



Umbrella

Multicultural Community Care

**EXPERIENCES OF
LGBTIQA+
MULTICULTURAL
PEOPLE IN WESTERN
AUSTRALIA REPORT**

2024



ACKNOWLEDGEMENT OF COUNTRY

2

We acknowledge the Whadjuk and the Bindjareb people of the Noongar Nation, as the Traditional Custodians of the land on which our group meets.

We pay our respects to the Elders, past, present, and emerging. We acknowledge LGBTIQ+ elders and elders of multicultural communities, who serve as the inspiration for Umbrella's Mission and Values.



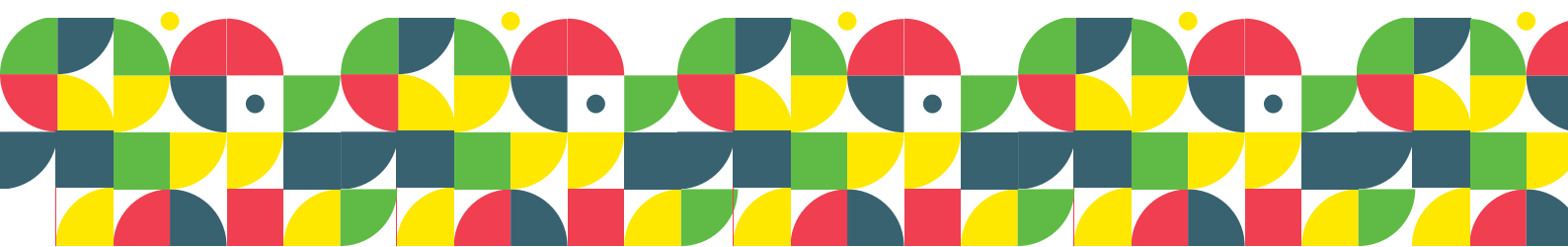
EXECUTIVE SUMMARY

Funded by the Fred P Archer Charitable Trust, the **Over the Rainbow Project** aims to empower the LGBTIQ+ Culturally and Linguistically Diverse (CaLD) migrant and refugee communities by fostering equitable access to services and resources, building a supportive and inclusive network, and promoting self-reliance. The project is dedicated to second-generation immigrants, international students, refugees, asylum seekers, skilled migrants, partner and family visa holders, and FIFO workers across the Perth metro area, Peel region, Albany, and Geraldton. Although open to all ages, the project places particular focus on the most marginalised individuals within the CaLD LGBTIQ+ sector, especially those in regional areas.

Umbrella Multicultural Community Care Services Inc. serves as the project manager, overseeing various components, including a series of educational workshops on LGBTIQ+ inclusion for service providers, Councils, and not-for-profits in the Perth metro area, Peel region, Albany, and Geraldton. These workshops aim to build awareness and foster an inclusive environment within the broader community.

[Let's Queer The Air](#) was contracted to led the development, promotion, and analysis of the 2024 Western Australia Wide Survey on the Needs and Challenges of LGBTIQ+ Migrants. This survey captured the lived experiences of 18 eligible respondents, highlighting challenges in areas such as employment, social acceptance, and the balancing of cultural and LGBTIQ+ identities. Despite these obstacles, the findings underscore the importance of culturally sensitive and inclusive services to support the well-being of these individuals.

This summary provides an overview of the survey's key insights and the project's core initiatives, while a full report is available separately with comprehensive data, analysis, and recommendations to improve support services, enhance inclusion, and inform policy development in line with the Over the Rainbow Project's objectives.



INTRODUCTION

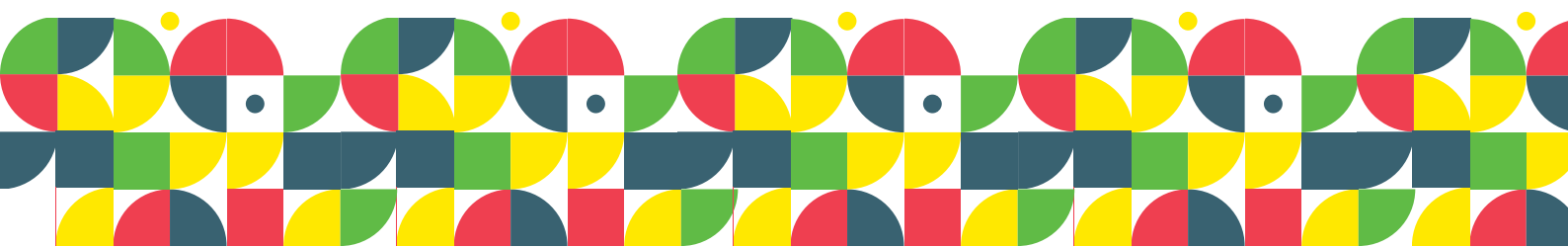
4

The Annual Western Australia Wide Survey on the Needs and Challenges of LGBTIQ+ Migrants was conducted to address a critical knowledge gap in understanding the unique experiences of individuals navigating the intersection of diverse cultural backgrounds and LGBTIQ+ identities. In Western Australia, where multiculturalism and inclusivity are celebrated, it is essential to ensure that the voices of LGBTIQ+ migrants are heard and their needs are met.

This survey was developed and run by Let's Queer The Air in partnership with Umbrella Multicultural Community Care Services Inc. This collaboration brought together expertise in LGBTIQ+ inclusion and multicultural community care, ensuring the survey was designed and delivered in a manner that was inclusive, culturally sensitive, and community-focused. Additionally, an advisory group composed of multicultural LGBTIQ+ individuals was formed to provide guidance and ensure the survey was culturally appropriate, reflecting the lived realities and diverse perspectives of the target audience.

The survey targeted LGBTIQ+ individuals who are second-generation immigrants, international students, refugees, asylum seekers, skilled migrants, and partner and family visa holders across Western Australia. This diverse audience was selected to gain insights into the challenges they face in areas such as social inclusion, mental health, discrimination, and access to services, as well as to identify the strengths and resilience within these communities.

The reasoning behind pursuing this study stems from the need to create evidence-based strategies that can inform policies, programs, and advocacy efforts. While previous studies have explored either multicultural or LGBTIQ+ issues in isolation, limited data exists at their intersection. By bridging this gap, this survey contributes to a more nuanced understanding of the barriers and opportunities for inclusion.



INTRODUCTION

CONT.

5

This survey aligns with broader efforts to foster equity and inclusion at both local and state levels, including Western Australia's first whole-of-government LGBTQIA+ Inclusion Strategy. The findings are intended to support stakeholders, including policymakers, service providers, and community leaders, in making informed decisions to address systemic inequalities.

The primary aim of this study is to identify and articulate the unique challenges faced by LGBTQIA+ migrants, advocate for their needs, and celebrate their contributions to the broader community. Through this survey, we hope to not only shed light on their lived experiences but also to empower these individuals by ensuring their voices are amplified in decision-making processes.



DATA CONTEXT

6

A total of 22 respondents participated in the survey, but only 18 were eligible for inclusion in the final analysis. The respondents' age range was distributed approximately uniformly across the age ranges of 18 to 54. Time lived in Western Australia was split between 'More than 5 years' (n=13) and the remainder being uniformly distributed between 'less than 1 year', '1-3 years' and '3-5 years'. All respondents, except one, noted that they spent the majority of their time in the Perth Metropolitan region. Question types ranged from quantitative (age, years lived in Western Australia) to finite categorical questions (types of service accessed, languages spoken, country emigrated from). Additionally there were a series of qualitative ("How do you feel", "What do you recommend") type questions. The qualitative questions reflect the respondents' views on personal experiences, perspectives of existing systems, and their thoughts on potential improvements that would benefit themselves and others. Respondents, in most cases, were able to skip a question for any reason, which explains why some data does not sum to the number of participants.

Given the number of respondents and the range of question types, analysis of data can fall into three primary categories.

Summary Statistics

Reflect proportional rates of respondents' answers, and give context to the lived experiences and perspectives of the people surveyed. For this report summary statistics will be the primary informer to give context to the situations present, and understand the relative rate of issues when presented with a series of options.

Correlation Analysis

May be able to be used where questions are quantifiable or rankable. If so, a deeper analysis will be produced by examining correlations between answers where they do or don't exist. Correlation analysis will be limited in its usefulness for this report because the sample size is small and question types were not prepared with the intention of this type of analysis.

Sentiment Analysis

Will be used for secondary and contextual understandings when examining correlations, and be used to extract specific recommendations for organisations to take on. Sentiment analysis will only be used for broadly classifying responses as 'generally positive', 'generally negative' and 'mixed/neutral/unclear' because a wide range of language backgrounds exist.

SUMMARY

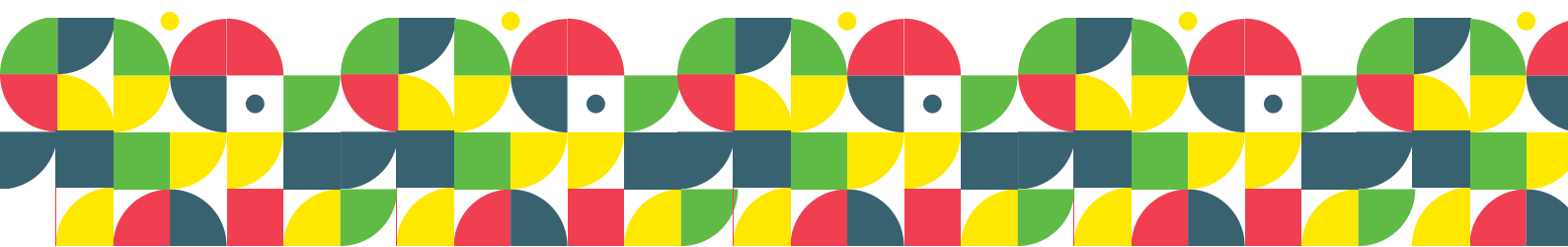
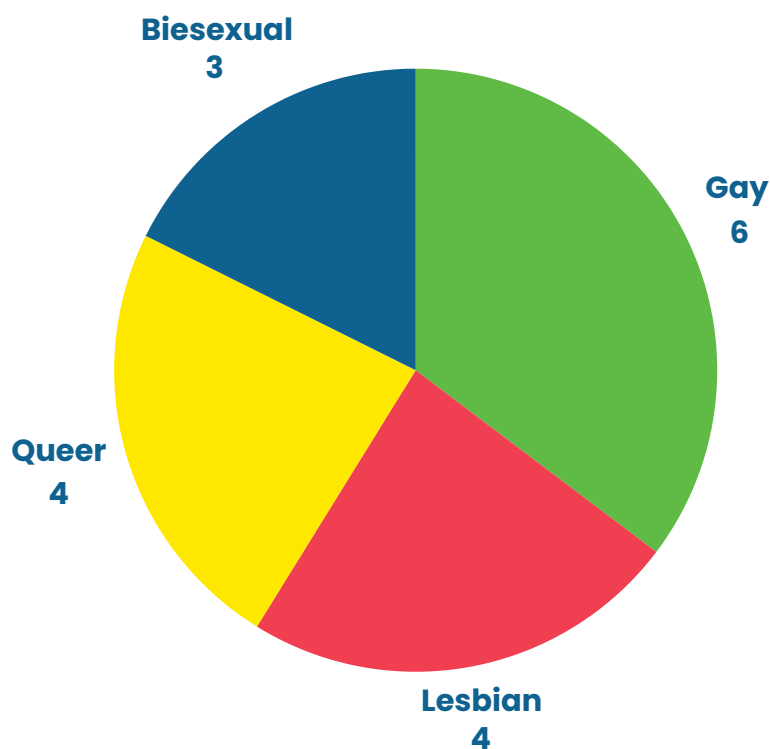
STATISTICS ANALYSIS

7

Gender identity was broken down into binary and non-binary categories. Of all respondents (n=18), binary gender identities were reported 16 times, with 10 responding as 'Female' and 6 responding with 'Male'. 2 individuals reported their gender identity as something outside of the binary (such as non-binary, gender queer, etc). 5 respondents answered that their assigned gender at birth (AGAB) differed from their current gender. No respondents reported identifying with the label 'intersex'.

Regarding sexuality, 17 respondents reported their sexuality in total. Sexuality breakdown was as follows:

- 6 gay
- 4 lesbian
- 4 queer
- 3 bisexual



SUMMARY














STATISTICS ANALYSIS CONT.

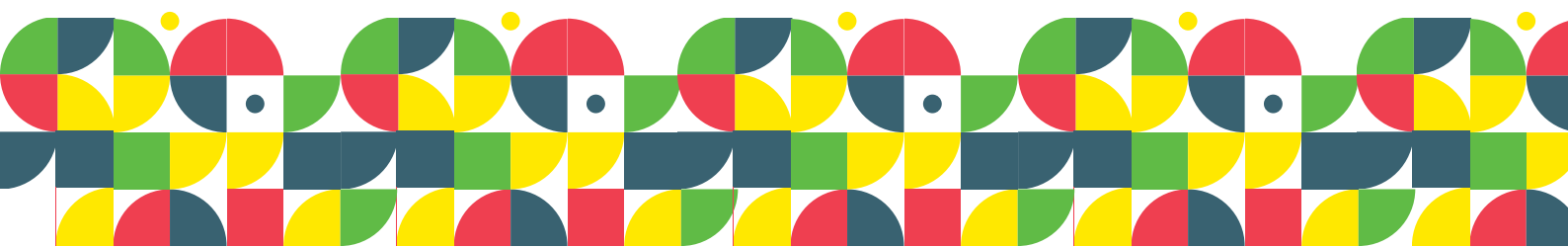
8

Respondents were also asked about their 'Country of Origin', in which 2 responded with Australia, 9 from countries in Asia, 7 in Europe. Spoken language was also reported and (excluding english) the languages reported as spoken is as follows:

Hindi (2), Polish (2), Tamil (2), Assamese, Chinese (Mandarin), Farsi (Persian), German, Kazakh, Russian, Spanish, Telugu, Thai, and Swedish.



- | | | | |
|---|--|---|---|
|  Hindi |  Polish |  Tamil |  Assamese |
|  Mandarin |  Farsi |  German |  Kazakh |
|  Russian |  Spanish |  Telugu |  Thai |
|  Swedish | | | |



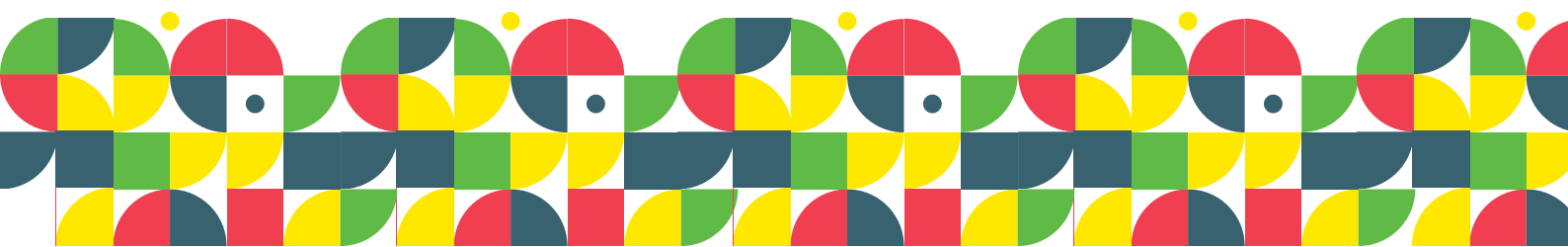
SUMMARY

STATISTICS ANALYSIS CONT.

This language selection may not presently be useful for understanding at this point in time, however, gathering and collection of this data can and will expand in usefulness as the sample size increases. Optimally, a representative sample will also provide a ranked list of languages that are underserved by existing services.

Respondents were asked to report three challenges that they have faced as a member of the LGBTQIA+ community whilst living in Australia. Two thirds (n=12) of respondents reflected that social acceptance was a significant part of their experience. Just under two thirds (n=11) reflected that they were challenged by how to balance their cultural identity with their LGBTQIA+ identity. Respondents also answered other struggles with less consistency, such as 'Employment opportunities (n=6)', 'Social acceptance (n=11)' and 'Racial discrimination (n=4)'. Additional development of this question in future surveys may yield helpful and interesting results.

As it relates to social acceptance and discrimination, a total of 9 respondents reported experiencing discrimination relating to their LGBTQIA+ identity in public spaces, and 8 reported experiencing it in healthcare situations. Elaboration by respondents focused mainly on workplace and education as places of direct and vocal discrimination. Medical discrimination was also reported due to differing ethnic features or feeling 'othered' because of their intersectional societal position.

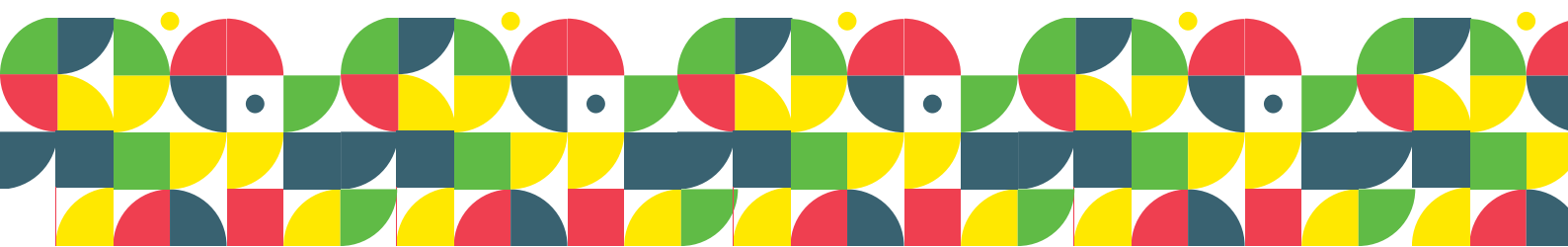
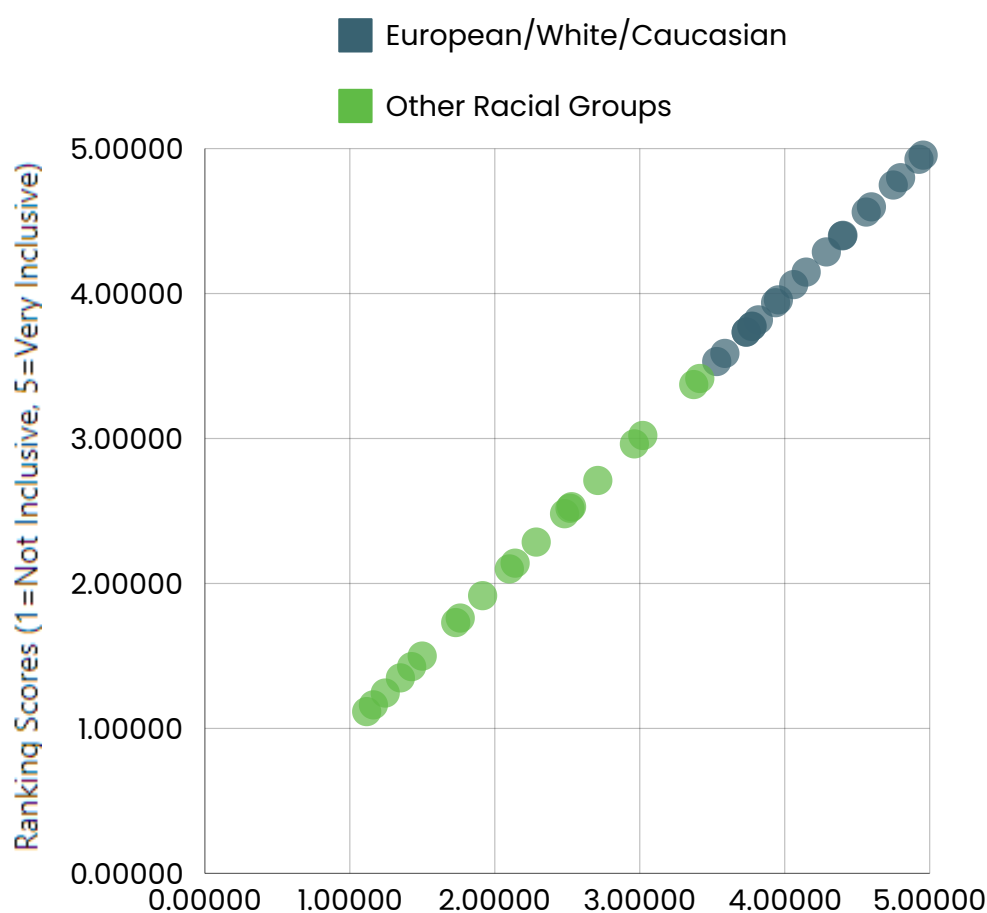


CORRELATIONS

10

Please note that, given the sample size and nature of the questions, some assumptions with statistical analysis may technically have passed, but are of limited strength – much of this is addressed in the Limitations section.

Respondents were asked to rank their experience with local LGBTQIA+ community groups and their inclusion of cultural identities in the organisation and its governance. A Point-Biserial analysis shows that there is a strong ($r=.72243$), statistically significant ($p=.00105$) relationship between a respondent reporting their racial group as 'European' or 'White/Caucasian' and reflecting a higher ranking (such as Somewhat or very inclusive and culturally informed) when compared to all other reported racial groups who typically reported 'Not at all inclusive', 'Needs Improvement' or 'Neutral'.



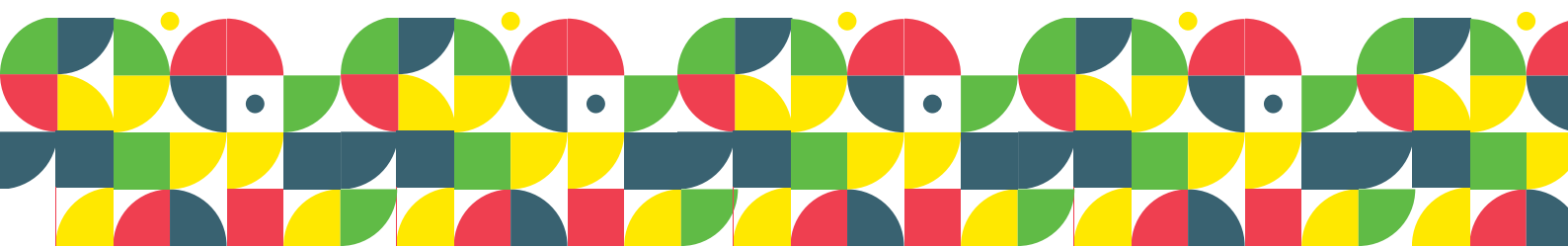
CORRELATIONS

CONT.

11

Respondents were also asked what services they access as it relates to their LGBTQIA+ identity. There is some evidence to suggest that gender diverse respondents access a greater number of support services than their fellow community members. Nuance in how this question can be answered, and because of values present that could be considered outliers this correlation could be understood in more than one way. With that in mind, a conservative analysis would suggest that there is a moderate strength positive correlation ($r=-0.49$, $p=.05$) between being gender diverse, and accessing a greater number of support services. As this is an uncertain p-value and the moderate correlation is present this is an area for greater exploration in future surveys.

Also examined were potential correlations in answers based on age, time lived in Australia, effectiveness of services that respondents had engaged with, and current feelings about connection to community. Because of the smaller data set no meaningful correlations could be drawn on the basis of some of these additional answers. Some of these may have real-world correlations and could reasonably be assumed to be so (e.g. someone living in Australia for less than a year is more likely to feel socially disconnected) however given the size of the sample and the type of questions asked, more information cannot be determined here. When designing future surveys it may be worth developing some more narrow questions in terms of types of answer available (rankings) and more specific selection options.



RESPONDENT REFLECTIONS

12

Informal sentiment analysis has been extracted from respondents' free-text answers, which give insight to services that may be seeking to understand how to shape their service. Respondents who gave feedback highlighted that LGBTQIA+ organisations could support this intersection of community in a number of ways with some reasoning expanding on their experience and suggestions.

More community events (n=4)

Respondents who selected this option consistently highlighted the need for visible events that could be participated in, noting that events occurring are not always widely known. The desire for events other than 'common' events (eg. pizza party, games night) was also requested.

Better communication channels (n=4)

Better communication channels included a series of suggestions that LGBTQIA+ organisations may be interested in taking on board. These include: considering using different platforms based on target audience (respondent highlighted that different countries of origin often use different social media platforms); consideration for language barriers in the communication platforms chosen; and engaging with target audiences to learn and grow the communication channel in a system of continual learning.

Support groups (n=6)

Requests for support groups were the most selected and also the answer with the least open ended feedback. More narrow feedback included desire for community centers, support systems with a good understanding of affirmative action and cultural differences, support systems open outside office hours, and support systems geared to all ages.

Inclusive policies and practices (n=3)

Respondents highlighted that there is a need for education in organisations' understanding of cultural differences, including but not limited to complex family dynamics and social belief systems. It was noted that having enthusiastic support for migrants in a directly helpful way would also be of great benefit. It was also suggested that having a direct way to link migrant services to LGBTQIA+ services would be helpful.

SURVEY LIMITATIONS

While the survey provided valuable insights, several limitations should be acknowledged to provide context for interpreting the findings.

Reach

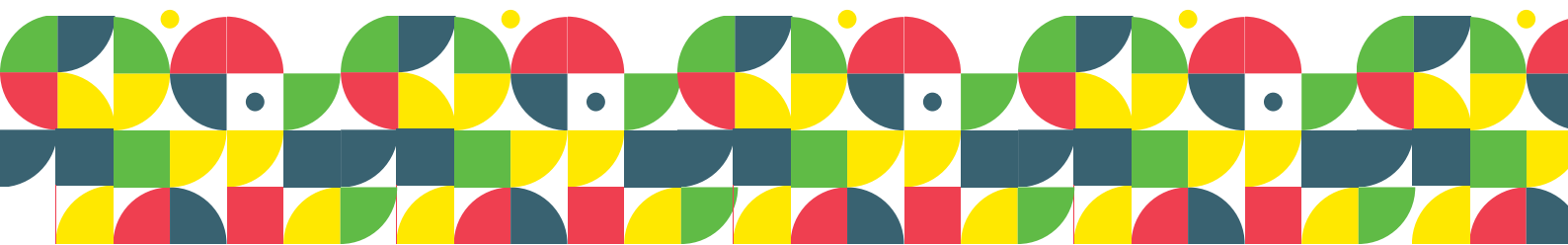
The survey targeted a highly specific and diverse group: LGBTIQA+ individuals who are also second-generation immigrants, international students, refugees, asylum seekers, skilled migrants, and partner and family visa holders. Reaching this group posed significant challenges due to its relatively narrow focus and the dispersed nature of these communities across Western Australia. Despite extensive promotional efforts, including advertising in local newspapers across Albany, Geraldton, Mandurah, Perth, Fremantle, Joondalup, and Stirling, many potential participants may not have encountered the survey. This could have impacted the representativeness of the results.

Access and Safety

A critical barrier to participation was ensuring safety for respondents. For some individuals, disclosing their LGBTIQA+ identity or providing personal insights—especially within the context of migrant or multicultural backgrounds—can be risky. Family and domestic violence (FDV), social stigma, and fear of being outed may have prevented some individuals from engaging with the survey.

Capacity to Respond

Other factors, such as limited access to technology, irregular internet connectivity, or competing priorities, may have hindered participation. Many individuals in this target group face challenging life circumstances, including financial stress, precarious housing, and the demands of adjusting to a new cultural environment, which could limit their ability to respond.



SURVEY LIMITATIONS CONT.

14

Language Barriers

Language barriers also played a role in limiting access. Although efforts were made to ensure the survey was culturally appropriate including accessing the survey on different languages, participants from non-English-speaking backgrounds may have found it difficult to engage fully with the questions. Future iterations of the survey could enhance accessibility by offering multilingual options directly at the start, eliminating the additional step of requiring participants to email for a translation.

Distrust of Unfamiliar Sources

For some respondents, particularly refugees, asylum seekers, or individuals from regions with histories of persecution, there may have been a distrust of providing personal information to unfamiliar organisations. This hesitation could have limited participation or influenced the completeness and honesty of responses.

Time Constraints

The survey was open for a limited period of 26 days, which may have constrained participation. While this timeframe allowed for some meaningful engagement, it may not have been sufficient to reach individuals who are harder to contact, those with busy schedules, or those who needed more time to build trust and consider participation. A longer survey period in future iterations could help address this limitation.

By recognising these limitations, we aim to approach the findings with a nuanced understanding of their scope and to identify areas for improvement in future surveys. Despite these challenges, the insights gained remain valuable and serve as a foundation for addressing the unique needs of multicultural LGBTIQA+ individuals in Western Australia.



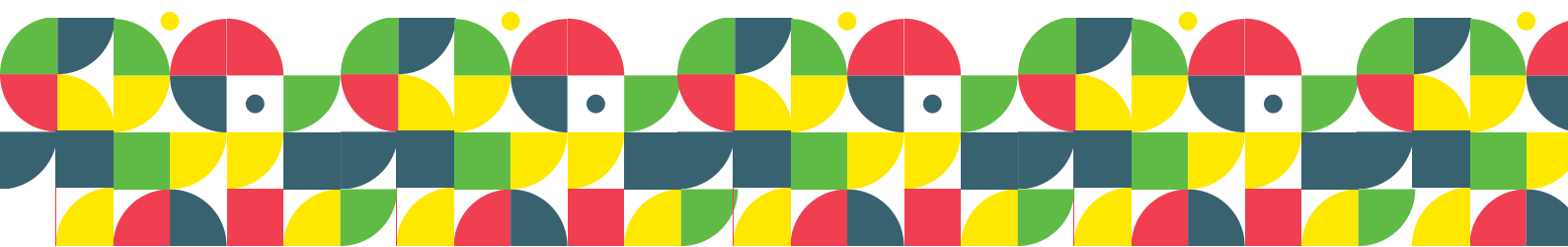
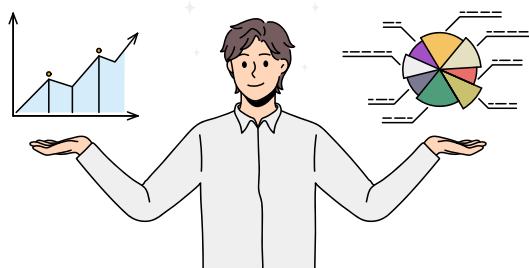
STATISTICAL LIMITATIONS

15

Given the difficulties with reach and access, only a small sample size was able to be gathered. Given that the target group for respondents is expected to be relatively small (estimated <90'000) and this intersectional group is known to be underserved, an element of consideration must be given to the fact that this is to be expected in the current state. That is to say, there is an expectation of a smaller sample size for this type of study.

Because this is the first survey of what will hopefully be annual surveys, questions were unable to be geared to more narrowly understand the topics that were being targeted. As such, limited statistical analysis can be done to result in quantifiable outcomes as part of the analysis. Summary statistics give a good insight to the broader views of the respondents and can give a loose system of correlations between lived experiences and desired changes or outcomes.

Sentiment Analysis as a tool can cover a wide range of possible classifications, understandings and methods. Given that the context of this study focuses on respondents who come from a multicultural background, and given that the survey is a single-round event, it is of limited usefulness to try and add complex classifications to responses without introducing bias and reducing confidence. Because of this a very broad approach is taken to minimise introduction of error into understanding. Something that may be done to reduce this in future it to separate out feedback into rank/free-text pairs, where part a is a finite ranking or yes/no question, and the free-text provides a chance to expound upon the answer.



RECOMMENDATIONS

16

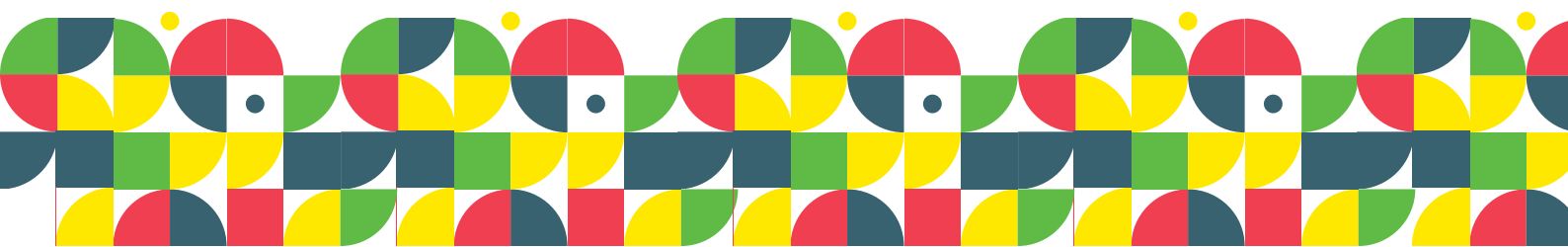
Opportunities presented by this survey are extracted mostly from the individual open-form responses that have been given, and partly from analysis of correlations between participant demographic and their reported experience.

Organisations that are involved in the LGBTQIA+ space may see benefits by adding additional communication channels and languages where they do not currently exist. It is worth noting that many LGBTQIA+ services do not currently offer information in any language other than English. Using these channels to extend event invitations further may enable participants from far afield to join in. Further, consideration may be given to including alternative communication channels other than was commonly used in Australia – examination of social media norms in CaLD cultures could reveal opportunities not previously utilised.

Respondents also had a desire for services they accessed to have a greater understanding of their cultural background. Some of this has been reflected in respondents' difficulty in balancing their cultural identity with their LGBTQIA+ identity. Further, respondents highlighted that many negative experiences they have had with services is the lack of understanding of their cultural context and background. Points of contact for organisations to build relationships and training for include: services that specifically target migrants, international students, legal services, sexual health services, and social cultural centers.

Further study and surveying will be required to fully understand how the current landscape does and does not fully reach and support culturally and linguistically diverse individuals in Western Australia.

Exploration should be done into expanding the data set – an estimated sample size of approximately 383 respondents may be able to provide a statistically representative sample if other design elements of the survey are also considered. Further surveys may also be expanded to include questions that more narrowly rank systems they are or have accessed.



KEY RESPONDENTS

17

QUOTES

Quotes On Positive Experiences:

"A health service ran gay men's peer education and peer support workshops, which were immensely helpful. I got involved as a peer education volunteer and facilitator, which contributed to my own growth journey."

"A local program has been incredibly supportive. My case worker never pigeonholed me and instead celebrated my strengths beyond my identity, understanding how my background shapes the way I see things."

Quotes On Challenges:

"While walking the streets, I don't see LGBT couples holding hands, so me and my girlfriend are quite scared to even hold hands in public."

"There is prejudice and discrimination against gay people in my cultural community. At work, I have sometimes been confronted with racism and homophobia; exclusionary behaviour is common."

Quotes On Inclusivity and Community:

"The local Queer groups I've visited aren't very intersectional. I always leave feeling unwelcome, as they seem geared toward a certain demographic. The inclusivity feels like a liability to them."

"I wish there were more intersectional events focused on queer people of colour. LGBTIQ+ services need to better celebrate inclusivity beyond corporate pandering."

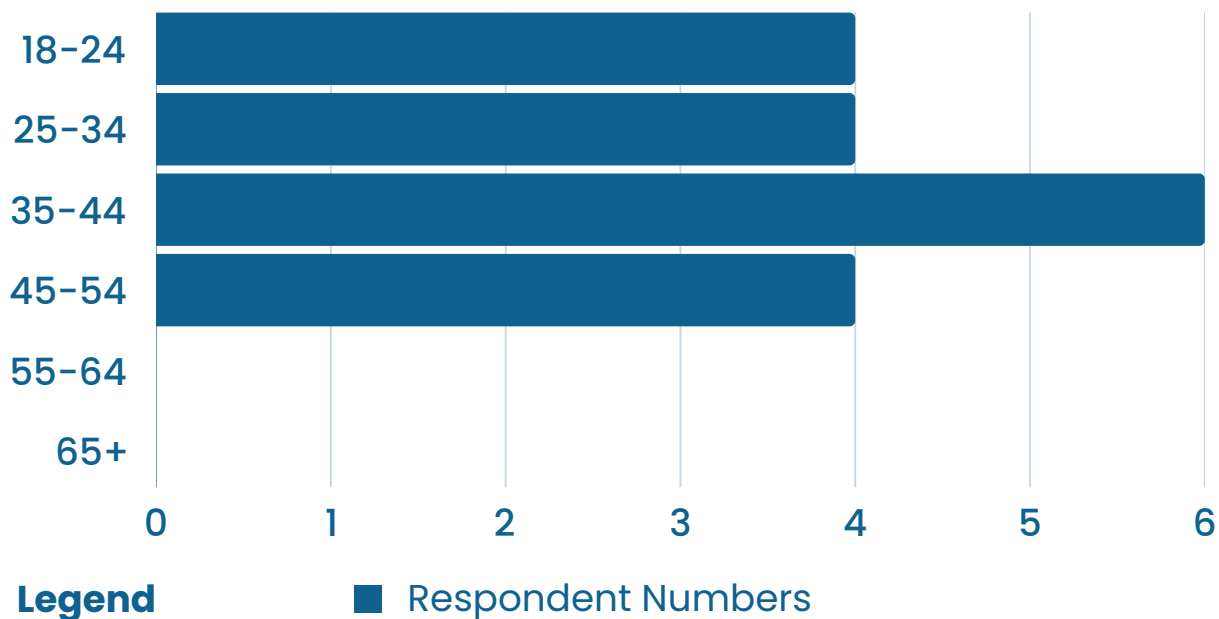


KEY RESPONDENTS

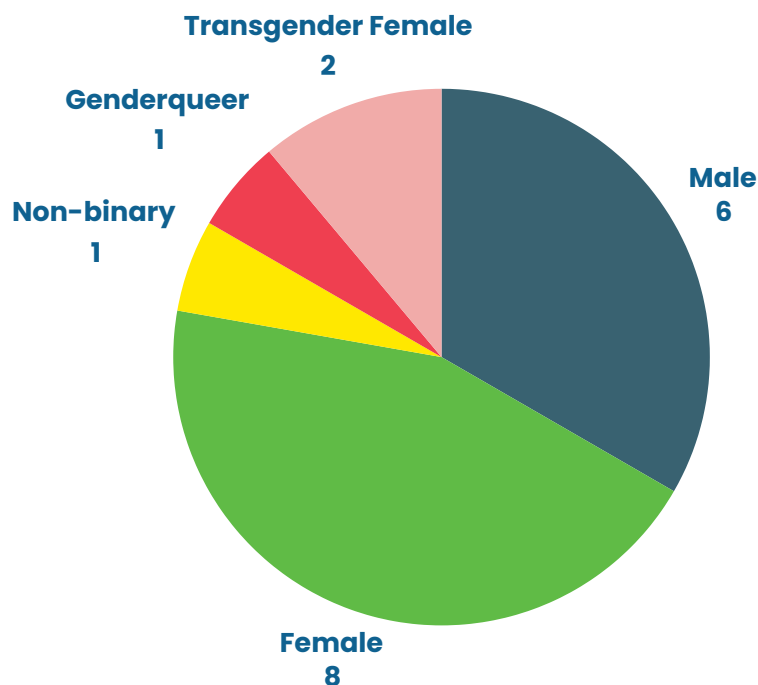
CHARTS

18

Age Distribution of Respondents



Gender Identity Data

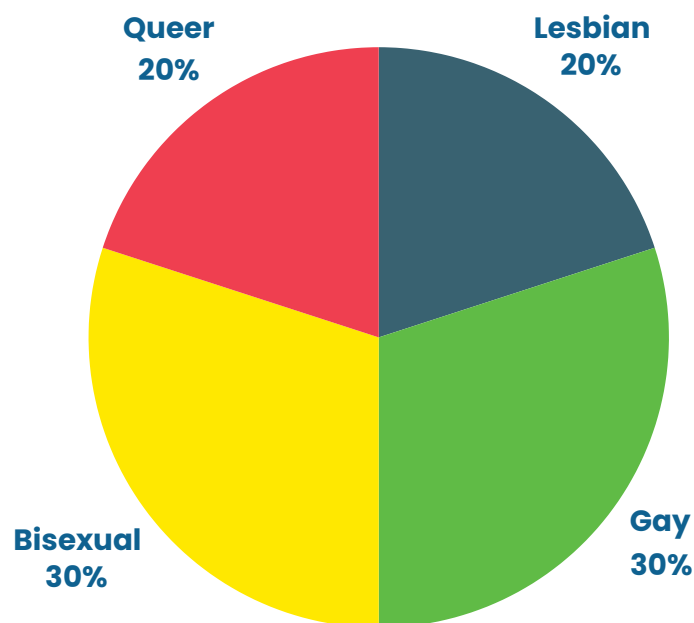


KEY RESPONDENTS

CHARTS

19

Sexual Orientation Data



Top 3 Challenges Faced



CONCLUSION

20

The findings from the Annual Western Australia Wide Survey on the Needs and Challenges of LGBTIQ+ Migrants 2024 offer valuable insights into the lived experiences of LGBTIQ+ individuals from diverse cultural backgrounds across the state. Despite the resilience and resourcefulness of these individuals, the survey highlights the challenges faced in balancing their cultural identity with their LGBTIQ+ identity. The survey highlights the need for the inclusion of diverse cultural identities in LGBTIQ+ services.

As part of the Over The Rainbow project, this survey underscores the importance of culturally sensitive and inclusive policies to address these challenges and foster a stronger sense of belonging within the LGBTIQ+ community. Moving forward, there is an urgent need for services that truly reflect the intersectionality of the LGBTIQ+ migrant experience, creating spaces where all identities are embraced and supported.





Umbrella

Multicultural Community Care

THANK YOU

**Primary Address**

39 Abernethy Road,
Belmont WA 6104
Australia

**Secondary Address**

234 Great Eastern
Highway, Ascot WA 6104
Australia

**General enquiries**

(08) 9275 4411

**Email**

f.kule@umbrellacommunitycare.com.au

**Website**

www.UmbrellaCommunityCare.com.au

