



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

# NADA Policy Toolkit Feedback Report

July 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.*

PO Box 2345, STRAWBERRY HILLS NSW 2012  
p. (02) 9698 8669 f.(02) 9690 0727 w. [www.nada.org.au](http://www.nada.org.au)

## SUMMARY

Overall 90% of respondents reported that they found the NADA Policy Toolkit easy to use and 80% agreed that the content was relevant to their organisation.

***“If the toolkit were improved much more it would do me out of a job....It has been easy to work with, easy to implement and such a help.”***

Many respondents found the templates and ease of use of the toolkit to be the most useful elements of the toolkit.

90% of respondents agreed that the Toolkit contained a diverse range of policies.

***“Comprehensive tool with links for further resources.”***

Areas for NADA to include or improve in future editions included: consumer participation, governance and links from the NADA website for updated resources.

Overall the response to the toolkit has been extremely positive.

***“Great resource, the sector required it.”***

***“Thank you for developing this valuable and practical toolkit.”***

## BACKGROUND

NADA developed the Policy Toolkit in 2010 to enhance the capacity of non government drug and alcohol services to develop and review operational policy documents and support their formal quality improvement program. It was developed in consultation with NADA's membership.

The Toolkit contains 103 templates, including 37 policies and 66 supporting documents. It provides practical policy development templates related to three areas:

- Governance and leadership e.g. Financial Management Policy, Risk Management Policy
- Administration and support e.g. Human Resources Management Policy, Communications Policy
- Service delivery e.g. Child Protection Policy, Suicide and Self Harm Policy

The development of the NADA Policy Toolkit was a collaborative project between the Australian Government Department of Health and Ageing funded Cross Sectoral Support and Strategic Partnerships Project (CSSSP) and the NSW Health funded Sector Development Program.

A feedback survey was disseminated to the NADA members and stakeholders in June 2011 to determine the usefulness and effectiveness of the toolkit. The results of the survey will be used to inform future organisational policy development in the drug and alcohol sector.

This report is compiled from information collected from the survey results, statistics from web traffic on the NADA Policy Toolkit page on the NADA website and feedback received directly to NADA following the launch of the Toolkit.

## FEEDBACK RESULTS

### 2011 SURVEY RESULTS

---

#### DEMOGRAPHICS

NADA received 20 completed feedback surveys. The demographics included:

75% of respondents were NADA members; 10% were from a non government drug and alcohol service outside NSW and 15% described themselves as 'other non government service'.

Respondents' primary geographic location was identified as:

- 45% metropolitan Sydney
- 20% NSW regional
- 20% NSW rural and remote
- 10% other (South Australia)

#### USE OF THE TOOLKIT

90% of respondents reported having used the Toolkit, while 10% had not.

#### What respondents found most useful about the Toolkit

Many of the comments focused on the ease of use in adapting the templates to implement their own policies. Comments were also received that the Toolkit was invaluable in guiding staff and organisations to identify and review their policies for accreditation, as well as identifying any policy gaps their organisations had.

Other comments included:

***"The logical and consistent policies and procedures which allowed for easy cut and paste."***

***"Well referenced."***

***"This Toolkit has literally been my go to for almost everything."***

***"It's brilliant! Saves huge amount of time. Congrats to NADA on such a brilliant resource."***

## What respondents found least useful about the toolkit

Many of the responses to this question were actually positive. For example, respondents reported that they found nothing 'least useful' about the Toolkit or that they found the Toolkit useful.

***"I found the toolkit useful and informative."***

As some services had recently been accredited or were in the process, three responses were received that highlighted the least useful aspect of the toolkit was that it was developed and distributed too late as they had already written most of their policies.

A comment was also received that it was difficult for staff with no delegated authority to implement the policies and that it would have been useful to have included information on ratification processes for policies and procedures as well as information on management/leadership.

Another comment included:

***"Within the policy folders there was other really useful information e.g. forms, action plans, mapping or frameworks etc. These could have been in a separate folder so they were easier to find."***

## Relevance and usefulness of the toolkit

The majority of respondents agreed the content was relevant to their service; easy to use and the structure and format of the toolkit was appropriate for their organisation.

Please indicate to what extent you agree with each statement.	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
a The content was relevant to my service	45%	35%	10%	0	0
b I found the toolkit easy to use	60%	30%	5%	0	0
c The structure and format was appropriate for policy development at my service	45%	35%	10%	5%	0
d The toolkit contained a diverse range of policies	65%	25%	5%	0	0
e The toolkit has supported my organisations development in:					
- Governance and leadership	20%	30%	30%	5%	0
- Administration and support	40%	30%	25%	0	0
- Service delivery	40%	30%	20%	0	0

## IMPROVING THE POLICY TOOLKIT

Respondents were asked how the toolkit could be improved. Several responses were received covering a variety of suggested areas for improvement. Suggestions for improvement included:

- more consumer involvement written into the policy framework
- adding procedures relating to suicide and taking case notes
- governance, leadership, and data relating to governance.

Other responses to this question included:

***“... More emphasis on management P&P, such as a comprehensive HR policy and procedure set ...”***

***“Provide links from NADA web site for updated resources/documents.”***

***“Some of the policies and procedures are more in line with bigger NGO services and as we are a small NGO some of the policies were not totally in line ...”***

***“This toolkit is fantastic. Only improvement could be additional policies”***

## **POLICY TEMPLATES TO BE INCLUDED IN FUTURE EDITIONS**

Suggestions from respondents on policy template development for future editions included:

- Management of drugs found on premises
- Gift Policy
- Mental Health First Aid (different from the existing First Aid Policy)
- Forming consumer groups
- Fundraising and sponsorships.

Another suggestion included:

***“Reference for subcommittees, higher management guidance, more comprehensive guidance of risk management.”***

A comment was also made that they were unsure as *‘policy is always evolving and changing’*.

## **OTHER COMMENTS OR FEEDBACK**

Respondents were provided with an opportunity to provide general comments or feedback on the Policy Toolkit. All comments provided further positive comments on the Toolkit.

Noteworthy comments include:

***“I hope that you continue to generate useful information and toolkits so organisations can avail themselves of the knowledge and expertise from NADA.”***

***“Excellent tool.”***

***“Great resource the sector required it.”***

***“The toolkit has saved our small NGO a great deal of time.”***

## **WEB TRAFFIC ON NADA POLICY TOOLKIT WEBPAGE**

---

In December 2010 the NADA Policy Toolkit was uploaded to the NADA website to ensure further reach of the templates. As at the 30 June 2011 the Policy Toolkit webpage had 1668 hits (or page views). Unfortunately due to the limitation of the NADA website we are unable to report how many templates have actually been downloaded.

## **FEEDBACK RECEIVED DIRECTLY TO NADA**

---

Following the launch of the Toolkit NADA received numerous emails from NADA members and stakeholders providing feedback. Feedback was received from organisations such as: peak bodies (VAADA and QNADA); research bodies (NCETA), St Vincent’s Hospital; the Sydney Medically Supervised Injecting Centre and the National Indigenous Drug & Alcohol Committee, Australian National Council on Drugs.

All of the comments from these organisations were congratulatory and positive, including:

***“...it is fabulous. This is just what I needed.”***

***“...used the policy toolkit for the first time last week and it was brilliant... it saved me hours of work.”***

***“You have produced an amazingly comprehensive resource that will be of value to many NGOs.”***

### **Policy template suggestions through general NADA consultation**

Since the launch of the Toolkit NADA has received suggestions for policy development in the following areas: smoking cessation, use of social media, trauma informed care and practice, recovery orientated practice, cultural competence and case management note taking.

## **CLOSING**

NADA would like to thank all of its members and stakeholders that provided feedback on the Policy Toolkit. The information provided is valued and will inform future development of the Policy Toolkit and other resources.

Feedback on the Policy Toolkit can be provided to NADA at anytime by contacting individual staff or by emailing [feedback@nada.org.au](mailto:feedback@nada.org.au).