



# NADA

network of alcohol and  
other drugs agencies

# 2024 NADA Annual Feedback Report

October 2024

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 2024 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 2024 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 (92% of members, 91% of workers and 91% of stakeholders) strongly agreed/agreed the non-government AOD sector is better off as a result of NADA's activity in 2023-24.

In addition, of the respondents surveyed, the vast majority (84% of members, 86% of workers and 91% 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 2023-24. In particular, respondents rated NADA as "effective" in the following:

1. Consulting with members (members 85%);
2. Advocating and representing the non-government AOD sector (members 100%, workers 84%, stakeholders 73%);
2. Facilitating networks and partnerships (members 85%, workers 85%, stakeholders 73%);
3. Providing quality advice and information (members 92%, workers 90%, stakeholders 91%);
4. Responding to requests for information or advice in a timely matter (members: 82%, workers 82%);
5. Data support to improve client outcomes and reporting (members 85%, workers 73%); and
6. Support, promotion and reporting of NSW NGO AOD data (stakeholders 73%).

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:

*"I find the staff helpful and always accommodating and passionate"* – Member feedback

*"Thanks for giving me a purpose and always making me feel like I'm part of something that can help others in and around the community"* – Worker 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 2024. 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 three 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 2023-26. Questions to gauge performance were specifically related to the period 1 July 2023 to 30 June 2024, while questions to inform future activity were related to planning for 1 July 2024 through 30 June 2025. 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 101 respondents completed the 2024 NADA Annual Feedback Survey (see Table 1 below for breakdown).

**Table 1. Respondents by type (n=101)**

	<i>n=101</i>	%
<b>Members</b>	13	13
<b>Workers</b>	77	76
<b>Stakeholders</b>	11	11

Approximately 13% of responses included in this report were received by member organisation representatives (Table 1). This response rate has decreased from the previous year (2022-23, n=23). Most of the member respondents were based in Sydney (46% see Table 2).

76% of respondents to the Annual Feedback Survey identified as workers<sup>1</sup> (Table 1). Of the 77 workers that responded, the majority were based in Sydney (40%) and worked in a frontline role (58% see Figure 1). The number of respondents who are a member of a NADA network is detailed in Table 3.

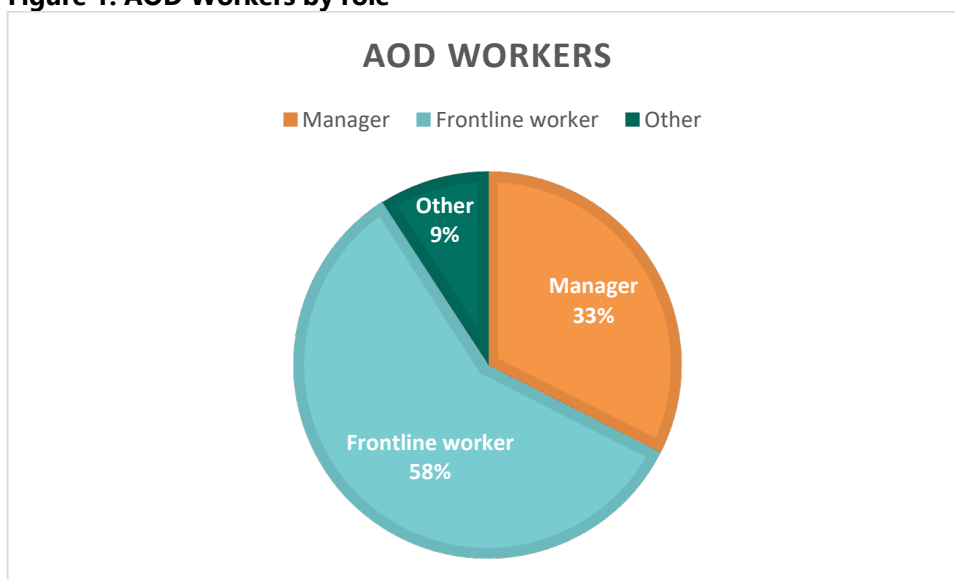
11% of responses for the Annual Feedback Survey were from stakeholders.

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

	<b>Members (n=13)</b>	<b>AOD workers (n=77)</b>
<b>Metropolitan Sydney</b>	6	31
<b>NSW regional centre</b>	1	4
<b>NSW rural or remote centre</b>	4	33
<b>Statewide services</b>	1	5
<b>Other *</b>	1	4

\* 'other' refers to members located in ACT or that provide national services

**Figure 1. AOD Workers by role**



<sup>1</sup> 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=77)*
Practice Leadership Group	4%
Women’s Clinical Care Network	4%
Youth AOD Services Network	10%
Community Mental Health Drug & Alcohol Research Network	12%
Gender and Sexuality Diverse Network	4%
Data and Research Advisory Group	3%
Consumer and Peer Worker Community of Practice	11%
Nurses AOD Network	13%
First Nations Research and Data Reference Group	4%
None of the above	60%

\*% above do not equal 100% as people can be members of multiple networks

### 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.

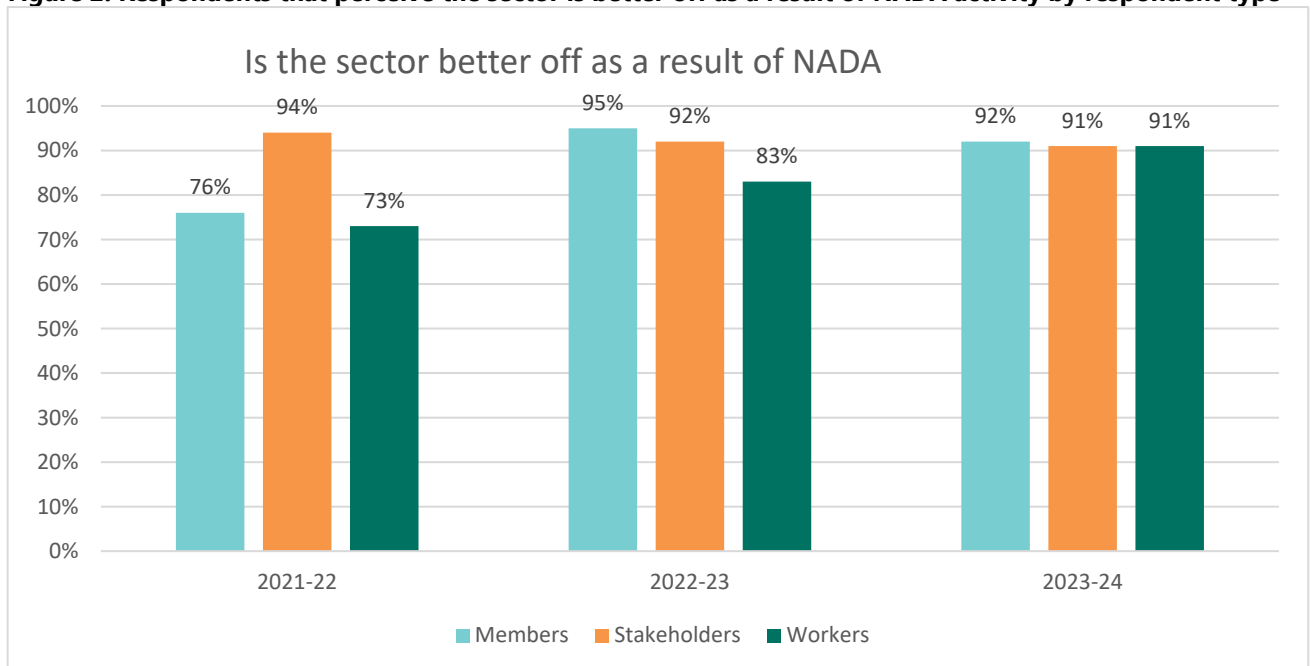
Of the members surveyed, 92% “strongly agreed/agreed ” their organisation is better off as a result of NADA’s activity.

Of the workers surveyed, 91% “strongly agreed/agreed ” they are better off as a result of NADA’s activity.

Of the stakeholders surveyed, 91% 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 2022-23 findings.

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



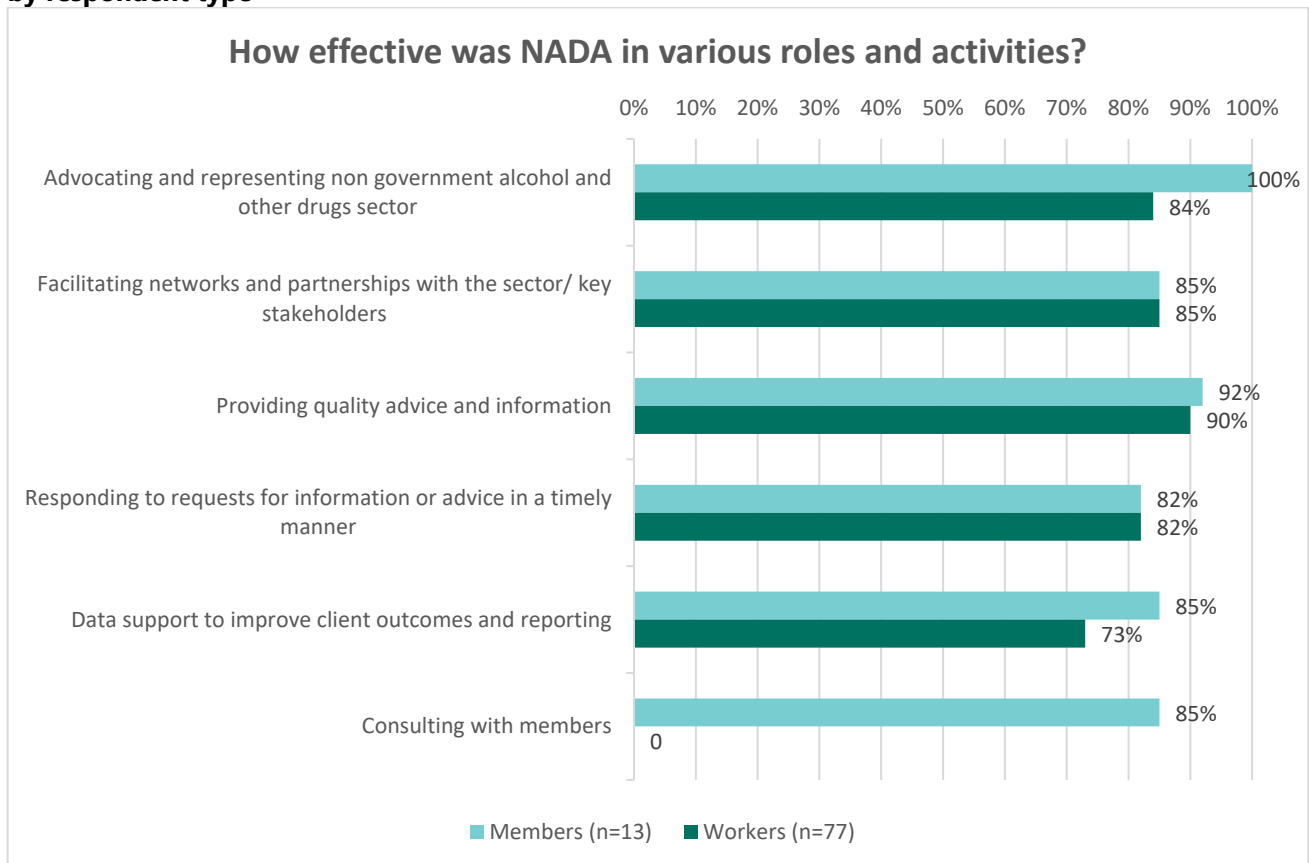
2021-22 (members n=22, workers n=158, stakeholders=21)

2022-23 (members n=23, workers n=127, stakeholders=12)  
 2023-24 (members n=13, workers n=77, stakeholders=11)

## 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 2023-24 period. Results are shown in Figure 3 below.

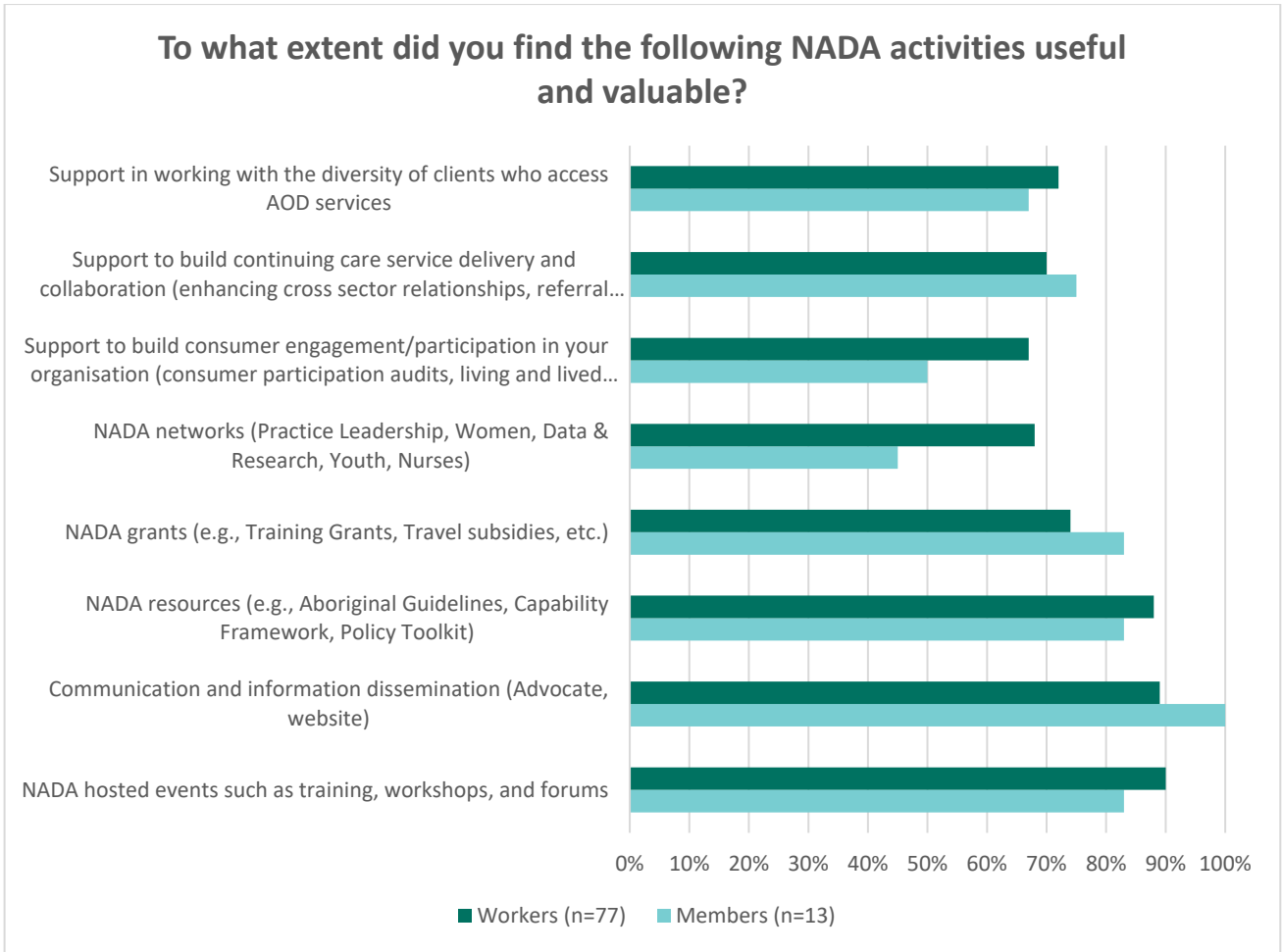
**Figure 3. Respondents that perceived NADA as effective in undertaking its various roles and activities by respondent type**



## Most valuable and useful activities and initiatives

The 2024 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 2023-24 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**



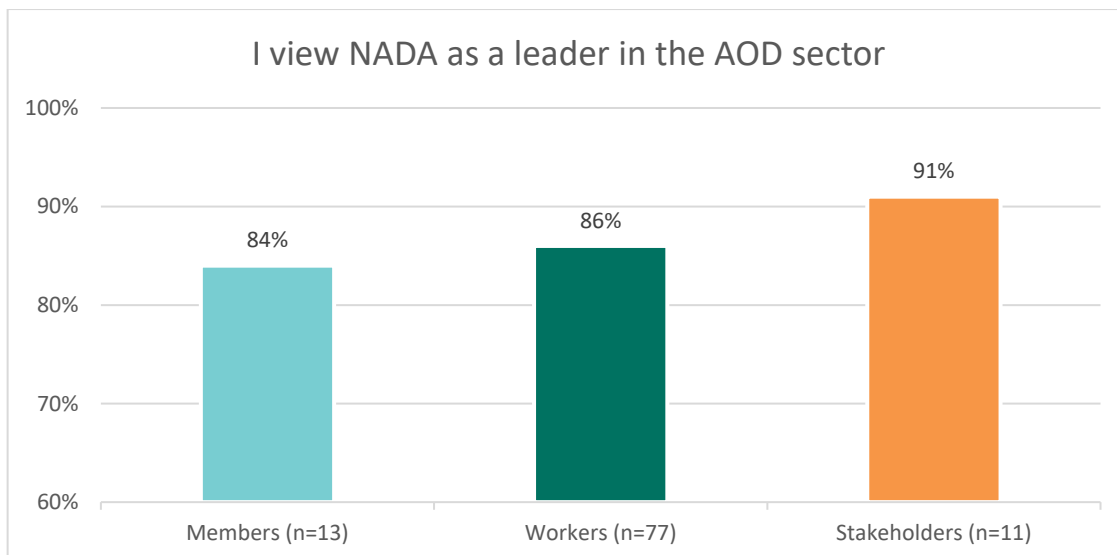
NADA also provided members and workers with the opportunity to identify up to three of NADA's activities that were most useful during the reporting period. The following were popular among respondents:

- NADA conference
- Training opportunities
- NADA Networks and networking opportunities
- CCCP community of practice and forum
- Advocacy
- Resources
- Grant opportunities

**Leadership**

In addition, the vast majority of survey respondents (84% of members, 86% of workers and 91% 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

- "More support and understanding for rural / regional services including relevant and accessible training"*
- "CRM provision"*
- "More knowledge about local community networking"*
- "Advocacy for detox beds"*
- "Development of AOD Peer workers"*
- "Increased interaction with members"*

### Workers

- "More advocacy – nurses"*
- "Changes to MDS variables - better coordination"*
- "Local cross-sector forums"*
- "More support for LLE"*
- "Training based more rurally"*
- "Advocacy for more funding"*
- Support sector networking*
- "Advocacy around compliance and accreditation burden"*
- "Better dashboards on NADAbase"*

### Stakeholders

- "Work closer with key peaks"*
- "Workforce Development of the Lived and Living Experience"*
- "More support and advocacy for drug treatment and members who provide treatment"*
- "Equal advocacy for drug treatment in relation to decrim etc as there needs to be equal support across the spectrum of responses to reducing drug related harm"*

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**

*"I find the staff helpful and always accommodating and passionate."*

*"We're grateful for NADA, they always provide more than our small organisation can absorb or utilise to the full, are professional and broad thinking, and keep clients/users at the centre of strategy."*

*"I have really enjoyed connections with NADA. I value and respect their knowledge and support. I would really like to see them visit rural areas more and spend time assisting the rural staff and centres to address their core issues."*

## **Workers**

*"Thank you NADA for your support of our sector, I think the only thing is a bit more face to face meetings it really helps us network better although I know we have all got used to online meetings."*

*"I'm new to the sector so still getting my head around everything but any interaction I have had with NADA has been great! Also, all the resources on website have been so helpful!"*

*"NADA are a great service for us in the AOD sector, all staff in are always available to answer questions and concerns."*

*"Very much appreciate the opportunity to be involved in training opportunities, to then also provide varied training and upskilling information to staff."*

## **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).