

We've Lost Control! – Recovery oriented, strengths-based, and harm reduction focussed residential service delivery – exploring staff and participant perspectives.

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Background: The Salvation Army (TSA) has discovered significant challenges when applying recovery-oriented^{a,b,c}, strengths-based^{d,e} and harm reduction^f focussed approaches in AOD services. This workshop, drawn from staff and participant experiences, explores opportunities and challenges of changing practice consistent with these approaches.

Description of Model of Care/Intervention: In 2019 TSA published a new model of care (MOC)^g, developed alongside external provider, 360 Edge. Three underpinning frameworks/approaches in the MOC - recovery-oriented, harm reduction focussed, and strengths-based service delivery - have precipitated shifts in the balance of power between participants and staff. This workshop will explore personal views on harm-reduction, strengths-based and recovery-oriented service delivery through the lens of TSA staff and participants. We will examine staff and participant statements responding to shifts in practice. With an interactive focus we will compare rules focussed approaches to managing behaviour to context and ethics informed, risk-management based approaches. We'll explore the practical application of these approaches, examining changes to working with lapse.

Effectiveness/Acceptability/Implementation: TSA's MOC has been effectively implemented across all programs. These gains come with both praise and legitimate angst from staff and participants. We will critically interact with these perspectives as part of this workshop.

Conclusion and Next Steps: Development of harm reduction focussed, recovery-oriented and strengths-based approaches requires ongoing feedback with staff and participants. As new evidence becomes available, open discussion of practice implications, and the courage, flexibility and resilience to ask questions of why and how we work are key to meaningful treatment. Continually addressing concerns from staff/participants will address inconsistent practice with the MOC. It will also address staff's bias (subconsciously or consciously) when working with participants, which will allow better outcomes for participants. TSA is committed to the principles and approaches in our MOC and will build on the improved outcomes we observe for our participants.

Disclosure of Interest Statement:

Nil to disclose.