

## NADAbase Frequently Asked Questions

**Q: I've forgotten my password. What should I do?**

**A:** NADAbase Administrators are able to retrieve usernames and passwords. Users should contact their Administrators first before directing their request to NADA.

**Q: Who is the NADAbase Administrator?**

**A:** The Administrator is the organisation's point person for all data-related queries. Most often this is the program manager and/or data manager. Members are encouraged to familiarise themselves with their NADAbase Administrators.

**Q: How can you edit episodes or clients or outcomes assessments?**

**A:** The designated NADAbase service administrators can make such changes by selecting the 'Data Maintenance' tab on the Home Screen. Importers, however, need to email their request to [nadabasesupport@nada.org.au](mailto:nadabasesupport@nada.org.au)

**Q: How often does NADA report data to funders?**

**A:** NADA sends data reports to several funders:

- NSW Health receives monthly MDS extracts of open and closed episodes every 21<sup>st</sup> of the month for the month prior
- PHNs receive NMDS + COMS extracts closed episodes, plus a summary report by six weeks for the previous quarter
- DoH receives annual NMDS extracts of closed episodes in October/November for the financial year prior

**Q: Are COMS and screeners required?**

**A:** For some funding contracts, the collection of treatment outcome measures is required. Despite COMS and screeners are not mandatory, NADA advocates for the inclusion of the tools to be a standard part of practice. Having regular outcome assessments will inform client care and in the broader picture, this adds to the growing evidence-based care research.

**Q: What's the difference between an episode of care and a service contact?**

**A:** An episode of care is defined as 'a treatment process with defined dates of commencement and cessation, between a client and a service provider. A service contact is a contact made with a client, this can include either face-to-face, group, telephone or video link delivery modes. Service contacts sit within an episode and is used to derive the frequency of client contact.

## The NADAbase team

**Dr Mei Lin Lee**

Senior Research Officer

- Data reporting
- Data analysis
- Research
- Member support
- Importing support

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**Dr Yalchin Oytam**

Research & Data Manager

- Advocacy/policy changes
- Key NADAbase contact for AIHW, DoH, MoH and PHNs

Queries, requests and/or feedback can be sent to [nadabasesupport@nada.org.au](mailto:nadabasesupport@nada.org.au).  
NADAbase team will respond within 3-5 business days.