



INFORMATION ACCESS - COMMUNITY STUDY REPORT

OFFICE OF THE INFORMATION COMMISSIONER QUEENSLAND › AUG 2025

fiftyfive5

Part of **Accenture** Song



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SECTION 1

BACKGROUND AND METHODOLOGY

OBJECTIVES AND METHODOLOGY



The main objective of the study is to explore public awareness and experiences of information access rights among the general public, and to inform strategic decisions that promote positive engagement with the relevant jurisdictions and agencies.

2025 marks the first wave of the survey managed by Fiftyfive5, following many years under Woolcott Research.

With this transition, the study has undergone some changes, meaning that results are not always directly comparable with previous years.

Key changes include:

- **Methodology:** transition from CATI to online surveys
- **Sample sizes:** significantly increased to improve robustness
- **Questionnaire alignment:** consistent wording and answer options across jurisdictions, where relevant and possible
- **Question and code frames:** revised to ensure clarity, ease of response, and suitability for online completion

Six individual surveys were conducted — one for each jurisdiction. While each survey was run separately, the alignment of questionnaires allows for comparisons across most questions between jurisdictions.

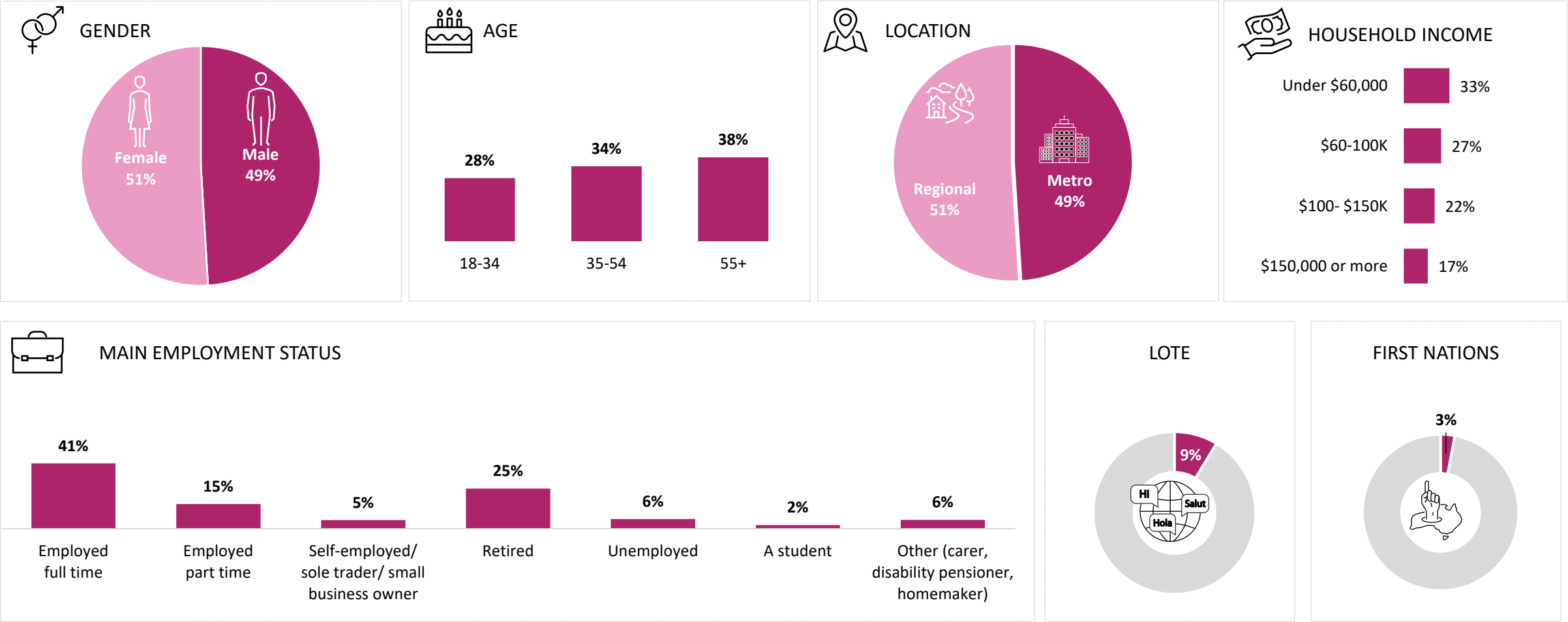
Each survey was conducted online and took **approx. 5-10 minutes**, depending on awareness and previous experiences.

For each jurisdiction, we **targeted a representative sample** by age, gender, and metro vs regional proportions. For the Federal survey state/ territory proportions were also considered.

Following fieldwork, each jurisdiction’s **results were weighted** proportionately to their own population data to ensure representativeness of the findings within each jurisdiction.

Jurisdictions	Final sample, n=
Federal	1,098
NSW	916
VIC	903
QLD	919
WA	929
ACT	910

TO ENSURE A SAMPLE REPRESENTATIVE OF THE QUEENSLAND POPULATION, WE USED ABS DATA TO GUIDE SAMPLING AND APPLIED POST-FIELDWORK WEIGHTING TO CORRECT FOR ANY IMBALANCES

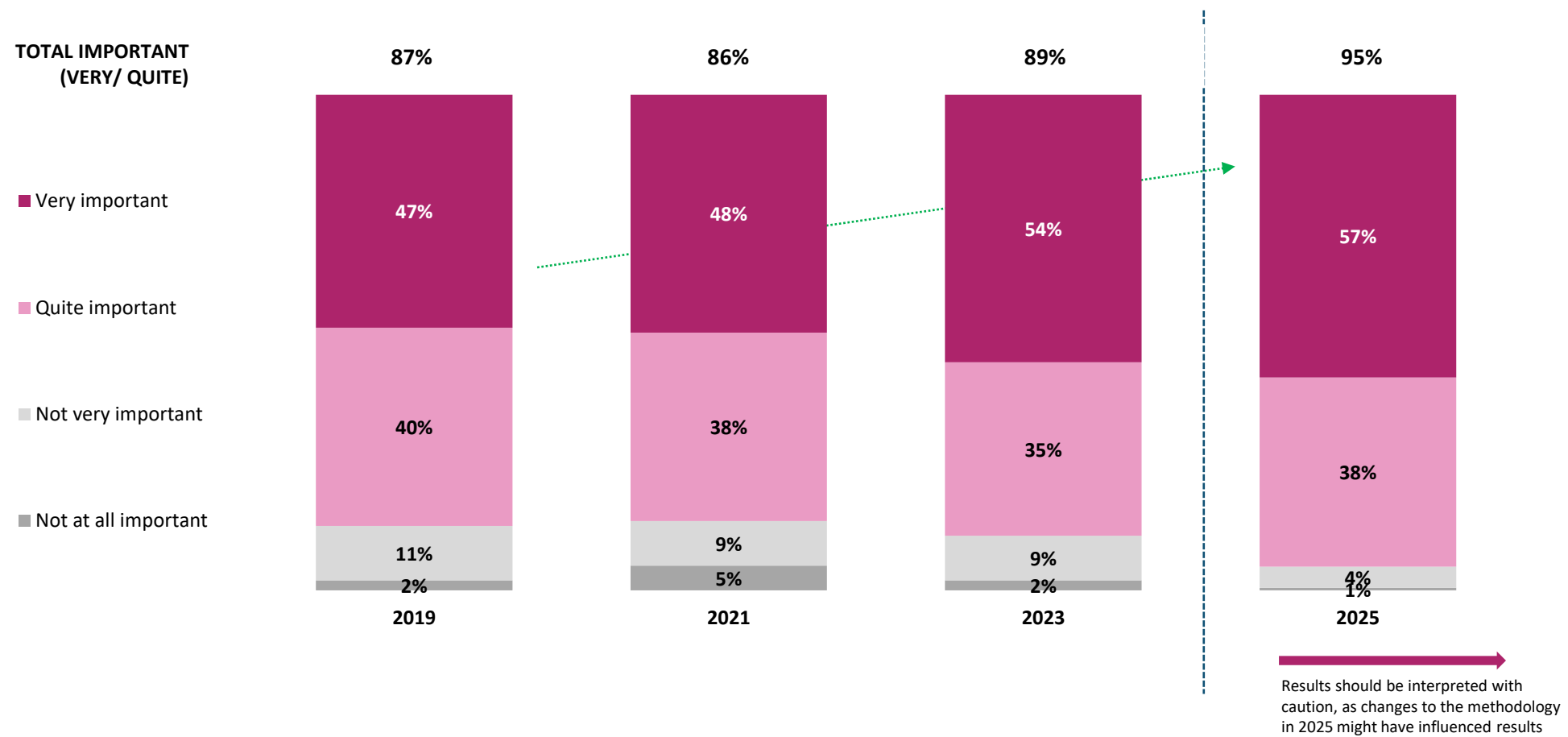


SECTION 2

PUBLIC AWARENESS AND ATTITUDES TO ACCESSING GOVERNMENT INFORMATION

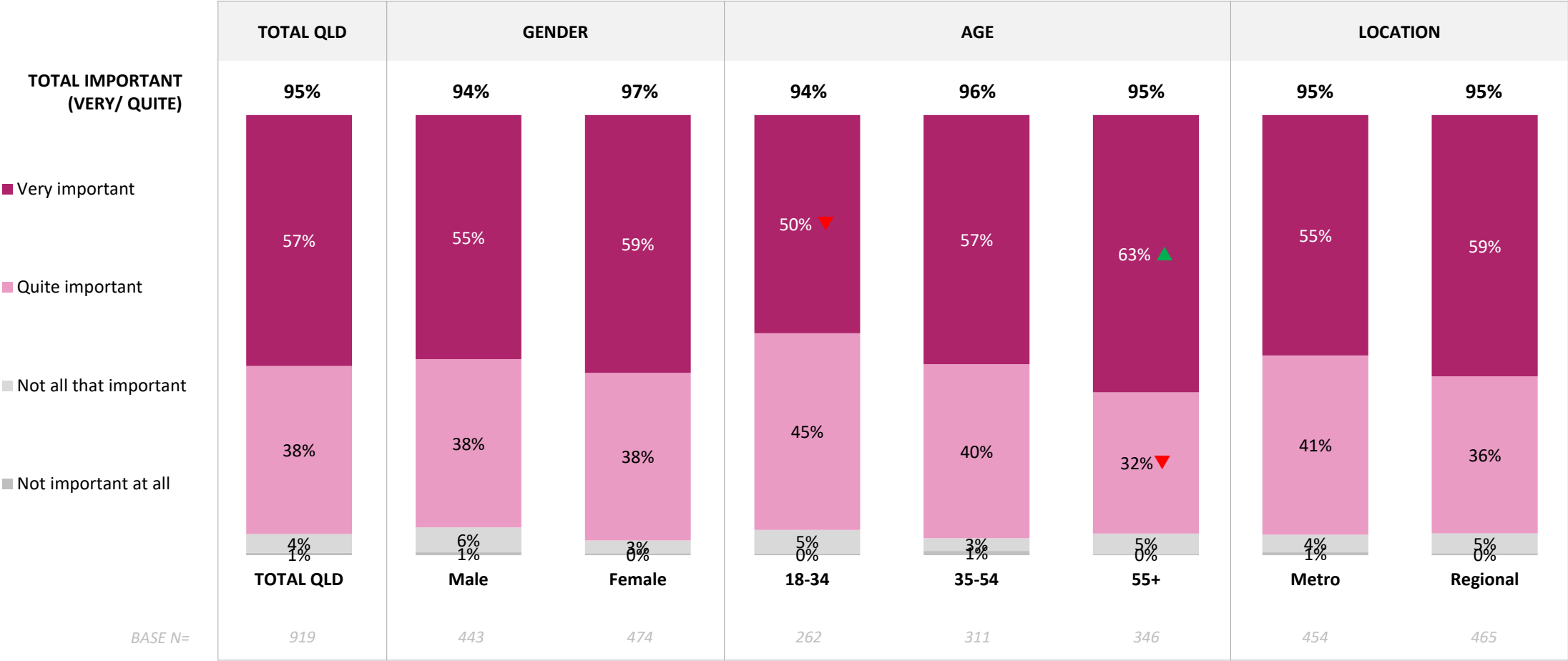
ALMOST ALL (95%) CLAIM TO BELIEVE THAT THE RIGHT TO ACCESS ANY GOVERNMENT-HELD INFORMATION IS IMPORTANT, INCLUDING 57% SAYING IT IS VERY IMPORTANT – A GRADUAL INCREASE SINCE 2019

How important do you believe it is to have the right to access any government-held information?



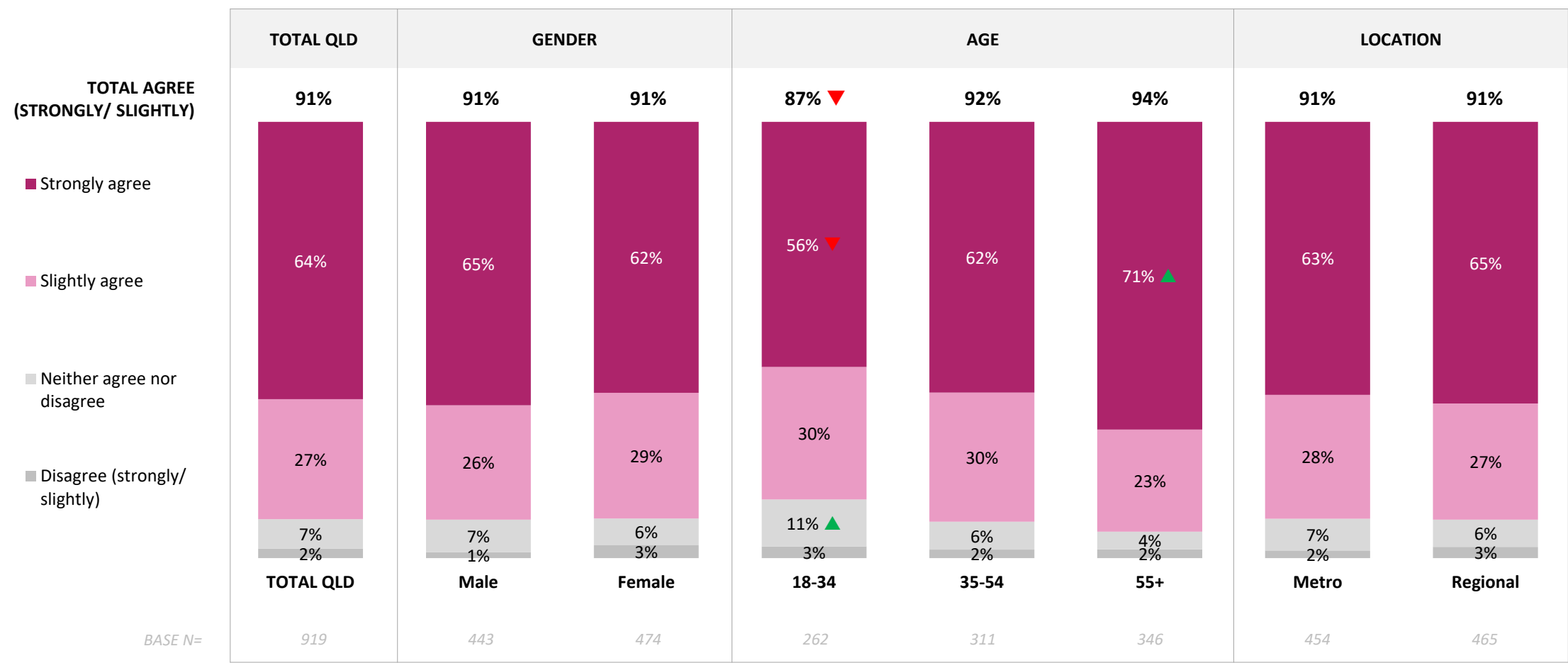
ALL DEMOGRAPHIC COHORTS, REGARDLESS OF AGE, GENDER, OR LOCATION, BELIEVE THAT THE RIGHT TO ACCESS GOVERNMENT-HELD INFORMATION IS IMPORTANT, ALTHOUGH OLDER AGE GROUPS ARE SIGNIFICANTLY MORE LIKELY TO RATE IT AS VERY IMPORTANT

How important do you believe it is to have the right to access any government-held information?



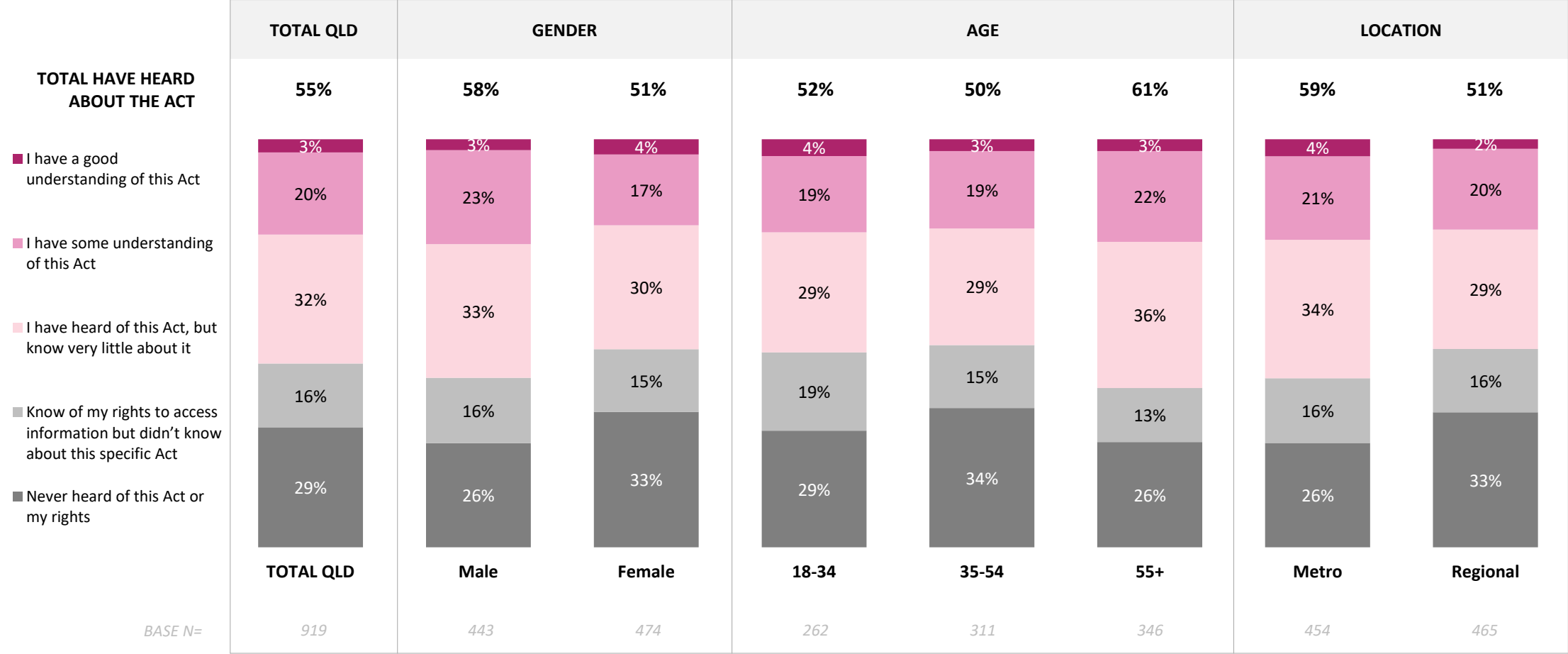
THE MAJORITY (91%) AGREE THAT ALLOWING PUBLIC ACCESS TO GOVERNMENT-HELD INFORMATION IS NECESSARY TO MAINTAIN GOVERNMENT TRANSPARENCY AND ACCOUNTABILITY – WITH OLDER GENERATIONS SIGNIFICANTLY MORE LIKELY TO STRONGLY AGREE

To what extent do you agree or disagree that public access to government information improves government transparency and accountability?



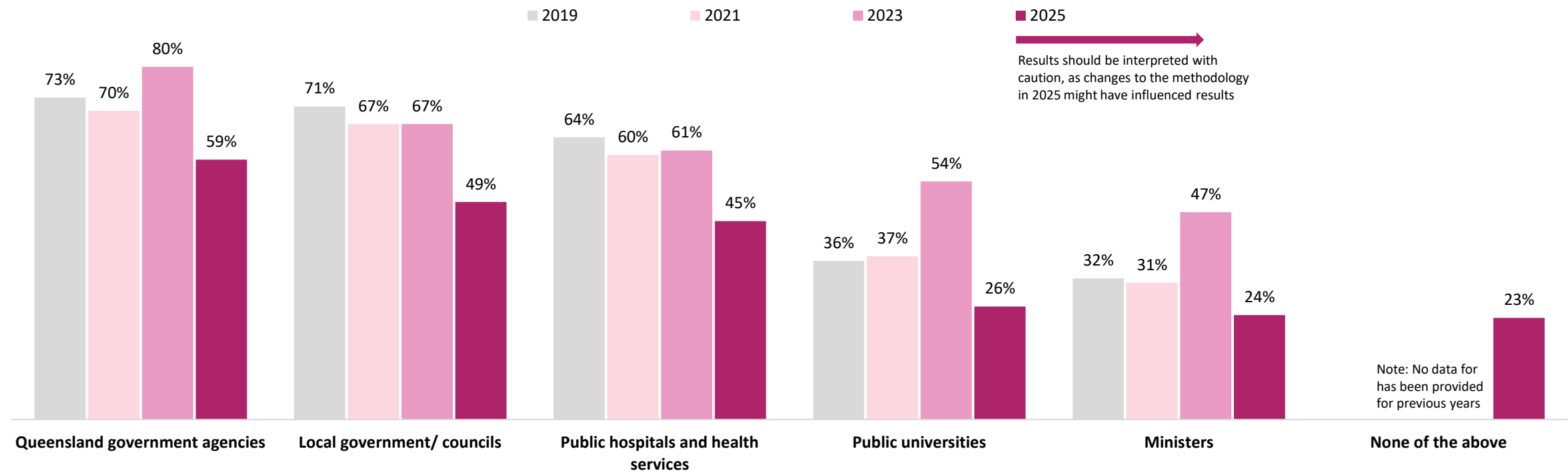
DESPITE THE PERCEIVED IMPORTANCE, JUST OVER HALF (55%) ARE AWARE OF THE RELEVANT ACT IN QLD, WITH 29% HAVING NEVER HEARD OF THE NEITHER THE ACT NOR THEIR RIGHTS. AWARENESS IS SLIGHTLY HIGHER IN METRO AREAS, AMONGST MALES AND THOSE AGED 55+, ALTHOUGH NO SIGNIFICANT DIFFERENCES

Are you aware that the Queensland’s Right to Information Law (Right to Information Act 2009 (QLD)) gives the public the right to access information held by the Queensland Government and Queensland Government agencies?



WHEN ASKED ABOUT SPECIFIC GOVERNMENT ORGANISATIONS, NEARLY 1 IN 4 WERE UNAWARE OF THE RIGHT TO ACCESS INFORMATION FROM THESE. AN OVERALL DECLINING TREND IS NOTABLE SINCE 2019 DESPITE SOME POSITIVE SIGNS IN 2023

From which of the following organisations are you aware that you have the right to access information under the Queensland’s Right to Information Law (Right to Information Act 2009 (QLD))?



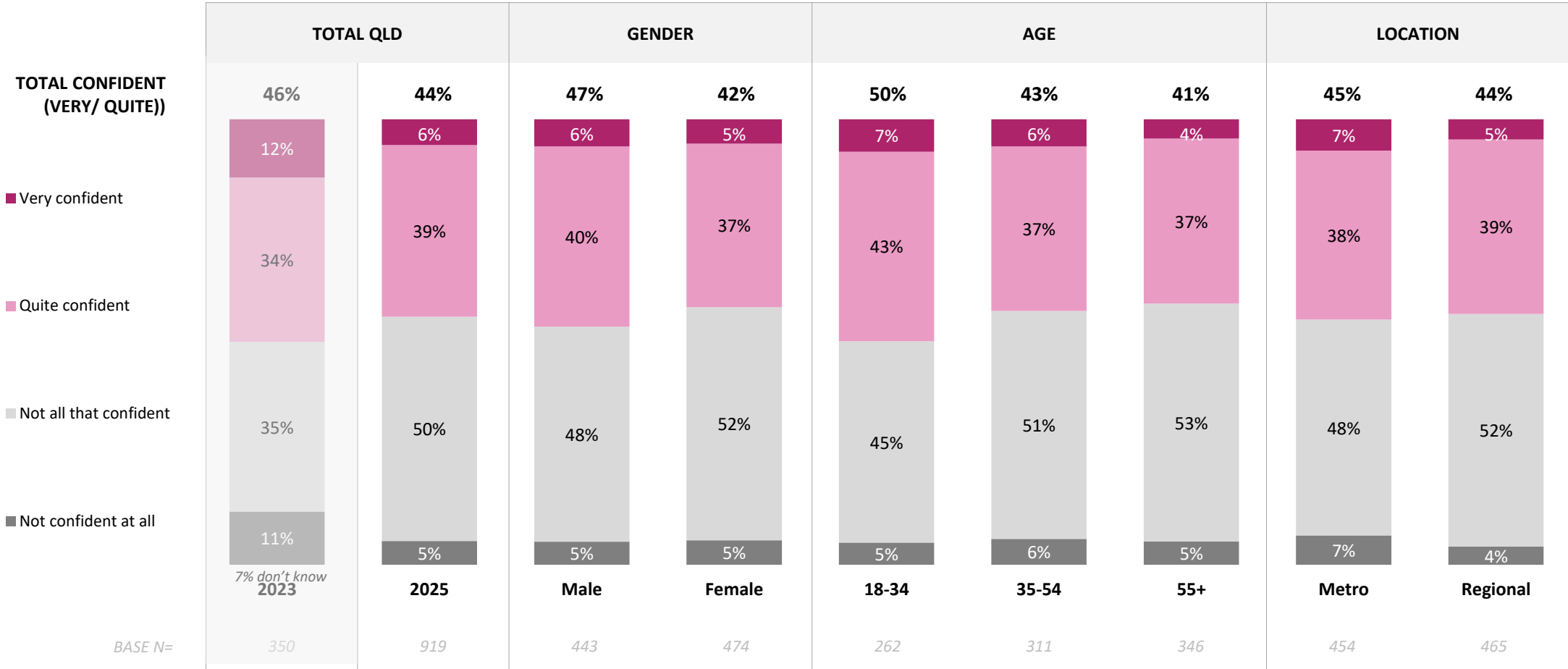
WHEN PROMPTED WITH SPECIFIC ORGANISATIONS, UNDERSTANDING OF RIGHT TO ACCESS INFORMATION VARIES WIDELY. MOST ARE AWARE OF THEIR RIGHT WITH GOVERNMENT AGENCIES, BUT ONLY 24% RECOGNISE THIS RIGHT WITH MINISTERS. NOTABLE DIFFERENCES ALSO EXIST ACROSS GENERATIONS AND GENDERS

From which of the following organisations are you aware that you have the right to access information under the Queensland’s Right to Information Law (Right to Information Act 2009 (QLD))?

		Male	Female	18-34	35-54	55+	Metro	Regional
Queensland Government agencies	59%	64% ▲	54% ▼	49% ▼	56%	69% ▲	60%	58%
Local Government/ Councils	49%	53%	46%	41%	49%	56% ▲	52%	47%
Public Hospitals and Health Services	45%	40% ▼	50% ▲	39%	43%	51% ▲	46%	44%
Public Universities	26%	25%	25%	23%	24%	29%	29%	23%
Ministers	24%	28% ▲	20% ▼	18%	22%	29% ▲	23%	24%
None of the above	23%	23%	24%	26%	24%	20%	21%	25%
BASE N=		443	474	262	311	346	454	465

SIMILAR TO 2023, LESS THAN HALF ARE CONFIDENT THAT THE RIGHT TO INFORMATION ACT 2009 (QLD) WILL ALLOW THEM ACCESS TO INFORMATION ABOUT HOW DECISIONS ARE MADE BY THE GOVERNMENT AND ITS AGENCIES. CONFIDENCE SLIGHTLY DECLINES WITH AGE

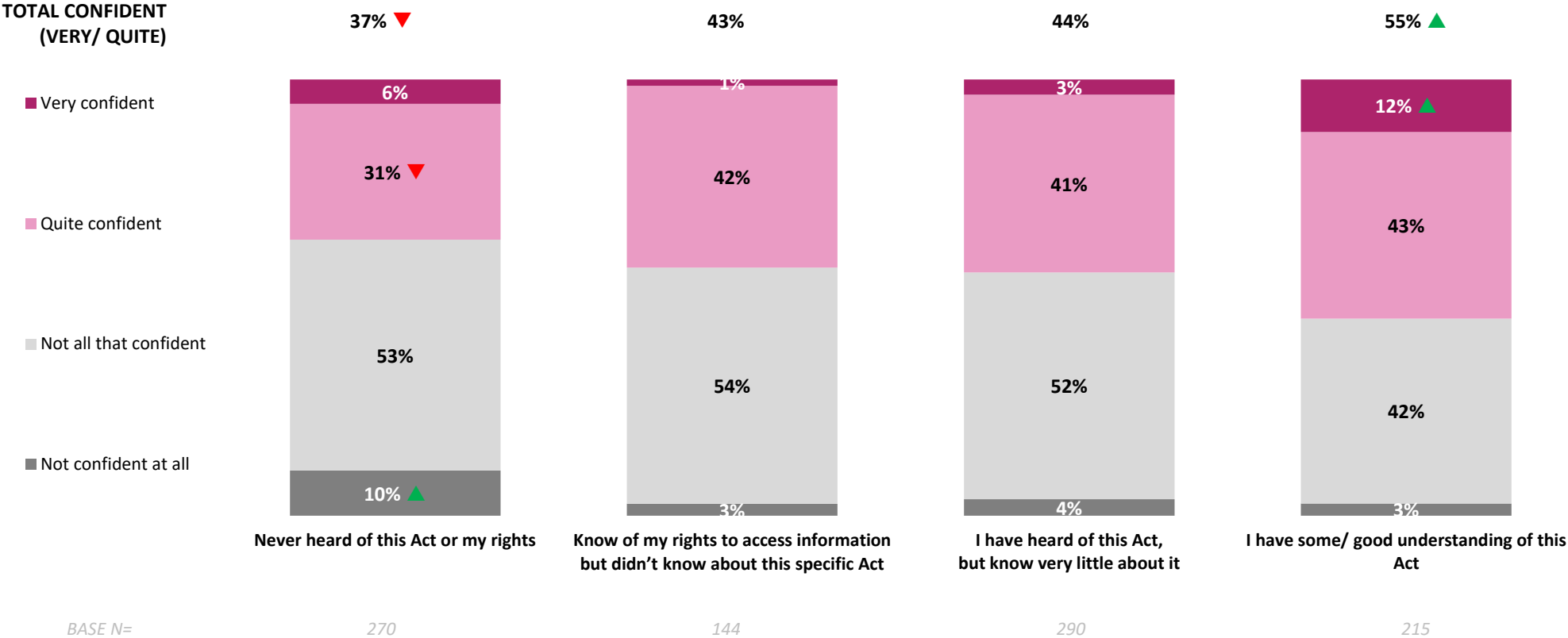
How confident are you that the Queensland’s Right to Information Law (Right to Information Act 2009 (QLD)) will allow you access to information about how decisions are made by the Queensland Government and its agencies?



NOTE, NEW METHODOLOGY USED IN 2025

CONFIDENCE THAT THE ACT WILL ALLOW ACCESS TO INFORMATION ABOUT HOW DECISIONS ARE MADE SIGNIFICANTLY INCREASES WITH GREATER FAMILIARITY OF THE ACT

Confidence that the Act will allow access to information about how decision are made by familiarity of the Act



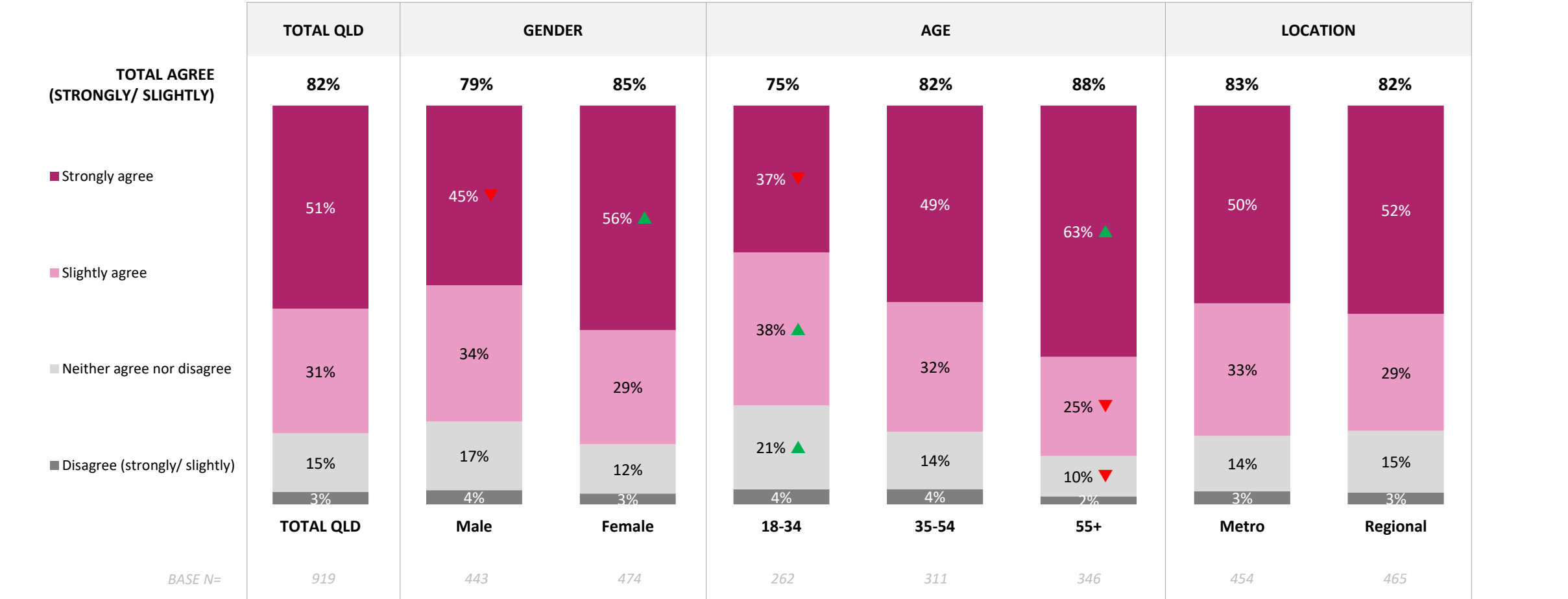
ACCOUNTABILITY AND TRANSPARENCY ARE KEY PUBLIC INTEREST FACTORS TO CONSIDER. HOWEVER, SIGNIFICANT GENERATIONAL DIFFERENCES EXIST, WITH YOUNGER RESIDENTS MORE LIKELY TO WANT TO ENSURE THAT THE PUBLIC CAN CONTRIBUTE TO SIGNIFICANT DECISIONS

What main public interest factors do you think the Queensland Government and its agencies should take into account when deciding whether to release information?

		Male	Female	18-34	35-54	55+	Metro	Regional
Ensuring that government remains accountable to the people	70%	70%	69%	60% ▼	67%	79% ▲	69%	70%
Ensuring governments are more transparent about their spending	47%	46%	47%	38%	47%	53% ▲	45%	48%
Providing access to your own information	45%	41%	48%	38%	43%	51% ▲	44%	46%
Ensuring that public office holders act with integrity	32%	35%	30%	25% ▼	27% ▼	43% ▲	31%	34%
Providing information to promote fairness and justice	30%	30%	30%	36%	28%	28%	32%	29%
Ensuring that the public can contribute to significant decisions that affect the community as a whole	25%	20% ▼	30% ▲	38% ▲	26%	15% ▼	27%	23%
Enabling citizens to obtain better service delivery by government	22%	24%	20%	24%	24%	18%	23%	21%
Ensuring access to environmental information and decision making	8%	9%	7%	12%	8%	6%	7%	9%
	BASE N=	443	474	262	311	346	454	465

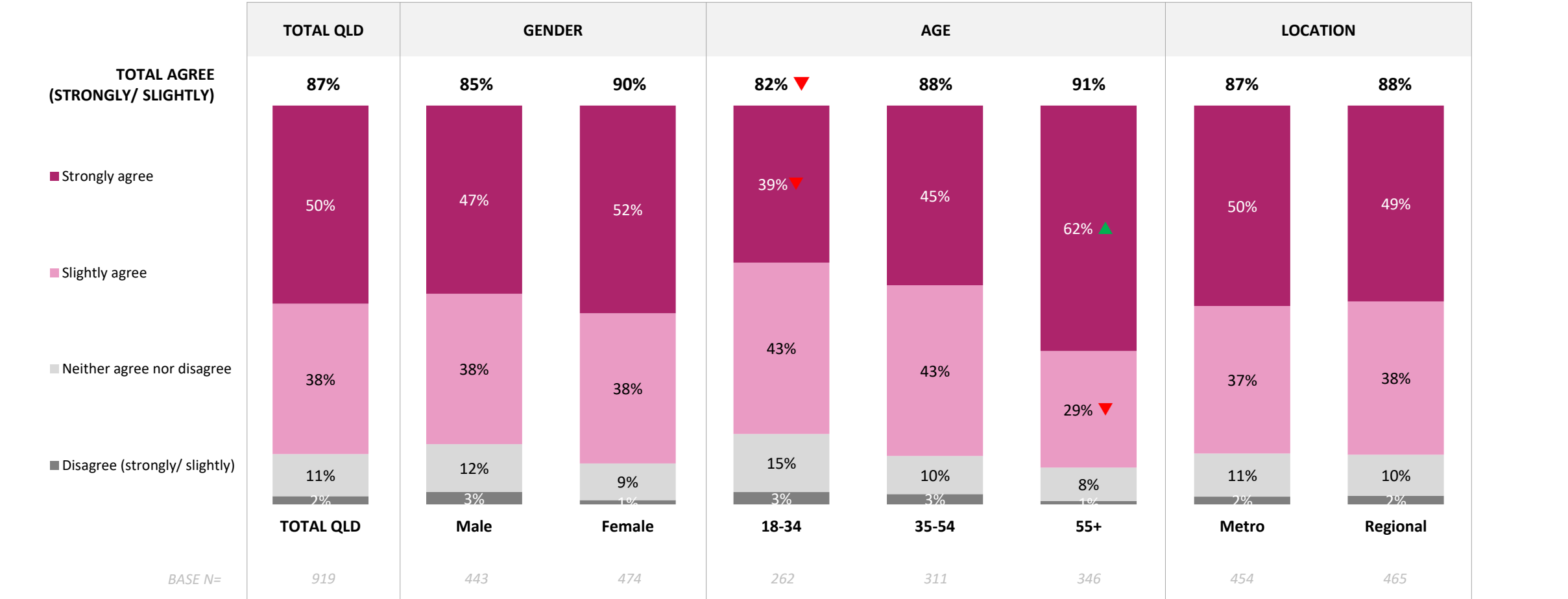
THE MAJORITY (82%) AGREE THAT THE QLD GOVERNMENT MUST PUBLICLY REPORT ON ANY TECHNOLOGY USED TO INFORM DECISION MAKING, WITH 51% STRONGLY AGREEING. NOTABLY, THE LEVEL OF AGREEMENT INCREASES SIGNIFICANTLY WITH AGE

To what extent do you agree that the Queensland Government and its agencies must publicly report on any technology used (including AI and automated decision-making) to inform agency decisions that impact individuals?



THE MAJORITY (87%) EXPECTS THE QUEENSLAND GOVERNMENT TO PUBLICLY REPORT ON THE INFORMATION THEY MAINTAIN, WITH AGREEMENT ON THIS REQUIREMENT INCREASING SIGNIFICANTLY WITH AGE

To what extent do you agree that the Queensland Government and its agencies should publicly report on the information they maintain (such as data and datasets, policy documents and decision-making records, spending and budgeting documents etc.)?

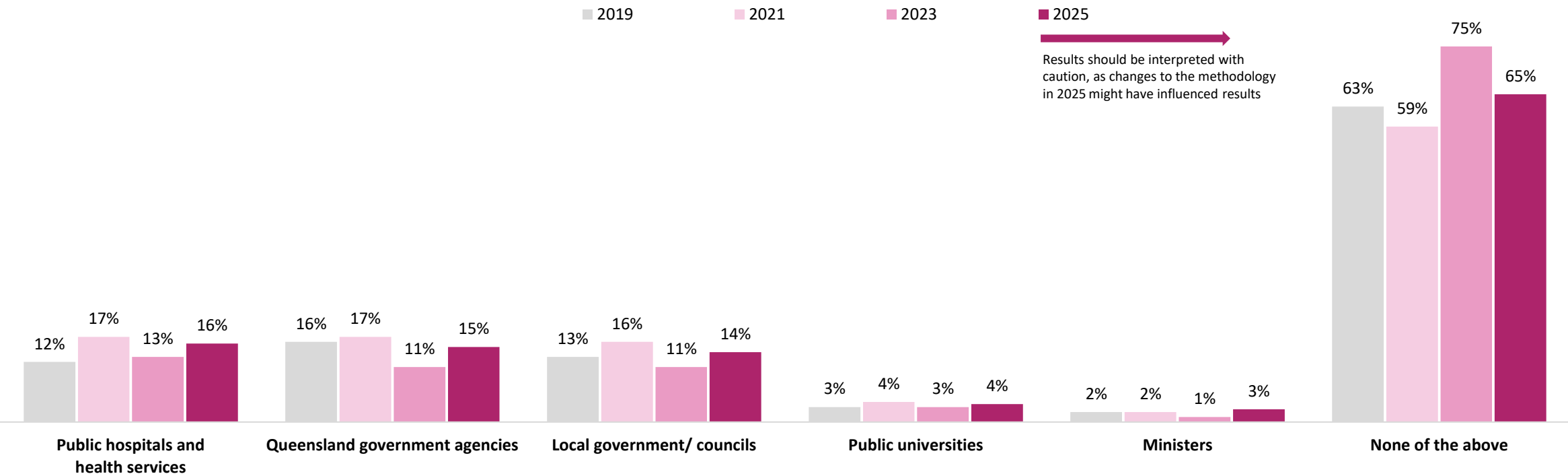


SECTION 3

EXPERIENCES OF ACCESSING GOVERNMENT-HELD INFORMATION

JUST OVER 1 IN 3 (35%) ATTEMPTED TO ACCESS INFORMATION IN THE PAST THREE YEARS — AN INCREASE FROM 2023. MOST REQUESTS WERE DIRECTED TO PUBLIC HOSPITALS, GOVERNMENT AGENCIES, AND COUNCILS, WITH FEWER REQUESTS MADE TO UNIVERSITIES AND MINISTERS, REFLECTING LOWER AWARENESS

Over the past three years, which of the following Queensland Government agencies (if any) have you tried to access information from?



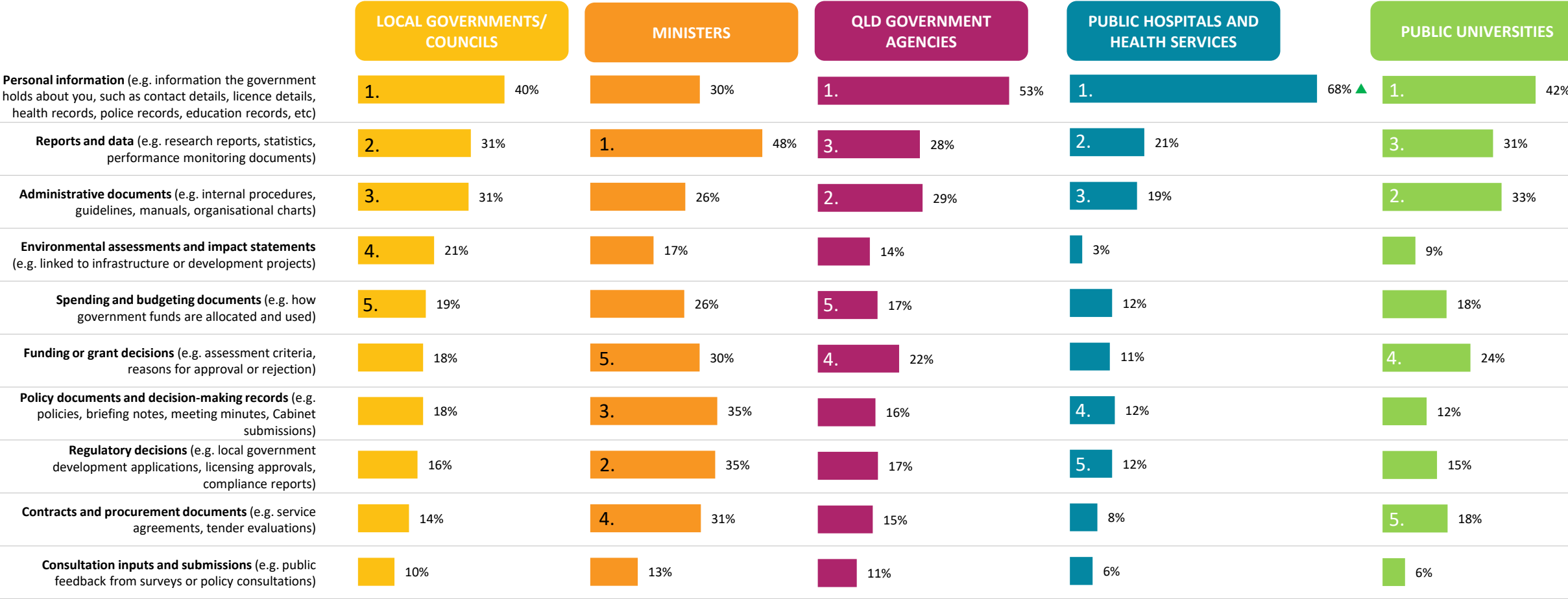
DESPITE LOWER AGREEMENT AROUND THE NEED FOR PUBLIC INFORMATION SHARING, ACCESS REQUESTS WERE SIGNIFICANTLY HIGHER AMONG 18–34-YEAR-OLDS (51%) VS THOSE AGED 55+ (22%)

Over the past three years, which of the following Queensland Government agencies (if any) have you tried to access information from?

		Male	Female	18-34	35-54	55+	Metro	Regional
Public Hospitals and Health Services	16%	13%	18%	20%	17%	11% ▼	17%	15%
Queensland government agencies	15%	17%	13%	24% ▲	16%	8% ▼	16%	14%
Local Government/ Councils	14%	16%	12%	18%	13%	12%	14%	14%
Public Universities	4%	4%	3%	10% ▲	2%	1% ▼	5%	2%
Ministers	3%	3%	2%	4%	1%	3%	3%	2%
None of the above	65%	65%	66%	49% ▼	65%	78% ▲	64%	67%
BASE N=		443	474	262	311	346	454	465

PERSONAL INFORMATION, REPORTS AND DATA, AND ADMINISTRATIVE DOCUMENTS ARE AMONG THE MOST ACCESSED DOCUMENTS ACROSS MOST ORGANISATIONS, WHILE FROM FINANCIAL, POLICY, AND REGULATORY DOCUMENTS ARE MORE LIKELY TO BE REQUESTED FROM MINISTERS

What types of information were you trying to access from the following Queensland Government agency?



BASE N= 128

23

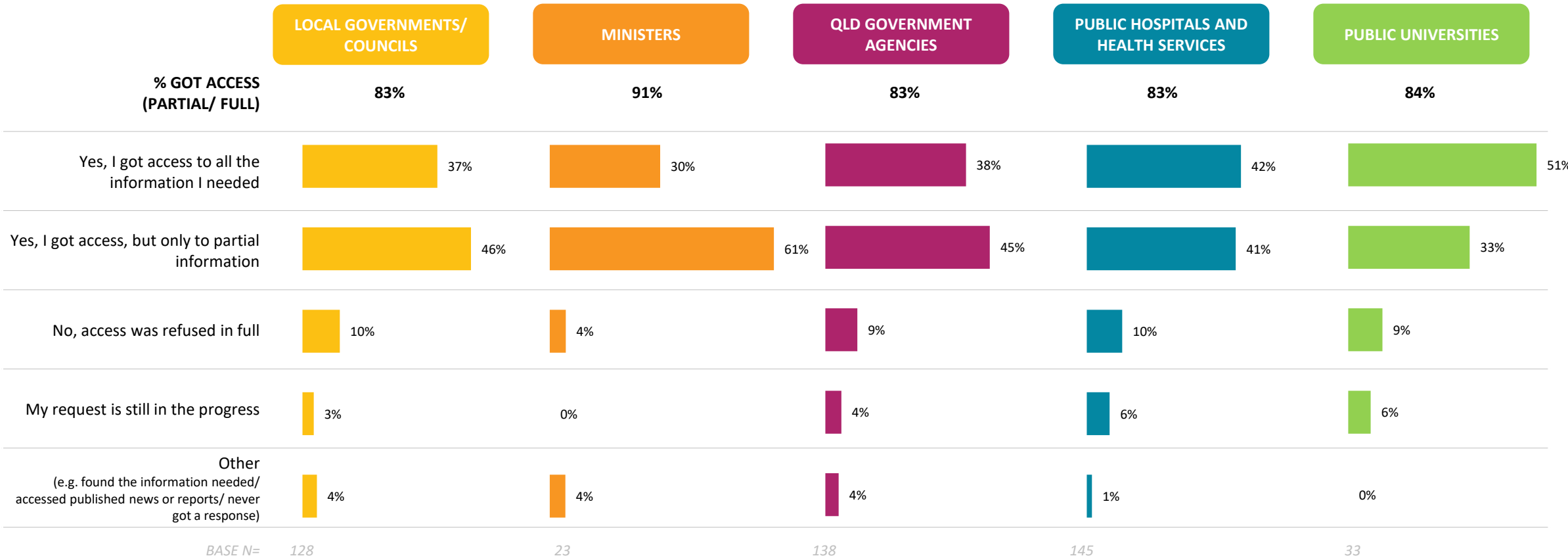
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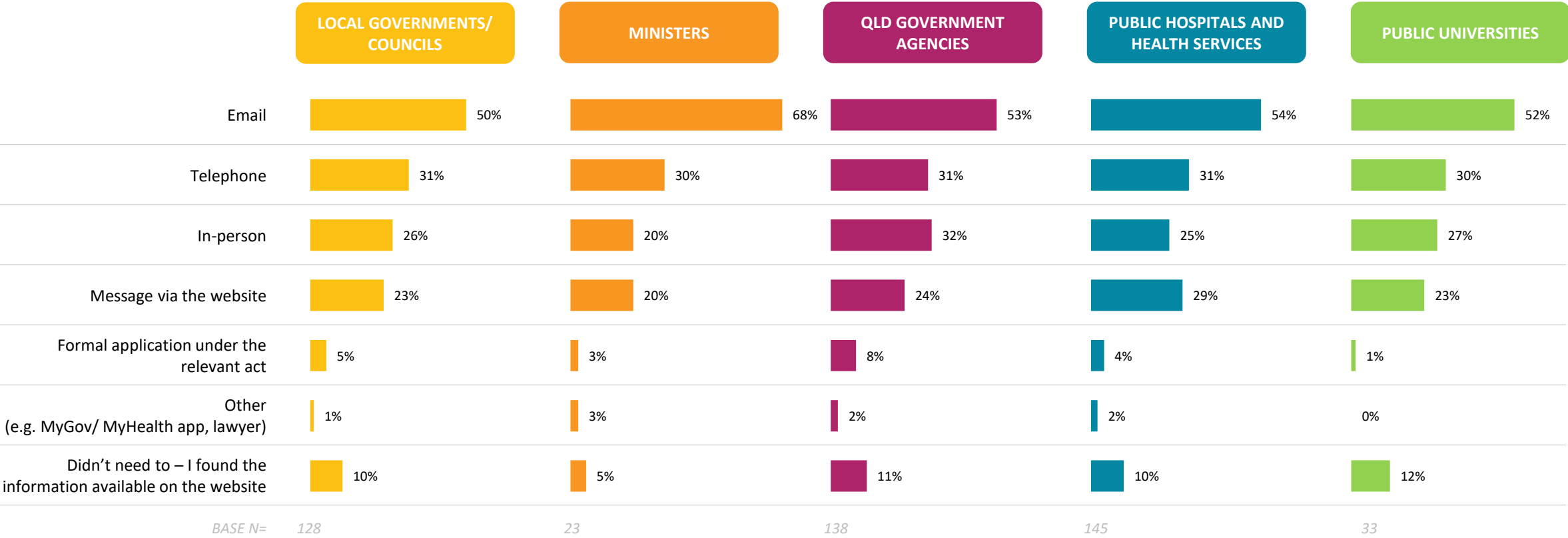
MOST RECEIVED EITHER FULL OR PARTIAL ACCESS TO INFORMATION FROM QLD GOVERNMENT AGENCIES WHEN REQUESTED, WITH APPROXIMATELY 1 IN 10 REPORTING THEIR REQUEST GOT REJECTED. THE LOWEST LEVELS OF FULL ACCESS WERE FROM MINISTERS (30%), AS 61% RECEIVED PARTIAL ACCESS ONLY

Did you access the information successfully from the following Queensland Government agencies?



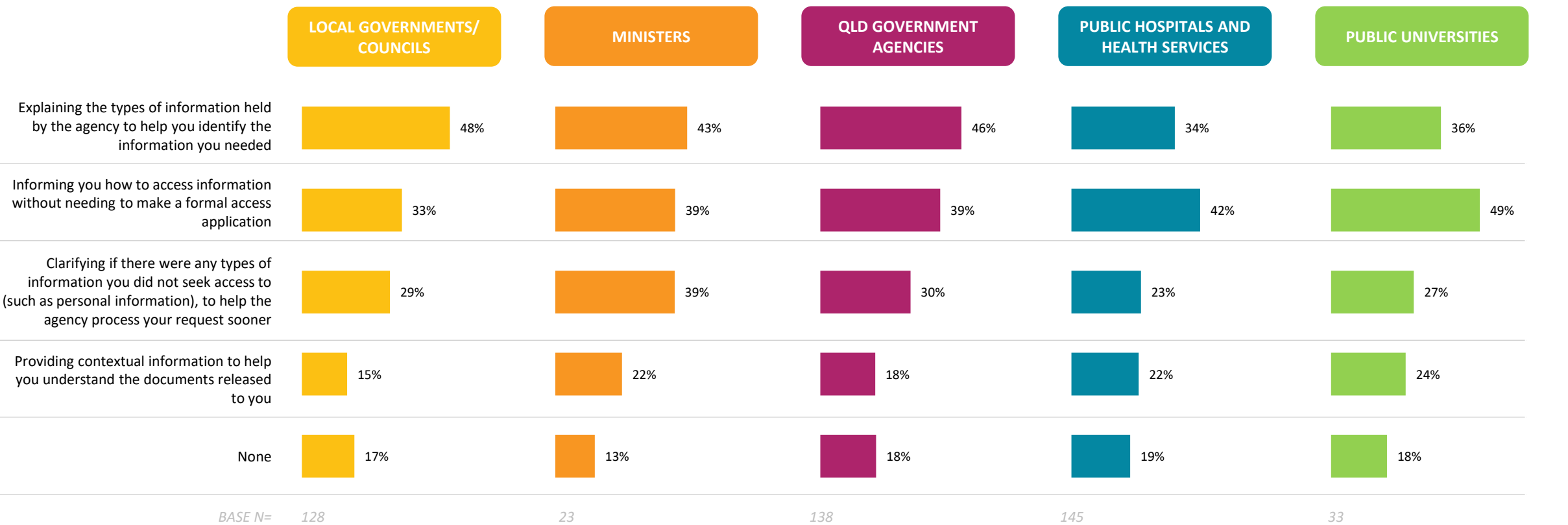
EMAIL WAS BY FAR THE MOST COMMON CHANNEL USED TO COMMUNICATE WITH QLD GOVERNMENT AGENCIES. NOTABLE THAT ACROSS ALL AGENCIES, IN-PERSON INTERACTIONS REMAIN SIGNIFICANT

What channels did you use when communicating with the following Queensland Government agency?



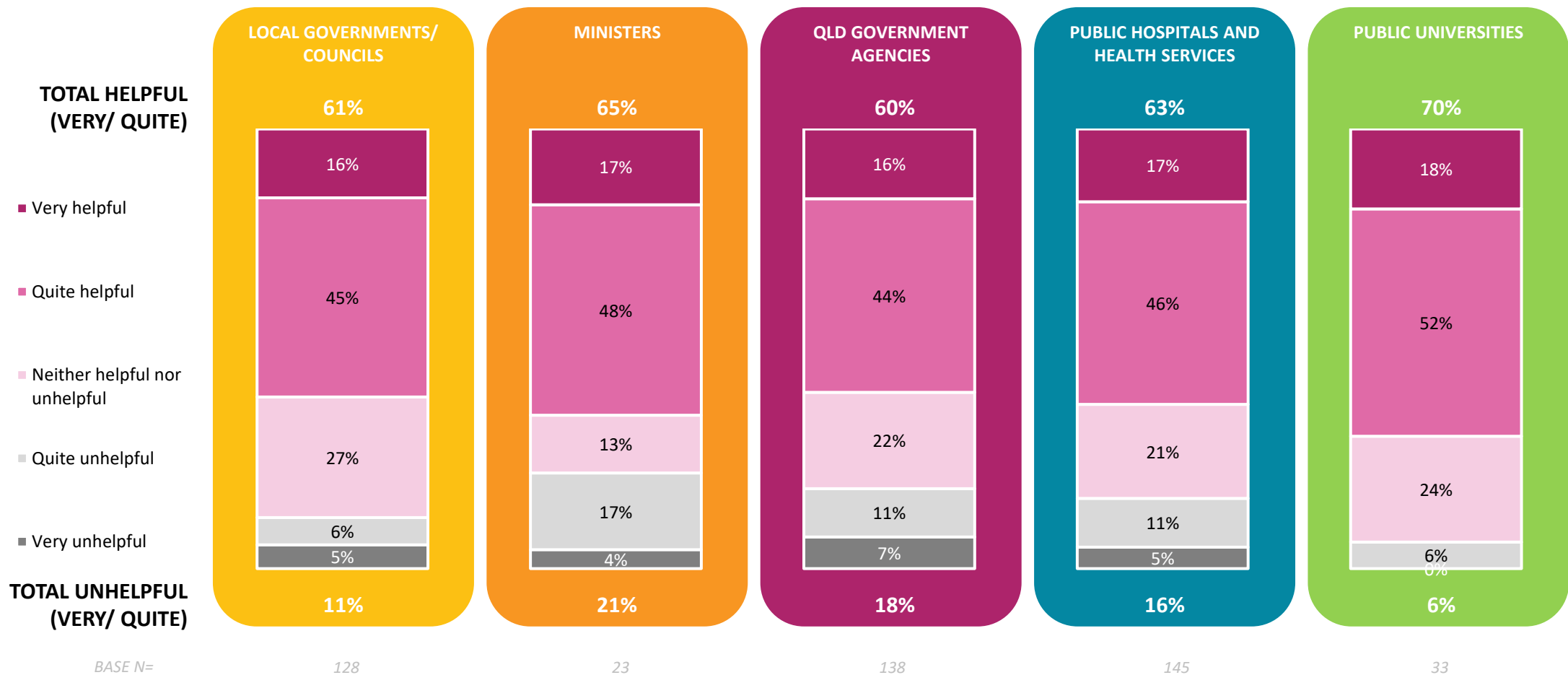
THE MAJORITY RECEIVED ADVICE AND ASSISTANCE FROM THE AGENCIES THEY APPROACHED. THE SUPPORT PROVIDED MOSTLY CONSISTED OF EXPLANATIONS ABOUT THE TYPE OF INFORMATION HELD AND WAYS TO ACCESS THE INFORMATION INFORMALLY

What types of advice and assistance did you receive from the following Queensland Government agency?



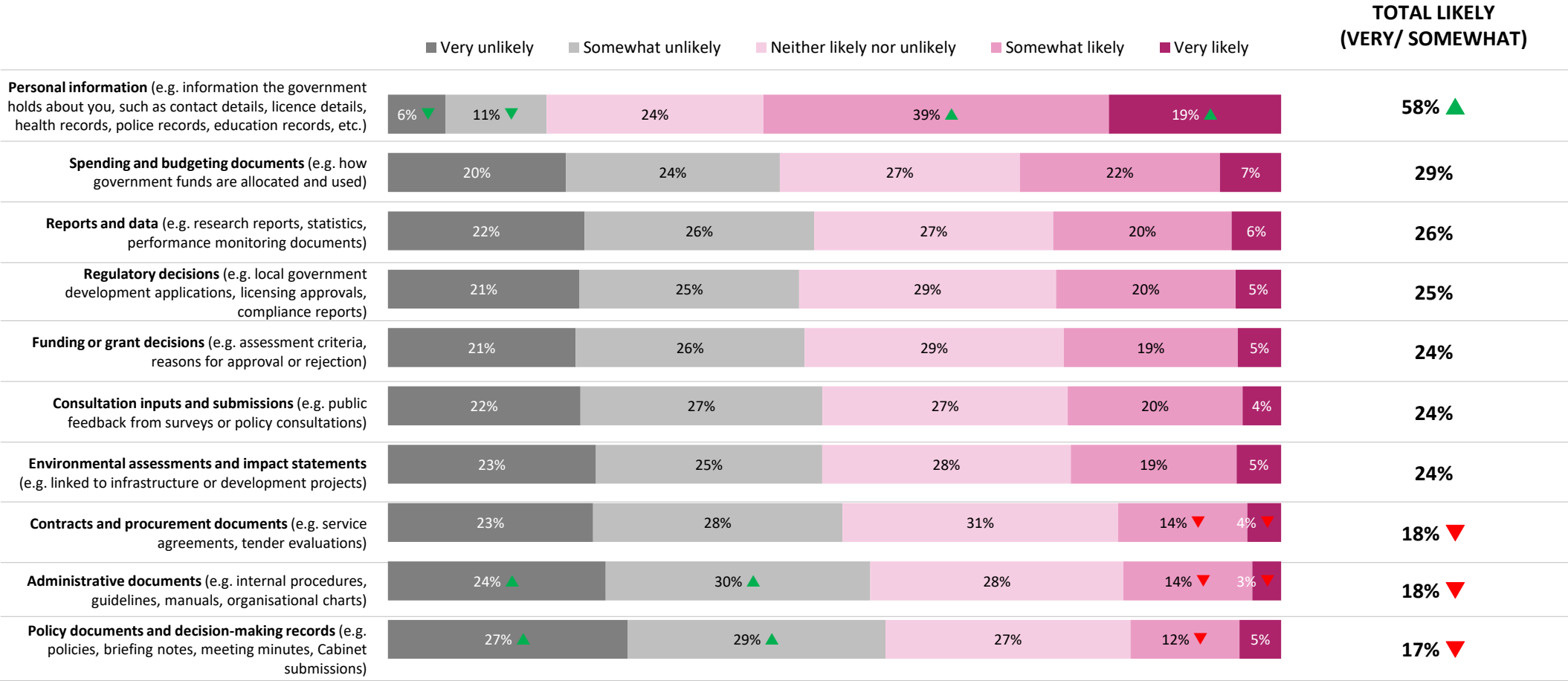
ALTHOUGH THE MAJORITY PERCEIVED THESE GOVERNMENT ORGANISATIONS HELPFUL WHEN SEEKING INFORMATION – PARTICULARLY PUBLIC UNIVERSITIES – NOTABLE THAT 21% REPORT UNHELPFUL STAFF WHEN REQUESTING INFORMATION FROM MINISTERS, AND 18% FROM GOVERNMENT AGENCIES

How helpful were they in providing advice and assistance to you when you tried to access information from the following Queensland Government agency?



OVER HALF ANTICIPATE ACCESSING PERSONAL INFORMATION FROM THE QLD GOVERNMENT OVER THE NEXT 2 YEARS, WITH OTHER TOPICS SIGNIFICANTLY LOWER ON PEOPLE'S AGENDA

How likely are you to request the following types of Queensland Government information over the next 2 years?



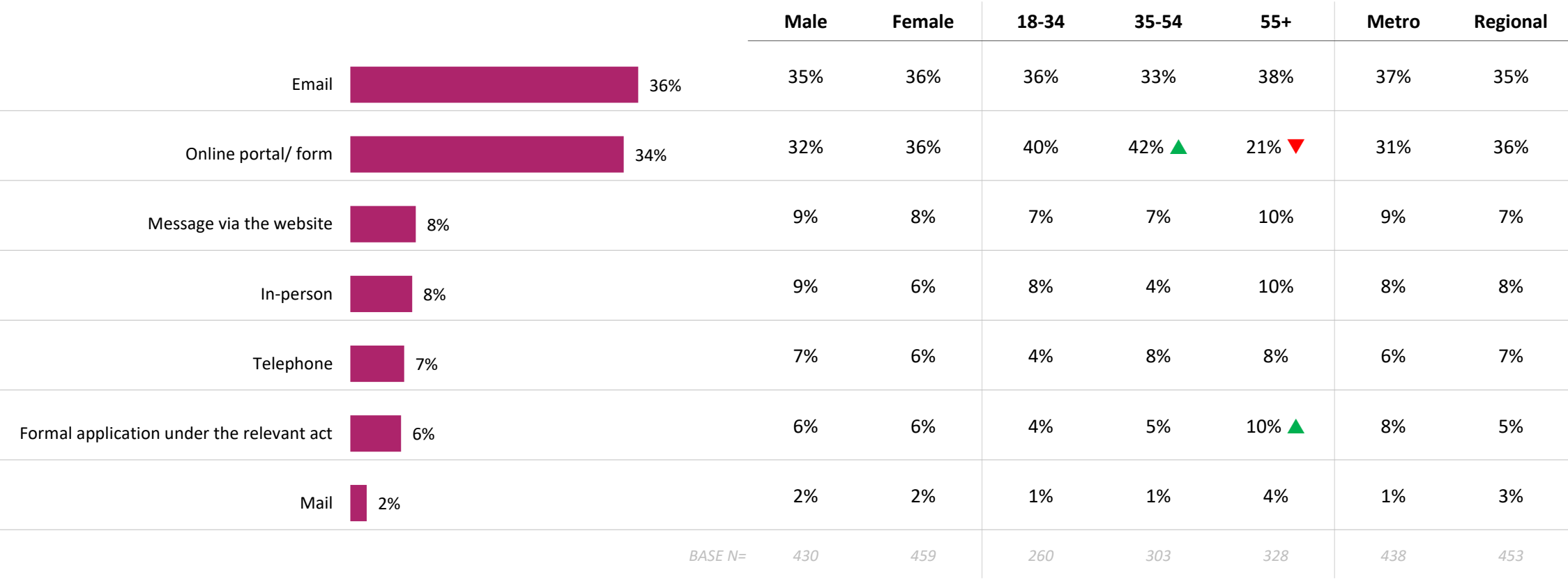
YOUNGER GENERATIONS ARE SIGNIFICANTLY MORE LIKELY TO EXPECT THEY WILL SEEK INFORMATION FROM THE QUEENSLAND GOVERNMENT ACROSS ALL TOPICS OVER THE NEXT 2 YEARS

How likely are you to request the following types of Queensland Government information over the next 2 years?
 % VERY/ SOMEWHAT LIKELY

		Male	Female	18-34	35-54	55+	Metro	Regional
Personal information (e.g. information the government holds about you, such as contact details, licence details, health records, police records, education records, etc.)	58%	56%	60%	67% ▲	62%	47% ▼	55%	61%
Spending and budgeting documents (e.g. how government funds are allocated and used)	29%	31%	28%	41% ▲	27%	22% ▼	28%	30%
Reports and data (e.g. research reports, statistics, performance monitoring documents)	26%	27%	24%	43% ▲	22%	15% ▼	25%	26%
Regulatory decisions (e.g. local government development applications, licensing approvals, compliance reports)	25%	24%	26%	36% ▲	23%	19% ▼	25%	25%
Funding or grant decisions (e.g. assessment criteria, reasons for approval or rejection)	24%	24%	24%	34% ▲	25%	17% ▼	23%	25%
Consultation inputs and submissions (e.g. public feedback from surveys or policy consultations)	24%	21%	26%	29%	23%	21%	24%	23%
Environmental assessments and impact statements (e.g. linked to infrastructure or development projects)	24%	23%	24%	31% ▲	25%	16% ▼	22%	25%
Contracts and procurement documents (e.g. service agreements, tender evaluations)	18%	19%	18%	28% ▲	20%	10% ▼	19%	18%
Administrative documents (e.g. internal procedures, guidelines, manuals, organisational charts)	18%	17%	18%	29% ▲	17%	10% ▼	18%	18%
Policy documents and decision-making records (e.g. policies, briefing notes, meeting minutes, Cabinet submissions)	17%	20%	14%	27% ▲	15%	11% ▼	18%	16%
	BASE N=	443	474	262	311	346	454	465

WHILE OVERALL EMAIL IS THE MOST PREFERRED CHANNEL FOR FUTURE COMMUNICATION, THERE IS STRONG DEMAND FOR AN ONLINE PORTAL, PARTICULARLY AMONGST THOSE AGED YOUNGER THAN 55 YEARS

What would be your preferred way to request access to the information from the relevant Queensland Government agency?
(excluding those who are very unlikely to request information over the next 2 years)



SECTION 4

SUMMARY OF FINDINGS AND IMPLICATIONS

**AWARENESS AND ATTITUDES:**

The majority (95%) believe that the right to access government-held information is **important**, including 57% considering it very important. This sentiment is consistent across all demographic cohorts, regardless of age, gender, or location, although older age groups are significantly more likely to rate it as very important.

Despite the perceived importance, awareness of the relevant act is relatively low, **with just over half (55%) aware of it** and 29% having never heard of it. Recognition of the right to access information varies widely when prompted with specific organisations, with most aware of their right with government agencies but only 24% with ministers.

The majority (82%) agree that the **QLD Government must publicly report on any technology used** to inform decision-making, with 51% strongly agreeing. Similarly, 87% expect the Queensland Government to publicly report on the **information they maintain**, with agreement on this requirement also increasing significantly with age.

EXPERIENCE:

Over the past three years, **35% have tried to access government information**, with those aged 18-34 making more requests than others. **Most requests were directed to public hospitals, government agencies, and councils**, with fewer to universities and ministers. Personal information, reports, and administrative documents are the most accessed, while financial and policy documents are more requested from ministers. Most received full or partial access to information.

Email is the most common communication channel, though in-person interactions are still significant. The majority found government agencies helpful, but some reported unhelpful staff, especially when dealing with ministers.

Looking ahead, **over half expect to access personal information from the QLD Government in the next two years**, with younger generations more likely to seek information across all topics. While **email remains the preferred communication channel**, there's a strong demand for an online portal, especially among those under 55.

These findings suggest a **need for increased efforts to raise awareness about the Queensland's Right to Information Law (Right to Information Act 2009 (QLD))** and to enhance confidence that this legislation allows the public to access information about how decisions are made by the QLD Government and its agencies.

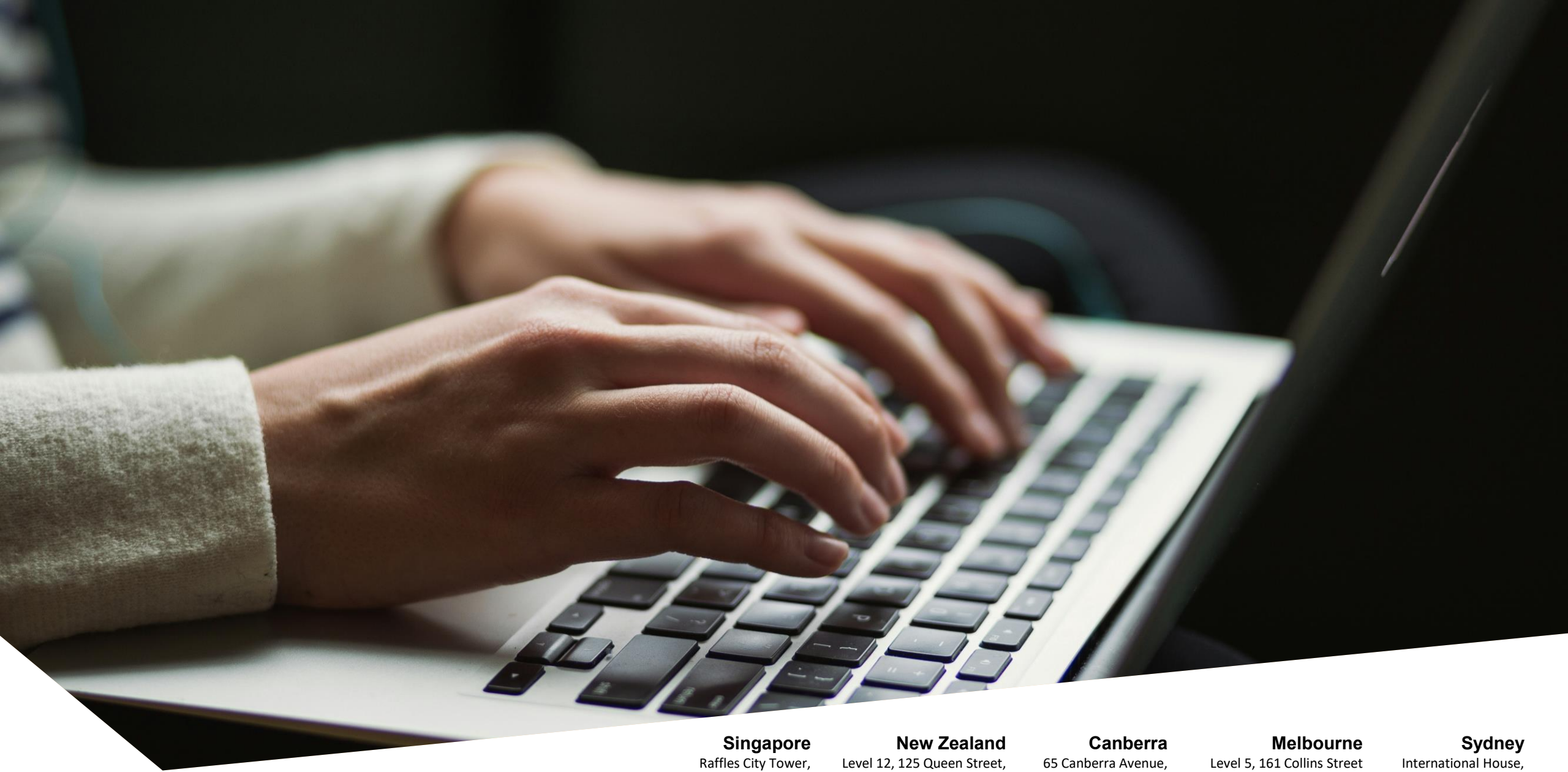
This could involve **education campaigns targeted at the general public** about the act, what it involves – including the types of information available, which organisations hold these and the ways of accessing these sources.

It needs to be considered, however, that with increased awareness, there is a likelihood of increased data and information requests. Therefore, **preparing the different agencies to efficiently deal with these requests** is indispensable.

This can be achieved through **internal communication campaigns**, focusing on the following areas across all agencies to align efficiencies, responsiveness, and helpfulness:

- Enhancing responsiveness to incoming enquiries via efficient processes and channel management
- Enhancing the helpfulness of staff
- Expanding and promoting online communication channels rather than in-person visits and requests – with a particular focus on emails and online portals (if available)

These initiatives could better meet the public's preferences and increase engagement and ease of communication, especially among younger generations.



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