



2009 NADA Member Feedback Report

October 2009

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, 91% of respondents reported that their organisation is better off as a result of NADA activities and initiatives and 95% indicated improved capacity to deliver services.

“Very effective advocating for the sector and support to members. Your profile and performance over the last year or so – amazing”

The most valuable, useful and beneficial NADA activities were related to the Family and Carer Project, the Drug and Alcohol and Mental Health Research Grants, and workforce 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 advocacy for the sector regarding funding and grants administration, and supporting workforce development and capacity building for the sector.

“... remain abreast of current initiatives to continue to have a voice at a ministerial level”.

BACKGROUND

The 2009 NADA Member Feedback survey was distributed to all NADA members via email and hard copy post on 9 September 2009, with a response closing date of 25 September 2009. 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, and as such were more detailed than in previous years. The questions related to the period 1 July 2008 to 30 June 2009.

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 41% response rate, which is higher than in any previous year for a member feedback survey.

76% of respondents described their organisation and funding as being a 'drug and alcohol specialist organisation' and 24% 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 **91%** of respondents reported that their organisation is **better off as a result of NADA activities and initiatives** and **95%** indicated **improved capacity to deliver services**.

Most beneficial activities

The two most beneficial activities identified by members were the NADA **training grants** (as part of the Workforce Development Project) and the **Family and Carer Project**.

Other activities rating well included: **general information and support by NADA staff**, the **NADA Conference** (held May 2009), the **Drug and Alcohol and Mental Health Research 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:

- NADA Conference (held May 2009)
- Fortnightly member email updates
- NADA Advocate
- NADA hosted events such as workshops, forums and information sessions
- Sector Development Program (including quality improvement support and information)
- NADA IT project (including MDS database and support services)
- Family and Carers Project
- Workforce Development Project (including training grants)
- Research Grants Project
- CSSSP (Improved Services) Project.

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
- Advocating to NSW Government for reforms to funding and administration
- Being a quality driven and efficient 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, that there were no activities that weren't useful or relevant, or respondents did not answer this question at all.

A few respondents 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?	47%	38%	6%
... its client & health data collection systems?	50%	26%	3%
... its service planning & evaluation systems?	35%	38%	6%
... its service & operations overall?	56%	29%	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 **advocacy regarding 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 organisations' workforce development

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

Also noted were provision of resources and networking opportunities.

"Keep doing what you're doing guys, its great".

Issues or activities for NADA to focus on

The most common responses to what issues or activities NADA should focus on were **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

The majority of respondents either did not answer this question or indicated 'did not know'.

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:

"Great job guys."

"Great to have friendly positive relationship with staff and management at NADA."

"I think NADA does an excellent job. We would never consider not being a member."

"NADA could become less dependent on government and be a more active, independent advocate."

"Looking forward to working with you over the next 12 months."

"All is well!"

"Keep up the great work guys!"

"Thank you for your consistent and strategically effective efforts."

"Great - thank you!"

"You guys are doing a great job. Looking forward to continuing to work with you."

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.