

User Survey Executive Summary

2023



LIFE

qlife.org.au

We acknowledge of the custodians of the lands where QLife's offices are located.



QLife is delivered on the lands of the:

- Gadigal people of the Eora nation
 - Jagera and Turrbal people
 - Boon Wurrung people
 - Whadjuk Nyoongar people

We pay our respect to Elders and thank them for their care and commitment to the land and waters.
And extend that respect to all Aboriginal and Torres Strait Islander people.

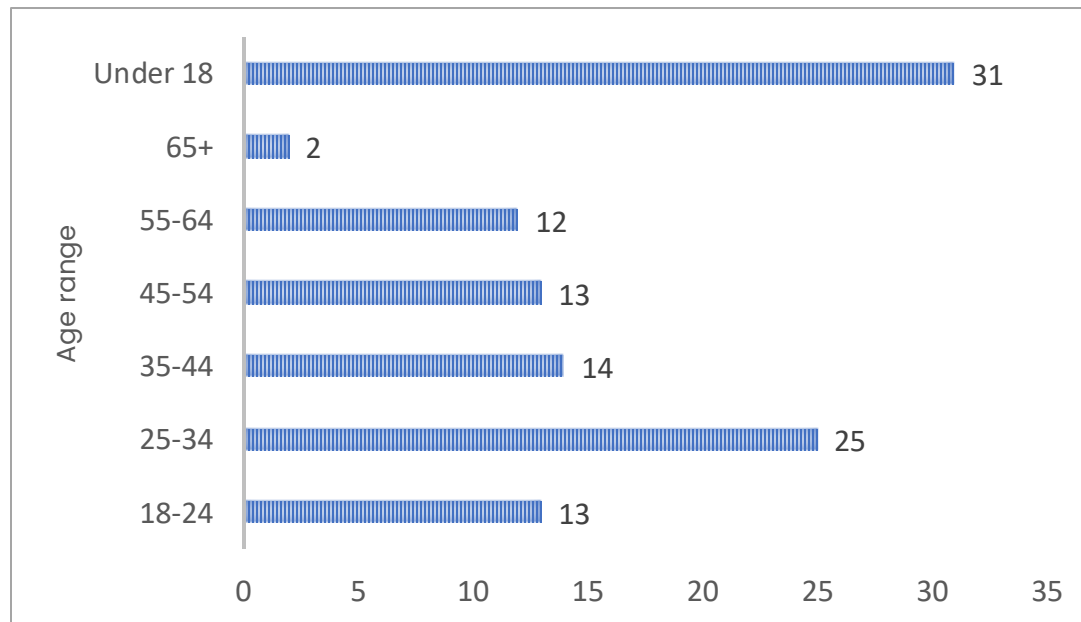
Sovereignty was never ceded and we acknowledge the ongoing impact of colonisation on health and other human rights disparities.

We thank First Nations communities for their perspectives of health as social, emotional, spiritual and cultural. We have so much to learn from this.

Who uses QLife?

There were 110 responses to the QLife user survey

Age of people who responded to the survey



63%

of users are 35 years and younger

35%

of users are between 35 and 65 years old

2%

of users are 65 years and older

Who uses QLife?

Survey respondents are mainly live in major cities and inner regional areas, are born in Australia and speak English at home.

92%

live in major cities & inner regional areas

8%

live in outer regional areas

87%

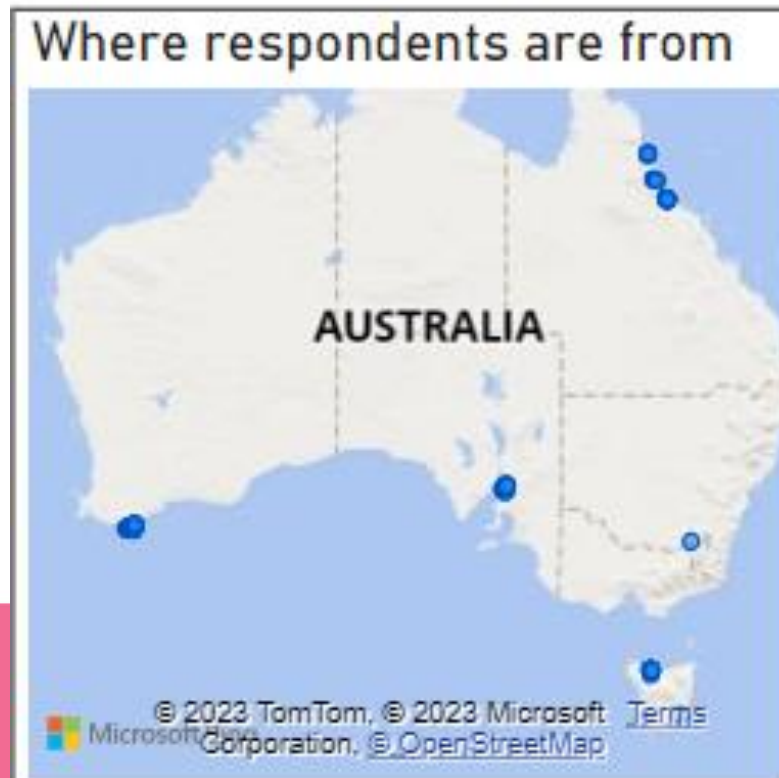
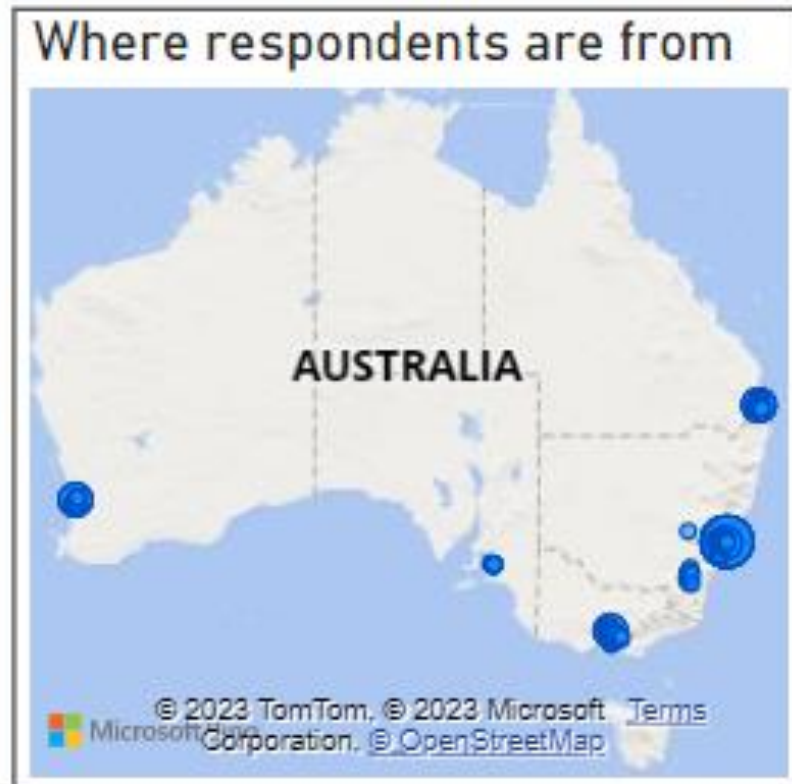
born in Australia

96%

mainly speak English at home

4.5%

identify as Aboriginal



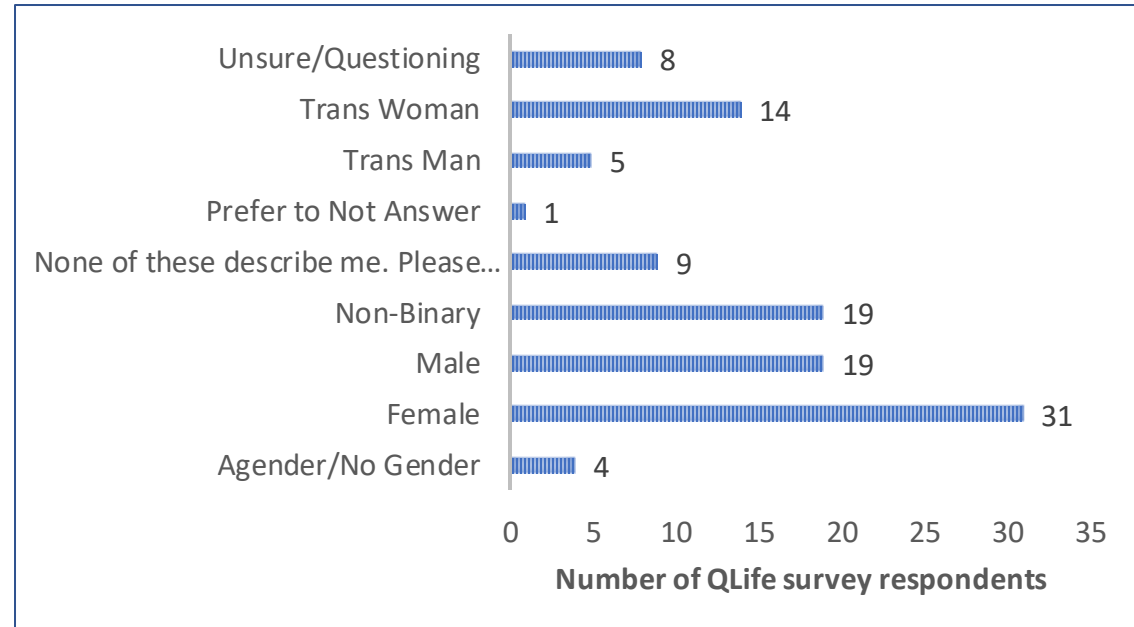
Gender identity

Of the 110 QLife survey respondents **28% identify as female, 17% identify as male and 17% identify as non-binary.**

13% identified as transwoman and only 4.5% of survey respondents identified as transman.

Please see commentary from those who chose 'none of these describe me' option (8%).

Survey question: What is your Gender Identity? (How do you identify now?)



None of these describe me – please specify (n=9)

- I don't currently identify as any gender
- Agender and trans masculine but I'm incredibly fluid
- Genderfluid
- Androgynous - Non Binary
- I transitioned from female to male. I identify as male, not as a transman.
- combo
- Gender free or neutral or fluid and trans masculine a bit of a combo
- Genderless/ fluid/ neutral not really sure
- Have transitioned FTM - only identify as male.
- Trans genderneutral/fluid/less

Sexual orientation

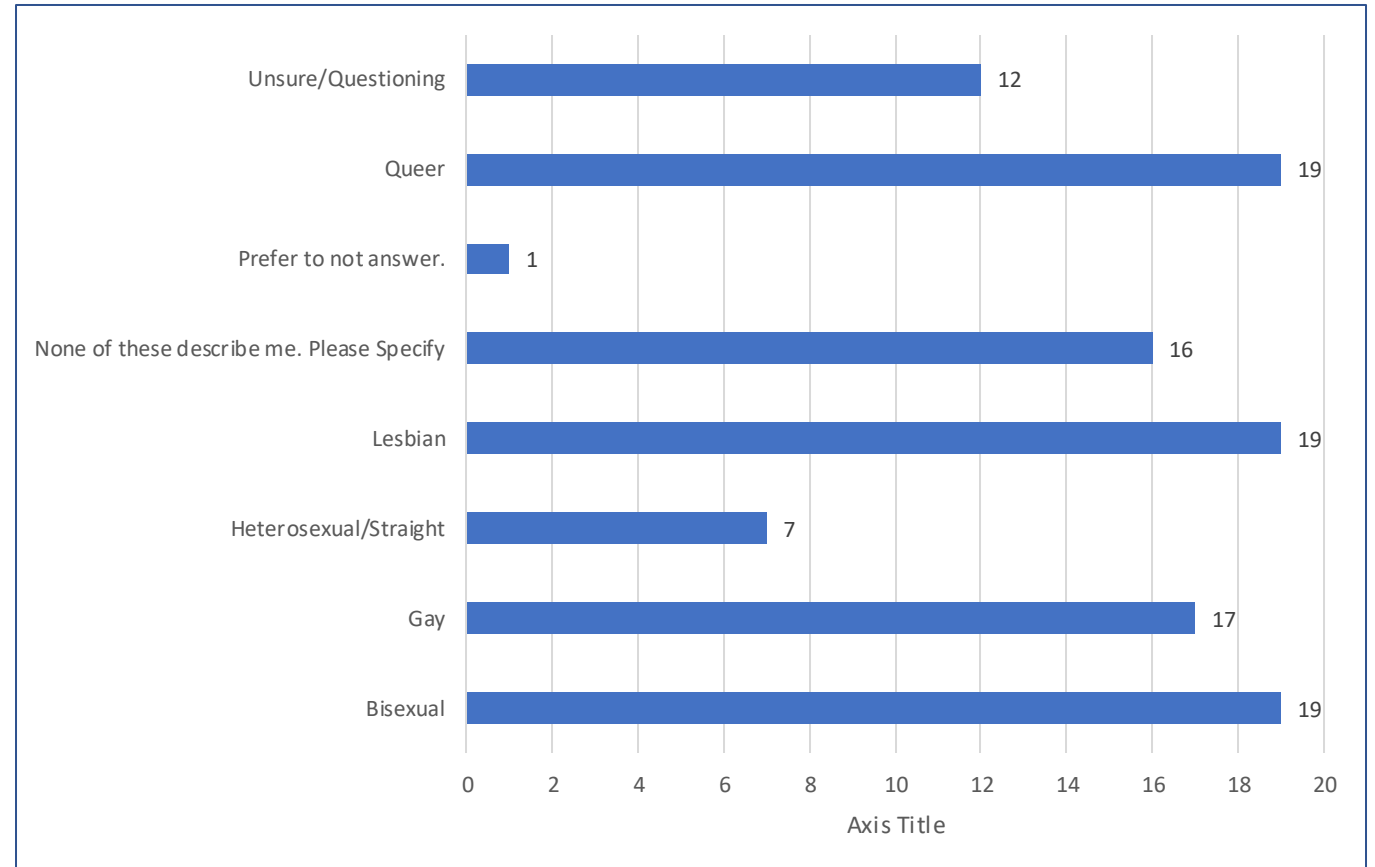
Of the 110 QLife survey respondents the most common response to sexual orientation was **queer, bisexual, and lesbian identify as female** (each at 17% of respondents).

15% stated they are gay, and 6% stated they are heterosexual.

11% are unsure and/or questioning.

Please see commentary from those who chose 'none of these describe me' option (15%).

Survey question: What is your sexual orientation?

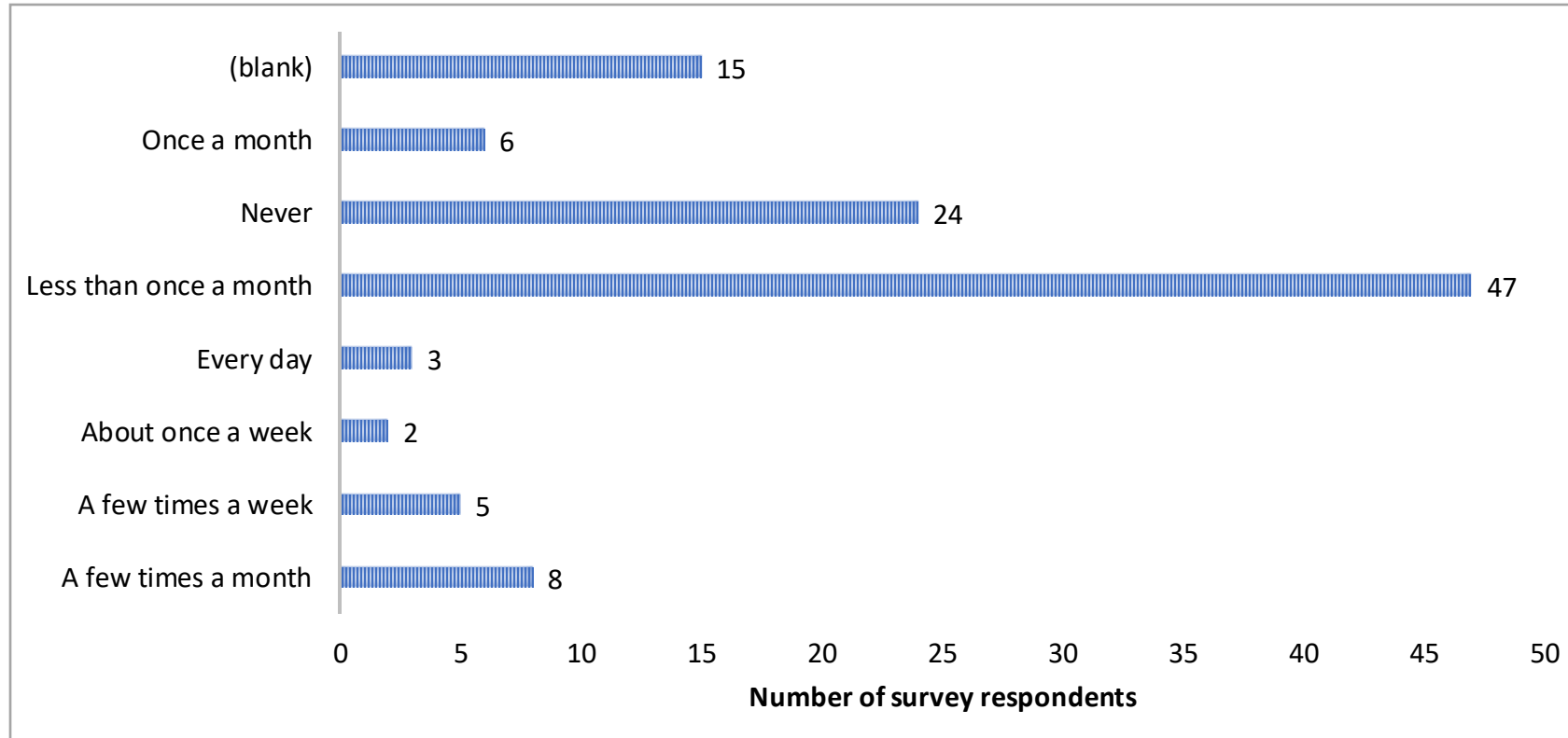


None of these describe me – please specify (n=16)

- Fluid
- Neptunic
- Queer, gay maybe ace spectrum
- Asexual
- pansexual
- Questioning AroAce
- I'm queer and a questioning asexual spec
- Ace
- Fluid, currently aroace and T4T
- bi/pan

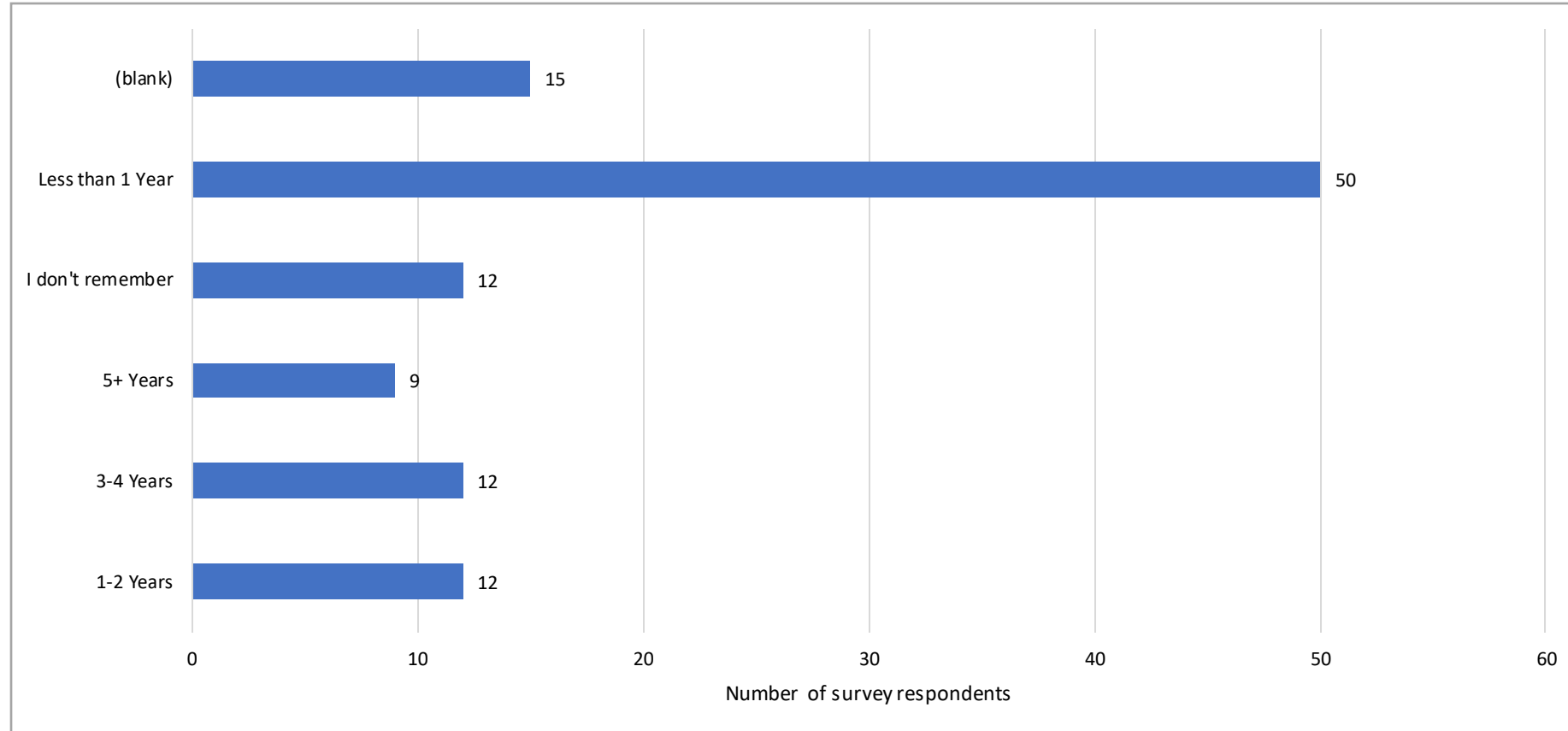
In the last 12 months, how often have you used QLife?

Preliminary analysis shows that the **majority of survey respondents (75%) are first time or infrequent users of QLife (less than once a month)**, compared with 10% who use QLife everyday – few times a week and 15% who use QLife a few times a month – once a month.



How long have you been using QLife?

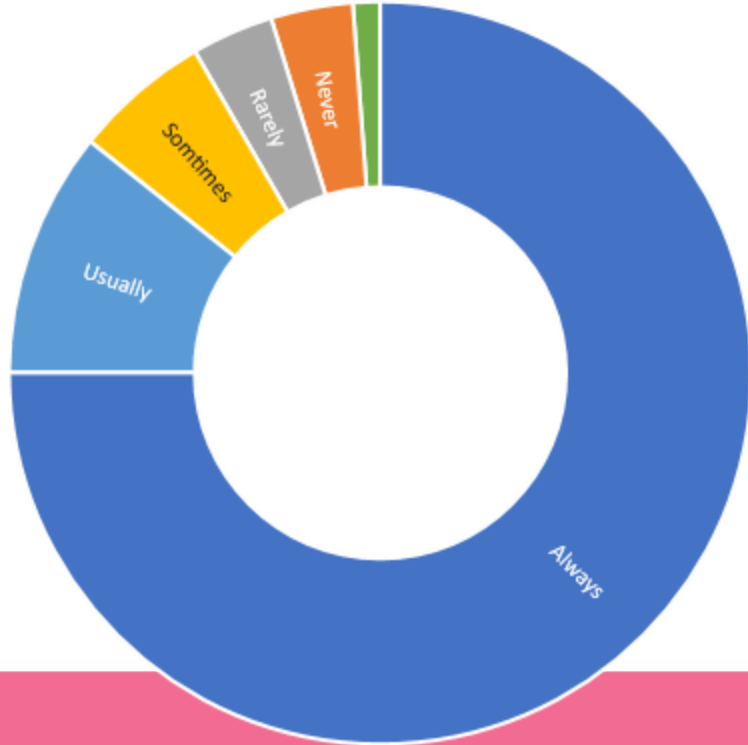
Over 60% of respondents state they have been using QLife for less than 1 year (excluding the blank & I don't remember responses) compared to 9% of the respondents who have been accessing QLife for 5+ years.



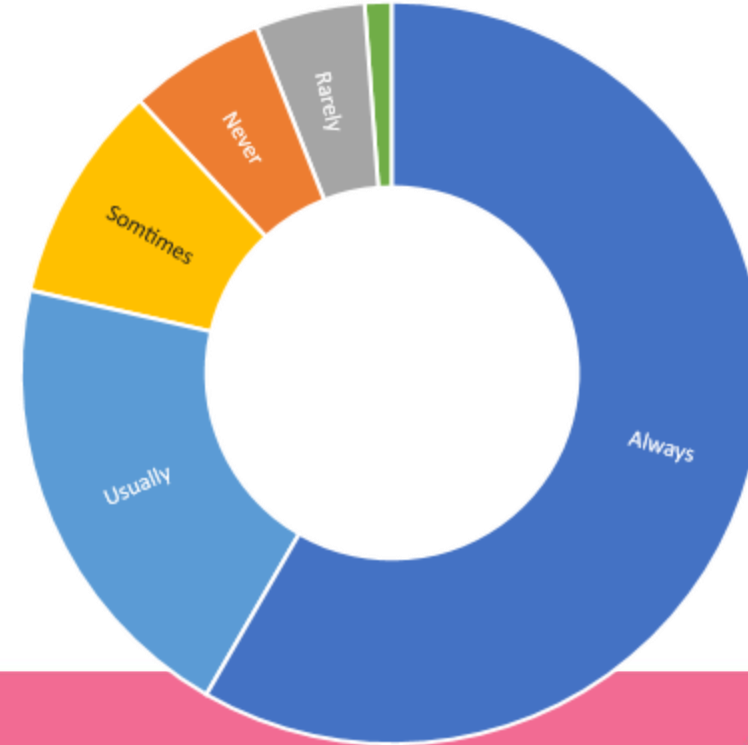
Service satisfaction responses

Survey question: Thinking about the support you have received from QLife in the last 12 months or less, what was your experience in the following areas:

You felt welcome at QLife



You felt satisfied with your contact with QLife



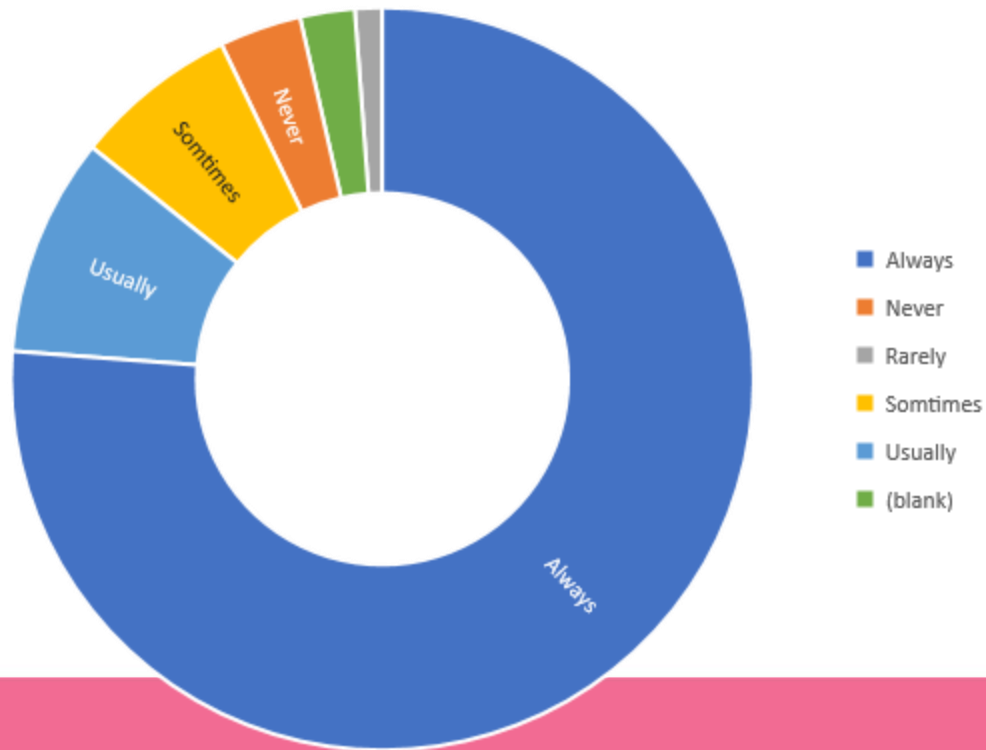
- Always
- Never
- Rarely
- Sometimes
- Usually
- (blank)

- Always
- Never
- Rarely
- Sometimes
- Usually
- (blank)

Service satisfaction responses (cont'd)

Survey question: Thinking about the support you have received from QLife in the last 12 months or less, what was your experience in the following areas:

You felt safe using QLife



Your privacy was respected

