



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

# 2020 NADA Annual Feedback Report

October 2020

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 2020 NADA Annual Feedback Survey reflect positively on NADA's success and achievements in the past year. The focus of the data documented in this report looks at the effectiveness of NADA's activities and initiatives, and measures NADA's performance over the past 12 months, from the perspective of NADA's members, workers and stakeholders.

Overall, results from the 2020 NADA Annual Feedback Survey indicates high level agreement among respondents that NADA made a positive impact as the peak body for non government alcohol and other drugs agencies in NSW. For example, the vast majority of respondents surveyed (100% of members, 83% of workers and 97% of stakeholders) "agreed" or "strongly agreed" the non-government AOD sector is better off as a result of NADA's activity in 2019-20.

Results also show that most respondents perceived NADA to be effective at undertaking its various roles and activities in 2019-20. In particular, respondents rated NADA as "effective" and "very effective" in the following:

1. Advocating and representing the non government AOD sector (members: 91%, workers 66%, stakeholders: 86%);
2. Facilitating networks and partnerships (members: 72%, workers 65%, stakeholders: 77%);
3. Providing quality advice and information (members: 91%, workers 76%, stakeholders: 94%);
4. Responding to requests for information (members: 96%, workers 60%, stakeholders: 78%);
5. NADA as a quality member peak body (members: 100%, workers 71%, stakeholders: 83%).

When asked to elaborate on their rating, respondents' comments incorporated both, an acknowledgement of the quality of NADA's services and commendations about the commitment and dedication demonstrated by NADA staff. Some of these comments include:

*"Thanks for providing some opportunities. It is great to have an AOD peak!"* - Member feedback

*"NADA sends out regular emails that keep me updated."* - Worker feedback

*"Excellent quality webinars and resources particularly during the pandemic and I have seen how NADA have been reaching out to all members to identify supports needed and then respond to address them.."* – Stakeholder feedback

*"The team at NADA is excellent - really experienced, solid, sensible/careful."* – 2020 Stakeholder Feedback

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.

## 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 in July 2020. The survey is designed to provide NADA's members and workers in NSW and the ACT, and stakeholders nationally, with the opportunity to provide feedback on how NADA has performed as the peak body for non government alcohol and other drugs organisations in NSW, and to inform future activity.

The 2020 NADA Annual Feedback Survey<sup>1</sup> was distributed to members, workers and stakeholders via targeted email distribution lists with a link to the Qualtrics website. Throughout the second week of distribution, members, workers and stakeholders were reminded to complete the survey and that their feedback was a valued way for NADA to gauge performance, and for members, workers and stakeholders to provide input into NADA's service planning.

Survey questions related directly to the NADA Strategic Plan 2019-2021. Questions to gauge performance were specifically related to the period 1 July 2019 to 30 June 2020. Questions to inform future activity were specifically related to the 1 July 2020 to 30 June 2021.

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

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<sup>1</sup> The NADA Annual Feedback Survey is a single survey instrument that is structured to capture feedback according to respondent type i.e. members, workers and stakeholders. This reflects NADA's communications and engagement with these respondent groups. 'Members' refers to organisational contact delegates who receive all of NADA's communications, 'workers' refers to non government AOD workers who subscribe to NADA's communications targeting this group, and 'stakeholders' refers to external partners recorded in a database maintained by NADA.

## FEEDBACK RESULTS

### Demographics

A total of 117 respondents completed the 2020 NADA Annual Feedback Survey (see Table 1 below for breakdown).

**Table 1. Respondents by type (n=117)**

	%	n
<b>Members</b>	23	27
<b>Workers</b>	47	55
<b>Stakeholders</b>	30	35

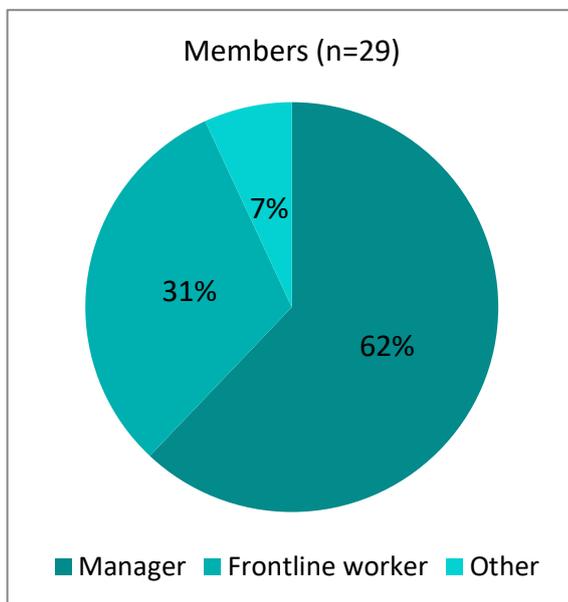
The number of responses received from members represents a response rate of approximately 29%<sup>2</sup>. Of these, the majority were based in Sydney (44%) (see Table 2) and worked in a manager role (62%) (see Figure 1). The 2020 member response rate was 4% higher than the previous year.

**Table 2. NADA members by location (n=27)**

	%	n
<b>Metropolitan Sydney</b>	44%	12
<b>NSW regional centre</b>	30%	8
<b>NSW rural or remote centre</b>	19%	5
<b>ACT</b>	0%	0
<b>Other *</b>	7%	2

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

**Figure 1. NADA members by role**



<sup>2</sup> Based on 98 members.

The response rate from workers is undetermined as the survey was distributed to a number of email lists that NADA maintains<sup>3</sup>. Of those that responded, the majority were based in Sydney (49%) (see Table 3) and worked in a frontline role (60%) (see Figure 2).

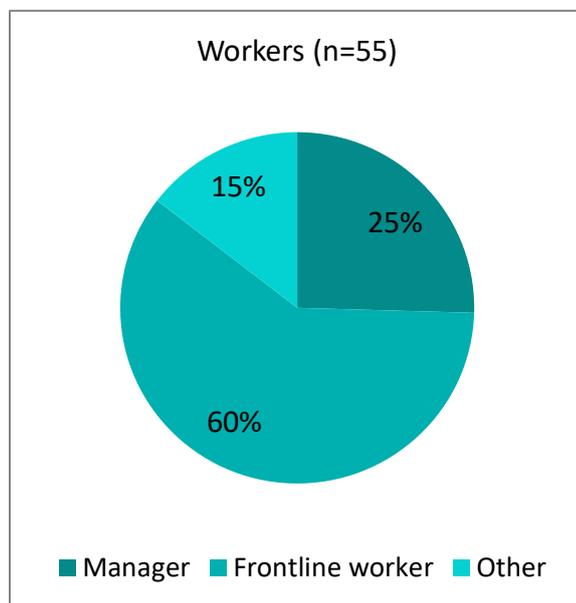
The response rate for the Stakeholder Feedback Survey is undetermined as the survey was distributed to a general stakeholder list,

**Table 3. AOD Workers by location (n=55)**

	%	n
<b>Metropolitan Sydney</b>	49%	27
<b>NSW regional centre</b>	18%	10
<b>NSW rural or remote centre</b>	7%	4
<b>ACT</b>	9%	5
<b>Other *</b>	16%	9

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

**Figure 2. AOD Workers by role**

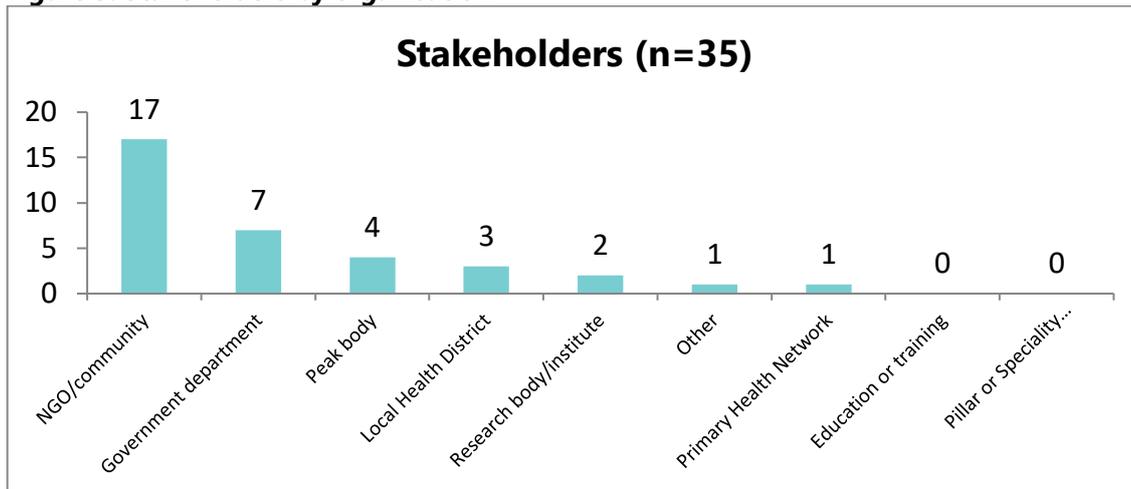


The response rate for the Stakeholder Feedback Survey is undetermined as the survey was distributed to a general stakeholder list, of whom, not all stakeholders maintain an ongoing relationship with NADA. For this survey, 35 responses were received with the majority of responses received from non government/ community organisations (48.5%)<sup>4</sup>, government departments (20%) and peak body (NGO (11.4%)) (see Figure 3 below).

<sup>3</sup> NADA estimates there are 1,000 workers employed by NSW NGO AOD services. For further information see NADA's (2014), *Responding to alcohol and drug related harms in NSW: Mapping the NSW non government alcohol and other drugs sector*. Available: [https://www.nada.org.au/wp-content/uploads/2018/05/nada\\_sector\\_mapping\\_web.pdf](https://www.nada.org.au/wp-content/uploads/2018/05/nada_sector_mapping_web.pdf).

<sup>4</sup> It should be noted that it was identified through qualitative responses that some NADA members completed the stakeholder survey. This would account for the increase in responses from NGOs this year. NADA will review the dissemination of the survey next year.

**Figure 3. Stakeholders by organisation**



### NADA activities and initiatives

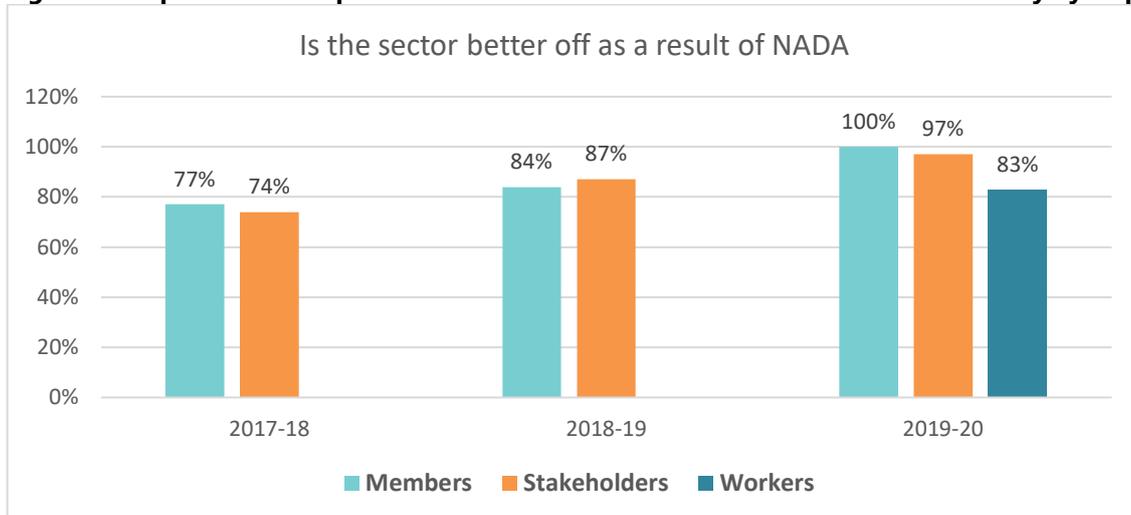
Feedback was sought from members, workers and stakeholders about NADA’s activities and services through both open ended and fixed response questions. The questions were designed to gauge respondents’ feedback on NADA’s performance, and whether NADA’s support and services made a positive impact in 2019-20.

Of the members surveyed, 100% “agreed” or “strongly agreed” they are better off as a result of NADA’s activity and 100% “agreed” or “strongly agreed” their organisation is better off as a result of NADA’s activity.

Of the workers surveyed, 76% “agreed” or “strongly agreed” they are better off as a result of NADA’s activity and 81% “agreed” or “strongly agreed” their organisation is better off as a result of NADA’s activity.

Of the stakeholders surveyed, 97% 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 (see figure 4 below for further comparison). As can be seen in Figure 4 below, this suggests an increase in stakeholder agreement with the statement compared to the 2018-19 findings. The 2019-20 findings also indicate an increase in member agreement with the sector benefitting from NADA’s activities and initiatives over the last year.

**Figure 4. Respondents that perceive the sector is better off as a result of NADA activity by respondent type**



Respondents were also asked to identify two ways NADA could improve to better meet the needs of workers, organisations and the sector more broadly. Examples of responses are included below.

**Members**

*"Providing more support for non clinical AOD services. Need more advocacy. Not much financial resources in this space"*

*"...Expand the capacity of NADAbase"*

*"Growing e-learning courses"*

**Workers**

*"Always being present with information and guidance"*

*"Be more active in regional areas re training etc"*

*"Develop a supervision network"*

**Stakeholders**

*"Maybe some joint projects/training"*

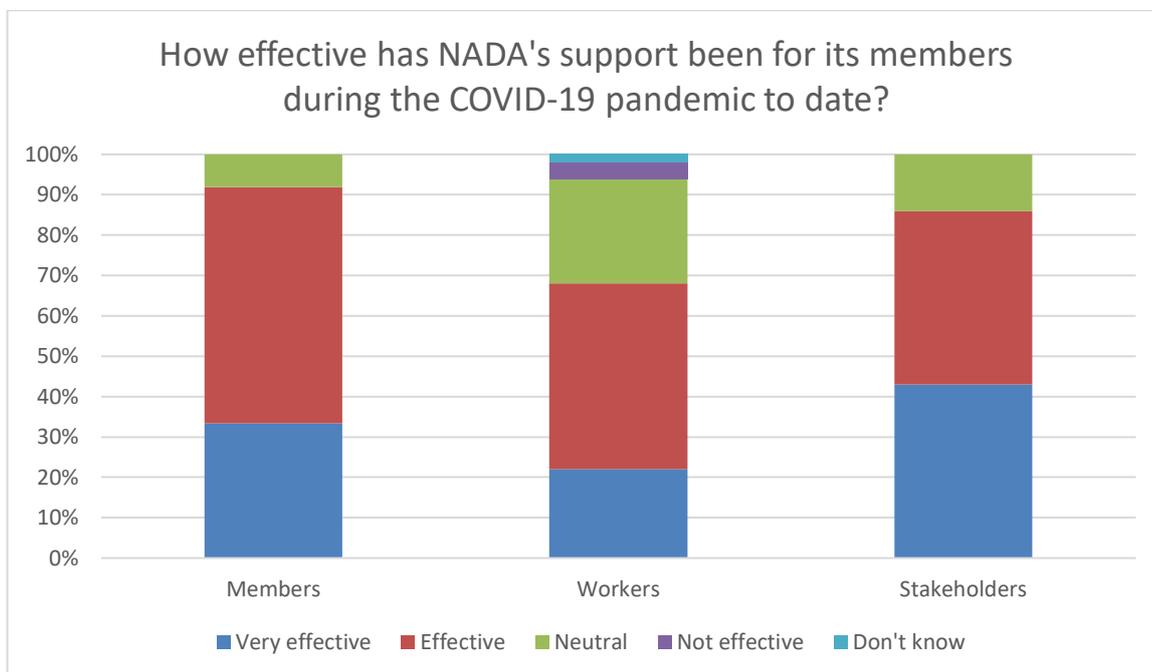
*"Greater advocacy beyond its members"*

*"Make the effort to engage personally"*

**COVID-19 response**

In this year's survey, members, workers and stakeholders were asked to rate the effectiveness of NADA's support during the COVID-19 pandemic to date. Of the respondents surveyed, 91% of members, 68% of workers and 86% of stakeholders perceived NADA's support to be "effective" or "very effective".

**Figure 5. Respondents that perceive NADA's support during the COVID-19 pandemic as 'effective' or 'very effective' by respondent type**



Examples of responses to the open-ended question asking respondents to elaborate on the reasons for their rating are included below.

**Members**

*"Practice leadership in service modifications during COVID"*

"Up to date timely and relevant information and webinars"  
 "Regular catch ups and networking"

**Workers**

"Communicating - Individual check in with members for needs"  
 "Organising meetings with Ministry of Health and advocating for NGO sector regarding acknowledgement of being an essential service"  
 "NADA team are knowledgeable and supportive"

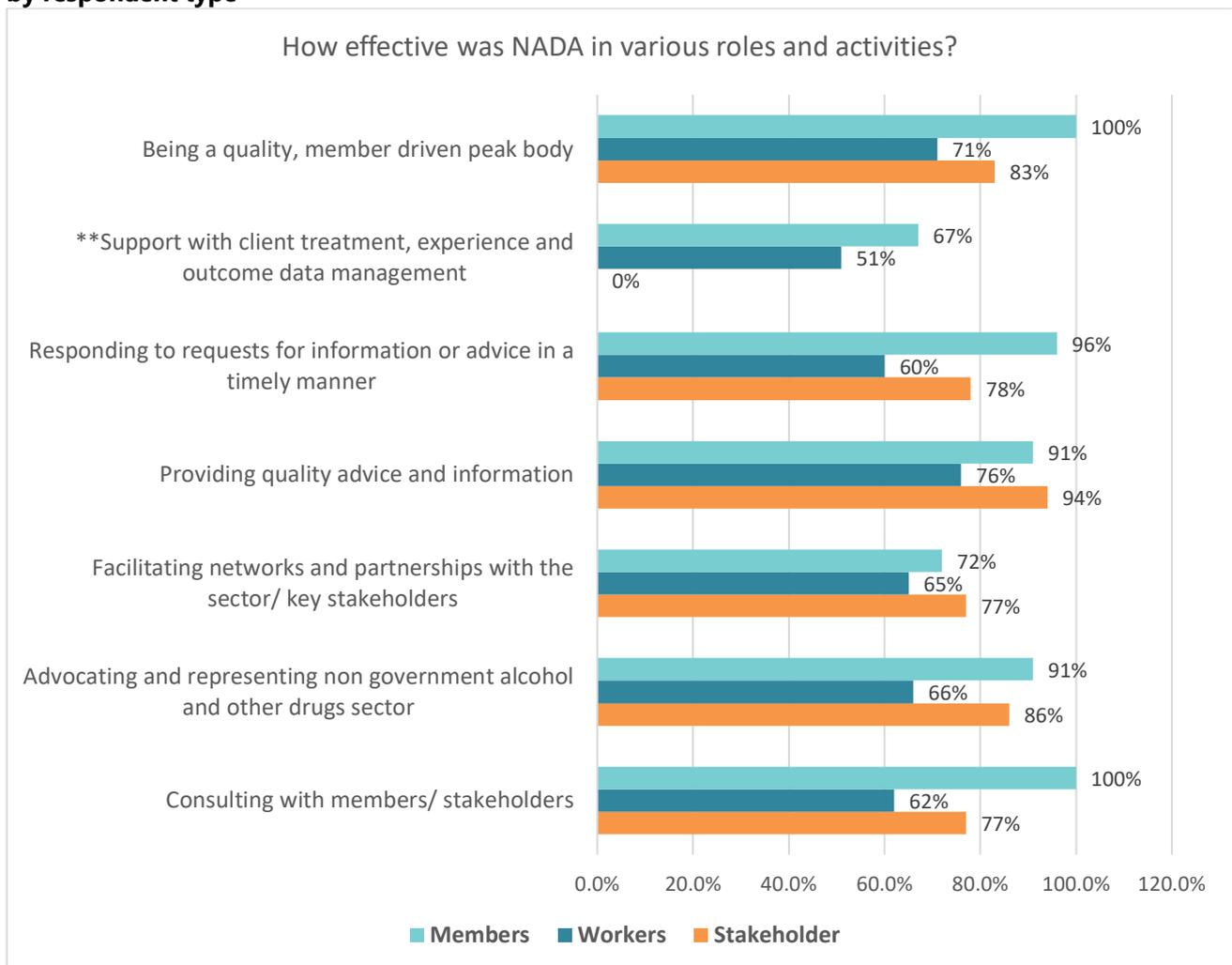
**Stakeholders**

"Partnering with government agencies"  
 "Feedback from other providers, what works and not"  
 "It was effective as what it could be given the time delay of two weeks with COVID transmission"

**NADA's effectiveness in assisting members**

Members and workers 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 2019-20 period. Results are shown in Figure 5 below.

**Figure 6. Respondents that perceived NADA as effective in undertaking its various roles and activities by respondent type**



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

Examples of responses to the open-ended question asking respondents to elaborate on the reasons for their rating are included below.

### Members

*"Good advocacy on behalf of AOD services e.g. in the media"*

*"Good consultative processes with members"*

*"NADA provides members with access to multiple layers of evidence based information to help improve the quality of service provision to our clients"*

### Workers

*"NADA makes you feel supported by staying in touch and providing relevant information about the AOD sector"*

*"Good mix of events throughout the year, which continued via Zoom during COVID-19 lockdowns"*

*"Very strong advocating which is extremely important"*

### Stakeholders

*"Timely and responsible when dealing with us...[and] very professional, always"*

*"Committed to its members"*

*"The level of quality content being developed, distributed and the willingness to share it with other peak bodies"*

## Most valuable and useful activities and initiatives

The 2020 NADA Annual Feedback Survey provides NADA with an opportunity to identify what the most beneficial NADA activities are, from the perspective of members, workers and stakeholders, and to identify areas that may require improvement. Feedback is used to assess the value and usefulness of NADA activities and initiatives, and gain insight into how NADA performed in specific areas. The activities identified by members and workers as useful and valuable in 2019-20 are included in Table 4 below. 'Communications and information dissemination' and 'NADA resources' were commonly identified by members as workers as particularly useful and valuable (see bold for top three).

**Table 4. Respondents that perceived NADA's resources and activities as useful and valuable by respondent type**

To what extent did you find the following resources and activities useful and valuable during the 2019 to 2020 period?	Members	Workers
Communication and information dissemination	<b>95%</b>	<b>84%</b>
NADA hosted events such as training, workshops and forums	85%	<b>78%</b>
NADA eLearning	65%	62%
NADAbase (N/MDS and COMS)	70%	52%
NADA Resources	<b>95%</b>	<b>76%</b>
NADA grants	70%	53%
Policy development, submissions, advocacy and representation	<b>90%</b>	55%
NADA Networks	80%	60%

NADA also provided members and workers with the opportunity to identify up to three of NADA's activities that were most useful during the reporting period. The following were popular among respondents:

- NADA events, with particular mention to
  - COVID-19 Infection Control: A focus on residential AOD treatment [webinar]
  - Igniting First Session Engagement and Deliberate Practice with Daryl Chow [webinars]
  - Aboriginal Cultural Awareness Training (ACAT) [workshop]
- Policy development, submissions and representation (e.g parliamentary inquiries, primary health

- networks, NSW drug package, etc)
- NADA communications, with particular mention to:
  - Member, frontline and sector email updates
  - NADA e-magazine the Advocate
- NADA resources, with particular mention to:
  - Alcohol and other drugs treatment guidelines for working with Aboriginal and Torres Strait Islander people in a non government AOD setting [guide]
  - Working with women engaged in AOD treatment [guide]
  - ProQOL and Worker self-care check [online assessment tools]
- NGO Service Development Grants and Training Grants programs
- NADA eLearning, with particular mention to:
  - Engaging with Families and Significant Others in the AOD sector
  - Complex Needs Capable
  - Magistrates Early Referral into Treatment (MERIT)

### **Leadership**

In addition, of the respondents surveyed, the vast majority (95% of members, 88% of workers and 94% of stakeholders) “agreed” or “strongly agreed” that NADA is a leader in the AOD sector which is a significant indicator of the broader sector’s perception of NADA’s importance to the NSW NGO AOD sector.

## **FUTURE ACTIVITIES FOR NADA TO FOCUS ON**

Members and workers 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:

### **Policy and advocacy**

- Increased and sustainable funding
- Improving contracts and compliance
- Increased access to service delivery and improved referral pathways

### **Service delivery**

- Continuity of care and collaboration
- Treatment access and equity
- Building service and workforce capacity

### **Workforce development**

- Member training needs were identified (including AOD 101, mental health, cultural competence)
- A range of ‘no cost’ workforce development opportunities (including webinars and grants)
- Workforce advocacy (including funds for more staff and professional development)

### **Research and data**

- Improvements to data systems and sets
- A range of research areas (effectiveness of programs, AOD use and access, specific populations)
- Capacity development in data and research

For more information on these key areas refer to the [NADA Member Needs Assessment](#).

Members and workers were also asked to identify one thing NADA could to support them in their work in 2020 to 2021. Examples of responses are included below.

## Members

- *"Help non clinical AOD services be heard amongst government. Get more help to get more resources into non clinical AOD services. Early intervention in AOD needs attention!"*
- *"Expand NADAbase to better be able to report individual agency outcome reporting needs"*
- *"Help facilitate regional networks of AOD workers"*
- *"More around merging of AOD/Mental health"*
- *"Help the sector to get secure ongoing funding"*

## Workers

- *"Give more focus to regional areas"*
- *"Continue to advocate for the needs of the sector – it's important and valued (thank you)"*
- *"Support trickle through to frontline workers not just management"*
- *"Continue offering webinars on hot topics"*
- *"OPD points"*

## Final comments on NADA's performance

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

### Members

*"NADA does a very good job. I like that there are a variety of webinars available in the current COVID period."*

*"Great work over 2020 NADA, it has been challenging times and you have been able to support the sector well."*

*"I felt actions this year were not that relevant to regional and rural services. Obviously COVID effected that in last 5 months."*

### Workers

*"NADA has been invaluable working in the AOD sector, from networking to ongoing training, and newsletters to [keeping] me up to date and [helping] keep my work as relevant as it can be"*

*"Appreciate the role you play in the sector. It is beneficial to the people accessing treatment and organisations to have someone to be guided by."*

*"Thank you!"*

### Stakeholders

*"NADA is an essential, valuable member of the sector."*

*"I have always valued the input from NADA and that continues. I feel your organisation has so much to offer the AOD sector, however it feels selective!"*

## CLOSING

Thank you to all NADA members, AOD workers and stakeholders that responded to this year's Annual Feedback survey. The information provided is valuable and will address future service and activity planning.

Members, workers 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).