

**Open Doors
Action Research Report 2008**

**There's No Place Like Home:
An Investigation into the Health and
Housing of Queensland's Lesbian, Gay and
Bisexual Young People**

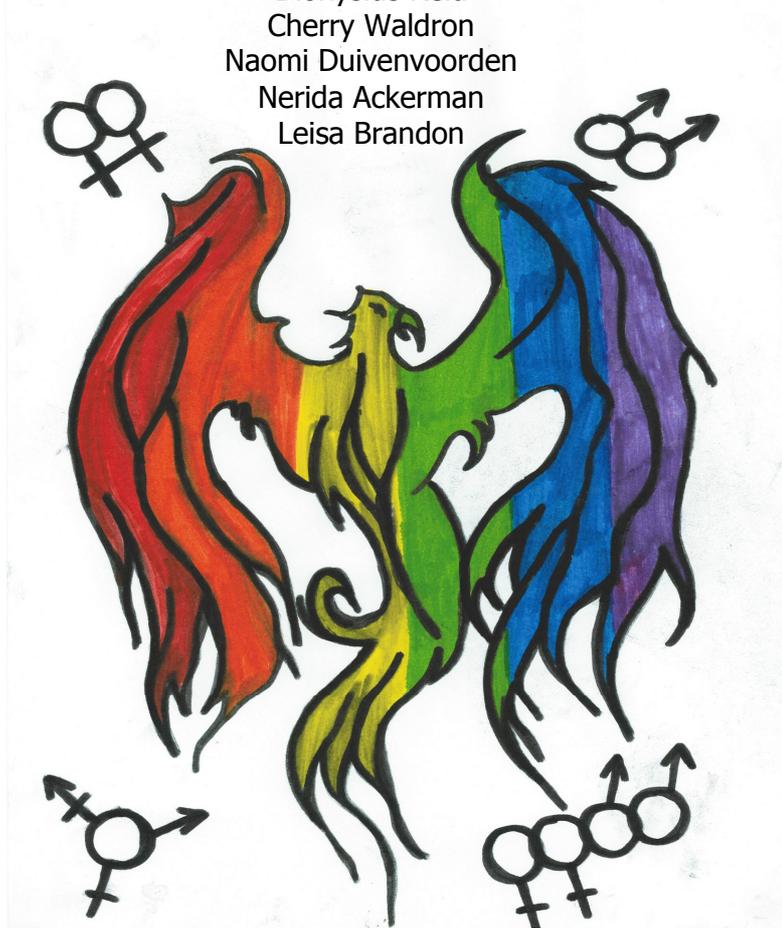


Open Doors Youth Service Inc.

Open Doors Action Research Report 2008

There's No Place Like Home: An investigation into Action the health and housing status of Queensland's Lesbian, Gay and Bisexual young people

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Thank you also to Dr Lynne Hillier who generously took time from her busy schedule to write the foreword and to Senator Claire Moore and her staff for their generosity and assistance in the printing of this report.

ABOUT OPEN DOORS YOUTH SERVICE INC.

Open Doors Youth Service Inc. has operated since 2001 and provides early intervention services that relate to youth homelessness, and risk factors thereof, within the greater Brisbane area. Its client population are young people aged 12-18 years who identify as lesbian, gay, bisexual and/or transgender (LGBT), or who are unsure of their sexual orientation or gender identity. The families of such young people are also clients.

Open Doors values and celebrates the legitimacy of LGBT identities and the diversity within LGBT communities. Holistic, innovative and dynamic services are employed which assist young people in creative, accessible and culturally appropriate ways. Open Doors is committed to challenging homophobia, stereotypes and discrimination. Across Queensland, Open Doors provides community awareness education, and training to other services, in order to improve communities' capacities to respond to young LGBT people's needs.

Open Doors provides:

- Assistance with accessing accommodation, employment, education, training and support to access appropriate health services;
- Support and information to the families and support networks of young people to enhance relationships and understanding, enabling young people to remain in the home environment, or at least maintain positive contact;
- Individual counselling and support to young people exploring issues of sexuality and gender identity; and
- Sector and community development to services and communities in Queensland to increase their connection to and support of lesbian, gay, bisexual and transgender young people.

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FOREWORD

Open Doors is one of Australia's unique, vital and irreplaceable institutions which champions the cause of a group of young people who are both vilified and neglected in their communities. We are, in 2008, in the very middle of a wave of social change that carries with it the promise of acceptance and inclusion for people of all sexualities. However, integral to social change is struggle and in this report by *Open Doors* we see a terrible struggle in which the worst of society's behaviour is manifested against young people who are same sex attracted. We have learned from this important report with 164 same sex attracted young people that homophobic abuse is commonplace in many aspects of their lives, especially at school. We have also learned that abuse like this has negative impacts with young people feeling unsafe, being frightened and understandably, missing school. We learn from young people in this report that school is also neglectful, with 89% reporting not receiving adequate sex education. These findings reflect what is happening in other states of Australia and represents gross violations of schools' duty of care and young people's right to a safe, inclusive and relevant learning environment. I commend the young people who took part in this research and who gave so generously of their experiences because it is their voices that will make a difference. I also congratulate *Open Doors* for producing another fine piece of research which helps these young people's voices be heard. Finally I am comforted by the work of organisations and people like *Open Doors* who literally save the lives of same sex attracted youth by helping them to find community, develop trust and learn that they are not alone.

Lynne Hillier

Dr Lynne Hillier
Senior Research Fellow
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EXECUTIVE SUMMARY

Lesbian, Gay and Bisexual (LGB) young people endure discrimination and prejudice which is associated with their greater rates of homelessness, early school drop-out, social isolation, emotional distress, suicide and self harm.

The Open Doors Action Research Report 2008 examines the health and housing statuses of Queensland's LGB young people aged 12-20. 164 participants completed an anonymous online survey which collected details about their demographic characteristics (such as age and location), health and housing. The average participant was 17 years of age, attending school, and sexually active, which makes the research findings particularly relevant to high schools and sexual health services. 98% of participants were certain of their sexual orientation and 49% had become comfortable with their sexuality before the age of 15.

LGB young people reported high levels of discrimination, harassment, bullying, abuse and social alienation at school, home, and in their communities. Given that LGB young people reported extensive maltreatment and lack of support, it is unsurprising that they also reported high rates of self harm, suicide ideation, suicide attempts, and substance use. Nonetheless the rates were startling – within the past 12 months 37% of LGB young people had attempted suicide, 82% had considered suicide, and 59% had self harmed. It is imperative that Queensland's communities, families, services and schools become more accepting and supportive of young LGB people.

Schools were a significant source of distress for LGB young people. 81% had been bullied for their sexuality at school but only 12% reported that the school took action to stop the bullying. Bullying not only came from students; adults such as teachers, school administrators and parents also bullied LGB students. Diverse forms of bullying and harassment were employed. Many young people felt so afraid at school that they had missed over two school week's worth of classes to ensure their safety. Clearly current school anti-bullying measures do not adequately protect LGB students and Education Queensland need to take further actions to ensure LGB students are safe at school.

Sexual health education at school was also found to be inadequate; while two thirds of LGB young people reported that they had engaged in sex, only 2% reported that their sexual health education provided them with enough information for them to know how to practice safer sex. It is essential that LGB young people are provided equal opportunity to their heterosexual peers to learn about safer sex.

Over one third (34%) of LGB young people collectively reported that they had endured sexual abuse, which is substantially higher than the generally reported 25% of young women and 17% of young men.

In regard to drug use LGB young people reported they used alcohol and marijuana most frequently. 89% of LGB young people reported that drank alcohol and 29% of LGB young people reported that they smoked marijuana. Most alarmingly 71% of LGB young people reported that they would drink to get drunk with 34% reporting that they drank weekly. High rates of mental health diagnoses (34%) were also reported.

It is hoped that this research report will provide impetus for improving service provision towards LGB young people, particularly in regard to their emotional wellbeing, school lives, social connectivity, sexual and physical health, and accommodation.

1 PROJECT BACKGROUND

Lesbian, Gay and Bisexual (LGB) young people remain marginalised within Australia, and, in comparison to non-LGB young people, experience higher rates of:

- Homelessness
- Early school 'drop out'
- Isolation from supportive relationships
- Distress relating to others' homophobia, biphobia and/or transphobia
- Suicide and self harm

(Australian Research Centre for Sex, Health and Society (ARCSHS 2005))

Open Doors is the only fully funded Queensland support service targeting LGBT young people and their families. Few studies document the issues faced by Queensland's LGBT young people, despite the documented difficulties faced by LGBT young people in general, resulting in a paucity of research to inform Open Doors' service delivery. Furthermore, a high volume of Open Doors clients present at drop in sessions, but do not engage in ongoing individualised support. Therefore, without research, Open Doors staff are unable to ascertain a detailed understanding of the experiences and difficulties of LGB young people with whom staff do not engage with intensely.

2 THE 2008 OPEN DOORS RESEARCH PROJECT

2.1 THE RESEARCH PROCESS

In Reconnect, like many FaCSIA [Department of Families, Housing, Community Services and Indigenous Affairs] programs the issues faced by clients and service providers can be complex. This often means that there is little time set aside to reflect on and improve existing activities and outcomes for clients. Action Research provides services with an ongoing active research process based on cycles that enables them to systematically examine their current work practices.

Action Research is the mechanism in the Reconnect Program for improving early intervention practice and in turn, improving the outcomes for the young people at risk and their families.

(Department of Families, Housing, Community Services and Indigenous Affairs [FaCSIA] 2008).

Open Doors Action Research Report (2008) represents Open Doors' annual Action Research for 2007/08, and documents many issues faced by Queensland's Lesbian, Gay and Bisexual (LGB) young people. The purpose of *Open Doors Action Research Report (2008)* is to gain an understanding the lives of Queensland's LGB young people aged 12-20, who may require the services Open Doors provides, in order to guide Open Doors' service provision. Such research assists Open Doors to reduce homelessness and social disconnection amongst its LGB young people. Further research is planned for 2009 in which the issues faced by Transgendered young people will receive thorough examination.

The research process for *Open Doors Action Research Report (2008)* is based upon FaCSIA's Reconnect's requirements for Action Research (see FaCSIA 2008), rather than the requirements of research published in academia. FaCSIA defines the essentials of Reconnect Programme Action Research as:

- *a commitment to including clients in the processes surrounding service improvement. Clients have first-hand knowledge about what makes a service responsive and effective. So, as a minimum, clients' views should be taken into account when planning improvements;*
- *a commitment to including other local services and community members who could play a role in developing local early intervention capacity; and*
- *the use of cyclic phases made up of planning, action, observation and reflection.*

Action Research should also be used as a tool for improving practice with clients and in local contexts, rather than as just a research tool per se[...]

Participatory Action Research is not about getting a consultant to do all the research or delegating Action Research to one person. It is about using the experiences of clients and other stakeholders and it is different to traditional research.

Participant data was collected via a written survey so that a large number of responses could be acquired. The survey was available at Open Doors, and on the Open Doors website, over an 11 month period of November 2006 until September 2007. Data collected was predominantly quantitative to provide Open Doors and other organisations with a demographic understanding of the characteristics, health and circumstances of Queensland's LGB young people who are, or are at risk of, homelessness and social disconnection. Multiple choice questions were used to collect the quantitative data about the identifying characteristics (for instance age and gender), health, school experiences, sexualities and housing circumstances of participants.

Collection of only quantitative data through asking multiple choice questions would have limited informant's ability to communicate complex or diverse components of their behaviours, experiences and identities. The survey also collected some qualitative data to ensure a more nuanced understanding of the lives of LGB young people.

180 participants provided responses to the survey, of which 164 were valid and used. The 16 unused responses were classified as invalid because they were blank, from respondents outside of Queensland, or from respondents aged older than 20 years. Participants were self selecting and therefore it cannot be ascertained how representative the participants were of all actual and potential Open Doors clients.

2.1 RESEARCH QUESTION

Open Doors Action Research Report 2008 asks:

How does the mental and physical health status of Queensland's lesbian, gay, and bisexual young people aged 12-20 years, who are in contact with Open Doors, associate with the degree to which they have stable and engaged living situations?

Whereby a stable and engaged living situation is defined as one in which a person has:

- Secure access to safe accommodation
- Connections with their community which they find meaningful and adequate
- Supportive and open relationships with other individuals, and
- Participation in activities which contribute to their long term financial stability, for instance participating in education, training, or a job.

3 LGB YOUNG PEOPLE IN QUEENSLAND

3.1 PERSONAL DETAILS

Statistically, the 'typical' participant was an urban 17 year old gay or lesbian young person, who was still at school, sexually active, and was comfortable with their sexuality. Such a participant cohort makes the Open Doors 2008 survey data particularly relevant to high schools, and other services which engage with LGB young people close to the ages of legal consent for sex (18 for anal sex and 16 for other forms of sex).

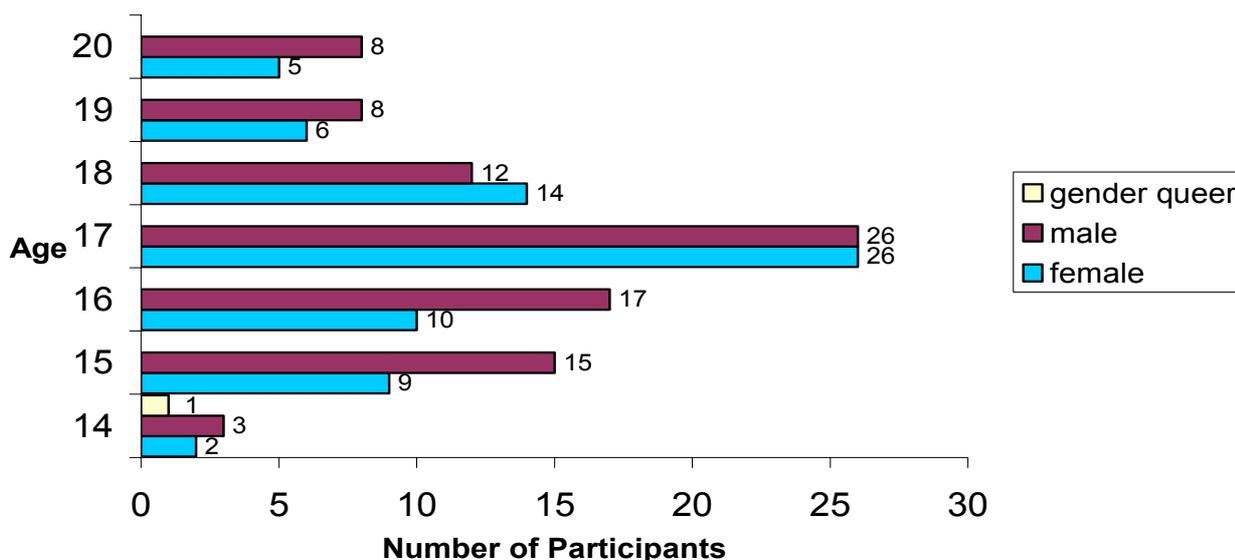
Nearly half of participants did not feel that they belonged to, or were a part of, their town or community.

3.1.1 Participants' Age, Gender and Urban/Rural Distribution

Study data most accurately depicts those potential and actual clients who are older teenagers from urban areas. The number of females surveyed was comparable to, but slightly lower than, the number of males surveyed.

The LGB young people targeted for the survey were aged 12-20 years, however, all participants were between the ages of 14-20 years. Participants' modal age was 17 years, and mean age was 17.1 years, meaning that this study provides most detail about potential and actual clients close to the upper age limit for our service provision. 54% of participants identified as male, 44.5% identified as female, 0.6% (n=1) identified as gender queer, and 0.6% (n=1) responded that their gender was not applicable ('n/a').

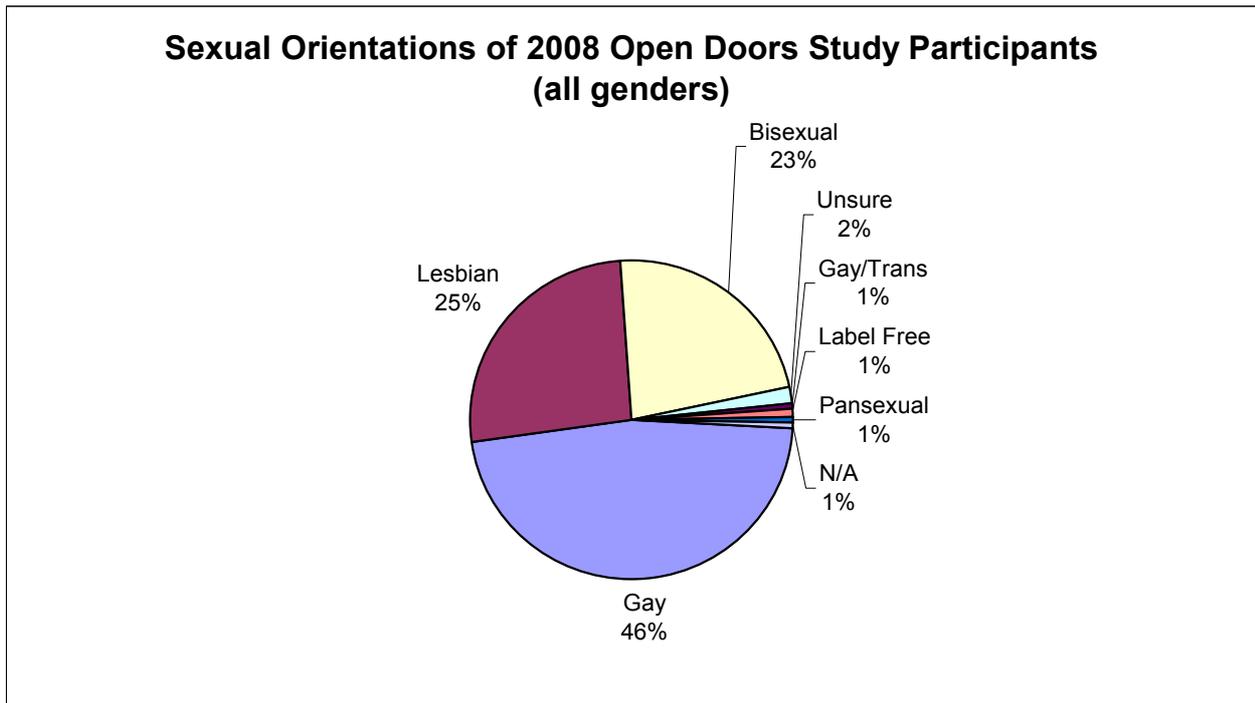
Ages of 2008 Open Doors Study Participants



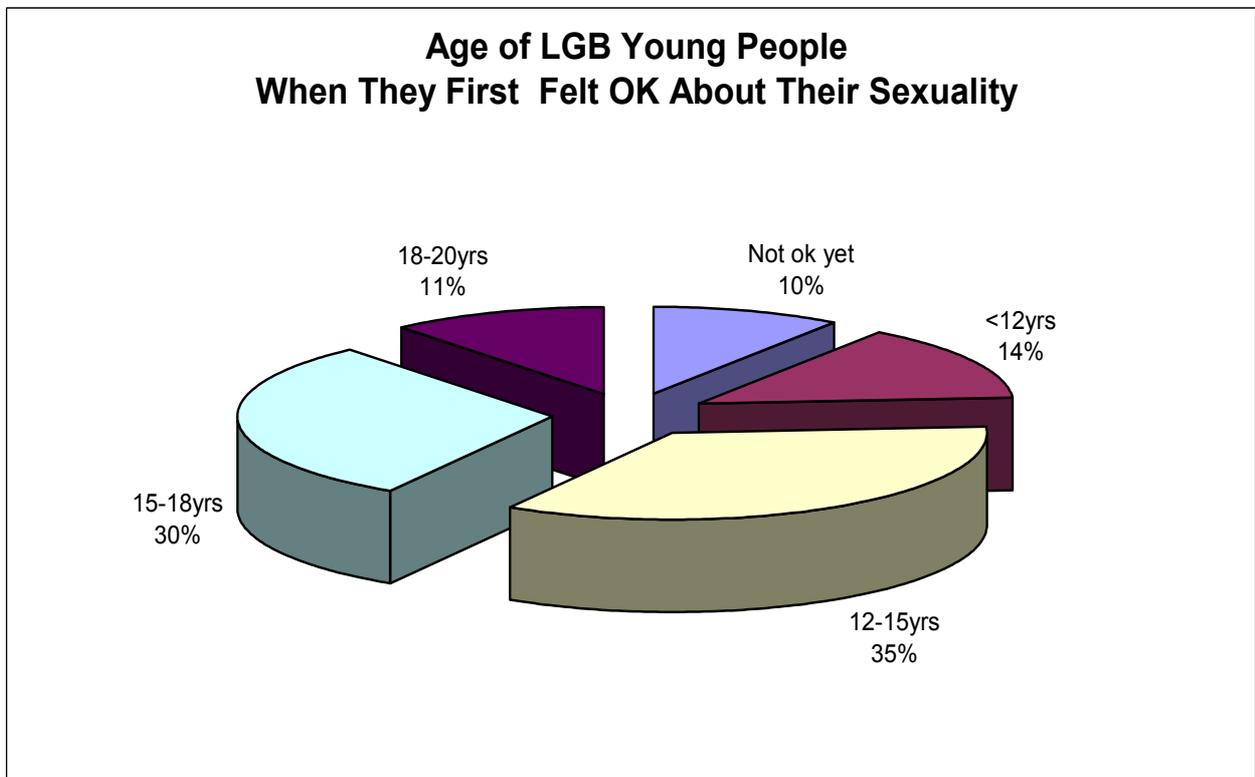
Most participants (89%) identified themselves as being from an urban area and 10% identified themselves as being from a rural or remote area.

3.1.2 Sexual Orientations of Participants

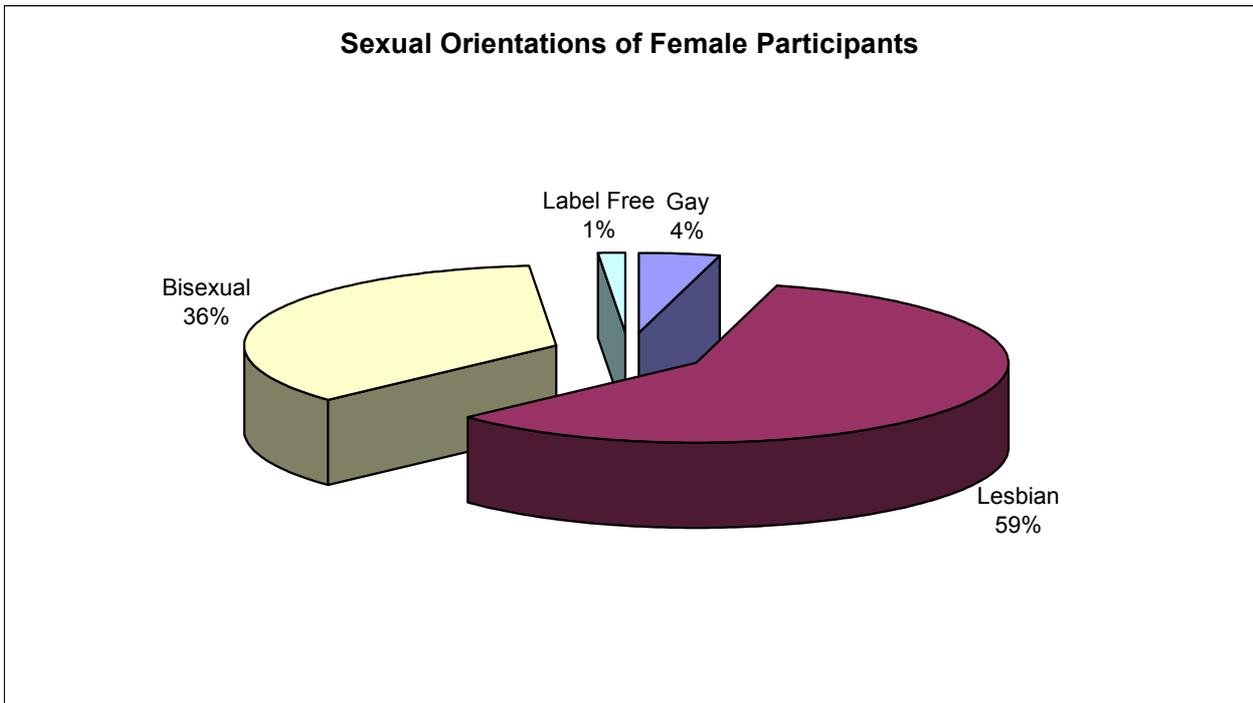
The survey enabled participants to identify themselves as gay, lesbian, bisexual, or other, and those who categorised themselves as other were provided opportunity to state how they identified themselves. Nearly three quarters of participants (72%) identified as gay or lesbian and nearly one quarter (23%) identified as bisexual. 98% of participants were certain of their sexual orientation. This challenges assertions from many schools that high school students do not yet have a firm sexual identity and that lesbian, gay and bisexual identities are only found amongst adults.



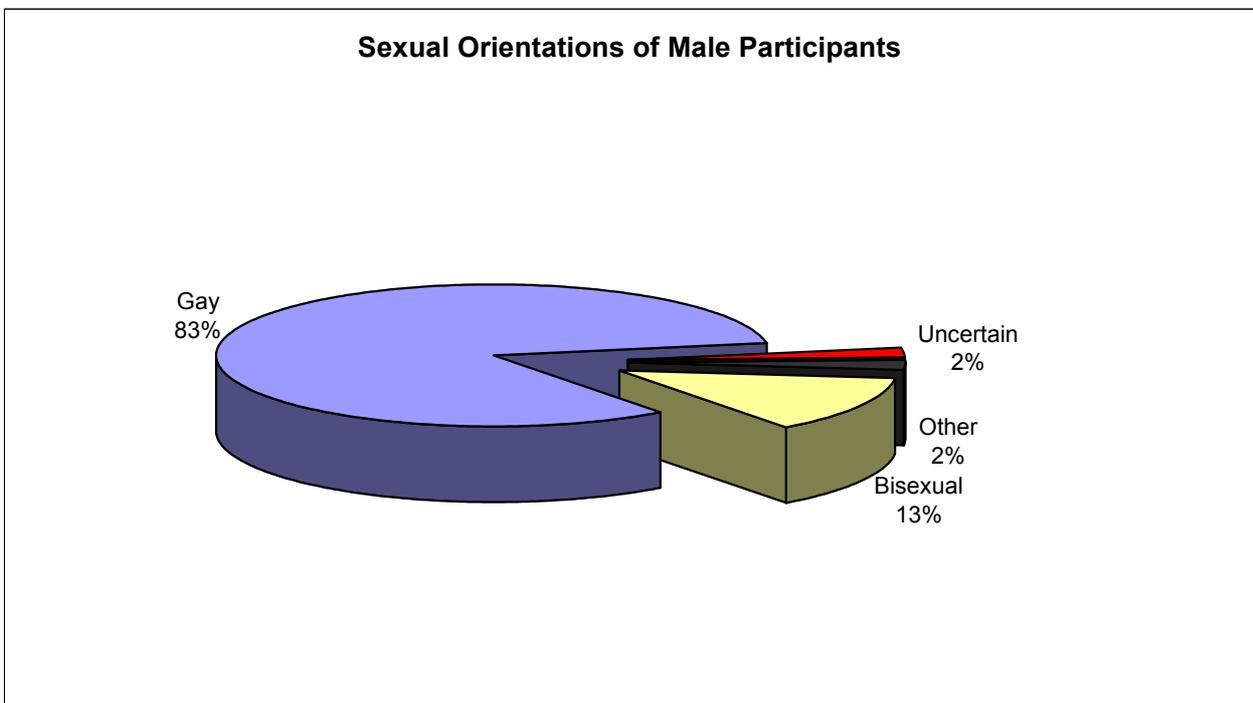
Nearly half of participants (49%) knew of, and 'felt ok' about their sexuality before the age of 15, and 14% had this understanding and self-acceptance before the age of 12:



Females reported the following identities:

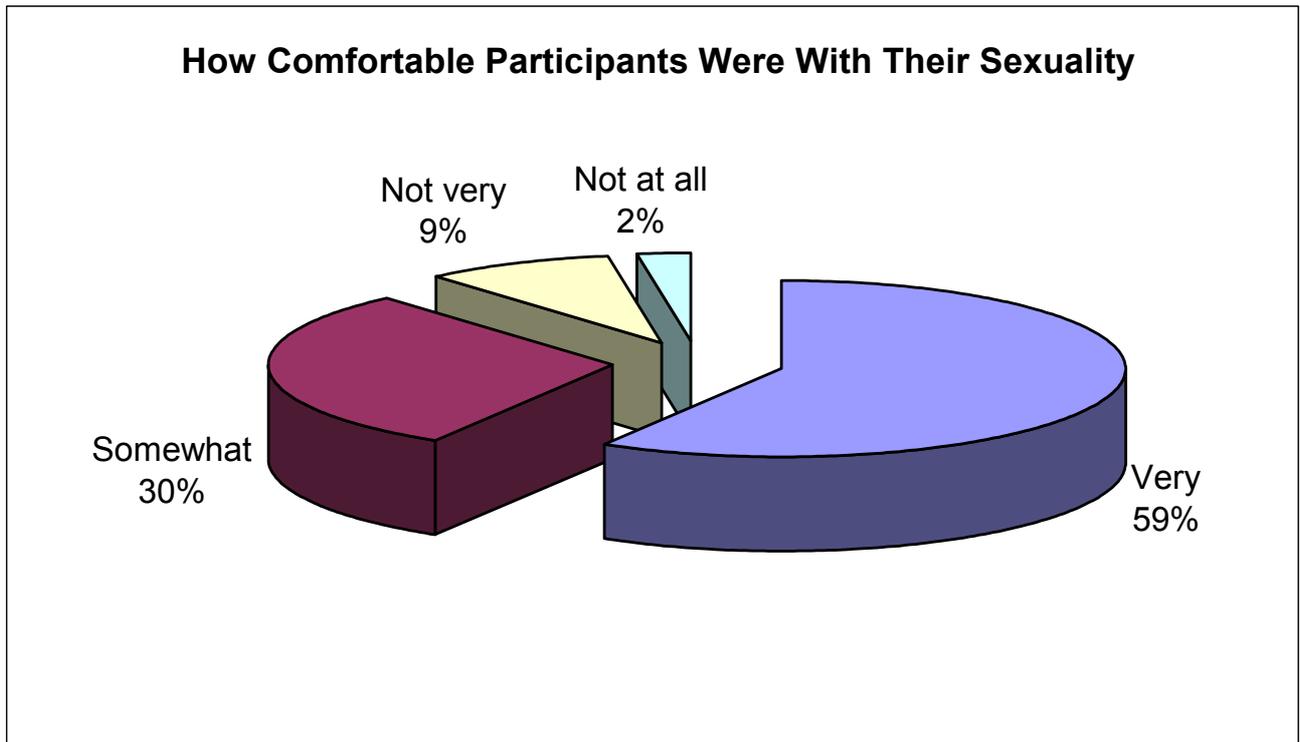


Males reported the following identities:



It is uncertain why more than three times as many bisexual females than males decided to become study participants.

Nearly three in five participants reported that they were very comfortable with their sexuality:



Nearly all (92%) participants had told ('come out' to) at least one person about their sexual orientation. Given the high rate of coming out amongst LGB young people now, it is important that services that engage with young people are able to assist those who have come out or are considering taking this action. Such assistance, for instance which supports LGB young people if family and friends react to them with homophobia, would help LGB young people to maintain positive relationships with family and friends, and engagement with their education or profession.

3.1.3 Work and Study

Participants were asked about their current educational and work activities. A multiple choice question format provided the responses of at school, looking for work, working, university, TAFE, Apprenticeship, and other (with space beside 'other' for participants to identify their activities). The following responses were obtained from participants:

- 50% were at school
- 22% were working
- 15% were looking for work, of which
 - 4% were also at school
 - 2% were also at TAFE
 - 1% were also at University
- 9% were at University
- 7% were at TAFE
- 1% were school leavers
- 1% In an Apprenticeship
- 1% Looking for an Apprenticeship
- 1% n/a

It is important that service provision caters appropriately to LGB young people who engage in a broad range of educational or work-related activities.

3.1.4 Access to other LGB-supportive organisations

To the question "Have you ever experienced a lack of information/support from an organisation /service because of your sexuality?", 62% of participants said 'no', 36% said 'yes', and 2% did not respond.

Participants were asked "Have you had contact with any organisation that supports same sex attracted young people?", to which 82% of participants responded 'yes', and 17% reported no such contact. This suggests that most participants had not had contact with Open Doors aside from via the organisation's website.

Participants were also asked "When thinking about your sexuality, do you feel comfortable going to services that are not LGBT specific?", to which 74% said they felt comfortable, 22% said they felt uncomfortable, and 4% did not respond. Young people to whom Open Doors provides individual assistance frequently articulate discomfort when accessing non-LGBT specific services. Young people to whom Open Doors provides individual assistance are, on average, more disadvantaged than those with whom we have contact via drop-in. Therefore, given that 74.3% of participants were not uncomfortable accessing non-LGBT specific services, it is possible that the participant cohort of this study is less disadvantaged than those young people Open Doors helps as individual young people.

The over one in five participants (22%) who felt uncomfortable about accessing non-LGBT specific services were asked to articulate the reasons for their discomfort; responses were

themed, coded and cross-checked by two researchers. Principal reasons participants stated for their discomfort in accessing non-LGBT specific services were their:

- Fear of discrimination
- Fear of abuse
- Fear of being judged
- Fear of being outed
- Fear of experiencing homophobia
- Fear of not being understood
- Fear of not being accepted
- Fear of not being believed that they are gay
- Unspecific discomfort
- Lack of self confidence

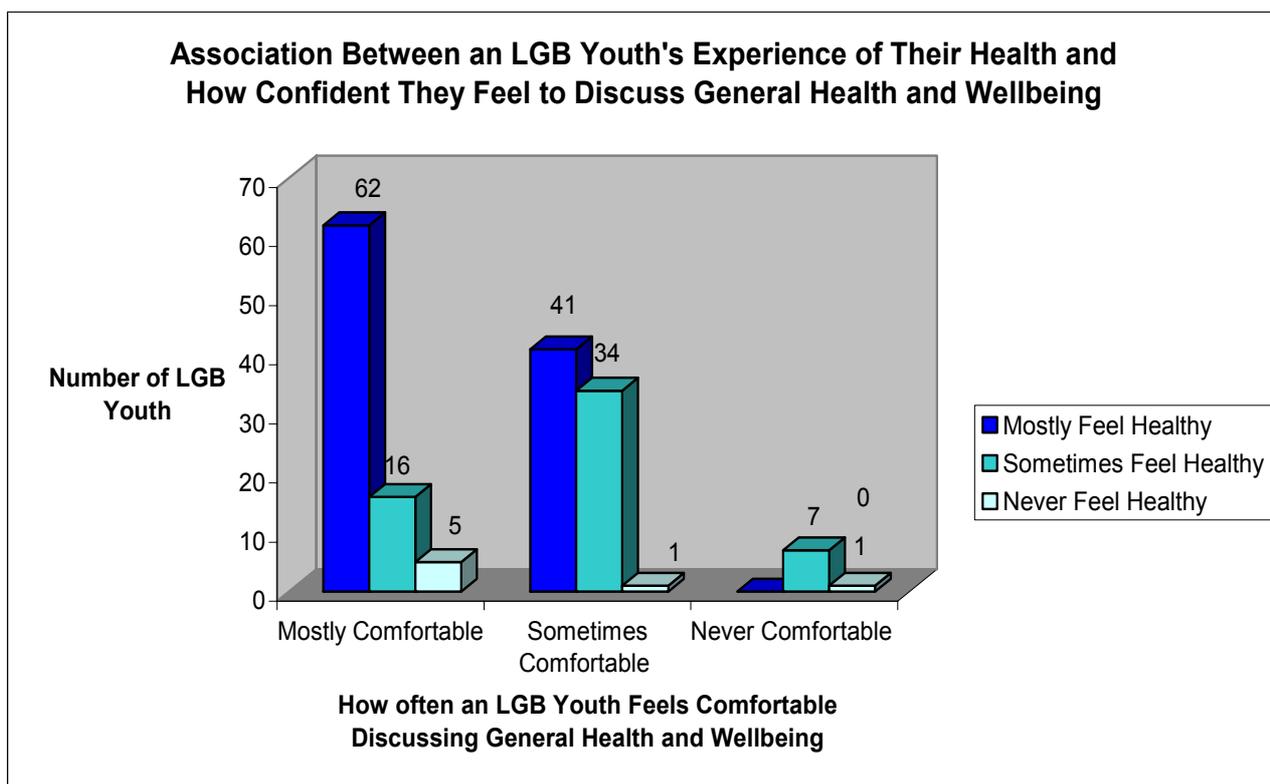
It is important that the reasons for LGB young people's discomfort in accessing non-LGB specific services is further investigated so that these services become more accessible to LGB young people.

It would be useful for LGB supportive services to explicitly articulate their acceptance of LGB people to encourage LGB young people to access their services when needed. The homophobia and biphobia that LGB young people regularly endure may mean that LGB young people are uncomfortable to access services which may actually be supportive because their support is not initially observable. It would also be useful for services which are not supportive of LGB people to become supportive so that they can assist this portion of the population, against whom it is illegal for services to discriminate.

3.2 PHYSICAL AND EMOTIONAL WELLBEING OF LGB YOUNG PEOPLE

Nearly two thirds (65%) of participants felt healthy most of the time. Just over one third (34%) felt healthy only some of the time. Further investigation is warranted to document the specific causes of such a high rate of reported ill-health amongst a young cohort of Queensland’s population. Furthermore, action is clearly needed to address the ill health of LGB young people.

There is an association amongst participants between feeling more comfortable discussing health and wellbeing and better reported health. Such an association suggests that greater openness about matters of health and wellbeing within services could possibly help improve the health of LGB young people. Furthermore, greater openness about LGB sexual health matters within services could possibly increase the health of young people who are LGB or questioning/exploring their sexuality.

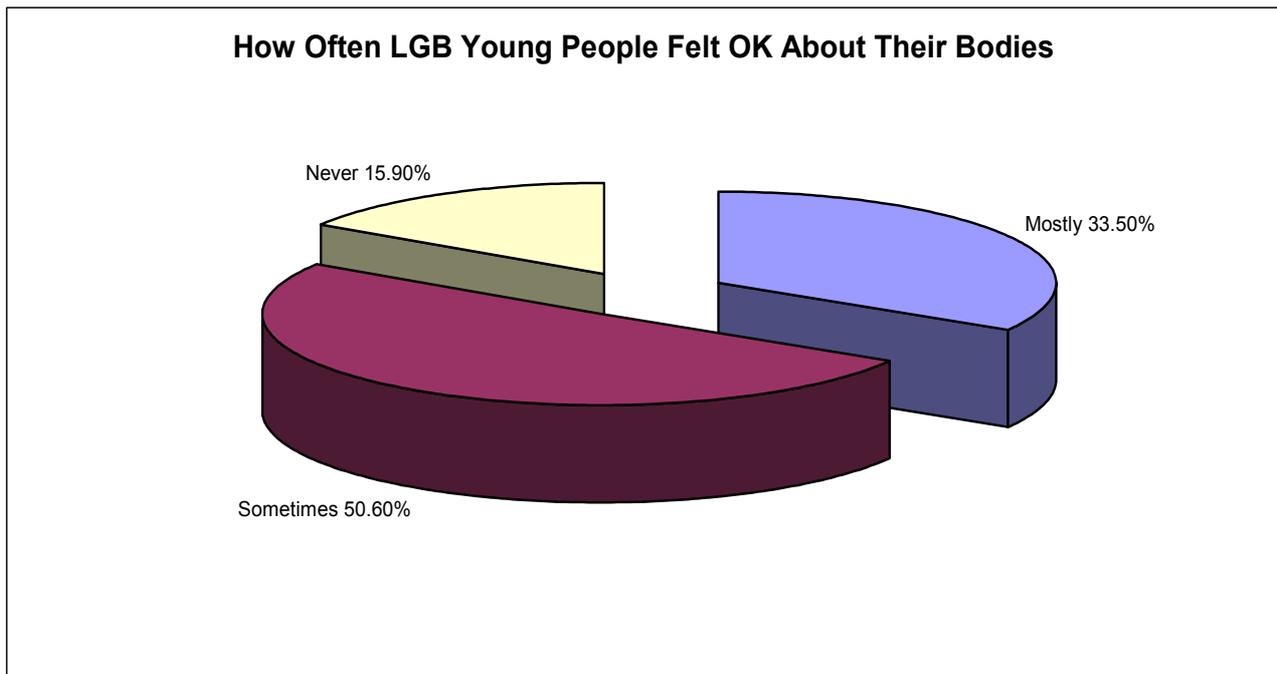


3.2.1 Sexual Health

The sexual health of LGB young people is discussed in further detail in section 3.3.2 which discusses sexual health education at school.

3.2.2 Body Image

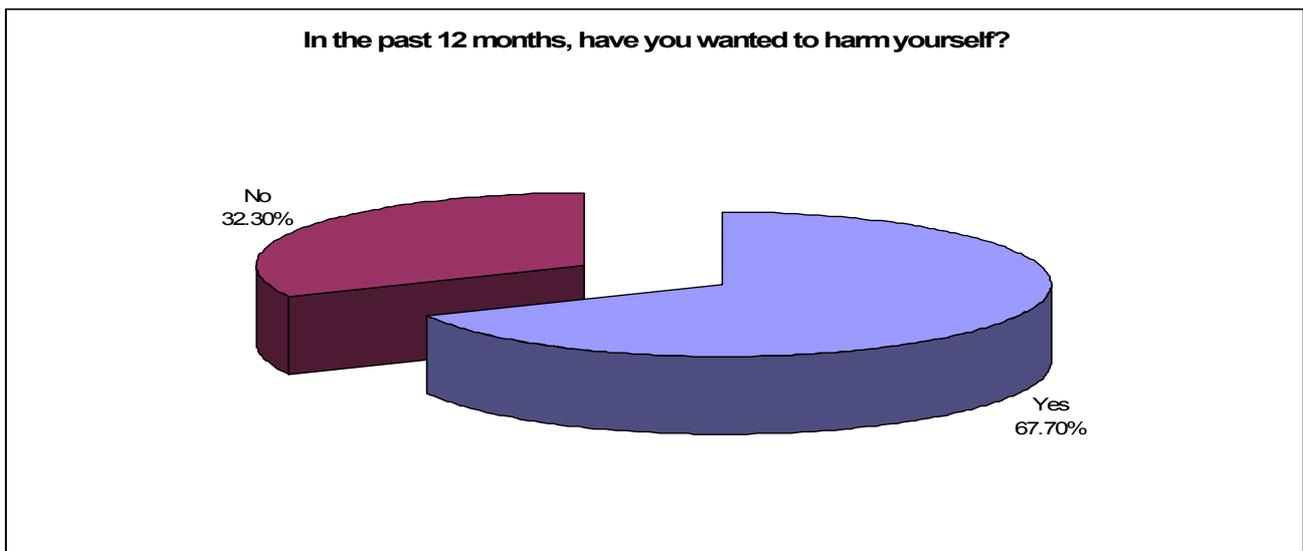
It is concerning that where only 1% of participants felt unhealthy all of the time, 16% never felt 'ok' about their bodies. Just over half (51%) of participants only felt 'ok' about their body some of the time. It is important that service provision to LGB young people is sensitive and helpful toward the sizable proportion that have emotional difficulties with their body image.



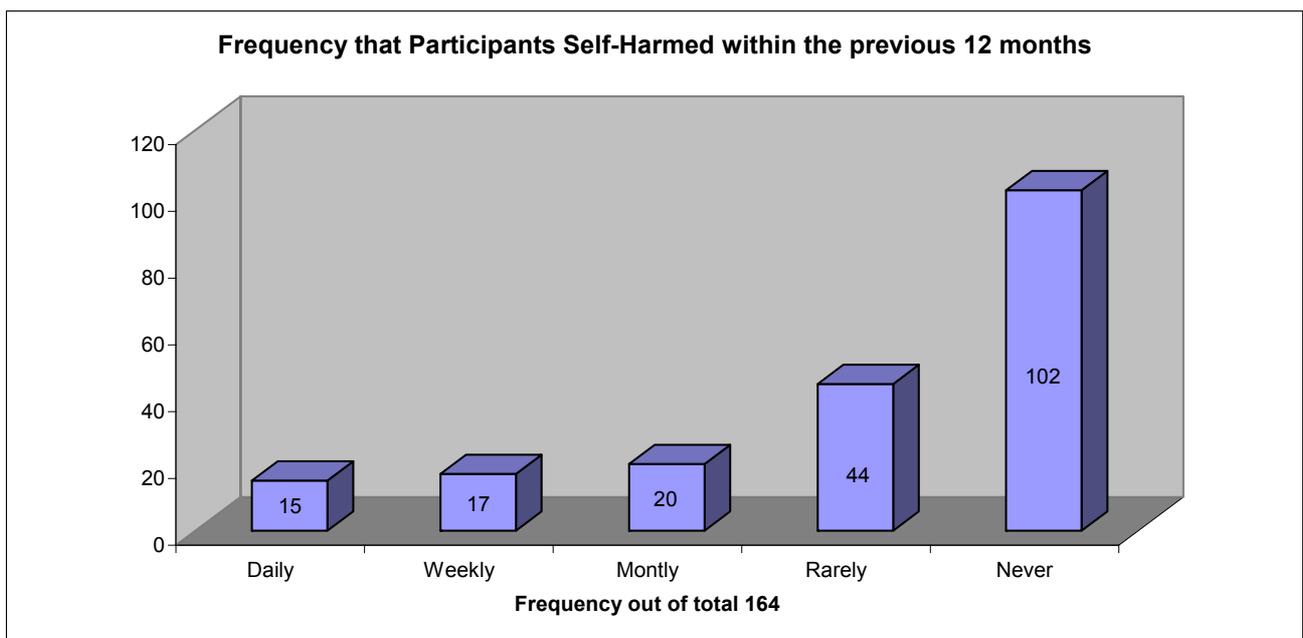
Just over half (52%) of participants believed that other young people affected their ideas about health and wellbeing, and 46% believed other young people had not influenced their ideas about health and wellbeing. It is important that LGB young people are provided with opportunities to develop a positive understanding of their body through service provision that identifies the effect that peer to peer social relations has amongst young people.

3.2.3 Prevalence of Self harm Amongst LGB Young People

Over two thirds (68%) of participants reported that they had wanted to harm themselves within the last 12 months. Such vast rates of self-harm ideation amongst LGB young people is concerning. Service provision for LGB young people needs to address and be aware of the profound degree of distress LGB young people often experience.

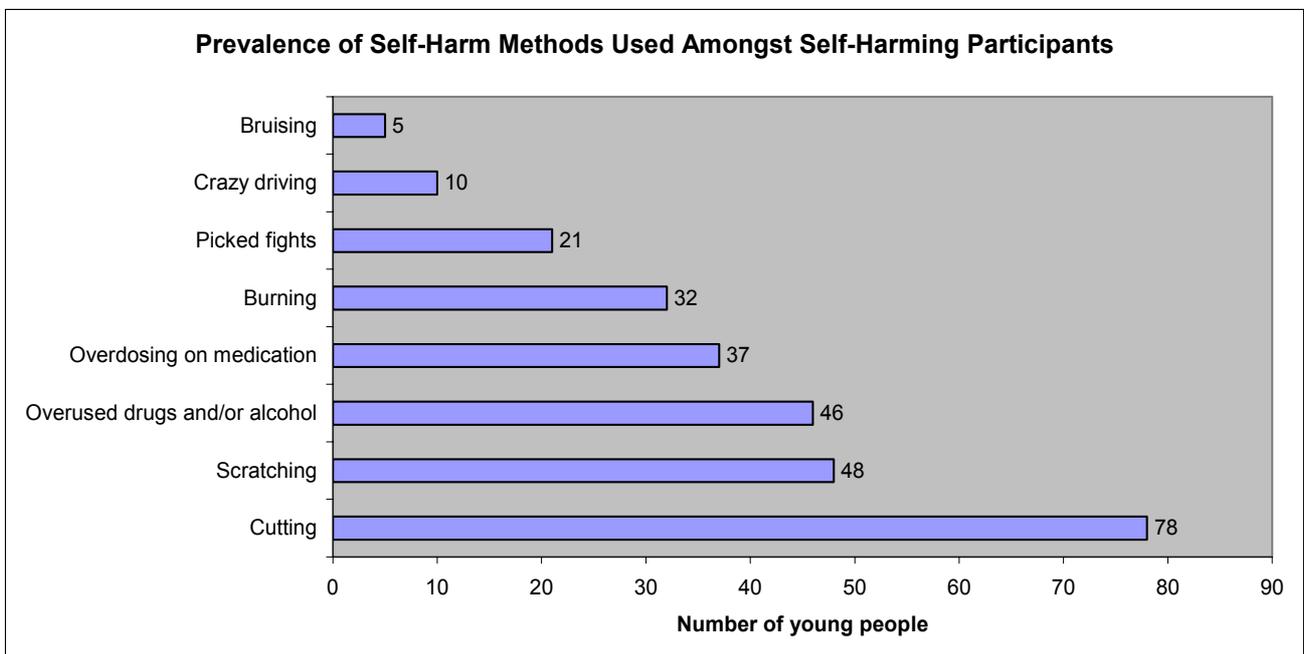


Nearly four in five (79%) of those LGB young people who had wanted to harm themselves in the last 12 months had self harmed during this period, which demonstrates that LGB young people with self harm ideation are highly likely to self harm.



Nearly three in five (59%) participants had self harmed within the past 12 months. It is profoundly disturbing that more participants had recently engaged in self harm than those who had not. Measures need to be urgently taken to increase the happiness of LGB young people in Queensland. Service provision for young people needs to be aware of the presently soaring rates of self harm amongst LGB young people, and provide appropriate support to LGB young people to reduce their distress.

LGB young people employed a wide array of methods to self harm with the most commonly method reported being cutting. Some reported methods of self harm, while less common, are concerning due to the possibility that they could cause death or significant permanent damage to a person. Such methods include (but are not limited to) overdosing on substances, dangerous driving, attempted drowning, and head butting walls.



LGB young people also reported employing the following methods of self harm within the past 12 months:

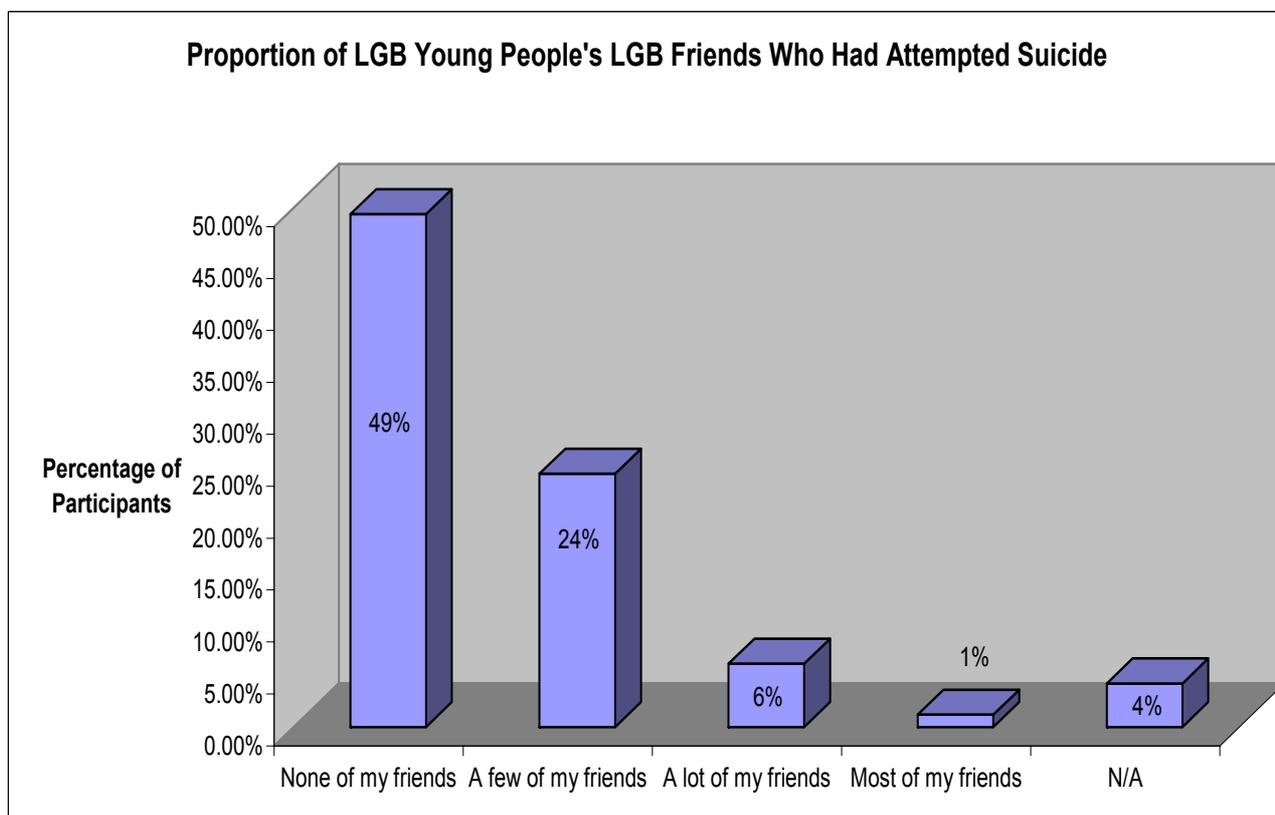
- Drowning
- Slitting mouth
- Punching things, including self
- Aggravating injuries
- Head-butting walls
- Starvation
- Temper and upset

It is essential that service provision to LGB young people is aware that service users may use diverse ways and particularly dangerous ways to harm themselves. Furthermore, service provision to LGB young people who may self harm needs to help individuals to act upon their distress through less dangerous means.

3.2.4 Suicide Amongst LGB Young People

Over four in five participants (82%) had had suicidal thoughts, and nearly two in five participants (37%) had attempted suicide. Nonetheless only half of LGB young people had talked to someone about their suicidal thoughts or attempted suicide. Services which engage with young people need to provide an environment and assistance which is supportive of LGB young people, enables LGB young people to feel sufficiently safe and comfortable to talk about their distress, and helps them to live fulfilling lives.

Nearly one third of LGB young people (32%) were aware of at least one LGB friend who had attempted or completed suicide. It is important that service providers that engage with young people are able to understand the reasons why an LGB young people might complete suicide, and are able to help LGB young people to address the specific issues that such a suicide may cause for them.

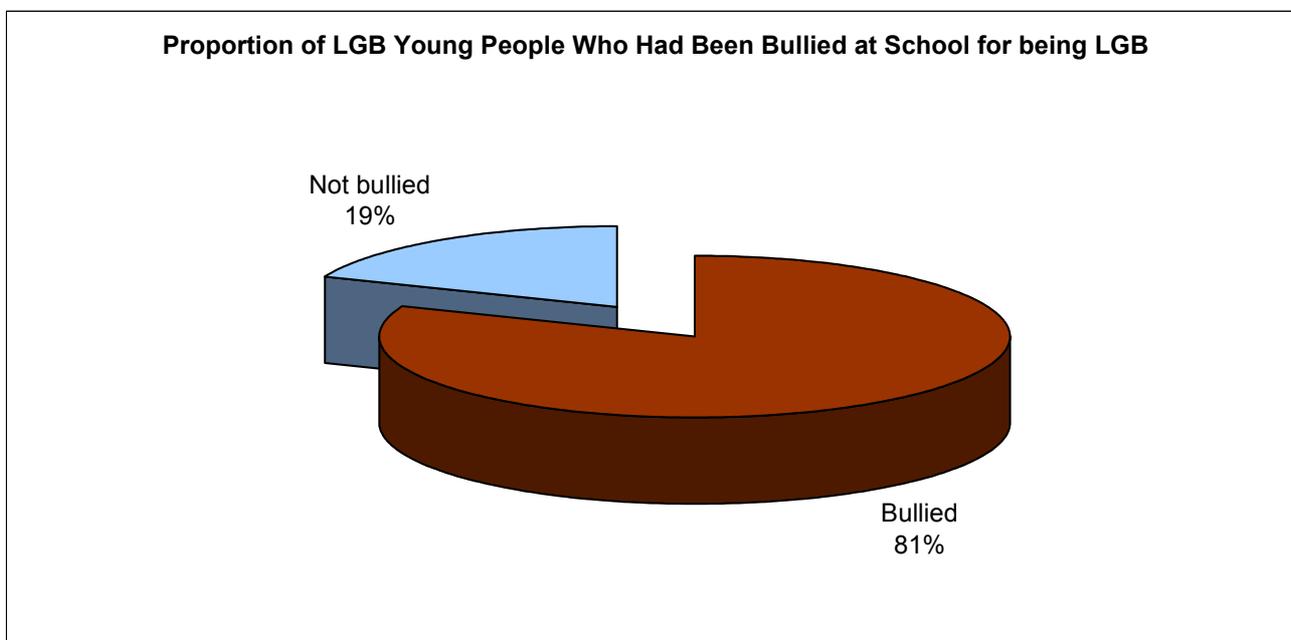


3.3 LGBT YOUNG PEOPLE'S EXPERIENCES OF SCHOOL

3.3.1 Bullying

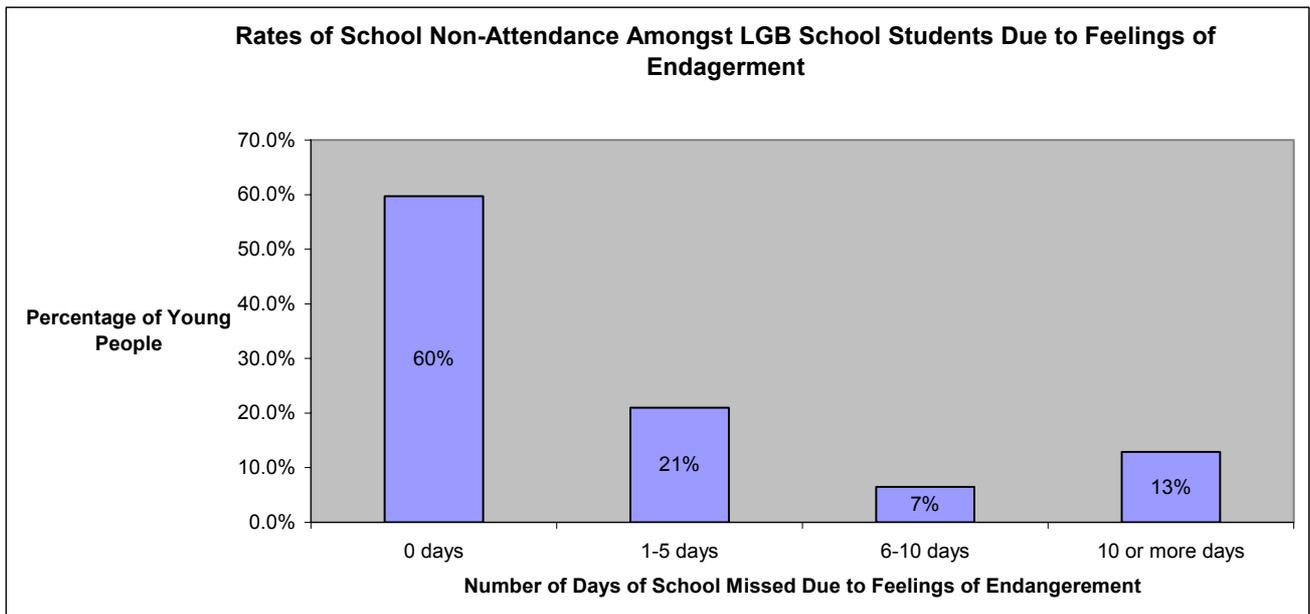
The high rates of school-based bullying and feelings of school based endangerment reported by LGB young people demonstrate that current school policies and practices to address bullying are inadequate.

Over four in five (81%) young LGB people had been bullied for being lesbian, gay or bisexual at school.

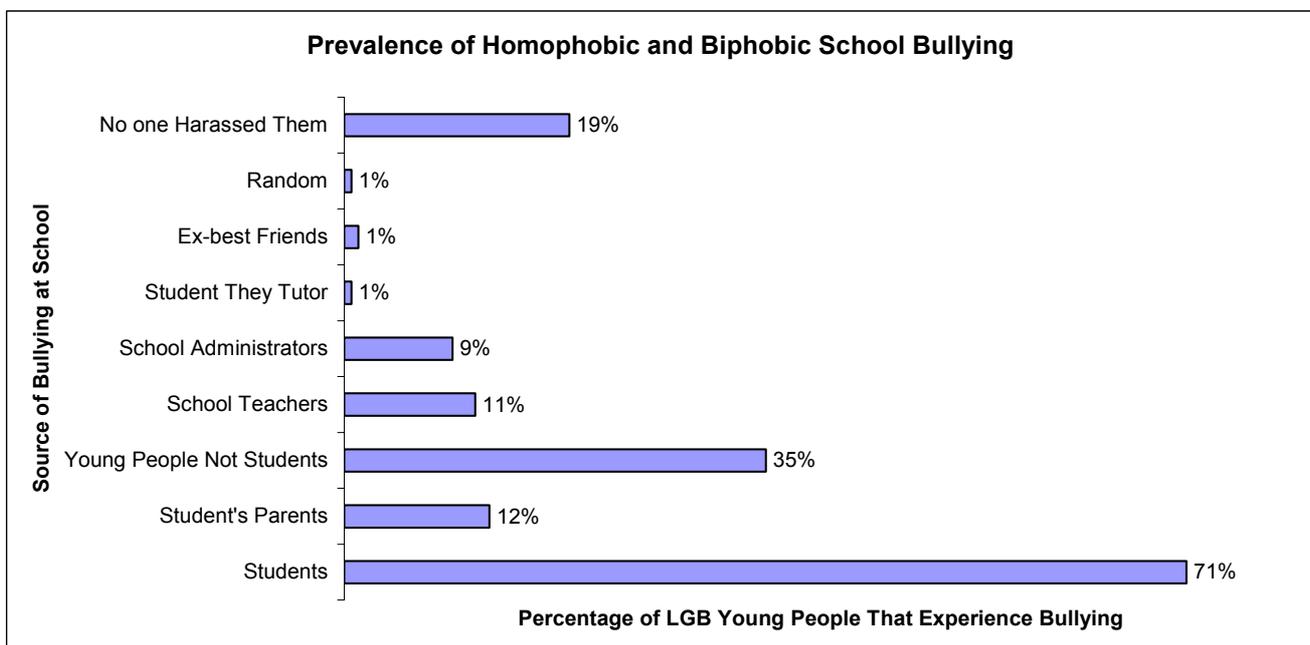


Only one third (34%) of participants always felt safe at school, on the way to school, or on the way home from school and 16% always felt unsafe in these settings. It is profoundly disturbing that two thirds of LGB young people who participated in the survey felt unsafe at school, an institution they are legally required to attend, and an institution which is legally required to ensure their safety during attendance. 16% of participants reported that they had to change schools because of the intensity of school-based homophobic or biphobic bullying they endured. Educational environments which do not provide safety to LGB students are discriminatory in that they do not provide LGB young people with the same learning opportunities as heterosexual young people. Such discrimination is illegal within Australia.

15% of LGB young people who were still at school had not attended school for over a week because they felt afraid or unsafe. It is likely that school non-attendance amongst LGB young people due to safety concerns is probably higher than 15% because Open Doors staff are aware of many young people who left school because of homophobic or biphobic bullying.



Homophobic and biphobic bullying and harassment came from numerous sources, and LGB young people reported that perpetrators included not only students but also teachers, school administrators, and parents.

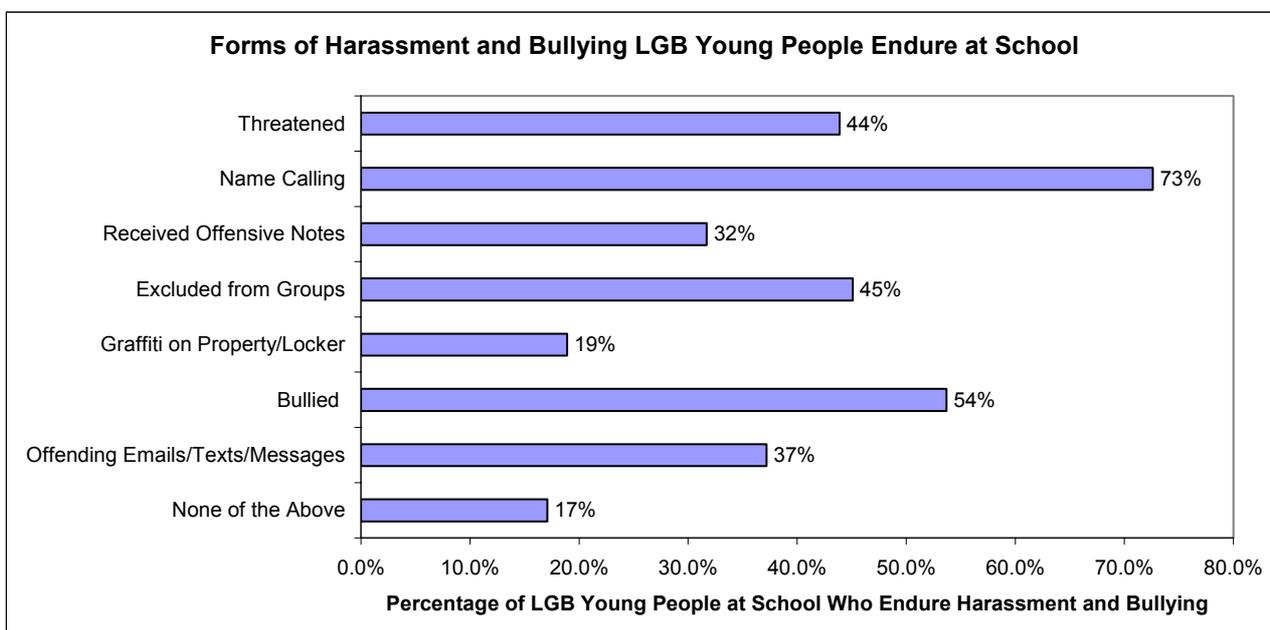


Schools did little to instill safety for LGB students despite the pervasive bullying and harassment these young people faced. Only 12% of LGB young people who observed homophobic or biphobic bullying at school reported that the school disciplined the bullies. 56% of LGB young people who observed homophobic or biphobic bullying at school reported that the school ignored the bullying.

9% of respondents were scared to help the victims of school-based homophobic/biphobic bullying, and 6% reported that the school disciplined the victims of homophobic/biphobic bullying and their supporters.

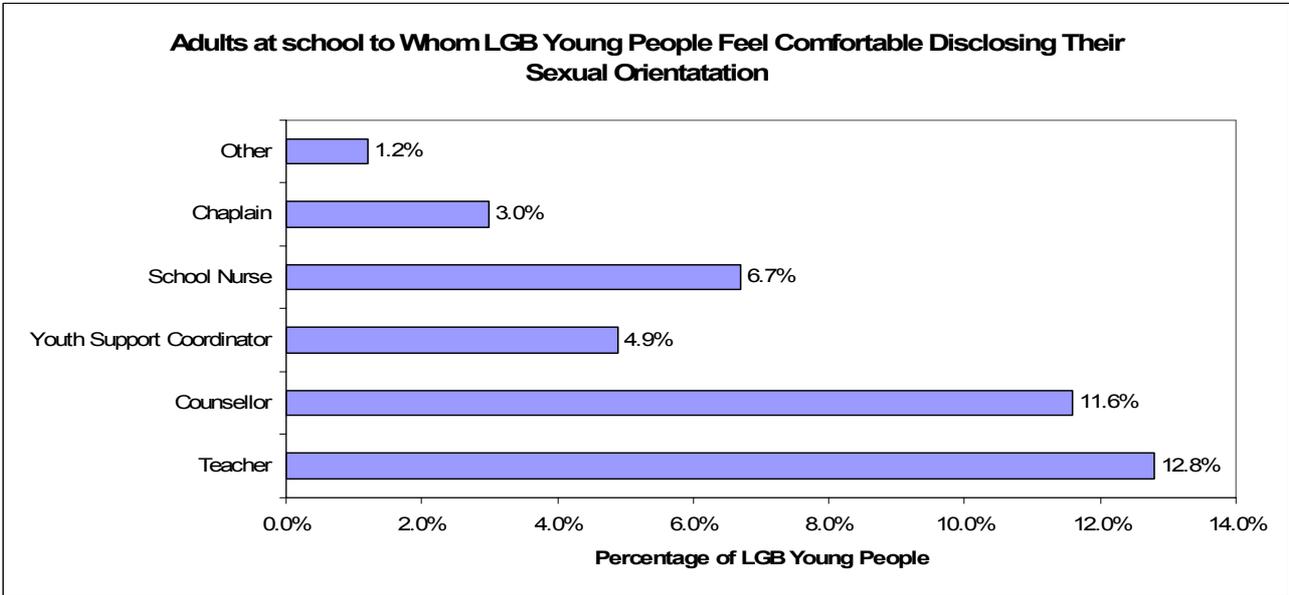
It is essential that schools acknowledge and address homophobic and biphobic bullying from their staff and students' parents in order to provide a non-discriminatory educational environment for LGB young people. Furthermore, it is impractical to expect existing bans on any form of bullying to be complied with by students unless adults in school environments model accepting behaviors and attitudes to LGB young people students.

Harassment and bullying was perpetrated in diverse forms at school:



It is important that schools become aware of the pervasive means through which their LGB students are harassed and bullied so that such treatment can be prevented. As section 3.1.2 documents, young people frequently are aware of their sexual orientation at an early stage in their secondary school education. Therefore it is important that homophobic and biphobic bullying is addressed throughout all year levels at school.

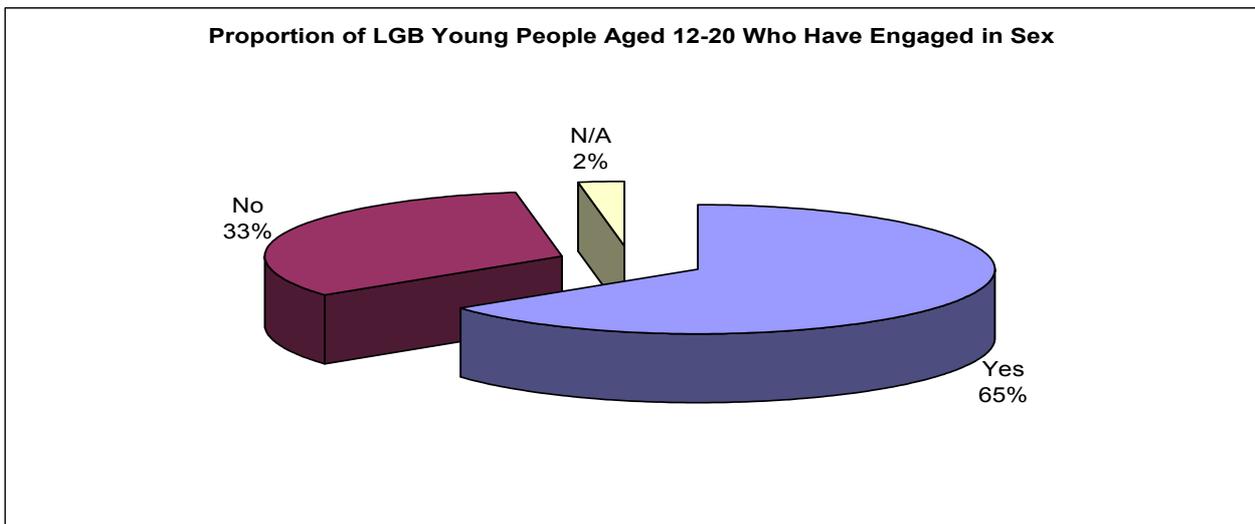
Given the pervasive bullying and harassment that LGB young people reported experiencing, it is unsurprising that nearly two thirds (62%) reported that they did not feel safe disclosing their sexual orientation to any adult at school. Furthermore, very few LGB young people reported that they felt safe disclosing their sexual orientation to those school staff employed to support them:



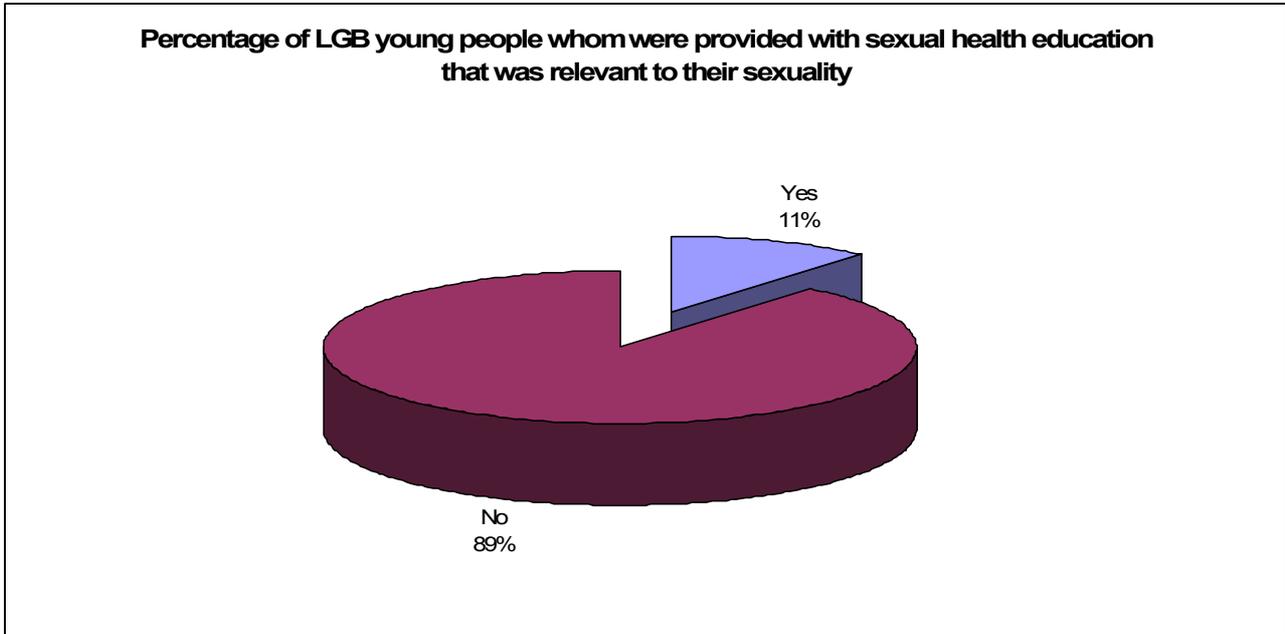
It is important that school support staff are provided with training opportunities to develop accepting attitudes toward LGB young people, and materials (such as posters) with which they can demonstrate that it is safe for an LGB person to get support from them.

3.3.2 Sexual Health Education

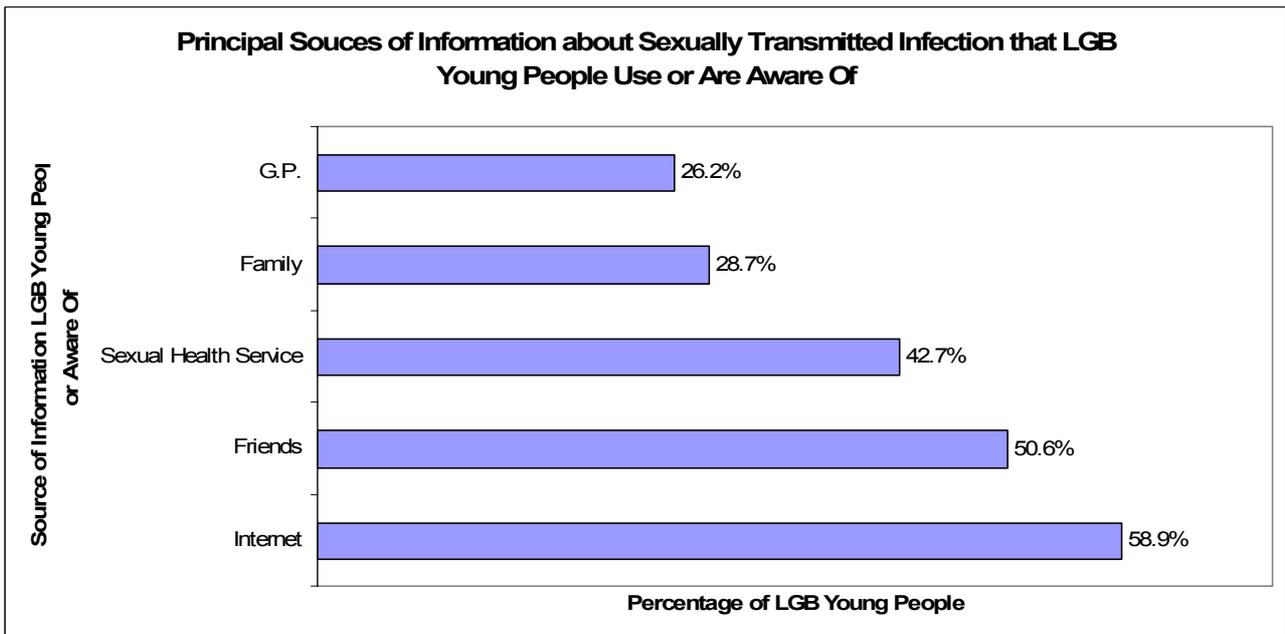
Nearly two thirds (65%) of participants had engaged in sex, which, given that participants averaged an age of 17 years, demonstrates that LGB-inclusive sexual health education needs to be provided to teenagers even when they are under the age of consent (which is 18 for anal sex and 16 for other forms of sex).



Nonetheless, almost 9 in 10 (89%) of participants reported that the sexual health education provided by their school was irrelevant to people of their sexuality. Only 2% of participants believed that they could access enough information about sexually transmitted infections (STIs) at school for them to be able to practise safer sex. It is essential that schools provide sexual health education that ensures that the large proportion of LGB students who are already sexually active are sufficiently informed and empowered to practice safer sex.



LGB young people most commonly cited the internet (60%) and friends (51%) as sources through which they obtained, or could obtain information about safer sex in relation to STIs.



Open Doors Action Research Report 2008

LGB young people also reported that they accessed, or could access, information about safer sex from:

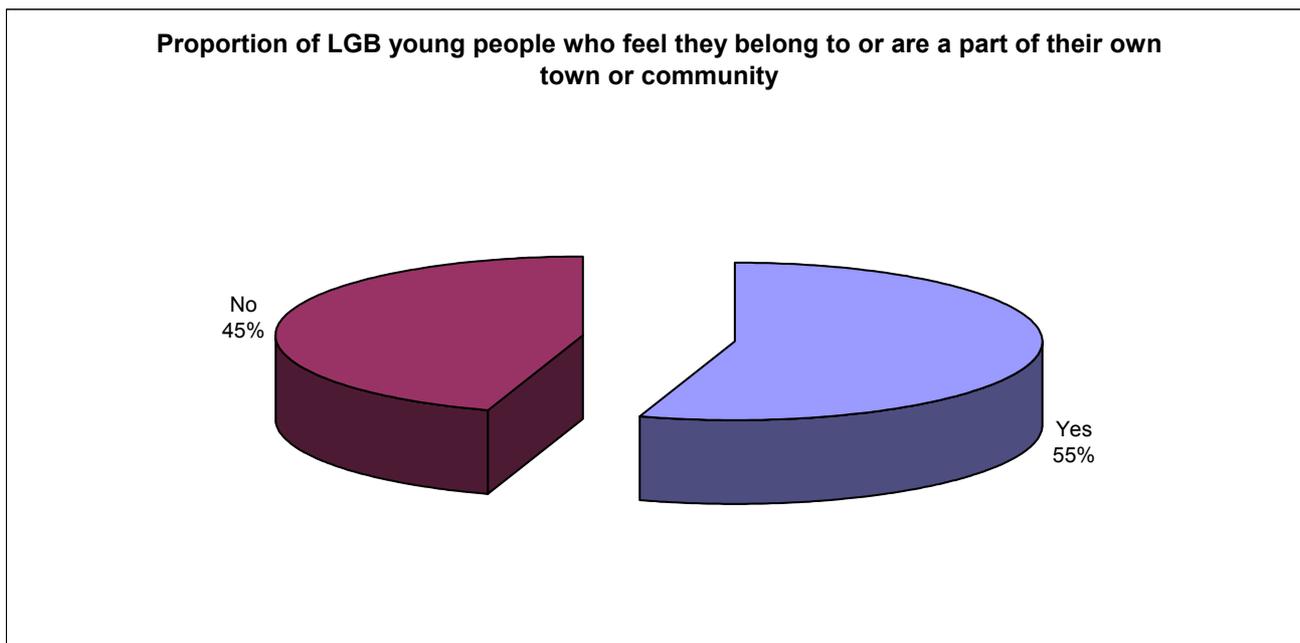
- University
- School
- Brochures, pamphlets
- Nurses
- Magazines
- Queensland Association for Healthy Communities (QAHC), and
- Open Doors Youth Service

It is important that service providers that engage with LGB young people know of health providers and websites which may empower LGB young people to make informed decisions about their sexual activities. Encouragement of informed peer discussions amongst LGB young people about safer sex may be a powerful way of fostering an awareness of safer sex practices amongst these young people.

3.4 HOUSING AND SOCIAL BELONGING

3.4.1 LGB Young People’s Sense of Family and Community Belonging

Over half (52%) of LGB young people reported enduring homophobia or discrimination within their community, and nearly half (45%) did not feel as if they belonged to, or were a part of, their town or community.

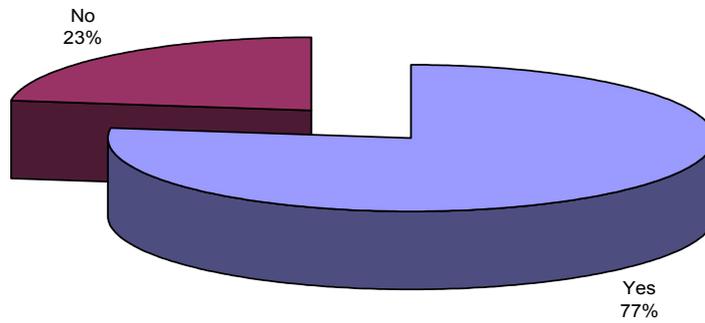


Approximately two in five LGB young people reported feeling that their parents (40%) or families (38%) did not support them. One in ten reported that they did not have a group of friends with whom they associated, and 15% reported that they felt that they had no one from whom to obtain support “when things are hard”. Provision of services is needed to undertake community development which encourages the inclusion and acceptance of Queensland’s LGB young people. Increased social connectivity between LGB young people and their communities, peers and families could provide these young people with valuable support and therefore improve their emotional wellbeing.

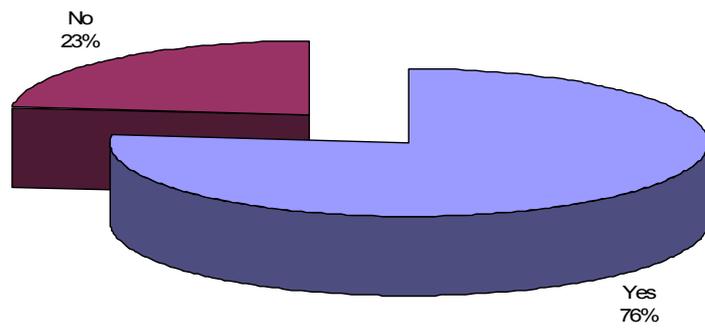
3.4.2 LGB Young People’s Safety in Public

When considering their sexuality, around 20-25% of participants did not feel safe ‘hanging out’ in public, at social gatherings or parties, or when using public transport. Service provision is needed to improve the acceptance, and therefore safety, of LGB young people in the community. As such service provision would require community development work it is also important that security and law enforcement personnel are adequately trained to help uphold the safety of LGB young people.

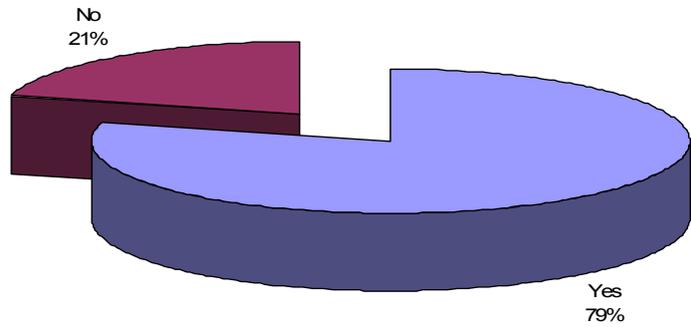
Do you feel you can hang out safely in public places?



Do you feel safe when you go to a party?



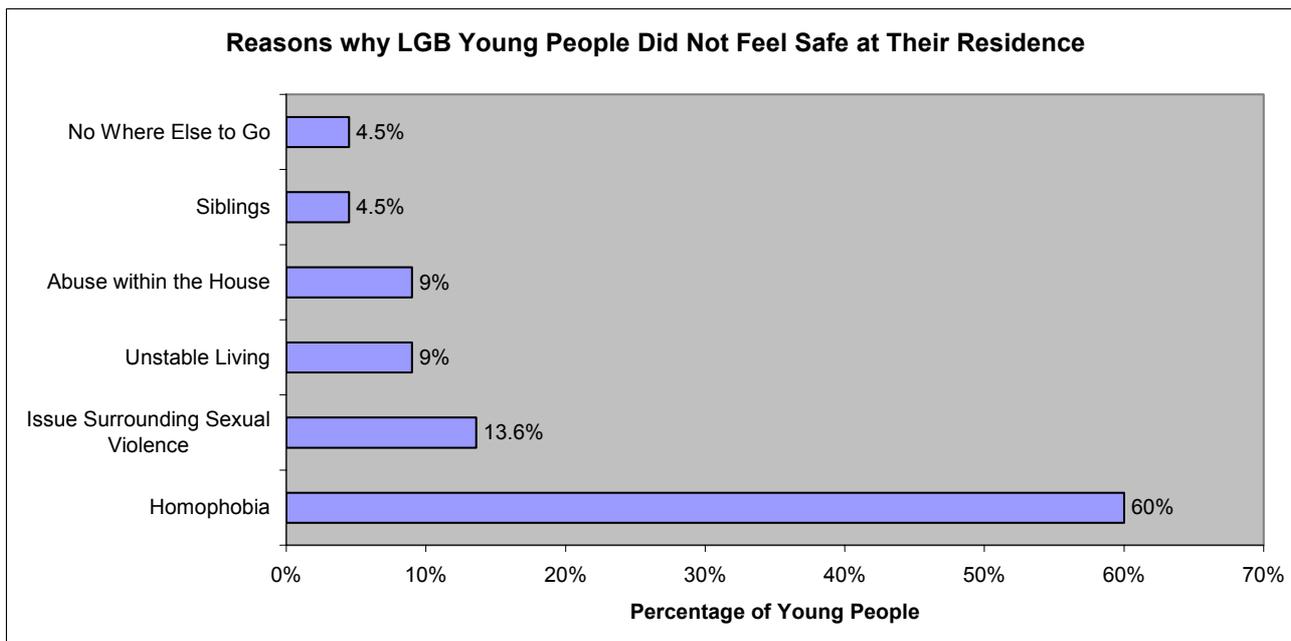
Do you feel safe using/on public transport?



3.4.2 LGB Young People's Safety at their Residence

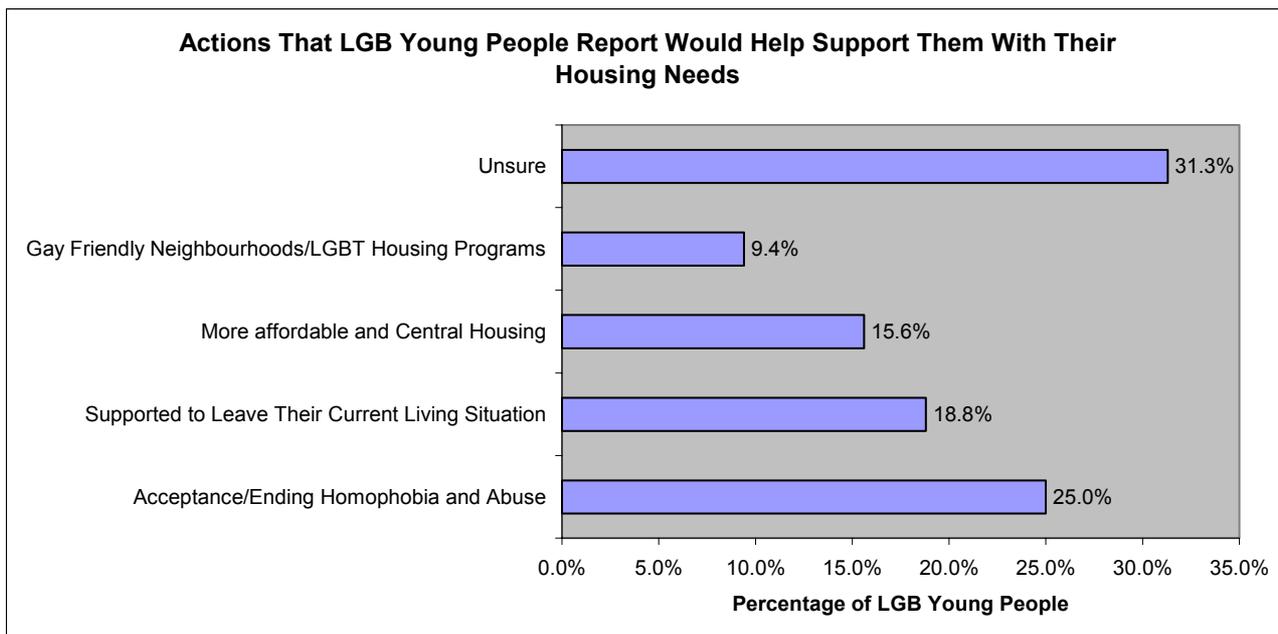
13% of participants felt unsafe where they currently resided, and three in five (60%) stated that homophobic treatment such as "getting bashed" was the reason for the danger they faced at their residence.

Statements from the 22 people who said they did not feel safe were themed and cross checked:



Only one in five participants (20%) provided a response to the question "How could you be more supported with your housing needs?", and nearly one third (31%) of those who responded were unsure how they could be more supported with their housing needs. It is unknown why such a question received such a low response rate. It is important that further investigation is undertaken to understand how individual LGB young people can be supported in their housing needs.

One quarter (25%) of participants reported that ending homophobia and abuse would help them to be more supported in their housing, 19% reported that support so that they could leave their current residence would be helpful, 16% reported that more affordable and central housing would help them, and 9% reported that more gay friendly neighbourhoods and the creation of LGB housing programmes would help them. Community development to improve the acceptance of LGB young people would reduce the housing difficulties faced by many of these young people, as would increases in the availability of affordable housing, and increased LGB-friendly housing related service provision.

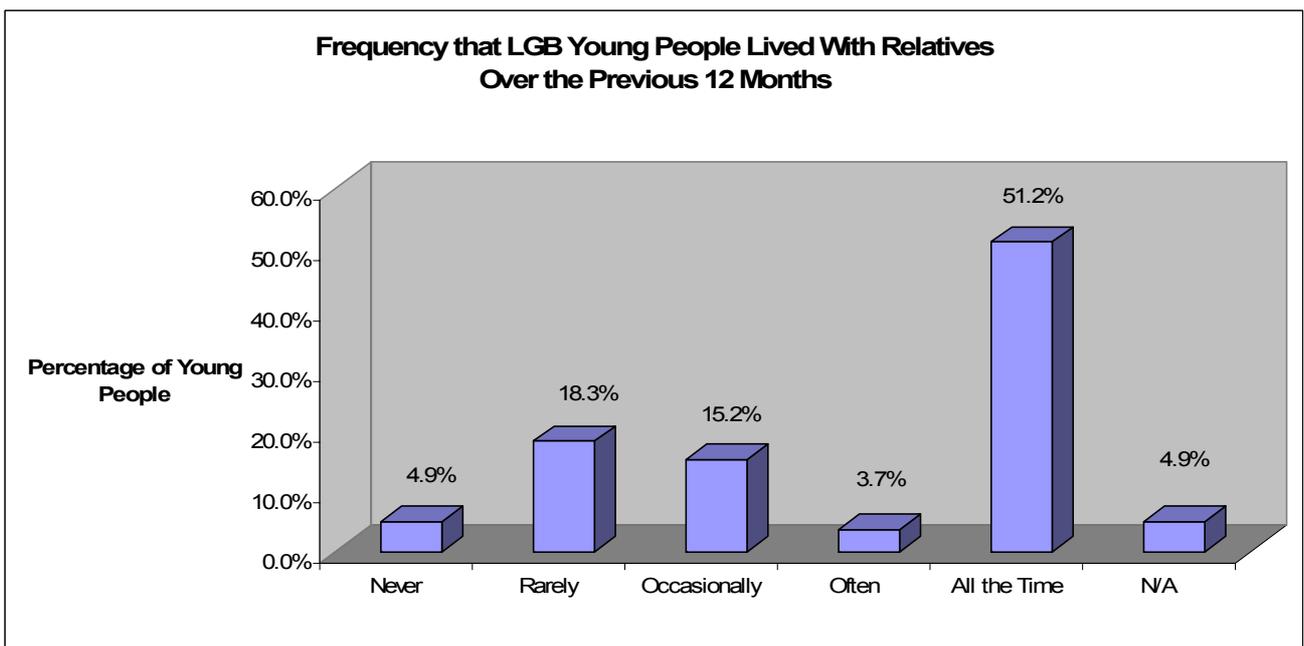
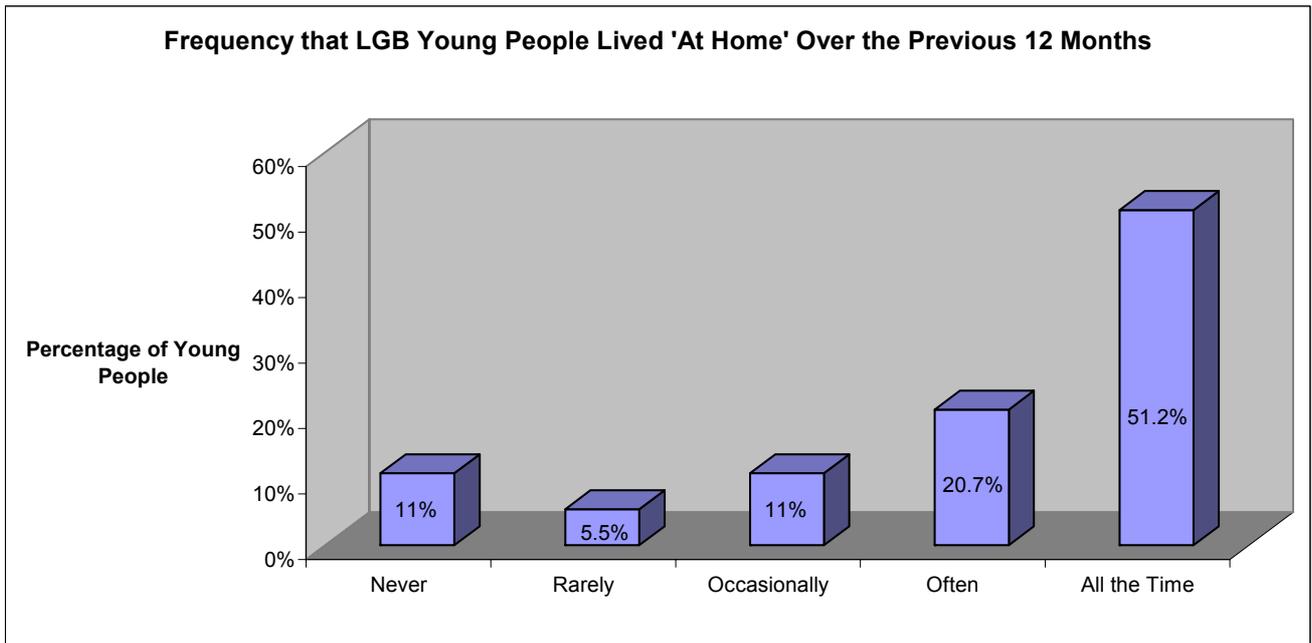


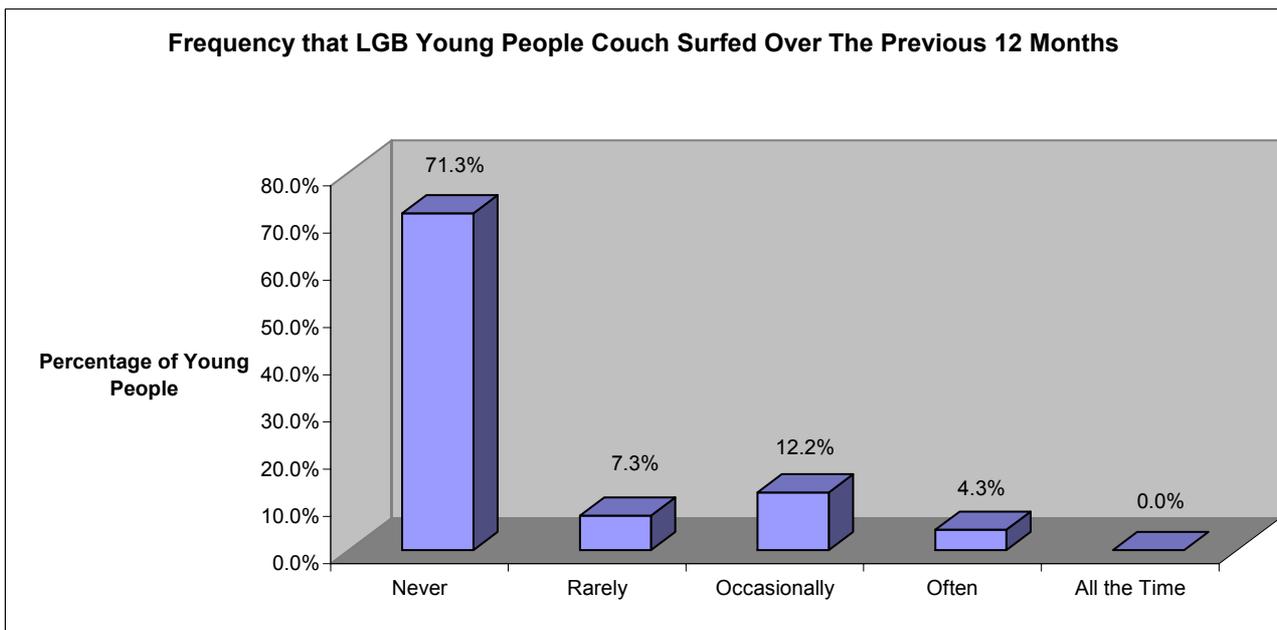
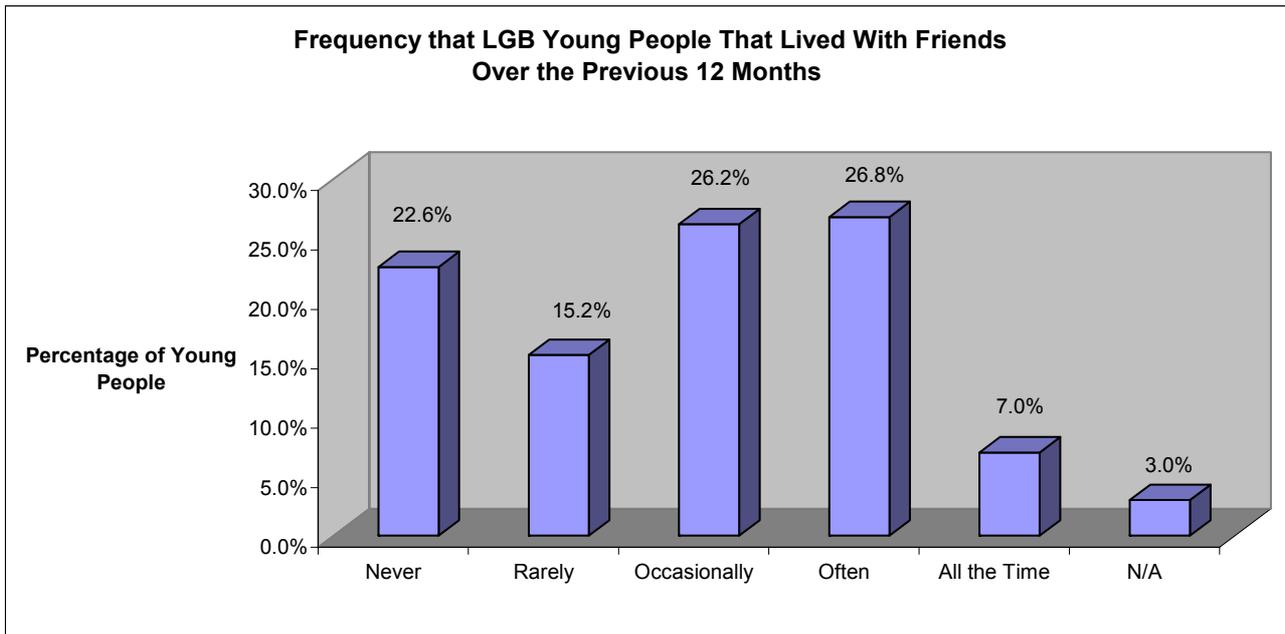
3.4.3 Patterns of Residence and Reasons for Leaving Home

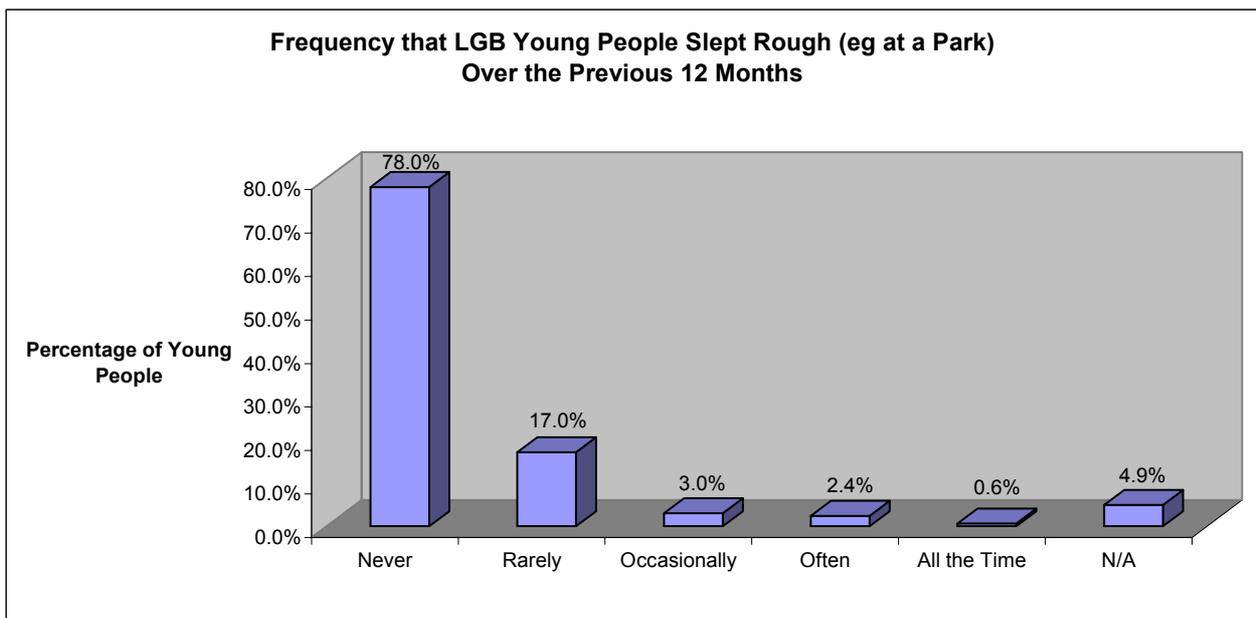
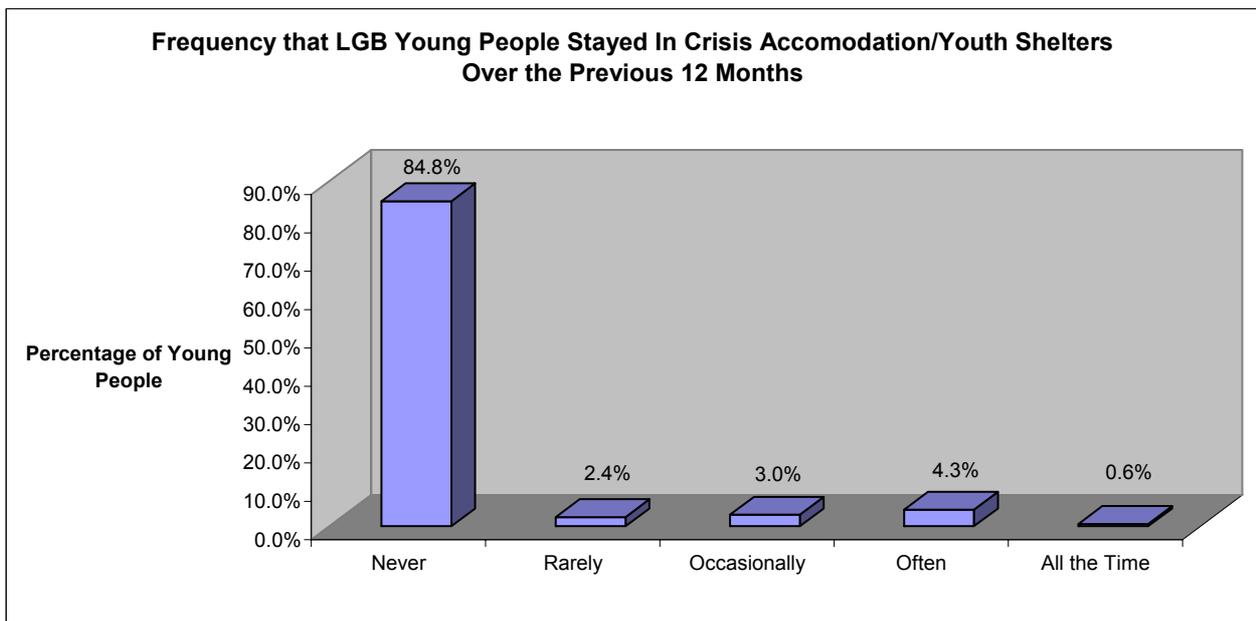
LGB young people were asked 'do you live at home?' and 30% responded that they did not. It is uncertain whether all participants understood 'home' to mean the residence of their families of origin and therefore the accuracy the 30% statistic is unknown. 11% of participants reported that their sexuality influenced leaving home, and 11% of participants identified abuse as a cause of them leaving home. 30% of LGB young people who had left home reported that they had been forced to do so, and 70% reported that they chose to leave home.

LGB young people were asked how often they had stayed 'at home', with relatives, with friends, couch surfing, in crisis accommodation/youth shelters, and 'slept rough' (for instance in a park). Participants most commonly reported that they lived with immediate family, relatives and friends. Participants reported couch surfing, crisis accommodation and sleeping rough far less often than more formal living arrangements.

The current cohort of LGB young people that Open Doors assists couch surf, live in crisis accommodation and sleep rough at far greater rates than the statistics reported in this study. Therefore participants in this 2008 research live on average more stable lives than the individuals Open Doors helps regularly. Nonetheless, one in ten participants who had left home had endured physical or verbal abuse in places the other places they had stayed, and 8% had found it difficult to find a place to live because of homophobia or biphobia. Clearly abuse and sexual-orientation based prejudice are still hampering LGB young people in Queensland from accessing stable and engaged living situations.







3.4.4 Awareness of Housing Services

Over four in five LGB young people (81%) were unaware of any services or resources apart from Open Doors that could help them with any housing issues they had. It is important that LGB young people with whom Open Doors comes into contact are empowered through education about the housing services available to them.

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Those LGB young people who were aware of other housing services or resources reported that these services and resources could be useful:

- Youth (and Family) Services (3%)
- Internet - (2.4%)
- PFLAG (2.4%)
- University campus/student guild (1.8%)
- Local Community Groups (1.2%)
- 2qt2bstr8 - (0.6%)
- Acceptance Church (0.6%)
- ACON - (0.6%)
- Club Phoenix - (0.6%)
- GLWA - (0.6%)
- Kids Help Line (0.6%)
- Lifeline (0.6%)
- Mensline (0.6%)
- QAHC (0.6%)
- Reach Out (0.6%)
- School (0.6%)
- School Counsellors (0.6%)
- School Nurse (0.6%)
- Youth Workers (0.6%)

It is important that Open Doors helps to develop the LGB awareness in such services and resources so that LGB young people are able to access stable and engaged living situations.

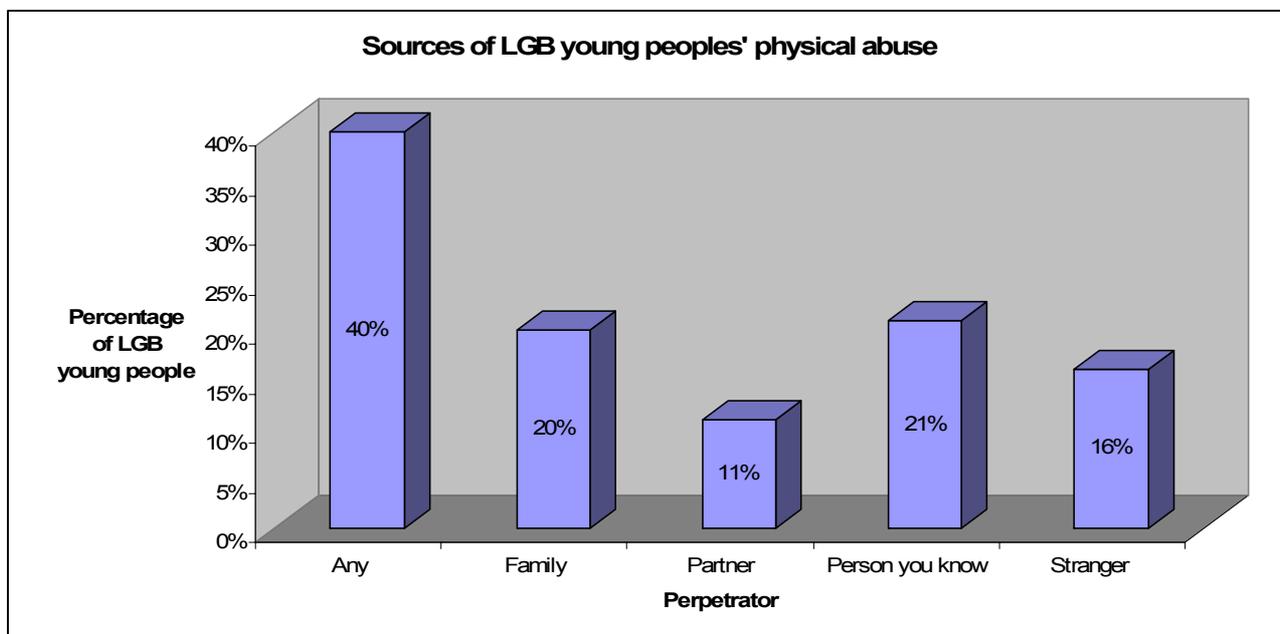
3.5 LGB YOUNG PEOPLE'S EXPERIENCES OF ABUSE

Outside the school system rates of abuse were also high; with over a third of respondents reporting they had been sexually abused, two in five had been physically abused, nearly half had been verbally abused, and nearly half had been emotionally abused. Abuse came largely from family members and people that LGB young people knew.

3.5.1 LGB Young People's Experiences of Physical Abuse

Two in five (40% of) LGB young people reported that they had experienced at least one form of physical abuse. LGB young people reported high rates of physical abuse from family members, (20%), and other people that they knew, (21%). It is important that services are aware that LGB young people are likely to be physically abused at home because by definition this abuse interferes with their access to safe and secure accommodation.

Sixteen percent of LGB young people reported that they had been physically abused by strangers. It is important that services are aware that LGB young people are likely to be physically abused by strangers because their fear of being attacked may inhibit their ability to maintain adequate and meaningful connections with their community, open and supportive relationships with other individuals, and participate in activities that contribute to their long term financial stability. Furthermore, law enforcement agencies need to make the safety of LGB young people a higher priority as they are clearly a vulnerable and victimised section of the Australian population.



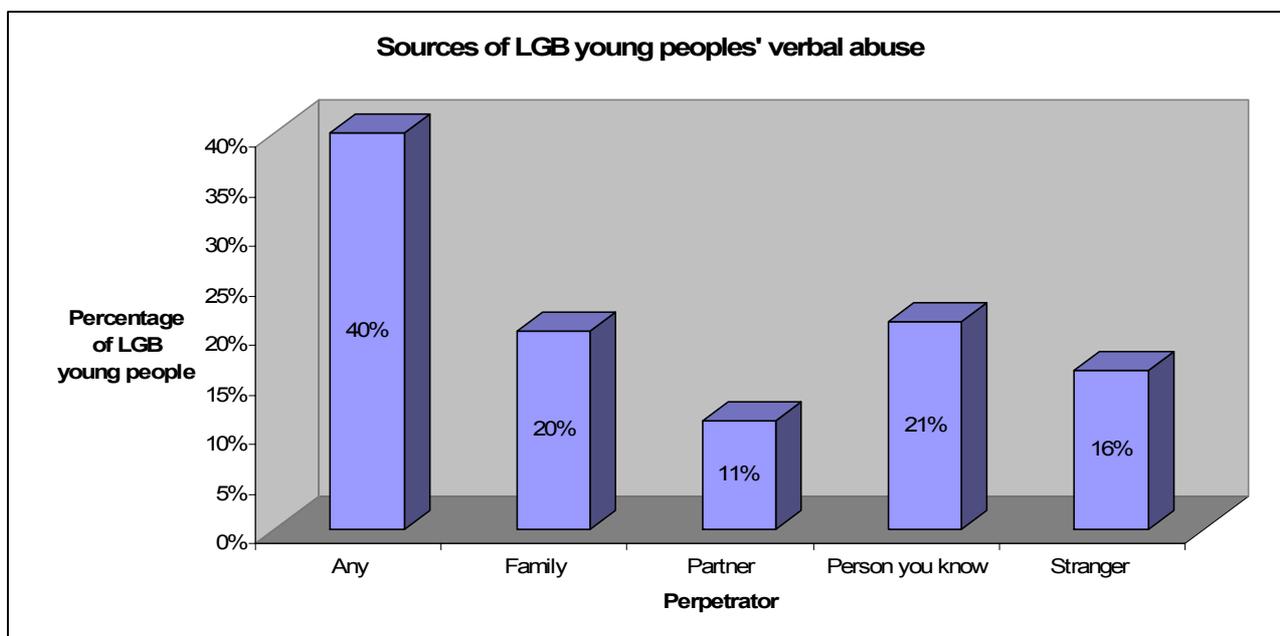
Eleven percent of LGB young people reported that they had been physically abused within a relationship. It is important that services, including domestic violence services and law enforcement, are able to provide informed assistance to LGB young people who experience or

engage in domestic violence. Furthermore, there are currently no refuges for males, including gay and bisexual men, who are subject to domestic violence. It is essential that gay and bisexual young men are able to access crisis support, including refuges, so that they are able to work toward stable and engaged living situations.

3.5.2 LGB Young People’s Experiences of Verbal Abuse

Nearly half of the LGB young people surveyed (48%) reported that they had endured at least one form of verbal abuse.

A quarter (25%) of LGB young people reported that they had been verbally abused by family members. It is important that service initiatives and other service provision acknowledges and attempts to address such high rates of verbal abuse, because such abuse is likely to diminish LGB young people’s emotional wellbeing and their ability to maintain close and supportive relationships with other family members.



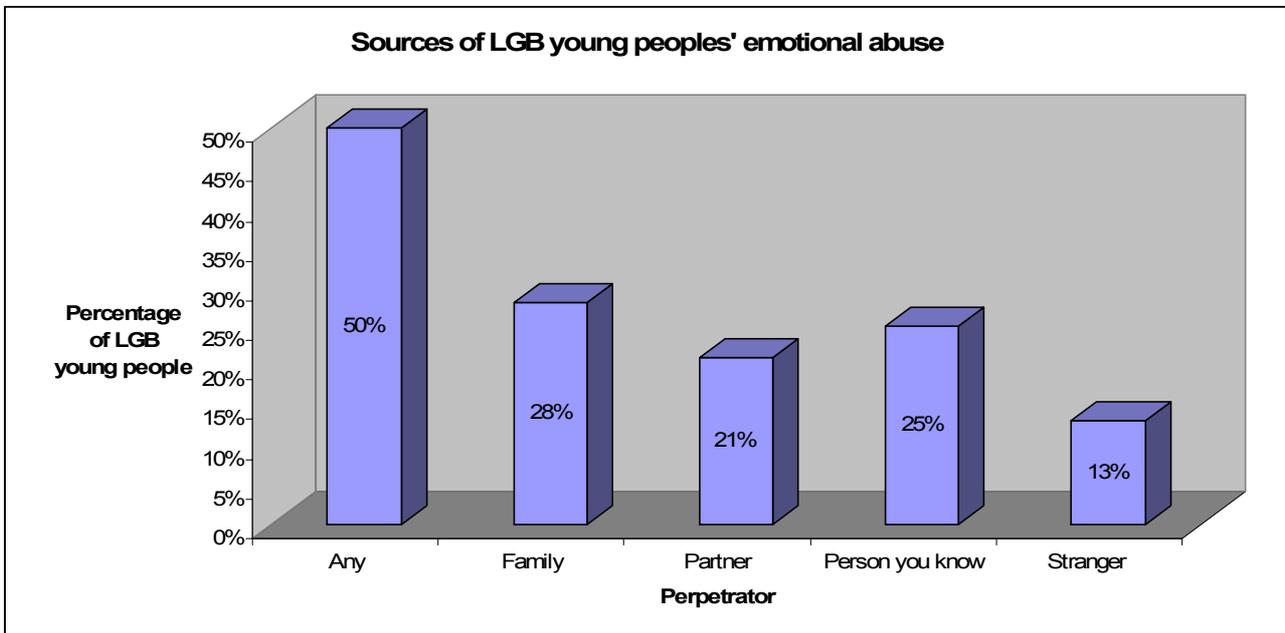
A quarter (25%) of LGB young people reported that they had been verbally abused by strangers, and nearly three in ten (29%) reported that other people they knew had verbally abused them. Services need to acknowledge and address the high rate of verbal abuse LGB young people endure. Verbal abuse means that LGB young people must currently attempt to complete their education, obtain a sense of positive connection to their community, and maintain supportive and open relationships, within an abusive social context.

Sixteen percent of LGB young people reported that they had been verbally abused within a relationship. It is important that counseling and mental health services are able to provide relationship counseling and education that is appropriate to LGB young people.

3.5.3 LGB Young People's Experiences of Emotional Abuse

Half of LGB young people reported that they had experienced at least one form of emotional abuse.

Family members were the most commonly reported source of emotional abuse, with 28% of LGB young people reporting they had been emotionally abused by their families. It is certainly difficult for someone to obtain a supportive and open relationship with their family if this family is emotionally abusing them. Counseling and mental health services need to be aware that a high proportion of LGB young people are emotionally abused by family members and that it is essential that such abuse is addressed. It is also important that schools are aware that large proportion of LGB young people are abused at home in ways which are not visibly observable, and that these young people may need extra support to complete their education.

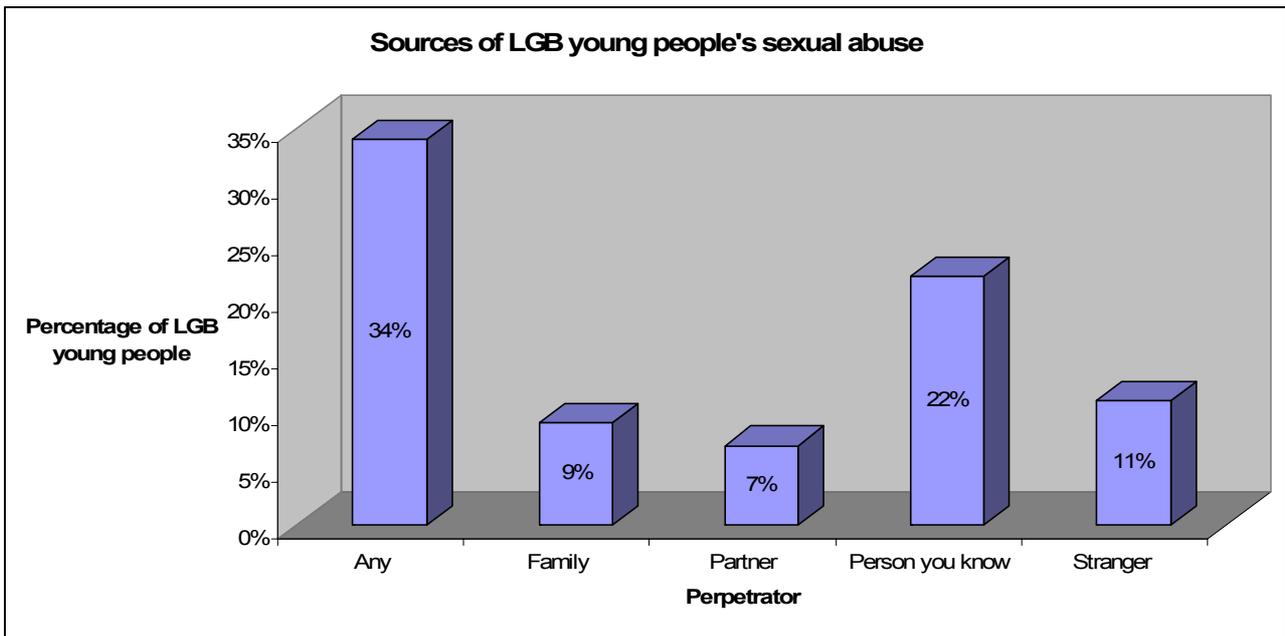


One in four (25% of) LGB young people endured emotional abuse from people they knew that weren't family members or partners. Services and social situations at which adults supervise young people interacting need to support all young people to interact in non-violent ways. It is also essential that service staff interact with all young people when discussing LGB topics, in a manner which does not emotionally abuse any LGB young people who may be present.

Over one in five (21% of) LGB young people reported that they had been emotionally abused within a relationship. It is important that counseling and mental health services are able to provide relationship counseling and education that is appropriate to LGB young people.

3.5.4 LGB Young People's Experiences of Sexual Abuse

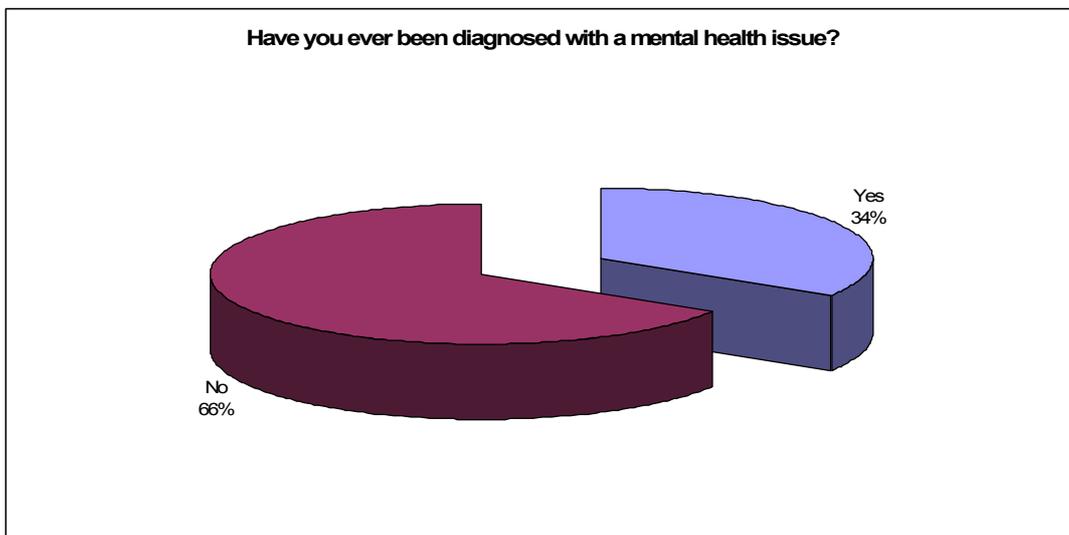
Over one third (34% of) of LGB young people reported that they had endured sexual abuse, which is substantially higher than the generally reported 25% of young people as a whole. However, a further analysis which separately analyses rates of sexual abuse amongst LGB boys and girls may show different rates of victimization based on gender than those non-LGB boys and girls. Counseling services need to be aware that a substantial proportion of LGB young people have been sexually abused, and need to be able to provide counseling that is appropriate to LGB individuals.



Nine percent of LGB young people reported that they had been sexually abused by family members, and 7% reported they had been sexually abused within the context of a relationship, while 22% has been abused by other people known to them. 11% reported that they had been sexually abused by strangers.

3.6 MENTAL HEALTH DIAGNOSES AMONGST LGB YOUNG PEOPLE

Over one third (34%) of respondents had been diagnosed with a mental health issue at some point in their life, and 14% were currently taking medication for a mental health issue. We believe these findings very strongly link the trauma of living in a homophobic culture, especially one in which LGB young people are made to attend a school system in which 81% of them are bullied with issues of mental health. This also demonstrates the need for mental health services to ensure they are trained to work with LGB young people.

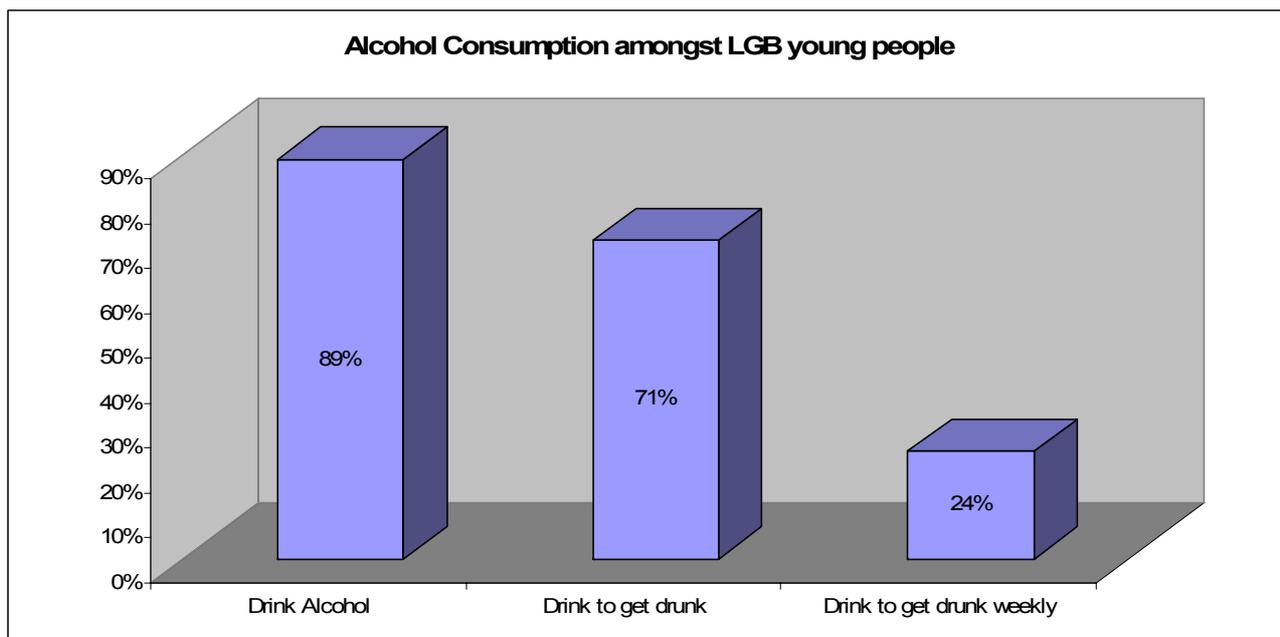


3.7 ALCOHOL AND DRUG USE AMONGST LGB YOUNG PEOPLE

LGB young people were asked about their use of alcohol, 'chroming' (administering inhalants), marijuana, non-prescription or illicit drugs, and intravenous drugs. LGB young people reported that, of these substances, they used alcohol and marijuana most frequently. Most reported that they had never chromed or injected drugs.

3.7.1 LGB Young People's Use of Alcohol

Nearly nine in ten (89% of) LGB young people drank alcohol with 34% reporting that they drank weekly. 71% of LGB young people who reported that they drank alcohol also reported that they would drink to get drunk. 24% drank to get drunk weekly. These numbers are alarming. Counseling and alcohol and drug services need to ensure they are informed on the reasons that LGB young people may engage in binge drinking, and the specific alcohol and drug related social dynamics that can occur in gatherings at which young people drink. Like all young people it is imperative that LGB young people be given the opportunity to access inclusive alcohol-free social activities.

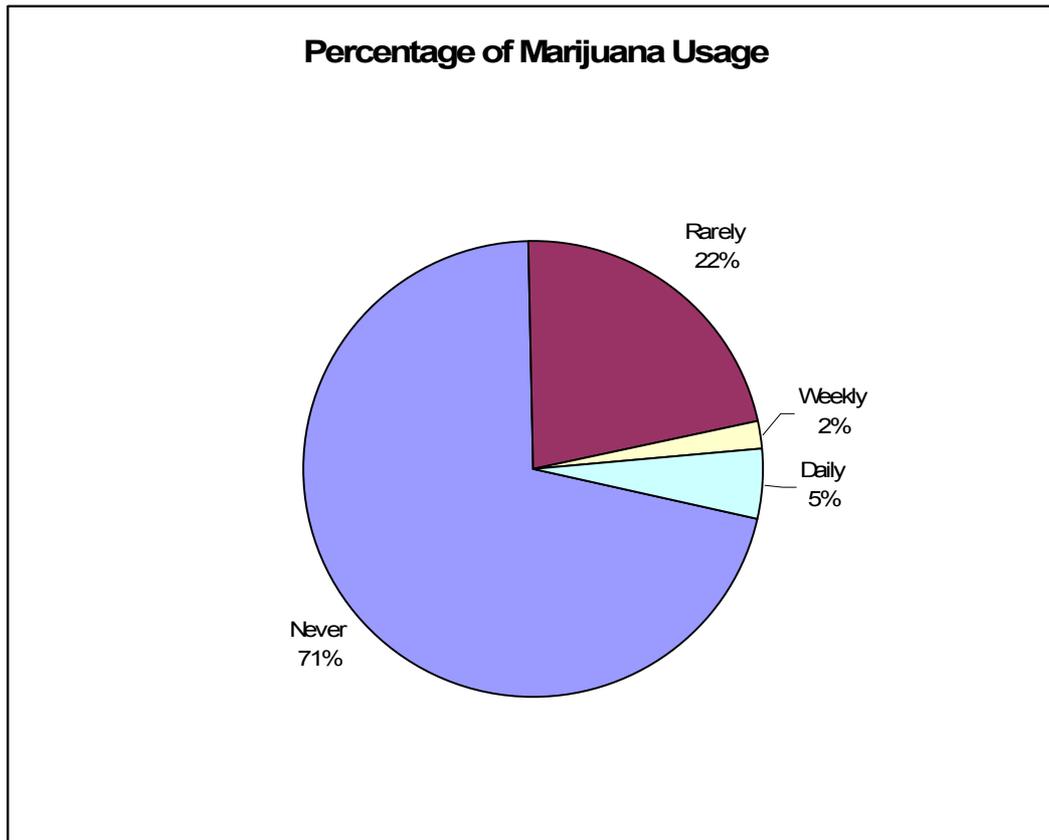


3.7.2 LGB Young People's Use of Inhalants

Three percent of LGB young people reported that they chromed, 94% reported that they had never chromed, and two percent did not respond to the question on chroming.

3.7.3 LGB Young People's Use of Marijuana

29% of LGB young people reported that they smoked marijuana, of which 22% rarely smoked it, 2% smoked it weekly, and 5% smoked it daily. Drug and alcohol services and counseling services need to be aware of the specific challenges facing LGB young people, and the drug related social dynamics of LGB cultures. Such awareness will enable services to better assist young LGB clients who may encounter problems related to, or indicated by, their marijuana use.



3.7.4 LGB Young People's Use of Non-Prescription Drugs (eg Amphetamines, Ecstasy)

Nearly one in five (18%) of LGB young people reported that they used non-prescription drugs such as amphetamines or ecstasy, with 10% reporting they used these drugs rarely, 5% reporting they used them weekly, and 2% reporting they used them daily. Drug and alcohol services and counseling services need to be aware of the specific challenges facing LGB young people, and the drug related social dynamics of LGB cultures. Such awareness will enable services to better assist young LGB clients who may encounter problems related to, or indicated by, their non-prescription drug use.

3.7.5 LGB Young People's Use of Intravenous Drugs

Three percent of LGB young people reported that they inject drugs, 93% reported that they had never injected drugs, and three percent did not respond to the question on injecting drugs.

4 DISCUSSION AND RECOMMENDATIONS

The participants of the *Open Doors Action Research Report 2008* appear to have more stable and engaged living situations than the young people with which Open Doors engages regularly. Nonetheless the prejudice and maltreatment that 2008 study participants experience is clearly associated with high rates of attempted suicide, self harm, and other health issues. Therefore those young people with whom Open Doors regularly engages are likely to have more significant problems than those of study participants..

While it remains clear that Open Doors is required as a service in Queensland the service needs to be much more far reaching than is currently possible within a very limited funding base . Participants reported high rates of disengaged living situations, in which they did not have:

- Secure access to safe accommodation (13% did not have this);
- Connections with their community which they find meaningful and adequate (45% did not have this);
- Supportive and open relationships with other individuals (for instance 38% reported that they did not feel supported by their families, and 82% reported being bullied at school)
- Participation in activities which contribute to their long term financial stability (for instance 40% reported disrupted school attendance because of fears for their safety).

Unstable and disengaged living situations are clearly associated with poorer mental and physical health amongst Queensland's lesbian, gay and bisexual young people aged 12-20 years.

Recommendations to assist LGB young people include:

- Developing others' acceptance and understanding of LGB people within families, schools, services and communities;
- Educating schools about homophobic and biphobic bullying and assisting them to reduce it;
- Ensuring that support and information is available to LGB young people who are considering coming out to help reduce negative reactions from family and friends;
- Ensuring that support is available to LGB young people to reduce rates of self harm, suicidal ideation and suicide;
- Providing opportunities for families to re-establish caring relationships if these have been disrupted by sexual prejudice;
- Working with other housing and support services to help them become visibly LGB friendly;
- Providing LGB young people with accessible opportunities to develop honest and meaningful relationships with others;
- Ensuring LGB accessible services are available to ensure LGB youth are able to access safe and accepting accommodation;
- Educating mental health services about contributing factors to drug and alcohol use amongst LGB young people;
- Educating mental health services about the relationship between experiencing sexual prejudice and experiencing extreme distress associated with suicide and self harm; and
- Ensuring adequate safer sex education is provided to all LGB young people.

Many improvements to the wellbeing of LGB young people have occurred in recent years and it is hoped that, with further work, the significant prevalence of unstable and disengaged living situations amongst LGB young people will further reduce.

APPENDIX A: PERSONAL INFORMATION QUESTIONNAIRE

Are u
lesbian, gay or bisexual...
and 20 years or younger

Then this is all about you!

(it take's approx 10 minutes to complete. Thanks!)

Open Doors is in Fortitude Valley and supports young people aged 12 – 18 who are identifying as lesbian, gay, bisexual and/or transgender or who are exploring sexuality and/or gender issues. Open Doors values and celebrates the legitimacy of lesbian, gay, bisexual and/or transgender (LGBT) identities and the diversity of lesbian, gay, bisexual, and/or transgender culture and communities

Open Doors would like to know more about the health and wellbeing of young people in Queensland. We need you to answer these questions so we can help services to become more inclusive and responsive to the needs and issues of LGBT young people in Queensland.

We would love if you could help us learn more information about young people just like you.

The answers are **CONFIDENTIAL** and **ANONYMOUS**.

Please do not put your name on the questionnaire.

All sections of the questionnaire are optional – you do not have to answer any if it makes you feel uncomfortable.

Please tick your responses.

Thank you for your help.

Personal Details

1. Age _____

2. Suburb / Town _____

3. Do you live in a rural or remote area? Rural Remote

4. Gender (please tick)?

Female Male Other _____

5. How do you identify yourself?

Lesbian Gay Bisexual Other (please specify) _____

6. Are you:

At school Looking for work Working University
 TAFE Apprenticeship
 Other (please specify) _____

General

1. Have you been on the Open Doors website? Yes No

2. Have you had contact with any organisation that supports same sex attracted young people? Yes No

3. When thinking about your sexuality,

(a) Do you feel safe when you go out to a party or social gathering? Yes No

(b) Do you feel you can hang out safely in public spaces? Yes No

(c) Do you feel safe using/on public transport? Yes No

4. When thinking about your sexuality, do you feel comfortable going to services that are not LGBT specific? Yes No

(a) If no, please give us an idea of why you don't feel comfortable?

5. Have you ever experienced a lack of information/support from an organisation /service because of your sexuality?

Yes No

6. Do you know of any resources or services (other than Open Doors) that may be able to support you with issues concerning sexuality?

Yes No

(a) If yes, who? _____

Health

1. Do you feel healthy?

Mostly Some of the time Never

2. Do you feel ok about your body?

Mostly Some of the time Never

3. Do you feel confident in talking to others about general health and wellbeing?

Mostly Some of the time Never

4. Do young people influence your ideas about general health and wellbeing?

Yes No

5. Do you feel you belong or are a part of your local community / town?

Yes No

School

1. During your time at school, have you been aware of or helped people being harassed / bullied about their sexuality?

Yes No

(a) If so, how was this dealt with by the school?

- Ignored it Person was not disciplined I was scared to help
 Person was disciplined I got in trouble

2. Do / did you keep your sexuality a secret at school? Yes No

3. Have you ever had to change schools because of bullying/ homophobia due to your sexuality? Yes No

4. Do / did you have sex education at school that is relevant to your sexuality (other than information about gender)? Yes No

(a) Did you find it: Helpful Unhelpful

**5. During your time at school or to or from school, have any of the following happened to you?
(Tick any that apply)**

- I have been threatened I have been called a name
- I have received offensive notes I have been excluded from groups
- I have had graffiti written on my property / locker I have been bullied
- I have received offending emails, texts or messages on msn chat
- None of the above has happened to me

6. During your time at school, have any of the following groups of people harassed / bullied you because someone thought you were gay, lesbian or bisexual?

- Students Students parents Young people who are not students
- School teachers School administrators (Eg. principals, secretaries etc.)
- Other _____
- No one has harassed me

7. How much of the time do / did you feel unsafe or afraid while at school (or on the way to or from school)?

- Always Sometimes Never

8. How many days have you ever NOT gone to school because you felt afraid / unsafe?

- 0 days 1-5 days 6-10 days 10 or more days I am not currently at school

9. At school, is/was there a teacher, counsellor, youth support coordinator or other adult that you feel/felt safe talking to about your sexuality? Yes No

(a) If so, please indicate which person,

- Teacher Counsellor Youth Support Coordinator School nurse
 Chaplin Other _____

Sex and Sexuality

**1. In general, how comfortable would you say you are about your sexuality?
(Please tick)**

- Very comfortable Somewhat comfortable Not very comfortable
 Not at all comfortable

2. Have you told anyone about your sexuality? Yes No

(a) If yes, how did they react? Supportive Not supportive

(b) If no, why have you chosen not to tell anyone?

- Not ready Scared/Afraid Don't want anyone to know
 Other _____

3. How old were you when you felt ok about your sexuality?

- Don't feel ok about it yet Under 12 12-15 15-18 18-20

4. Have you had sex? Yes No

(a) If yes, do you have safe sex? Yes No

5. How would you rate your knowledge on safe sex?
 A lot Some Not much

(a) Do you feel you have enough information on Sexually Transmitted Infections (STI's) to make healthy decisions about sex?

- Yes No

(b) Where do you find this information / or where would you go to get this information?

- Friends Family Sexual Health Services G.P.

Internet Other _____

Housing

1. Do you live at home? Yes No

(a) If no, which of the following reasons influenced why you left?
(Tick any that apply)

Your sexuality Homophobia Abuse
 Other _____

(b) If you don't live at home, were you forced to leave or did you choose to leave?

Forced to leave Chose to leave I live at home

(c) If you don't live at home, have you ever experienced verbal or physical abuse from people in places you have stayed because of your sexuality?

Yes No

2. Have you experienced homophobia or discrimination from neighbours/people in your community? Yes No

3. Have you ever had trouble trying to find somewhere to live because of your sexuality? Yes No

4. In the past 12 months, which of the following places have you stayed?

| | Never | Rarely | Occasionally | Often | All the time |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Stayed at home | <input type="checkbox"/> |
| Stayed with relatives | <input type="checkbox"/> |
| Stayed with friends | <input type="checkbox"/> |
| Couch surfing | <input type="checkbox"/> |
| Stayed at crisis accommodation /youth shelter | <input type="checkbox"/> |
| Slept rough e.g. Park | <input type="checkbox"/> |

5. Do you feel safe where you currently live? Yes No

(a) If no, why?

6. How could you feel more supported with your housing needs? _____

Emotional Health

1. Do you feel your parents support you? Yes No

2. Do you have support from other family members? Yes No

3. Do you have a friend or group of friends you hang around with? Yes No

4. When things are hard, do you have people you can go to for support? Yes No

5. In the past 12 months, have you wanted to harm yourself? Yes No

If yes,

(a) How often have you self harmed?

Never Rarely Daily Weekly Monthly

(b) If you have self harmed, which of the following have you done?

Cutting Burning Scratching Overdosing on medication

Overused drugs and/or alcohol Crazy driving Picked fights

Other _____

7. Do you use drugs, alcohol or self harm as a way to deal with issues related to your sexuality? Yes No

(a) If so, how often would you do this?

Never Rarely Daily Weekly Monthly

8. If you feel like harming yourself, which of the following have you tried? (Tick any that apply)

Talking to family Talking to friends

Talking to a counsellor / social worker Talking with a support group

Relaxation (exercise, reading, meditation, art, music)

Nothing Didn't want to not self harm

9. Have you ever had suicidal thoughts? Yes No

(a) Have you ever attempted suicide? Yes No

(b) Have you ever tried chatting to somebody about suicide and/or suicidal thoughts?
 Yes No

10. How many of your lesbian, gay and bisexual friends have attempted suicide?

None of my friends A few of my friends

A lot of my friends Most of my friends

11. Have you been abused?

Yes No

(a) If yes, by who?
 (please tick)

| | Family | In a relationship | Person you know | Stranger |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Physical abuse or assault | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Verbal abuse or assault | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emotional abuse or assault | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sexual abuse or assault | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Drugs

| | Never | Rarely | Daily | Weekly |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Do you drink alcohol? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you drink to get drunk? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you chrome? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Do you smoke marijuana? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Do you use non-prescription drugs? e.g. amphetamines, ecstasy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Do you inject drugs? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

After using alcohol or drugs have you ever:

| | Yes | No | Unsure |
|---|--------------------------|--------------------------|--------------------------|
| 7. Lost control | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Couldn't remember what happened afterwards? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. Got into trouble?

10. Regretted something that happened?

Mental Health

1. Have you ever been diagnosed with a mental health issue? Yes No

(a) If yes, what were you diagnosed with?
(Tick any that apply)

Depression Bipolar/ Manic Depression Anxiety Disorder

Eating Disorder Dissociative Disorder Unsure

Other _____

2. Are you currently taking medication for a mental health issue? Yes No

3. Have you ever been prescribed medication as a way to help you with your sexuality? Yes No

Do you believe that homophobia will get better in the next five years? Yes No

Thank you very much for participating in this survey. We think you are great and hope that you enjoy the rest of your day.

Cheers,

Nerida, Leisa, Kerry, Vicky and Nat.

If you would like to comment on any of the issues raised in this survey or any other comment that you would like to make, you can email us at opendoors@opendoors.net.au.

If you would like to find out what services Open Doors offers check out the website at www.opendoors.net.au

Support and help

Open Doors Action Research Report 2008

Do you feel that you would like some support with regard to any of the issues you have been thinking about while completing this questionnaire?

If you are 18 years or under you can contact Kids Help Line on their 24 hour toll free number 1800 555 1800 or kidshelpline@boystown.org.au or <http://www.kidshelp.com.au>

Lifeline offers free, confidential telephone counselling, 24 hours a day. Call 131 114.

If you need more information to help you to decide what to do about a problem, Reach Out! has fact sheets on many youth-related issues such as dealing with loss and grief, coping with stressful events, managing anger and violence, self harm and how to help if you're worried about a friend who's self-harming.
<http://www.reachout.com.au>

Beyond Blue has information about identifying depression and what can be done to help. YBBlue offers advice on what you can do if you're worried about a friend.
<http://www.beyondblue.org.au/>

Find out more about bullying and your rights at school at the Lawstuff website.
<http://www.lawstuff.org.au>

REFERENCES CITED

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2008 *Reconnect Action Research Kit*. Canberra: FaCSIA. Online:

http://www.facsia.gov.au/internet/facsinternet.nsf/housing/reconnect_action_research_kit.htm [Accessed 13 August 2008].