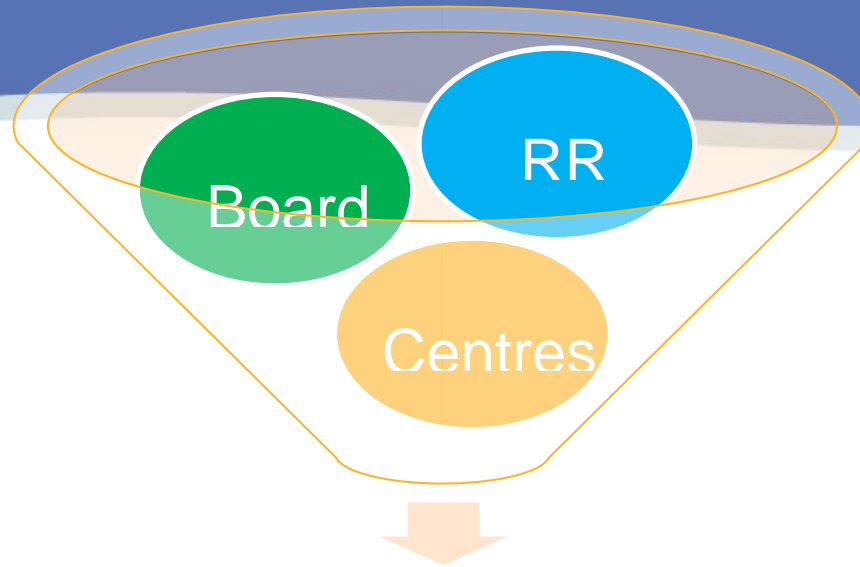




I'm a Regional Rep!
But what does that mean?
November 2016



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What is my role?

- Connecting link from the Centres to the Board of Directors
- Sounding board for problems
- Listening and making suggestions, showing interest
- Knowing where to locate info when Centres need it
- Supporting activities, including “joining the workforce”
- Ensuring Centres have timely and up to date info (including keeping the RAM up to date)
- Ensure Centres are following guidelines
- Establish a contact person at each Centre
- Contact by phone rather than emails if the centre is more comfortable
- Visit once a year to view the Centre Support Audit
- Pass on unusual or urgent info from the Board of Directors
- Represent the Centres at RDA (NSW) meetings
- Attend important functions at the Centre
- Mediate during times of dispute

Maintaining Relationships

- Most people enjoy social interaction, want to be recognized for what they do, often with something as little' as a smile, a thank you, a sit down and a chat, or a "what do you think?"
- Listen, accept, assist but don't judge. Ask for their input/opinions
- Honour commitments you make – do what you say you are going to do
- Provide feedback in a timely manner
- The more communication you put in, the more you will get back
- Enjoy meeting people who are dedicated to our riders and horses
- Meaningful, timely reports to the Board of Directors
- Collect information from the Centres
- Consider all information from your region
- Send your report in to State Office at least 2 weeks prior to the Board of Directors meeting if there is something significant at one of your Region's Centres which has not been noticed in Centre Minutes
- To assist to manage and balance the interests and needs of Centres within the Region

To Communicate Effectively

Remember that communication is 2-way. It needs to be “sent and received”. Try to ensure that the message you are communicating is understood. Likewise, confirm that you have understood the message you have received.

- You will need to balance your time and also fit in with the needs and availability of the Centres
- Email, telephone, visit – it depends on what works for the individual Centre
- Be honest
- If you commit to a visit and are unable to make it, provide ample notice and a replacement if appropriate
- Remember that you will be communicating with people from different backgrounds. You may occasionally need to adjust the way you communicate to suit different audiences
- Actively listen
- We listen to obtain information..... We listen to understand...We listen for enjoyment....We listen to learn
- Communicate with all people at the Centres from riders to volunteers to committee members
- Be a mentor, not a “know all”. If you know how to assist, do so. If you are not sure how to assist, acknowledge this and seek support from another
- Remember to report back to the Centre and/or Board of Directors as appropriate

What is the delegation of my support?

- To submit a written report to all meetings of the Board of Directors if there is something that needs attention at a Centre that is not urgent. Encourage your Centres to have the report template returned to State in a timely manner for the Association's Annual Report
- To liaise with the Board of Directors on administrative and financial matters pertaining to Centres within the Region, and to undertake other tasks as requested by the Board
- To liaise with the Centre's head coach and/or Office Bearers to discuss any issue of concern regarding venue, policies, volunteers etc..... and seek further assistance where needed
- To assist Centres to advise the Board of Directors and the State Coaching Coordinator of any special equipment that is being used
- To contact the Board of Directors to appoint a complaints committee in the event that any complaint arising within the Region is beyond your expertise
- When requested, attend Centre meetings, and mediate if required, maintaining objectivity at all times
- To attend State Council meetings
- To follow up all requests from the Board of Directors in a timely manner
- To provide and maintain good communication channels between Centres within the Region and between Centres and the Board of Directors
- To organise a Regional Workshop once per year, and to foster other activities within the Region, such as Mounted Games Day
- You are a valued member of the RDA (NSW) team
- If you are not sure of something you CAN seek further support



You are a mentor for the Centres in your region. You should also have your own mentor. Someone you can talk to easily and who can provide the support you require.

You can seek assistance and training to assist you undertake the duties of your role from any Director of RDA (NSW)