



# SA AOD Stream

## Disability Access & Inclusion Plan

2023-2027



## Contents

.....	1
SA AOD Stream.....	1
Accessibility Inclusion Plan .....	1
2023-2027 .....	1
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 .....	7
Communication of the DAIP .....	7
Review and Evaluation of the DAIP.....	7
Disability and Inclusion Actions .....	8
South Australia Disability Access and Inclusion Plan 2023-2027.....	9
<b>Outcome 1 – Inclusive Home and Communities:</b> .....	9
<b>Outcome 2 – Safety, Rights and Justice:</b> .....	9
<b>Outcome 3 – Personal and Community Support:</b> .....	10
<b>Outcome 4 – Health and Wellbeing:</b> .....	11



## 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 (such as Sobering Up Units), Day Programs, Residential Rehabilitation and Aftercare.

In South Australia at the Sobering Up Unit participants can expect to receive a safe and supportive environment where they can be monitored as they overcome the immediate effects of alcohol and / or

other drug use. In addition to this they can be provided with brief interventions including information on risks and harms associated with alcohol and / or other drug use, case management, advocacy and referrals. It is a service for people 18 years and over.

Warrondi Engage and Link Day program offers alcohol and drug counselling, relapse prevention, educational groups, case management and a range of recovery orientated cultural activities for First Nations people 18 years and over.

## 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 South Australia 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 1993 (SA)
- Disability Inclusion Act 2018 (SA)
- (Inclusive of SA) State disability inclusion plan 2019-2023

## 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>.

## Population data

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

---

<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)*.

<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

- Of the 1.677 million residents of South Australia, 322, 500 (19.4%) have a disability — almost one in five. This is slightly higher than Australia-wide statistics where of 23.401 million Australians, 4.3 million have a disability (18.3%).
- In SA, overall, by age, the figure is equal with 18.2% of women and men having a disability. Differences between the sexes grew in older age groups (75 years and over) particularly where there was a profound or severe core activity limitation (55.2% for females; 48.6% for males).
- Almost half (47.8%) of people with a disability are employed, compared with 80.3% of people without disability
- The median gross personal income of people with a disability is less than half (49.7%) that of people without disability
- 59.7% of people with disabilities report having their support needs fully met, 37.7% had their needs partly met, while 2.7% did not have their needs for assistance met at all
- Around one in nine (10.8%) Australians provide unpaid care to people with disability and older Australians
- People with intellectual disabilities are “significantly overrepresented” in the criminal justice system

## Development of the DAIP

South Australia’s AOD Disability Accessibility Inclusion Action Plan has been developed through a State Leadership Working Group and consultation from current and past clients who live with disability.

In SA we are hoping to ensure that our services are accessible and inclusive for people living with a disability. We aim for this to be the case for both participants accessing our programs, but also staff that are employed within our programs. We want to reduce potential obstacles for people when accessing our services and ensure that we have been flexible and responsive to cater to their individual needs as much as possible.

The Manager of AOD Services is leading this plan. Other key members driving the implementation of this plan are Program Team Leaders, Senior Staff and staff with an interest that are champions in the development and implementation of this Disability Accessibility and Inclusion Plan.

## Communication of the DAIP

The DAIP will be communicated in the following ways:

- Promotion on TSA website
- Social media platforms
- Staff team meetings – meeting agenda’s 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

- Internal annual review 12 months from date of implementation
- 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 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 South Australia.

### **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

---

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

## South Australia 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	<ul style="list-style-type: none"> <li>- Events are to be assessed by staff using the Inclusive SA Accessible and Inclusive Events toolkit and necessary adjustments made according to the result to maximise inclusion for participants and staff</li> <li>- Hold an event on the International Day of Persons with Disabilities that is inclusive and raises community awareness</li> <li>- Consider opportunities for people with disabilities to engage with volunteer or other paid work</li> </ul>	Ongoing	Program Managers, Senior Staff, Administrators, Engagement Staff
The built and natural environment is accessible	<ul style="list-style-type: none"> <li>- Ensure buildings receive reasonable adjustments to ensure accessibility for staff and participants</li> <li>- Property and Program Managers are to utilise a building accessibility checklist when considering commercial leaser to identify key access areas which need addressing.</li> <li>- Consider environmental sensory impacts and design spaces to include low stimulation participant and staff areas</li> <li>- All sites to provide low stimulation participant meeting rooms</li> </ul>	Ongoing	TSA Property, Program Managers, Senior Staff
Information and communication systems are accessible, reliable and responsive	<ul style="list-style-type: none"> <li>- Ensure all program information is available in alternate formats such as easy English, alternate languages etc.</li> <li>- Staff are able to problem solve and utilise other systems or solutions when necessary to adapt to the need of the participant as needed</li> </ul>	Ongoing	Program Managers, Senior Staff

### *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"> <li>- Programs are set up to provide safe environments for participants and staff</li> <li>- Policies and procedures ensure that staff are guided in relation to code of conduct, ethical responsibilities, expected standards of care for participants</li> <li>- Staff are supervised and operational practices reduce the risk of participants being able to be exploited</li> </ul>	Ongoing	Program Managers, Senior Staff
Policies, processes and programs provide better responses to people with disability who have experienced trauma	<ul style="list-style-type: none"> <li>- Local policies and procedures to consider the needs of participants with trauma backgrounds</li> <li>- Trauma informed training ensures that local programs are acutely aware of reducing impacts for those that have experienced trauma wherever possible</li> </ul>	Ongoing	Program Managers, Senior Staff
The rights of people with disability are promoted, upheld and protected	<ul style="list-style-type: none"> <li>- Services to make DACSSA (Disability Advocacy and Complaints Service of South Australia Inc) brochures available at services</li> </ul>	Ongoing	Program Managers, Senior Staff

### ***Outcome 3 – Personal and Community Support:***

Priority	Tasks	Timeline	Responsibility
People with disability are able to access supports that meet their needs	<ul style="list-style-type: none"> <li>- Ensure service delivery is conducted with physical and sensory needs in mind</li> <li>- Case Managers are to conduct meetings in settings that meet the participants needs</li> <li>- Programs are responsive to the specific needs of staff with a disability</li> <li>- Have some training sessions provided to the staff teams where they learn about common disabilities that increase staff awareness and understanding</li> <li>- Research some training sessions where basic sign language is taught and make available to staff</li> </ul>	Ongoing	Program Managers, Senior Staff

People with disability are supported to access assistive technology	<ul style="list-style-type: none"> <li>- Ensure staff who require additional technology have access to it i.e., screen reader software is available for staff upon commencement of their role in TSA</li> <li>- Participant computers are where possible set up with software that can assist participants requiring assistance</li> </ul>	Ongoing	Program Managers and Senior Staff
---	--	---------	-----------------------------------

***Outcome 4 – Health and Wellbeing:***

<b>Priority</b>	<b>Tasks</b>	<b>Timeline</b>	<b>Responsibility</b>
All health service providers have the capabilities to meet the needs of people with disability	<ul style="list-style-type: none"> <li>- Services to receive training on identifying a disability and how to cater for and respond to certain disabilities</li> <li>- Programs are mindful of and implement strategies which maximise inclusion and accessibility, with the aim of improving overall well-being of people living with a disability</li> <li>- Have some training sessions provided to the staff teams where they learn about common disabilities that increase staff awareness and understanding</li> </ul>	Ongoing	Program Managers and Senior Staff
Mental health supports and services are appropriate, effective and accessible for people with disability	<ul style="list-style-type: none"> <li>- Linkages to mental health services to assist participants are made e.g., Urgent Mental Health Care Centre, SONDER clinicians, Mental Health Triage</li> <li>- Staff will assist to facilitate linkages where needed and support the participant</li> </ul>	Ongoing	Program Managers and Senior Staff