

User Survey Executive Summary

2024



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.

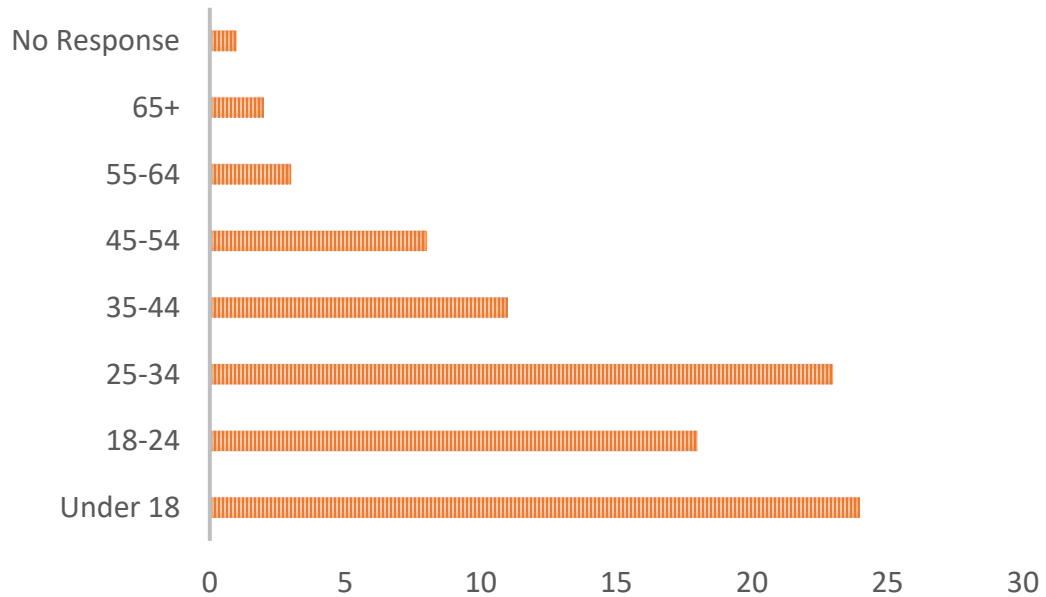
Sovereignty was never ceded and we acknowledge the ongoing impact of colonisation on health and other human rights disparities.

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 90 responses to the QLife user survey

Age of people who responded to the survey



72%

of users are 35 years and younger

24%

of users are between 35 and 65 years old

2%

of users are 65 years and older

1 user did not provide age

Who uses QLife?

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

86%

live in major cities & inner regional areas

8%

live in outer regional areas

57%

Did not use helplines other than QLife

76%

born in Australia

87%

mainly speak English at home

7%

identify as Aboriginal

Where Respondents are from



Where Respondents are from



Gender

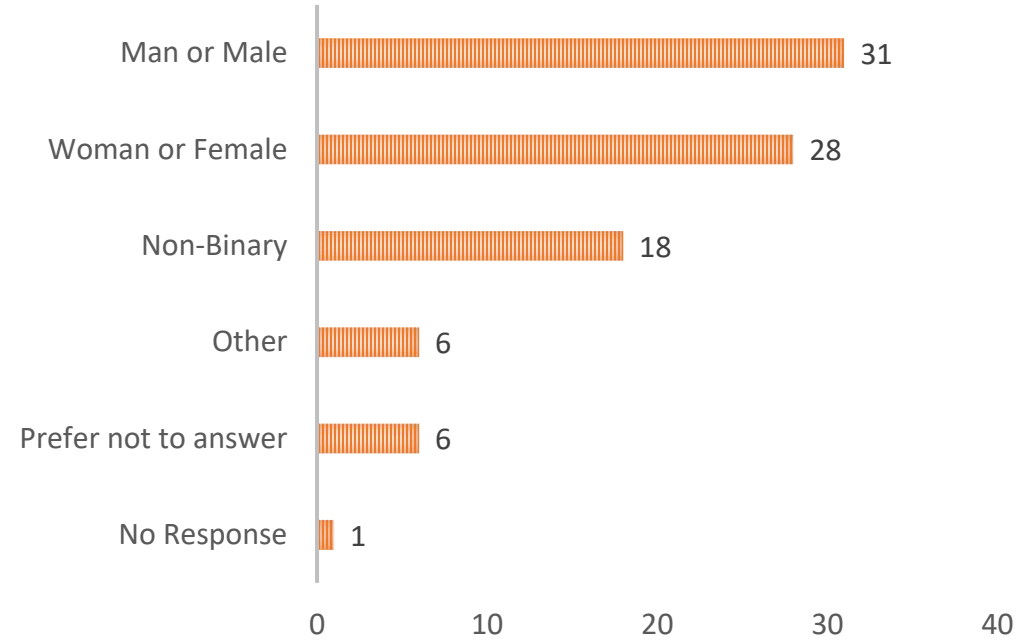
Of the 90 QLife survey respondents:

- **31% were female**
- **34% were male**
- **20% were non-binary.**
- **A further 8% chose to not share their gender**

17% of respondents were Trans

Please see commentary from those who chose 'Other' option (7%).

Survey question: How do you describe your gender? (How do you identify now?)

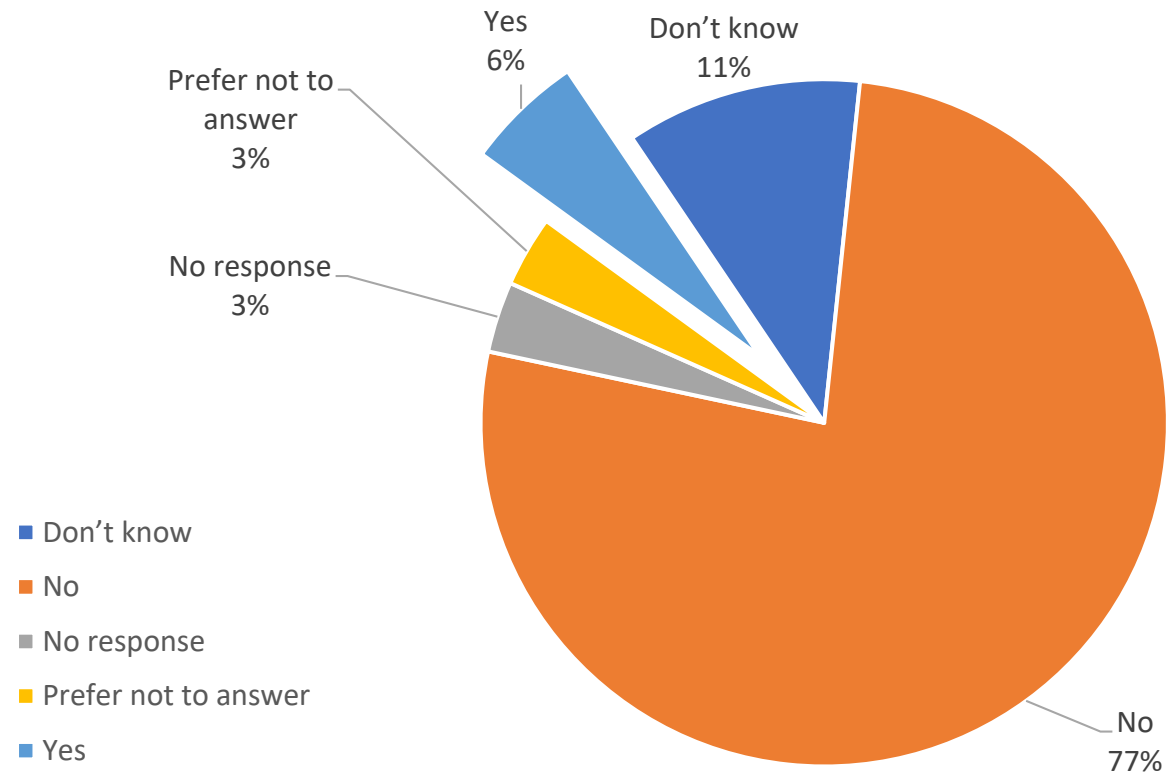


Other– please specify (n=6)

- Genderfae
- Genderqueer
- Gender fluid
- Non-existent but vaguely there but impossible to pinpoint

Variation of sex characteristics

6% of respondents were born with a variation of sex characteristics, sometimes called “Intersex” or ‘DSD’



Survey question: How would you describe your sexual orientation

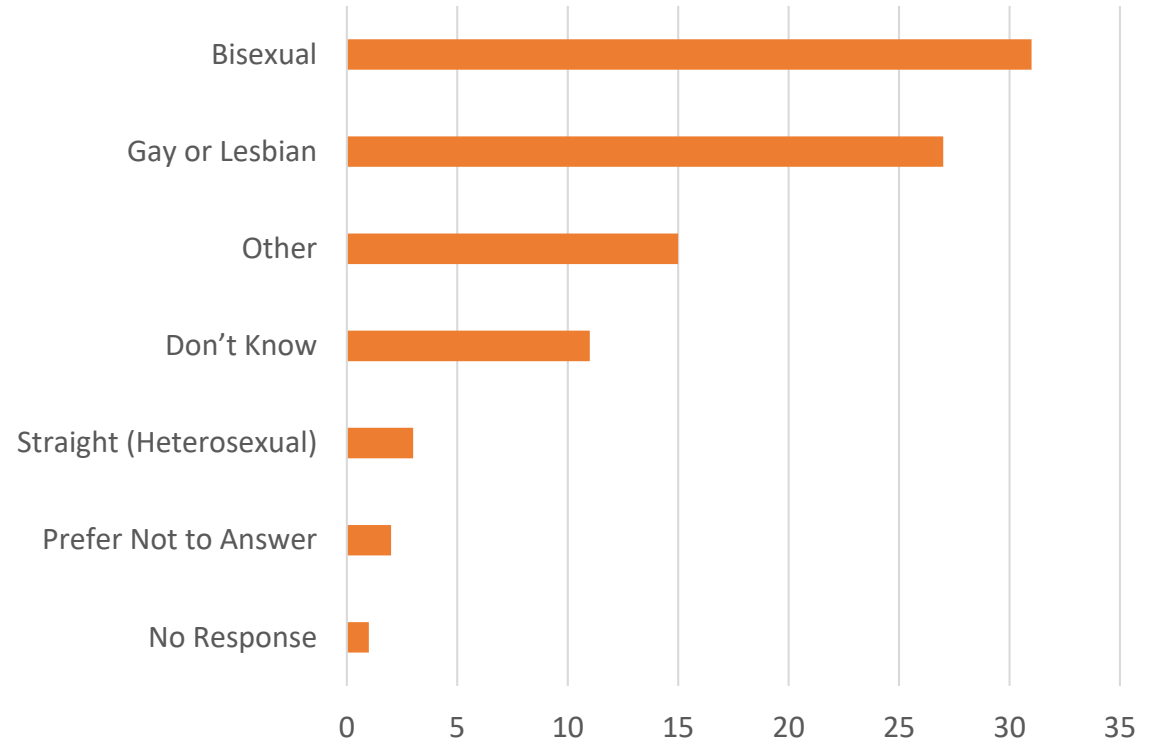
Sexual orientation

Of the 90 QLife survey respondents the most common response to sexual orientation was **Bisexual (34%)**

30% stated they are gay or lesbian, and 3% stated they are heterosexual.

12% are unsure and/or questioning (Don't Know).

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

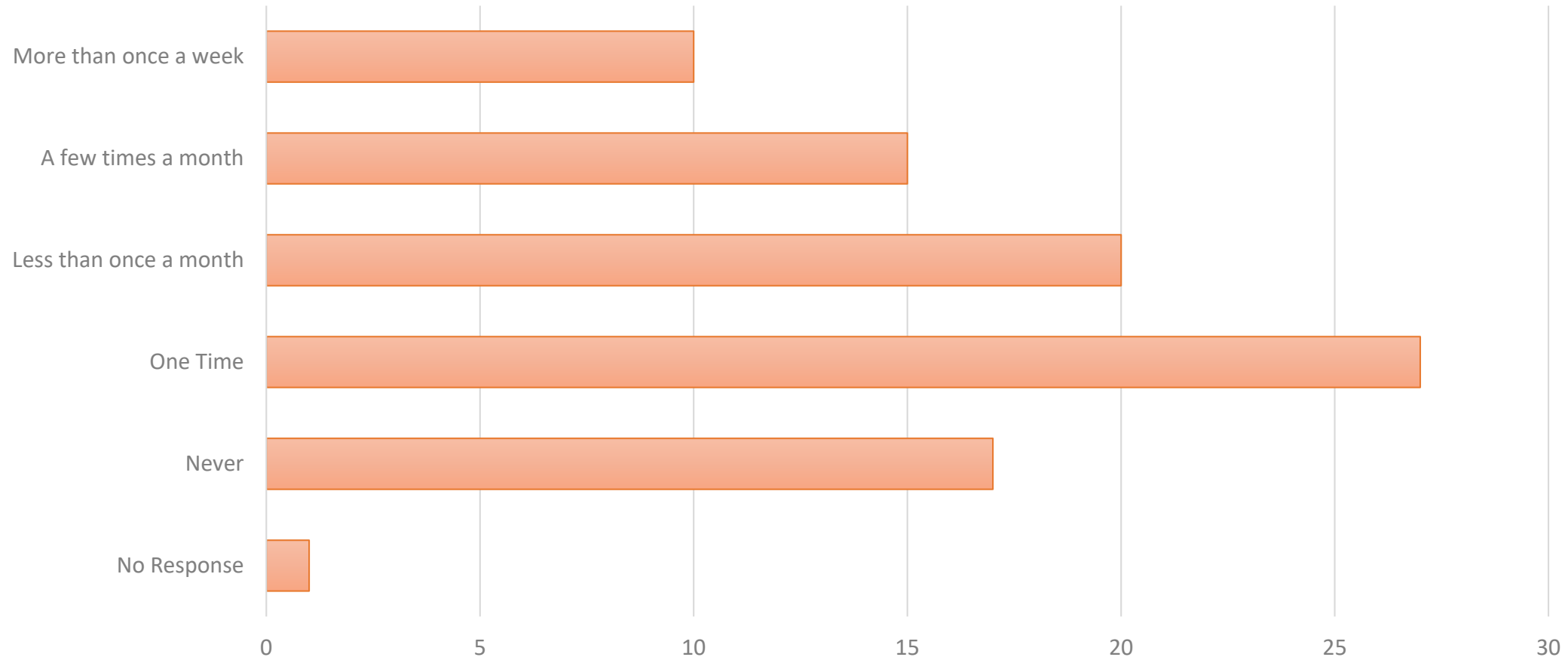


None of these describe me – please specify (n=15)

- Asexual/ Ace
- Queer
- Aromantic Asexual (Cupiosexual)
- Omnisexual
- MSM (man who has sex with men)
- Cupioromantic
- Pansexual
- Aromantic

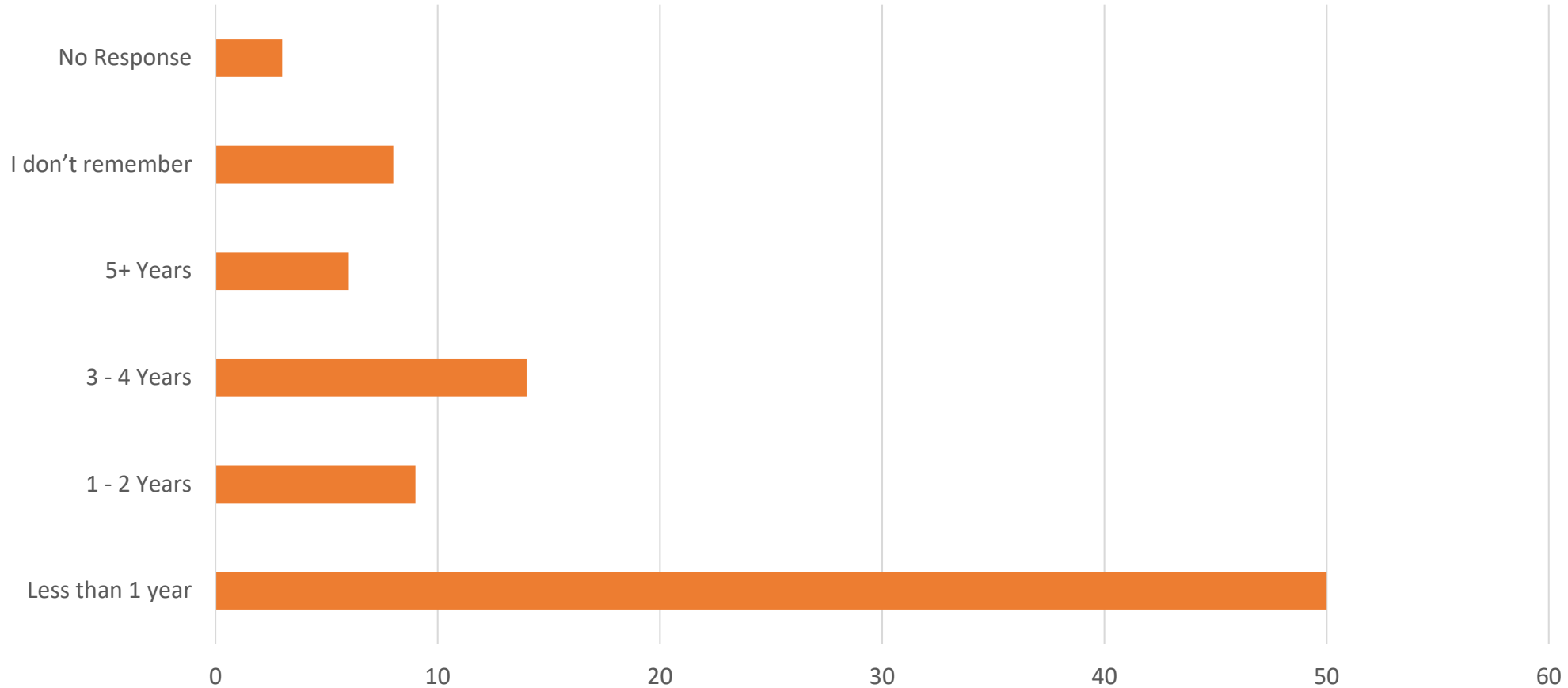
In the last 12 months, how often have you used QLife?

Preliminary analysis shows that the **majority of survey respondents (52%)** are first time or infrequent users of QLife (**less than once a month**), compared with 11% who use QLife everyday – few times a week and 16% who use QLife a few times a month – once a month. 19% of users indicated having not used the service in the previous 12 months.



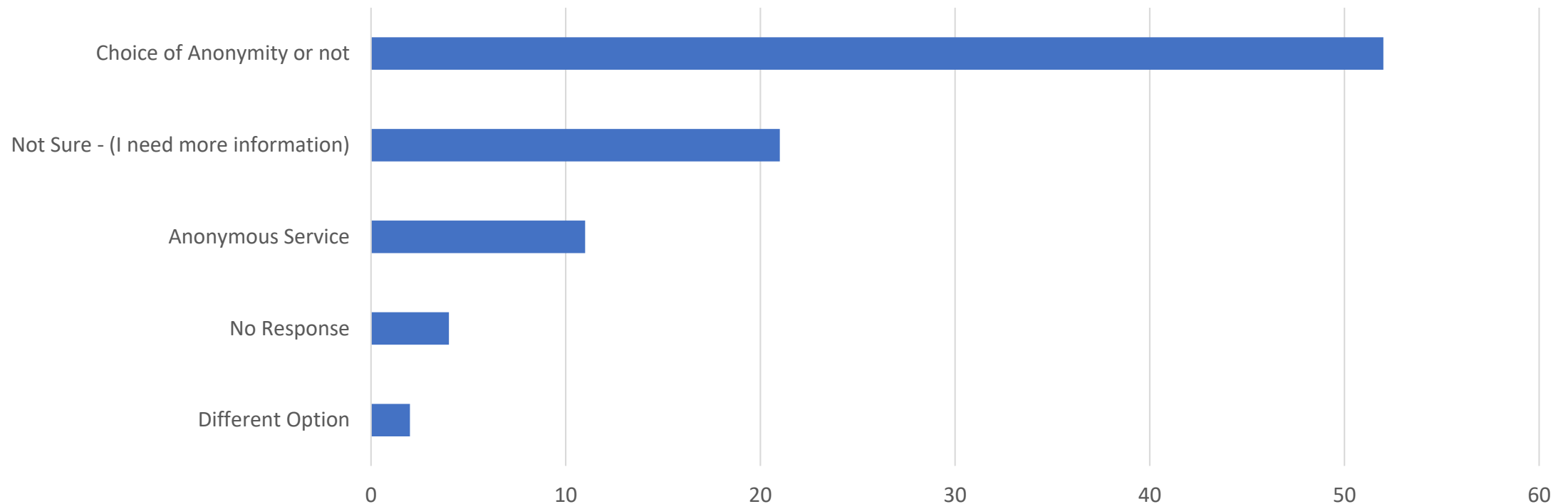
How long have you been using QLife?

56% of respondents state they have been using QLife for less than 1 year (excluding the blank & I don't remember responses) compared to 7% of the respondents who have been accessing QLife for 5+ years.



How should QLife work in the future?

58% of users indicate that they would like to see a choice between having an Anonymous or a Confidential Service. A further 23% would like more information on how this might work. 12% of users would like an exclusively Anonymous service



If QLife was able to recruit more peers, would you rather we...

