



# 2013 NADA Member and Stakeholder Feedback Report

November 2013

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 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.

***“I was impressed and grateful for the work NADA undertook in championing NSW Health re: funding.”***

***“NADA is an excellent organisation which really knows the needs of the AOD sector.”***

***“NADA continues to provide high quality resources and representation across the sector.”***

***“NADA offers a great deal for NGOs and has been a great support to [organisation] in the past. Access to rural training is paramount and assists in keeping staff up to date with limited interruption to services and finances.”***

The most valuable, useful and beneficial NADA activities reported were the training workshops, workforce development, Practice Enhancement Project: Working with Complex Needs and NADA’s Sector Mapping Project. In the next 12 months respondents suggested that they would like NADA to focus more on advocacy for the sector regarding funding and grants administration, and supporting workforce development and capacity building for the sector.

## BACKGROUND

In 2013 the NADA Member Feedback Survey and NADA Stakeholder Feedback Survey was distributed to members and stakeholders via email, with an attached PDF form to complete and return, as well as online responses through the Survey Monkey website. Members and stakeholders 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 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 2012 to 30 June 2013.

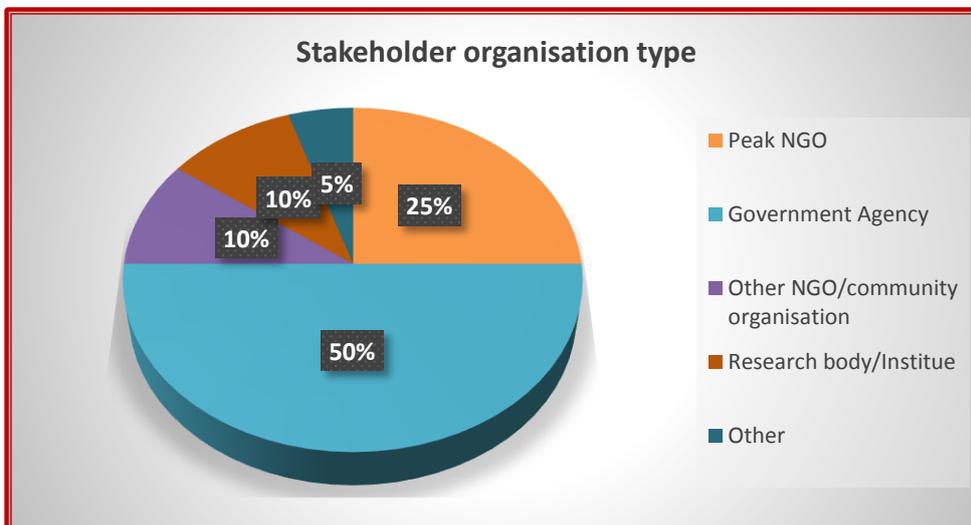
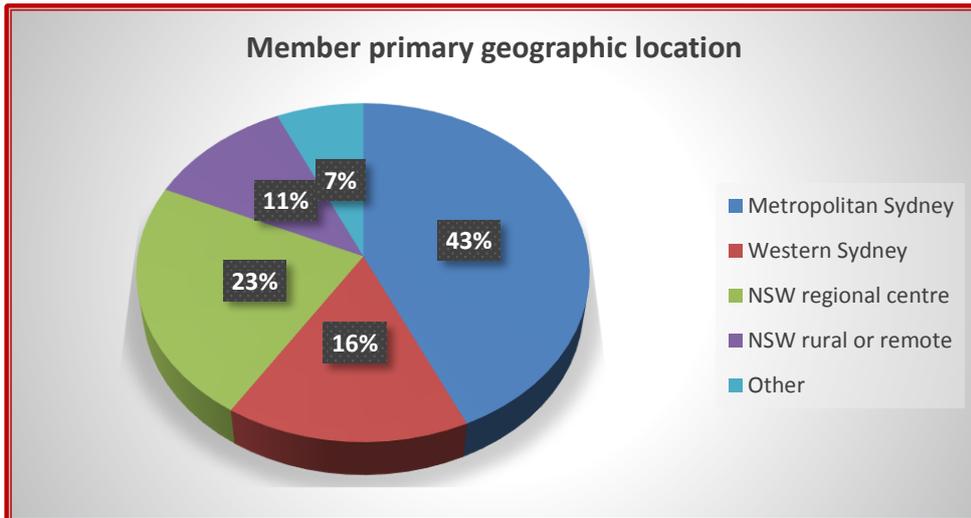
NADA uses the information gathered from the feedback surveys to report performance to members and funders and to inform the direction and content of projects and activities.

## FEEDBACK RESULTS

### DEMOGRAPHICS

This year's feedback survey saw a higher response rate than the previous 2 years with over 40% of members surveyed returning a response. The response rate for stakeholders is undetermined as distribution was decentralised and occurred via numerous staff to ensure all contacts were engaged.

#### 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, 70% indicated that the NSW non government sector was better off as a result of NADA activities and initiatives over the last 12 months, with the remaining 25% indicating they did not know if the sector was better off a result of NADA's efforts.

### **Most beneficial activities**

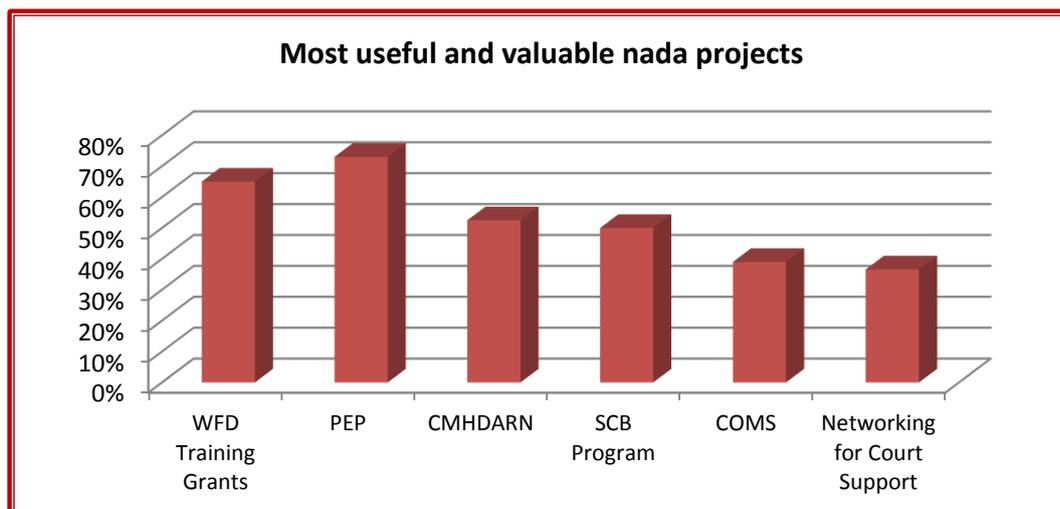
The activities identified as most beneficial by members were those involving NADA's communication and information dissemination such as the NADA website, quarterly Advocate newsletter and member email updates with 100% of member responses indicating that these had been useful and valuable to their organisation.

Also rated highly by 90.3% of members were NADA hosted events such as training, workshops, forums and information sessions. 78% of members indicated that NADA produced resources such as the EQUIP Resource Tool, the Governance and Policy Toolkits were useful and valuable for the operation of their organisations.

Of the stakeholders who responded to this section, the NADA initiatives and activities they listed as most valuable included the Practice Enhancement Project: Working with Complex Needs, 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 2012/13. The highest rated projects were the Practice Enhancement (PEP): Working with Complex Needs and Workforce Development (WFD) Training Grants. These were followed closely by the Sector Capacity Building (SCB) Program and the Community Mental Health and Drug and Alcohol Research Network (CMHDARN) projects.

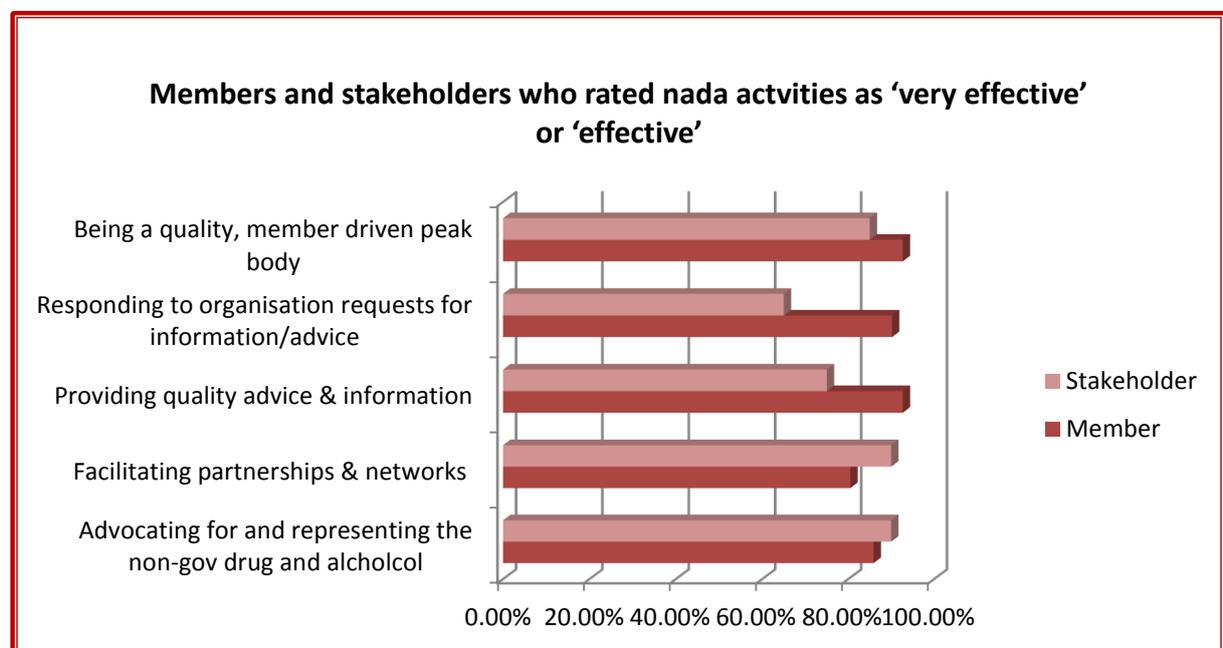


### NADA performance in specific areas

Members and stakeholders were asked to rate how NADA had performed in various activities and roles in the previous 12 months. Over 90% of member responses indicate that NADA had been effective in consulting with them.

Between 85.9% and 92.7% of member responses indicated that NADA had been effective in advocating for and representing the non government drug and alcohol sector, providing quality advice and information, responding to member requests for information and advice in a timely manner and in being a quality, member driven peak body.

On the other hand, stakeholders surveyed believed that whilst NADA was particularly effective in advocating for and representing the non government AOD sector and in facilitating partnerships within the sector and with other parties, it was less effective than members had indicated in regards to some other activities.



### Activities needing improvement

Overall responses by members to the range of activities and resources that NADA produced were positive, however between 39% and 49.3% of member respondents were neutral in their response in regards to the usefulness of the NADA Client Outcome Management System (COMS) and the usefulness of the Minimum Data Set (MDS) database and support systems, with between approximately between 10% to 17% indicating they didn't know if these systems were useful. This result may indicate a need for increased understanding and instruction in regards to the usefulness and value of these systems in recording and reporting on treatment information, or that other systems are in place and the NADA system is not required.

## 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 2012 to 2013 period.

Has NADA assisted the following activities and services of your organisation	Definitely assisted	Possibly Assisted	Neutral	Did not assisted	Don't know
a) Client and health information systems	31.7%	24.4%	24.4%	19.5%	0%
b) Organisation and service planning, development and evaluation	26.8%	39.0%	22.0%	12.2%	0%
c) Governance and management practice	12.2%	41.5%	31.7%	12.2%	2.4%

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

- training workshops
- workforce development grants
- the Practice Enhancement Project: Complex Needs
- the establishment of the Women's AOD Network
- the NADA Sector Mapping Project

## 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 drug and alcohol sector.

### Support for organisations workforce development

The most common response from members was a desire for NADA to continue to provide training and workforce development grants, with several regional members expressing a desire for more training opportunities to be made available to them closer to home.

### Support for member organisations governance, management, client program and quality improvement development

Many members expressed a desire for NADA to *"keep doing what you are doing"* and *"continue to providing the high level of support that you have over the last 12 months."* Members also expressed a desire for NADA to pursue the following initiatives:

- *"develop a resource for the QMS QIC standards"*
- *"training/discussion forum to go with published documents such as the Complex Needs Capable resource"*
- *"assist with the best practice recognition for Aboriginal model of care"*

It was also suggested that NADA develop a consistent model for service delivery across the alcohol and drug sector based on best practice in both residential and community settings, and for NADA to develop links between itself and the Public Health Association.

### **Issues or activities for NADA to focus on in the future**

Members expressed a desire for NADA to provide information and support/training in how to navigate the competitive tendering process as well as a desire for NADA to continue to take a proactive role in advocacy regarding funding and grants administration.

Members also expressed a desire for NADA to engage in building and fostering interagency partnerships, in particular, looking at the following:

- *“provide opportunities for members in local areas to get together on a reasonably regular basis to talk about common challenges...; connect services who often work in isolation”*
- *“breaking down the MH/AOD barriers at the local level”*
- *“professional support networks for Managers/interagency”*
- *“working with GPs as part of primary health care services”*

Other responses included a desire for more information/resources, training and support for member 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 overwhelmingly positive comments such as:

*“You guys are doing a really great job, keep up the wonderful job.” -NADA Member*

*“A massive amount of quality work/product contributed to the sector from a very small staff team. Congratulations.” -NADA Member*

*“I enjoy all the interactions with NADA staff, they assist our service greatly and we value their onsite visits.” -NADA Member*

*“Always professional with a “go gettem” attitude – NADA Stakeholder*

*“Staff are very helpful and good to work with” – NADA Stakeholder*

*“Congratulations NADA another good year of you looking after the members. Well done.” -NADA Member*

## 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).