



working it out

Tasmania's gender, sexuality and intersex
support, education & advocacy service

Summary

2024 Community Engagement Survey

2024 Community Engagement Survey – Trends and Themes

WIO will use the feedback and data provided by the survey to make changes to existing programs and activities and to help guide the development of new programs and activities where resources are available.

General

- The largest response cohorts of respondents identified as '+', queer, and bi+, mirroring other surveys that show these groups as significant in the broader LGBTIQ+ community.
- 26% of respondents had accessed WIO's 1:1 support services, with approximately half of those within the last 2 years and 26% within the past 5 years.
- 59% of services were accessed face-to-face, and 24% online.
- 25% of respondents had accessed one of our Peer Groups. Pride Coffees represented the largest cohort, followed by the Gender Group and Outspace.
- 24% of respondents were members, citing their reasons for joining as wanting to support the organization, stay informed, and become more involved with the LGBTIQ+ community.
- 17% of respondents were volunteers, with the main reasons being contributing to the community, improving outcomes, and meeting like-minded people.
- 26% of respondents had attended training.
- 8% had booked training.
- 36% of respondents saw themselves as allies.
- 26% identified as 'interested parties'.

How We Are Doing Overall

- 92% of respondents would recommend WIO to someone needing support.
- 90% of respondents would recommend WIO to an organization for training or advice.
- There was a strong overall approval rating (4.55/5 = 90%).
- There was strong agreement that WIO represents and caters to LGBTIQ+ Tasmanians (4.52/5 = 90%).
- Respondents overall felt that WIO was doing a good job of keeping people informed, visible, and advocating for the community and was a trusted source of advice.

Key Strengths Identified

- Doing a lot with limited resources.
- Providing good support, advocacy, information, and engagement.

- Being friendly, welcoming, accessible/approachable, supportive, and non-judgemental.
- Creating change.
- Having a good reputation.
- Offering effective training and events.
- Supporting schools.
- Hosting the IDAHOBIT Breakfast.

Text Feedback Themes

- Strong support for our 1:1 support and work in schools, with some minor complaints (not overarching themes), which the organisation is investigating further.
- Overall positive feedback for our Peer Groups, though at times, the groups did not meet the specific needs of individuals. There were many requests for additional types of peer groups and related activities, including:
 - Coffee catch-up parent group.
 - Older youth group.
 - Gender group not focused on trauma.
 - Addressing interpersonal conflicts.
 - Providing more structure in groups.
- Training and professional learning received positive feedback, with training generally being safe and pitched at the right level.

Suggestions – Ideas for WIO in the Future

- Advocate for more funding.
- Promote some services more, such as 1:1 support and regional services.
- Educate the broader community.
- Increase activities in Launceston.
- Support long-term projects/services offered by others.
- Include a broader range of voices in advocacy work.
- Simplify the website.
- Engage with intersectional groups, such as people with disabilities.
- Provide more support for older gay/lesbian individuals.
- Expand offerings, including:

- Regular events, especially for teenagers, youth, and under 18s.
- More activities in regions, particularly in Hobart.
- Opportunities for community involvement.
- Drop-in spaces.
- Activities for rainbow parents.
- D&D, online learning, and other activities.
- Social events and activities.
- Collaborative events.
- Inclusive events for people with disabilities.
- Opportunities for those who are not out or wish to remain anonymous.
- Gender workshops.
- Programs for the 45+ community.
- Events for people of colour.
- Engagement with the broader public.
- Support for LGBTIQ+ parents/families.
- Involvement in sports, including partnerships with Pride in Sport.
- Regional support.

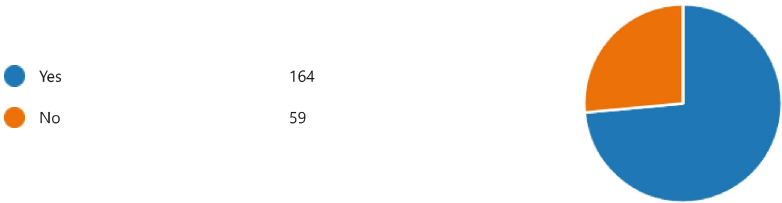
2024 Community Engagement Survey

223 Responses

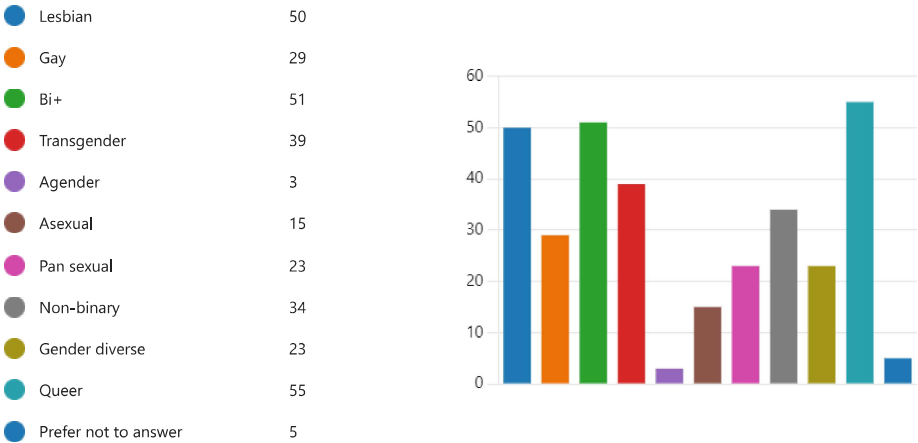
11:56 Average time to complete

Closed Status

1. Are you an LGBTQIA+ community member?



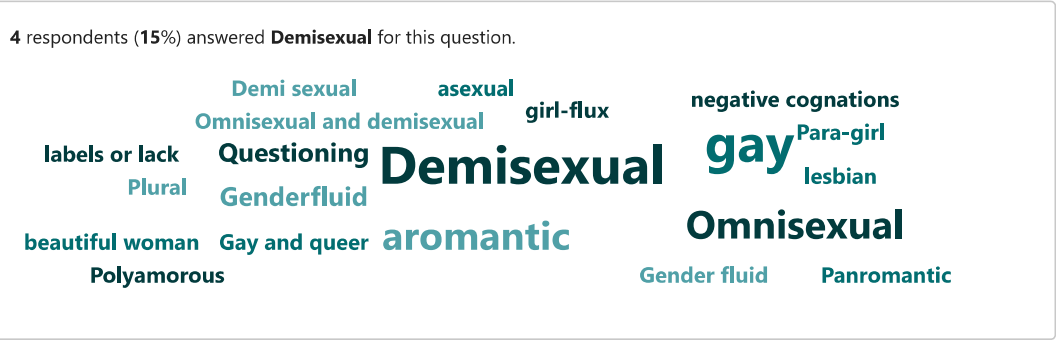
2. Tick any of the following that apply to you:



3. I use other terms (please list):

27 Responses

Latest Responses
"Genderfluid, Panromantic"



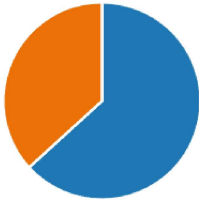
4. Do you have an innate variation of sex characteristic (intersex)?

| | |
|---------------------------------|-----|
| Yes | 3 |
| No | 150 |
| Prefer not to answer / not sure | 11 |



5. Are you a family member of an LGBTIQ+ person (includes chosen family)?

| | |
|-----|-----|
| Yes | 141 |
| No | 82 |



6. Have you ever accessed 1:1 support from WIO?

| | |
|-----|-----|
| Yes | 57 |
| No | 166 |



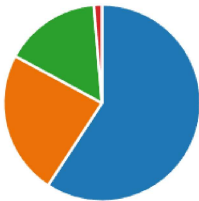
7. When did you access this support?

| | |
|-----------------------|----|
| In the past 2 years | 37 |
| 2-5 years ago | 15 |
| More than 5 years ago | 5 |



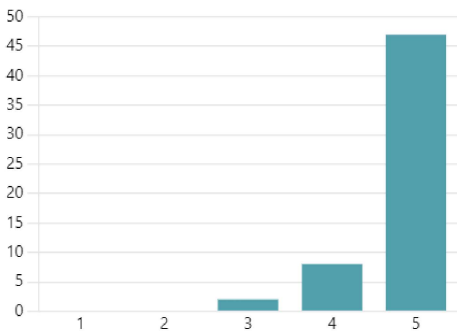
8. How did you access the service

| | |
|--------------|----|
| Face to face | 45 |
| Online | 18 |
| Phone | 12 |
| Other | 1 |



9. How satisfied were you with your experience?

4.79
Average Rating



10. Do you have other feedback about your experience? If so, please provide below.

27
Responses

Latest Responses

"it was a very good experience, we had a good chat about gender identity :)"

11 respondents (41%) answered **support** for this question.



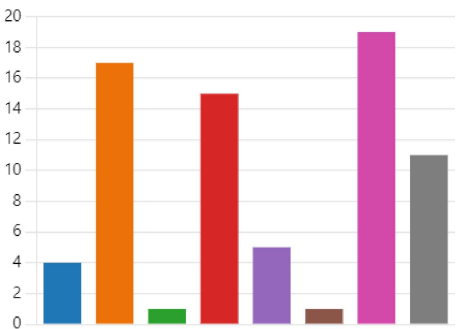
11. Have you attended a WIO peer support group of any kind?

| | |
|-----|-----|
| Yes | 55 |
| No | 168 |



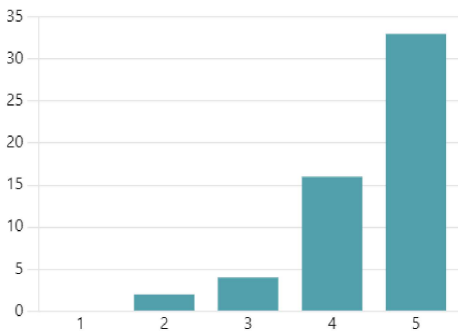
12. What group or groups did you attend? Tick as many as apply.

| | |
|----------------|----|
| Carers | 4 |
| Gender | 17 |
| Intersex | 1 |
| Outspace/youth | 15 |
| Parents | 5 |
| Partners | 1 |
| Pride Coffee | 19 |
| Other | 11 |



13. How satisfied were you with your experience?

4.45
Average Rating



14. Do you have other feedback about your experience? If so, please provide below.

23
Responses

Latest Responses



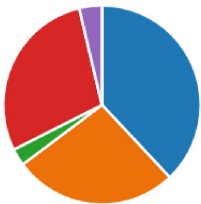
15. Are you a member of WIO?

| | |
|-----|-----|
| Yes | 53 |
| No | 170 |



16. Why did you join WIO?

| | |
|-----------------------------------|----|
| To support the organisation | 41 |
| To become more involved with t... | 29 |
| Member benefits | 3 |
| To hear about what is happenin... | 31 |
| Other | 4 |



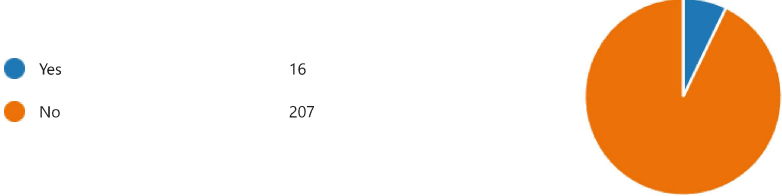
17. How likely are you to remain a member in the next 3-5 years?



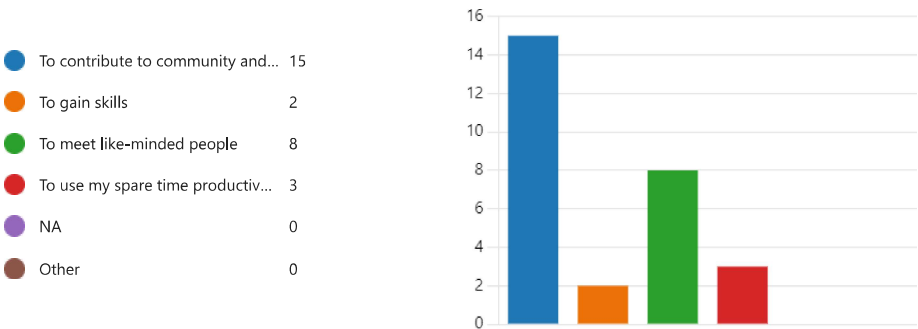
18. Why are you unlikely or unsure about remaining a member?



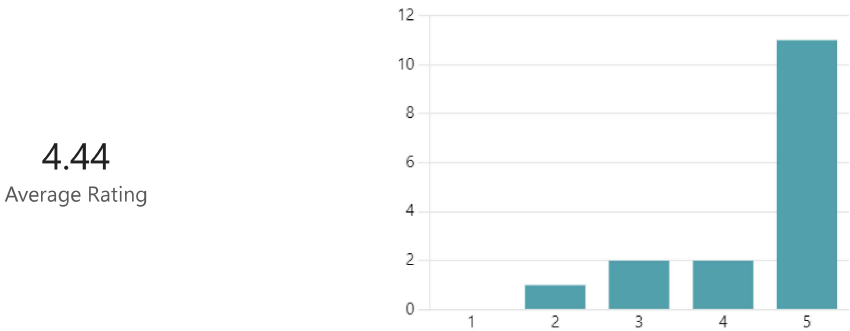
19. Do you volunteer with WIO?



20. What motivates you to be a volunteer?



21. How satisfied were you with your volunteering experience?



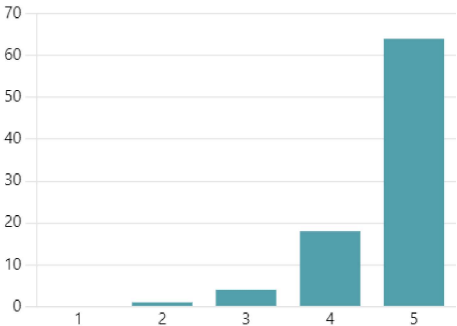
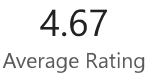
22. Do you have any feedback about your experience volunteering with WIO? If so, please provide below.



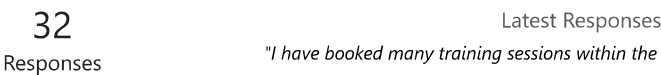
23. Have you accessed our training and capacity building services?



24. How satisfied were you with your experience?



25. Do you have other feedback about your experience? If so, please provide below.



"I have booked many training sessions within the Kingborough Community t...



26. If the way you engage with WIO has not yet been listed in any of the questions above, choose which best describes you:

| | |
|------------------|----|
| Activist | 21 |
| Ally | 60 |
| Interested party | 43 |
| Friend | 16 |
| Other | 25 |



27. Would you recommend WIO to someone needing support?

| | |
|----------|-----|
| Yes | 205 |
| No | 0 |
| Not sure | 18 |



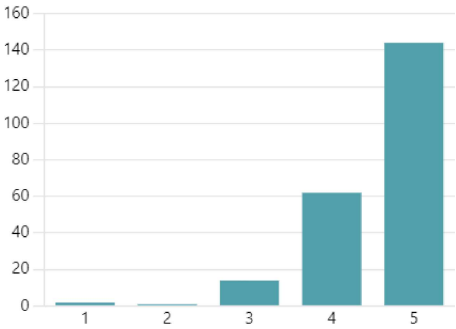
28. Would you recommend WIO to an organisation for training or advice?

| | |
|----------|-----|
| Yes | 201 |
| No | 1 |
| Not sure | 21 |



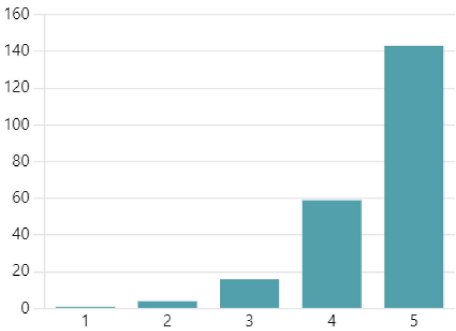
29. Overall, how do you rate WIO as an organisation?

4.55
Average Rating



30. How well do you think WIO represents and caters for the needs of LGBTQIA+ Tasmanians

4.52
Average Rating



31. Comments?

62
Responses

Latest Responses

30 respondents (48%) answered **WIO** for this question.



32. What does WIO do well?

128
Responses

Latest Responses

"creating peer groups, facillitating places to talk about gender and sexual ori..."
"Provides awareness and information to the community to deepen the under..."

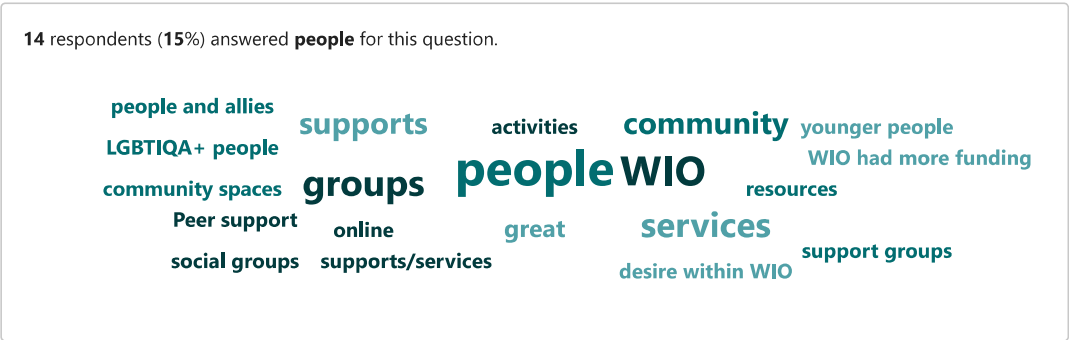
17 respondents (13%) answered **people** for this question.



33. What could WIO do better?

94
Responses

Latest Responses
"something like outspace for people over 18 (i know it used to be under 25, a...



34. What areas, programs, activities, or events would you like to see WIO do more of or start engaging in?

105
Responses

Latest Responses
"Attending local events"



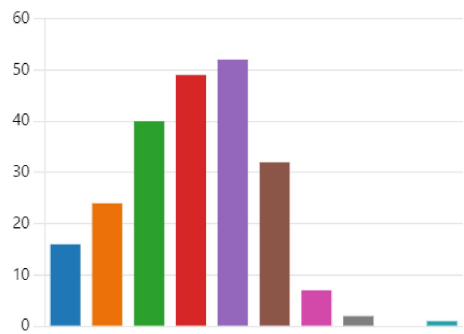
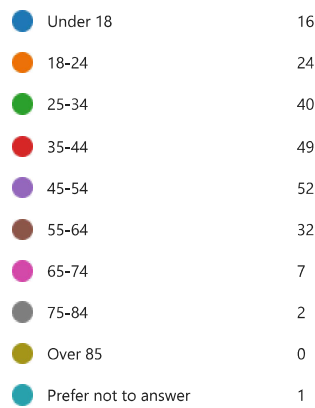
35. Anything else you would like to tell us?

53
Responses

Latest Responses
"Thank you for your support in Kingborough :)"



36. What is your age?



37. What is your postcode?

215
Responses

Latest Responses
"7015"
"7051"

25 respondents (12%) answered 7000 for this question.



38. Identities / attributes that are important to you (tick as many as appropriate):

