



Office of the Information Commissioner
Queensland

Public Awareness of Right to Information Reforms

Results of the general public awareness survey in Queensland



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June 2011

Ms Barbara Stone MP
Chair
Legal Affairs, Police, Corrective Services and
Emergency Services Committee
Parliament House
George Street
Brisbane QLD 4000

Dear Ms Stone

I am pleased to present *Public Awareness of Right to Information Reforms: Results of the general public awareness survey in Queensland* capturing public awareness of the reforms contained in the *Right to Information Act 2009* (Qld) and the *Information Privacy Act 2009* (Qld). The report also captures Queensland public attitudes to the reforms and to government more generally.

This report is prepared under sections 128 and 131 of the *Right to Information Act 2009* (Qld). The report identifies areas of greater public support and awareness and areas requiring further promotion.

In accordance with subsection 184(5) of the *Right to Information Act 2009* (Qld), I request that you arrange for the report to be tabled in the Legislative Assembly on the next sitting day.

Yours sincerely



Julie Kinross
Information Commissioner

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1 Executive Summary

Community confidence is both a driver and a measure of the effectiveness of the right to information reforms. The Queensland Government introduced the reforms to strengthen our democratic institutions, recognising that in a free and democratic society:

- there should be open discussion of public affairs
- openness in government enhances the accountability of government
- openness in government increases the participation of members of the community in democratic processes leading to better informed decision-making; and
- right to information legislation improves public administration and the quality of government and decision-making.¹

It is the Office of the Information Commissioner's (OIC) view that confidence in government will follow quality public service and accountable government. In assessing the impact of the right to information reforms, OIC has conducted a survey of Queensland public awareness of the reforms and public confidence in government agency decision-making. The survey identified that:

- four in five Queenslanders are aware of freedom of information
- one in three recognise the new terminology: right to information and information privacy
- nine out of ten Queenslanders believe they have a right to see all of their personal information held by a public agency on request. Approximately two thirds believe they can see any information on request. However, very few have exercised these rights by formally requesting information
- people who apply for information are primarily seeking information about themselves
- consistent with overseas jurisdictions, around half of Queenslanders are confident in the openness of public sector agencies' decision-making and that agency decisions are for the greater public good
- confidence in public sector decision-making varies by age, language and region; and
- over half the respondents are confident in their ability to engage with public agencies.

Queenslanders have a broad level of awareness of their information rights. Future surveys will track changes in public awareness of the reforms and assess the impact on public confidence in government openness and decision-making by agencies. This survey and the rate of progress over time against this baseline report are expected to inform agency and OIC programs.

¹ Preamble to the *Right to Information Act 2009*

2 Introduction

Background

The Office of the Information Commissioner (OIC) reviews the impact of the right to information (RTI) and information privacy (IP) reforms designed to foster open and accountable government. The reforms require government agencies to make government information available to the public as a matter of course, unless there is a good reason not to, and to provide safeguards for the handling of personal information. The reforms are part of a growing recognition by governments that the free flow of information makes for effective democracy and public confidence in government.²

After 12 months of implementation OIC conducted a survey of the general Queensland public. The survey sought to measure public awareness of rights to access information held by State Government agencies under the *Right to Information Act 2009* (Qld) (RTI Act) and their right to access their own personal information held by agencies under the *Information Privacy Act 2009* (Qld) (IP Act).

Reporting Framework

Under section 128 of the RTI Act, the functions of the Information Commissioner include conducting research and surveys to monitor whether the RTI Act has been achieving its aims. Under section 131 of the RTI Act, the functions of the Information Commissioner include reviewing and reporting on agencies in relation to the operation of the RTI Act and chapter 3 of the IP Act. The Information Commissioner under section 131(2) is to give a report to the Legal Affairs, Police, Corrective Services and Emergency Services Committee about the outcome of each review.

Scope and objectives

In June 2010, OIC commissioned the Office of Economic and Statistical Research (OESR) to conduct a telephone survey of members of the Queensland public to obtain a baseline measure of:

- public awareness of the RTI and IP reforms
- community attitudes to the openness of public sector agencies; and
- community perceptions about government decision-making.

² See for example, *The right to information: A response to the review of Queensland's Freedom of Information Act*, 2008.

Methodology

OIC developed the survey questions in cooperation with OESR and settled the survey questions after a pilot was conducted.

The questions were designed to evaluate public awareness of aspects of the OIC's published Performance Standards and Measures³ and had reference to public awareness surveys conducted in the United Kingdom.⁴ The survey instrument is provided as part of the OESR report at Appendix 1.

OESR interviewers conducted the survey by calling a random sample of 1,879 private Queensland households with a landline using Computer Assisted Telephone Interviewing (CATI).⁵ OESR made sufficient calls to obtain 600 responses for each of the two geographical groups: South East Queensland and the Rest of Queensland consisting of all other parts of the state. Ultimately, 1207 survey responses were received, a response rate of 64%.

Individuals were asked to respond to up to 28 items relating to the RTI Act, IP Act, trust and engagement with the Government and their experiences with accessing government information.

OESR analysed the data, responses for each question and differences in responses by demographic groupings.

³ Published on the OIC website www.oic.qld.gov.au pursuant to section 131(1)(c) of the RTI Act.

⁴ *Public Awareness Report 2009*, Scottish Information Commissioner; Information Rights Tracker Survey reports, Ministry of Justice, London; and survey reports from the Information Commissioner's Office, London.

⁵ With CATI, interviewers use a computer terminal. The questions appear on the computer screen and the interviewers key in the responses directly into the computer. The interviewer's screen is programmed to show questions in the planned order. Interviewers cannot inadvertently omit questions or ask them out of sequence. Online edits warn interviewers if they key in invalid values or unusual values. Viewed at <http://www.oesr.qld.gov.au/about-statistics/survey-methods/index.php> on 24 March 2011.

3 Results

The report draws attention to areas of positive public perception and areas where more work is needed to build public awareness, support and understanding of the reforms. The rate of progress over time against this baseline report is expected to inform agency and OIC programs to improve the level of public awareness of the reforms.

The results have been grouped under the following headings:

- Overall Performance
- Public Awareness
- Confidence in Public Agencies
- Engagement with Public Agencies
- Requests for Information

3.1 Comments on Reading the Results

The results provide a useful snapshot of the public's views as to the current state of the reforms based on a strong response rate from individuals contacted.

Feedback provided by the interviewers provides some insight into the survey results. Interviewers reported that some refusals resulted from respondents who had no knowledge of the topic. Some respondents seemed apprehensive about doing the survey and were intimidated by words such as 'legislation' and 'law'. Others found the survey informative and beneficial.

The survey was based on randomised calling of landlines. Future surveys will benefit from new systems available to OESR which capture households that rely solely on mobile phones. OESR estimates that approximately 15% of households have mobile phone access only. The reliance on landline contact in this survey should be considered particularly when interpreting results based on demographic data.

The results provided in this report are the most significant findings of the survey. More detailed information is provided in the supplementary material to this report. Appendix 1 provides the OESR report on the results of the survey including the survey instrument.

3.2 Overall Performance

A high level of awareness of freedom of information or right to information has been linked in principle to a community perception that government is open. Open government is seen as a contributing factor to public confidence in government. In this context, the survey asked questions about community perceptions of open government and public confidence in public agencies' decision-making, to establish a benchmark measure of the current level of public confidence in open and accountable government, at the same time as measuring the current level of public awareness of their right to information.

The Queenslanders surveyed were very aware of the concept of the right to information (79%) but continued to associate the concept with 'freedom of information'. Recognition of the RTI Act or IP Act was comparatively low (only a third of respondents were aware of RTI or IP).

Respondents thought freedom of information meant that the public could access government held information or information about themselves (71%).

A majority of Queenslanders believed they had a right to see all of their personal information (88%), and any information (64%), held by a public agency. Few have exercised this right by making a written request for information (4%). Those respondents who had made a written request for information had primarily sought information about themselves (66%).

Half of the respondents were confident that the decisions made by public agencies were for the greater public good (49%) and that decision-making by public agencies was an open process and the public could find out how the decision had been made (51%). Confidence in public sector decision-making varied with demographic factors.

A majority of the respondents were confident in their ability to engage with public agencies. This was made up of 92% of respondents who agreed that they could find out about a decision that affected them being made by a public agency and 61% of respondents who agreed that they knew how to express an opinion to a public agency about a decision affecting them. Between 43% and 51% of respondents had confidence in government agencies' responsiveness.

Generally speaking, the findings about public awareness and attitudes benchmark closely with similar surveys in the more mature jurisdictions in the United Kingdom, covering England, Scotland and Wales. For example, awareness of the concept of a legal right to access government held information was around 80% across all the surveys and 42% of respondents agreed that public authorities were open and trustworthy. OIC will continue to benchmark Queensland's survey results against other jurisdictions.

3.3 Public Awareness

The Queensland public surveyed were very aware of the concept of the right to information but continue to associate the concept with 'freedom of information'. Awareness of the new terminology of 'right to information' and 'information privacy' was comparatively low.

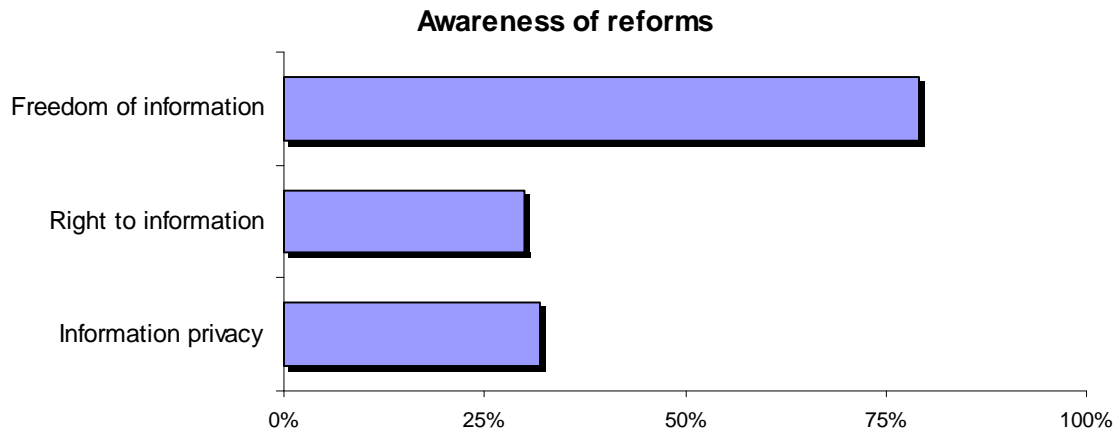


Chart 1: Percentage of respondents that had heard of each concept.

Four in five Queenslanders had heard of freedom of information and most could describe what it meant. When asked “*what freedom of information means to you?*” the most popular answers (71% of answers) were:

- the public can access government documentation (42%); and
- you have the right to access information about yourself (29%).

By contrast, recognition of the RTI Act or IP Act was relatively low. Only a third of respondents were aware of RTI or IP. Even when people said they knew about RTI or IP, in fact on closer questioning, only around a quarter of the people who had heard of RTI (23%) or IP (28%) could describe what they knew. This result is directly related to the recency of the policy change and is a better measure of the recognition of the policy name change rather than a measure of the awareness of information rights generally.

People were more likely to have heard of freedom of information if they:

- were older
- lived with a partner
- earned more
- spoke English at home; or
- did not identify themselves as having Indigenous origins.

One difference between awareness of freedom of information and awareness of RTI or IP was that women were more likely than men, by a small margin, to have heard of RTI (33% of women compared to 27% of men) or IP (37% of women compared to 27% of men). Gender was not a significant factor for awareness of freedom of information.

3.4 Confidence in Public Agencies

At the time of the survey, about half of the respondents expressed general confidence in public agencies. Almost half (49%) of respondents were confident that the decisions made by public agencies are for the greater public good. This result benchmarked positively against five years of survey findings in the United Kingdom, where the proportion of respondents who agreed that public authorities were open and trustworthy increased from 30% in 2005 to 42% in 2010.

Confidence that decisions made by public agencies are for the greater good differed with age, language and region as shown in Chart 2:

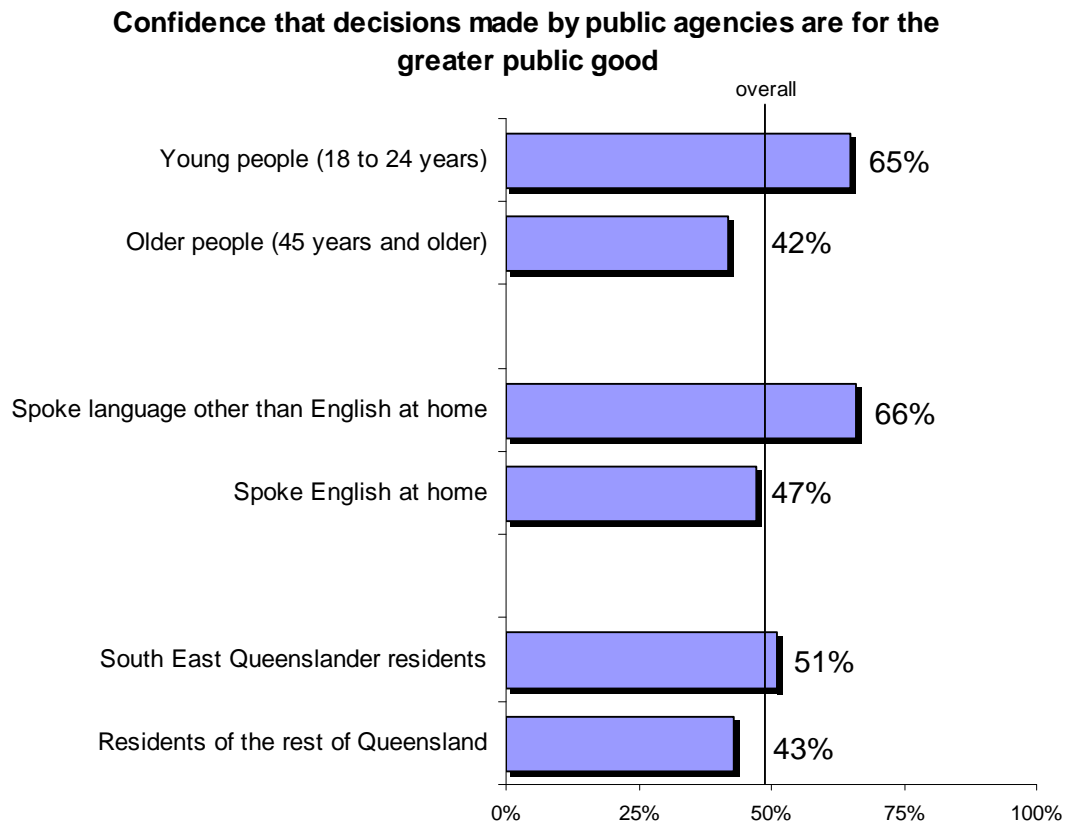


Chart 2: Percentage of respondents in each demographic that agreed or strongly agreed that they are confident that the decisions made by public agencies are for the greater public good.

Half of the respondents (51%) were confident that decision making by public agencies was an open process and the public could find out how the decision had been made. This confidence increased to 68% for people who spoke a language other than English at home.

3.5 Engagement with Public Agencies

The survey found that Queenslanders were confident in their own ability to engage with public agencies. They were less confident that public agencies would be responsive, as shown in Chart 3.

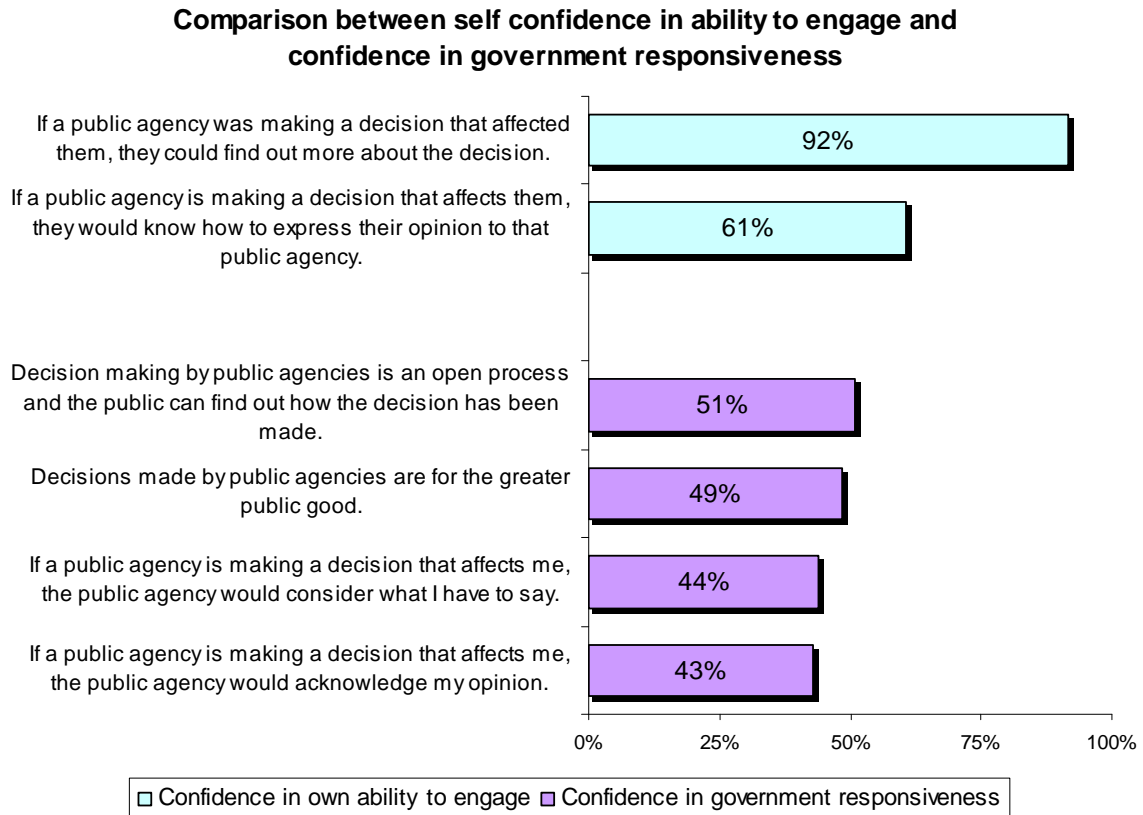


Chart 3: Percentage of respondents that agreed or strongly agreed.

Confidence was greater for people who spoke a language other than English at home, with 79% percent of people who spoke a language other than English at home believing they would know how to express their opinion to the agency, compared with 60% of other respondents. Sixty percent of people who spoke a language other than English at home agreed that an agency would acknowledge their opinion, compared with 42% of other respondents. Similarly, 72% of people who spoke a language other than English at home had confidence that the agency would consider what they had to say, compared with 42% of other respondents.

3.6 Requests for Information

A strong majority of respondents (88%) believed they had a right to see all of their personal information held by a public agency and a clear majority (64%) believed they had a right to see any information held by a public agency, as depicted in Chart 4.

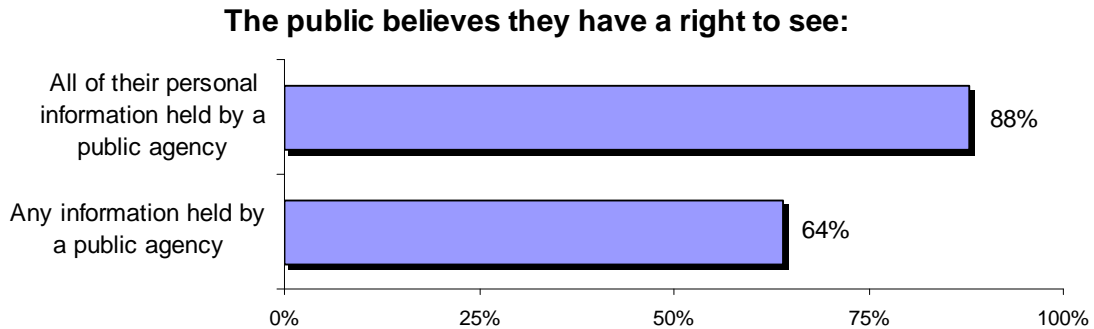


Chart 4: Percentage of respondents that agreed or strongly agreed.

Most of those who believed that they had a right to see at least some form of information held by a public agency agreed they would have to make their request in writing (80%). Only 23% agreed that they had to pay a fee.

The survey results showed that only 4% of Queensland adults (48 survey respondents) had made a written request for information since July 2009. As shown in Chart 5, of those who said they had made a written request for information, the most commonly requested information was information about themselves (66% of the 48 respondents).

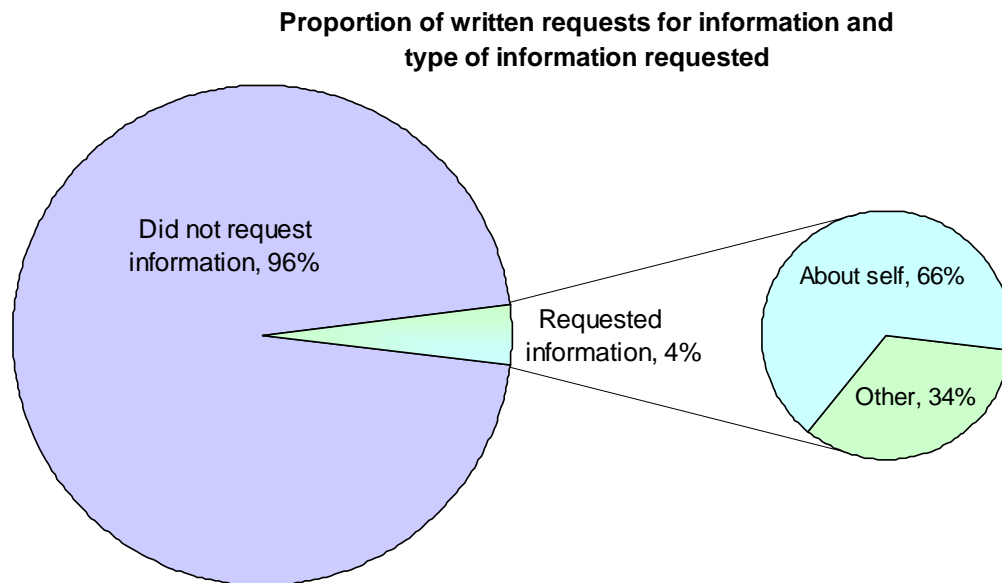


Chart 5: Proportion of respondents that had made a written request for information to a public agency and the type of information requested.

Given the small number of people who reported making a request for information the results about this group might not be reflective of general trends. The requests made were also not specifically identified as requests to right to information applications or information privacy complaints. For these 48 respondents information was most commonly requested from a State Government department (49%). Less than half were satisfied with the time taken to process their request for information (47%) and the cost (45%). If they did not get what they had asked for, less than a third (30%) of these respondents were satisfied with the reasons given. Over half were satisfied with the quality of communication with them (52%) and the timeliness of the communication (57%).

4 Conclusion

OIC undertook a survey of general public awareness of rights to access information held by State Government agencies under the RTI and IP Acts. The survey was designed to establish a baseline upon which future progress can be measured. The survey succeeded in establishing a baseline measure and a snapshot of progress to date. The survey provides valuable information about public awareness and attitudes to the reforms and to government.

OIC has identified that, at the time of the survey, public awareness of the right to obtain information was reasonably high, but the terminology of Right to Information and Information Privacy was not yet well recognised. More work is required to increase public awareness and understanding of the RTI reforms.

The survey also showed that the general public expected to be able to access government held information. Half of the general public expressed confidence in the openness of public agencies and agreed that decision making by public agencies was for the greater public good. This result compared positively to findings in the United Kingdom, where public confidence peaked at 42% agreement that public authorities were open and trustworthy.

The results of this report will be used to target OIC efforts to promote greater awareness of the RTI and IP Acts in the community, in training, and the development of information resources. Future surveys will be able to assess the change in public awareness and confidence against the baseline results of this report.

**2010 General Public Awareness of Rights to
Information Survey
Summary Report**

prepared for

Office of the Information Commissioner

This report is for the exclusive use of the Office of the Information Commissioner without restriction.

All data and information in this document are believed to be accurate and have come from sources believed to be reliable. However, the Office of Economic and Statistical Research, Queensland Treasury does not guarantee or represent that the data and information are accurate, up to date or complete, and disclaims liability for all claims, losses, damages or costs of whatever nature and howsoever occurring, arising as a result of relying on the data and information, regardless of the form of action, whether in contract, tort (including negligence), breach of statutory duty or otherwise.

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Abbreviations

The following abbreviations and symbols are used in this report:

ABS	Australian Bureau of Statistics
CATI	computer assisted telephone interviewing
IP Act	<i>Information Privacy Act 2009</i>
LCL	lower confidence limit
OESR	Office of Economic and Statistical Research
OIC	Office of the Information Commissioner
RDD	random digit dialling
RSE	relative standard error
RTI Act	<i>Right to Information Act 2009</i>
SD	Statistical Division (as classified by the Australian Standard Geographical Classification)
UCL	upper confidence limit

1 EXECUTIVE SUMMARY

Background and methodology

The 2010 General Public Awareness of Rights to Information Survey was conducted by the Office of Economic and Statistical Research (OESR) on behalf of the Office of the Information Commissioner (OIC) as part of the Right to Information Suite of Surveys 2010. The purpose of the 2010 General Public Awareness of Rights to Information Survey was to obtain measures of public awareness of rights to access information held by State Government agencies under the *Right to Information Act 2009*, and their right to access their own personal information held by agencies. This report presents the results of this survey.

The survey was conducted by telephone between 23 June and 2 July 2010. A sample of 1,207 interviews of respondents aged 18 years and over from across Queensland was completed. The response rate for the survey was 64.2%. Results in this report represent population estimates calculated from the sample. The results are presented for all questions at the whole of Queensland level, with results by region and demographic variables presented where relevant.

Key results

Survey estimates indicate that almost four in five of the estimated 3,278,924 Queensland adults had heard of freedom of information, and that of those who had, 42.1% believed that freedom of information means that the public can access government documentation.

The survey also found that the majority of adults living in Queensland agreed (or strongly agreed) that:

- they have a legal right to see information held by a public agency (79.3%);
- if they request it, they can see any information held by a public agency (64.3%); and
- if they request it, they can see all of their personal information held by a public agency (88.3%).

The majority of those who did not agree or strongly agree that they can see any information or all of their personal information held by a public agency, did agree or strongly agree that they could see most information or some of their personal information held by a public agency, 72.5% and 63.0% respectively.

Of those who agreed or strongly agreed that they have a right, or can request, to see at least some form of information held by a public agency:

- 80.3% agreed (or strongly agreed) that to get information, they have to put in a formal request in writing; and
- 22.9% agreed or strongly agreed that to get information, they had to pay a fee.

Almost one-third of Queensland adults (29.9%) had heard of the *Right to Information Act 2009*, and of these, over three-quarters either did not know anything about the legislation (27.5%), or could not tell the interviewer what they did know (50.5%).

Almost one-third (31.9%) had heard of the *Information Privacy Act 2009*, and of these, 26.3% did not know anything about the legislation and 45.3% could not tell the interviewer what they did know about the legislation.

When asked about decision making by public agencies:

- 91.5% of people agreed or strongly agreed that if a public agency is making a decision that affects them, they can find out more about it from that public agency;
- 60.8% agreed or strongly agreed that if a public agency is making a decision that affects them, they would know how to express their opinion to that public agency;
- 42.7% agreed or strongly agreed that if a public agency is making a decision that affects them, they are confident that the public agency would acknowledge their opinion;
- 44.0% agreed or strongly agreed that if a public agency is making a decision that affects them, they are confident that the public agency would consider what they have to say;
- 50.9% agreed or strongly agreed that they are confident that decision making by public agencies is an open process and the public can find out how the decision has been made; and
- 48.5% agreed or strongly agreed that they are confident that the decisions made by public agencies are for the greater public good.

The survey results showed that four per cent of Queensland adults had made a written request for information since July 2009, and of these:

- Close to half (47.1%) were satisfied with the time taken to process their request for information;
- Just less than half (44.6%) were satisfied with the cost of processing their request for information;
- Almost one-third (29.5%) were satisfied with the reasons given if access was not granted in full to the information that they requested;
- Approximately half (51.6%) were satisfied with the quality of communication with them about the process; and
- Just over half (57.1%) were satisfied with the timeliness of communication with them about the process.

The most commonly requested information was information about the respondent (66.0%) and information was most commonly requested from State Government departments (49.1%).

About three-quarters of Queensland adults (73.0%) had no comments regarding Right to Information.

2 INTRODUCTION

2.1 Background

In August 2008, the Queensland Government released *The Right to Information: A Response to the Review of Queensland's Freedom of Information Act*. The aim of this review was to ensure that government made information readily available to the community.

In response to the review, the government passed the *Right to Information Act 2009* (RTI Act) and the *Information Privacy Act 2009* (IP Act), to ensure that government information was made available, while at the same time protecting personal privacy and other public interest issues.

Under the legislation, OIC monitors public awareness of right to access information and how public agencies are maximising the information disclosure.

2.2 Objectives

The objective of the 2010 General Public Awareness of Rights to Information Survey was to measure public awareness of rights to access information held by State Government agencies under the RTI Act, and their right to access their own personal information held by agencies.

General topics addressed by the survey included, but were not limited to:

1. Public awareness of freedom of information and relevant legislation (RTI Act and IP Act);
2. Public understanding of the role of public agencies in providing the public with information on request; and
3. Public satisfaction with State Government agencies' responses to requests for information.

2.3 Report structure

The survey results are summarised in the Executive Summary in Chapter 1, while the relevant methodological aspects that underlie the results are outlined in Chapter 3 (Methodology). Response data from questions are presented in Chapter 4 (Survey Results). Chapters 5, 6 and 7 contain the Glossary, Notes on demographics and Appendices consecutively.

More detailed information about the sample design is contained in Appendix 1 and a copy of the survey instrument is provided in Appendix 2.

3 METHODOLOGY

3.1 Survey design

The target population for the 2010 General Public Awareness of Rights to Information Survey consisted of persons aged 18 years or over living in private dwellings in Queensland.

The population frame used for the 2010 General Public Awareness of Rights to Information Survey was all private dwellings with a landline telephone. This frame was developed using the most recently available electronic version of the *White Pages* as a basis. Random Digit Dialling (RDD) was used to contact private dwellings with a landline telephone at random. One usual resident of the dwelling aged 18 years or over was then selected at random and interviewed. The final sample was geographically stratified to achieve 1,200 interviews from across two regions in the State (i.e. 600 in South East Queensland and 600 from the rest of Queensland). These regions were based on Queensland's Statistical Divisions (see Appendix 1 for more detail on Sample design).

Note that recent research points to a small but increasing number of mobile-only households (that is, no landline). In as much as the characteristics of such households and the persons in them differ in significant ways from households with landlines, the 2010 General Public Awareness of Rights to Information Survey may be less than fully representative of the target population.

3.2 Survey instrument design

Questions were developed in accordance with OIC's research objectives, with technical advice offered by statisticians in OESR. The core demographic questions included in the 2010 General Public Awareness of Rights to Information Survey were designed by OESR, following standards and practices established at the Australian Bureau of Statistics (ABS).

The questionnaire was piloted with 50 respondents to test whether the questions were clear and sequenced appropriately. Data from the pilot was not combined with data collected in the main survey.

The questionnaire is included in Appendix 2.

3.3 Data collection

The data collection for the 2010 General Public Awareness of Rights to Information Survey was conducted by the Office of the Government Statistician within OESR between 23 June and 2 July 2010. The Survey was administered using Computer Assisted Telephone Interviewing (CATI).

Survey responses were collected under the *Statistical Returns Act 1896* which prohibits the disclosure of identifiable information relating to an individual without their consent.

OESR defines the response rate as the number of interviews that can be used in the analysis, as a percentage of the number of eligible persons contacted. This form of response rate is more accurately called a consent rate. A rate of 64.2% was achieved for the 2010 General Public Awareness of Rights to Information Survey. The rate is derived by dividing the number of responding in-scope persons (1,207) by the total number of in-scope persons contacted (1,879).

3.4 Weighting and analysis

This survey makes use of a sample of adults from Queensland households to estimate behaviours and attributes for the whole population of Queensland adults. Each respondent to the survey represents a certain number of adults in the population. This number is referred to as a 'weight' and is used as a multiplier in calculations. Its value depends on the match between the demographic characteristics of the sample and those of the population¹.

Since the estimates are based on a sample they are subject to sampling variability. Therefore, estimates in this report have a level of imprecision associated with them. See the introduction in Section 4.1 for an explanation of how weighting and uncertainty are incorporated into this report.

¹ For a non-technical introduction to weighting, see Dorofeev, Sergey and Grant, Peter (2006) *Statistics for Real-Life Sample Surveys: Non-Simple-Random Samples and Weighted Data*, Cambridge University Press: Cambridge.

4 SURVEY RESULTS

4.1 Presentation and interpretation

This report summarises survey responses at the whole of Queensland level, as well as by region and demographic characteristics where relevant. Results and comparisons are presented as a combination of text, graphs and/or tables, depending on the most appropriate method for displaying the data.

Results presented in this report relate to characteristics of the population of Queensland adults, and are weighted to estimates of the total number of Queensland adults living in private dwellings (3,278,924).

Estimation of population characteristics using data collected from a random sample entails some imprecision (termed sampling error). The precision of an estimated population count or percentage describes the degree to which this estimate would hypothetically vary were the survey to be repeated on many different random samples. In this report, the degree of imprecision associated with population estimates is summarised using upper and lower confidence limits (UCLs and LCLs) and relative standard errors (RSEs).

Estimates with a relative standard error from 25% to 50% are imprecise and should be used with caution (except where an estimate is very low). Estimates with a relative standard error above 50% are unreliable and should not be used. These are highlighted in tables with * denoting an RSE of 25% to 50%, and ** denoting an RSE of greater than 50%. Results may not be displayed where this could lead to their misinterpretation, for example, those estimates with a low level of precision (i.e. with a large RSE).

The report primarily highlights population estimate differences that were statistically significant. In general, a difference in survey estimates was considered significant if the 95% confidence intervals for the two estimates did not overlap. This is a conservative test designed to ensure that the probability of incorrectly declaring a difference to be significant is kept to about 1%. The only exception made to this procedure was in the comparison of responses across the two 2010 General Public Awareness of Rights to Information Survey regions, where 98% confidence intervals were used.

The source of all graphs, tables and text is the 2010 General Public Awareness of Rights to Information Survey. Graphs of estimates include 'error bars' which show the upper and lower 95% confidence limits associated with each estimate. Note that percentages presented in tables may not add up to exactly 100% due to rounding. Similarly, estimates may not sum to exactly the column or row total for the same reason.

There are three important issues to consider when interpreting statistics and evaluating the findings in this report:

1. Responses provided in the interview may not be accurate and could be biased by recall error or social desirability bias (a type of non-sampling error).
2. Some attitudes and behaviours may change rapidly over time. The results presented in this report are designed to be representative of the Queensland population at the time of collection.

3. Estimated percentages and counts may not be representative of the Queensland population if the characteristic being investigated is structured by a particular attribute that may affect the likelihood of being interviewed (termed non-response bias). For example, if the survey seeks to determine employment rates, results may be influenced by the fact that people in the workforce may be less likely to be at home, and therefore, less likely to be interviewed.

Finally, some insight into the survey results can be gained from feedback provided by the interviewers. Interviewers reported that some refusals resulted from respondents who refused because they had no knowledge of the topic. Some respondents seemed apprehensive about doing the survey and were intimidated by words such as 'legislation' and 'law'. Others found the survey informative and beneficial. In terms of response, it should be noted that different respondents had different interpretations of those questions asking them whether they agree, or disagree: many respondents interpreted the questions as asking whether they agree/disagree that they *should* have the legal right, rather than whether they do have the right, which is what the questions were asking. This misinterpretation may have distorted the results for these questions.

4.2 Awareness of freedom of information

All respondents were asked: *Have you heard of freedom of information before?* (Q4)

Of the 3,278,924 adults living in private dwellings in Queensland, an estimated 79.1% (2,595,253) had heard of freedom of information.

A number of factors were found to have a significant relationship with having heard of freedom of information.

Age

Those aged 25 years and over (range: 75.9% to 90.5%) were more likely than those aged 18 to 24 years (42.9%) to have heard of freedom of information. Moreover, those aged 45 to 64 year olds (range: 89.9% to 90.5%) were more likely than those aged 25 to 34 years (75.9%) to have heard of freedom of information (Figure 1).

Marital status

People who lived with a partner (82.9%) were more likely than those who did not live with a partner (72.6%) to have heard of freedom of information. This result, however, could be affected by age as younger people are less likely to live with a partner.

Annual personal income

People who earned \$57,000 or more each year (90.7%) were more likely than people who earned less than \$34,000 (range: 73.2% to 76.4%) each year to have heard of freedom of information (Figure 2). Again, this result could also be affected by age as younger people have been in workforce fewer years and hence, tend to earn less than those who are more experienced.

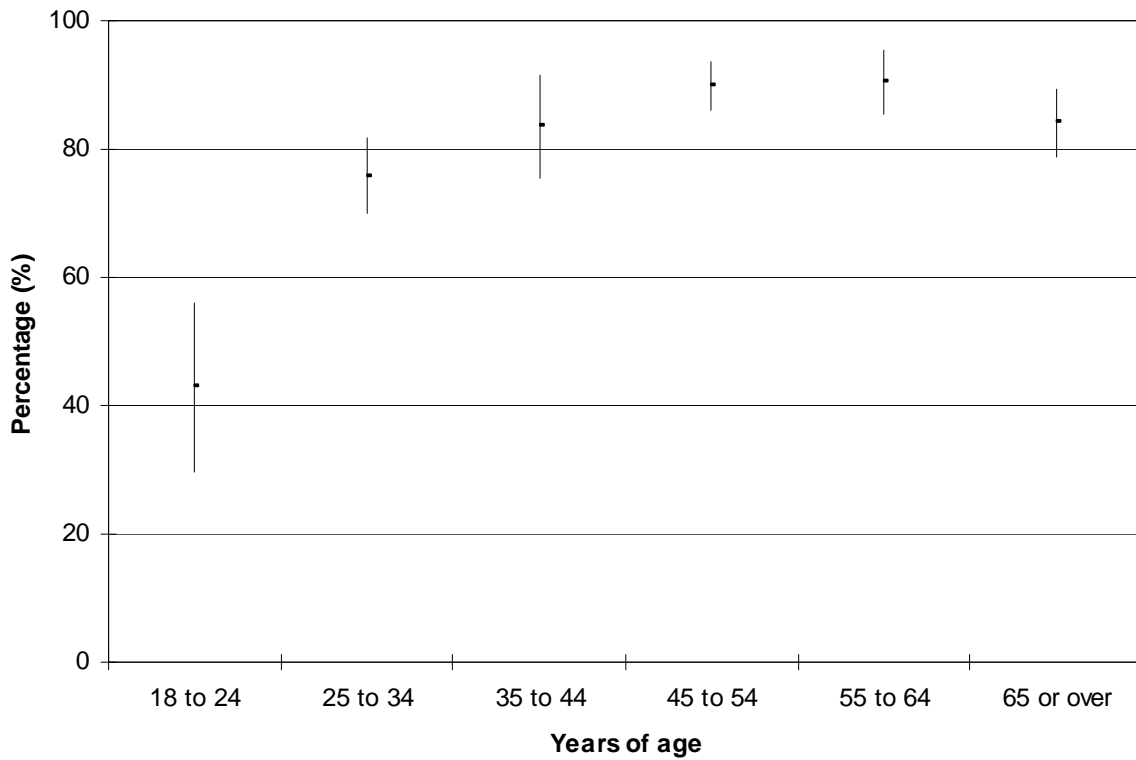
Language spoken

People who spoke English at home (80.5%) were more likely than those who spoke a language other than English at home (61.4%) to have heard of freedom of information.

Indigenous status

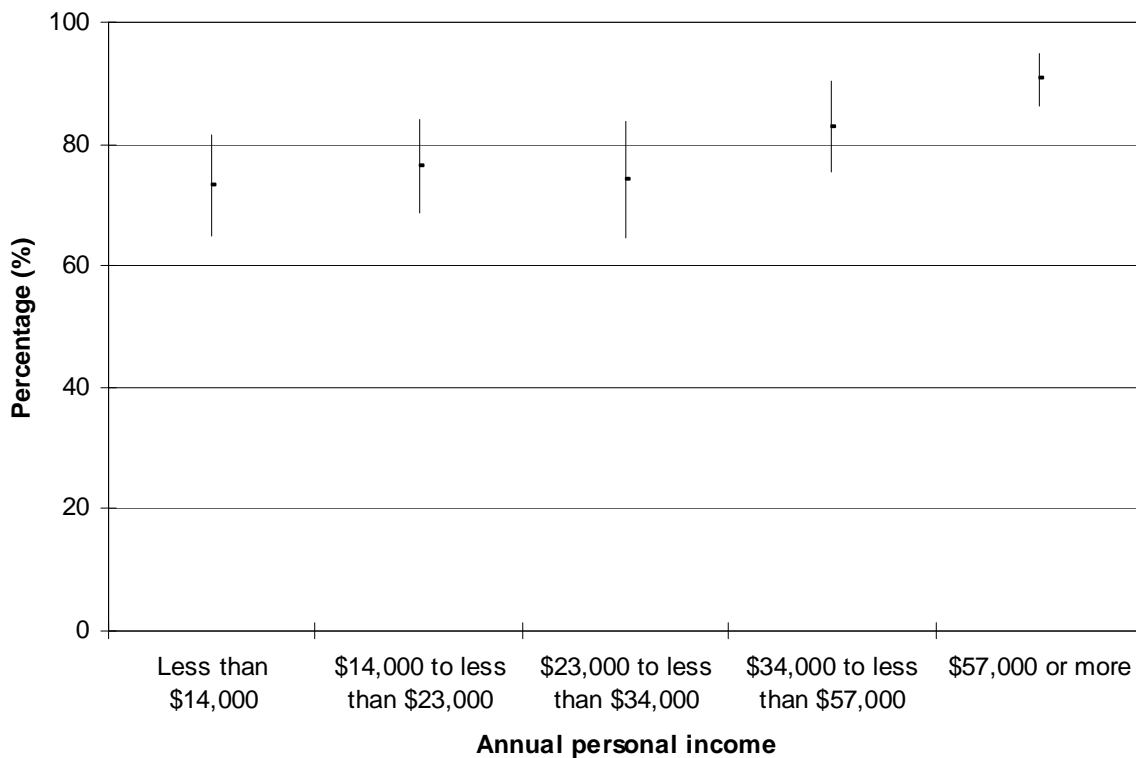
People who did not identify themselves as having Indigenous origins (79.8%) were more likely than those who did (47.9%) to have heard of freedom of information.

Figure 1: Heard of freedom of information by age



Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

Figure 2: Heard of freedom of information by annual personal income



Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

Respondents who had heard of freedom of information were then asked: *Can you tell me what freedom of information means to you?* (Q5). Of the answers given (Table 1), the most popular were:

- The public can access government documentation (42.1%); and
- You have the right to access information about yourself (28.9%).

Table 1: What does freedom of information mean to you?

	Percent (%)	95% LCL	95% UCL
Public can access government documentation	42.1	39.0	45.2
Right to access information about yourself	28.9	25.4	32.3
Right/ability to access information about anyone/anything	10.2	7.6	12.9
Public can access government documentation after a certain period of time	7.6	5.4	9.9
Government/organisations/the general public can access details about me	3.4	1.9	5.0
Freedom of speech	2.8*	1.4	4.2
Government/organisations aren't allowed to divulge information about me/general public cannot access information about me	2.5	1.4	3.6
Other	10.4	8.2	12.5
Don't know	13.2	11.2	15.3
Refused	0.1**	0.0	0.1

Note that numbers and percentages may add to more than subpopulation totals since multiple responses were allowed.

* Relative standard error from 25% to 50%: use estimate with caution.

** Relative standard error exceeds 50%: no reliance should be placed on this estimate.

Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

Males and females displayed some differences in terms of what they believed freedom of information means. Males (47.5%) were more likely than females (36.9%) to believe that freedom of information means that the public can access government documentation, or that it means the right/ability to access information about anything/anyone (11.4% of males and 9.1% of females).

4.3 Access to information held by public agencies

All respondents were asked to rate their level of agreement with a number of statements concerning what information, if any, can be seen that is held by public agencies, and what needs to be done in order to gain access to this information (Q6). It was found that:

- About four in five (79.3%) agreed or strongly agreed that they have a legal right to see information held by a public agency;
- Almost two-thirds (64.3%) agreed or strongly agreed that if they request it, they can see any information held by a public agency;
- Of the estimated 1,169,694 people who did not agree or strongly agree that they can see any information held by a public agency, 72.5% did agree or strongly agree that if they request it, they can see most information held by a public agency, with some exclusions;
- The majority of Queensland adults (88.3%) agreed or strongly agreed that if they request it, they can see all of their personal information held by a public agency;

- Of the estimated 383,102 people who did not agree or strongly agree that they can see all of their personal information held by a public agency, 63.0% did agree or strongly agree that if they request it, they can see some of their personal information held by a public agency; and
- Of the estimated 3,260,243 people who strongly agreed, agreed, or were neutral to any of the above, four in five (80.3%) agreed or strongly agreed that to get information, they have to put in a formal request in writing and less than one-quarter (22.9%) agreed or strongly agreed that to get information, they had to pay a fee.

No meaningful significant differences were found between demographic variables and level of agreement with any of the statements above.

4.4 Awareness of *Right to Information Act 2009*

All respondents were asked: *Have you heard of the Queensland Right to Information Act?* (Q7)

Almost one-third of Queensland adults (29.9%, 980,543) had heard of the RTI Act.

A number of factors were found to have a significant relationship with awareness of Queensland RTI Act.

Age

People aged 45 years and over (range: 30.9% to 40.3%) were more likely than those aged 18 to 24 years (12.3%*) to have heard of the Queensland RTI Act (Figure 3).

Gender

Females (33.1%) were more likely than males (26.6%) to have heard of the Queensland RTI Act.

Marital status

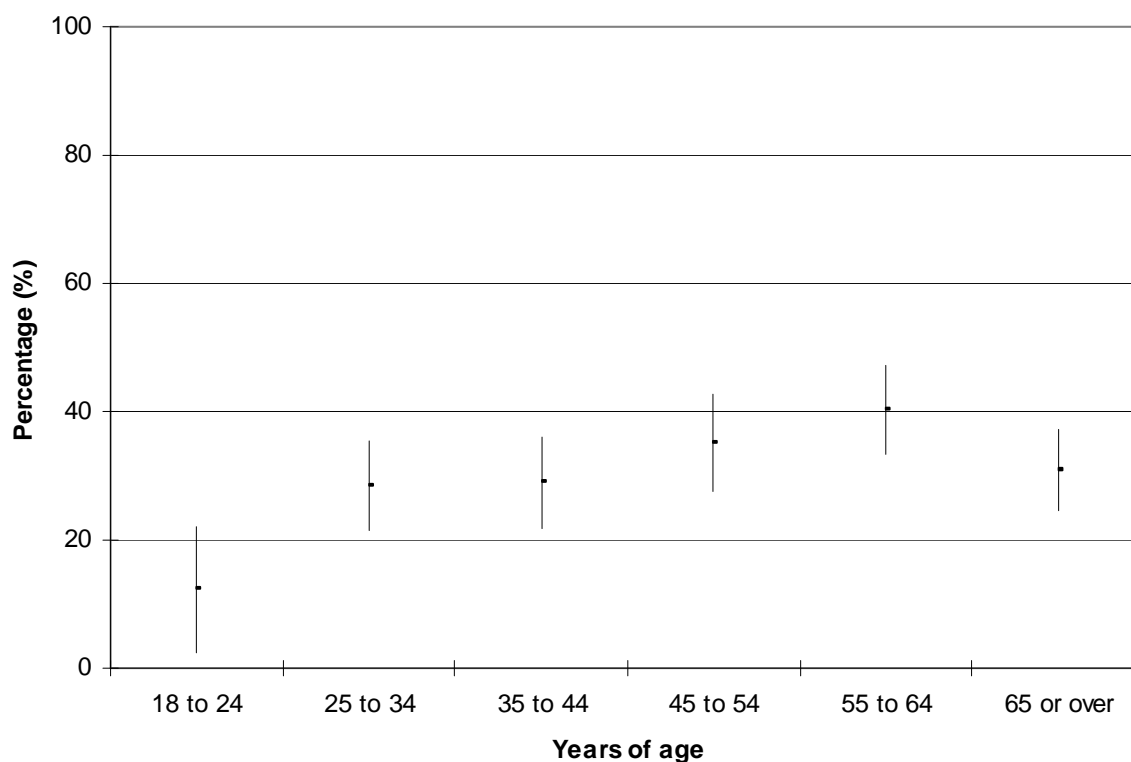
People who lived with a partner (32.8%) were more likely than those who did not (24.9%) to have heard of the Queensland RTI Act. Note that this result may be affected by the result for age (above), as younger adults are less likely to be in a married or de facto relationship.

When respondents who had heard of the Queensland RTI Act were then asked: *Can you tell me what you know about the legislation?* (Q8), half (50.5%) could not, and 27.5% (269,819) did not know (Table 2). Other answers included:

- You are able to access or can apply to access information (7.1%, 69,631); and
- You have the right to obtain information (5.8%, 56,586).

No meaningful significant differences were found between demographic variables and what respondents knew about the RTI Act.

Figure 3: Heard of Queensland Right to Information Act by age



Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

Table 2: Can you tell me what you know about the RTI legislation?

	Percentage(%)	95% LCL	95% UCL
No	50.5	44.8	56.1
Able to access/can apply to access information	7.1	4.2	10.0
Have the right to obtain information	5.8	3.0	8.5
Replaces/same as the Freedom of Information Act	2.4*	0.5	4.2
Other	6.9	4.6	9.2
Don't know	27.5	21.9	33.1
Refused	0.1**	0.0	0.4

Note that numbers and percentages may add to more than (sub)population totals since multiple responses were allowed.

* Relative standard error from 25% to 50%: use estimate with caution.

** Relative standard error exceeds 50%: no reliance should be placed on this estimate.

Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

4.5 Awareness of *Information Privacy Act 2009*

All respondents were asked: *Have you heard of the Queensland Information Privacy Act?* (Q9)

Almost one-third of Queensland adults (31.9%, 1,047,356) had heard of the IP Act.

Gender was found to have a significant relationship with awareness of the Queensland IP Act. Females (37.0%) were more likely than males (26.8%) to have heard of the Queensland IP Act.

When those who had heard of the Queensland IP Act were then asked, *Can you tell me what you know about the legislation?* (Q10), 45.3% could not, and 26.3% did not know. Other answers that were given included:

- Need my permission to disseminate my information or proof of identity to access my information (7.9%); and
- My personal information is kept private/confidential (7.5%).

No meaningful significant differences were found between demographic variables and what respondents knew about the IP Act.

Table 3: Can you tell me what you know about the IP legislation?

	Percentage(%)	95% LCL	95% UCL
No	45.3	39.6	51.0
Need my permission/proof of identity to access/ disseminate my information	7.9	5.0	10.8
My personal information is kept private/ confidential	7.5	4.7	10.3
Can only access my own information not personal information pertaining to others	2.5*	0.9	4.1
Other	12.3	8.0	16.5
Don't know	26.3	20.0	32.6

Note that numbers and percentages may add to more than (sub)population totals since multiple responses were allowed.

* Relative standard error from 25% to 50%: use estimate with caution.

Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

4.6 Input into decision-making processes of public agencies

All respondents were asked to rate their level of agreement with a number of statements concerning the decision making process of public agencies and what input, if any, can be made into these decisions (Q11). It was found that:

- Approximately nine in ten people (91.5%) agreed or strongly agreed that if a public agency is making a decision that affects them, they can find out more about it from that public agency;
- A majority (60.8%) agreed or strongly agreed that if a public agency is making a decision that affects them, they would know how to express their opinion to that public agency;
- Around two-fifths (42.7%) agreed or strongly agreed that if a public agency is making a decision that affects them, they are confident that they public agency would acknowledge their opinion;
- Forty-four per cent agreed or strongly agreed that if a public agency is making a decision that affects them, they are confident that the public agency would consider what they have to say;
- Half of all Queensland adults (50.9%) agreed or strongly agreed that they are confident that decision making by public agencies is an open process and the public can find out how the decision has been made; and
- Almost half (48.5%) agreed or strongly agreed that they are confident that the decisions made by public agencies are for the greater public good.

The following factors were found to have a significant relationship with level of agreement with the various statements:

Age

People aged 18 to 24 years (64.8%) were more likely than people aged 45 years and over (range: 40.9% to 42.9%) to agree or strongly agree that they are confident that decisions made by public agencies are for the greater public good (Figure 4).

Language spoken

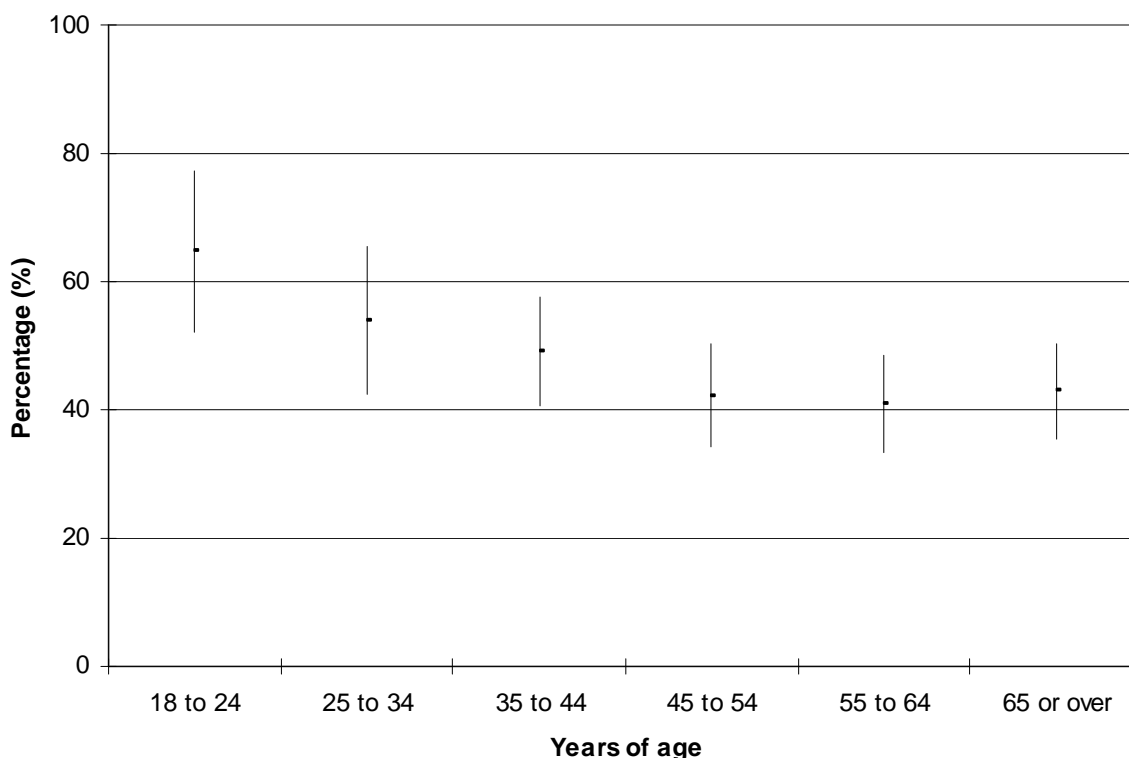
People who spoke a language other than English at home were more likely than people who spoke English at home to agree or strongly agree to the following statements:

- 'If a public agency is making a decision that affects me, I know how to express my opinion to that public agency' (78.9% and 59.4%, respectively);
- 'If a public agency is making a decision that affects me, I am confident that the public agency would acknowledge my opinion' (59.8% and 41.4%, respectively);
- 'If a public agency is making a decision that affects me, I am confident that the public agency would consider what I have to say' (71.9% and 42.0%, respectively);
- 'I am confident that decision making by public agencies is an open process and the public can find out how the decision has been made' (68.2% and 49.7%, respectively); and
- 'I am confident that the decisions made by public agencies are for the greater public good' (66.4% and 47.2%, respectively).

Region

People who lived in South East Queensland (51.4%) were more likely than people who lived in the rest of Queensland (42.6%) to agree or strongly agree that they are confident that the decisions made by public agencies are for the greater public good.

Figure 4: Agreement that decisions made by public agencies are for the greater good by age



Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

4.7 Requests made for information

All respondents were asked: *Have you made a written request by letter, fax or email, for information held by a public agency since July 2009? (Q12)*

Only four per cent (131,990) of Queensland adults had made a written request for information.

No meaningful significant differences were found between demographic variables and having made a written request for information.

Those who had made a written request for information were asked to rate their level of agreement with a number of statements concerning their satisfaction with the processing of their request for information (Q13). It was found that, of the estimated 131,990 people who had made written requests for information:

- Close to half (47.1%*) agreed or strongly agreed that they were satisfied with the time taken to process their request for information;
- Just less than half (44.6%*) agreed or strongly agreed that they were satisfied with the cost of processing their request for information;
- Almost one-third (29.5%*) agreed or strongly agreed that if access was not granted in full to the information that they requested, they were satisfied with the reasons given for that decision;
- Approximately half (51.6%) agreed or strongly agreed that they were satisfied with the quality of communication with them about the process; and
- Over half (57.1%) agreed or strongly agreed that they were satisfied with the timeliness of communication with them about the process.

When respondents who had made written requests for information were then asked what they requested information about (Q14), the most frequent answers were (Table 4):

- Information about myself (66.0%); and
- Information associated with the conduct of a business (19.6%*).

Table 4: What was information requested about?

	Percentage(%)	95% LCL	95% UCL
Information about myself	66.0	41.3	90.8
Information associated with the conduct of a business	19.6*	4.6	34.5
Information to lobby or pursue and issue	17.3*	5.0	29.7
Information for education or research purposes	15.9**	0.0	34.0
As a legal representative	6.7**	0.0	18.3
Other	15.9*	2.9	29.0

Note that numbers and percentages may add to more than (sub)population totals since multiple responses were allowed.

* Relative standard error from 25% to 50%: use estimate with caution.

** Relative standard error exceeds 50%: no reliance should be placed on this estimate.

Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

Respondents were then asked who they requested information from (Q15). Around half had requested information from a State Government department (49.1%, 64,826) (Table 5):

Of the 34.9% of respondents who indicated they requested information from other bodies, some bodies listed were Federal Government agencies, and ombudsman.

Due to the small number of participants (48) who were asked questions 13 to 15, tests for meaningful significant differences were unable to be performed.

Table 5: Who was information requested from?

	Percentage(%)	95% LCL	95% UCL
State government department	49.1	32.1	66.1
Local government/local council	12.6*	1.7	23.5
University	5.6**	0.0	15.1
TAFE	4.6**	0.0	13.9
Other	34.9*	14.6	55.1

Note that numbers and percentages may add to more than (sub)population totals since multiple responses were allowed.

* Relative standard error from 25% to 50%: use estimate with caution.

** Relative standard error exceeds 50%: no reliance should be placed on this estimate.

Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

4.8 Comments regarding right to information

Finally, all respondents were asked: *Do you have any comments you would like to make about Right to Information?* (Q16)

The majority of adults living in Queensland (73.0%, 2,394,036) did not have any comments to make (Table 6). Of respondents who did make comments, however, the most frequent comments were:

- People should have a right to request their own personal information (5.0%);
- Private/personal information should not be available to anyone/everyone (3.1%); and
- Information about RTI (e.g. the process to obtain information) should be made more available to the general public (3.1%).

Table 6: Do you have any comments regarding Right to Information?

	Percentage(%)	95% LCL	95% UCL
No	73.0	70.3	75.7
People should have a right to request their own personal information	5.0	3.7	6.2
Private/personal information should not be available to anyone/everyone	3.1	2.1	4.1
Information about RTI (e.g. the process to obtain information) should be made more available to the general public	3.1	2.0	4.2
People should not be charged a fee, or only a minimal fee, to access information	3.0	1.6	4.3
Public information should be made more available	2.7	1.7	3.6
RTI is a good thing	1.6	1.0	2.3
Better accessibility to information is needed (e.g. verbal or online requests for information)	0.8*	0.4	1.3
Other	10.5	8.5	12.5
Don't know	0.4*	0.1	0.7
Refused	0.1**	0.0	0.3

Note that numbers and percentages may add to more than (sub)population totals since public responses were allowed.

* Relative standard error exceeds 25%: use estimate with caution.

** Relative standard error exceeds 50%: no reliance should be placed on this estimate.

Source: Office of Economic and Statistical Research (2010), General Public Awareness of RTI Survey (unpublished data).

5 GLOSSARY

Bias – the label given to all forms of systematic, as opposed to random, error in estimates. Bias can occur in various forms. It can be built into the questionnaire with questions that appear to ask about A but actually collect data about B because respondents do not interpret the question as intended. Refusal bias, non-contact bias and frame bias are some other common examples. For example, refusal bias arises when refusers have different characteristics and opinions to survey respondents. If present, bias is hard to quantify and difficult to remove.

Confidence interval – an interval within which the true value of a parameter lies with a specified probability. By convention, this probability value is usually 95%, hence a '95% confidence interval'. The higher the degree of certainty required, the wider the confidence interval will be.

Error bars – in graphs, confidence intervals are often indicated by drawing a bar from the upper limit of the confidence interval to the lower limit of the confidence interval. The wider these bars stretch, the less reliable the estimate.

Estimation – the process of calculating from a sample a value that approximates as closely as possible some characteristic of the target population from which the sample was drawn.

Frame – a list, map, or conceptual specification of the people or other units comprising the survey population from which respondents can be selected. Examples include a telephone or city directory, or a list of members of a particular association or group.

Population – any entire group with at least one characteristic in common, for example, residents of Queensland.

Relative standard error – (or RSE) is the standard error of the estimate divided by the estimate itself and multiplied by 100 in order to express it as a percentage. It is a way of expressing the standard error to make interpretation easier. As with the standard error, the higher the RSE, the less confident we are that the estimate from the sample is close to the true population value. See also 'standard error' below.

Respondent – the person who is interviewed.

Response rate – the percentage of a sample from which information is successfully obtained. Response rates are calculated differently depending on the survey organisation.

Sample – part of a population. It is a subset of the population, often randomly selected for the purpose of studying the characteristics of the entire population.

Sample design – provides information on how the respondents were selected from the population and how estimates for that population were calculated.

Scope – is the term used to describe people who could potentially be part of a particular survey. For the 2010 General Public Awareness of Rights to Information Survey, persons over 18 years of age living in a private dwelling in Queensland are in-scope; anyone else is out-of-scope.

Standard deviation – The square root of the variance of a random variable is called its standard deviation. The variance of a random variable is a number that describes the degree of scatter or spread of values one might observe in values sampled from the distribution of

the random variable. If the variance is small, values will tend to cluster in a narrow range of values. If the variance is large the range may be very much wider.

Standard error – an estimate of the standard deviation of some estimator (e.g. the mean) is called its standard error. A characteristic of the standard error of the mean from a sample of size n is that it contains the term $1/\sqrt{n}$. The larger the size of the sample, the smaller the standard error; however, as the square root term shows, to halve the standard error of the mean, the sample size must be increased four times.

Statistical division – (or SD) is an Australian Standard Geographical Classification (ASGC) defined area which represents a large, general purpose, regional type geographic area.²

Statistical significance – assesses the probability that a statistical result in a sample could be due to sampling error alone. A result is said to be statistically significant if it is unlikely to occur by chance.

Stratification – consists of dividing the population into subsets (called strata) within each of which a sample is selected.

Variance – The variance of a random variable is a number that describes the degree of scatter or spread of values one might observe in values sampled from the distribution of the random variable. If the variance is small, values will tend to cluster in a narrow range of values. If the variance is large the range may be very much wider.

Weighting – Each record in the raw 2010 General Public Awareness of Rights to Information Survey dataset counts one person and can be thought of as having a ‘weight’ of one. These nominal weights are adjusted in two ways to improve the quality of estimates. Firstly, the weights are adjusted for the probability of selection of each respondent. These probabilities are not equal because the 2010 General Public Awareness of Rights to Information Survey design is not a simple random sample. Secondly, weights are adjusted so that certain demographic characteristics of the sample exactly match the equivalent demographic characteristics of the populations that are sampled from (i.e. regions). This adjustment, called benchmarking, is carried out to reduce bias in estimates.

² Australian Bureau of Statistics (2008) *Australian Standard Geographical Classification (ASGC)*, cat. no. 1216.0, Commonwealth of Australia, Canberra

6 NOTE ON DEMOGRAPHICS

All demographics are self-reported and, as such, rely on the respondent's ability and willingness to select the appropriate category. Demographic estimates produced in the 2010 General Public Awareness of Rights to Information Survey are not comparable to those produced by the ABS due to differences in data collection and estimation methodology.

For the purposes of this survey:

- Annual personal income is based on a respondent's reported gross income (i.e. before tax).
- Indigenous status is based on the respondent's reported Aboriginal and/or Torres Strait Islander status.

7 APPENDICES

Appendix 1 – Sample design

The 2010 General Public Awareness of Rights to Information Survey sample was designed to provide reliable information on individual characteristics at both the whole-of-state and the regional level. To achieve this goal, respondents were selected using a stratified sampling design. A simple random sample would not have supported this type of analysis because the final sample would be concentrated in South-East Queensland, due to its high population density. For the 2010 General Public Awareness of Rights to Information Survey, Queensland was stratified into two geographic regions: South East Queensland, and Rest of Queensland. The regions align to ABS statistical divisions (SD), with the South East Queensland region comprising the Brisbane, Gold Coast, Sunshine Coast, and Moreton Bay statistical divisions, and the Rest of Queensland region comprising the remaining statistical divisions. For each of the two regions used for the 2010 General Public Awareness of Rights to Information Survey, a quota (i.e. target) of 600 completed interviews was set. Thus the final sample was designed to achieve 1,200 interviews.

With the stratified sample design, the probability of selecting a household varied across the regions. For example, households in Rest of Queensland region had a higher probability of being selected than households in the more populous South-East Queensland region. Statistical methods used to analyse the 2010 General Public Awareness of Rights to Information Survey data account for these different selection probabilities.

The 2010 General Public Awareness of Rights to Information Survey frame was developed using a variety of sources of Queensland residential telephone numbers. Approximately 15% of Queensland households with landline telephones are thought to have silent numbers. To ensure that such households have a chance of being contacted, the available numbers were used to compile a list of the active ranges of telephone numbers based on six-digit prefixes (e.g. if the least and greatest phone numbers of the form 3300 00xx were 3300 0015 and 3300 0046 then the active range would be 3300 0015 to 3300 0046). Landline telephone numbers were then selected at random from within these ranges. This method of selection is referred to as Random Digit Dialling (RDD). The resulting selection of telephone numbers included unconnected numbers, business telephone numbers and other out-of-scope numbers. Approximately half the telephone numbers selected using RDD were expected to belong to occupied private dwellings (these telephone numbers were termed ‘in-scope’).

Only one adult in each sampled household was interviewed. For households with more than one resident adult, one was randomly chosen to be interviewed. Failing to do so, e.g. by interviewing whomever answered the telephone, could have biased the sample. This is because some demographic groups are less likely to be at home than others or are less likely to answer the telephone.

Appendix 2 – Survey instrument

Office of the Information Commissioner General Public Awareness of RTI Survey 2010 Main Survey

Good morning/afternoon/evening, my name is ____ and I work for the Office of the Government Statistician. The Queensland Government introduced new legislation in 2009 to make Freedom of Information Laws more effective. We'd like to ask your opinions about freedom of information and the new state laws. The questions will only take about 5 minutes. Your responses are strictly confidential and will only be used for research purposes. Some calls are monitored by my supervisor for training and quality purposes.

- Q. 1** To ensure that we obtain a representative sample of all people aged 18 years or over, we need to randomly select a person from your household to complete the survey. Could you please tell me the number of people aged 18 years or over who usually live in this household?

.....

- Q. 2** Could I please speak to the **Randomly Selected Person**?
(If Callback - select ALT S and book appointment time)

(Yes	1	Go to Q3
No - Language Problems Person.....	2	End survey
No - Unable Person Away	3	End survey
No - Unable Person Illness	4	End survey
No - Unable Person Hearing.....	5	End survey
No - Unable Person Other Disability	6	End survey
No - Unable Person Speech	7	End survey
No - Unable Person Intellectual	8	End survey
Refused Person	99	End survey

Q. 3 What is your postcode?

.....

(Don't know 9998

Refused) 9999

Q.4 Have you heard of freedom of information before?

(Yes 1

No 2

Refused)..... 99

If Q4 = 2 or 99 go to Q6
Otherwise go to Q5

Q.5 Can you tell me what freedom of information means to you?

(Allow more than one. Read out)

Right to access information about yourself 1

Public can access government documentation..... 2

Public can access government documentation after a
certain period of time 3

Other (please specify)..... 4

(Don't know 5

Refused) 6

Q. 6 The new Queensland Freedom of Information legislation covers any public agency which includes state government departments, universities, TAFEs, government owned corporations and local governments.

I'd like you to say whether you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Refused
a. I have the legal right to see information held by a public agency	1	2	3	4	5	99

b. If I request it, I can see any information held by a public agency	1	2	3	4	5	99
---	---	---	---	---	---	----

**If Q6b = 1, or 2 go to Q6d
Otherwise go to Q6c**

c. If I request it, I can see most information held by a public agency, with some exclusions.....	1	2	3	4	5	99
---	---	---	---	---	---	----

d. If I request it, I can see all my personal information held by a public agency	1	2	3	4	5	99
---	---	---	---	---	---	----

**If Q6d = 1, or 2 go to Q6f
Otherwise go to Q6e**

e. If I request it, I can see some of my personal information held by a public agency	1	2	3	4	5	99
---	---	---	---	---	---	----

**If Q6a to Q6e all = 4, 5 or 99 go to Q7
Otherwise go to Q6f**

f. To get information, I have to put in a formal request in writing	1	2	3	4	5	99
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g. To get information, I have to pay a fee	1	2	3	4	5	99
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Exclusions include information that should be kept confidential in the public interest, for example, Cabinet documents, information being used in criminal investigations or the personal information of someone else.

Q.7 Have you heard of the Queensland *Right to Information Act*?

(Yes	1
No	2
Refused).....	99

**If Q7 = 2 or 99 go to Q9
Otherwise go to Q8**

Q.8 Can you tell me what you know about the legislation?

- (Yes (please specify) .. _____ 1
 - No 2
 - Don't know 98
 - Refused) 99
-

Q.9 Have you heard of the Queensland *Information Privacy Act 2009*?

- (Yes 1
 - No 2
 - Refused)..... 99
-

**If Q9 = 2 or 99 go to Q11
Otherwise go to Q10**

Q.10 Can you tell me what you know about the legislation?

- (Yes (please specify) .. _____ 1
 - No 2
 - Don't know 98
 - Refused) 99
-

Q. 11 Thinking about public agencies, I'd like you to say whether you agree or disagree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Refused
If a public agency is making a decision that affects me, I can find out more about it from that public agency	1	2	3	4	5	99
If a public agency is making a decision that affects me, I know how to express my opinion to that public agency.....	1	2	3	4	5	99
If a public agency is making a decision that affects me, I am confident that the public agency would acknowledge my opinion ...	1	2	3	4	5	99
If a public agency is making a decision that affects me, I am confident that the public agency would consider what I have to say	1	2	3	4	5	99
I am confident that decision making by public agencies is an open process and the public can find out how the decision has been made.....	1	2	3	4	5	99
I am confident that the decisions made by public agencies are for the greater public good	1	2	3	4	5	99

Q. 12 Have you made a written request by letter, fax or email, for information held by a public agency, since July 2009?

- (Yes 1
- No 2
- Don't know/can't remember 98
- Refused) 99

**If Q12 = 2, 98 or 99 go to Q16
Otherwise go to Q13**

Q. 13 If you have requested information from a government agency since July 2009, can you please say whether you agree or disagree with the following statements?

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Refused
You were satisfied with the time taken to process your request for information	1	2	3	4	5	99
You were satisfied with the cost of processing your request for information	1	2	3	4	5	99
If access was not granted in full to the information that you requested, you were satisfied with the reasons given for that decision.....	1	2	3	4	5	99
You were satisfied with the quality of communication with you about the process.....	1	2	3	4	5	99
You were satisfied with the timeliness of communication with you about the process	1	2	3	4	5	99

Q.14 Did you request information -
(Allow more than one. Read out)

About yourself	1
Associated with the conduct of a business	2
As a member of the media.....	3
For political purposes.....	4
To lobby or pursue an issue.....	5
For education or research purposes.....	6
As a legal representative	7
Other (please specify).....	8
Don't know	9
Refused)	10

Q.15 Who did you request information from
(Allow more than one. Do not read out)

- (State government department 1
- A university..... 2
- A TAFE 3
- A local government/local council 4
- Other (please specify)..... 5
- Don't know 98
- Refused) 99

Q.16 Do you have any comments you would like to make about Right to Information?

- (Yes (please specify)..... 1
- No 2
- Don't know 98
- Refused) 99

The following questions are for statistical purposes only.

Q. 17a Can I have your date of birth?

- Gives date of birth 1
- Refuses/reluctant) 99

If Q17a = 1 go to Q17b
If Q17a = 99 go to Q17c

Q. 17b Day/Month/Year?
(Prompt for year of birth only if respondent is uneasy)

Gives date of birth

Go to Q18

Q. 17c Would you mind giving me your age in years?

- Gives age..... 1
- Refuses/reluctant) 99

If Q17c = 1 go to Q17d
If Q17c = 99 go to Q17e

Q. 17d

Gives age in years.....

Go to Q18

Q. 17e Would you be willing to say which of the following categories your age is in?

- 18 – 24 1
 - 25 – 34 2
 - 35 – 44 3
 - 45 – 54 4
 - 55 – 64 5
 - 65 years or over..... 6
 - (Refused) 99
-

Q. 18 (*Record if known, otherwise ask*) Are you male or female?

- (Male 1
 - Female 2
 - Refused)..... 99
-

Q. 19 Do you usually speak a language other than English at home?

- (Yes 1
 - No 2
 - Refused)..... 99
-

Q. 20 How many persons aged 17 years or younger usually live in this household?

- (1..... 1
 - 2..... 2
 - 3 or more..... 3
 - None 4
 - Don't know 98
 - Refused)..... 99
-

Q. 21 What is your highest educational qualification?
(Stop reading out once reached relevant qualification)

Post graduate qualifications	1
A university or college degree	2
A trade, technical certificate or diploma.....	3
Completed senior high school (Year 12)	4
Completed junior high school (Year 10)	5
Completed primary school	6
Some schooling but did not complete primary school	7
No schooling.....	8
(Other (please specify).....	9
Refused).....	99

Q. 22 Do you live with a spouse or partner?

(Yes	1
No	2
Refused).....	99

Q. 23 Are you of Aboriginal or Torres Strait Islander origin?

(Yes	1
No	2
Don't know	98
Refused).....	99

Q. 24 What is your **personal** annual income before tax including pensions, income from investments and family allowances?

Zero or negative	1
\$1 to less than \$14,000.....	2
\$14,000 to less than \$23,000.....	3
\$23,000 to less than \$34,000.....	4
\$34,000 to less than \$57,000.....	5
\$57,000 or more	6
(Don't know	98
Refused).....	99

If Q1 = 1 and Q20= 4 and Q24 = 6 go to Q25c
If Q1 = 1 and Q20 = 4 and Q24 <= 5 go to Q26
Otherwise go to Q25a

Q. 25a Are you the only income earner in the household?

(Yes	1
No	2
Don't know	98
Refused).....	99

If Q25a = 1 and Q24 = 6 go to Q25c
If Q25a = 1 and Q24 <= 5 or Q24 = 98 or 99 go to Q26
Otherwise go to Q25b

Q. 25b Before tax is taken out, which of the following ranges best describes your **household's** income, from all sources, over the last 12 months?

- Zero or negative 1
- \$1 to less than \$23,000..... 2
- \$23,000 to less than \$34,000..... 3
- \$34,000 to less than \$57,000..... 4
- \$57,000 to less than \$68,000..... 5
- \$68,000 to less than \$110,000..... 6
- \$110,000 or more 7
- (Same as personal income 97
- Don't know 98
- Refused)..... 99

**If Q25b = 97 and Q24=6 go to Q25c
Otherwise go to Q26**

Q. 25c For classifying households according to overall income there are some additional categories. Could you please tell me whether your **household** income is - ?

- Less than \$68,000 1
- \$68,000 to less than \$110,000..... 2
- \$110,000 or more 3
- (Don't know 98
- Refused)..... 99

Q. 26 What is the name of your town or suburb?

-
- (Don't know 98
- Refused)..... 99

Q.27 Occasionally, we need to follow up on issues arising out of the answers we get to our questions. Could we contact you again, should the need arise?

- (Yes *(please specify name)*..... 1
- No) 2

That concludes the survey.

Your responses are strictly confidential. No personal information will be published or released. Your responses are protected by the Queensland Government's *Statistical Returns Act* which means that penalties apply under the laws of Queensland for anyone who released your responses in a way which would identify you. Your responses will be combined with those of other participants to compile aggregate information.

Thank you very much for your assistance.
