



# Research design

- Woolcott Research was commissioned by the IPC to investigate awareness and experience of information access rights amongst the general QLD public
- A mixed mode survey amongst n=350 QLD residents aged 18+ years was conducted between 16<sup>th</sup> April and 1<sup>st</sup> May 2019 utilising an online panel and Computer Assisted Telephone Interviewing (CATI).
- Quotas were set by location (Brisbane/Regional QLD), gender and age, and data was post-weighted to reflect the latest ABS population estimates

**Information Access**



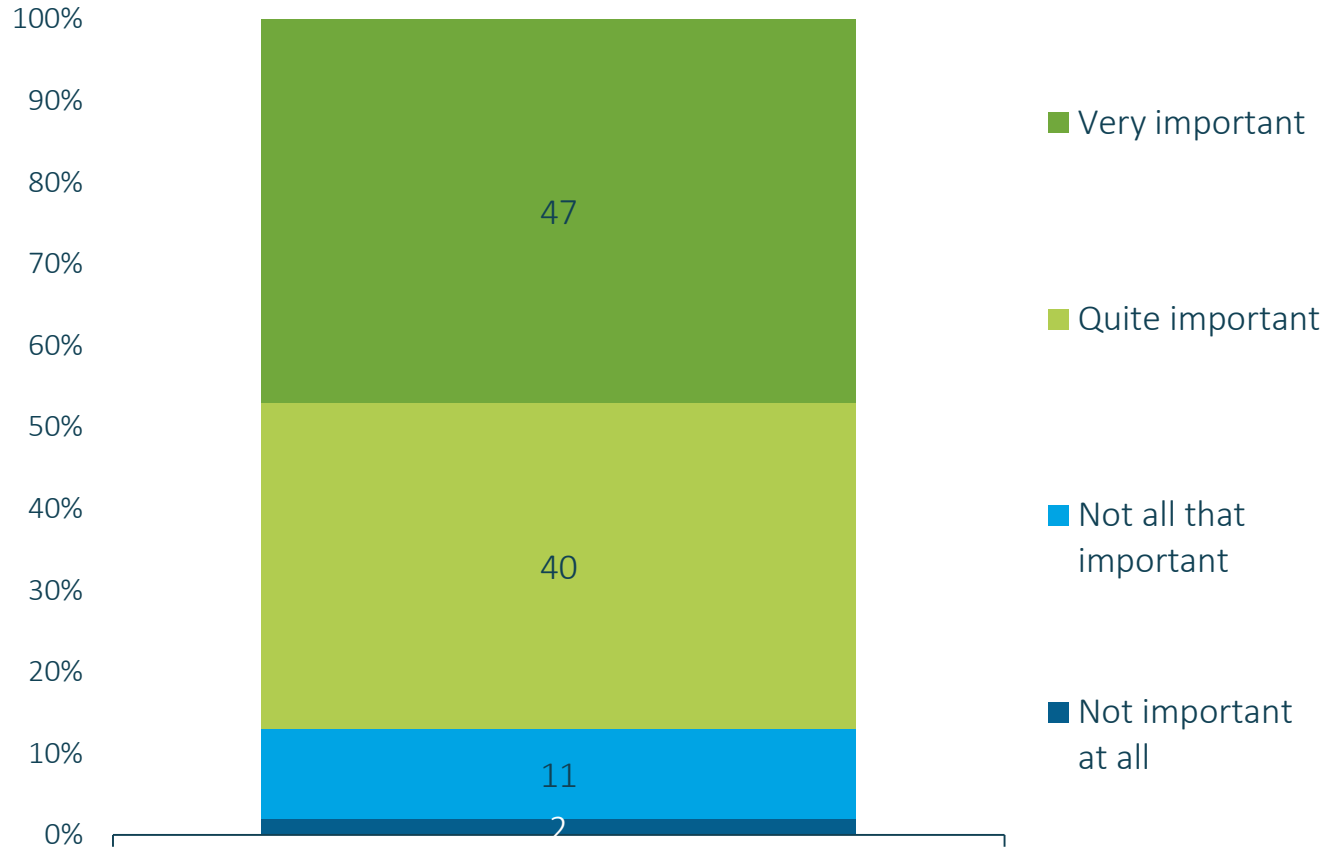
**Demographics**



**Summary**



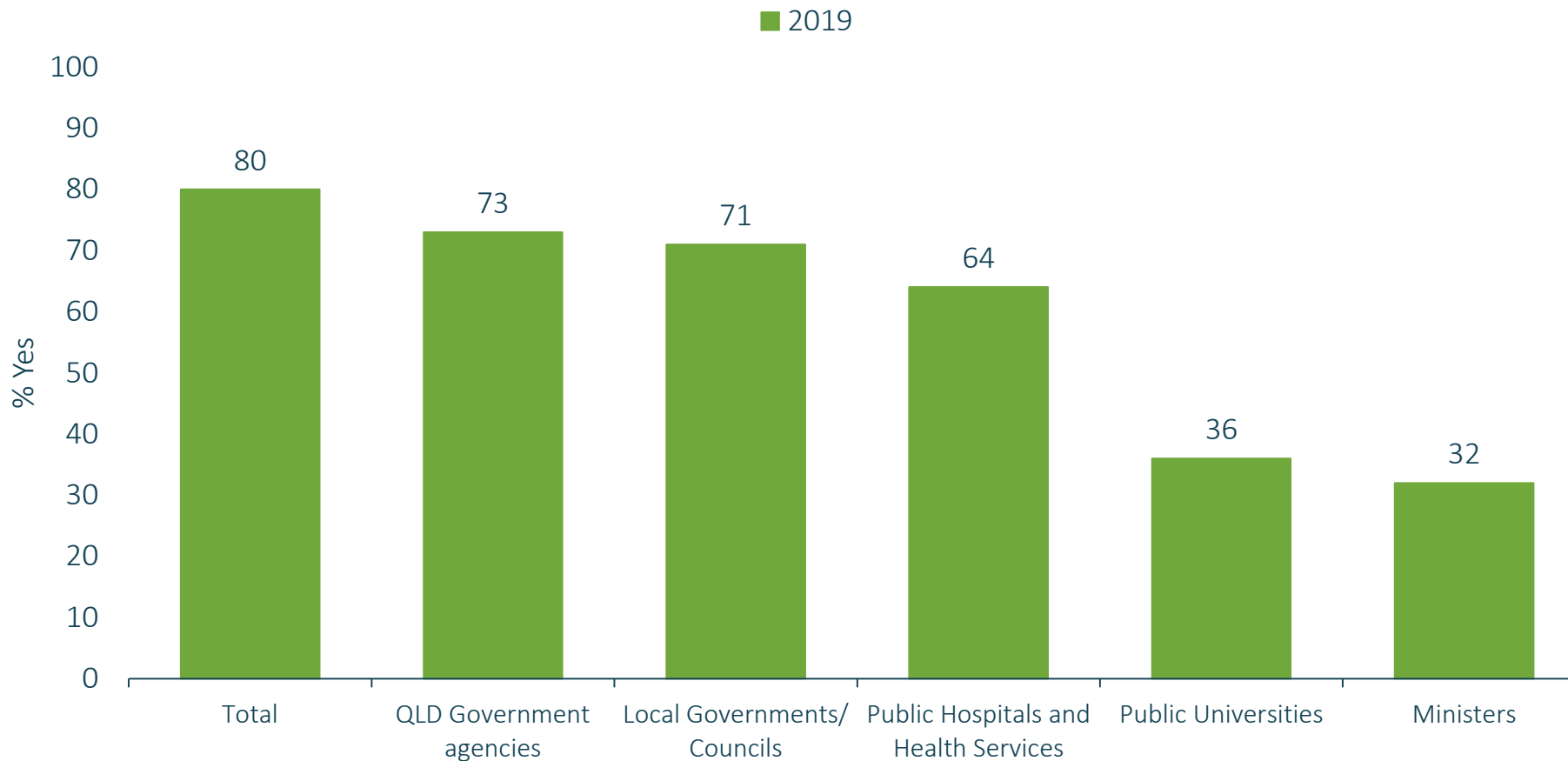
# Importance of having the right to access government information



Respondents placed a high level of value on having the right to access information held by the Queensland government, with almost half stating that this right was very important to them (47%).

There were no significant differences by age or gender.

# Awareness of right to access information under Queensland's Information and Information Privacy Law



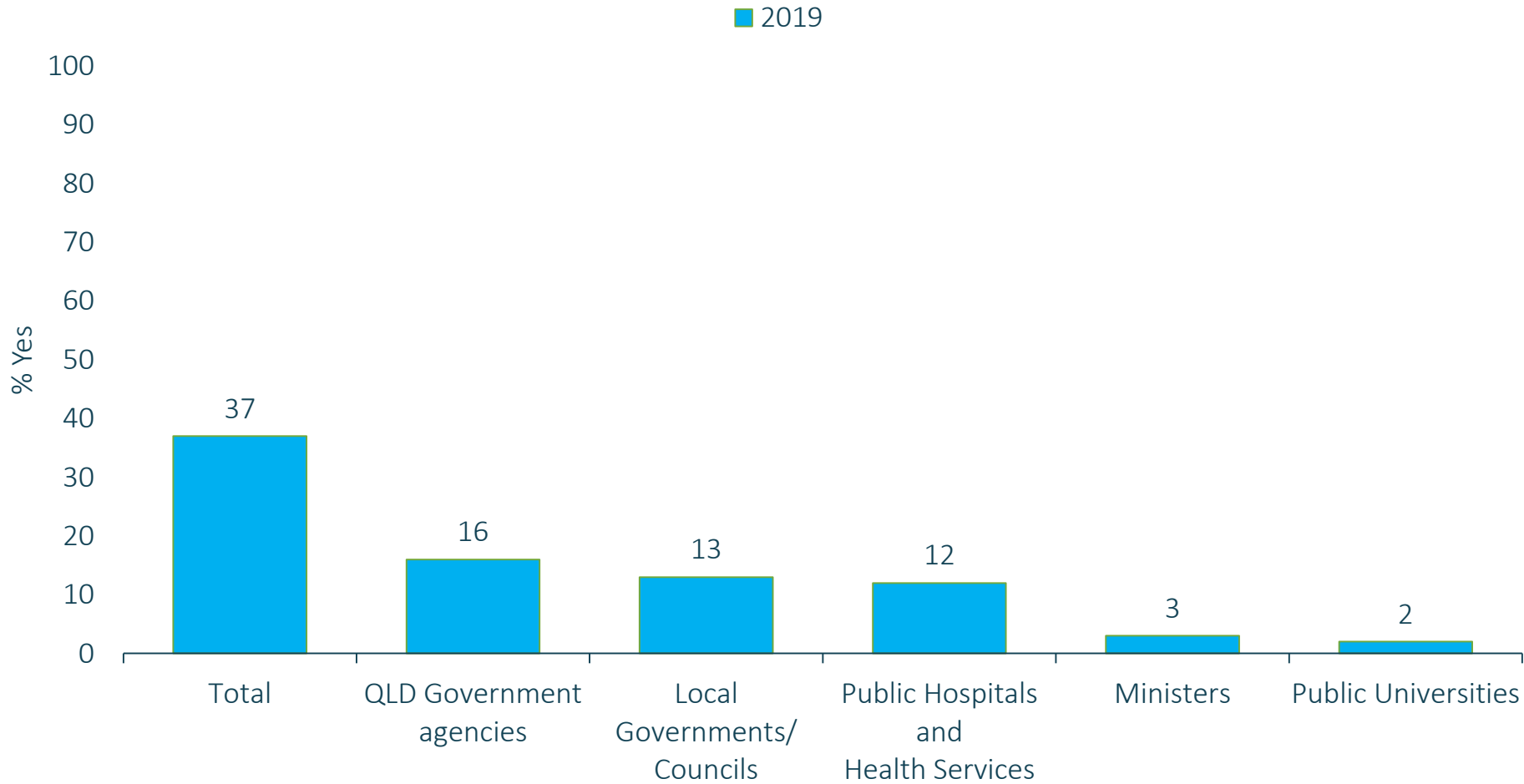
Four out of five respondents were aware that they could access information held by at least one of the listed agencies

Most respondents knew they had the right to access information held by QLD Government agencies, local Governments/ Councils as well as Public Hospital and Health Services

There were lower levels of awareness for the right to access information from Public Universities and Ministers

Younger age groups (18-34) were less likely to be aware of their right to access for all agencies

# Attempts to access information

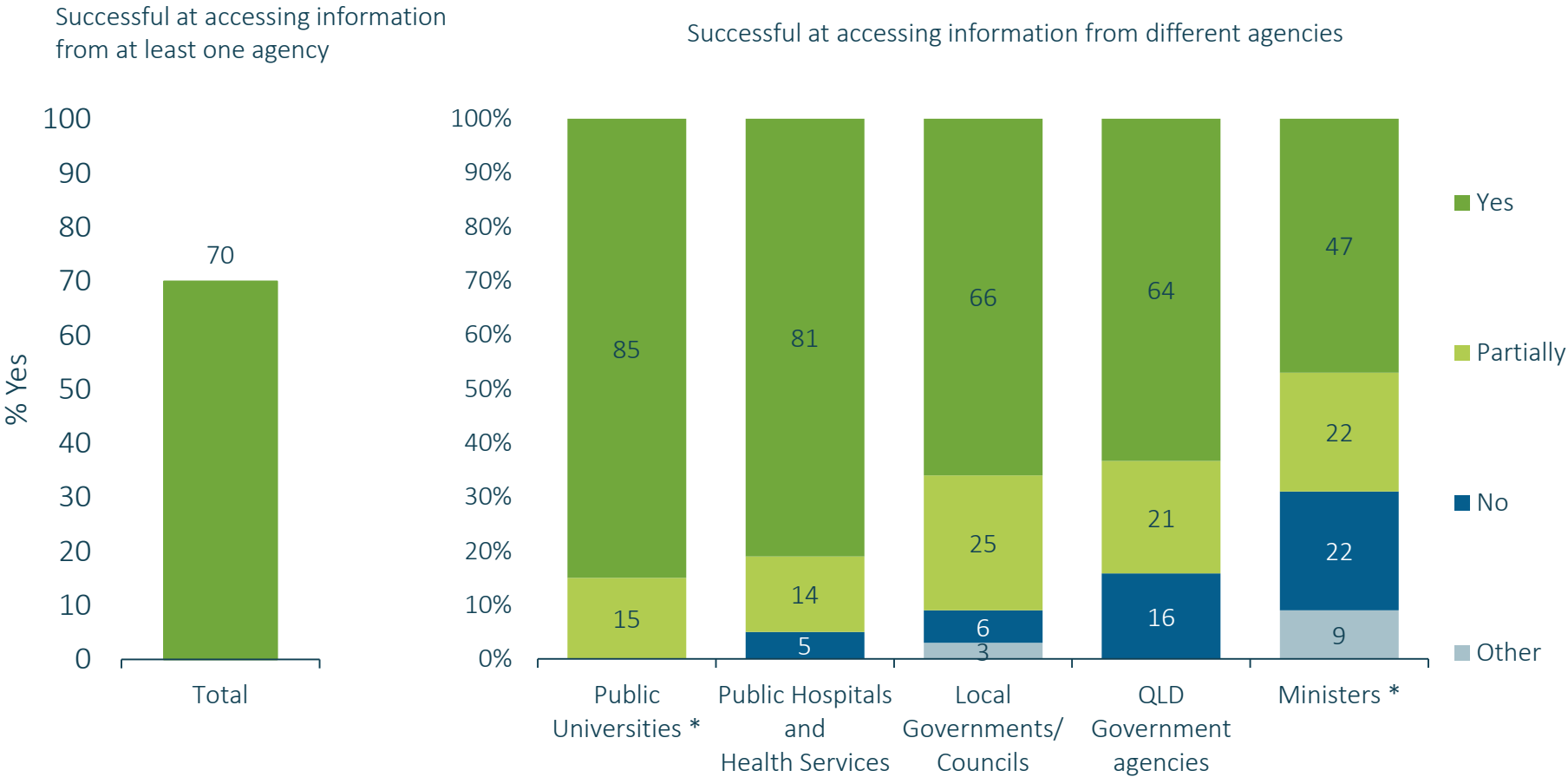


Over one third of respondents had attempted to access information held by at least one of the agencies listed

Younger age groups were more likely to have tried to access (51% of 18-34 year olds compared with 28% of 55+ year olds)

The most common agencies that respondents had attempted to access information from were QLD Government agencies, local Governments/Councils and Public Hospitals

# Success in attempting to access information



Seven out of ten respondents who had attempted to access information in the last three years successfully gained access at least once

All of the small number of respondents who attempted to contact Public Universities were able to access at least some of the information they requested to

Four out of five respondents who attempted to access information from public hospitals and health services were able to do so fully

Respondents who tried to access information held by Ministers were the least successful, however almost half were still able to gain full access to the information they requested



Q5. In the last 3 years have you tried to access information held by: information from (INSERT FROM Q5)...? SR for each one  
 Base: Respondents who tried to contact: At least one agency (n=129); Local Governments/Councils (n=47); QLD Government agencies (n=54); Public Hospitals and Health Services (n=43); Public Universities (n=7); Ministers (n=10)  
 \* CAUTION SMALL BASE SIZE

IF YES Q6. FOR EACH ENTITY ANSWERED AT Q5 ASK: Were you successful in accessing

# Online information and assistance

Types of government agency information and/or assistance respondents would like to access online	All respondents (n=350) %
Policies and procedures	68
Information about decision making processes affecting the community	64
Being directed to online action, for example, obtaining a service or conducting a transaction online	61
Financial information, for example, expenditure, procurement and contracts	58
Statistics and datasets	52

Most respondents wanted to have online access to all of the types of government agency information and assistance listed

Policies and procedures was the most commonly selected answer



# Least Formal Request Processes

	Respondents who had tried to access information (n=129) %
Yes they made it easy to find it on the website	32
Yes, they explained how I could request the information by email or a verbal request	23
Yes, they showed me how to request the information using an informal access process	20
No, they told me I had to make a formal access application under the Right to Information Act or Information Privacy Act	19
No, I didn't contact the agency before I made a formal access application	15

Most respondents were encouraged by the government agency they contacted to obtain the requested information in the least formal way

**Information Access**



**Demographics**



**Summary**



# Participant demographics

	All respondents % (n=350)
<b>Gender</b>	
Male	52
Female	48
<b>Age</b>	
18-24	6
25-34	22
35-44	15
45-54	18
55-64	11
65-74	18
75+	10

Q1. Which of the following age brackets do you belong to?

Q2. Are you...?

Base: All respondents (n=350)

# Participant demographics

	All respondents % (n=350)
<b>Working status</b>	
Working full time	34
Working part time	13
Student	5
Unemployed	6
Engaged in home duties	9
Retired	34
<b>Main language spoken</b>	
English	95
Cantonese/Mandarin	1
German	1
Greek	1
French	1
Tagalog (Filipino)	1
Other	2

Q9. Which of these categories best describes you?  
 Q10. What is the main language spoken at home?  
 Base: All respondents (n=350)

**Information Access**



**Demographics**



**Summary**



# Summary



## Information Access

- Four out of five respondents were aware of their right to access information held by at least one of these Queensland government agencies
  - QLD Government agencies (73% aware)
  - Local Governments/Councils (71% aware)
  - Public Hospitals and Health Services (64% aware)
  - Public Universities (36% aware)
  - Ministers (32% aware)
- Over one third of respondents had attempted to access information held by at least one of the Queensland government agencies with younger age groups being more likely to have tried to access
- Seven out of ten respondents who had attempted were successful in gaining access to information held by at least one agency
- Respondents expressed a high amount of interest in accessing government agency information and assistance online
- Government agencies tended to encourage respondents to access information in the least formal way possible

