



NADA
network of alcohol and
other drugs agencies

2016 NADA Member and Stakeholder Feedback Report

September 2016

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non-government alcohol and other drugs sector in NSW.

NADA's goal is to lead as a member driven peak body, building sustainable non government alcohol and other drug organisations to reduce alcohol and drug related harms to individuals, families and communities in NSW.

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SUMMARY

The results extracted from the 2015-2016 NADA Member and Stakeholder Feedback Surveys have reflected positively on NADA's success and achievements. The focus of the data documented in this report predominantly looks at the effectiveness of NADA's activities and initiatives and also measures indicative productivity levels over the past 12 months.

Overall, the 2015-2016 NADA Member and Stakeholder Feedback Surveys show that 88.5% of members, and 80.0% of stakeholders agree that NADA's support services have significantly improved member's services as a result of resources, events, and projects that are co-ordinated and implemented by NADA.

It is also noted from the survey data that NADA has engaged stakeholders effectively, particularly by being resourceful and by employing effective communication channels, effectively co-ordinating and managing events, and through the provision of multifaceted support services.

The surveys indicated that NADA's services covered a diverse sector incorporating many areas across Sydney metropolitan areas, Western, rural and regional areas, with the majority of members agreeing that NADA was 'very effective' or 'effective' in activities during 2015/2016.

NADA has achieved accreditation by the Australian Service Excellence Standards. The outcome of these surveys are in line with these standards, and NADA's vision and values, continuously striving to support members effectively and resourcefully.

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: 88.5%, stakeholders: 75.0%);
2. Facilitating partnerships (members: 84.6%, stakeholder: 70.0%);
3. Providing quality advice and information (members: 86.5%, stakeholders: 75.0%);
4. Responding to requests for information (members: 82.7%, stakeholders: 80.0%); and
5. NADA as a quality member peak body (members: 88.45%, stakeholders: 70.0%).

Survey comments incorporated both, an acknowledgement of NADA's services and commendations about the commitment and dedication demonstrated by NADA staff members. Some of these comments include:

"NADA has been essential to our survival. As a small NGO, NADA gives us a voice and provides so many opportunities to have a say in the direction of not only the sector but the way in which Government approach drug and alcohol treatment. The staff are incredible!!" – Member feedback

"I think NADA is an representative organization for NGO drug and alcohol sector, working with State & Commonwealth level to support and advocate NGO's organizations". – Member feedback

"We have been thoroughly impressed by the collaborative, supportive and intelligent approach NADA reps have taken to engagement with PHNs. Very pro-active. We have been grateful for the support." – Stakeholder feedback

METHODOLOGY

The data in this report relies on information gathering and stakeholder engagement using a mixed research method consisting of a combination of quantitative research and qualitative data analysis which was in the form of a survey conducted across NADA’s members in NSW and the ACT and stakeholders nationally.

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. 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.

Emails were also sent to members of both the Women’s AOD Services Network and Youth AOD Services Network who may not have been listed in the NADA Member Database to ask questions relating specifically to these networks.

Survey questions related directly to the NADA Strategic Plan 2015-2018 with questions relating specifically to the period 1 July 2015 to 30 June 2016.

NADA uses the information gathered from the feedback surveys to report performance to members, stakeholders and government funding bodies and to inform the direction and content of NADA programs and services.

FEEDBACK RESULTS

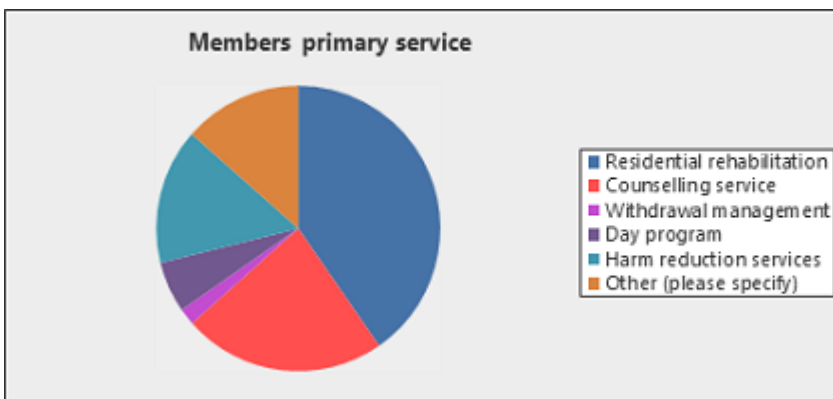
Demographics

The Member’s Feedback Survey received a response rate of 56.5%, with the majority of responses received from members based in Sydney (46.1%).

NADA members location (n=52)

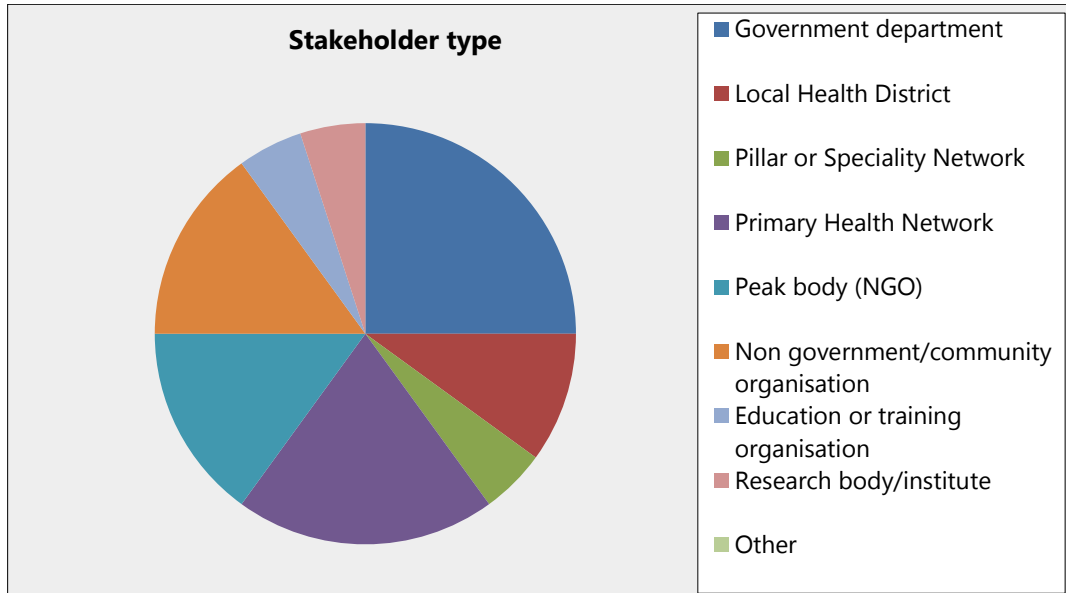
	%	n
Metropolitan Sydney	36.5%	19
Western Sydney	9.6%	5
NSW regional centre	21.2%	11
NSW rural or remote centre	13.5%	7
Other *	19.2%	10

* 'other' refers to members that provide services in ACT or State-wide (NSW).



The response rate for the Stakeholder Feedback Survey is undetermined as the survey was distributed to a general stakeholder list, of whom, not all stakeholders maintain an ongoing relationship with NADA. For this survey, there were 20 responses received with the majority of responses received from Government Departments (25.0%) and Primary Health Network Services (20.0%).

Stakeholder’s organisation type



NADA activities and initiatives

Feedback was sought from members and stakeholders about NADA’s activities and services through both open ended and fixed response questions.

The member’s survey questions focused on NADA’s performance, and whether there have been any improvements across organisations as a result of NADA’s support and services. Of the members surveyed, results showed that 88.5% of members indicated that their organisation has improved as a result of NADA projects, resources, and grants. This reflects an increase of approximately 5% since the previous survey that was conducted in 2014/15.

In addition to this, of the stakeholders surveyed, 80.0% reported that the NSW non government alcohol and other drugs sector better off as a result of NADA activities and initiatives over the last 12 months. These figures show that there has been an increase of 23.5% since the previous survey that was conducted in 2014/15 – this is a significant indicator of the broader sectors perception of NADA’s importance to the NSW NGO AOD sector.



Most beneficial activities

One of the primary objectives of the surveys conducted was to provide an opportunity for NADA to identify what the most beneficial NADA activities are, and to also identify areas that require improvement, assess the value and usefulness of NADA activities and initiatives, and gain an indication of how NADA performed in specific areas. These surveys are a supplementary source for extracting this information, as NADA employs other methods for reporting, engaging stakeholders, and monitoring progress.

Some of the activities identified by members as the most beneficial include:

NADA's approach to consultation, where 86.5% of the members surveyed indicated that NADA is effective in consulting with members, engaging members, and maintaining effective relationships;

NADA's communication strategy which covers a diverse method of information dissemination to members through emails, the NADA website, the quarterly Advocate newsletter and information related to training and events hosted or facilitated by NADA. Of the surveyed members, 94.0% indicated that NADA's communication and information dissemination methods were 'useful and valuable', with the second highest ranking being NADA's hosting of events such as training and workshops (84.0%).

NADA's provision of overall services, where the vast majority of the member's surveyed, an average of 86.1%, indicated that these activities were overall either 'very effective' or 'effective'.

Most valuable and useful activities and initiatives

Data extracted from the member's survey showed that NADA is 'very effective' or 'effective' in the following roles and activities.

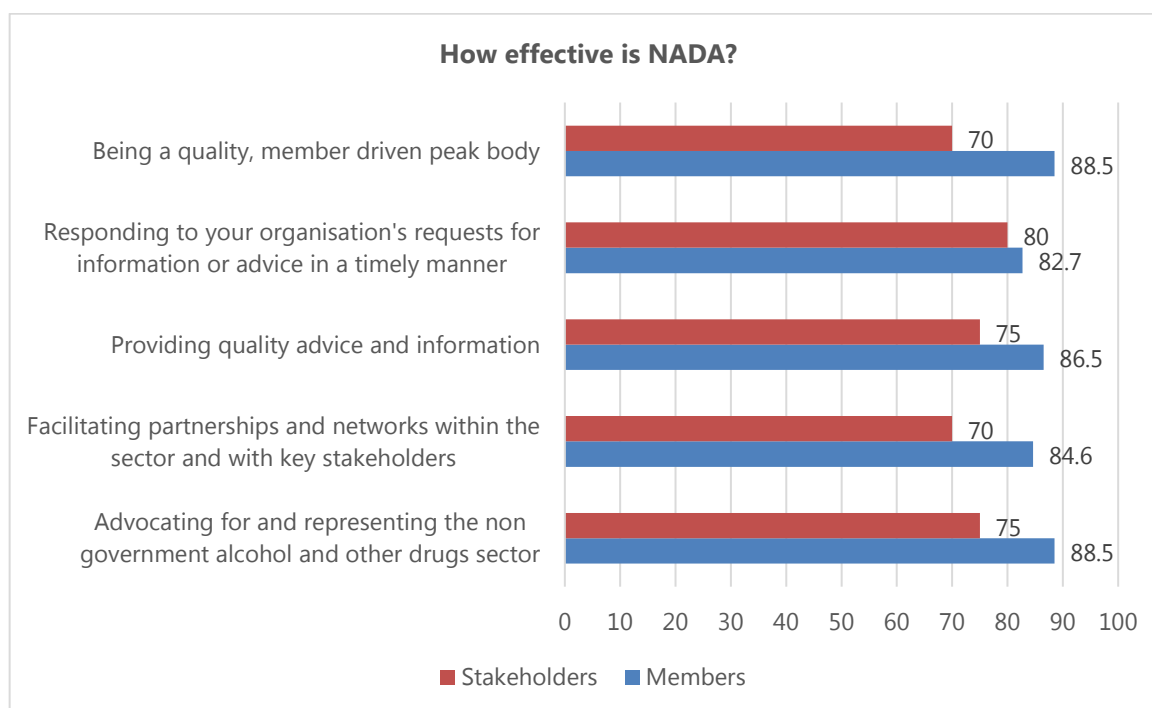
- The NADA Conference & NSW Non-Government Drug and Alcohol Awards
- NADAbase
- Workforce development training grants
- NADA Communications i.e. newsletter, promotional material, etc.
- NADA workshops and events
- Women's Network meetings
- Governance and Policy Toolkits
- Youth Network activities
- Practice Leadership Group

Suggestions and activities needing improvement for the benefit of NADA members

The overall survey results produced indicate that NADA's performance, service provisions, communication and stakeholder engagement strategies are highly valued. However, some recommendations for NADA's continuous improvement strategy can be drawn from the member's surveyed results. These include:

- Board and governance support;
- Ongoing advocacy for NGO funding and improved contract management. More support in relation to applying for and providing funding to members to increase their resources and services to clients;
- Provide assistance to members through policy development, including the policy toolkit; and
- Provide continued support through NADA's current communication methods, with information and updates sent out regularly. Including updates on current legislative changes, best practice approaches and other key information.

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 2015/16 period.

Members were asked if NADA has assisted organisations with specific activities and services. Some of the highest ranked areas include:

- Support staffs professional development (72.6%);
- Understanding and preparation for changes to funding environments (66.7%); and
- Client data, outcomes, performance management and reporting (62.8%)

How much has NADA assisted members in the following activities and services? (n=51)				
	Assisted	Did not assist	Don't know	Assistance was not required in this area
a) Client data, outcomes, performance management and reporting	62.7%	19.6%	-	17.6%
	32	10	0	9
b) Organisational/service planning, development and evaluation	31.4%	25.5%	7.8%	35.3%
	16	13	4	18
c) Governance and management practice	33.3%	21.6%	7.8%	37.2%
	17	11	4	19
d) Supported you staff professional development	72.5%	11.8%	3.9%	11.8%
	37	6	2	6
e) Research practices and engagement	45.1%	19.6%	3.9%	31.4%
	23	10	2	16
f) Understanding and preparation for changes to funding environments	66.7%	15.7%	5.9%	11.8%
	34	8	3	6
g) Supported working with the diversity of clients accessing AOD services	58.8%	15.7%	5.9%	19.6%
	30	8	3	10

FEEDBACK ON MAJOR NADA INITIATIVES

NADAbase

NADAbase has continued to evolve and respond to the needs of NADA member organisations, clients and stakeholder groups. Among those who responded to the NADA member feedback survey, there was a fairly even split among NADA member organisations using NADAbase (47%) and those using other bespoke systems for client data management (53%). However, the majority of those members using their own system still import their N/MDS and outcomes data to NADAbase.

For those NADA member organisations using NADAbase, their experiences have been positive with most respondents finding NADAbase user friendly (63%) and easy to navigate (50%). There are some areas for improvement regarding data collating and reporting which will be a useful focus for NADA in 2016/17. In relation to the addition of new measures that respondents would like to see added to NADAbase some of the suggestions included:

- Domestic Violence measures;
- Sexual health measures;
- Brief Symptoms Inventory; and
- Questions that identify more clearly cultural backgrounds and the provision of services to children

When asked whether NADA members would like additional support to improve client data, outcomes, performance management and reporting over 50% indicated they did not. For those who did want additional support the themes identified were:

- Staff training and workshops related to accurate data collection and performance reporting;
- Translation of data to KPIs and Government funding requirements;
- Interest in benchmarking of data; and
- Ideas for improvements that could be made to NADAbase

When asked about the NADAbase online tutorial it is apparent that the vast majority of respondents (68%) have not used it. However, all those that have - indicated that they found it useful.

Just under half of respondent NADA member organisations are engaged with a tertiary institution or external evaluation service (49%), which is extremely encouraging and indicates a desire to use the client data members are collecting in meaningful ways.

"I think the NADA database is very good with user-friendly extraction tools. The upcoming challenge is finding efficiency on how we link our NADA database to other agencies who are imposing their own data collection tools on us."

"The NADA Staff that came to meet with the team to discuss data collection and moving forward were all really helpful and honest, a very positive experience – Thanks"

Women's AOD Services Network

The Network comprises of eleven services with fourteen regular attendees across the eleven organisations. Eleven responses were received. This shows between 75% and 100% response rate from the Network.

- 100% of responses identify the Network as valuable and worthwhile
- 100% of respondents felt the Network is very much supported

Network members were asked to respond to a number of questions relating to if the Network has been valuable, if it has provided adequate opportunities and if it allowed for contribution from members. 100% of responses were positive, respondents indicating they very much or somewhat agreed that the Network had been of value, and provided adequate opportunities.

The table below provides a breakdown of the questions and responses.

Network members indicates their level of agreement with the following statements					
	Very much	Somewhat	Neutral	Not really	Not at all
Being part of the Network has been valuable and worthwhile	10	1	0	0	0
The Network has provided me with opportunities to develop professional relationships and partnerships	9	2	0	0	0
The Network has provided adequate opportunities for information exchange and knowledge building	8	3	0	0	0
I feel I have an opportunity to contribute to Network activities and discussions	11	0	0	0	0

Respondents identified regular meeting participation as providing the most significant benefits to the Network.

The Women’s Network participated in a range of activities over the 2015-2016 year, members were asked to identify the two most significant benefits, achievements or positive outcomes. Regular meetings allowing information exchange and networking was rated highest with nine out of eleven respondents selecting this. The What’s Gender got to do with it forum rated second and having guest speakers participate in meetings a close third. One comment provided also noted that all the activities have been useful.

“I appreciate the support NADA has given the network - the staff involved especially Ciara are amazing. Always organised and supportive.”

Ideas for future activities

Network members were asked to identify any ideas for future activities/areas of focus that have not already been identified in Network discussions. Three responses were received and are documented below.

“Ideas for innovative sustainable business models.”

“A strategic plan that is concise and achievable and focuses on common assessment, common outcomes evaluations and preparing for joint and separate funding applications/tenders and also a project or two which continues to raise awareness of the women's specialist services and the critical role they play in NSW's service delivery system for women and children with substance dependency issues and at risk.”

Youth AOD Services Network

The Network comprises of 17 services with 12 responses received from network members.

Network members indicates their level of agreement with the following statements					
	Very much	Somewhat	Neutral	Not really	Not at all
Being part of the Network has been valuable and worthwhile	10	1	1	0	0

The Network has provided me with opportunities to develop professional relationships and partnerships	10	1	0	0	1
The Network has provided adequate opportunities for information exchange and knowledge building	11	0	1	0	0
I feel I have an opportunity to contribute to Network activities and discussions	11	0	1	0	0

Qualitative comments to support responses to these questions are below:

"My staff and I are very impressed with the way in which NADA facilitates their Youth AOD meetings."

"Great training and Networking opportunities with the youth AOD Sector. NADA staff are inclusive and responsive."

Respondents identified Networking/Service Collaboration as providing the most significant benefit/achievement/positive outcome of the Network.

91.7% percent of respondents felt the Network was 'very much' or 'somewhat' supported

"Our staff have all appreciated the opportunity to attend the NADA Youth AOD Network meetings."

"Would like stronger link to the advocacy role of NADA, review in the meetings NADA's feedback and advocacy to Government Stakeholders."

Ideas for future activities

Network members were asked to identify any ideas for future activities/areas of focus. Two responses were received and are documented below.

"Detox ideas for supporting the "surprise I'm detoxing from every drug I could get my hand on" clients."

"DV support."

FEEDBACK ON SECTOR PARTNERSHIPS

NSW NGOs reported engagement with NSW PHNs and LHDs

The following results provide us with a baseline for future analysis of how the NGO sectors views engagement with its two main stakeholders. NADA would like to discuss with both PHNs and LHDs how we can improve engagement, which will ultimately result in improved coordination of care for clients in the AOD service system.

Primary Health Networks

48.9% of NSW NGOs are very engaged/engaged with NSW PHNs.

46.7% report little engagement

4.4% report no engagement

Local Health Districts

68.9% of NSW NGOs are very engaged/engaged with NSW LHDs.

22.2% report little engagement

8.9% report no engagement

NADA member engagement with PHNs and LHDs

How members describe current engagement					
	Very engaged	Engaged	Limited engagement	No engagement	n =
your Primary Health Network	9	13	21	2	45
your Local Health District	15	16	10	4	45

NADA also asked what could support engagement with your local PHN and LHD.

The following themes emerged from qualitative responses relating to PHNs:

- Improved and regular communication and consultation with local providers
- Increased understanding of the AOD priorities for PHNs in each region
- Individual contact with PHNs staff to discuss local service gaps, priorities
- More time for NGOs to engage with PHNs in their region, and those surrounding

"Communication of focus areas. Currently relies on each organisation networking or being invited to focus groups/forums. Would be good to know what was ahead for AOD in each PHN so planning would be supported."

"I would love to have them over to talk to the team about the future and what that looks like."

"They have been very approachable and open to meeting and discussing ideas."

"More joint events with GP's."

The following themes emerged from qualitative responses relating to LHDs:

- Increased and regular meetings with LHDs, relating to performance, information sharing, policy changes and local priorities
- Many reported and already positive relationship, with some reporting that this was also improving
- Having a consistent approach across the state

"Greater recognition that NGO's can offer different options for the community and that we are not in competition."

"Lately we have been invited to a consultation, I would like quarterly or maybe 6 monthly conversations/catch ups and visits to my service. Not just reporting up."

"Definitely more practical engagement with mental health services."

Responding to blood borne viruses and sexual health

Members were also asked questions relating to how the sector responds to blood borne viruses and sexual health.

- 42.2% of members screen clients for blood borne viruses (HIV/HCV/HBV) and STIs (i.e. asking specific questions).
- Testing for blood borne viruses (HIV/HCV/HBV) and STIs are available to 55.6% of clients accessing member services, with 13 members reporting that the testing takes place at the service. Members also reported that this took place at GP clinics, sexual health clinics and LHD services.
- 68.9% members reported that their clients have access to treatment for Hepatitis C.

In terms of support for members to improve responses to BBVs and STIs for clients, the most common responses were: client and staff education; and improved relationships and support from LHDs/liver clinics/GPs.

Future activities 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.

"Keep pressure on for 3-4 year contracts (capacity and sustainability) plus capital work - infrastructure assistance now 6-10 years in arrears and sliding back further."

"Advocate for the early release of information from government regarding the plans for future funding to enable appropriate project/service management."

2. Workforce development

Governance and board support was identified as a key area for NADA workforce Development, as well continuing to support and develop trauma informed care and practice. There was a particular focus on providing specific training opportunities notably around domestic violence and mental health, career progression and retention, and worker wellbeing. Additional comments included:

"Continue to deliver Trauma Informed Training and evaluation, implementation, survey."

"Would like some training on pharmacotherapies - for opiates but also alcohol, nicotine and info on pharmacotherapy trial for meth-amphetamines."

"Continued staff development regarding AOD, Mental Health, and Domestic Violence."

"Move away from old ideas re AOD - expand knowledge and develop more practical interventions for Aboriginal men."

"Dealing with an ageing workforce, succession planning."

3. Research and evaluation

Research on effective intervention methods and engagement with people affected by problematic use of drugs and alcohol, including working specific populations (aboriginal and Torres Strait Islanders, CALD, LGBTI). As well as developing and evaluating effective therapeutic ways of working, including with those struggling with methamphetamine use were most often reported as part of a question exploring the research needs of the sector. Additionally, issues concerning drug use and the criminal justice system were also highlighted on a number of occasions.

"Building a body of evidence about program performance for benchmarking funded programs."

"Develop capacity to conduct qualitative research reviewing client files to complement the COMs data."

"To identify which types of AOD interventions are best suited to client groups with specific characteristics."

"Developing client outcomes outcome measures that government understands."

4. NADA Policy Toolkit

The NADA policy toolkit project (2nd Edition; 2015) will be reviewed and updated on an ongoing basis. This review process will be streamlined by an anticipated move of the project to an online format in 2017. While survey respondents noted the utility and comprehensive nature of the current resource, they also had a number of suggestions in relation to future directions for the project. All suggestions will be considered as the toolkit is reviewed.

Respondent suggestions included:

"Ongoing review/update as standards and guidelines change across the key policy areas."

"Some area did not have the policies for more complex issue such as medication management or infection control."

"If we could all agree on one intake form with a section that can be shared with the clients permission for all the generic information it would save time and the clients retelling their story."

Final comments on NADA performance and 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 does do an excellent job of advocating on behalf of NGO treatment services and maintains a positive and influential relationship with NSW Health."

"NADA should provide more support to NESB Non Government Organisations to provide services to their communities' clients who don't access mainstream services due to limited English language and cultural issues."

"I believe NADA and the AOD industry should be more active in relation to drug law reform as the impact of continued justice focus is affecting clients and services in a major damaging way - thank you"

"NADA are involved in the political engagement of funding and represent their networks at the highest level of practices and funding"

"NADA has taken a lead and innovative role at a time of much unrest in the sector"

"NADA has done particularly well communicating funding progress and representing members in funding reforms"

"Thanks to NADA for leading and assisting with the new funding model and new state govt funding."

Stakeholders

"Support for PHN needs assessment, planning and commissioning- SENSATIONAL!"

"Develop the variety of service provision and reduce the barriers to accessing services across the NGO sector."

"Continue to work towards demonstrating the evidence for good outcomes of NGO sector services."

"NADA is a great support to A&OD NGOs."

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 address 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.