

## Tulgeen Policy Statements

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### **Rights & Responsibilities POLICY**

The purpose of Tulgeen Rights & Responsibilities POLICY is, to promote ethical, respectful and safe service delivery to meet legislative requirements and achieves positive outcomes for people with disability.

Tulgeen Rights & Responsibilities POLICY is, to promote individual rights to freedom of expression, self-determination, choice and privacy, and to prevent abuse, harm, neglect and violence.

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### **Provision of Supports POLICY**

The purpose of Tulgeen's Provision of Supports POLICY is, to demonstrate an effective, compliant, consistency person centered approach to delivering services and meeting strategic outcomes.

Tulgeen's Provision of Support POLICY is, clients including supported employees receive responsive, timely, competent and appropriate services, as defined in their NDIS Plan to meet their individual needs, desired outcomes and goals.

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### **Cancellation POLICY**

The purpose of Tulgeen Cancellation POLICY is, to ensure both Tulgeen and Tulgeen's clients understand their obligations associated with cancelling supports.

Tulgeen Cancellation POLICY, provides an authorised framework for service provision cancellation, and the obligations of clients and Tulgeen if supports are cancelled resulting in an unscheduled or scheduled absence.

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### **Support Coordination & Plan Management POLICY**

The purpose of Tulgeen's Support Coordination & Plan Management POLICY is, to define Tulgeen's commitment to using a consistent person centered approach to providing NDIS Support Coordination and Plan Management services.

Tulgeen's Support Coordination & Plan Management POLICY is, to demonstrate an effective, compliant and ethical approach to delivering Support Coordination and Plan Management services and in managing any perceived conflicts of interest in addition to other NDIS services.

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### **Support Provision Environment POLICY**

The purpose of Tulgeen Support Provision Environment POLICY is, to demonstrate ethical and compliant practice in supporting clients' money, medication and waste management, and workers Work Health Safety.

The purpose of Tulgeen Support Provision Environment POLICY is, to ensure clients and workers right to ethical support delivered in a safe, lawful, effective and efficient way.

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### **High Intensity Daily Personal Activities POLICY**

The purpose of Tulgeen High Intensity Daily Personal Activities POLICY is, to demonstrate compliance with the NDIS (Quality Indicator) Rules 2018 by providing quality services during the delivery of high intensity daily personal activities.

Tulgeen High Intensity Daily Personal Activities POLICY is, for workers to have the skills and knowledge to deliver high quality safe supports, and minimise the risks to clients and workers when providing complex supports to clients.

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### **Implementing Behaviour Support POLICY**

The purpose of Tulgeen Implementing Behaviour Support Plans POLICY is, to demonstrate compliance with the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*.

Tulgeen Implementing Behaviour Support Plans POLICY is, to support the implementation of NDIS funded Behaviour Support Plans in assisting clients to improve their quality of life and reduce the impact of behaviours of concern.

## **Provider Governance & Operational Management Policies**

### **Governance & Operational Management POLICY**

The purpose of Tulgeen Governance & Operational Management POLICY is, to demonstrate services are managed effectively and efficiently, and a culture of continuous improvement as a basis for quality service delivery.

The purpose of Tulgeen Governance & Operational Management POLICY is, to ensure good governance and operational management, and leadership to maximise outcomes for clients.

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### **Conflict of Interest POLICY**

The purpose of Tulgeen Conflict of Interest POLICY is, to demonstrate an effective, compliant and ethical approach to managing actual, perceived or potential conflict of interest.

Tulgeen Conflict of Interest POLICY is, all workers act with integrity, honesty and transparency in the management and delivery of services, and in upholding client's right to choice and control.

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### **Risk Management POLICY**

The purpose of Tulgeen Risk & Incident Management POLICY is to provide guidance in managing risk associated with the achievement of strategic outcomes and operational service delivery.

Tulgeen integrates risk management into all aspects of governance, strategic planning, policies and processes, operational and project management, and incident reporting systems.

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### **Quality Management POLICY**

The purpose of Tulgeen Quality Management POLICY is, to demonstrate an effective, compliant and consistent approach to quality management, and continuous improvement in promoting and achieving quality service delivery and strategic outcomes.

The purpose of Tulgeen Quality Management POLICY is, to deliver ethical, high quality, person centred, compliant, support services achieving the best possible outcomes for clients, their advocates, ongoing viability, and as provider and employer of choice.

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### **Client Information Management POLICY**

The purpose of Tulgeen Client Information Management POLICY is, to demonstrate compliance with the Information Management NDIS (Quality Indicators) 2018.

Tulgeen Client Information Management POLICY is, to manage client information to ensure it is identifiable, accurately recorded, current and confidential, and easily accessible to clients and appropriately utilised by relevant workers.

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### **Client Feedback & Complaints POLICY**

The purpose of Tulgeen Feedback & Complaints POLICY is, to demonstrate compliance with the NDIS (Quality Indicators) 2018.

Tulgeen Feedback & Complaints POLICY is, to foster a culture of valuing and learning from feedback and complaints as important in meeting individual needs and continuously improving services.

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### **Client Incident Management POLICY**

The purpose of Tulgeen Client Incident Management POLICY is to demonstrate a person centered approach to client related incident management to support client's human rights and to comply with *NDIS Practice Standards and Quality Indicators 2020*.

Tulgeen Client Incident Management POLICY is, to minimise the impact of incidents on the health, safety and wellbeing of clients and to respond immediately and appropriately if a Reportable Incident occurs.

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### **Human Resource Management POLICY**

The purpose of Tulgeen Human Resource Management POLICY is to demonstrate compliance with regulatory and legislative requirements, industrial relations legislation, relevant Awards, and compliance with the NDIS (Quality Indicators) 2018.

Tulgeen Human Resource Management POLICY is to ensure quality service provision using effective human resource management to enhance workers performance, and assist in the realisation of our core purpose and values.

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### **Continuity of Supports POLICY**

The purpose of Tulgeen Continuity of Supports POLICY is, to demonstrate efficient and effective practice in ensuring clients receive continuity of supports as outlined in their Service Agreements.

Tulgeen Continuity of Supports POLICY is, each client has access to timely and appropriate support without interruption.