



## NSW/ACT

### Alcohol and Other Drugs Stream

# Disability Access and Inclusion Plan 2023 – 2027



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## Acknowledgement of Country

The Salvation Army acknowledges the Traditional Owners of the lands and waters throughout Australia.

We pay our respect to Elders and acknowledge their continuing relationship to this land and the ongoing living cultures of Aboriginal and Torres Strait Islander peoples across Australia.

We also acknowledge future aspirations of all First Nations peoples. Through respectful relationships we will work for the mutual flourishing of Aboriginal and Torres Strait Islander Australians and non-Indigenous Australians.

We commit ourselves in prayer and practice to this land of Australia and its people, seeking reconciliation, unity, and equity.

## Our Commitment to Inclusion

We value people of all cultures, languages, ages, capacities, sexual orientations, gender identities and/or expressions. We are committed to providing programs that are fully inclusive. We are committed to the safety and wellbeing of people of all ages, particularly children.

We are committed to supporting all participants to access our services in ways that are culturally safe. Participants will be supported to access services in a sensitive, affirming manner. The ongoing review of AOD services ensures continuous improvement of access to services, and the minimising or removing of any barriers to access.

Our services ensure people living with a disability can participate fully in all programs and services. We focus on abilities and value the unique talents, skills, and potential of every person.

Some of the ways we demonstrate this commitment is through:

- Delivering services and programs that are designed in such a way that any person living with a disability can participate in all programs and activities
- Ensuring our physical and social environments are accessible and safe
- Ensuring people with disability have the same opportunities as other people to access services and events
- Ensuring people with disability have the same opportunities as other people to access buildings and other facilities
- Ensuring people with disability receive information from our services in a format that will enable them to access the information as readily as other people are able to access it.
- Ensuring people with disability receive the same level and quality of service from all TSA staff
- Ensuring people with disability have the same opportunities as other people to make complaints to TSA
- Ensuring people with disability have the same opportunities as other people to participate in all public consultation by TSA



## Introduction

The Salvation Army embraces diversity and seeks to foster a culture of inclusion across all its mission delivery programs and workplaces. We see the value and the strengths of all people and are committed to ensuring accessibility for all to our AOD treatment programs and to uphold and advance the rights of people with disability.

TSA acknowledges that people living with a disability face barriers and discrimination and at times do not have access to equal opportunities and treatment options. Through the development of this Disability Access and Inclusion Plan (DAIP) we affirm the Salvation Army values of integrity, compassion, respect, diversity, and collaboration, which are integral to the way we work. We want to create a culture that ensures people with a disability can fulfil their potential and have equitable rights and ensure our AOD services are safe, inclusive, and empowering. The Salvation Army's diversity and inclusion policy includes a commitment to the development of inclusion and diversity plans and this DAIP is a proactive way to ensure personnel are compliant with the commonwealth disability discrimination act 1992 (DDA) and state legislation. Additionally, we ensure personnel undertake disability competency awareness training.



## The Salvation Army

Founded in London, England in 1865 by William and Catherine Booth, the Salvation Army has spread to many parts of the world, continuously providing care and dedication to the people we seek to serve. As one of Australia's leading community service providers with a long and recognised history of providing alcohol and other drug services across the country, we have consistently demonstrated the ability to work effectively with a diverse range of individuals.

Nationally we deliver AOD Services in every state/territory, providing a range of different treatment types including Intake and Assessment, Counselling, Forensic Counselling, Care and Recovery Coordination, Residential Withdrawal, Home Based Withdrawal, Case

Management, Harm Reduction Programs, Day Programs, Residential Rehabilitation and Aftercare.

Within NSW/ACT we deliver the following AoD Services:

- Canberra Recovery Services (including a community-based day programme)
- William Booth House (Sydney, Residential Withdrawal and Rehabilitation Service with an online Structured Day Programme)
- Nowra Community Day Programme
- Maroubra & Miranda Community Day Programme
- Penrith Community Day Programme
- Doralong Transformation Centre (Central Coast) (Residential Rehabilitation Service with a mental Health specialisation)
- Adele House (Coffs Harbor) (Residential Rehabilitation Service for men leaving the criminal justice system)

## National Model of Care

Nationally our services are guided by the Salvation Army's *Alcohol and Other Drug Services National Model of Care*. We work to the following seven principals to enhance opportunities for all to embrace the fullness of life's opportunities:

- Evidence-based and accountable
- Flexible and Responsive
- Accessible and inclusive
- Person-centred and holistic
- Partnership
- Leadership
- Innovation

### Evidence based and accountable

We provide care that is informed by the best available evidence and practice recommendations. We are accountable through quality assurance measures and feedback from those who use our services.

### Flexible and responsive

We offer services that provide the right care, for the right person at the right time. We strive to create pathways for people to access the services that are right for them. We acknowledge the unique and diverse needs of every person.

### Accessible and inclusive

We endeavour to offer care, respect and support to all people who enter our services. We understand and seek to overcome barriers that prevent people from getting the support they need. We use the best available knowledge to improve our service capacity to provide safe and inclusive care for all people who may benefit from our services.

### Person Centred and holistic

We meet people where they are at. We understand that people have a range of needs and achieving their goals is limited by only addressing one aspect of a person's care needs. Our fundamental premise is that people are relational and create meaning, security, and a sense of belonging through family, friends, and social networks.

### Partnership

We work to sustain and develop partnerships to be effective and efficient in meeting the needs of people who use our services or may benefit from access to our services. We understand the importance of partnerships and engagement with Aboriginal and Torres

Strait Islander health and community services. We strive to overcome the limitations of system fragmentation one partnership at a time.

### Leadership

We demonstrate a commitment to sound, effective, evidence-based programs across our services. We work towards a capable, qualified, supported workforce who are provided opportunities to engage with current and new knowledge to support their practice. We respond to new issues as they emerge with enthusiasm and responsible innovation.

### Innovation

We strive to develop new ways of working to meet the needs of our diverse and complex participants and caring significant others. We incorporate the best available evidence and practice knowledge. New ideas and approaches to care are evaluated to ensure they are effective in improving the lives of the participants who engage with our services.

## Legislative and Policy Context

The development of this DAIP for AOD Services in NSW/ACT was guided by the following state and national legislation and policy documents:

- Disability Discrimination Act 1992 (Commonwealth)
- Australia's Disability Strategy 2021 – 2031
- Disability Inclusion Act 2014 (NSW)
- NSW Disability Inclusion Plan 2021-2025
- Disability Services Act 1991 (ACT)
- Discrimination Act 1991 (ACT)

## Living with disability

According to the World Health Organisation<sup>1</sup>, a person's environment has a huge effect on the experience and extent of disability. Inaccessible environments create barriers that often hinder the full and effective participation of people with disabilities in society on an equal basis with others. By addressing these barriers, we can improve social participation for people with disabilities. All people with disability have the same general health care needs as everyone else, and therefore need access to mainstream health care services.

Disability can be defined as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months<sup>2</sup>. People with disability include, but are not restricted to, those who have long-term physical, mental, cognitive, intellectual, or sensory impairments. People with disability have specific needs, priorities and perspectives based on their individual identities including their gender, age, sexuality, race, and cultural background, and can face additional barriers and inequities<sup>3</sup>.

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<sup>1</sup> World Health Organisation. Health Topics: Disability (ND) [[https://www.who.int/health-topics/disability#tab=tab\\_1](https://www.who.int/health-topics/disability#tab=tab_1)] Accessed 29 December 2021.

<sup>2</sup> Australian Bureau of Statistics (2018) *Disability, Ageing and Carers, Australia: Summary of Findings* [<https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release>] Accessed 11 January 2022.

<sup>3</sup> Commonwealth of Australia. Department of Social Services. (2021). *Australia's Disability Strategy (2021-2031)*.

## Population data

According to the Australian Bureau of statistics, there were 4.4 million Australians with disability in 2018.<sup>4</sup>

In NSW 1,346,200 people are living with a disability, 464,712 of which need help with core activities. In ACT 80,000 people are living with a disability, 20,782 of which need help with core activities.

## Development of the DAIP

In NSW/ACT we will develop our DAIP as part of our integrated governance meetings. Services will work within their teams to explore ways in which we can enable better access through improving the way in which we work with and engage people living with a disability. Services in the region are going through a program of upgrade to ensure the physical environment is both accessibly and friendly to people living with a disability. Local service improvement plans will seek to implement any changes deemed necessary. We will seek feedback from service users living with a disability at a local level to ensure that provision is meeting people's needs. Service Improvement Plans will be led by Regional and Service Managers and further overseen by review of the State Manager. Our aim is to ensure services are accessible and friendly spaces for all to be able to engage as fully as possible.

## Communication of the DAIP

The DAIP will be communicated in the following ways:

- Promotion on TSA website
- Social media platforms
- Staff team meetings – meeting agendas updated to include DAIP
- Workshops delivered to all TSA employees and volunteers
- Internal mechanisms e.g.: email, meetings, newsletters, presentations etc.
- Posters placed in TSA offices to ensure clients/consumers/visitors aware of DAIP and TSA intent for inclusion and access for all

## Review and Evaluation of the DAIP

The plan and associated actions which will be transposed onto a local service improvement plan will be monitored through local and state based Integrated Governance Meeting and reviewed on an annual basis. We will seek external community consultation after an 18-month period to ensure we can independently evaluate that we have achieved the plans aims, while seeking to further improve. Furthermore, we will engage key internal and external stakeholders on a biennial basis.

## Child Safety

Our services ensure the needs of children and young people are considered. We recognise that many of our clients are parents and need to have access to their children in our services for their own wellbeing as well as the wellbeing of their child/ren. We provide safe places for

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<sup>4</sup> Australian Bureau of Statistics (2018) *Disability, Ageing and Carers, Australia: Summary of Findings* [<https://www.abs.gov.au/statistics/health/disability/disability-ageing-and-carers-australia-summary-findings/latest-release>] Accessed 11 January 2022

parental access visits through comprehensive risk assessment processes; securing designated safe spaces for child access; ongoing training of staff members, equipping them with the skills to understand and cater to the needs of parents and children; implementation of TSA safeguarding policy and procedures and lastly, ensuring parental supervision, to encourage communication between the service, parents and guardians and children. Collectively these strategies establish a foundation of trust and care, nurturing the relationships between parents and children.

Our Model of Care has a focus on child and family inclusive practice and all our AOD staff are Mandatory Reporters. All AOD staff:

- have Working with vulnerable people child/safe checks
- are trained in TSA's Safeguarding children processes
- complete training modules on child and family inclusion

## Disability and Inclusion Actions

Based on the social model of disability, Australia's Disability Strategy 2021-2031 recognises attitudes, practices and structures can be disabling and act as barriers preventing people from fulfilling their potential and exercising their rights as equal members of the community. The Strategy identifies the following seven outcome areas:

- Employment and Financial Security
- Inclusive Homes and Communities
- Safety, Rights and Justice
- Personal and Community Support
- Education and Learning
- Health and Wellbeing
- Community Attitudes<sup>5</sup>.

A number of policy priorities sit under each of the above outcomes, which the Australian Government is focussing on for delivery of much needed change.

This DAIP will prioritise the following four outcome areas and policy priorities as the basis for identifying areas of change, as they apply to the local context of AOD Services in NSW/ACT

### **Inclusive Homes and Communities**

- Priority 3: People with disability are able to fully participate in social, recreational, sporting, religious and cultural life
- Priority 4: The built and natural environment is accessible
- Priority 6: Information and communication systems are accessible, reliable, and responsive

### **Safety, Rights and Justice**

- Priority 1: People with disability are safe and feel safe from violence, abuse, neglect, and exploitation

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<sup>5</sup> Commonwealth of Australia. Department of Social Services. (2021). Australia's Disability Strategy (2021-2031).

- Priority 2: Policies, processes and programs provide better responses to people with disability who have experienced trauma
- Priority 4: The rights of people with disability are promoted, upheld and protected

### **Personal and Community Support**

- Priority 1: People with disability are able to access supports that meet their needs
- Priority 4: People with disability are supported to access assistive technology

### **Health and Wellbeing**

- Priority 1: All health service providers have the capabilities to meet the needs of people with disability
- Priority 3: Mental health supports, and services are appropriate, effective and accessible for people with disability

## NSW/ACT Disability Access and Inclusion Plan 2023-2027

### Outcome 1 – Inclusive Home and Communities:

Priority	Tasks	Timelines	Responsibility
People with disability are able to fully participate in social, recreational, sporting, religious and cultural life	Review service accessibility in service design to identify any barriers to accessing services including equipment, operations, facilities, personnel, and provider attitudes	July 2025	State Manager/Program Manager/Team Leader
	Develop and implement a service action plan from review to remove or mitigate through reasonable and necessary adjustments any barriers identified	September 2025	State Manager/Program Manager/Team Leader
	Review service literature ensuring easily accessible information about services, events, and facilities	July 2025	State Manager/Program Manager/Team Leader
	Regularly review accessibility planning issues for services and events as part of IGTM to avoid barriers arising	Monthly Service IGTM	State Manager/Program Manager/Team Leader
	Monitor % of participants identifying as having a disability who access services	Monthly Service IGTM	State Manager/Program Manager/Team Leader
			December 2025

	All staff to have attended some training and learning on disability awareness		
The built and natural environment is accessible	<p>Review all areas of local service buildings and premises to ensure all services provide access checking the overall accessibility of the workplace, the internal accessibility of the workplace, the accessibility of signage associated with the workplace and the accessibility of waiting and reception areas.</p> <p>Develop and implement findings from review a local service action plan to remove or mitigate through reasonable and necessary adjustments any building and natural environment barriers identified</p>	<p>July 2025</p> <p>July 2025</p>	<p>State Manager/Program Manager/Team Leader</p> <p>State Manager/Program Manager/Team Leader</p>
Information and communication systems are accessible, reliable, and responsive	<p>Review existing information and communication systems and that they are in accessible formats (e.g., Braille, Auslan, Easy Read formats).</p> <p>Ensure people with disabilities can access and participate in services through assistive technology that supports inclusion, participation, communication, and engagement.</p>	<p>August 2025 / Monthly Service IGTM</p> <p>Monthly at Service IGTM</p>	<p>State Manager/Program Manager/Team Leader</p> <p>State Manager/Program Manager/Team Leader</p>

**Outcome 2 – Safety, Rights and Justice:**

<b>Priority</b>	<b>Tasks</b>	<b>Timelines</b>	<b>Responsibility</b>
People with disability are safe and feel safe from violence, abuse, neglect, and exploitation	Ensure TSA Services are high quality and safe for all participants.	Ongoing - Monthly Service IGTM	All Staff
	Ensure all participants in services are aware of their rights and that People with disability receive equitable treatment.	Ongoing - Monthly Service IGTM	All Staff
	Ensure Australia’s Disability Discrimination Act 1992 is	Ongoing - Monthly Service IGTM	All Staff

	<p>implemented effectively in services to ensure people with disability are not discriminated against.</p> <p>Through Disability advocacy support people with disability in services to have the power and autonomy, and support economic participation, social inclusion, safety, and equality. Build relationships with local disability advocacy services.</p>	Ongoing - Monthly Service IGTM	All Staff
Policies, processes, and programs provide better responses to people with disability who have experienced trauma	Ensure services for participants with disability are trauma-informed and respects and promotes safety and upholds the dignity and wellbeing of people with disability. and recognises that people with disability are experts in their own lives	Ongoing	All Staff
The rights of people with disability are promoted, upheld and protected	People with disability get the information and supports they need to have rights upheld and make their own decision	Ongoing	All Staff
	Services promote awareness and respect for the rights of people with disability	Ongoing	All Staff



**Outcome 4 – Health and Wellbeing:**

Priority	Tasks	Timeline	Responsibility
<p>All health service providers have the capabilities to meet the needs of people with disability</p>	<p>Review services to ensure adequate access and adequate care is available to meet the needs of people with a disability including access to services; the appropriateness of equipment, training, or facilities; the operation of health systems and processes; and personnel and provider attitudes.</p>	<p>December 2025</p>	<p>State Manager/Program Manager/Team Leader</p>
	<p>Services provide high quality services to people with disabilities</p>	<p>Monthly/Service IGTM</p>	<p>State Manager/Program Manager/Team Leader</p>
	<p>Review service outcomes of participants with disabilities to ensure experiencing good treatment outcomes.</p>	<p>Monthly/Service IGTM</p>	<p>State Manager/Program Manager/Team Leader</p>

Mental health supports and services are appropriate, effective and accessible for people with disability	Services have access and links to appropriate, effective, and accessible mental health supports and services, when they need them which meet the needs of people with disability and embedding a cross-sector approach to building mental health and wellbeing.	Monthly/Service IGTM	State Manager/Program Manager/Team Leader
	Understanding the relationship between health, mental health and disability is essential for improving outcomes for people with disability.	Monthly/Service IGTM	State Manager/Program Manager/Team Leader