



Acknowledgement of Country

eSafety acknowledges all First Nations peoples for their continuing care of everything Country encompasses – land, waters and community. We pay our respects to First Nations peoples, and to Elders past and present.



Acknowledgements

We would like to thank the people who participated in this research and gave their time to contribute to a greater understanding of online hate encounters.

eSafety gratefully acknowledges the contributions of our academic collaborators on this report: Distinguished Professor Bronwyn Carlson, Head of the Department of Critical Indigenous Studies at Macquarie University; and Madi Day, researcher at the Department of Critical Indigenous Studies at Macquarie University, who reviewed the methodology, instruments and report; and Associate Professor Matteo Vergani of Deakin University, who leads research at the intersection of online and real-world hateful behaviours.

Suggested citation

eSafety Commissioner (2025) *Fighting the tide: Encounters with online hate among targeted groups*, Canberra: Australian Government.

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eSafety research program

The eSafety Commissioner (eSafety) helps Australians to have safer and more positive experiences online.

The eSafety research program supports, encourages, conducts and evaluates research about online safety for Australians. We do this so that:

- our programs, policies and regulatory functions are evidence-informed
- robust, person-centred evidence on the prevalence and impact of online harms is available to stakeholders
- the evidence base on what works to prevent and remediate online harms continues to grow.

eSafety research is available at: esafety.gov.au/research

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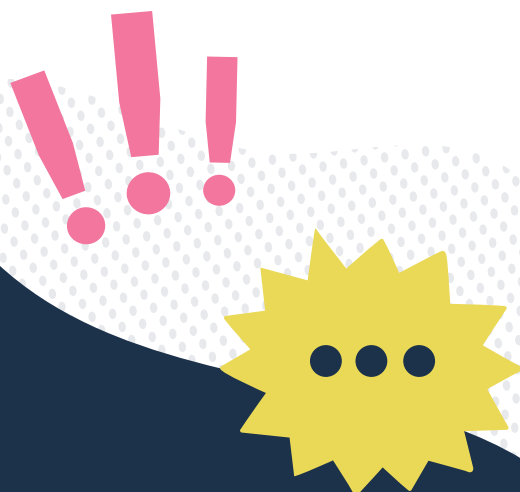
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About this report

Online hate is any hateful post or comment about a person or group based on discrimination or bias related to characteristics such as their race, religion, ethnicity, sexual orientation, disability or gender (eSafety Commissioner, n.d.). It is one of the most common and visible forms of digital violence. The global uptake of smartphones, which has enabled constant access to the internet and social media, has also made online hate more challenging to combat (Carlson & Frazer, 2021a; Hilte et al., 2023; Siegel, 2020).

Online hate can impact anyone, but certain individuals and groups are more likely to be targeted. They include people who are sexually diverse, Aboriginal and/or Torres Strait Islander people, people with disability, and/or people from other culturally and racially marginalised communities (eSafety Commissioner, 2020). Online hate based on discrimination or bias against targeted adults' identity extends the hate and abuse they often experience in their offline lives (ADL Center for Technology & Society, 2023; Day & Carlson, 2024; Powell et al., 2018; Valencia-Forrester et al., 2023).



This report, using the 2022 *Australian Adults Online* dataset, explores the extent and impact of online hate among targeted groups in Australia. *Fighting the tide* starts with a snapshot of the prevalence and nature of encounters with online hate among targeted groups. It then explores the perceived impacts of and responses to online hate among these groups. It is the first of two reports exploring encounters with online hate in Australia. A forthcoming report will describe encounters with online hate among the broader adult community in Australia.

We found that adults from targeted groups – sexually diverse adults, Aboriginal and/or Torres Strait Islander adults, adults with disability and adults from linguistically diverse backgrounds – are much more likely than adults who do not belong to these targeted groups to encounter online hate.¹ Adults from these targeted groups are significantly more likely to experience online hate based on discrimination or bias related to their identity. For example, sexually diverse adults are more likely to be targeted based on their sexual orientation; Aboriginal and/or Torres Strait Islanders are more likely to be targeted based on their cultural identity or ethnicity; adults with disability are more likely to be targeted based on their disability; and linguistically diverse adults are more likely to be targeted based on their race, nationality, ethnicity, religion or cultural identity.

Our findings suggest that personal experiences of online hate have harmful effects on the wellbeing of targeted adults. However, most adults from targeted groups don't take any action after encountering online hate. Many don't act because they think it won't change the situation or because the experience doesn't seem serious enough. This may suggest that some adults from targeted groups have become resigned or desensitised to the online hate they encounter so often.

This report concludes with a discussion of how these findings might be used to foster safer online environments where targeted adults can engage and participate without being subject to hate and abuse.

¹ eSafety recognises that there are many groups in the Australian adult community who are at greater risk of being targeted with online hate, including transgender, non-binary and gender-diverse individuals. This report doesn't separate out specific survey findings for transgender, non-binary and gender-diverse adults from the main survey data collected and analysed in this report, due to the small sample size for this cohort. As a result, our findings are unable to reflect the specific online hate experiences of transgender, non-binary and gender-diverse adults. Future research is necessary to understand their unique lived experiences of online hate.

Key findings



Adults from targeted groups are significantly more likely than adults who don't belong to targeted groups to encounter online hate:

Adults surveyed who identified as sexually diverse, Aboriginal and/or Torres Strait Islander, with disability, and/or as linguistically diverse were more likely both to see (41%) and to personally experience (24%) online hate. Our research found that sexually diverse adults (36%) and Aboriginal and/or Torres Strait Islander adults (34%) were among the most likely of any targeted group surveyed to personally experience online hate.



Adults from targeted groups are more likely than adults who don't belong to targeted groups to experience online hate based on discrimination or bias related to at least one aspect of their identity:

Sexually diverse adults were more likely to be targeted based on their sexual orientation (58% vs. 7%); Aboriginal and/or Torres Strait Islanders were more likely to be targeted based on their cultural identity (34% vs. 12%) or ethnicity (26% vs. 15%); adults with disability were more likely to be targeted based on their disability (23% vs. 3%); and linguistically diverse adults were more likely to be targeted based on their race (30% vs. 15%), nationality (27% vs. 14%), ethnicity (27% vs. 11%), religion (22% vs. 14%) or cultural identity (18% vs. 11%).



Most online hate experienced by adults from targeted groups is perpetrated by strangers:

Most targeted adults surveyed who personally experienced online hate said that the perpetrator was a stranger (61–72%). While linguistically diverse adults and Aboriginal and/or Torres Strait Islander adults most commonly experienced online hate from a stranger, they were significantly more likely than adults who spoke only English at home or non-Indigenous adults, respectively, to have experienced online hate from someone they personally knew.

**Adults from targeted groups most commonly experience**

online hate on social media: Most targeted adults surveyed who personally experienced online hate said that the hate was perpetrated on social media (64–70%). Adults with disability were significantly more likely to experience online hate on social media, compared with adults without disability (69% vs. 60%). While linguistically diverse adults most often experienced online hate on social media, they were more likely to experience it on online discussion boards/forums, compared with adults who spoke only English at home (16% vs. 9%).

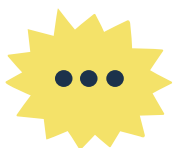
**Online hate has harmful effects on the wellbeing of adults from targeted groups:**

Most targeted adults surveyed who had personally experienced online hate perceived a significant negative impact on at least one area of their life (52–61%). Aboriginal and/or Torres Strait Islander adults who had experienced online hate were more likely than non-Indigenous adults to perceive negative impacts on various areas of their life, including their beliefs, values and identity (40% vs. 24%), their financial situation (34% vs. 17%), their own cultural community (33% vs. 18%) and/or their work (32% vs. 19%). Linguistically diverse adults who had experienced online hate were more likely than adults who spoke only English at home to report negative impacts on their perceptions of technology/internet (40% vs. 31%), their relationship with family or friends (28% vs. 20%), their work (28% vs. 17%) and/or their own cultural community (26% vs. 16%).



Most targeted adults don't take action after encountering online hate:

A minority of targeted adults surveyed who had encountered online hate said they took action after seeing it (28–32%) or personally experiencing it (38–44%). A common reason among targeted groups for not taking action after encountering online hate was that they didn't think anything would change (18–36%). Linguistically diverse adults were more likely than adults who spoke only English at home to refrain from acting after experiencing online hate because they didn't think anything would change (36% vs. 27%), while adults with disability were more likely than those without disability to refrain from acting after seeing online hate because they didn't know what to do (28% vs. 21%). Aboriginal and/or Torres Strait Islander adults were more likely than non-Indigenous adults not to take action after seeing online hate because they were afraid of what might happen as a result (19% vs. 9%) or because they were too embarrassed/ashamed (6% vs. 3%).



Some targeted adults are proactive after encountering online hate:

Among those targeted adults surveyed who took action after encountering online hate, the most common actions were to block the person/account who did it (35–55%) or report it to the website, platform or app (40–62%). Adults with disability were more likely than those without disability to take any action after seeing online hate (32% vs. 23%) and to confront the perpetrator online (30% vs. 19%). Some linguistically diverse adults reported using a range of actions after seeing online hate. They were more likely than adults who spoke only English at home to spend less time online (23% vs. 13%), search online for how to deal with the issue (21% vs. 12%), delete the post/comment(s) (21% vs. 10%), change their privacy settings (19% vs. 10%), report it to eSafety (10% vs. 2%) or close their social media account(s) (9% vs. 4%). Linguistically diverse adults were also more likely than adults who spoke only English at home to speak to family or friends after personally experiencing online hate (31% vs. 15%).



Methodology

This research draws on data from the eSafety *Australian Adults Online* survey, which was conducted from 11 to 29 November 2022. WhereTo Research was commissioned to conduct the work. We surveyed 5,304 adults living in Australia aged 18 years and over about their online activities and experiences, with reference to the 12 months prior to November 2022.

To best reflect a nationally representative sample, soft quotas were placed on gender, age, state, area (metropolitan and regional), socio-economic status, labour force status, highest level of educational attainment, sexual orientation, Aboriginal and/or Torres Strait Islander identity, disability and linguistic diversity. The project was submitted as part of the Victorian University Human Research Ethics Committee approval process. Ethics approval for the project was received on 11 November 2022. Informed consent to participate in the survey was obtained from all participants.

The 20-minute survey included a 30-question module that focused specifically on encounters with online hate, including the perceived bases of online hate encounters, the platforms on which it was experienced, and the perceived impact on those who experienced it.

In the survey, we defined online hate as:

... online communication that attacks or uses insulting or discriminatory language with reference to a person or a group on the basis of who they are – in other words, based on their religion, ethnicity, nationality, race, colour, descent, gender or other identity factor.

This report focuses on the prevalence and nature of online hate encounters among the following groups identified by eSafety as being at higher risk of harm while online (eSafety Commissioner, 2020)²:

- **Sexually diverse adults** (weighted $n = 140$) – includes adults who identified as gay, lesbian, bisexual, queer or asexual, as well as those who said they were unsure/questioning, or who used a different term than those included in the survey to describe their sexual orientation³.
- **Aboriginal and/or Torres Strait Islander adults** (weighted $n = 159$) – includes adults who identified as Aboriginal and/or Torres Strait Islander.
- **Adults with disability** (weighted $n = 1,041$) – includes adults who reported having experienced physical, cognitive, intellectual, emotional or other challenges or disabilities for 6 months or longer.
- **Linguistically diverse adults** (weighted $n = 1,029$) – includes adults who reported speaking a language other than English at home.

In the report, we distinguish between those who had seen online hate and those who had personally experienced it.

² eSafety recognises that there are many groups in the Australian adult community who are at greater risk of being targeted with online hate, including transgender, non-binary and gender-diverse individuals. We didn't separate out specific survey findings for transgender, non-binary and gender-diverse adults from the main survey data collected and analysed in this report, due to the small sample size for this cohort. As a result, our findings are unable to reflect the specific online hate experiences of transgender, non-binary and gender-diverse adults. Future research is necessary to understand their unique lived experiences of online hate.

³ Different terms used to describe sexual orientation included 'pansexual', 'bicurious', 'demisexual' and 'fluid'.

Data analysis

We analysed the survey data using SPSS Statistics software. First, we produced descriptive statistics (i.e. percentages) for each outcome variable overall (e.g. prevalence of online hate encounters) and by relevant subgroups (e.g. prevalence of online hate encounters among sexually diverse adults compared with heterosexual adults). We used multivariate logistic regression modelling to test for statistically significant differences in online hate encounters between subgroups of adults who participated in the survey, such as between sexually diverse and heterosexual adults. By using a multivariate analysis approach, we were able to explore which of several factors (e.g. gender, age, sexual orientation, Aboriginal and/or Torres Strait Islander identity, disability, linguistic diversity) were independently associated with the outcome variables (e.g. encounters with online hate). See Appendix A for further details on the analysis approach.

In the report, the survey population on which specific findings are based (e.g. all participants, participants who had encountered online hate, etc.) is stated in each figure, along with the question wording. Percentage responses may not sum to 100%, due either to question rounding or to question formats that allowed multiple responses.

More detailed information about the methodology is provided in our [full methodology report](#).

Limitations

Several key limitations should be considered when interpreting the findings of this research:

- The findings described in this report are based on cross-sectional self-reported data. This means that encounters with online hate noted in the report are based on participants' experiences and perceptions of online hate as they have shared them with us at one point in time, rather than being based on independent observation over time of online hate victimisation. Additionally, the data were collected in November 2022 and don't reflect experiences of online hate related to more recent world events. The cross-sectional nature of the data means that we are unable to draw any causal conclusions regarding our findings.

- The survey sample was sourced from three separate online panels of people who have agreed to be invited to participate in online research on a variety of topics. Technically, these are convenience samples. Results from convenience samples may be subject to a range of biases when compared with results from research using probability-based sampling. Although quotas and survey weights were used to control for demographic skews, it is more difficult to control for psychographic skews arising from differential approaches to participation attraction. Additionally, although survey response items were presented in a randomised order, self-report surveys can be subject to social desirability biases. This means that participants may answer survey items in a manner they think is socially desirable or acceptable, rather than providing a true reflection of their experiences.
- The survey adopted a broad definition of online hate, including online hate relating to discrimination or bias against aspects of identity such as political views and appearance. This definition was used internally to inform the development of online resources and materials and is not consistent with definitions provided in other sources, such as the [Online Safety Act](#). The findings presented in this report should be interpreted in the context of the definition of online hate included in the survey. Additionally, the survey didn't provide a clear threshold or examples of what should be considered as online hate. It is possible that participants considered different behaviours as being online hate and this may have resulted in some over-reporting of online hate encounters. In addition, adults from targeted groups, especially those who were part of more than one targeted group (e.g. Aboriginal people with disabilities), likely experience unique and differing forms of online hate, compared with adults who don't belong to any group or those who belong to one of these targeted groups. Differing definitions, interpretations and experiences of online hate should be considered when interpreting the findings of this report.
- The sample sizes for sexually diverse adults (weighted $n = 140$) and Aboriginal and/or Torres Strait Islander peoples (weighted $n = 159$), while sufficient for comparative analysis, are not large sample sizes. This means that relatively large percentage point differences between the results for sexually diverse adults or Aboriginal and/or Torres Strait Islander adults and the results for other adults need to be observed in order to be statistically significant. An absence of statistically significant differences between sexually diverse adults or Aboriginal and/or Torres Strait Islander adults and other adults surveyed in this report doesn't necessarily mean there is no difference offline or in day-to-day life.

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- Many of the adults surveyed were part of more than one targeted group. For some adults, this means they are more likely to be targeted online and are likely to experience compounding social and economic challenges offline. While sample sizes were too small to examine the intersectional nature of online hate in this report, it is important to consider how different aspects of discrimination can overlap as this creates distinct experiences of online hate. We recognise the need for future large-scale research, ideally led by members of targeted groups, to examine the intersectional nature of online hate experienced by adults who are from more than one of these targeted groups.
 - There are limitations around the representation of gender in this report. We didn't separate out specific survey findings for transgender, non-binary and gender-diverse adults from the main survey data collected and analysed. This was due to the small sample size for this cohort, which is an ongoing challenge in statistical analysis. As a result, our findings are lacking the specific online hate experiences of transgender, non-binary and gender-diverse adults. While non-binary and gender-diverse participants had to be excluded from comparative analyses due to small sample sizes ($n = 23$), the small numbers of transgender men ($n = 4$) and women ($n = 3$) participants were included in the 'men' and 'women' groups, respectively, to enable their data to be retained in comparative analyses. Three Sistergirls⁴ were also included in the 'women' group. [See the full methodology report](#) for further details. Lacking data about non-binary and gender-diverse adults' experiences of online hate can lead to gender being represented by quantitative data as inherently binary, when this isn't the case. Transgender, non-binary and gender-diverse adults are at greater risk of being targeted by online hate (ADL Center for Technology & Society, 2023). Future research is critical for understanding how this group is targeted by online hate.

⁴ *Sistergirl'* is a culturally specific term used by Aboriginal and Torres Strait Islander people to describe transgender women, femmes and effeminate people (TransHub, 2021). However, this word can be used differently depending on a person's location, country and nation. In this research, we grouped Sistergirls with women in our data, as the term is commonly used by trans women. Any Sistergirls who participated in the study and who wish to have their data grouped with a gender category other than 'women' may contact the authors. In future surveys, eSafety will include a question that allows respondents to select which gender category they would like their data to be grouped under, in addition to our current questions that capture participants' gender.

Positionality statement

eSafety understands the impact on our research and analysis of researchers' intersecting experiences of power and marginalisation. The team that authored this report is made up of cis-gender women. Identities represented in the team include queer women and people with disability. Our team has expertise in quantitative and qualitative methodologies, online harms and safety, and the lived experiences of people at risk of online harms.



Encounters with online hate among targeted adults in Australia

Certain individuals and groups among the adult community are more at risk of experiencing online harms than others. These include people who identify as sexually diverse, Aboriginal and/or Torres Strait Islander peoples, people with disability and/or people from other culturally and racially marginalised communities (eSafety Commissioner, 2020).

This report explores encounters with online hate among adults surveyed who told us they identify as being from at least one of these targeted groups.

Many of the adults surveyed were part of more than one targeted group. For some adults, this means they are more likely to be targeted online and are likely to experience compounding social and economic challenges offline. While sample sizes were too small to examine the intersectional nature of online hate in this report, it's important to consider how different aspects of discrimination can overlap, as this creates distinct experiences of online hate.

Adults who belonged to a targeted group were significantly more likely to encounter online hate

Our survey found that adults who identified as being from a targeted group were more likely to have **seen** and **personally experienced** online hate in the 12 months to November 2022.

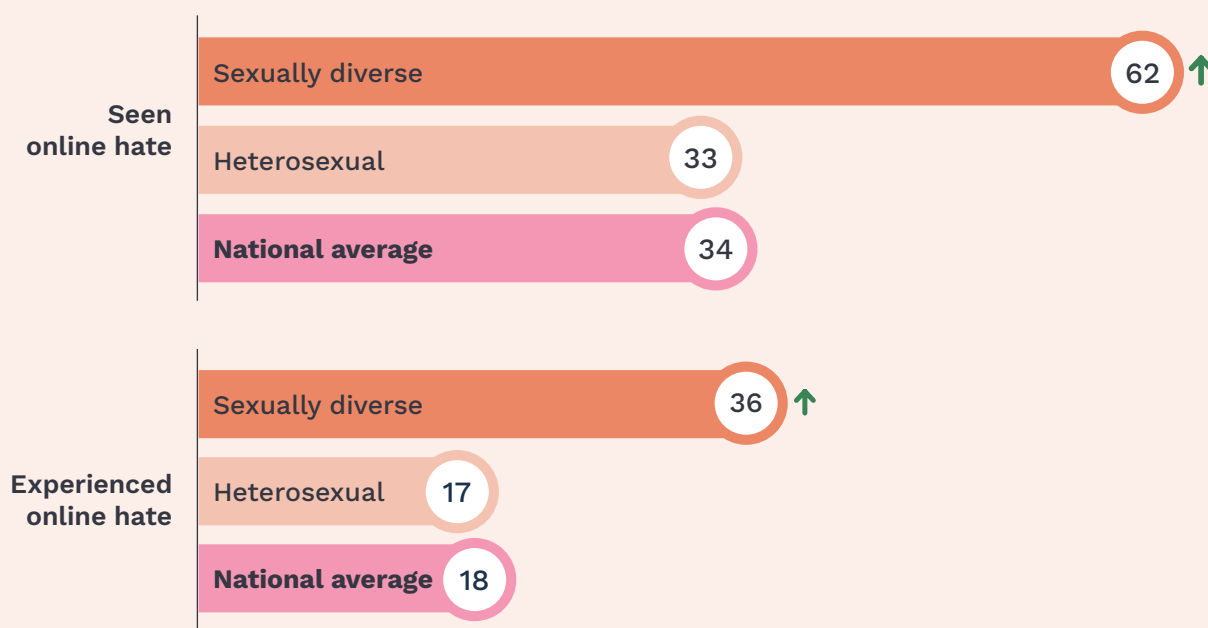
- Over 2 in 5 (41%) adults surveyed who identified as sexually diverse, Aboriginal and/or Torres Strait Islander, with disability and/or linguistically diverse had **seen** online hate in the past 12 months, compared with 30% of adults who didn't belong to a targeted group.
- Almost 1 in 4 (24%) adults surveyed who identified as sexually diverse, Aboriginal and/or Torres Strait Islander, with disability and/or linguistically diverse had **personally experienced** online hate in the past 12 months, compared with 14% of adults who didn't belong to a targeted group.

Sexually diverse adults' encounters with online hate

Sexually diverse adults are among the most likely of any targeted group to encounter online hate

Our survey showed that sexually diverse adults were almost twice as likely as heterosexual adults to have **seen** online hate in the last 12 months (62% vs. 33%) (Figure 1). In addition, adults who identified as sexually diverse were more than twice as likely as heterosexual adults to have **personally experienced** online hate (36% vs. 17%).

Figure 1: Adults who had encountered online hate in the last 12 months, by sexual orientation (%)



Note: Green arrow indicates cohort significantly more likely than heterosexual adults to have seen/experienced online hate.

Source (seen online hate): Question H14. In the last 12 months, how many times, if ever, have you seen or been exposed to online hate? **Source (experienced online hate):** Question H2. In the last 12 months, how many times, if ever, were you subject to online hate speech (e.g. someone discriminated against you or offended you online because of your identity or belief)?

Base: Adults in Australia aged 18+ (weighted n = 5,304), includes those who responded 'I don't know' to H14/H2. Sexually diverse adults in Australia aged 18+ (weighted n = 140). Heterosexual adults in Australia aged 18+ over (weighted n = 5,145).

Sexual orientation is the most common basis of online hate encountered by sexually diverse adults

Online hate can incorporate prejudice on multiple compounding grounds. Given the oftentimes intersectional nature of online hate, adults were asked to indicate the perceived bases of their online hate encounters and were able to select as many perceived bases as they thought applied to their encounters.

Adults surveyed who identified as sexually diverse were more likely than heterosexual adults to report having **seen** online hate based on sexual orientation (71% vs. 35%) or gender (58% vs. 32%) (Table 1).⁵ Sexually diverse adults were also more likely than heterosexual adults to **personally experience** online hate based on their sexual orientation (58% vs. 7%).⁶

Most sexually diverse adults who **personally experienced** online hate reported that it was perpetrated by a stranger (72%) and that it occurred on social media (70%) (see Tables A2–A3, Appendix B).

⁵ The smaller sample size for sexually diverse adults should be considered when interpreting these findings; sexually diverse adults who had seen online hate (weighted n = 87).

⁶ The smaller sample size for sexually diverse adults should be considered when interpreting these findings; sexually diverse adults who had experienced online hate (weighted n = 51).

Table 1: Perceived basis of online hate seen and personally experienced by adults, by sexual orientation (%)

	Seen online hate			Experienced online hate		
	National average	Sexually diverse	Heterosexual	National average	Sexually diverse	Heterosexual
Political views	44	50	44	23	19	23
Race	40	50	40	19	16	19
Sexual orientation	37	71 ↑	35	10	58 ↑	7
Gender	34	58 ↑	32	20	34	19
Appearance	34	46	33	20	24	20
Religion	34	39	33	16	11	17
Ethnicity	33	39	32	15	16	15
Cultural identity	26	32	26	13	12	13
Nationality	25	28	25	18	15	18
Age	17	19	17	21	14	21
Disability	17	31	16	9	15	8
I don't know	6	3	6	9	3	9
Other	4	0	4	8	4	8
Base: Adults in Australia aged 18+ who had seen/experienced online hate	1,815	87	1,724	940	51	886

Note: Green arrow indicates cohort was significantly more likely than heterosexual adults to have seen/experienced online hate topic. **Source (seen online hate):** Question H15. The hateful content was targeting others because of their ... **Source (experienced online hate):** Question H4. I experienced online hate speech based on my ...

⁷ The smaller sample size for sexually diverse adults should be considered when interpreting these findings; sexually diverse adults who had seen online hate and hadn't taken any action (weighted n = 60).

Over half of sexually diverse adults are negatively impacted by their experience of online hate

Over 1 in 2 (52%) sexually diverse adults surveyed perceived a significant (moderate to extreme) negative impact after **personally experiencing** online hate (see Table A4, Appendix B). Almost 2 in 5 (39%) sexually diverse adults perceived a significant negative impact on their mental or emotional wellbeing, and 3 in 10 (30%) reported a significant negative impact on their perceptions of technology and the internet.

Despite more than half of sexually diverse adults being negatively impacted by their experience of online hate, just 2 in 5 (42%) reported taking any action after **personally experiencing** online hate, while a third (31%) took action after **seeing** online hate.

Among sexually diverse adults who had seen online hate but didn't take any action, the most commonly reported reasons for not acting were that they didn't think anything would change (28%) or that they didn't know what to do (27%) (see Table A5, Appendix B).⁷

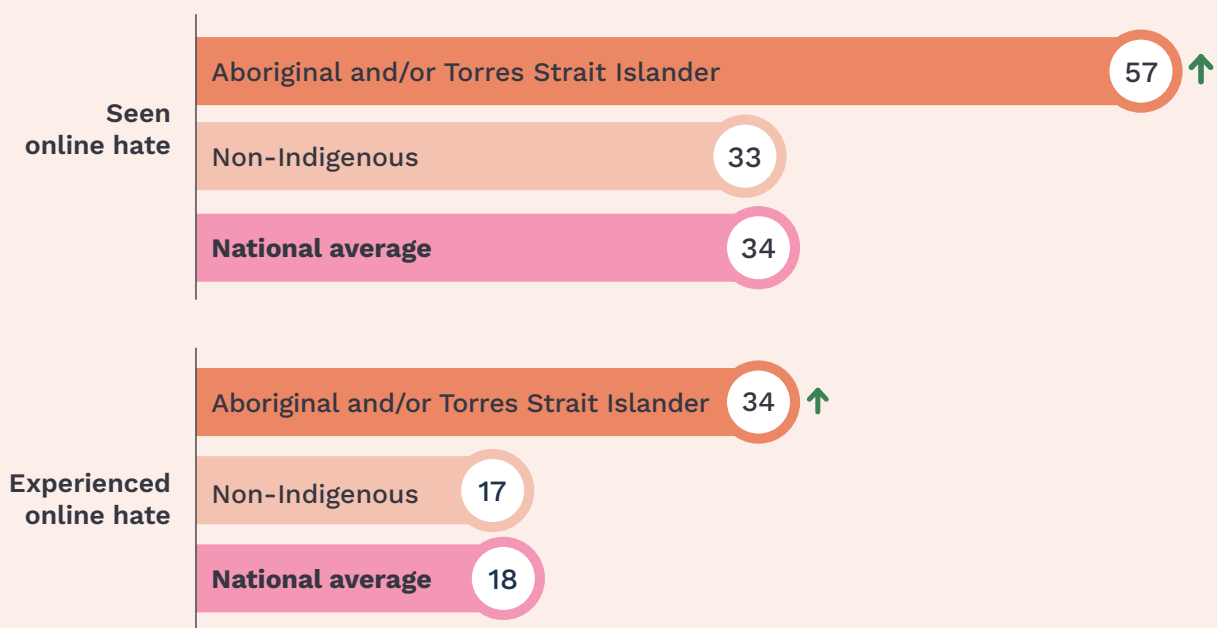


Aboriginal and/or Torres Strait Islander adults and online hate

Aboriginal and/or Torres Strait Islander adults are significantly more likely to be targeted with online hate

Our survey found that almost 3 in 5 (57%) Aboriginal and/or Torres Strait Islander adults had **seen** online hate in the 12 months to November 2022, compared with a third (33%) of non-Indigenous adults (Figure 2). Additionally, Aboriginal and/or Torres Strait Islander adults were twice as likely as non-Indigenous adults to have **personally experienced** online hate (34% vs. 17%).

Figure 2: Adults who had encountered online hate in the last 12 months, by Aboriginal and/or Torres Strait Islander identity (%)



Note: Green arrow indicates cohort significantly more likely than non-Indigenous adults to have seen/experienced online hate. **Source (seen online hate):** Question H14. In the last 12 months, how many times, if ever, have you seen or been exposed to online hate? **Source (experienced online hate):** Question H2. In the last 12 months, how many times, if ever, were you subject to online hate speech (e.g. someone discriminated against you or offended you online because of your identity or belief)?

Base: Adults in Australia aged 18+ (weighted n = 5,304), includes those who responded 'I don't know' to H14/H2. Aboriginal and/or Torres Strait Islander adults in Australia aged 18+ (weighted n = 159). Non-Indigenous adults in Australia aged 18+ (weighted n = 5,127).

Aboriginal and/or Torres Strait Islander adults are more likely to personally experience online hate based on their cultural identity or ethnicity

As shown in Table 2, among adults surveyed who had **personally experienced** online hate, Aboriginal and/or Torres Strait Islander adults were more likely than non-Indigenous adults to have experienced online hate based on their cultural identity (34% vs. 12%) or ethnicity (26% vs. 15%).⁸

Table 2: Perceived basis of online hate experiences, by Aboriginal and/or Torres Strait Islander identity (%)

	National average	Aboriginal and/or Torres Strait Islander	Non-Indigenous
Political views	23	25	23
Age	21	18	21
Gender	20	21	20
Appearance	20	19	20
Race	19	24	19
Nationality	18	20	17
Religion	16	6	17
Ethnicity	15	26 ↑	15
Cultural identity	13	34 ↑	12
Sexual orientation	10	8	10
I don't know	9	8	9
Disability	9	12	8
Other	8	7	8
Base: Adults in Australia aged 18+ who had experienced online hate	940	54	880

Note: Green arrow indicates cohort was significantly more likely than non-Aboriginal or Torres Strait Islander adults to have experienced online hate topic. **Source:** Question H4. I experienced online hate speech based on my ...

⁸ The smaller sample size for Aboriginal and/or Torres Strait Islander adults should be considered when interpreting these findings; Aboriginal and/or Torres Strait Islander adults who had experienced online hate (weighted n = 54).

Aboriginal and/or Torres Strait Islander adults are most likely to experience online hate from strangers and on social media

As with non-Indigenous adults, Aboriginal and/or Torres Strait Islander adults surveyed were most likely to have **personally experienced** online hate from strangers (66%) (Table 3) and to have been targeted on social media (66%) (see Table A6, Appendix B).

However, Aboriginal and/or Torres Strait Islander adults were more likely than non-Indigenous adults to have been targeted with online hate from a friend they knew personally offline (18% vs. 10%) or from an ex-partner (13% vs. 5%).⁹

Table 3: Relationship to perpetrator of online hate, by Aboriginal and/or Torres Strait Islander identity (%)

	National average	Aboriginal and/or Torres Strait Islander	Non-Indigenous
Stranger	62	66	61
Friend you know personally/in real life	10	18 ↑	10
Family member	9	5	9
Acquaintance	9	17	9
Friend you know only online	8	14	8
Don't know who did it	8	3	8
Work colleague or ex-work colleague	5	10	5
Ex-partner	5	13 ↑	5
Member of your own cultural community	5	5	5
Partner	5	6	4
Carer	4	2	4
Someone else	3	1	3
Prefer not to say	1	0	2
Base: Adults in Australia aged 18+ who had experienced online hate	940	54	880

Note: Green arrow indicates cohort was significantly more likely than non-Indigenous adults to have been targeted by perpetrator. **Source:** Question H5. Thinking about when you experienced this ... Who directed these comments at you?

⁹ The smaller sample size for Aboriginal and/or Torres Strait Islander adults should be considered when interpreting these findings; Aboriginal and/or Torres Strait Islander adults who had experienced online hate (weighted n = 54).



#@%!



Experiences of online hate have significant negative impacts on Aboriginal and/or Torres Strait Islander adults

Over half (57%) of Aboriginal and/or Torres Strait Islander adults surveyed who **personally experienced** online hate perceived at least one significant (moderate to extreme) negative impact (Table 4).¹⁰ Aboriginal and/or Torres Strait Islander adults were more likely than non-Indigenous adults to perceive that online hate had had a significant negative impact on their:

- beliefs, values and identity (40% vs. 24%)
- their work (32% vs. 19%)
- their financial situation (34% vs. 17%)
- their own cultural community (33% vs. 18%).

Table 4: Adults who perceived moderate to extreme negative impact of online hate, by Aboriginal and/or Torres Strait Islander identity (%)

	National average	Aboriginal and/or Torres Strait Islander	Non-Indigenous
Any perceived moderate to extreme negative impact	54	57	54
My mental or emotional wellbeing	34	39	34
My perceptions of technology/internet	33	32	33
My normal online behaviour/routine	30	38	29
My beliefs, values and identity	25	40 ↑	24
My physical wellbeing	24	28	24
My reputation	23	33	22
My relationship with family or friends	22	27	22
My work	20	32 ↑	19
My romantic relationships	19	27	19
My own cultural community	19	33 ↑	18
My financial situation	18	34 ↑	17
My school	17	24	17
Base: Adults in Australia aged 18+ who had experienced online hate	940	54	880

Note: Green arrows indicate cohort was significantly more likely than non-Indigenous adults to perceive a moderate to extreme negative impact. **Source:** Question H10. To what extent were any of the following negatively impacted by these comments?

¹⁰ The smaller sample size for Aboriginal and/or Torres Strait Islander adults should be considered when interpreting these findings; Aboriginal and/or Torres Strait Islander adults who had experienced online hate (weighted n = 54).

Aboriginal and/or Torres Strait Islander adults are afraid to act after seeing online hate

Just under 2 in 5 (38%) Aboriginal and/or Torres Strait Islander adults surveyed took any action after **personally experiencing** online hate. A smaller proportion (29%) of Aboriginal and/or Torres Strait Islander adults reported taking action after **seeing** online hate.

Among Aboriginal and/or Torres Strait Islander adults surveyed who had seen online hate but didn't take any action, the most commonly reported reasons for not doing so were that they didn't think it was their place to do anything (32%) or they didn't know what to do (29%) (Table 5).

Aboriginal and/or Torres Strait Islander adults were also more likely than non-Indigenous adults to report that they didn't take action after seeing online hate because they were afraid of what might happen as a result (19% vs. 9%) or because they were too embarrassed/ashamed (6% vs. 3%).¹¹



¹¹ The smaller sample size for Aboriginal and/or Torres Strait Islander adults should be considered when interpreting these findings; Aboriginal and/or Torres Strait Islander adults who had seen online hate and hadn't taken any action (weighted n = 65).

Table 5: Reasons for not taking action after seeing online hate, by Aboriginal and/or Torres Strait Islander identity (%)

	National average	Aboriginal and/or Torres Strait Islander	Non-Indigenous
It wasn't my place to do anything	26	32	26
I didn't think anything would change	24	18	24
I didn't know what to do	23	29	22
They handled it themselves	19	18	19
I just ignored it as I didn't care much about it	15	13	15
Someone else did something about it	14	13	14
It was not serious enough	12	6	13
I didn't want to become a target by standing up for someone else	11	8	11
I was afraid about what might happen as a result of taking action	10	19 ↑	9
I was asked not to get involved	5	2	5
I was too embarrassed/ashamed	3	6 ↑	3
Other	3	3	3
The person doing it had significant authority in their cultural context	2	2	3
I thought it was justified	1	0	1
Base: Adults in Australia aged 18+ who had seen online hate and had not taken any action	1,361	65	1,292

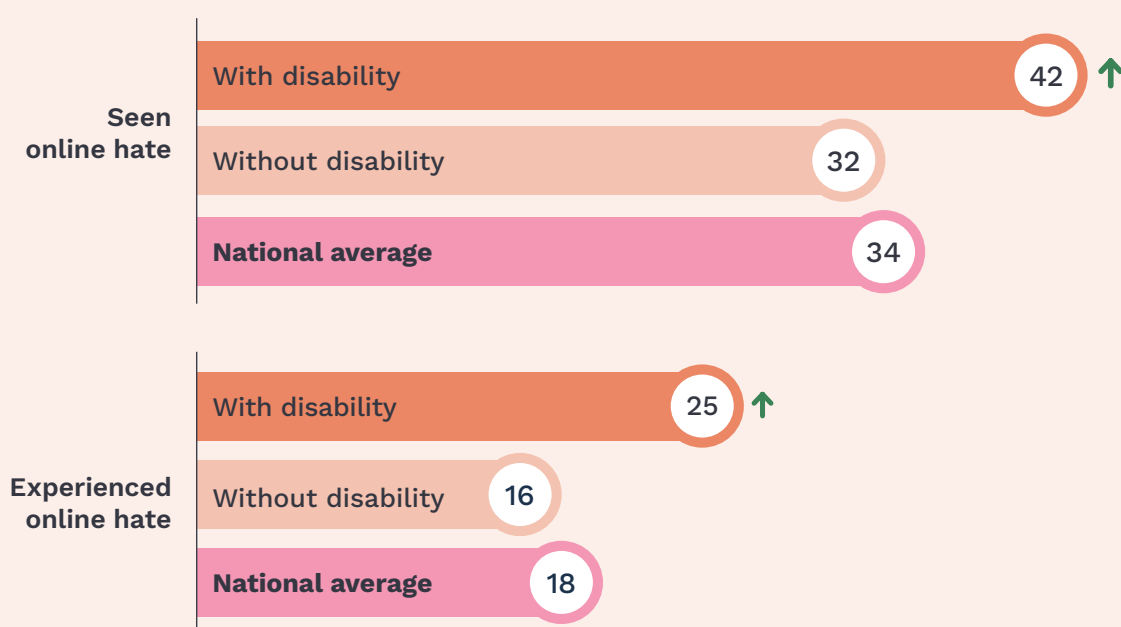
Note: Green arrows indicate cohort was significantly more likely than non-Indigenous adults to refrain from taking action after seeing online hate. **Source:** Question H16b. Why didn't you do anything?

Adults with disability and online hate

Adults with disability are significantly more likely to be targeted with online hate

Our survey revealed that more than 2 in 5 (42%) adults with disability had **seen** online hate, compared with 32% of adults without disability (Figure 3). In addition, 1 in 4 (25%) adults with disability had **personally experienced** online hate in the 12 months to November 2022, compared with 16% of adults without disability.

Figure 3: Adults who had encountered online hate in the last 12 months, by disability (%)



Note: Green arrow indicates cohort significantly more likely than adults without disability to have seen/experienced online hate. **Source (seen online hate):** Question H14. In the last 12 months, how many times, if ever, have you seen or been exposed to online hate? **Source (experienced online hate):** Question H2. In the last 12 months, how many times, if ever, were you subject to online hate speech (e.g. someone discriminated against you or offended you online because of your identity or belief)?

Base: Adults in Australia aged 18+ (weighted n = 5,304), includes those who responded 'I don't know' to H14/H2. Adults in Australia aged 18+ with disability (weighted n = 1,041). Adults in Australia aged 18+ without disability (weighted n = 4,200).

Adults with disability were more likely than adults without disability to report **seeing** (23% vs. 15%) and **personally experiencing** (23% vs. 3%) online hate based on disability (Table 6). They were also more likely than adults without disability to have **seen** online hate based on appearance (36% vs. 33%).

Table 6: Perceived basis of online hate seen or personally experienced by adults, by disability (%)

	Seen online hate			Experienced online hate		
	National average	With disability	Without disability	National average	With disability	Without disability
Political views	44	45	44	23	27	22
Race	40	37	41	19	16	20
Sexual orientation	37	38	36	10	14	8
Gender	34	34	33	20	22	19
Appearance	34	36 ↑	33	20	20	20
Religion	34	35	33	16	16	16
Ethnicity	33	31	33	15	14	15
Cultural identity	26	24	27	13	15	13
Nationality	25	26	25	18	16	18
Age	17	19	17	21	25	19
Disability	17	23 ↑	15	9	23 ↑	3
I don't know	6	5	6	9	7	10
Other	4	3	4	8	9	7
Base: Adults in Australia aged 18+ who had seen/experienced online hate	1,815	438	1,352	940	259	666

Note: Green arrow indicates cohort was significantly more likely than adults without disability to have seen/experienced online hate topic. **Source (seen online hate):** Question H15. The hateful content was targeting others because of their ... **Source (experienced online hate):** Question H4. I experienced online hate speech based on my ...

Adults with disability are more likely to experience online hate on social media

Adults surveyed with disability were most likely to **personally experience** online hate from strangers (64%) (Table A7, Appendix B) and were more likely to experience online hate on social media (69%), compared with adults without disability (60%) (Table 7).

Table 7: Platform where online hate was experienced, by disability (%)

	National average	With disability	Without disability
Social media (e.g. Facebook, Instagram, Snapchat, Twitter, TikTok)	63	69 ↑	60
Chat apps (e.g. Instant Messenger, WhatsApp, WeChat, Facebook Messenger)	17	18	17
Game/gaming platform	14	13	15
Online discussion board/forum (e.g. Reddit)	11	8	12
Video streaming sites (e.g. YouTube, Twitch)	10	10	9
Email	10	7	11 ↑
SMS/MMS	9	5	10 ↑
Dating site/app (e.g. OKCupid, Tinder)	6	4	7
Other website	4	5	4
Torrent site	3	2	3
Other	1	1	1
Base: Adults in Australia aged 18+ who had experienced online hate	940	259	666

Note: Green arrow indicates cohort was significantly more likely than adults with/without disability to have experienced online hate on platform. **Source:** Question H6. What category(ies) of online platform(s) did this happen on?

More than 1 in 2 adults with disability perceive a significant negative impact of their online hate experience

Our survey found that more than half (55%) of adults with disability who had **personally experienced** online hate perceived at least one significant negative impact of their experience (see Table A8, Appendix B).

In particular, among adults with disability who personally experienced online hate, 2 in 5 (38%) perceived a significant impact on their mental or emotional wellbeing and 1 in 3 (34%) reported a significant impact on their perceptions of technology/internet.

Adults with disability are more likely to be proactive after seeing online hate

Almost a third (32%) of adults surveyed with disability took action after **seeing** online hate, a significantly higher proportion than adults without disability (23%) (Table 8).

- The most common actions among adults with disability who saw online hate and took action were to report the online hate to the website or social media company (62%) or to block the person/account who did it (43%).
- Adults with disability were more likely than adults without disability to confront the perpetrator online (30% vs. 19%).

Table 8: Actions taken after seeing online hate, by disability (%)

	National average	With disability	Without disability
Any action	25	32 ↑	23
Reported it to website or social media company	60	62	58
Blocked the person/account who did it	41	43	40
Spoke to family/friends	25	30	23
Spoke to the person that was targeted	22	23	22
Confronted the perpetrator online	22	30 ↑	19
Sent them a DM (direct message)	21	20	22
Spent less time online	16	16	16
Searched online for how to deal with the issue	14	14	14
Deleted post/comment(s)	13	14	13
Changed privacy settings	12	13	12
Ignored it/didn't engage	11	8	13
Offered to assist them with information or available options	8	9	8
It made me reflect on what I do online	8	12	6
Changed username/password/login details	7	10	6
Did the same thing back	6	8	5
Confronted the perpetrator in person	6	7	6
Contacted the police	5	5	4
Closed my social media account(s)	5	5	5
Reported it to the eSafety Commissioner	4	4	4
Other	1	2	1
Reported it to another organisation	1	0	2
Spoke to someone else	1	1	1
Base: Adults in Australia aged 18+ who had seen online hate and had taken action	454	141	310

Note: Green arrow indicates cohort was significantly more likely than adults without disability to have taken action after seeing online hate. **Source:** Question H16. Did you personally do anything about what you saw? Question H16a. What did you do?

Among adults with disability who didn't take action after **seeing** online hate, the most common reasons for not acting were that they didn't know what to do (28% vs. 21%) or because they felt it wasn't their place to do anything (25%) (Table 9).

Table 9: Reasons for not taking action after seeing online hate, by disability (%)

	National average	With disability	Without disability
It wasn't my place to do anything	26	25	26
I didn't think anything would change	24	20	25
I didn't know what to do	23	28 ↑	21
They handled it themselves	19	20	19
I just ignored it as I didn't care much about it	15	14	15
Someone else did something about it	14	13	15
It was not serious enough	12	11	13
I didn't want to become a target by standing up for someone else	11	11	11
I was afraid about what might happen as a result of taking action	10	12	9
I was asked not to get involved	5	4	5
I was too embarrassed/ashamed	3	2	3
Other	3	2	3
The person doing it had significant authority in their cultural context	2	2	3
I thought it was justified	1	2	1
Base: Adults in Australia aged 18+ who had seen online hate and had not taken any action	1,361	296	1,042

Note: Green arrow indicates cohort was significantly more likely than adults without disability to have refrained from taking action after seeing online hate. **Source:** Question H16b. Why didn't you do anything?

Over 2 in 5 (44%) adults surveyed with disability took action after **personally experiencing** online hate (Table 10).

- The most common actions among adults with disability who took action after experiencing online hate were to block the person/account who did it (55%) or to report the online hate to the website, platform or app (48%).
- Adults with disability were less likely than those without disability to report the online hate to eSafety (1% vs. 8%).

Among adults with disability who didn't take action after **experiencing** online hate, the most common reasons for not acting were that they didn't care about it much (34%) or they didn't think anything would change (32%) (see Table A9, Appendix B).



Table 10: Actions taken after experiencing online hate, by disability (%)

	National average	With disability	Without disability
Any action	39	44	36
Blocked the person/account who did it	48	55	46
Reported it to website platform or app	41	48	38
Changed privacy settings	21	20	23
Spoke to family/friends	20	16	20
Confronted the perpetrator online	17	19	17
Took a screenshot of the comment/image and added my own comments	14	17	12
Spent less time online	13	17	11
Changed username/password/login details	10	10	10
Did the same thing back	9	10	9
Reported it to the police	8	7	8
Searched online for how to deal with the issue	8	6	8
Confronted the perpetrator in person	7	6	7
Reported it to the eSafety Commissioner	6	1	8 ↑
Closed my social media account(s)	6	7	4
Other	1	1	2
Reported it to another organisation	2	2	2
Spoke to someone else	1	0	1
Base: Adults in Australia aged 18+ who had experienced online hate and had taken action	365	115	243

Note: Green arrow indicates cohort was significantly more likely than adults with disability to have taken action after experiencing online hate. **Source:** Question H8. What did you do?

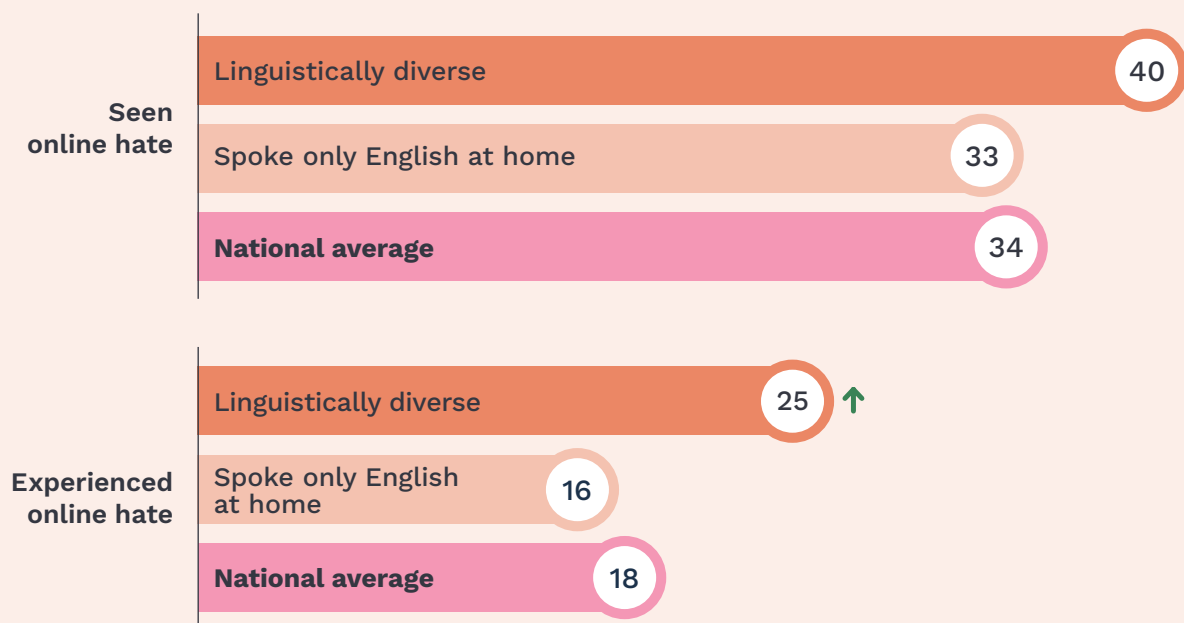
Linguistically diverse adults' encounters with online hate

Adults who speak a language other than English at home are more likely to experience online hate

Linguistically diverse adults surveyed were more likely than adults who spoke only English at home to have **personally experienced** online hate in the 12 months to November 2022 (Figure 4).

- One in 4 (25%) linguistically diverse adults surveyed **personally experienced** online hate in the previous 12 months, compared with 16% of adults who spoke only English at home.

Figure 4: Adults who had encountered online hate in the last 12 months, by linguistic diversity (%)



Note: Green arrow indicates cohort significantly more likely than adults who spoke only English at home to have experienced online hate. **Source (seen online hate):** Question H14. In the last 12 months, how many times, if ever, have you seen or been exposed to online hate? **Source (experienced online hate):** Question H2. In the last 12 months, how many times, if ever, were you subject to online hate speech (e.g. someone discriminated against you or offended you online because of your identity or belief)?

Base: Adults in Australia aged 18+ (weighted n = 5,304), includes those who responded 'I don't know' to H14/H2. Linguistically diverse adults in Australia aged 18+ (weighted n = 1,029). Adults in Australia aged 18+ who spoke only English at home (weighted n = 4,275).

Linguistically diverse adults are more likely to experience online hate based on ethnicity, nationality or cultural identity

Linguistically diverse adults surveyed were more likely to see online hate based on ethnicity (39% vs. 31%), nationality (30% vs. 24%) or cultural identity (31% vs. 25%), compared with adults who spoke only English at home (Table 10). Linguistically diverse adults were also more likely than adults who spoke only English at home to **personally experience** online hate based on their race (30% vs. 15%), ethnicity (27% vs. 11%), nationality (27% vs. 14%), religion (22% vs. 14%) and/or cultural identity (18% vs. 11%).

Table 10: Perceived basis of online hate seen or personally experienced by adults, by linguistic diversity (%)

	Seen online hate			Experienced online hate		
	National average	Linguistically diverse	Spoke only English at home	National average	Linguistically diverse	Spoke only English at home
Political views	44	41	45	23	19	24
Race	40	44	39	19	30 ↑	15
Sexual orientation	37	32	38 ↑	10	10	10
Gender	34	28	35 ↑	20	21	19
Appearance	34	33	34	20	16	22 ↑
Religion	34	37	33	16	22 ↑	14
Ethnicity	33	39 ↑	31	15	27 ↑	11
Cultural identity	26	31 ↑	25	13	18 ↑	11
Nationality	25	30 ↑	24	18	27 ↑	14
Age	17	17	17	21	16	22
Disability	17	14	18 ↑	9	6	9
I don't know	6	3	6	9	5	11 ↑
Other	4	3	4	8	6	9
Base: Adults in Australia aged 18+ who had seen/experienced online hate	1,815	415	1,401	940	256	684

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home/linguistically diverse adults to have seen/experienced online hate topic. **Source (seen online hate):** Question H15. The hateful content was targeting others because of their ... **Source (experienced online hate):** Question H4. I experienced online hate speech based on my ...

Linguistically diverse adults are most likely to experience online hate from strangers

Linguistically diverse adults surveyed who had **personally experienced** online hate were most commonly targeted by a stranger (61%). They were also more likely than adults who spoke only English at home to experience online hate from someone they knew personally, whether offline or online (Table 11). In particular, compared with adults who spoke only English at home, they were more likely to experience online hate from:

- a friend they knew offline (16% vs. 8%) or online (12% vs. 7%)
- a family member (13% vs. 8%)
- a partner (8% vs. 3%)
- a member of their own cultural community (8% vs. 3%).

Table 11: Relationship to perpetrator of online hate, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
Stranger	62	61	62
Friend you know personally/in real life	10	16 ↑	8
Family member	9	13 ↑	8
Acquaintance	9	9	9
Friend you know only online	8	12 ↑	7
Don't know who did it	8	6	8
Work colleague or ex-work colleague	5	6	5
Ex-partner	5	5	5
Member of your own cultural community	5	8 ↑	3
Partner	5	8 ↑	3
Carer	4	6	3
Someone else	3	0	4
Prefer not to say	1	1	2
Base: Adults in Australia aged 18+ who had experienced online hate	940	256	684

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home to have been targeted by perpetrator. **Source:** Question H5. Thinking about when you experienced this ... Who directed these comments at you?

Linguistically diverse adults were most likely to **experience** online hate on social media (64%), consistent with adults surveyed who spoke only English at home (Table 12). They were more likely than adults who spoke only English at home to experience online hate on online discussion boards/forums (16% vs. 9%).

Table 12: Platform where online hate was experienced, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
Social media (e.g. Facebook, Instagram, Snapchat, Twitter, TikTok)	63	64	62
Chat apps (e.g. Instant Messenger, WhatsApp, WeChat, Facebook Messenger)	17	19	17
Game/gaming platform	14	17	13
Online discussion board/forum (e.g. Reddit)	11	16 ↑	9
Video streaming sites (e.g. YouTube, Twitch)	10	14	8
Email	10	13	9
SMS/MMS	9	9	9
Dating site/app (e.g. OKCupid, Tinder)	6	8	6
Other website	4	6	4
Torrent site	3	5	2
Other	1	1	1
Base: Adults in Australia aged 18+ who had experienced online hate	940	256	684

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home to have experienced online hate on platform. **Source:** Question H6. What category(ies) of online platform(s) did this happen on?

The perceived impact of online hate on linguistically diverse adults permeates relationships, work and cultural community

As shown in Table 13, linguistically diverse adults surveyed who **experienced** online hate were more likely to perceive a significant (moderate to extreme) negative impact from their experience of online hate, compared with adults who spoke only English at home (61% vs. 52%). They were especially more likely to report negative impacts on their:

- perceptions of technology/internet (40% vs. 31%)
- work (28% vs. 17%)
- relationship with family or friends (28% vs. 20%)
- cultural community (26% vs. 16%).

Table 13: Adults who perceived moderate to extreme negative impact of online hate, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
Any perceived moderate to extreme negative impact	54	61 ↑	52
My mental or emotional wellbeing	34	39	32
My perceptions of technology/internet	33	40 ↑	31
My normal online behaviour/routine	30	35	27
My beliefs, values and identity	25	29	24
My physical wellbeing	24	26	23
My reputation	23	29	20
My relationship with family or friends	22	28 ↑	20
My work	20	28 ↑	17
My romantic relationships	19	25	17
My own cultural community	19	26 ↑	16
My financial situation	18	23	17
My school	17	22	16
Base: Adults in Australia aged 18+ who had experienced online hate	940	256	684

Note: Green arrows indicate cohort was significantly more likely than adults who spoke only English at home to perceive a moderate to extreme negative impact. **Source:** Question H10. To what extent were any of the following negatively impacted by these comments?

Linguistically diverse adults use a range of actions when they see online hate

Just over a quarter (28%) of linguistically diverse adults took action after **seeing** online hate (Table 14). The most common actions taken by linguistically diverse adults after seeing online hate were to report it to the website or social media company (55%) or to block the person/account who did it (35%).

Our survey results showed that linguistically diverse adults were more likely than adults who spoke only English at home to:

- spend less time online (23% vs. 13%)
- search online for how to deal with the issue (21% vs. 12%)
- delete the post/comment(s) (21% vs. 10%)
- change their privacy settings (19% vs. 10%)
- report the online hate to eSafety (10% vs. 2%)
- close their social media account(s) (9% vs. 4%).

Conversely, linguistically diverse adults surveyed were less likely to confront the perpetrator online, compared with adults who spoke only English at home (10% vs. 26%).



#@%!

Table 14: Actions taken after seeing online hate, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
Any action	25	28	24
Reported it to website or social media company	60	55	61
Blocked the person/account who did it	41	35	43
Spoke to family/friends	25	29	24
Spoke to the person that was targeted	22	22	22
Confronted the perpetrator online	22	10	26 ↑
Sent them a DM (direct message)	21	28	19
Spent less time online	16	23 ↑	13
Searched online for how to deal with the issue	14	21 ↑	12
Deleted post/comment(s)	13	21 ↑	10
Changed privacy settings	12	19 ↑	10
Ignored it/didn't engage	11	13	10
Offered to assist them with information or available options	8	7	8
It made me reflect on what I do online	8	7	8
Changed username/password/login details	7	9	6
Did the same thing back	6	8	5
Confronted the perpetrator in person	6	10	5
Contacted the police	5	6	4
Closed my social media account(s)	5	9 ↑	4
Reported it to the eSafety Commissioner	4	10 ↑	2
Other	1	1	1
Reported it to another organisation	1	1	1
Spoke to someone else	1	0	1
Base: Adults in Australia aged 18+ who had seen online hate and had taken action	454	114	340

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home/linguistically diverse adults to have taken action after seeing online hate. **Source:** Question H16. Did you personally do anything about what you saw? Question H16a. What did you do?

Among linguistically diverse adults surveyed who didn't take action after **seeing** online hate, the most common reasons for refraining from acting were thinking nothing would change (27%), not knowing what to do (25%), or feeling it wasn't their place to do anything (25%) (Table 15).

- Linguistically diverse adults surveyed were more likely than adults who spoke only English at home to report that they just ignored it because they didn't care about it much (22% vs. 13%) or because they were too embarrassed/ashamed (6% vs. 2%).

Table 15: Reasons for not taking action after seeing online hate, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
It wasn't my place to do anything	26	25	26
I didn't think anything would change	24	27	23
I didn't know what to do	23	25	22
They handled it themselves	19	15	20
I just ignored it as I didn't care much about it	15	22 ↑	13
Someone else did something about it	14	12	15
It was not serious enough	12	15	12
I didn't want to become a target by standing up for someone else	11	11	11
I was afraid about what might happen as a result of taking action	10	11	9
I was asked not to get involved	5	5	5
I was too embarrassed/ashamed	3	6 ↑	2
Other	3	3	3
The person doing it had significant authority in their cultural context	2	2	3
I thought it was justified	1	2	1
Base: Adults in Australia aged 18+ who had seen online hate and had not taken any action	1,361	301	1,061

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home to have refrained from taking action after seeing online hate. **Source:** Question H16b. Why didn't you do anything?

Linguistically diverse adults are more likely to refrain from acting after experiencing online hate because they don't think it will change anything

Just under 2 in 5 (39%) linguistically diverse adults surveyed took action after **experiencing** online hate (Table 16). The most common actions taken were to block the person/account who did it (42%) or report the online hate to the website, platform or app (40%).

- Linguistically diverse adults were more likely than adults who spoke only English at home to speak to family/friends after experiencing online hate (31% vs. 15%).

Table 16: Actions taken after experiencing online hate, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
Any action	39	39	39
Blocked the person/account who did it	48	42	51
Reported it to website, platform or app	41	40	41
Changed privacy settings	21	21	22
Spoke to family/friends	20	31 ↑	15
Confronted the perpetrator online	17	12	19
Took a screenshot of the comment/image and added my own comments	14	11	15
Spent less time online	13	13	13
Changed username/password/login details	10	14	9
Did the same thing back	9	9	9
Reported it to the police	8	6	9
Searched online for how to deal with the issue	8	12	7
Confronted the perpetrator in person	7	7	6
Reported it to the eSafety Commissioner	6	8	5
Closed my social media account(s)	6	11	4
Other	1	1	1
Reported it to another organisation	2	0	2
Spoke to someone else	1	1	1
Base: Adults in Australia aged 18+ who had experienced online hate and had taken action	365	99	266

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home to have taken action after experiencing online hate. **Source:** Question H8. What did you do?

Linguistically diverse adults were more likely than adults who spoke only English at home to refrain from acting after **experiencing** online hate because they didn't think anything would change (36% vs. 27%). One in 3 linguistically diverse adults reported that they just ignored it as they didn't care about it much (33%) (Table 17).

Table 17: Reasons for not taking action after experiencing online hate, by linguistic diversity (%)

	National average	Linguistically diverse	Spoke only English at home
I just ignored it as I didn't care much about it	36	33	37
I didn't think anything would change	30	36 ↑	27
It was not serious enough	27	30	26
I didn't know what to do	21	23	20
I was afraid about what might happen as a result of taking action	9	9	9
I was too embarrassed/ashamed	8	8	8
Someone else dealt with it for me	8	8	8
The person doing it had significant authority in my cultural community	3	3	3
Other	2	0	2
Base: Adults in Australia aged 18+ who had experienced online hate and had not taken any action	575	157	418

Note: Green arrow indicates cohort was significantly more likely than adults who spoke only English at home to have refrained from taking action after experiencing online hate. **Source:** Question H9. What stopped you from doing something?



Discussion and implications

The digital world offers significant benefits for all individuals, especially those from marginalised groups, including providing them with opportunities that might not be available to them in their offline lives. Among other benefits and opportunities, the internet enables adults from marginalised groups to connect with family, friends, community and culture (Carlson & Frazer, 2018a; Martin et al., 2021), to explore their identity (Lumby, 2010; Pingel et al., 2013), to seek and offer information and support (Carlson et al., 2015; Carlson et al., 2021), to engage in creative pursuits and political advocacy (Carlson & Frazer, 2018b), and to meet people from backgrounds both similar to and different from their own (Berger et al., 2022; Carlson & Frazer, 2018a).

Despite the wealth of positive opportunities that the digital environment offers for adults from marginalised groups, research suggests that adults from these groups are much more likely to experience harm online, including being more likely to be targeted with online hate (Carlson & Kennedy, 2021; Day & Carlson, 2024; eSafety Commissioner, 2020). While online hate can impact anyone, individuals from these groups are more likely to be targeted with online hate based on discrimination or bias against their identity, extending the hate and abuse targeted adults often encounter in their offline lives (Carlson & Day, 2022; Powell et al., 2018; Valencia-Forrester et al., 2023).

Targeted adults are more likely to see and personally experience online hate

Our research showed that adults surveyed who belonged to at least one targeted group were more likely to see and personally experience online hate. We found that sexually diverse adults, Aboriginal and/or Torres Strait Islander adults, adults with disability, and linguistically diverse adults were more likely to encounter online hate, compared with adults who didn't belong to any of these targeted groups.¹² Adults from these groups are often targeted, at least partially, based on bias or discrimination against their actual or perceived identity (ADL Center for Technology & Society, 2023; Carlson, 2019; Valencia-Forrester et al., 2023). Consistent with this, we found that:

¹² eSafety recognises that there are many groups in the Australian adult community who are at greater risk of being targeted with online hate. They include transgender, non-binary and gender-diverse individuals. We did not separate out specific survey findings for transgender, non-binary and gender-diverse adults from the main survey data collected and analysed in this report, due to the small sample size for this cohort. As a result, our findings are unable to reflect the specific online hate experiences of transgender, non-binary and gender-diverse adults. Future research is necessary to understand their unique lived experiences of online hate.

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- sexually diverse adults were more likely to experience online hate based on their sexual orientation
 - Aboriginal and/or Torres Strait Islanders were more likely to experience online hate based on their cultural identity or ethnicity
 - adults with disability were more likely to experience online hate based on their disability
 - linguistically diverse adults were more likely to experience online hate based on their race, nationality, ethnicity, religion or cultural identity.

Discrimination against targeted groups often intersects. Known as intersectional discrimination (European Commission, 2007), this adds a layered element to the abuse. In the context of this discussion, it's important to consider the diversity of targeted adults and the ways in which different aspects of a person's identity can affect their experience. Targeted adults are not a homogenous group, and their experiences online differ depending on a range of factors, including gender, sexual orientation, Indigeneity, ethnicity, cultural background and disability. While sample sizes were too small to explore intersectional experiences of online hate in this report, it's likely that the targeted adults surveyed experienced unique and differing forms of online hate, in line with their unique and differing identities and characteristics.

Further research is critical for exploring the lived experiences of online hate among targeted groups, to ensure that any significant findings aren't hidden by small sample sizes and to allow for an in-depth exploration of the intersectional nature of online hate. This research should also consider other groups who are more likely to be targeted with online hate, including transgender, non-binary and gender-diverse adults, and adults from different religious groups. The research should be led by lived experience researchers from these communities (Carlson & Day, 2021).

Online hate has wide-ranging negative impacts on targeted adults

Encounters with online hate can be very distressing for observers and those who personally experience it (Netsafe, 2018; Ofcom, 2023; Reichelmann et al., 2021). Such encounters can lead to desensitisation to and normalisation of prejudiced and hateful attitudes (Soral et al., 2018). Encounters with online hate have also been linked to violent offline events and hate crimes (Lupu et al., 2023; Müller & Schwarz, 2019; Williams et al., 2020).

Our results showed that the perceived impact of online hate can be more profound for some adults from targeted groups:

- Aboriginal and/or Torres Strait Islander adults were more likely to perceive negative impacts across a range of domains, including on their beliefs, values and identity, their work or financial situation, or their own cultural community.
- Linguistically diverse adults were more likely to report impacts on their relationship with family or friends, their work, their own cultural community, or their perception of technology/internet.

Research has shown that hate and racism are pervasive in online environments. The perceived anonymity of these environments creates a sense of entitlement among users to racially abuse and harass targeted individuals (Carlson & Frazer, 2021b; Valencia-Forrester et al., 2023). Consistent with this, we found:

- Targeted adults were most likely to experience online hate from strangers.
- Aboriginal and/or Torres Strait Islander adults and linguistically diverse adults surveyed, however, were more likely to experience online hate from someone they knew personally and to be targeted based on their cultural background and/or ethnicity, compared with non-Indigenous adults and adults who spoke only English at home, respectively.

These findings suggest the benefits of future research in the following areas.

- Further research could illuminate whether the predominantly racist online hate experienced by Aboriginal and/or Torres Strait Islander adults and linguistically diverse adults, sometimes from people personally known to them, contributed to its higher impact.
- Research focusing on the longer-term impacts of encounters with online hate, including on physical and mental health, is needed.
- Longitudinal research would be especially beneficial to increase our understanding of the longer-term impacts of online hate, as well as to explore trends in the prevalence of online hate among targeted groups over time.

Accessible, responsive and transparent user reporting is needed to combat online hate

An increasing prevalence of online hate among targeted groups may lead to desensitisation to such content or to the perception that online hate is a normalised or unavoidable aspect of going online (Carlson & Frazer, 2021a; Ortiz, 2019; Soral et al., 2018). For example, research with Aboriginal and/or Torres Strait Islander peoples found that some of them who are Facebook users become fatigued by engaging with racism online, and instead learn to disengage from it (Carlson & Frazer, 2018a). Prior research has also shown that feelings of hopelessness (e.g. believing that reporting experiences of racism won't help) are a significant barrier to reporting experiences of racism among Asians living in Australia (Kamp et al., 2024). Similarly, research with sexually diverse adults found that the normalisation of homophobic verbal abuse was a key barrier to reporting hate crimes among this community (Chakraborti & Hardy, 2015).

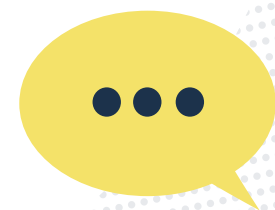
Consistent with this, we found that only a minority of the targeted adults surveyed took any action after encountering online hate, such as reporting the hate to the website or app.

- Some targeted adults reported that they didn't take any action because they thought nothing would change. Linguistically diverse adults were more likely to refrain from taking action after experiencing online hate because they didn't think anything would change. This was also the most common reason given by linguistically diverse and sexually diverse adults surveyed for not taking action after seeing online hate. This might be for a variety of reasons. Further research, especially if led by lived experience researchers (Carlson & Day, 2021), could help to illuminate these.
- Additionally, Aboriginal and/or Torres Strait Islander adults were more likely than non-Indigenous adults to refrain from taking action after encountering online hate due to fear of the possible consequences.

Targeted adults may be discouraged from using reporting mechanisms if online platforms are failing to take appropriate action when online hate is reported. Recent research found that almost two-fifths of American adults who had reported online harassment indicated that the platform didn't take any action in response to the report (ADL Center for Technology & Society, 2023). Additionally, social media platforms may not be proactively detecting or reactively taking action against online hate targeting Aboriginal and/or Torres Strait Islander individuals or those who speak a language other than English, due to limited understanding of the language or cultural context (Carlson & Frazer, 2021a).

Our findings suggest that some platforms and services may be failing to respond effectively to reports of online hate or to prevent online hate from occurring in the first place. This may reduce confidence among those who experience online hate that their voices will be heard. In line with the Australian Government's [Online Safety \(Basic Online Safety Expectations\) Determination 2022](#), apps and websites are expected to take reasonable steps to keep Australians safe online.

- This includes having terms of use, policies and procedures to ensure safe use, and enforcing these terms. In line with the Expectations, online platforms and services should have policies regarding online hate. These policies should be clearly set out in the terms of service or community rules, and such terms or rules should be proactively enforced.
- This requires services to have accessible, easy-to-use and effective mechanisms for users to report any online hate they encounter on the service. These mechanisms should lead to clear outcomes and provide feedback loops to ensure that users understand what action has been taken as a result of their report.
- In line with eSafety's [Safety by Design](#) principles, these policies should be informed via meaningful consultation with the user base, including those targeted with online hate.



Encouraging adults to stand up to online hate may help reduce its spread and impact

Our research found that some targeted adults were proactive after encountering online hate. Surveyed adults with disability, for example, were more likely than adults without disability to take action after seeing online hate. Adults with disability were more likely than adults without disability to confront the perpetrator online after seeing online hate. It's possible that these adults chose to intervene as they knew personally what it felt like to experience online hate. Research has shown that prior victimisation is associated with an increased likelihood of intervening when seeing others experiencing online hate (Rudnicki et al., 2023).

Bystander intervention may help signal to those who experience online hate and other observers that such hateful comments are unacceptable and thereby help to prevent the spread of online hate (Obermaier et al., 2023). Encouraging bystanders of online hate to stand up to it, when it is safe to do so, may be key to reducing the spread and impact of online hate.

It is critical to ensure that targeted adults have safe online spaces where they can engage and participate

While our findings suggest that some adults from targeted groups are proactive when they encounter online hate, others may instead withdraw from online spaces or self-censor online in response to their encounters.

Linguistically diverse adults surveyed were more likely than adults who spoke only English at home to search online for how to deal with the issue, delete the post/comment(s), change their privacy settings, or report the event to the eSafety Commissioner. However, linguistically diverse adults were also more likely to spend less time online or to close their social media accounts after seeing online hate. While such actions would reduce linguistically diverse adults' exposure to online hate, they would also reduce the extent to which they are able to access the benefits and opportunities afforded by digital environments.

Additionally, Aboriginal and/or Torres Strait Islander adults were more likely than non-Indigenous adults to refrain from taking action after seeing online hate, because they were afraid of what might happen as a result. This finding aligns with research showing that some Aboriginal and/or Torres Strait Islander peoples self-censor in response to racism online, by hiding their Indigeneity, due to fear of attack, hateful abuse or retaliation (Carlson & Frazer, 2021a; Carlson & Kennedy, 2021).

- Ensuring there are safe spaces for targeted adults to engage and participate online is therefore critical to enabling them to have equal access to the benefits and opportunities of the internet.
- More in-depth research into barriers to reporting online hate, especially among adults from targeted groups, is also needed. Qualitative research may allow for a more nuanced and deeper understanding of the key barriers to reporting online hate, including the potential role of normalisation of or desensitisation towards online hate experiences in attitudes to reporting and reporting behaviours.

Together, these findings suggest that the online industry should continuously improve tools and practices to prevent the spread of online hate and to ensure that adequate resourcing is allocated to trust and safety functions.

- Online services and platforms should ensure that hate detection policies, software, and content and activity moderation processes are informed by meaningful consultation with the user base, including those targeted with online hate, such as sexually diverse adults, Aboriginal and/or Torres Strait Islanders, adults with disability and linguistically diverse adults.
- Cultural and linguistic context should also be considered, to ensure that content and activity moderation processes accurately detect and address online hate.
- Online services should also provide appropriate review mechanisms to avoid over-moderating or over-blocking targeted voices online.

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Appendix A: Analysis approach

Survey data were analysed using SPSS Statistics software. First, we produced descriptive statistics (i.e. percentages) for each outcome variable overall (e.g. prevalence of online hate) and by relevant subgroups (e.g. prevalence of online hate among sexually diverse adults, compared with heterosexual adults).

Subsequently, we used multivariate logistic regression modelling to test for statistically significant differences in online hate encounters between subgroups of adults who participated in the survey, such as between sexually diverse and heterosexual adults. By using a multivariate analysis approach, we were able to examine which of several variables (e.g. sexual orientation, Aboriginal and/or Torres Strait Islander identity, disability, linguistic diversity) were independently associated with the outcome variables of interest (e.g. experience of online hate).

Logistic regression analyses are appropriate when the outcome variable of interest is dichotomous, such as having ever personally experienced online hate. Survey items that were originally measured using an ordinal scale (e.g. frequency of online hate experiences was assessed using a scale ranging from 1 = Never to 7 = Almost all the time) were transformed into dichotomous variables (e.g. 0 = never experienced online hate, 1 = experienced online hate at least once), due to low endorsement of some response options. Where variables allowed for multiple responses (e.g. perceived bases of personal experiences of online hate), we ran separate models for each response option.

Table A1 shows the regression analyses undertaken. As the table shows, each model, where sample sizes allowed, included gender, age, sexual orientation, Aboriginal and/or Torres Strait Islander identity, disability and linguistic diversity as input variables. The statistical significance of each input variable was determined by comparing a 'reference group' for each variable (e.g. sexually diverse adults) to all other subgroups for that variable (e.g. heterosexual adults). Where differences between subgroups are reported as statistically significant, this means that there is a significant difference between subgroups (e.g. between sexually diverse and heterosexual adults), while controlling for all other input variables in the model (e.g. age, gender, Aboriginal and/or Torres Strait Islander identity, disability, linguistic diversity).

Non-binary and gender-diverse adults were unable to be included in the regression models, due to a small sample size. Any adults who responded 'I don't know/unsure' or 'prefer not to say' to any input or outcome variable were similarly excluded from the regression models.

Table A1: Multivariate logistic regression models

Outcome variable	Input variables
Ever personally experienced online hate in the past 12 months	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Ever personally experienced online hate in the past 12 months	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Targeted group (belonged to at least one targeted group vs. did not belong to any targeted group)
Perceived bases of personal experiences of online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Relationship to perpetrator of online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Platform where online hate was experienced	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)

Any action taken after experiencing online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Specific actions taken after experiencing online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Reasons for not taking action after experiencing online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Perceived impacts of online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Ever seen online hate in the past 12 months	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Ever seen online hate in the past 12 months	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	At-risk group (belonged to at least one at-risk group vs. did not belong to any at-risk group)

Perceived bases of online hate seen	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Any action taken after seeing online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Specific actions taken after seeing online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)
Reasons for not taking action after seeing online hate	Gender (men vs. women)
	Age (adults aged 50+ vs. 18–34-year-olds and 35–49-year-olds)
	Sexual orientation (sexually diverse adults vs. heterosexual adults)
	Aboriginal and/or Torres Strait Islander identity (Aboriginal and/or Torres Strait Islander adults vs. non-Indigenous adults)
	Disability (adults with disability vs. adults without disability)
	Linguistic diversity (linguistically diverse adults vs. adults who spoke only English at home)

Appendix B: Additional data tables

Table A2: Relationship to perpetrator of online hate, by sexual orientation (%)

	National average	Sexually diverse	Heterosexual
Stranger	62	72	61
Friend you know personally/in real life	10	9	10
Family member	9	8	9
Acquaintance	9	11	9
Friend you know only online	8	9	8
Don't know who did it	8	6	8
Work colleague or ex-work colleague	5	8	5
Ex-partner	5	7	5
Member of your own cultural community	5	6	5
Partner	5	4	5
Carer	4	0	4
Someone else	3	4	3
Prefer not to say	1	2	1
Base: Adults in Australia aged 18+ who had experienced online hate	940	51	886

Source: Question H5. Thinking about when you experienced this ... Who directed these comments at you?

Table A3: Platform where online hate was experienced, by sexual orientation (%)

	National average	Sexually diverse	Heterosexual
Social media (e.g. Facebook, Instagram, Snapchat, Twitter, TikTok)	63	70	62
Chat apps (e.g. Instant Messenger, WhatsApp, WeChat, Facebook Messenger)	17	19	17
Game/gaming platform	14	16	14
Online discussion board/forum (e.g. Reddit)	11	12	11
Video streaming sites (e.g. YouTube, Twitch)	10	11	10
Email	10	12	10
SMS/MMS	9	10	9
Dating site/app (e.g. OKCupid, Tinder)	6	10	6
Other website	4	5	4
Torrent site	3	1	3
Other	1	0	1
Base: Adults in Australia aged 18+ who had experienced online hate	940	51	886

Source: Question H6. What category(ies) of online platform(s) did this happen on?

Table A4: Adults who perceived moderate to extreme negative impact of online hate, by sexual orientation (%)

	National average	Sexually diverse	Heterosexual
Any perceived moderate to extreme negative impact	54	52	55
My mental or emotional wellbeing	34	39	34
My perceptions of technology/internet	33	30	33
My normal online behaviour/routine	30	27	30
My beliefs, values and identity	25	27	25
My physical wellbeing	24	20	24
My reputation	23	17	23
My relationship with family or friends	22	22	22
My work	20	15	20
My romantic relationships	19	21	19
My own cultural community	19	16	19
My financial situation	18	16	18
My school	17	14	18
Base: Adults in Australia aged 18+ who had experienced online hate	940	51	886

Source: Question H10. To what extent were any of the following negatively impacted by these comments?

Table A5: Reasons for not taking action after seeing online hate, by sexual orientation (%)

	National average	Sexually diverse	Heterosexual
It wasn't my place to do anything	26	26	26
I didn't think anything would change	24	28	24
I didn't know what to do	23	27	23
They handled it themselves	19	19	19
I just ignored it as I didn't care much about it	15	9	15
Someone else did something about it	14	20	14
It was not serious enough	12	7	13
I didn't want to become a target by standing up for someone else	11	15	11
I was afraid about what might happen as a result of taking action	10	11	10
I was asked not to get involved	5	6	5
I was too embarrassed/ashamed	3	4	3
Other	3	3	3
The person doing it had significant authority in their cultural context	2	3	2
I thought it was justified	1	2	1
Base: Adults in Australia aged 18+ who had seen online hate in the past 12 months and had not taken any action	1,361	60	1,298

Source: Question H16b. Why didn't you do anything?

Table A6: Platform where online hate was experienced, by Aboriginal and/or Torres Strait Islander identity (%)

	National average	Aboriginal and/ or Torres Strait Islander	Non-Indigenous
Social media (e.g. Facebook, Instagram, Snapchat, Twitter, TikTok)	63	66	62
Chat apps (e.g. Instant Messenger, WhatsApp, WeChat, Facebook Messenger)	17	15	17
Game/gaming platform	14	11	14
Online discussion board/forum (e.g. Reddit)	11	8	11
Video streaming sites (e.g. YouTube, Twitch)	10	7	10
Email	10	7	11
SMS/MMS	9	14	9
Dating site/app (e.g. OKCupid, Tinder)	6	9	6
Other website	4	5	4
Torrent site	3	2	3
Other	1	0	1
Base: Adults in Australia aged 18+ who had experienced online hate	940	54	880

Source: Question H6. What category(ies) of online platform(s) did this happen on?

Table A7: Relationship to perpetrator of online hate, by disability (%)

	National average	With disability	Without disability
Stranger	62	64	61
Friend you know personally/in real life	10	7	11
Family member	9	8	10
Acquaintance	9	9	9
Friend you know only online	8	9	8
Don't know who did it	8	7	8
Work colleague or ex-work colleague	5	5	6
Ex-partner	5	6	5
Member of your own cultural community	5	5	5
Partner	5	4	5
Carer	4	2	4
Someone else	3	4	3
Prefer not to say	1	1	2
Base: Adults in Australia aged 18+ who had experienced online hate	940	259	666

Source: Question H5. Thinking about when you experienced this ... Who directed these comments at you?

Table A8: Adults who perceived moderate to extreme negative impact of online hate, by disability (%)

	National average	With disability	Without disability
Any perceived moderate to extreme negative impact	54	55	54
My mental or emotional wellbeing	34	38	33
My perceptions of technology/internet	33	34	33
My normal online behaviour/routine	30	29	29
My beliefs, values and identity	25	29	24
My physical wellbeing	24	25	23
My reputation	23	23	22
My relationship with family or friends	22	22	22
My work	20	18	20
My romantic relationships	19	16	20
My own cultural community	19	16	20
My financial situation	18	16	19
My school	17	15	18
Base: Adults in Australia aged 18+ who had experienced online hate	940	259	666

Source: Question H10. To what extent were any of the following negatively impacted by these comments?

Table A9: Reasons for not taking action after experiencing online hate, by disability (%)

	National average	With disability	Without disability
I just ignored it as I didn't care much about it	36	34	36
I didn't think anything would change	30	32	29
It was not serious enough	27	23	29
I didn't know what to do	21	21	21
I was afraid about what might happen as a result of taking action	9	6	10
I was too embarrassed/ashamed	8	9	7
Someone else dealt with it for me	8	10	8
The person doing it had significant authority in my cultural community	3	2	3
Other	2	2	2
Base: Adults in Australia aged 18+ who had experienced online hate and had not taken any action	575	145	423

Source: Question H9. What stopped you from doing something?

