



NADA
network of alcohol and
other drugs agencies

2023 NADA Annual Feedback Report

October 2023

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, alcohol and other drug (AOD) workers and NADA stakeholders. Results from the 2023 survey show that NADA continued to meet members' needs during the past year and is supporting collaborative partnerships. The results included in this report also highlight NADA's success and achievements in the past 12 months, as well as areas for improvement.

Overall, results from the 2023 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 AOD services in NSW. For example, the vast majority of respondents surveyed (95% of members, 83% of workers and 92% of stakeholders) strongly agreed/agreed the non-government AOD sector is better off as a result of NADA's activity in 2022-23.

In addition, of the respondents surveyed, the vast majority (95% of members, 89% of workers and 100% of stakeholders) strongly agree/agree that NADA is a leader in the AOD sector, which is a significant indicator of the broader sector's perception of NADA's important role to the NSW NGO AOD sector.

Results also show that most respondents perceived NADA to effectively undertake its various roles and activities in 2022-23. In particular, respondents rated NADA as "effective" in the following:

1. Consulting with members (members 89%);
2. Advocating and representing the non-government AOD sector (members 89%, workers 88%, stakeholders 91%);
2. Facilitating networks and partnerships (members 94%, workers 84%, stakeholders 73%);
3. Providing quality advice and information (members 89%, workers 92%, stakeholders 100%);
4. Responding to requests for information or advice in a timely matter (members: 94%, workers 71%);
5. Data support to improve client outcomes and reporting (members 78%, workers 76%); and
6. Support, promotion and reporting of NSW NGO AOD data (stakeholders 100%).

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:

"A very friendly, helpful and accessible team. Highly motivated and driven." – Member feedback

"NADA is a brilliant lead in the industry. I have attended a few sessions and leave each time with more knowledge of education." – Worker feedback

"Great work. Looking forward to the conference" – 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 effectively support members, promote their strengths and support collaboration.

METHOD

Quantitative and qualitative data were collected using a Qualtrics survey distributed to NADA members, workers and stakeholders in July 2023. The anonymous survey was administered online by emailing a unique link to participate in the survey. Two survey reminders were emailed to respondents during the four week period that the survey remained active.

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 AOD services. Members and workers were primarily located in NSW, while stakeholders were located across Australia.

Survey questions related directly to the NADA Strategic Plan 2019-2023. Questions to gauge performance were specifically related to the period 1 July 2022 to 30 June 2023, while questions to inform future activity were related to planning for 1 July 2023 through 30 June 2024. NADA uses the information gathered from the annual feedback survey to inform continuous quality improvement, 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 AOD sector.

FEEDBACK RESULTS

Demographics

A total of 162 respondents completed the 2023 NADA Annual Feedback Survey (see Table 1 below for breakdown).

Table 1. Respondents by type (n=162)

	n=162	%
Members	23	14
Workers	127	78
Stakeholders	12	8

Approximately 14% of responses included in this report were received by member organisation representatives (Table 1), a response rate of 30% of members. This response rate has increased slightly from the previous year (2021-22, n=22). Most of the member respondents were based in Sydney (45% see Table 2).

78% of respondents to the Annual Feedback Survey identified as workers¹ (Table 1). Of the 127 workers that responded, the majority were based in Sydney (37%) and worked in a frontline role (61% see Figure 1). The number of respondents who are a member of a NADA network is detailed in Table 3.

8% of responses for the Annual Feedback Survey were from stakeholders.

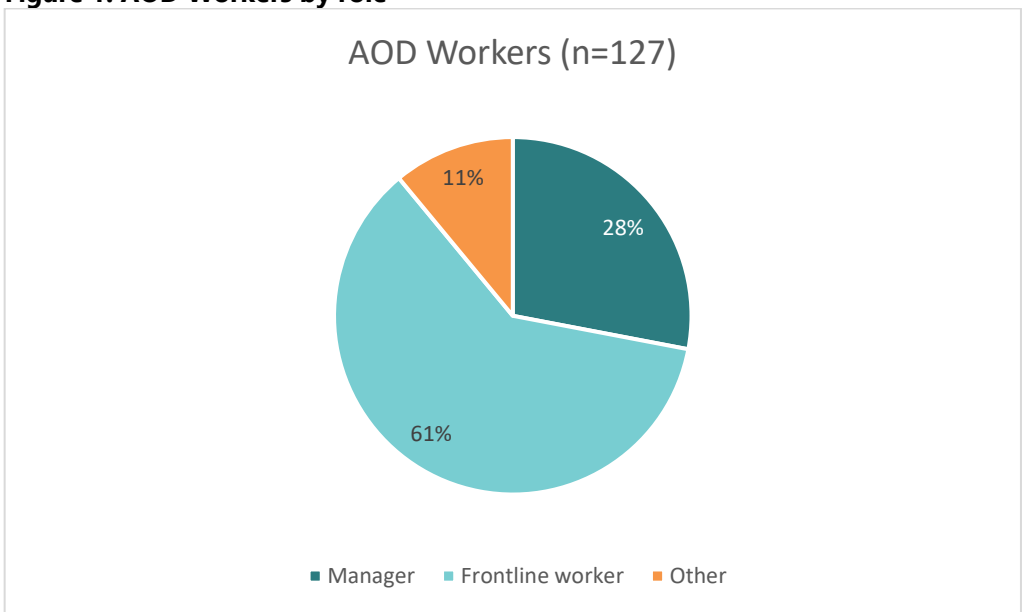
Table 2. NADA members and AOD workers by location

	Members (n=23**)	AOD workers (n=127)
Metropolitan Sydney	9	46
NSW regional centre	3	43
NSW rural or remote centre	2	13
Statewide services	4	19
Other *	1	3

* 'other' refers to members that provide national services

**responses that members did not submit (n=3)

Figure 1. AOD Workers by role



¹ Based on the 2022 census of NSW AOD workers, there are almost 1,000 workers employed by NSW NGO AOD services.

Table 3. NADA Networks

	AOD Workers (n=127)
Practice Leadership Group	7
Women’s Clinical Care Network	9
Youth AOD Services Network	5
Community Mental Health Drug & Alcohol Research Network	8
Gender and Sexuality Diverse Network	2
Data and Research Advisory Group	4
Consumer and Peer Worker Community of Practice	7
Nurses AOD Network	3
None of the above	81

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.

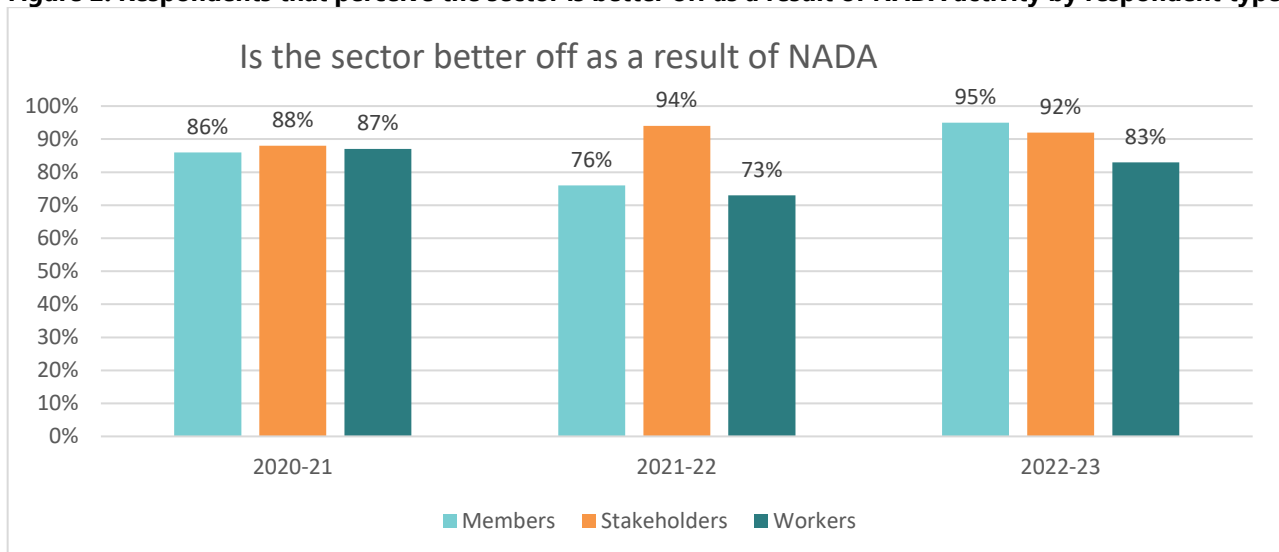
Of the members surveyed, 95% “strongly agreed/agreed ” their organisation is better off as a result of NADA’s activity.

Of the workers surveyed, 83% “strongly agreed/agreed ” they are better off as a result of NADA’s activity.

Of the stakeholders surveyed, 92% 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 worker agreement with the statement compared to the 2021-22 findings. The 2022-23 findings also indicate an increase 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



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

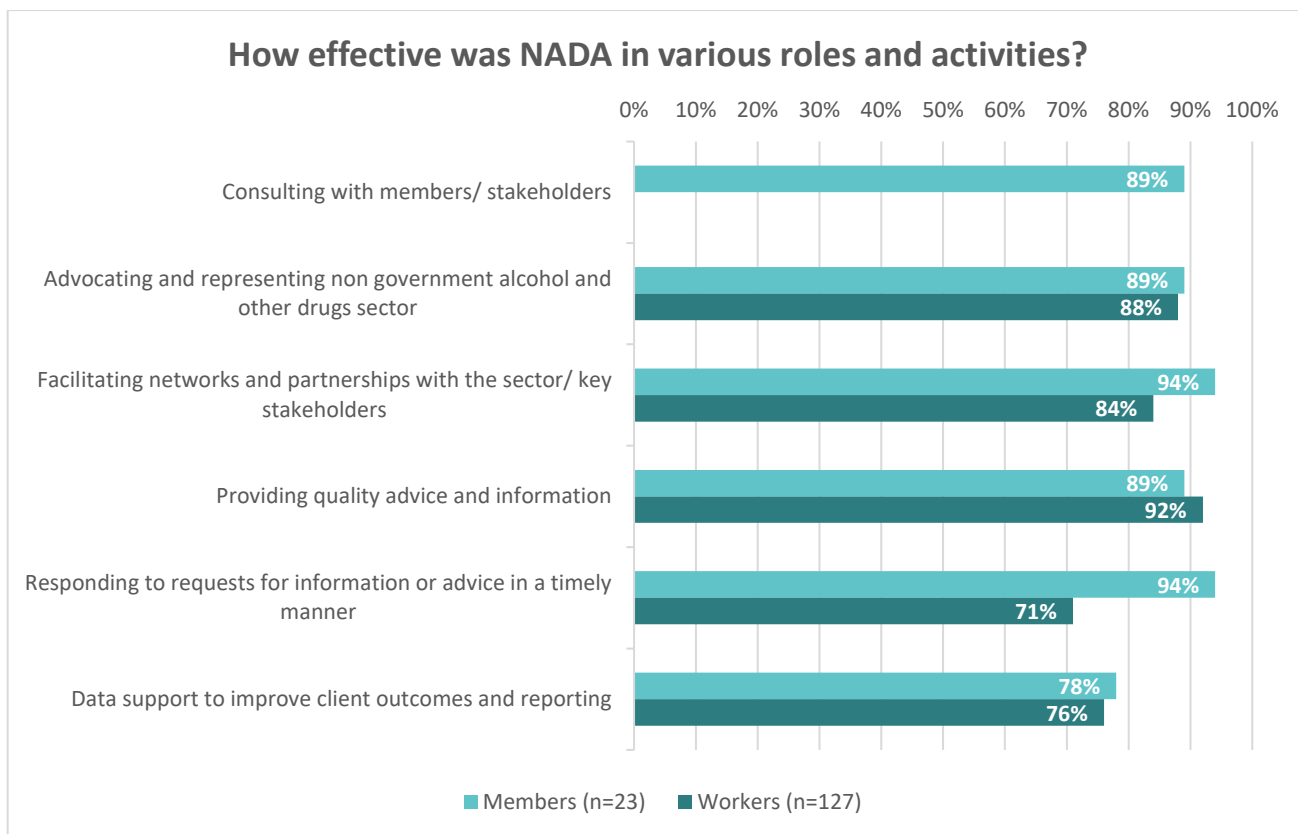
2021-22 (members n=22, workers n=158, stakeholders=21)

2022-32 (members n=23, workers n=127, stakeholders=12)

NADA's effectiveness in assisting members

Respondents were asked fixed response questions regarding how effective NADA had been in assisting the activities and services of their organisations during the 2022-23 period. Results are shown in Figure 3 below.

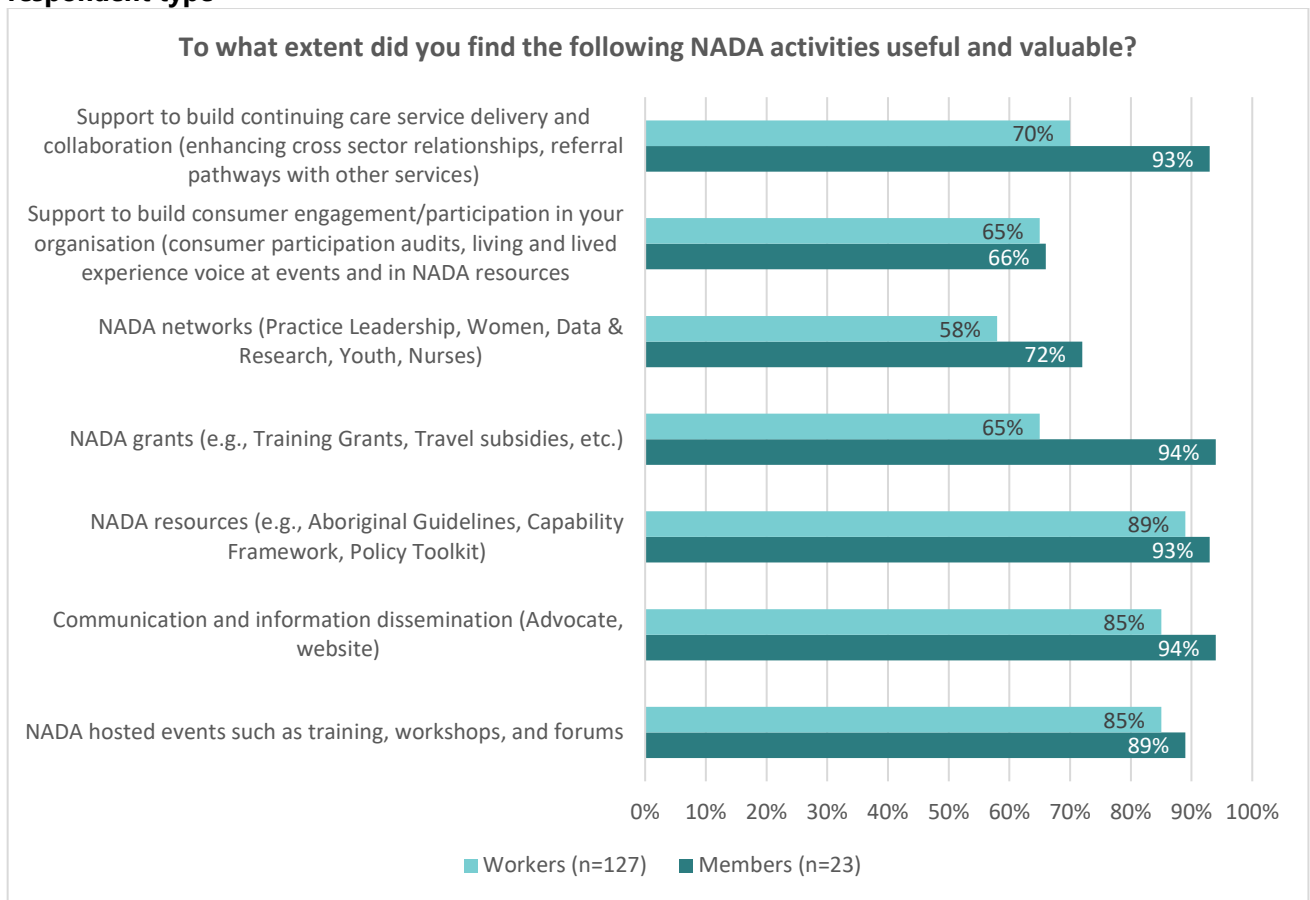
Figure 3. Respondents that perceived NADA as effective in undertaking its various roles and activities by respondent type



Most valuable and useful activities and initiatives

The 2023 NADA Annual Feedback Survey provides NADA with an opportunity to identify the most beneficial NADA activities, from the perspective of members and workers, and the 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 2022-23 are included in Figure 4 below. 'NADA hosted events' and 'Communication and information dissemination' were commonly identified by members and workers as particularly useful and valuable.

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



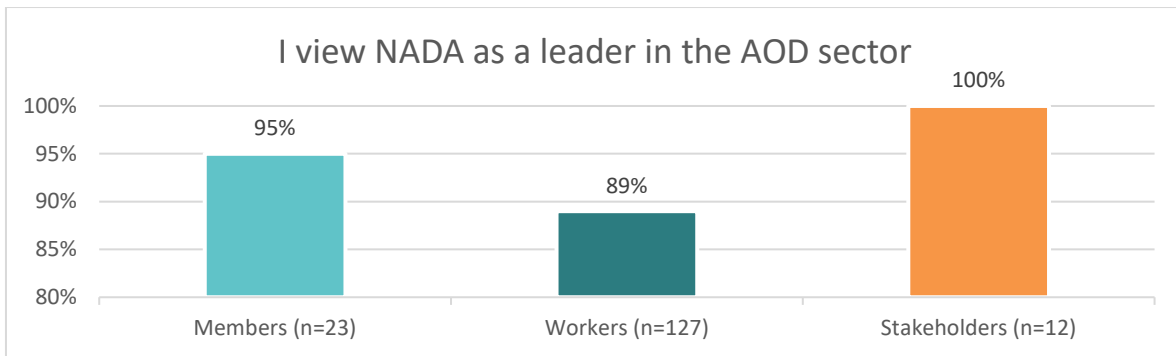
NADA also provided members and workers with the opportunity to identify up to three of NADA's activities that were most useful during the reporting period. The following were popular among respondents:

- NADA conference
- Training opportunities
- NADA Networks and networking opportunities
- Advocacy
- Resources

Leadership

In addition, the vast majority of survey respondents (95% of members, 89% of workers and 100% 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 5.

Figure 5. Respondents that view NADA as a leader in the AOD sector



Future activities for NADA to focus on

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

Members

- "Training on database"*
- "Linking with other services"*
- "AOD sector internship program"*
- "Training for new staff to the sector"*

Workers

- "Continue to provide relevant training opportunities"*
- "More collaboration amongst organisations"*
- "Training in regional areas" and "More events in local areas not just city"*
- "Outcome measurement"*

Stakeholders

- "Better promotion of advocacy work with state and federal government"*
- "more regular brief sector updates such as those that MHCC send out"*
- "Support networking to improve referral pathways"*

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

" A very friendly, helpful and accessible team. Highly motivated and driven".

"NADA is a small team that does a terrific job and plays an important role in the sector. I think an annual one-day conference would be great - two years between and so much content in one block is a lot of organising. Orgs could use time before or after the conference to meet each other face to face in interest groups...a big ask I know".

Workers

" Thank you, brilliant job, incredibly proactive and rich, meaningful work done for the sector".

"I am amazed by the level of commitment and support NADA offers. Your staff are passionate, empathetic and dedicated to empowering NGOs to provide great service to as many clients as possible".

Stakeholders

"Always highly professional and responsive. Well done".

"A forum to show case all NADA projects".

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.