

NUAA Performance measures:

Your Organisation agrees to carry out the Activity in accordance with the Proposed Activity and Performance Measures set out below so as to meet Milestones, the expenditure set out in the Budget, any Supplementary Conditions, and any reasonable directions given by the Agency from time to time.

Proposed Activity and Performance Measures for the 2025-26 financial year

Activity area 1 Representation, advocacy, advice, and consultation						
Key Performance Indicator		Baseline	Target	Data source and description	Reporting Frequency	Q1
1.1 Number and type of written policy and other submissions relevant to CAOD and NSW Health Strategic Aims		n/a	n/a	Summary report of submissions	Quarterly	Submission for Law Reform Commission NSW Anti-Discrimination Act Review completed.
1.2 Participation in NSW Health and other AOD and related governance and advisory groups		n/a	n/a	Summary report of governance, advisory group, and relevant event attendance and participation	Quarterly	Report to be circulated upon request
1.3 Percentage of members reporting NUAA is effective at advocacy and representation		n/a	80%	NUAA member survey	Annual	Member Survey not in Q1. New casual Membership Specialist position to promote continued growth and ensure strategic and sustainable engagement with NUAA membership.
1.4 Peerline – maintain advocacy advice and information line available to NUAA members and the broader community		200 per annum	250 per annum	Number of calls, Number of supported referrals, Make up of calls, Promotion of service	Quarterly	- Peerline continues to be promoted through NUAA Social Media, NUAA Websites and NSP Postal. We also ensure PeerLine Business cards are handed out at every event NUAA attends, for example Peers on

					<p>Wheels, DanceWize Safe Space</p> <ul style="list-style-type: none"> - Past Quarter we received 30 calls 98% of calls are resolved. - Breakdown by LHD - SESLHD 4 - WSLHD 5 - FWLHD 2 - HNELHD 6 - ISLHD 4 - SLHD 4 - WLHD 5 <p>PeerLine Quarterly Summary</p> <p>During this quarter, PeerLine continued to provide information, support, and referrals to people who use drugs, as well as to health professionals seeking assistance. Several key themes emerged across the reporting period.</p> <p>Opiate Treatment Program (OTP) issues</p> <ul style="list-style-type: none"> • The majority of calls received this quarter related to difficulties accessing or maintaining Opiate Treatment Program (OTP) medications. Callers reported a range of barriers, including being unable to afford co-payments where prescribers do not bulk bill, and delays in dose transfers due to paperwork not being submitted promptly. These administrative delays often leave consumers without access to their medication for several days, creating distress and risk of relapse or withdrawal.
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					<ul style="list-style-type: none"> An increasing number of calls—particularly from regional and rural areas—concerned methadone take-away restrictions. Callers reported being encouraged, and in some cases pressured, to transition from methadone to long-acting injectable buprenorphine (LAIB). Some described take-away doses being used as leverage, with prescribers suggesting that more flexible arrangements would only be available if they moved to LAIB. This approach is causing significant hardship for those who prefer or are clinically suited to methadone. <p>SafeScript NSW enquiries from health professionals</p> <p>PeerLine also experienced a marked rise in calls from medical professionals, particularly GPs and pharmacists, seeking support with SafeScript NSW. The PeerLine number is listed on SafeScript promotional materials, and the SafeScript website directs users to email for assistance. As a result, many professionals contact PeerLine seeking real-time help when they are unable to issue prescriptions due to system errors. These callers are referred to SafeScript Technical Support, where they can receive technical troubleshooting and clarification on prescribing processes.</p> <p>Detox and general drug use management</p> <p>PeerLine continues to receive calls from people seeking advice on home-based detoxification and safe withdrawal management. Callers frequently ask what to expect during withdrawal and how to reduce risks. In addition, PeerLine provides information and referrals for</p>
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						people seeking to manage their drug use more safely, including connections to SMART Recovery groups and the Stimulant Treatment Program.
1.5	Support the CAOD Stigma and Discrimination project	n/a	n/a	Participation in working group and Stigma Charter co-design project	Quarterly	3 consultations completed with community and professional staff Care Charter Implementation Guide progressing according to updated project plan sent to ministry team.
1.6	Participate in CAOD LLE workforce development committees and projects including Organisational Readiness	100%	100%	Meetings attended/Number of meetings; documents reviewed	Quarterly	Participation in Framework ongoing
1.7	Participate in SPaToR committee meetings	100%	100%	Meetings attended/Number of meetings; documents reviewed, documents drafted	Quarterly	No Q1 SPaToR meetings, 4 requests for information/document review (see below)
1.8	Provide advice and consultation to the Toxicology team as required through a designated NUAA-SPaToR liaison who is able to draw on community knowledge as required	n/a	n/a	Descriptive data of engagement with toxicology team	Quarterly	11/7 and 29/7 - Advice and support provided on Surry Hills overdose cluster 7/8 - Advice provided on messaging around Nitazenes in Vapes 20/8 - advice provided around messaging in clinical safety notice for nitazenes in vapes 27/8 - commit to investigating potential opioid overdose cluster in Sydney LHD 8/9 - provide advice around communication for encouraging the carry of naloxone 19/9 - formalise the inclusion of a generic statement in all future clinical safety notices, directing clinicians to peerline for communication support "Clinicians can contact the NUAA PeerLine on 1800 644 413 or via email (peerline@nuaa.org.au) for confidential

					<p>advice around having conversations with their clients.”</p> <p>22/9 - provide advice around communication around lidocaine adulteration in cocaine</p> <p>22/9 - provide crowd sourced information regarding potential rise on opioid overdose in Sydney LHD.</p> <p>23/9 - provide community context around opioids being purchased in pre-filled syringes</p>
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Activity area 2 Lived and Living Experience Workforce Development

Activities		<ul style="list-style-type: none"> Continue to deliver the ConnectED program Support the development of LLE speakers to address stigma and discrimination Working with the MoH and Expert Advisory Group, contribute to the development a LLE Workforce Framework 				
Key Performance Indicator		Baseline	Target	Data source and description	Frequency	Q1
2.1	Build Training	36 completions	42 completions	Number of attendees, % completion, satisfaction rating, attendees that go on to work in the sector, qualitative data	quarterly	<p>Program cancelled and evaluation completed to support redesign of the SHARE and BUILD program.</p> <p>Past attendees who completed BUILD and SHARE were invited to complete an Evaluation Survey.</p> <p>15 people completed the evaluation.</p> <p>Overall consensus showed a strong participant satisfaction and that the topics in the training reflected the role of the peer worker accurately. The participants reported highly benefiting from the learning environment and skill development to prepare them for or support them in the LLE workforce. The current program delivery was reported as being ideal however there were a few suggestions for hybrid delivery. Practical suggestions provided too improve content and supporting documents to ensure a concise and clear delivery. Suggestions for representing and supporting the wide and varied needs of the LLE AOD workforce provided.</p> <p>Organisational readiness was a topic that resounded with many as a lot of organisations hire peer workers prior to addressing organisational readiness. Regular discussion around coping with lateral violence with co workers. Overall feedback was positive</p>

						and 90% would recommend BUILD training to co workers
2.2.	Organisational support for the NADA-NUAA-MHCC peer workforce project	NA	NA	Consultation, evaluation of training trial, training delivery included in joint NADA NUAA MHCC proposal	Due Jun 24	Work underway with regular Program Steering Committee meetings. Consultations completed and Technical Advisory Committee meeting regularly now to review and update training modules for AOD context.
2.3	Share Training	24	30	Number of attendees, % completion, satisfaction rating, attendees that engage in public speaking, qualitative data	quarterly	<p>Program cancelled and evaluation completed to support redesign of the SHARE and BUILD program.</p> <p>Past attendees who completed BUILD and SHARE were invited to complete an Evaluation Survey.</p> <p>15 people completed the evaluation.</p> <p>Overall consensus showed a strong participant satisfaction and that the topics in the training reflected the role of the peer worker accurately. The participants reported highly benefiting from the learning environment and skill development to prepare them for or support them in the LLE workforce. The current program delivery was reported as being ideal however there were a few suggestions for hybrid delivery. Practical suggestions provided to improve content and supporting documents to ensure a concise and clear delivery. Suggestions for representing and supporting the wide and varied needs of the LLE AOD workforce provided.</p> <p>Organisational readiness was a topic that resounded with many as a lot of organisations hire peer workers prior to</p>

						addressing organisational readiness. Regular discussion around coping with lateral violence with co workers. Overall feedback was positive and 95% would recommend SHARE training to co workers
2.4	Research training for LLE workers	NA	NA	Number of attendees, % completion, satisfaction rating, attendees that participate in research, qualitative data	Q1 and Q3	<p>NUAA developed new 'Consumer Research Coordinator' position. To strategically support consumer engagement in research.</p> <p>Development of Consumer Engagement Network framework. Which will provide ongoing capacity building activities for consumers in research.</p> <p>No specific trainings provided but capacity building will be built into draft framework once finalised.</p>
2.5	Webinar series	6	6	Number of attendees, satisfaction rating	Quarterly	<p>24/7/25 - Listen, Learn, Lead: First Nations Voices in AOD</p> <ul style="list-style-type: none"> • Attendance: 49 • Average rating: 8.1/10 (21 responses) <p>13/8/25 - Language Matters (NADA collab)</p> <ul style="list-style-type: none"> • Attendance: 48 • Rating: (6 responses) • 83% of respondents strongly agreed or agreed that the forum improved their knowledge of the topic area. • 83% of respondents strongly agreed or agreed that they found the event useful and believe it

						<ul style="list-style-type: none"> will lead to improvement in my work • 100% of respondents strongly agreed or agreed that the presenter/trainer/facilitator was knowledgeable and engaging.
2.6	Grow: Community of Practice Session (Monthly)	12	12	Number of attendees, satisfaction rating, additional sessions added if necessary	Quarterly	<p>NUAA Community of Practice GROW continues to increase in numbers</p> <ul style="list-style-type: none"> • July 7 attendees • August 4 attendees • September 4 Attendees <p>We also had an in person GROW at PAC Forum attended by 6 people 3 of whom had never attended a GROW session before but agreed will be attending in the future</p> <p>Issues discussed a GROW vary but themes include:</p> <ul style="list-style-type: none"> • balancing personal views and harm reduction principals • using organisational mission to guide work. • Using GROW as opportunity for connection to break down isolation bouncing ideas and feedback and suggestions for work each person is doing. <p>Looking at feasibility of developing an in-person GROW, as per requests from attendees.</p>
2.7	Connect: Online Community of Practice and Professional Development	10	25	Number of active participants, comments	Quarterly	<ul style="list-style-type: none"> • Total users: 169 users (up 3.68%)

						<ul style="list-style-type: none"> • Active users: 12 users (decrease of 14.29%) • Interactions: 80 (14.29% increase) • Comments: 9 <p>During Q1 the Connect Network has undergone an evaluation and is in process of redesign and strategy reframe.</p>
2.8	Peer-to-peer mentoring	NA	10	Number of active participants	Quarterly	<p>NUAA in partnership with SLHD ran 4 training workshops for Community Members at Redfern Harm Min.</p> <p>Topics covered</p> <ol style="list-style-type: none"> 1. Peer Education and Harm Reduction 2. Blood Borne Viruses ABC of Hepatitis and HIV – prevention testing and treatment. 3. Overdose Awareness- Opioid and Stimulant Overdose and Naloxone awareness 4. Harm Reduction Masterclass <p>20 community members attended the training with the aim being for them to pass on the information they learnt, to their network of people who use drugs.</p>
2.9	Speakers provided	NA	15	Suggest 10-20 peers supported by NUAA at information sessions within the AOD sector (e.g. TAFE, NGO AOD Service, OTAC) n per annum with peers given structured speaking points	Quarterly	<p>NUAA is in the process of developing our Speakers Group we have had to information sessions that have been well attended.</p> <p>NUAA still provides LLE Speakers but we are in the process of formalising the process.</p> <p>Events attend include</p>

						OTAC- Consumer Perspective of OTP 2 sessions this quarter 26 th July and 6 September 3 rd August Pharmaceutical Society of Australia Conference 2 speakers talking about LAIB Consumer Perspective what Pharmacists can do to provide this service 14 th August -Talk to TAFE Students at Ultimo TAFE – Working with PWUD 4 th September- Justice Health Talk about Overdose in Prison Consumer Perspective 26 th September – St George Hospital Education Day for staff
2.10	Percentage of annual conference and forum attendees reporting the events meet knowledge and practice needs and expectations	NA	75%	Conference and forum event report including feedback data	Annual	As of 7th October 2025, 31 PaC attendees have completed the survey. 14 people reported that it met expectations and 15 people reported that it exceed expectations
2.11	Working with the LLE Workforce Expert Advisory Group and Co-Chairing committee to contribute to the development of a Lived and Living Experience Workforce Framework	NA	NA		Six monthly	No Q1 engagements

Activity area 3 Social media and information resources						
Activities		<ul style="list-style-type: none"> • Disseminate key harm reduction information through multiple NUAA channels including website, Instagram and Facebook • Disseminate NSW Health drug alerts through multiple NUAA channels including website, Instagram and Facebook • Provide targeted education on preventing harms of illicit drug use including overdose prevention • Promote and support the Lived and Living Experience Workforce development through multiple NUAA channels 				
Key Performance Indicator		Baseline (using 2022-23 data)	2024-25 target	Data source and description	Reporting Frequency	Q1
3.1	Social media	n/a	n/a	Summary of all AOD related social media activity and impact, collaborations with key MoH initiatives	Quarterly	<ul style="list-style-type: none"> • Being the off season for festivals allowed for focus on more educational and training promotional material • Education post “Stimulants & Opioids: Know the Difference” was viewed over 2500 times on Instagram • July 28 NUAA recognised World Hepatitis Day by posting a Q&A with HCV Peer Tony. • July 21 recognised International Drug Users Remembrance Day, post received nearly 2000 views on Facebook • Late August NUAA used social channels to promote Naloxone Training and International Overdose Awareness Day (IOAD) Events. Recognised IOAD on August 31 • September 9 drug alert (overdoses from opioids in cocaine) was viewed 3,793 times on Facebook and 8,691 times on Instagram.
3.2	Website	10	10	Users News – website hits for AOD targeted articles	Quarterly	<p>Users News: New Content Q1</p> <ul style="list-style-type: none"> • 4/07 - <i>Residents defend Melbourne injecting room</i> (257 views) • 18/07 - <i>Medicinal cannabis in the news for the wrong reasons</i> (36 views)

						<ul style="list-style-type: none"> • 28/07 - <i>World Hepatitis Day: A Q&A With HCV Peer Worker Tony</i> (23 views) • 1/08 - <i>New report proves strip searches don't work</i> (78 views) • 28/08 - <i>One Big Family, Driven by Hope: International Overdose Awareness Day 2025</i> (32 views) • 12/09 - <i>Eli's Story: Early Drug Use & Stigma</i> (24 views)
3.3	Other resources including harm reduction resources via collaboration with the Toxicology team and SPaToR committee	5	7	Online resources supported harm reduction, treatment access and advocacy support	Quarterly	<p>NUAA</p> <ul style="list-style-type: none"> • 9/07/25 – Introduction to Cannabis • 14/07/25 – Stimulants and Opioids: Know the Difference • 30/09/25 - Drug Checking at Knockout Outdoors <p>DanceWize NSW</p> <ul style="list-style-type: none"> • 9/07/25 – Intro to LSD • 30/09/25 - Drug Checking at Knockout Outdoors
3.4	Promote NSW Drug Alerts via NUAA social media channels	NA	NA	Social media specialist, this work is shared with DW NSW program	Quarterly	<p>NUAA</p> <ul style="list-style-type: none"> • 9/09/2025 – Multiple Opioid Overdoses Following Use of Cocaine <ul style="list-style-type: none"> ○ FB reach: 1,818 ○ Insta reach: 3,815 <p>DanceWize NSW</p> <ul style="list-style-type: none"> • 9/09/25 - Multiple Opioid Overdoses Following Use of Cocaine <ul style="list-style-type: none"> ○ FB reach: 1,799 ○ Insta reach: 4,935

Activity area 4 Organisational capacity

Activities		<ul style="list-style-type: none"> - Maintain organisation accreditation to NSW Health approved accreditation standards - Maintain NUAA membership base and explore opportunities for growth 					
Key Performance Indicator		Baseline (using 2022-23 data)	2023-24 target	Data source and description	Reporting Frequency	Q1	Q3
4.1	Accreditation certification	n/a	n/a	Evidence the organisation holds current and valid organisation accreditation against NSW Health approved health and community service standards	Annual	<p>NUAA was informed on 6 August 2025 of its successful renewal of the Australian Service Excellence Standards (ASES) Accreditation.</p> <p>The certificate is valid until 20 June 2028.</p>	
4.2	Staff engagement	75%	NA	NUAA staff engagement survey Engagement measure represents positive responses to job satisfaction and staff commitment to NUAA	Annual	NUAA staff survey planned for Q2	
4.3	Maintain workforce consisting of people with lived and living experience of alcohol and other drug use	80%	80%	Self-report of staff	Annual	NUAA maintains a workforce consisting of +80% of people with lived or living experience of alcohol and other drug use.	
4.4	Number and profile of NUAA members	n/a	n/a	This one is covered in Area 1, based on NADA	Annual	30/09/2025: 170 approved NUAA members	

Activity area 5: Overdose Prevention: THN supply and Peer Distribution Expansion Project

Activities

Key Performance Indicator		Baseline	Target	Data/Resources required	Reporting Frequency	Q1	Q3
5.1	# of peers trained to supply naloxone (First AID + THN training)	15	25	Training records; knowledge tests	Quarterly	0 trained this quarter	
5.2	# of THN interventions by Peer Distributors	50 units	100 units	Administrative data	Quarterly	0 – created procedures to best support PD in THN provision	
5.3	# of peers trained to participate in local surveillance through provision of community-based information sharing	15	25	Administrative data	Quarterly	0	
5.4	#THN naloxone supplied via NUAA postal service	100	200	Administrative data	Quarterly	203	
5.5	Participation in Statewide THN meeting	100%	100%	Administrative data	Quarterly	1	

