User Survey Executive Summary

2023
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

<table>
<thead>
<tr>
<th>Age range</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>31</td>
</tr>
<tr>
<td>18-24</td>
<td>13</td>
</tr>
<tr>
<td>25-34</td>
<td>25</td>
</tr>
<tr>
<td>35-44</td>
<td>14</td>
</tr>
<tr>
<td>45-54</td>
<td>13</td>
</tr>
<tr>
<td>55-64</td>
<td>12</td>
</tr>
<tr>
<td>65+</td>
<td>2</td>
</tr>
</tbody>
</table>
Who uses QLife?
Survey respondents are mainly live in major cities and inner regional areas, are born in Australia and speak English at home.

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>92%</td>
<td>live in major cities &amp; inner regional areas</td>
</tr>
<tr>
<td>8%</td>
<td>live in outer regional areas</td>
</tr>
<tr>
<td>87%</td>
<td>born in Australia</td>
</tr>
<tr>
<td>96%</td>
<td>mainly speak English at home</td>
</tr>
<tr>
<td>4.5%</td>
<td>identify as Aboriginal</td>
</tr>
</tbody>
</table>
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%).

None of these describe me – please specify (n=16)
- Fluid
- Asexual
- bi/pan
- Neptunic
- pansexual
- Queer, gay maybe ace spectrum
- Questioning AroAce
- I’m queer and a questioning asexual spec
- Ace
- Fluid, currently aroace and T4T
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.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Number of survey respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>(blank)</td>
<td>15</td>
</tr>
<tr>
<td>Once a month</td>
<td>6</td>
</tr>
<tr>
<td>Never</td>
<td>24</td>
</tr>
<tr>
<td>Less than once a month</td>
<td>47</td>
</tr>
<tr>
<td>Every day</td>
<td>3</td>
</tr>
<tr>
<td>About once a week</td>
<td>2</td>
</tr>
<tr>
<td>A few times a week</td>
<td>5</td>
</tr>
<tr>
<td>A few times a month</td>
<td>8</td>
</tr>
</tbody>
</table>

Number of survey respondents

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

![Bar chart showing the distribution of survey respondents by time spent using QLife.](chart_image)
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
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

![Pie charts showing responses to survey questions about safety and privacy.](chart_image)