

## About the SUSOSE survey

The Service Users' Survey of Outcomes, Satisfaction and Experience (SUSOSE) collects information about service users of alcohol, tobacco and other drug (ATOD) services in the ACT, and asks them about their experiences of these services, their satisfaction and outcomes.

Information from the survey can be used to improve access to and experiences of ATOD services in the ACT. It can also be used to advocate for change in alcohol, tobacco and drug policy and decision-making.

The survey was done at nine alcohol, tobacco and other drug services in 2023. After taking out surveys that were filled out twice or that had errors, there are 302 surveys that are reported on.



For more information on the survey and the results

## How the survey was developed

The design of the 2023 survey was a collaboration between the Alcohol, Tobacco and Other Drug Association ACT (ATODA), service users of ATOD programs, peer workers from the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), ATOD service providers in the ACT, policy makers from the ACT Health Directorate, and researchers from UNSW.

To develop the survey, we went through a co-design process with service users. They told us what issues were most important and we used that information to make the questions for the survey. This means that the questions are more relevant, and that the results are likely to provide better information to help improve the services and the sector.

This pamphlet was prepared by the SUSOSE Project Advisory Group that guided and advised the Project, including the development, implementation and analysis of the survey.



Supported by



### CONTACT ATODA

(02) 6249 6358

info@atoda.org.au

www.atoda.org.au

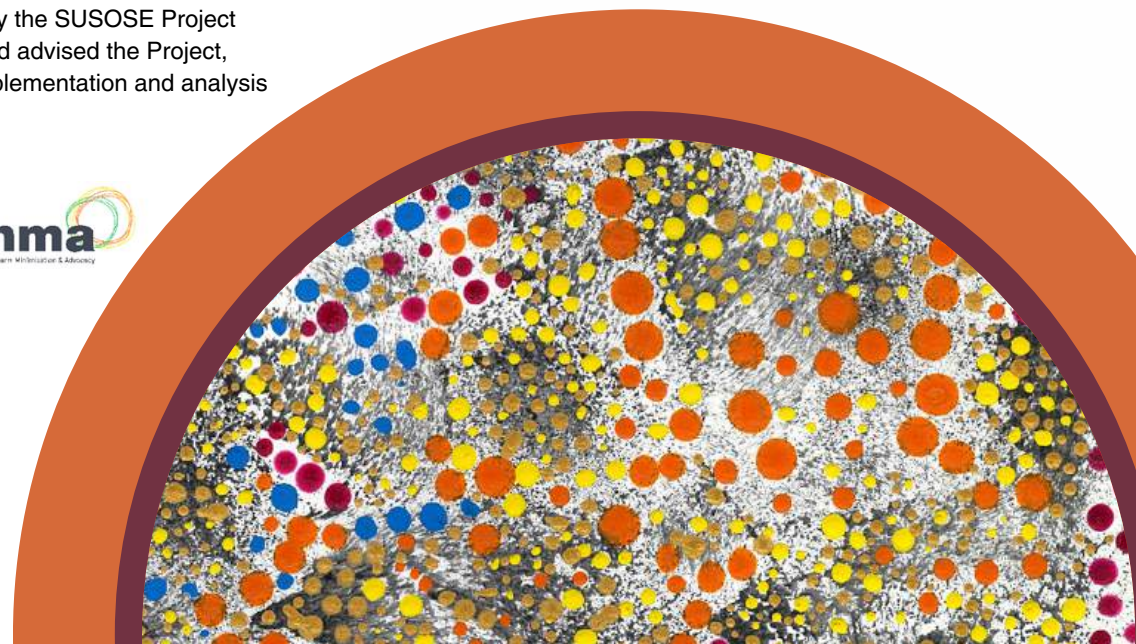
© ATODA 2025



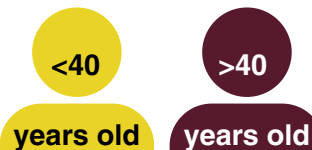
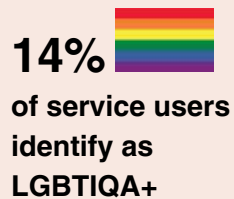
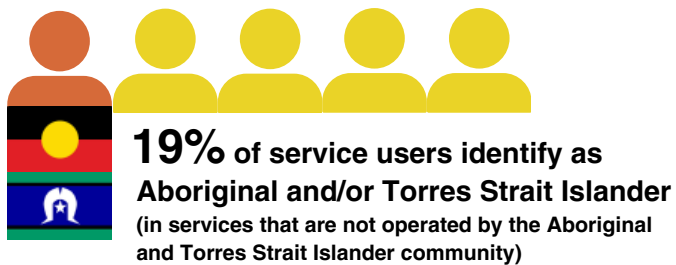
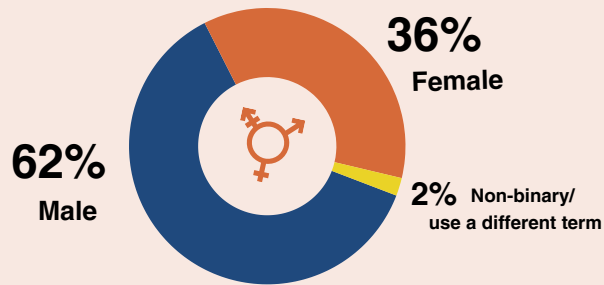
## SUSOSE 2023

ACT Alcohol Tobacco and Other Drug  
Service Users' Survey of Outcomes  
Satisfaction and Experience

# ACCESS AND INCLUSION in ACT alcohol, tobacco and other drug services



# Access and inclusion in ACT alcohol, tobacco and other drug services



**Half** of service users were aged 40 years or older



## What makes it hard to access ATOD services

Financial situation



The service or other people told me the waiting list was too long

Caring or other responsibilities



Fear of being stigmatised or judged

Lack of support from family or friends

Someone I know might find out



Couldn't smoke at the service



Couldn't get to the service



## About the SUSOSE survey

The Service Users' Survey of Outcomes, Satisfaction and Experience (SUSOSE) collects information about service users of alcohol, tobacco and other drug (ATOD) services in the ACT, and asks them about their experiences of these services, their satisfaction and outcomes.

Information from the survey can be used to improve access to and experiences of ATOD services in the ACT. It can also be used to advocate for change in alcohol, tobacco and drug policy and decision-making.

The survey was done at nine alcohol, tobacco and other drug services in 2023. After taking out surveys that were filled out twice or that had errors, there are 302 surveys that are reported on.



For more information on the survey and the results

## How the survey was developed

The design of the 2023 survey was a collaboration between the Alcohol, Tobacco and Other Drug Association ACT (ATODA), service users of ATOD programs, peer workers from the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), ATOD service providers in the ACT, policy makers from the ACT Health Directorate, and researchers from UNSW.

To develop the survey, we went through a co-design process with service users. They told us what issues were most important and we used that information to make the questions for the survey. This means that the questions are more relevant, and that the results are likely to provide better information to help improve the services and the sector.

This pamphlet was prepared by the SUSOSE Project Advisory Group that guided and advised the Project, including the development, implementation and analysis of the survey.



Supported by



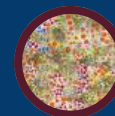
### CONTACT ATODA

(02) 6249 6358

info@atoda.org.au

www.atoda.org.au

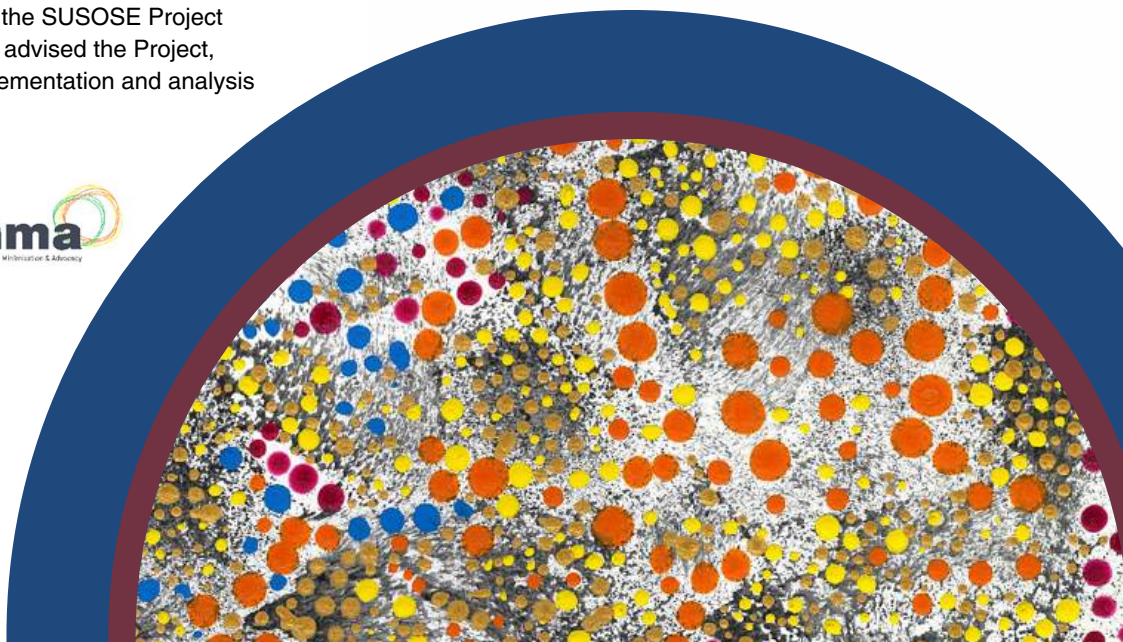
© ATODA 2025



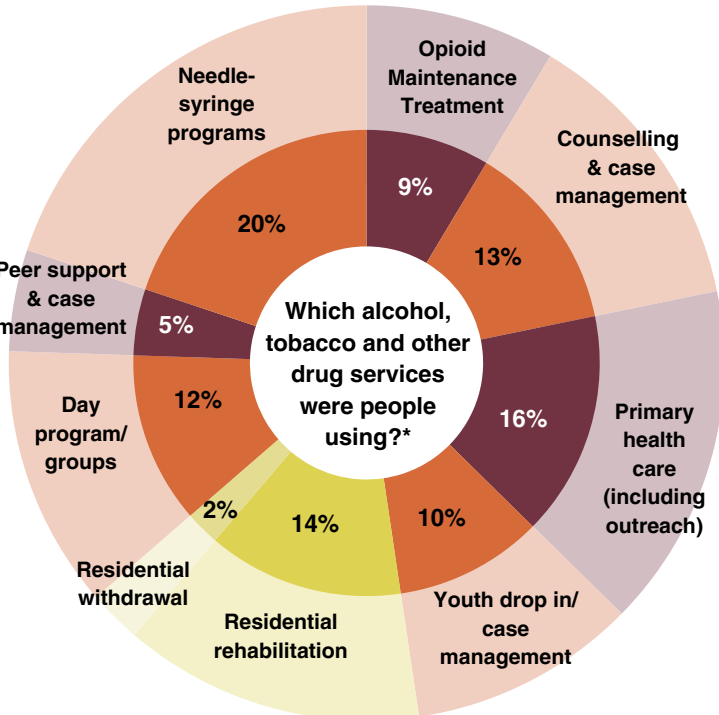
## SUSOSE 2023

ACT Alcohol Tobacco and Other Drug  
Service Users' Survey of Outcomes  
Satisfaction and Experience

## Alcohol, tobacco and other drug SERVICES USED in the ACT



# Getting support for alcohol, tobacco and other drug issues

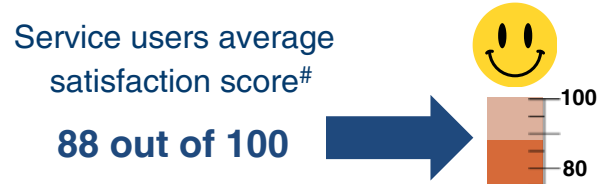
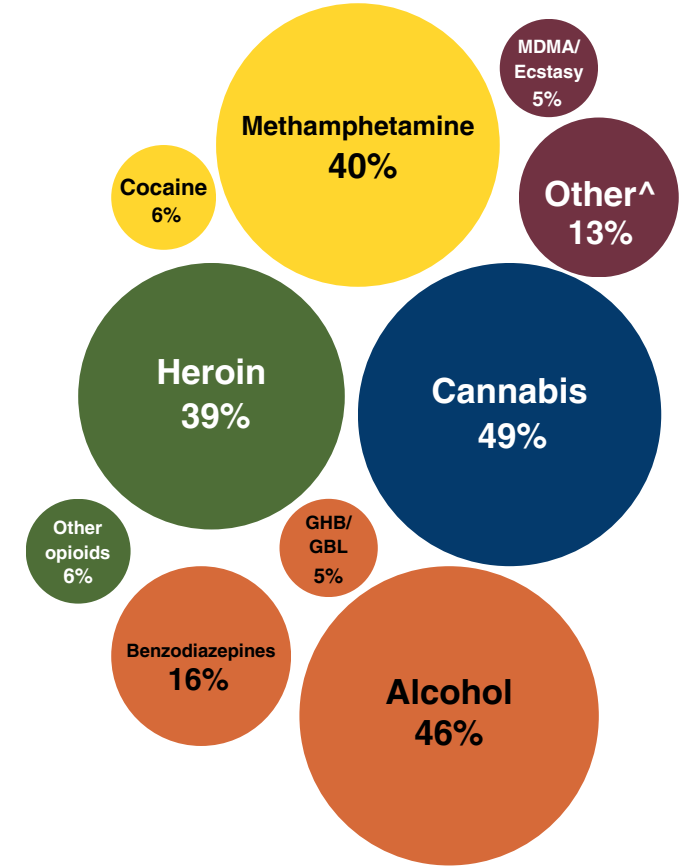


**85%** of service users were using non-residential services

In non-residential services

- 56%** had been coming to the service for more than 1 year
- 49%** were coming to the service weekly or more often

Substances that people were currently using and/or seeking treatment for



Services provide the support that I need for alcohol and other drug issues

**89%** 'Agree' or 'Strongly agree'

<sup>^</sup> Other includes: synthetic/medicinal cannabis; nitrous oxide and other inhalants; ketamine; LSD; and 'other' substances

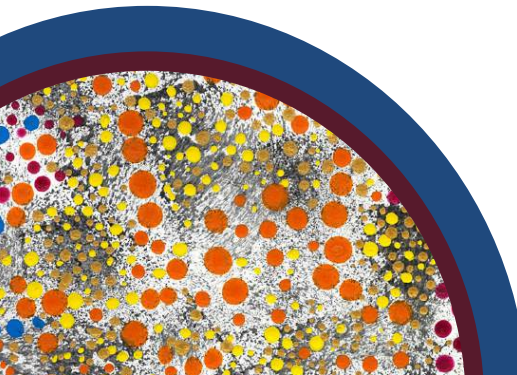
**4 out of 5** service users were smokers when they first started to use the service

**1 out of 2** service users had used an electronic cigarette (vape) in the past year

<sup>#</sup> Satisfaction was measured with the CSQ-8. This satisfaction score (88/100) is equivalent to the CSQ-8 score of 28/32.

\* The proportions represent how many surveys were filled out at each ATOD program; this is different to a measure such as episodes of care.

Note: For each question, non-responses have been excluded. Where relevant, 'prefer not to say' is not reported - for further details see main report



## About the SUSOSE survey

The Service Users' Survey of Outcomes, Satisfaction and Experience (SUSOSE) collects information about service users of alcohol, tobacco and other drug (ATOD) services in the ACT, and asks them about their experiences of these services, their satisfaction and outcomes.

Information from the survey can be used to improve access to and experiences of ATOD services in the ACT. It can also be used to advocate for change in alcohol, tobacco and drug policy and decision-making.

The survey was done at nine alcohol, tobacco and other drug services in 2023. After taking out surveys that were filled out twice or that had errors, there are 302 surveys that are reported on.



For more information on the survey and the results

## How the survey was developed

The design of the 2023 survey was a collaboration between the Alcohol, Tobacco and Other Drug Association ACT (ATODA), service users of ATOD programs, peer workers from the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), ATOD service providers in the ACT, policy makers from the ACT Health Directorate, and researchers from UNSW.

To develop the survey, we went through a co-design process with service users. They told us what issues were most important and we used that information to make the questions for the survey. This means that the questions are more relevant, and that the results are likely to provide better information to help improve the services and the sector.

This pamphlet was prepared by the SUSOSE Project Advisory Group that guided and advised the Project, including the development, implementation and analysis of the survey.



Supported by



### CONTACT ATODA

(02) 6249 6358

info@atoda.org.au

www.atoda.org.au

© ATODA 2025



## SUSOSE 2023

ACT Alcohol Tobacco and Other Drug  
Service Users' Survey of Outcomes  
Satisfaction and Experience

**OTHER SERVICES  
AND SUPPORTS**  
needed by people who  
use alcohol, tobacco and  
other drug services in  
the ACT

# What other services and supports do people need and use?

## Other services people might use

### Housing services



**39%** of service users are homeless or at risk of homelessness

### Employment services



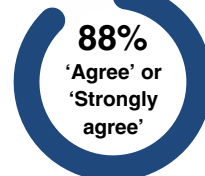
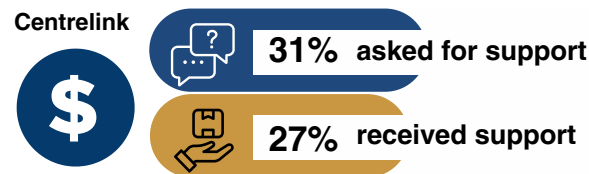
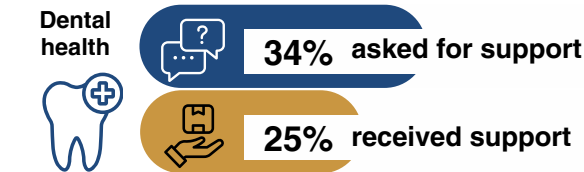
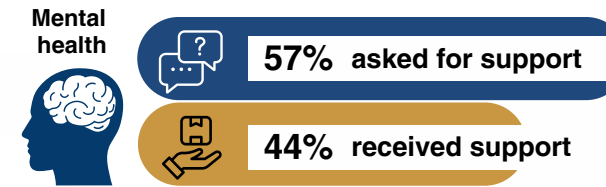
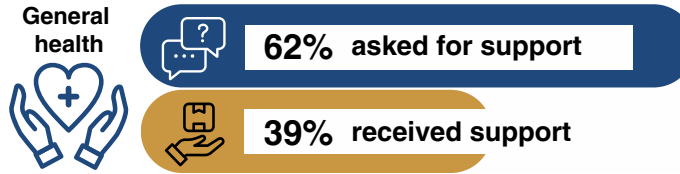
**68%** of service users are unemployed or not working

### Domestic and family violence support services



**45%** of female service users had experienced domestic and/or family violence in the past 12 months

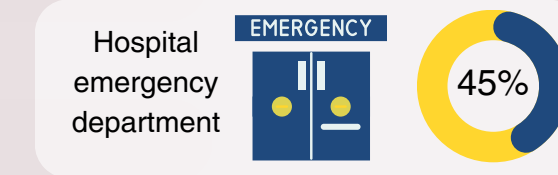
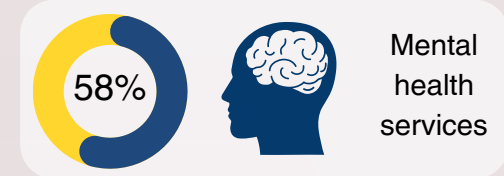
## People said they needed support for other issues



Services support me with more than just my alcohol and other drug issues if I ask for it

## People also used other types of services in the ACT

(in the past 6 months)



Note: For each question, non-responses and/or 'n/a' have been excluded. Where relevant, 'prefer not to say' is not reported - for further details see main report

## About the SUSOSE survey

The Service Users' Survey of Outcomes, Satisfaction and Experience (SUSOSE) collects information about service users of alcohol, tobacco and other drug (ATOD) services in the ACT, and asks them about their experiences of these services, their satisfaction and outcomes.

Information from the survey can be used to improve access to and experiences of ATOD services in the ACT. It can also be used to advocate for change in alcohol, tobacco and drug policy and decision-making.

The survey was done at nine alcohol, tobacco and other drug services in 2023. After taking out surveys that were filled out twice or that had errors, there are 302 surveys that are reported on.



For more information on the survey and the results

## How the survey was developed

The design of the 2023 survey was a collaboration between the Alcohol, Tobacco and Other Drug Association ACT (ATODA), service users of ATOD programs, peer workers from the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), ATOD service providers in the ACT, policy makers from the ACT Health Directorate, and researchers from UNSW.

To develop the survey, we went through a co-design process with service users. They told us what issues were most important and we used that information to make the questions for the survey. This means that the questions are more relevant, and that the results are likely to provide better information to help improve the services and the sector.

This pamphlet was prepared by the SUSOSE Project Advisory Group that guided and advised the Project, including the development, implementation and analysis of the survey.



Supported by



### CONTACT ATODA

(02) 6249 6358

info@atoda.org.au

www.atoda.org.au

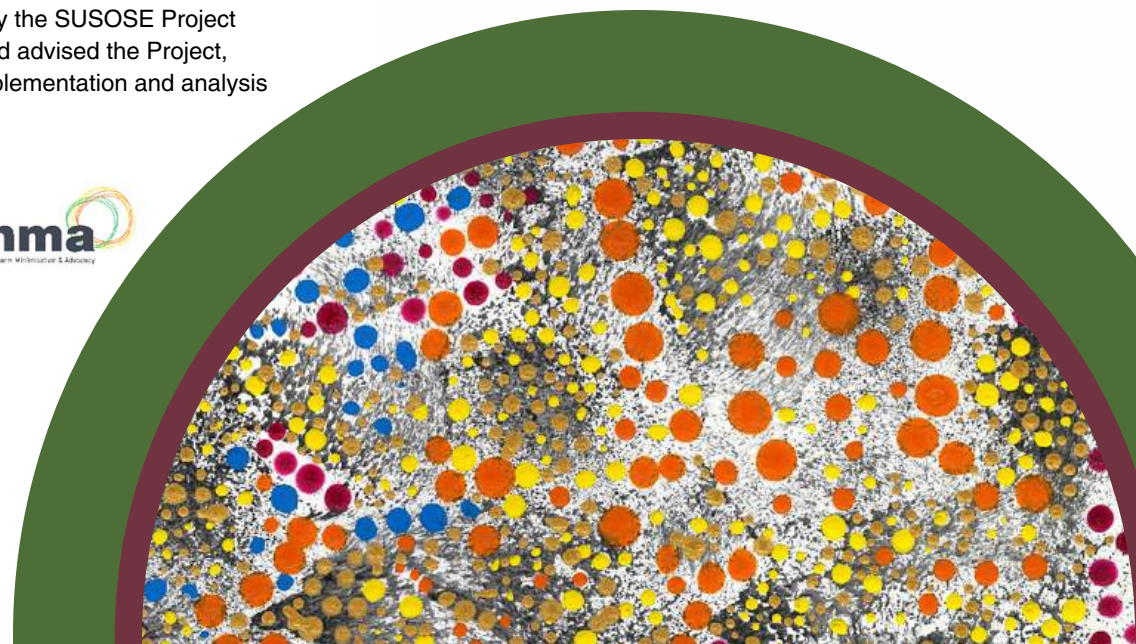
© ATODA 2025



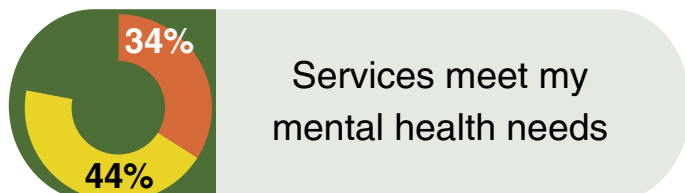
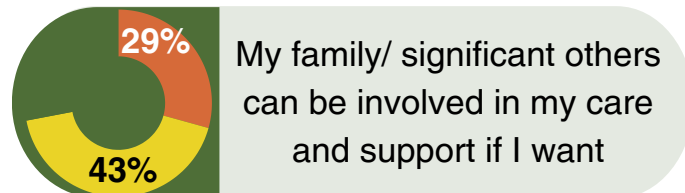
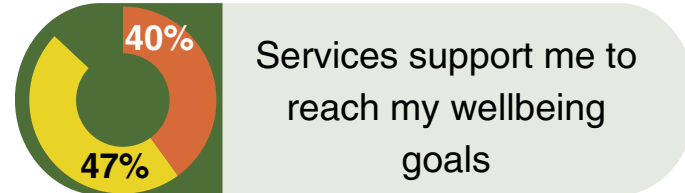
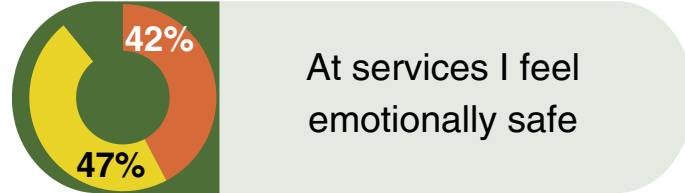
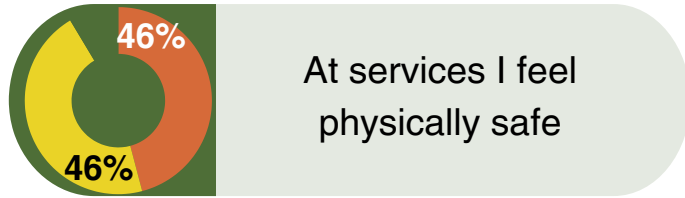
## SUSOSE 2023

ACT Alcohol Tobacco and Other Drug  
Service Users' Survey of Outcomes  
Satisfaction and Experience

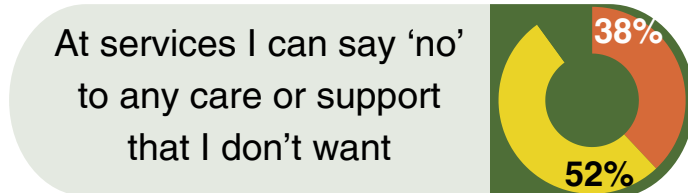
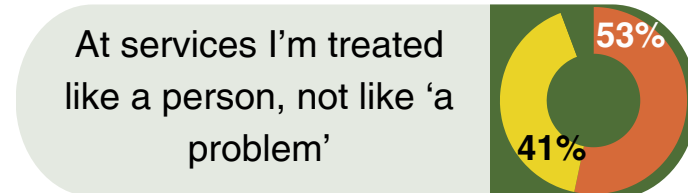
# SERVICE USER EXPERIENCES of ACT alcohol, tobacco and other drug services



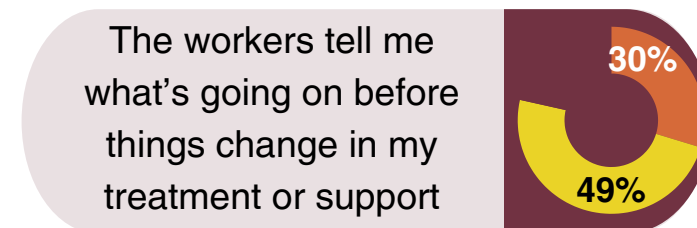
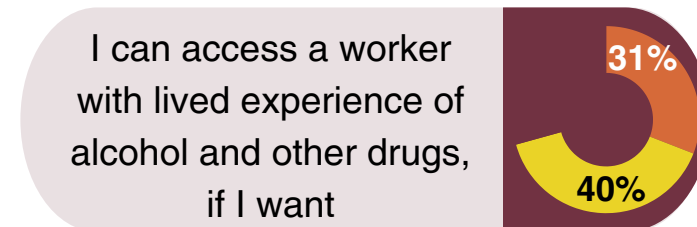
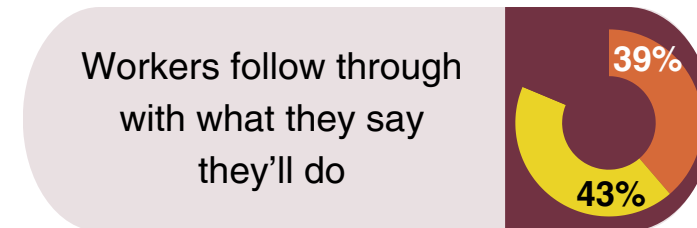
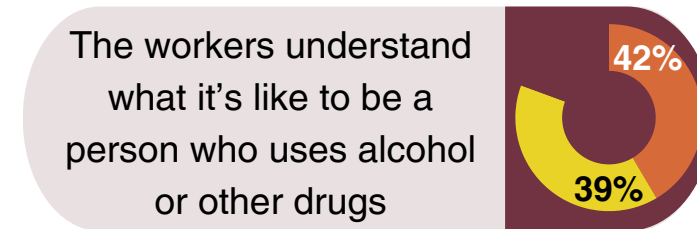
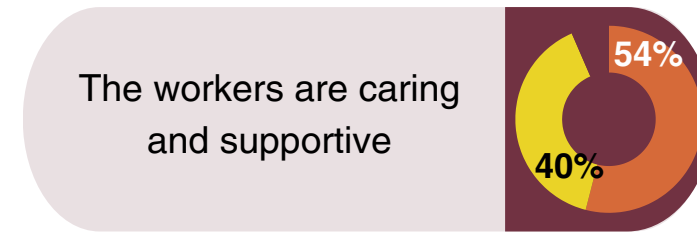
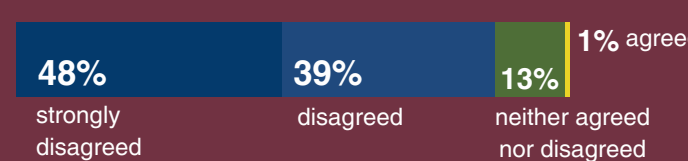
# Experiences of alcohol, tobacco and other drug services in the ACT



## Proportions of people who said they “agreed” or “strongly agreed” with these statements\*



## At services I feel judged for being someone who uses alcohol & other drugs



Note: Biased surveys have been removed. For each question, non-responses have been excluded. For further details see main report.

\* Other categories were: neither agreed nor disagreed; disagreed; and strongly disagreed.

## About the SUSOSE survey

The Service Users' Survey of Outcomes, Satisfaction and Experience (SUSOSE) collects information about service users of alcohol, tobacco and other drug (ATOD) services in the ACT, and asks them about their experiences of these services, their satisfaction and outcomes.

Information from the survey can be used to improve access to and experiences of ATOD services in the ACT. It can also be used to advocate for change in alcohol, tobacco and drug policy and decision-making.

The survey was done at nine alcohol, tobacco and other drug services in 2023. After taking out surveys that were filled out twice or that had errors, there are 302 surveys that are reported on.



For more information on the survey and the results

## How the survey was developed

The design of the 2023 survey was a collaboration between the Alcohol, Tobacco and Other Drug Association ACT (ATODA), service users of ATOD programs, peer workers from the Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), ATOD service providers in the ACT, policy makers from the ACT Health Directorate, and researchers from UNSW.

To develop the survey, we went through a co-design process with service users. They told us what issues were most important and we used that information to make the questions for the survey. This means that the questions are more relevant, and that the results are likely to provide better information to help improve the services and the sector.

This pamphlet was prepared by the SUSOSE Project Advisory Group that guided and advised the Project, including the development, implementation and analysis of the survey.



Supported by



### CONTACT ATODA

(02) 6249 6358

info@atoda.org.au

www.atoda.org.au

© ATODA 2025

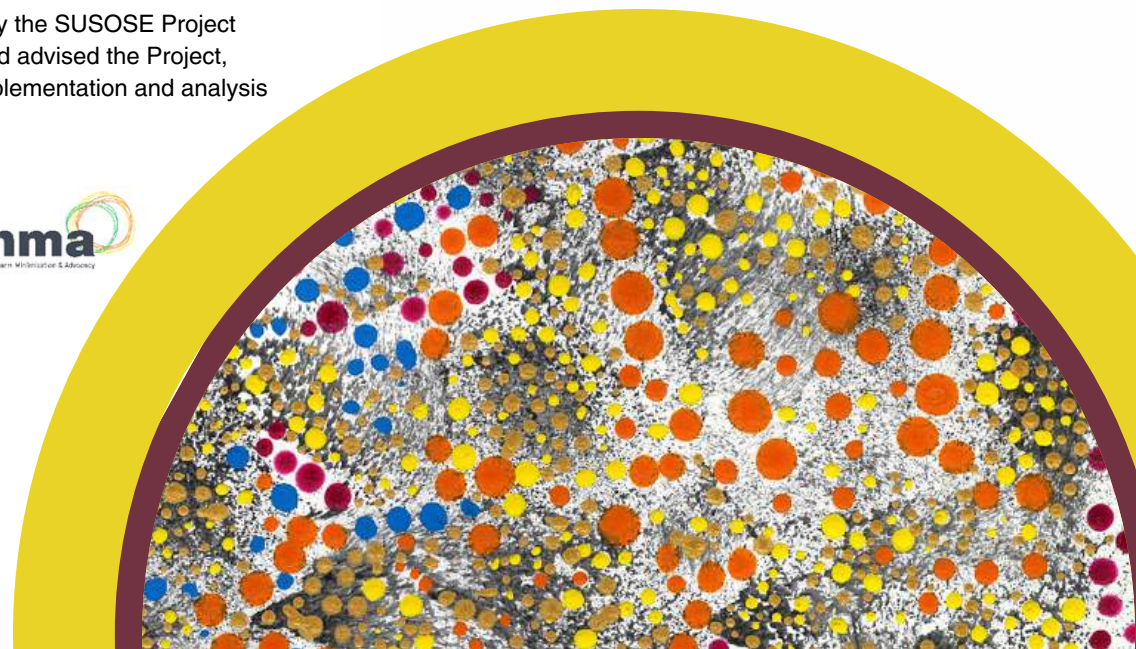


## SUSOSE 2023

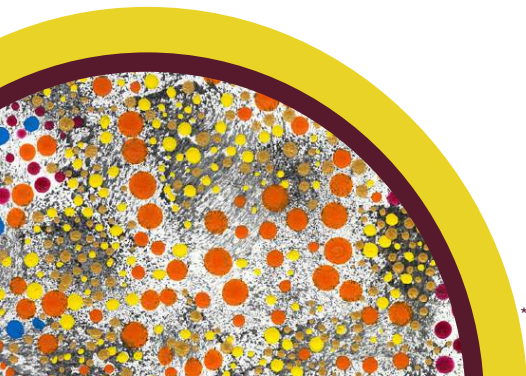
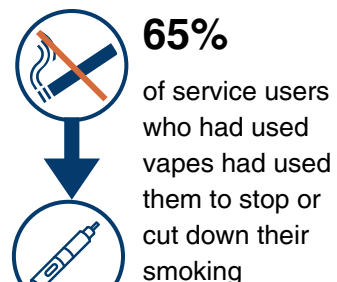
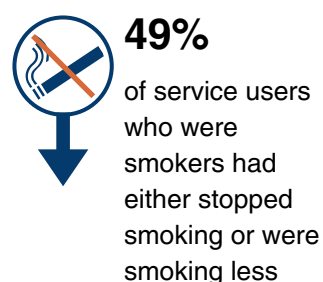
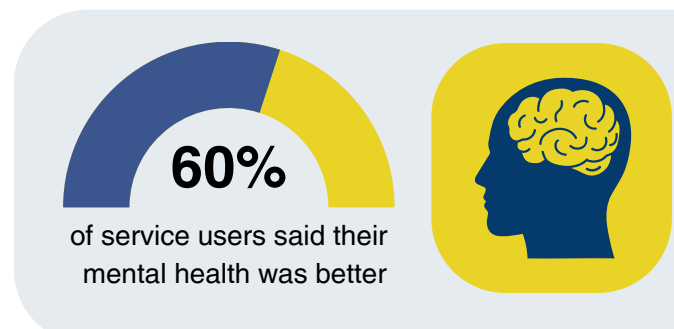
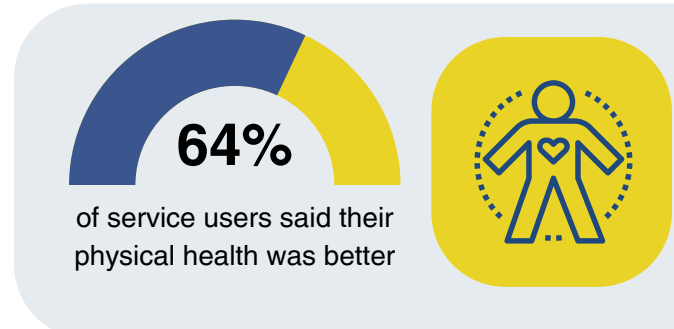
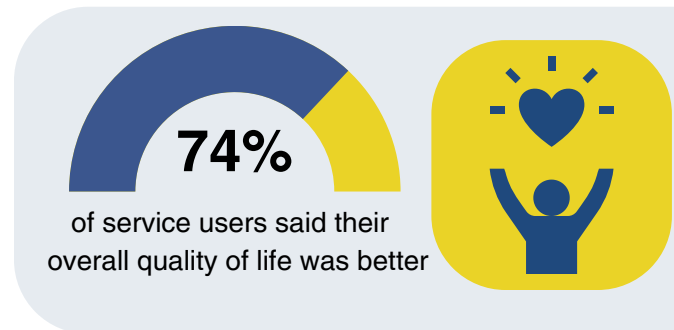
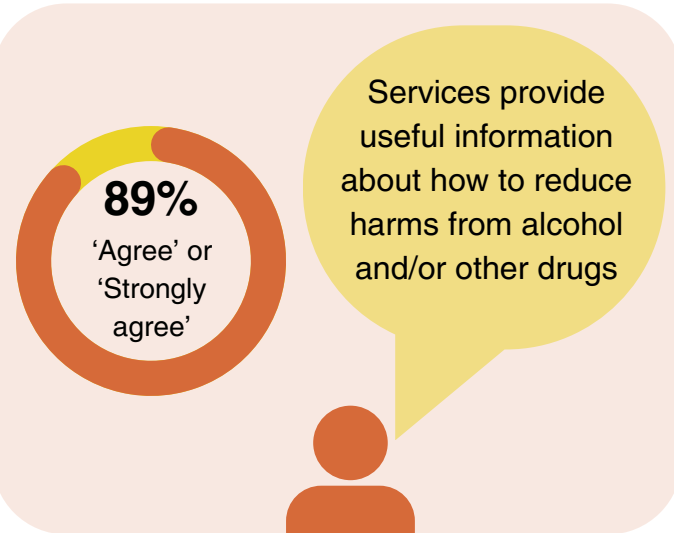
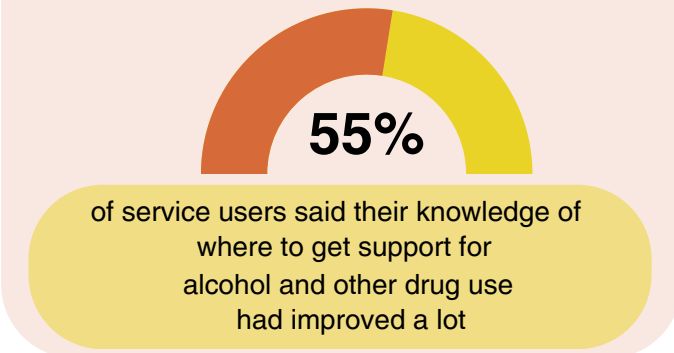
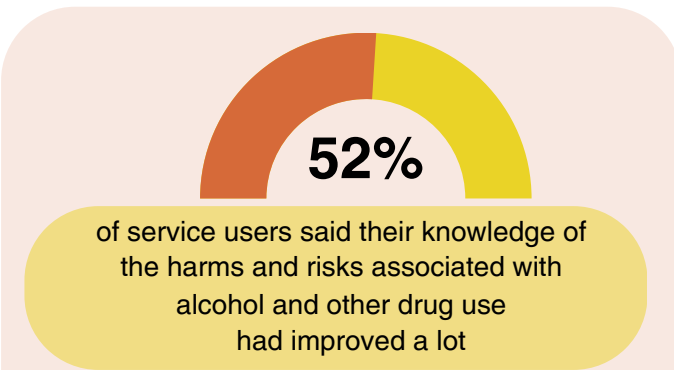
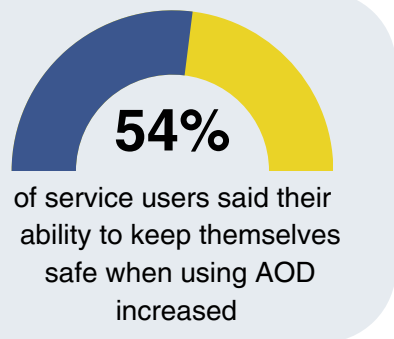
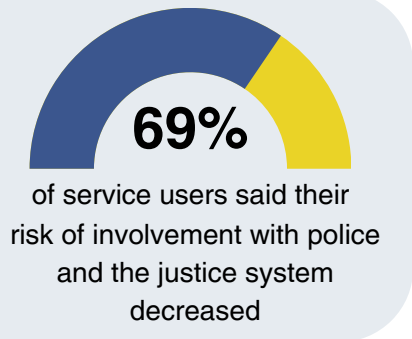
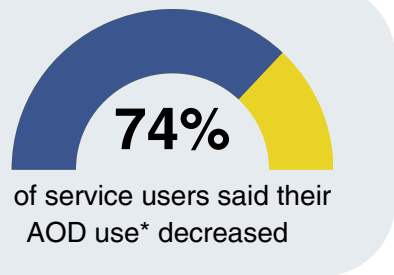
ACT Alcohol Tobacco and Other Drug  
Service Users' Survey of Outcomes  
Satisfaction and Experience

## OUTCOMES

of using ACT alcohol,  
tobacco and other  
drug services



# “What has changed since you’ve been using this ATOD service?”



\* Both quantity and frequency of AOD use

Note: For each question, non-responses have been excluded. Where relevant, 'prefer not to say' is not reported - for further details see main report