



# 2014 NADA Member and Stakeholder Feedback Report

November 2014

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 86% of members and stakeholders surveyed 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 to continue their positive work throughout the state”***

***“Good leadership and solid governance. Experienced. Very knowledgeable about the sector”***

***“NADA is always at the forefront of best practice frameworks and supports the network providers in training and expertise. They're brilliant.”***

***“Great organisation, highly valued, still impresses as having an independent, honest, voice”***

***“A crucial, effective organisation that deserves strong support”***

The most valuable, useful and beneficial NADA activities reported were the NADA Conference and NSW Awards, NADAbase, Workforce Development Training Grants and NADA communication i.e. Advocate, MEU. In the next 12 months respondents suggested that they would like NADA to focus more on advocacy for increased and sustainable funding for the sector, supporting partnerships and linkages, clinical focused workforce development opportunities and improved data systems.

## BACKGROUND

In 2014 the NADA Member Feedback Survey and NADA Stakeholder Feedback Survey was distributed to members and stakeholders via email with a link to the Survey Monkey website. Members were also provided with a paper based survey and reply-paid envelope to complete and return. Throughout the second week of distribution, members and stakeholders were reminded to complete the survey and that their feedback was a valued way for NADA to gauge performance and for members and stakeholders to provide input into NADA's service planning.

Survey questions related directly to the NADA Strategic Plan 2011-2014 with questions relating specifically to the period 1 July 2013 to 30 June 2014.

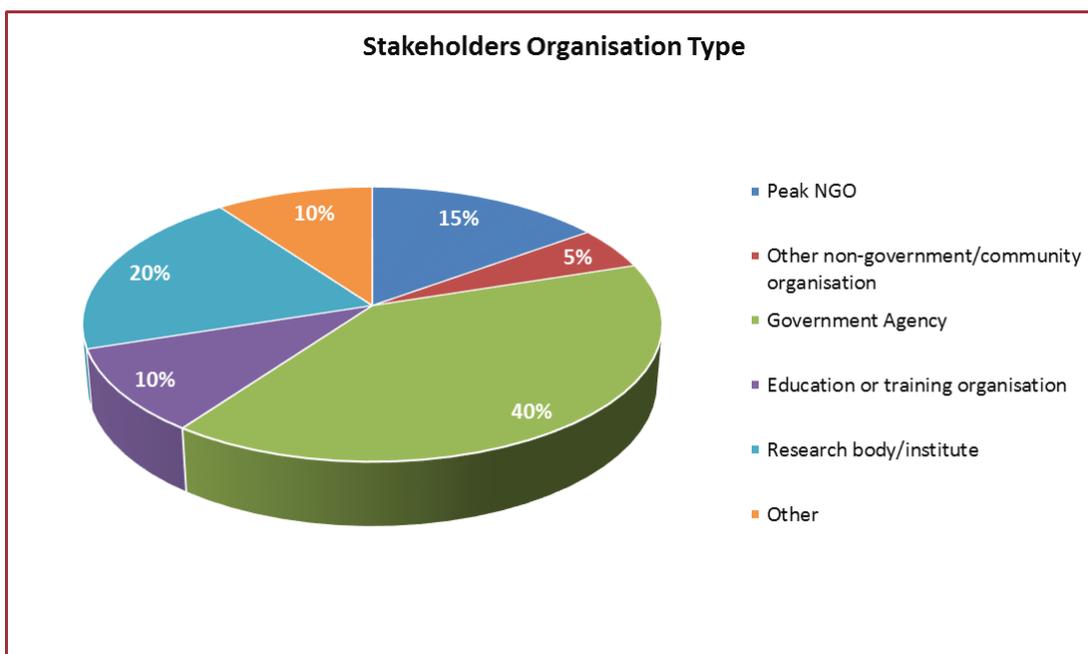
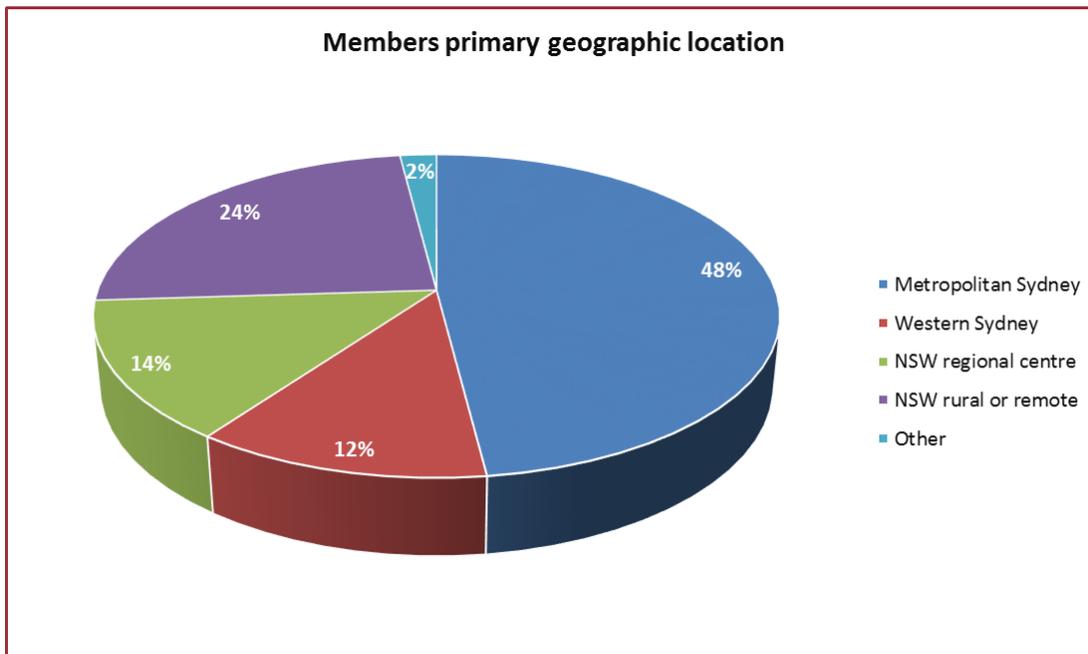
NADA uses the information gathered from the feedback surveys to report performance to members and funders and to inform the direction and content of projects and activities.

## FEEDBACK RESULTS

### DEMOGRAPHICS

This year's feedback survey saw a 40% response rate from members. The response rate for stakeholders is undetermined as distribution is to a general stakeholder list, of whom not all have ongoing engagement with NADA and would therefore have not been informed of the previous year's activity to complete the survey.

#### Respondents' location and organisation type



## **NADA ACTIVITIES AND INITIATIVES**

Feedback was sought from members and stakeholders 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.

Of the members surveyed, over three quarters indicated that their organisation improved as a result of NADA projects, resources and grants. Of the stakeholders surveyed, 85% indicated that the NSW non government sector was better off as a result of NADA activities and initiatives over the last 12 months, an increase of 10% compared to last year. The remaining 15% indicating they did not know if the sector was better off a result of NADA's efforts.

### **Most beneficial activities**

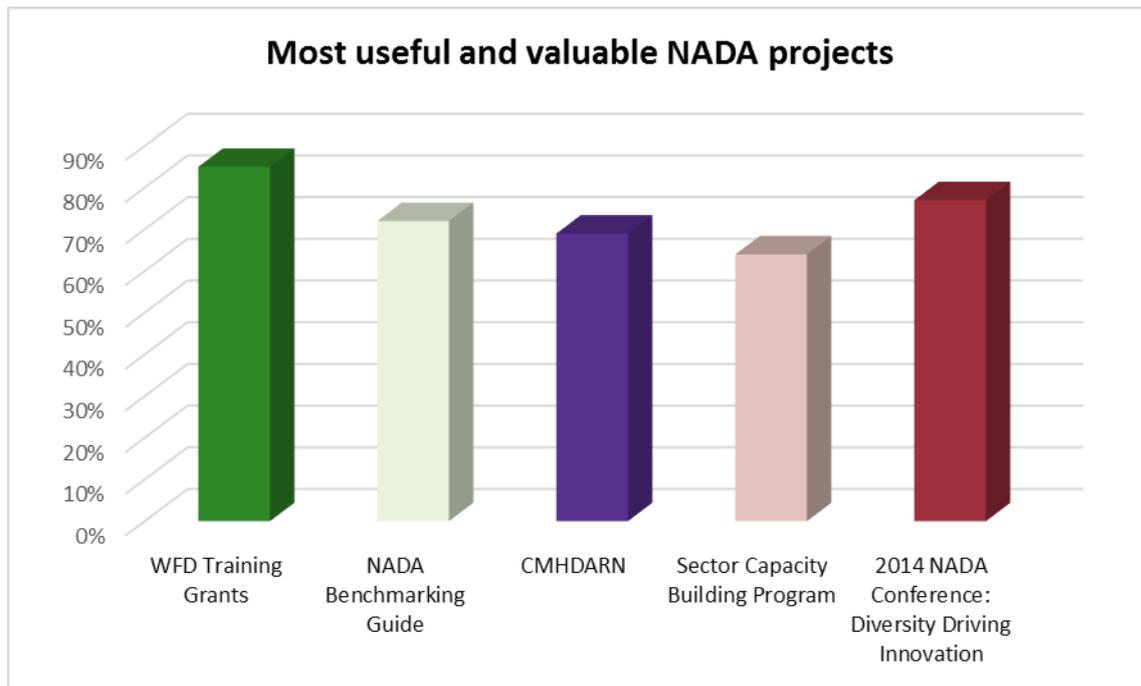
The activities identified as most beneficial by members were those involving NADA's communication and information dissemination such as the NADA website, quarterly Advocate newsletter and member email updates with 100% of member responses indicating that these had been useful and valuable to their organisation.

Also rated highly by 90% of members were NADA hosted events such as training, workshops, forums and information sessions. 85% of members indicated that NADA produced resources such as the Complex Needs Capable, Governance and Policy Toolkits and the Benchmarking Guide were useful and valuable for the operation of their organisations. An increase of 7% on the previous year.

Of the stakeholders who responded to this section, the NADA initiatives and activities they listed as most valuable included the NADA Conference and COMS database which were noted as being a significant achievement and general capacity building activities and advocacy on behalf of members.

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

Members were asked to rate the usefulness and value of various NADA projects undertaken in 2013/14. The highest rated projects were the Workforce Development (WFD) Training Grants and the 2014 NADA Conference: Diversity Driving Innovation. These were followed closely by the NADA Benchmarking Guide, Community Mental Health and Drug and Alcohol Research Network (CMHDARN) and the Sector Capacity Building (SCB) Program projects.



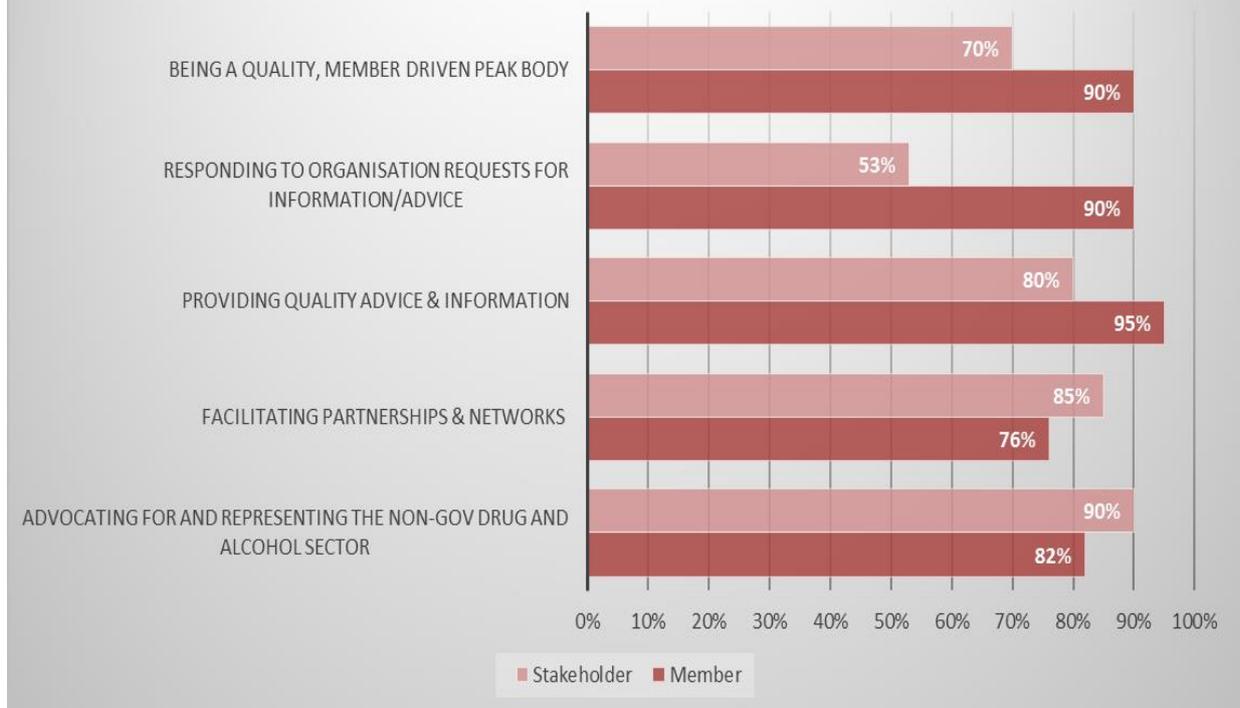
#### **NADA performance in specific areas**

Members and stakeholders were asked to rate how NADA had performed in various activities and roles in the previous 12 months. 93% of member responses indicate that NADA had been effective in consulting with them.

82% of member responses indicated that NADA had been effective in advocating for and representing the non government drug and alcohol sector, 95% for providing quality advice and information, 90% for responding to member requests for information and advice in a timely manner, and 90% in being a quality, member driven peak body.

90% of stakeholders surveyed believe that NADA were effective in advocating for and representing the NGO alcohol and other drugs sector i.e. policy responses, meeting representation, government liaison.

## Members and Stakeholders who rated NADA activities as 'very effective' or 'effective'



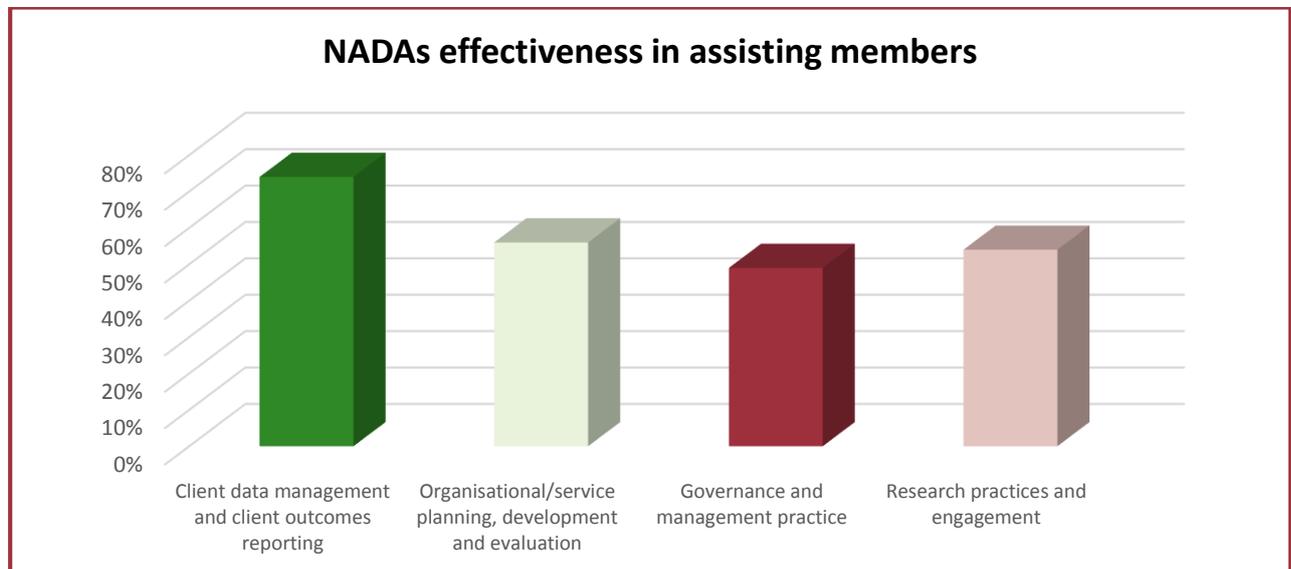
### Activities needing improvement

Overall responses by members to the range of activities and resources that NADA produced were positive. However members requested improvements or additional work in the following areas:

- Governance training for boards
- Improvement to NADAbase to be more inclusive of different populations
- Assistance in facilitating partnerships
- More free training, including in regional areas and in a range of areas.

## NADA'S EFFECTIVENESS IN ASSISTING MEMBERS

Members were asked open ended and fixed response questions in regards to how effective NADA had been in assisting the activities and services of their organisations during the 2013 to 2014 period.



The initiatives that made the biggest difference to organisations' performance in the last 12 months were:

- The NADA Conference & NSW Non Government Drug and Alcohol Awards
- NADAbase
- Workforce development grants
- NADA Communications ie newsletter, promotional material, etc
- NADA workshops and activities
- Women's Network meetings
- Governance and Policy Toolkits
- Youth Network activities

## FUTURE ACTIVITY AND ISSUES FOR NADA TO FOCUS ON

Members were asked open ended questions on how NADA could better support their organisation's workforce development and to identify issues that NADA could focus on to further support the non government alcohol and other drugs sector.

### 1. Advocating for increased and sustainable funding

The most common response from members was a desire for NADA to continue to its work with government on the funding to the sector, including supporting smaller members.

*"NADA seems to be focused more lobbying on State funding issues and needs to expand to Commonwealth issues and as this is the bulk of many organisations funding."*

*"Help smaller NGOs in regards competitive tendering"*

## **2. Supporting partnerships and linkages**

*“Facilitating partnerships and consortiums”*

*“Improve linkage with AOD services in Aboriginal controlled organisations “*

The other main areas identified by members were:

### **Clinical focused workforce development**

*“Vulnerability of clients exiting short-term completing rehabs”*

*“Treatment and recovery from methamphetamine”*

### **Improved data collection systems**

*“Further improvements to accessing own outcomes data form COMS “*

*“Making other services (de-identified) data available for benchmarking purposes”*

Other areas identified included research, engagement with rural and small organisations.

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

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

### **Members**

*“Become the equivalent of local health network - receive government funding specific A&OD then filter it down to NGO programs rather than government eg PM&C who have no idea of how things operate at the ground level or even know where organisations is located”*

*“NADA have and continue to be a terrific peak body that our service has a huge amount of respect for. Thanks guys!”*

*“NADA could be more proactive in encouraging organisations to develop partnerships or mergers and find ways to assist organisations considering going down this path.”*

*“Always impressed by the positive attitudes of the NADA staff, immediate turn around with request for assistance and reliability of the service. It could be useful, to have feedback from the various workforce development training providers regarding areas they identify for further training across the services - primarily in the area of clinical focus.”*

*"I think that this is a pivotal time in health delivery history where the AOD sector is going to have to consider the opportunities of partnering with mental health and with LHDs and understand how to collaborate and partner. NADA should take the initiative and provide some guidance on this."*

### **Stakeholders**

*"More info seminars about latest trends in treatment for methamphetamines and party drugs in general."*

*"Continue to keep NGO D&A sector issues on the agenda"*

*"The bringing together of Gov and Non Gov agencies to help them better understand each other's business and access is great"*

*"Without NADA's input we would sure know about it with an increase in offending behaviour"*

*"I can only speak of research. The collaborative work on suicide is exemplary."*

## **CLOSING**

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

Members and stakeholders can provide feedback to NADA at any time by contacting individual staff or by emailing [feedback@nada.org.au](mailto:feedback@nada.org.au).