



NADA
network of alcohol and
other drugs agencies

2018 NADA Member and Stakeholder Feedback Report

September 2018

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non-government alcohol and other drugs sector in NSW.

NADA's goal is to lead as a member driven peak body, building sustainable non government alcohol and other drug organisations to reduce alcohol and drug related harms to individuals, families and communities in NSW.

Mail PO Box 1266 Potts Point NSW 2011
Tel 02 9698 8669
Email admin@nada.org.au
Web www.nada.org.au

SUMMARY

The results extracted from the 2017-18 NADA Member and Stakeholder Feedback Surveys reflect positively on NADA's success and achievements in the past year. The focus of the data documented in this report predominantly looks at the effectiveness of NADA's activities and initiatives, and measures NADA's performance over the past 12 months.

Overall, the 2017-18 NADA Member and Stakeholder Feedback Surveys show that 77.1% of members, and 74.2% of stakeholders agree that NADA's advocacy, programs and services have significantly improved member organisations as a result of resources, events, and projects that are coordinated and implemented by NADA.

The surveys indicate that NADA's services covered a diverse sector incorporating many areas across Sydney metropolitan areas, regional and rural areas, with the majority of members agreeing that NADA was 'very effective' or 'effective' in activities during 2017-18.

NADA has achieved certificate and award level accreditation by the Australian Service Excellence Standards. The outcome of these surveys are in line with these standards, and NADA's vision and values, continuously striving to support members effectively and resourcefully.

NADA Member and Stakeholder survey results indicate the following as "effective" and "very effective" amongst NADA's activities this year:

1. Advocating and representing (members: 94.2%, stakeholders: 90.3%);
2. Facilitating partnerships (members: 91.4%, stakeholder: 82.8%);
3. Providing quality advice and information (members: 94.3%, stakeholders: 87.1%);
4. Responding to requests for information (members: 85.7%, stakeholders: 80.6%); and
5. NADA as a quality member peak body (members: 85.7%, stakeholders: 83.8%).

Survey comments incorporated both, an acknowledgement of NADA's services and commendations about the commitment and dedication demonstrated by NADA staff. Some of these comments include:

"NADA is a highly professional peak that is a great example to other peaks especially in terms of leadership and capacity building the sector." – Stakeholder feedback

"NADA continues to provide relevant information & support across all these areas. It's really good to know we have access when we need it." - Member feedback

METHODOLOGY

The data in this report relies on information gathering using a combination of quantitative and qualitative data analysis which was in the form of a survey conducted across NADA's members in NSW and the ACT, and stakeholders nationally.

The NADA Member Feedback Survey and NADA Stakeholder Feedback Survey was distributed to members and stakeholders via email with a link to the Survey Monkey website. Throughout the second week of distribution, members and stakeholders were reminded to complete the survey and that their feedback was a valued way for NADA to gauge performance, and for members and stakeholders to provide input into NADA's service planning.

Survey questions related directly to the NADA Strategic Plan 2015-2018 including questions to help inform the future direction and implementation of the NADA strategic Plan 2019-2022. All questions are relating specifically to the period 1 July 2017 to 30 June 2018.

NADA uses the information gathered from the feedback surveys to report performance to members, stakeholders and government funding bodies, and to inform the direction and content of NADA programs and services.

FEEDBACK RESULTS

Demographics

The NADA Member Feedback Survey received a response rate of 36%, with the majority of responses received from members based in Sydney (40.0 %). The member response rate has increased 4% in 2018.

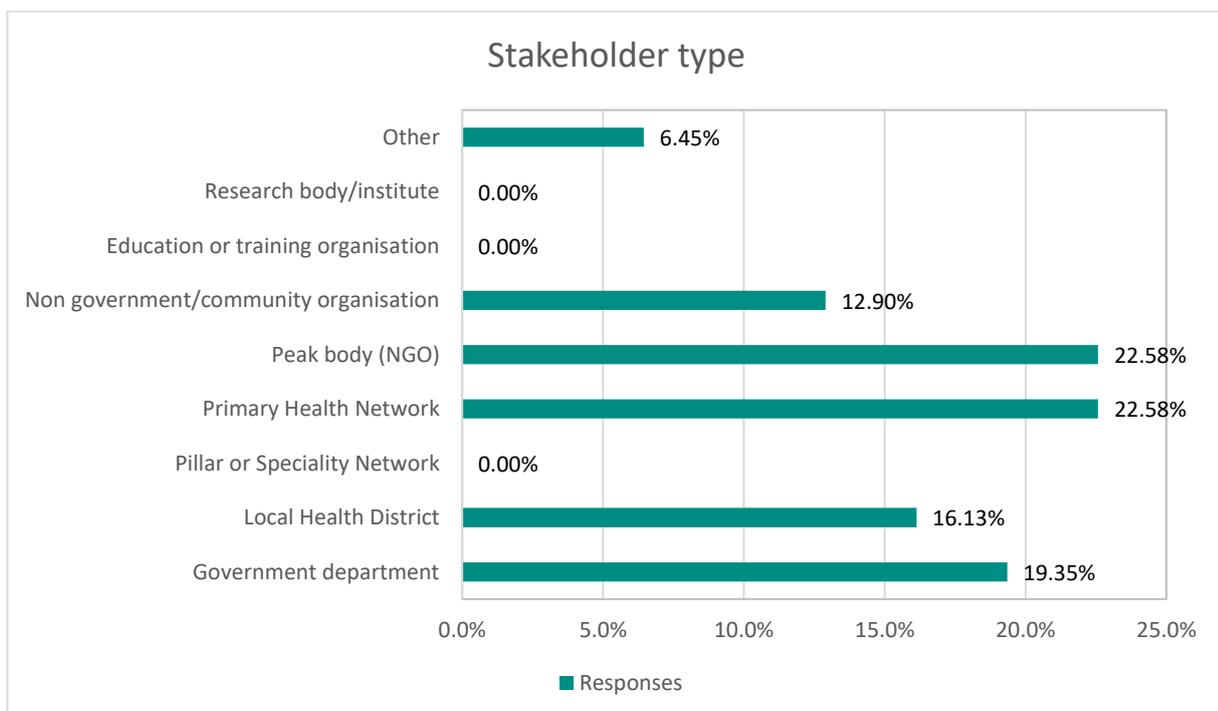
NADA members location (n=36)

	%	n
Metropolitan Sydney	40.0%	14
NSW regional centre	28.6%	10
NSW rural or remote centre	11.4%	4
Other *	20.0%	7

* 'other' refers to members that provide services in ACT or State-wide (NSW).

The response rate for the Stakeholder Feedback Survey is undetermined as the survey was distributed to a general stakeholder list, of whom, not all stakeholders maintain an ongoing relationship with NADA. For this survey, there were 31 responses received with the majority of responses received from peak body (NGO) (22.58%, Primary Health Network (22.58%) and government departments (19.35%).

Stakeholder's organisation type (n=31)

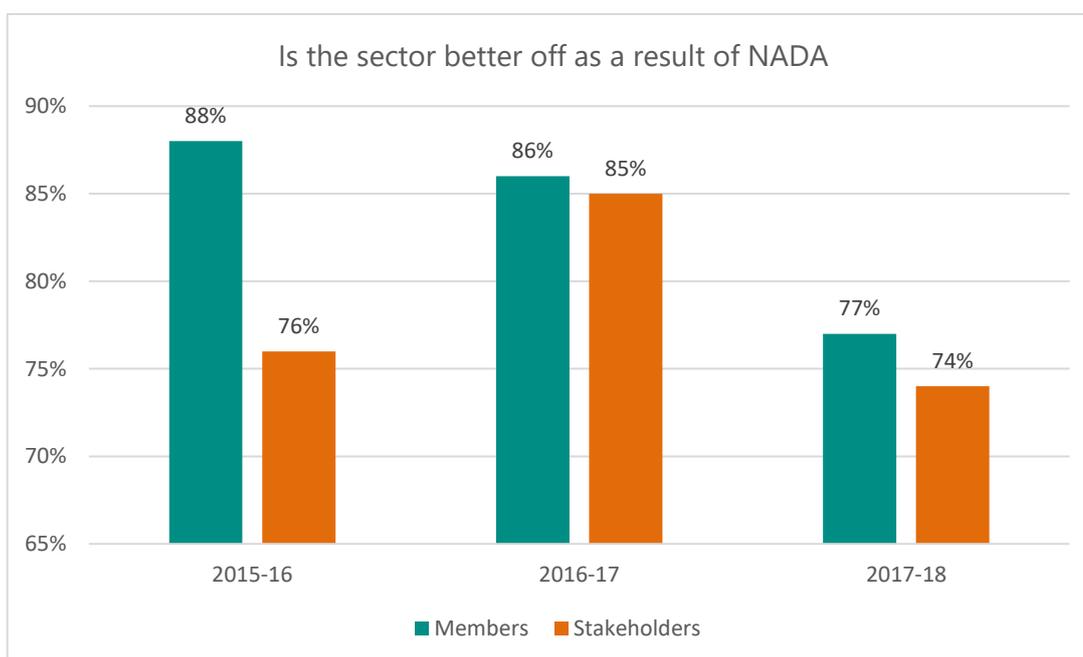


NADA activities and initiatives

Feedback was sought from members and stakeholders about NADA's activities and services through both open ended and fixed response questions.

The member's survey questions focused on NADA's performance, and whether there have been any improvements across organisations as a result of NADA's support and services. Of the members surveyed, results showed that 77.1% of members indicated that their organisation has improved as a result of NADA projects, resources, and grants. This is a slight decrease of approximately 9% since the previous survey that was conducted in 2017.

In addition to this, of the stakeholders surveyed, 74.2% reported that the NSW non government alcohol and other drugs sector is better off as a result of NADA activities and initiatives over the last 12 months. These figures show that there has been a decrease of 12% since the previous survey that was conducted in 2017.



Most valuable and useful activities and initiatives

One of the primary objectives of the surveys conducted was to provide an opportunity for NADA to identify what the most beneficial NADA activities are, and to also identify areas that may require improvement. This is used to assess the value and usefulness of NADA activities and initiatives, and gain an indication of how NADA performed in specific areas. Some of the activities identified by members as the most useful and valuable include:

Communication

NADA's communication strategy which covers a diverse method of information dissemination to members through emails, the NADA website, the quarterly Advocate newsletter and information related to training and events hosted or facilitated by NADA. Of the surveyed members, 91% indicated that NADA's communication and information dissemination methods were 'useful and valuable'.

NADA events and resources

79% of members reported NADA resources useful and valuable and 97% of members reported NADA hosted events, such as training, workshops and forums as useful and valuable.

Consultation

NADA's approach to consultation, where 88.6% of the members surveyed indicated that NADA is effective in consulting with members.

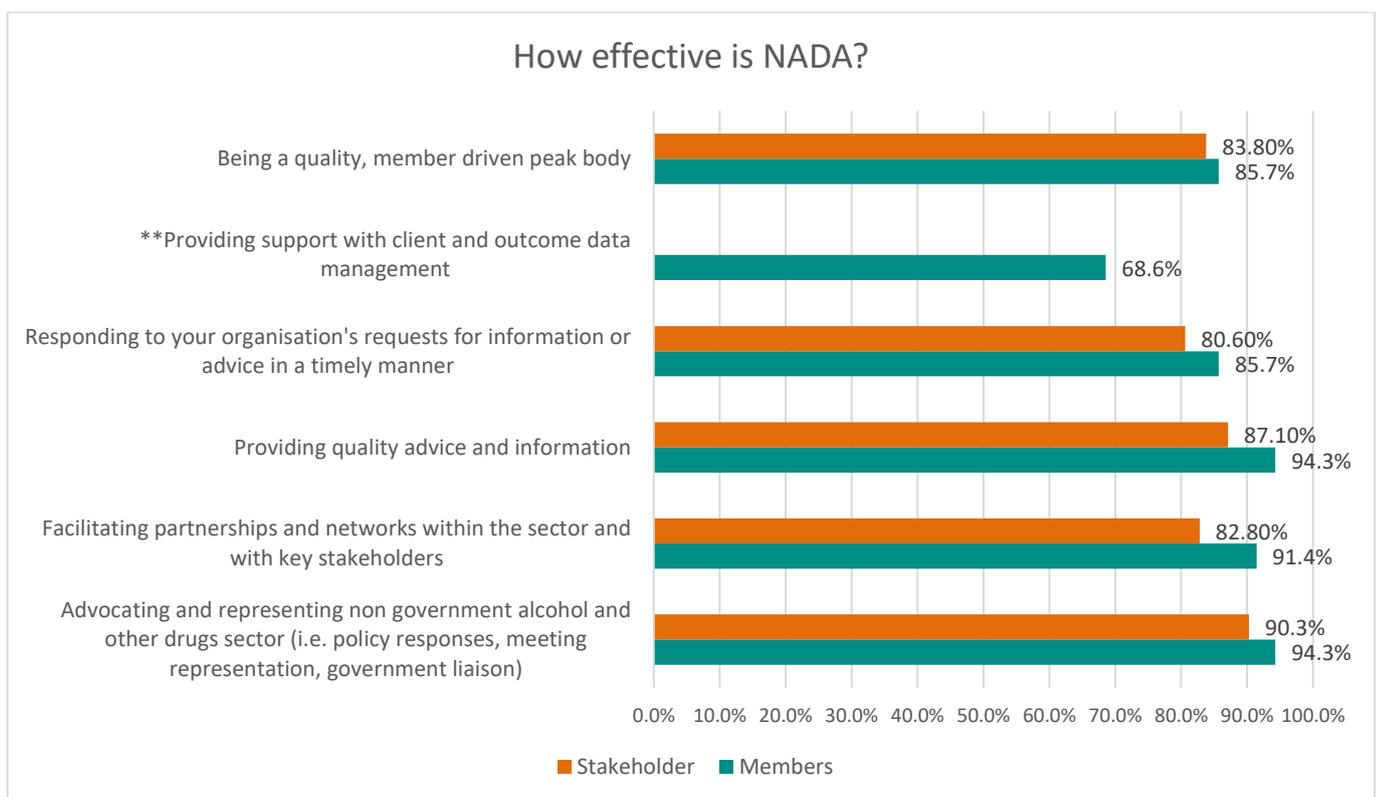
NADA also had an open-ended question asking members what the two most beneficial NADA activities were in the reporting period, with the following results being the most popular.

- NADA events, with particular mention to the NADA conference
- Workforce development training grants
- NADAbase
- Member and sector updates of important information.

Leadership

97.1% of members and 90.3% of stakeholders surveyed view NADA as a leader of the sector which is a significant indicator of the broader sector's perception of NADA's importance to the NSW NGO AOD sector.

NADA's effectiveness in assisting members



** This question was not asked in the NADA stakeholder feedback survey.

Members were asked both open ended and fixed response questions in regards to how effective NADA had been in assisting the activities and services of their organisations during the 2017-18 period.

Members were asked if NADA has assisted organisations with specific activities and services. Some of the highest ranked areas include:

- Support staff's professional development (71.4%);
- Client data, outcomes, performance management and reporting (68.6%); and
- Supported working with the diversity of clients accessing AOD services (60.0%).

How much has NADA assisted members in the following activities and services? (n=35)	Assisted	Did not assist	Don't know	Assistance was not required in this area
a) Client data, outcomes, performance management and reporting	68.57%	17.14%	5.71%	8.57%
	24	6	2	3
b) Organisational/service planning, development and evaluation	34.29%	28.57%	8.57%	28.57%
	12	10	3	10
c) Governance and management practice	28.57%	40.00%	2.86%	28.57%
	10	14	1	10
d) Supported your staff professional development	71.43%	17.14%	8.57%	2.86%
	26	6	3	1
e) Research practices and engagement	40.00%	31.43%	17.14%	11.43%
	14	11	6	4
f) Promotion of changes to funding and new funding opportunities	57.14%	22.86%	11.43%	8.57%
	20	8	4	3
g) Supported working with the diversity of clients accessing AOD services	60.00%	20.00%	8.57%	11.43%
	21	7	3	4

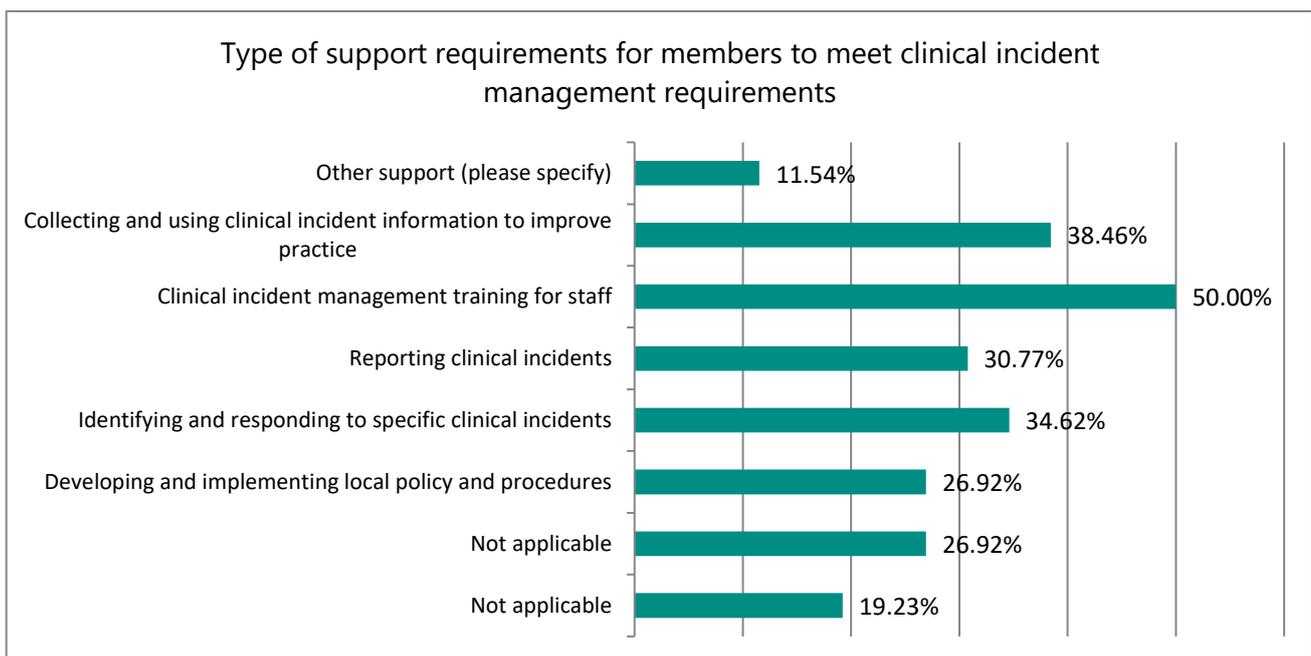
FEEDBACK ON SECTOR PARTNERSHIPS

From 1 July 2018 NSW Health is implementing core performance indicators in contracts with organisations providing alcohol and other drug treatment services. The initial core performance indicators address clinical incident management and client transfer of care processes.

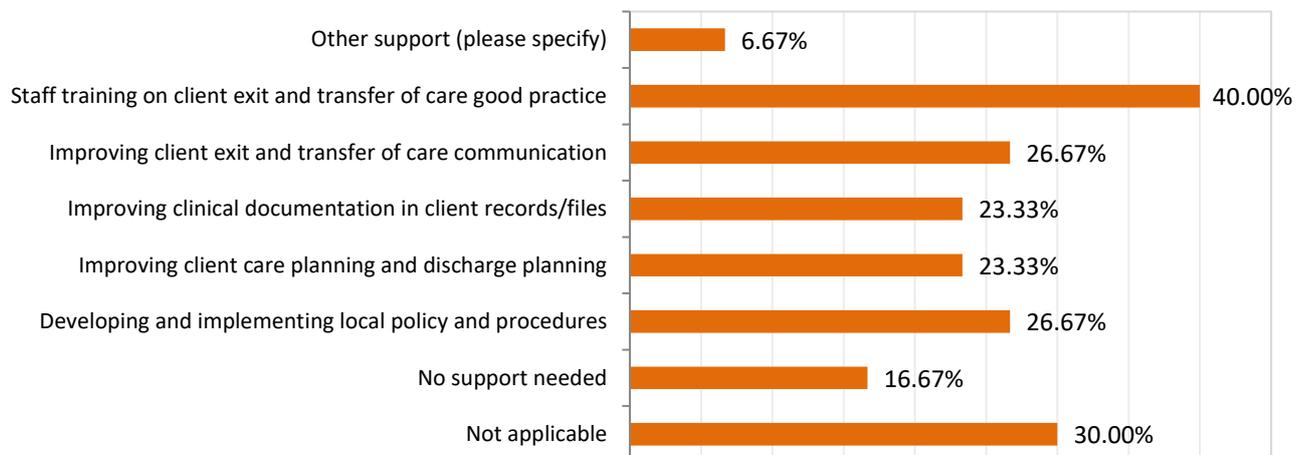
A majority of respondents indicated staff training as the main source of support required to meet clinical incident management (50%) and for client exit transfer of care requirements (40%).

36% indicated no support was needed while 36% indicated it was not applicable to their service. Some suggested forms of support include:

- Templates and resources
- Practical and face to face support
- Information around cultural competency with regards to target AOD recovery



Type of support requirements for members to meet client exit and transfer of care requirements



NSW NGOs reported engagement with NSW PHNs and LHDs

The following results build on the baseline that was collected in the previous year to explore how the NGO sector reports engagement with its two main stakeholders, and look for areas for improvement based on member feedback.

Primary Health Networks

60.0% of NSW NGOs are very engaged/engaged with NSW PHNs.

26.7% report little engagement

13.3% report no engagement

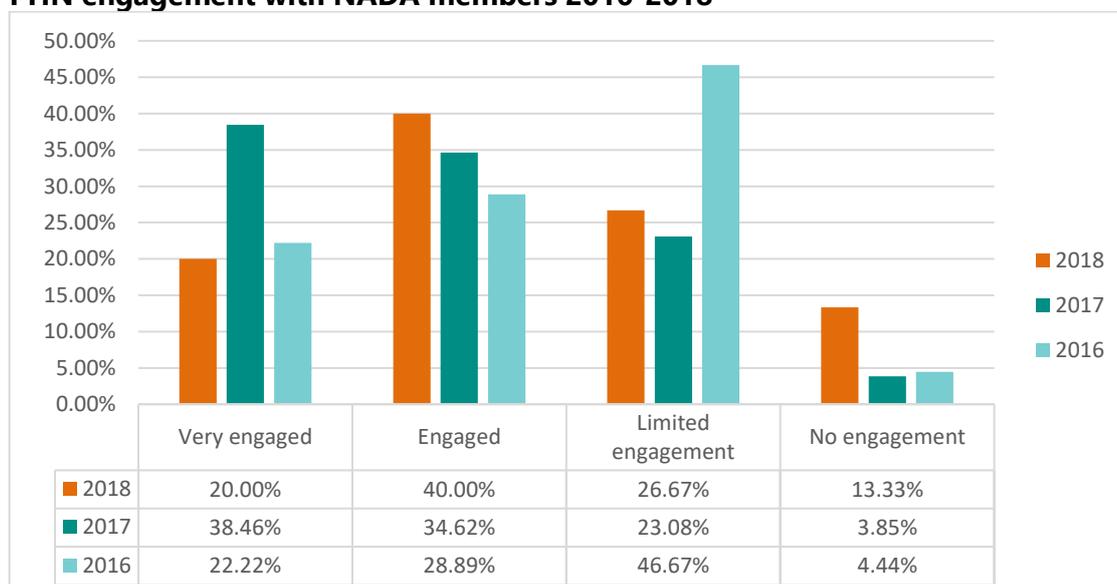
Local Health Districts

60.0% of NSW NGOs are very engaged/engaged with NSW LHDs.

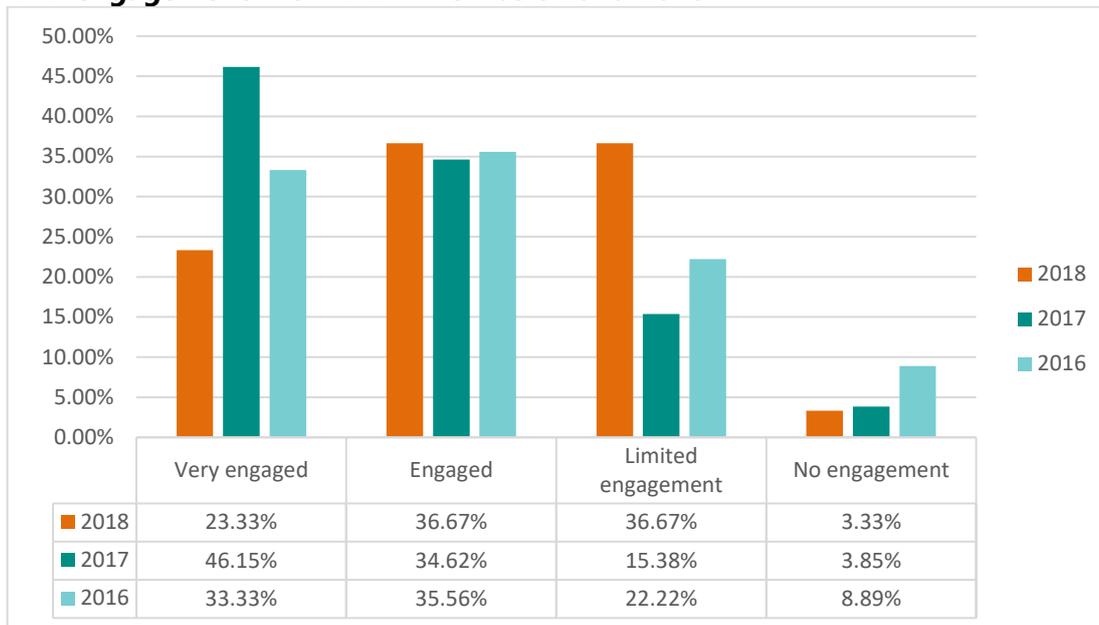
36.7% report little engagement

3.3% report no engagement

PHN engagement with NADA members 2016-2018



LHD engagement with NADA members 2016-2018



In 2018, NADA members reported that 60% are engaged with both LHDs and PHNs, compared to 2017, where 81% reported engagement with LHDs, and 73% with PHNs. In 2016, this was 69% for LHDs, and 49% for PHNs.

The following are qualitative responses relating to PHNs:

2018 themes-

- Reporting: Consistent reports (KPIs) across each of the PHNs, incl financial templates (n=6)
- Reporting: less demanding reporting for small grants, more flexibility, less punitive
- Engagement: more interaction/meetings
- More education about the AOD sector

"Same reporting requirements across PHN's would be fantastic"

"More interaction between the PHN and LHD and NGO; more consistent KPIs for like services funded by different PHNs"

"Need directory of go to person in PHN"

"Regular liaison and communicating of professional needs."

The following are qualitative responses relating to LHDs:

"Further integration beyond interagency meetings"

"We also have a very good partnership"

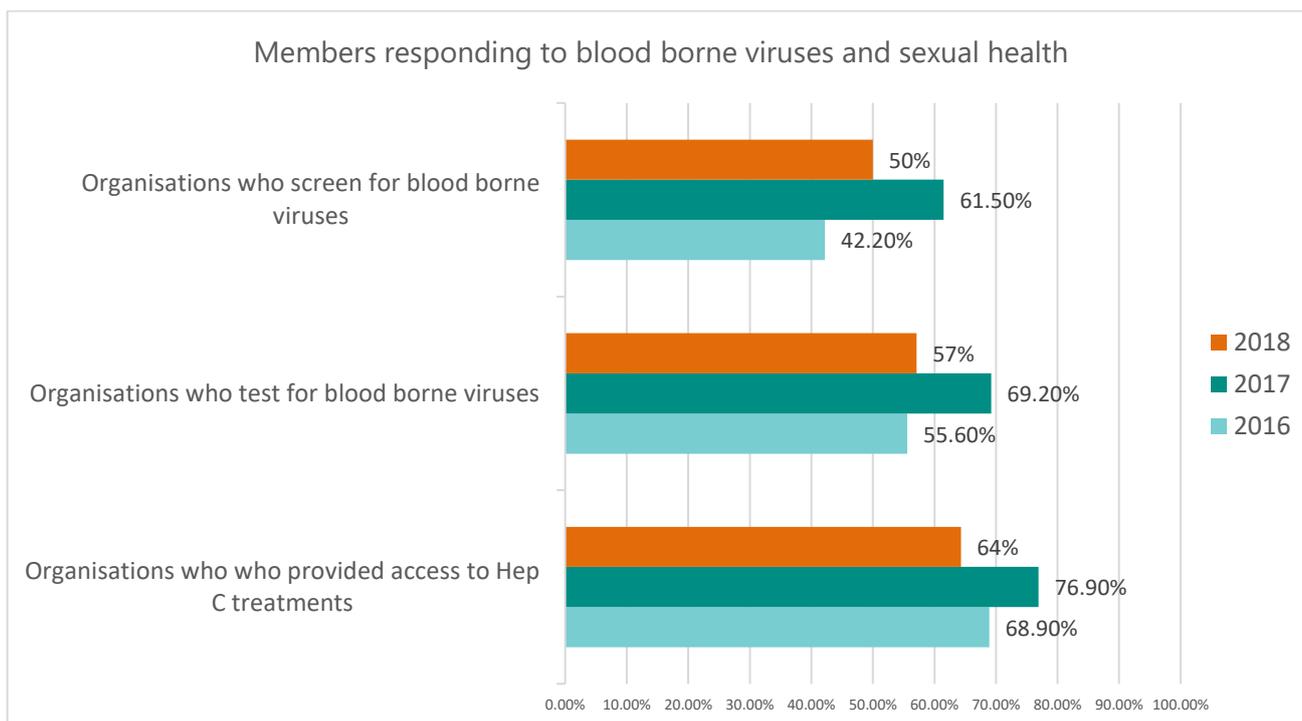
"Our LHD also provides an AOD service. They have a seat at the table that determines AOD funding for the area, this is a clear conflict of interest."

"A health worker specifically assigned to allied community based services who could coordinate support especially mental health"

Responding to blood borne viruses and sexual health

Members were also asked questions relating to how the sector responds to blood borne viruses and sexual health.

- 50% of members screen clients for blood borne viruses (HIV/HCV/HBV) and STIs (i.e. asking specific questions).
- Testing for blood borne viruses (HIV/HCV/HBV) and STIs are available to 57.1% of clients accessing member services, with 12 members reporting that the testing takes place at the service. Members also reported that this took place at GP clinics, sexual health clinics and LHD services.
- 64.3% members reported that their clients have access to treatment for Hepatitis C.

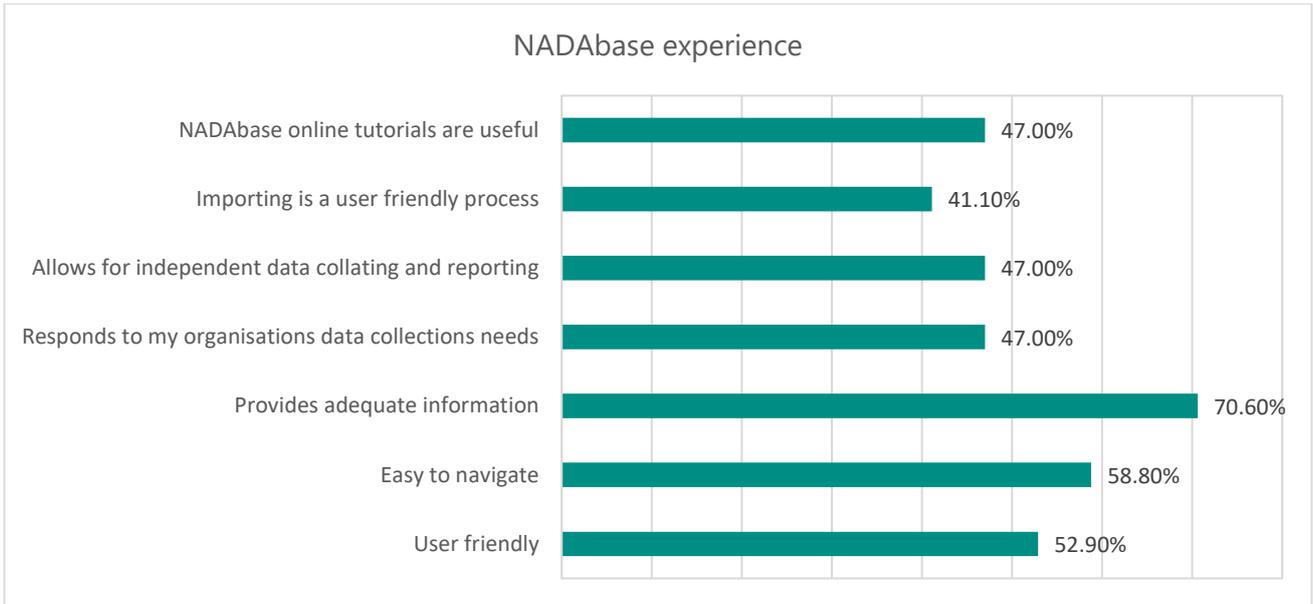


In terms of support for members to improve responses to BBVs and STIs for clients, the most common responses were: client and staff education, improved relationships and support from LHDs/liver clinics/GPs and increase of funding.

FEEDBACK ON NADABASE

Those who responded to the NADA member feedback survey 36.3% of NADA member organisations are using NADAbase and 63.7% of those are using other bespoke systems for client data management. However, the majority of those members using their own system still import their N/MDS and outcomes data to NADAbase.

54.5% of the members surveyed, have used NADAbase with a majority finding the system user friendly and easy to navigate.



When asked whether NADA members would like additional support to improve client data, outcomes, performance management and reporting, 60% indicated they did not. For those who did want additional support the themes identified were:

- Staff training and workshops related to accurate data collection and performance reporting; and
- Improved reporting formats and search functionality.

"Report formats for Nadabase & MDS could be improved."

"To ensure that you are the advocate for the NGOs and the expectations of the PHNs and other funders. To align data requirements to the reporting requirements."

Majority of respondents (80.0%) are "very confident" and "confident" in analysing service data to inform service improvement. Some suggested support requirements to further engage in research and evaluation include:

"Benchmarking capabilities"

"Training in Research Methods"

Just under half of respondents reported they are engaged with a tertiary institution or external evaluation service (45%), which is extremely encouraging and indicates a desire to use the client data members are collecting in meaningful ways.

FUTURE ACTIVITIES FOR NADA TO FOCUS ON

Members were asked open ended questions on how NADA could better support their organisations in relation to a number of key areas to identify issues that NADA could focus on to further support the NSW non government alcohol and other drugs sector.

Their responses highlighted the following areas:

1. Advocacy and representation

Requests from members in relation to NADA's advocacy and representation role are focused on stronger partnerships, sustainable funding, research and evaluation and workforce development.

"Advocate for drug law reform to assist our clients harmed by the war on drugs"

"Be an advocate to increase funding with the ministry of health"

"Ongoing training has been instrumental"

"Assisting to remove stigma around young people accessing alcohol and drug support"

2. Workforce development

Client clinical management, including therapeutic approaches, was identified as a primary area for NADA workforce development. There was a particular focus on providing specific training opportunities notably around domestic violence and mental health, and worker wellbeing. Additional comments included:

"Therapeutic group work"

"Train new staff who have no AOD knowledge"

"Clinical supervision"

"Working with clients with complex mental health and high AOD problematic usage to sustain tenancies"

3. NADA Policy Toolkit

Under half of the respondent surveyed (39.4%) have used the NADA Policy Toolkit. While survey respondents noted the utility and comprehensive nature of the current resource, they also had a number of suggestions in relation to future directions for the project. All suggestions will be considered as the toolkit is reviewed. Respondent suggestions included:

"Medication, withdrawal protocols, health policy"

"Worker Well-being policy"

4. Future direction and strategic planning

NADA members and stakeholders were asked what they would like to be considered in NADA's strategic plan 2019-22. Respondent suggestions include:

"Our voice for funding, build evidence based research opportunities and continue to support with high quality professional development." – Member feedback

"Funding is the core of all of our services and for smaller services to compete against larger services in the process of writing a affective submission is very important to time consuming and requires a level of skill to be able to do these, training or support in this area would be great." – Member feedback

"Measuring quality and performance of NGOs - including expanding the benchmarking program." – Stakeholder feedback

"Continued involvement in some collaborative activities with other state AOD peaks, including assisting to gather evidence to demonstrate the value of peaks at the national level. Encouraging the federal government to

continue to support all state AOD sectors with both service delivery and capacity building on an ongoing basis.” – Stakeholder feedback

Final comments on NADA performance

Responses to a final question to members and stakeholders asking for any other comments regarding NADA, its performance or future planning, included comments such as:

Members

“NADA continues to provide relevant information & support across all these areas. It’s really good to know we have access when we need it.”

“We keep doing the same things that have not worked for many years - time to do something different and be like Portugal.

“NADA is doing an excellent job. Keep up the good work!

Stakeholders

“Try to work more collaboratively with professional organisations - e.g. nurses, allied health, GPs, addiction medicine specialists - psychiatrists - the health professionals who actually provide the services.

“All of the staff at NADA are passionate, knowledgeable and easy to collaborate with. They have demonstrated excellent leadership in anticipating and being responsive to the nuances of the new funding environment.”

CLOSING

Thank you to all NADA members and stakeholders that responded to this year’s Member and Stakeholder Feedback surveys. The information provided is valuable and will address future service and activity planning.

Members and stakeholders can provide feedback to NADA at any time by contacting individual staff or by emailing feedback@nada.org.au.