

## 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.

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# Provider Governance & Operational Management Policies

## Provider Governance & Operational Management POLICY

The purpose of Tulgeen Provider Governance & Operational Management POLICY is, to demonstrate services and operations are managed effectively and efficiently, within a culture of continuous improvement and compliance.

Tulgeen Provider Governance & Operational Management POLICY is, governance and operational management, and compliance are continuously evolving to keep pace with changes in service delivery conditions, market opportunities and regulatory requirements.

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## Governance & Operational Management POLICY

The purpose of Tulgeen Governance & Operational Management POLICY is, to demonstrate ethical operations within the regulatory environment of, legislative obligations, and community expectations and accountability.

Tulgeen Governance & Operational Management POLICY is, services are overseen by robust governance and operational management systems relevant to the size, and scale of Tulgeen and the scope and complexity of supports delivered.

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

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## Risk Management POLICY

The purpose of Tulgeen Risk Management POLICY is to provide guidance in managing risks associated with the achievement of strategic outcomes and operational services.

Tulgeen's Quality Management POLICY is, to deliver ethical, high quality, person centred, compliant, support services to support outcomes for clients and ongoing operational viability.

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## Quality Management POLICY

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

Tulgeen's Quality Management POLICY is, to deliver ethical, high quality, person centred, compliant, services to support outcomes for clients and ongoing operational viability.

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## Client Information Management POLICY

The purpose of this Client Information Management POLICY is to demonstrate compliance in using a comprehensive integrated information management system to support the delivery of client person centred services.

Tulgeen Client Information Management POLICY is, client information is identifiable, accurate, current, confidential and appropriately utilised by relevant workers, and on request accessible to clients or their advocate.

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## Client Feedback & Complaints POLICY

The purpose of Tulgeen Feedback & Complaints POLICY is, to demonstrate compliance with the NDIS (Quality Indicators) 2020.

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 effective human resource management to enhance workers performance and the assists in realisation of our core purpose and values resulting in quality service provision.

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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<sup>2</sup>.

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