

2025 NADA Annual Feedback Report

October 2025

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 88 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 2024-25 survey show that NADA continued to meet members' needs during the past year. 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 2024-25 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, 85% of workers and 93% of stakeholders) strongly agreed / agreed the non-government AOD sector is better off as a result of NADA's activity in 2024-25.

In addition, of the respondents surveyed, the vast majority (95% of members, 88% of workers and 93% of stakeholders) strongly agreed / agreed 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 2024-25. In particular, respondents rated NADA as "effective" in the following:

- Facilitating networks and partnerships (members 100%, workers 88%, stakeholders 93%);
- Consulting with members (members 88%);
- Advocating and representing the non-government AOD sector (members 100%, workers 88%, stakeholders 86%); and
- Providing quality advice and information (members 100%, workers 90%, stakeholders 86%).

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:

"We sincerely appreciate all that NADA do." – Member feedback

"I feel NADA provide and share great information, training opportunities and resources." – Worker feedback

NADA has achieved certificate and award level accreditation by the Australian Service Excellence Standards. The outcome of the 2024-25 Member, Worker and Stakeholder 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 2025. 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 2024 to 30 June 2025, while questions to inform future activity were related to planning for 1 July 2025 through 30 June 2026. 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 129 respondents completed the 2024 NADA Annual Feedback Survey (see Table 1 below for breakdown).

Table 1. Respondents by type (n=129)

	n=129	%
Members	19	15%
Workers	95	74%
Stakeholders	15	11%

Approximately 15% of responses included in this report were received by member organisation representatives (Table 1). This response rate has increased from the previous year (2023-24, n=13). Most of the member respondents were based in Sydney (38% see Table 2).

74% of respondents to the Annual Feedback Survey identified as workers¹ (Table 1). Of the 95 workers that responded, the majority were based in Sydney (41%) and worked in a frontline role (60% 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

	Members (n=19)	AOD workers (n=77)
Metropolitan Sydney	6	39
Major regional centre	1	7
NSW regional	5	24
NSW rural or remote centre	0	10
ACT	2	1
Statewide services	5	13
Other *	1	1

* 'other' refers to members that provide national services

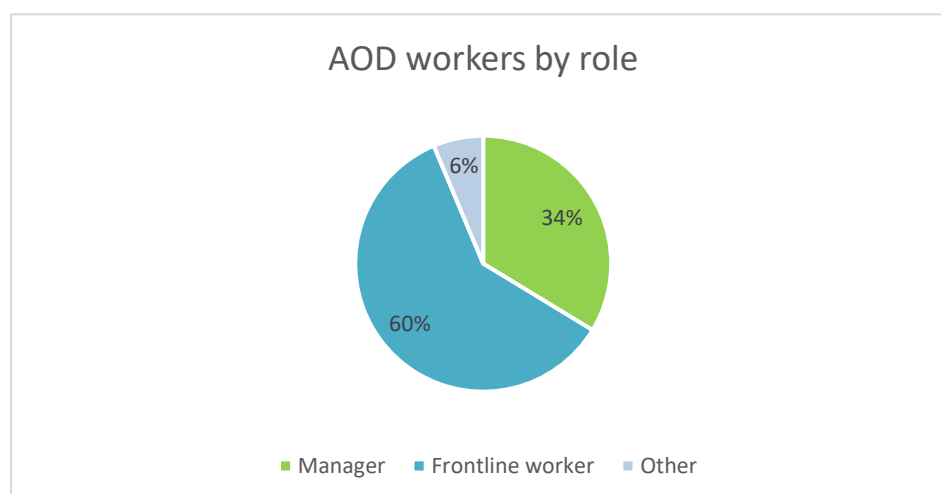


Figure 1. AOD Workers by role

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=95)*
Community Mental Health Drug & Alcohol Research Network	6%
Consumer Advisory Group	1%
Data and Research Advisory Group	2%
First Nations Research and Data Reference Group	1%
Gender and Sexuality Diverse Network	0%
Multicultural AOD Worker Network	5%
Nurses AOD Network	3%
Peer Worker Community of Practice	3%
Practice Leadership Group	3%
Women's Clinical Care Network	0%
Youth AOD Services Network	8%
None of the above	53%

**% 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, 95% "strongly agreed / agreed" their organisation is better off as a result of NADA's activity.
- Of the workers surveyed, 85% "strongly agreed / agreed" they are better off as a result of NADA's activity.
- Of the stakeholders surveyed, 93% 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 2023-24 findings.

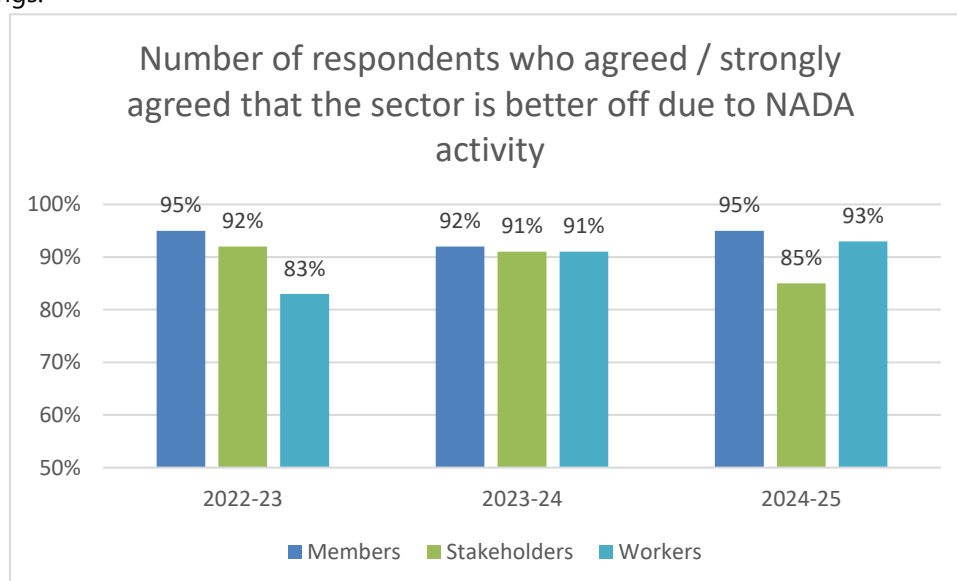


Figure 2. Respondents that perceive the sector is better off as a result of NADA activity by respondent type

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

2023-24 (members n=13, workers n=77, stakeholders n=11)

2024-25 (members n=19, workers n=95, stakeholders n=15)

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 2024-25 period. Results are shown in Figure 3 below.

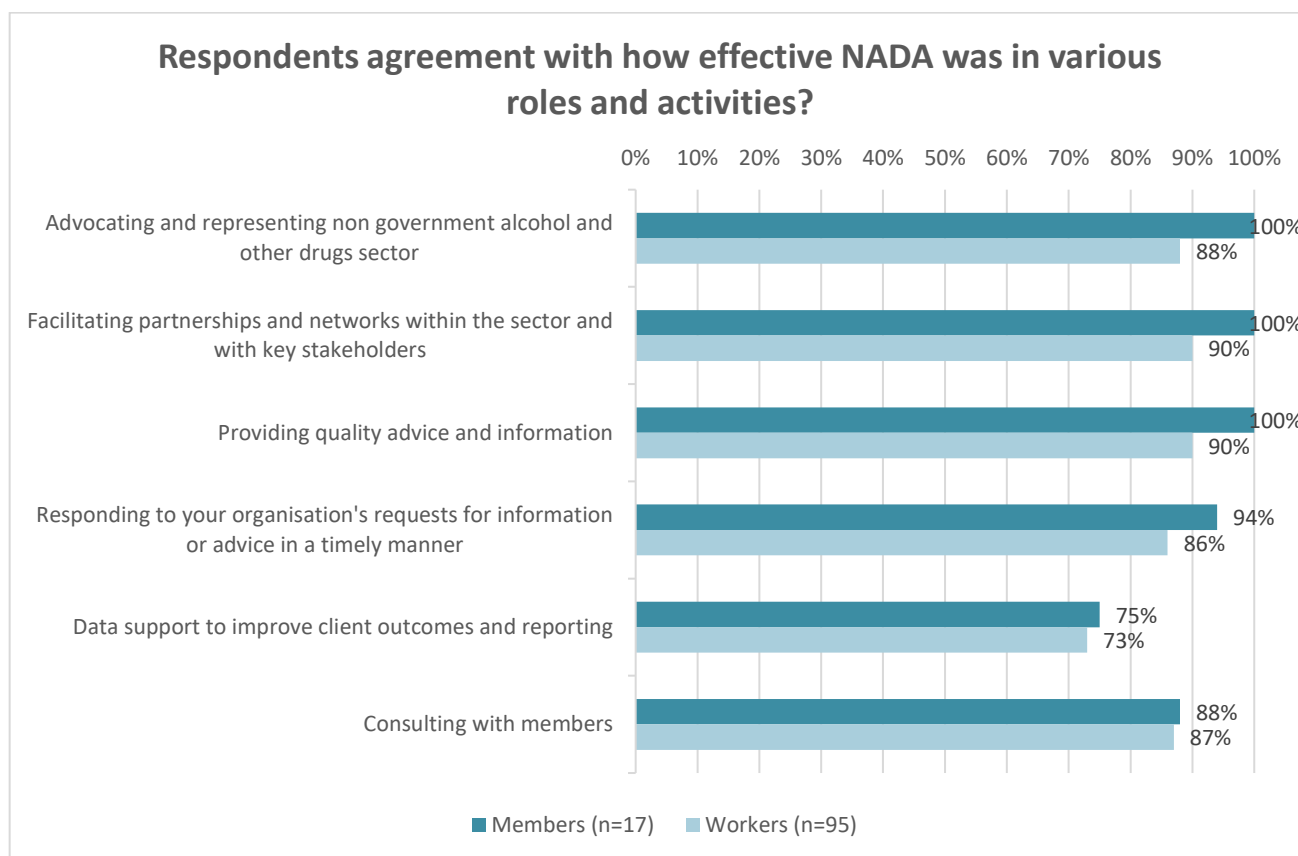


Figure 3. Respondents that perceived NADA as effective in undertaking its various roles and activities by respondent type

Most valuable and useful activities and initiatives

The 2024-25 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 2024-25 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.

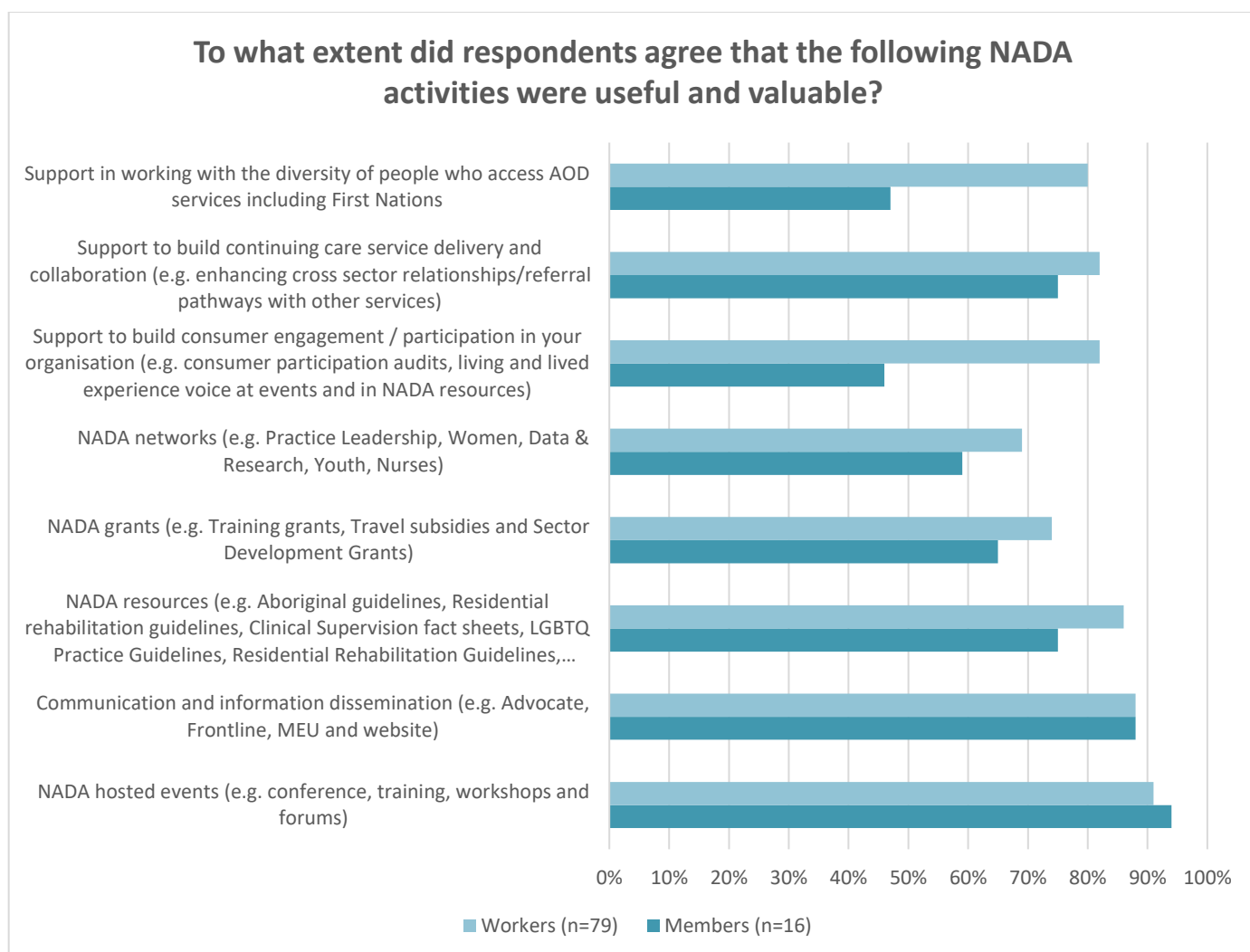


Figure 4. Respondents that perceived NADA's resources and activities as useful and valuable by respondent type

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 and other event opportunities
- NADA Networks and networking opportunities
- Advocacy
- Resources and communications
- Grant opportunities

Leadership

In addition, the vast majority of survey respondents (95% of members, 88% of workers and 93% 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.

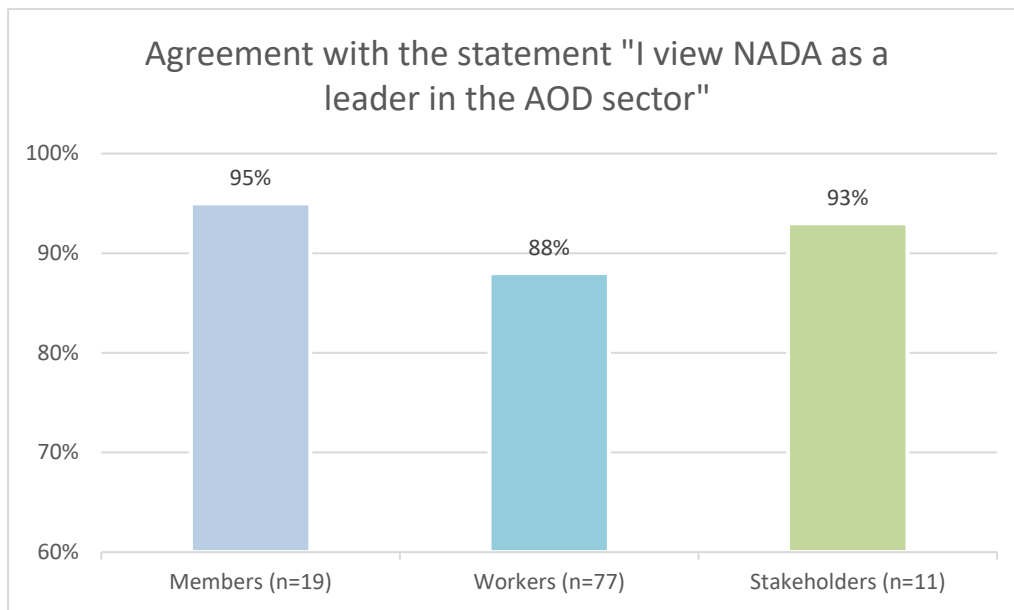


Figure 5. Respondents that view NADA as a leader in the AOD sector

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

"Continue to advocate for better funding, length of contracts and minimise reporting burden where multiple funders are needed to run a service."

"Continuing to provide opportunities for partner organisations to interact and collaborate outside of formalised NADA Networks, to enhance cross sector relationships/referral pathways."

"Achieve a database that all services could use that is customisable and funded."

"More face-to-face visits"

"More cost-effective workshops, trainings, conference tickets"

Workers

"Advocate for more funded AOD peer worker positions"

"Back the urgent need for dual diagnosis treatment in NSW"

"Better engagement with frontline staff in organisations rather than just the managers"

"Build a CMS that can be implemented by all NGO that need to report data to NADA and AIW"

"Co-design initiatives: Ensure programs are co-designed with people who have lived/living experience, especially from underrepresented communities."

"More regional outreach: Host in person and online training sessions tailored to rural and regional NGO's where resources and access to professional development are limited."

"Something to ensure that AOD workers are informed of current and evidence-based information about substances and substance use."

Stakeholders

"Improve pathways and relationships with other relevant service provider and sectors for the client's continuity of care"

"Support smaller NGOs with grant writing skills the machinery of government and overall strategic direction"

"Work with key stakeholders and smaller NGOs to raise the profile of the valuable work they are doing"

"Focus their offerings to core elements of AOD prevention and treatment"

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

"Celebrate your membership, embrace the differences in members."

"NADA is an excellent peak body representing the needs of the sector, and therefore the needs of the community. It appears to have good relationships with government, and can also be a critical friend with government in terms of truth-telling, advocating for the sector and community, and ensuring they engage with us. Great resources for workers too."

Workers

"Nada feeds my soul, it gives me an opportunity to experience new strategies in the AOD sector, sometimes regional areas can become isolated and insular, going to NADA renews my energies in the AOD sector to do better."

"I feel NADA provide and share great information, training opportunities and resources."

"I love the work of NADA and those associated with this network of AOD agencies."

Stakeholders

"NADA staff are really approachable for helpful information and resources"

"Amazingly successful year for NADA"

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.