

November 2020

Working towards improved performance measurement and reporting for members

Supporting members to advocate for improved, consistent and reduced performance measures (indicators) to demonstrate service level outcomes and accountability to funders has been priority for some time. As many of you would be aware, NADA CEO, Robert Stirling, is undertaking a professional doctorate at the University of NSW to respond to this issue for members. Under the supervision of Professor Alison Ritter (Drug Policy Modelling Program) and Dr Sally Nathan (School of Population Health), the study is making good progress. This issue of the NADA Sector Watch serves to provide members with an update.

Stage 1: A review of the current situation

NADA would like to acknowledge members that provided performance measures from their contracts with funders as part of a process to assess if current measures adhere to best practice. The results of this assessment have now been published in the *International Journal of Drug Policy*¹. [Click here](#) to access the full paper. The paper concludes:

Current measures used in contracts for non-government treatment service providers in Australia do not appear to adhere to best practice. This study contributes to the public health policy debate, both in Australia and internationally, about the need to significantly improve the meaningfulness of contractual performance measures used in the AOD sector by understanding the quality of existing performance measures using an endorsed framework. At the policy level, the development and implementation of best practice performance measures are required to inform AOD policy and accountability of public funds. The use of best practice performance measures can support improved AOD treatment sector planning, contract management and ensure consistency between funders in reporting requirements. At the practice level, identifying best practice performance measures, agreed across the sector, has the potential to lead to reduced reporting burden on service providers, improvements in organisational efficiency, benchmarking and informing quality improvement initiatives.

Stage 2: What is important to members, service users and funders?

Earlier this year, focus groups were held with members, service users and funders to understand what type of measures are important, what specific measures are important, and where there is agreement. Data is currently being analysed, however it is clear that access, outcomes, experience and structural measures are most important. There was also agreement on what outcomes are most important to measure. Watch this space!

Stage 3: Reaching consensus on the most important measures

The final stage of the study will commence in early 2021 and will be informed by the results of stage 2. Members will be invited to participate in an online process along with service users and funders to reach consensus on the most important performance measures. NADA will use the results to advocate on behalf of members for those measures to be used in contracts by any funder of AOD treatment.

For more information or to discuss contact Robert Stirling at robert@nada.org.au.

[Register for the 2020 NADA AGM](#). You can attend in person or virtually. In addition to the AGM agenda, NADA will be consulting with members on the above study, this year's member needs assessment and the Business and Funding Models Study. We will also be inviting Larry Pierce for a farewell with members.

¹ Stirling, R., Ritter, A., Rawstorne, P., & Nathan, S. (2020). Contracting treatment services in Australia: Do measures adhere to best practice? *International Journal of Drug Policy*, 86, 102947. <https://doi.org/10.1016/j.drugpo.2020.102947>