

2025 QLife User Survey

Thank you to everyone who took part in the 2025 QLife User Survey. Your feedback shapes how we support our communities.

Big takeaways

Most people who rated their experience told us they were satisfied overall, and that QLife feels safe, supportive and understanding. Hearing this means the world to us.

Around eight in ten people said they'd recommend QLife to someone else in the community. We're so grateful for that trust.

Lots of people told us the most helpful thing is talking to a peer who "gets it": someone with lived experience, who listens without judgement.

Many of you said using QLife helped you feel less alone and more able to navigate tricky moments, questions about yourself or periods of distress.



What we're improving

Smother, less rushed chats

Some people felt webchat sessions could feel a bit tight for time. With our upcoming tech upgrade, we're exploring new ways to make the best use of your precious time, so you can get straight into what matters most.

Wait times

Lots of you mentioned that queues can be long. Reducing wait times is a priority, and the new system will include improvements to the queue experience and overall responsiveness.

More peer supporters

Many people said they'd love to see more volunteers available. We agree! So we're gearing up for a major year of volunteer recruitment and training across QLife.

Better webchat experience

You told us the webchat layout, readability and mobile experience could be improved. These are all being addressed in our tech refresh. This means you can soon expect clearer text, better accessibility and a smoother, more intuitive interface.

Simpler information

Some people found parts of our Rights & Responsibilities information a bit dense. We're simplifying and clarifying this content to make it easier to understand.