



NADA

network of alcohol and
other drugs agencies

2015 NADA Member and Stakeholder Feedback Report

November 2015

2015 NADA Feedback Report

Summary

The 2014/2015 NADA Member and Stakeholder Feedback Surveys have indicated a number of very positive statistics suggesting that NADA has continued to offer effective support to our members. During this period 83.9% of our membership surveyed said their organisation improved as a result of involvement with NADA's projects, resources or grants. Furthermore, 87.1% said NADA was effective in consulting with members.

NADA Member and Stakeholder survey results indicated the following as "effective" and "very effective" amongst NADA's activities this year: 1. Advocating and representing (members: 96.7%, stakeholders: 69.6%); 2. Facilitating partnerships (members: 70.9%, stakeholder: 69.6%); 3. Providing quality advice (members: 96.8%, stakeholders: 65.2%); 4. Responding to requests for information (members: 87.1%, stakeholders: 65.2%); and NADA as a quality member peak body (members: 96.7%, stakeholders: 65.2%).

Survey comments include:

"Thank you NADA, your staff have been friendly, engaging and tremendously helpful across the entire year."

"NADA is an excellent peak body which is innovative and proactive; and fearlessly advocates on behalf of the collective membership."

NADA Membership also highly rated the following as useful and valuable: NADA Resources (93.55%); NADABase (70.97%), NADA Events (93.55%) and NADA Communications (100%)

We appreciate all the comments and feedback provided from our Members and Stakeholders contained in this report.

Background

In 2015 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 2011-2015 with questions relating specifically to the period 1 July 2014 to 30 June 2015.

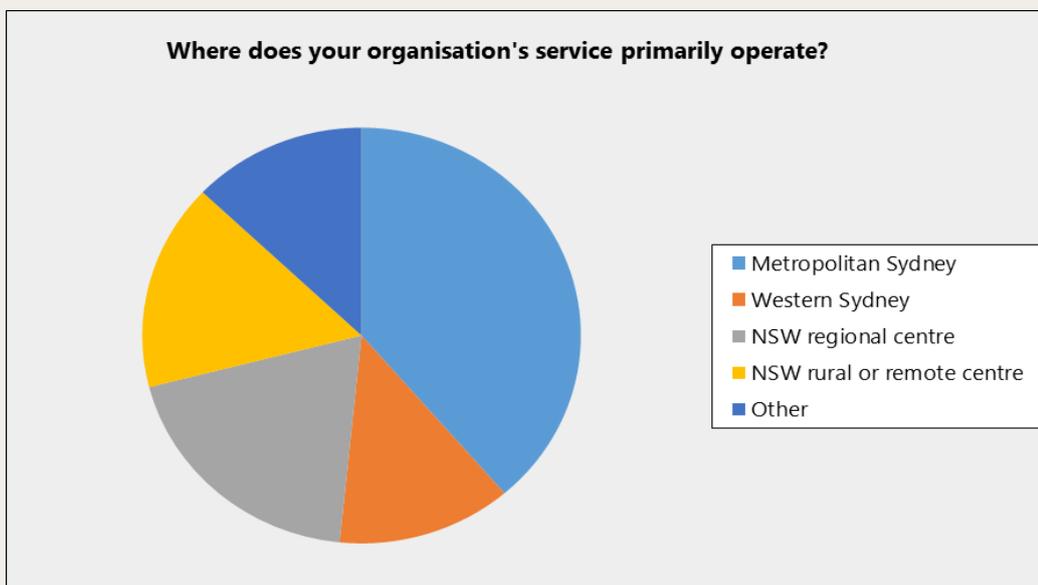
NADA uses the information gathered from the feedback surveys to report performance to members, stakeholders and government funding departments and to inform the direction and content of projects and activities.

Feedback results

Demographics

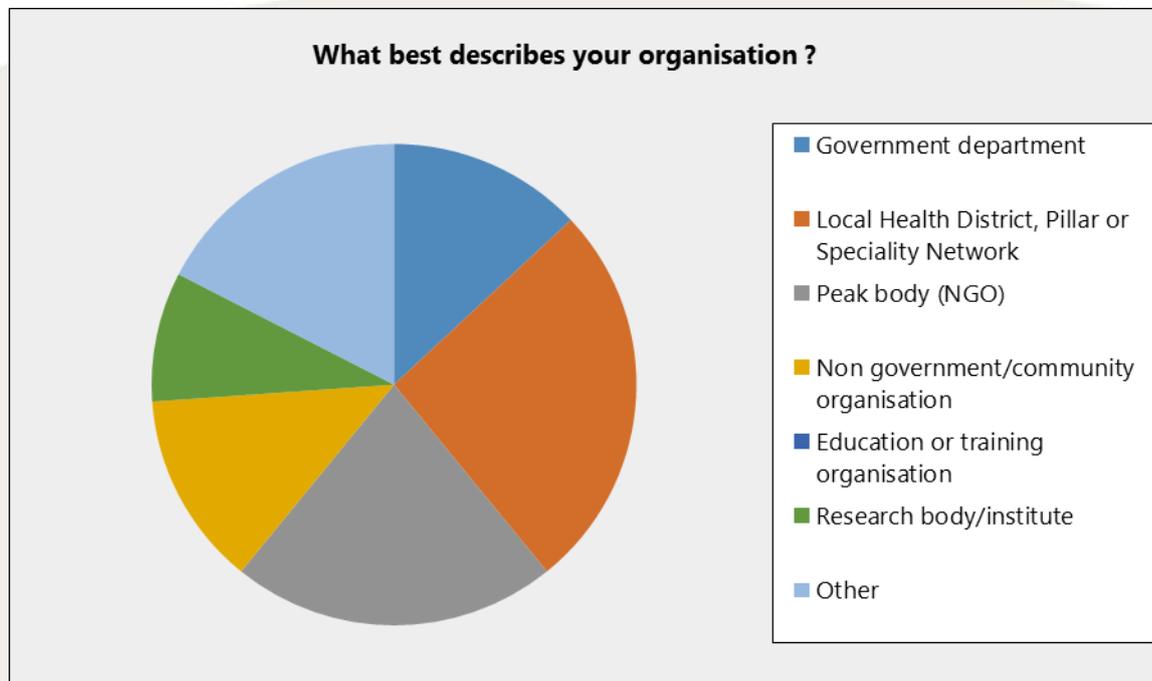
This year's feedback survey saw a 31% (n=31) response rate from members, with the majority of responses from metropolitan Sydney.

NADA Members location



The response rate for stakeholders is undetermined as distribution is to a general stakeholder list, of whom not all have ongoing engagement with NADA, however 23 responses were received.

Stakeholder's 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, 83.7% indicated that their organisation improved as a result of NADA projects, resources and grants. Of the stakeholders surveyed, 56.52% indicated that the NSW non-government sector was better off as a result of NADA activities and initiatives over the last 12 months.

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 93.55% of members, were NADA hosted events such as training, workshops, forums and information sessions. 93.55% 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.

Members rating for NADA's general activities during 2014-15 (n=31)			
	Useful and valuable	Not useful or valuable	Don't know
a) Communication and information dissemination (e.g. Member Email Updates, The Advocate, website, Sector Watch)	100.00%	0.00%	0.00%
	31	0	0
b) NADA hosted events such as the NADA conference, training, workshops, and forums (e.g. Hepatitis, Methamphetamine, program evaluation, performance management)	93.55%	0.00%	6.45%
	29	0	2
c) NADAbase (N/MDS and COMS) data collection and reporting, training and support services	70.97%	3.23%	25.81%
	22	1	8
d) NADA resources (e.g. Policy Toolkit, Benchmarking Guide, Working with Diversity)	93.55%	0.00%	6.45%
	29	0	2

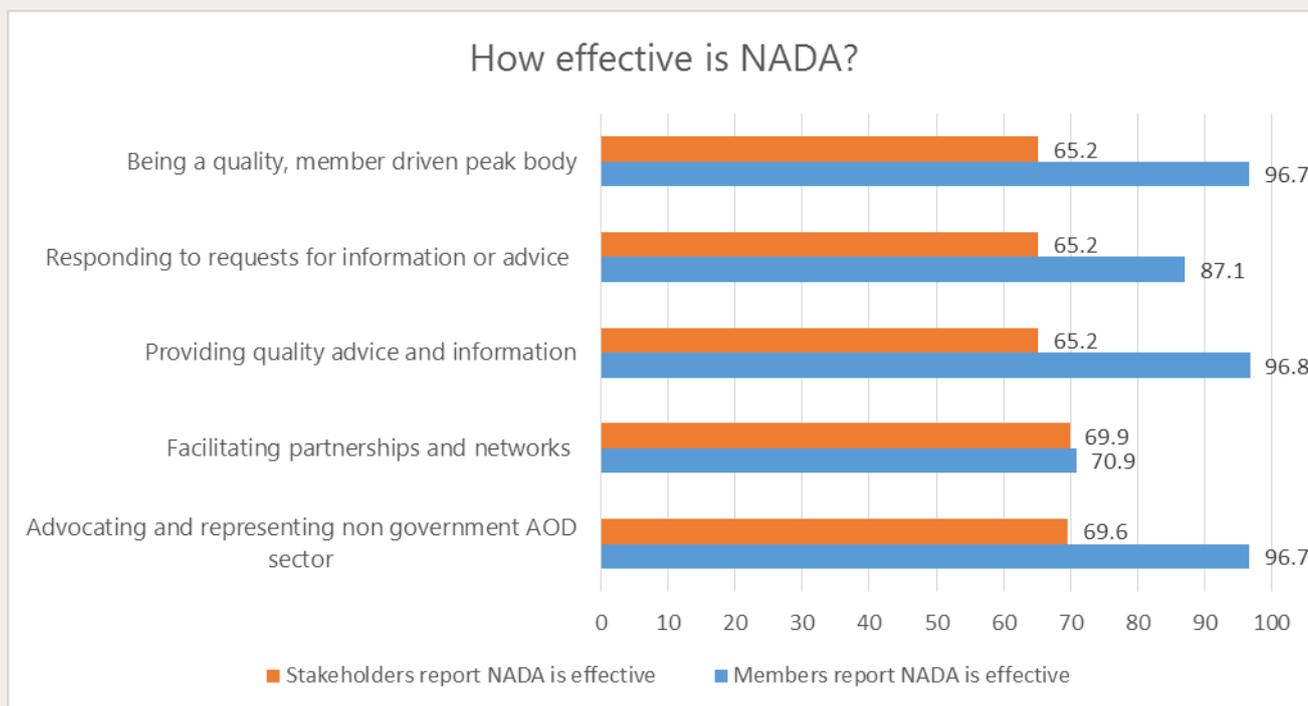
Most valuable and useful activities and initiatives

Members were asked to rate the usefulness and value of various NADA projects undertaken in 2014-2015. The highest rated projects were the Sector Capacity Building Program at 87.10% and the Workforce Development (WFD) Training Grants at 80%. These were followed closely by the NADA Community Mental Health and Drug and Alcohol Research Network (58%) and the Women's AOD Service Development Program (45.2% - noting that the program was not open to all members). Followed closely also by the FundAssist Website and Resource (38.7%).

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. 93.5% of member responses indicate that NADA had been effective in consulting with them.

Member responses indicated that NADA had been effective or very effective in the following areas: advocating for and representing the non-government drug and alcohol sector (96.7%), facilitating partnerships and network (70.9%), providing quality advice and information (96.8%), for responding to member requests for information and advice in a timely manner (87.1%), and in being a quality, member driven peak body (96.7%). The figure below indicates how effective members and stakeholders believe NADA is in a number of key areas.



Suggestions and activities needing improvement for benefit of NADA Members

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

- Support and training to respond to crystal methamphetamine.
- Promotion of the NGO sector and advocacy to government on sustainable funding.
- Continued training and development of the workforce, including on tender writing, drug trends, withdrawal management.
- Research and evaluation, including on NSW residential treatment programs.

Survey responses included:

“Advice on Board Governance Best Practice for NGO”

"Induction Training for new NGO AOD staff and availability of a NADA resource pack for new starters"

"Advocacy to ensure sustained funding for the NGO's while bringing together members in less formal settings that facilitates more interaction and networking"

"NADA please continue to provide strong advocacy and a sound planning voice for the NGO AOD Sector"

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 2014/2015 period.

In relation to four of NADA's key projects members indicated the following:

How much has NADA assisted members in the following activities and services?				
	Assisted	Did not assist	Don't know	Assistance was not required in this area
a) Client data management and client outcomes reporting	61.29%	16.13%	3.23%	19.35%
	19	5	1	6
b) Organisational/service planning, development and evaluation	35.48%	35.48%	0.00%	29.03%
	11	11	0	9
c) Governance and management practice	32.26%	32.26%	3.23%	32.26%
	10	10	1	10
d) Research practices and engagement	19.35%	32.26%	12.90%	35.48%
	6	10	4	11

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 training grants
- NADA Communications i.e. newsletter, promotional material, etc.
- NADA workshops and activities

- Women's Network meetings
- Governance and Policy Toolkits
- Youth Network activities
- Practice Leadership Group

Future activity and issues for NADA to focus on

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

Their responses highlighted the following areas:

1. Advocating for increased and sustainable funding

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

"NADA please continue to provide strong advocacy and a sound planning voice for the NGO AOD Sector"

"(We need) advocacy to ensure sustained funding for NGO's and bringing together members more often in less formal settings that facilitate interaction and increased awareness."

"Find us funding to pay for accreditation. Our own information gleaned from contacts within NSW Health is non accreditation will be used to cull small organisations out of the tendering process."

2. Supporting partnerships and linkages

Supporting members to develop partnerships and linkages, including exploring consortia continued to be area identified by members as an important area.

"Actively promoting and assisting organisations to discuss and think about partnerships and mergers, helping organisations advocate for services in their areas."

3. Workforce development

Continuing to support workforce development was rated highly, with a particular focus on providing further training opportunities around responses to crystal methamphetamine, and withdrawal management. Additional comments included:

"Continue to deliver a client first approach, offering support and advice, education on the harm of substance abuse and working with external stakeholders in relation to clients dealing with substance abuse issues."

"Non clinical staff, administration, payroll, accounts and board members introduced into the alcohol and other drug sector."

4. Research and evaluation

Research on crystal methamphetamine responses, and research that demonstrates the effectiveness of the work by NADA members was reported most often as part of a question exploring the research needs of the sector. Additionally, withdrawal management and domestic violence were also highlighted on a number of occasions.

"(We need) longitudinal studies to evaluate the effects of early intervention for children of addicts in breaking the transgenerational cycle. Detailed research on effectiveness of abstinence vs harm minimization."

"Has new technology (skype, apps, smart phones) assisted in improving client engagement and client outcomes for non government AOD sector?"

5. Feedback on NADABase

"Overall NADABase is an extremely useful system, however I would recommend changes to the layout of the system i.e. simpler and easy to understand to ensure all data is captured and included when we extract the report."

"Improvements to reporting functions, graphs can be a bit complex. Graphs should be more simplified, easy to understand, relevant to each organisation. A separate tab that deals with referrals to extend rehab/detox facilities to ensure all data is recorded accurately."

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

"(NADA needs to) promote the value of NGO's to the Politicians. Ensuring NGO's (small) have a voice through NADA."

"Thank you for your support and high professional advocacy and sharing information to the sector."

"Highly knowledgeable, articulate, and supportive when needed, thank you for the good job you are doing representing and supporting us NADA."

"Proving that Drugs and Alcohol need to be a health focus not crime focus so Government bodies stop war on drugs where it relates to people being locked up because they use drugs and look at Health and wellbeing being funded better as the appropriate reaction."

"NADA is well positioned with hard working and visionary staff, who keep up to date with the political climate and best practice interventions for AOD NGO Agencies. I have nothing to suggest that would improve upon their already superior service"

Stakeholders

"I would like to continue working with NADA and developing our relationship in order to broaden engagement with NADA members and strengthen networks."

"NADA needs to improve its ability to truly partner. The divide and conquer attitude is not helpful to anyone."

"(NADA needs to) increase Board diversity in organisational size and gender representation."

"Better off? The NGO sector is a mess due to commonwealth & state planning problems. Has NADA been able to impact this - not really - as they are caught up in the same planning paralysis - but not their fault either. NADA has not proactively sought to engage with LHDs and government service providers - but this is a two way street - and reflects

historical antipathies. There needs to be much better co-ordination between the NGO and state govt sectors - and this needs to be locally driven as unlikely to get much leadership centrally in this new age of devolvement and relegation of D&A to an afterthought - Mental Health has sucked up ALL the oxygen in MHDAO and DoH."

"Continue the good work!"

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.