

ACT AOD & Mental Health Alliance

Service User Journey Modelling

Share your experience. Help shape ACT services.

We are looking for people who have engaged mental health or alcohol and other drug (AOD) services in the ACT - past or present - to share their story with us.

What is this project?

The Service User Journey Modelling project asks people about their experience of navigating AOD and mental health services in the ACT - what helped, what was hard, and what was missing. We use these stories to improve how services are designed and delivered, and to inform policy decisions across the ACT sector.

What does taking part involve?

If you're interested, you'll be invited to a single conversation - around 60 to 90 minutes - with a staff member from the Alliance and a support person you are comfortable with. The conversation can take place at a time and location that works for you.

You share only what you are comfortable sharing, and you can stop at any point.

Your participation is:

Voluntary - You can say no or change your mind at any time.

Confidential - Your name and identifying details will be removed before anything is shared.

Meaningful - What you share will directly inform how ACT services are designed and funded.

Who can take part?

Anyone who has used AOD or mental health services in the ACT - whether that's recently or some time ago - and who feels comfortable talking about that experience. You do not need to be currently in a service to participate.

Interested?

Participants will be reimbursed. Nominations close **5pm Friday 9 October 2026**.

To nominate yourself, please contact the Alliance directly:

Tom Urban

alliance@atoda.org.au

ACT AOD & Mental Health Alliance - a joint initiative of ATODA and MHCC ACT

