

Research design

- Woolcott Research was commissioned by the IPC to investigate awareness and experience of information access rights amongst the general VIC public
- A mixed mode survey amongst n=350 NSW residents aged 18+ years was conducted between 18th April and 2nd May 2019, utilising an online research panel and Computer Assisted Telephone Interviewing (CATI)
- Quotas were set by location (Melbourne/Regional VIC), gender and age, and data was post-weighted to reflect the latest ABS population estimates

Information Access



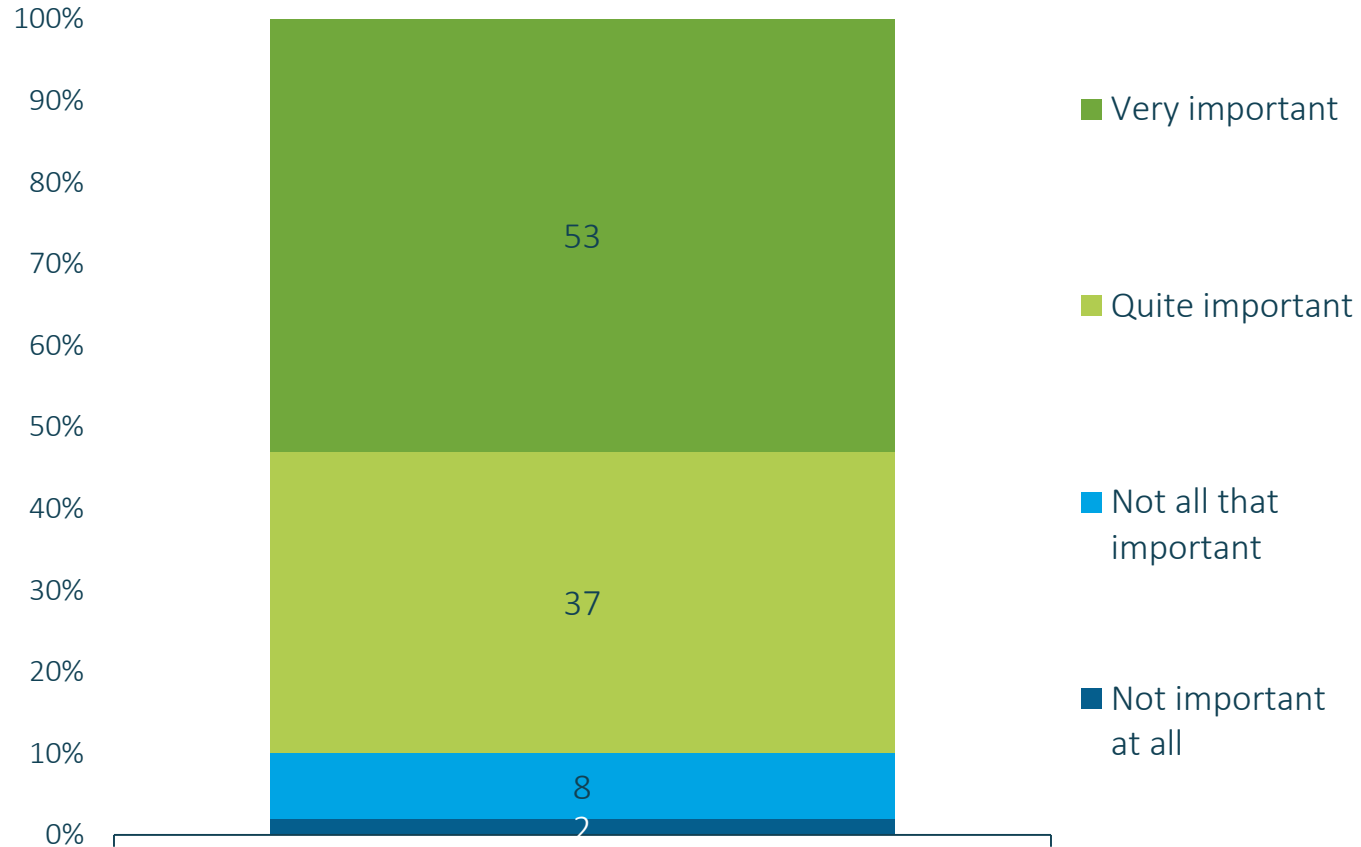
Demographics



Summary



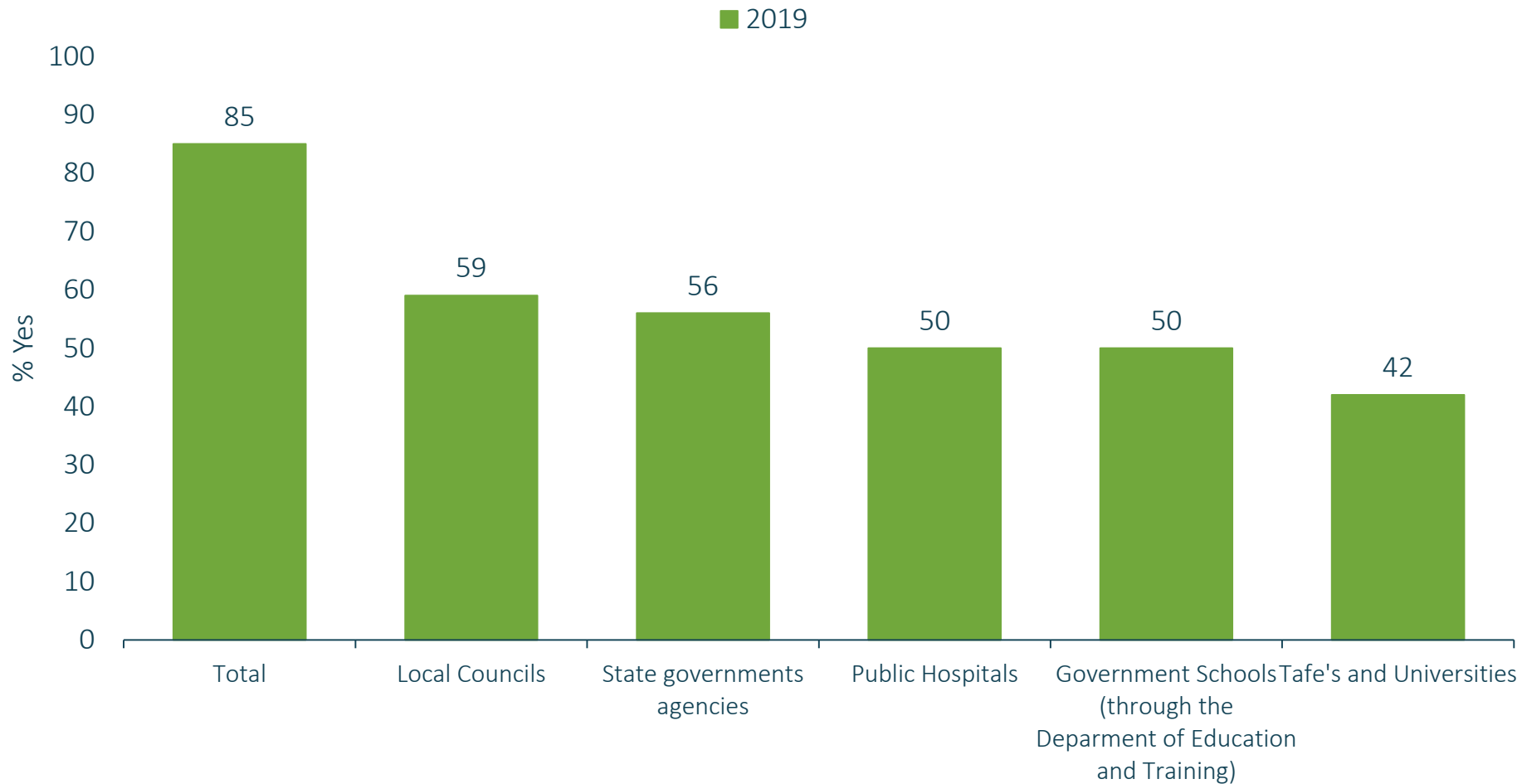
Importance of having the right to access government information



Over half of the respondents felt that having the right to access government information was 'very important' (53%), with another third considering it to be 'quite important'

There were no significant differences by age or gender

Awareness of right to access information under VIC Access to Information law



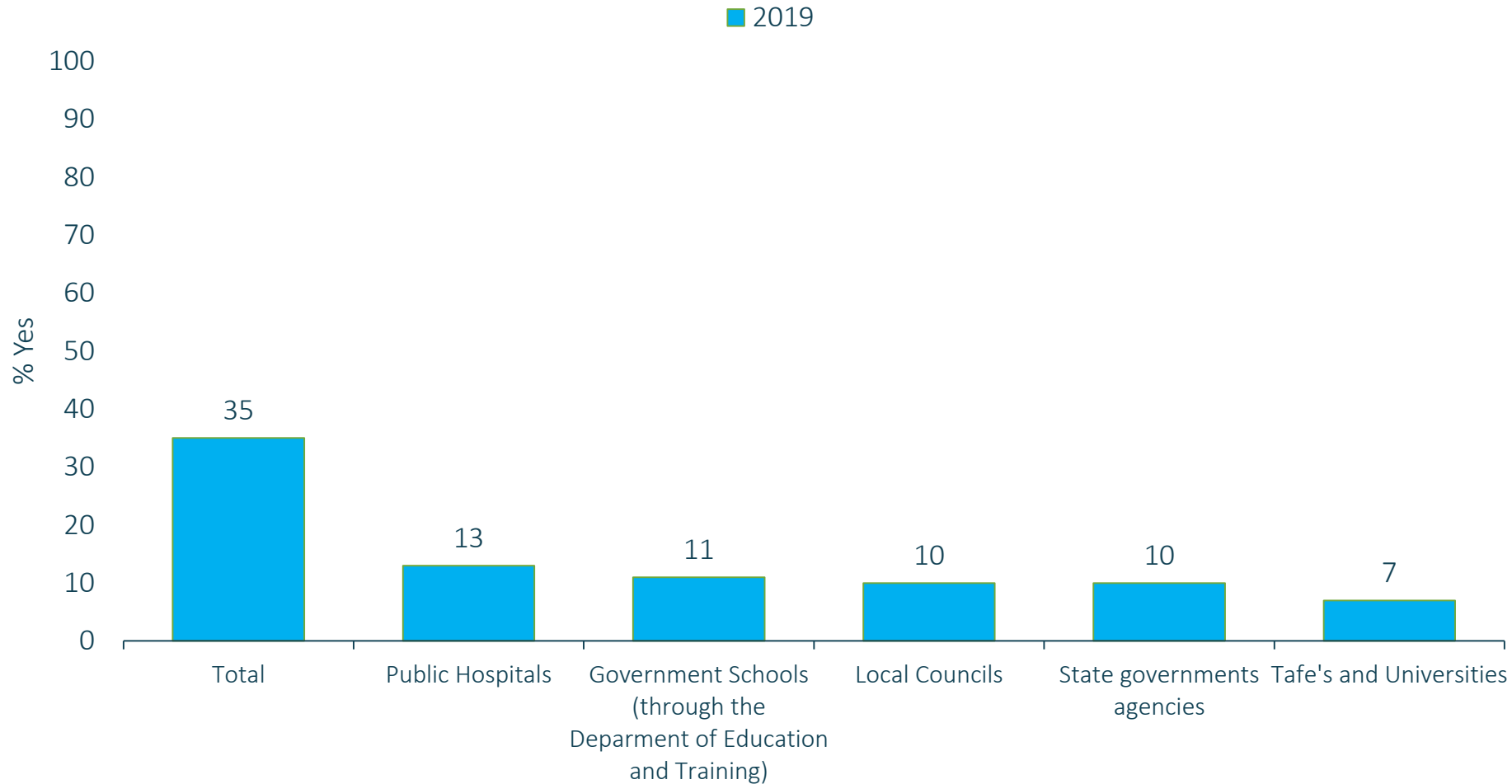
The majority of respondents knew they had the right to access information held by at least one of the agencies listed (85%)

More than half of the respondents knew that they had the right to access each of the government agencies listed except TAFE's and universities (42%)



Q4. Did you know, under the Freedom of Information Act 1982 (Vic) you have a right to access information held by the following agencies?
Base: All respondents (n=350)

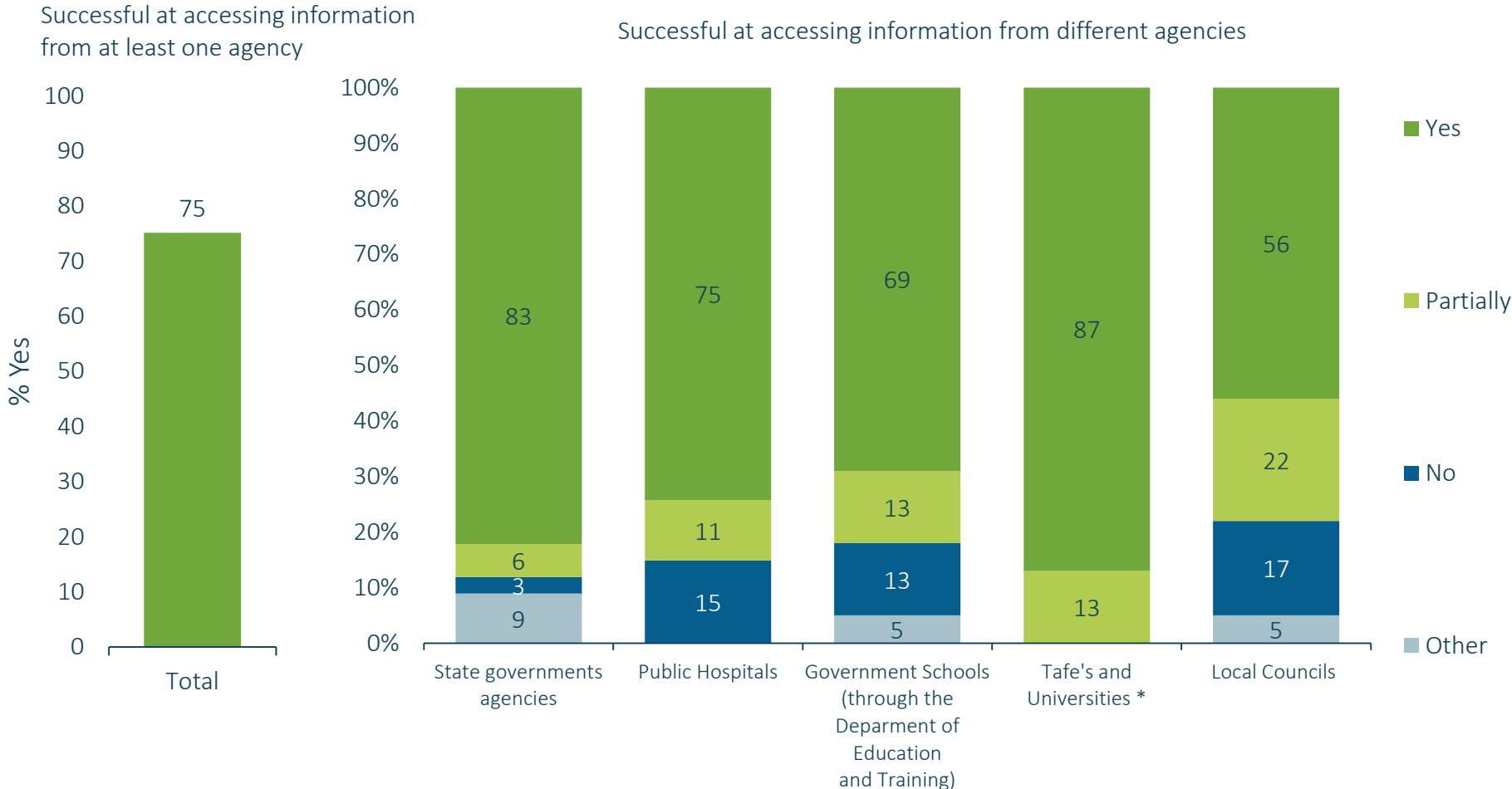
Attempts to access information



Just over one in three respondents had attempted to access information held by at least one of the agencies

There was a relatively even proportion of respondents contacting different agencies

Success in attempting to access information



Three quarters of respondents were successful at accessing information from at least one agency

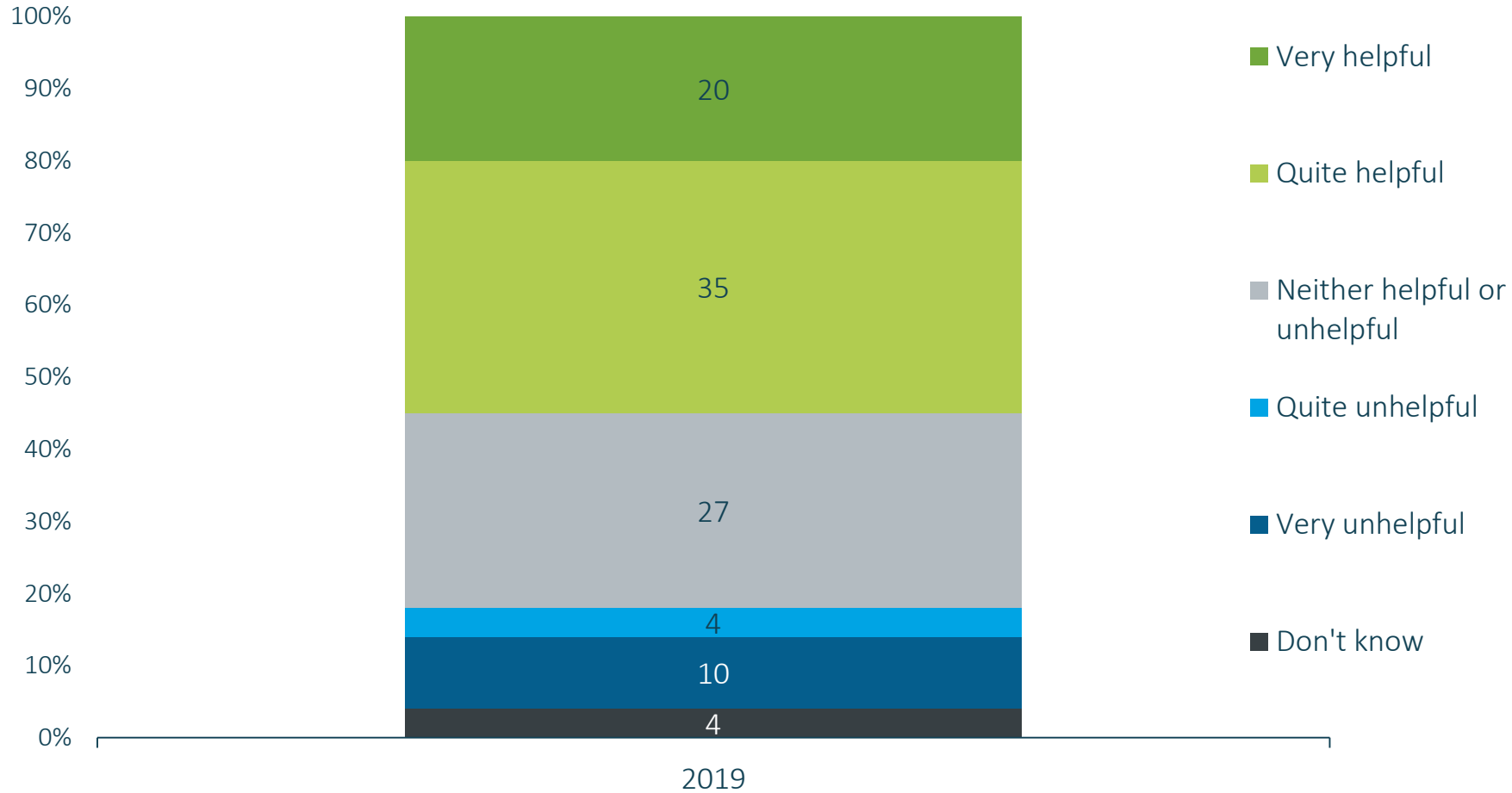
All of the small number of respondents who attempted to contact TAFEs and universities were able to access the information they requested at least partially

Whereas, only three out of four of those who contacted local councils were at least partially successful



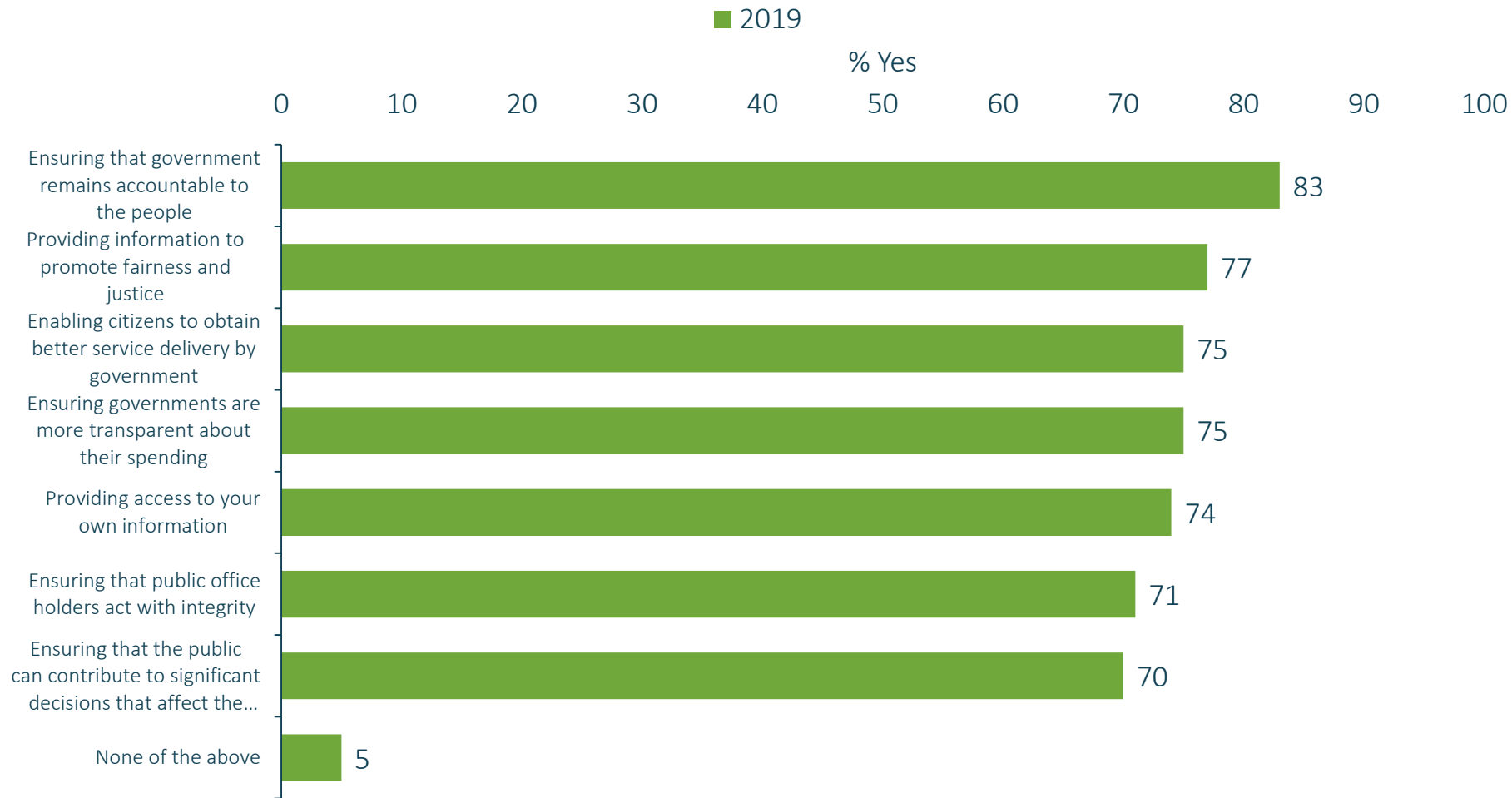
Q5. In the last 3 years have you tried to access information held by: **IF YES Q6. FOR EACH ENTITY FROM Q5 ASK...?**
 Base: Respondents who tried to contact: At least one agency (n=121); State government agencies (n=33); Public Hospitals (n=47); Government Schools (n=37); TAFEs and Universities (n=23); Local Councils (n=36)
 * CAUTION SMALL BASE SIZES

Helpfulness of agencies



Over a half of those who tried to access information found the agencies helpful (55%) - one third found them quite helpful, and another one fifth found them very helpful

Public interest factors



The majority of respondents felt that all of the public factors considered by agencies were important

Ensuring that government remains accountable to the people was selected the most

Information Access



Demographics



Summary



Participant demographics

| | All respondents % (n=350) |
|---------------|---------------------------------|
| Gender | |
| Male | 48 |
| Female | 52 |
| Age | |
| 18-24 | 5 |
| 25-34 | 23 |
| 35-44 | 18 |
| 45-54 | 19 |
| 55-64 | 10 |
| 65-74 | 14 |
| 75+ | 12 |

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) |
|---------------------------------|---------------------------------|
| Working status | |
| Working full time | 40 |
| Working part time | 17 |
| Student | 3 |
| Unemployed | 6 |
| Engaged in home duties | 9 |
| Retired | 26 |
| Main language spoken | |
| English | 88 |
| Hindi | 2 |
| Arabic (including Lebanese) | 1 |
| Australian Indigenous Languages | 1 |
| Cantonese/Mandarin | 1 |
| Greek | 1 |
| Polish | 1 |
| Tagalog (Filipino) | 1 |
| Vietnamese | 1 |
| Other | 3 |

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

- Most respondents (53%) felt that having the right to access government information was very important to them
- The majority of respondents knew that they had the right to access information held by at least one of the agencies listed
 - Local councils (59% aware)
 - State government agencies (56% aware)
 - Public Hospitals (50% aware)
 - Government Schools (50% aware)
 - TAFEs and Universities (42% aware)
- Over one third had attempted to access information from at least one agency in the last three years
- Two thirds of those were successful at accessing information that was held by a government agency at least once

Summary



Information Access

- Over half of those who attempted to access information found the agencies provided 'quite' or 'very' helpful advice
- Most respondents felt that all of the public interest factors considered by agencies when releasing information were important – ensuring that government remains accountable to the people was the most selected factor

