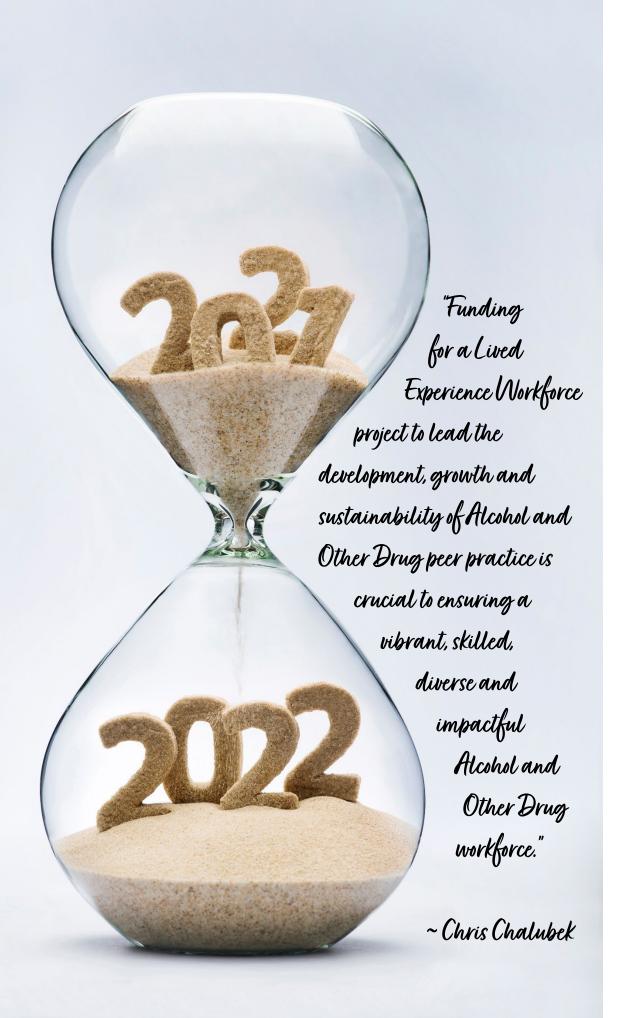


2022 Annual Report





This year has seen steady progress against SANDAS' Strategic Directions of Member Focus; Diversity and Lived

Experience and Governance and

Sustainability. On behalf of the board, I thank Michael, Sam, Lesli, Bec and Julie for their excellent endeavours and achievements in the 2021/22 financial year, they are many and they are impactful. I would also like to acknowledge the efforts of the board in their support of Michael and the SANDAS team - your commitment to SANDAS and the South Australian Alcohol and Other Drug sector is an important and valuable one, thank you.

At the end of the 21/22 financial year the South Australian Drug and Alcohol sector faced the prospect of a significant loss of funding and reduced access to vital services right across South Australia. SANDAS contributed to a sustained, successful advocacy campaign for the continuation of services through the SA AOD Treatment Grant Opportunity and National Ice Action Strategy. Our members were integral to this success. Consultations were undertaken with members funded under the SA AOD Treatment Grant Opportunity to develop an advocacy paper on the impact of the loss of that funding. Members funded through the National Ice Action Strategy were canvassed on the impact of the loss of that funding with insights and impacts informing national representation to the federal Department of Health and the Health Minister.

We are thankful for the positive and constructive relationships with our key stakeholders DASSA and the Primary Health Networks. They have been and will continue to be important as the sector manages new funding arrangements from July 2022.

The development and launch of SANDAS' state election platform followed extensive member and sector consultation, with the key messages being the need for increased sector funding and capacity, as well as workforce development. These two areas aligned with forthcoming election commitments.

SANDAS continued its support for the further development of a lived experience workforce and mechanisms to meet the needs of an exciting, valuable and rapidly growing number of peer practitioners and their agencies. Funding for a Lived Experience Workforce project to lead the development, growth and sustainability of Alcohol and Other Drug peer practice is crucial to ensuring a vibrant, skilled, diverse and impactful Alcohol and Other Drug workforce.

Importantly SANDAS had an influence at a national level working closely with other state peaks to develop a proposal for a new national governance model for the Alcohol and Other Drug sector as well as participating in National Training Package reviews with Skills IQ.

The South Australian Drug and Alcohol sector has faced another tough year however perseverance, flexibility, resilience and innovation enabled many achievements. SANDAS is thankful for its opportunity to support the sector to not only do the best but be the best.

Chris Chalubek
SANDAS Board Chair



This has been the second full year affected by the COVID-19 pandemic. Once again in South Australia we have

been extremely fortunate, through a combination of good planning and strategy and some luck, to have experienced far fewer issues than our interstate and overseas colleagues. Whilst we have had some lockdowns, they were short, and our restrictions were not as onerous as in other states.

We did not however come off unscathed.

Across the sector people have been impacted by their own illness and that of family members and this has affected both clients and staff. Once more some services have suffered periods where clients could not see staff faceto-face.

We have learned a lot though. The sudden closure of the Glenside Withdrawal Unit to be repurposed as a culturally safe medi-hospital for COVID-19-positive Aboriginal people was a challenge but with silver linings. It showed us that community-based withdrawal was as good an option for many. It launched the first trial of a managed alcohol program in South Australia and possibly Australia, with very positive results providing a strong argument for further trials and implementation.

We also further developed the sector's skills in telehealth and online engagement. The 2021 SANDAS Symposium morphed into a successful online webinar series. National Comorbidity Guidelines training was rolled out online. We did 'site visits' and consultations from our offices. Not always as good nor as enjoyable as getting out to meet people but still functional.

As always, the wider political environment had a significant impact on the AOD sector. The establishment of the National Cabinet saw the Council of Australian Government's integrated governance model, which oversaw many aspects of health and community services, dissolved. This has left a significant governance vacuum in the AOD space. There is no longer an opportunity for state ministers and senior bureaucrats to meet, discuss, plan and implement strategies at national and jurisdictional level in relation to AOD. SANDAS, with our sibling peaks in each jurisdiction, has been working hard to convince the federal government to reconstruct a governance system. Without integrated planning across state, territory, and federal systems there is a risk of duplication, some people or places falling through the gaps, and a loss of cohesion and integration.

At both state and federal levels, we had elections resulting in significant changes to the AOD landscape. A new government in SA has made substantial promises in relation to the expansion of services for the most complex clients. The new federal government has committed to maintaining existing funding for the foreseeable future. More importantly it has also committed to consultation and listening to the needs of the sector. We have welcomed the opportunity to meet with new state and federal ministers across a range of portfolios to highlight the challenges faced by people who are dependent on alcohol and drugs, their families and communities, and to discuss solutions.

This year has seen considerable advocacy focused on funding. SANDAS, working with the National AOD Peaks Network and the national peak, the Australian Alcohol and Drug Council, secured the extension of the National Ice Action Strategy (some \$347 million over the forward estimates, which includes the refunding of the SA Treatment and Support Grants for regional and rural South Australia). The retention of the NIAS funding is worth approximately \$3.5 million per year to South Australia. The SA AOD Treatment Grant Opportunity funding is worth approximately

\$7m per annum. Further, the CPI increases that have been frozen for many years have also been reinstated. Whilst there are issues getting these funds to flow due to the interruptive effect of the federal election, it puts the sector in potentially the best financial situation it has been for some years. Ensuring these funds flow effectively and enable the delivery of the best services possible for those who need them, when and where they need them, is the

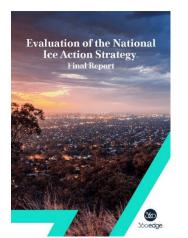
job for 2022-23.

On another positive note, in the most recent State budget, the drug and alcohol sector were awarded \$4.2 million in funding. Some of this is for time-limited projects, whilst a proportion is recurrent. Most of this resource will be allocated to DASSA but will provide some extra NGO treatment capacity to address COVID-19 related demand that the sector clearly requires.

Over the year Sam and I have had opportunity to meet with many of our members, both face-to-face and online. It has been inspiring to see the ongoing work that is being done despite COVID-19, and the significant levels of commitment that workers and organisations

have shown to their clients. In regional SA we visited Port Lincoln, Mount Gambier, Port Pirie, Ceduna, Berri, Whyalla and Murray Bridge.

The work that SANDAS does could not be undertaken without the support of many others. I would like to thank the Board, both current members and those who have resigned over the year, for their support and guidance to the organisation and myself. I would like to also thank the many of you who have made contact and discussed issues with us. Your engagement is critical to the work we do on your behalf.



I would also like to thank major funding bodies, the Federal Department of Health and the South Australian Department for Health and Wellbeing, who provide our core funding. This year has seen a growing level of engagement and trust with both funding bodies. Again, their input, collegiality and support are very important in enabling us to do the work that we do. We also received a

grant from Country SA PHN to deliver training to rural GPs, practice staff and NGO staff. This was an exciting opportunity to engage the rural primary health sector in our work.

Finally, I would like to thank the secretariat team - Sam, Lesli, Bec (resigned) and Julie. With such a small team and very limited resources, achieving big gains can be challenging but these colleagues have enabled the organisation to make a significant contribution to the work of the alcohol and other drug sector in South Australia.

Michael White SANDAS Executive Officer

Once again much of the advocacy for this year related to funding. Federal funding remained precarious until almost the end of the financial year. SANDAS, working with our colleagues in the National AOD Peaks Network, the Australian Alcohol and Drug Council (AADC), and input from many affected members, lobbied to get the funding renewed with some success. The March federal budget committed to a three-year extension of these funds. However, the federal election delayed acquittals, making it very difficult for organisations to maintain services and staffing. For many organisations this issue was still unresolved at the time of writing. It highlights the need to improve grant development and commissioning at both national and jurisdictional level.

We have also been working with national colleagues to encourage the government to establish a fit for purpose national governance model for alcohol and other drugs. This will provide an important coordinating structure for the sector. It should at a minimum engage federal and jurisdictional governments and the non-government sector in designing and implementing improved service.

In SA we were also impacted by the termination of the SA Treatment Grants funding, targeted at increasing treatment in rural South Australia. Working with members and Rebekha Sharkie MP (Member for Mayo) and her staff, we advocated for and won the retention of a significant amount of this funding. Again, the flow of these funds was delayed by the federal election until October 2022. Whilst the federal government had also announced the reinstatement of the

Equal Remuneration Order last year, the recommissioning of services by PHNs meant that most SA services did not receive an automatic roll-over of this funding. There were also significant delays in flowing this funding, again impacting on service delivery, staffing and treatment for those affected by their alcohol and drug use. On the election of the Labor government, we immediately advocated to Minister Butler on these issues and have made some progress in getting funding acquitted.

At a state level we produced a SANDAS Election Statement outlining our hopes for the sector from an incoming government. We met with Minister for Health and Wellbeing, Stephen Wade, and members of both Houses of the SA Parliament, including the Opposition, Greens and the crossbench. We continue to meet regularly with senior staff from DASSA, the wider Department for Health and Wellbeing and other relevant departments and both Primary Health Networks on a regular basis. On the election of the new state Labor government, we commenced engaging with the new Minister, Chris Picton and his staff. We welcome the government's commitment of funding to address the needs of the community in relation to alcohol and drug treatment services.

Over the year we have participated in the SACOSS Policy Council and the State NGO Peaks Network, providing input on issues of concern to the AOD non-government sector. We have also worked closely with a number of other organisations, including the Public Health Association of Australia, the Foundation for Alcohol Research and Education and the Australasian Professional Society for Alcohol and Other Drugs. In a first, we convened a Roundtable which brought together all of the various funding bodies in the state to discuss funding and

commissioning issues. We are hoping that this may one day develop into a state- based governance model for the AOD sector.

This year saw us deliver a suite of on-line webinars in place of our usual Symposium due to COVID-19 restrictions. We also delivered a significant training calendar, completing the delivery of training under the SA Treatment

Support Grants, working with our colleagues at 360 Edge. We also commenced delivery of the training for the National Comorbidity Guidelines training. All these sessions were well received, and we hope to continue to deliver both face-to-face and online learning opportunities into the future.

To support the sector in relation to recruitment, we have launched two exciting initiatives on the SANDAS website - a jobs board and a Careers Page - which together promote the opportunities for work in the AOD sector. This year also saw the commencement of a

SANDAS Student Placement Project, with students from UniSA working with us on a Workforce Development Needs Assessment.

The closure of the Glenside Withdrawal Unit and its transition to a medi-hotel led to the establishment of a well-resourced community-based detox and withdrawal system which demonstrated that many people could effectively withdraw in the community. This has the potential to reduce a significant bottleneck in the client journey if these services can be

maintained. The Glenside Unit also trialed the first ever managed alcohol program with great success. We look forward to the establishment of a pilot alcohol management program, an intervention that we have advocated for over many years. This pilot will be an Australian first, demonstrating again SA's leadership in evidence-based treatment development.

IN 2021/2022 SANDAS REPRESENTED

44 members (40 organisations and 4 individuals) and delivered the following:

Training

19 professional development opportunities to 563 participants, covering 15 topics.

Advocacy

22 key representations to government/relevant bodies and over 20 media engagements.

Representation

Participation in 16 committees/ reference groups, guided by perspectives and information shared at 15 member site visits and in the 2021 Members' Survey.

Information

320 eNews bulletins, reaching 390 subscribers.

RESOURCED BY

14 volunteer Board members, 2 core funding bodies and 4 staff members (3 FTE). This year we were invited by Country SA PHN to submit a grant application for Rural GP Training. This training was delivered in the 4th quarter of the 2021-2022 financial year, with workshops being held in Mt Gambier and Berri. The workshops were well received and enabled us to make direct connections with rural GPs and hospital staff.

In conclusion, this year has shown that the mechanisms that we have at national level for governance of the AOD

sector are not fit for purpose. Grants and commissioning remain problematic, and the quantum of funding is insufficient to meet treatment needs. However, our member services continue to work to their absolute capacity (and often beyond) to ensure the best outcomes for their clients, families and communities. Hopefully in 2022/2023 we will be able to find a better balance.

SANDAS remains committed to the development, delivery and promotion of quality workforce development activities across the sector.

Guest speakers & events

SANDAS provides guest speakers and representatives for events that provide community education, cross-sectoral knowledge sharing and professional development. This year saw staff present at:

- Aboriginal Community Connect International Overdose Awareness Day Event
- NDRI Research Symposium
- SA AOD Strategy Consultation
- NDARC Research Symposium
- Limestone Coast AOD Forum
- APSAD Conference
- DCS Partner and NGO Forum
- SACOSS Housing Forum & AGM
- Flinders Criminology Research Industry Engagement Forum
- Sharing our Client Journeys Aboriginal Community Connect
- MHCSA Mental Health Forum
- Australian Indigenous HealthInfoNet Roundtable
- CAFFSA CEO Community Conversation
- SACOSS Building a Climate Resilient Community Sector Conference
- 2022 Australian and New Zealand Addiction Conference
- Reconciliation SA Breakfast

SA State AOD Treatment Sector Forums 2021 & 2022

An event that provides an update on the sector and networking opportunities. The 2021 forum had to be held online due to a COVID-19 lockdown, but the 2022 forum was back to an in-person event. The sector heard from service providers and funding bodies and had the opportunity to contribute to SANDAS' Workforce Development Consultation Project.

SANDAS Seminar Series

A series of four webinars enabled SANDAS to share some quality professional development opportunities with the sector, without the need for an in-person event in COVID-19 restricted times.

Speakers were as follows:

- Dr Stephen Bright: MDMA Assisted Psychotherapy for PTSD
- Dr Tamara Mackean: Constructs of Care and Healing: The Value of First Nations' Knowledges and Experiences
- Associate Professor Caitlin Hughes: Challenges and opportunities of decriminalising or legalising illicit drugs in the South Australian context
- Toni Karlsson and Dr Rachel Sutherland: Emerging Trends in Drug Use and Harms in SA, 2021

Workforce Development Project

Utilising funding from the Commonwealth Department of Health, SANDAS commissioned 360Edge to provide professional development workshops to AOD workers in identified areas of need. Workshops in Trauma Informed Care and Responding to Family and Domestic Violence in AOD Treatment were delivered online and in person in Ceduna and Port Augusta.

National Minimum Data Set Workshop

SANDAS hosted an online workshop with NADA's Suzie Hudson to provide a short refresher workshop and assist SANDAS to understand the kinds of supports that agencies might in interested in receiving moving forward.

Motivational Interviewing and COVID Vaccination Workshop

A workshop was provided by Helen Mentha to assist frontline workers with utilising their existing Motivational Interviewing skills to have conversations with their clients about COVID vaccinations and assist in resolving ambivalence or concerns they may have about getting vaccinated.

National Comorbidity Guidelines Training

SANDAS is delivering the 7 modules of the National Comorbidity Guidelines Training developed by 360Edge and The Matilda Centre at the University of Sydney.

AOD Workshops for Regional GPs

SANDAS was contracted by Country SA PHN to provide a series of workshops in Alcohol and Other Drug Issues for Regional GPs in several locations. In this reporting period workshops were delivered in Mount Gambier and Berri.

I am pleased to present the Treasurer's report on behalf of the Board of SANDAS for the 2021/22 year.

Financial Results

The 30 June 2022 financial statements show a net surplus for the year of \$24,073 and I would like to highlight the following in relation to the financial statements.

Income Statement

- The major source of cash inflows is the grant funding of \$447,151 represented by:
 - \$175,311 contributed by SA Health (Mental Health and Substance Abuse funding)
 - \$237,530 contributed by Commonwealth Department of Health (CSCBSPP funding).
 - \$21,315, the residual of funds contributed by Commonwealth Department of Health for the delivery of 12 workforce development workshops with the funding terminating this year.
 - \$12,995 contributed by Country SA PHN to deliver Rural GP AOD Workshops

All funds were acquitted and there is no carry forward.

- Additional income this year is attributable to membership fees of \$9,442 and other sundry income of \$10,003.
- SANDAS expended \$447,151 against the grant funding whilst absorbing a 2021 year end expenditure accrual reversal of (\$4,628). The resulting untied surplus of \$24,073 has been rolled into the next financial year, increasing retained earnings to \$357,461, strengthening value-add to the sector.

Balance Sheet

 Members' funds have grown to \$357,461. This will allow SANDAS to remain in a stable financial position in an otherwise volatile world, to continue to operate and meet its objectives serving the South Australian Alcohol and Other Drug sector.

- The cash balance at 30 June 2022 was \$448,896, giving SANDAS strong liquidity, with a current ratio of 4.47.
- Funding from the Commonwealth Department of Health for the delivery of workforce developments workshops was expended in full and these workshops were finalised this financial year.

Auditor

Due to the unavailability of Clarke & Brownrigg (our current auditors), Letizia Palmer (Chartered Accountants) were contracted as new auditors and provided accounting and audit services to SANDAS. An unqualified audit opinion has been issued on the financial statements showing full confidence in SANDAS being able to meet its reporting, legal and regulatory obligations.

Conclusion

COVID-19 continued to create challenges for the organisation and our members. Nonetheless as an organisation we were again spared the impact that many organisations faced in other states and internationally. This means we enter the new financial year both financially resilient and with a small increase in our surplus which ensures we can continue to provide our services and achieve the best for all members, their clients and families and the wider community. Sadly, due to other commitments Kim Formosa had to resign from the Board in June. I have submitted this report on her behalf as acting Treasurer. I hope to be able to pass the role on to a new treasurer at the AGM.

I would like to thank the board and staff for their support since I joined the Board.

Michelle Edmondson SANDAS Acting Treasurer

SANDAS Board Members as at 30.6.22

Chris Chalubek (1) - Chair

~ Sonder

Sally Underdown (2) – Secretary

~ Alcohol and Drug Foundation

Vicki Holmes (3)

~ Nunkuwarrin Yunti

Alex Ingleton (4)

~ Mission Australia

Karrin Marshall (5)

~ Life Without Barriers

Margaret Randle (6)

~ Hepatitis SA

Matthew Seals (7)

~ Psychmed

Mel Shee (not pictured)

~ Uniting Communities

Tom Steeples (8)

~ Individual Member

Michael White (9)

~ Ex Officio



SANDAS Executive Committee Members as at 30.6.22

Chris Chalubek Sally Underdown Michael White

SANDAS Board Members resigned 2021-2022

Paul Brianni

~ Individual Member

Ruth Tulloch

~ Uniting Communities

Ashleigh Hosking

~ Mission Australia

Kim Formosa

~ Centacare

Jenny Scarce

~ Country and Outback Health

SANDAS Secretariat as at 30.6.22

Michael White

- Executive Officer

Sam Raven

- Senior Policy & Project Officer

Lesli Bevan

Project Officer - Comorbidity, Quality
 & Communication (0.6 FTE)

Julie Borsboom

- Finance & Admin Officer (0.4 FTE, from 28.2.22)

Staff resigned 2021-2022

Bec Rilett

 Finance & Admin Officer (Sept 2020 – March 2022)

Committees and Reference Groups

SANDAS is represented on a variety of government, sector, and human services committees and reference groups. These contribute to the development of resources and research projects or provide advocacy for the AOD sector. This year these have included:

- Australian Alcohol and Drugs Council Scientific Program Committee – 2022 Conference
- SACOSS Policy Council
- National AOD Peaks Network
- State NGO Peaks Alliance
- Skills IQ Industry Reference Group for Direct Client Care
- SA Human Rights Network
- Justice Reinvestment SA Board
- Hoi Sinh Network (LDAT)
- Southern Community Services Network
- Limestone Coast Forum (2021)
- 2021 APSAD International Conference
- Flinders Uni Criminology Research Forum
- Human Services Skills Organisation
- UniSA School of Justice and Society Advisory Panel on Psychology and UniSA Lived Experience learning and qualifications group
- Police Drug Diversion State Reference and Working Group
- Real Time Prescription Monitoring Education and Training Working Group
- DASSA Assertive Outreach Service Governance Group
- DASSA Appointment Booking System Governance Group
- National AOD Peaks Capacity Building Network
- SANDAS Comorbidity Network
- HumanAbility VET establishment working group

State Representation

SANDAS met with the following to represent the interests of the SA AOD sector:

- Minister for Health and Wellbeing, Stephen Wade MLC
- Shadow Minister for Health, Chris Picton, MP
- Tammy Franks MP
- Connie Bonaros MP
- SA Parliamentary Cross Bench
- Adelaide Primary Health Network
- Country SA Primary Health Network
- Dept of Industry and Skills
- Dept of Premier and Cabinet
- Drug and Alcohol Services SA

National Representation

SANDAS met with the following to represent the interests of the SA AOD sector nationally:

- Office of the Minister for Health
- Drug Strategy Branch, Department of Health, Canberra
- Primary Health Network Branch,
 Department of Health, Canberra
- Hon Mark Butler MP, Shadow Minister for Health and Sen Karen Grogan
- Ms Rebekha Sharkie MP, Federal Member for Mayo
- Australian Alcohol and Drug Council (member)
- National Coalition on AOD Funding
- Rethink Addiction Campaign Advisory Group
- Skills IQ Industry Reference Group for Direct Client Care
- National AOD Workforce Development Working Group

SANDAS Member Organisations

Aboriginal Drug and Alcohol Council

Aboriginal Sobriety Group Indigenous

Corporation

Alcohol and Drug Foundation

Baptist Care SA

Catherine House

Centacare Catholic Family Services

Community Access and Services SA (CASSA)

Country and Outback Health

Drug Arm

Encounter Youth

Family Drug Support

FocusOne Health

Grandparents for Grandchildren

Hepatitis SA Inc.

Junction Australia

Life Without Barriers

Mind Australia

Mission Australia

Moorundi ACCHS Inc

Murray Mallee General practice Network Inc.

Neami National

NOFASD Australia

Nunkuwarrin Yunti

OARS Community Transitions

Pangula Mannamurna Aboriginal Corporation

Port Augusta Substance Misuse Service

Port Lincoln Aboriginal Health Service Inc

PsychMed

Relationships Australia

Salvation Army

Sammy D Foundation

SMART Recovery Australia

Sonder

Substance Misuse Limestone Coast

Teen Challenge SA Inc

Thorne Harbour Health

Umoona Tjutagku Health Service Aboriginal

Corporation

Uniting Communities

Visible Recovery Pty Ltd

West Coast Youth and Community Support

Submissions

Submissions have been made in response to:

- National Alcohol and Other Drug Workforce Development Strategy
- With the AADC Member Council: federal election platform and budget submission
- With the National Peaks Network:
 Submission on federal draft Primary Health
 Care 10 Year Plan
- SANDAS State Election Platform
- SANDAS Drug Regulation Position Paper
- Justice Reinvestment SA Aboriginal Sentencing Court - Draft Submission to the SA Attorney-General

Media

Media Releases:

- Unaccredited Alcohol and Drug Rehabilitation Services, Sept 2021
- Overdose Awareness Day, Sept 2021
- Proposed Roadside Drug Testing changes a flawed response, Sept 2021
- Raise the Age, Nov 2021
- Alcohol's Cost to Society, Dec 2021
- SANDAS 2022 Election Platform Dec 2021
- Federal Govt Cost Cuts, Feb 2022
- Family Drug Support Day, Feb 2022
- Alcohol causes harm Letter to the Editor, Sunday Mail, March 2022

Interviews:

- Strict bans for Pt. Augusta bottle shops over 'anti-social' behaviour – InDaily, Feb 2022
- Pt. Augusta Council, sobriety groups protest bottle shop orders – InDaily, Feb 2022
- Calls for drug aid in state's regions Advertiser, Feb 2022
- Pt. Augusta booze limits extended as permanent ban considered – InDaily, March 2022
- Hard road: How ice addiction puts users on a collision course with police – Advertiser, March 2022
- Funding fears for support services The Australian, June 2022



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SANDAS acknowledges and appreciates ongoing support from:

- Commonwealth Department of Health
- SA Department for Health and Wellbeing –
 Drug and Alcohol Services SA (DASSA)

SANDAS acknowledges the Kaurna Peoples and recognises their continued relationship to and custodianship over the lands and waters of the Adelaide Plains where we are based, and acknowledges all the First Nation's peoples on whose land we work. We pay our respects to Elders past, present, and future.



Preferred citation:

South Australian Network of Drug and Alcohol Services 17th Annual Report 2020 – 2021

Published by the South Australian Network of Drug and Alcohol Services, Adelaide, November 2022

Formed in 2004, we are the peak body representing South Australia's Non-Government Organisation (NGO) Alcohol and Other Drugs (AOD) sector.

OUR VALUES

The work of SANDAS is underpinned by five core values:

Health and Wellbeing: We work to reduce individual and community harm associated with alcohol and other drug use. Our work is underpinned by a belief in the rights of people to health, social justice, equity, reconciliation, cultural safety and social inclusion.

Evidence: We support alcohol and other drug treatment using evidence-based interventions, provided by workers who are qualified and supported to deliver high quality, culturally appropriate services to individuals, families and communities.

Lived experience: We value the lived experience of clients, families, peer workers and communities as integral to the provision of effective treatment services.

Collaboration: We enable the strengthening of connections between individuals, organisations, communities, the alcohol and drug and other related sectors, to facilitate collaboration and co-operation.

Representation: We represent the AOD NGO sector knowing our united voice is stronger than individuals or organisations acting alone. We actively engage our members in the development of our representation work with the community, government, media and other stakeholders.

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