2019 NADA Member and Stakeholder Feedback Report

August 2019

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.

SUMMARY

The results extracted from the 2018-19 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 2018-19 NADA Member and Stakeholder Feedback Surveys show that 84.6% of members, and 87.5% 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. 88.4% of member respondents believe the non-government AOD sector is better off as a result of NADA's activity.

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 2018-19.

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: 77.7%, stakeholders: 100.0%);
2. Facilitating partnerships (members: 66.6%, stakeholder: 94.1%);
3. Providing quality advice and information (members: 77.7%, stakeholders: 88.2%);
4. Responding to requests for information (members: 70.3%, stakeholders: 82.35%); and
5. NADA as a quality member peak body (members: 88.8%, stakeholders: 88.2%).

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 think NADA does a great job! Really passionate staff who are committed to their roles." – Stakeholder feedback

"NADA is a leader of peak bodies and others could do well to learn from their example."- 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 Qualtrics 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 2019-2021. All questions are relating specifically to the period 1 July 2018 to 30 June 2019.

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 approximately 25%, with the majority of responses received from members based in Sydney (40.0 %). The member response rate has decreased 10% in 2019.

NADA members location (n=25)

	%	n
Metropolitan Sydney	40%	10
NSW regional centre	32%	8
NSW rural or remote centre	16%	4
Other *	12%	3

* '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 17 responses received with the majority of responses received from peak body (NGO (35.2%, government departments (29.4%) and both Primary Health Network and non government/ community organisations at 11.7%.

**Stakeholder's organisation type (n=17)**
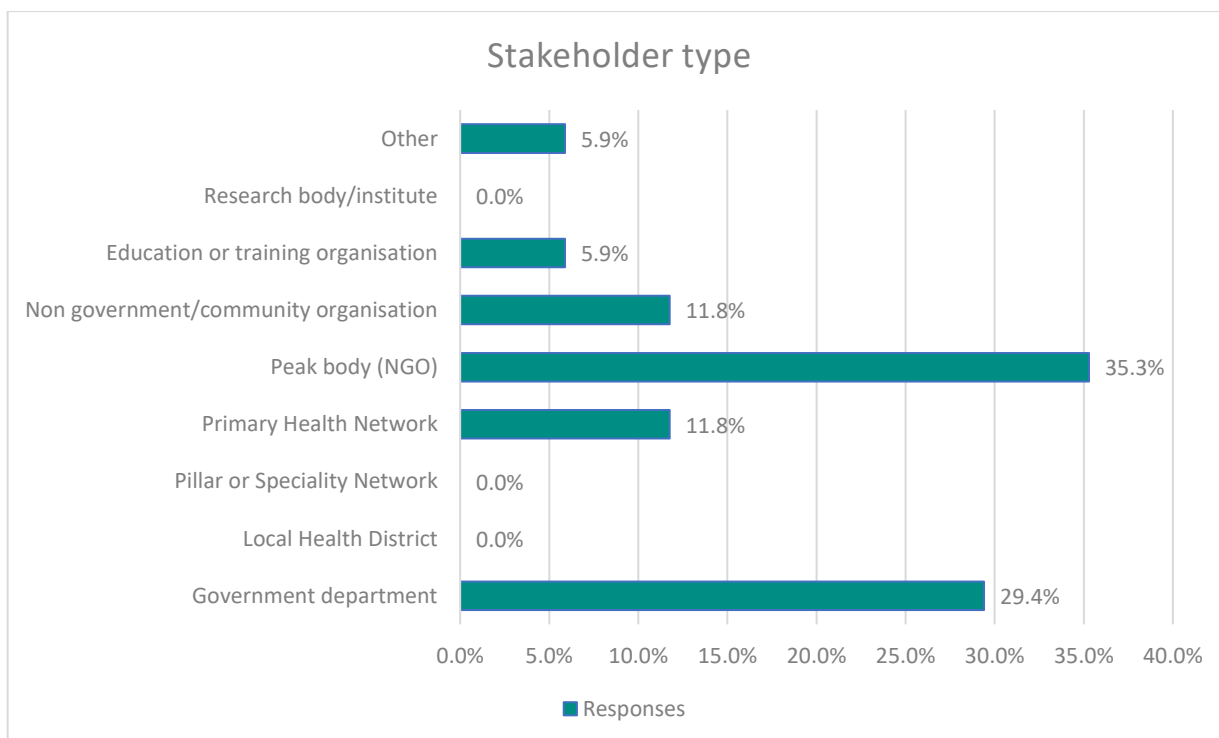
NADA activities and initiatives

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 84% of members indicated that their organisation is better off as a result of NADA projects, resources, and grants. This is an increase of approximately 7% since the previous survey that was conducted in 2018. Furthermore, 80% of members believe they are better off as a result of NADA's activity and 88% believe the non government AOD sector is better of as a result of NADA's activity.

In addition to this, of the stakeholders surveyed, 87% 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 13% since the previous survey that was conducted in 2018.
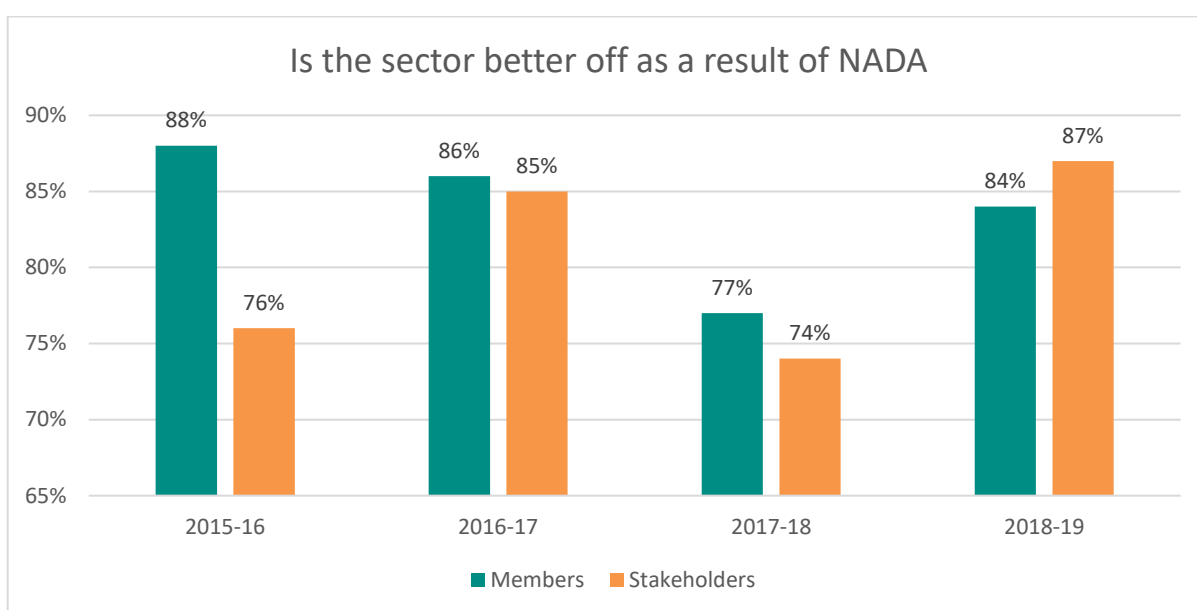
Most valuable and useful activities and initiatives

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, 95% indicated that NADA's communication and information dissemination methods were 'useful and valuable'.

NADA hosted events
86% of members reported NADA resources useful and valuable and 81% of members reported NADA hosted events, such as training, workshops and forums as useful and valuable.

Consultation

NADA's approach to consultation, where 81% of the members surveyed indicated that NADA is effective in consulting with members.
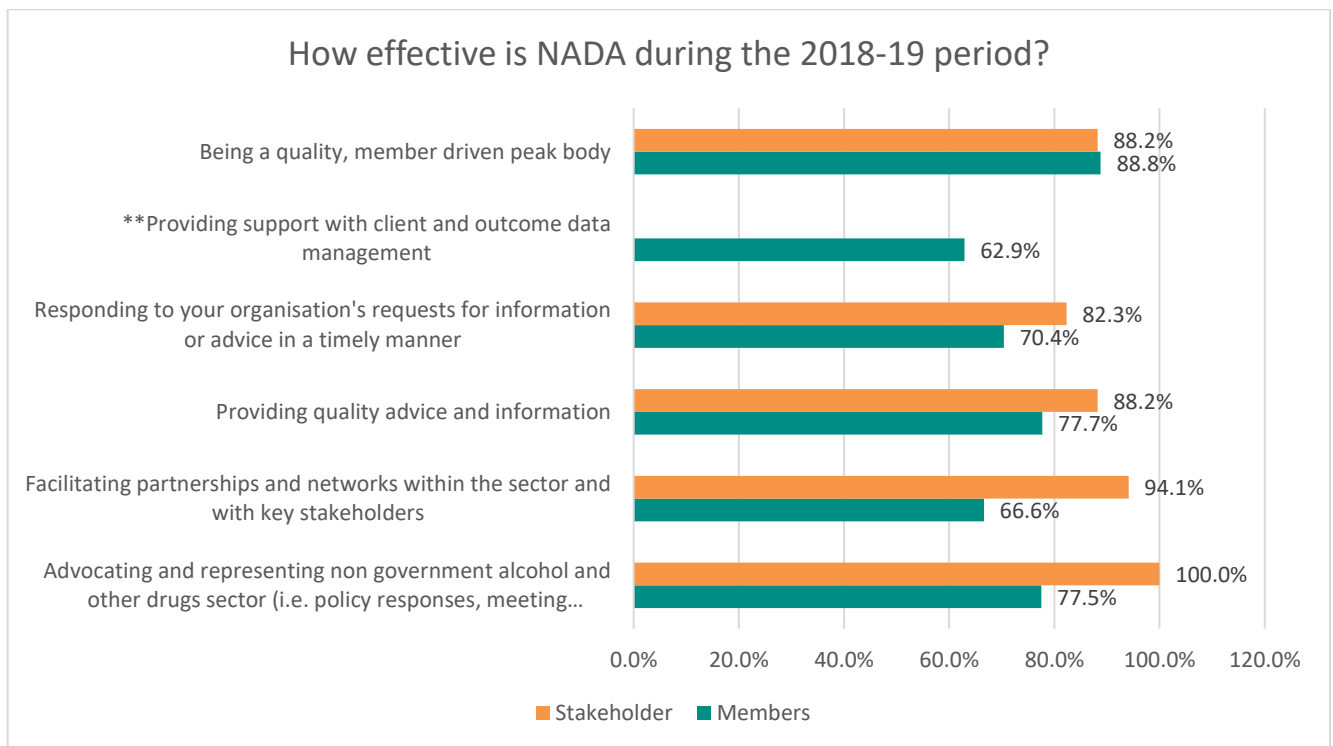
NADA also asked members to select what the two most beneficial NADA activities were in the reporting period, with the following results being the most popular.

- NADA events, with particular mention to
  - Scott D. Miller Masterclass: Implementing feedback informed treatment
  - Engaging with families and significant others in the AOD sector workshop
- NADA resources, with particular mention to Language Matters
- Member and sector updates of important information
- Workforce development training grants

Leadership
92% of members and 100% 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

How effective is NADA during the 2018-19 period?

Category	Stakeholder	Members
Being a quality, member driven peak body	88.2%	88.8%
**Providing support with client and outcome data management		62.9%
Responding to your organisation's requests for information or advice in a timely manner	82.3%	70.4%
Providing quality advice and information	88.2%	77.7%
Facilitating partnerships and networks within the sector and with key stakeholders	94.1%	66.6%
Advocating and representing non government alcohol and other drugs sector (i.e. policy responses, meeting…	100.0%	77.5%

** *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 2018-19 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 (88.0%);
- Client data, outcomes, performance management and reporting (68.0%); and
- Promotion of changes to funding environment, and new funding opportunities (where available) (64.0%).

How much has NADA assisted members in the following activities and services? (n=25)	Assisted	Did not assist	Don't know	Assistance was not required in this area
a) Client data, outcomes, performance management and reporting	68.0%	8.0%	12.0%	12.0%
b) Organisational/service planning, development and evaluation	32.0%	24.0%	16.0%	28.0%
c) Governance and management practice	24.0%	28.0%	12.0%	36.0%
d) Supported your staffs professional development	88.0%	4.0%	0.0%	8.0%
e) Promotion of changes to funding environment, and new funding opportunities (where available)	64.0%	8.0%	12.0%	16.0%
f) Supported working with the diversity of clients accessing AOD services	52.0%	16.0%	12.0%	20.0%

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% of NSW NGOs are very engaged/engaged with NSW PHNs.
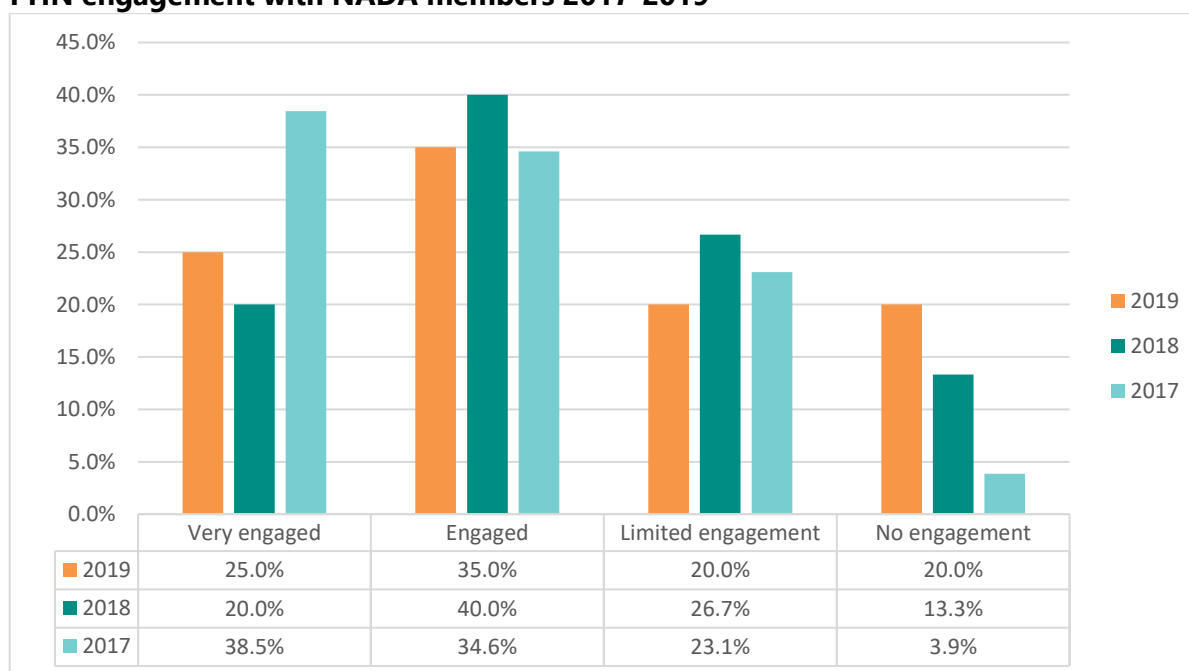20% report little engagement
20% report no engagement

Local Health Districts
55% of NSW NGOs are very engaged/engaged with NSW LHDs.
25% report little engagement
20% report no engagement

PHN engagement with NADA members 2017-2019

	Very engaged	Engaged	Limited engagement	No engagement
2019	25.0%	35.0%	20.0%	20.0%
2018	20.0%	40.0%	26.7%	13.3%
2017	38.5%	34.6%	23.1%	3.9%

LHD engagement with NADA members 2017-2019

	Very engaged	Engaged	Limited engagement	No engagement
2019	20.0%	35.0%	25.0%	20.0%
2018	23.3%	36.7%	36.7%	3.3%
2017	46.2%	34.6%	15.4%	3.9%
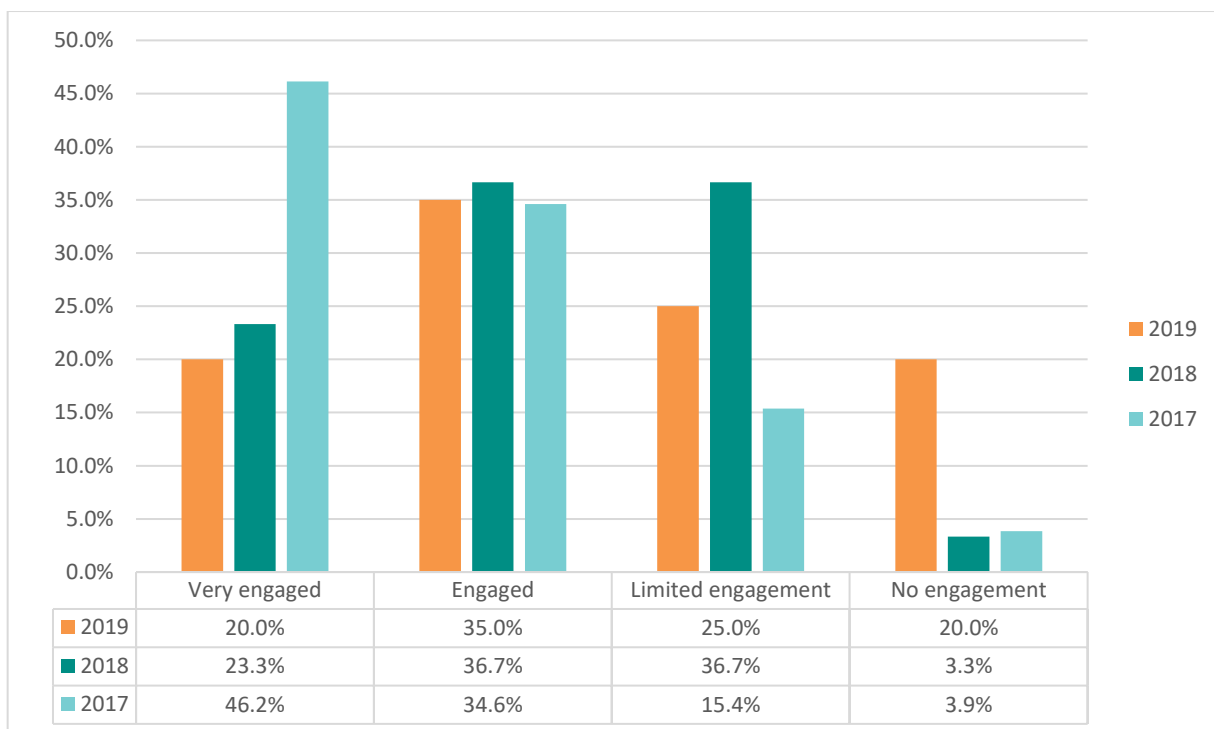
In 2019, NADA members reported that 60% are engaged PHNs and 55% are engaged with LHDs. Compared to 2018, PHN engagement was maintained at 60% while LHD engagement was 60% with a decrease of 5%. In 2017, this was 73% for PHNs and 81% for LHDs.

The following are qualitative responses relating to PHNs:

2019 themes-
- Reporting: Consistent reports (KPIs) across each of the PHNs, incl financial templates (n=6)
- Engagement: more interaction/meetings
- More education about the AOD sector

"More networking and info sharing about services within the PHN"

"Aligning reporting and KPIs with other PHNs"

"PHN actually having an interest & not just a tokenistic appearance"

"Consistent workforce in the PHNs, we work with three (Western, Nepean and South East) and all have had staffing interruptions

The following are qualitative responses relating to LHDs:

"Having them being open to learning about our service and referring to it. Supporting each other. Building connections"

"The local LHD personnel are always available to be contacted when required."
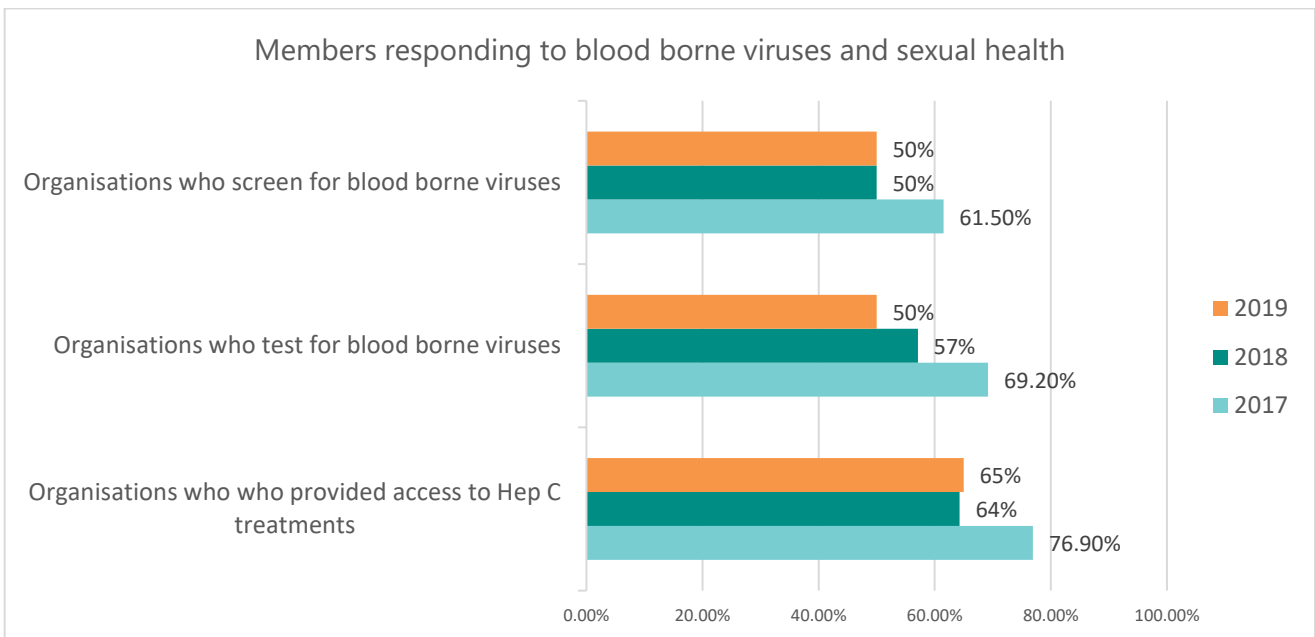
"Limited engagement - mainly through reporting requirements. More info sharing about services and offers to disseminate service info through the LHD"

"Senior LHD management engagement, works well on the ground but there is no back up from higher up"

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.

- 50.0% 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 50.0% 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.
- 65.0% members reported that their clients have access to treatment for Hepatitis C.

Members responding to blood borne viruses and sexual health

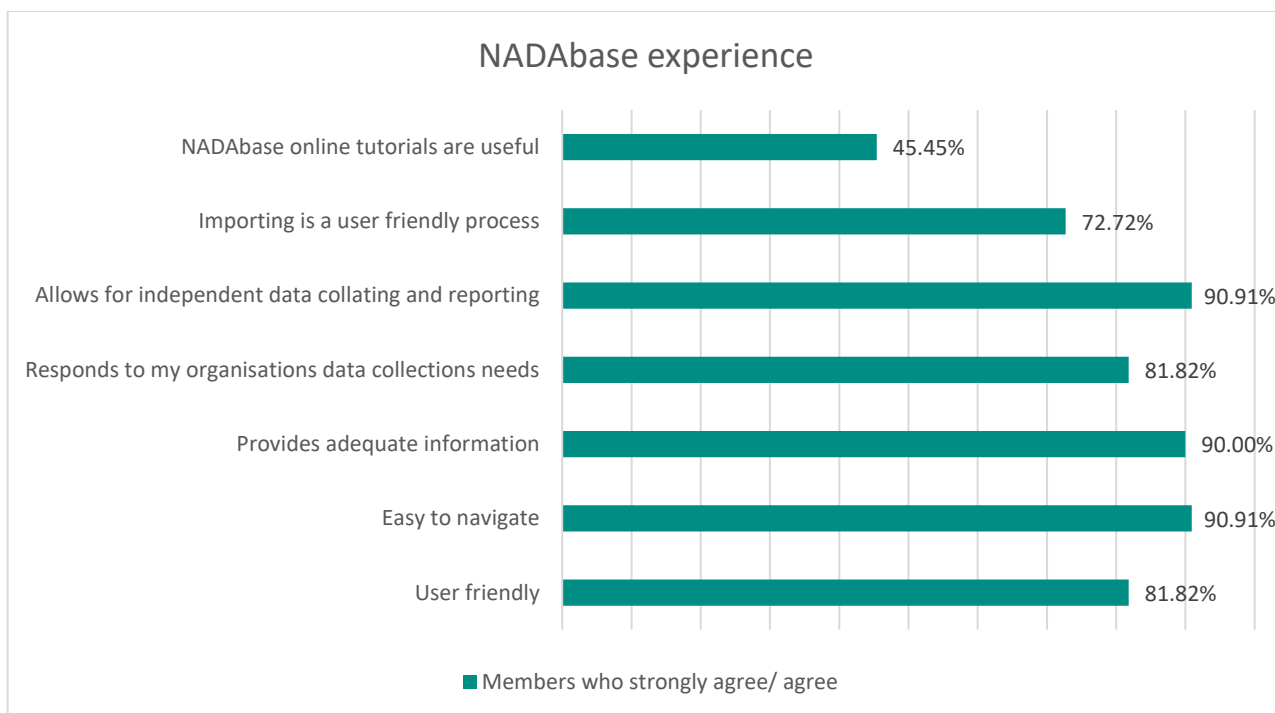| Category	2019	2018	2017
Organisations who screen for blood borne viruses	50%	50%	61.50%
Organisations who test for blood borne viruses	50%	57%	69.20%
Organisations who who provided access to Hep C treatments	65%	64%	76.90%

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 referral pathways.

FEEDBACK ON NADABASE

Those who responded to the NADA member feedback survey 38.1% of NADA member organisations are using NADAbase and 61.9% 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.

68.1% of the members surveyed find NADAbase useful and valuable, with 81.8% of the respondents finding the system user friend and easy to navigate.

NADAbase experience

	Members who strongly agree/ agree
NADAbase online tutorials are useful	45.45%
Importing is a user friendly process	72.72%
Allows for independent data collating and reporting	90.91%
Responds to my organisations data collections needs	81.82%
Provides adequate information	90.00%
Easy to navigate	90.91%
User friendly	81.82%

When asked whether NADA members would like additional support to improve client data, outcomes, performance management and reporting, 61.9% 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 analysis and performance reporting; and
- Client support and follow up.

"Support in analysing data and better utilising reporting in Nadabase."

"Engaging clients for follow-up data collection."

Majority of respondents (85.7%) 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:

"Funding for our research program"

"Training in Research Methods"

Members were also asked what their research and data priorities are for 2019-20, some of the responses include:

- Social Impact
- Funding for HR costs
- Outcome measures
- Effective youth treatment
- Trends in young people and drugs

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.

"Work with government to increase funding to offset SCHADs award costs."

"Keep advocating for the sector."

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 capacity building, resilience training and mental health, and Additional comments included:

"Resilience training"

"Developing an annual mandatory training tool to cover key annual requirements around e.g. Child Protection, WHS, and Bullying etc."

"Leadership development"

"Relapse prevention planning"

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:

"Medical policies and procedures for withdrawal services"

"Incident Management (Clinical/Corporate)"

4.   Organisation policy or service development priorities

NADA members were asked what their organisation policy or service development priorities are for 2019-20. Respondent suggestions include:

- Parenting programs
- Pre and post care
- Clinical risk
- Treatment plans

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 be a great network agency for NGO's providing AOD service in NSW. Great work NADA we look forward to your ongoing fantastic support."

"NADA is very responsive and helpful and continually looking for new ways to support members."

"Congratulations on a good year. As a leader new to the sector the information and support available has been great."

Stakeholders

"NADA is an essential and high performing partner in the AOD non-government sector, with which the viral hepatitis sector has significant overlap. We rely on NADA significantly to reach people in AOD settings in NSW so that they can hear unbiased information about HCV treatment and cure and also gain easier access to achieve cure from hepatitis themselves."

"Work effectively with national peaks to develop and deliver, advocate for changes in federal funding."

"Think of ways to intersect with non members- perhaps market targeting these organisations."

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.