

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

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 21st 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

Michele Campbell

Clinical Director

- 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. NADAbase team will respond within 3-5 business days.