

NADA
network of alcohol and
other drugs agencies

2021 NADA Annual Feedback Report

October 2021

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 NADA Annual Feedback Survey aims to evaluate the effectiveness of NADA's performance, activities and initiatives over the past 12 months from the perspective of NADA members, drug and alcohol workers and NADA stakeholders. Results from the 2021 survey show that NADA continued to meet its members' needs during the past year. The results included in this report also highlights NADA's success and achievements in the past 12 months.

Overall, results from the 2021 NADA Annual Feedback Survey indicates high level agreement among respondents that NADA made a positive impact as the peak body for non government alcohol and other drugs agencies in NSW. For example, the vast majority of respondents surveyed (86% of members, 87% of workers and 88% of stakeholders) "agreed" or "strongly agreed" the non-government AOD sector is better off as a result of NADA's activity in 2020-21.

In addition, of the respondents surveyed, the vast majority (93% of members, 79% of workers and 88% of stakeholders) "agreed" or "strongly agreed" that NADA is a leader in the AOD sector which is a significant indicator of the broader sector's perception of NADA's importance to the NSW NGO AOD sector.

Results also show that most respondents perceived NADA to effectively undertake its various roles and activities in 2020-21. In particular, respondents rated NADA as "effective" and "very effective" in the following:

1. Advocating and representing the non government AOD sector (members: 83%, workers 65%, stakeholders: 90%);
2. Facilitating networks and partnerships (members: 86%, workers 57%, stakeholders: 90%);
3. Providing quality advice and information (members: 90%, workers 75%, stakeholders: 100%);
4. Responding to requests for information or advice in a timely matter (members: 86%)
5. NADA as a quality member peak body (members: 90%, workers 70%, stakeholders: 85%).

When asked to elaborate on their rating, respondents' comments incorporated both an acknowledgement of the quality of NADA's services and commendations about the commitment and dedication demonstrated by NADA staff. Some of these comments include:

"NADA's excellent relationships and reputation has really ensured the support for the NGO AOD specialist agencies across a range of scenarios, not limited to support during COVID."- Member feedback

"NADA provides a mix of supports from advocacy on our behalf, to direct support (such as forums, publications and resources)."- Member feedback

"Regulars and proactive communication with latest information and guidelines. Excellent at building connections and partnerships between organizations."- Worker feedback

"Providing quality advice and information including newsletter inviting members for training and supporting with relevant information."– Stakeholder feedback

"NADA has effective communication strategies which reaches members and stakeholders."–Stakeholder Feedback

NADA has achieved certificate and award level 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.

METHODOLOGY

Quantitative and qualitative data were collected using a survey distributed to NADA members, workers and stakeholders in July 2021. The survey provides NADA's members, workers and stakeholders the opportunity to provide feedback on NADA's performance as the NSW peak body for non government alcohol and other drugs organisations. Results from the Annual Feedback survey are also used to inform NADA's future activities. Members and workers were primarily located in NSW, while stakeholders were located across Australia.

Only one representative member from each NADA member organisation was eligible to complete the Annual Feedback Survey. For frontline workers, the survey is open to all NSW AOD workers on NADA's mailing list. For stakeholders, the survey was distributed to a general stakeholder list, of whom, not all stakeholders maintain an ongoing relationship with NADA.

The 2021 NADA Annual Feedback Survey¹ was distributed to members, workers and stakeholders via targeted email distribution lists linked to the Qualtrics website. Throughout the second week of distribution, members, workers and stakeholders were reminded to complete the survey and that their feedback was a valued way for NADA to gauge performance and for members, workers and stakeholders to provide input into NADA's service planning.

Survey questions related directly to the NADA Strategic Plan 2019-2022. Questions to gauge performance were specifically related to the period 1 July 2020 to 30 June 2021. Questions to inform future activity were specifically related to 1 July 2021 through to 30 June 2022. NADA uses the information gathered from the annual feedback survey to report performance to members, workers, stakeholders, and government funding bodies and inform the direction and content of NADA programs and services.

In this year's Annual Feedback survey, some of the numbers reported for different questions will not be consistent for members, workers and stakeholders. Some questions went unanswered by respondents, and not all questions were relevant to all respondents, e.g., some questions for workers were only relevant to those in the NGO drug and alcohol sector.

¹ The NADA Annual Feedback Survey is a single survey instrument that is structured to capture feedback according to respondent type i.e. members, workers and stakeholders. This reflects NADA's communications and engagement with these respondent groups. 'Members' refers to organisational contact delegates who receive all of NADA's communications, 'workers' refers to non government AOD workers who subscribe to NADA's communications targeting this group, and 'stakeholders' refers to external partners recorded in a database maintained by NADA.

FEEDBACK RESULTS

Demographics

A total of 153 respondents completed the 2021 NADA Annual Feedback Survey (see Table 1 below for breakdown).

Table 1. Respondents by type (n=153)

	%	n
Members	29.4	45
Workers	47.7	73
Stakeholders	22.9	35

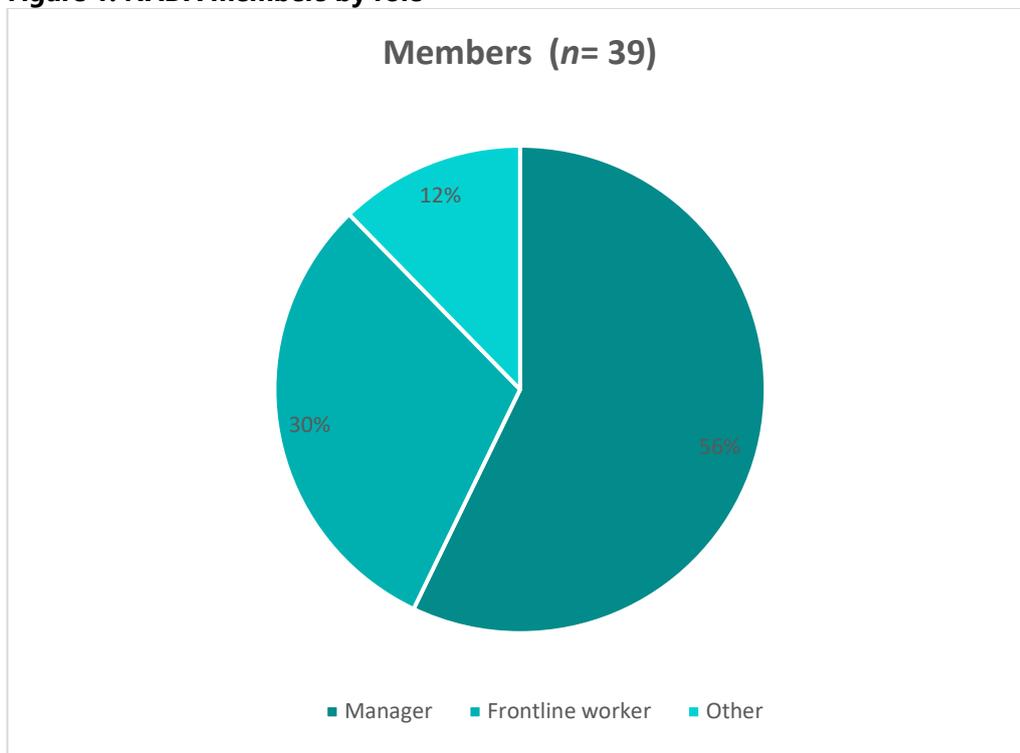
Approximately one-third of responses received were by member representatives (Table 1). This response rate is similar to the previous year. Of these, the majority were based in Sydney (56% see Table 2) and worked in a manager role (56% see Figure 1).

Table 2. NADA members by location (n=39)

	%	n
Metropolitan Sydney	56%	22
NSW regional centre	25%	10
NSW rural or remote centre	10%	4
Other *	7%	3

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

Figure 1. NADA members by role



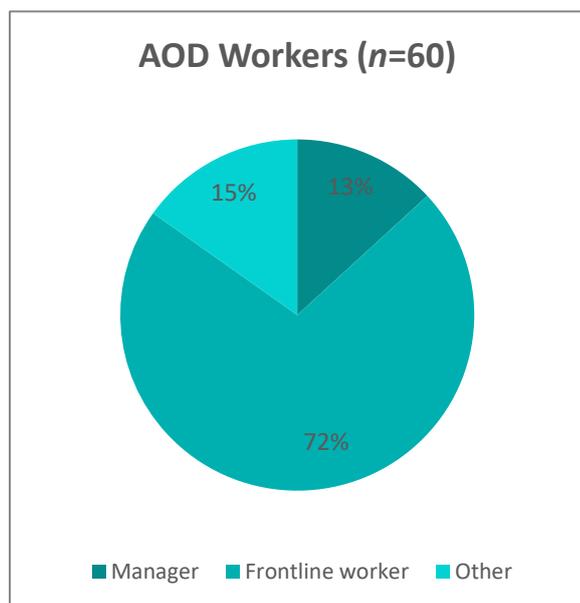
Almost half of respondents to the Annual Feedback Survey identified as workers² (Table 1). Of those that responded, the majority were based in Sydney (41%) and worked in a frontline role (72%; see Table 3, Figure 2).

Table 3. AOD Workers by location (n=60)

	%	n
Metropolitan Sydney	41%	25
NSW regional centre	26%	16
NSW rural or remote centre	11%	7
ACT	8%	5
Other *	11%	7

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

Figure 2. AOD Workers by role



Just over 20% of responses for the Annual Feedback Survey were from stakeholders. For this survey, 35 responses were received with the majority of responses received from non government/community organisations (24%)³, government departments (20%) and peak body (20%) (see Figure 3).

² NADA estimates there are 1,000 workers employed by NSW NGO AOD services. For further information see NADA's (2014), *Responding to alcohol and drug related harms in NSW: Mapping the NSW non government alcohol and other drugs sector*. Available: https://www.nada.org.au/wp-content/uploads/2018/05/nada_sector_mapping_web.pdf.

³ It should be noted that it was identified through qualitative responses that some NADA members completed the stakeholder survey. This would account for the increase in responses from NGOs this year. NADA will review the dissemination of the survey next year.

Figure 3. Stakeholders by organisation



NADA activities and initiatives

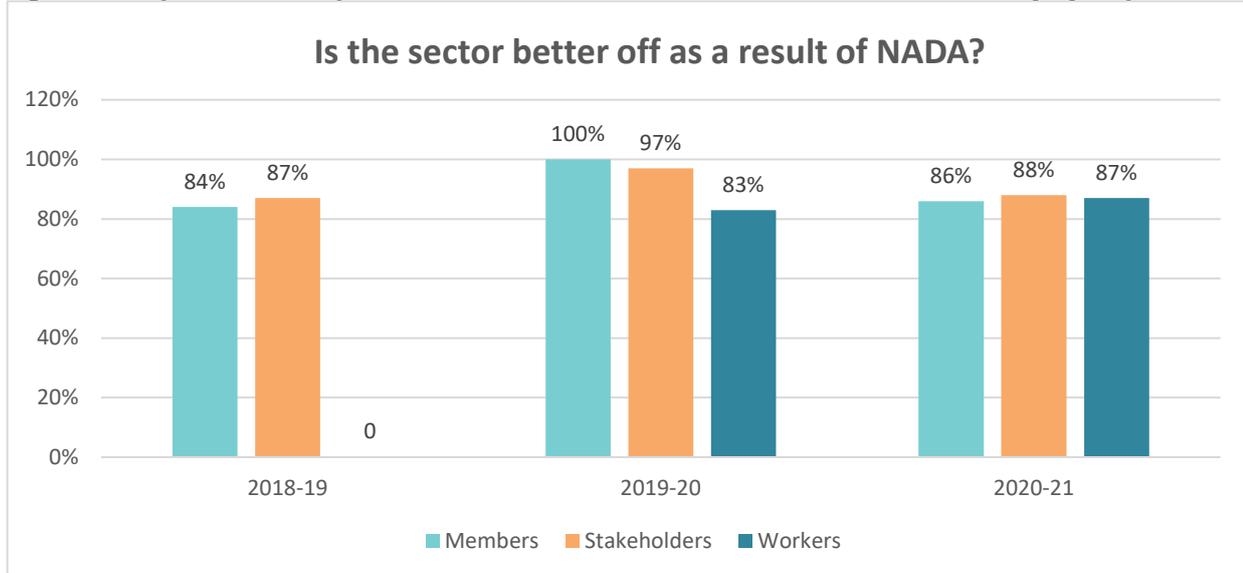
Feedback was sought from members, workers and stakeholders about NADA's activities and services through both open ended and fixed response questions. The questions were designed to gauge respondents' feedback on NADA's performance, and whether NADA's support and services made a positive impact in 2020-21.

Of the members surveyed, 89% "agreed" or "strongly agreed" they are better off as a result of NADA's activity and 93% "agreed" or "strongly agreed" their organisation is better off as a result of NADA's activity.

Of the workers surveyed, 74% "agreed" or "strongly agreed" they are better off as a result of NADA's activity and 82% "agreed" or "strongly agreed" their organisation is better off as a result of NADA's activity.

Of the stakeholders surveyed, 88% reported that the NSW non government alcohol and other drugs sector is better off as a result of NADA activities and initiatives over the last 12 months (see Figure 4 below for further comparison). As can be seen in Figure 4 below, this suggests a decrease in stakeholder agreement with the statement compared to the 2019-20 findings. The 2020-21 findings also indicate a decrease in member agreement with the sector benefitting from NADA's activities and initiatives over the last year.

Figure 4. Respondents that perceive the sector is better off as a result of NADA activity by respondent type



Respondents were also asked to identify two ways NADA could improve to better meet the needs of workers, organisations and the sector more broadly. Examples of responses are included below.

Members

- "Providing more support for non clinical AOD services. Need more advocacy. Not much financial resources in this space"
- "...Expand the capacity of NADAbase"
- "Growing e-learning courses"

Workers

- "Always being present with information and guidance"
- "Be more active in regional areas re training etc"
- "Develop a supervision network"

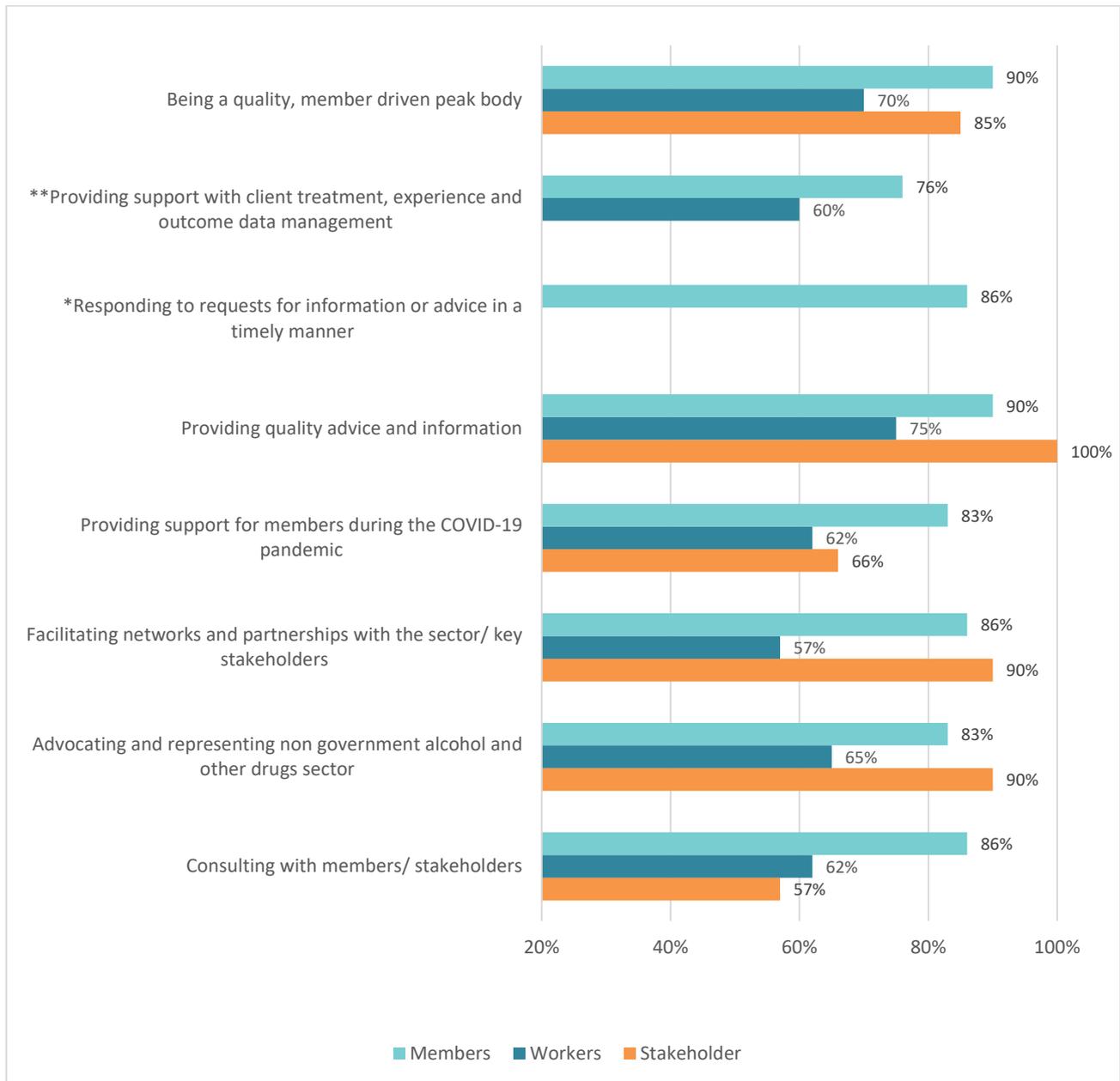
Stakeholders

- "Maybe some joint projects/training"
- "Greater advocacy beyond its members"
- "Make the effort to engage personally"

NADA's effectiveness in assisting members

Members and workers were asked both open ended and fixed response questions regarding how effective NADA had been in assisting the activities and services of their organisations during the 2020-21 period. Results are shown in Figure 5 below.

Figure 5. Respondents that perceived NADA as effective in undertaking its various roles and activities by respondent type



* This question was not asked in the NADA worker and stakeholder feedback survey.

** This question was not asked in the NADA stakeholder feedback survey.

Examples of responses to the open-ended question asking respondents to elaborate on the reasons for their rating are included below.

Members

"NADA provided vital support and information during COVID-19 pandemic"

"NADA's excellent relationships and reputation has really ensured the support for the NGO AOD specialist agencies across a range of scenarios, not limited to support during COVID"

"NADA provides a mix of supports from advocacy on our behalf, to direct support (such as forums, publications and resources)"

Workers

"Regulars and proactive communication with latest information and guidelines. Excellent at building connections and partnerships between organizations"

"NADA has a positive reputation and the respect of AOD services."

"Networking with AOD services has been a tremendous support"

Stakeholders

"NADA is a strong and active key partner, demonstrating solid support and leadership across ranging policy, gold standard professional development (NADA conference was inspiring success) and always available to move forward together in shared projects."

"Communication strengths - including presentations to PHN network"

"NADA has brought member issues to our government department to advocate for change with reasonable expectations around what can be achieved."

Most valuable and useful activities and initiatives

The 2021 NADA Annual Feedback Survey provides NADA with an opportunity to identify what the most beneficial NADA activities are, from the perspective of members and workers, and to identify areas that may require improvement. Feedback is used to assess the value and usefulness of NADA activities and initiatives, and gain insight into how NADA performed in specific areas. The activities identified by members and workers as useful and valuable in 2020-21 are included in Table 4 below. 'Communications and information dissemination' and 'NADA resources' were commonly identified by members and workers as particularly useful and valuable (see bold for top three).

Table 4. Respondents that perceived NADA's resources and activities as useful and valuable by respondent type

To what extent did you find the following resources and activities useful and valuable during the 2020 to 2021 period?	Members	Workers
Communication and information dissemination	81%	70%
NADA hosted events such as training, workshops and forums	76%	81%
NADA eLearning	48%	66%
NADAbase (N/MDS and COMS)	69%	61%
NADA Resources	80%	74%
NADA grants	75%	52%
Policy development, submissions, advocacy and representation	68%	45%
NADA Networks	64%	42%

NADA also provided members and workers with the opportunity to identify up to three of NADA's activities that were most useful during the reporting period. The following were popular among respondents:

- NADA events, with particular mention to
 - 2021 NADA Conference [event]
 - Policy and advocacy training [workshop]
 - Aboriginal Cultural Awareness Training (ACAT) [workshop]
- Policy development, submissions and representation (e.g. parliamentary inquiries, primary health networks, NSW drug package, etc)
- NADA communications, with particular mention to:
 - Member, frontline and sector email updates
 - NADA e-magazine the Advocate

- NADA resources, with particular mention to:
 - AOD LGBTIQ inclusive guidelines for treatment providers [guide]
 - NADA practice guide: Supporting Aboriginal people [guide]
 - NADA guide: access and equity for diverse populations [guide]
- NADA eLearning, with particular mention to:
 - Coping With Stress and Uncertainty During COVID-19 [eLearning]
 - NADAbase online tutorials [eLearning]

Leadership

In addition, of the respondents surveyed, the vast majority (93% of members, 79% of workers and 88% of stakeholders) "agreed" or "strongly agreed" that NADA is a leader in the AOD sector which is a significant indicator of the broader sector's perception of NADA's importance to the NSW NGO AOD sector.

FUTURE ACTIVITIES FOR NADA TO FOCUS ON

Members and workers were asked open ended questions on how NADA could better support their organisations in relation to a number of key areas to identify issues that NADA could focus on to further support the NSW non government alcohol and other drugs sector.

Their responses highlighted the following areas:

Policy and advocacy

- Increased and sustainable funding
- Improving NGO contracts and compliance
- Increased access to service delivery and improved referral pathways

Service delivery

- Continuity of care and collaboration
- Building service and workforce capacity
- Treatment access and equity

Workforce development

- Access to a range of free workforce development opportunities
- Understanding and responding to the needs of managers and leaders
- Advocating for the workforce needs of members

Research and data

- Capacity building in data and research
- Use of data to inform service delivery
- Improvements to data and IT systems
- A range of research topics and areas

For more information on these key areas refer to the [NADA Member Needs Assessment](#).

Members and workers were also asked to identify one thing NADA could to support them in their work in 2020 to 2021. Examples of responses are included below.

Members

- *"Clarity on funding future. Security around ERO on an ongoing basis"*
- *"Assist in the evaluation of models of care"*
- *"More courses on leadership + management"*
- *"Support best practice with working with CALD and diverse communities"*

- *"Advocate for action on the Ice Enquiry recommendations It would be great to see NADA steer a little away from clinical focus (organisations are responsible for their own clinical direction and indeed funded to deliver) and more towards advocacy for our sector."*

Workers

- *"Continuing to provide funds and time for professional development activities like training and conference attendance."*
- *"More interaction with other services, such as continual forums, online meetings with rehabs and outpatient services. This will allow regional services especially, to be known to each other and build rapport."*
- *"Continue to publish such interesting and relevant stories in the Advocate as you have in the past."*
- *"Use the data to lobby for NGO AOD staff to have their remuneration increased."*

Final comments on NADA's performance

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

Members

"NADA continue the great work advocating for and supporting the AOD Sector."

"Thanks for a great conference, leadership and engagement. You do a great job"

"NADA has always been responsive and supportive."

Workers

"Every dealing I have had with any staff member from NADA has been positive, informative and best of all personable. It is great to know that the support is there for workers at any time."

"NADA is not having its desired effect, there is no improvement to front line work , its all about what is happening at the back end , politics and political games is what is driving this sector at the moment."

Stakeholders

"Promoting NADA in social media to engage more networks and other drugs agencies."

"Working with NADA is always a wonderfully encouraging experience. Staff are always (without fail) friendly, reliable and professional."

CLOSING

Thank you to all NADA members, AOD workers and stakeholders that responded to this year's Annual Feedback survey. The information provided is valuable and will address future service and activity planning.

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