



TULGEEN
Disability Services
together growing

TULGEEN DISABILITY SERVICES

ABN: 23 001 616 100

www.tulgeendisabilityservices.com.au

Bob Westmacott, Patron

Gae Rheinberger
President Board of Directors

Eva Taylor
Executive Officer

Steve Canby
Operations Manager

Administration Support

26 Eden St
PO Box 512
BEGA NSW 2550
Ph: (02) 6499 0800
Fax: (02) 6492 4296
admin@tulgeen.com.au

Client Services

In-home-support
TES/Access
Community Participation
Art-in-the-Garage
5-7 Spindler St
PO Box 512
BEGA NSW 2550
Ph: (02) 64990821
Fax: (02) 6492 3844
rose.hulst@tulgeen.com.au

Australian Disability Enterprises

Stitches & Prints
Riverside Nursery
Bega Valley Workcrew
Spindler Street Packaging Service
45 Eden St
P.O. Box 512
BEGA NSW 2550
Ph: (02) 6499 0863
Fax: (02) 6492 4296
nick.machan@tulgeen.com.au



DS 521337

An accredited disability employment service provider.



Australian Disability Enterprises
More than just good business



Human Services

Tulgeen Disability Services



Spindler Street Packaging Service



Riverside Nursery



Bega Valley Workcrew



Stitches & Prints



Administration Support



In-home Support



Community Participation



TES/Access

Contents

History of Tulgeen Group.....	3
Tulgeen’s vision, values, and strategic directions	4
Senior management.....	5
Australian Disability Enterprises (ADE’s)	6
Riverside Nursery.	6
Bega Valley Workcrew.....	7
Stitches & Prints.....	7
Spindler Street Packaging Service.....	8
Client Services	9
In-home Support.....	10
TES	11
Access.....	11
Community Participation.....	12
Bega Fun Club.....	13
Administration Support	14
Continuous Improvement.....	14
Individual Support.....	14
OHS & Return to Work.....	15
Training and Development.....	15
Equal Employment Opportunities.....	16
Anti-Discrimination.....	16

History of Tulgeen Group

In 1976 Tulgeen Group originally started out as the Bega Handicapped Workshop after a public meeting held by the patron, Bob Westmacott. In September 1978, as a result of the increasing number of people to support, the first staff was appointed. Over the years staff numbers has grown to be in excess of 90.

The In-home Support service was created as a result of the death of a client's parent. Tulgeen expanded its accommodation service to incorporate two group homes and a farm due to the transfer from institutional community care in the mid 1980's.

The 'farm', originally an Activity Therapy Centre in 1984 expanded to include a Workcrew, farm, and a Nursery. The nursery moved to Bega after the sale of the farm and now operates as the Riverside Nursery and Bega Valley Workcrew.

With the relocation of the 'farm' in 1992, the need to provide training and education facilities emerged. It became obvious that employment training, adult literacy and other programs for people who were not placed in employment services were sadly lacking in the community. Tulgeen's TES/Access service opened to fill the gap with day programs and supported leisure activities for people with disability from 18 years of age and above.

Tulgeen services are continually evolving to meet the changing needs of people with disability and their families/carers.

Following a strategic planning meeting in 2003, an Organisational Structure Committee was formed and recommended that all client services come together holistically to provide services. Tulgeen Group core service, the Client Services Department now includes In-home Support, TES, Access, and Community Participation. Tulgeen also provides supported employment services across four Australian Disability Enterprises; the Riverside Nursery, Bega Valley Workcrew, Stitches & Prints, and Spindler Street Packaging.

Tulgeen's funding is provided to meet client goals where possible and to serve the needs of clients in the Bega Valley Shire.

Tulgeen's vision, values, and strategic directions

Vision	<i>'To be a model of excellence in the delivery of disability services'</i>
Values	<i>'Tulgeen in all of its dealings and deliberations will value its clients to ensure they have the right to respect, dignity, community access and personal security'.</i>

Strategic Directions (6)

1. Maximise the independence of people with disability, their families and carers by strengthening their day-to-day living capacities.
2. Develop and promote a culture of achievement.
3. Create a culture of innovation and collaborative achievement by promoting opportunity, teamwork, development, and self-learning.
4. Develop a culture of continuous improvement and quality (internal) systems.
5. Develop a culture of leadership and collaboration.
6. Create, develop and maintain an infrastructure for the delivery of support services.

Senior management

The Executive Officer (EO) and Operations Manager are responsible for the day-to-day management of Tulgeen Group in accordance with the law, the decisions of the Board of Directors, and legislative requirements.

Tulgeen's EO is responsible for:

- Managing corporate reputation,
- Maintaining effective communication and cooperation with stakeholders in collaboration with the Board of Directors,
- Overseeing the employment and management of staff,
- Implementing Board decisions,
- Preparing a strategic plan and organisational performance targets for Board approval,
- Preparing and presenting an Annual Report,
- Liaising with and reporting to funding bodies, and
- Overseeing the effective organisational functions including financial management, human resource management, information systems management, risk management, communications, marketing, fund raising, and asset management and reporting.

The Operations Manager is responsible for:

- Making sure all staff and volunteers work within the Philosophy and Vision of Tulgeen
- Managing in a way that is consistent with Tulgeen's Articles of Association and Governance policies
- Assuming responsibility for the day-to-day operations of the organisation
- Providing high level advice on disability issues to senior management, staff, clients, employees and advocates.
- Participating in a variety of Disability Service strategic direction working groups
- Developing and managing services along-side all other staff and stakeholders
- Negotiating and problem solving in areas of conflicting interests and options

Australian Disability Enterprises (ADE's)

The Riverside Nursery, Bega Valley Workcrew, Stitches & Prints, and Spindler Street Packaging are accredited Australian Disability Enterprises (ADE's) offering supported employment and vocational training for people with a disability.

The four ADE's provide reliable, high profile work opportunities with employees working along side experienced managers, coordinators and supervisors, and volunteers.

As well as working with supervisors on-the-job, each workplace has an Employee Trainer who works with individual employees on increasing their skills and knowledge. Employee's wage rates are reviewed using a wage assessment process conducted by the Commonwealth Rehabilitation Service (CRS) every three years and internal reviews by Tulgeen once a year.

All employees have a Workplace Keyworker who works with them as part of an individual planning process to develop an Employee Assistance Plan (EAP). EAPs are aimed at giving employees choice and support in developing strategies to increase their skills and knowledge.

Employees are provided with appropriate and safe workplace amenities, facilities and equipment which meet all Occupational Health and Safety (OHS) obligations as well as compliance with the 'Safework' Checklist.

Employees are given the opportunity to learn about OHS and their rights and responsibilities at work during Workskills for Life training, on-the-job training and at workplace meetings.

Tulgeen's ADEs operate under the principles of EEO and Affirmative Action and employ a variety of people from different backgrounds, to enhance the quality of relationships experienced by employees.

Riverside Nursery

The Riverside Nursery specialises in the propagation and supply of plant species indigenous to the Bega Valley for both the wholesale and retail market, and for farm and revegetation projects. Wherever possible, species are grown from local provenance seed.

Working closely with the other business services products and services include:

- ✓ wholesale supply of a wide selection of native trees, shrubs and grasses,
- ✓ private, government and commercial landscaping project supplies,
- ✓ Landcare and revegetation projects,
- ✓ surveyor peg/indicator stick manufacture,
- ✓ preparation and bagging of potting mix,
- ✓ Christmas tree farm,
- ✓ tree guards and fertilising,
- ✓ rag supplies and cutting, and
- ✓ Confidential paper and document shredding service.

Bega Valley Workcrew

The Bega Valley Workcrew operates a lawn mowing and garden maintenance service, as well as offering labour hire in the Bega Valley Shire region. The Bega Valley Workcrew works closely with Riverside Nursery in fulfilling its contractual service.

With three large ride-on mowers, hand propeller lawn mowers, whipper snipers, blowers and trailers the Bega Valley Workcrew specialises in large and commercial mowing and ground maintenance contracts.

Bega Valley Workcrew's customers include Bega Cheese at their sites in Lagoon Street and Ridge Street, North Bega; the Canberra Investment Corporation at the Glen Mia rural residential estate on the outskirts of Bega; Hillgrove House and Casuarina Hostel; and Coles Supermarket in Bega's main street.

Working as a mobile team services include:

- ✓ repair and maintenance,
- ✓ shrub and tree trimming, and weeding
- ✓ rubbish removal and yard cleanup, and
- ✓ lawn mowing, garden maintenance and edge cutting,

Stitches & Prints

Stitches and Prints manufacture a wide range of quality Textile products including conference bags, shoppers and beach bags. This is complimented by screen printing and, large format digital printing services, hi-visibility work wear, swimwear and clothing. Stitches & Prints specialises in making items to customer specifications, and complete promotional packages for businesses, community groups, schools and events.

Stitches and Prints' work environment encourages employee's pride in being a progressive modern team, manufacturing high quality textile products for the open market; local community groups and schools' and local, national and international businesses.

Textile products and services:

- Calico shopping bags, canvas bags or carry bags,
- Olive or fruit catching nets,
- Aprons, flags, tea towels, place mats and sporting ribbons,
- Library/text book bags, conference bags, cushion covers, and
- Veterinary operating gowns and drapes.
- Swimwear, including rash shirts and vests.

Screen printing services include:

- T-shirts, conference bags, sporting ribbons, and
- Any accessories to meet the needs of the customer.

Large format digital printing services include:

- High quality full colour durable banners and small signage,
- Thermal prints for clothing and other material, and
- Adhesive stickers and labels.

Spindler Street Packaging Service (SSPS)

Tulgeen Disability Services' most recent Australian Disability Enterprise – Spindler Street Packaging Service (SSPS) was established in partnership with Bega Cheese, a national and internationally renowned cheese manufacture.

This partnership was developed around the introduction of a 'new product' by Bega Cheese. This required the packaging of small portions of cheese product into a larger bag. The new product – Shapers, are still found on supermarket shelves.

The new partnership grew and with considerable financial assistance from Bega Cheese and funding through the Federal Government's Regional Partnership Program, a purpose built facility was constructed to house future operations. This facility is licensed by the NSW Food Authority as a dairy factory and is accredited by the Australian Quarantine and Inspection Service (AQIS) to handle export quality product.

SSPS now employs a full time Coordinator, a full time support worker; and up to eight employees a day. Whilst it has its regular employees who are part of this ADE, SSPS also employs up to 13 employees from Tulgeen's other ADE's; as well as two volunteer placement students with disability from local high schools.

SSPS also operates its own truck undertaking all transport between Bega Cheese and the facility. As a dairy factory, SSPS is not licensed to undertake any other food processing.

Contact the Manager, Australian Disability Enterprises

45 Eden Street, BEGA, NSW, 2550

Ph: (02) 6499 0863

Fax: (02) 6492 4296

Email: nick.machan@tulgeen.com.au

Client Services

Tulgeen's Client Services department consists of two functional areas; In-home Support and TES/Access/Community Participation.

In-Home Support is dedicated to providing clients with support in all facets of daily living with a specific focus on developing independence and being a part of the community.

'TES' is a training and education service for people with disability who would like to develop and maintain skills, access sport and recreation activities, community access, and personalised programs for people with high needs.

The Client Services Manager (CSM) makes sure funds provided by the department of Ageing, Disability and Home Care (ADHC) and other funding bodies are managed through appropriate planning and budgeting; and all internal and external reporting requirements are met.

The CSM is also responsible for liaising with other agencies, both internal and external regarding the provision of services to clients and representing Tulgeen in negotiations, and at other meetings and conferences. The CSM also manages staffing levels, supports training opportunities and monitors amenities for staff.

Client Services Specific Criteria for In-home Support and TES

1. General Eligibility

People with disability as defined by the Disability Services Acts 1986 and 1993, aged between 18 and 65.

2. Service Provision is based on:

- a. priority of need,
- b. availability of funding (Governmental or private), and
- c. Staffing and physical space.

Contact the Manager, Client Services

35 Eden Street

BEGA, NSW, 2550

Ph: (02) 6499 0821

Fax: (02) 6492 3844

Email: rose.hulst@tulgeen.com.au

In-home Support

In-home Support provides permanent accommodation and individual support for people with disability and/or acquired brain injury living in the Bega Valley Shire and surrounding districts.

The objective of the service is to support clients in:

- ✓ a wide range of residential settings, staffed group homes, their own home, family home or a home of their choice,
- ✓ managing and accessing health care,
- ✓ all facets of daily living and developing independent living skills,
- ✓ focusing on achieving individual goals and greater independence,
- ✓ accessing community services, and
- ✓ Social networking and participation in community activities.

Staff, clients and their advocates take part in an individual planning process where clients are given a choice and support in developing a Home Plan with goals and strategies to achieve their goals. Each client has an In-home Facilitator who, in consultation with their advocate supports them in developing their Home Plan.

Highly skilled and professional staff provides support to clients at Maple Court a block of six units within walking distance of the central business area of Bega; three group homes and nine satellite homes in different areas of Bega.

Each home is staffed according to the support needs of the residents. Two group homes and Maple Court offer 24-hour, seven-days-a-week support.

Staff is also responsible for providing support for clients in accessing recreation and leisure activities, training and educational services, and appropriate supported employment.

Clients are also supported in using services, such as

- ✓ hydrotherapy
- ✓ podiatry
- ✓ occupational therapy
- ✓ gym facilities
- ✓ speech therapy
- ✓ physiotherapy
- ✓ neuro psychology
- ✓ hydrotherapy

Training & Education Service (TES)

TES is a training and education service for people with disability who would like to learn to become more independent, to enjoy sport and recreation, and participate in local activities and community events.

TES offers a variety of activities in client's home, workplaces, and the community, and is based in a purpose built facility at in Bega.

Staff, clients and their advocates take part in an individual planning process where clients are given a choice and support in deciding what they want to achieve. Each person has a TES Keyworker, who in consultation with their advocate supports them in selecting TES activities aimed at meeting their needs and personal interests.

Each client has a TES plan which outlines their goals, strategies to achieve their goals, and identifies who will support them in achieving their goals. TES Plans are reviewed each year although clients can change their programs if their needs change during the year, in consultation with the TES Coordinator.

TES activities are divided into three main outcome areas, Health & Creative Wellbeing, Skills Development & Maintenance, and In the Community. The 'Bega Fun Club' is also a service of TES.

TES activities are provided during the hours of 9am and 4pm weekdays, although some clients who work full time attend programs starting at 4pm. TES activities are offered at a standard cost of \$3.00 per program. Certain programs offered in the community also have program specific entry costs, for example swimming and going to the gym.

Community Access (Access)

Access is a recreation and leisure service for people with disability between the ages of 18 – 65 years who live in the Bega Valley Shire. A variety of options are offered to assist in accessing enjoyable activities aimed at having fun and getting fit.

Access has two main key result areas.

1. Participating and being included in local community activities
 - Focusing on integrating with others in the wider community, accessing community facilities and services on a regular basis and actively participating in the community.
2. Having active and valued roles in the community
 - Focusing on mobility, health and well being, active involvement in the community and increasing self-esteem and confidence.

Activities include banking and budgeting, carpet bowls, Gym work, unrepentant travel, outdoor games, Special Olympics swimming, cricket or ten pin bowling, visiting Bega art gallery or library, and attending community college or TAFE.

Community Participation (CP) – Centre Based with Community Access

Tulgeen's Community Participation facility, including a Special Needs Activity Room and Personal Care area, was purpose built in 2005. Inclusive and integrated activities also take place in community settings.

Activities include: independent living skills; sport and exercise; art in the garage; shopping and cooking, music; literacy and numeracy; computer skills; work experience, community access and integration; and textiles and craft.

Activities are conducted in small groups of 3-5 clients with clients with higher needs supported with either 1:1 or 1:2 (client to staff ratios).

Clients can undertake training in an area of interest at the Community College or TAFE, for example, adult literacy; hospitality, basic cooking, computing and horticulture.

Clients participate in Art Exhibitions and local Social Club activities or sporting activities, for example indoor and outdoor bowls, Special Olympics; regular visits to a library, art gallery, swimming pool; joining a church social group, or becoming a representative of people with disability on the local Council's Access & Equity Committee.

Tulgeen's individual planning process is person-centred and activities are not pre-determined. Each client has a TES Plan which outlines their goals, strategies to achieve their goals, and identifies who will support them in achieving their goals. TES Plans are formally reviewed every 12 months but can also be reviewed on a needs basis during the year.

Tulgeen vehicles, Community Transport and Taxi services are used to transport clients to regular activities from the facility.

Through this social interaction clients are able to develop relationships and friendships within the community.

Community Participation Specific Criteria

1. General Eligibility

People with disability as defined by the Disability Services Acts 1986 and 1993, aged between 18 and 25, who have Community Participation funding from DADHC.

2. Service Provision is based on

- a. priority of need,
- b. Staffing and physical space.

Bega Fun Club

Bega Fun Club provides activities for people with disability living in Bega. All of the activities organised are chosen by the clients at regular planning meetings.

Once clients choose what they would like to do, activities are organised and a newsletter with details is circulated to all clients.

Some activities are; bowling, fishing, trips to the snow, football matches and entertainment events, and weekend camps.

Bega Fun Club encourages people to interact with the community in leisure activities and has proven to be a very popular.

Contact TES

5-7 Spindler Street

BEGA, NSW, 2550

Ph: (02) 6499 0841

Fax: (02) 6492 4296

Email: di-rees@tulgeen.com.au

Administration Support

Administration Support is the functional area within Tulgeen which provides support to clients, employees and staff in regards to:

- Continuous Improvement
- Individual Planning
- OHS & Return to Work
- Training and Development
- EEO and Anti-discrimination
- Complaints & Disputes
- Recruitment and Payroll
- Administration and IT services
- Mentoring and staff well-being.

Continuous Improvement

Tulgeen achieved accreditation under the Federal Government's Disability Services Standards (DSS) Key Performance Indicators (KPI's) for the first time in September 2004. Since then Tulgeen has continued to meet the requirements of the (DSS) and has upheld its certification, being granted recertification as recently as September 2010. In that time Tulgeen's management and continuous improvement systems have received numerous commendations for their quality of service delivery.

Continuous Improvement (CI) and Risk Management (RM) are Tulgeen's foundation for achieving best practice. Every manager, staff person, client and employee contributes to the improvement of service provision.

The primary focus of Tulgeen's CI, RM and quality assurance processes is consultation. As well as encouraging day-to-day input into service delivery, formal consultation is achieved through regular Service Management Meetings; Advisory Groups, a yearly Service Delivery Review (SDR), an Annual Service Review (ASR), from which all information is reported to the Board of Directors; internal auditing of policy and procedures; strategic planning, and feedback from clients and employees during 'Workskills for Life Training'.

Individual Support

Individual Support coordinates Tulgeen's individual planning process and has recently reviewed the procedures to more proactively meet the needs of individual clients and employees.

A major part of Individual Support involves developing and producing augmentative or pictorial communication tools, questionnaires and pictures (pictos); and taking photos for Individual Plans and promotional purposes.

Individual Support is responsible for developing written Behaviour Support Plans (BSP) and data collection tools for clients and employees, if required)

OHS & Return to Work

The Tulgeen Group Board of Directors and management are committed to providing a safe and positive environment for all clients, employees, staff and volunteers acknowledging that well-being is a major factor in people's lives.

The OHS Management Systems (OHSMS) is an organisational framework able to provide effective direction in the organisations OHS activities in response to internal and external change.

The role of the OHS Manager is to provide both strategic and operational advice to senior management in the development and maintenance of best practice procedures/systems in the areas of health, safety, rehabilitation and return to work.

The OHS Manager also oversees Tulgeen's Return to Work responsibilities. The capacity in this role includes the development, implementation, and review of individual return-to-work programs for staff or employees who have been unable to work due to illness or injury. The role entails consultation with individual staff or employees and their representatives about the development and implementation of specific return-to-work programs; and reviewing the return-to-work program every two years.

The OHS Manager is a key person in the rehabilitation/return-to-work process. The role involves identifying the needs of injured workers, understanding any constraints on the employer, and facilitating teamwork between the staff person, employer, and agent and treating health professionals to develop and implement a return-to-work plan.

Training and Development

Training and development within Tulgeen has evolved from a traditional on-the-job experience model to a proactive formal training and traineeship model making sure Tulgeen has appropriately trained and qualified staff.

Until the appointment of a staff specific trainer in February 2004, training was ad-hoc as requested by staff and organised by individual managers.

In February 2004 following an organisational restructure, Tulgeen recognised the need for dedicated training and development culminating the appointment of a fulltime Training and Development Facilitator. Since that time the Training and Development Facilitator has been responsible for:

- Conducting in-house training session and workshops to meet the requirements of competencies for qualification,
- Conducting a skills needs analysis for staff,
- Completing professional development action plans for staff,
- Mentoring individual staff members in their professional development.

In consultation with Line Managers and the Training & Development Facilitator, staff are involved in a 'needs based' training program that is reviewed annually. This training also includes the delivery of Certificate IV in Disability Work.

EEO & Anti-Discrimination

Tulgeen Group adopts structures and human resource policies, procedures and practices consistent with the principles of equal employment opportunity, in the areas of recruitment, selection, promotion, staff training and development, and conditions of service.

Tulgeen Group is also committed to an anti-discrimination policy in all of its programs and services. Tulgeen Group is consciously and proactively inclusive of all areas of diversity including, but not limited to, ethnicity, gender, sexual orientation, religion, age, socioeconomic status, marital status, language, disability and/or immigration status.

Complaints & Disputes

Each client, employee, staff member or member of the community is free to raise and have resolved any complaint or dispute which they have about any aspect of Tulgeen Group.

Tulgeen Group aims to resolve any complaint or dispute that clients, employees, their advocate, staff and/or members of the community have with the service; and provides them with a positive and supportive environment in which to pursue and resolve their complaint.

Applicants applying to access Tulgeen Group who have a complaint or dispute follow Tulgeen Group's Complaints and Disputes procedures, starting at the Operation Manager's (OM) level.

If Tulgeen Group clients, employees and/or their advocate have a complaint or dispute they are made aware of the mechanisms available to them upon entry to the Service.

Tulgeen Group makes sure the complaints and disputes process observes the rights of the individual making the complaint, without disruption to the provision of services to other clients and staff. All complaints lodged are investigated in a fair, timely and positive manner and in line with Tulgeen Group's Privacy, Dignity and Confidentiality Policy & Procedures.

Contact Administration Support

26 Eden Street

PO Box 512

BEGA, NSW, 2550

Ph: (02) 6499 0800

Fax: (02) 6492 4296

Email: admin@tulgeen.com.au