

Online experiences of LGBTIQ+ Australians aged 18 to 65

LGBTIQ+ people experience online hate and abuse more often than the general population. You can learn about some of eSafety's key research statistics in this fact sheet.

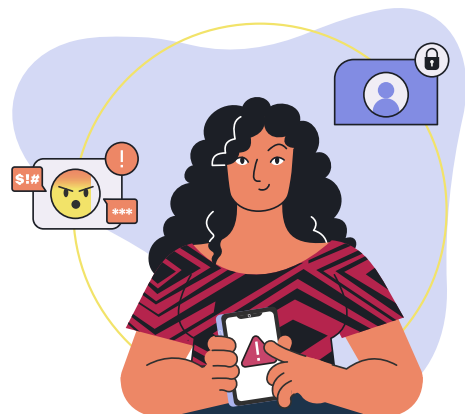
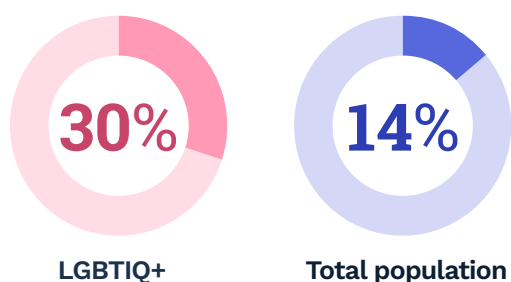
Definitions

Online abuse is when the internet is used to send, post or share content that is likely to harm the physical or mental health of the person targeted. It can take place on social media, through online chat and messaging services, texts, emails, online games, message boards and in online forums that allow people to publicly comment.

Online hate speech is defined as digital communication that offends, discriminates, denigrates, abuses, and/or disparages a person based on their personal identity or beliefs (for example race, ethnicity, gender, nationality, sexual orientation, religion, age or disability).

Online hate speech

People who experienced online hate speech



Who online hate speech came from

	Stranger	Friends
LGBTIQ+	76%	15%
Total population	47%	19%

Reasons for hate speech

	Sexual orientation	Gender	Political views
LGBTIQ+	61%	35%	30%
Total population	N/A	20%	21%

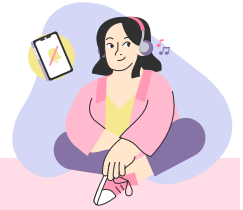
Find the full report at esafety.gov.au/research/online-hate-speech

Methodological note

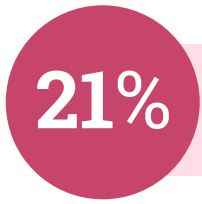
The statistics in this fact sheet are based on a national survey of 3,737 Australian adults aged 18 – 65 as well as six in-depth interviews. Survey and in-depth interview data were gathered between July and September 2019. Respondents were drawn from the online consumer panels. Quotas were set for location, age and gender. To reflect the overall population distribution, results were weighted to Australian Bureau of Statistics population data.

Adults' negative online experiences

Those who behaved negatively online to others



Total population



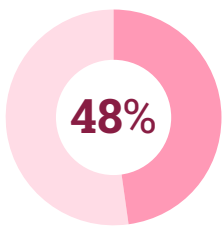
LGBTIQ+

Top 3 negative behaviours for LGBTIQ+

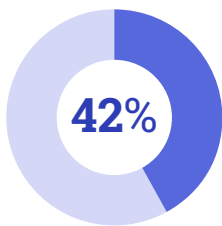
Called someone names – 55%, repeatedly sent someone unwanted messages – 46%, and provoked or started an argument – 35%.

Most common negative online experience

Repeated **unwanted** messages or online contact



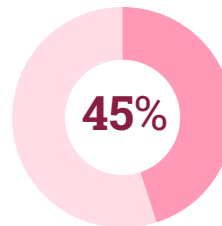
LGBTIQ+



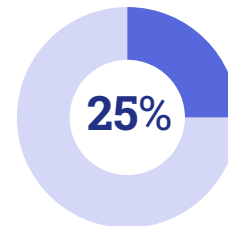
Total population

Biggest impact from negative online experiences

Mental or emotional stress



LGBTIQ+



Total population

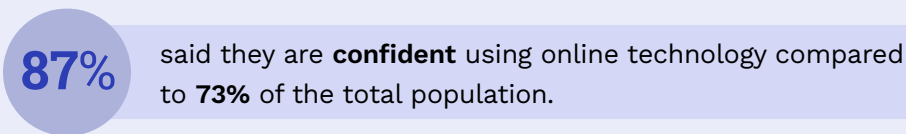
Find the full report at esafety.gov.au/research/adults-negative-online-experiences

Building Australian adults' confidence and resilience online

Top 3 perceived online risks for LGBTIQ+

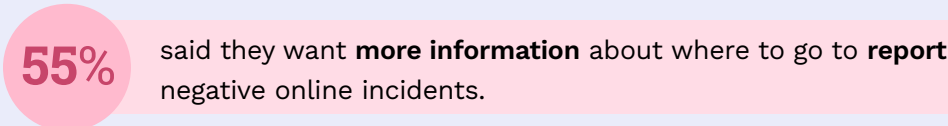
1. Exposure to **scams or online monetary** fraud – 64%
2. Exposure to **unreliable info/fake news** – 55%
3. Being **bullied or trolled** online – 54%

Perception of digital confidence for LGBTIQ+



said they are **confident** using online technology compared to 73% of the total population.

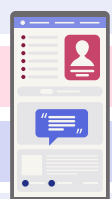
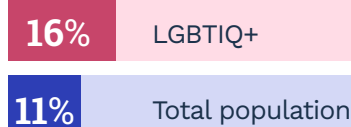
Top online safety information needs for LGBTIQ+



said they want **more information** about where to go to **report** negative online incidents.



Searched for or received information about how to protect themselves, or deal with negative online issues.



Find the full report at esafety.gov.au/research/adults-confidence-and-resilience