



# 2011 NADA Member Feedback Report

November 2011

*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, the majority of respondents reported that their organisation is better off as a result of NADAs activities and initiatives, and the vast majority indicated an improved capacity to deliver services as a result of working with NADA.

***“NADA remains a strong advocate for our sector and is a great support to members.”***

The most valuable, useful and beneficial NADA activities reported were the Practice Enhancement Project, workforce development support and sector development support.

***“Keep doing what you’re doing guys, its great”***

In the next 12 months, respondents suggested they would like NADA to focus on more effective advocacy for the sector regarding funding and grants administration, and supporting workforce development and capacity building for the sector.

***“Free training has been amazing and really useful, as has been the Policy Toolkit”.***

## BACKGROUND

The 2011 NADA Member Feedback Survey was distributed to all NADA members via email and hard copy. Members were able to complete the feedback survey in paper or electronic copy and post, fax or email responses to the nominated staff member. Throughout the second week of distribution, members were called 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, with questions relating specifically to the period 1 July 2010 to 30 June 2011.

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 29% response rate, which is lower than in any previous year for a member feedback survey.

74% of respondents described their organisation and funding as being 'drug and alcohol specialist organisation', and 26% described their organisation and funding as being 'other non government organisation'.

Of the drug and alcohol specialist organisations, 39% indicated they received 'both NSW Health and other funding', while 50% indicated they received 'only NSW Health funding', and 11% indicated they received only 'other funding'.

Respondents' primary geographic location was identified as:

46%	metropolitan Sydney
5%	other metropolitan
27%	regional centre/town
14%	rural and remote
8%	other

### 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 **100%** of respondents reported that their organisation is **definitely and most probably better off as a result of NADA activities and initiatives** and **the vast majority indicated improved capacity to deliver services.**

#### **Most beneficial activities**

The most beneficial activities identified by members were the NADA **events, forums and information sessions**, the **NADA Advocate** and **fortnightly email updates**, **support for quality improvement** and the **NADA on-line MDS data base**.

Other activities rating well included **general information and support by NADA staff**, **Practice Enhancement Project grants**, and the **CSSSP (Improved Services) Project**.

### **Most valuable and useful activities and initiatives**

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

The **highest rating activity/initiative** was the **Sector Development Program** (including quality improvement support and information).

The following activities/initiatives all scored well over 80% in terms of value and usefulness:

- Fortnightly member email updates
- NADA Advocate
- NADA hosted events such as workshops, forums and information sessions
- NADA IT project (including on-line MDS database and support services)
- Family and Carer Project
- Workforce Development Project (including training grants)
- CSSSP (Improved Services) Project
- No Bars training sessions
- Health Promotion Forums.

Scoring lower in value and usefulness was the NADA website and the Drug and Alcohol and Mental Health Information Management Project.

*Note: A number of respondents did not provide ratings to this question.*

### **NADA performance in specific areas**

Members were asked to rate how NADA had performed in various activities and roles in the previous 12 months.

The **highest rating activities/roles** were providing **timely responses to requests for information** and **providing expert advice and information**.

Scoring between 60% and 80% in the 'very effective' or 'effective' range were:

- Writing submissions and advocacy papers
- Hosting informative meetings and forums
- Participating in committees and representing the drug and alcohol NGO sector
- Providing expert advice and information in general
- Being a quality driven peak organisation.

Scoring lower in effectiveness was using the media to promote NGO drug and alcohol perspectives, promoting partnerships with other organisations and institutions, and participating in committees and representing NGO drug and alcohol perspectives.

*Note: A number of respondents selected 'N/A, don't know' to this question.*

### **Activities needing improvement**

The majority of respondents indicated that there was little needing improvement or that there were no activities that weren't useful or relevant. A number of respondents did not answer this question at all.

A few respondents again indicated that the NADA on-line MDS database could be improved in terms of being more user friendly and being able to record more treatment information.

Single responses suggested improvements to the NADA website, improving coordination of mental health capacity building and monitoring partnerships for future NADA conferences.

## **NADA'S EFFECTIVENESS IN ASSISTING MEMBERS**

Members were asked open ended and fixed response questions regarding how effective NADA has been in assisting members to improve their own activities and services.

NADA assisted your organisation to improve ...	Yes assisted	No, did not assist	n/a, don't know
... its information management & IT systems?	42%	35%	6%
... its client & health data collection systems?	46.3%	22.5%	3%
... its service planning & evaluation systems?	25%	25%	6%
... its service & operations overall?	26%	25%	6%

*Note: A number of respondents did not provide ratings to this question.*

The initiatives that made the biggest difference to organisations' performance in the last 12 months were the **Family and Carer Project**, the **Drug and Alcohol and Mental Health Research Grants**, and the **CSSSP (Improved Services) Project**.

## **FUTURE ACTIVITY AND ISSUES FOR NADA TO FOCUS ON**

Open ended questions were asked on how NADA could support members and what are the issues or activities that NADA should focus on in the next 12 months.

### **Support for organisations' quality improvement program**

Members indicated they would like NADA to host ongoing forums and networking events to support their organisation's quality improvement (QI) program and to continue advocating for financial support for QI program implementation. Also suggested was general support for QI program implementation, ongoing information updates regarding QI and ensuring QI program reviewers have experience and knowledge of the non government drug and alcohol sector.

### **Support for better contract management and performance reporting by NGOs**

A number of members identified a strong role for NADA in assisting NSW Health to identify a more streamlined and rational contract management and reporting system with more common service level outcomes and key performance indicators for similar types of service delivery.

### **Continuation of the NADA role in supporting the Improved Services Program**

Members also indicated that NADA's support for the **Improved Services Program** was highly useful and was cited as a great example of what NADA can do for its members. NADA's role in building partnerships and collaborative pathways for the sector was noted as work that will need to continue into the next round of Commonwealth funding of the ISI program.

### **Support for organisations' workforce development**

The most common responses from members were for NADA to continue to provide **training/workforce development grants** for staff and **training/courses for organisations** (including in local and country areas).

Also noted were provision of resources and networking opportunities.

### **Issues or activities for NADA to focus on**

The most common responses to what issues or activities NADA should focus on have remained **advocacy regarding funding and grants administration** and **workforce development/capacity building**.

Other common responses included IT support and data capacity, health promotion and prevention, and the future of the sector.

## **Issues or activities for NADA to not become involved in**

There were two areas identified for this question, one was academic research which should be left to universities and the other was direct client related services as this was not appropriate for peak organisations.

## **FINAL COMMENTS ON NADA PERFORMANCE OR FUTURE PLANNING**

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

*“Keep it up.”*

*“Excellent, knowledgeable and supportive staff, their work is much appreciated.”*

*“Not sure about the rationale/value of opening up NADA membership to a myriad of agencies for whom AOD is not core (or sometimes even very significant business).”*

*“We will be more involved in the near future, we have been developing programs for homeless people and putting them into action and being quite successful and it’s taking a lot of our time. NADA is great so keep up the good work.”*

*“Looking forward to working with you over the next 12 months.”*

*“Lots of surveys does not convince us that NADA is doing a great job for us. We’re reminded of “The rise and rise of Michael Rimmer!””*

*“Thank you for your support so far – we are new to the organisation.”*

*“Appreciate the efforts of the NADA team.”*

*“More information of what is going on in other services and not just trotting out a selected few!”*

*“All staff at NADA have done an exceptional job again this year. Driving change and getting services together”*

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