



# 2012 NADA Member Feedback Report

November 2012

*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.*

PO Box 2345, STRAWBERRY HILLS NSW 2012  
p. (02) 9698 8669 w. [www.nada.org.au](http://www.nada.org.au)

## 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.

“We are very satisfied with the work that NADA has done over the past year and we would be pleased if NADA were to continue to do as well as it does! “

“NADA's support has been greatly appreciated and contributed to ongoing workforce development.”

“NADA, thanks for all your support to our service. We believe NADA to be a very effective peak body and are grateful for all of the assistance provided to us.”

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.

## BACKGROUND

The 2012 NADA Member Feedback Survey was distributed to all NADA members via email, with an attached PDF form to complete and return, as well as online responses through the Survey Monkey website. Members were able to complete the feedback survey in PDF format and email their responses to the nominated staff member. Throughout the second week of distribution, members were sent a follow up email 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. Unfortunately this year was a very low response rate, by members, to the survey. Only 16 responses were received in total. Some review of this process would be useful in defining new ways to broaden the member's input to the Feedback Survey.

This year's feedback questions related directly to the NADA Strategic Plan 2011-2014, with questions relating specifically to the period 1 July 2011 to 30 June 2012.

NADA uses 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 17% response rate, which is much lower than in any previous year for a member feedback survey.

68.8% of respondents described their organisation and funding as being 'drug and alcohol specialist organisation', and 31.3% described their organisation and funding as being 'other non government organisation'.

Respondents' primary geographic location was identified as:

- 12.5% metropolitan Sydney
- 18.8% western Sydney
- 31.3% regional centre/town
- 31.3% rural and remote
- 6.3% 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 **94%** of respondents reported that their organisation is **better off as a result of NADA activities and initiatives** and **the vast majority indicated improved capacity to deliver services**. Only 2 respondents answered with a neutral response to this question.

Respondents were also asked whether NADA was effective in consulting with members during the 2011-2012 period. 100% of respondents answered that NADA was **effective in consulting with its membership**.

#### Most beneficial activities

The most beneficial activities identified by members were the NADA **events, forums and information sessions**, the **NADA Advocate** and **monthly email updates** and the continued **advocacy and representation** by NADA for the drug and alcohol NGO sector.

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

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

The highest rating activities/initiatives were for the range of **NADA communication products** such as the **NADA Advocate** and the monthly **member email updates**.

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

- monthly member email updates
- NADA Advocate
- NADA hosted events such as workshops, forums and information sessions
- Workforce Development Project (including training grants)
- NADA produced resources; such as the governance and policy toolkits

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

## **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 being a **quality driven and effective peak body** as well as and **contributing to policy and guidelines** and **representing and advocating** for the NGO sector.

Scoring between 81% and 94% in the 'very effective' or 'effective' range were:

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

## **Activities needing improvement**

Although the overall responses by members to the range of activities and resources that NADA produces were positive, a number of respondents indicated that the NADA on-line MDS database (62.5% useful and valuable) could be improved in terms of

being more user friendly and being able to record more treatment information. The COMS (client outcome management system) whilst scoring fairly low (46.7% useful and valuable) there seems to be a growing interest in the integration of both systems.

## 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	Neutral or, did not assist	n/a, don't know
its client and health information systems?	68.8%	25%	6.3%
its organisational/service planning and evaluation?	68.8%	25%	6.3%
its governance and management practices?	75%	18.8%	6.3%

## 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.

“Exploring alternative funding sources”.

“Advocating around funding and outcome reporting issues”.

“Keep services informed on changing Gov landscape such as GMIP”.

“Improve pathways for individuals with an ABI to access current treatment services and support for drug and alcohol issues”.

### 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.

### Support for organisations' workforce development

The most common responses from members were extremely positive for NADA to continue to provide **training and workforce development grants** for staff and

**training/courses for organisations** with a hope for increased funding of training and workforce development in rural and remote services.

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

The most common responses continue a trend that began in last year's survey with respondents asking that NADA take a very proactive role in **advocacy regarding funding and grants administration**. Many members are concerned about the number of reviews and reforms of funding arrangements and their impact of the sustainability of service providers.

## **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:

"NADA's support has been greatly appreciated and contributed to ongoing workforce development".

"Thanks for all your support to our service. We believe NADA to be a very effective peak body and are grateful for all of the assistance provided to us".

"We are extremely happy and grateful for NADA being there for us little NGOs".

"Keep up the great work!"

"I believe NADA needs to be more proactive in assisting organisation in dealing with government bodies in particular at grant application times".

### **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).