



**Australian Sports
Anti-Doping Authority (ASADA)**

2011 Stakeholder Survey

Data Pack Report

June 2011

A. Explanatory Note: Methodology

The 2011 Stakeholder Survey was developed by ORIMA Research in consultation with the Australian Sports Anti-Doping Authority (ASADA) based on similar surveys conducted in 2009 and 2010.

The survey was conducted by ORIMA Research over the internet. An invitation email was sent to all stakeholders on ASADA's database. These stakeholders have been categorised as the 'representative stream' in this report.

This group of respondents were provided with a password that enabled them to access the survey. The password approach regulated access to the survey, ensuring only one 'vote' per stakeholder.

ASADA also posted an 'open link' to the survey on their website, to allow other interested parties (who did not form part of the 'representative' stakeholder list) to provide comment on the issues canvassed. These stakeholders have been categorised as the 'inclusive stream' in this report.

Feedback from the 'inclusive' stream should be treated in a qualitative fashion. Caution needs to be applied in inferring the results to a broader stakeholder population because the survey mechanism allowed unrestricted access to the survey as well as opportunities for multiple 'votes' by an individual.

Athletes, support personnel and health professionals who participated in the survey were offered a lucky draw prize to encourage participation.

Data collection was conducted from 2 May to 3 June 2011.

Survey responses were stored securely to ensure compliance with security and privacy standards, and to ensure respondent confidentiality.

B. Explanatory Note: Response Rate and Weighting Methodology

Of the 1,660 stakeholders in the 'representative' stream, who received email invites to participate, 206 took part in the survey. This is a response rate of 12.4%.

118 individuals took part in the 'inclusive' stream of the survey, bringing the total number of respondents to 324.

Table 1: Spread of respondents by stream and stakeholder categories

	Representative Stream	Inclusive Stream
<i>Athlete</i>	155	77
<i>Support personnel</i>	9	18
<i>Health Professional</i>	4	7
<i>Sporting organisation</i>	38	16

The following data pack results provide the weighted frequency data. There are four sections to this report.

- ◆ The first is a combination of the 'representative' and 'inclusive' streams, but with data weighted according to the percentages below, as provided to ORIMA Research by ASADA:

Table 2: Weighting of combined data by stream and stakeholder categories

	Representative	Inclusive
<i>Athlete</i>	21%	9%
<i>Support personnel</i>	7%	3%
<i>Health professional</i>	7%	3%
<i>Sporting organisation</i>	35%	15%

- ◆ The second section reflects frequencies for the 'representative' stream (invited respondents) only, with the following weightings, also provided by ASADA:

Table 3: Weighting of 'Representative' stream data by stakeholder categories

	Representative
<i>Athlete</i>	30%
<i>Support personnel</i>	10%
<i>Health professional</i>	10%
<i>Sporting organisation</i>	50%

- ◆ The third and fourth sections present the survey questionnaire and verbatim responses provided by all respondents respectively.

Note: the following questions have not been weighted as they are demographic questions: q1, q22-30.



**Australian Sports
Anti-Doping Authority (ASADA)**

2011 Stakeholder Survey

**Weighted Frequency Data:
Combined Results**

ASADA Stakeholder Research 2011

- Combined Results

A. Awareness of rights, responsibilities and ASADA policies

q2a. The World Anti-Doping Code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	128	39.5	39.5	39.5
	Mostly Aware	128	39.5	39.5	79.1
	Partly Aware	42	13.0	13.0	92.0
	Somewhat Aware	22	6.9	6.9	98.9
	Not Aware	4	1.1	1.1	100.0
Total		324	100.0	100.0	

q2b. ASADA's legislation (the Australian Government powers given to ASADA)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	98	28.7	29.0	29.0
	Mostly Aware	161	48.5	47.0	76.0
	Partly Aware	39	12.0	12.1	88.1
	Somewhat Aware	31	9.6	9.7	97.7
	Not Aware	7	2.3	2.3	100.0
Total		321	99.1	100.0	
Missing	System	3	.9		
Total		324	100.0		

q2c. Your own rights and responsibilities in relation to anti-doping

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	142	43.7	43.8	43.8
	Mostly Aware	125	38.6	38.6	82.4
	Partly Aware	37	11.5	11.5	94.0
	Somewhat Aware	16	4.9	4.9	98.9
	Not Aware	4	1.1	1.1	100.0
Total		328	99.8	100.0	
Missing	Not Applicable	1	.2		
Total		324	100.0		

q2d. That you can confidentially report doping activity to ASADA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	157	51.4	51.6	51.6
	Mostly Aware	109	33.5	33.6	85.2
	Partly Aware	28	7.0	7.0	92.2
	Somewhat Aware	16	4.7	4.8	97.0
	Not Aware	10	3.0	3.0	100.0
Total		328	99.7	100.0	
Missing	System	1	.3		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

A. Awareness of rights, responsibilities and ASADA policies

q2e. What a Therapeutic Use Exemption (TUE) is

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	179	55.2	55.3	55.3
	Mostly Aware	91	27.9	28.0	83.3
	Partly Aware	29	8.9	9.0	92.2
	Somewhat Aware	11	3.3	3.3	95.5
	Not Aware	14	4.5	4.5	100.0
	Total	324	99.9	100.0	
Missing	Not Applicable	0	.1		
Total		324	100.0		

q2f. The World Anti-Doping Agency Prohibited List

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	137	42.4	42.4	42.4
	Mostly Aware	102	31.6	31.6	73.9
	Partly Aware	62	19.3	19.3	93.2
	Somewhat Aware	17	5.2	5.2	98.3
	Not Aware	5	1.7	1.7	100.0
	Total	324	100.0	100.0	

q2g. Athlete whereabouts filings requirements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	72	22.1	23.5	23.5
	Mostly Aware	101	31.2	40.1	63.6
	Partly Aware	46	14.2	18.3	81.9
	Somewhat Aware	13	3.9	5.0	91.9
	Not Aware	21	6.3	8.1	100.0
	Total	252	77.8	100.0	
Missing	Not Applicable	3	1.0		
	System	69	21.2		
	Total	72	22.2		
Total		324	100.0		

ASADA Stakeholder Research 2011
 - Combined Results
 B. Views about ASADA's information products

q3a. eNewsletter - the Pure Performance Update

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	34	10.4	14.5	14.5
	Satisfied	147	45.2	63.3	77.8
	Neither Satisfied nor Dissatisfied	50	15.5	21.7	99.5
	Dissatisfied	1	.2	.3	99.8
	Very Dissatisfied	0	.1	.2	100.0
	Total	232	71.5	100.0	
Missing	Not Applicable - Not used in last 12 months	92	28.5		
	System	0	.1		
	Total	92	28.5		
Total		324	100.0		

q3b. ASADA website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	81	24.9	28.5	28.5
	Satisfied	162	50.1	57.3	85.8
	Neither Satisfied nor Dissatisfied	30	9.2	10.6	96.4
	Dissatisfied	9	2.9	3.3	99.7
	Very Dissatisfied	1	.3	.3	100.0
	Total	283	87.4	100.0	
Missing	Not Applicable - Not used in last 12 months	41	12.6		
	System	0	.1		
	Total	41	12.6		
Total		324	100.0		

q3c. ASDMAC website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	45	13.8	21.9	21.9
	Satisfied	80	24.8	39.4	61.3
	Neither Satisfied nor Dissatisfied	74	22.9	36.4	97.7
	Dissatisfied	4	1.3	2.1	99.8
	Very Dissatisfied	0	.1	.2	100.0
	Total	204	63.0	100.0	
Missing	Not Applicable - Not used in last 12 months	119	36.8		
	System	0	.1		
	Total	120	37.0		
Total		324	100.0		

q3d. Telephone hotline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	42	12.9	22.1	22.1
	Satisfied	93	28.7	49.2	71.3
	Neither Satisfied nor Dissatisfied	44	13.7	23.5	94.8
	Dissatisfied	10	3.1	5.2	100.0
	Total	189	58.4	100.0	
Missing	Not Applicable - Not used in last 12 months	123	39.6		
	System	6	2.0		
	Total	165	41.6		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

B. Views about ASADA's information products

q3e. Check your substances on the ASADA website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	87	27.0	35.4	35.4
	Satisfied	117	36.0	47.3	82.6
	Neither Satisfied nor Dissatisfied	32	9.9	13.0	95.6
	Dissatisfied	10	3.1	4.1	99.6
	Very Dissatisfied	1	.3	.4	100.0
	Total	247	76.2	100.0	
Missing	Not Applicable - Not used in last 12 months	71	21.9		
	System	6	1.8		
	Total	77	23.8		
Total		324	100.0		

q3f. ASADA e-Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	51	15.7	24.6	24.6
	Satisfied	92	28.5	44.5	69.1
	Neither Satisfied nor Dissatisfied	60	18.7	29.2	98.3
	Dissatisfied	4	1.1	1.7	100.0
	Total	207	63.9	100.0	
Missing	Not Applicable - Not used in last 12 months	114	35.3		
	System	3	.9		
	Total	117	36.1		
Total		324	100.0		

q3g. ASADA social media (Facebook, Twitter and YouTube)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	18	5.5	12.1	12.1
	Satisfied	48	14.4	29.7	41.8
	Neither Satisfied nor Dissatisfied	78	24.1	58.5	95.3
	Dissatisfied	6	2.0	4.4	99.7
	Very Dissatisfied	0	.1	.3	100.0
	Total	146	45.0	100.0	
Missing	Not Applicable - Not used in last 12 months	175	53.9		
	System	3	1.1		
	Total	178	55.0		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

B. Views about ASADA's information products

q4. Overall, how satisfied are you with the anti-doping publications provided to athletes and support personnel by ASADA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	39	11.9	13.0	13.0
	Satisfied	133	57.9	63.2	76.1
	Neither satisfied nor dissatisfied	53	17.9	13.5	89.7
	Dissatisfied	12	3.8	4.2	93.9
	Very dissatisfied	0	.1	.1	100.0
	Total	297	94.6	100.0	
Missing	Don't know / can't say	27	8.2		
	System	0	.1		
	Total	27	8.4		
Total		324	100.0		

ASADA Stakeholder Research 2011
 - Combined Results
 C. Views about ASADA's role in educating stakeholders

q5. In the last 12 months, have you participated in anti-doping education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - once	110	34.1	34.4	34.4
	Yes - twice	37	11.5	11.6	45.9
	Yes - three times	16	5.1	5.1	51.1
	Yes - more than three times	18	4.2	4.2	55.3
	No	144	44.9	44.7	100.0
	Total	321	99.1	100.0	
Missing	System	3	.9		
Total		324	100.0		

q6a. Was accessible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	59	18.2	32.8	32.8
	Satisfied	110	33.9	61.1	68.8
	Neither Satisfied nor Dissatisfied	9	2.9	5.2	79.1
	Dissatisfied	2	.5	.9	100.0
	Total	180	55.4	100.0	
Missing	Not Applicable - Not used in last 12 months	0	.1		
	System	144	44.4		
Total		144	44.6		
Total		324	100.0		

q6b. Was effective in conveying anti-doping messages.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	70	21.6	39.0	39.0
	Satisfied	101	31.2	56.4	65.3
	Neither Satisfied nor Dissatisfied	7	2.3	4.2	79.5
	Dissatisfied	1	.3	.5	100.0
	Total	179	55.3	100.0	
Missing	Not Applicable - Not used in last 12 months	0	.1		
	System	144	44.6		
Total		145	44.7		
Total		324	100.0		

q6c. Was delivered in an efficient manner.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	53	16.4	29.5	29.5
	Satisfied	95	29.2	52.7	62.3
	Neither Satisfied nor Dissatisfied	25	7.9	14.3	79.5
	Dissatisfied	6	1.8	3.2	99.8
	Very Dissatisfied	0	.1	.2	100.0
	Total	180	55.4	100.0	
Missing	Not Applicable - Not used in last 12 months	0	.1		
	System	144	44.4		
Total		144	44.6		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

C. Views about ASADA's role in educating stakeholders

q6d. Provided correct and current information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	68	20.9	37.7	37.7
	Satisfied	102	31.4	58.6	84.3
	Neither Satisfied nor Dissatisfied	10	2.9	5.3	93.5
	Dissatisfied	0	.1	.2	99.8
	Very Dissatisfied	0	.1	.2	100.0
	Total	180	55.4	100.0	
Missing	Not Applicable - Not used in last 12 months	0	.1		
	System	144	44.4		
	Total	144	44.6		
Total		324	100.0		

q7a. Prohibited substances and methods in sport in Australia.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	20.6	21.7	21.7
	Satisfied	184	56.8	60.0	81.8
	Neither Satisfied nor Dissatisfied	29	8.8	8.3	91.1
	Dissatisfied	27	8.3	8.3	99.9
	Very Dissatisfied	0	.1	.1	100.0
	Total	307	94.7	100.0	
Missing	Don't Know / Can't Say	17	5.2		
	System	0	.1		
	Total	17	5.3		
Total		324	100.0		

q7b. Athlete rights and responsibilities in relation to anti-doping in Australia.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	70	21.7	23.3	23.3
	Satisfied	167	51.6	55.5	78.8
	Neither Satisfied nor Dissatisfied	52	16.1	17.3	96.1
	Dissatisfied	11	3.3	3.6	99.7
	Very Dissatisfied	1	.3	.3	100.0
	Total	301	92.9	100.0	
Missing	Don't Know / Can't Say	20	6.0		
	System	3	1.0		
	Total	23	7.1		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

C. Views about ASADA's role in educating stakeholders

q7c. How to find anti-doping information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	84	25.9	26.9	26.9
	Satisfied	183	58.4	59.5	86.4
	Neither Satisfied nor Dissatisfied	35	10.9	11.3	97.7
	Dissatisfied	10	3.1	3.3	100.0
	Total	312	96.3	100.0	
Missing	Don't Know / Can't Say	12	3.6		
	System	0	.1		
	Total	12	3.7		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

D. Views about the Testing process

q9mr. Have you or an athlete you are associated with undergone the testing process in the last 12 months? (Multiple Response)

		Frequency	% of respondents
Valid	Yes - I have	48	14.9%
	Yes - An athlete I am associated with has	188	42.1%
	No	141	43.6%
Number of Respondents		324	100.0%

q10. In the last 12 months, how many times have you been tested by ASADA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once	24	7.3	48.7	48.7
	Twice	11	3.3	21.9	70.6
	Three times	9	2.9	19.4	90.0
	More than three times	5	1.5	10.0	100.0
	Total	48	14.9	100.0	
Missing	System	276	85.1		
Total		324	100.0		

q11a. The explanation you get from ASADA about the testing process.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	62	25.2	48.3	48.3
	Satisfied	71	21.9	42.1	90.5
	Neither Satisfied nor Dissatisfied	15	4.7	9.0	99.5
	Dissatisfied	1	.3	.5	100.0
	Total	169	52.1	100.0	
Missing	Don't Know/ Can't Say	14	4.2		
	System	142	43.7		
	Total	156	47.9		
Total		324	100.0		

q11b. The Information provided by ASADA during sample collection.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	71	22.0	46.4	46.4
	Satisfied	75	23.0	46.5	94.9
	Neither Satisfied nor Dissatisfied	7	2.2	4.6	99.4
	Dissatisfied	1	.3	.6	100.0
	Total	154	47.5	100.0	
Missing	Don't Know/ Can't Say	25	7.9		
	System	145	44.7		
	Total	170	52.5		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

D. Views about the Testing process

q11c. The professionalism of ASADA staff during testing.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	79	24.4	49.7	49.7
	Satisfied	70	21.6	48.9	98.6
	Neither Satisfied nor Dissatisfied	8	2.5	5.0	98.6
	Dissatisfied	2	.7	1.4	100.0
	Total	159	49.2	100.0	
Missing	Don't Know/ Can't Say	20	6.0		
	System Total	165	50.8		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

E. Views about ASADA Website and communication channels

q12a. Ease of understanding the information on the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	71	21.8	25.9	25.9
	Satisfied	167	51.6	61.3	67.2
	Neither Satisfied nor Dissatisfied	27	8.2	9.8	97.0
	Dissatisfied	8	2.4	2.9	99.8
	Very Dissatisfied	0	.1	.2	100.0
	Total	273	84.2	100.0	
Missing	Don't Know/ Can't Say	40	12.4		
	System	11	3.4		
	Total	51	15.8		
Total		324	100.0		

q12b. Relevance of the content in meeting your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	72	22.1	26.5	26.5
	Satisfied	168	51.7	61.8	68.3
	Neither Satisfied nor Dissatisfied	24	7.4	8.9	97.2
	Dissatisfied	7	2.2	2.6	99.8
	Very Dissatisfied	0	.1	.2	100.0
	Total	271	83.7	100.0	
Missing	Don't Know/ Can't Say	40	12.3		
	System	10	4.0		
	Total	50	15.3		
Total		324	100.0		

q12c. Ease of browsing or navigating through the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	71	21.9	26.0	26.0
	Satisfied	138	42.6	50.6	76.6
	Neither Satisfied nor Dissatisfied	49	15.2	18.1	94.7
	Dissatisfied	14	4.2	5.0	99.7
	Very Dissatisfied	1	.3	.3	100.0
	Total	273	84.2	100.0	
Missing	Don't Know/ Can't Say	40	12.3		
	System	11	3.5		
	Total	51	15.8		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

E. Views about ASADA Website and communication channels

q12d. Ease of finding specific information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	60	18.4	21.8	21.8
	Satisfied	145	44.6	52.9	74.7
	Neither Satisfied nor Dissatisfied	53	16.4	19.4	94.1
	Dissatisfied	15	4.6	5.4	99.5
	Very Dissatisfied	1	.4	.5	100.0
	Total	273	84.4	100.0	
Missing	Don't Know/ Can't Say	40	12.4		
	System	11	3.2		
	Total	51	15.6		
Total		324	100.0		

q13mr. Which of the following would be your most preferred method to receive information about anti-doping? (Multiple Response)

		Frequency	% of respondents
Valid	Seminars and presentations	113	36.0%
	Website	201	63.0%
	Online interactive tutorials	65	20.0%
	DVD presentation	46	14.0%
	Mobile phone applications	79	24.0%
	Written material/publications	47	14.0%
	Telephone	11	3.4%
	SMS	26	8.0%
	Sporting organisation	91	28.0%
	Talk to a medical practitioner	35	11.0%
	Talk to support personnel	26	8.0%
	Social media such as Twitter, Facebook and YouTube	26	8.0%
	Video conferencing	10	3.1%
	e-Learning	39	12.0%
Other	15	4.7%	
Number of Respondents		313	100.0%

q14mr. How would you most prefer to check substances information like medications? (Multiple Response)

		Frequency	% of respondents
Valid	Check your substances on the ASADA website	245	77.8%
	Publications	47	14.8%
	Online	169	53.0%
	Telephone	91	28.9%
	SMS	19	6.1%
	Mobile phone applications	127	40.3%
	Talk to a medical practitioner	76	24.2%
	Talk to support personnel	26	8.4%
	Other	0	.1%
Number of Respondents		315	100.0%

ASADA Stakeholder Research 2011

- Combined Results

F. Overall views of dealings with ASADA

q15. Considering everything, how satisfied are you overall with ASADA's programs and services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	58	17.9	19.4	19.4
	Satisfied	198	60.5	65.8	85.3
	Neither satisfied nor dissatisfied	39	11.7	12.7	98.0
	Dissatisfied	5	1.6	1.7	99.7
	Very dissatisfied	1	.3	.3	100.0
	Total	293	92.0	100.0	
Missing	Don't know / can't say	20	6.2		
	System	6	1.8		
	Total	26	8.0		
Total		324	100.0		

q16. Considering everything, how satisfied are you overall with ASADA's staff and customer service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	97	29.9	33.8	33.8
	Satisfied	154	47.3	59.7	87.4
	Neither satisfied nor dissatisfied	24	7.3	8.2	95.7
	Dissatisfied	6	1.8	2.1	97.7
	Very dissatisfied	7	2.0	2.3	100.0
	Total	237	73.3	100.0	
Missing	Don't know / can't say	27	8.3		
	System	10	3.2		
	Total	37	11.5		
Total		324	100.0		

q17. Considering everything, how satisfied are you overall with ASADA's education and awareness-raising programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	36	11.1	11.9	11.9
	Satisfied	181	55.9	60.0	71.9
	Neither satisfied nor dissatisfied	66	20.5	22.0	93.9
	Dissatisfied	18	5.4	5.8	99.7
	Very dissatisfied	1	.3	.3	100.0
	Total	302	93.2	100.0	
Missing	Don't know / can't say	17	5.4		
	System	4	1.4		
	Total	22	6.8		
Total		324	100.0		

ASADA Stakeholder Research 2011
 - Combined Results
 F. Overall views of dealings with ASADA

q18. Considering everything, how confident are you that ASADA's activities maximise doping detection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very confident	61	18.9	20.2	20.2
	Confident	185	57.5	61.5	61.7
	Neither confident or not confident	40	12.4	13.3	95.0
	Not confident	11	3.4	3.7	98.7
	Not at all confident	4	1.2	1.3	100.0
Total		301	93.5	100.0	
Missing	Don't know / can't say	16	5.0		
	System	5	1.5		
	Total	21	6.5		
Total		324	100.0		

q19. Considering everything, how effective do you feel ASADA has been in deterring athletes and support personnel from prohibited substance and method use in Australian sport?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very effective	69	21.4	22.6	22.6
	Effective	200	61.8	65.3	87.9
	Neither effective nor ineffective	23	7.1	9.2	97.1
	Ineffective	5	1.6	1.7	98.7
	Very ineffective	4	1.2	1.3	100.0
	Total		301	94.7	100.0
Missing	Don't know / can't say	10	3.0		
	System	7	2.3		
	Total	17	5.3		
Total		324	100.0		

q20. As a representative of a national sporting organisation or peak body, how effective do you feel ASADA has been in assisting your organisation to meet your anti-doping obligations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very effective	39	12.0	25.4	25.4
	Effective	96	29.6	62.8	88.2
	Neither effective nor ineffective	12	3.7	7.8	95.0
	Ineffective	6	1.9	4.0	100.0
	Total		153	47.2	100.0
Missing	Don't know / can't say	6	1.9		
	System	165	50.9		
	Total	171	52.8		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

G. About You

q1. Which of the following best describes you?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Athlete	232	71.6	71.6	71.6
Support personnel	27	8.3	8.3	79.9
Health Professional	11	3.4	3.4	83.3
Sporting organisation	54	16.7	16.7	100.0
Total	324	100.0	100.0	

q22. What is your main sport or the sport you are most closely associated with?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid AAWD	1	.3	.3	.3
AFL	7	2.2	2.2	2.5
APC	1	.3	.3	2.8
Archery	3	.9	.9	3.8
Athletics	17	5.2	5.4	9.1
Badminton	2	.6	.6	9.8
Baseball	2	.6	.6	10.4
Basketball	5	1.5	1.6	12.0
Bobsleigh and Skelton	2	.6	.6	12.6
Bodybuilding	1	.3	.3	12.9
Bowls	5	1.5	1.6	14.5
Canoeing	6	1.9	1.9	16.4
Cricket	2	.6	.6	17.0
Cycling	18	5.6	5.7	22.7
Darts	1	.3	.3	23.0
Diving	3	.9	.9	24.0
Equestrian	11	3.4	3.5	27.4
Fencing	5	1.5	1.6	29.0
Football	1	.3	.3	29.3
Golf	1	.3	.3	29.7
Gymnastics	5	1.5	1.6	31.2
Handball	2	.6	.6	31.9
Hockey	7	2.2	2.2	34.1
Ice Hockey	1	.3	.3	34.4
Ice Racing	2	.6	.6	35.0
Ice Skating	1	.3	.3	35.3
Indoor Sports	2	.6	.6	35.9
Judo	6	1.9	1.9	37.9
Karate	4	1.2	1.3	39.1
Lifesaving	6	1.9	1.9	41.0
Motorcycling	1	.3	.3	41.3
Muaythai	1	.3	.3	41.6
Netball	1	.3	.3	42.0
Orienteering	2	.6	.6	42.6
Polocrosse	2	.6	.6	43.2
Powerlifting	6	1.9	1.9	45.1
Roller Sports	1	.3	.3	45.4
Rowing	65	20.1	20.5	65.9
Rugby League	4	1.2	1.3	67.2
Rugby Union	2	.6	.6	67.8
Sailing	2	.6	.6	68.5
Shooting	4	1.2	1.3	69.7
Ski and Snowboard	2	.6	.6	70.3
Softball	15	4.6	5.0	75.4
Squash	2	.6	.6	76.0
Swimming	21	6.5	6.6	82.6

ASADA Stakeholder Research 2011
- Combined Results
G. About You

q22. What is your main sport or the sport you are most closely associated with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Synchronised Swimming	2	.6	.6	88.3
	Table Tennis	6	1.9	1.9	85.2
	Tennis	1	.3	.3	85.5
	Tenpin Bowling	2	.6	.6	86.1
	Touch	4	1.2	1.3	87.4
	Triathlon	6	1.9	1.9	89.3
	Volleyball	2	.6	.6	89
	Waterpolo	4	1.2	1.3	91.2
	Waterskiing and Wakeboard	4	1.2	1.3	92.4
	Weightlifting	7	2.2	2.2	94.6
	Other	17	5.2	5.4	100.0
	Total	317	97.8	100.0	
Missing	System	7	2.2		
Total		324	100.0		

q23. Are you in the Registered Testing Pool, Domestic Testing Pool, or an athlete in a professional sport?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RTP (Registered Testing Pool)	37	26.9	39.7	39.7
	DTP (Domestic Testing Pool)	52	16.0	23.7	63.5
	Professional sport	42	13.0	19.2	82.6
	Other	38	11.7	17.4	100.0
	Total	219	67.6	100.0	
Missing	System	105	32.4		
Total		324	100.0		

q24. How long have you been in the RTP, DTP, or in professional sport?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 12 months	30	9.3	14.0	14.0
	12 months to 2 years	46	14.2	21.4	35.3
	2 to 4 years	53	16.4	24.7	60.0
	4 to 6 years	24	7.4	11.2	71.2
	6 plus years	62	19.1	28.8	100.0
	Total	215	66.4	100.0	
Missing	System	109	33.6		
Total		324	100.0		

q25. What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14 - 17 years	17	5.2	7.5	7.5
	18 - 24 years	94	29.0	41.6	49.1
	25 - 35 years	83	25.6	39.7	85.0
	36 - 45 years	19	5.9	8.4	94.2
	46 + years	13	4.0	5.8	100.0
	Total	226	69.8	100.0	
Missing	System	98	30.2		
Total		324	100.0		

ASADA Stakeholder Research 2011

- Combined Results

G. About You

q26. What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	100	30.9	45.0	45.0
	Female	122	37.7	55.0	100.0
	Total	222	68.5	100.0	
Missing	System	102	31.5		
Total		324	100.0		

q27. What is your highest education level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High school	80	24.7	35.4	35.4
	Tertiary or equivalent	137	42.3	60.6	96.0
	Other	9	2.8	4.0	100.0
	Total	226	69.8	100.0	
Missing	System	98	30.2		
Total		324	100.0		

q28. Do you grant Orima Research permission to provide your contact details to ASADA for use in the lucky draw prize which provides the opportunity to win a \$50 gift voucher?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - I would like to participate in the lucky draw	200	61.7	76.3	76.3
	No - I would prefer to not participate in the lucky draw	62	19.1	23.7	100.0
	Total	262	80.9	100.0	
Missing	System	62	19.1		
Total		324	100.0		

q29. Which of the following best describes your role as a Support Personnel?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Coach	12	3.7	44.4	44.4
	Trainer	1	.3	3.7	48.1
	Family member	1	.3	3.7	51.9
	Manager	8	2.5	29.6	81.5
	Other	5	1.5	18.5	100.0
	Total	27	8.3	100.0	
Missing	System	297	91.7		
Total		324	100.0		

q30. Which of the following best describes your role as a Health Professional?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Medical doctor	7	2.2	69.6	69.6
	Nutritionist	1	.3	9.1	72.7
	Other	3	.9	27.3	100.0
	Total	11	3.4	100.0	
Missing	System	313	96.6		
Total		324	100.0		

ORIMA

RESEARCH

**Australian Sports
Anti-Doping Authority (ASADA)**

2011 Stakeholder Survey

**Weighted Frequency Data:
Representative Stream Results**

ASADA Stakeholder Research 2011

- Representative Results

A. Awareness of rights, responsibilities and ASADA policies

q2a. The World Anti-Doping Code

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	89	43.2	43.2	43.2
	Mostly Aware	83	40.1	40.1	83.3
	Partly Aware	27	10.3	10.3	93.5
	Somewhat Aware	12	5.9	5.9	99.4
	Not Aware	1	.6	.6	100.0
	Total	206	100.0	100.0	

q2b. ASADA's legislation (the Australian Government powers given to ASADA)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	60	29.1	29.1	29.1
	Mostly Aware	101	49.0	49.0	78.1
	Partly Aware	28	13.7	13.7	91.8
	Somewhat Aware	14	6.6	6.6	98.5
	Not Aware	3	1.5	1.5	100.0
	Total	206	100.0	100.0	

q2c. Your own rights and responsibilities in relation to anti-doping

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	99	48.3	48.3	48.3
	Mostly Aware	77	37.3	37.3	85.6
	Partly Aware	24	11.5	11.5	97.1
	Somewhat Aware	5	2.5	2.5	99.6
	Not Aware	1	.4	.4	100.0
	Total	206	100.0	100.0	

q2d. That you can confidentially report doping activity to ASADA

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	121	58.9	59.1	59.1
	Mostly Aware	60	29.1	29.2	88.3
	Partly Aware	11	5.2	5.2	93.5
	Somewhat Aware	9	4.4	4.4	97.9
	Not Aware	4	2.1	2.1	100.0
	Total	206	99.6	100.0	
Missing	System	1	.4		
Total		206	100.0		

q2e. What a Therapeutic Use Exemption (TUE) is

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	131	63.4	63.5	63.5
	Mostly Aware	53	25.7	25.8	89.3
	Partly Aware	16	7.1	7.1	96.4
	Somewhat Aware	5	2.7	2.7	99.0
	Not Aware	2	1.0	1.0	100.0
	Total	206	99.8	100.0	
Missing	Not Applicable	0	.2		
Total		206	100.0		

ASADA Stakeholder Research 2011

- Representative Results

A. Awareness of rights, responsibilities and ASADA policies

q2f. The World Anti-Doping Agency Prohibited List

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	104	50.2	50.2	50.2
	Mostly Aware	63	30.6	30.6	80.9
	Partly Aware	30	14.8	14.8	95.6
	Somewhat Aware	9	4.2	4.2	99.8
	Not Aware	0	.2	.2	100.0
Total		206	100.0	100.0	

q2g. Athlete whereabouts filings requirements

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully Aware	51	24.9	32.4	32.4
	Mostly Aware	71	34.5	44.8	77.2
	Partly Aware	25	12.2	15.8	93.0
	Somewhat Aware	6	4.0	5.2	98.2
	Not Aware	3	1.4	1.8	100.0
Total		159	77.0	100.0	
Missing	Not Applicable System	3	1.5		
	Total	44	21.5		
Total		47	23.0		
Total		206	100.0		

ASADA Stakeholder Research 2011
 - Representative Results
 B. Views about ASADA's information products

q3a. eNewsletter - the Pure Performance Update

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	22	10.6	13.2	13.2
	Satisfied	112	54.4	67.6	81.0
	Neither Satisfied nor Dissatisfied	31	15.1	18.8	99.8
	Very Dissatisfied	0	.2	.2	100.0
	Total	165	80.3	100.0	
Missing	Not Applicable - Not used in last 12 months	40	19.5		
	System	0	.2		
Total		205	100.0		

q3b. ASADA website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	53	25.9	27.9	27.9
	Satisfied	113	54.9	59.2	87.1
	Neither Satisfied nor Dissatisfied	19	9.3	10.0	97.1
	Dissatisfied	5	2.3	2.5	99.6
	Very Dissatisfied	1	.4	.4	100.0
Total		191	92.8	100.0	
Missing	Not Applicable - Not used in last 12 months	15	7.2		
	System	0	.0		
Total		206	100.0		

q3c. ASDMAC website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	33	15.8	23.6	23.6
	Satisfied	47	22.6	33.7	57.4
	Neither Satisfied nor Dissatisfied	95	26.7	39.8	97.2
	Dissatisfied	4	1.7	2.5	99.7
	Very Dissatisfied	0	.2	.3	100.0
Total		139	67.0	100.0	
Missing	Not Applicable - Not used in last 12 months	68	32.8		
	System	0	.2		
Total		207	100.0		

q3d. Telephone hotline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	25	11.9	20.1	20.1
	Satisfied	69	33.3	55.9	76.0
	Neither Satisfied nor Dissatisfied	22	10.5	17.0	93.6
	Dissatisfied	8	3.8	6.4	100.0
	Total	124	59.5	100.0	
Missing	Not Applicable - Not used in last 12 months	80	39.0		
	System	3	1.5		
Total		207	100.0		

ASADA Stakeholder Research 2011

- Representative Results

B. Views about ASADA's information products

q3e. Check your substances on the ASADA website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	57	27.8	35.5	35.5
	Satisfied	82	39.6	50.5	86.0
	Neither Satisfied nor Dissatisfied	18	8.8	11.3	97.3
	Dissatisfied	4	1.7	2.2	99.5
	Very Dissatisfied	1	.4	.5	100.0
	Total	161	78.3	100.0	
Missing	Not Applicable - Not used in last 12 months	39	19.1		
	System	5	2.6		
	Total	45	21.7		
Total		206	100.0		

q3f. ASADA e-Learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	35	16.8	24.6	24.6
	Satisfied	61	29.6	43.1	67.7
	Neither Satisfied nor Dissatisfied	44	21.4	31.2	98.9
	Dissatisfied	2	.8	1.1	100.0
	Total	141	68.6	100.0	
Missing	Not Applicable - Not used in last 12 months	62	30.3		
	System	2	1.1		
	Total	65	31.4		
Total		206	100.0		

q3g. ASADA social media (Facebook, Twitter and YouTube)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	11	5.3	12.1	12.1
	Satisfied	29	14.0	32.0	44.1
	Neither Satisfied nor Dissatisfied	47	22.6	51.6	95.7
	Dissatisfied	4	1.9	4.3	100.0
	Total	90	43.9	100.0	
Missing	Not Applicable - Not used in last 12 months	113	54.6		
	System	3	1.5		
	Total	116	56.1		
Total		206	100.0		

q4. Overall, how satisfied are you with the anti-doping publications provided to athletes and support personnel by ASADA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	30	14.6	15.3	15.3
	Satisfied	129	62.2	64.4	79.7
	Neither satisfied nor dissatisfied	38	18.9	18.5	98.2
	Dissatisfied	7	3.5	3.6	99.8
	Very dissatisfied	0	.2	.2	100.0
	Total	199	96.6	100.0	
Missing	Don't know / can't say	7	3.4		
Total		206	100.0		

ASADA Stakeholder Research 2011
 - Representative Results
 C. Views about ASADA's role in educating stakeholders

q5. In the last 12 months, have you participated in anti-doping education?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - once	69	33.3	33.8	33.8
	Yes - twice	20	9.7	9.8	43.6
	Yes - three times	9	4.4	4.5	48.1
	Yes - more than three times	9	4.6	4.7	52.7
	No	96	46.7	47.3	100.0
Total		208	98.7	100.0	
Missing	System	3	1.3		
Total		206	100.0		

q6a. Was accessible.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	41	20.0	37.5	37.5
	Satisfied	62	29.9	56.0	63.5
	Neither Satisfied nor Dissatisfied	6	2.9	5.4	68.9
	Dissatisfied	1	.6	1.1	70.0
	Total	110	53.3	100.0	
Missing	System	96	46.7		
Total		206	100.0		

q6b. Was effective in conveying anti-doping messages.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	46	22.5	42.4	42.4
	Satisfied	59	28.7	54.0	66.4
	Neither Satisfied nor Dissatisfied	3	1.5	2.9	69.3
	Dissatisfied	1	.4	.7	70.0
	Total	109	53.2	100.0	
Missing	System	97	46.8		
Total		206	100.0		

q6c. Was delivered in an efficient manner.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	30	14.8	27.7	27.7
	Satisfied	56	27.1	50.8	70.5
	Neither Satisfied nor Dissatisfied	19	9.4	17.6	88.1
	Dissatisfied	4	1.9	3.6	93.6
	Very Dissatisfied	0	.2	.4	100.0
Total		110	53.3	100.0	
Missing	System	96	46.7		
Total		206	100.0		

ASADA Stakeholder Research 2011

- Representative Results

C. Views about ASADA's role in educating stakeholders

q6d. Provided correct and current information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	49	23.9	39.1	39.1
	Satisfied	61	29.6	55.5	94.6
	Neither Satisfied nor Dissatisfied	6	2.7	5.0	99.6
	Very Dissatisfied	0	.2	.4	100.0
	Total	110	58.3	100.0	
Missing	System	95	45.7		
Total		205	100.0		

q7a. Prohibited substances and methods in sport in Australia.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	49	23.8	24.4	24.4
	Satisfied	119	57.6	59.0	83.4
	Neither Satisfied nor Dissatisfied	17	8.2	8.4	91.8
	Dissatisfied	15	7.9	8.0	99.8
	Very Dissatisfied	0	.2	.2	100.0
Total		201	97.7	100.0	
Missing	Don't Know / Can't Say	5	2.3		
Total		206	100.0		

q7b. Athlete rights and responsibilities in relation to anti-doping in Australia.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	48	23.1	24.2	24.2
	Satisfied	110	53.3	55.8	80.0
	Neither Satisfied nor Dissatisfied	33	16.0	16.8	96.8
	Dissatisfied	6	2.7	2.8	99.6
	Very Dissatisfied	1	.4	.4	100.0
Total		197	95.5	100.0	
Missing	Don't Know / Can't Say	7	3.2		
	System	3	1.3		
Total		203	100.0		

q7c. How to find anti-doping information.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	28.0	28.5	28.5
	Satisfied	120	58.4	59.3	87.8
	Neither Satisfied nor Dissatisfied	20	9.7	9.9	97.6
	Dissatisfied	5	2.3	2.4	100.0
Total		203	98.5	100.0	
Missing	Don't Know / Can't Say	3	1.5		
Total		206	100.0		

ASADA Stakeholder Research 2011

- Representative Results

D. Views about the Testing process

q9mr. Have you or an athlete you are associated with undergone the testing process in the last 12 months? (Multiple Response)

		Frequency	% of respondents
Valid	Yes - I have	37	18.1%
	Yes - An athlete I am associated with has	84	40.8%
	No	87	42.0%
Number of Respondents		206	100.0%

q10. In the last 12 months, how many times have you been tested by ASADA?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once	19	9.2	50.8	50.8
	Twice	7	3.5	18.2	70.1
	Three times	7	3.3	18.2	88.2
	More than three times	4	2.1	11.8	100.0
	Total	37	18.1	100.0	
Missing	System	169	81.9		
Total		206	100.0		

q11a. The explanation you get from ASADA about the testing process.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	48	23.4	44.7	44.7
	Satisfied	45	22.4	42.9	87.6
	Neither Satisfied nor Dissatisfied	10	6.1	11.7	99.3
	Dissatisfied	1	.4	.7	100.0
	Total	108	52.3	100.0	
Missing	Don't Know/ Can't Say	12	5.6		
	System	87	42.0		
Total		98	47.7		
Total		206	100.0		

q11b. The information provided by ASADA during sample collection.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	48	20.8	45.4	45.4
	Satisfied	45	22.1	48.3	93.7
	Neither Satisfied nor Dissatisfied	5	2.5	5.4	99.2
	Dissatisfied	1	.4	.8	100.0
	Total	94	45.7	100.0	
Missing	Don't Know/ Can't Say	22	10.9		
	System	89	43.4		
Total		112	54.3		
Total		206	100.0		

ASADA Stakeholder Research 2011
 - Representative Results
 D. Views about the Testing process.

q11c. The professionalism of ASADA staff during testing.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	49	23.7	49.1	49.1
	Satisfied	47	22.6	46.9	96.0
	Neither Satisfied nor Dissatisfied	3	1.4	2.9	98.9
	Dissatisfied	1	.6	1.2	100.0
	Total	99	48.2	100.0	
Missing	Don't Know/ Can't Say	177	83.3		
	System	90	43.5		
	Total	107	51.8		
Total		206	100.0		

ASADA Stakeholder Research 2011

- Representative Results

E. Views about ASADA Website and communication channels

q12a. Ease of understanding the information on the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	50	24.5	27.2	27.2
	Satisfied	114	55.2	61.3	88.5
	Neither Satisfied nor Dissatisfied	18	9.0	10.0	98.5
	Dissatisfied	2	1.2	1.3	99.8
	Very Dissatisfied	0	.2	.2	100.0
	Total	185	90.0	100.0	
Missing	Don't Know/ Can't Say	15	7.2		
	System	6	2.8		
	Total	21	10.0		
Total		206	100.0		

q12b. Relevance of the content in meeting your needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	50	24.5	27.2	27.2
	Satisfied	9	57.8	64.4	91.6
	Neither Satisfied nor Dissatisfied	18	6.3	7.1	98.7
	Dissatisfied	2	1.0	1.1	99.8
	Very Dissatisfied	0	.2	.2	100.0
	Total	185	89.8	100.0	
Missing	Don't Know/ Can't Say	15	7.4		
	System	0	2.8		
	Total	21	10.2		
Total		206	100.0		

q12c. Ease of browsing or navigating through the website

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	50	24.1	26.8	26.8
	Satisfied	97	47.0	52.2	79.0
	Neither Satisfied nor Dissatisfied	38	16.2	18.0	97.0
	Dissatisfied	5	2.3	2.6	99.6
	Very Dissatisfied	1	.4	.4	100.0
	Total	185	90.0	100.0	
Missing	Don't Know/ Can't Say	15	7.2		
	System	6	2.8		
	Total	21	10.0		
Total		206	100.0		

ASADA Stakeholder Research 2011

- Representative Results

E. Views about ASADA Website and communication channels

q12d. Ease of finding specific information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	44	21.1	28.4	28.4
	Satisfied	102	49.5	54.8	73.2
	Neither Satisfied nor Dissatisfied	34	16.5	18.3	91.6
	Dissatisfied	5	2.5	2.8	94.4
	Very Dissatisfied	1	.6	.8	100.0
Missing	Total	186	90.2	100.0	
	Don't Know/ Can't Say	15	7.2		
	System	5	2.6		
Total	Total	208	100.0		

q13mr. Which of the following would be your most preferred method to receive information about anti-doping? (Multiple Response)

		Frequency	% of respondents
Valid	Seminars and presentations	79	38.9%
	Website	133	65.9%
	Online interactive tutorials	48	23.9%
	DVD presentation	24	11.7%
	Mobile phone applications	48	21.2%
	Written material/publications	38	18.7%
	Telephone	6	3.1%
	SMS	6	2.9%
	Sporting organisation	57	27.9%
	Talk to a medical practitioner	22	11.9%
	Talk to support personnel	12	5.8%
	Social media such as Twitter, Facebook and YouTube	11	5.3%
	Video conferencing	9	4.3%
	e-Learning	34	16.7%
Other	10	5.0%	
Number of Respondents		203	100.0%

q14mr. How would you most prefer to check substances information like medications? (Multiple Response)

		Frequency	% of respondents
Valid	Check your substances on the ASADA website	137	68.5%
	Publications	29	14.6%
	Online	103	51.7%
	Telephone	65	32.4%
	SMS	9	4.3%
	Mobile phone applications	75	37.6%
	Talk to a medical practitioner	47	23.6%
	Talk to support personnel	13	6.7%
	Other	0	.2%
	Number of Respondents		200

ASADA Stakeholder Research 2011
 - Representative Results
 F. Overall views of dealings with ASADA

q15. Considering everything, how satisfied are you overall with ASADA's programs and services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	41	20.0	20.9	20.9
	Satisfied	133	64.7	67.5	88.4
	Neither satisfied nor dissatisfied	18	8.7	9.1	97.4
	Dissatisfied	4	2.1	2.2	99.6
	Very dissatisfied	1	.4	.4	100.0
	Total	197	95.8	100.0	
Missing	Don't know / can't say	5	2.5		
	System	4	1.7		
	Total	9	4.2		
Total		206	100.0		

q16. Considering everything, how satisfied are you overall with ASADA's staff and customer service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	71	34.5	37.4	37.4
	Satisfied	103	50.0	54.2	91.7
	Neither satisfied nor dissatisfied	11	5.2	5.6	97.3
	Dissatisfied	5	2.3	2.5	99.8
	Very dissatisfied	0	.2	.2	100.0
	Total	190	92.2	100.0	
Missing	Don't know / can't say	8	3.8		
	System	8	3.9		
	Total	16	7.8		
Total		206	100.0		

q17. Considering everything, how satisfied are you overall with ASADA's education and awareness-raising programs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very satisfied	26	11.4	11.8	11.8
	Satisfied	120	58.3	60.6	72.4
	Neither satisfied nor dissatisfied	43	20.8	21.6	94.0
	Dissatisfied	11	5.4	5.6	99.6
	Very dissatisfied	1	.4	.4	100.0
	Total	198	96.2	100.0	
Missing	Don't know / can't say	5	2.5		
	System	3	1.3		
	Total	8	3.8		
Total		206	100.0		

ASADA Stakeholder Research 2011
 - Representative Results
 F. Overall views of dealings with ASADA

q18. Considering everything, how confident are you that ASADA's activities maximise doping detection?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very confident	38	18.6	19.4	19.4
	Confident	126	61.2	68.9	88.3
	Neither confident or not confident	25	12.0	12.5	95.8
	Not confident	7	3.6	3.8	99.6
	Not at all confident	1	.4	.4	100.0
	Total	197	95.8	100.0	
Missing	Don't know / can't say	6	2.9		
	System	3	1.3		
	Total	9	4.2		
Total		206	100.0		

q19. Considering everything, how effective do you feel ASADA has been in deterring athletes and support personnel from prohibited substance and method use in Australian sport?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very effective	52	25.2	25.2	25.2
	Effective	131	63.6	66.2	92.4
	Neither effective nor ineffective	12	5.9	6.1	98.6
	Ineffective	2	1.2	1.2	99.8
	Very ineffective	0	.2	.2	100.0
	Total	199	95.0	100.0	
Missing	Don't know / can't say	3	1.4		
	System	5	2.6		
	Total	8	4.0		
Total		206	100.0		

q20. As a representative of a national sporting organisation or peak body, how effective do you feel ASADA has been in assisting your organisation to meet your anti-doping obligations?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very effective	30	14.5	29.7	29.7
	Effective	60	28.9	59.5	69.2
	Neither effective nor ineffective	11	5.3	10.8	100.0
	Total	100	48.7	100.0	
Missing	System	106	51.3		
Total		206	100.0		

ASADA Stakeholder Research 2011

- Representative Results

G. About You

q1. Which of the following best describes you?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Athlete	155	75.2	75.2	75.2
Support personnel	9	4.4	4.4	79.6
Health Professional	4	1.9	1.9	81.6
Sporting organisation	38	18.4	18.4	100.0
Total	206	100.0	100.0	

q22. What is your main sport or the sport you are most closely associated with?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid AAWD	1	.5	.5	.5
AFL	1	.5	.5	1.0
APC	1	.5	.5	1.5
Archery	3	1.5	1.5	2.9
Athletics	16	7.8	7.8	10.8
Badminton	2	1.0	1.0	11.8
Baseball	2	1.0	1.0	12.7
Basketball	3	1.5	1.5	14.2
Bobsleigh and Skelton	2	1.0	1.0	15.2
Bowls	4	1.9	2.0	17.2
Canoeing	6	2.9	2.9	20.1
Cricket	2	1.0	1.0	21.1
Cycling	11	5.3	5.4	26.5
Darts	1	.5	.5	27.0
Diving	1	.5	.5	27.5
Equestrian	10	4.9	4.9	32.4
Fencing	5	2.4	2.5	34.8
Football	1	.5	.5	35.3
Golf	1	.5	.5	35.8
Gymnastics	1	.5	.5	36.3
Handball	2	1.0	1.0	37.3
Hockey	5	2.4	2.5	39.7
tee Hockey	1	.5	.5	40.2
Ice Racing	1	.5	.5	40.7
Ice Skating	1	.5	.5	41.2
Indoor Sports	2	1.0	1.0	42.2
Judo	5	2.4	2.5	44.6
Karate	4	1.9	2.0	46.6
Lifesaving	6	2.9	2.9	49.5
Motorcycling	1	.5	.5	50.0
Netball	1	.5	.5	50.5
Orienteering	2	1.0	1.0	51.5
Polocrosse	2	1.0	1.0	52.5
Powerlifting	5	2.4	2.5	54.9
Roller Sports	1	.5	.5	55.4
Rowing	9	4.4	4.4	59.8
Rugby League	1	.5	.5	60.3
Rugby Union	2	1.0	1.0	61.3
Sailing	2	1.0	1.0	62.3
Shooting	4	1.9	2.0	64.2
Ski and Snowboard	2	1.0	1.0	65.2
Softball	9	4.4	4.4	69.6
Squash	2	1.0	1.0	70.6
Swimming	10	4.9	4.9	75.5
Synchronised Swimming	2	1.0	1.0	76.5
Table Tennis	6	2.9	2.9	79.4

ASADA Stakeholder Research 2011

- Representative Results

G. About You

q22. What is your main sport or the sport you are most closely associated with?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tennis	1	.5	.5	79.9
	Tenpin Bowling	2	1.0	1.0	80.9
	Touch	4	1.9	2.0	82.8
	Triathlon	6	2.9	2.9	85.8
	Volleyball	2	1.0	1.0	86.8
	Waterpolo	3	1.5	1.5	88.2
	Waterskiing and Wakeboard	4	1.9	2.0	90.2
	Weightlifting	6	2.9	2.9	93.1
	Other	14	6.8	6.9	100.0
	Total	204	99.0	100.0	
Missing	System	2	1.0		
Total		206	100.0		

q23. Are you in the Registered Testing Pool, Domestic Testing Pool, or an athlete in a professional sport?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	RTP (Registered Testing Pool)	70	34.0	46.1	46.1
	DTP (Domestic Testing Pool)	38	18.4	35.0	71.1
	Professional sport	24	11.7	16.8	86.8
	Other	20	9.7	13.2	100.0
	Total	152	73.8	100.0	
Missing	System	54	26.2		
Total		206	100.0		

q24. How long have you been in the RTP, DTP, or in professional sport?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 12 months	10	4.9	6.7	6.7
	12 months to 2 years	30	14.6	20.1	26.8
	2 to 4 years	36	17.5	24.2	51.0
	4 to 6 years	19	9.2	12.8	63.8
	6 plus years	64	25.2	36.2	100.0
	Total	149	72.3	100.0	
Missing	System	57	27.7		
Total		206	100.0		

q25. What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	14 - 17 years	2	1.0	1.3	1.3
	18 - 24 years	56	27.2	36.4	37.7
	25 - 35 years	68	33.0	44.2	81.8
	36 - 45 years	17	8.3	11.0	92.9
	46 + years	11	5.3	7.1	100.0
	Total	154	74.8	100.0	
Missing	System	52	25.2		
Total		206	100.0		

ASADA Stakeholder Research 2011
 - Representative Results
 G. About You

q26. What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	71	34.5	45.1	45.1
	Female	83	40.3	53.9	100.0
	Total	154	74.8	100.0	
Missing	System	52	25.2		
Total		206	100.0		

q27. What is your highest education level?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	High school	45	21.8	29.2	29.2
	Tertiary or equivalent	100	48.5	64.9	94.2
	Other	9	4.4	5.8	100.0
	Total	154	74.8	100.0	
Missing	System	52	25.2		
Total		206	100.0		

q28. Do you grant Orjima Research permission to provide your contact details to ASADA for use in the lucky draw prize which provides the opportunity to win a \$50 gift voucher?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes - I would like to participate in the lucky draw	120	59.7	74.1	74.1
	No - I would prefer to not participate in the lucky draw	43	20.9	25.9	100.0
	Total	163	80.6	100.0	
Missing	System	40	19.4		
Total		203	100.0		

q29. Which of the following best describes your role as a Support Personnel?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Coach	2	1.0	22.2	22.2
	Family member	1	.5	11.1	33.3
	Manager	2	1.0	22.2	55.6
	Other	4	1.9	44.4	100.0
	Total	9	4.4	100.0	
Missing	System	197	95.6		
Total		206	100.0		

q30. Which of the following best describes your role as a Health Professional?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Medical doctor	3	1.5	75.0	75.0
	Other	1	.5	25.0	100.0
	Total	4	1.9	100.0	
Missing	System	202	98.1		
Total		206	100.0		



**Australian Sports
Anti-Doping Authority (ASADA)**

2011 Stakeholder Survey

Survey Questionnaire

ASADA Stakeholder Research 2011 Questionnaire

Introduction

This survey provides you, the athletes, support personnel, health professionals and sporting organisations, the opportunity for your views to influence the services you receive from the Australian Sports Anti-Doping Authority (ASADA).

ASADA will use the findings of the survey to improve education programs, information products and services, and communication with key stakeholders.

Please answer the questions as accurately as you can. The survey is not a test or examination – there is no right or wrong answer to any question. We are interested in your individual views and experiences of ASADA.

Your individual responses will be treated as CONFIDENTIAL and will only be seen by ORIMA staff. Results will be presented to ASADA in collated form so that identification of individuals will not be possible.

This survey should take approximately 10 minutes to complete.

Instructions

- Please read each question carefully before you respond.
- Where there is a scale in response to the question, select the number on the scale that represents the answer you want to give. For example, if you agree that littering should be prohibited you would mark 2, as below.

Littering should be prohibited.	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Don't Know
	1	2	3	4	5	6

- There are also some open-ended questions where you can elaborate or comment on specific issues.

If you have any queries or any problems accessing the questionnaire, please contact [redacted] from ORIMA Research on (02) 6175 1000 or at [redacted]

If you wish to talk to someone at ASADA about the survey project, you can contact [redacted] (02) 6222 4284 or at communications@asada.gov.au

About You

1. Which of the following best describes you?
 - 1 Athlete
 - 2 Support personnel
 - 3 Health Professional
 - 4 Sporting organisation

Awareness of your rights, responsibilities, and ASADA policies

2. How aware are you of the following:	Fully aware	Mostly aware	Partly aware	Somewhat aware	Not aware	Not applicable
a. The World Anti-Doping Code	1	2	3	4	5	6
b. ASADA's legislation (the Australian Government powers given to ASADA)	1	2	3	4	5	6
c. Your own rights and responsibilities in relation to anti-doping	1	2	3	4	5	6
d. That you can confidentially report doping activity to ASADA	1	2	3	4	5	6
e. What a Therapeutic Use Exemption (TUE) is	1	2	3	4	5	6
f. The World Anti-Doping Agency Prohibited List	1	2	3	4	5	6
g. [For athletes and sporting organisations only] Athlete whereabouts filings requirements	1	2	3	4	5	6

Views about ASADA's information products

3. How satisfied are you with the following information resources about anti-doping provided by ASADA in the last 12 months?	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A - Not used in last 12 months
a. eNewsletter – the Pure Performance Update	1	2	3	4	5	6
b. ASADA website	1	2	3	4	5	6
c. ASDMAC website	1	2	3	4	5	6
d. Telephone hotline	1	2	3	4	5	6
e. Check your substances on the ASADA website	1	2	3	4	5	6
f. ASADA e-Learning	1	2	3	4	5	6
g. ASADA social media (Facebook, Twitter and YouTube)	1	2	3	4	5	6

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say
4. Overall, how satisfied are you with the anti-doping publications provided to athletes and support personnel by ASADA?	1	2	3	4	5	6

Views about ASADA's role in educating stakeholders

	Yes – once	Yes – twice	Yes – three times	Yes – more than three times	No
5. In the last twelve months, have you participated in anti-doping education?	1	2	3	4	5
					[Please go to Q7]

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A - Not used in last 12 months
6. Over the last 12 months, how satisfied are you that ASADA anti-doping education...						
a. Was accessible.	1	2	3	4	5	6
b. Was effective in conveying anti-doping messages	1	2	3	4	5	6
c. Was delivered in an efficient manner.	1	2	3	4	5	6
d. Provided correct and current information.	1	2	3	4	5	6

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say
7. How satisfied are you with the way ASADA educates about...						
a. Prohibited substances and methods in sport in Australia.	1	2	3	4	5	6
b. Athlete rights and responsibilities in relation to anti-doping in Australia.	1	2	3	4	5	6
c. How to find anti-doping information.	1	2	3	4	5	6

8. If you are less than satisfied with any aspects of ASADA's role in educating stakeholders, please provide a brief explanation:

.....

.....

.....

Views about the Testing process

9. Have you or an athlete you are associated with undergone the testing process in the last 12 months?	Yes – I have	Yes – An athlete I am associated with has	No
	1	2 [Please go to Q11]	3 [Please go to Q12]

10. [For Athletes only]

In the last twelve months, how many times have you been tested by ASADA?

- 1. Once
- 2. Twice
- 3. Three times
- 4. More than three times (please specify number of times _____)

11. How satisfied are you with the following in relation to the testing process?	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say
a. The explanation you get from ASADA about the testing process.	1	2	3	4	5	6
b. The information provided by ASADA during sample collection.	1	2	3	4	5	6
c. The professionalism of ASADA staff during testing.	1	2	3	4	5	6

Views about ASADA Website and preferred communication channels

12. How satisfied are you with the following in relation to the ASADA website?	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say
a. Ease of understanding the information on the website.	1	2	3	4	5	6
b. Relevance of the content in meeting your needs.	1	2	3	4	5	6
c. Ease of browsing or navigating through the website	1	2	3	4	5	6
d. Ease of finding specific information,	1	2	3	4	5	6

13. Which of the following would be your most preferred method to receive information about anti-doping? [Select up to 3 options]

- 1 Seminars and presentations
- 2 Website
- 3 Online interactive tutorials
- 4 DVD presentation
- 5 Mobile phone applications (like on an iPhone)
- 6 Written material/publications
- 7 Telephone
- 8 SMS
- 9 Sporting organisation
- 10 Talk to a medical practitioner (Doctor, pharmacist, nutritionist, biomechanist, etc.)
- 11 Talk to support personnel (Coach, manager, family member etc)
- 12 Social media such as Twitter, Facebook and YouTube
- 13 Video conferencing
- 14 e-Learning
- 15 Other (please specify) _____

14. How would you most prefer to check substances information like medications? [Select up to 3 options]

- 1 Check your substances on the ASADA website
- 2 Publications
- 3 Online
- 4 Telephone
- 5 SMS
- 6 Mobile phone applications (like on an iPhone)
- 7 Talk to a medical practitioner (Doctor, pharmacist, nutritionist, biomechanist, etc.)
- 8 Talk to support personnel (Coach, manager, family member etc)
- 9 Other (please specify) _____

Overall views of dealings with ASADA

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say (i.e. no experience of programs and services in last 12 months)
15. Considering everything, how satisfied are you overall with ASADA's programs and services?	1	2	3	4	5	6
	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say (i.e. no contact with staff in last 12 months)
16. Considering everything, how satisfied are you overall with ASADA's staff and customer service?	1	2	3	4	5	6

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Don't know / can't say (i.e. no contact with staff in last 12 months)
17. Considering everything, how satisfied are you overall with ASADA's education and awareness-raising programs?	1	2	3	4	5	6
	Very confident	Confident	Neither confident or not confident	Not confident	Not at all confident	Don't know / can't say
18. Considering everything, how confident are you that ASADA's activities maximise doping detection?	1	2	3	4	5	6
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Don't know / can't say
19. Considering everything, how effective do you feel ASADA has been in deterring athletes and support personnel from prohibited substance and method use in Australian sport?	1	2	3	4	5	6
	Very effective	Effective	Neither effective nor ineffective	Ineffective	Very ineffective	Don't know / can't say
20. [For Sporting Organisations only] As a representative of a national sporting organisation or peak body, how effective do you feel ASADA has been in assisting your organisation to meet your anti-doping obligations?	1	2	3	4	5	6

21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:

.....

.....

.....

About You

The following questions will help us analyse the data we collect. They will not be used to identify you.

22. What is your main sport or the sport you are most closely associated with? [Single response]

- | | |
|--------------------------|---------------------------------|
| 1 AAWD | 47 Ice Racing |
| 2 AFL | 48 Ice Skating |
| 3 Aikido | 49 Indoor Sports |
| 4 APC | 50 Judo |
| 5 Archery | 51 Ju-Jitsu |
| 6 Athletics | 52 Karate |
| 7 AUSRAPID | 53 Kung-Fu |
| 8 Badminton | 54 Lacrosse |
| 9 Baseball | 55 Lifesaving |
| 10 Basketball | 56 Modern Pentathlon |
| 11 Biathlon | 57 Motorcycling |
| 12 Billiards and Snooker | 58 Muaythai |
| 13 Blind Sport | 59 Netball |
| 14 Bobsleigh and Skelton | 60 Orienteering |
| 15 Bocce | 61 Outrigger Canoe |
| 16 Bodybuilding | 62 Parachuting |
| 17 Bowls | 63 Polocrosse |
| 18 Boxing | 64 Pony Club |
| 19 Callisthenics | 65 Powerlifting |
| 20 Campdrafting | 66 Roller sports |
| 21 CAMS | 67 Rowing |
| 22 Canoeing | 68 Rugby League |
| 23 Climbing | 69 Rugby Union |
| 24 Cricket | 70 Sailing |
| 25 Croquet | 71 Shooting |
| 26 Curling | 72 Ski and Snowboard |
| 27 Cycling | 73 Softball |
| 28 Dancesport | 74 Squash |
| 29 Darts | 75 Surfing |
| 30 Diving | 76 Swimming |
| 31 Dragon Boat | 77 Synchronised Swimming |
| 32 Eightball | 78 Table Tennis |
| 33 Equestrian | 79 Taekwondo |
| 34 Fencing | 80 Tennis |
| 35 Floorball | 81 Tenpin Bowling |
| 36 Flying Disc | 82 Touch |
| 37 Football | 83 Triathlon |
| 38 Gaelic Football | 84 Underwater Sports |
| 39 Gliding | 85 Volleyball |
| 40 Golf | 86 Waterpolo |
| 41 Gridiron | 87 Waterskiing and Wakeboard |
| 42 Gymnastics | 88 Weightlifting |
| 43 Handball | 89 Wrestling |
| 44 Hang Gliding | 90 Other (please specify) _____ |
| 45 Hockey | |
| 46 Ice Hockey | |

23. [For athletes only]

Are you in the Registered Testing Pool, Domestic Testing Pool, or an athlete in a professional sport?

- 1 RTP (Registered Testing Pool)
- 2 DTP (Domestic Testing Pool)
- 3 Professional sport
- 4 Other (please specify) _____

24. [For athletes only]

How long have you been in the RTP, DTP, or in professional sport?

- 1 Less than twelve months
- 2 12 months to 2 years
- 3 2 to 4 years
- 4 4 to 6 years
- 5 6 plus years

25. [For athletes only]

What is your age?

- 1 14 – 17 years
- 2 18 – 24 years
- 3 25 – 35 years
- 4 36 – 45 years
- 5 46 + years

26. [For athletes only]

What is your gender?

- 1 Male
- 2 Female

27. [For athletes only]

What is your highest education level?

- 1 Primary School
- 2 High School
- 3 Tertiary or equivalent
- 4 Other [please specify] _____

Yes – I would like to participate in the lucky draw	No – I would prefer to not participate in the lucky draw
---	---

28. [For athletes and Support Personnel only]

Do you grant Orima Research permission to provide your contact details to ASADA for use in the lucky draw prize which provides the opportunity to win a \$50 gift voucher?

1

2

Athletes please go to the end of the survey to submit your responses.

29. [For Support Personnel only]

Which of the following best describes your role as Support Personnel

- 1 Coach
- 2 Trainer
- 3 Family member
- 4 Manager
- 5 Other (please specify) _____

Support Personnel please go to the end of the survey to submit your responses.

30. [For Health Professionals only]

Which of the following best describes your role as a Health Professional

- 1 Medical Doctor
- 2 Pharmacist
- 3 Nutritionist
- 4 Bio-mechanist
- 5 Sports Psychologist
- 6 Other (please specify) _____

Health Professionals please go to the end of the survey to submit your responses.



**Australian Sports
Anti-Doping Authority (ASADA)**

2011 Stakeholder Survey

**Verbatim Comments
(All Respondents)**

ID	q8. If you are less than satisfied with any aspects of ASADA's role in educating stakeholders, please provide a brief explanation:
67	Touch Football Australia offers very little information about anti-doping. Information is sent out but no education done about what we can or can't take etc. I'm sure the info is on the website but some face to face education at camps or something would be nice.
68	need to know more as if you don't know the drugs other name can't find on your list
69	I think there is an issue with Supplements. The use at your own risk policy and trying to imply that if something where to happen - you're a drug cheat situation is wrong. ASADA should try to do more give guidance in this area if possible. Also If you live and train in a foreign country it's often difficult to identify pharmaceuticals because you use the Australian name of the drug on the band or submitted list. An easy link that should what it was called elsewhere in the world would be pretty handy as well. Just room for a suggested improvement really.
70	Info is sent out to players, however I think seminars would be of great value so people are told the key things they need to know, and not many people I know are going to take the time to read the ASADA handbooks.
71	I have been to numerous national sporting events, and the only drug information that has been provided to us was about recreational drug use outside of the sport. Coming from a small state we don't get a lot of information through the coaches as they often have less idea than we do.
72	I am still at school, 17yrs old and have not made any Qld or Aust teams. I have had very little / no education about anti-doping
73	Just basic and clear information on how, who and where to send the location forms. I am sometimes confused on how this operates
74	ASADA are too busy trying to justify their existence by punishing people who assist them with their investigations just to get there stats up. They are the judge, jury and executioner.
75	I am relatively new to the high performance/elite level of mountain biking in Australia. I have not been involved in any doping awareness partly because I am yet to be a part of the high performance program.
76	Was not ever educated, or approached to be educated.

ID	q8. If you are less than satisfied with any aspects of ASADA's role in educating stakeholders, please provide a brief explanation:
77	Do not have knowledge to comment.
103	There seems to be lack of knowledge amongst health professionals and athletes at both the amateur and semi-professional level as to what is permitted and what isn't. Athletes tend to be willing to use things unless told otherwise.
105	ASADA don't do a lot in our sport. we do our own education largely
106	sporadic, poorly co-ordinated, late, and minimal
124	I am only a mild asthmatic so haven't fully recognised the requirements
132	Not sure what is going on in my sport as ASADA hasn't had a role in testing athletes for a few years now...although we still have to sit through the education video at a state level (which after the millionth viewing is boring!)...yet we do not site to watch the video at a national level...strange!
175	I found the sessions I attended to be a little boring and the person giving the presentation to be a little 'wishy washy'
188	Don't know why the medicines hotline has been taken down and replaced with a website. Athletes need immediate answers. The TUE and ATUE processes are cohfusing and difficult to comply with. Should be putting up ASADA booths for information in places where athletes can get access to it e.g. Arafura Games. Many athletes competing in Darwin from PNG and other countries are not literate, so the website is no help:
192	when you ring them up they will not give a definite answer - they use a script to follow & will not ring back when they say they will - they know the answer but will not give it to athlete - they are hoping they get a conviction so they can broadcast it on the media
193	Athletes need far more definitive answers. Answers like 'not sure' and 'use at your own discretion' aren't really that helpful when it comes to using or not using a supplement

ID	q8. If you are less than satisfied with any aspects of ASADA's role in educating stakeholders, please provide a brief explanation:
194	I haven't had an Asada education seminar in a few years. If I'm not involved in any of the state scholarship programs but am still representing at an international level I am not invited to attend any seminars. So when I am tested I am unaware of changes unless I actually get online and read about it which I rarely do.
198	The 'check your substance' part of the website is great in principal but it lacks sheer volume and accuracy. Firstly, most chemical nomenclature has to be spot on to get a search result for example HMB, extensively used supplementation, is beta-hydroxyl beta methyl butyrate, and wont register unless you get the appropriate spacing between the words and still comes up about 4th in the, list of results!!! This is a problem. I have a biochemistry degree but would imagine extreme difficulty among my peers in using this search for a very popular, and accepted, supplementation. Secondly, surely there can be more information on trusted and WADA certificated brands, even if they are just Australian brands. I know the buck rests with the athlete, but the companies that take the extra initiative in clearing their processes and guaranteeing ingredient purity and accuracy should be able to be visible on the ASADA website, even if you provide a disclaimer suggesting that it is still our responsibility as to what we take. Finally, the sheer ambiguity on some supplements - say tribulus - is downright misleading. To say ASADA cannot advise against regulation and purity is not to do appropriate research. Tribulus has been shown not, that is not to increase serum levels of testosterone (what it was alleged to have done) and therefore, assuming purity which many brand names are happy to guarantee, the supplement does nothing and should not have an ominous and unsubstantiated warning attributed to it. Do some research, if not on everything, on the top 10 supplements as per the Supplement Review Guide 2011. Information should be readily and clearly supplied about these supplements. Other than the check your substances aspect, the whole service is fantastic.
199	I tried to find out about ventolin by the web site I needed a TUE I got one at considerable difficulty submitted it to find out I didn't need one

ID	q8. If you are less than satisfied with any aspects of ASADA's role in educating stakeholders, please provide a brief explanation:
201	Would like more 'intense' or quick tips on these matters. Presentations are often lengthy with little being retained. More decisive advice is needed for supplements.
202	I would like to learn more specific information about what substances and methods are prohibited (especially ones that we may not expect, such as using Ventolin)
203	A lot of information at once- was very overwhelming.
204	The presentation I attend was more of general anti-drug campaign instead of sport specific program. It needed to be more sport orientated.
205	The education presentation I attended did not have any specific information with the drugs banned in that sport.
206	No real information was given on athlete rights and responsibilities, only ASADA's role was given.
209	Have been involved as an elite athlete for over 2 years and only information is what I have gone looking for myself: Perhaps I have missed induction but seem to be a bit hit and miss.
210	Prohibited list should be available for download from the homepage - it's too hard to find at present... you have to find it on the WADA website
240	Not sure that the methods that are being used and athletes/support personnel caught what repercussions are for those individuals. Danger to the body of the substances.
305	A simpler iPhone application that allows athletes to search the medication they are about to take would prevent a lot of confusion and unnecessary phone calls.
306	The education ASADA provides is excellent however it is not marketed enough and not targeted enough at the vulnerable athletes e.g. Juniors, people new to sport, etc.
308	The online learning was very slow and not overly educating, it was a very low level of information and took a very long time.

ID	q8. If you are less than satisfied with any aspects of ASADA's role in educating stakeholders, please provide a brief explanation:
311	Where about is too complicated
314	Athletes tend to 'tune out' during education sessions, therefore these sessions need to be concise and interesting for the athlete. Not as time-consuming
315	Not clear on rights if you don't want to do a test, I have just assumed you must. The video we are educated with is long and dry and my squad lose interest fast.
319	I think there is too much anti doping information and education for Senior Athletes.
320	I have been an athlete for many years (over a decade...nearly 2) and feel quite informed about where to find information, my responsibilities and risks/issues around drugs in sport. I find being required to attend education sessions inconvenient and not useful for improving my knowledge
321	The online modules were pretty patronising for many of the target audience. Perhaps if we could have correctly answered a quiz, we could have been saved 90 minutes of our time
322	I guess it's very repetitive if you have done it once and fully understand and seems more like a chore than worthwhile. But I guess not all athletes are smart and need regular reminders! I think email updates are great at conveying changes to anti-doping.
323	Anti doping seminars are far too time consuming particularly for athletes that have been in the system for some time.
324	After 11 years of ASADA seminars I believe I should be able to decide for myself weather I need to sit through another one to gain new information. I am more than capable of keeping myself up to date and don't think ASADA seminars should be compulsory.

ID	q10_4. In the last 12 months, how many times have you been tested by ASADA? Number of times
196	approx 5-6
197	5
307	5
312	4
318	15
319	10
320	6-7
321	6
323	4

ID	q13_15. Which of the following would be your most preferred method to receive information about anti-doping? Other
5	Email or eNewsletter
111	Email
115	Face to face meetings
117	email
136	Each athlete to have an ASADA account in similar format to a FB or MSN account. All information contained within your own account.
179	email
191	Email
210	eNewsletter
215	email updates and newsflashes

ID	q13_15. Which of the following would be your most preferred method to receive information about anti-doping? Other
313	email
318	None.

ID	q14_9. How would you most prefer to check substances information like medications? Other
136	Each athlete to have an ASADA account in similar format to a FB or MSN account. All information contained within your own account.
228	Club Medical Officer

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
11	Our organisation has been mainly using the website as an information source for our players and officials though we are very aware that we need to engage more interactively with ASADA in providing access for members to education programs and look forward to doing more of this in the future. Our Board mix has changed and we need to continue the contact set up from the past. We do know how active ASADA is and know it's our role to have more contact.
21	Hard to get TUE

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
35	My experience has been that there needs to be slightly better information about what to do if you are having non urgent surgery etc. I called the hotline with a list of possible drugs I may be given during surgery a month before and was unable to get clear directions on what to do. I also wanted better information about the process that would occur if I was given a drug during surgery that was banned as I would not have been able to arrange permission in advance. In the days after surgery when you are 'out of it' you don't want to be worried about that kind of thing, you want to rest and recover. I was referred to adman and had to wait for them to have some kind of meeting and get back to me which still hadn't happened by the week of the surgery. This made a stressful time more stressful.
69	I think the decision not include us on this list not to give our whereabouts every second was a good one. That was a sever burden on us. I would be happy to submit to a test at any time you requested the other way I think assumed that we had regimental training plans.
74	I find ASADA a very sneaky organisation.
85	Information relating to restriction of asthma medication needs to be more clearly set out in relation to different levels of athletes. I appreciate that some of the blame for this lies with WADA, and NSOs, in that it is not clear how some athletes and events are categorized. The current method of looking up substance status is cumbersome, and leads to a fear that access will lead to suspicion tracking of the user. I have had multiple experiences at national and international level where the choice of athlete and timing of testing was inappropriate e.g. late at night where the athlete had to travel and or compete the following day. These are in circumstances where other opportunities to test, especially for short half life substances, would be available. There is a need for proper monitoring, but this sometimes borders on harassment, or impinges on reasonable recovery and preparation that any high level athlete should be able to expect.

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
100	Reach a greater audience and spread more awareness and educate more people involved with sport
114	Keep up the good work
115	More flexibility requires meeting the needs of individual sports and athletes. One methodology and policy cannot apply to all sports
120	I think also SMS would be a great way to check about substances. But it would only let me tick 3 items.
134	I feel that ASADA are trying to get strikes against athletes for minor misfortunes, misgivings, filing errors, and plain human error. If athletes were seen more as innocent until proven guilty, rather than guilty until proven innocent we wouldn't feel so paranoid and stressed by the process.
136	Forms such as ATUE's, athlete whereabouts et al, are not nearly quick and efficient enough. Athletes should have an account (online) by now, where we can declare medications we're taking, update our location, and find information for ourselves. I.e. - It should be more personal by now; like a Facebook or MSN account. It's ridiculous to have to download and fill out forms every time we want to declare something. Furthermore, it's unreasonable for ASADA to expect athletes to know where they will be for the upcoming 12 months and at what time (location forms). Put yourselves in our shoes!!! We do have lives outside of sport to deal with (work, Uni, family etc.). Time is precious and we don't like wasting it due to inefficient government bureaucracy. If ASADA were in the private sector, it would've been defunct years ago.
138	I am very much in support of anti-doping practices in sport and fully support ASADA's role in that capacity.
155	About 12months ago I tried to find information on an asthma medication I was using and TUE/declaring etc. Was incredibly hard to go through the jargon on the net but the phone call I made just after trying the net was very useful

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
162	I have been tested many times and always get the feeling I am thought of as ' guilty' by collection staff. Also, when I ask to be notified of a negative result, they always question me as to why??
166	I have a lot of issues with the Asada online whereabouts system. I find it very annoying that I cannot choose my own username. As well as a normal password that I would use for other websites like my email. I always forget what it is because my username has been chosen for me. Also my password had to have a certain amount of characters which was different to all my other passwords. Also the way that you record your whereabouts is also quite frustrating. Often I fill in a complete location and once I have finished finding out its address and so on I fill it in and it says that I'm not compliant because I haven't filled in any routine training or something else. So I have to fill it all out again. It's just not a very well constructed system. It often takes a lot longer than it should to enter new locations which are quite a pain. Other than the system for logging whereabouts everything else is fine.
187	In the past 12 months we have been provided with everything that we have required.
188	Need a button for 'Believe ASADA could do better'. I have received a lot of negative feedback re: ASADA not communicating well with sporting organisations. It is not reasonable to wait 10 or more days to have an email or phone call returned. Sports report that ASADA 'don't care' because they have a monopoly on testing, and can charge what they want. Too many resources are spent on punishing innocent athletes who haven't complied with getting the paperwork right for legitimate medicines - rather than focusing on cheating elite athletes. It is not possible that all Australia's top athletes are clean, and yet they are not being caught. ASADA has a role to play in disrupting the flow of drugs getting into the sporting community. Stop the pipeline, instead of focusing on intruding on athlete's lives at the other end.

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
189	I would like to receive regular updates via email to ensure I am up to date with any changes
192	we need better info on vitamin supplements & power drinks - don't leave it up to athlete to make the mistake first
193	Every tester that I have met has been very good and highly professional.
196	The website has too many 'errors' occurring in the whereabouts submission pages. It happens too often and I have been unable to change it on a number of occasions due to this failure of the website. I am 100% against doping and want to do my part in helping clean up the sport, but it shouldn't interfere and govern everyday life.
197	I would like to know more about asthma puffer TUEs!
200	Not enough out of competition testing in my sport
204	Perhaps make lists of banned drugs for individual sports as it would provide clear and definitive information.
210	Re q.18 and 19 I believe too few athletes are tested. Also testing in competition doesn't stop people using certain substances in the lead-up to competition and then stopping a few weeks before the comp (not enough out-of-competition testing to deter this). Also the general level of awareness and understanding about what you can and can't take is low in one of the sports that I am involved with (bodybuilding) - many people think if you can buy it OTC, it's ok - more education/better connection with athletes needed?
214	As an athlete and now as a coach, I am satisfied with ASADA's testing (both in and out of competition) and believe this helps deter athletes from using prohibited substances. ASADA's test procedures were always very well carried out (when I was an athlete and now for athletes I coach), with the athlete informed of the procedures involved.

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
215	Have always found them to be both professional and helpful: even when athletes can be tired, argumentative etc.
237	My educational experience was at Youth Cup (rowing) 2010, and I thought that the video was out-of-date and not relevant to the circumstances of the athletes in the room. I would have preferred to be given more insight into sporting related drug use rather than the party side of things.
240	If ASADA turn up unannounced (and I have no problem with this), then must be more flexible with what an athlete is able to do while Asada waits for sample.
244	The staff I deal with are knowledgeable, helpful and friendly. Service is generally prompt and efficient. ASADA resources are accessible and increasingly user friendly
247	the cost of testing is far too high for sports conducting events in Australia and should be subsidised
266	ASADA run an excellent organisation, any time I have dealt with ASADA whether it be a presentation or being tested the staff have been nothing but professional whilst being extremely helpful and forthcoming in any information required or asked of them. I have great confidence in their undertakings of preventing illegal substance use.
270	Am a wheelchair sports person - very difficult to give a sample while sitting on lavatory, keeping my balance, holding jar and producing a sample. A larger type of pan/jar which could be placed in lavatory for holding sample would be much more convenient for wheelchair people.
279	Have found it very frustrating trying to get a straight answer on what is classed as 'in competition' and what is 'out of competition'.

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
284	I know it's a random ballot to be chosen to go through drug testing procedure, but I've had mates who have been tested 3 times in a week, and it just seems to take time away from valuable training time, maybe some sort of small delay (a week or two) in the second and third times that they are tested
286	Testing athletes at the AIS every week while not ever testing athletes at ACTAS does not really make sense. Young athletes particularly should be cautioned to the risk of doping in sport by being tested by ASADA prior to them being a World Champion. Habits are learnt early, we should tell young athletes it is not ok to dope.
296	The whereabouts on the Asada website is too restrictive. It's too hard to delete old addresses and make a small concise and up-to-date list. More flexibility is needed on the website.
304	At a recent national competition ASADA conducted tests at the final race of 6 races. This caused considerable distress for athletes that had a tight turnaround from the test to travel arrangements. This should be avoided in future, particularly since there were alternative races that would have been just as appropriate for testing.
310	I've always found ASADA very professional in all aspects/avenues when dealing with them & find their information very useful & informative..

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
312	Overall I have found the ASADA staff to be excellent. For the most part, they have been very considerate and professional. However, I have encountered some testing staff- who are part-time employees- who have conducted themselves in a rather inappropriate or unprofessional manner. I understand that overseeing a test may be awkward or embarrassing for them in some ways, but it can also be for the athlete. One staff made odd comments and talked in an inappropriate manner about the people he had recently tested- including comments about their pubic hair, physiques etc. I found this unsettling and odd. This is most likely a rare occurrence, isolated to a particular individual- but a negative experience nonetheless.
315	I question the process the chaperone's follow when watch the sample being given, I have experienced some who follow out of date practices which I was not happy with. They need consistent and up to date training to do the job.
316	Very professional.
319	There should be an Athlete Representative on the Board of ASADA. I have a problem with the Canberra ASADA staff and their patronising treatment of Athletes. This is lead by [REDACTED] who reflects the organisation very very poorly. It's a pleasure working with the considerate and efficient staff in Adelaide, Melbourne and in Tasmania [REDACTED] in Canberra is deliberately slow, and has caused much angst with athletes who need to get off to work after training. If testing occurs outside of whereabouts times, Please remember that we plan our days for the times we provide, and will be considerate and compliant if the same courtesy is given.
320	Queensland's drug testers have always been very polite, friendly and informed staff...at times when competing in Victoria I have had unpleasant experiences with staff being rude and uninformed/inconsistent with what they require of me.

ID	q21. If you have any comments about your dealings with ASADA, ASADA's information products, or the service ASADA provides during the testing process, please record them here:
321	<p>Given we record whereabouts for every day of the year, it is a bit disappointing when ASADA consistently come at another time. I have had a number of occasions this year when I have missed very important work meetings because ASADA come to morning training. I would never list this time as an appropriate time to be tested (ASADA would be most welcome to come to the gym in the afternoon or to my home at my listed whereabouts time). Given we are not professional athletes and need to earn an income, it is unfair that we are prohibited from working (I am very lucky I haven't lost my job as a consequence). I strongly encourage random testing, but some commonsense would be welcome. This is exacerbated by new rules without any medical justification (e.g. sitting 'perfectly still' for ten minutes + waiting 30 minutes for blood). The testing process cannot be completed in less than 1 hour. Perhaps when testers come outside of listed whereabouts, they should be capable of coming with us to important meetings/ other commitments and not make us choose between a 2 year ban and losing our jobs.</p>

ID	q22_90. What is your main sport or the sport you are most closely associated with? Other sport
18	Para-cycling
19	wheelchair basketball
77	Commonwealth Games
84	Many Olympic, Commonwealth Games, Paralympics and professional sports
85	As I am not permitted to choose more than one option I shall state here cycling, basketball, gymnastics

ID	q22_90. What is your main sport or the sport you are most closely associated with? Other sport
86	Multiple sports
101	across a range of sports
108	All Olympic sports
111	Surf Lifesaving
179	SIS/SAS
188	many
224	I oversee 15 different sports
226	various
241	Institute of Sport
276	Wheelchair Basketball
324	winter sports

ID	q23_4. Are you in the Registered Testing Pool, Domestic Testing Pool, or an athlete in a professional sport? Other
4	not sure
20	UNSURE WHICH CATEGORY IN
23	Currently injured, was on the RTP
26	NO IDEA
27	I'm not sure - Haven't had any info on drug testing recently
34	Amateur
35	not currently, I have been previously
37	Club
44	Student athlete, 5 time national medallist

ID	q23_4. Are you in the Registered Testing Pool, Domestic Testing Pool, or an athlete in a professional sport? Other
52	Don't actually know, I have called ASADA numerous times to see if I need to report my whereabouts and they say I don't have to. I have to report my whereabouts for the FIBT, but I am not sure what pool I'm in
66	I am unsure
68	don't know
70	I don't know...
71	I don't know
72	None of the above
73	Don't know if I'm registered
95	elite paralympic swimmer
97	club representation at national level
124	Nutri Grain /series
132	Not sure. I'm on the national & state teams but no-one to my knowledge from my sport has been tested in the last few years!
141	I'm actually not 100% sure, I think Registered
148	Club/State Rower
155	I don't know, been at a club for 2 years
158	Unsure
159	Recently retired athlete
173	I don't know
198	Was RTP, got taken off but never received letter regarding what next. usually get tested at training
199	Do not know
207	Junior Competition
236	not sure

ID	q23_4. Are you in the Registered Testing Pool, Domestic Testing Pool, or an athlete in a professional sport? Other
237	club rower
270	Not sure, but I am tested overseas and in Aust
274	Not sure
310	Not sure which testing pool I'm.in but I know we're tested at all our events inc. locally, nationally & internationally.
320	Have been both RTP & DTP... it keeps switching for me

ID	q27_4. What is your highest education level? Other
73	University Degree
89	trades panel beater
90	Intellectually disabled
122	Bachelor
141	University
194	uni
311	University
317	yr 11 high school
319	Tertiary and completing a Doctorate

ID	q29_5. Which of the following best describes your role as a Support Personnel? Other
7	sports administrator
8	Development officer
11	Board member.
100	Past athlete now mentor
211	Sport Coordinator
227	Administrator

ID	q30_6. Which of the following best describes your role as a Health Professional? Other
103	Physiotherapist
104	Sports physiotherapist
224	Medical coordinator

Australian Sports Anti-Doping Authority
(ASADA)

2011 Stakeholder Survey

June 2011

- ORIMA Research conducted the 2011 ASADA Stakeholder Survey from 2 May to 3 June 2011

- Two streams were sampled within this survey
 - The 'representative stream' of stakeholders were sampled from ASADA's database and sent an invitation to the survey
 - The 'inclusive stream' of stakeholders were interested parties who could participate through an open link on the ASADA website

- Of the 1,660 invitees in the 'representative stream', 206 took part in the survey, a response rate of 12.4%
- 118 individuals took part in the 'inclusive stream', bringing the total number of respondents to 324

Table 1: Spread of respondents by stream and stakeholder categories

	Representative Stream	Inclusive Stream
<i>Athlete</i>	155	77
<i>Support personnel</i>	9	18
<i>Health professional</i>	4	7
<i>Sporting organisation</i>	38	16

- The results shown in this presentation have been weighted according to stakeholder categories as below
- Unless otherwise stated, results shown are combined for the 'inclusive' *and* 'representative' streams

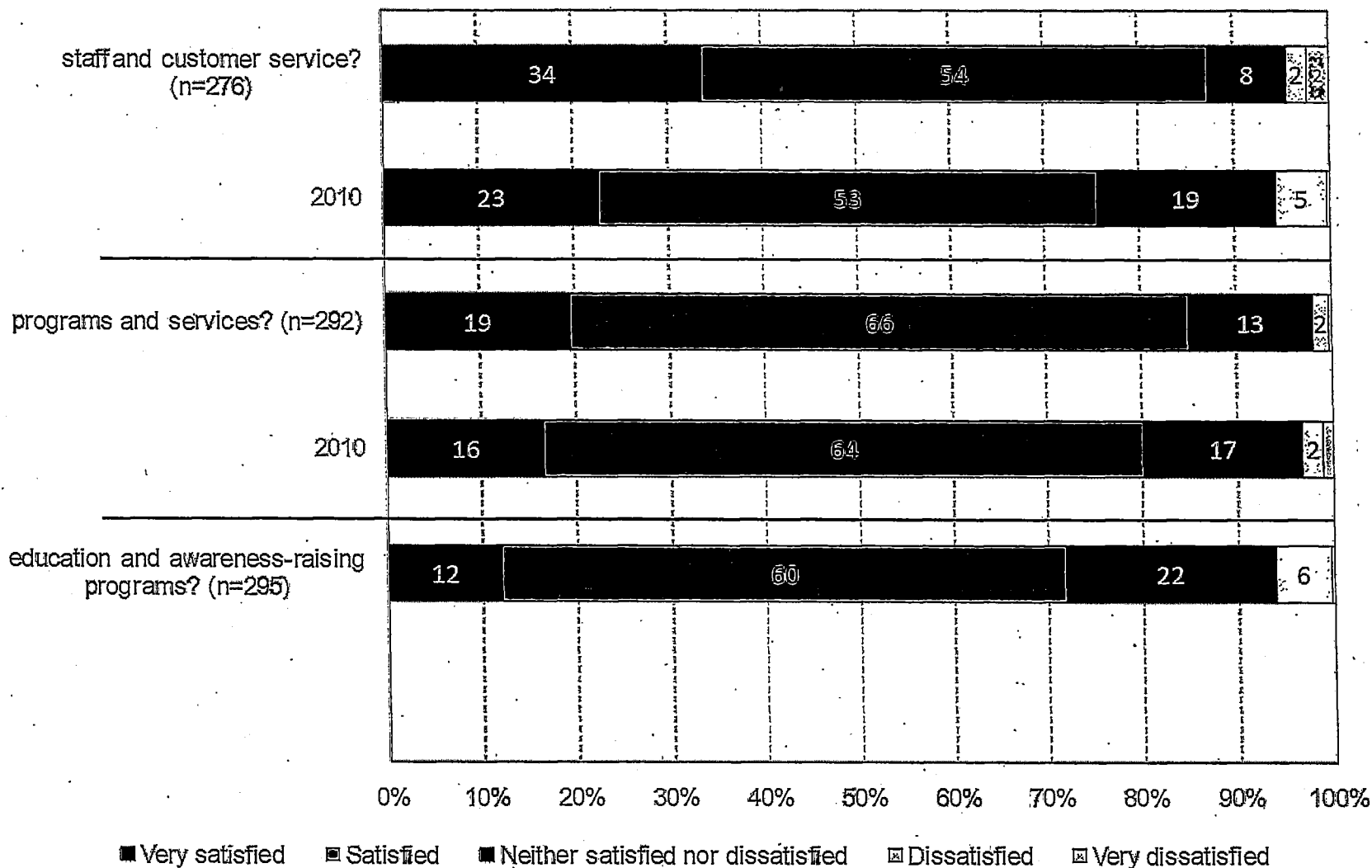
Table 2: Weighting of combined data by stream and stakeholder categories

	Representative	Inclusive	
<i>Athlete</i>	21%	9%	30%
<i>Support personnel</i>	7%	3%	10%
<i>Health professional</i>	7%	3%	10%
<i>Sporting organisation</i>	35%	15%	50%
	70%	30%	

Overall satisfaction of dealings with ASADA

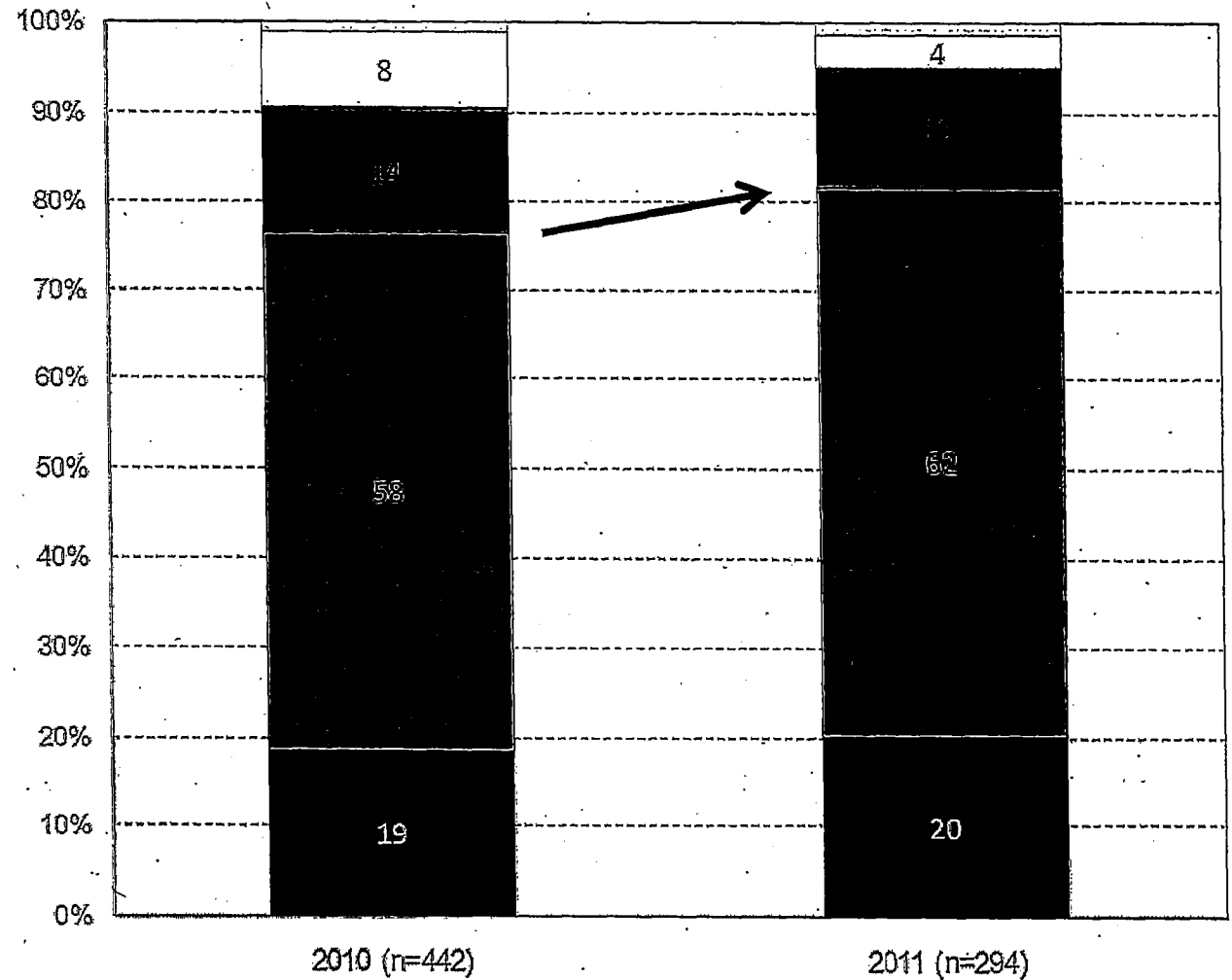
RESEARCH

Considering everything, how satisfied are you with ASADA's...



Overall views of dealings with ASADA

Considering everything, how confident are you that ASADA's activities maximise doping detection?

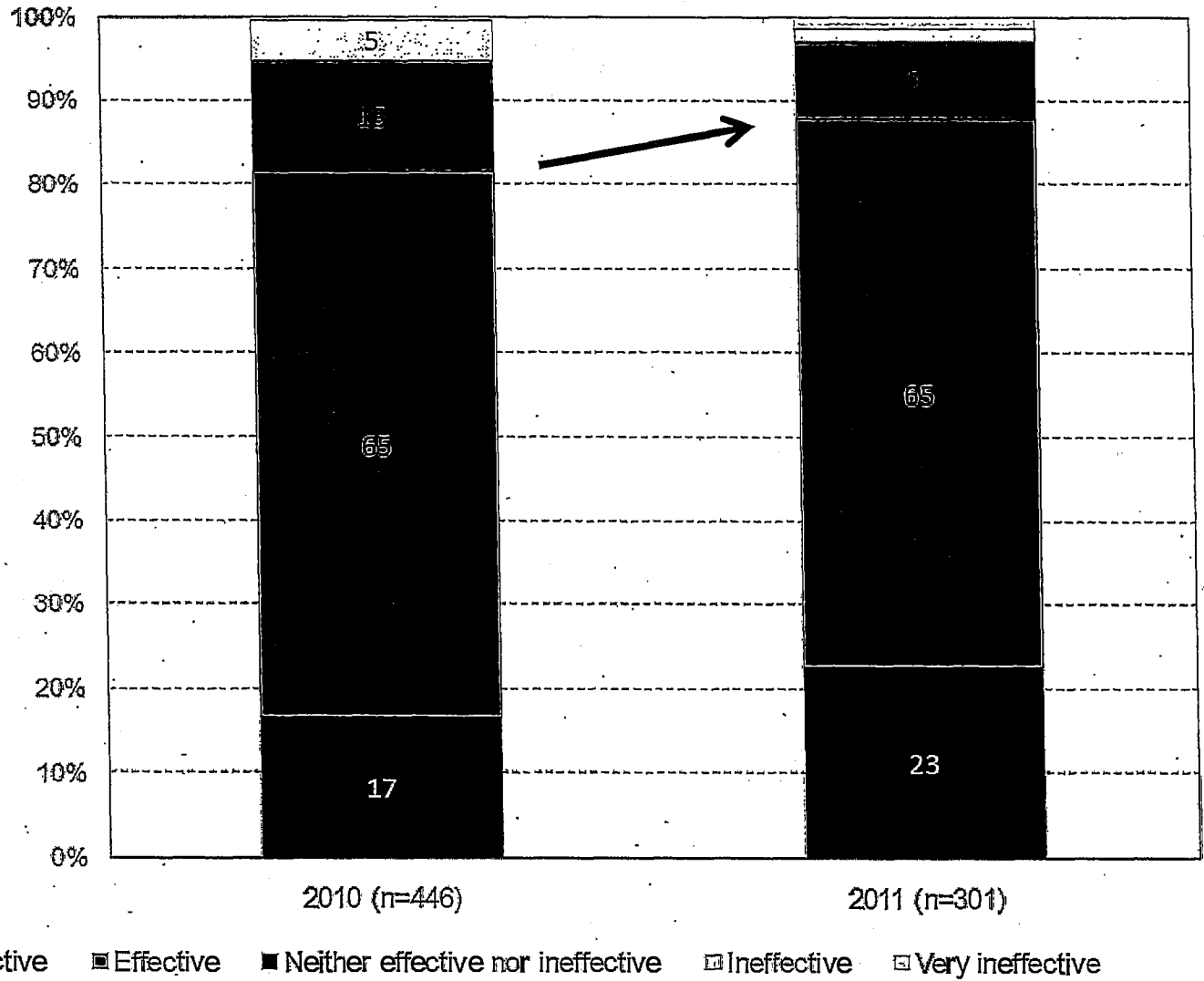


■ Very confident ■ Confident ■ Neither confident or not confident □ Not confident □ Not at all confident

Overall views of dealings with ASADA

RESEARCH

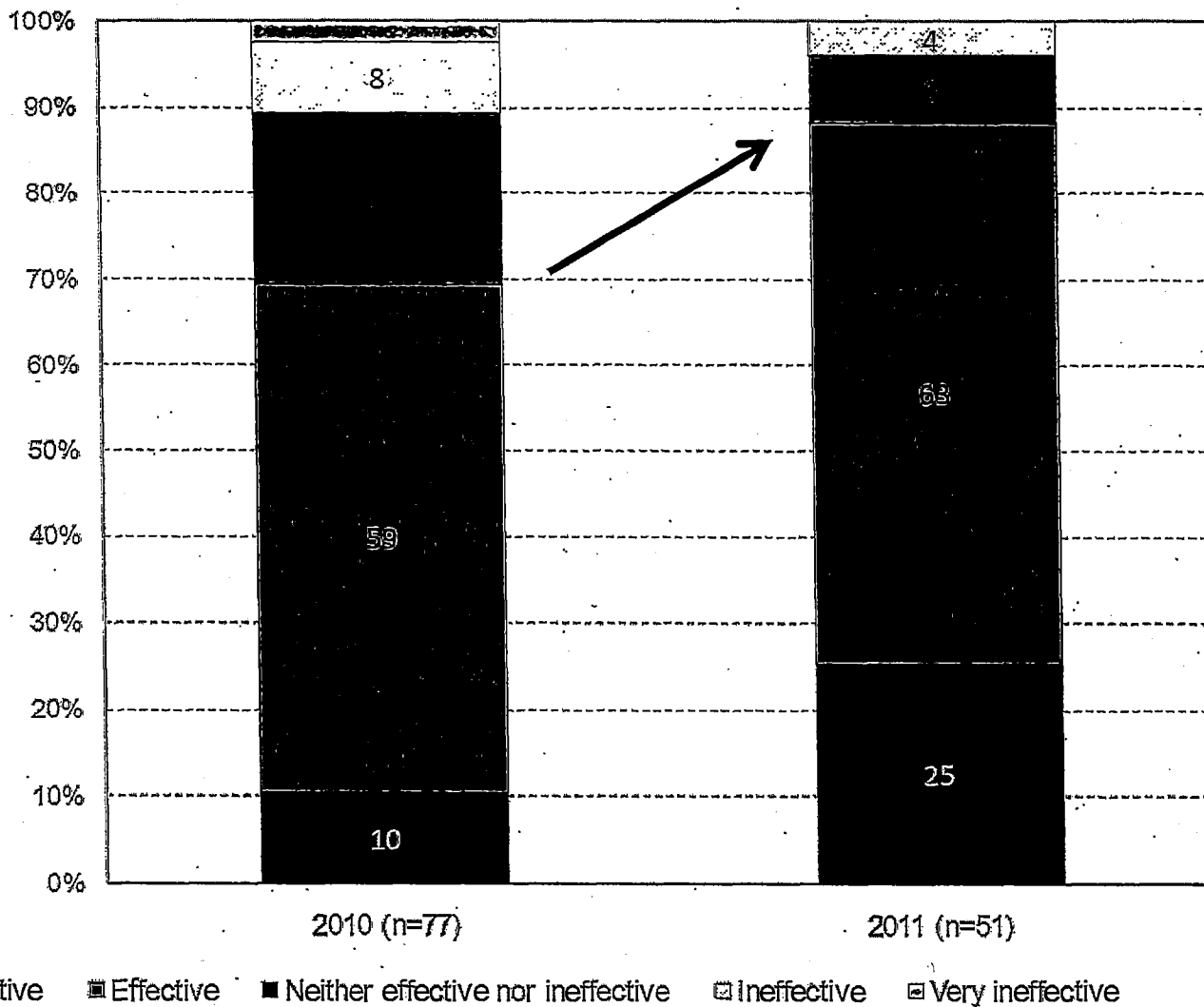
Considering everything, how effective do you feel ASADA has been in deterring athletes and support personnel from prohibited substance and method use in Australian sport?



Overall views of dealings with ASADA

As a representative of a national sporting organisation or peak body, how effective do you feel ASADA has been in assisting your organisation to meet your anti-doping obligations?

Sporting Organisations only



Awareness of rights, responsibilities, and ASADA policies

RESEARCH

Most stakeholders had relatively strong awareness of their rights and responsibilities

That you can confidentially report doping activity to ASADA (n=322)

What a Therapeutic Use Exemption (TUE) is (n=323)

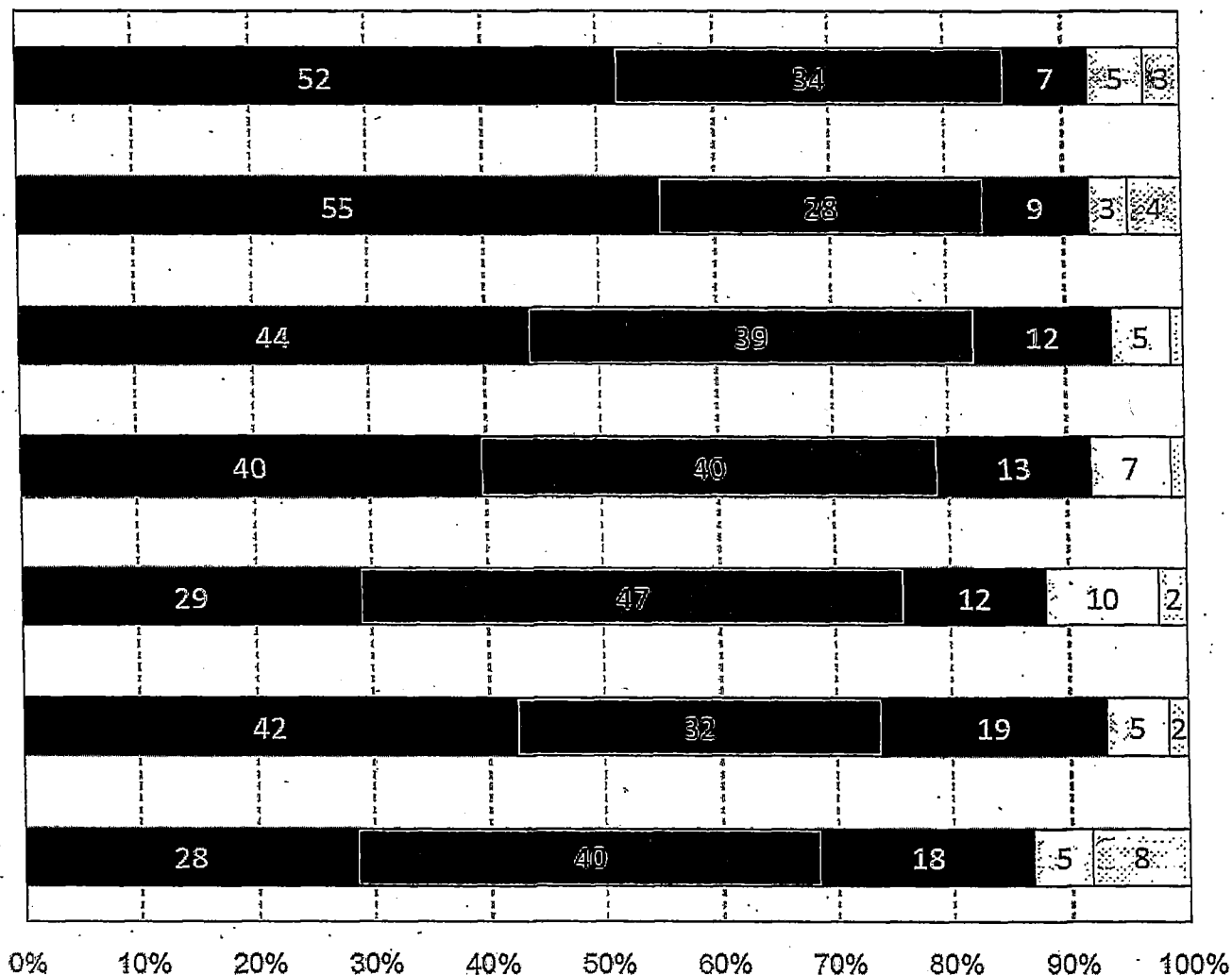
Your own rights and responsibilities in relation to anti-doping (n=323)

The World Anti-Doping Code (n=324)

ASADA's legislation (n=323)

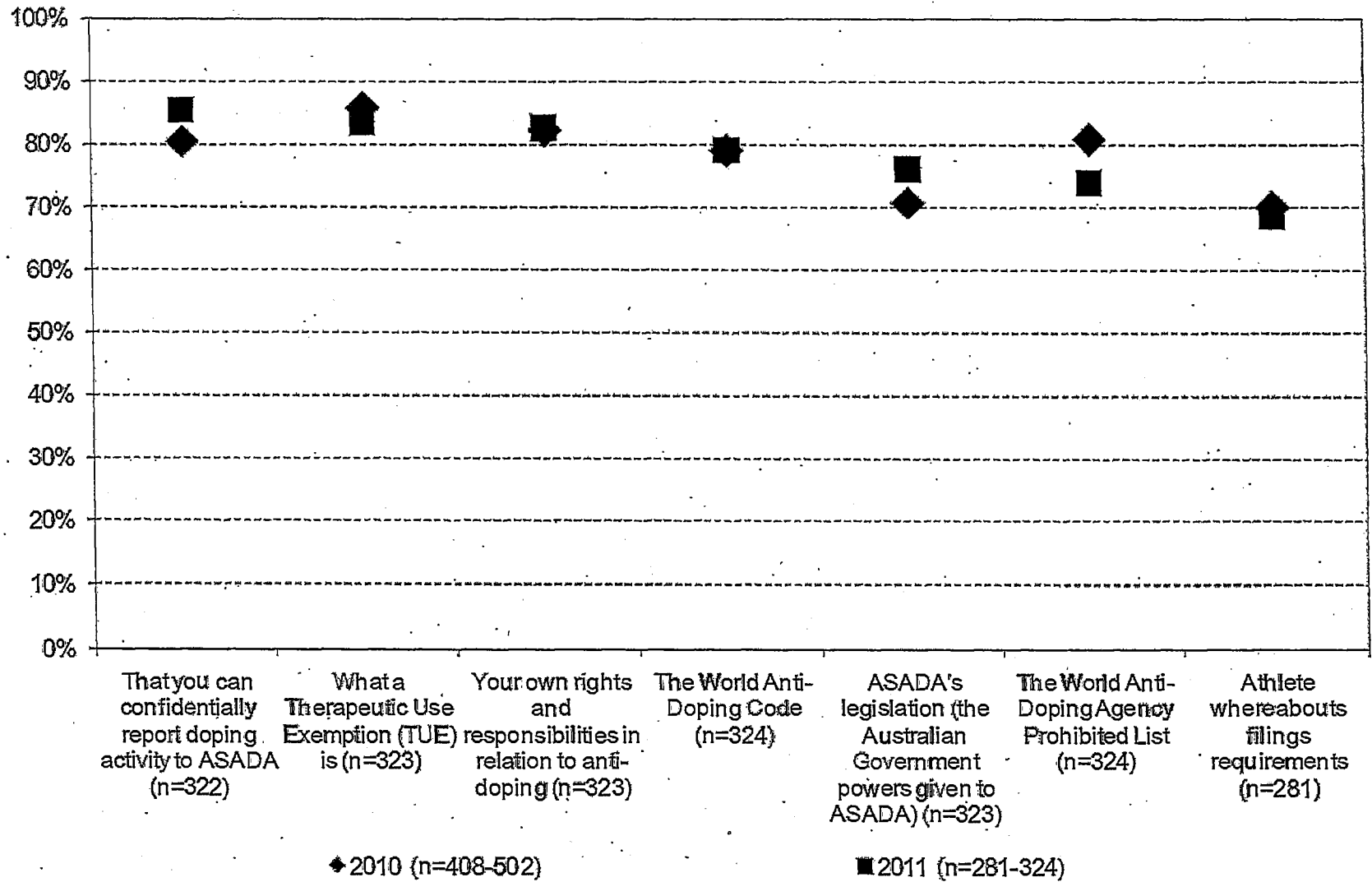
The World Anti-Doping Agency Prohibited List (n=324)

Athlete whereabouts filings requirements (n=281)



Fully Aware
 Mostly Aware
 Partly Aware
 Somewhat Aware
 Not Aware

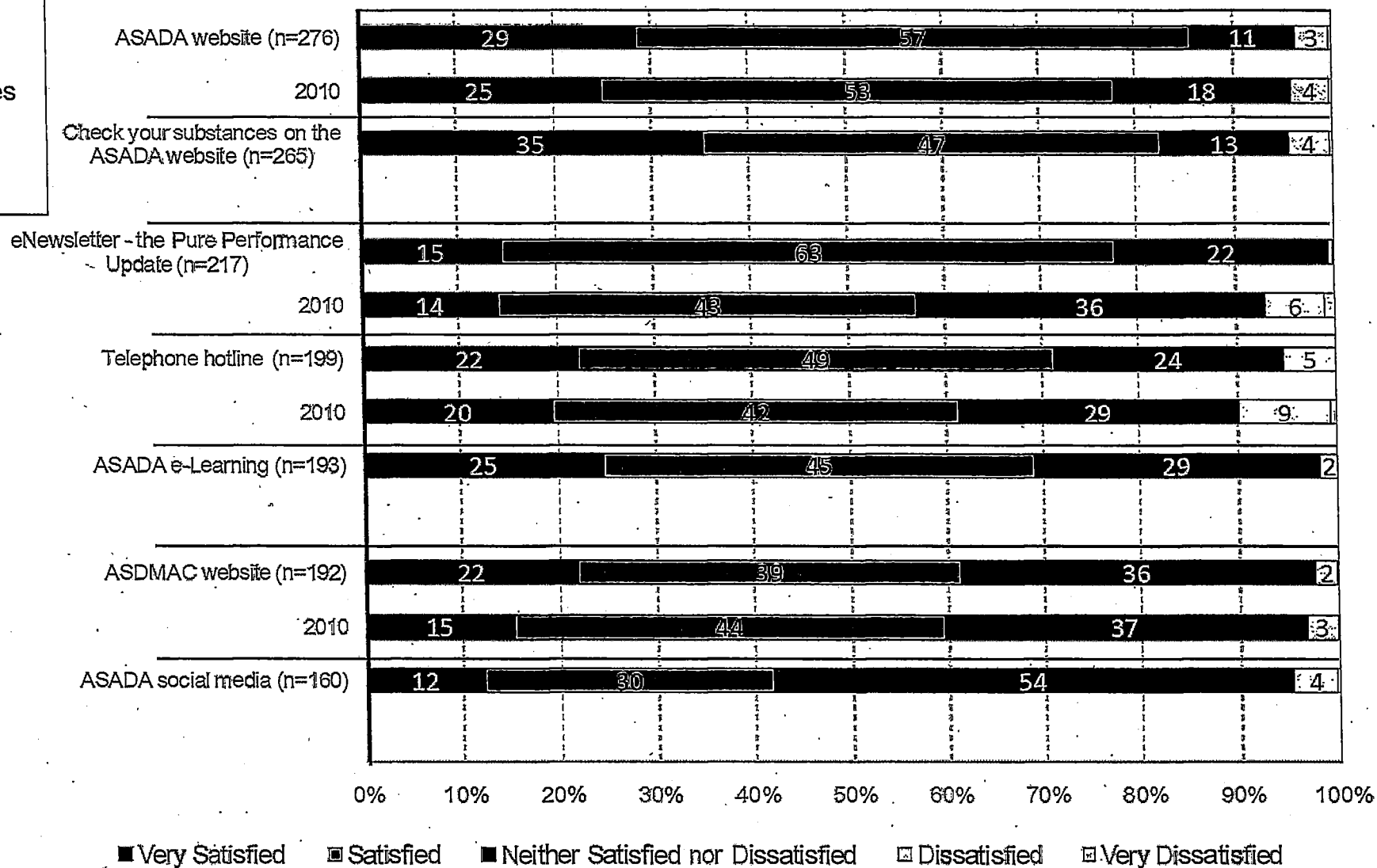
Fully aware and mostly aware of rights, responsibilities and policies



Views about ASADA's information products

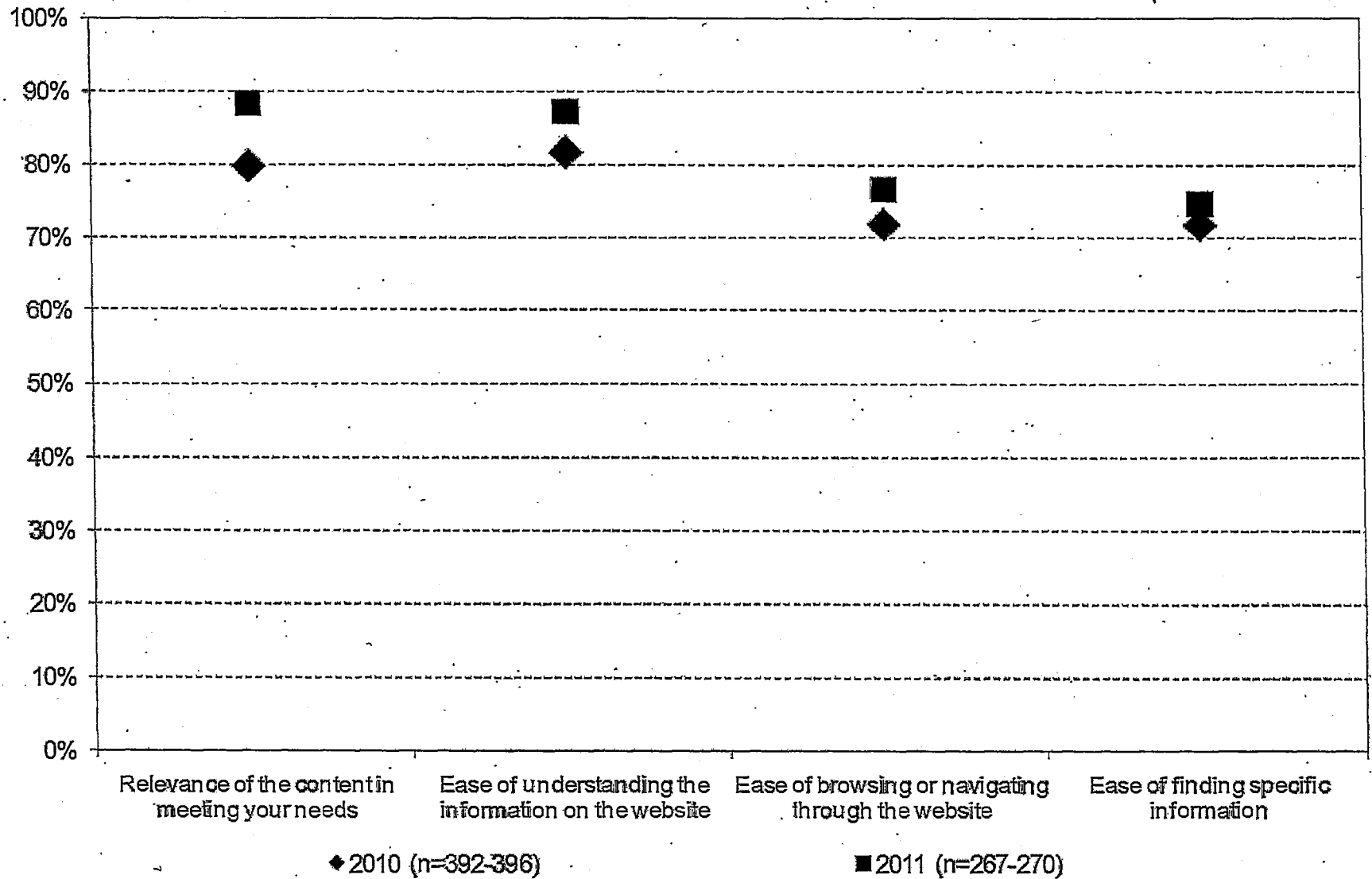
RESEARCH

Stakeholders were asked to rate their satisfaction with the information resources about anti-doping provided to them in the last 12 months



Satisfaction with aspects of the ASADA Website

RESEARCH

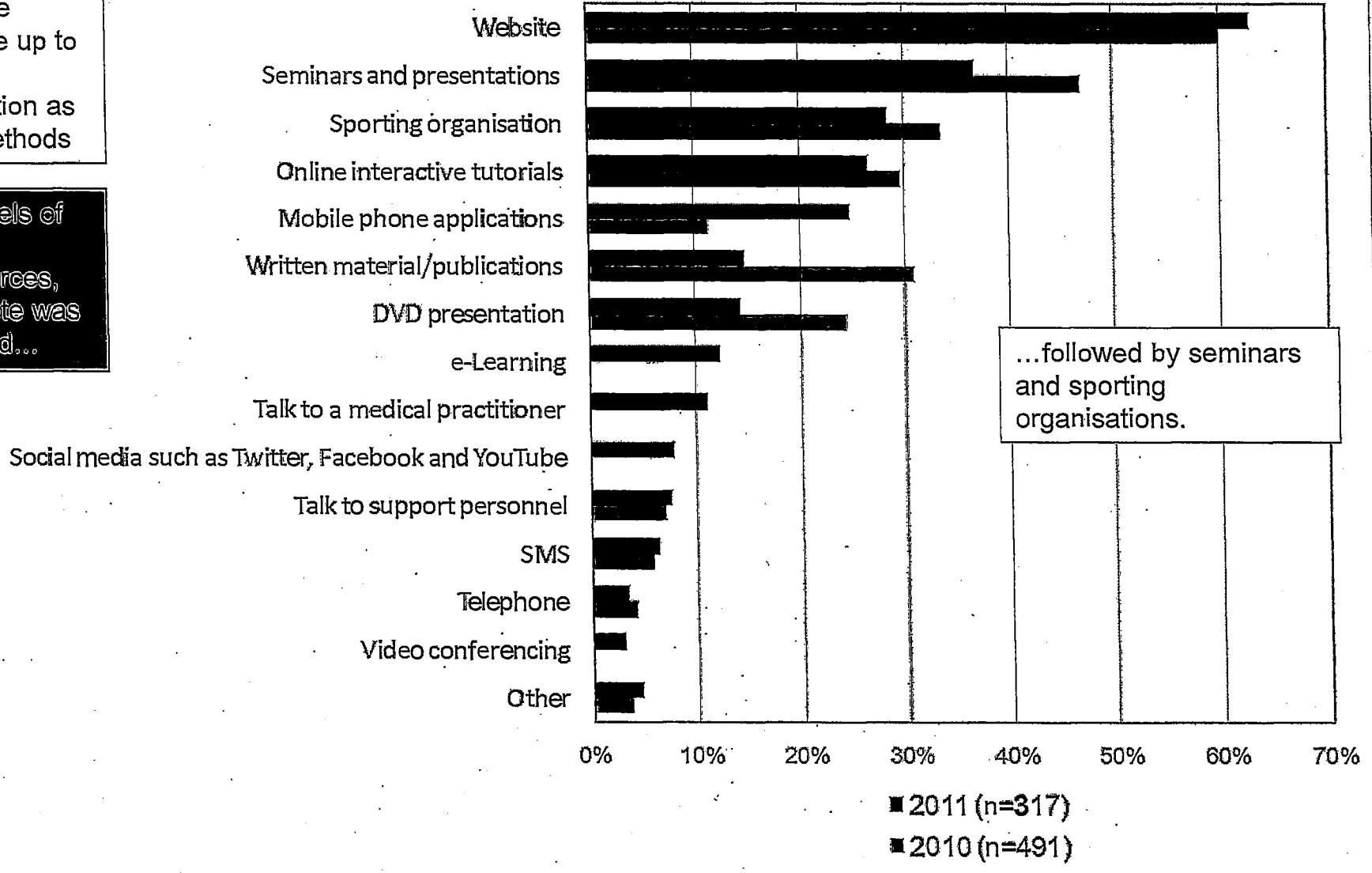


Preferred method to receive anti-doping information

RESEARCH

Stakeholders were asked to nominate up to three methods of receiving information as their preferred methods

Reflecting the levels of satisfaction with information resources, the ASADA website was the most preferred...

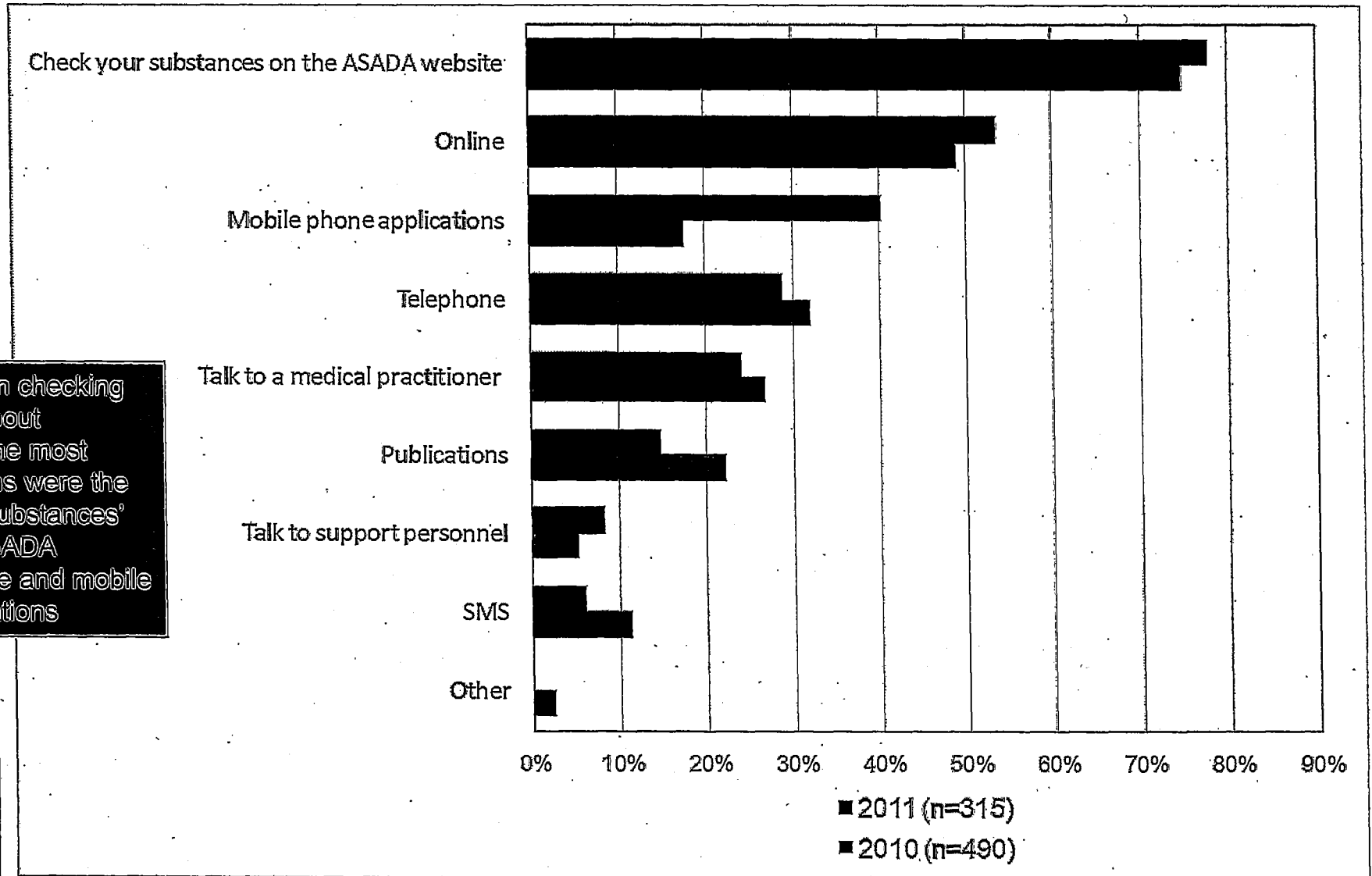


...followed by seminars and sporting organisations.

Preferred method of checking substances information

RESEARCH

Similarly, when checking information about substances, the most popular options were the 'Check your substances' tool on the ASADA website, online and mobile phone applications

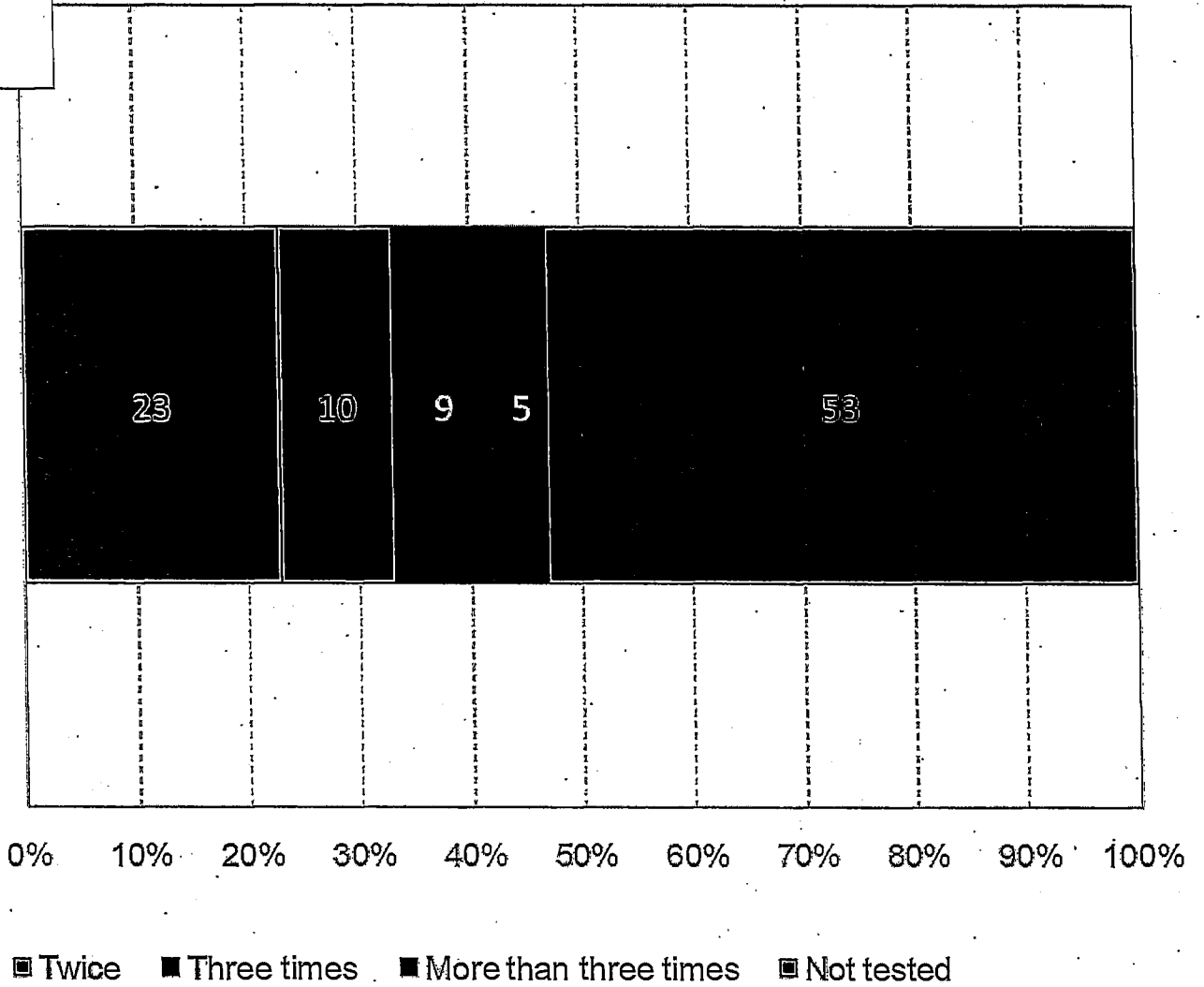


Participation in anti-doping testing (athletes)

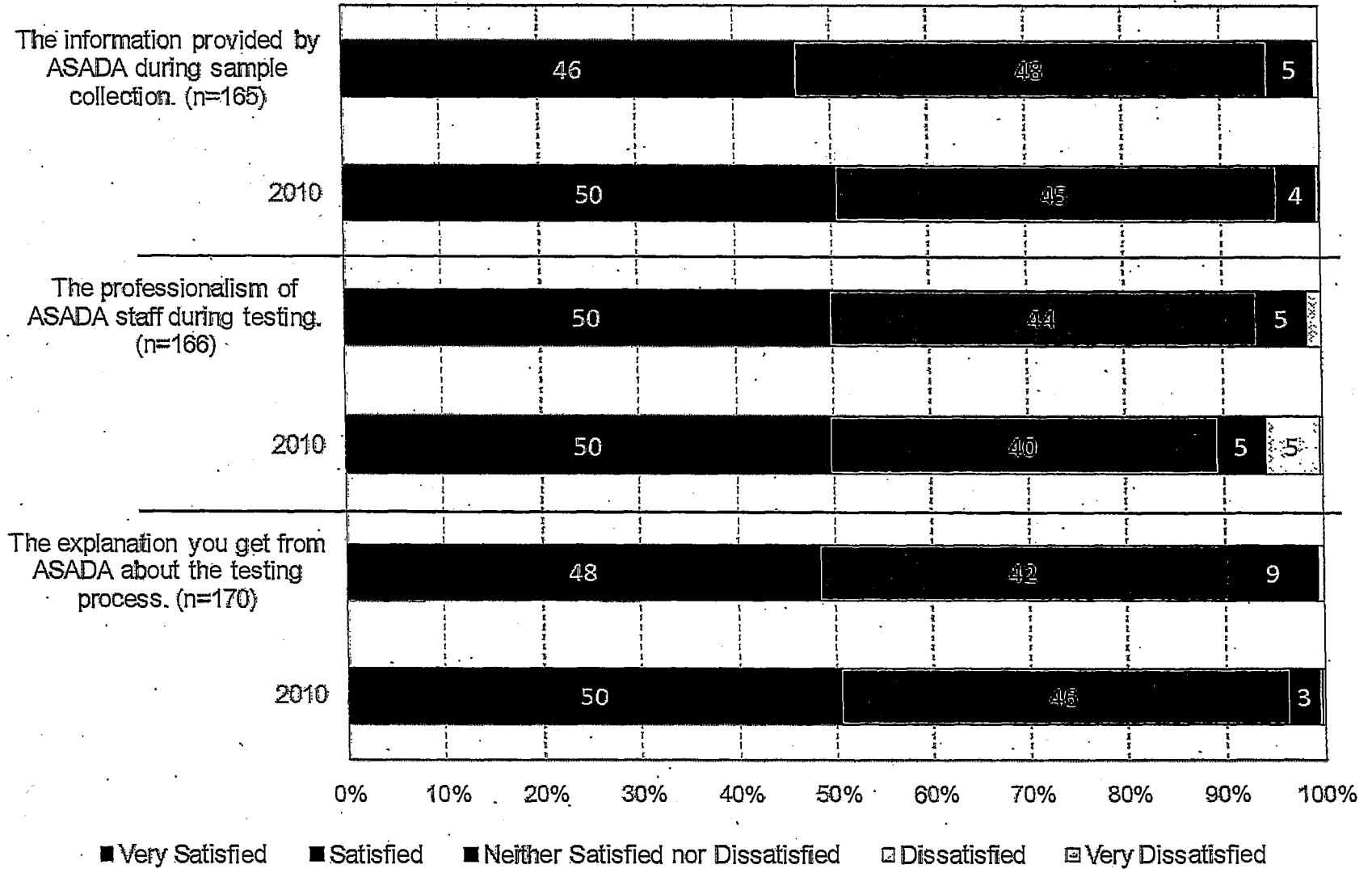
RESEARCH

Athletes were asked how many times they had been tested by ASADA in the last 12 months

2011 (n=234)



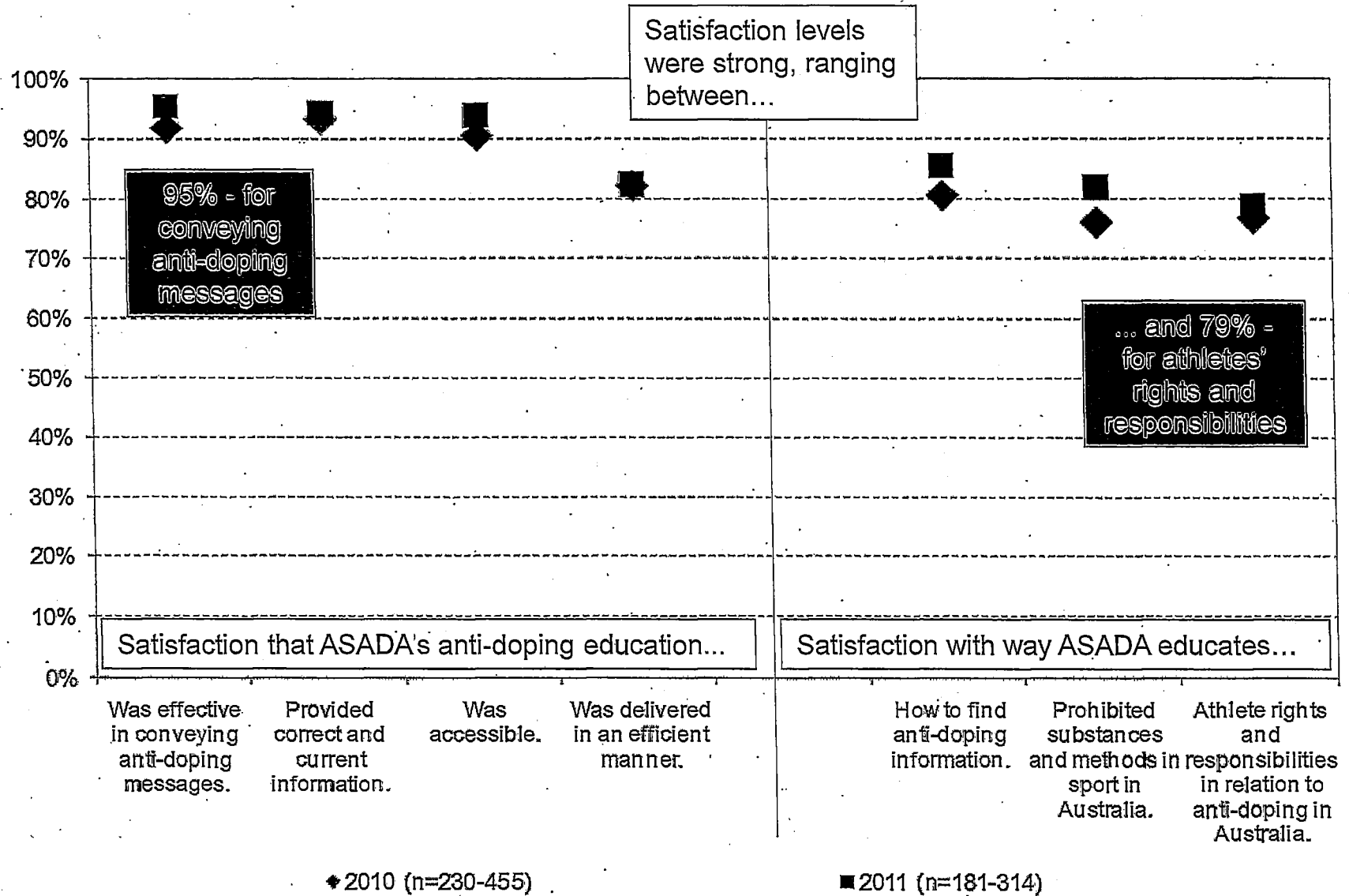
Views about the testing process



Base: Respondents who had undergone (or linked to an athlete who had) testing

Views about ASADA's role in educating stakeholders

RESEARCH



Among those respondents (about 1 in 8) who were less than satisfied with at least one aspect of information and education provided by ASADA, reasons included:

➤ Repetition / level of detail

“The online modules were pretty patronising for many of the target audience. Perhaps if we could have correctly answered a quiz, we could have been saved 90 minutes of our time.”

“I think there is too much anti doping information and education for Senior Athletes.”

“The online learning was very slow and not overly educating, it was a very low level of information and took a very long time.”

➤ Delivery

“I found the sessions I attended to be a little boring and the person giving the presentation to be a little ‘wishy washy’.”

➤ Clarity / ease of understanding

“Just basic and clear information on how, who and where to send the location forms. I am sometimes confused on how this operates.”

"In the past 12 months we have been **provided with everything that we have required.**"

"Every tester that I have met has been very good and **highly professional.**"

"The staff I deal with are **knowledgeable, helpful and friendly.** Service is generally **prompt and efficient.** ASADA resources are **accessible and increasingly user friendly.**"

"I've always found ASADA **very professional** in all aspects/avenues when dealing with them & find their information **very useful & informative.**"

“We need better info on vitamin supplements & power drinks - don't leave it up to athlete to make the mistake first.”

“The general level of awareness and understanding about what you can and can't take is low in one of the sports that I am involved with (bodybuilding) - many people think if you can buy it OTC, it's ok - more education/better connection with athletes needed.”

“I believe too few athletes are tested. Also testing in competition doesn't stop people using certain substances in the lead-up to competition and then stopping a few weeks before the comp.”

“Not enough out of competition testing in my sport.”

“I am a wheelchair sports person - very difficult to give a sample while sitting on lavatory, keeping my balance, holding jar and producing a sample. A larger type of pan/jar which could be placed in lavatory for holding sample would be much more convenient for wheelchair people.”

- Overall, the responses from the survey indicate that most stakeholders feel positively about ASADA's performance and their dealings with ASADA
 - Results were generally consistent with or improved upon those recorded in the 2010 survey
- Stakeholders preferences for delivery of information are evolving, shifting towards online / on-demand mediums
- Scope for improvement remains in areas such as:
 - Structure / Search of ASADA website
 - The level of out-of-competition testing

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 3 August 2011 10:19 AM
To: [REDACTED]
Subject: FW: Stakeholder research - communications to staff [SEC=UNCLASSIFIED]
Attachments: Stakeholder research - internal communications.tr5

Security Classification:
UNCLASSIFIED

Hi guys

Please note that [REDACTED] has approved the communications about the stakeholder research.

You will note that the items include a direct email, intranet and ITL items (see attached).

[REDACTED] - can you confirm that you would be happy for this to go out this week?

[REDACTED] can you prep the intranet item for uploading for tomorrow or Friday? Let me know because I'd like to put them this and the email out at the same time.

[REDACTED] - if that timeline is fine with [REDACTED] and [REDACTED] I'll give you some topline stats to put in ITL

Thanks guys

[REDACTED]

From: [REDACTED]
Sent: Friday, 15 July 2011 11:30 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Stakeholder research - communications to staff [SEC=UNCLASSIFIED]

Hi [REDACTED]

We would like to communicate the findings of the stakeholder research to staff and stakeholders (now that SMG have seen the presentation).

As per last year I wanted to ensure you were comfortable with the broadcasting of the communication items and the final research presentation file (see FINAL ASADA presentation attached).

I have reviewed the presentation and wish to advise that on the whole the findings are very positive, and the communications reflect this.

The communication items focussing on the overall positive outcome, as well as noting some areas of possible improvement, include:

- Staff email
- Intranet piece.

To celebrate our achievements I have also put in an initial plan for a series of In the Loop and intranet articles which will focus on the good results for each particular area measured, e.g. testing, education, assisting sporting organisation's etc.

Please note that for external audiences there is also a Pure Performance Update article being prepared which will be the subject of another sign-off process.

It would be appreciated if you could review the communication items/presentation and advise if you approve their publication.

Please let me know if you need further information or have any questions.

[REDACTED]

[REDACTED]
[REDACTED]
Australian Sports Anti-Doping Authority

Phone: [REDACTED]
Fax: [REDACTED]
Mob: [REDACTED]

Email: [REDACTED]@asada.gov.au
Web: www.asada.gov.au

Post: PO Box 3320, North Strathfield NSW 2137

ASADA Hotline: 13 000 ASADA (13 000 27232)

Email

[From] Communications

[Subject] Stakeholder research results

[Attachment] TRIM link to presentation

The 2011 stakeholder research has now been completed and analysed by our research contractor, Orima. The research is designed to collect opinions from athletes, support personnel and sporting organisations about ASADA and anti-doping.

Overall the findings from this year's research are very good for us! It confirms the strong results from the last few years' research and show that our stakeholders feel increasingly positive about ASADA and their dealings with us.

Some key overall findings are that:

- 88 per cent were satisfied with our staff and customer service
- 88 per cent thought our activities were effective in deterring doping
- 85 per cent were satisfied with our programs and services
- 82 per cent were confident our activities would detect doping
- 72 per cent were satisfied with ASADA's education and awareness-raising programs

The survey results offer us a great opportunity to celebrate what we do well – Marketing Communications will be pulling out the results for particular areas and preparing some features for In the Loop and the intranet, so stay tuned.

In the meantime if you wanted to have a look for yourself, the link to the full research presentation is attached. The research covers areas such as:

- overall satisfaction with dealings with ASADA
- awareness of rights, responsibilities and ASADA policies
- views about ASADA's information products
- views about the ASADA website
- preferred methods to receive anti-doping information and substances
- anti-doping education including participation and satisfaction
- views about the testing process.

Whilst being overwhelmingly positive the research also provide us with an opportunity to challenge the way we work and consider what we might do to improve our services to the sporting community.

Orima have identified some areas from the open-ended comments and lower levels of satisfaction, which may provide some scope for improvement. SMG will be looking at this feedback, taking it on board, and working through it to ensure we best meet our stakeholders' needs.

If you have any questions regarding the research please do not hesitate to contact [REDACTED]
([REDACTED]@asada.gov.au).

Intranet

[Headline] 2011 Stakeholder research results

The 2011 stakeholder research has now been completed and analysed by our research contractor, Orima. The research is designed to collect opinions from athletes, support personnel and sporting organisations about ASADA and anti-doping.

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[Link] Read more, includes a link to the full research presentation.

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If you have any questions regarding the research please do not hesitate to contact [REDACTED]

[REDACTED]@asada.gov.au).

[insert TRIM link to presentation]



FINAL ASADA presentation - June 2011.t5

ITL and intranet – 25/26 July and onwards

A feature prepared about each of the following categories:

- overall satisfaction with dealings with ASADA
- awareness of rights, responsibilities and ASADA policies
- views about ASADA's information products
- views about the ASADA website
- preferred methods to receive anti-doping information and substances
- anti-doping education including participation and satisfaction
- views about the testing process.

Pure Performance Update item

[Headline] Your feedback, and what we're doing about it

Thank you to all athletes, sports and support personnel who participated in ASADA's 2011 stakeholder research!

Your feedback directly helps ASADA improve our services to you.

One area where you can see this happening is our work in the online space. Through the research you told us that online formats were your preferred method of getting anti-doping information and for checking medications and substances.

We wanted to make things easier for you, so on top of the revamped ASADA website and launch of the Check Your Substance online tool, we have launched Facebook, Twitter and YouTube pages based on your feedback.

Refer to the social media article to find out how to sign up!

Thank you again to all who participated. The survey will be conducted again next year in May. We'd really like to hear more from you, so please take the opportunity to anonymously give us feedback about the services we offer.

[REDACTED]

From: [REDACTED]
Sent: Friday, 15 July 2011 11:11 AM
To: [REDACTED]
Subject: RE: Stakeholder research - internal communications [SEC=UNCLASSIFIED]

Security Classification:
UNCLASSIFIED

Thanks for that [REDACTED]

In terms of external communications, I'm comfortable putting in a bit more detail and being a bit more upfront about the results, so can bulk up the PP Update article I've already prepared (which, at the moment, really just touches on the increase in desire for ASADA's digital offerings).

Also happy to prepare materials for any other channels you also may want to go out on. We could conceivably include a number of the results (not related to PBS KPIs/deliverables) in the annual report as well.

For the internal communications did you want me to check with [REDACTED] to make sure he was ok with it? I don't think there is anything of concern there, but as I mentioned, he did want to clear it last year.

Thanks

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Friday, 15 July 2011 9:50 AM
To: [REDACTED]
Subject: RE: Stakeholder research - internal communications [SEC=UNCLASSIFIED]

Thank [REDACTED]. The internal comms looks good, but I just wonder if we need to be a little more upfront about the results when we go externally. We asked a lot of questions about satisfaction with a range of our products and services, but have not included the results in the story.

-----Original Message-----

From: [REDACTED]
Sent: Friday, 15 July 2011 8:11 AM
To: [REDACTED]
Cc: [REDACTED]; [REDACTED]
Subject: Stakeholder research - internal communications [SEC=UNCLASSIFIED]

Hi [REDACTED]

For your approval please find attached internal comms I have prepared for the stakeholder research.

My idea is to have the initial items on email/intranet (my view is that they can go out immediately), and then to have a series of interesting take-outs from each of the sections for ITL and the intranet.

If you could review the attached and advise if any amendments to the content and approach are required, it would be appreciated. Please note that last year [REDACTED] wanted to review the content prior to it going out, in case there were any particular issues that might flare based on the results.

Thanks



-----< TRIM Record Information >-----

Record Number: BDOC11-26652*
Title : Stakeholder research - internal communications



Australian Government
Australian Sports Anti-Doping Authority



In The Loop

ASADA's fortnightly staff newsletter

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Focus on testing— stakeholder research	3
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[REDACTED]	4
[REDACTED]	4
[REDACTED]	4
[REDACTED]	4





ITL | 6 September 2011



Focus on testing—stakeholder research results

As you have probably seen, ASADA has received some very good overall feedback from athletes, sporting organisations and support personnel for our work.

Some particularly good results were achieved by the Testing and Sports Operations team who were highly regarded by our stakeholders.

Of those respondents who had been tested or had links to someone who had been tested:

- 95 per cent were satisfied with the information provided by ASADA during sample collection.
- 94 per cent were satisfied with the professionalism of ASADA staff.
- 91 per cent were satisfied with the explanation ASADA provided about the testing process.

These are great results and which would be the envy of many organisations. Congratulations to [redacted] and her team, especially all the DCOs and Chaperones out in the field!

DCOs and Chaperones undergo rigorous training and accreditation so this result is also a great endorsement of that program.

Marcomms will be focussing on more specific results from the stakeholder research in upcoming editions of IML. Stay tuned.

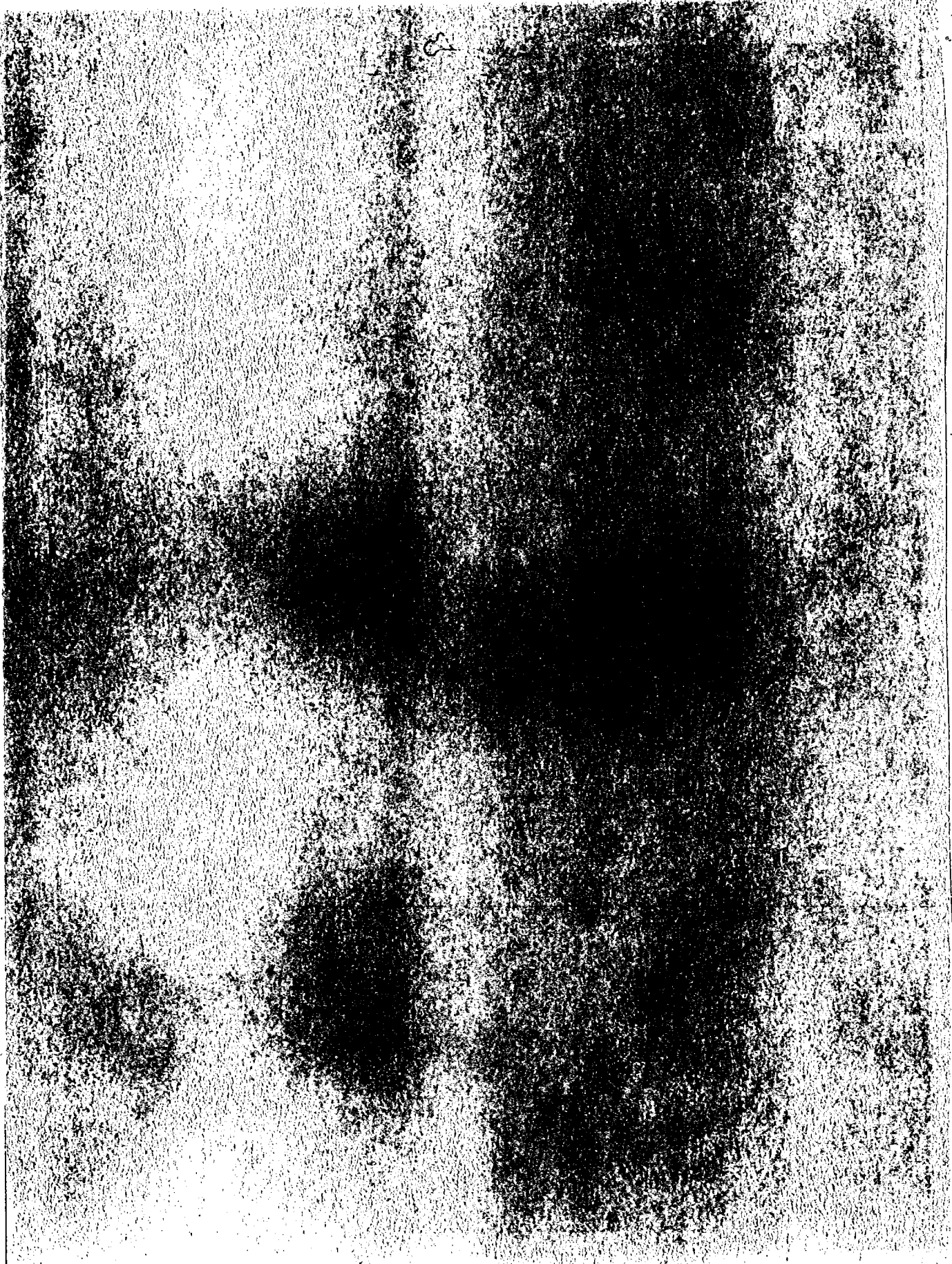
[redacted]



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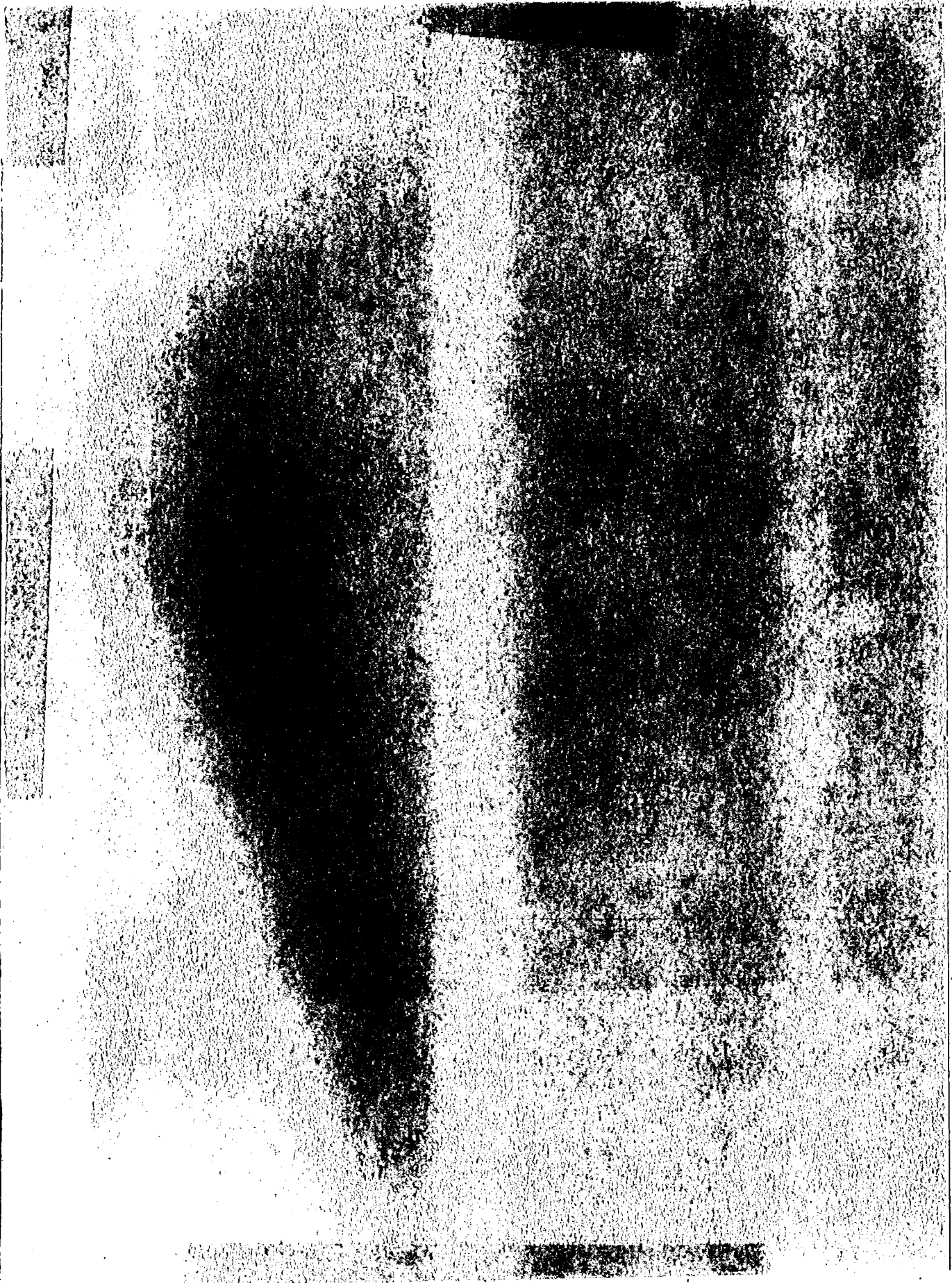
ITL | 6 September 2011

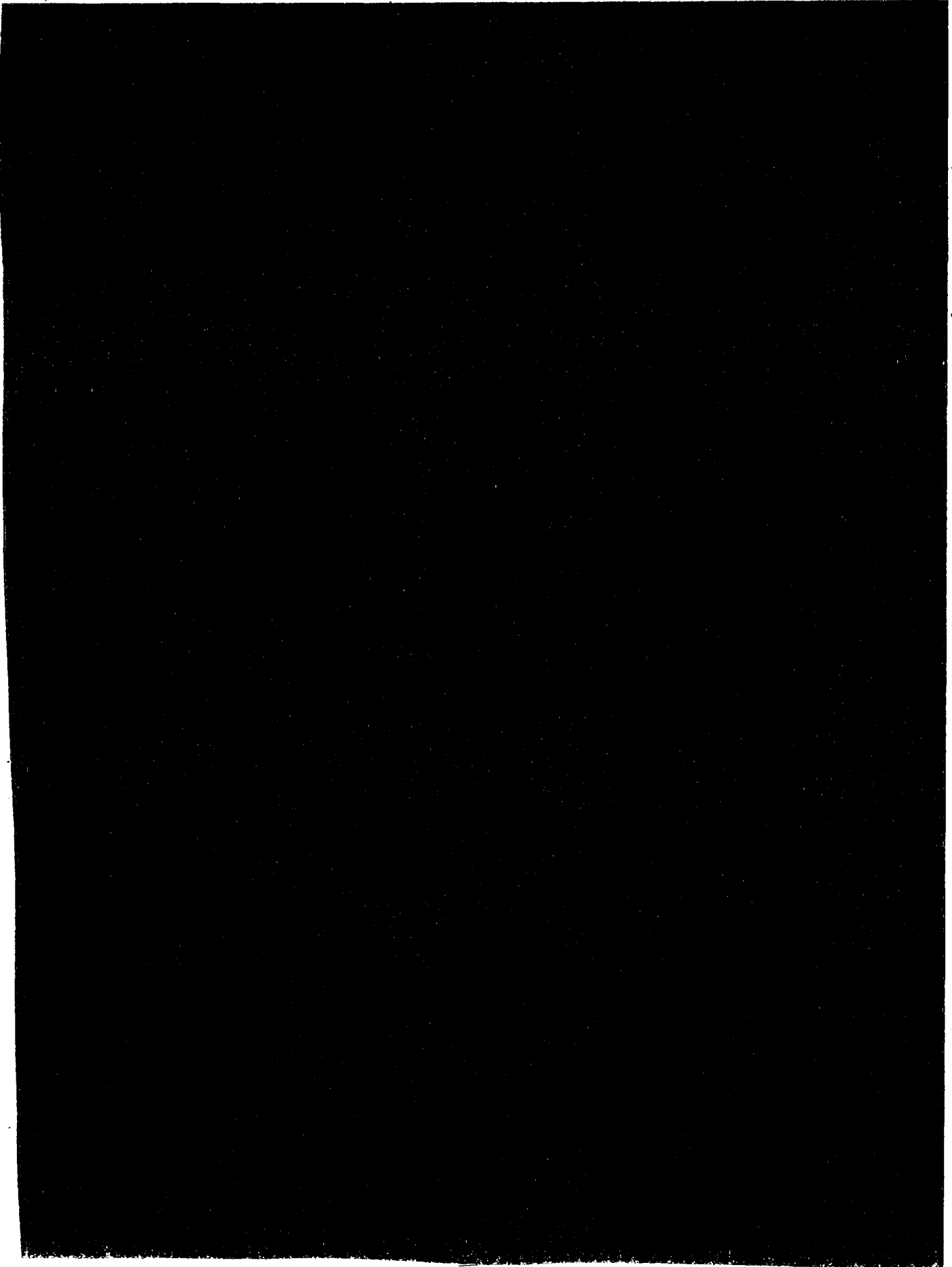






ITL | 6 September 2014



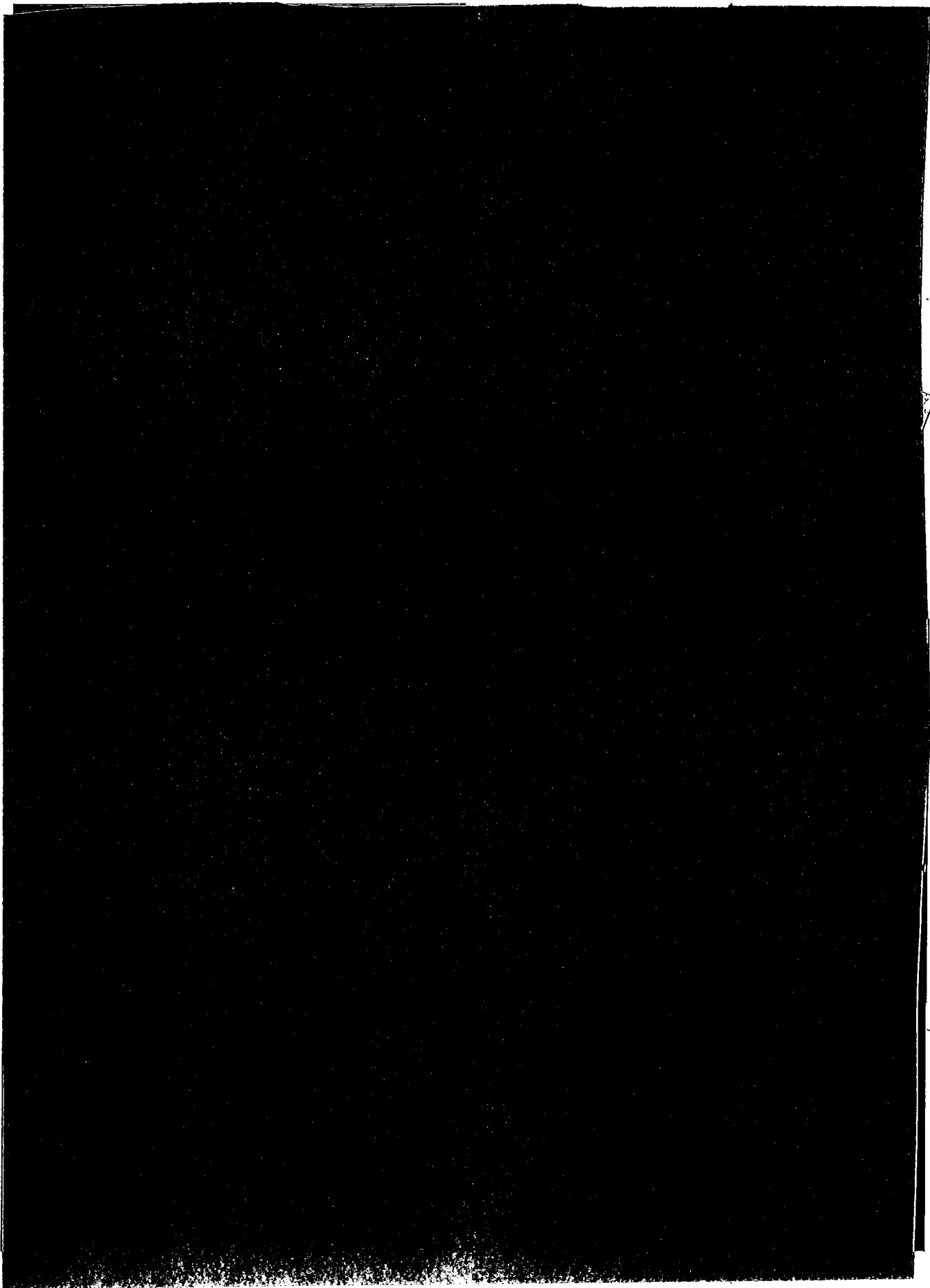




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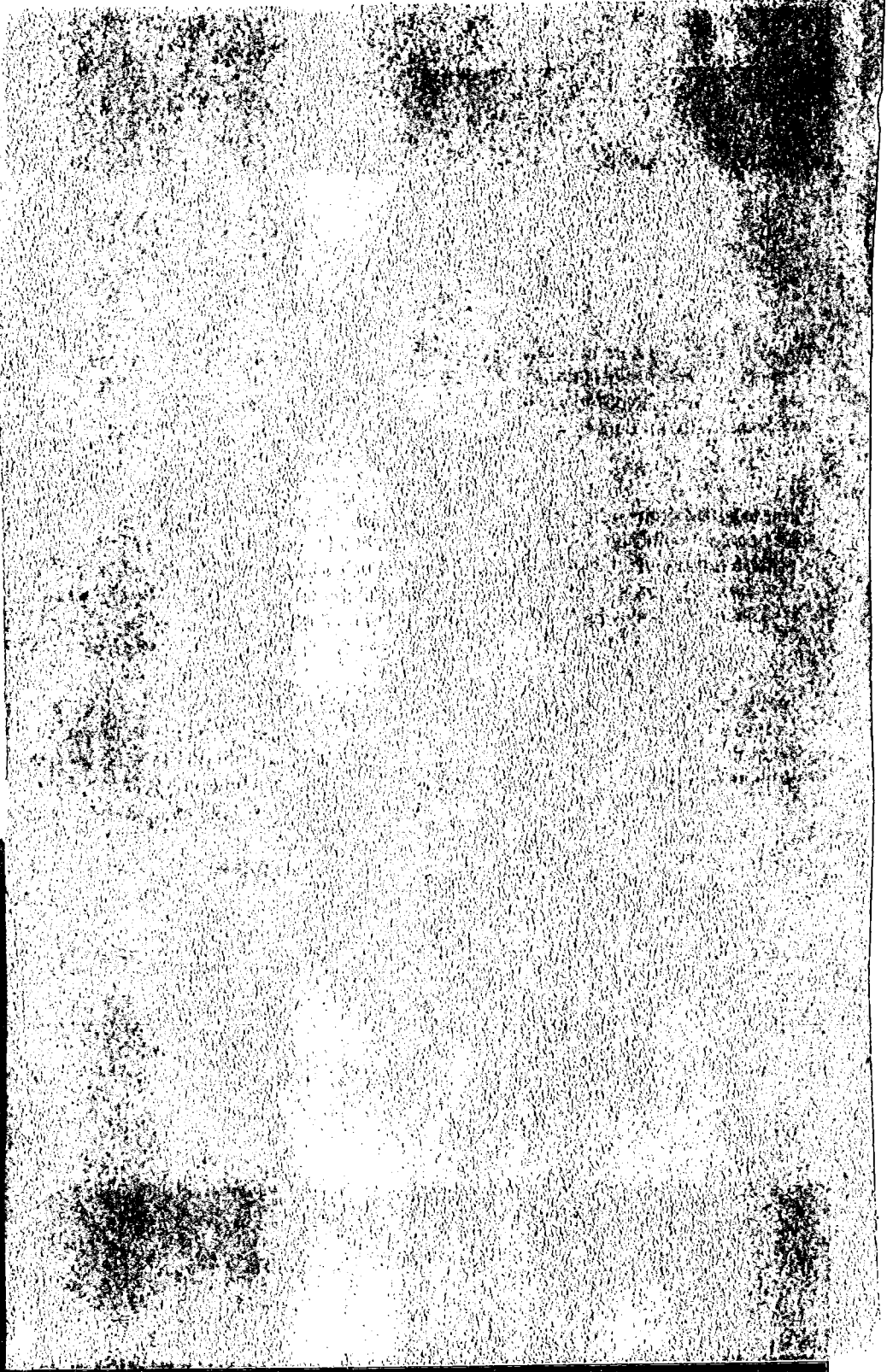


In The Loop

ASADA's fortnightly staff newsletter

In this issue

[Redacted]	[Redacted]
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Focus on Education— stakeholder research	3
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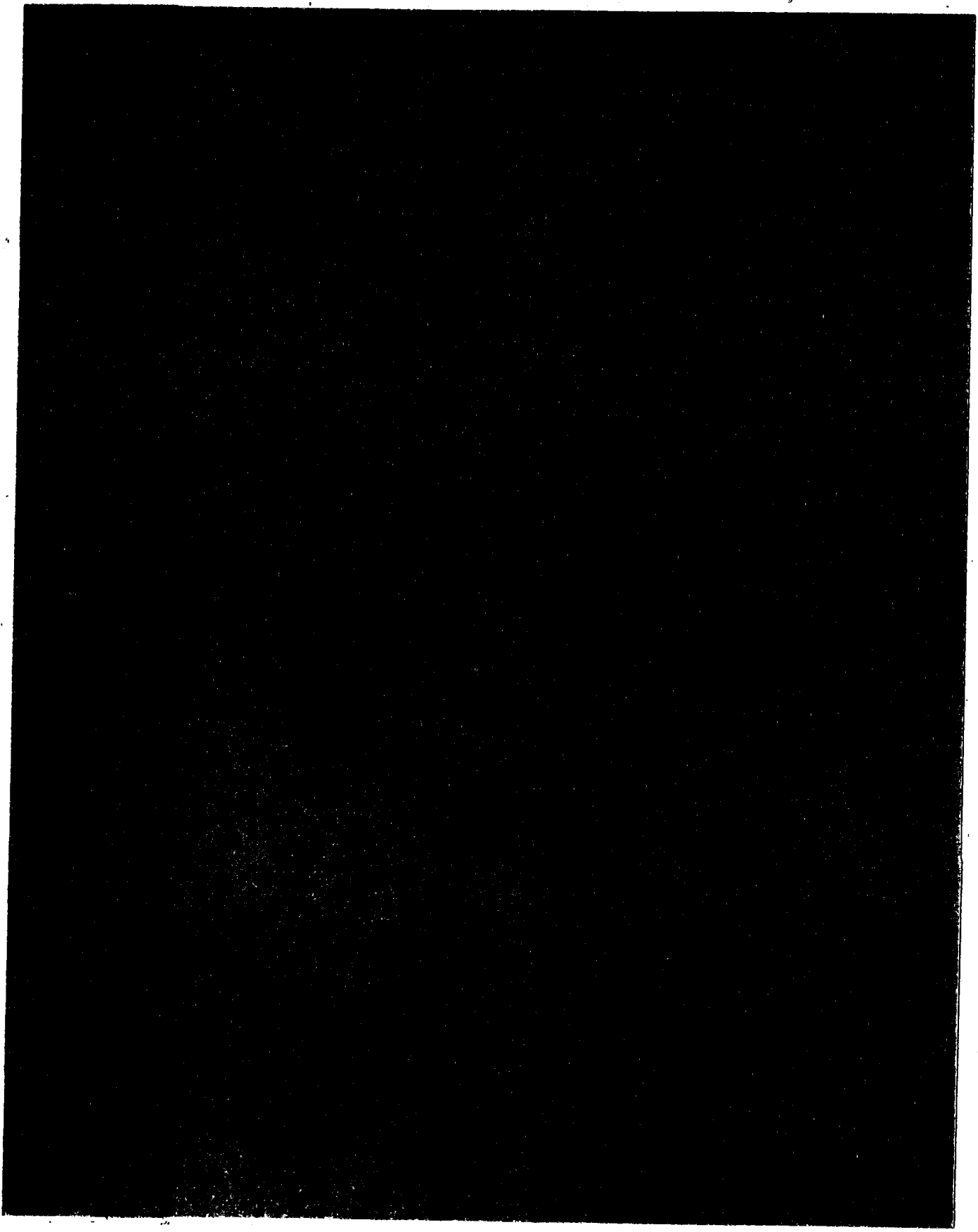




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Australian Sports Anti-Doping Authority



ITL | 20 September 2014



Focus on Education—stakeholder research results

To continue our focus on areas from the stakeholder survey we now look at the achievements of the Education team.

The Education team's work has scored good overall feedback across a range of measures from athletes, sporting organisations and support personnel.

Satisfaction levels were strong demonstrated by:

- 95 per cent of respondents were satisfied that education was effective in conveying anti-doping messages
- 94 per cent said that education was accessible
- 94 per cent were satisfied that it provided correct and current information
- 85 per cent were satisfied with how ASADA educated them to find anti-doping information
- 82 per cent said the education was delivered in an efficient manner
- 82 per cent were satisfied about the way ASADA educated them on prohibited substances and methods
- 79 per cent were satisfied about the way ASADA educated them on athlete rights and responsibilities.


All of these ratings were higher than 2010 (except one which was at the same level)!

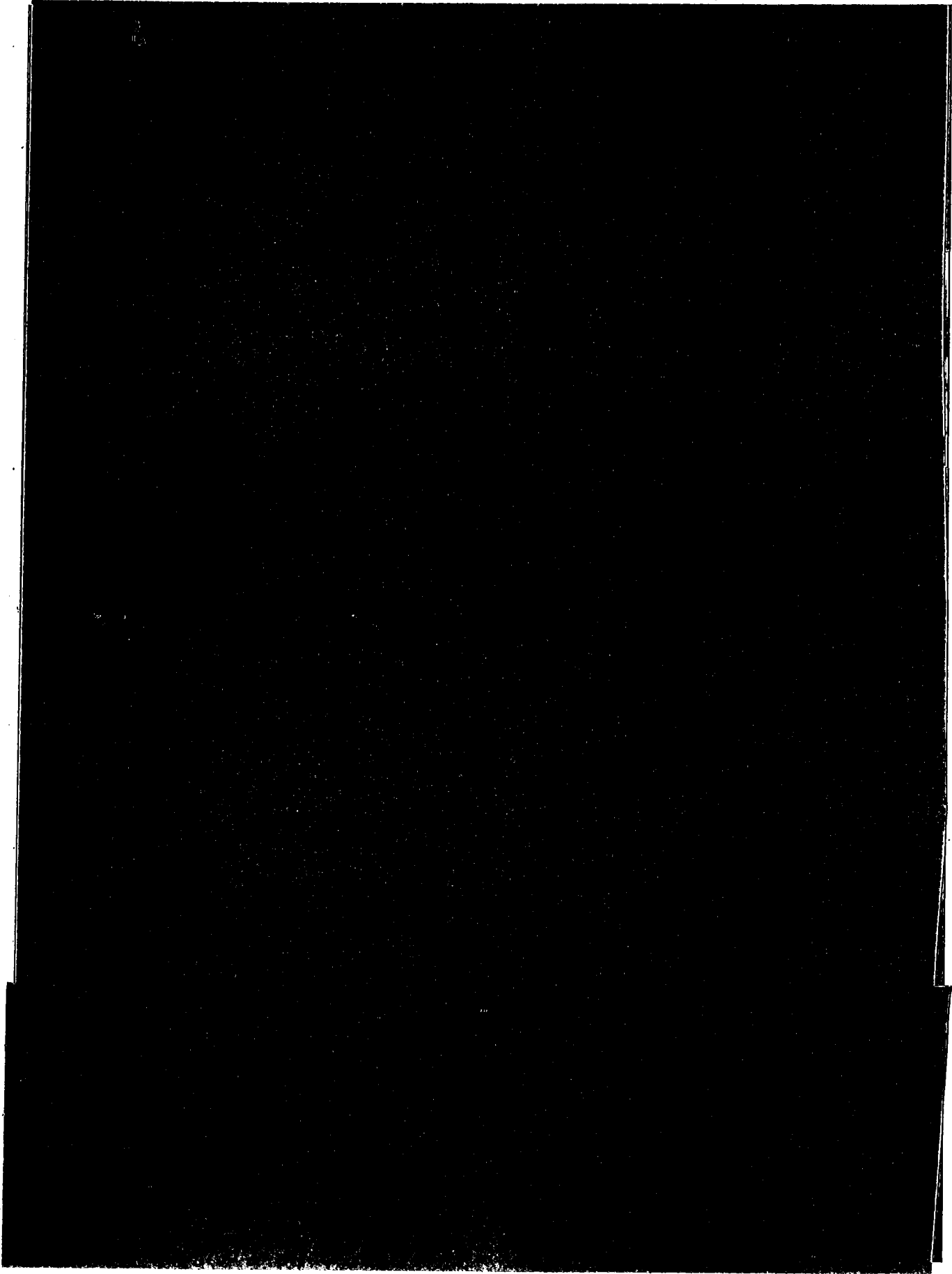
Well done [redacted] and team!

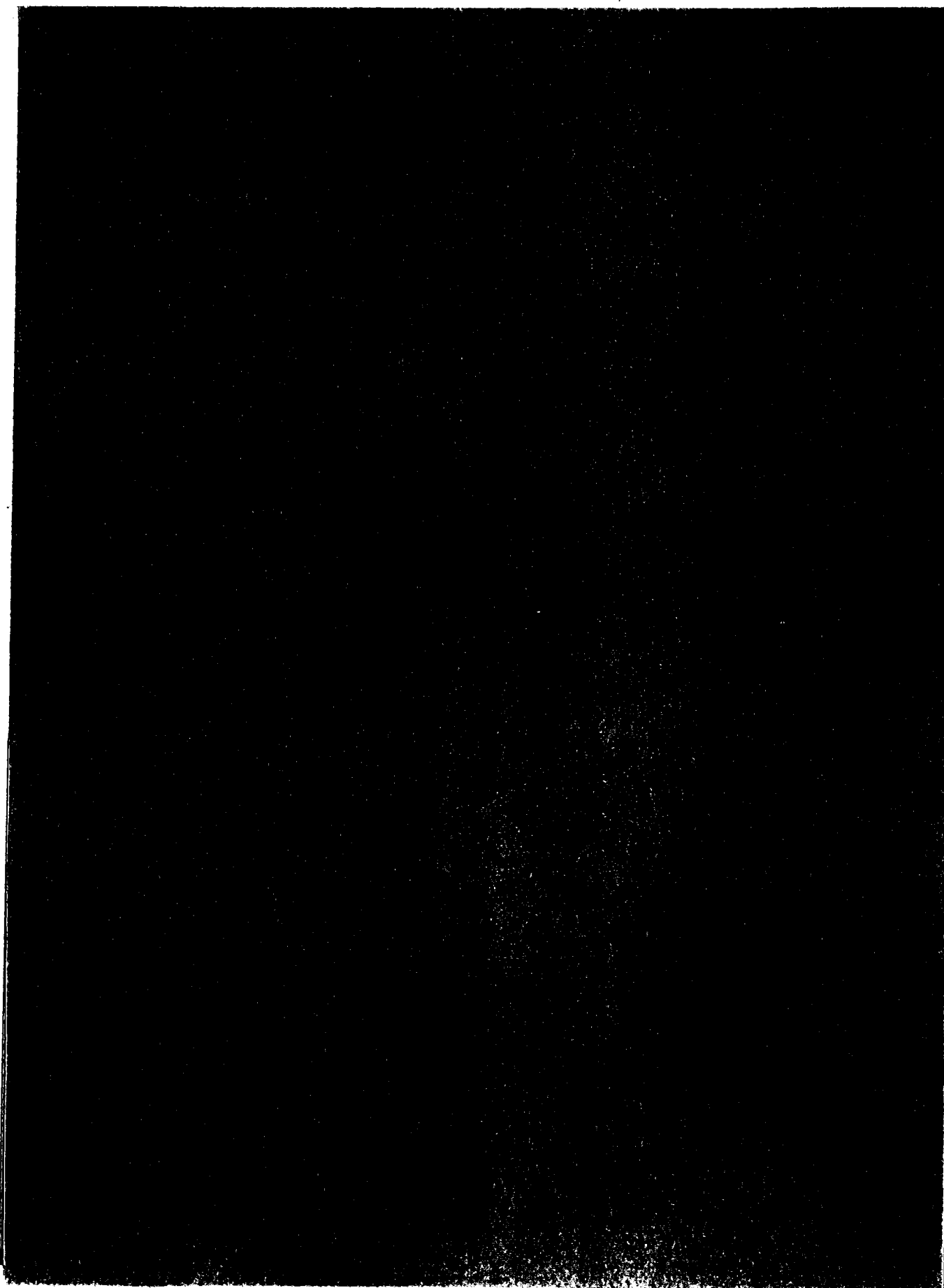
Marcomms will be focussing on more specific results from the stakeholder research in upcoming editions of ITL. Stay tuned.

[redacted]

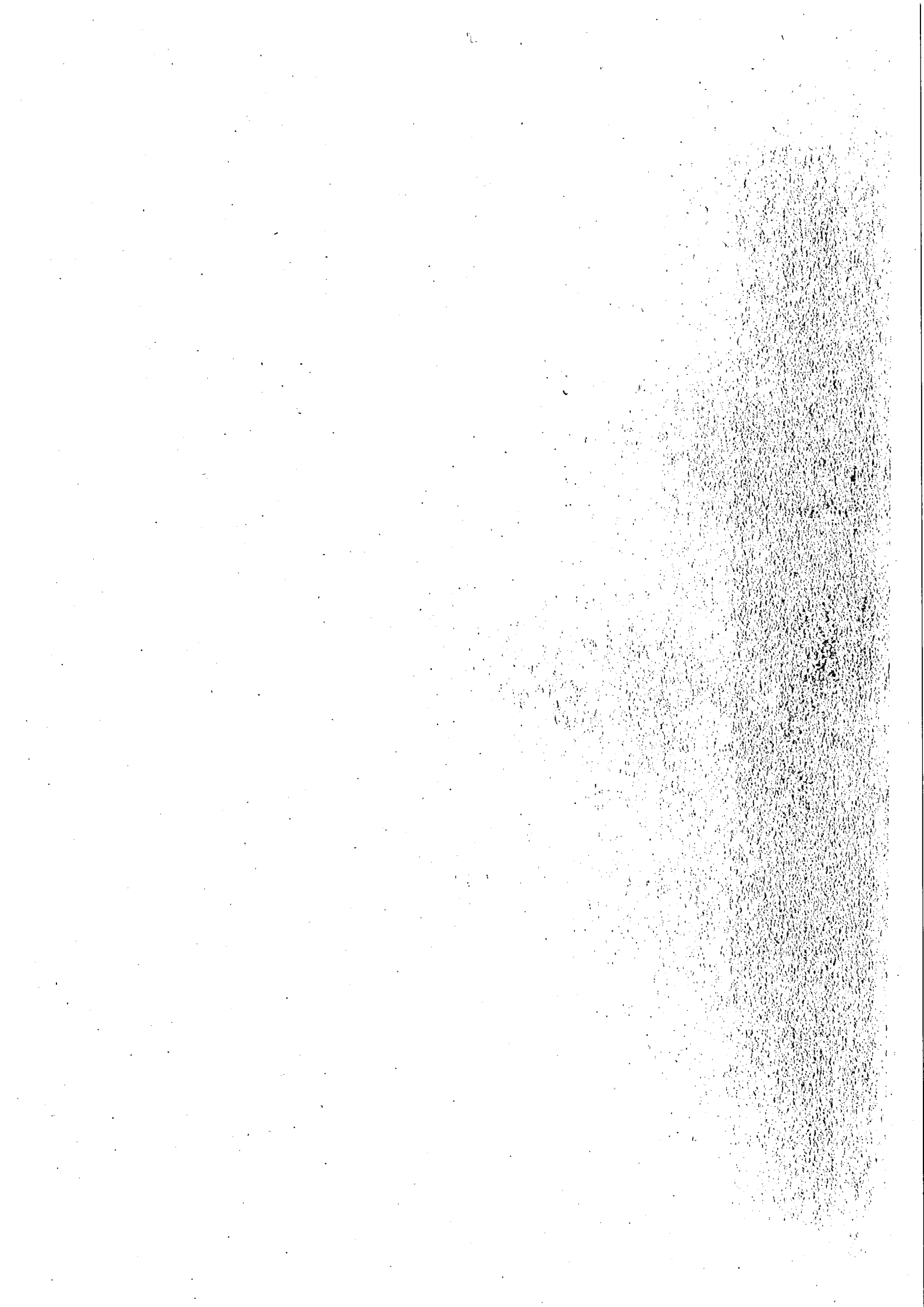
[redacted]

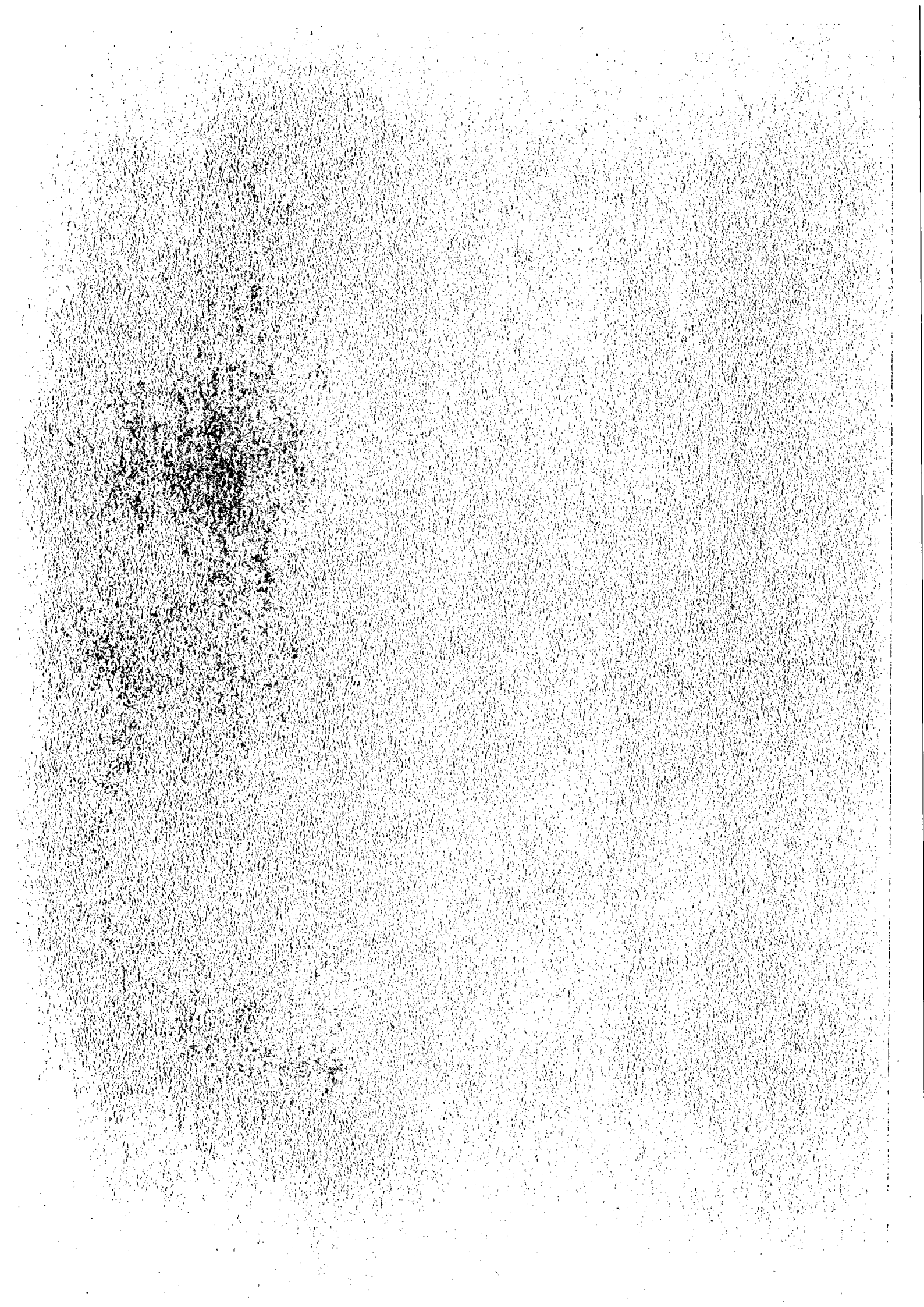












[REDACTED]

From: [REDACTED]
Sent: Tuesday, 27 September 2011 2:26 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: results from stakeholder survey [SEC=UNCLASSIFIED]

Security Classification: UNCLASSIFIED

Hi [REDACTED]

Below are what I would consider the six best results, which I have ordered by percentage.

I have focussed on 'overall results' mostly but have selected one great result from each of Education and Testing.

Amongst ASADA's key stakeholders, which includes sporting organisations, athletes and support personnel:

- 95 per cent were satisfied that ASADA education was effective in conveying anti-doping messages
- 95 per cent were satisfied with the information provided by ASADA during the sample collection process
- 88 per cent felt ASADA had been effective in deterring prohibited substance and method use in Australian sport
- 87 per cent are satisfied with ASADA's staff and customer service
- 85 per cent are satisfied with ASADA's programs and services
- 82 per cent felt that ASADA's activities maximise doping detection

I thought I would also provide you with some open-ended comments received, which may be useful:

The staff I deal with are knowledgeable, helpful and friendly. Service is generally prompt and efficient. ASADA resources are accessible and increasingly user friendly.

I've always found ASADA to be very professional in all aspects/avenues when dealing with them and find their information very useful and informative.

In the past 12 months we have been provided with everything we have required.

Every tester that I have met has been very good and highly professional.

Please let me know if you need anything further or have any questions.

Thanks
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 27 September 2011 1:38 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: results from stakeholder survey [SEC=UNCLASSIFIED]

Dear [REDACTED]

Can you please extract some information from the Stakeholder Survey that would highlight that we are doing a good job?

I don't want a lot, maybe just five or six of the "best results".

Can you please compile and send to me this afternoon?

Thanks
[REDACTED]
[REDACTED]

Australian Sports Anti-Doping Authority

T
F
M
E



[\[redacted\]@asada.gov.au](mailto: [redacted]@asada.gov.au)

P O Box 1744 | Fyshwick ACT 2609 | Australia

ASADA Hotline 13 000 ASADA (13 000 27232).

[REDACTED]

From: [REDACTED]
Sent: Friday, 26 August 2011 11:50 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Stakeholder research results [SEC=UNCLASSIFIED]

Hi [REDACTED]

Thanks for sending this link through.

I am particularly interested in the qualitative comments...

As we only ask for feedback on the negative, we don't get many comments to support what we are doing right (so we can do more of that stuff!). [That could then be good info for positive promotion/marketing as well!]

Out of interest, is it worth considering asking more of a general comments question re feedback (positive or negative) on education in the future?

Hope you are having a happy Friday in Sydney ☺

Cheers,
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
Australian Sports Anti-Doping Authority

Phone: [REDACTED]
Fax: [REDACTED]
Email: [REDACTED]@asada.gov.au
Web: www.asada.gov.au

Post: PO Box 1744, Fyshwick ACT 2609

ASADA Hotline: 13 000 ASADA (13 000 27232)

From: [REDACTED]
Sent: Thursday, 25 August 2011 11:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Stakeholder research results [SEC=UNCLASSIFIED]

Me too!

If you wanted to check out the weighted combined raw scores see attached.

Also in the process of looking at old annual reports I cant find attendance figures or activity numbers pre- 2003-04. Do you have stats that can help?

I currently have 69,634 total edumacated but that's only for 03-04 onwards.

Cheers
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 24 August 2011 12:01 PM
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: Stakeholder research results [SEC=UNCLASSIFIED]

No worries [REDACTED] thanks for clarifying ☺

I'm just a sucker for the statistics!!!!

Cheers,
[REDACTED]

[REDACTED]
[REDACTED]
Australian Sports Anti-Doping Authority

Phone: [REDACTED]
Fax: [REDACTED]

Email: [REDACTED]@asada.gov.au
Web: www.asada.gov.au

Post: PO Box 1744, Fyshwick ACT 2609

ASADA Hotline: 13 000 ASADA (13 000 27232)

From: [REDACTED]
Sent: Wednesday, 24 August 2011 11:57 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Stakeholder research results [SEC=UNCLASSIFIED]

Hey [REDACTED]

Ill have a look and get back to you – I think from memory it is because that question was specifically inserted to meet that PBS KPI so that meant we had to ask ALL stakeholders, rather than just those who had participated in education and/or received comms products.

I think the only difference to the other measures was a higher middle rating i.e. neither satisfied or dissatisfied which would suggest to me those who hadn't participated perhaps clicked on that one.

Sorry I haven't got back to your award email – will do so v soon – just putting together some comms on the 20th anniversary of anti-doping in Australia which means trawling through all our old annual reports! Time consuming and bleh..

Cheers
[REDACTED]

From: [REDACTED]
Sent: Wednesday, 24 August 2011 11:50 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Stakeholder research results [SEC=UNCLASSIFIED]

Hi [REDACTED]! Thanks for sending that information though ☺

I've had a look – and just have one question....

Does Orima (or yourself) have any idea why there is

- 72 per cent were satisfied with ASADA's education and awareness-raising programs when the stats for ASADA's role about education stakeholders are so strong?

Is there a filtering question prior to the detailed education questions (responses only from those who have accessed education?), meaning possibly those that get education are happy with it, and those who don't access education aren't?

Not urgent, just trying to better understand what the survey is telling us ☺

Thanks,
[REDACTED]

[REDACTED]
Australian Sports Anti-Doping Authority

Phone: [REDACTED]
Fax: [REDACTED]

Email: [REDACTED]@asada.gov.au
Web: www.asada.gov.au

Post: PO Box 1744, Fyshwick ACT 2609

ASADA Hotline: 13 000 ASADA (13 000 27232)

From [REDACTED] On Behalf Of Communications

Sent: Wednesday, 24 August 2011 11:16 AM

To: On-Going Full & Part time Staff; Non-OnGoing Full & Part time Staff

Subject: Stakeholder research results [SEC=UNCLASSIFIED]

Hi all

The 2011 stakeholder research has now been completed and analysed by our research contractor, Orima. The research is designed to collect opinions from athletes, support personnel and sporting organisations about ASADA and anti-doping.

Overall the findings from this year's research are very good for us! It confirms the strong results from the last few years' research and show that our stakeholders feel increasingly positive about ASADA and their dealings with us.

Some key overall findings are that:

- 88 per cent were satisfied with our staff and customer service
- 88 per cent thought our activities were effective in deterring doping
- 85 per cent were satisfied with our programs and services
- 82 per cent were confident our activities would detect doping
- 72 per cent were satisfied with ASADA's education and awareness-raising programs

The survey results offer us a great opportunity to celebrate what we do well – Marketing Communications will be pulling out the results for particular areas and preparing some features for In the Loop and the intranet, so stay tuned.

In the meantime if you wanted to have a look for yourself, the link to the full research presentation is attached. The research covers areas such as:

- overall satisfaction with dealings with ASADA
- awareness of rights, responsibilities and ASADA policies
- views about ASADA's information products
- views about the ASADA website
- preferred methods to receive anti-doping information and substances
- anti-doping education including participation and satisfaction
- views about the testing process.

Whilst being overwhelmingly positive the research also provide us with an opportunity to challenge the way we work and consider what we might do to improve our services to the sporting community.

Orima have identified some areas from the open-ended comments and lower levels of satisfaction, which may provide some scope for improvement. SMG will be looking at this feedback, taking it on board, and working through it to ensure we best meet our stakeholders' needs.

If you have any questions regarding the research please do not hesitate to contact [REDACTED]@asada.gov.au).

Marketing and Communications
Australlian Sports Anti-Doping Authority

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ASADA Hotline 13 000 ASADA (13 000 27232)

[REDACTED]

From: [REDACTED] on behalf of Communications
Sent: Wednesday, 24 August 2011 11:16 AM
To: On-Going Full & Part time Staff; Non-OnGoing Full & Part time Staff
Subject: Stakeholder research results [SEC=UNCLASSIFIED]
Attachments: FINAL ASADA presentation - June 2011.tr5

Security Classification: UNCLASSIFIED

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Australian Sports Anti-Doping Authority
(ASADA)

2011 Stakeholder Survey

June 2011

- ORIMA Research conducted the 2011 ASADA Stakeholder Survey from 2 May to 3 June 2011

- Two streams were sampled within this survey
 - The 'representative stream' of stakeholders were sampled from ASADA's database and sent an invitation to the survey
 - The 'inclusive stream' of stakeholders were interested parties who could participate through an open link on the ASADA website

- Of the 1,660 invitees in the 'representative stream', 206 took part in the survey, a response rate of 12.4%
- 118 individuals took part in the 'inclusive stream', bringing the total number of respondents to 324

Table 1: Spread of respondents by stream and stakeholder categories

	Representative Stream	Inclusive Stream
<i>Athlete</i>	155	77
<i>Support personnel</i>	9	18
<i>Health professional</i>	4	7
<i>Sporting organisation</i>	38	16

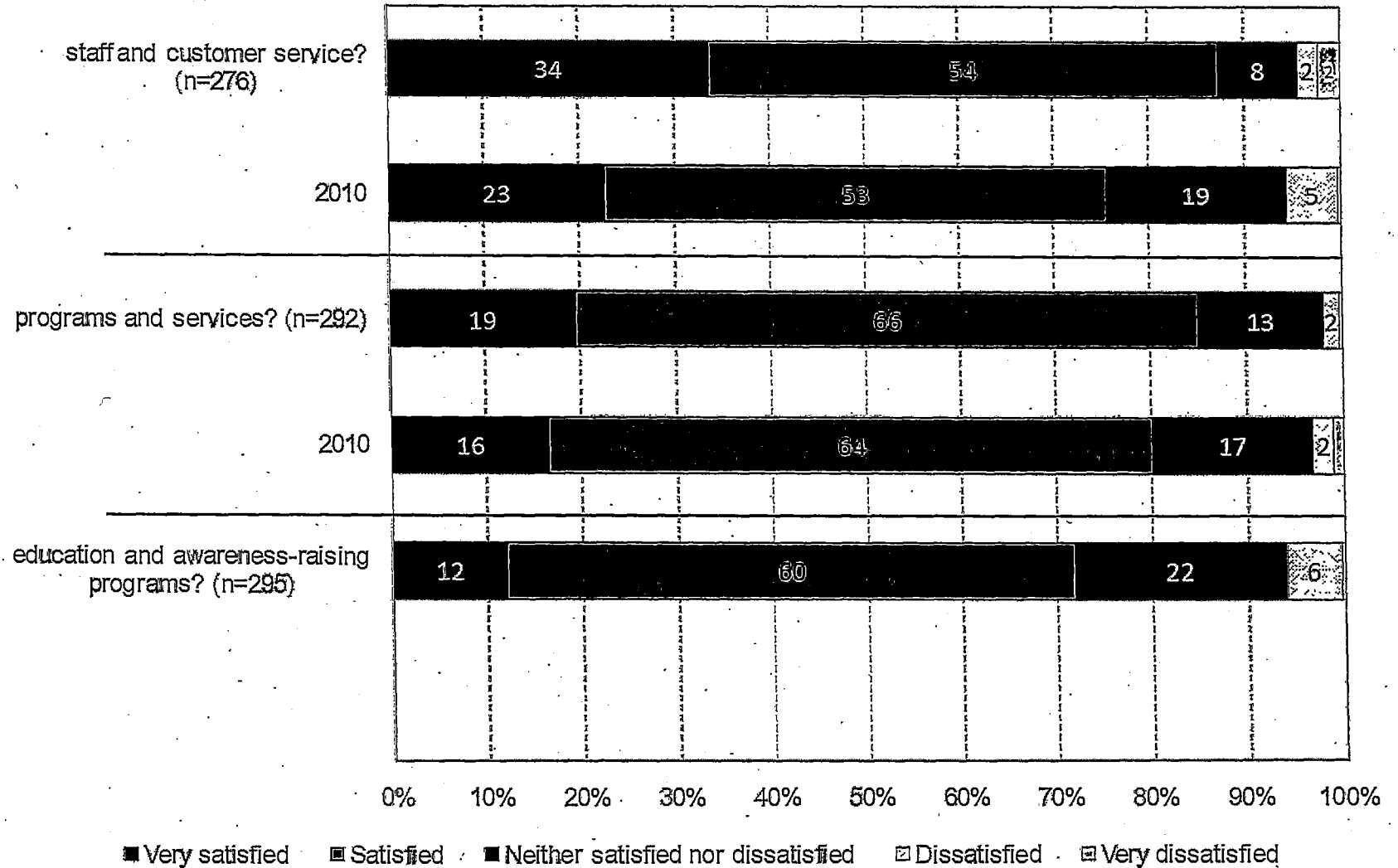
- The results shown in this presentation have been weighted according to stakeholder categories as below
- Unless otherwise stated, results shown are combined for the 'inclusive' *and* 'representative' streams

Table 2: Weighting of combined data by stream and stakeholder categories

	Representative	Inclusive	
<i>Athlete</i>	21%	9%	30%
<i>Support personnel</i>	7%	3%	10%
<i>Health professional</i>	7%	3%	10%
<i>Sporting organisation</i>	35%	15%	50%
	70%	30%	

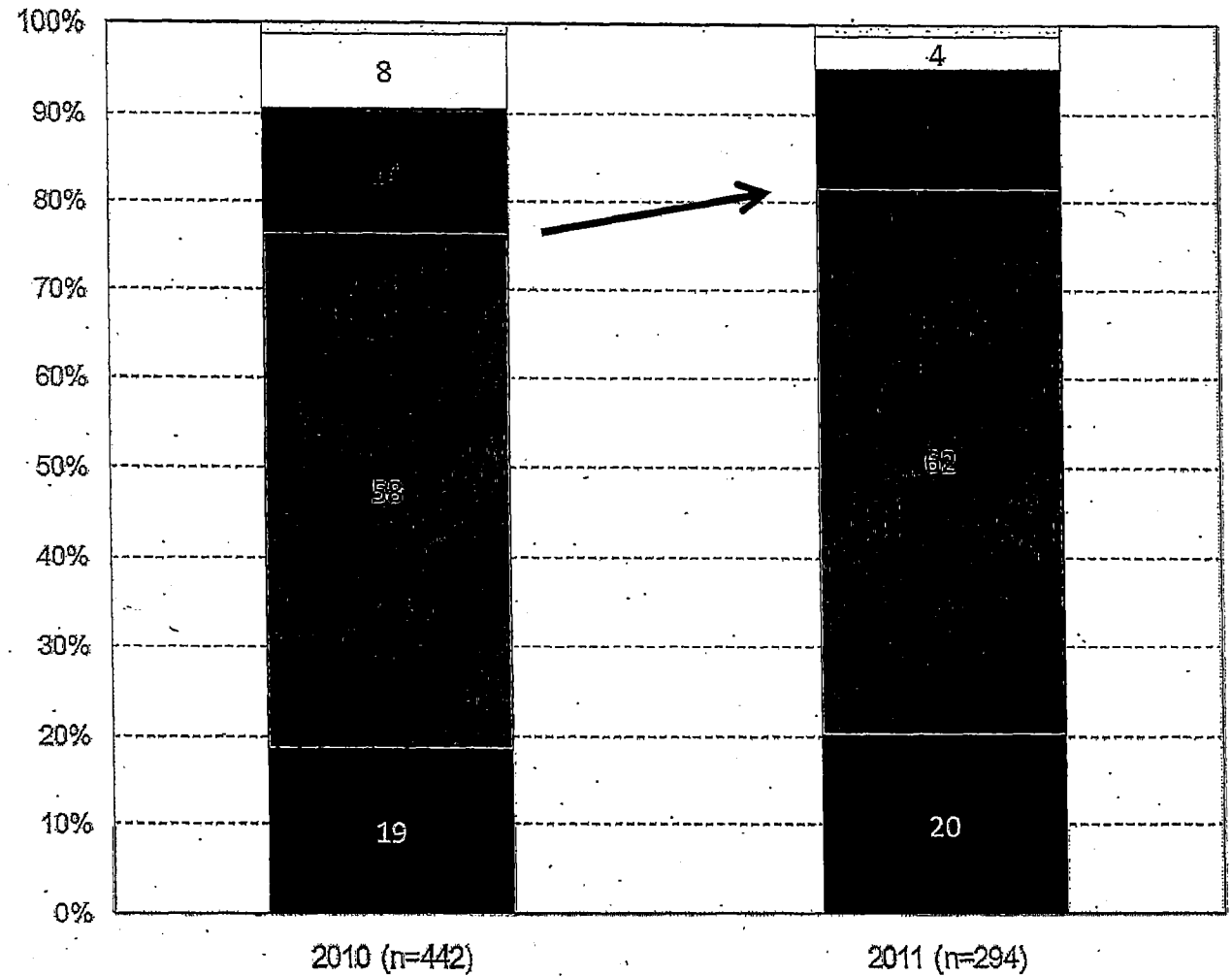
Overall satisfaction of dealings with ASADA

Considering everything, how satisfied are you with ASADA's...



Overall views of dealings with ASADA

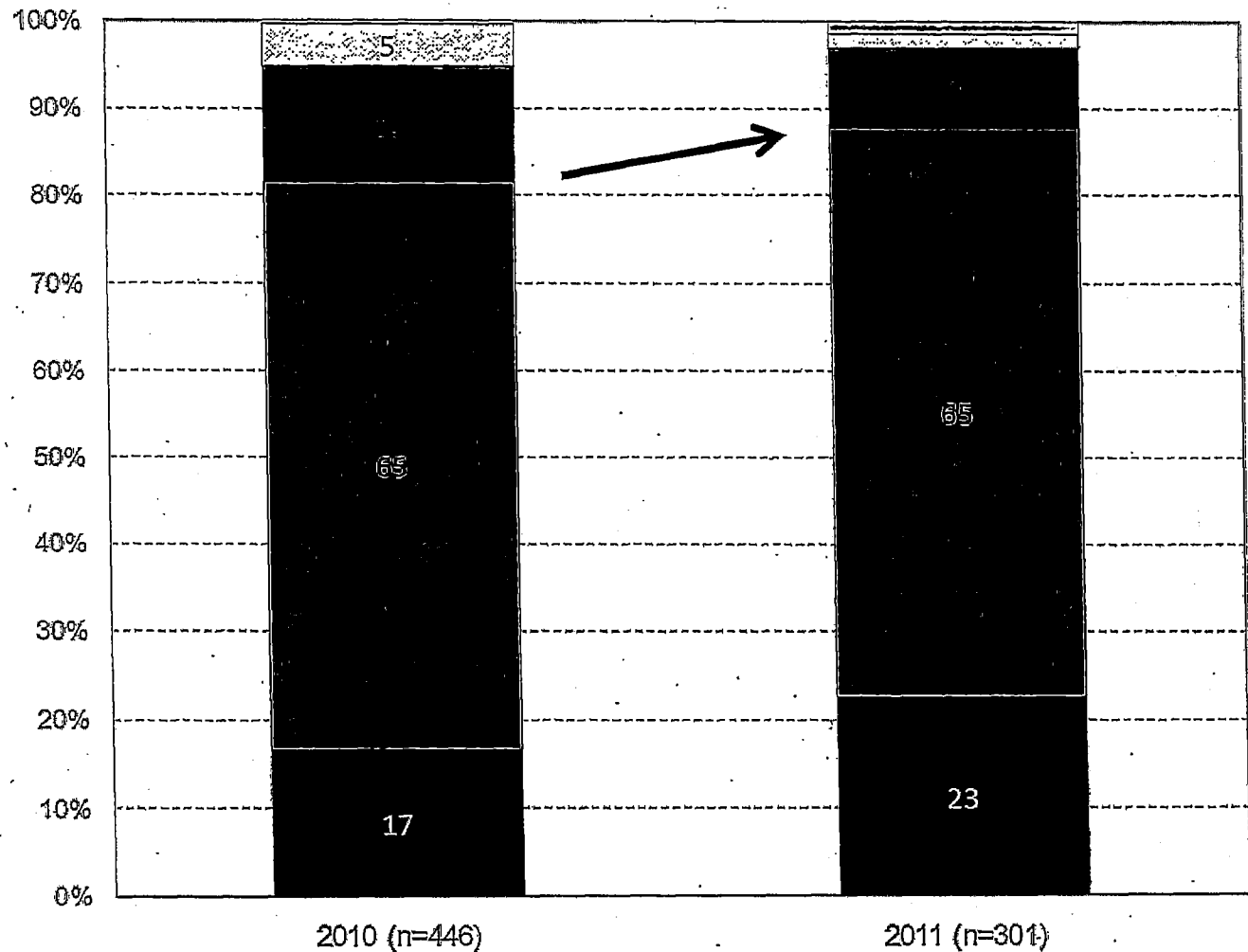
Considering everything, how confident are you that ASADA's activities maximise doping detection?



Very confident
 Confident
 Neither confident or not confident
 Not confident
 Not at all confident

Overall views of dealings with ASADA

Considering everything, how effective do you feel ASADA has been in deterring athletes and support personnel from prohibited substance and method use in Australian sport?

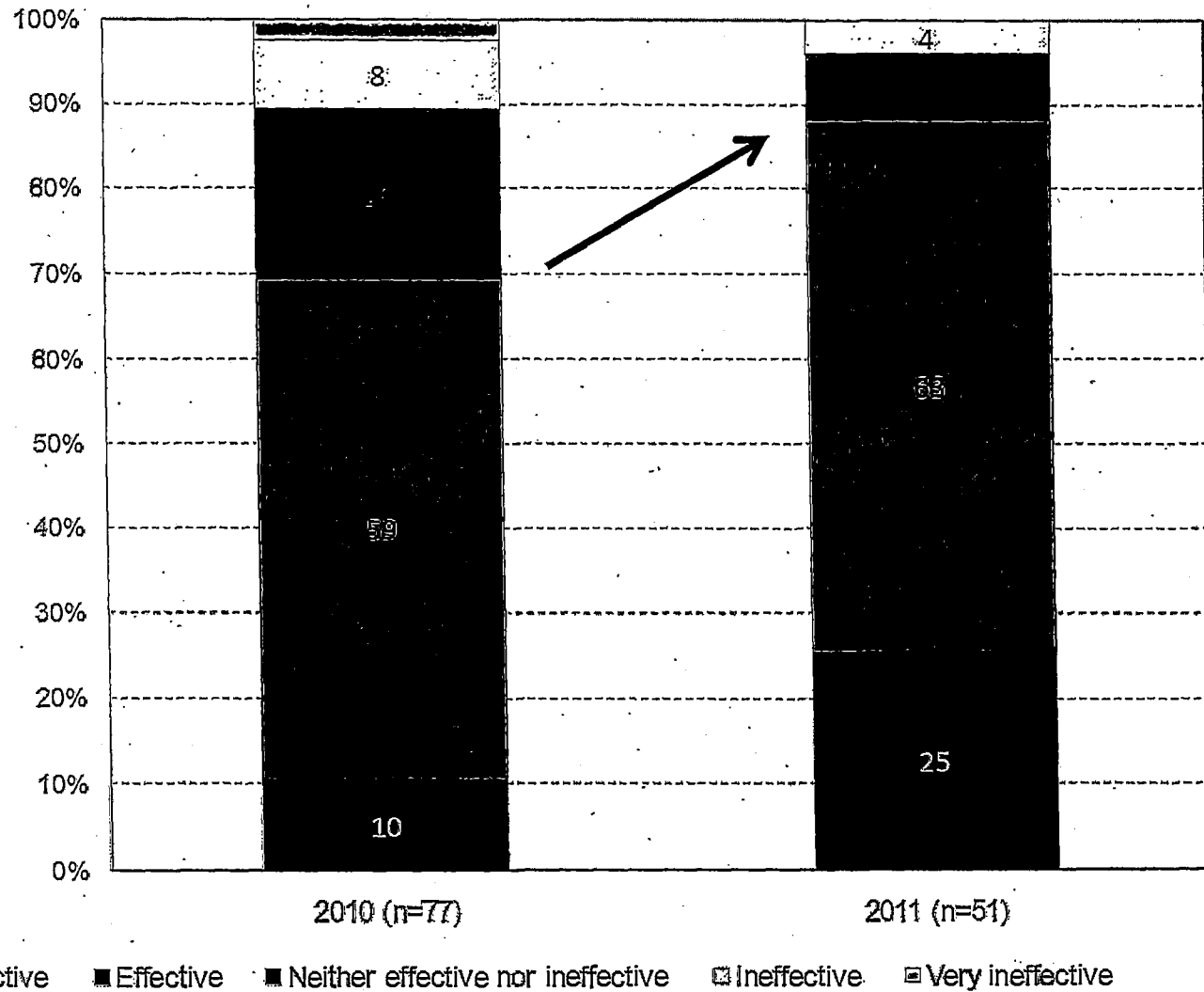


Very effective
 Effective
 Neither effective nor ineffective
 Ineffective
 Very ineffective

Overall views of dealings with ASADA

As a representative of a national sporting organisation or peak body, how effective do you feel ASADA has been in assisting your organisation to meet your anti-doping obligations?

Sporting Organisations only



Awareness of rights, responsibilities, and ASADA policies

RESEARCH

Most stakeholders had relatively strong awareness of their rights and responsibilities

That you can confidentially report doping activity to ASADA (n=322)

What a Therapeutic Use Exemption (TUE) is (n=323)

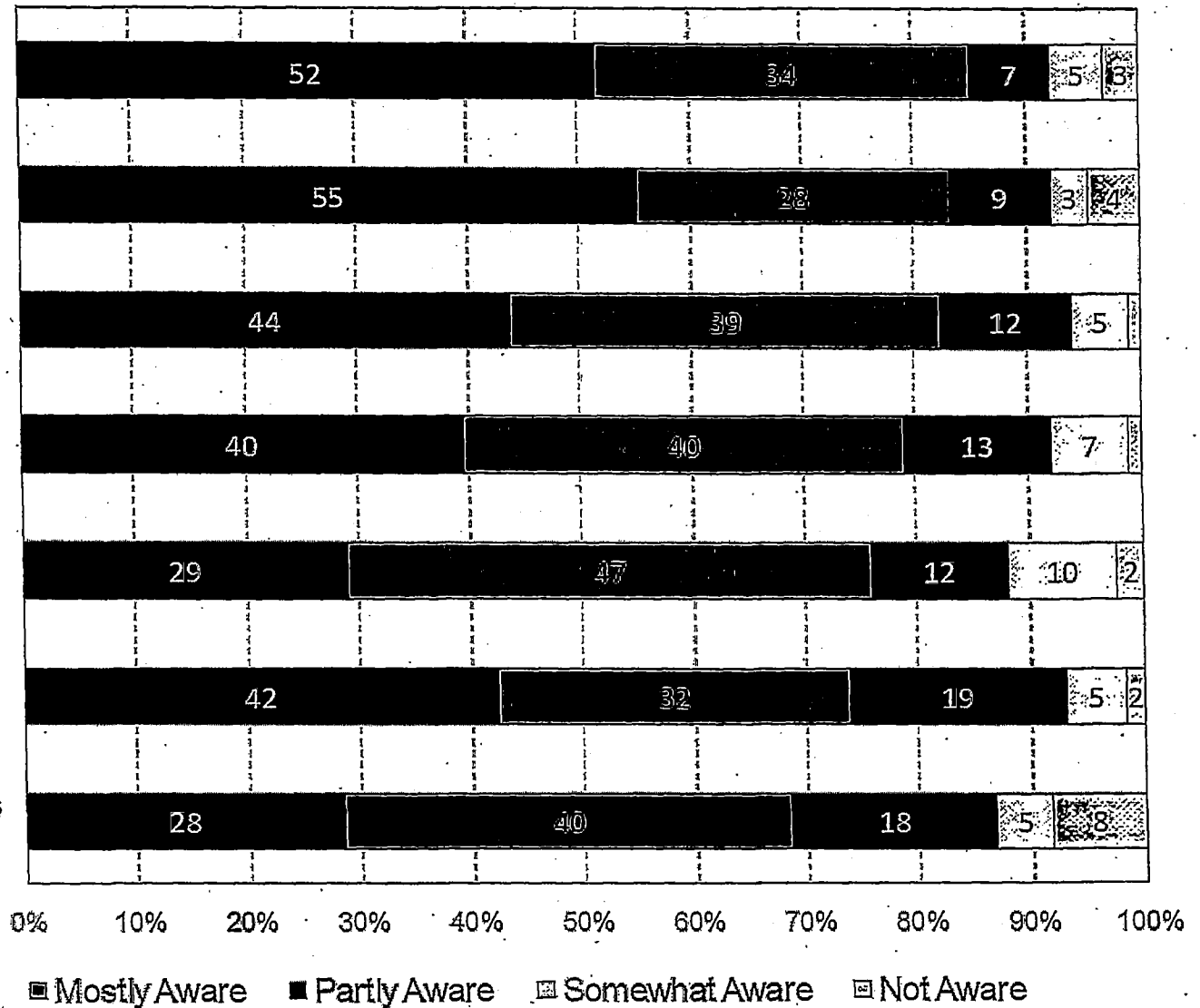
Your own rights and responsibilities in relation to anti-doping (n=323)

The World Anti-Doping Code (n=324)

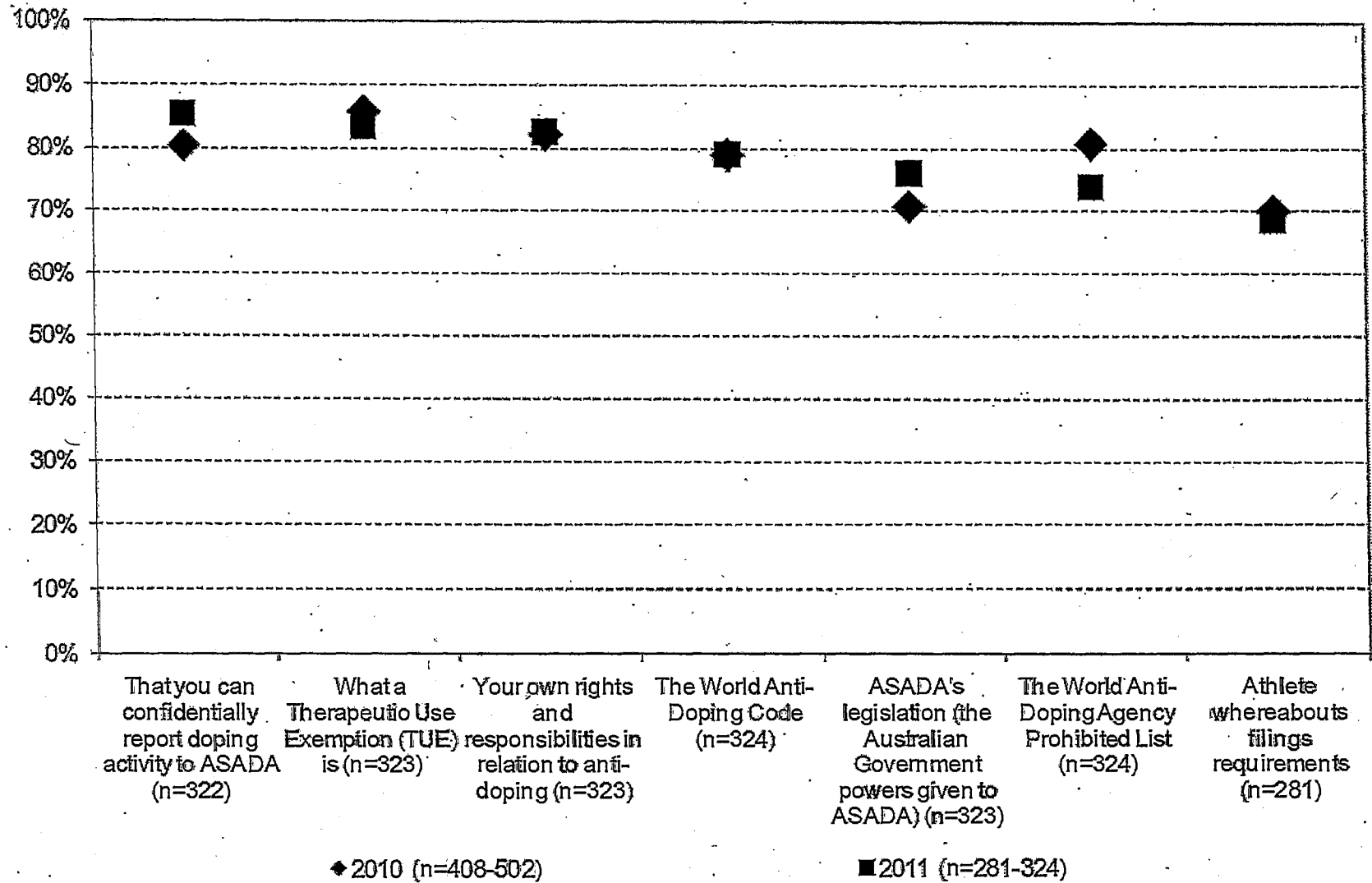
ASADA's legislation (n=323)

The World Anti-Doping Agency Prohibited List (n=324)

Athlete whereabouts filings requirements (n=281)



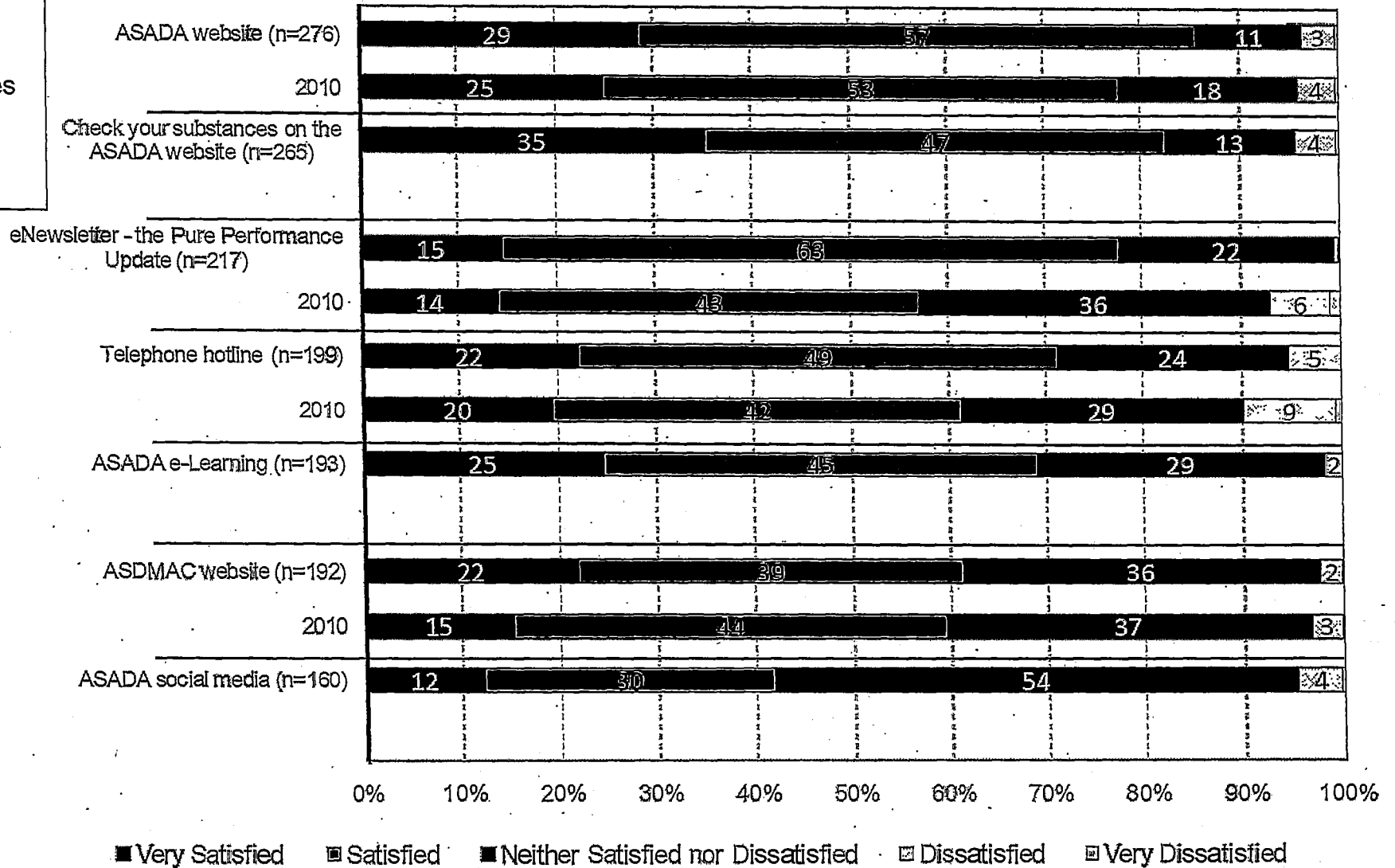
Fully aware and mostly aware of rights, responsibilities and policies



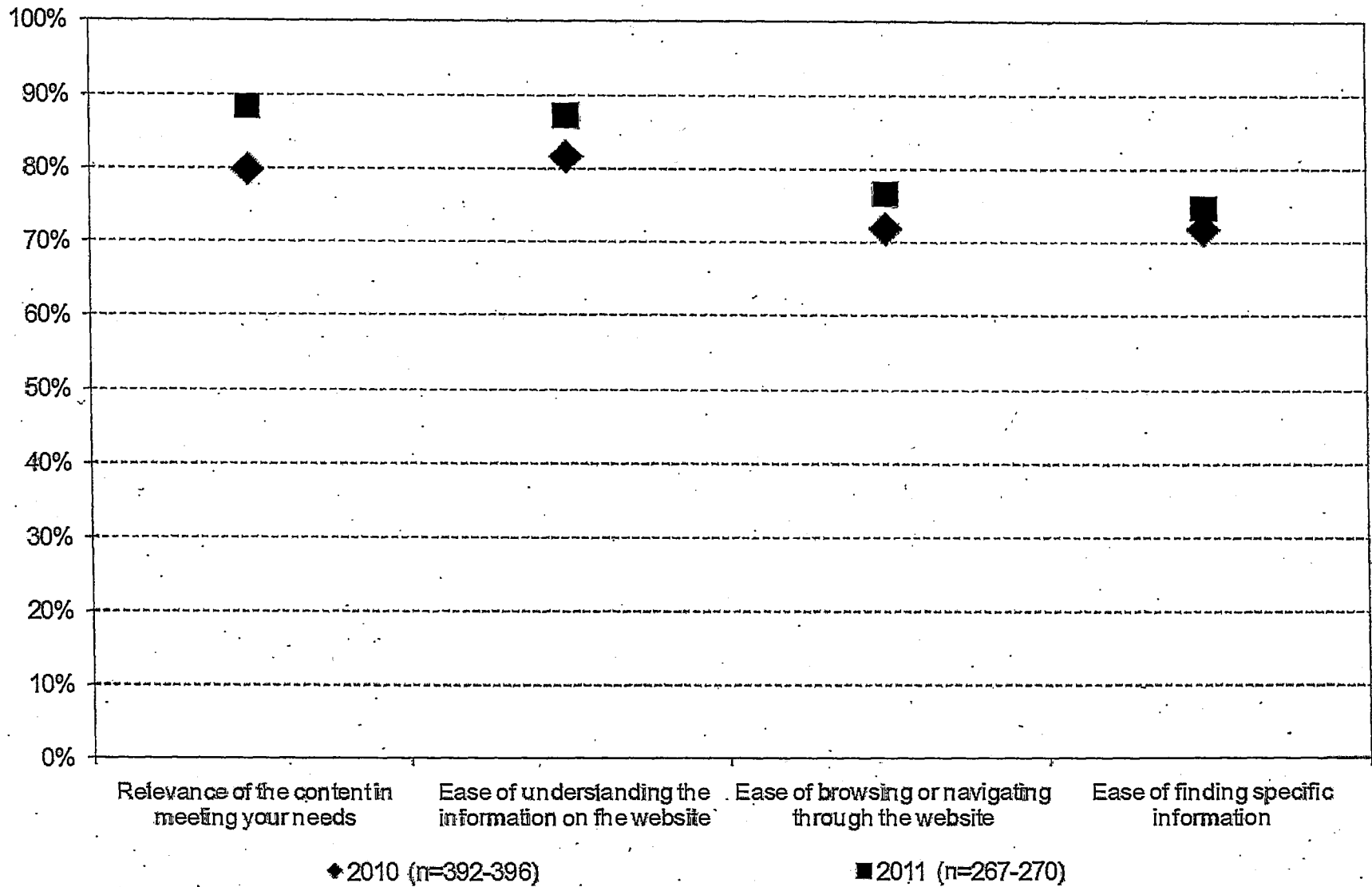
Views about ASADA's information products

RESEARCH

Stakeholders were asked to rate their satisfaction with the information resources about anti-doping provided to them in the last 12 months



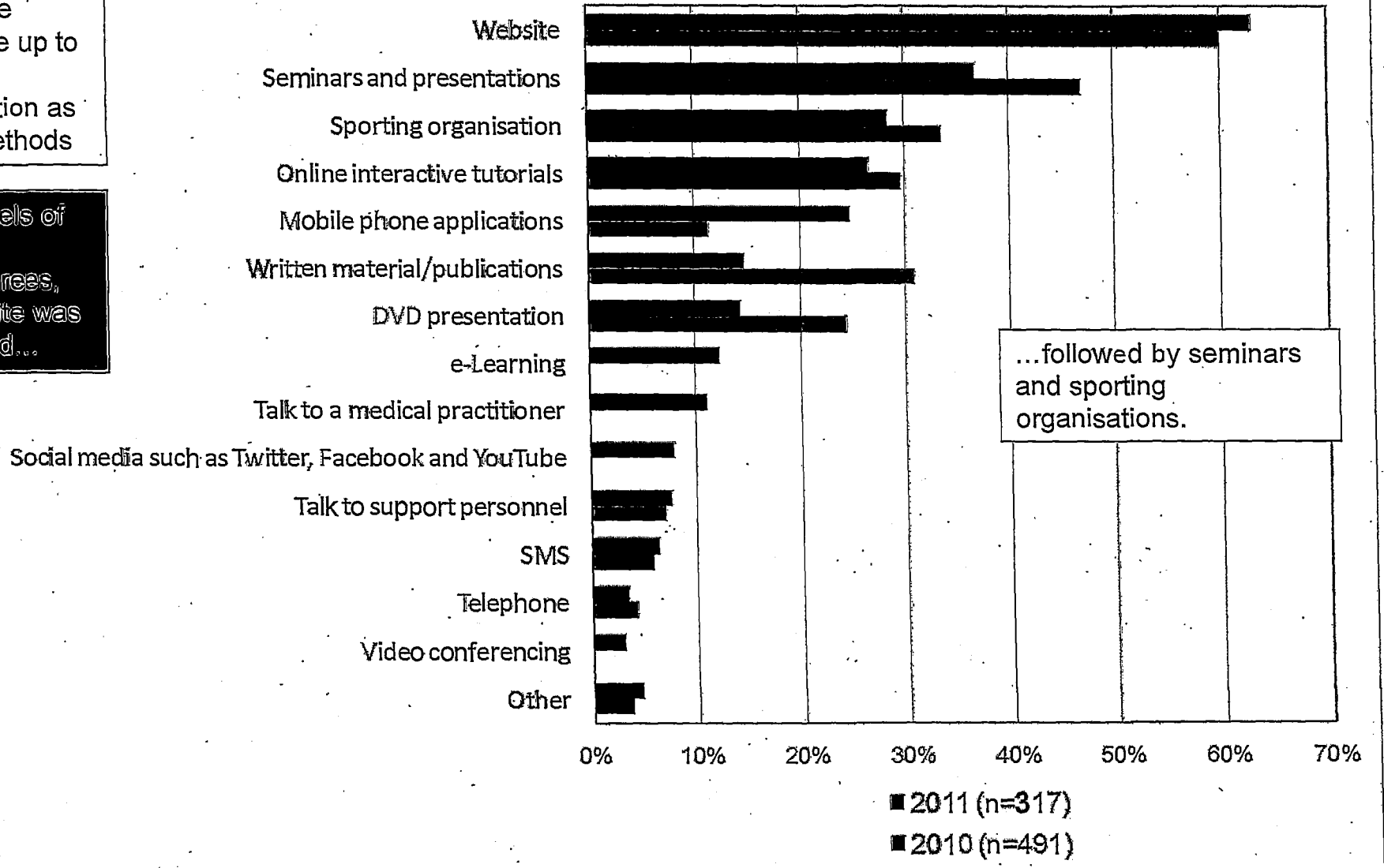
Satisfaction with aspects of the ASADA Website



Preferred method to receive anti-doping information

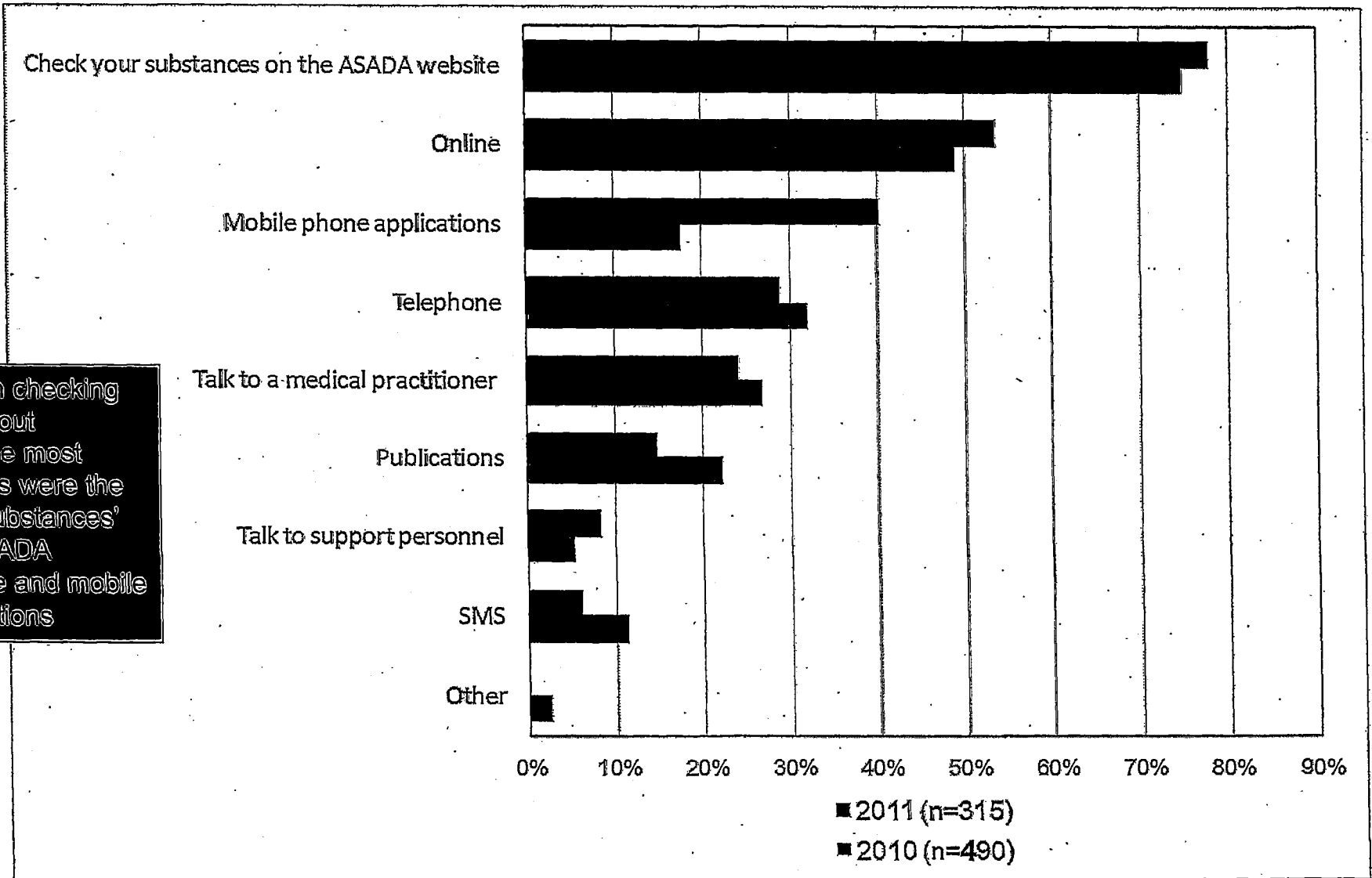
Stakeholders were asked to nominate up to three methods of receiving information as their preferred methods

Reflecting the levels of satisfaction with information resources, the ASADA website was the most preferred...



Preferred method of checking substances information

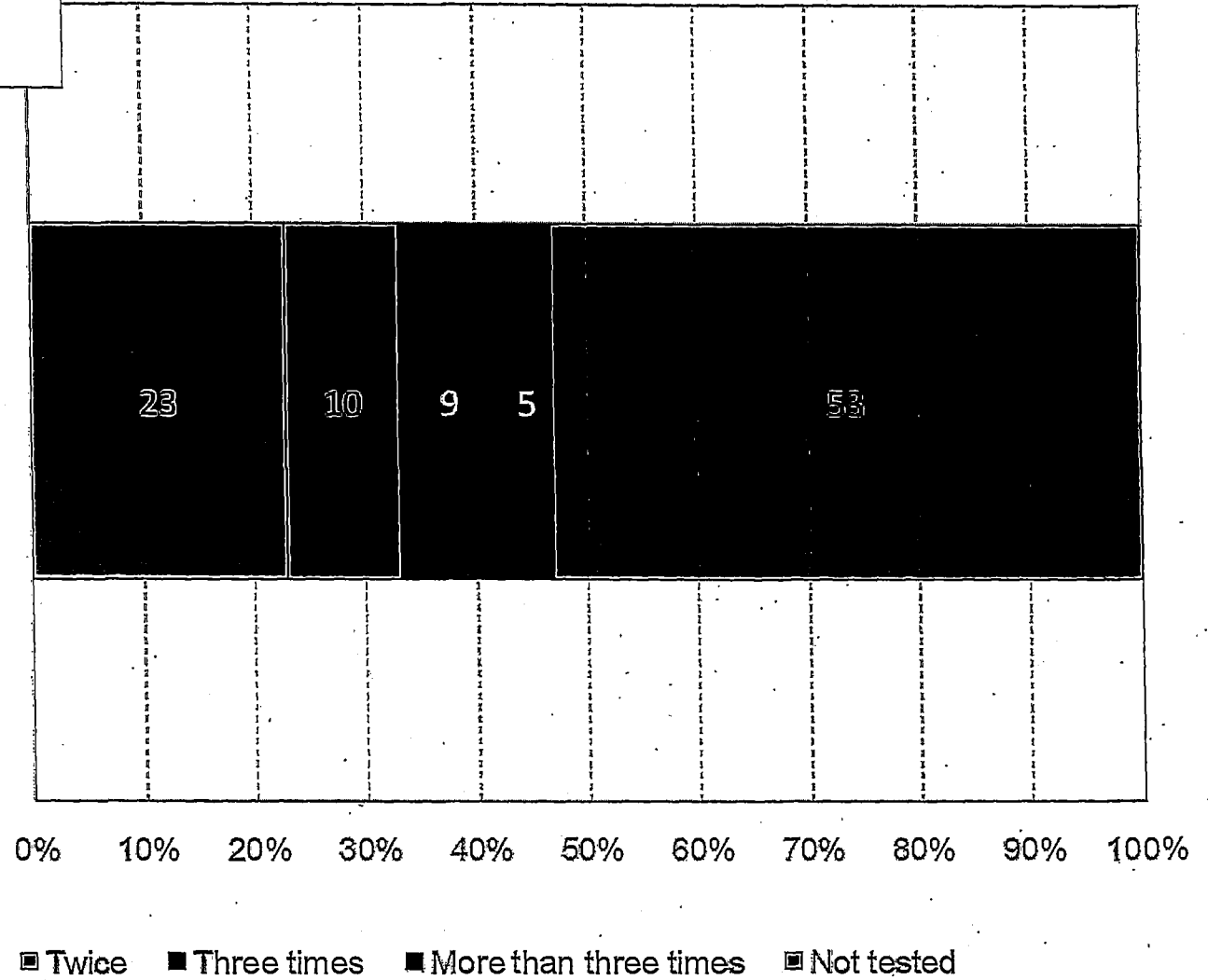
Similarly, when checking information about substances, the most popular options were the 'Check your substances' tool on the ASADA website, online and mobile phone applications



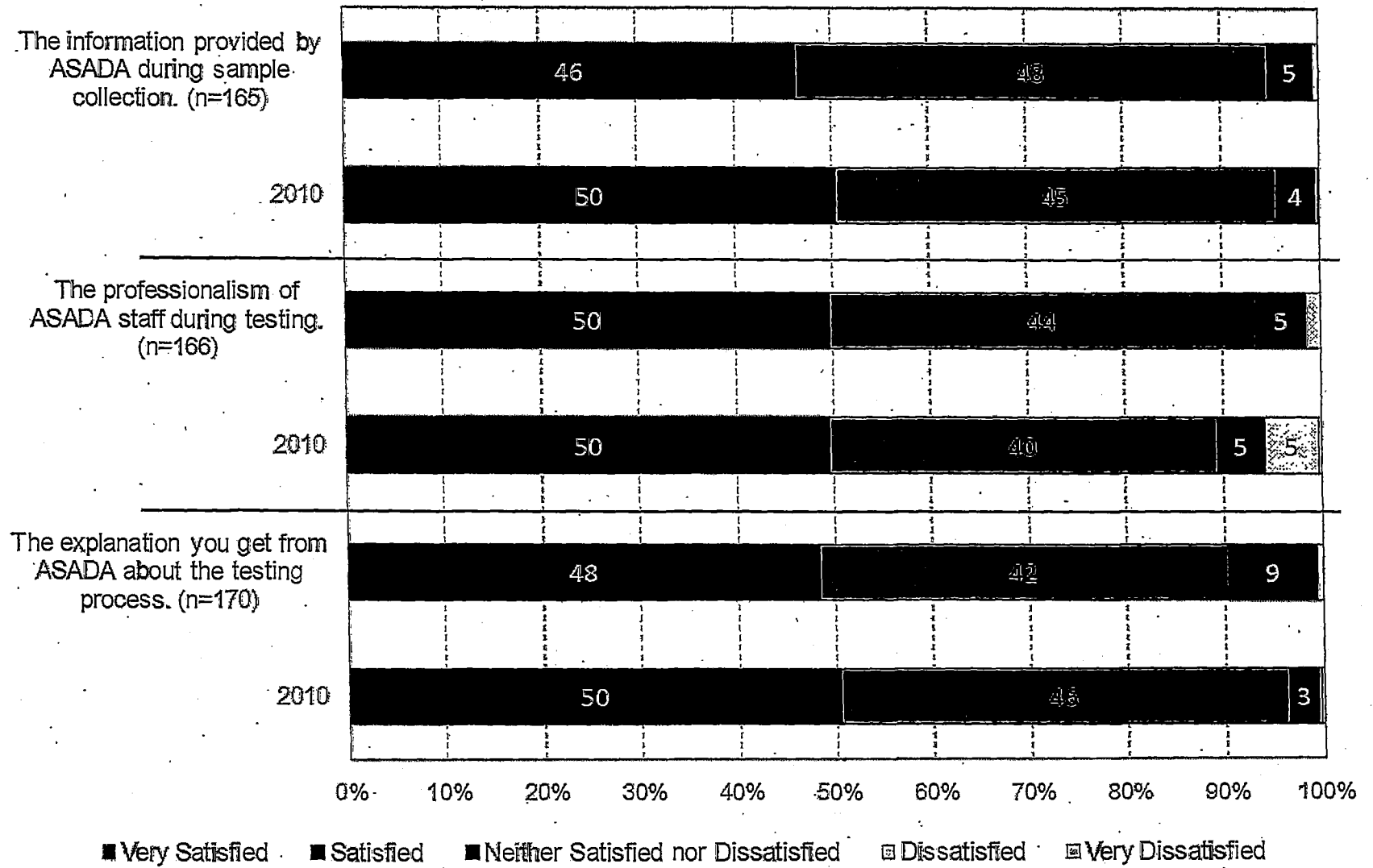
Participation in anti-doping testing (athletes)

Athletes were asked how many times they had been tested by ASADA in the last 12 months

2011 (n=234)

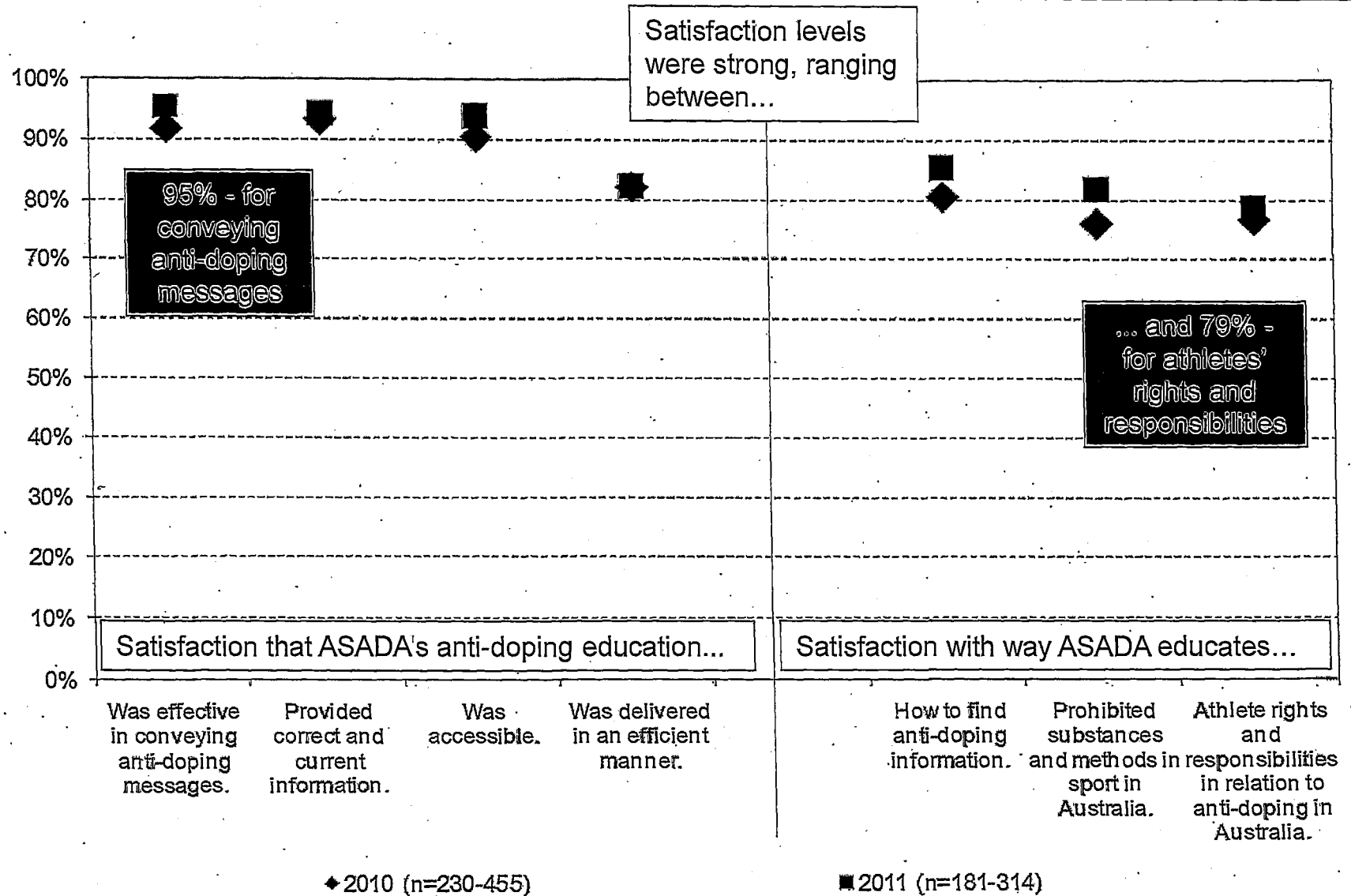


Views about the testing process



Base: Respondents who had undergone (or linked to an athlete who had) testing

Views about ASADA's role in educating stakeholders



Explanations for less than satisfactory ratings

Among those respondents (about 1 in 8) who were less than satisfied with at least one aspect of information and education provided by ASADA, reasons included:

➤ Repetition / level of detail

“The online modules were pretty patronising for many of the target audience. Perhaps if we could have correctly answered a quiz, we could have been saved 90 minutes of our time.”

“I think there is too much anti doping information and education for Senior Athletes.”

“The online learning was very slow and not overly educating, it was a very low level of information and took a very long time.”

➤ Delivery

“I found the sessions I attended to be a little boring and the person giving the presentation to be a little ‘wishy washy’.”

➤ Clarity / ease of understanding

“Just basic and clear information on how, who and where to send the location forms. I am sometimes confused on how this operates.”

"In the past 12 months we have been **provided with everything that we have required.**"

"Every tester that I have met has been very good and **highly professional.**"

"The staff I deal with are **knowledgeable, helpful and friendly.** Service is generally **prompt and efficient.** ASADA resources are **accessible and increasingly user friendly.**"

"I've always found ASADA **very professional** in all aspects/avenues when dealing with them & find their information **very useful & informative.**"

“We need better info on vitamin supplements & power drinks - don't leave it up to athlete to make the mistake first.”

“The general level of awareness and understanding about what you can and can't take is low in one of the sports that I am involved with (bodybuilding) - many people think if you can buy it OTC, it's ok - more education/better connection with athletes needed.”

“I believe too few athletes are tested. Also testing in competition doesn't stop people using certain substances in the lead-up to competition and then stopping a few weeks before the comp.”

“Not enough out of competition testing in my sport.”

“I am a wheelchair sports person - very difficult to give a sample while sitting on lavatory, keeping my balance, holding jar and producing a sample. A larger type of pan/jar which could be placed in lavatory for holding sample would be much more convenient for wheelchair people.”

- Overall, the responses from the survey indicate that most stakeholders feel positively about ASADA's performance and their dealings with ASADA
 - Results were generally consistent with or improved upon those recorded in the 2010 survey
- Stakeholders preferences for delivery of information are evolving, shifting towards online / on-demand mediums
- Scope for improvement remains in areas such as:
 - Structure / Search of ASADA website
 - The level of out-of-competition testing