



(Queensland)

Alcohol and Other Drugs Stream

**Disability Access and
Inclusion Plan 2023 –
2027**



Contents

Acknowledgement of Country	3
Our Commitment to Inclusion	3
Introduction.....	4
The Salvation Army.....	4
National Model of Care.....	5
Evidence based and accountable	5
Flexible and responsive	5
Accessible and inclusive	5
Person Centred and holistic.....	5
Partnership.....	5
Leadership.....	5
Innovation.....	6
Legislative and Policy Context.....	6
Living with disability.....	6
Population data.....	6
Development of the DAIP.....	6
Communication of the DAIP	7
Review and Evaluation of the DAIP	7
Disability and Inclusion Actions.....	7
(Insert State/Territory name) Disability Access and Inclusion Plan 2023-2027.....	9
Outcome 1 – Inclusive Home and Communities:	9
Outcome 2 – Safety, Rights and Justice:	11
Outcome 3 – Personal and Community Support:	13
Outcome 4 – Health and Wellbeing:	13

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.

In Queensland, we deliver the following services;

- Brisbane – withdrawal management unit, residential rehabilitation program, community day program, SMART Recovery group
- Gold Coast – withdrawal management unit, residential rehabilitation program, community day program, SMART Recovery group
- Mt Isa – residential rehabilitation program
- Townsville – withdrawal management unit, residential rehabilitation program

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. In particular, 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 Queensland was guided by the following state and national legislation and policy documents:

- Disability Discrimination Act 1992 (Commonwealth)
- Australia's Disability Strategy 2021 – 2031
- Disability Services Act 2006 (Qld)
- Queensland's Disability Plan 2022-27

Living with disability

According to the World Health Organisation¹, 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 months². 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 inequities³.

Population data

According to the Australian Bureau of statistics, there were 4.4 million Australians with disability in 2018 and over 938,000 of these people were in Queensland.⁴

Development of the DAIP

This DAIP has been developed via a working group, with representatives from each Queensland AOD service, the Centre Manager from each service, and the State Manager.

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

² 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.

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

⁴ 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

The working group consisted of the QLD State Manager, the Centre Managers for Mt Isa, Brisbane, Townsville, and Gold Coast, plus other representatives from various roles across the sites. The working group met to work out how to develop this plan and who to consult, then provided the draft text for the document. Several current participants provided information for the first draft. The draft was then sent out for wider feedback from staff from across the QLD AOD services.

This plan aims to identify areas where improvements can be made for the QLD AOD services. This document will feed into the QLD Work Plans across the years of the plan (2023-2027). It aims to be aspirational enough to cover these years, and to be specific but not too detailed as there will be more site-specific details in site Work Plans across the years as well. Various staff are involved in its implementation across the sites, with the QLD State Manager to lead and monitor progress.

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 DAIP will be monitored and reviewed in the following ways:

- DAIP reviewed quarterly by State Manager and Centre Managers to ensure progress
- Internal annual review every 12 months
- External community consultation 18 months post implementation
- 2 yearly review engaging both internal and external key stakeholders via survey

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 Attitudes⁵.

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

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 Queensland.

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
- 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

Queensland 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	<ol style="list-style-type: none"> 1) Identify current disability services each site engages with and also where there may be gaps in the types of services needed. 2) Build and maintain relationships and shared agreements with disability services in each site area. 3) As part of assessment/screening and case management, ask participants what their needs are and ensure case workers included in treatment plan and noted on SAMIS. Assigned Case Worker to ensure support needs are met, which may include NDIS funded supports. 	<ol style="list-style-type: none"> 1) By July 2023 2) By November 2023 3) By June 2023 	<ol style="list-style-type: none"> 1) Centre Manager or each site (or delegated Team Leader at each site) 2) Centre Manager or each site (or delegated Team Leader?) 3) Case workers, monitored by Team Leads
The built and natural environment is accessible	<ol style="list-style-type: none"> 1) Occupational therapy (OT) assessments and/or building audits for all sites to identify current gaps, issues with physical sites (e.g. bathrooms, pathways, entries to buildings, and so on). 	<ol style="list-style-type: none"> 1) By December 2023 2) By April 2024 3) By September 2023 (funder dependent) 4) By February 2023 5) By August 2023 	<ol style="list-style-type: none"> 1) State Manager, Centre Managers, Property 2) State Manager, Centre Managers, Property 3) State Manager, Brisbane Centre Manager, Property 4) State Manager, Property

	<ul style="list-style-type: none"> 2) Utilise OT/building assessments to create actions to be added to each site's Work Plan. 3) Progress review of layout in Brisbane, applying for refurbishment funds through QLD Health 4) Apply for capital build funds from government to build a new AOD service on the Southport site 5) Identify other funds for new Gold Coast facility, if required 		5) State Manager, Grants & Bequests team
Information and communication systems are accessible, reliable and responsive	<ul style="list-style-type: none"> 1) Staff trained in relevant training areas (e.g. learning challenges, language, general overview of different types of disabilities) 2) Disability specialist to provide advice on Foundations model (e.g. language and learning), and create action plan, including the development of resources and strategies to improve service responses. 	<ul style="list-style-type: none"> 1) By July 2024 2) By July 2024 3) By December 2024 	<ul style="list-style-type: none"> 1) State Manager, Centre Managers 2) State Manager 3) State Manager

	<ul style="list-style-type: none"> 3) Create a video to complement the Participant Handbook 4) Review existing information and communication systems and ensure that they are in accessible formats (e.g., Braille, Auslan, Easy Read formats). 		
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Outcome 2 – Safety, Rights and Justice:

Priority	Tasks	Timelines	Responsibility
People with disability are safe and feel safe from violence, abuse, neglect and exploitation	<ul style="list-style-type: none"> 1) Promote TSA complaints and feedback process to participants and their carers/advocates/etc. 2) Staff are aware of advocacy services available and proactively refer participants to these services, as required. 3) Local advocacy services invited to deliver in-services to each site, with promotional material available and accessible to all participants (i.e. included in Welcome Pack). 	<ul style="list-style-type: none"> 1) By June 2023 2) By December 2023 (once all services are identified as per Outcome 1) 3) By March 2024 	<ul style="list-style-type: none"> 1) Centre Managers, Team Leads 2) Centre Managers, Team Leads 3) Centre Managers, Team Leads
Policies, processes and programs provide better	<ul style="list-style-type: none"> 1) All staff complete Trauma-informed Care training 	<ul style="list-style-type: none"> 1) By December 2023 2) By January 2024 	<ul style="list-style-type: none"> 1) Identified trainers at each site

<p>responses to people with disability who have experienced trauma</p>	<p>2) All sites engage trauma-informed care strategies across all services</p>		<p>2) Centre Managers, Team Leads</p>
<p>The rights of people with disability are promoted, upheld and protected</p>	<p>1) Promoting Diversity and Inclusion policy with staff and participants, as well as promotion and demonstration of TSA values 2) Explore/advocate for the reduction of fees for those on DSP to align with Job Seeker 3) Each site celebrates various special days, with education provided to participants and staff (e.g. celebrating the International Day of People with Disability and providing education on this day)</p>	<p>1) All staff 2) State Manager with national team 3) Centre Manager to lead or delegate</p>	<p>1) By July 2023 2) By April 2024 3) Ongoing but to begin by June 2023</p>

Outcome 3 – Personal and Community Support:

Priority	Tasks	Timeline	Responsibility
People with disability are able to access supports that meet their needs	<ol style="list-style-type: none"> 1) Identify support needs, including communication needs by screening for hearing, sight, and literacy needs upon admission 2) Partnering with disability support services to provide comprehensive wrap around care (e.g. literacy support, NDIS providers) 	<ol style="list-style-type: none"> 1) January 2024 2) July 2024 	<ol style="list-style-type: none"> 1) State Manager, Centre Managers, Team Leads 2) Centre Managers, Team Leads
People with disability are supported to access assistive technology	<ol style="list-style-type: none"> 1) Supportive aids made available to participants (e.g. enlarging text for visual impaired, utilising headphones, screen reader, Irlen sheets, grab rails, hoists, wheelchair access). 	<ol style="list-style-type: none"> 1) By July 2024 (wheelchair access by July 2025) 	<ol style="list-style-type: none"> 1) State Manager, Centre Managers

Outcome 4 – Health and Wellbeing:

Priority	Tasks	Timeline	Responsibility
All health service providers have the capabilities to meet the needs of people with disability	<ol style="list-style-type: none"> 1) Complete a skills training matrix for staff to identify current strengths and gaps (needs analysis). 2) Training plan created and included in each site's Work Plan. 3) All staff are aware of NDIS process. 	<ol style="list-style-type: none"> 1) By December 2023 2) By March 2024 3) By October 2023 	<ol style="list-style-type: none"> 1) State Manager to lead development of matrix, Centre Managers to ensure completion 2) State Managers, Centre Managers 3) Centre Managers, Team Leads

<p>Mental health supports and services are appropriate, effective and accessible for people with disability</p>	<ol style="list-style-type: none"> 1) Explore funding opportunities for additional mental health support 2) Sites to engage and work with Recovery Coaches who are funded by the NDIS for people living with a psychosocial disability. 3) Review service outcomes of participants with disabilities to ensure they are experiencing good treatment outcomes. 	<ol style="list-style-type: none"> 1) Ongoing 2) Ongoing 3) Ongoing 	<p>State Manager, Centre Managers</p>
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Resources:

Below are links to websites and resources that may be helpful for the QLD AOD services to utilise.

Assistive technology	Assistive technology explained NDIS
Training and resources	Etiquette: Interacting with People with Disabilities - RespectAbility About us - Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (dsdsatsip.qld.gov.au) NDIS Quality and Safeguards Commission (ndiscommission.gov.au) Home Not-for-profit Supporting Queenslanders SPELD Queensland (learning disabilities) Information and supports - Vision Initiative Hearing Services Program Australian Government Department of Health and Aged Care
Disability Action Week resources	Spread the word People with disability Queensland Government (www.qld.gov.au)
NDIS website	Community NDIS