



**NADA**  
network of alcohol and  
other drugs agencies

# 2022 NADA Annual Feedback Report

October 2022

The Network of Alcohol and other Drugs Agencies (NADA) is the peak organisation for the non government alcohol and other drugs sector in NSW. We represent 80 organisational members that provide services in over 100 locations across NSW. They provide a broad range of services including health promotion and harm reduction, early intervention, treatment and continuing care programs. Together, we improve the health and wellbeing of people who use, or have used, alcohol and other drugs across the NSW community.

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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 2022 survey show that NADA continued to meet its members' needs during the past year. The results included in this report also highlight NADA's success and achievements in the past 12 months.

Overall, results from the 2022 NADA Annual Feedback Survey indicate a high level of 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 (76% of members, 73% of workers and 94% of stakeholders) "agreed" the non-government AOD sector is better off as a result of NADA's activity in 2021-22.

In addition, of the respondents surveyed, the vast majority (94% of members, 81% of workers and 78% of stakeholders) "agree" 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 2021-22. In particular, respondents rated NADA as "effective" in the following:

1. Consulting with member and stakeholder (members, 75%, workers 63%, stakeholders 87%);
2. Advocating and representing the non government AOD sector (members 75%, workers 70%, stakeholders 93%);
2. Facilitating networks and partnerships (members 81%, workers 68%, stakeholders 87%);
3. Providing quality advice and information (members 87%, workers 82%, stakeholders 73%);
4. Responding to requests for information or advice in a timely matter (members: 87%, workers 60%, stakeholders 80%); and
5. NADA as a quality member peak body (members 81%, workers 76%, stakeholders 93%).

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:

*" The NADA staff are a great team of people who we have truly enjoyed engaging with. We look forward to getting to know them more and hopefully have them onsite visiting more frequently, especially the Clinical Director."*- Member feedback

*" I greatly appreciate the work that NADA does in advocating for AOD workers and clients to improve the outcomes for both"*- Worker feedback

*" Great organisation to work and collaborate with."*— 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.

## METHOD

Quantitative and qualitative data were collected using a survey distributed to NADA members, workers and stakeholders in July 2022. 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 2022 NADA Annual Feedback Survey<sup>1</sup> 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 to inform NADA's service planning.

Survey questions related directly to the NADA Strategic Plan 2019-2023. Questions to gauge performance were specifically related to the period 1 July 2021 to 30 June 2022, while questions to inform future activity were related to planning for 1 July 2022 through 30 June 2023. 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.

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<sup>1</sup> 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 201 respondents completed the 2021 NADA Annual Feedback Survey (see Table 1 below for breakdown).

**Table 1. Respondents by type (n=201)**

	n=201	%
<b>Members</b>	22	11
<b>Workers</b>	158	79
<b>Stakeholders</b>	21	10

Approximately 11% of responses received were by member organisation representatives (Table 1), a response rate of 29% of members. This response rate has dropped from the previous year (2020-21, n=45). Of these, 86.4% of the member respondents were the nominated delegate for their organisation and the majority were based in Sydney (50% see Table 2).

79% of respondents to the Annual Feedback Survey identified as workers<sup>2</sup> (Table 1). Of the 159 that responded, the majority were based in Sydney (35%) and worked in a frontline role (62% see Figure 1). The number of respondents who are a member of a NADA network is detailed in Table 3.

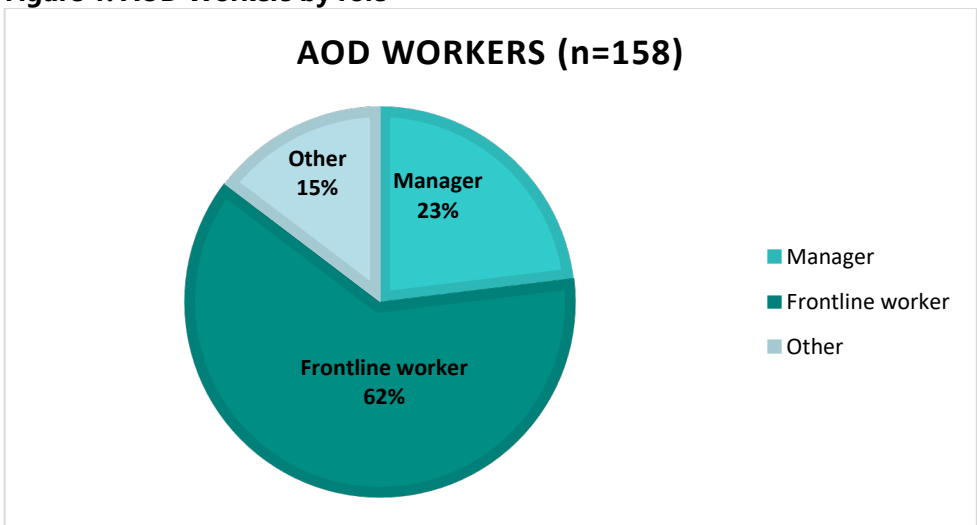
10% of responses for the Annual Feedback Survey were from stakeholders.

**Table 2. NADA members and AOD workers by location**

	Members (n=22)	AOD workers (n=158)
<b>Metropolitan Sydney</b>	11	55
<b>NSW regional centre</b>	3	36
<b>NSW rural or remote centre</b>	3	12
<b>ACT</b>	1	5
<b>Other *</b>	0	21

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

**Figure 1. AOD Workers by role**



<sup>2</sup> 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](https://www.nada.org.au/wp-content/uploads/2018/05/nada_sector_mapping_web.pdf).

**Table 3. NADA Networks**

	Members (n=22)	AOD workers (n=158)
Practice Leadership Group	0	4
Aboriginal Drug and Alcohol Residential Rehabilitation Network	1	5
Women's Clinical Care Network	4	8
Youth AOD Services Network	2	15
Community Mental Health Drug & Alcohol Research Network	0	5
Gender and Sexuality Diverse Network	2	10
Data and Research Advisory Group	0	6
Consumer and Peer Worker Community of Practice	2	10
None of the above	10	76

## NADA activities and initiatives

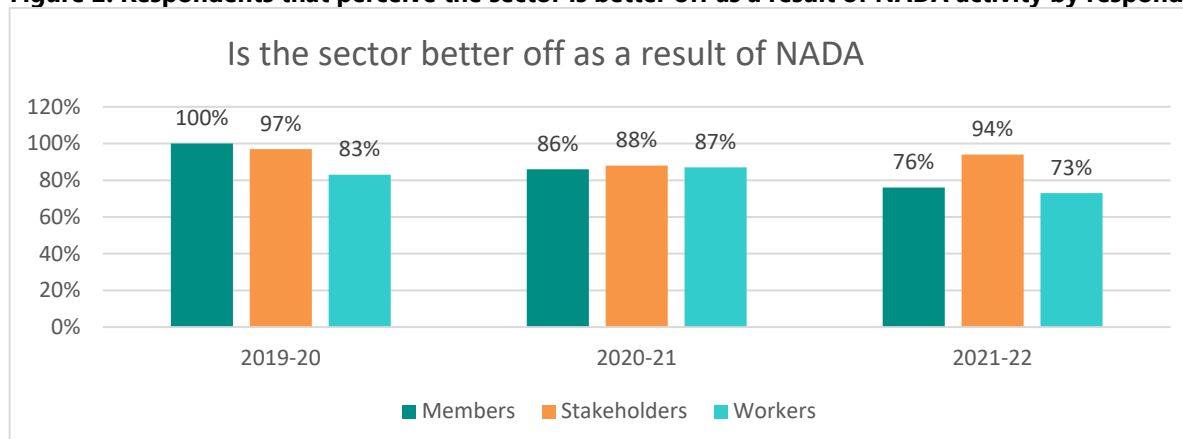
Feedback was sought from members, workers and stakeholders about NADA's activities and services through both open ended and fixed response questions.

Of the members surveyed, 76% "agreed" their organisation is better off as a result of NADA's activity.

Of the workers surveyed, 73% "agreed" they are better off as a result of NADA's activity.

Of the stakeholders surveyed, 94% 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 2 below for further comparison). As seen in Figure 2 below, this suggests an increase in stakeholder agreement with the statement compared to the 2020-21 findings. The 2021-22 findings also indicate a decrease in member agreement with the sector benefitting from NADA's activities and initiatives over the last year.

**Figure 2. Respondents that perceive the sector is better off as a result of NADA activity by respondent type\***



\*2019-20 (members n=27, workers n=55, stakeholders 35)

2020-21 (members n=45, workers n=73, stakeholders 35)

2021-22 (members n=22, workers n158, stakeholders 21)

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

*"Opportunities for leaders from a broad range of services to get together for discussion on policy topics"*

*"Have meetings outside of Sydney to cater for regional service"*

*"More collaboration between treatment providers and frontline workers"*

**Workers**

"More facilitation with connecting with other AOD and other health services"

"More vaping info"

"More training and education for workers"

**Stakeholders**

"Continued collaboration with other peaks on National advocacy"

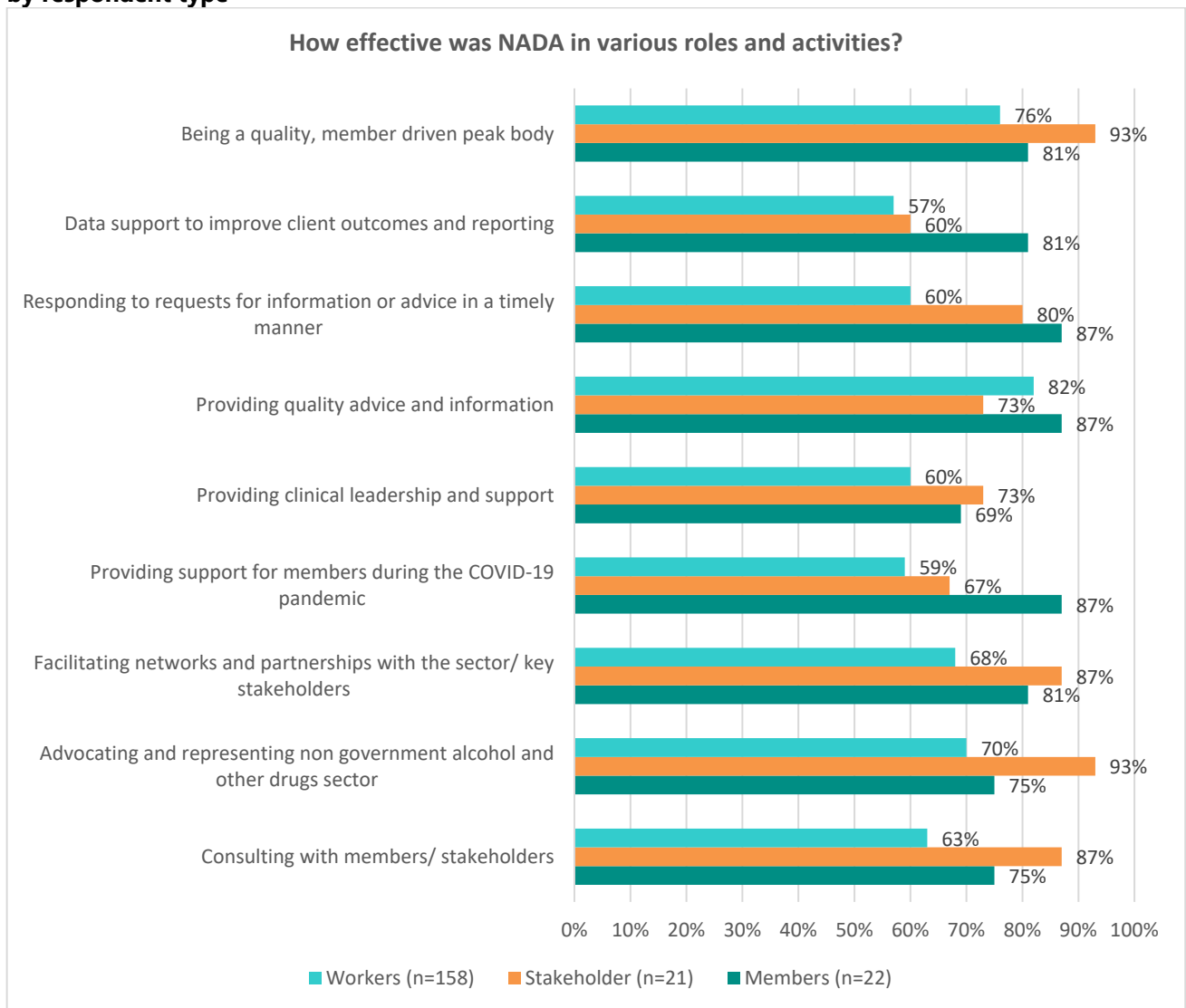
"Improve communications between Nadabase support services and stakeholders"

**NADA's effectiveness in assisting members**

Respondents 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 2021-22 period.

Results are shown in Figure 3 below.

**Figure 3. Respondents that perceived NADA as effective in undertaking its various roles and activities by respondent type**

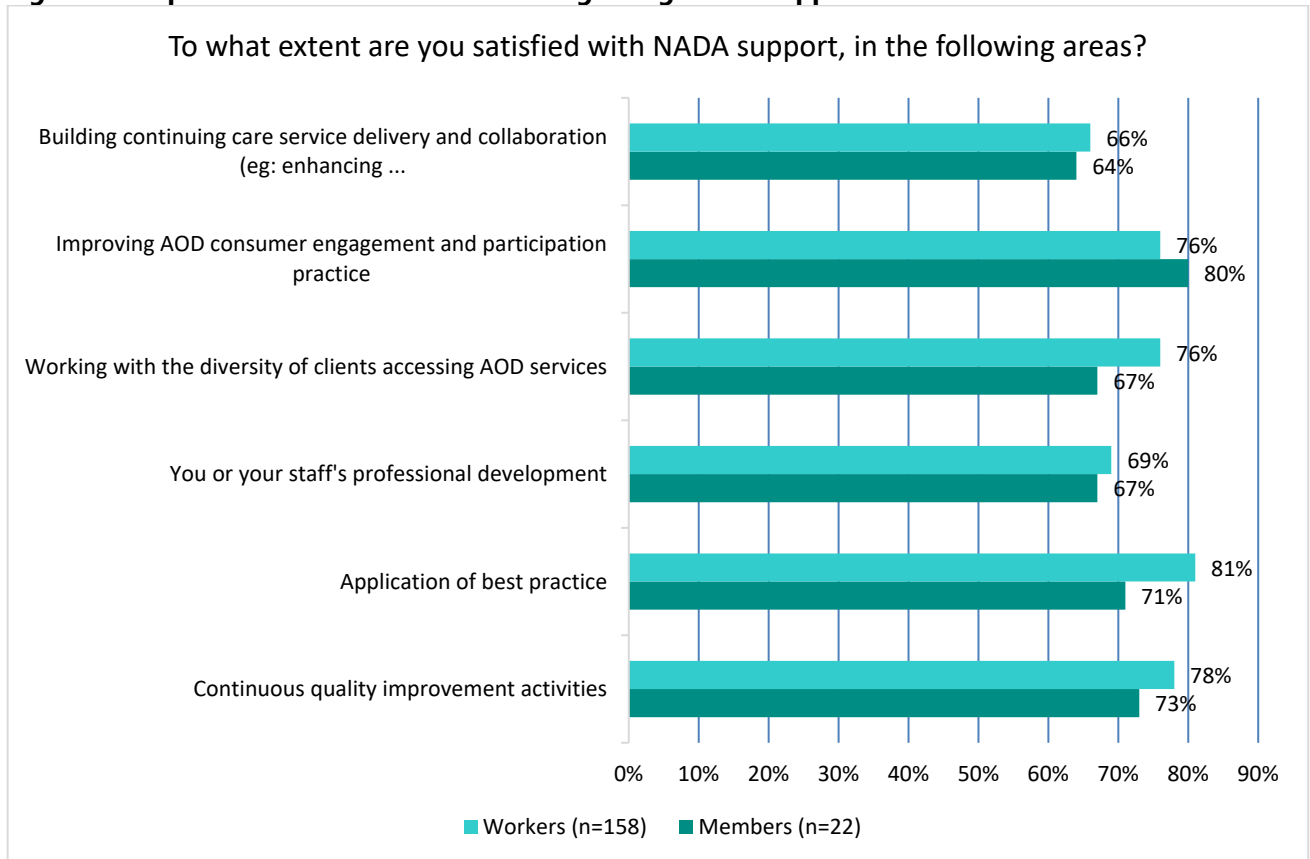


**NADA support**

Members and workers were asked how satisfied they were with NADA's support in assisting services during the 2021-22 period. Results are shown in Figure 4 below.

Most members and workers reported similar level of satisfaction with NADA support across key categories, with workers reporting a higher level of satisfaction as compared to members. The only exception was in the area of 'improving AOD consumer engagement and participation' where members were more satisfied than workers with NADA support.

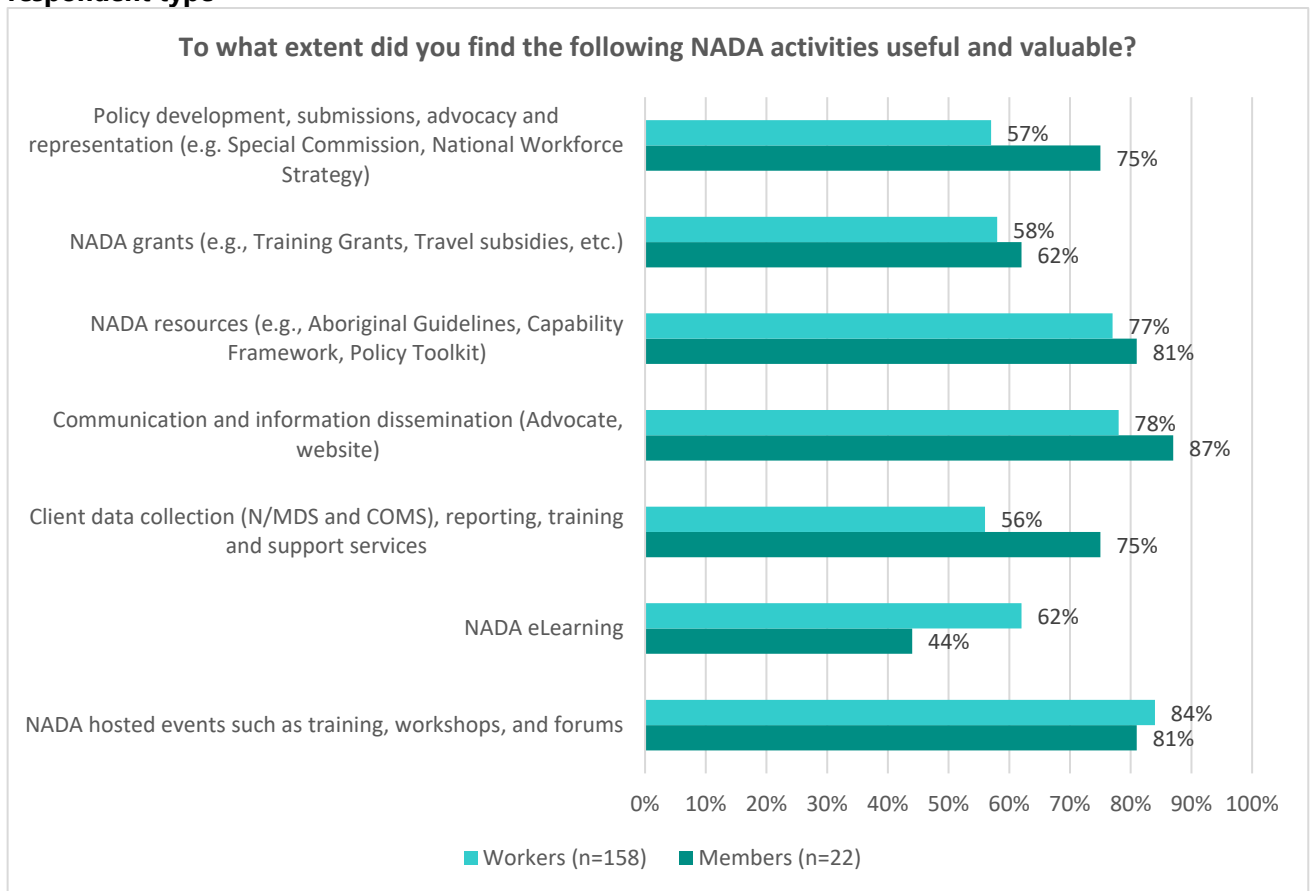
**Figure 4. Respondent's level of satisfaction regarding NADA support**



### Most valuable and useful activities and initiatives

The 2022 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 2021-22 are included in Figure 5 below. 'NADA hosted events' and 'Communication and information dissemination' were commonly identified by members and workers as particularly useful and valuable (see bold for top three).

**Figure 5. Respondents that perceived NADA's resources and activities as useful and valuable by respondent type**



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:

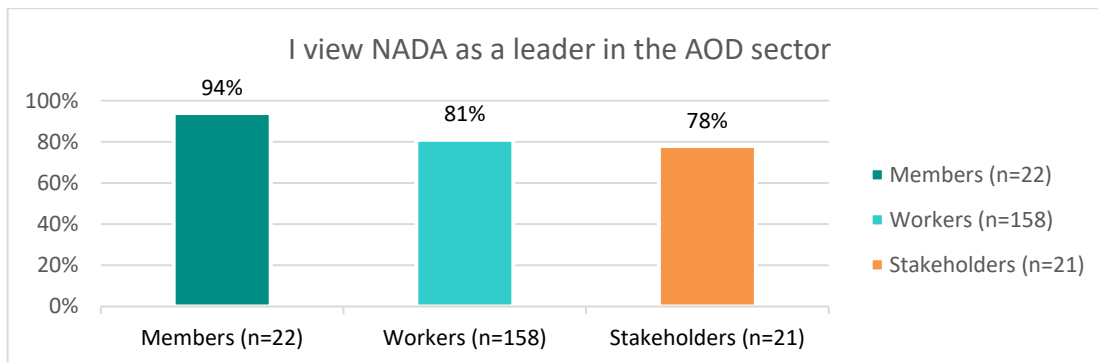
- NADA conference
- Training opportunities
- NADA Forums
- Advocacy voice for the sector
- NADA training grants
- Support, communication and advocacy during COVID-19.

**Leadership**

In addition, of the respondents surveyed, the vast majority (94% of members, 81% of workers and 78% of stakeholders) agree 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. Refer to Figure 6.



**Figure 6. Respondents that view NADA as a leader in the 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. This assists 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	Service delivery
<ul style="list-style-type: none"> <li>NSW Government response to the Special Commission of Inquiry into the Drug 'Ice'</li> <li>Increased and continuous funding</li> <li>Improved NGO contracts and compliance</li> <li>A workforce strategy</li> </ul>	<ul style="list-style-type: none"> <li>Building service and workforce capacity through training opportunities</li> <li>Building the peer and Aboriginal workforce</li> <li>Enhance referral pathways and collaboration between health and human services</li> </ul>
Workforce development	Research and data
<ul style="list-style-type: none"> <li>Continued access to a range of free workforce and professional development opportunities for members.</li> <li>Initiatives to support specific workforce attraction goals, staff retention, and wellbeing</li> <li>Access to a range of organisational development initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Streamlining the reporting of Key Performance Indicators (KPI) to funders</li> <li>Additional support for members in the use of data collection, including benchmarking as a strategy to improve service delivery.</li> <li>Facilitate research to evaluate outcomes of people in AOD treatment services</li> </ul>

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

### 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 is one of the best peak bodies. Very proactive and resourceful. Highly regarded and well connected to other peaks, treatment services, government and experts in the field and always seeks to share the benefits with members".

"Work closer with funding bodies to lessen duplication of services and identifying when a service is not being effective".

**Workers**

*"Keep up the good work".*

*"NADA provides the AOD sector an excellent service".*

**Stakeholders**

*"Keep doing what you're doing".*

*"I feel that there is a need for closer working with Psychiatry".*

**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](mailto:feedback@nada.org.au).