



Capital of Equality Community Consultation Survey Analysis Report

The Office of LGBTIQ+ Affairs, ACT Government

24 May 2023



Nous Group acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians and the Traditional Custodians of country throughout Australia. We pay our respect to Elders past, present and emerging, who maintain their culture, country and spiritual connection to the land, sea and community.

This artwork was developed by Marcus Lee Design to reflect Nous Group's Reconciliation Action Plan and our aspirations for respectful and productive engagement with Aboriginal and Torres Strait Islander peoples and communities.

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Executive Summary

The Office of LGBTIQ+ Affairs (the Office) coordinates and supports government projects and policy to promote Canberra as the most LGBTIQ+ welcoming and inclusive city in Australia. The Capital of Equality Strategy outlines how the Australian Capital Territory (ACT) will achieve this. The Office surveyed the LGBTIQ+ people living in the ACT to understand the experiences of and challenges faced by LGBTIQ+ Canberrans and progress against the Office's purpose and strategy.

The survey was released on Friday, 4 November 2022 and was open until Sunday, 2 April 2023. 427 people responded to the survey with diverse identities and lived experiences including gender, sexuality, living arrangements, racial and cultural diversity, immigration history, age, ability and sex characteristics. The intersectional experiences of survey respondents were equally diverse and informative with many respondents identifying as having overlapping diverse gender identities/histories, being born with variations in sex characteristics and non-binary. Young people were more likely to identify as having diverse gender identities/histories, being born with variations in sex characteristics, non-binary and Aboriginal and Torres Strait Islander.

The outcomes of the survey are outlined below and explored further throughout this report.

- **Progress in the ACT since 2019:** Respondents reported they felt a sense of increased equality, were pleased with recent legal protections, and had noticed increased LGBTIQ+ representation, since 2019.
- **Awareness of the Office and its role:** Approximately half of the respondents were not aware of the Office of LGBTIQ+ Affairs and two thirds were not aware of what the Office does.
- **Safety in the ACT:** Respondents felt most unsafe in community and public settings and when accessing services. They felt safest in their home. People born with variations in sex characteristics, transgender people and Aboriginal and Torres Strait Islander people were more likely to report they felt unsafe in various settings.
- **Accessing information:** 52% of respondents know where to access information.
- **Participation in society:** Over one-third of respondents felt like they could not participate in things they enjoyed because they were LGBTIQ+, with Aboriginal and Torres Strait Islander people most likely to face barriers to participation and accessing services.
- **Changes to services:** Respondents most frequently reported they require improved medicine and healthcare, mental health supports, and trans and gender diverse care.
- **Other forms of discrimination:** Half of respondents had faced other forms of discrimination in a range of forms and settings. This was most common amongst people of colour, people born with variations in sex characteristics and people living with disability.
- **Access to services:** While the majority of people reported they have access to the services they need (69%). This was less likely for Aboriginal and Torres Strait Islander people (41%) and people of colour (53%). Respondents would like to see improved access to a range of services; trans and gender diverse inclusive activities, training for healthcare professionals, targeted services, and community initiatives and spaces, broader community education, more visibility and representation, and protections and outreach in schools.
- **Legislative changes:** A third of respondents felt that changes need to be made to better protect LGBTIQ+ people under law, while 80 percent said changes could be made to better serve their needs. Key areas were trans and gender diverse protection, school education and protections from religious discrimination, family, relationship, and reproductive support and training and inclusivity in healthcare and other services.
- **Future priorities for the Office:** Three key issues were highlighted as a focus for the future strategy; trans and non-binary health and inclusivity, reduced discrimination, and more education and safety and healthcare access.

1 Background

The Office of LGBTIQ+ Affairs coordinates and supports government projects and policy to promote Canberra as the most LGBTIQ+ welcoming and inclusive city in Australia. The Capital of Equality Strategy outlines how ACT will achieve this. This section provides an overview of the Office of LGBTIQ+ Affairs and the Capital of Equality Strategy.

The Office of LGBTIQ+ Affairs

The Office of LGBTIQ+ Affairs coordinates and supports strategic government projects and policy to promote Canberra as the most LGBTIQ+ welcoming and inclusive city in Australia. It is located within the Policy and Cabinet Division of the Chief Minister Treasury and Economic Development Directorate.

The Office:

- coordinates a whole of government approach for promoting Canberra as the most LGBTIQ+¹ welcoming and inclusive city in the country.
- engages relevant areas of government with subject matter expertise to implement legislative reform, promote inclusive events, and appropriately targeted services for LGBTIQ+ people.
- supports and engages with the LGBTIQ+ Ministerial Advisory Council on matters where the government is seeking advice and guidance.
- provides policy advice to the Chief Minister on LGBTIQ+ matters.

The Capital of Equality Strategy

The Capital of Equality Strategy was launched in 2019 and outlined a long-term vision for Canberra to be the most LGBTIQ+ welcoming and inclusive city in Australia. Achieving this means that LGBTIQ+ people, their families and communities are visible, valued, respected.

The Capital of Equality Strategy is implemented through action plans. The First Action Plan (2019-2021) laid a solid foundation to continue improving services and eliminate disadvantage, discrimination, and marginalisation for LGBTIQ+ Canberrans. The Second Action Plan, released on 31 March 2022, builds on achievements to date and outlines actions to improve the wellbeing and circumstances of LGBTIQ+ Canberrans between now and the end of 2023.

This survey forms a part of the evaluation of the Strategy to identify the progress achieved and the ways forward. Learn more here: <https://www.cmtedd.act.gov.au/policystrategic/the-office-of-lgbtqi-affairs/capital-of-equality-act-government-lgbtqi-strategy>.

¹Note: LGBTIQ+ is respectfully being used as a term inclusive of people of diverse sex, gender, people born with variations in sex characteristics or sexual orientation. The acronym is not intended to limit this to those who are lesbian, gay, bisexual, trans and gender diverse, intersex and/or queer. Where there are different variations in the acronym, they represent original quotes provided by survey respondents.

2 Survey Approach

The survey was developed and analysed to provide the Office of LGBTIQ+ Affairs with three key outcomes.

To help ensure that the development and analysis of the survey was fit-for-purpose for the Office, Nous articulated three key intended outcomes to help the Office create a baseline, understand diverse experiences and articulate priorities. Subsequently, five key lines of inquiry were developed. The key intended outcomes and associated key lines of inquiry are presented in Figure 1

Figure 1 | Key intended outcomes the Survey

CREATING A BASELINE	UNDERSTANDING DIVERSE EXPERIENCES	ARTICULATING PRIORITIES
Measuring the progress that has been made in the ACT and by the Office and the Strategy and creating a baseline to assess against in the future.	Using demographic data to identify people's experiences of equality, with an intersectional lens.	Sourcing priorities for the future work of the Office directly from the community.
Key lines of enquiry: <ol style="list-style-type: none">1. What progress has been made since the Strategy was introduced?2. What are the current experiences of LGBTIQ+ Canberrans?3. What is the awareness of the Office of LGBTIQ+ Affairs?	Key lines of enquiry: <ol style="list-style-type: none">4. How do experiences vary based on demographic?	Key lines of enquiry: <ol style="list-style-type: none">5. What should the future strategic priorities be?

Survey limitations

There are a small number of limitations of the survey that may result in a reduction in ability to generalise the findings. These limitations do not undermine the survey analysis presented in this report and it is appropriate for the Office to use the findings to inform strategic activities in the future. Below is a list of survey limitations.

- The survey sample may not be representative of the wider LGBTIQ+ Canberrans. It is expected that people more connected to the LGBTIQ+ community and more aware of the Office may have been more likely to respond to the survey. Given limited data exists on the breakdown of the LGBTIQ+ community it is not possible to confirm if the sample is representative.
- Some demographics were not effectively reached despite a robust community engagement plan. As a result, responses for some demographic populations should be interpreted with caution due to the small number of respondents.
- Within qualitative responses, there was some crossover in responses between questions, meaning similar themes were identified across different questions.
- Qualitative responses ranged from one word to a few sentences. About one-third of the responses were no more than a few words.

Survey Method

The Office and Nous collaborated to develop the survey and collect responses in line with the following steps:

1. The Office administered an anonymous, cross-sectional survey online and in-person at Night in Museum: Queer and Fresh Out Festival.

2. Respondents were eligible if they identified as LGBTQ+, lived in the ACT, and were over 18.
3. Respondents answered demographic questions, and yes/no, Likert Scale, and/or qualitative free-text questions about their experiences in the ACT and knowledge of the Office. All responses were optional except demographic questions.
4. Quantitative analysis was descriptive and sought to gain an overall understanding of the sample's responses to questions and then compare demographic characteristics against questions.
5. Qualitative analysis involved drawing on thematic analysis to identify repeated themes and patterns within responses, according to a coding framework that was developed.

3 Survey Analysis

3.1 Demographics

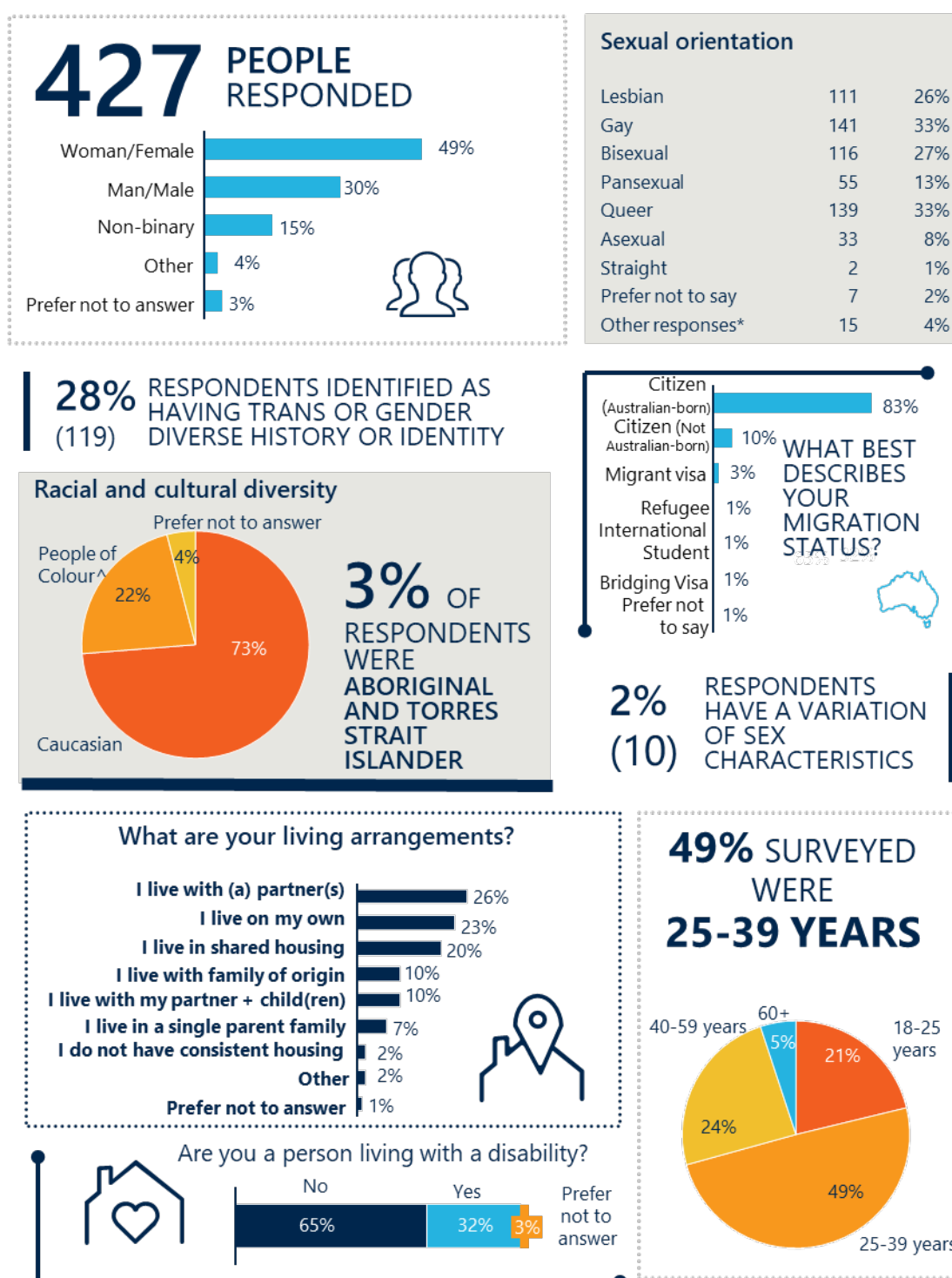
A cross section of LGBTIQ+ people responded to the survey.

The Office of LGBTIQ+ Affairs' survey into the experiences of and challenges faced by LGBTIQ+ Canberrans was released on Friday, 4 November 2022 and was open until Sunday, 2 April 2023. The demographic data presented in Figure 2 and results in this section provide analysis of both qualitative and quantitative responses.

Please note that:

- * *'Other responses'* include: Heteroflexible, Demisexual, Aromantic, Ace, Pansexual, Gynosexual, Queer and unsure
- ^The majority of *'People of colour'* were with Asian heritage

Figure 2 | Overview of demographics of respondents



People born with variations in sex characteristics, people aged 18-24 years and people with disability are among cohorts with more diverse characteristics.

Demographic backgrounds of respondents varied significantly. Table 1 provides detail for three cohorts with diverse characteristics, people born with variations in sex characteristics, people aged 18-24 years and people with disability.

Table 1 | Cohorts with diverse characteristics

PEOPLE BORN WITH VARIATIONS IN SEX CHARACTERISTICS	PEOPLE AGED 18-24 YEARS	PEOPLE WITH DISABILITY
<p>The 10 people who identified they were born with variations in sex characteristics have high levels of intersectional experiences with other demographic groups:</p> <ul style="list-style-type: none"> • 50% of intersex people identified as non-binary. • 80% of intersex people identified as gender diverse. • 60% of intersex people identified as living with disability. 	<p>21% of respondents were 18-24 years. There were four groups of people who had higher amounts of young people:</p> <ul style="list-style-type: none"> • 40% of people born with variations in sex characteristics were 18-24 years. • 35% of people who identified with trans or gender diverse identity or history were 18-24 years. • 33% of Aboriginal people were 18-24 years (note this does not include the two people who identified as Aboriginal and Torres Strait Islander). • 30% of people who identified as non-binary were 18-24 years. 	<p>32% of respondents said they were living with disability. There were three groups which more frequently reported they are living with disability:</p> <ul style="list-style-type: none"> • 48% of non-binary people said they had disability. • 44% of people who identified as having trans or gender diverse identity or history said they had disability. • 60% of intersex people identified as living with disability.

3.2 Progress in the ACT since 2019

Respondents reported they felt a sense of increased equality, were pleased with recent legal protections, and had noticed increased LGBTIQ+ representation, since 2019.

Table 2 shows analyses of the three most mentioned responses to the free-text question: *Do you have any reflections on positive developments since 2019 regarding LGBTIQ+ equality in ACT?* While most respondents indicated the positive changes they had noticed, there were some respondents who stated that they had not noticed any positive developments or could not comment (due to recently arriving in the ACT, for example). These responses were typically very short – no more than one to four words.

Table 2 | Responses to Question 26

THEME	NUMBER OF RESPONSES	DESCRIPTION	EXAMPLE QUOTE
Increased equality, acceptance, safety, and support.	64	Respondents felt an increased sense of equality, safety, acceptance, and support Some respondents expressed a sentiment of pride that the ACT is now the most inclusive place in Australia.	<i>Overall, Canberra now exists very much in its own privileged bubble where LGBTQIA+ issues that effect other states seem to be minimal here. I think the ACT is doing a good job at leading the country and should continue the good work!</i>
Increased legal rights and protections.	33	Respondents were pleased with recent developments in legal protections for LGBTIQ+ Canberrans, particularly around marriage equality, bans on conversion practices, protections around consent for intersex people, and trans rights.	<i>Really supportive of the development of the work to ban surgeries on Intersex people!</i>
Increased representation and voice.	21	Respondents had noticed increased representation of LGBTIQ+ identities and experiences.	<i>Visibility of government support is improving. I really loved the CBR stickers for businesses that were in rainbow and trans colours - can you pleeeeee bring them back? Things like that make a bigger difference than you think!</i>

A significant proportion of respondents were not aware of the Office and what it does

Respondents were asked if they were aware of the Office and what it does to understand the baseline awareness of the Office and how they are helping LGBTIQ+ communities. Below are the results of the two survey questions related to the awareness of the Office.

- Question 21: *Before today were you aware of the Office of LGBTIQ+ Affairs within the ACT government.* 53% of respondents were not aware of the Office of LGBTIQ+ Affairs (n=388).
- Question 22: *Are you aware of what the Office of LGBTIQ+ Affairs does.* 65% of respondents are not aware of what the Office of LGBTIQ+ Affairs does (n=388).

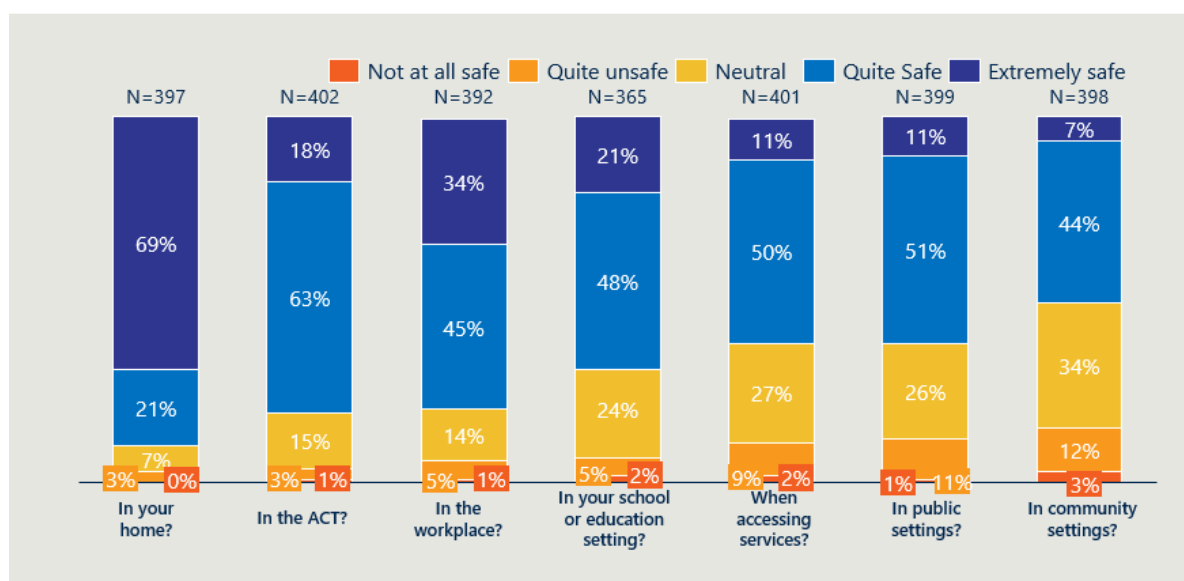
People who were least likely to be aware of the Office were from migration or displacement background (38%, n=13), particularly international students and refugees (25%, n=8). Those who were most likely to be aware were, people with variation of sex characteristics (56%, n=9) and Aboriginal and Torres Strait Islander people (55%, n=11). Results were similar for awareness of what the Office does but consistently lower (e.g., only 23% of migrants were aware of what the Office does, n=13).

3.3 Diversity of current experiences

Overall, respondents felt most unsafe in community and public settings and when accessing services; a small majority felt they know where to access information.

When asked Question 11: *Do you know where to access information about your legal rights, protections and benefits as an LGBTQ+ person*, 52% of respondents do know where to access information (n=401). Figure 3 provides the analysis of responses to Question 12: *How safe do you feel as a LGBTQ+ person*. Respondents felt most unsafe in community settings (15%), in public settings (12%) and when accessing services (11%).

Figure 3 | Responses to Question 12



People born with variations in sex characteristics, transgender people and Aboriginal and Torres Strait Islander people were more likely to report they felt unsafe in various settings.

Table 3 provides further analysis of responses to Question 12: *How safe do you feel as a LGBTIQ+ person?*

Table 3 | Detailed analysis of Question 12

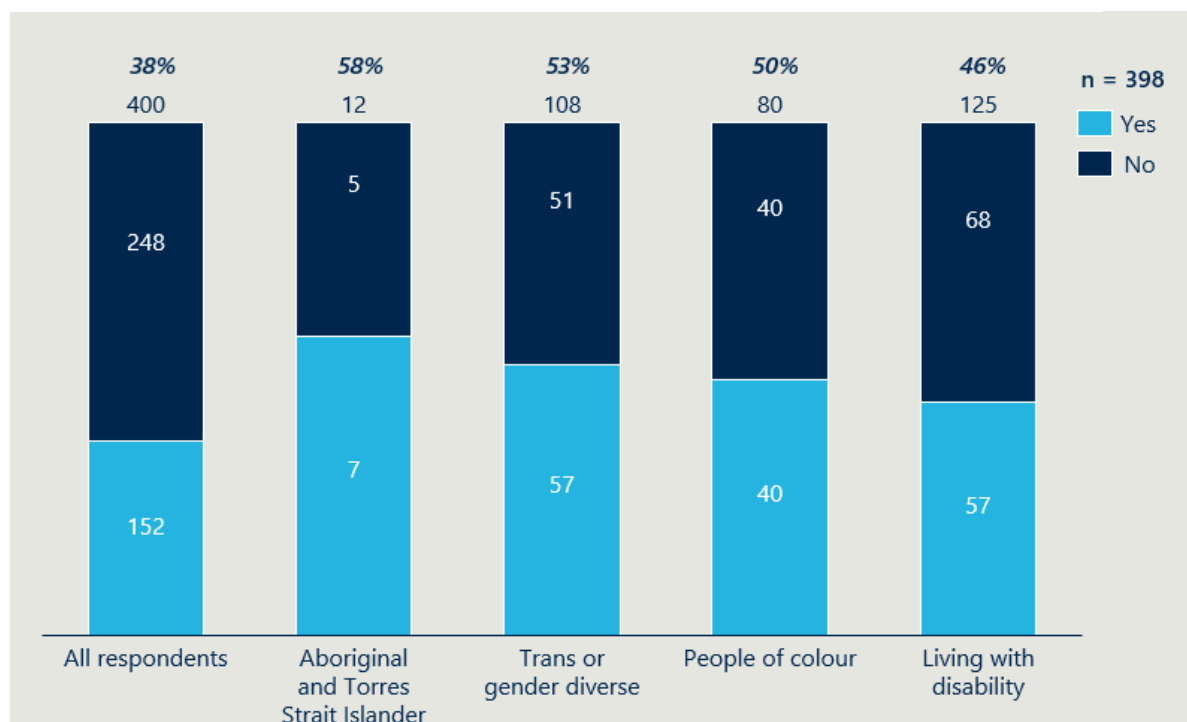
PEOPLE BORN WITH VARIATIONS IN SEX CHARACTERISTICS	TRANS OR GENDER DIVERSE IDENTITY OR HISTORY	ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE
<p>People born with variations in sex characteristics were likely to feel quite unsafe or not safe at all:</p> <ul style="list-style-type: none"> • In the ACT (22%, n=9) • In the workplace (25%, n=9) • At school (44%, n=9) • In public settings (33%, n=9) • When accessing services (33%, n=9) <p>However,</p> <ul style="list-style-type: none"> • They felt extremely safe at home (75%, n=9) • And quite safe in the community (44%, n=9) 	<p>People who identified as having a trans or gender diverse identity or history (transgender people) were likely to feel the most unsafe in public settings (quite unsafe=20%, n=109).</p> <p>The feeling of being unsafe was exacerbated for transgender people who have intersectional experiences, including:</p> <ul style="list-style-type: none"> • Transgender people with disability felt more unsafe in public settings (31%, n=49), when accessing services (27%, n=49), in community settings (23%, n=49) and at school or education setting (20%, n=49). • Transgender people who are also non-binary feel unsafe in public settings (22%, n=49), when accessing services (16%, n=49), in school or education settings (13%, n=49) and in community settings (13%, n=49). 	<p>Aboriginal and Torres Strait Islander people reported they were likely to feel quite unsafe or not safe at all in:</p> <ul style="list-style-type: none"> • In the workplace (33%, n=12) • And when accessing services (33%, n=12) <p>Experiences of feeling unsafe were exacerbated for Aboriginal and Torres Strait Islander people who are also transgender:</p> <ul style="list-style-type: none"> • In the workplace (50%, n=4) • When accessing services (50%, n=4). • In community settings (25%, n=4) • In the home (25%, n=4)

A significant portion of respondents felt they could not participate in things they enjoyed

Over one-third of respondents felt like they could not participate in things they enjoyed because they were LGBTIQ+, with Aboriginal and Torres Strait Islander people most likely to face barriers to participation and accessing services. Figure 4 provides analysis of responses to Question 13: *Since 2019, have you ever felt like you couldn't participate in something you enjoy because you are LGBTIQ+*. Key insights from this question include:

- 62% of respondents feel they can participate in things,
- Aboriginal and Torres Strait Islander people (58%),
- people who are trans or gender diverse (53%),
- other people of colour (50%), and people living with disability (46%), were most likely to have felt they couldn't participate in something.

Figure 4 | Responses to Question 13



Qualitative responses indicate that services required include medicine and healthcare, mental health supports, and trans and gender diverse care.

Table 4 presents analyses of the three most mentioned thematic responses to question 19: *If there are services that you require but cannot access, which are they? Why do you feel like you don't have access?* It elaborates on the quantitative findings from the previous slide regarding respondents' beliefs of the availability of services. Some responses were not positioned as personal needs of respondents and instead focused on the needs of the broader community, from the respondent's perspective.

Table 4 | Responses to Question 19

THEME	NUMBER OF RESPONSES	DESCRIPTION	EXAMPLE QUOTE
Access to medicine and healthcare services.	40	<p>Respondents noted that they lacked accessibility to healthcare services due to cost, wait times, location, discrimination, and invisibility of services, and medicine due to gatekeeping and cost. Some respondents mentioned that they required more access to assisted reproductive services.</p> <p>Respondents noted that there was a lack of services that are accepting and aware of LGBTIQ+ experiences, and some identified a potential need for LGBTIQ+ specific services.</p>	<i>Health support services provided by non-judgmental medical practitioners. Or at least transparent on who/which clinic is LGBTIQ+ friendly.</i>
Mental health support.	29	Respondents stated they (or others) required better access to mental health support, specifically around reduced cost and wait times.	<i>There are lots of rainbow stickers everywhere and a bus but I have to wait 3 months to get mental health support?</i>
Trans and gender diverse care.	21	Respondents specifically mentioned the needs for a range of services and activities to cater to the needs of trans and gender diverse people, including access to trans healthcare and medicine, gender neutral bathrooms, and broader acceptance of trans identities.	<i>After three years my new GP finally signed off on a referral for HRT. It was a nine-month wait for an appointment at CSHC. I cannot access gender neutral toilets in most public areas in the ACT. I feel unsafe using public men's or women's bathrooms, in case I face violence.</i>

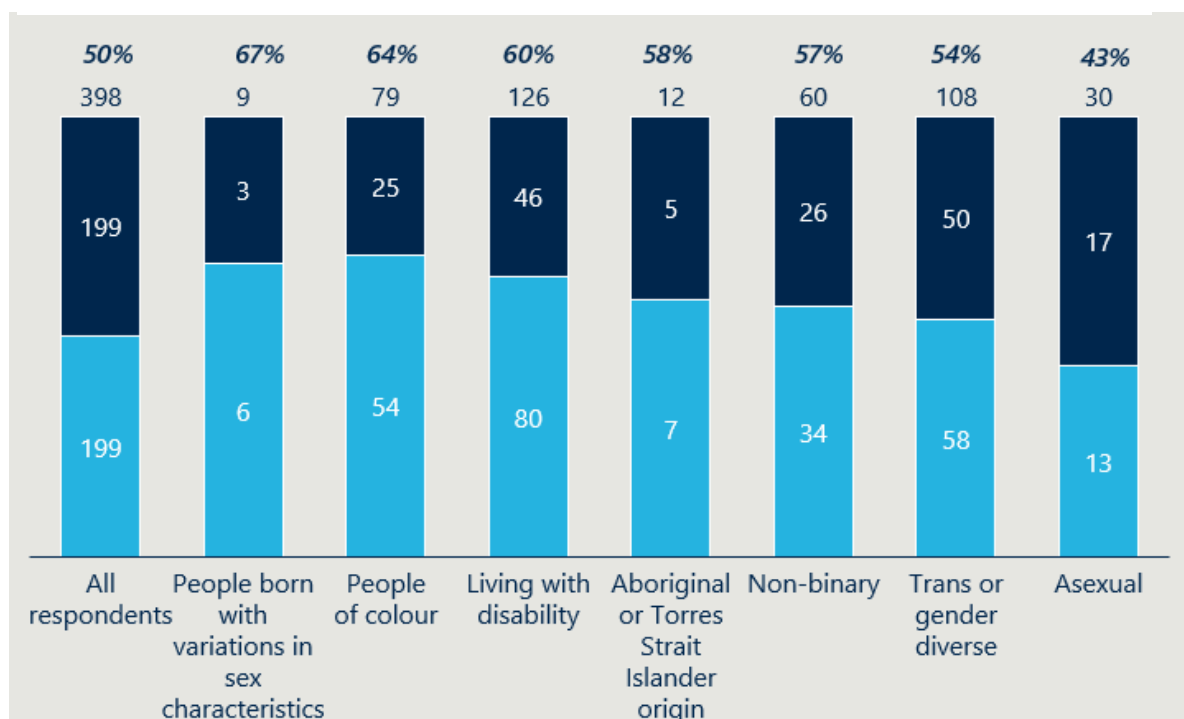
Half of respondents had faced other forms of discrimination. This was most common amongst people of colour, people born with variations in sex characteristics and people living with disability.

Figure 5 provides analysis of responses to Question 15: *Many LGBTIQ+ people may be also subjected to racism, sexism, ableism and other harmful experiences. Have you experienced racism, sexism, ableism or other forms of discrimination? If yes, did you experience any barriers to justice? Please share as much detail as you'd like.* 50% of respondents had experienced racism, sexism, ableism or other forms of discrimination (398). Cohorts who were most likely to have experienced other forms of discrimination are:

- People with variation in sex characteristics (67%),
- people of colour (64%)²,
- people living with disability (63%)
- Aboriginal and Torres Strait Islander people (58%).

² Note: People of colour' includes all cultural backgrounds and ethnicities other than white, Caucasian or European. To avoid double counting it excludes Aboriginal and Torres Strait Islander people.

Figure 5 | Responses to Question 15



Qualitative responses of intersectional discrimination in a range of different forms and settings, with some pertinent consequences.

Table 5 presents analyses of the free-text responses to question 15: *Many LGBTIQ+ people may be also subjected to racism, sexism, ableism or other harmful experiences. Have you experienced racism, sexism, ableism or other forms of discrimination as an LGBTIQ+ person? If yes, did you experience any barriers to justice? Please share as much detail as you'd like.*

Some respondents did not necessarily raise intersectionality of their experiences and instead made general comments about experiences of homophobia. Respondents rarely positioned their responses in terms of 'barriers to justice' and instead focused on the consequences of the discrimination they experienced. Additionally, it was not always clear that respondents were referring to an intersectional experience specifically in relation to their identity as an LGBTIQ+ person.

Table 5 | Responses to Question 15

	DESCRIPTION AND NUMBER OF RESPONSES	EXAMPLE QUOTE
SETTING – Where the discrimination occurred	<ul style="list-style-type: none"> • Workplace – 30 responses • Justice system – 19 responses • Healthcare services – 12 responses • School/university – 10 responses • Home/community – 6 responses • Social – 5 responses 	<i>Barriers are financial (legal fees), social (when I've reported in workplace I have to do so to a cis-het man), emotional (sometimes I just don't have the energy to explain and defend myself even if I have been wronged).</i>
FORM – Type of discrimination	<ul style="list-style-type: none"> • Sexism – 45 responses • Ableism – 35 responses • Racism – 24 responses • Transphobia – 14 responses • Ageism (towards older people) – 4 responses • Discrimination by family configuration – 3 responses 	<i>Yes people have shouted at me to go back to my country.</i> <i>Yes I've experienced ableism - restricted access to healthcare as a result of lack of understanding, and needing to research providers who are both accessible/disability aware and LGBTIQ+ inclusive.</i>
CONSEQUENCE – The consequences of discrimination on respondents	<p>A range of consequences were identified by respondents:</p> <ul style="list-style-type: none"> • Staying hidden • Having poorer mental health • Abandoning seeking justice (due to cost, fear, and exhaustion) 	<i>When I was a student, at a queer party event, I was assaulted, in part because I was disabled by the highly stimulating disabling environment. What was worse was the difficulty I had reporting to the organisers - my university. Because of the stress and trauma I developed PTSD and depression, barely passed any courses that semester.</i>

Aboriginal and Torres Strait Islander people and people of colour were least likely to have access to the services they need in the ACT as an LGBTIQ+ person.

This section provides analysis of responses to Question 17: *To what extent do you agree with the following statement: I have access to the services I need in the ACT as an LGBTIQ+ person.*³ Figure 6 provides a breakdown of responses indicating that 69% of respondents felt that they do have access (response >60/100) to the services they need.

³ Note: Participants were able to select a number from 1-100. For the purposes of analysis, we have designated 0-19 very unlikely, 20-39, unlikely, 40-59 moderate, 60-79 likely and 80-100 very likely. While only 5 people on refugee visas responded to this question, they all selected the number 47.

Figure 6 | Responses to Question 17

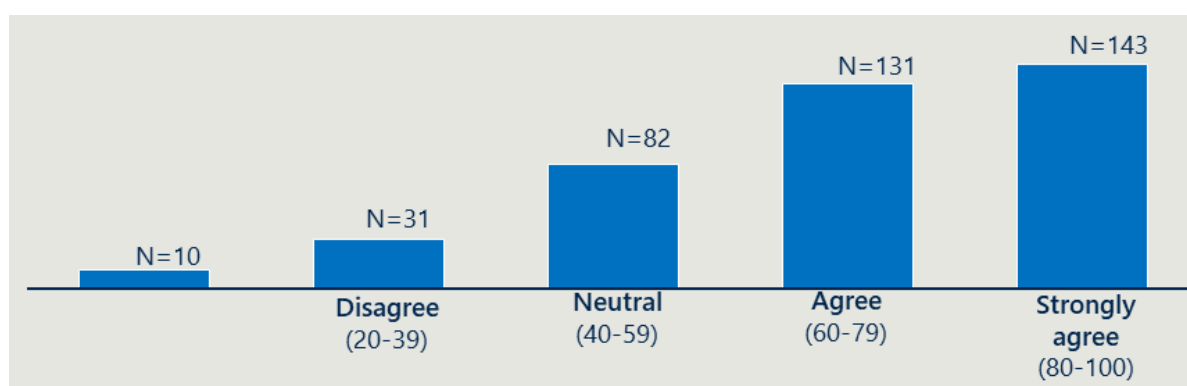
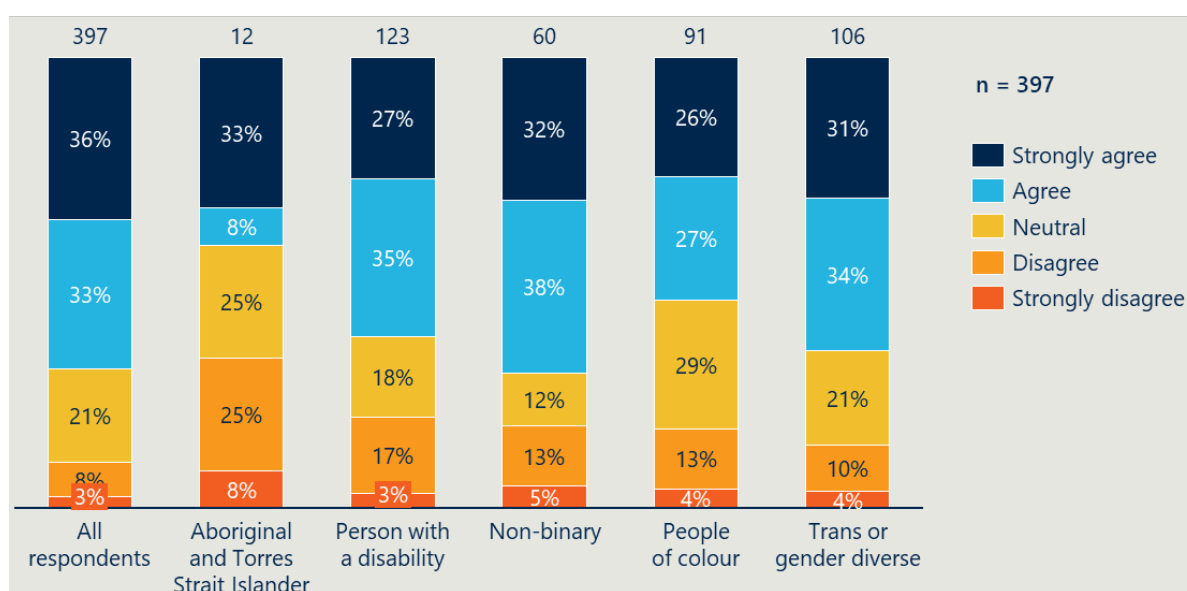


Figure 7 provides further analysis of question 17 focused on various cohorts surveyed. While the majority of people reported they have access to the services they need (69%), Aboriginal and Torres Strait Islander people (41%) and people of colour (53%) were less likely to report so. The percentage of people who reported more extreme negative responses were more common for people with disability, and people who are non-binary or trans or gender diverse.

Figure 7 | Responses to Question 17 by cohort



Overall, five groups of people repeatedly reported feeling less safe, facing more barriers to services and participation and most desired change .

Table 6 provides a summary of the cohorts within respondents that had specific challenges across their experiences. This summary focuses on responses to questions about feeling safe, facing barriers and desiring change. The identified cohorts with significant levels of diverse experiences are:

- People born with variations in sex characteristics
- Aboriginal and Torres strait islander people
- People of colour
- people born overseas
- People with disability.

Table 6 | Cohorts feeling less safe, facing barriers and desiring change

PEOPLE BORN WITH VARIATIONS IN SEX CHARACTERISTICS	<p>People born with variations in sex characteristics reported:</p> <ul style="list-style-type: none"> • they were more likely to feel like they couldn't participate (56%, n=9) • they were more likely to experience other forms of discrimination (67%, n=9) • they were less likely to have access to the services they need (61%, n=9). • changes need to be made to services (100%, n=9) • the existing acronym does not capture their experience (33%, n=9). <p>However, to some questions they reported more positive responses than average, including:</p> <ul style="list-style-type: none"> • they were more likely to know where to access information (78%, n= 9) • they were more aware of the Office (56%, n=9).
ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE	<p>Aboriginal and Torres Strait Islander people reported:</p> <ul style="list-style-type: none"> • they were more likely to feel like they couldn't participate (58%, n=12) • changes need to be made to the law (58%, n=12) • they were less likely to have access to the services they need (56%, n=12). <p>However, to some questions they reported more positive responses than average, including:</p> <ul style="list-style-type: none"> • they were more likely to be aware of the Office and what it does (55%, n=11).
PEOPLE OF COLOUR	<p>People of colour reported:</p> <ul style="list-style-type: none"> • they were more likely to feel like they couldn't participate (50%, n=80) • they were more likely to experience other forms of discrimination (68%, n=79) • they were less likely to have access to the services they need (63%, n=79). • changes need to be made to services (89%, n=79) • they were less aware of the Office (42%, n=78).
PEOPLE BORN OVERSEAS	<p>People born overseas including people on visas and people who are now citizens reported:</p> <ul style="list-style-type: none"> • they were more likely to feel like they couldn't participate (45%, n= 64) • changes need to be made to the law (45%, n=64) • they were less aware of the Office (43%, n=63) • the existing acronym does not capture their experience (32%, n=63). <p>Of people born overseas, the most concerning responses were from people on refugee visas (n=5) and international students (n=4), noting total responses were low. Most starkly, this included:</p> <ul style="list-style-type: none"> • not knowing where to access information (40% and 25%) • feeling like they couldn't participate (80% and 50%) • thinking changes need to be made to the law (60% and 40%) • experiencing other forms of discrimination (80% for refugees) • not having access to services (28% for refugees) • having low awareness of the Office and what it does (25% or less for both groups).
PEOPLE WITH DISABILITY	<p>People with disability represented a large percentage of respondents (~30%). They reported that:</p> <ul style="list-style-type: none"> • they were less likely to know where to access information (46%, n= 128) • they were more likely to feel like they couldn't participate (46%, n= 125) • they were more likely to experience other forms of discrimination (63%, n=126) • they were less likely to have access to the services they need (63%, n=127). <p>However, to some questions they reported more positive responses than average, including:</p> <ul style="list-style-type: none"> • they were less likely to say legal changes are required (39%, n=127) • they were more aware of the Office (51%, n=122).

3.4 Priorities for the future strategy

A third of respondents felt that changes need to be made to better protect LGBTIQ+ people under law while 80 percent said changes could be made to better serve their needs.

Respondents were asked about their views on whether changes were needed to better protect LGBTIQ+ people. Below are the results to the survey questions related to changes that should be made

- Question 14: *From your perspective, do you know of any changes that should be made to ensure you have equal rights, protections and benefits under the law?* 34% of respondents felt that changes need to be made to ensure equal rights, protections and benefits (n=396).
- Question 19: *Do you think changes need to be made to government, community, or health support services to better serve LGBTIQ+ Canberrans?* 80% of respondents felt that changes should be made to better serve LGBTIQ+ people (399).
- Question 24: *Does the acronym 'LGBTIQ+' appropriately capture your experience? If not, what is a more accurate term to capture you?* 78% of respondents felt the acronym 'LGBTIQ+' does capture their current experience (n=387).

Within the free-text responses, respondents rarely identified a particular term that suited themselves better, but 24 responses did mention that including asexual identities into the acronym could be more inclusive and 23 responses mentioned that exchanging the acronym for the term 'queer' could be more appropriate. In addition, 15 responses identified that the acronym/label itself has become too complex or that using an acronym can never sufficiently represent people, and a few (6) responses stated that the sexualities should be split from the genders. Two responses identified 'brotha boy and sista girl' as potential additions. People who identified as asexual were most likely (41%, n=29) to report that the acronym does not capture their experience.

Respondents would like to see improvements in four key areas to ensure they have equal rights, protections and benefits under law.

Table 7 presents the four most frequently mentioned qualitative responses to the question: *From your perspective, do you know of any changes that should be made to ensure you have equal rights, protections and benefits under the law as an LGBTIQ+ person? If yes, please specify.* Responses indicated there are key improvements in protecting the trans and gender diverse community, school education and protection from religious discriminations, family supports and training for healthcare staff. Respondents were only able to respond to this question if they answered 'Yes' to question 14.

Table 7 | Responses to Question 16

THEME	NUMBER OF RESPONSES	DESCRIPTION	EXAMPLE QUOTE
Trans and gender diverse protection.	31	Respondents identified a broad need for improved trans rights, as well as improved trans healthcare, access to medical procedures, support of gender affirmation in society, and gender-neutral bathrooms.	<i>Easier methods of change of name and gender process with businesses. Significantly higher Medicare coverage of genital reconfiguration surgery and facial feminisation surgery.</i>
School education and protections from religious discrimination.	24	Respondents wanted to see better education about LGBTIQ+ issues and experiences in schools. Respondents wanted to see broad protections from religious discrimination, and more specifically protections in schools.	Legislating to prohibit faith based schools in the ACT from discriminating against queer children and staff - more effort to ensure ACT public schools are free from homophobia, which remains a serious problem.
Family, relationship, and reproductive support.	17	Respondents wanted to see support for LGBTIQ+ domestic violence and adoption support, and IVF subsidy and access. Respondents broadly desired more acceptance of non-normative relationships.	<i>We felt extremely excluded from IVF and fertility services access, both due to price and service culture. In ACT there are only a few clinics and some will give Medicare rebates and some will not for queer couples.</i>
Training and inclusivity in healthcare and other services.	12	Respondents desired increased awareness and inclusivity training for healthcare professionals about LGBTIQ+ experiences and needs.	<i>All legal professionals and health professionals need training on inclusive language and issues faced by our community.</i>

Respondents would like to see improved access to a range of services, trans and gender diverse inclusive activities, training for healthcare professionals, targeted services, and community initiatives and spaces.

Table 8 outlines the key themes of qualitative responses to the question: Q21: *What changes would you like to see? (to government, community, or health support services)*. Some responses were general in nature and did not identify changes that needed to be made specifically for LGBTIQ+ people.

Table 8 | Responses to Question 21

THEME	NUMBER OF RESPONSES	DESCRIPTION	EXAMPLE QUOTE
Improved access to services and improved service operations	49	<ul style="list-style-type: none"> • Respondents wanted to see improved access to and operations within health, aged care, cultural, transport, and housing services. • Common changes included improved wait times, lower cost, and more options. 	<i>Better access for all people, less wait times, better services, and easier online access across health and civic amenities.</i>
Trans and gender diverse inclusive activities	47	<ul style="list-style-type: none"> • Respondents identified a broad need for improved trans rights, as well as improved trans healthcare, access to medical procedures, support of gender affirmation in society, and gender-neutral bathrooms. 	<i>Safe bathroom options for gender diverse people and a communications campaign to promote their rights and struggles. Easy access to funding for gender affirmation surgery / procedures.</i>
LGBTIQ-specific inclusivity training and increased LGBTIQ+ targeted services	42	<ul style="list-style-type: none"> • Respondents identified a need for training of health (and other) professionals to increase knowledge of LGBTIQ+ experiences and needs, and correct use of language. • Respondents made statements about the need for targeted LGBTIQ+ services and more inclusive services generally. 	<i>More education to medical professionals (GPs and specialists) on being inclusive</i>
Community and social initiatives and spaces	31	<ul style="list-style-type: none"> • Respondents desired more frequent and accessible LGBTIQ+ services and community spaces/events in an effort to maintain LGBTIQ+ culture. 	<i>More low-cost/free and accessible venues for the LGBTQIA+ community (and community orgs in general) to make it easier to hold inclusive events.</i>
Community education, outreach, and advocacy.	28	<ul style="list-style-type: none"> • Respondents desired broader education, advocacy, and outreach initiatives to increase awareness of LGBTIQ+ issues. • Respondents desired more outreach specifically targeted towards LGBTIQ+ people. 	<i>More education and advertising resources. More visibility of queer spaces and stories so we feel more visible and safer. Advertising which educates what is ok and not ok to say.</i>
Visibility and representation.	22	<ul style="list-style-type: none"> • Respondents identified a desire for more visibility and representation of LGBTIQ+ people in a variety of different spaces. 	<i>More queer folk and allies in government. Transparency and awareness of services available.</i>
Protections and outreach in school.	15	<ul style="list-style-type: none"> • Respondents wanted to see outreach and education to LGBTIQ+ students in schools. • Respondents wanted to see LGBTIQ+ students in school receive protections from religious ideations that seek to exclude or discriminate. 	<i>A more diverse approach to sexual education in school, when I was in school it was specifically cisgender and heterosexual. As a queer person I would have appreciated learning more about queer sex.</i>

Qualitative responses indicate that the ACT government's next strategy should prioritise and address three key issues.

This table and the following table present analyses of the most mentioned thematic responses to the free-text question: Q25: *The ACT Government is working on the new strategy towards LGBTIQ+ equality in the ACT. In your opinion, what are the most important priorities that affect you or other LGBTIQ+ people that need to be addressed in the future?* Responses indicated the need for a focus on trans and gender diverse health and inclusivity, reduced discrimination, and healthcare access. Some responses were not positioned as personal needs of respondents and instead focused on the needs of the broader community, from the respondent's perspective. In addition, it was not clear within some themes that all responses were specifically identifying the needs of LGBTIQ+ people. For example, some respondents made general comments about the need for better healthcare access without describing the LGBTIQ+ community.

Table 9 | Responses to question 25

THEME	NUMBER OF RESPONSES	DESCRIPTION	EXAMPLE QUOTE
Trans and non-binary health and inclusivity.	60	<ul style="list-style-type: none"> Respondents identified a broad need for improved trans rights, as well as improved trans healthcare, access to medical procedures, support of gender affirmation in society, and gender-neutral bathrooms. 	<i>Access to gender neutral toilets and bathroom facilities. Training for GPs and medical practitioners around LGBTQIA+ issues and trans and gender confirming medication and services. The few GPs who specialise in trans health have massive wait lists and there are not enough GPs providing these services in Canberra.</i>
Reduced discrimination and more education and safety.	50	<ul style="list-style-type: none"> Respondents wanted to see reduced discrimination in the ACT broadly, and specifically from religion. Respondents wanted to see more education initiatives directed towards the broader community and wanted to feel safer. 	<i>Protecting LGBTQIA+ people from discrimination, particularly from religious organisations and their members is incredibly important. I'm 29 and still don't feel safe to come out because my entire family is religious.</i>
Healthcare access.	47	<ul style="list-style-type: none"> Respondents reported that improved access to healthcare services should be prioritised. 	<i>Coordinated health care services.</i>
Representation and inclusive language.	28	<ul style="list-style-type: none"> Respondents wanted to see more visibility and representation of LGBTIQ+ people in a variety of spaces. One area identifying the need for increased visibility was appropriate data collection that captured respondents' true experiences and inclusive language on documentation. 	<i>Inclusive language (e.g. pronouns, online resources, awareness campaigns). Shared stories from queer folk. All policies and procedures revised to be inclusive of LGBTQIA+.</i>
Housing	26	<ul style="list-style-type: none"> Respondents stated increased housing support was important, particularly for young people and people from lower socio-economic backgrounds. 	<i>Increased housing services for disadvantaged community members, especially youth - i.e. no supportive/safe family.</i>

THEME	NUMBER OF RESPONSES	DESCRIPTION	EXAMPLE QUOTE
Mental health support	23	<ul style="list-style-type: none"> Respondents identified a need for increased support and access to mental health services. 	<i>Free and readily available mental health services and responsive and appropriate emergency mental health care in public hospitals.</i>
Maintenance of queer spaces and culture	23	<ul style="list-style-type: none"> Respondents desired more frequent and accessible LGBTIQ+ services and community spaces/events in an effort to maintain LGBTIQ+ culture. 	<i>A sense of belonging to a community. More events, or community gatherings that make the normality of being queer more visible.</i>
Young people's education and support	23	<ul style="list-style-type: none"> Respondents wanted improved outreach, support, and education for young LGBTIQ+ people, particularly those in schools. 	<i>Support for LGBTIQ+ young people in schools. Education that includes queer realities - Queer relationships covered in sex education.</i>

Appendix A Additional breakdown of responses

Additional breakdown: Do you have any reflections on positive developments since 2019 regarding LGBTIQ+ equality in ACT?

This table presents a summary of all of the themes, number of responses, and proportion of total responses to the free-text question. Please note that one response could have been coded to multiple themes and as such the total percentages do not add to 100%.

THEME	NUMBER OF MENTIONS (OF 61 RESPONSES)	PROPORTION OF TOTAL RESPONSES (%)
Increased equality, acceptance, safety, and support	64	40
No positive developments, N/A, or can't comment	49	30
Increased legal rights and protections	33	20
Increased representation and voice	21	13
Increased queer programs and events	14	9
Increased awareness of LGBTIQ+ issues	9	6
Accessible grants	6	4
Increased access to services	4	2
Publicly addressing discrimination	3	2
Increased community consultation	2	1

Additional breakdown: If there are services that you require but cannot access, which are they? Why do you feel like you don't have access?

This table presents a summary of all of the themes, number of responses, and proportion of total responses to the free-text question. Please note that one response could have been coded to multiple themes and as such the total percentages do not add to 100%.

THEME	NUMBER OF MENTIONS (OF 61 RESPONSES)	PROPORTION OF TOTAL RESPONSES
Access to medicine and healthcare	40	25
Mental health support	29	18
Trans and gender diverse care	21	13
General statement about lack of access	12	7
Disability services	10	6
Reproductive health services	8	5
Services for women and lesbians	7	4
Housing support	5	3
Aged care services	4	2
Safe queer social spaces	4	2
Legal support	3	2
Workplace and career support	2	1
Services for young people	2	1
Services for bisexual people	2	1

Additional breakdown: From your perspective, do you know of any changes that should be made to ensure you have equal rights, protections and benefits under the law as an LGBTIQ+ person? If yes, please specify.

This page presents a summary of all of the themes, number of responses, and proportion of total responses to the free-text question. Please note that one response could have been coded to multiple themes and as such the total percentages do not add to 100%.

THEME	NUMBER OF MENTIONS (OF 61 RESPONSES)	PROPORTION OF TOTAL RESPONSES
Trans and gender diverse protection	31	23
School education and protections from religious discrimination	24	17
Family, relationship, and reproductive support	17	13
Training and inclusivity in healthcare and other services	12	9
Antidiscrimination laws and broader equality	9	7
Workplace protections	8	6
Broad public education	8	6
Support for refugees and migrants	5	4
More appropriate and inclusive data collection	5	4
Aged care support	4	3
Blood donation	4	3
Increased LGBTIQ+ spaces and funding for services	4	3
Women's health	3	2
Services for young people	2	1
Representation (on boards and in documents)	2	1

Additional breakdown: What changes would you like to see? (to government, community, or health support services).

This page presents a summary of all of the themes, number of responses, and proportion of total responses to the free-text question. Please note that one response could have been coded to multiple themes and as such the total percentages do not add to 100%.

THEME	NUMBER OF MENTIONS (OF 61 RESPONSES)	PROPORTION OF TOTAL RESPONSES (%)
Improved access to services and improved service operations	49	21
Trans and gender diverse inclusive activities	47	20
LGBTIQ-specific inclusivity training and increased LGBTIQ+ targeted services	42	18
Community and social initiatives and spaces	31	13
Community education, outreach, and advocacy	28	12
Visibility and representation	22	10
Protections and outreach in schools/workplaces	15	6
Changed public attitudes and protection from discrimination	13	5
Support for intersectional marginalised identities	13	5
Women's health and safety	12	5
Increased funding	8	3
Support for diverse families and relationships	4	2
Safety from religious discrimination	2	0.8
Commitment to increasing equality	2	0.8

Additional breakdown: In your opinion, what are the most important priorities that affect you or other LGBTIQ+ people that need to be addressed in the future?

This page presents a summary of all of the themes, number of responses, and proportion of total responses to the free-text question: Please note that one response could have been coded to multiple themes and as such the total percentages do not add to 100%.

THEME	NUMBER OF MENTIONS (OF 61 RESPONSES)	PROPORTION OF TOTAL RESPONSES (%)
Trans and non-binary health and inclusivity	60	22
Reduced discrimination, and more education and safety	50	18
Healthcare access	47	17
Representation and inclusive language	28	10
Housing	26	10
Mental health support	23	8
Maintenance of queer spaces and culture	23	8
Young people's education and support	23	8
A focus on intersectionality	15	5
Workplace support and inclusivity	13	5
Inclusivity training for professionals	13	5
Support for diverse families and relationships	13	5
Aged care support	10	4
Support for refugees and migrants	9	3
Women's health and safety	2	0.7

Additional breakdown: Does the acronym 'LGBTIQ+' appropriately capture your experience.

IDENTITY OR EXPERIENCE	NUMBER OF 'NO' RESPONSES	PROPORTION OF TOTAL RESPONSES THAT WERE 'NO' (%)
Over 60 years old	11	52%
Citizen, born outside of Australia	17	44%
Asexual	12	41%
Born with variation of sex characteristics	3	33%
Born outside of Australia	20	32%
Living with disability	36	30%
Trans or gender diverse identity	32	30%
Queer	34	26%
Lesbian	24	23%
Total / average	85	22%

Additional data on different parts of the community.

ASEXUAL PEOPLE	YOUNGER PEOPLE	OLDER PEOPLE
<p>33 asexual people responded to the survey (5% of respondents). They reported that:</p> <ul style="list-style-type: none"> • changes need to be made to the law (40%, n= 30) • they were less aware of the Office (34%, n=29) and what it does (17%, n=29) • the existing acronym does not capture their experience (41%, n=63). <p>However, they reported more positive responses to some questions compared to averages, including that:</p> <p>They were less likely to experience other forms of discrimination (43%, n=30).</p>	<p>88 younger people (18-24 years old) responded to the survey. They reported that:</p> <ul style="list-style-type: none"> • they were less likely to know where to access information (39%, n=82) • they were more likely to feel like they couldn't participate (45%, n=83) • changes need to be made to services (93%, n=82) • they were less aware of the Office (33%, n=79) and what it does (23%, n=79). 	<p>22 older people (over 60 years old) responded to the survey. They reported that:</p> <ul style="list-style-type: none"> • the existing acronym does not capture their experience (48%, n=21). • However, they reported more positive responses to some questions compared to averages, including that: • they were more likely to know where to access information (67%, n=21) • they were more aware of the Office (76%, n=21) and what it does (48%, n=21) <p>While more positive than the general trend (57%, n=21) reported changes need to be made to services.</p>