

Scarlet Alliance online survey 2007-2008
Sex Worker Services in Queensland, Data Analysis
Candi Forrest, Crimson Coalition, March 2008

Data Analysis

The following sets out comments about the methodology of the Scarlet Alliance online survey: Sex Worker Services in Queensland (2007-2008) and an analysis of the data collected. Tables are set out which represent the frequencies at which concepts arose in the data. Discussion is confined mostly to the description of the conceptual content of the responses to open-ended questions. There is no academic analysis or formal recommendations for policy based on the data.

1. Methodology

1.1 Survey Monkey online survey

A mixed method survey questionnaire was available for respondents to complete on a professional online survey site called Survey Monkey. Potential respondents were directed to the questionnaire at the Survey Monkey site (www.surveymonkey.com). The survey was available from 18th June 2007 until 2nd March 2008.

There are a couple of problems with this style of survey delivery. The first is that only persons who are internet familiar and have access to computer technology will be able to respond. It is uncertain how much this problem may have been mitigated through delivery of the survey address to workers in health service offices (like QUIHN, QAHC) who could provide technological assistance to sex workers to complete the survey while attending the office for services. This may be one solution to this problem in future surveys of this type.

The second problem is that there is no way of knowing (without extensive IP address searches which transgress the anonymity of the survey) whether the respondents are really sex workers or from Queensland. This problem is mitigated by the following factors. The survey is not particularly easy for non-sex industry familiar persons to find. Targeted telemarketing by Scarlet Alliance staff alerted private sex workers to the survey. The respondent needed to navigate through several links from the Scarlet Alliance website home page to find the survey. The direct address was distributed on a closed e-list and via sexual health service providers (like QAHC, QUIHN etc). Furthermore, the Survey Monkey platform only accepts one response from an IP address therefore only one respondent can complete the survey from any given computer.

Lastly the content of the responses themselves indicate that all the respondents were extremely sex industry familiar, most revealed accurate knowledge of the Queensland sex industry and only one or two responses suggested that the respondents were sex industry business operators.

1.2 Survey structure

The survey was mixed-method but predominantly qualitative in design. Respondents were asked to provide answers to a total of 10 questions (Appendix 1). One of these (Q.4) requested YES/NO responses and open-ended comments, and one (Q.5) allowed the

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respondent to rate a range of options from Very Important – Not Important – NA as well as open-ended comments. The remaining questions (Q.1,2,3,6,7,8,9,10) each provided for the entry of an open-ended text response only.

2. Analysis

Both qualitative and quantitative analysis was conducted on the data.

2.1 Response sorting – English survey

A total of 43 response sets were downloaded from the Survey Monkey site on 2nd March 2008. Of these, 8 response sets were eliminated from the analysis at the outset – these were either incomplete (i.e. having 2 or less of the 10 questions completed) or were nonsense (i.e. rows of letters, question marks etc.). Thus, analysis was conducted on 35 response sets.

2.2 Response sorting – Asian language (Chinese, Korean) surveys

No usable data for coding could be obtained from either of the two Asian language surveys, in part because the fonts as downloaded from Survey Monkey could not be read by Excel.

Nearly all of the open-ended questions in both languages were ignored by respondents, perhaps because they could not enter responses in their native language fonts.

The only questions which were answered properly were those which required only yes/no responses (Q.4) or which provided a list of options to rank (Q.5). A quantitative analysis was obtained at download for these questions and they are presented unchanged (see section 3.11)

2.3 Qualitative analysis

Questions 1 through 10 all included text-based content that required qualitative coding. This was conducted using the QSR NVivo (version 2.0.161) program (www.qsrinternational.com). Discussion and examples of the key concepts to emerge for each question are set out below.

2.4 Quantitative analysis

Questions 4 (yes/no option) and 5 (ranked option selection) were structured in a way which allowed the Survey Monkey platform program to provide a quantitative analysis at download. These are presented unchanged as quantitative tables.

As mentioned above, the text-based content from Questions 1 through 10 was coded using the QSR NVivo program, which allows the user to present the results in the form of an assay table which can then be transferred to Excel or SPSS. This quantitative analysis

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of the key concepts is possible because each document in a question batch represents one respondent. In this way the percentage of respondents who mentioned each concept category could be obtained.

2.5 Concept coding

The 35 response sets were converted into Rich Text documents and uploaded into NVIVO for coding. The text of each response to each question was uploaded as a separate document and then coded into concept categories.

A strict literalism was employed during the coding so as to obtain a set of concepts which encapsulated what the respondents were actually saying, not what the analyst thought they might really mean. For example, many respondents used the more general term 'health services' while others used more specific terms like 'sexual health services', 'mental health services', 'STI checkups' etc. Even though it could probably be assumed that 'health services' refers to 'sexual health', only specific references to sexual health were coded in the Sexual Health Information concept node with references to 'health services' coded in the Health Services General concept node (see Figure 1).

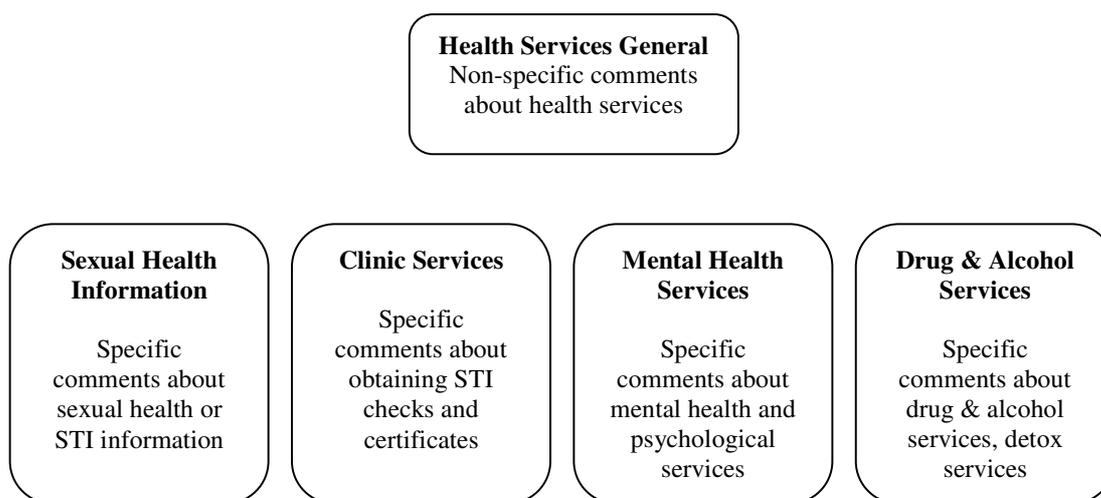


Figure 1 Health Services Concept Tree

The initial aim was to construct one concept tree per question and generally this was achieved. The final range of concept trees into which the data was coded is shown in Appendix 2, along with expanded descriptions of the concepts and the data that is coded into each concept node.

3. Discussion

In the following section is presented the qualitative and quantitative assessment of each question in the survey. Two special sections (3.3.1 and 3.3.2) are included for the quantitative assessment of questions 1, 2 and 6, as detailed below.

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3.1 Question 1. If you can imagine a completely new sex worker service in Queensland. Please describe it? (Respondents=35)

The overwhelmingly strongest theme to emerge from this question was one of **peer involvement** with the top three concepts relating to a new sex worker service being **Peer Based**, with **Peer Staff** and **Peer Managed**.

It would be for the worker, by the worker and with the worker (Q1R31)

It will be a space where sex workers can share information, skills, stories, develop shared responses to issues, address media stereotyping, be involved in decisions, share in the direction of services by having meaningful input. It is very definitely a sex worker only space where other services are not allowed (Q1R43)

Other workers that have worked where we have worked (in Brisbane) that understands the environment and the realities of our work. We are sick of non-sex workers TELLING us what we SHOULD be doing - we need other workers to listen and understand and most importantly - not to judge us for our choices (Q1R19)

from people that have worked in the industry themselves not some text book uni student...(Q1R3)

Related to this and also figuring highly was a desire for the service to provide access to **Peer Networking and Events**'

I would like to see a sex industry group that provided social networking for workers (Q1R24)

sex worker only, safe space to talk and meet other sex workers (Q1R26)

Following, and intimately connected, was the concept of the service offering a **Sex work Positive Space**

A group made up of other sex-workers, who do not try and force you to leave sex-work and make you feel stupid for doing it, but who support you in what you want to do.(Q1R34)

A service that encompasses all areas of being a sex worker – the good, the bad, the legal and otherwise, the secrecy, the traps, the realities and the joy.... That looks to the positive side of the work and understands these scenarios (Q1R4)

Of equal importance to this was that the service be **Comprehensive** in the sense that a broad range of services should be offered (that is, not just health services) and that it be **Sector Diverse**, offering services that attended to the needs of sex workers from all sectors of the industry (i.e. street, escort, brothel, private etc).

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Varying opening times available to cater for the diversity of the sex industry and a full range of projects and services that also cater for ALL the different sectors of the industry (Q1R22)

Info on all aspects of life in the industry from Tax, Health, money management, time management e.g. life skills right through to property and super investment (Q1R32)

One quote which encompasses all of the most prominent themes to emerge from this question is:

Peer based, unashamed, forward thinking, supportive of all facets of the industry including brothel owners, workers, receptionists, clients, etc (Q1R25)

3.2 Question 2. What kind of services would this new service provide, and what would make you want to go there? (Respondents=35)

Two themes dominated the responses to this question: (1) **Peer Networks** and (2) **Sexual Health Services**. These were followed up by a range of desired services; listed in order of prominence they included **Legal Information, Ugly Mug & Safety Information, Tax & Finance Information, Advocacy Services** and **Counseling & Support Services**.

Mirroring question 1, many of the responses reflected a desire to use the service to access **peer networks and social events**.

But even more important would be the opportunities to meet other sex workers for friendship and communication. It is so important for me, at least, to have someone to talk to about this stuff, especially in the early days. As a private worker I am totally isolated (Q2R24)

There will be lessons and counseling meetings for sexworkers. Learn theory, learn from colleagues, build communities, transgress isolation, be empowered...(Q2R6)

peer workshops and skill sharing to learn how other workers operate (Q2R5)

Of equal prominence was the Sexual Health Services theme. The most strongly expressed element of this theme was the need for a service which could supply safe sex equipment – **PPE Supplies**. It should be noted that around one third of the respondents who mentioned PPE supplies as a significant reason for going to a sex work service said that PPE should be free. The remainder either didn't mention cost at all or used the expressions 'cheaper' or 'reasonable cost'.

The group should provide sales of bulk condoms, lube, and dental dams... and obviously some detailed information re: diseases. The sales of consumables would

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be my first and biggest reason to go to such a group, (it gets a bit embarrassing down at Coles) (Q2R24)

latest tools of trade, new condoms, lubes, research data reflecting best practice prophylactics (Q2R27)

Other prominent elements of the sexual health services theme were **Clinic Services** and **Sexual Health Information**, respectively.

We would be able to go there for sex health checks (Q2R7)

Would love to visit a health clinic that was not at a hospital or through the doctor, there is nothing worse than sitting in a waiting room with sick people waiting for a check-up (Q2R40).

Oh yeah, and the STD/STI crap – but no mandatory testing cos I've seen more dirty dicks than I have muffs...ahem...(Q2R4)

peer education covering strategies to implement safe sex practices, access to prophylactics and discussion on use of prophylaxis in different situations (Q2R43)

A range of requested services vied for prominence throughout this question. They are listed in order of prominence below alongside some relevant quotes.

Legal Information

Being able to get information pertaining to current and new regulations and laws (Q2R14)

I would like to be able to access relevant information as it applies to sex workers in a real context - I don't need or want to know about how the laws are meant to be enforced - I need to know what actually happens or will happen to me when working in my current chosen industry (Q2R19).

Up-to-date information re the laws both Government and PLA changes (Q2R31)

Ugly Mug & Safety Information

oh & s, ugly mugs list, information on working safely (Q2R43)

a website where we can check up on clients or make reviews regarding clients we have trouble with (Q1R18)

I always liked the ugly mugs that sqwisi did so it would include that (Q1R7)

ugly mugs, security info and news of whats going on in the industry (Q2R14)

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Tax & Finance Information

The Tax and Finance Information node coded all comments made by respondents about wanting services which helped them deal with money issues.

Generally expressed simply as either *taxation info* (Q2 R22) or *business advice* (Q2R33), it is most comprehensively expressed in the following quote:

Money/Passion are often the driving forces behind any chosen career path. So the service should address the financial aspects of our work e.g., budgeting, tax, loans, debts, expenses (Q1R4).

Advocacy Services

Advocacy was the subject of a separate question (Q.9 – see section 3.9) but figured highly in the earlier question responses.

As well as general advocacy and mediation on behalf of sex workers

mediation on my behalf with my consultation e.g. with police, land lords, brothel owners, doctors, etc (Q2R40)

respondents also expressed the desire to provide input into responses for themselves

The service will need to provide - - opportunities for sex workers to come together and develop responses, input into policy approaches, provide input into the effectiveness of services; report of barriers to effective service delivery, report on policing approaches and impact on a range of issues (including carrying safe sex supplies) and negotiating with clients over the phone etc. (Q2R43)

Counseling & Support Services.

The two concepts ‘support’ and ‘counseling’ were often teamed together without much elaboration but featured strongly in responses to question 2 alongside comments like this:

a place to go so you can have a chat with someone (Q2R10)

This comment, made in response to another question relates the long-term emotional support that sex workers need.

The org should not be just about short term service delivery but also 'case management' and having support to follow up on issues and be able to give on going support to workers - especially new workers who may want to see staff more than once and for longer periods of time. (Q3R22)

3.3 Quantitative assessment of questions 1, 2 and 6

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During coding it became apparent that there was some considerable overlap of concepts between the various question responses. For example, *Question 1: If you can imagine a completely new sex worker service in Queensland. Please describe it?* seemed designed to elicit how respondents imagined a sex worker service might be structured but responses to this question often also included descriptions of the types of services and information that the potential service might provide. Conversely, *Question 2: What kind of services would this new service provide, and what would make you want to go there?* often included descriptions of the structure and style of a new sex worker organisation as well as the types of services that would be provided.

Furthermore, responses to *Question 6: What kind of information would you want a person working at the new service to provide to you?* included many of the same responses to Questions 1 and 2, sometimes even stating “as previously answered”. For this reason the question responses for Questions 1, 2 and 6 were combined (after coding and during the tabulation process) to construct a model which more accurately reflected and gave a more valid quantitative impression of the concepts which were contained in the data.

In the final tabulation of the data responses to questions 1, 2 and 6 were incorporated into 2 model tables: (1) Structure & Style and (2) Services & Information. Any and all comments made in response to Questions 1, 2 and 6 about the structure, organisation and policy style of the potential sex worker service are represented in the Structure & Style table. Similarly comments by respondents about the type of services and information this potential organisation would provide are represented in the Services & Information table.

There is no table representing data from Question 6 *What kind of information would you want a person working at the new service to provide to you?* This data is incorporated into the Structure & Style table and the Services & Information table.

All other tables represent the responses to a single question in the survey.

3.3.1 Structure and Style

The Structure & Style concept tree was constructed during coding of responses to *Question 1: If you can imagine a completely new sex worker service in Queensland. Please describe it?* It was anticipated by the analyst that this question might elicit responses which described how a sex worker service might be structured physically (eg. would it have offices? where would they be? would there be a drop-in space? a website? how it would reach people to provide services? etc.), organisationally (how would it be set up?, who would manage and staff it? how would this be decided? etc.) and philosophically (what sort of policy focus might it have?, would it be peer-based?, would it be government funded? etc.).

Some of the anticipated types of responses were present in Question 1 however many responses that related to structure were also found in Questions 2 and 6 (as discussed above).

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The following table thus incorporates data from all three questions.

Structure & Style of a new Sex Worker Service					Concepts
					Total responses
					Percent n=35
Peer Based	Peer Staff	Comprehensive	Peer Management	Staff Attitudes Positive	
17	14	11	11	10	
49%	40%	31%	31%	29%	
Sex Work Positive Ethos	Confidential	Strong Conviction	Decriminalisation Ethos	Sector Diverse	
8	7	6	5	4	
23%	20%	17%	14%	11%	
Flexible Hours & Access	Professional	Autonomous	Gender Diverse	Industry-familiar Staff	
4	4	4	3	3	
11%	11%	11%	9%	9%	
Other Service Liaison	Regulator of Industry	Office Regions Specified	Symbolic Imagery	Government Funded	
3	2	2	2	1	
9%	6%	6%	6%	3%	
Cultural Diverse	Stakeholder Diverse				
1	1				
3%	3%				

Table 1 Structure & Style, ranked concepts derived from Questions 1, 2 and 6

3.3.2 Services and Information

The Services concept tree was constructed to code responses to Question 2 but as per 3.1 above, the following table incorporates data from Questions 1, 2 and 6.

Services and Information to be provided by a new Sex Worker Service		Concepts
		Total responses
		Percent n=35

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PPE Supplies Service	Peer Network & Events	Legal Info	Ugly Mugs & Safety	Industry Info
15	15	14	13	13
43%	43%	40%	37%	37%
Tax & Financial Info	Advocacy - General & All	Health Services general	Counseling & Support	Clinic Services
12	12	11	11	10
34%	34%	31%	31%	29%
Sexual Health Info	Worker Friendly Referrals	Workskills Info	Drop-In Space	Advocacy - Industrial Rights
10	9	9	7	6
29%	26%	26%	20%	17%
Advertising Info	Advocacy - Stigma & Discrimination	Advocacy - Govt Lobbying, Law Reform	Media - Mag or Newsletter	Policy & Research
5	5	5	4	4
14%	14%	14%	11%	11%
Classes & Workshops	Exit & Retraining Services	Like SQWISI	Outreach	Agency Services
4	4	3	3	2
11%	11%	9%	9%	6%
Drug and Alcohol Info	Underage services	National Info	Mental Health Services	Crisis Assistance
1	1	1	1	1
3%	3%	3%	3%	3%

Table 2 Services & Information, ranked concepts derived from Questions 1, 2 and 6

3.4 Question 3. Are there extra/different services a sex worker new to the sex industry would need from this sex worker service? Respondents=35

The primary concept to emerge in question 3 was that workers new to the industry require access to information from peers, for **peer education** and to access **tricks of the trade**, information that can only be passed on by other or former sex workers.

when i first started working i had to learn a lot the hard way as the older girls don't like to pass on their secrets so i think have ex workers that have a lot of experience passing on all the tricks of the trade also make it less serious this can be a fun career choice (Q3R15)

tricks to make guys come quick, How to have safe sex, extra measures to make sure no breakages etc (Q3R18)

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I guess all the stuff you would be an expert in only if you have actually worked (Q3R19)

This theme also included references to peer mentorship for new workers:

peer support network, mentorship program could be put in place- government could pay long term sex workers who wish to peer educate to guide workers through first 3 months of industry. Sex worker organisations have at most times had peer educators who have taken on this role, however time constraints of these positions and other factors can get in the way of 1 to 1 support for new workers (Q3R37)

The notion that a special induction for new workers was needed came through strongly, even though it was often stated as just that - **New Worker Induction** - with little or no elaboration on what that would actually entail. Nonetheless the need for other sex workers to conduct these inductions came through.

It also gets the older workers interacting with the new workers and passing on valuable info that you don't always think of unless you are chatting like this (Q3R28)

The need for **Current Industry Information** was prominent,

New worker training, getting to know people around the industry, a bit of a 'whose who' - prices so that they don't get ripped off (Q3R12)

lots more info about rates of pay/conditions (Q3R7)

Advice about the industry, advice about working conditions in each area of work (Q3R34)

All the bullshit one goes through when they are new with clients 'testing' by saying they have an alliance with premises....knowing the industry is wide in scope (Q3R4)

Current Industry Information came alongside the expected range of services and information that new sex workers need, i.e. **Sexual Health Information** and **Legal Information**.

Following that, training in **Client Negotiation Skills** was thought necessary for new sex workers.

A skill based information session that covers negotiation with clients, setting boundaries (Q3R43)

If a girl came to the service and had only just signed on to a brothel, then yes, the group should teach her how to manage the men, so she isn't at risk. That would

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include things such as making sure the booking stays within time, how to handle it when a client sticks it up their bum, when they haven't paid for that, keeping the client's payment away from him until after the booking... helping them to realise that they, as workers, are in the power position during the clients booking. (Q3R24)

Extra/Different Services for New Workers					Concepts
					Total responses
					Percent n=35
Peer Education & Tricks	New Worker Induction	Industry Info	Sexual Health services	Legal Info	
13	8	7	7	7	
37%	23%	20%	20%	20%	
Client Negotiation Skills	Counseling & Support	Good & Bad Info	Health Services general	Lifeskills & Lifestyle Services	
6	5	4	3	2	
17%	14%	11%	9%	6%	
Ugly Mugs & Safety	Mental Health services	Exit & Retraining Services	Employer Negotiation Skills	PPE Supplies Service	
2	2	2	2	2	
6%	6%	6%	6%	6%	
Peer Networking & Events	Peer Staff	Like SQWISI	Tax & Finance Services	Extra Time Spent	
2	1	1	1	1	
6%	3%	3%	3%	3%	
Symbolic Imagery	Sex Work Positive Ethos	No Different, Different for Everyone	Workskills Info	Childcare Services	
1	1	1	1	1	
3%	3%	3%	3%	3%	
Registration Number	Housing Services				
1	1				
3%	3%				

Table 3 New Workers, ranked concepts derived from Question 3

3.5 Question 4. Is getting current information about sex work an important aspect of going to a sex worker service? (Eg. standard prices for particular services, working conditions in other sex industry workplaces) Yes/No, Comments.

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All 43 respondents answered this question, with 86% answering Yes and 14% responding No.

Q4 Is getting current information about sex work an important aspect of going to a sex worker service? (Eg. standard prices for particular services, working conditions in other sex industry workplaces)		
Answer Options	Response Percent n=43	Response Count
Yes	86.0%	37
No	14.0%	6

Table 4 Importance of Current Industry Information: Yes/No

Eighteen respondents gave additional comments which described the types of current industry information that they wish to be able to obtain and why this information is important.

The most prominent concept to emerge referred to **empowerment**; that current knowledge about **prices and extras standards** and **condom-use standards**, allowed a sex worker to set boundaries and stay in control.

Knowing what other workers are charging or offering is a really important part of setting boundaries. you feel more confident in saying "You must use a condom" if you know that all the stories clients tell about other workers doing oral without a condom aren't true (Q4R12)

knowing prices is the essential way to ensure your rights aren't trampled on!! (Q4R26)

knowing the realms and scope of the industry and that you control where you are at (Q4R4)

This builds information sharing networks amongst us but also assists us to improve strategies for condom and safer sex and safer services negotiation (Q4R43)

A similarly frequent concept was that the sex industry was '**not like any industry**' so that this sort of information was difficult to obtain.

Absolutely important! Where else do workers go to get this information? (Q4R27)

However, while current sex industry information was deemed obscure, the desire to obtain information about ones work standards, '**just like any industry**', was expressed.

It's always great to keep abreast of current things in the industry, like any other! (Q4R14)

Sex work tends to make me feel extremely isolated - it is a result of this that I often feel bad about myself - NOT the work itself. I just want to chat to other work

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colleges - like everyone else does, I don't think that is a strange thing - to want to relate and belong (Q4R19)

Current Industry Information: Comments				Concepts
				Total responses
				Percent n=18
Empowerment	Not Like Any Industry	Prices & Extras Standards	Like Any Industry	From Peers
6	5	4	2	2
33%	28%	22%	11%	11%
Condom Use Standards	Ugly Mug Info	Media - Mag or Newsletter	Only Objective Info	Legal Info
2	1	1	1	1
11%	6%	6%	6%	6%
Peer Networking & Events	Sexual Services Info			
1	1			
6%	6%			

Table 5 Current Industry Information: Comments, ranked concepts derived from Q.4

3.6 Question 5. List the most important skills or knowledge that a person would need in order to provide effective services to sex workers at this new service?

Thirty-nine respondents answered this part of the question. The following table sets out the responses to question 5, detailing 10 skills sets and respondents perceptions of the level of importance of each.

Q.5 List the most important skills or knowledge that a person would need in order to provide effective services to sex workers at this new service? n=39					
	very important	important	slightly important	not important	N/A
Communication skills	79.5% (31)	12.8% (5)	2.6% (1)	0.0% (0)	5.1% (2)

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Sex work experience and knowledge	76.9% (30)	15.4% (6)	2.6% (1)	0.0% (0)	5.1% (2)
Knowledge of sex work laws in Queensland	82.1% (32)	10.3% (4)	2.6% (1)	0.0% (0)	5.1% (2)
Ability to share safe sex work strategies	74.4% (29)	15.4% (6)	5.1% (2)	0.0% (0)	5.1% (2)
Condom use negotiation skills	69.2% (27)	20.5% (8)	5.1% (2)	0.0% (0)	5.1% (2)
Knowledge of sexually transmissible infections and blood borne viruses including HIV	66.7% (26)	20.5% (8)	5.1% (2)	2.6% (1)	5.1% (2)
An understanding of sex work culture and practices	84.6% (33)	5.1% (2)	2.6% (1)	2.6% (1)	5.1% (2)
Ability to provide non-judgemental services	87.2% (34)	0.0% (0)	5.1% (2)	0.0% (0)	7.7% (3)
Information on how to exit the industry	43.6% (17)	15.4% (6)	12.8% (5)	23.1% (9)	5.1% (2)
Understanding of the different sex industry work options	61.5% (24)	20.5% (8)	12.8% (5)	0.0% (0)	5.1% (2)

Table 6 Staff Skills, importance ranks by number and percentage n=39

Respondents were also able to enter comments about ‘other skills’ that they deemed important. Thirteen respondents entered comments describing skills and qualities that were considered necessary.

The most prominent of these was the concept of being in possession of and ability to use **anecdotal knowledge**, although it could be argued that this skill is what one would expect from someone who had ‘Sex work experience and knowledge’ and therefore is not technically an ‘other’ skill but simply an elaboration of the second skill option on the list.

Being able to answer every question with examples, telling interesting stories that put information into a context (Q5R12)

Considerable emphasis was laid on **personality traits** – coded under a range of concepts including:

Positive and fearless

Positive and fearless attitude and also open to learning (Q5R4)

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Sense of humour

I want to have a laugh while learning about the different services I can offer - lets make it fun to go into the sex worker service! (Q5R12)

Caring and nurturing

optimistic, caring, nurturing personalities (Q5R25)

Question 5: Staff Skills - Other				Concepts
				Total responses
				Percent n=13
Anecdotal Knowledge	Positive & Fearless	Business Skills	Sense of Humour	Crisis & Financial Skills
3	2	2	2	1
23%	15%	15%	15%	8%
Caring Personality	Gender Diversity	BDSM Workshop Skills	Community Development Skills	Psychological Skills
1	1	1	1	1
8%	8%	8%	8%	8%

Table 7 Staff Skills - Other, ranked concepts

3.7 Question 7. If the new sex worker service provided referrals, what kind of services/issues/support would you be happy to be referred to another service for? Respondents=31

In answering this question respondents revealed that they were very happy to be referred elsewhere for the sorts of health services that could be grouped together under the concept **Medical and STI Clinics**. It includes sexual health checkups, doctors, late-night pharmacies etc.

Second to this came the concept node **Accountants** but which includes a range of taxation and financial services that respondents listed in very businesslike manner.

Property finance Accountant Financial planner (Q7R32)
Accountant. Taxation office details (Q7R41)
health insurance issues, paper work, finance.. (Q7R6)

A lesser but significant theme to come through here was around **Support, Counseling & Mental Health**, with the term ‘mental health’ mentioned by several respondents (Q7 R19,30,35).

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Psychological services, again difficult to explain to a gp who hasn't the understanding of sex work (Q7R18)

cool, as in, non-judgemental counselors (Q7R24)

Referrals				Concepts
				Total Responses
				Percent n=31
Medical & STI Clinics	Accountants (Financial Services)	Support, Counseling, Mental Health	Legal Services	Don't Want
19	14	7	6	5
61%	45%	22%	19%	16%
Drug & Alcohol Services	Crisis Assistance	Police Liaison	Family & Child Services	WorkCover
4	4	3	2	2
13%	13%	10%	6%	6%
Exit & Retraining	Disabled Client Referrals	Hairdressers	English Classes	Gender Diverse Services
1	1	1	1	1
3%	3%	3%	3%	3%
Worker Friendly Hotels & Motels	Cultural Services	Banks & ATMs	Cabs & Drivers	Life Planning Services
1	1	1	1	1
3%	3%	3%	3%	3%
Clothing Services	Physical Fitness Services			
1	1			
3%	3%			

Table 8 Referrals – services happy to be referred to another organization for, ranked concepts

3.8 Question 8. If you have accessed a sex worker organisation in Queensland previously, what did you like about the service and what didn't you like.

Respondents=25

Twenty-five respondents answered this question with 8 referring directly by name to SQWISI. Of these, negative versus positive comments were balanced however one interesting aspect to emerge from this question was the assertion by sex workers that those things that were liked about SQWISI in the early days later became those things that were disliked, as the peer-emphasis changed.

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SQWISI used to be a pro-sex work, worker-run space that positively contributed to the lives of sex workers in Queensland. That stopped quite a few years back. We need something like the old SQWISI back (Q8R27)

Later I didn't like going because I felt the person I was talking to had either not worked, or not for 30 years (Q8R24)

Thus it not a surprise that one of the most prominent factors that respondents disliked was that encapsulated in the concept '**Staff Not Peers**'

I didn't like not being able to talk to someone with sex work experience - i had to call another office to speak to someone (Q8R43)

you could tell the difference in knowledge from someone who has worked on their back and someone who has not worked in the industry. Miss having a service to talk to when having a low day i.e. slow or bad clients (Q8R40)

my volunteer skills were rejected by that organisation due to quote "your situation would be a conflict of interest for our organisation, if you were not working in the industry and wanted to volunteer then that would not be a problem, I mean you might take calls from clients instead of answering the phone" can't remember much else but this naturally stuck in my head (Q8R37)

This may be related to the most prominent theme of dislike – **Staff Attitudes**

I found them to be closed, completely unhelpful, stuck up and intimidatingly hierarchical (Q8R19)

basically I didn't think they were very friendly or even knew what they were doing (Q8R21)

I felt like I was an inconvenience (Q8R25)

Given the relative prominence of Clinic Services in response to Question 2 it is interesting that one point of dislike surrounded the **Clinic Service** at SQWISI. This was related to issues of **Confidentiality** and may reveal that something that seems like a good idea to many (that is, having an STI clinic on the same site as other sex work services) has unforeseen problems.

the medical service was on site with same entrance and shared space - unsure of confidentiality (Q8R22)

I didn't like the clinic being inside the same building - i felt concerned about privacy of information when I visited the clinic (in the building) and I didn't like the clinicalness (or feeling) when I accessed the building as a sex worker organisation. I had information provided to the clinic staff shared by the admin person (from the

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clinic) with the sex worker organisation staff - this was a breach of privacy (Q8R43)

What was disliked about previous contact with Queensland Sex Work Service				Disliked
				Total Responses
				Percent n=25
Staff Attitudes	SQWISI	Staff Not Peers	Organisation Structure	Clinic Service
7	6	6	5	4
28%	24%	24%	20%	16%
Accessibility	Information Quality	Confidentiality	PPE Not Free	Not Gender Diverse
4	4	2	1	1
16%	16%	8%	4%	4%

Table 9 Disliked aspects of previous contact with a Queensland sex worker service

Only one respondent mentioned that they liked the **Clinic Service** at SQWISI

I liked the service... squizzi... biala is a different story the place at roma street... you have to wait there as they no longer have appointments so you can sit there for way too long...(Q8R3)

Other aspects which were considered positive were the **Staff Attitudes, PPE Supplies and Ugly Mugs Information**

I have been to SQWISI many times. They were always so friendly and didn't make you feel ashamed to admit what you did for a crust and pay taxes for! They had all the supplies there to buy, ugly mugs and warnings about anybody dangerous, however they weren't open very often (Q8R14)

What was liked about previous contact with Queensland Sex Work Service				Liked
				Total responses
				Percent n=25
SQWISI	Staff Attitudes	PPE Supplies	Ugly Mugs	Pro-sexwork Ethos
6	2	2	1	1
24%	8%	8%	4%	4%
Clinic Service	Information			
1	1			
4%	4%			

Table 10 Liked aspects of previous contact with a Queensland sex worker service

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3.9 Question 9. Do you think a new sex worker service has a role in advocating behalf of sex workers - attempting to improve the general community and Government understanding of sex work and sex workers? If so, how important is this (5=high - low=1) and what are the key issues that the services would advocate on behalf of sex workers about? Respondents=31

The advocacy role was a concept that emerged un-elicited in earlier question responses. Here respondents were asked to rate the importance of a sex worker service in undertaking this role and provide comments about those issues upon which they thought the service should focus.

Thirty-one respondents answered this question with 24 giving a rating of 5, 2 giving a rating of 4 and the remaining 5 respondents providing comments but no rating.

Comments about advocacy could be grouped into 5 conceptual areas (listed in order of prominence):

- (1) Law Reform
- (2) Wide Mediation
- (3) Stigma and Discrimination
- (4) Peer Advocacy
- (5) Safety

Within this group three general areas requiring active lobbying were identified (again, in order of prominence):

- (1) Law Reform
- (2) Stigma and Discrimination
- (3) Safety

The primary focus for advocacy was **Law Reform**,

The laws are the most important thing to us - lets make sure they are the right ones!
(Q9R21)

legal issues - ie. advertising discrimination and unfair enforcement and entrapment the right to be seen equally in the eyes of the law - including family law (our occupation should never be used to label us 'bad parents') (Q9R22)

which for Queensland sex workers is directly connected to **Safety**:

We need safer conditions eg. private WL can work together (Q9R16)

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Second to Law Reform were comments which revealed a desire for mediation with a wide range of government and other organisations including the police, social welfare departments like Centerlink, Prostitution Licensing Authority, Australian Taxation Office, advertising media etc. These were coded under **Wide Mediation**

we as a community need to have our rights represented within an official capacity, otherwise - having no collective voice leaves us silenced thereby leaving no protection from unfair law and discriminatory handling from government bodies - such as police, DSS, tax dept. It is absolutely imperative that someone stands up and represent us, we seemed to be one of the most misrepresented demographics (Q9R19)

we are still discriminated in advertising (look at the cost of an add). We are still treated badly by the police (it took me two months for them to take a stalker problem I had seriously). I went to QML for a blood test and the nurse treated me like a leper and told me that I was wasting her time and to get a real job (Q9R40)

If something happened to me at work I would find it very difficult to go to the police. I don't think they would respect me or take me seriously, sometimes I worry about what I would do (Q9R5)

and were strongly connected, often intertwined, with comments that related the feeling that mediation was required because of widespread and ingrained **Stigma and Discrimination** toward sex workers.

I work professionally and safely and pay my taxes, raise my children in an excellent manner and yet am still perceived to be a trashy piece of scum. No-one in my up-market community would ever guess what I did for work, but there's still that stereo-typical portrayal of sex-workers! (Q9R14)

A lot of the problems sex workers face is due to a prejudice because people think we're evil, because they are not educated about our industry!! A face, or information to demystify the industry is what we need in this state! (Q9R25)

Finally, some respondents expressed the attitude that real advocacy was **Peer Advocacy**

only a sex worker can represent the needs of sex workers (Q9R19)

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Advocacy		Advocacy Concepts
		Total responses
		Percent n=31
Law Reform	Wide Mediation (police, government, PLA etc)	Stigma & Discrimination
11	9	7
35%	29%	23%
Must be Peers Advocating	Safety	Don't Want Advocacy
6	5	2
19%	16%	6%

Table 11 Advocacy, key issues, ranked concepts

**3.10 Question 10. Complete this sentence: From a sex worker service I expect
Respondents=32**

The final question in the survey gave the respondents the opportunity to crystallise the things they had been pondering throughout the process of completing the questionnaire.

The two most prominent concepts to emerge were (1) **Peer Networks** and (2) **Support and Counseling** – in some sense they are connected in that sometimes terms like ‘peer support’ (Q10R22) were used.

Support and Counseling here includes the same range of concepts as in previous questions but without the ‘mental health’ slant that emerged in Question 7. As for Question 2, support and counseling here codes a few related terms, often teamed together as ‘support and help’ or ‘advice, support’ (eg Q10R13,14,38) and ‘encouragement’ (Q10R22).

More fully expressed as, “I expect...

That the workers will listen to what I say and not be demeaning (Q10R28)

And, incorporating also the **Peer Networks** concept, “I expect...

to find other workers, friendly, non-judgemental support and a safe, friendly place to drop into (Q10R34)

Following these respondents expected, in order of prominence:

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Quality Information

up to date information (Q10R22), that is knowledgeable about current trends in the industry (Q10R27)

Respect

understanding, respect, recognition (Q10R19) and most of all respect (Q10R36)

Friendly Understanding Staff

compassion, understanding, non-judgement, humour (Q10R24)

Pro-sexwork Attitudes

to feel valued, appreciated and understood without feeling undermined because I choose to work in this industry (Q10R25)

Professionalism

professional in politics and business matters (Q10R6), transparent processes (Q10R43)

Confidentiality

discretion above all else (Q10R41)

Non-judgemental Attitudes

That the workers will listen to what i say and not be demeaning.... and that there is no judgement as to what I do (eg: I use all my money for drugs) (Q10R28)

Advocacy and Leadership

to be represented at all levels of government (Q10R7)

One quote which sums up the essence of what was brought out by this question is:

“I expect complete confidentiality, peer support, respect, up to date information, vibrancy, diversity, encouragement, visibility in both the community and the media, leadership” (Q10R28).

From a sex worker service I Expect...				Concepts
				Total Responses
				Percent n=32
Support & Counseling	Peer Networks	Quality Information	Respect	Friendly, Understanding Staff
13	13	10	9	8
41%	41%	31%	28%	25%
Pro-sexwork Attitudes	Professionalism	Confidentiality	Non-judgmental Attitudes	Advocacy & Leadership
7	7	6	6	6
22%	22%	19%	19%	19%

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"A Lot"	Comprehensive Service	Work Practices Focus	Drop-In Space	Legal Assistance
2	2	2	2	1
6%	6%	6%	6%	3%
Well Funded Service	Sexual Health Services	Accessibility	Diversity	
1	1	1	1	
3%	3%	3%	3%	

Table 11 From a sex worker service I expect..., ranked concepts

3.11 Asian Language tables

Tables representing quantitative results of Questions 4 and 5, as downloaded from the Survey Monkey site, are set out below.

The analyst was unable to discern the languages of survey response sets because the font characters were not visible on either database. They are labeled *Asian language 1 (10 starts, 5 completions) and *Asian language 2 (20 starts, 14 completions).

*Note: The titles of the surveys on the Survey Monkey site have been modified to comply with this (A1, A2).

3.11.1 Asian language 1

Q4 Is getting current information about sex work an important aspect of going to a sex worker service? (Eg. standard prices for particular services, working conditions in other sex industry workplaces)		
Asian language 1 n=9		
Answer Options	Response Percent n=43	Response Count
Yes	100.0%	9
No	0.0%	0

Q.5 List the most important skills or knowledge that a person would need in order to provide effective services to sex workers at this new service?					
Asian language 1 n=9					
	very important	important	slightly important	not important	N/A

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Communication skills	71.4% (5)	28.6% (2)	0.0% (0)	0.0% (0)	0.0% (0)
Sex work experience and knowledge	71.4% (5)	14.3% (1)	0.0% (0)	0.0% (0)	14.3% (1)
Knowledge of sex work laws in Queensland	57.1% (4)	0.0% (0)	0.0% (0)	0.0% (0)	42.9% (3)
Ability to share safe sex work strategies	71.4% (5)	14.3% (1)	14.3% (1)	0.0% (0)	0.0% (0)
Condom use negotiation skills	71.4% (5)	0.0% (0)	14.3% (1)	14.3% (1)	0.0% (0)
Knowledge of sexually transmissible infections and blood borne viruses including HIV	57.1% (4)	14.3% (1)	14.3% (1)	0.0% (0)	14.3% (1)
An understanding of sex work culture and practices	57.1% (4)	0.0% (0)	28.6% (2)	0.0% (0)	14.3% (1)
Ability to provide non-judgemental services	71.4% (5)	28.6% (2)	0.0% (0)	0.0% (0)	0.0% (0)
Information on how to exit the industry	71.4% (5)	14.3% (1)	0.0% (0)	0.0% (0)	14.3% (1)
Understanding of the different sex industry work options	57.1% (4)	0.0% (0)	0.0% (0)	0.0% (0)	42.9% (3)

3.11.2 Asian language 2

Q4 Is getting current information about sex work an important aspect of going to a sex worker service? (Eg. standard prices for particular services, working conditions in other sex industry workplaces)

Asian language 2 n=17

Answer Options	Response Percent n=43	Response Count
Yes	88.2%	15
No	11.8%	2

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Q.5 List the most important skills or knowledge that a person would need in order to provide effective services to sex workers at this new service? Asian language 2 n=12					
	very important	important	slightly important	not important	N/A
Communication skills	45.5% (5)	36.4% (4)	9.1% (1)	0.0% (0)	9.1% (1)
Sex work experience and knowledge	55.6% (5)	22.2% (2)	0.0% (0)	22.2% (2)	0.0% (0)
Knowledge of sex work laws in Queensland	44.4% (4)	33.3% (3)	11.1% (1)	11.1% (1)	0.0% (0)
Ability to share safe sex work strategies	60.0% (6)	20.0% (2)	10.0% (1)	10.0% (1)	0.0% (0)
Condom use negotiation skills	66.7% (6)	33.3% (3)	0.0% (0)	0.0% (0)	0.0% (0)
Knowledge of sexually transmissible infections and blood borne viruses including HIV	77.8% (7)	22.2% (2)	0.0% (0)	0.0% (0)	0.0% (0)
An understanding of sex work culture and practices	55.6% (5)	33.3% (3)	0.0% (0)	11.1% (1)	0.0% (0)
Ability to provide non-judgemental services	75.0% (6)	12.5% (1)	12.5% (1)	0.0% (0)	0.0% (0)
Information on how to exit the industry	50.0% (4)	25.0% (2)	12.5% (1)	12.5% (1)	0.0% (0)
Understanding of the different sex industry work options	50.0% (4)	25.0% (2)	0.0% (0)	0.0% (0)	25.0% (2)

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Appendix 1

Survey Questions

Question 1. If you can imagine a completely new sex worker service in Queensland. Please describe it?

Question 2. What kind of services would this new service provide, and what would make you want to go there?

Question 3. Are there extra/different services a sex worker new to the sex industry would need from this sex worker service?

Question 4. Is getting current information about sex work an important aspect of going to a sex worker service? (Eg. standard prices for particular services, working conditions in other sex industry workplaces) Yes/No, Comments.

Question 5. List the most important skills or knowledge that a person would need in order to provide effective services to sex workers at this new service?

Ranked options provided:

Very important, Important, Slightly important, Not important, Not applicable (NA)

Communication skills

Sex work experience and knowledge

Knowledge of sex work laws in Queensland

Ability to share safe sex work strategies

Condom use negotiation skills

Knowledge of sexually transmissible infections and blood borne viruses including HIV

An understanding of sex work culture and practices

Ability to provide non-judgemental services

Information on how to exit the industry

Understanding of the different sex industry work options

Question 6. What kind of information would you want a person working at the new service to provide to you?

Question 7. If the new sex worker service provided referrals, what kind of services/issues/support would you be happy to be referred to another service for?

Question 8. If you have accessed a sex worker organisation in Queensland previously, what did you like about the service and what didn't you like.

Question 9. Do you think a new sex worker service has a role in advocating behalf of sex workers - attempting to improve the general community and Government understanding

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of sex work and sex workers? If so, how important is this (5=high - low=1) and what are the key issues that the services would advocate on behalf of sex workers about?

Question 10. Complete this sentence: From a sex worker service I expect

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Appendix 2

2a Final range of concept trees constructed for coding of response data

- (1) Structure and Style
- (2) Services
- (3) New Worker
- (4) Current Industry Info
- (5) Staff Skills Other
- (6) Information
- (7) Referrals
- (8) Prior contact with Queensland Sex Worker service
- (9) Advocacy
- (10) From a Sex Worker Service I Expect....

2b Concept trees with concept node descriptions

NVivo revision 2.0.161

Nodes in Set: All Tree Nodes
Created: 16/03/2008 - 3:28:16 PM
Modified: 16/03/2008 - 3:28:16 PM
Number of Nodes: 158
1 (1) /Structure & Style

Includes nodes which code comments about the structure and ethos of a new sexworker service organisation; autonomy, funding sources, management and staffing, style of service delivery, policy ethos etc.

2 (1 1) /Structure & Style/Regulator of Industry

Refers to comments which call for a new sexworker service to regulate the industry, "register sole operators" etc.

3 (1 2) /Structure & Style/Comprehensive

Comments about needing a service which attends to all relevant issues, not just health or sexual health, a "complete support system", also includes "up to date" information. 'accurate' information

4 (1 3) /Structure & Style/Autonomous

Sexworker only space, not attached to other community organisation or government department,

5 (1 4) /Structure & Style/Confidential

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Refers to comments about a sexworker organisation needing to be confidential, "privacy most important"

6 (1 5) /Structure & Style/Diverse access

Includes nodes which code comments about a new service being accessible by, and working for, a diverse range of clients; subnodes include: gender diverse, cultural diverse, sector diverse, stakeholder diverse

7 (1 5 1) /Structure & Style/Diverse access/Gender diverse access

Refers to need to provide service by/for men and transgender as well as women

8 (1 5 2) /Structure & Style/Diverse access/Sector diverse access

Refers to diversity by/for sexworkers from all sectors of industry

9 (1 5 3) /Structure & Style/Diverse access/Stakeholder diverse access

Refers to need for service to be supportive of all stakeholders in sex industry, including brothel owners, managers, clients etc.

10 (1 5 4) /Structure & Style/Diverse access/Cultural diverse access

Refers to comments about a sexworker service needing to be 'culturally diverse'

11 (1 6) /Structure & Style/Decriminalisation ethos

Includes comments about service needing to be for all sexworkers not just legal workers, supportive of illegal workers, no legal bias in information delivery, lobbying for decriminalised system

12 (1 7) /Structure & Style/Flexible hours and access

Refers to need for flexible hours - out of business hours access, and other comments on accessibility

13 (1 8) /Structure & Style/Government funded

Refers to need for a new sexworker service to be funded by the Government

14 (1 9) /Structure & Style/Industry familiar staff

Includes comments which indicate that staff would need to be 'industry familiar' but do not necessarily state that they should be peers (sexworkers or former sexworkers)

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15 (1 10) /Structure & Style/Liason with other services

Able to liase with other services such as PLA, sexual health services, police etc. and speak to media and attend conferences

16 (1 11) /Structure & Style/Office regions specified

Includes comments where specific regions have been mentioned eg. Gold Coast, Brisbane etc, also includes comments on office situations

17 (1 12) /Structure & Style/Peer based

Includes references to service being controlled and run by sexworkers (these are also coded at 'peer management' and 'peer staff' respectively); sexworker community involvement; shared responses, ie. where "sexworkers share ideas, stories etc" to make decisions about policy projects and construct submissions collectively on behalf of other sexworkers

18 (1 13) /Structure & Style/Peer staff

Sex workers or people with sex work experience as staff rather than professionally trained non-sexworkers

19 (1 14) /Structure & Style/Peer management

Expresses need to have sexworkers in control of services

20 (1 15) /Structure & Style/SW-Positive ethos and space

Describes space where anti-sexwork philosophies are not accepted and sexwork is upheld as a valid choice, includes comments about service needing to be 'non-judgemental'

21 (1 16) /Structure & Style/Professional organisation

Business of organisation is open and accountable and professional

22 (1 17) /Structure & Style/Staff attitudes positive

Staff show respect, no judgement, friendliness, welcoming; also refers to efficiency and objectivity

23 (1 18) /Structure & Style/Strong conviction

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Refers to need for management and staff to 'maintain faith' in the need for a sexwork service even though membership may be weak and fragmentary; management prepared to 'stay strong' and 'take risks', do 'what sexworkers - not funding bodies - need and want'

24 (1 19) /Structure & Style/Symbolic imagery

Expressed desires to have symbolic icons, such as the colours red and purple in the representation of the organisation

25 (2) /Services

Includes nodes which code comments about the types of services which would be provided by a new sexworker service organisation

26 (2 1) /Services/Advertising info

Describes assistance in legal and practical aspects of advertising

27 (2 2) /Services/Advocacy

Includes comments which refer to the new sexworker organisation to engage in advocacy generally as well as comments coded in 3 subnodes, to stand up for rights of sex workers against brothel owners, government and police, includes references to "fighting bullying"; mediation for sex workers experiencing discrimination, voice issues and concerns of sex workers, lobbying for law reform, speaking out against stigma etc

28 (2 2 1) /Services/Advocacy/Stigma and discrimination fighting

Includes specific references for role in fighting stigma and discrimination, media and public relations support

29 (2 2 2) /Services/Advocacy/Government lobbying & Law Reform

Includes references to sex worker organisation 'lobbying.. for reforms' and/or organising the sex industry to 'speak to bureaucrats', advising sex workers of when and where opportunities to address government will be held

30 (2 2 3) /Services/Advocacy/Industrial Rights

Includes references to sex worker organisation having a role to stand up for rights of sex workers against brothel owners, government and police, includes references to "fighting bullying", "industrial rights information"

31 (2 3) /Services/Agency service

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Describes a service where sexworkers can route mail, emails and phone calls, obtain faux references for job applications, provide an address to have boxes delivered etc

32 (2 4) /Services/Worker friendly referrals

Refers to need for referrals to worker friendly professionals such as accountants, lawyers, other health services etc.

33 (2 5) /Services/Counselling and support

Refers to need for general support, advice, psychological counselling etc

34 (2 6) /Services/Crisis assistance

Includes references to emergency assistance "if something bad happens while working" thus includes violent clients, police charges or harassment, health crises etc

35 (2 7) /Services/Drop-in space

Refers to need for a physical place where sexworkers can go to hang out, meet other sexworkers and obtain services; includes references to being able to "have a cuppa", "do crafts" etc.

36 (2 8) /Services/Exit and retraining services

Refers to need for support to obtain other types of work or employment training

37 (2 9) /Services/Health services

Codes comments about need for health services generally, comments which refer to specific types of health service (sexual, clinical, mental etc) are coded in 4 subnodes: Sexual Health Info, Mental Health Services, Clinic Services, Drug and Alcohol Info

38 (2 9 1) /Services/Health services/Mental health services

Refers to need for services around mental health, psychology, sexual abuse trauma etc

39 (2 9 2) /Services/Health services/Sexual health info

Comments which refer specifically to need for sexual health education or information services - rather than just 'health services' which might include mental health or 'health checks' or other references to need for a clinic service

40 (2 9 3) /Services/Health services/Drug and alcohol info

Refers to information and/or assistance re drug and alcohol issues

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41 (2 9 4) /Services/Health services/Clinic service

Includes references to the proposed service being able to provide clinical services, a place to "go to have sexual health checks" or "check-ups"

42 (2 10) /Services/Industry info

Refers to need for info about rates of pay, places to work, working in different sectors etc; a "who's who" of the industry; workplace etiquette in brothel and street work, "worker friendly hotels"; also includes date from node called "Obscure Info" (now deleted)

43 (2 11) /Services/Legal info

Refers to need for legal information and legal referrals, specific references to 'new laws', 'how the laws are implemented'

44 (2 12) /Services/Media - Magazine or newsletter

Includes comments which state need for sexworker service to publish a magazine, newsletter or website

45 (2 13) /Services/Like SQWISI

Includes all cases where respondents refer to an all-encompassing service "like SQWISI used to be"

46 (2 14) /Services/National info

Includes comments about need for obtaining information about sexwork in other states

47 (2 15) /Services/Outreach

Includes comments which specifically use the term 'outreach' or any reference to the service actively seeking out sexworkers to impart information

48 (2 16) /Services/PPE Prophylactic supplies service

Refers to need for service which provides free or sells PPE (condoms, dams, lube, sponges etc); also includes comments about referrals to "cheap" or "free" PPE

49 (2 17) /Services/Policy, research and training

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Refers to such things as maintaining a library, a "whore college"; establishing training programs to deliver to other organisations such as police; identifying service delivery issues and providing input into policy approaches

50 (2 18) /Services/Peer networking and events

Refers to need for sexworker peer to peer social networking for friendship, contact, and hosting or facilitation of sexworker social events; also refers to "creative and crafty" projects, film nights, art exhibits etc.

51 (2 19) /Services/Tax and finance services

Refers to need for information about taxation, financial budgeting, obtaining bank loans, "business knowledge" etc.

52 (2 20) /Services/Ugly Mugs and safety

Refers to ugly mug lists as well as other security services and info

53 (2 21) /Services/Underage services

Refers to need for support to underage sex workers - boys and girls

54 (2 22) /Services/Workskills info

Refers to need for information and courses to assist sexworkers, occupational health and safety, professionalism, assertiveness, small business knowledge etc.

55 (2 23) /Services/Classes and workshops

Specific references to classes and workshops

56 (3) /Q4 Current Industry Info

Tree includes most nodes created to code responses to Question 4: Is getting current information about sex work an important aspect of going to a sex worker service? (Eg. standard prices for particular services, working conditions in other sex industry workplaces) - Comment

Codes comments which describe the types of current industry information that respondents wish to be able to obtain and why this information is important.

57 (3 1) /Q4 Current Industry Info/Only objective info

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Refers to comments about advice on standard rates etc needing to be coming from an independent service provider and not someone who has business conflict of interest

58 (3 2) /Q4 Current Industry Info/Empowerment

Refers to comments about up to date info allowing a sexworker to be confident in setting boundaries and generally feeling less anxious about prices charged etc.

59 (3 3) /Q4 Current Industry Info/Condom use standards

Includes comments about knowing what other sex workers are doing with respect to condom use ie. whether they are using them and how

60 (3 4) /Q4 Current Industry Info/Like any industry

References to need for information just like any industry

61 (3 5) /Q4 Current Industry Info/Prices & extras standards

Refers to comments about standard rates for time and extras

62 (3 6) /Q4 Current Industry Info/Services info

Refers to comments about detailed info on services eg. 'how to do a body slide' etc.

63 (3 7) /Q4 Current Industry Info/Not like any industry

References to current rates and standards information being hard to find

64 (3 8) /Q4 Current Industry Info/Ugly mug info

Refers only to comments about need for ugly mug info in context of Q4

65 (3 9) /Q4 Current Industry Info/From peers

Refers to need for information to come from peers

66 (4) /Q5 Staff skills other

Nodes code 'other' skills comments to Question 5: List the most important skills or knowledge that a person would need in order to provide effective services to sex workers at this new service.

Only includes 'other skills' which are different from the 10 options in the original Question 5. These were:

1. Communication skills

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2. Sex work experience and knowledge
3. Knowledge of sex work laws in Queensland
4. Ability to share safe sex work strategies
5. Condom use negotiation skills
6. Knowledge of sexually transmissible infections and blood borne viruses including HIV
7. An understanding of sex work culture and practices
8. Ability to provide non-judgemental services
9. Information on how to exit the industry
10. Understanding of the different sex industry work options

Comments which repeated these concepts were ignored.

67 (4 1) /Q5 Staff skills other/Anecdotal knowledge

Refers to comments about being able to give examples when answering questions, telling stories about personal experience in sex industry ie. peer

68 (4 2) /Q5 Staff skills other/Sense of humour

Codes comments which refer to humour as a necessary staff skill

69 (4 3) /Q5 Staff skills other/Crisis & finance assist skills

Codes comment about staff needing to be able to assist in financial management assistance and crisis assistance

70 (4 4) /Q5 Staff skills other/Psychological skills

Refers to need for psychology qualifications to help sex workers who have mental health issues

71 (4 5) /Q5 Staff skills other/Caring personality

Codes comment about staff needing a 'caring, nurturing' personality

72 (4 6) /Q5 Staff skills other/BDSM workshop skills

Specific reference to ability to teach BDSM workshops

73 (4 7) /Q5 Staff skills other/Gender diversity

Refers to need for staff to be gender diverse - ie not just female

74 (4 8) /Q5 Staff skills other/Positive & fearless

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Codes comments about staff attitudes which include being optimistic, open to new things, fearless

75 (4 9) /Q5 Staff skills other/Business skills

Able to give information about small business administration, how to place an advertisement etc. eg "whore career management"

76 (4 10) /Q5 Staff skills other/Community development

Refers to skills in sex worker community development and empowerment

77 (5) /Q3 New worker

Contains extra nodes constructed to code Question 3: Are there extra/different services a sex worker new to the sex industry would need from this sex worker service?

78 (5 1) /Q3 New worker/Childcare

Includes comments about new workers needing childcare services

79 (5 2) /Q3 New worker/Client negotiation skills

Information or training on how to deal with clients, including a range of practical responses to difficult situations as well as interaction and power issues

80 (5 3) /Q3 New worker/Employer negotiation skills

Refers to need for information about how to negotiate with employers, eg 'to deal with brothel owners'

81 (5 4) /Q3 New worker/Extra time

Refers to need for more one on one time to ensure adequate support for new workers

82 (5 5) /Q3 New worker/Good and bad info

Refers to need for both the 'good and the downside' aspects of sex work to be relayed

83 (5 6) /Q3 New worker/Housing

Includes comments about new workers needing housing assistance

84 (5 7) /Q3 New worker/Life skills and Lifestyle

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Includes references to courses on lifeskills (eg parenting) as well as general lifestyle services (eg. dealing with 'burnout', working odd hours etc.)

85 (5 8) /Q3 New worker/New worker induction

Includes comments which refer to a general induction (often just called 'new worker training' but with no details of what this would include) or need for information packages or workshops that are specific to new workers

86 (5 9) /Q3 New worker/No, different for everyone

Codes comments which suggest that new sex workers do not need different services and that the services should be "different for everyone"

87 (5 10) /Q3 New worker/Peer education & tricks

Refers to information that can only be passed on by other or ex-sex workers, "tricks of the trade", "older girls...pass on their secrets"; also references to peer mentorship for new workers

88 (6) /Q7 Referrals

Codes responses to Question 7: What services would you be happy to be referred to? Most of these nodes replicate many in the Services Tree but only contain data from Q.7

Includes general comments about referral services

89 (6 1) /Q7 Referrals/Don't want

Includes comments which indicate that referrals are not desirable and/or that the sexworker service should be comprehensive enough to provide all services

90 (6 2) /Q7 Referrals/Exit and retraining

Includes comments about being referred to "employment agencies" etc

91 (6 3) /Q7 Referrals/Medical & STI Clinic

Includes comments about STI checks and other medical referrals, 'late night chemists' etc

92 (6 4) /Q7 Referrals/Accountants

Includes comments about referral to accountants and/or brokers for taxation, financial planning, property finance etc.

93 (6 5) /Q7 Referrals/Support and counseling

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Includes comments about needing "support groups", "psychological services", 'mental health'

94 (6 6) /Q7 Referrals/Drug and alcohol

Includes comments about assistance with drug and alcohol services, 'detox services' etc.

95 (6 7) /Q7 Referrals/Crisis assistance

Includes comments about being referred for crisis assistance such as 'domestic violence' and 'rape', 'housing', 'food' etc.

96 (6 8) /Q7 Referrals/Family and child services

Includes comments about referrals for problems which affect the family eg 'domestic violence', 'food', 'housing' etc.

97 (6 9) /Q7 Referrals/Legal services

Includes comments about referral to 'lawyers' or 'more extensive legal advice'

98 (6 10) /Q7 Referrals/Police liaison

Includes comments about being referred to contacts in the police department for assistance

99 (6 11) /Q7 Referrals/English classes

Includes comment about referral to 'English language classes'

100 (6 12) /Q7 Referrals/Disability client referral

Includes comments about wanting referrals for disability clients and disabled client education

101 (6 13) /Q7 Referrals/Hotels and motels

Includes comments about referral to 'sex worker friendly hotels and motels'

102 (6 14) /Q7 Referrals/Gender diverse services

Includes comment about different referrals for different genders

103 (6 15) /Q7 Referrals/Cultural services

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Includes comment about referral to 'cultural services'

104 (6 16) /Q7 Referrals/Physical fitness

Includes comment about referral to 'physical fitness' service

105 (6 17) /Q7 Referrals/WorkCover

Refers to comments about referral to occupational health and safety insurance bodies such as WorkCover (aka WorkSafe)

106 (6 18) /Q7 Referrals/Cabs & Drivers

Include comment about referrals to 'cabbies & drivers'

107 (6 19) /Q7 Referrals/Hairdressers

Includes comment about referrals to 'mobile hairdressers'

108 (6 20) /Q7 Referrals/Banks & ATMs

Includes comment about 'banks and ATM's .. and their locations'

109 (6 21) /Q7 Referrals/Clothing services

Includes comment about referral to 'alterations service'

110 (6 22) /Q7 Referrals/Life Planning

Includes comment about referrals to 'life planning'

111 (7) /Q8 Prior Contact

Codes responses to Question 8: If you have accessed a sex worker organisation in Queensland previously, what did you like about the service and what didn't you like.

112 (7 1) /Q8 Prior Contact/Liked

Contains nodes which code those services/aspects of the previous Qld sex worker organisation that were liked

113 (7 1 1) /Q8 Prior Contact/Liked/SQWISI

Includes specific positive comments to SQWISI

114 (7 1 2) /Q8 Prior Contact/Liked/Staff attitude

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Refers to things about staff attitude that were liked eg "friendly", "didn't make you feel ashamed" etc

115 (7 1 3) /Q8 Prior Contact/Liked/PPE supplies

Includes comments about liking being able to obtain condoms etc.

116 (7 1 4) /Q8 Prior Contact/Liked/Ugly Mugs

Includes comments about liking being able to obtain Ugly Mug and/or safety information

117 (7 1 5) /Q8 Prior Contact/Liked/Pro sex work org

Includes comments about liking the pro-sex work ethos of the organisation

118 (7 1 6) /Q8 Prior Contact/Liked/Clinic service

Includes comments about liking being able to access a clinic at the previous Qld sexworker organisation

119 (7 1 7) /Q8 Prior Contact/Liked/Information quality

Includes positive comments about the quality of information dispensed, range etc.

120 (7 2) /Q8 Prior Contact/Disliked

Contains nodes which code those services/aspects of the previous Qld sex worker organisation that were not liked

121 (7 2 1) /Q8 Prior Contact/Disliked/SQWISI

Includes specific negative comments about SQWISI

122 (7 2 2) /Q8 Prior Contact/Disliked/Clinic service

Includes negative comments about the clince being connected with the previous Qld sexwork organisation

123 (7 2 3) /Q8 Prior Contact/Disliked/Staff attitude

Refers to things about staff attitude that wasn't liked, eg. "feeling like they were going out of their way to help me"

124 (7 2 4) /Q8 Prior Contact/Disliked/Accessibility

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Includes negative comments about physical accessibility, opening hours, amount of outreach done etc.

125 (7 2 5) /Q8 Prior Contact/Disliked/Org structure

Refers to negative comments about the organisational structure and sex workers ' ability to become involved as well as policy problems

126 (7 2 6) /Q8 Prior Contact/Disliked/Information quality

Includes negative comments about the quality of information dispensed, accuracy etc.

127 (7 2 7) /Q8 Prior Contact/Disliked/Confidentiality

Includes negative comments about level of confidentiality

128 (7 2 8) /Q8 Prior Contact/Disliked/PPE not free

Includes comments about inability to obtain free PPE

129 (7 2 9) /Q8 Prior Contact/Disliked/Staff not peers

Includes negative comments about staff not being peers

130 (7 2 10) /Q8 Prior Contact/Disliked/Not gender diverse

Includes negative comments about female-centric staffing

131 (8) /Q9 Advocacy

Codes responses to Question 9: Do you think a new sex worker service has a role in advocating behalf of sex workers - attempting to improve the general community and Government understanding of sex work and sex workers?

If so, how important is this (5=high - low=1) and what are the key issues that the services would advocate on behalf of sex workers about? Only comments are coded - 5-1 ratings are dealt with in Excel. Some of these nodes replicate those in Services/Advocacy subtree but only contain data from Q9.

132 (8 1) /Q9 Advocacy/Law reform

Includes comments about advocating for law reform

133 (8 2) /Q9 Advocacy/Don't want

Includes comments which indicate respondent doesn't think advocacy is necessary or an important activity for a sexworker service to engage in

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134 (8 3) /Q9 Advocacy/Stigma & Discrimination

Includes comments about advocacy which "attempts to improve the general community knowledge about sex workers" and/or otherwise addresses stigma and discrimination

135 (8 4) /Q9 Advocacy/Wide Mediation

Includes comments about need for sexworker service to mediate/lobby a range of government departments such as police, social welfare departments, taxation department, advertising media etc.

136 (8 5) /Q9 Advocacy/Must be peers

Includes comments about representation in advocacy and the need for those doing the representation to be other sex workers

137 (8 6) /Q9 Advocacy/Safety

Includes comments about advocating for better safety

138 (9) /Q10 'I expect'

Codes responses to Question 10: Complete this sentence: From a sex worker service I expect

139 (9 1) /Q10 'I expect'/Professionalism

Includes comments about 'honesty', objectivity (ie "not push agendas from employers of the industry"), 'transparent process' etc.

140 (9 2) /Q10 'I expect'/A lot for little

Codes responses that indicate high expectations eg "everything", "a lot"

141 (9 3) /Q10 'I expect'/Confidentiality

Includes comments about expectations of confidentiality, 'anonymous', discretion, 'privacy'

142 (9 4) /Q10 'I expect'/Comprehensiveness

Includes comments about expecting "support for all facets of the industry"

143 (9 5) /Q10 'I expect'/Support and Counselling

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Includes comments about expecting "someone who will listen", 'support', psychological help

144 (9 6) /Q10 'I expect'/Sexual health services

References to expectations that sexual health services be provided, PPE supplies, sexual health clinics etc

145 (9 7) /Q10 'I expect'/Accessibility

Refers to physical accessibility, opening hours, amount of outreach done etc.

146 (9 8) /Q10 'I expect'/Staff attitudes

Includes node categories that refer to expectations about the manner in which clients will be dealt with and/or the attitudes of the staff

147 (9 8 1) /Q10 'I expect'/Staff attitudes/Friendly-Understanding

Includes comments about expecting 'friendliness', 'understanding', 'compassion', 'humour', etc

148 (9 8 2) /Q10 'I expect'/Staff attitudes/Non-judgemental

Includes references to expectations that staff be objective and 'non-judgemental', not just about sexwork but about how one works, what one does with the money etc.

149 (9 8 4) /Q10 'I expect'/Staff attitudes/Respect

Includes specific references to 'respect'

150 (9 8 6) /Q10 'I expect'/Staff attitudes/Pro sex work

Includes comments about expecting a staff who recognise sex work as a choice, 'sex work is work', positive about sex work

151 (9 9) /Q10 'I expect'/Peer network

Includes comments about expecting to 'connect' with peers, for the service to be 'peer run', 'peer representation', being able to get involved and 'provide input', 'sex work mentors', easy access to involvement 'low entrance barrier'

152 (9 10) /Q10 'I expect'/Quality Information

Includes comments about the quality of information dispensed, accuracy, "up to date", knowing 'current trends in the industry' etc.

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153 (9 11) /Q10 'I expect'/Diversity

Refers to comments about expecting 'diversity' from a sexwork service

154 (9 12) /Q10 'I expect'/Advocacy & Leadership

Includes comments about expecting advocacy, 'visibility', 'leadership' etc

155 (9 13) /Q10 'I expect'/Legal assistance

Includes specific references to expecting legal assistance from sex work service

156 (9 14) /Q10 'I expect'/Drop In Space

Includes references to expectations of 'a space' where sex workers can go

157 (9 15) /Q10 'I expect'/Well funded

Includes references to expectations that the level of funding for the sex work service should be high

158 (9 16) /Q10 'I expect'/Work practices focus

Includes comments about expecting a sex work service to 'develop best work practices'