

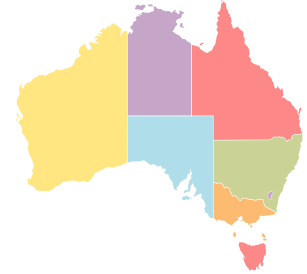
Disability Inclusion Action Plan



> EASY ENGLISH VERSION (full version follows) Disability Inclusion Action Plan

INTRODUCTION

There are many people in Australia living with a disability.



Disabilities can affect how people:

- move



- talk



- learn



Disabilities can also impact income, education, and social life.



> EASY ENGLISH VERSION

Disability Inclusion Action Plan

A Disability Inclusion Action Plan is our plan to make sure we include people with disabilities, so they can use places and have the same opportunities.

This information is written in an easy to read way.



We use pictures to explain some ideas.



You can ask for help to read this information.

A family member, friend or support person may be able to help you.



> EASY ENGLISH VERSION

Disability Inclusion Action Plan

OUR COMMITMENT

We value and like that everyone is different.



We will make sure when we hire people, with a disability, that they are provided with the support they need.



We will follow The Disability Discrimination Act 1992 (DDA), which is a law in Australia that makes sure people with disabilities are treated equally.



We know that each person's experience with a disability is different.



We will think about all these things in our Disability Inclusion Action Plan.



> **EASY ENGLISH VERSION**
Disability Inclusion Action Plan

**WELCOME MESSAGE FROM NATALIE
FROM CREATIVE THERAPY**



We support people with disabilities in our community.

Everyone should have equal opportunities for creative therapy.



Our Disability Action Plan supports people with disabilities and makes a welcoming community for all.



We will make our programs and services inclusive and accessible.



We will support people with disabilities to be part of our team.



> EASY ENGLISH VERSION

Disability Inclusion Action Plan

OUR MISSION

Creative Therapy was founded in 2020.



Our mission is to help people access, creativity, music and reach their goals.



We offer:

- music therapy



- speech therapy



We use music, creativity, research, and a person's strengths when we work.



> EASY ENGLISH VERSION Disability Inclusion Action Plan

OUR FOCUS FOR NEXT 3 YEARS

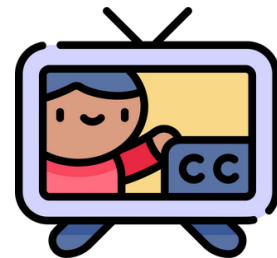
We will invite people with disabilities to share their experiences in our training.



We will make our spaces accessible for everyone.



We will make sure all our materials are easy to access.



We will work with the community to make improvements to our services.



> EASY ENGLISH VERSION

Disability Inclusion Action Plan

CONSULTATION

We will ask for feedback to make our services better.



We welcome feedback at anytime about our services and this plan.



You can call, email, or tell us in person.



We will send out a survey every 6 months, but you can contact us any time.



> **EASY ENGLISH VERSION**
Disability Inclusion Action Plan

CONSULTATION

247 Henley Beach Road Torrensville, SA 5014



You can call us on: (08) 7080 4618



You can visit our website:
www.creativetherapyadelaide.com.au



You can email us:
info@creativetherapyadelaide.com.au



> DETAILED VERSION

INTRODUCTION

Disability Inclusion Action Plan

According to the latest data from the Australian Bureau of Statistics (ABS), about 18.5% of Australians live with a disability. This highlights the need for an inclusive environment that accommodates diverse needs. Disabilities can come from accidents, illnesses, or genetic disorders, impacting mobility, communication, and learning abilities. They can also affect income, education, social engagement, and employment opportunities.

As an organisation committed to diversity and inclusion, we recognise the value of employing individuals with disabilities. Data from the Australian Disability Network shows that people with disabilities face higher unemployment rates than the national average. To address this disparity, we are dedicated to implementing proactive measures. We will create accessible recruitment processes and provide reasonable accommodations to ensure equal opportunities for all candidates.

We know that some of our employees may live with a disability. Supporting our team's wellbeing and prioritising employee retention is part of our ethos. We will offer targeted training and development programmes to support the professional growth of employees with disabilities. By promoting inclusivity and breaking down barriers to employment, we aim to harness the talents and perspectives of individuals with disabilities, enriching our organisation and contributing to a more equitable society.

It is important to recognise that each person's experience of disability is unique. Disability includes the medical diagnosis, social attitudes arising from prejudice or stereotypes, and the physical environment, policies, and procedures that may exclude individuals with disabilities. As we develop our Disability Inclusion Action Plan, we must consider the varied experiences and challenges faced by people with disabilities. We should work towards creating accessible and supportive spaces across all parts of our organisation.

The Disability Discrimination Act 1992

At Creative Therapy Adelaide, we acknowledge that accommodating people with disabilities is both a moral imperative and a legal requirement. The Disability Discrimination Act 1992 (DDA) is a key piece of legislation in Australia. It aims to protect individuals with disabilities from discrimination and promote equal opportunities. The DDA prohibits discrimination based on disability in various areas of public life, including employment, education, access to goods and services, accommodation, and participation in public activities. It ensures that individuals with disabilities have equal rights and opportunities. It also places a responsibility on businesses, organisations, and service providers to make reasonable adjustments to accommodate the needs of people with disabilities. The DDA plays a vital role in promoting inclusivity, accessibility, and equal treatment for all Australians, regardless of their disabilities. It contributes to creating a more equitable and inclusive society.



Playing a keyboard at our CTA recording studio

Welcome message



> Message from our Managing Director:

This is our first Disability Inclusion Action Plan, published in July 2024.

I am writing to express our commitment to supporting individuals living with a disability in our community. At Creative Therapy Adelaide, we firmly believe that every person deserves equal opportunities to access and benefit from meaningful, creative therapy. We recognise that diverse communication, mobility, sensory, and social needs exist among individuals, and our Disability Action Plan has been developed to consider these unique requirements.

Since CTA was founded in 2020, we have found profound meaning in being able to support so many individuals and their families, and we feel privileged to be part of such a diverse community.

Our Disability Action Plan reflects our understanding of the challenges faced by individuals living with a disability and our determination to make a positive difference in their lives. It covers a range of strategies and initiatives aimed at fostering inclusivity and accessibility across our programmes and services. We are dedicated to creating an environment where diverse communication methods are embraced, mobility barriers are minimised, sensory experiences are enhanced, and social inclusion is actively promoted. Furthermore, we are committed to creating an equitable workplace and processes to support people living with a disability to be a part of the team.

Through our Disability Action Plan, we are committed to providing resources and consultation, as well as training to ensure that our team is well-equipped to cater to the unique needs of each individual.

Furthermore, we strive to collaborate with community organisations and stakeholders to create a network of support that extends beyond our doors. By forging meaningful partnerships, we can collectively enhance the opportunities available to individuals living with a disability, empowering them to thrive and participate fully in creative therapy.

As the Managing Director, I want to express to you that our dedication to supporting individuals living with a disability is deeply rooted in our belief in the value and potential of every person. We are committed to fostering an inclusive, accessible, and compassionate environment where everyone feels welcome and inspired to explore the benefits of creative therapy.

Thank you for being an integral part of our community and for joining us in our mission to make a positive impact on the lives of individuals living with a disability. Together, we can create a more inclusive and creative environment for all.

Extending my thanks too, to Ri Na Yu, Registered Music Therapist at Creative Therapy Adelaide, who is a part of our DIAP committee and committed to the ongoing development and implementation of this plan.

Natalie Oliveri

Managing Director | Creative Therapy Adelaide

> Our journey so far

Creative Therapy Adelaide was founded in 2020 by Natalie Oliveri to deliver high-quality, creative therapy within the community. Our services include Music Therapy and Speech Pathology.

Our mission is to enrich lives through meaningful therapy rooted in creativity. We commit to maintaining high-quality therapy, always guided by research and best practices.

Our approach is enjoyable, creative, research-informed and strengths-based, prioritising less paperwork and fostering more meaningful interactions. We collaborate with individuals of all ages to enhance their daily functioning and promote their health and well-being through engaging in creative activities.

Our Mission

"Creative Therapy Adelaide's mission is to help people access the benefits of music and creativity. We offer music therapy and speech therapy, drawing on creativity, evidence-based research and a person's strengths. We work collaboratively to nurture individual capabilities, kick goals and realise the creative potential in each unique person."



One of our music therapists, Kun playing guitar

> Here are the four core values upheld by Creative Therapy Adelaide:

Creativity

We believe that everyone should have opportunities to be creative and engage with music. Individuals who participate in creative activities, like music, are able to access a range of neural pathways which, fosters change within our minds and bodies.

Research-Informed

Our team collaborates to uphold best-practice standards, ensuring our services are consistently high quality. Our approach is informed by evidence including the latest music therapy research and tailored to meet the unique needs of each individual.

Family-Centred

When working with children and adults alike, our therapists build capacity, knowledge and skills in parents and caregivers, so they feel supported to promote generalisation of therapy activities into everyday life

Strengths-Based

Our mission is to help you find your strengths so you can flourish. Whether it's discovering new skills or improving your well-being, we're here to support you. With a special focus on music, we help you find your groove.



A participant with bright pink hair making an awesome new song

> Our commitment

Our commitment is that all people can access our services and experience the freedom and empowerment of being creative in a setting that is accessible to them and where they feel safe, comfortable, and part of a community.

In the next 3 years, we aim to focus on the following areas:

- > **Continuing Education**
- > **Environmental Accessibility**
- > **Accessible Services and Information**
- > **Consultation, Equity and Community Engagement**

Continuing Education

Actions	Timeframe for completing actions	Responsibility	Measurement of Progress
Invite people living with a disability to annual training to share first person lived experience.	Annual Training 2024, 2025 and 2026 (scheduled for October).	Leadership Team as part of the planning process on Annual Trainings.	Team members are informed by 3 different voices on their lived experience of disability.

> Environmental Accessibility

Actions	Timeframe for completing actions	Responsibility	Measurement of Progress
Make adjustments to our doors and passageways to improve access for wide walkers and wheelchairs.	Currently being assessed. To be improved by July 2024.	Administrator and Managing Director	By July 2024, participants with a wide walker can enter the clinic back door without dismantling the walker.
Changing facilities.	Currently being assessed.	Administrator and Managing Director	Continue to assess the needs of participants accessing the clinic and make possible changes as required.
Planning for more participants to need accessible parking.	Currently being assessed.	Administrator and Managing Director	Modifying parking markings to create designated disabled parking spaces, ensuring that participants can easily access their vehicles without facing any challenges.
Employees with needs relating to a disability are given opportunity to share their needs and supports required to conduct their role.	Ongoing	Managing Director and HR	All employees feel supported in their role and have accessibility tools as required.

> Accessible Services and Information

Actions	Timeframe for completing actions	Responsibility	Measurement of Progress
Marketing materials have accessibility options. All videos with Closed Captions and images posted to use ALT text.	Ongoing	Marketing Manager	All digital marketing materials are accessible.
Easy English Documents	Ongoing	Marketing Manager	Easy English Documents of relevant policies and procedures available on our website and in printed copies on request.

> Consultation, Equity and Community Engagement

Actions	Timeframe for completing actions	Responsibility	Measurement of Progress
Co-design of community events	Oct 2024	Ri Na Yu - Registered Music Therapist	CTA Creative Showcase utilises the Access for all: Improving accessibility for consumers with disability guidelines and successfully includes people of all abilities.
Co-design of community groups	By June 30, 2025	Talk'n'Tunes Team, Leadership Team	Participant surveys conducted every term to receive feedback on program outcomes and accessibility.
Equitable access to employment at CTA	Ongoing	Leadership Team	Implement measures such as providing alternative application formats and offering reasonable accommodations during interviews.
Support for employees living with a disability	Ongoing	Leadership Team	Providing support, resources and training as required to team members living with disability and the team around them.

> Consultation

Our DIAP is informed by our six-monthly surveys for NDIS participants, which request information on participant experience and suggestions for improvements. Using this information, we make necessary enhancements.

A copy of the survey can be found [here](#).

Our improvements are informed by this information gathering and ongoing feedback received through our feedback and complaints form throughout the course of service provision. We are dedicated to continuous improvement, taking our role in the NDIS marketplace seriously. Where possible, we speak to and consult with participants and staff on how we can make their experience the best it can be.

To create this DIAP, we also asked for feedback via our social media channels, newsletter, and provided a physical copy in our clinic waiting room for you to review. We are always open to your feedback and ask you to provide any ideas for ways this DIAP can be improved at any time. You can call us, email info@creativetherapyadelaide.com.au, or tell us in person. We are happy to take your feedback in whatever communication style you are comfortable with and are here to listen.



CTA Team at our annual training and planning day 2023



Some of our music therapy team playing air guitar

> Resources (more on the next page)

Access for all: Improving accessibility for consumers with disability. The Australian Human Rights Commission. (2016): <https://humanrights.gov.au/our-work/employers/access-all-improving-accessibility-consumers-disability>

Australian Government Crest. (n.d.). Disability Inclusion Action Plan (DIAP) Template. JobAccess Disability Inclusion Action Plan Template. [https://www.jobaccess.gov.au/sites/default/files/3.2 JobAccess Disability Inclusion Action Plan Template.pdf](https://www.jobaccess.gov.au/sites/default/files/3.2%20JobAccess%20Disability%20Inclusion%20Action%20Plan%20Template.pdf)

Creative Therapy Adelaide participant survey. Creative Therapy Adelaide. (2021). <https://creativetherapyadelaide.formsbyair.com/forms/survey-form>

Disability and carers: Census, 2021. Australian Bureau of Statistics. (2021). <https://www.abs.gov.au/statistics/health/disability/disability-and-carers-census/2021>

> Resources

Disability Inclusion Action Plan. Save the Children. (2018). [https://www.savethechildren.org.au/getmedia/71678193-bc61-446f-a31a-aa68c7583f40/STC01574-Disability-Inclusion-Action-Plan-SC-\(1\).pdf.aspx](https://www.savethechildren.org.au/getmedia/71678193-bc61-446f-a31a-aa68c7583f40/STC01574-Disability-Inclusion-Action-Plan-SC-(1).pdf.aspx)

Disability Statistics. Australian Disability Network. (2023, April 13). <https://australiandisabilitynetwork.org.au/resources/disability-statistics/>

Easy Read Service - Easy English Training. Scope Australia. (2019). <https://www.scopeaust.org.au/business-solutions/easy-read>

Register of Disability Discrimination Act Action Plans. Australian Human Rights Commission. (n.d.). <https://humanrights.gov.au/our-work/disability-rights/register-disability-discrimination-act-action-plans>

State Disability Inclusion Plan | Online Accessibility Toolkit. Inclusive SA. (2019). <https://www.accessibility.sa.gov.au/news/state-disability-inclusion-plan>

> Get in touch



www.creativetherapyadelaide.com.au



director@creativetherapyadelaide.com.au



(08) 7080 4618



247 Henley Beach Road, Torrensville S.A. 5031