



2010 NADA Member Feedback Report

November 2010

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non government drug and alcohol sector in NSW. NADA's goal is to support non government drug and alcohol agencies in NSW to reduce the alcohol and drug related harm to individuals, families and the community.

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SUMMARY

Overall, 90% of respondents reported that their organisation is better off as a result of NADA activities and initiatives (*91% in 2009*).

Our member communication, including the Advocate, Email Update and website along with our events including conferences, training days and symposiums, rated highly as NADA activities which respondents to the survey found most beneficial. Other activities that respondents found beneficial were the Workforce Development Project and our advocacy and representation on behalf of the sector.

Over 70% of respondents indicated that NADA had been either “effective” or “very effective” across seven of the eleven activities we surveyed. 79% indicated we were “a quality driven and efficient peak.”

The least effective activities were, “In promoting partnerships with other organisations and institutions”; and, “In using the media to promote the NGO drug and alcohol perspective.”

Respondents indicated the Workforce Development Program (including grants), NADA communication, the Family and Carers Program and assistance with quality improvement (including grants) had made the biggest difference to their organisations.

In the next 12 months, respondents indicated they would like NADA to focus on advocacy and representation on behalf of the sector, health reform, assistance with quality improvement (including grants), and NADA events.

BACKGROUND

The 2010 NADA Member Feedback survey was distributed to all NADA members by post on the 18th of August 2010, with a response closing date of 3rd September 2010. Members were requested to complete the survey and mail it back to NADA in the supplied reply paid envelope. During the response period survey recipients were phoned reminding them of the survey and that their feedback was a valued way for NADA to gauge performance and for members to provide input into NADA’s service planning.

This year’s feedback questions related directly to the NADA Strategic Plan 2009-2011 for the period 1 July 2009 to 30 June 2010.

NADA will use the information gathered from the feedback survey to report performance to members and funders, and to inform direction and content of projects and activities.

FEEDBACK RESULTS

DEMOGRAPHICS

NADA received a 46% response rate which compares favourably with a 41% response rate for the 2009 member feedback survey.

55% of respondents described their organisation and funding as being a ‘drug and alcohol specialist organisation’ (*76% in 2009*) and 45% described their organisation and funding as being ‘other non government organisation’ (*24% in 2009*).

Respondents' primary geographic location was identified as:

57%	metropolitan Sydney	(46% in 2009)
7%	other metropolitan	(5% in 2009)
21%	regional centre/town	(27% in 2009)
7%	rural and remote	(14% in 2009)
7%	other	(8% in 2009)

NADA ACTIVITIES AND INITIATIVES

Feedback was sought from members about NADA's activities through both open ended and fixed response questions. Views were sought on the most beneficial NADA activities, what needed improvement, the value and usefulness of activities and initiatives, and how NADA performed in specific areas.

Overall, 90% of respondents reported that their organisation is better off as a result of NADA activities and initiatives (91% in 2009) with 5 % of the respondents indicating in the neutral and 5% indicating "not really" or "don't know".

Most beneficial activities

Overall, members indicated the two most beneficial activities were NADA communication and NADA events.

To allow us to better identify the beneficial activities indicated by the respondents, broad classifications were developed. The following table details the broad classifications, a count and percentage of the total responses for the first activity indicated (R1), a count and percentage of the total responses for the second activity indicated (R2) and a count and percentage of total responses for both of the indicated activities added together (R1 + R2).

"Over the last 12 months which two activities have you found most beneficial to your organisation?"	R1		R2		R1 + R2	
	Count	%	Count	%	Count	%
NADA communication including Advocate, Email Update, Website	9	24%	13	43%	22	32%
NADA events including conferences, training, symposiums, forums	7	18%	4	13%	11	16%
Workforce Development Program (including grants)	8	21%		0%	8	12%
Advocacy & representation on behalf of the sector		0%	7	23%	7	10%
Improved Services Initiative or related activity	4	11%	1	3%	5	7%
Assistance with quality improvement (including grants)	4	11%		0%	4	6%
Family & Carers Program (including grants)	1	3%	3	10%	4	6%
NADA Online Database for MDS and outcomes collection	4	11%		0%	4	6%
Other	1	3%	2	7%	3	4%
Totals	38	100%	30	100%	68	100%

Most valuable and useful activities and initiatives

Members were asked to firstly identify if their organisation was involved in/used a range of NADA activities and initiatives and secondly to rate those activities in terms of their value and usefulness.

The table below details the percentage of respondents that indicated that their organisation was either involved in or used the following NADA activities or initiatives:

Over the last 12 months please indicate if your organisation was involved in/used...	YES	No	Don't Know	Blank
NADA website	86%	5%	2%	7%
NADA Advocate (bi-monthly e-newsletter)	83%	7%	2%	7%
NADA fortnightly member email updates	81%	10%	5%	5%
NADA hosted events such as workshops, forums and information sessions	71%	21%	2%	5%
Workforce Development Project (including training grants)	55%	26%	10%	10%
Sector Development Program (including quality improvement support & information)	45%	33%	10%	12%
NADA Conference (Research Symposium Nov-09)	43%	40%	7%	10%
Family and Carers Project (including workshops, resources & toolkits)	40%	38%	7%	14%
D&A Mental Health Information Management Project (including pilot, project resources and information)	33%	36%	14%	17%
NADA IT Project (online MDS database & support services)	33%	43%	12%	12%
No Bars – Criminal Justice Training	24%	55%	2%	19%
Improved Services CSSSP Project (including workshops, information & support)	24%	41%	19%	17%
Research Grants Project (including workshops, information & support)	21%	55%	10%	14%

The table below details member responses as percentages regarding the usefulness and value of the following NADA activities or initiatives:

Please indicate as to the usefulness and value of the following NADA activities or initiatives.	Very useful & valuable <i>- Positive Response</i>	Fairly useful & valuable <i>- Positive Response</i>	Neutral	Not really useful or valuable	n/a Don't know	Blank
NADA Advocate (bi-monthly e-newsletter)	36%	43%	2%	0%	2%	17%
NADA website	41%	36%	10%	0%	2%	12%
NADA fortnightly member email updates	40%	36%	7%	0%	2%	14%
NADA hosted events such as workshops, forums and information sessions	40%	24%	2%	0%	5%	29%
Workforce Development Project (including training grants)	40%	12%	2%	0%	5%	40%
NADA Conference (Research Symposium Nov 09)	14%	26%	7%	0%	14%	38%
Sector Development Project (including quality improvement support & information)	21%	17%	7%	0%	7%	48%

Please indicate as to the usefulness and value of the following NADA activities or initiatives.	Very useful & valuable <i>- Positive Response</i>	Fairly useful & valuable <i>- Positive Response</i>	Neutral	Not really useful or valuable	n/a Don't know	Blank
Family and Carers Project (including workshops, resources & toolkits)	24%	12%	2%	0%	10%	52%
D&A Mental Health Information Management Project (including pilot, project resources and information)	14%	19%	5%	0%	7%	55%
NADA IT Project (online MDS database & support services)	17%	14%	7%	0%	12%	50%
No Bars – Criminal Justice Training	17%	10%	7%	0%	7%	60%
Improved Services CSSSP Project (including workshops, information & support)	12%	12%	10%	0%	10%	55%
Research Grants Project (including workshops, information & support)	10%	7%	7%	0%	12%	64%

NADA performance in specific areas

Members were asked how effective NADA had been over a range of activities over the last 12 months.

The table below details their responses as percentages across the range of activities:

Over the last 12 months how effective has NADA been ...	Very effective <i>- Positive Response</i>	Effective <i>- Positive Response</i>	Neutral	Not really effective	n/a Don't know	Blank
as a quality driven and efficient peak organisation?	45%	33%	10%	0%	5%	7%
in providing timely responses to your organisation's inquiries?	43%	33%	10%	2%	10%	2%
in providing expert advice and information in general?	31%	45%	12%	0%	10%	2%
in responding to your organisation's requests for information or advice?	38%	38%	17%	2%	2%	2%
in hosting informative meetings and forums involving NGO drug and alcohol services?	19%	55%	10%	0%	12%	5%
in participating in committees and representing NGO drug and alcohol perspectives?	17%	55%	12%	2%	10%	5%
in consulting with members on the development of policy positions and papers?	21%	50%	14%	2%	10%	2%
in writing submissions and advocacy papers reflecting NGO drug and alcohol perspectives?	14%	52%	14%	2%	12%	5%
in advocating to the NSW Government for reforms to the funding and administration of NGO drug and alcohol	33%	33%	7%	2%	17%	7%
in promoting partnerships with other organisations and institutions?	21%	33%	24%	5%	12%	5%
in using the media to promote NGO drug and alcohol perspectives?	7%	26%	31%	5%	29%	2%

Activities needing improvement

Members were asked what activities needed improvement or were not particularly useful or relevant.

Four respondents populated this section of the questionnaire. Their responses were:

- *“Would like to see NADA stretch out and support regional services a bit more”*
- *“Single session work – training program”*
- *“Need for more free training”*
- *“Not that we are aware of”*

NADA’S EFFECTIVENESS IN ASSISTING MEMBERS

Members were asked to rate how effectively NADA had been in assisting members to improve their organisation over four areas.

The table below details their responses as percentages across the four areas of activity/service:

Over the last 12 months, has NADA assisted your organisation to improve ...	Yes definitely assisted <i>-Positive response</i>	Yes possibly assisted <i>-Positive Response</i>	Neutral	No did not assist	n/a Don't know	Blank
its information management & IT systems?	12%	21%	19%	40%	5%	2%
its client & health data collection systems?	17%	29%	24%	26%	2%	2%
its service planning & evaluations systems?	5%	21%	26%	38%	7%	2%
its services & operations overall?	17%	38%	14%	24%	5%	2%

Members were asked which two initiatives had made the biggest difference to their organisations’ performance.

To allow us to better identify the beneficial activities indicated by the respondents, broad classifications were developed. The following table details the broad classifications, a count and percentage of the total responses for the first activity indicated (R1), a count and percentage of the total responses for the second activity indicated (R2) and a count and percentage of total responses for both of the indicated activities added together (R1 + R2).

“Over the last 12 months what two initiatives have made the biggest difference to your organisations performance?”	R1		R2		R1 + R2	
	Count	%	Count	%	Count	%
Workforce Development Program (including grants)	6	21%	6	32%	12	25%
NADA communication including Advocate, Email Update, Website	2	7%	6	32%	8	17%
Family & Carers Program (including grants)	5	17%	1	5%	6	13%
Assistance with quality improvement (including grants)	4	14%	1	5%	5	10%
D&A Mental Health Information Management Project	3	10%		0%	3	6%
Improved Services Initiative and related activity	2	7%	1	5%	3	6%

“Over the last 12 months what two initiatives have made the biggest difference to your organisations performance?”	R1		R2		R1 + R2	
	Count	%	Count	%	Count	%
Specific resources or supports	2	7%	1	5%	3	6%
Other	1	3%	2	11%	3	6%
No Bars - Criminal Justice Training	1	3%		0%	1	2%
Comorbidity Research Grants Program		0%	1	5%	1	2%
NADA Online Database for MDS and outcomes collection	2	7%		0%	2	4%
Aboriginal Traineeship Program (including grants)	1	3%		0%	1	2%
Totals	29	100%	19	100%	48	100%

FUTURE ACTIVITY AND ISSUES FOR NADA TO FOCUS ON

NADAs’ future support of your quality improvement program

Members were asked how they saw NADA better supporting their quality improvement program.

The following table details the broad classifications we selected to describe the responses and a count and percentage of the total responses for the proposed activity.

“How could NADA better support your organisations quality improvement program?”	Response	
	Count	%
Provision of a specific resource or support **	11	41%
Networks and forums	6	22%
Other	6	22%
Funding support	4	15%
Totals	27	100%

** Provision of a specific resource or support responses to this question include:

- “Electronic assessment tool”
- Just be available for queries and advice”
- “Resources – staff to continue to support the QI cycle”
- “Providing updates on changes to quality improvement requirements for the sector as part of the e-bulletin”
- Some advocacy with ACHS in relation to some of the standards requirements around buildings etc”

NADAs future support of your organisations workforce development

Members were asked how they saw NADA better supporting their workforce development.

The following table details the broad classifications we selected to describe the responses and a count and percentage of the total responses for the proposed activity.

How could NADA better support your organisations Workforce Development Program?	Response	
	Count	%
Specific training or networking requirement **	11	42%
Continue to provide/increase training courses and grants	10	38%
Other	3	12%
Modify/improve grants process	2	8%
Totals	26	100%

** Specific training or networking requirement responses to this question include:

- *“Workforce development more specific to management”*
- *“Regional training”*
- *“Events, resources”*

Issues or activities for NADA to focus on

Members were asked what two issues or activities should NADA focus on.

To allow us to better identify the beneficial activities indicated by the respondents, broad classifications were developed. The following table details the broad classifications, a count and percentage of the total responses for the first activity indicated (R1), a count and percentage of the total responses for the second activity indicated (R2) and a count and percentage of total responses for both of the indicated activities added together (R1 + R2).

“In the next 12 months what two issues or activities would you like NADA to focus on?”	R1		R2		R1 + R2	
	Count	%	Count	%	Count	%
Specific resource or support **	8	26%	7	44%	15	32%
Advocacy and representation on behalf of the sector	3	10%	4	25%	7	15%
Assistance with quality improvement (including grants)	4	13%	2	13%	6	13%
Health reform	5	16%	1	6%	6	13%
NADA events including conferences, training, symposiums, forums	4	13%	2	13%	6	13%
Other	4	13%		0%	4	9%
Workforce Development Program (including grants)	3	10%		0%	3	6%
Totals	31	100%	16	100%	47	100%

** Specific resources or support responses to this question include:

- *“Establish networks between Aboriginal services that work with AOD issues”*
- *“Information related to methadone affected babies”*

- *“Youth specific AOD issues”*
- *“Outcome measurement project”*
- *“Dual diagnosis resources”*
- *“Support strengthening and developing evidence based framework for rehab programs”*
- *“Promote partnerships, advice and information”*
- *“Apprenticeships for Aboriginal workers”*
- *Grass roots engagement with the services it represents”*
- *“Advocate for increased wages – detox nurse”*
- *“Tobacco workers training”*
- *“IT Support”*

Issues or activities for NADA to not become involved in

Members were asked if there are any issues or activities that they think NADA should not become involved in or it to its members to pursue.

Five respondents populated this section of the questionnaire. Their responses were:

- *“Accreditation”*
- *“CDAT meetings”*
- *“Only to maintain transparency and be mindful of interest re: decisions and funding”*
- *“Boundaries seem clear”*
- *“Not sure”*

FINAL COMMENTS ON NADA PERFORMANCE OR FUTURE PLANNING

Members were asked if they had any further comments regarding NADA, its performance or future planning. Responses included:

- *“Look at development of the reporting database that will link into treatment outcomes/data collection and current reporting requirements”*
- *High performance organisation already, future planning - engage hard to reach members”*
- *“We are primarily working with homeless many with D&A issues”*
- *“Participate in more NGO committees”*

A number of positive comments on NADAs performance were also provided by the membership. They include:

- *“Great job”*
- *“Thank you for your support”*
- *“Great resources online”*
- *Keep your good staff at all costs. Very positive, friendly and informed”*
- *Well done, keep up the exceptional, professional and caring job”*

CLOSING

Thank you to all NADA members that responded to this year's Member Feedback survey. The information provided is valued and will inform future service and activity planning.

Members can provide feedback to NADA at anytime by contacting individual staff or by emailing to feedback@nada.org.au.