



**NADA**  
network of alcohol and  
other drugs agencies

# 2017 NADA Member and Stakeholder Feedback Report

October 2017

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.

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## SUMMARY

The results extracted from the 2016-17 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 2016-17 NADA Member and Stakeholder Feedback Surveys show that 88.5% of members, and 80.0% 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 2016-17.

NADA has achieved 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: 90.0%, stakeholders: 90.0%);
2. Facilitating partnerships (members: 76.6%, stakeholder: 95.0%);
3. Providing quality advice and information (members: 96.6%, stakeholders: 100%);
4. Responding to requests for information (members: 90.0%, stakeholders: 95.0%); and
5. NADA as a quality member peak body (members: 96.6%, stakeholders: 100%).

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:

*"I have worked with many peak bodies in the past. I think NADA is well led, strong, focused and respectful of its members. New blood on the board may be good for the fore coming future."* – Member feedback

*"I feel I can trust in NADA to keep me up to date on what is happening in the sector and to provide valuable support in navigating funding and tendering issues."* – Member feedback

*"I'm not sure what to suggest. In my experience, NADA is wonderfully responsive, fabulous to work with and their sensible voice is a relief from the tabloid cacophony that surrounds us."* – Stakeholder 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 with questions relating specifically to the period 1 July 2016 to 30 June 2017.

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

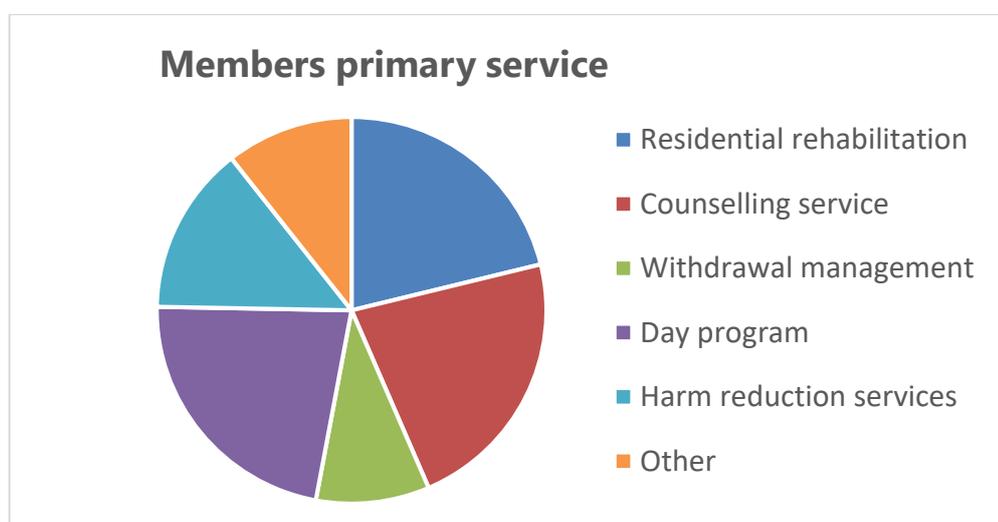
### Demographics

The NADA Member Feedback Survey received a response rate of 31.9%, with the majority of responses received from members based in Sydney (43.3 %). The response rate is down from 56.5% of members in 2016.

#### NADA members location (n=30)

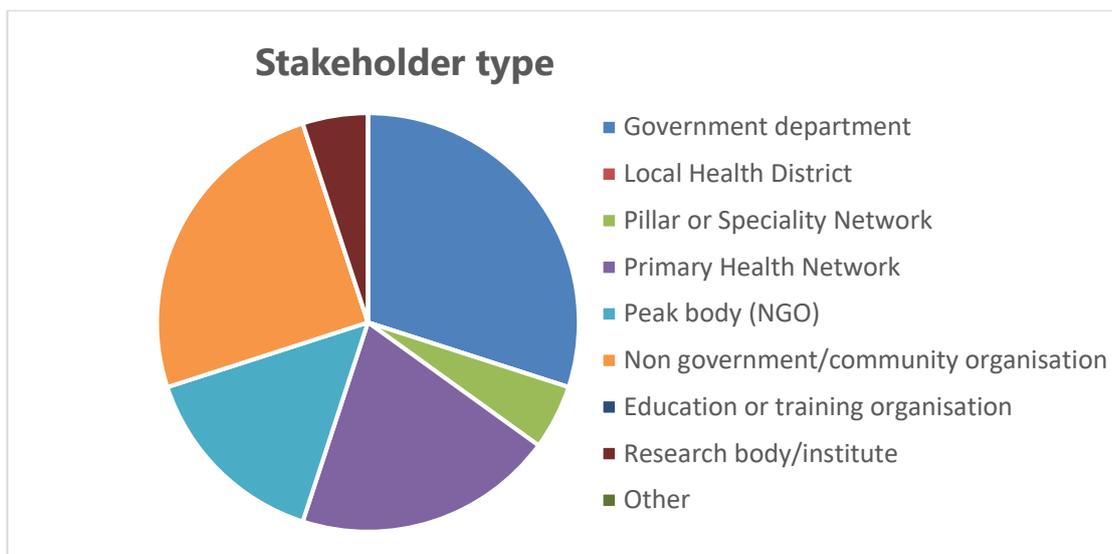
	%	n
Metropolitan Sydney	30%	9
Western Sydney	13.3%	4
NSW regional centre	30%	9
NSW rural or remote centre	10%	3
Other *	16.7%	5

\* '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 20 responses received with the majority of responses received from government departments (30.0%), other non government/ community organisations (25.0%) and Primary Health Networks (20%).

## Stakeholder's organisation type

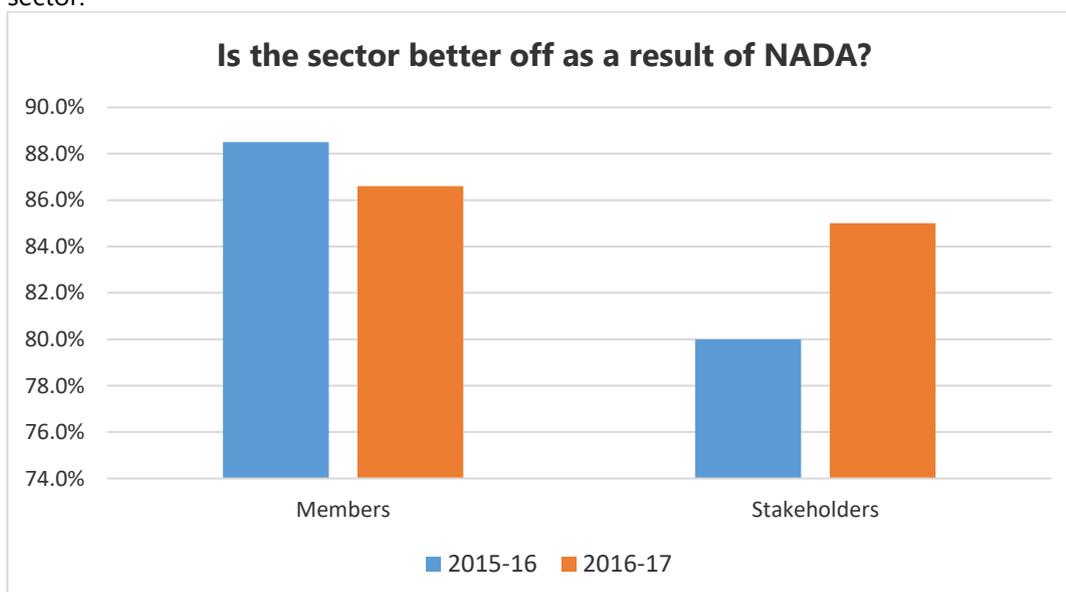


## NADA activities and initiatives

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 86.6% of members indicated that their organisation has improved as a result of NADA projects, resources, and grants. This is a slight decrease of approximately 2% since the previous survey that was conducted in 2016.

In addition to this, of the stakeholders surveyed, 85% 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 an increase of 6.2% since the previous survey that was conducted in 2016 – this is a significant indicator of the broader sector's perception of NADA's importance to the NSW NGO AOD sector.



## 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, 96.5% indicated that NADA's communication and information dissemination methods were 'useful and valuable'.

### NADA events and resources

90% of members reported both NADA resources, as well as NADA hosted events, such as training, workshops and forums as useful and valuable.

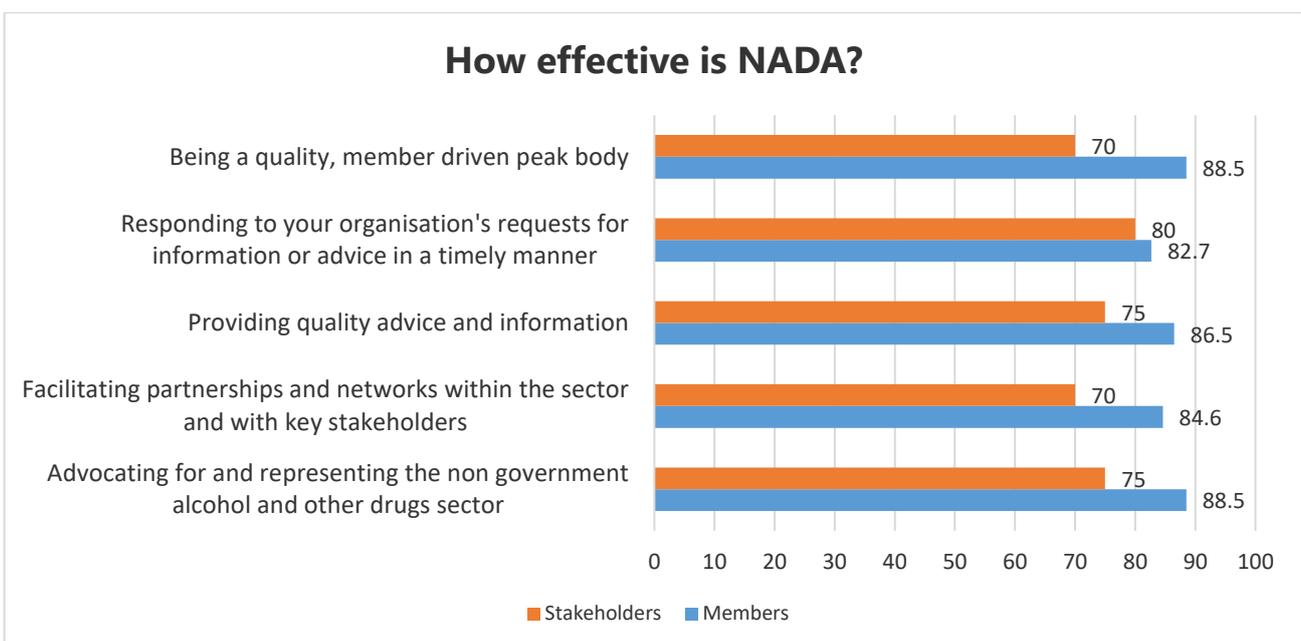
### Consultation

NADA's approach to consultation, where 86.6% 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 Women's Network events
- Workforce development training grants
- NADA resources
- NADA Networks
- Advocacy and representation

## NADA's effectiveness in assisting members



Members were asked 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 2016/17 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 (86.6%);
- Client data, outcomes, performance management and reporting (83.3%); and
- Supported working with the diversity of clients accessing AOD services (70.0%).

How much has NADA assisted members in the following activities and services? (n=51)				
	Assisted	Did not assist	Don't know	Assistance was not required in this area
a) Client data, outcomes, performance management and reporting	83.3%	10.0%	-	6.6%
	25	3	0	2
b) Organisational/service planning, development and evaluation	46.6%	30.0%	3.3%	20.0%
	14	9	1	6
c) Governance and management practice	33.3%	23.3%	6.6%	36.6%
	10	7	2	11
d) Supported your staff professional development	86.6%	3.3%	6.6%	3.3%
	26	1	2	1
e) Research practices and engagement	53.3%	20.0%	13.3%	13.3%
	16	6	4	4
f) Promotion of changes to funding and new funding opportunities	66.7%	16.7%	3.3%	13.3%
	20	5	1	4
g) Supported working with the diversity of clients accessing AOD services	70.0%	20.0%	6.6%	3.3%
	21	6	2	1

## FEEDBACK ON MAJOR NADA INITIATIVES

### NADAbase

NADAbase has continued to evolve and respond to the needs of NADA member organisations, clients and stakeholder groups, with 72% of member aware of the NADAbase expansion project to improve its functionality. Among those who responded to the NADA member feedback survey, there was a fairly even split among NADA member organisations using NADAbase (44.8%) and those using other bespoke systems for client data management (55.2%). However, the majority of those members using their own system still import their N/MDS and outcomes data to NADAbase.

For those NADA member organisations using NADAbase, their experiences have been positive with most respondents finding NADAbase user friendly and easy to navigate (58.8%). When asked about the NADAbase online tutorial, the vast majority of respondents (67%) have not used it. However, all those that have - indicated that they found it useful.

In relation to the addition of new measures that respondents would like to see added to NADAbase there were a number of single requests for new measures, however there were no specific themes that emerged from the data.

When asked whether NADA members would like additional support to improve client data, outcomes, performance management and reporting, 63% 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;
- Improved reporting and search functionality; and
- Consolidation and translation of data to KPIs and Government funding requirements.

Just over half of respondents reported they are engaged with a tertiary institution or external evaluation service (53.5%), which is extremely encouraging and indicates a desire to use the client data members are collecting in meaningful ways.

## NADA Networks

### Women’s AOD Services Network

The Network comprises of eleven services with fourteen regular attendees across the eleven organisations. Eleven responses were received. This shows between 75% and 100% response rate from the Network.

- 72.7% of responses identify the Network as valuable and worthwhile
- 91.0% of respondents felt the Network is very much supported

Network members were asked to respond to a number of questions relating to if the Network has been valuable, if it has provided adequate opportunities and if it allowed for contribution from members. 72.7% of responses were positive, respondents indicating they very much or somewhat agreed that the Network had been of value, and provided adequate opportunities.

The table below provides a breakdown of the questions and responses.

Network members indicates their level of agreement with the following statements					
	Very much	Somewhat	Neutral	Not really	Not at all
Being part of the Network has been valuable and worthwhile	5	3	3	0	0
The Network has provided me with opportunities to develop professional relationships and partnerships	3	6	2	0	0
The Network has provided adequate opportunities for information exchange and knowledge building	4	5	2	0	0
I feel I have an opportunity to contribute to Network activities and discussions	7	1	3	0	0

Respondents identified regular meeting participation as providing the most significant benefits to the Network.

The Women’s Network participated in a range of activities over the 2016-17 year, members were asked to identify the two most significant benefits, achievements or positive outcomes. Regular meetings allowing information exchange and networking was rated highest with nine out of eleven respondents selecting this.

*“The continuation of the NADA Women’s Network is key and as discussed in the last meeting, the purpose for the network needs to be redefined. As I am only new to the Network I believe a sound understanding of our purpose will assist in our ability to support each other to achieve great outcomes for women in the AOD field.”*

### Ideas for future activities

Network members were asked to identify any ideas for future activities/areas of focus that have not already been identified in Network discussions. No feedback provided in survey.

### Youth AOD Services Network

The Network comprises of 17 services with only 4 responses received from network members\*.

Network members indicates their level of agreement with the following statements					
	Very much	Somewhat	Neutral	Not really	Not at all
Being part of the Network has been valuable and worthwhile	4	0	0	0	0
The Network has provided me with opportunities to develop professional relationships and partnerships	3	1	0	0	0
The Network has provided adequate opportunities for information exchange and knowledge building	4	0	0	0	0
I feel I have an opportunity to contribute to Network activities and discussions	4	0	1	0	0

Respondents identified networking and referral directory as providing the most significant benefit/achievement/positive outcome of the Network.

100% percent of respondents felt the Network was 'very much' or 'somewhat' supported

### Ideas for future activities

Network members were asked to identify any ideas for future activities/areas of focus. No feedback provided in survey.

\* The poor response rate to the survey could be indicative of the membership of the youth network primarily comprised of frontline workers, in comparison to the Women's Network where all members are CEO/Managers of the organisation. NADA will review the approach to surveying network members in 2017/18.

## FEEDBACK ON SECTOR PARTNERSHIPS

### 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

73.0% of NSW NGOs are very engaged/engaged with NSW PHNs.

23.0% report little engagement

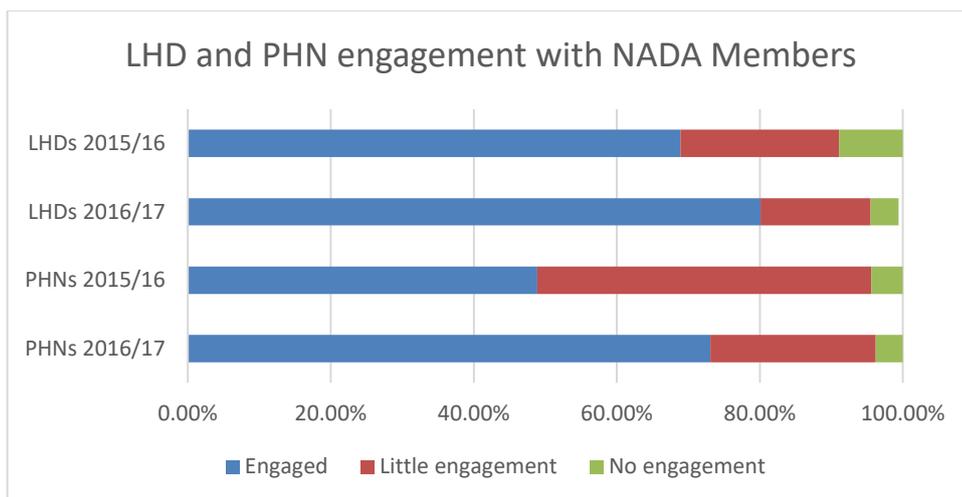
3.8% report no engagement

#### Local Health Districts

80.7% of NSW NGOs are very engaged/engaged with NSW LHDs.

15.5% report little engagement

3.8% report no engagement



Positively, we've seen an increase of engagement across both LHDs and PHNs in the past year, with a large jump in engagement with PHNs - which was to be expected as a new player to the sector. Some of the themes that have emerged are improved collaboration and information sharing, coordinated care, and consistent and coordinated data collection to reduce reporting burden.

The following are qualitative responses relating to PHNs:

*"Advocate on what data is mandatory, realistic lead in times, reporting and provide members tips when negotiating the contracts."*

*"Get the PHNs to be on the same page with each other."*

*"The project officers at a local level for PHN do not get much support or information from above. They are in the dark just like the funding purchaser."*

The following are qualitative responses relating to LHDs:

*"The willingness from the LHD to engage with smaller organisations."*

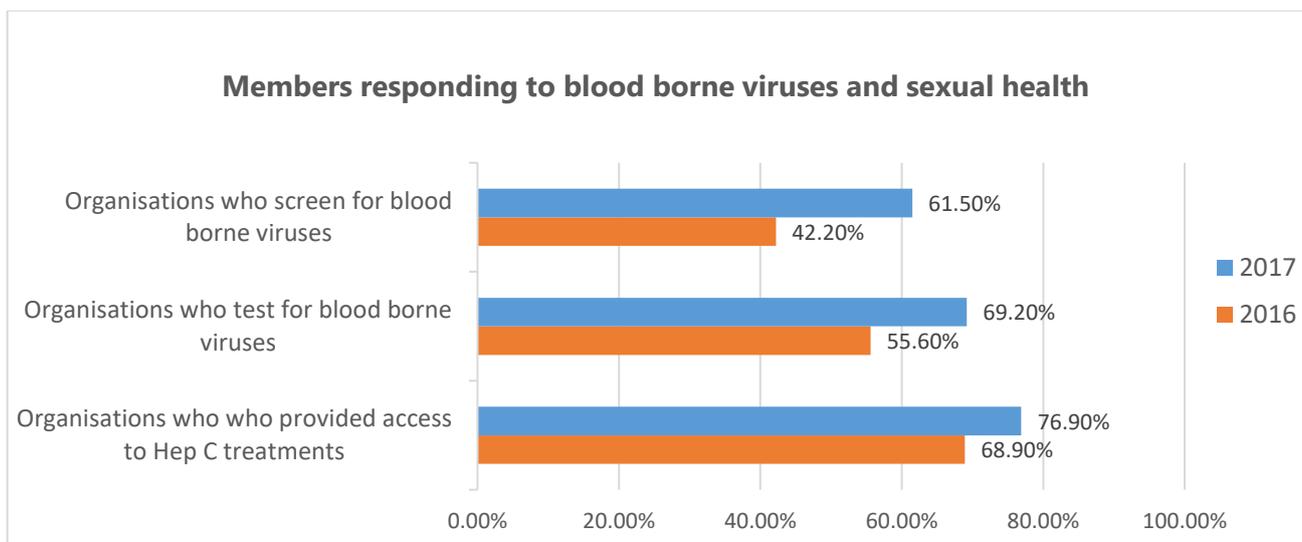
*"More Collaboration with joint projects."*

*"Facilitate introductions and contact details of key people."*

## 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.

- 61.5% 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 69.2% of clients accessing member services, with 5 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.
- 76.9% 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; and improved relationships and support from LHDs/liver clinics/GPs.

## 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.

*"Continue to advocate for 3 year funding."*

*"Regulate the field especially qualifications for staff."*

*"Advocate for specialist service funding."*

*"Keep advocating regarding PHN's. Especially State-wide services."*

### 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:

*"Working with clients who have many co-occurring issues Domestic Violence, Trauma, generational AOD use etc."*

*"Adapting training to diversity & keeping healthy engaged workforce."*

*"Specialised therapeutic approaches e.g. CBT, family therapy, DBT etc."*

*"Clinical practice improvements."*

### **3. NADAbase and data**

The most common responses from members in relation to client data, performance management and reporting were:

- Staff training and workshops related to accurate data collection and performance reporting;
- Improved reporting and search functionality; and
- Consolidation and translation of data to KPIs and Government funding requirements.

*"Technical or research know how to inform how to utilise data more usefully."*

*"Skilled staff to analyse data - to interpret data."*

*"I would like to be able to search for information based on a group of clients at the moment I think I can only obtain individual reports of reports for the whole client group. When doing reports for a quarter I need to do it client by client and compile the information."*

*"What we need more than anything is NADA to continue to lobby the PHNs and get ONE SET of data. Would be great if that were to happen."*

### **4. Research and evaluation**

Research on the effectiveness of member services in a range of areas were identified as the research priorities, as well as access to academics, funding and appropriate staff to lead on research internally.

*"Funding, mentoring of current staff, maybe buddying up with academics; the biggest issue is that funding from Governments (besides the innovation/evaluation recent grant allocations) are always for service delivery. It is very difficult to develop then retain people interested in research in the NGO sector. "*

*"I would like to see studies done on the effectiveness of trauma informed practice in treatment of drug and alcohol."*

*"Evidence regarding intensity of treatment required for particular levels of substance use/client groups."*

*"How to implement a strength based approach in a structured residential setting."*

*"Models of care that are effective and have good results in treating AOD."*

### **5. NADA Policy Toolkit**

The NADA policy toolkit project (2<sup>nd</sup> Edition; 2015) will be reviewed and updated on an ongoing basis. This review process will be streamlined by an anticipated move of the project to an online format in 2017. 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:

*"Needs more easy access"*

*"More clinical content"*

*"Shorter more contemporary policies."*

## 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 is an amazing Peak Body - We are very proud to be a member of such a high quality organisation."*

*"The only concern I have is, as NADA is becoming more and more recognised and respected, you are being asked to be involved in more things, I have concerns about NADA choosing between member orgs on tender selection panels, NADA facilitating contact with individual members for tender opportunities that could have been open to other members. Other than that, and I know the heart is in the right place on it, but I don't think it's appropriate, you guys are going from strength to strength, Larry has always been fantastic but the addition of Robert as an Executive has added a depth and different skill set."*

*"Keep doing the wonderful work they are currently doing."*

### Stakeholders

*"I'm not sure what to suggest. In my experience, NADA is wonderfully responsive, fabulous to work with and their sensible voice is a relief from the tabloid cacophony that surrounds us."*

*"Policy push for Health focus on D&A and away from justice. Take up NIDAC recommendations on behalf of NSW."*

*"PHN and PHN AOD Commissioned services networking / forum could be really interesting."*

*"NADA has been very helpful and supportive."*

## 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](mailto:feedback@nada.org.au).