



# **Continuous Roll Update**

**Report of the program for  
2000 – 2001  
&  
2001 – 2002**

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# Part 1 Introduction

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This is a report of the Continuous Roll Update (CRU) program for 2000-2001 and 2001-2002 undertaken by the Australian Electoral Commission (AEC) and state and territory electoral authorities. The report has been prepared by the CRU Implementation Steering Committee (CISCO) of the Electoral Council of Australia (ECA).

As the previous report was by calendar year, there is some overlap in reporting for year 2000. However, commencing the new reporting period from 1 July 2000 allows account to be made of the considerable changes made to the CRU program in the second half of 2000, the results of which were first seen in 2001. The report provides a summary of the program for the two years and future directions for improvement, plus details of each of the AEC's data-matching and fieldwork activities and the state and territory electoral authority programs. Statistics for each of the activities are included as national summaries in the body of the report with detailed statistics covering each jurisdiction and activity provided at Part 7.

## 1.1 Executive Summary

Over the reporting period the CRU program expanded significantly in terms of the data sources used, electors and addresses contacted and roll review strategies employed.

The most significant additions to the program were the wider use of state and territory data, the expansion nationally of targeted fieldwork at non-responding addresses, commencement of jointly sponsored youth enrolment activities in most jurisdictions and the piloting of the background review process using authoritative external data matched to the roll.

In 2000-2001, approximately 2.2 million residences were reviewed and 1.5 million enrolments received from CRU activities. In 2001-2002, the program was suspended for six months in anticipation of proposed changes to federal enrolment legislation and during the federal election and post election period. The results for 2001-2002 included the receipt of 1.2 million enrolments and the review of 2.7 million residences.

At an operational level, the AEC CRU activities were integrated into a continuous program of mail review and fieldwork supported by revised divisional procedures and improvements to the AEC's computerised roll management system (RMANS). Where access was available to state and territory data, an optimal mix of activities emerged based on motor registry, rental tenancy and school information in combination with national Australia Post (AP), Centrelink and current roll data. The separate state and territory authority programs were expanded and in Vic, Qld, SA and the ACT, a significant number of enrolments were received from inserts in change of address mailing by agencies other than the local electoral authority.

The performance of CRU over the reporting period met or exceeded the targets set out in the AEC's corporate plan for participation rates, enrolment transactions and review activity. Outside of election periods, CRU was responsible for two-thirds of all enrolments and information required for roll maintenance activities in general.

Despite the expansion of the program and the increasing volume and roll information collected, by 2002 a number of problems in the CRU were emerging. These included the

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difficulties of managing and scheduling the increasing range of data sources and activities, a lack of access to local data in a number of jurisdictions, and financial pressure on a fixed roll review budget. In brief, the program has experienced diminishing returns, with the growing volume and complexity of activities showing proportionally smaller increases in results.

### **1.1.1 Summary of Future Directions for Investigations**

- Assessing the full annual costs for the program against the funds available and the results of each activity so that a stable and sustainable CRU program can be determined for each jurisdiction.
- Developing a policy to cover the suspension of CRU activities prior to elections and recommencement post election.
- Investigating the extent of overlap of CRU activities over time at single addresses so that strategies can be developed to manage 'hard-core' non-responding addresses and persons who receive multiple numbers of CRU letters.
- Widening opportunities to use third party outlets and change of address correspondence for the display and insertion of enrolment forms.
- Investigating the feasibility of using ABS data and a survey of a sample of addresses to determine the effectiveness of the CRU program.

## **1.2 Background**

Formal inter-governmental arrangements are in place in all jurisdictions in Australia so that persons can enrol to vote for federal and state or territory elections by filling in a single enrolment form. Australian Electoral Commission (AEC) staff process completed forms into the national computerised enrolment system (RMANS) and maintain the federal roll and rolls for all state and territory jurisdictions except WA and Victoria, the electoral authorities in these states being provided with weekly updates of enrolment transactions.

In accordance with electoral legislation, the roll is reviewed to ensure that it is accurate and up to date. Prior to 1999, the roll was reviewed by a periodic (mostly two yearly) habitation review or door knock supplemented with mail review. In January 1999, the habitation review was replaced by a system of continuous roll update (CRU) undertaken by the AEC in partnership with the state and territory electoral authorities. In the first 18 months of operation the CRU program was focussed upon stimulating enrolments by the periodic mailing of enrolment reminder letters using RMANS data and change of address information provided by Australia Post (AP) and Centrelink (CL). The AEC enrolment stimulation activities were supplemented by limited fieldwork in selected areas and by separate state and territory electoral authority sponsored enrolment programs.

For the period covered by this report, July 2000 to June 2002, the existing enrolment stimulation activities were continued, new sources of change of address data were brought into production and the checking of existing enrolments was commenced using mail review, targeted fieldwork and data matching. The AEC CRU activities were integrated into a continuous program of mail review and fieldwork supported by revised operational

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procedures and RMANS improvements and, depending on jurisdiction, access to a wider range of state or territory data.

The separate state and territory authority programs were expanded significantly as a supplement to the AEC's national program in accordance with respective state and territory legislation. During 2001 amendments were made to the *Queensland Electoral Act 1992* that gave the Electoral Commission of Queensland (ECQ) the authority to use any relevant data held by a Queensland government entity for roll management purposes and to pass it to the AEC at the cost of extraction.

In August 2001, the AEC piloted a background review process by matching the roll to authoritative external data to check the accuracy of enrolments. With the introduction of fieldwork, mail review and background review, CRU moved from a program for the targeting of specific addresses and electors on the move to a system for the full review of the roll. A list of new CRU activities and data sources for the reporting period is at section 1.9.

### **1.3 Performance Audit undertaken by the Australian National Audit Office (ANAO)**

In April 2002 ANAO presented a report to Federal Parliament entitled *Integrity of the Electoral Roll*. The report detailed the results of ANAO investigations into the integrity of the roll and the effectiveness of roll management by the AEC including the CRU program. The audit took place between May 2001 and February 2002.

ANAO concluded that the roll was of high integrity, the management of the roll was effective and that the CRU methodology is an effective means of managing the electoral roll and capable of providing a roll that is highly accurate, complete and valid.

ANAO made twelve recommendations in its report covering CRU, management information systems, reporting, roll accuracy, fraud minimisation and access to the roll. Those recommendations relating directly to CRU are summarised below:

1. A strategic plan be developed to give national consistency and accountability to the CRU program;
2. The AEC investigate the effectiveness of existing CRU data sources and matching activities;
3. The AEC seek access to additional data sets from both federal and state and territory sources;
4. CRU correspondence with electors be reviewed and revised;
5. Management reporting systems be upgraded; and,
6. Appropriate performance indicators addressing the needs of the different CRU stakeholders be identified and implemented.

The Report (number 42 of 2001-2002) is available from ANAO and at [www.anao.gov.au](http://www.anao.gov.au).

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## 1.4 Interruptions to the CRU Program

During calendar year 2001, the CRU schedule was suspended for short periods in WA, Qld, NT and the ACT for the respective state/territory elections. A much longer national suspension took place for 6 months during 2001-2002.

In late August 2001 AEC CRU activities were halted, initially so that preparations could be made for the introduction of changes to federal legislation covering enrolment. The suspension continued through the federal election and post election period. CRU activities re-commenced nationally in March 2002. The only exceptions occurred in SA and the ACT where supplementary mail reviews took place in August/September 2001 as a trial follow-up to the pilot background review. In the main, state and territory electoral authority programs continued without interruption.

The 6 month suspension in AEC CRU activity in 2001-2002 resulted in 35% of replies and enrolment received in the period actually being responses to CRU mailing and fieldwork that was initiated in the previous year, with a further 16% from state and territory authority programs.

## 1.5 CRU Mailing and Response Rates

### 1.5.1 Mailing of Letters

CRU relies heavily on mail as the prime means of contacting householders to check the accuracy of the roll and stimulate enrolments.

The nature and source of CRU data determines the type of letter sent. If there is information that new residents have moved to an address or have recently become eligible, they are sent an 'enrolment letter', and in certain cases a reminder or second letter if there is no response. The enrolment letter is personalised if a name is available in the external data at the address to which the letter is to be sent. A 'Dear Resident' letter is used if a name is not available e.g. letters to vacated addresses.

Before mail is sent, a check is made against previous postings to ensure that there is no apparent duplication of letters to individual addresses and that a reasonable period is given for a reply before further action is taken. Generally, there is a 90 day embargo against further mailing to an individual address.

### 1.5.2 Processing Replies

Depending on the type of letter sent, the addressee or resident is requested to complete the enclosed enrolment form if eligible, check the list of electors currently enrolled at the address (if a schedule is included), complete the reply section and mail back the completed letter and any forms. On receipt by the AEC, the replies are sorted into batches and the unique letter barcodes scanned into RMANS for subsequent reporting. Enrolments and other information provided in the reply letter are then processed in the usual way.

The number of replies from residents and other information collected such as unclaimed returned mail determines the amount of useful information that can be applied to the roll.

Even if a reply does not result in a change to elector or address details, it can provide confirmation that the roll is accurate and up to date at the address. The response rate, that is the number of replies received within 6 months compared to letters posted, gives a basic measure of the effectiveness of any particular CRU mailing. A reply is regarded as any information received in relation to an address that can be linked to the original CRU mailing. Replies include completed and returned CRU letters, enrolments (whether the forms are returned with the CRU letter or not), non-enrolment information provided to the AEC over the phone (particularly in relation to address descriptions) and return to sender mail (RTS) received back from residents or Australia Post (AP).

The following table sets out details of the 2.4 million replies recorded in RMANS to the 4.3 million letters posted in 2000 – 2001. It includes approximately 2 million replies, including RTS, mailed back to the AEC and 400,000 responses collected during targeted fieldwork.

**Table 1.5 Replies to CRU Mail and Fieldwork for 2000-2001**

Category of Reply	Description	% of Replies
Occupier	Enrolment forms/amendments	37.0
	Already enrolled/no further action	29.0
	Ineligible e.g. non-citizen	6.0
	Follow up required e.g. enrolment or objection action	4.5
	Temporary Address for Resident	1.5
Address	Unoccupied Address (empty)	3.0
	Addressing problem (RMANS & AP)	5.0
	Holiday house	0.5
	Business Address	0.5
AP Return to Sender	Addressee left address	5.0
	Addressee not known	2.5
	Delivery problems/no delivery service	3.0
Other	Both Occupier and Address reasons	2.5

### 1.5.3 Response Rates

An analysis of mailing and responses in the relatively stable year of 2000-2001 indicates that against the 4.3 million letters posted, there were 2 million mailed replies, giving a basic response rate of 47%. Where appropriate, the basic response rate to mailing is shown in the national summary for each CRU activity in the body of the report and in more detailed in the statistical summaries by activity and jurisdiction at Tables 7.5.1 and 7.5.2 in Part 7. However, for a range of operational reasons, the basic response rate to mail significantly understates the effectiveness of individual CRU activities and overall replies.

The main reason for the understatement of replies is that a single address can receive more than one CRU letter in a year. In 2000-2001 the 4.3 million letters posted were targeted at only 3 million addresses. In addition, there are a range of mostly unavoidable reporting anomalies that can result in replies not being accounted for, these anomalies are set out at section 1.5.4 below. Taking these factors into account, the unique address response rate in the form of mailed replies is estimated at 60%.

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The balance of the 1.2 million non-responding addresses in 2000-2001 was further reduced by subsequent enrolments and RMANS Address Register changes after the 6 month cut-off for replies, leaving an estimated remainder of 1.1 million addresses for follow-up. Of these, 625,000 were targeted for review by fieldwork up to August 2001, with contact made at 71%.

The final clear-up rate at addresses at which CRU activity was initiated during 2000-2001 is estimated at 70-75%, after accounting for responses to mailing, subsequent adjustments in RMANS and fieldwork. The clear-up rate for 2001-2002 is not available, as all responses to mailing had not been received at the cut-off for data extraction on 30 June 2002. Also, the treatment of enrolment details confirmed as correct arising from the background matching process in August 2001 has not been taken into account.

#### **1.5.4 Anomalies in reporting replies**

The following operational circumstances need to be taken into account in assessing the final response rate to CRU activities.

1. The total CRU mailing is a mixture of letters to persons and to addresses, with some overlap at the address level over time. This means that a single address can receive a letter each 3 months and sometimes at shorter intervals. When a reply is received it can provide reasons for earlier non-reply e.g. the address is a holiday house.
2. Some change of address information provided by external agencies cannot be readily matched to RMANS addresses prior to mailing. This results in a small amount of duplicated mail because separate letters are sent to seemingly different street addresses but which actually refers to the same residence.
3. When enrolment letters are followed up with a reminder to the same address, the proportion of outward mail compared to possible replies is lifted. Mailing volume is also increased when a series of enrolment letters are sent to the same person at different addresses as they move during the year, but who only respond when they finally settle at a permanent address.
4. Enrolments received from mailings to addresses not already on the RMANS Address Register (unmatched addresses) will not be counted as replies if they cannot be matched back to the original mailing e.g. if the address already appears in a correct but different form on RMANS. This situation applies particularly to external sources of data such as AP and Centrelink. No allowance is made in the Report for this undercounting but in 2000 - 2001 it is estimated that it could have boosted the overall CRU address response by 1% to 2% nationally.
5. There are constant adjustments to the RMANS Address Register made by AEC staff to add newly created addresses, notate addresses as no longer valid for enrolment, remove duplicates and apply amended descriptions. These changes can account for non-response, but cannot be matched back to prior mailing.
6. A single reply can contain a range of information relating to both enrolments and address e.g. where letters are forwarded on from holiday houses to a permanent address or contain both changes to address descriptions and enrolments.

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Given the size and complexity of the CRU mailing program and the overlap of addresses and persons mailed to, it is not possible to reconcile every reply back to the original mailing activity. As a consequence, it is recommended that detailed examination of replies to CRU mail and recording procedures in a sample of divisions be undertaken to provide a more accurate picture of responses.

### **1.5.5 Variations in Response between data sources**

There were significant variations in the basic response rates for different activities e.g. mail review letters to current electors had a basic response rate of 70%, the response rate to change of address enrolment letters was 38% – 45% (without counting additional replies to AP and Centrelink reminders) and 35% for vacant address letters. However, there were no significant differences between the same type of mailing using different sources of data. After allowance is made for the effect of the state and territory elections over the reporting period, similar CRU activities and data sources achieved comparable responses across the country.

Detailed statistics of the basic response rates by jurisdiction for all AEC managed mailing and fieldwork is provided at Part 7, Tables 7.5.1. & 7.5.2.

## **1.6 Carry-over of CRU replies from activity in the preceding year**

Unlike the habitation review door-knock, CRU does not give a snapshot of the roll at a point in time. Instead, there is constant mailing of enrolment and review letters backed up with reminders and fieldwork at non-responding addresses, with an equally steady inward stream of enrolments and other responses. As replies can be delayed by months, there is a proportion received in the current financial year from mailing in the last 6 months of the previous year. These replies are referred to in the report as the 'carry-over'.

The carry-over of replies is not a fault in the CRU process and does not make the roll less accurate, but it does cause anomalies in annual reporting. If the program were stable across a number of years, the overall impact of the carry-over would be predictable, with responses at the beginning of the reporting period making up for apparently unanswered mail at the end. However, the CRU program has not been steady over the last two years. In 2000-2001, there was a rapid build up of activities and in the next year there was a 6 month suspension period.

The carry-over is accounted for in this report in two separate ways. Firstly, in the general summary of results at paragraphs 1.8.1 & 2, the carry-over is included in the year of receipt despite the original posting being in the previous year. However, in the comparison of activities at 1.8.3 and the analysis of each CRU activity in the body of the Report, the carry-over is recorded against the year of posting so that the effectiveness of mailing for different data sources can be assessed.

In 2000-2001, there was a carry-over from the previous year of 156,000 enrolments. In 2001-2002, there was an increased carry-over of 357,172 enrolments due to the significant amount of CRU mail posted immediately prior to 30 June 2001 and the stimulus provided by the federal election. As all replies for 2001-2002 mailings will not be finalised until January 2003, final data on the carry-over of enrolments or response rates for the year is not available and the results cannot be assessed in the detail provided for 2000-2001.

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Even with the adjustments for carry-overs, significant distortion to the annual performance statistics can arise when large batches of CRU mail are posted late in the financial year with few responses being recorded by 30 June. This was the case with the posting of a large amount of 'catch-up' mail with the re-commencement of CRU in March-April 2002.

## **1.7 Close of Rolls (COR) for the 2001 federal election**

At the close of rolls on 15 October for the 2001 federal election there were 12,636,728 electors enrolled to vote including 9,500 provisional voters who turned 18 by polling day. This was an increase over the 3 years since the 1998 federal election of approximately 600,000 electors. An estimated 96% of the eligible population was enrolled to vote, up from the estimated 95% at the 1998 federal election. At the 2001 election there were 900,000 first time voters.

During the federal roll close period (8 to 15 October 2001) the AEC processed 369,966 enrolments, up 5% on the 1998 federal roll close. Of these, 20% were first time enrolments from 18 – 25 year old electors. (See Part 7 Table 7.3 for a summary of COR transactions).

### **1.7.1 Analysis of COR Statistics**

The 2001 federal election roll close was slightly bigger than in 1998 but consistent with the growth in the eligible population and CRU activities undertaken in the previous 18 months. The size of the roll close was influenced by the following factors:

1. The suspension of CRU mailing in August 2001 (covering July data) resulted in an estimated shortfall of 100,000 enrolment forms from CRU sources in the 6 weeks prior to the election announcement. In any case, 30% of the COR enrolments received were from addresses to which CRU mail had been sent in the previous 6 months.
2. Using the 1998 election COR as a benchmark can be misleading. Prior to the 1998 election there was a very high level of enrolments arising from the 1997 federal Constitutional Convention (which was in effect a mail review of all electors) and a full habitation review was completed in the first half of 1998, circumstances unlikely to be repeated.
3. Due to limitations on access to state youth and COA data in NSW, the roll close in that state was significantly higher than elsewhere. If close of roll transactions in NSW had been in line with other jurisdictions, the 2001 close of rolls nationally would have been smaller than in 1998.

If comparison is made with the 1993 and 1996 roll closes, it is estimated that the 2001 roll close would have been in the range of 500,000 – 550,000 enrolments if it had been preceded by a habitation review with timing similar to that before the 1993 or 1996 elections. Since 1993 there has been an increase in the eligible population and in the mobility of the population with people changing address more frequently.

Based on the 2001 COR data, the CRU program stabilised the close of roll rush and provided an accurate and up to date roll for the federal election. Secondly, it delivered a continuous and up to date roll for use by all jurisdictions over the reporting period.

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## **1.8 Summary of CRU Activities for the reporting period**

The 2000-2001 CRU program was responsible for an estimated 66% of all enrolments recorded on RMANS in the year and a significant volume of roll data. In 2001-2002 CRU accounted for 45% of enrolments. In both years there was a large volume of useful address data arising from CRU activities that was entered into the RMANS Address Register.

### **1.8.1 2000-2001 CRU program**

During 2000-2001, the AEC mailed 4.3 million enrolment and mail review letters nationally, including 560,000 AP and Centrelink second or reminder letters. This mailing was targeted at 3 million unique addresses nationally.

A total of 2 million replies were received and after allowance for multiple replies from single addresses, an estimated unique address response rate in the order of 60% was achieved. Of the estimated 1.2 million addresses at which there was no response, 850,000 were marked for targeted fieldwork. After the culling, fieldwork was undertaken at 625,000 addresses, including 65,000 checked after 30 June 2001. The main reasons for culling addresses from fieldwork were operational. If there were only a few addresses to review in an area or they were sparsely spread, fieldwork did not take place due to the increased cost; the same rationale was used in culling addresses in rural and remote areas. Other reasons included areas where it would be unsafe for review officer to operate or where the majority of addresses were security access buildings e.g inner city or the Gold Coast. Finally, some addresses were only determined as non-responding late in the reporting year and were carried forward for investigation in a future cycle of activity.

The final response or clear-up rate for all unique addresses targeted by CRU activities in 2000-2001 including the results of fieldwork is estimated at 70 – 75%.

The AEC component of the joint CRU program resulted in the collection of 1.3 million completed enrolment forms with a further 156,000 arising from state and territory authority programs. A total of 275,000 objections were determined nationally arising from CRU activity. In the Northern Territory the national CRU program was supplemented by habitation reviews in remote communities and some town areas.

At the operational level there were major additions to the CRU program, including access to new data provided by state and territory electoral authorities and the commencement nationally of fieldwork at non-response addresses. With the significant increase in data sources, the AEC activities were consolidated into a national program with a timetable and standardised procedures, where appropriate.

### **1.8.2 2001 - 2002 CRU Program**

The CRU program in 2001-2002 was significantly curtailed by preparations for proposed new federal enrolment legislation and the federal election. In the 6 months available for CRU work, July – August 2001 and March – June 2002, the AEC mailed CRU letters to 2.55 million addresses nationally and completed fieldwork at 65,000 addresses, the latter being a carry-over from the previous year's program.

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At 30 June 2002, 976,000 responses had been received to AEC CRU mailing in the year. However, the full year response rate was upset by the suspension period, especially as large postings took place in May- June 2002 to which few responses were received by the 30 June cut-off for the extraction of response data. If the mailing in July to December 2001 is taken separately, the basic response to letters was 63% with an estimated effective address response of 75% on a relatively small mailing of 800,000 letters. This was significantly higher than in the previous year due mainly to the impetus to enrolment provided by the federal election.

The CRU program resulted in the receipt of an estimated 1.17 million enrolments. This was made up of 550,000 from AEC CRU mail posted in 2001-2002, 357,000 carry-over from mail posted in the previous year, 28,000 from fieldwork, 42,000 from citizenship ceremonies and 190,000 from separate state and territory electoral office CRU activities (16% of the total). An estimated 150,000 objections were determined nationally from CRU responses.

The most significant operational development in 2001-2002 was the pilot background match to confirm the continued accuracy of existing enrolments. This took place by comparing the roll against data supplied by Centrelink, the Department of Immigration and Multicultural and Indigenous Affairs (DIMIEA) and motor licensing authorities in SA, Qld, the NT and the ACT. Full details are provided at section 5.1.

During the year, there was a major review of the AEC's RMANS CRU systems and a rewrite of the CRU operational procedure manual. A new RMANS Address Register procedure manual was prepared and circulated to all AEC divisional offices as policy for the maintenance of addresses. Where possible, CRU letters were amended to include the names of enrolled electors at the address so that existing enrolments could be reviewed. In addition, data supply was commenced, or indicative agreement reached for the use of certain state/territory data in the NT, Tas, ACT, WA and NSW, giving the potential for full national coverage for the key motor vehicle license holder data.

### **1.8.3 Summary of Results by Activity**

A summary of all CRU activities and responses for the two years is provided at Tables 1.8.1 and 1.8.2. These tables set out the share of total CRU enrolments for each of the main activities and the response rate by unique address. The following business rules have been applied in the preparation of the following tables:

1. Activities, which are not national but use the same source data in different jurisdictions, have been amalgamated, whether managed by the AEC or a state/territory authority.
2. All AEC mailing not based on COA or vacant address data is shown as mail review.
3. The carry-over of replies received after 30 June 2001 is reported against the 2000 – 2001 mailing. However, as all response data was extracted at 30 June 2002, there is no carry-over data available for 2001-2002. The response rate to letters mailed in this year is understated due to the significant volume of mailing in May- June 2002 to which a reply had not been received by 30 June. The basic response rate to AEC letters for period 1 July to 31 December 2001 was 63%.

**Table 1.8.1 National Summary of CRU Mailing and Fieldwork for 2000-2001**

CRU Activity	Letters sent	Basic Resp Rate	Enrolmts received	Share CRU Enrl	Comments
Aust Post – 1st - 2nd letter	611,026 193,775	42% 40%	271,509 54,129	20%	Includes resp to 1st & 2nd ltrs
Centrelink-1st -2nd letter -17-18 year ltrs	628,226 364,492 119,300	38% 30% 42%	211,254 68,463 32,855	19%	As above
Motor Transport	165,038	45%	85,000	5%	Vic(VEC),SA&Qld (AEC)
Vacant Address	824,328	37%	230,943	14%	
Mail Review	522,087	75%	64,503	4%	
Rent Tenancies	n.a.	46% (Qld)	87,849	5%	Vic(VEC),SA(SEO),Qld (AEC)
Qld MT bulk	834,406	61%	167,291	9%	Qld only prior to State Election
Fieldwork -Non-response -NT hab review	559,968 25,810	71% 79%	274,632 3,829	17%	Includes non-response fieldwork plus NT remote area & habitation reviews.
School programs	-	-	38,668	2%	
Cit Ceremonies	-	-	39,423	2%	
Other	-	-	31,876	2%	
Total	4,300,000 (AEC ltrs only)	47% (AEC (ltrs without fldwrk)	1,662,224 (whole program)		Enrlmts include 357,172 received after 30 June 2001

**Table 1.8.2 National Summary of CRU Mailing and Fieldwork for 2001-2002**

CRU Activity	Letters sent	Basic Resp Rate	Enrolmts received	Share CRU Enrl	Comments
Aust Post 1st ltrs 2nd Ltrs	417,689 46,472	41% 28%	156,556 9,285	20%	
Centrelink 1st 2nd Letters 17 –18 year ltrs	429,631 93,368 87,843	39% 25% 35%	128,471 14,050 24,148	21%	
Motor Transport	-	46%	149,990	19%	Vic(VEC),SA&Qld (AEC)
Vacant Address	743,066	na	60,153	8%	Large mailing Apr/June 02
Mail Review	311,865	70% est	68,178	8%	SA & WA after pilot background match
Non resp fieldwork	64,674 (addresses)	60%	27,991	3%	
School programs	-	-	31,432	4%	Vic(VEC),SA,ACT,Tas,WA,(all State/Terr Office), Qld (AEC)
Rental Tenancies	-	37% (Qld only)	74,763	9%	Vic(VEC),SA(SEO),Qld(AEC)
Cits Ceremonies	-	-	42,437	5%	
Other	-	-	20,236	3%	
Total	2,700,000 (AEC ltrs only)	na	806,256		No data for post June 2002 carry-over of enrlnmts. Basic response rate to posting to end Dec 2001 was 63%.

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The results of the program for 2000-2001 met the CRU performance targets set out in the AEC's Portfolio Budget Statements. While there was some variation in performance between jurisdictions, there was a stream of enrolments and other useful roll information in all states and territories in excess of that provided by the superseded habitation review door-knock.

The four main activities (AP, Centrelink and motor transport change of address and vacant house mailings) accounted for two thirds of all CRU enrolments received and for the identification of addresses for non-response fieldwork. In Qld, SA, Victoria and the ACT, the results were indicative of an appropriate mix of national and local data, with rental tenancy, motor transport and school information being key local sources. Based on results in 2001-2002 in Qld, Vic and SA, national access to motor vehicle licensing data would make this the most productive external source of CRU COA data, with additional benefits flowing from the use of this data for the confirmation of existing enrolments in the background matching process. This data is also a highly valued source in targeting potential young electors.

The activities based on external data are essential to the whole program, whether they involve the matching of COA data to the Roll or just the insertion of generic enrolment reminders in third party mailing e.g. Qld Motor Transport and SA Rental Tenancy. These activities provide information about persons and addresses not necessarily available in RMANS, and they generate moves on the roll that trigger subsequent investigations via Vacant and MELimit mail reviews at fresh addresses.

An assessment of responses to mailing for the full 2001-2002 year is not possible due to the suspension period and replies to mailing in May and June 2002 that is yet to be received. However the results for the period 1 July – 31 December 2001 indicate that the final response rate for the various mailing activities would be similar to that in the previous year.

## **1.9 Expansion of the CRU program over the 2 years to 30 June 2002**

### **1.9.1 National**

- The mailing of reminder letters based on Australia Post and Centrelink COA data to persons who failed to reply to first enrolment letters (September 2000).
- Enrolment letters to 17 and 18 year old 'first time' enrollees based on Centrelink data (October 2000).
- Multiple Enrolment/Surname Limit Exceeded (MELimit) letters were brought into production and mailing commenced mid to late 2000, depending on jurisdiction.
- Fieldwork targeted at non-response addresses. Following trials in Qld in the first half of 2000, fieldwork was extended nationally during 2001.
- Review by mail of all Silent and General Postal Voters. The main purpose of this review was to check continued Commonwealth entitlement to special category elector status, but the program did check joint enrolment details and generated a significant number of enrolments (mid 2001).
- Pilot background match of the roll against external data in all states and territories in August 2001, with follow up mail reviews in SA and ACT at addresses where enrolment details were not confirmed by the background match.
- Tasmania and NSW – Checking of the accuracy of the RMANS address register by fieldwork (Tas 2000-2001 and NSW 2002)

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### **1.9.2 State/Territory specific**

- Qld – Use of Qld Rental Tenancy Authority data to mail enrolment letters (July 2000) and Qld Motor Transport data (a first bulk mailout in January 2001), with production and mailing of enrolment letters to 17 and 18 year olds (mid 2001) and extended to all changes of address by license holders (April 2002).
- NSW and WA – Mail review of addresses affected by the redistribution of federal electoral boundaries (August 2001).
- SA – targeted mail review (Feb to May 2001) and use of SA Lands data for mailing enrolment letters to new occupiers of property (June 2002), use of SA Motor Transport data for COA mailing. The full Motor Transport database was used for the pilot background match of the roll in August 2001.
- NT – Use of Motor Transport data for the mailing of enrolment reminder letters to 17 and 18 year olds (March 2002).
- WA – Dept of Land Administration – owner occupied purchases of property (commenced July 2001 as a trial).
- ACT – Supply of full Motor Transport license database for use in the pilot background match in August 2001 and for ongoing 17 and 18 year old enrolment letters. Introduction of an ACT government agency/utility wide change of address form with provision for enrolment.
- School based enrolment programs in SA, WA, Tasmania, ACT and NT

## **Part 2 Data Matching Activities**

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### **2.1 Change of Address (COA) and Residents (RE) Mailing**

The AEC uses information provided by a range of external agencies to check the accuracy of the roll. The external data is used to contact electors who have moved address without transferring their enrolment (the COA letter) and un-enrolled persons who have not changed their address. This latter group includes newly eligible young people and new citizens or persons who appear for the first time in external data without a matching enrolment.

Over the two reporting years, the range of external data available for matching was expanded from the existing Australia Post, Centrelink and SA Motor Transport sources to include lands departments in WA and SA, the Qld Rental Tenancy Board, and motor transport licensing authorities in Qld, the ACT and the NT.

The COA data matching compares name (and date of birth if available), address and date of address change provided in the external data with the current electoral roll. If the elector has already updated their roll details or other CRU correspondence has been sent in the previous 90 days, the record is culled with no further action. The balance of records are subject to further checks and culling e.g. against recent death deletions, certain special category enrolments, persons notated on the roll as temporarily overseas and for areas where there is no postal delivery. A mailing file is created and enrolment letters printed and posted out with two enrolment forms and a business reply paid envelope. In the case of Australia Post COAs, a separate 'Dear Resident' letter is posted to the vacated address if there has been no enrolment activity recorded.

In 2000-2001 the level of records culled increased significantly for the AP and SA Motor Transport data, up to 60% from 50% in 2000. Culling of the remainder of the data sources was in the range of 30 – 50%, with Centrelink averaging 40%. In 2001-2002, the culling increased significantly (70 – 80% for the major programs) due to enrolments received at the federal and state/territory elections and during the suspension period.

The higher culling rate over the two years is evidence of the increasing overlap of data covering the same groups of residents. In SA and Qld the very effective passive enrolment programs in which enrolment forms are included with third party mailing (SA residential bond authority and the Qld MT license change of address receipt) has resulted in higher levels of culling in these states. However, it is significant that culling rates for Centrelink 17 and 18 year old clients and Qld residential tenancy data remains at a low level, making these sources particularly useful in targeting persons not covered by other data sources.

### **2.2 Australia Post COA**

#### **2.2.1 Mailing and Responses**

In each of 2000-2001 and 2001-2002, approximately 800,000 COA records were provided by AP, giving a gross 1.4 - 1.6 million 'to' and 'from' addresses for investigation annually.

These addresses were compared to the current roll and culled in cases where no action was required. In 2000-2001, 60% of the addresses received were culled and 73% in 2001-2002.

Following culling, enrolment letters were mailed to the first person named on the AP redirection notice, or to the householder in the case of 'from' addresses. The AP data supply and mailing took place on a monthly basis. Generally 'to' address letters were posted within a month of receipt from AP, but a delay of a month for postings to 'from' addresses was made to allow for any incoming residents to enrol without being prompted.

If a reply was not received to the first letter, a reminder or second letter was posted. The scheduled monthly mailings did not take place during elections or during the suspension period in 2001-2002.

In 2000 - 2001 a total of 804,801 letters were mailed, 25% being second or reminder letters. The program generated approximately 322,919 replies and 325,638 enrolments. In 2001-2002 outward mailing dropped by one third with a larger drop in responses and enrolments, due firstly to the suspension period and then to late postings in the year. Details of national postings and responses are shown at Table 2.2 below.

**Table 2.2 Summary of Australia Post COA National Mailing**

	<b>Records Received</b>	<b>Letters posted</b>	<b>Replies</b>	<b>Response rate</b>	<b>Response by Address</b>	<b>Enrolments Received</b>
2000-2001	1,432,334	1st 611,026 2nd 193,775	247,140 75,779	42% 40%	53% (both ltrs)	271,509 54,129
2001-2002	1,684,307	1st 417,689 2nd 46,472	168,470 14,284	41% 31%	40%	156,556 9,285

### **2.2.2 Effectiveness of the AP COA program**

Compared to calendar year 2000, there was a 15% drop in 2000-2001 in the number of AP addresses mailed to with a drop in responses and enrolments, particularly evident in Qld and SA. The program contributed an estimated 21% of all CRU sourced enrolments in 2000-2001 and 26% in the following year, the latter not being representative due to the various changes to mailing schedules and the priority given to processing the monthly AP mail compared to other sources of data.

In terms of overall efficiency, only 42% of the AP data received in 2000-2001 was used, and 25% in 2001-2002. This represents a continual decline in the usefulness of the data since the activity commenced in 1999. The cost of the data was approximately \$420,000 per annum. Letter printing, stationary and postage (including returns) is estimated to have cost \$640,000 for 2000-2001, giving a total cost without allowance for casual staff or overheads of \$1.1 million. As it is likely that both the volume of COA records provided by AP and the level of AEC culling will increase, the cost of useful data currently at \$0.70 per first letter mailed (or \$1.40 per reply with a 50% response rate) will show a significant rise.

The cost of AP reminder letters is estimated at \$200,000. Reminders made up 25% of postings in 2000-2002 and attracted a 40% response rate. Using 2000-2001 as an example and if reminder letters were discontinued, there would be an overall drop in responses of an estimated 80,000 bringing the overall address response rate down from

52% to 40%. An examination of the proportion of reminders mailed to addresses unmatched on RMANS at time of mailing indicates that it is likely that a significant number are mailed to addresses for which an enrolment form has already been received. Removing the unmatched addresses from the AP (and CL) reminder letters would save mailing on 100,000 articles per year.

There were significant but expected differences in the value of the AP data between jurisdictions. For 2000 – 2001 the AP share of CRU enrolments at the national level was 20%. However, it was almost 25% in NSW and WA, 20% in Vic, Tas, NT and the ACT, 11% in Qld and 13% in SA. In the last two states the share to AP was significantly lower due to overlap with other data sources, whether matched in RMANS or from passive enrolment activities using forms included in MV and rental tenancy mailings. As the share of enrolments from AP mailing is likely to have altered since 2000-2001 as more data sources are accessed, it is recommended that responses for mailing in calendar year 2002 be further analysed.

With the relative high cost of the AP data and the decline in its usefulness, it is recommended that investigations be undertaken into the future of the business arrangement with AP and alternative approaches to using the change of address information. Other options can include delaying mailing by a further month as a trial to assess the number of additional enrolments received without the need for prompting, or to have AP forward enrolment forms directly to movers.

## 2.3 Centrelink

The Centrelink data provided to the AEC contains details of clients who have notified a change of address and of new clients at their current addresses. A subset of the data covers newly eligible young persons. In 2001 the AEC obtained access to the Centrelink file of all clients' names and addresses for the purposes of undertaking the Pilot Background Match.

### 2.3.1 Centrelink COA

The Centrelink COA data was managed over 2000-2002 in a very similar way to that for the Australia Post supplied COA data, but with monthly mailing to the 'to' addresses only. The Centrelink COA program generated roughly the same volume of outward mailing as AP and achieved slightly lower results in both responses and enrolments.

**Table 2.3.1 Centrelink Mailing and Responses**

	<b>Records Received</b>	<b>Letters posted</b>	<b>Replies</b>	<b>Response rate</b>	<b>Response by Address</b>	<b>Enrolments Received</b>
2000-2001	1,360,074	1st 628,226 2nd 364,492	227,653 105,500	36% 29%	53%	279,717
2001-2002	1,275,295	1st 429,631 2nd 93,368	146,035 21,504	34% 23%	40%	142,521

In 2000-2001 1.3 million Centrelink COA records were received of which 50% were culled. A total of 628,226 first letters were mailed and 364,492 reminders. There were 333,153

replies by address (53% response rate) and 280,000 enrolments collected. There was little variation between jurisdiction in performance other than a distinct drop in the response rate to both letters in SA compared to the national average. The response rate and enrolment collected overall showed a slight rise to that achieved in the previous year.

In 2001-2002, the volume of Centrelink mailing was considerably reduced and both replies and the response rate dropped, but using July to Dec 2001 replies alone, the response rate was unchanged from that in the previous year.

The Centrelink reminder letters mailed in both years were more effective in obtaining a response than those for the AP COA program. The reminders made up 35% of total mailing (AP - 25%) in 2000-2001 and 32% of responses. If Centrelink reminder letters were discontinued, there would be a significant drop in responses and higher costs for non-response fieldwork.

### **2.3.2 Centrelink 17 and 18 year old mailing**

In addition to COA data, the AEC is provided with details of persons aged 17 and 18 registered with Centrelink who are newly eligible but not necessarily moving address (Resident or RE data). The first supply of data was made in October 2000 and the program has continued on a monthly basis, subject to the suspensions noted elsewhere.

The data is treated in the same manner as for the COA programs, with records culled where a current enrolment already exists, and mailing to persons who may need to enrol. There are no reminder letters sent at this stage. A summary of records received, culled, mailed and responses for the 2 years is set out below.

**Table 2.3.2 Centrelink 17 and 18 year old Residents (RE)**

	<b>Records Received</b>	<b>Letters posted</b>	<b>Replies</b>	<b>Enrolments Received</b>
2000-2001	205,147	119,300	48,782 (42%)	32,855
2001-2002	140,945	87,84	28,083 (32%)	24,148

The volume of letters mailed and replies is not great, but the program is most effective. It is targeted at a segment of the 450,000 eligible persons in the 17 – 18 year old age group, almost all of whom are likely to be first time enrollees. The response rate is high for youth programs and they are spread proportionally across all jurisdictions. The relatively high number of enrolments received in NSW (9,105) during 2001-2002 and especially Victoria (6,231) where there is already an effective VEC managed youth program, would indicate that the Centrelink data is useful in targeting young people not necessarily in the school system or touched by other CRU activities.

### **2.3.3 Effectiveness of the Centrelink data**

Centrelink data is the largest external data source for CRU activity. It generates a significant volume of outward mail and in 2000 – 2001 was responsible for 380,000 replies,

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including 300,000 enrolments. It is the most useful of the external data sources as it is national, based on an authoritative database and provides details of young persons. Compared to other external data sources, there is not a significant overlap.

Centrelink mailing generated approximately 20% of CRU enrolments in 2000-2001, with most jurisdictions close to the national average, with the exception of Qld (12%) and SA (16%) due to overlap with other data sources.

The main concern with the data is the relatively high number of addresses received that do not match the RMANS Address Register and the number of reminder letters required to lift the response rate to an acceptable level. This results in increased processing and mailing costs. Given the delays by addressees in responding compared to other activities and the number of reminder letters required, it is likely that moves away from monthly mailing would not significantly reduce the amount of mail required, but would significantly reduce the number of responses. Aside from removing non-matched addresses from the reminders, it is recommended that this activity continue unchanged other than to examine the use of reminders for non-response to the 17 – 18 year old letter.

## 2.4 Other AEC Managed COA or RE Programs

Over the 2 years to 30 June 2002, access has been progressively obtained to a range of state and territory change of address data and information on newly eligible person for COA and Resident or RE mailing. Details of the new sources of data and the commencement dates of mailing are given at Part 1.9.

Due to the need to analyse new data formats and incorporate the information supplied into the RMANS CRU systems, not all of the new data sources were in production at 30 June 2002. Details follow of state/territory COA programs managed by the AEC.

## 2.5 Queensland

### 2.5.1 Qld Rental Tenancy Authority

In July 2000, mailing commenced using Queensland Rental Tenancy Authority COA information and has continued each month for the ensuing 2 years interrupted only by the August 2001 to March 2002 suspension period, and in early 2001 by the Qld State election.

**Table 2.5 Qld Rental Tenancy COA**

	<b>Records Received</b>	<b>Letters posted</b>	<b>Replies</b>	<b>Enrolments Received</b>
2000-2001	344,709	165,718	70,666 (43%)	41,497
2001-2002	290,381	189,888	70,052 (37%)	39,099

### 2.5.2 Qld Motor Transport

Mailing using Queensland Motor Transport COA and Resident (RE) information commenced in early 2001. The data supplied initially covered 17 and 18 year old persons,

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but with the re-commencement of CRU activities in March 2002 it was extended to cover all age groups.

The small amount of mailing in 2000-2001 resulted in the receipt of 6,436 enrolments from 17 and 18 year olds. In 2001-2002, 104,161 enrolment letters were mailed and 17,937 enrolment forms received. As this program was heavily effected by the suspension period with major mailings taking place late in the year, no further useful information can be provided on response rates.

Separate to the Change of Address information, Qld Motor Transport provided the AEC in late 2000 with name and address details of motor vehicle license holders for the purpose of undertaking a 'one-off' mail review of Qld electors. The resultant mail out in January 2001 comprised 834,406 letters to which 506,928 responses were received including 167,291 enrolments. The response rate to this very large mailing of enrolment reminder and mail review letters was 61%, and was unaffected by the carry-over or responses into the next year. The high number of responses was mainly due to the announcement of the Qld State election shortly after the mailing of the letters.

## 2.6 South Australia

CRU mailing using SA Motor Transport COA and RE data commenced in January 2000. The program has continued over the 2 reporting years with regular monthly postings, subject to the suspension period and the SA State election in February 2002. The program is stable and the results demonstrate the effectiveness of targeted mailing based on high quality data. The statistics show a high level of culling (60%), evidence that the diverse range of national and state sources of CRU data available in SA and the separate state authority rental tenancy enrolment activity is overlapping in coverage. Details of the program are shown below.

**Table 2.6.1 SA Motor Transport COA and RE mailing**

	<b>Records Received</b>	<b>Letters posted</b>	<b>Replies</b>	<b>Enrolments Received</b>
2000-2001	236,537	92,130	41,568 (45%)	32,604
2001-2002	245,866	72,205	29,042 (40%)	19,314

Mailing based on SA Land Services Group land transfer data commenced late in 2001-2002. As the first mail-out was small and few replies had been received by 30 June 2002, no details are available for reporting.

## 2.7 Western Australia

For an 8 month trial period commencing in June 2000, the AEC used WA Department of Land Administration (DOLA) information supplied by the WA Electoral Commission to mail COA letters. The information provided was of land purchases by owner occupiers. A total of 12,367 letters were mailed resulting in 7,637 replies and 5,521 enrolments. The number of replies received was excellent with a basic response rate of 62%. The DOLA program moved into production in June 2002.

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## **2.8 ACT and NT**

The use of ACT Motor Transport data commenced for COA and RE (Residents) mailing in August 2001. Despite the subsequent suspension period, a total of 2460 letters were mailed in 2001-2002 with 738 enrolments received. The same ACT MT data was used for the pilot background match and follow-up mail review in September 2001.

Access to Northern Territory MV data was obtained in 2001, but only very limited trial mailing took place in the year, with no useful results available for this report.

## Part 3 AEC Data Mining Activities

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The AEC undertakes a range of checks against roll data held on RMANS to target mail review at addresses where there are apparent roll inconsistencies. During the reporting period the existing Vacant address mailing was continued, Multiple Enrolment/Surname Limit Exceeded (MELimit) at an address mailing was commenced nationally and targeted Mail Review was undertaken in a number of jurisdictions.

### 3.1 Vacant Address Mailing

The Vacant Address mailing or 'vacants' is targeted at addresses valid for enrolment but with no one currently enrolled. With the high mobility of the population and the release of new dwellings into the market, there is a constant pool of addresses with no enrolment. In addition, there are 1.5 million legally resident non-citizens occupying houses that are marked as valid for enrolment on RMANS, plus other residences which are uninhabited or occupied on a temporary basis such as holiday houses. At any time there are approximately 750,000 residential addresses on the RMANS address register with no current enrolment.

The vacant mailings take place generally each 3 months for those addresses that have become vacant since the last mailing, with a full mail-out to all vacants each year depending on election timetables. The mailings are large. In 2000-2001 there were 824,328 letters mailed and 743,066 in 2001-2002. Details of mailing and responses are provided below.

**Table 3.1.1 Vacant Address Mailing**

	<b>Letters mailed</b>	<b>Replies</b>	<b>Enrolments Received</b>
2000-2001	824,328	305,000 (37%)	255,000
2001-2002	743,066	na	60,153

The response rate in 2000-2001 was 37% and included 255,000 enrolments. Aside from a slightly higher response in Qld and Tasmania, there was little difference between jurisdictions. In 2001-2002 almost all mailing took place near the end of the reporting period and as only a short time had elapsed for replies, the response rate of 12% at 30 June 2002 is not representative.

The response to vacant letters is lower than for other CRU mailing. This is likely as many RMANS vacant addresses are empty or occupied by persons not eligible to enrol. Also, as the vacant letter is addressed to 'Dear Resident', it does not have the apparent importance of personalised mail. However, this mailing is the third highest source of CRU enrolments from mailing and is relatively efficient, with an overall cost of \$2 for printing, stationery and postage per reply. In addition, the large volume of non-enrolment information received covering non-eligible occupiers, addresses and mail delivery problems is most important for the maintenance of the roll.

Details of the reasons codes applied to vacant letter replies from posting in 2000-2001 are set out below. The replies entered against the vacant mailings generally understate the volume of useful information received as a single reply can contain a range of information.

**Table 3.1.2 Responses by Category to Vacant Letters Posted in 2000-2001**

Reply by Address	Description	% of Replies
Occupier	Enrolment(s)	47.0
	Ineligible e.g. non-citizen	10.5
	Resident deceased	0.5
	Already correctly enrolled	4.0
	Occupier only at address temporarily	1.5
Address	Unoccupied Address (empty)	8.0
	Address used for business only	1.5
	Holiday house	3.5
Other	Occupier and Address	5.0
Returned undelivered (RTS) by Australia Post	Includes insufficient address detail provided, no delivery service, street or flat delivery problem, resident left.	18.5

### 3.2 Multiple Enrolment/Surname Limit Exceeded (MELimit) Letters

This program identifies addresses where multiple enrolments may have occurred as a result of electors moving out but not updating their enrolment, combined with later enrolments by new residents. Addresses are targeted based on the combination of the number of electors enrolled, the enrolment dates and enrolments with more than one family name. Hostels, nursing homes and certain rural addresses are removed from investigation, as are addresses where AEC staff have undertaken investigations and are aware of specific family or community circumstances.

This program commenced nationally in July 2000 with mailing taking place approximately 6 monthly, but depending on the timing of electoral events. Due to the CRU suspension period, only a small volume of mail was posted in 2001-2002 and as this took place late in the year, few replies had been received by 30 June 2002. Details of letters posted and responses and enrolments are shown below.

**Table 3.2.1 MELimit Mailing**

	Letters mailed	Replies	Enrolments Received
2000-2001	118,245	84,167 (66%)	20,394
2001-2002	43,599	na	4,978

The main purpose of the program is to confirm if electors are still living at their enrolled address and to remove from the roll those electors who are no longer resident, obtaining enrolments is secondary. The review uses a personalised letter posted to the oldest elector

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of the most recent family group resident listing all persons enrolled at the address and requesting confirmation of the details. As a significant volume of letters was posted immediately before 30 June 2002, the response rate for 2001-2002 is not provided.

This most effective review letter achieves a high response rate. As well, the response is generally swift, as new electors are keen to have persons no longer living at their address removed from the roll.

### **3.3 AEC Special Category Elector Review (Silent Elector and General Postal Voters)**

So that the continued entitlement of electors to Commonwealth special category elector status could be checked prior to the 2001 federal election, special review letters were developed. They were not specific CRU letters or part of a regular mailing program, but did include details of all electors at the address so that the roll could be checked. Despite the high response rate, a reminder was posted given the special status of Silent electors.

The letters were posted during 2001 and as the mailing and replies in the various jurisdictions fell on both sides of 30 June 2001, they are reported together. A total of 120,000 letters including 15,000 reminders were posted to 105,000 addresses. The address response was 98,000 or 93% if the reminders are included. In addition there were over 20,000 enrolment forms received from the addresses under review.

The response rate was excellent and the number of enrolments collected was higher than expected, providing further evidence of the high mobility of electors.

### **3.4 AEC Mail Review Letters**

Mail review was increasingly used by the AEC during the 1990's as a supplement to the habitation review as it was most effective in checking the roll at addresses where it was not practical to door-knock. The standard business rules for extraction were a single 'family' letter to the oldest enrolled elector listing all persons with the same family name enrolled at the address. The addressee was requested to check the details on the letter, make any corrections needed and return it to the AEC. A single address would receive more than 1 letter if there were different family groups resident or if an individual elector had a separate postal address. The response rate to the letters varied from 65% in inner city areas to over 90% in the country.

Mailing using the standard mail review format took place during 2001 as a supplement to the normal CRU program to check enrolments in particular areas in SA and at a small number of addresses in Victoria. Also, as many of the CRU letters as possible were amended in early 2002 to allow for the mail review of addresses identified in external data, particularly where a newly eligible person was contacted at an address with otherwise stable enrolment e.g. the Motor Transport and Centrelink Resident letters.

Table 3.5 provides details of the major batches of mail review letters posted in 2001. The response rate is excellent and conforms to that achieved in earlier AEC mail reviews. However, it is evident that the response rate was lower if mail was posted immediately prior to an election, as was the case with the SA Supplementary Mail Review posted in mid September 2001.

### 3.5 AEC Redistribution Advice Letter

A redistribution advice letter was posted to addresses in NSW and WA to advise electors of changes that had taken place to federal electoral boundaries since the 1998 federal election. The letters were extracted and posted during August 2001 in accordance with the standard AEC mail review business rules.

A total of 216,649 letters were mailed in NSW and 84,560 in WA, with response rates of 73% and 61% respectively. In addition, 49,000 enrolments were returned from the addresses under review. The mailings were targeted at only those addresses affected by the boundary changes. Details are provided at Table 3.5.

**Table 3.5 AEC Mail Review**

Mailing of letters State/Batch	Letters mailed	Replies	Enrolments Received
SA – Batch 1 Feb 2001	157,018	114,370 (73%)	15,960 @ 11,560 addresses
SA – Batch 2 April 2001	96,241	67,345 (70%)	9,980 @ 7,127 addresses
SA – Batch 3 May 2001	45,523	28,941 (65%)	5,494 @ 3,942 addresses
SA Supplementary Mail Review 14 Sept 2001	63,700	39,482 (62%)	8,982 @ 6,773 addresses
ACT Supplementary Mail Review 30 Aug 2001	27,343	19,487 (72%)	5,214 @ 3,915 addresses
NSW Redistribution Advice Mail Review 20 Aug 2001	216,649	158,064 (73%)	36,507 @ 27,392 addresses
WA Redistribution Advice Mail Review Aug 2001	84,560	51,233 (61%)	12,497 @ 9,395 addresses

### 3.6 SA Mail Review

Between February and May 2001 approximately 300,000 mail review letters were posted in SA to a range of addresses selected by Census Collection District covering areas with varying levels of population movement. The response rate to the mailing was excellent and despite the selection of apparently stable areas in Batch 1, the number of enrolments collected remained high. Details of the separate batches are provided at Table 3.51.

### 3.7 SA and ACT Supplementary Mail Review (post Pilot Background Review)

Following the national Pilot Background Review in August 2001 (see Section 5.1), a supplementary mail review was undertaken in SA and the ACT at those addresses where enrolment details remained unconfirmed by the data matching.

The results of the Supplementary Mail Review in SA were less than for other mail review activities due to the mailing being immediately prior to the federal election and to the residual nature of the addresses under review. As there had been thorough CRU activities in SA over the previous two years, the exceptions remaining were likely to be problem addresses. Details of the Supplementary mailing in SA and the ACT is provided at Table 3.5.

## Part 4 State and Territory Specific Programs

A number of CRU programs rely on assisting persons to enrol without the need to send a COA letter or other form of follow-up, usually by providing enrolment forms and a low key prompt as part of documentation associated with moving or at other life event occasions. Enrolments from these sources are the least intrusive for electors, are cheap to collect and are usually lodged promptly. In the case of Victoria, the Victorian Electoral Commission (VEC) manages a large CRU program similar to that of the AEC.

As state and territory agencies deal mainly with residents on the move or for other 'life events', the local CRU programs have been managed by the state and territory electoral authorities or jointly with the AEC, details of activities are set out below.

### 4.1 Victoria

The VEC has arrangements with a range of Victorian state authorities and utilities to supply data for matching to the State roll for the sending of enrolment letters to persons who have changed address or who have recently become eligible. The replies are processed by the VEC and the enrolment forms received are forwarded to the AEC for entry into RMANS. The VEC is active in distributing enrolment forms as inserts in state agency and utility mailing and as in other jurisdictions promotes enrolment as part of electoral activity in the State. There is no cross matching of COA mailing between the AEC and VEC, but the separate CRU programs are relatively complementary as they use different sources of data and there is no significant duplication of enrolments received.

Total enrolments received from the VEC program in 2000-2001 were 93,259 with 97,675 in 2001-2002, this being approximately 25% of all CRU enrolments in Victoria over the 2 years. A summary of the VEC program is provided below.

Based on the number of enrolments received, the response rate to VEC mailing is similar to that for AEC activities using the same type of data. The results achieved by the VEC highlight the importance of key state sources including rental tenancy authority, land and motor vehicle data and the effectiveness of using a range of sources to target young people including liquor licensing, school and university entrance authorities.

**Table 4.1.1 Summary of VEC CRU Activities**

Activity	2000 - 01			2001-02		
	Records Received	Letters Sent	Enrlmnts Received	Records Received	Letters Sent	Enrlmnts Received
VicRoads	77,244	34,438	10,022	21,877	8,600	6,392
Residntl Tenancy	183,184	142,182	34,064	89,632	10,346	29,602
Board of Studies	53,465	50,765	22,638	59,239	34,737	15,768
TXU	36,509	50,765	13,247	18,416	9,215	4,566
Revenue Office				48,318	28,343	5,130
Liquor Licensing				N/a	N/a	6,089
VEC Office				N/a	N/a	13,323
Other	N/a	N/a	13,288	N/a	N/a	16,805
Total	356,101	339,775	93,259	264,803	193,074	97,675

Note: Blank fields indicate activities not in place for the 2 years.

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## 4.2 Queensland

With the permission of the Qld Board of Studies, enrolment forms were included with school Year 12 examination result notices. In 2000-2001 this resulted in the receipt of 11,990 enrolment forms, double the response in the previous year. In 2001-2002 the federal election close of rolls brought forward many youth enrolments before school results were issued, resulting in a reduction to 4,811 forms for the year.

Commencing in July 2000 a blank enrolment form has been printed on the back of the Queensland Transport motor vehicle license change of address receipt form. This has become a most effective and least cost means of obtaining enrolments with 24,864 forms collected in 2000-2001 and 63,839 in 2001-2002, the latter being 13% of all enrolments processed in Qld for the year.

## 4.3 Western Australia

In 2000, the Western Australian Electoral Commission (WAEC) liaised with schools to establish a school-based enrolment program. Schools are responsible for collecting completed enrolments and forwarding them to the WAEC. In 2000-2001 5,309 forms were collected and 6,000 in 2001-2002, approximately 25% of the eligible 18 year olds in the state.

## 4.4 South Australia

The SA State Electoral Office (SEO) arranges for enrolment forms to be included with Residential Tenancies Tribunal notices to new leaseholders. In 2000-2001 there were 11,990 forms collected (10% of all CRU enrolments in the state). In 2001-2002 there was a drop to 6,062 due to a suspension of the insert during the state election period.

In 2000, a SA school enrolment program was established by the SEO similar to that operating in WA. In 2000-2001, 1,197 forms were collected and 1,305 in 2001-2002.

## 4.5 Tasmania

The Tasmanian school enrolment program was established in 2000 and relies on the assistance of secondary college principals for the collection of forms. In 2000-2001, 1,499 forms were collected and 920 in 2001-2002. The number of enrolments collected from this source is not great, however in relation to the whole 17 – 18 year old age group in Tasmania, this school program is responsible for enrolling 20 – 25% of eligible young people.

## 4.6 Australian Capital Territory

Commencing in 2000 the ACT Electoral Commission incorporated an enrolment form into a Territory government change of address pro-forma used to notify a range of agencies and utilities. The form was distributed with new electricity connection letters and to persons

applying for rental bonds. In 2000-2001 there were 9,695 enrolment forms collected and 8,528 in 2001-2002. This is a most effective program as this one source was responsible for 25% of ACT enrolments received in 2000-2001 and 15% in the following year.

A similar schools enrolment program to that in WA has operated in the ACT since 2000. In 2000-2001, 1,400 enrolments were collected and 724 in the following year.

#### 4.7 Effectiveness of Youth Enrolment Programs

Since the commencement of CRU, the enrolment of young people has been a priority. The most effective program is that undertaken by the VEC in which Board of Studies data is matched to the roll and an enrolment reminder in the form of a birthday card is mailed to 17 year olds. Further use is made of Victorian Tertiary Admissions Centre and VicRoads data to stimulate enrolments from young people. This integrated program maintains enrolment of 18 year olds at or above 70% of the estimated eligible population and at corresponding higher levels for older age groups.

Without access to a similar suite of data, programs targeting youth in the other states and the territories are not as effective. However, the current mix of Centrelink data and school programs has maintained youth enrolment at an acceptable level in all jurisdictions with the exception of NSW. In NSW the absence of a coordinated school enrolment program has resulted in enrolment by young people being consistently lower than the national average.

Details of the participation by state/territory and age group at the 2001 federal election are shown below.

**Table 4.7 Enrolment by Young People as at 11 November 2001**

Age	17		18		19		20		21-25	
	No.	%	No.	%	No.	%	No.	%	No.	%
NSW	8,696	11%	56,759	71%	56,836	70%	65,274	82%	337,337	83%
VIC	18,318	31%	49,741	84%	49,104	81%	53,656	88%	271,090	86%
QLD	6,245	13%	35,618	75%	41,023	88%	41,766	91%	198,143	86%
WA	6,031	24%	19,034	77%	20,218	82%	21,200	86%	103,642	81%
SA	3,408	18%	14,849	81%	15,219	84%	16,626	94%	79,629	89%
TAS	1,168	18%	5,358	87%	5,254	89%	5,536	98%	25,122	96%
ACT	807	19%	4,071	87%	4,330	90%	4,384	87%	22,642	93%
NT	183	7%	1,424	53%	1,580	61%	2,018	75%	11,957	76%
NAT	44,856	18%	186,854	77%	193,564	79%	210,460	87%	1,049,562	85%

An analysis of youth enrolment at the recent election close of rolls indicate that young people up to age 20 respond at the close of rolls and enrol, but that this cannot make up for a continuous program between electoral events. At the recent SA State election an estimated 80% of 18 year olds and 90% of 20 to 25 year olds were on the roll and similar rates were achieved in WA and Qld at their respective state elections in 2001.

During the 2001 federal election roll close period there were 75,000 additions to the roll for persons aged 18 – 25, this being 20% of all close of rolls enrolment transactions. Half of

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these transactions were in NSW. Even with the late surge, the overall rate of youth enrolment remained lower in NSW with an estimated additional 50,000 enrolments by young people required to bring the state up to the national average.

Of the youth enrolments received at the federal close of rolls, 77% were from 18 and 19 year olds enrolling for the first time. The participation rate lifted by 10 – 15% for the 18 and 19 year olds in the period, with only minor movements for the 20 – 25 year olds, leaving an estimated 200,000 not enrolled in this latter group.

Based on the close of rolls statistics it is evident that youth enrolment is best managed by a range of continuous programs. Despite the effectiveness of programs in obtaining first time enrolments from eligible persons up to age 20, investigations are required to account for the very small increase during the federal election roll close period in the participation rate for persons aged 21 - 25, and underenrolment generally for persons up to age 30.

#### **4.8 Citizenship ceremonies**

Since 1996 the federal Department of Immigration and Multi-cultural and Indigenous Affairs (DIMIA) has provided information on enrolment to applicants for citizenship and printed a personalised enrolment form for use by new citizens that requires only checking, signing and witnessing at Citizenship ceremonies. AEC staff attend the larger ceremonies to assist applicants and to collect completed forms. As Councils undertake most citizenship ceremonies, the assistance of their staff is required and they regularly collect completed forms at the smaller ceremonies or where AEC staff cannot attend.

Each year approximately 40,000 enrolment forms are collected through this program, mainly in NSW, Vic and Qld, as these states account for most new citizens. An estimated 75% of new citizens complete forms at ceremonies where the AEC is in attendance, with a proportion of those who do not submit a form already enrolled as British electors.

## Part 5 Other CRU Activities

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### 5.1 Pilot Background Review

The CRU program that commenced nationally in 1999 has been effective in boosting enrolments from electors on the move and in identifying addresses where review action is required based on external COA and RMANS data. However, a different strategy is needed to confirm the continued accuracy of the roll at the majority of addresses where there are no indications of movement. As both a trial process and to check the accuracy of the roll in Qld, SA, NT and the ACT (jurisdictions for which comprehensive state/territory name and address data was available) a Pilot Background Review was undertaken in July-August 2001.

To confirm the enrolment details of electors at all addresses; the Background Review matched external data against the RMANS Address Register and elector records. Data from DIMIA and motor licensing authorities in Qld, SA, NT and the ACT was matched with RMANS elector and address records including information checked in the various fieldwork and mail review programs undertaken over the preceding 2 years. The enrolment details were confirmed where:

- The external address matched with the RMANS address, and,
- The elector name matched the name supplied in the external data; and,
- The name match was for exact surname, first given name and date of birth; and
- All electors at the RMANS address were confirmed by the external data.

If confirmation of all electors at an address was made with one or more of the data sources, the address was marked as 'Reviewed'. In some cases the required matching was achieved by using data from different external sources or by an examination of the last date of move to an address. Addresses checked by AEC fieldwork or recent mail review were also marked as 'Reviewed' in the RMANS Address Register.

For those addresses that remained 'not reviewed' at the completion of the Background Review matching, a CRU system was developed so that they could be subjected to a Supplementary Mail Review. After culling for vacant and un-enrollable addresses, areas with no mail delivery and certain institutions defined by landuse code, addresses requiring mail review were determined. Due to the limited availability of data, the matching left too many electors to be reviewed in NSW, Vic, WA and Tasmania for the Supplementary Mail Review to proceed in the time available. In the NT and Qld, local elections in 2001 obviated the need for further mail review.

The number of addresses remaining to review in SA (9.9%) and the ACT (17.7%) was determined to be sufficiently low for the Supplementary Mail Review to take place prior to the expected SA, ACT and federal elections. Full details of the subsequent mail review and results are provided at Table 3.5. In the case of SA, after taking into account the replies to the supplementary mail review, an estimated 5% of addresses remained as not being reviewed immediately before the announcement of the federal election. This timely and comprehensive coverage was not possible with full habitation reviews completed 6 - 9 months before an election.

The results of the pilot Background Review and Supplementary Mail Review demonstrated the effectiveness of the procedure, provided that comprehensive and up to date name and address data is available from state and territory sources. The pilot confirmed that apparently stable addresses can be effectively reviewed without expensive fieldwork and background matching and follow-up to exceptions can be incorporated into the CRU program as an on-going cyclical activity in harmony with the election timetable.

## 5.2 Targeted non-response fieldwork

During 2000-2001, targeted 'door-knock' fieldwork at address at which a response had not been received to COA mailing was undertaken in all states and the ACT. The non-response fieldwork took place from October 2000 to August 2001 and was targeted at 625,000 addresses nationally. Contact was made at approximately 71% of the addresses and 302,623 enrolment forms were collected. Details of the targeted non-response fieldwork is provided at Table 5.2.

In the NT, a habitation review was undertaken in the first half of 2001. In this review fieldwork took place at all residences in designated high turnover/new growth areas in Darwin and Alice Springs. Contact was made at 79% of the 26,000 addresses under review and 2,637 enrolment forms were collected. In addition the enrolment details of 18,500 electors were checked by fieldwork at 120 communities and camps in the remote areas of the NT and this program resulted in the collection of 1200 enrolment forms and 2500 other changes to the roll.

**Table 5.2 Non Response Fieldwork for 2000-2001 & 2001-2002 combined (not including NT)**

	Addresses Reviewed	Contact Rate	Enrolments Collected	Notes
NSW	165,941	71%	94,193	May 2001
Vic	176,604	74%	80,596	April 2001
Qld	132,205	77%	64,257	2 rounds – Oct '00 & June '01
WA	102,121	70%	41,522	Oct 2000, Mar 2001, Aug 2001
SA	26,334	46%	10,129	All in July/Aug 2001
Tas	15,204	73%	6,819	Jan 2001
ACT	6233	68%	5,107	May 2001
	624,642	72%	302,623	Total for 2000-01 and -02

Note: The only significant non-response fieldwork in 2001-2002 took place in August 2001 in SA (25,000 addresses) and WA (35,000 addresses).

Despite the relatively high contact rate nationally of 71% for non-response fieldwork, there were significant difficulties for review officers in getting in touch with householders, determining correct addresses and in managing the sometimes angry response from persons who had so far avoided enrolling. These difficulties encountered were partly a consequence of the targeted nature of the review with the only addresses visited being those where there was a potential addressing or enrolment problem. The non-responding addresses targeted are more likely to be empty or have security access systems, be occupied by non-citizen or temporary residents, or be incorrectly described in the RMANS Address Register. In addition there is the increasing problem of finding someone at home, even with field officers working in the early evening and at weekends.

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The detailed fieldwork statistics for Victoria provided at Part 7 Table 7.4, provide evidence of problems encountered in all jurisdictions in carrying out fieldwork. Of the 168,000 Victorian residences visited, 45% required a second visit as no one could be contacted and at 25% of the addresses no contact could be made at all. In the inner city divisions of Melbourne and Melbourne Ports the final non-contact addresses averaged 45% and field staff spent much of their time resolving addressing problems arising from the rapid residential development in the area. In rural Victoria there were similar problems in making contact and resolving address issues, in the Division of Indi for example, the non-contact rate remained high at 24%.

Subject to the difficulty of making contact with householders, the fieldwork was effective in all jurisdictions in identifying reasons for non-response and collecting enrolments. In Queensland where fieldwork has taken place each six months from April 2000, the number of addresses to review in each round has consistently diminished as the 'problem' addresses are resolved. But while the fieldwork can be effective, it is expensive at approximately \$3 per residence reviewed. Some savings on the estimated \$2 million expended on fieldwork in 2000-2001 would be achievable with improvements in the quality of the RMANS Address Register to remove the necessity to check those addresses that are not valid for enrolment or are incorrectly described in the Register.

### **5.3 Geographic Information System (GIS) Pilots in Qld and NSW**

The report of the CRU Pilot undertaken in Qld in 1996 recommended that enrolment processing, address management and roll integrity would be improved by the use of a suitably designed GIS. In May 2000 separate proposals were developed by the Australian Electoral Officers for Qld and NSW to undertake GIS pilots. The pilots were subsequently included in the AEC's workplan for 2000-2001 and funded from the specific Commonwealth allocation for roll review. As the states and territories had a financial interest in this initiative through their regular joint roll contributions to the AEC's roll review budget, the ECA considered and endorsed the pilots at its Darwin meeting in July 2000.

#### **5.3.1 Qld GIS Pilot**

A contract was entered into with ERSIS Australia Pty Ltd for the licensing, installation and management of a GIS software platform and supply of associated spatial data at five divisional offices and the AEC's Qld HO, and for the training of staff. The Pilot commenced in August 2000 and remained in production until January 2001.

The divisions selected for the Pilot were Blair and Oxley (co-located at Ipswich with Blair having significant rural addressing problems), Fairfax (at Nambour with provincial city, country town and rural addresses), Leichhardt (at Cairns – a mixture of provisional city, rural and remote addresses) and Brisbane (inner city with significant unit development). The divisions selected gave a cross-section of the problems faced in Qld in managing addresses and boundaries on the roll and matching enrolments to a 'spot on earth', with a particular emphasis on rural areas.

The address information loaded into the GIS system covered electoral boundaries, Qld street address and geographic features (StateInfo data), ABS data, the Digitised Cadastral Database (DCDB) and the Qld Pastoral Holdings Address Data Base, and in Blair/Oxley and Brisbane, the street numbers matched to land parcels. This data was available as overlays for all addresses in the Pilot divisions and allowed the matching of addresses to

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land parcels, electoral and Census Collection (CCD) boundaries and geographic features such as roads and creeks.

### **5.3.2 NSW Pilot**

The system piloted in NSW commenced operation in early 2001 and was still under development at 30 June 2001, however at that time sufficient information was available to allow for an assessment of its usefulness. The NSW Pilot (AECnet) differed from the Qld model in that the GIS platform was not a commercial product but developed specifically for the AEC by the NSW government Land and Property Information Centre. This gave savings in license fees but significantly complicated the development and implementation phase and raised problems for long term maintenance.

The Pilot Divisions included Farrer (Albury) and Calare (Bathurst) giving a range of regional city, country town and rural addresses, Werriwa (outer SW Sydney) a rapidly growing urban area, and Sydney covering inner-city complex addresses. A similar suite of land data was loaded as for the Qld pilot, but significant deficiencies of coverage of digitised spatial address and land parcel data at the council level was encountered.

The NSW Pilot was similar in operation to that in Qld and subject to the additional development and maintenance overheads required, delivered similar results.

### **5.3.3 Results and Recommendations**

Based on a comparison with existing procedures and resources, Divisional staff in both states found that the GIS was an invaluable tool for the processing of difficult enrolments in rural areas where an estimated 50% of enrolments require some form of investigation before data entry can proceed. In the Qld rural divisions it was estimated that the GIS reduced the time taken to undertake address checks by up to 70%, equivalent to 30% - 50% of a fulltime officer's workload. In the Division of Brisbane it was noted that the GIS significantly reduced enrolment processing time, provided address points (street/flat numbers) were available. There was a significant reduction in all divisions in the need to contact electors or councils for further information. The savings in staff time in processing and manual checking provided resources for improving the quality of the RMANS address register.

Improvements in efficiency and accuracy were also noted in the handling of enrolment enquiries and address management tasks. This included the matching of existing addresses to newly applied rural road numbers or confirming that addresses are in the correct census collection district. The systems were also used for the matching and presentation of enrolment statistics by CCDs. In Qld this included the loading of RMANS data into the GIS so that a visual presentation of differences across a division for variables such as enrolment participation could be graphically displayed, a facility useful for management and CRU activities.

As the Qld Pilot used 'off the shelf' commercial GIS software and readily available State address and geographic data, it was easy to load, use and maintain within the existing AEC IT environment and did not impose additional management overheads. In NSW the dependence on a single application software supplier, the customised nature of AECnet and problems in access to address and geographic data complicated an assessment of the functionality and scalability of the system.

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The conclusions reached from both pilots was that a GIS system would provide address and other land information of a much higher standard than was available from maps and that this data would significantly improve the quality of enrolment and address management through improved staff productivity. It was recommended in the separate reports on the two pilots that a GIS system be installed in divisions and HOs and that the AEC develop strategies for its use in enrolment and other core functions.

## Part 6 Future Directions

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The areas for investigation set out below are based on the performance of the full program for 2000-2001 together with the pilot background review and supplementary mail review in July – September 2001. As the program outcomes in 2000-2001 were in accordance with the AEC's corporate plan and in the main have withstood scrutiny by ANAO, it would seem that any review of CRU should concentrate on improvements to current activities and changes in detail only.

**In order to assess opportunities for improvement, the following directions will be progressed:**

- Assessing the full annual costs for the program against the funds available and the results of each activity so that a stable and sustainable CRU program can be determined for each jurisdiction.
- Developing a policy to cover the suspension of CRU activities prior to elections and recommencement post election.
- Investigating the extent of overlap of CRU activities over time at single addresses so that strategies can be developed to manage 'hard-core' non-responding addresses and persons who receive multiple numbers of CRU letters.
- Widening the use of third party outlets and change of address correspondence for the display and insertion of enrolment forms.
- Investigating the feasibility of using ABS data and a survey of a sample of addresses to determine the effectiveness of the CRU program.

**With respect to detail changes, the following aspects will be progressed:**

- Assessing the continued cost effectiveness of the Australia Post COA program and undertaking discussion with AP regarding any changes they propose to this service.
- Trialing the use of a longer period between the receipt of COA data and mailing out of enrolment letters to assess the impact on performance and possible savings in postage.
- Undertaking a review of the effectiveness of the background match methodology, its timing, follow-up strategies and links to other CRU activities.
- Examining the cost effectiveness of the AP and Centrelink reminder letters.
- Reviewing the mailing to vacant addresses and investigate the reasons for non-response.
- Examining the feasibility of undertaking an analysis in a sample of divisions of responses to CRU mail and the means used to record them in RMANS.

## Part 7 Statistical Reports

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7.1.1	Summary of AEC Activities by Data Source:	2000 – 2001
7.1.2	Summary of AEC Activities by Data Source:	2001 – 2002
7.2.1	Enrolments by CRU Activity:	2001 – 2002
7.3	2001 Federal Election Close of Rolls Transactions	
7.4	2001 Victorian Targeted Fieldwork by Division	
7.5.1	CRU Mailings and Responses by State/Territory:	2000 – 2001
7.5.2	CRU Mailings and Responses by State/Territory:	2001 – 2002
7.6.1	Victorian Electoral Commission CRU Program:	2000 – 2001
7.6.2	Victorian Electoral Commission CRU Program:	2001 – 2002

**Table 7.1.1 Summary AEC CRU Activities by Data Source - 2000-2001**

State/Event Source	2000-01	Unmatch Mailed	Unmatch NotMail	Matched Mailed	Matched NotMail	Resp 1-3 months Addr	Resp 1-3 months Enrol	Resp 4-6 months Addr	Resp 4-6 months Enrol	Matched NotMail	Total Mailed	Total Enrols
A/Post 1st Total	51244	31,934	559,782	144,096	225,883	31,289	45,626			789,374	611,026	271,509
A/Post 2nd Total	30596	37,373	163,179	27,963	41,087	9,226	13,042			767,332	193,775	54,129
C/link 1st Total	76640	103,622	551,586	121,968	174,300	25,241	36,954			551,403	628,226	211,254
C/link 2nd Total	65137	2,039	299,355	36,354	48,240	14,760	20,223			153,737	364,492	68,463
C/link 17&18 Total	6308	11,596	112,992	15,326	18,388	11,760	14,467			74,251	119,300	32,855
SA Transport Total	15444	25,190	76,686	19,239	26,155	4,786	6,449			119,217	92,130	32,641
Qld Transport RE	1673	1,806	13,696	1,950	2,566	2,804	3,897			14,554	15,369	6,463
Qld Transport Bulk	264938	0	569,468	101,055	140,521	20,215	26,770			200	834,406	167,291
Qld Rent/Ten Total	22009	6,906	143,709	22,719	32,824	6,219	8,673			172,085	165,718	41,497
WA Lands Total	1489	842	10,878	2,500	4,212	878	1,322			5,345	12,367	5,534
Vacants Total	36	72	824,292	118,708	180,266	34,946	50,677			440,085	824,328	230,943
MELimit Total	1	13	118,244	9,247	12,428	5,622	7,966			70,120	118,245	20,394
Sil/GPV Reviews Total	0	0	67,456	4,382	7,314	2,753	5,361			483	67,456	12,675
S Mail Review Total	0	0	298,717	16,677	22,557	6,485	8,877			0	298,717	31,434
NonR F'ldwk Total(560,000 addresses reviewed)												274,632
Other Fieldwork-nt												3,504
Cit Ceremonies												39,423
<b>Fin. Year 2000-2001</b>	<b>535,515</b>	<b>221,393</b>	<b>3,810,040</b>	<b>642,184</b>	<b>936,741</b>	<b>176,984</b>	<b>250,304</b>	<b>3,158,186</b>	<b>4,345,555</b>	<b>1,504,641</b>		

Note 1: Enrolments received after 30 June 2001 are included provided mailing took place before this date.

Note 2: Does not include 156,171 enrolments received in 2000-2001 from CRU mailing in April-June 2000

**Table 7.1.2 Summary AEC CRU Activities by Data Source - 2001-2002**

State/Event Source	Unmatched		Unmatch		Matched		Resp 1-3 months		Resp 4-6 months		Matched		Total	
	Mailed	NotMail	Mailed	NotMail	Mailed	NotMail	Addr	Enrol	Addr	Enrol	NotMail	Mailed	Enrol	Enrols
2001-02														
COA A/Post 1st Total	38998	40,274	378,691		90,528	142,782	10,331	13,774	1,226,344		417,689	156,556		
A/Post 2nd Total	6424	6,456	40,048		5,380	7,890	1,084	1,395	113,580		46,472	9,285		
C/Link 1st Total	46364	96,024	383,267		79,399	114,031	10,899	14,440	749,640		429,631	128,471		
CA C/Link 2nd Total	14465	1,596	78,903		8,236	11,035	2,382	3,015	39,499		93,368	14,050		
C/Link 17&18 Total	3500	4,523	84,343		19,180	21,777	1,893	2,371	48,579		87,843	24,148		
A A Transport RE	44	31	222		109	268	24	48	4,767		266	316		
A A Transport COA	141	1,923	2,053		290	404	15	18	16,354		2,194	422		
Q Transport Total	12704	15,840	91,457		13,137	16,694	870	1,243	226,949		104,161	17,937		
SA Transport Total	9,382	31,166	62,823		13,046	16,853	1,873	2,461	151,877		72,205	19,314		
D NT Transport	8	5,631	2		1	1	0	0	19,775		10	1		
Q Rent/Ten Total	18225	7,790	171,663		25,933	36,058	2,280	3,041	92,703		189,888	39,099		
Lands Total	644	10,075	6,030		602	829	46	71	64,382		6,674	900		
Vacants Total	0	0	743,066		34,357	52,610	5,690	7,543	541,081		743,066	60,153		
MELimit Total	0	0	43,599		2,977	4,039	761	939	31,835		43,599	4,978		
SII/GPV Reviews Total	0	0	55,302		3,614	5,520	2,053	3,497	769		55,302	9,017		
Sup/Mail Review Total	0	0	91,043		8,523	10,967	2,549	3,229	36		91,043	14,196		
V M/Review RTS	0	0	787		69	91	17	19	2		787	110		
Redist/Review Total	0	0	301,202		25,437	33,513	12,731	15,491	80		301,202	49,004		
NonResp F'ldwk - 64,674 residences visited														27,991
Other Fieldwork														241
C'ship Ceremonies														42,437
<b>Fin Year 2001-02</b>	<b>151076</b>	<b>217,652</b>	<b>2,536,774</b>		<b>331,216</b>	<b>476,033</b>	<b>55,537</b>	<b>72,661</b>	<b>3,329,598</b>		<b>2,687,850</b>	<b>618,626</b>		

Note 1: No provision is made for enrolments received after extract of data at 30 June 2002.

Note 2: Does not include 357,172 enrolments received in 2001-2002 from CRU mailing in April-June 2001

Table 7.2.1 2000-2001 - Enrolment forms received by CRU activity for the 6 months following mailing

AEC mailing and other activities	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Total
Aust Post First Letters	103382	70054	42852	11778	28681	6409	5991	2362	271,509
Aust Post Reminders	13057	13165	15080	2363	7669	1304	962	529	54,129
C'link First Letters	71966	54490	37212	11465	22859	8156	2737	2369	211,254
C'link Reminders	11,382	19,579	20,011	4,286	7,977	3,369	636	1,223	68,463
CL 17 & 18	11,940	8,292	4,891	2,244	3,080	1,506	586	316	32,855
SA Motor Transport	20	6	6	32,604	1	1	2	1	32,641
WA Land Admin (DOLA)				5,534				0	5,534
Qld Rental Tenancy Board	1		41,496					0	41,497
Qld Transport Bulk (Feb 2001)			167,291					0	167,291
Qld Transport Mthly			6,463					0	6,463
Vacants	115,640	39,989	30,812	9,003	21,777	3,851	6,125	3,766	230,943
MELimits	6,457	4,602	4,914	1,604	1,666	665	386	100	20,394
Non Response Fieldwork	94,193	80,596	62,582	0	25,335	6,819	5,107	341	274,632
Silent and GPV Review Firsts		5,312	3,437	1,634	1,653	298			12,675
SA Suppl Mail Review				31,434					31,434
Other Fieldwork								3,504	3,504
Citizenship Ceremonies	19,752	8,225	5,318	1,211	3,779	199	904	35	39,423
<b>AEC Totals (see Note 1 below)</b>	<b>447,790</b>	<b>304,290</b>	<b>442,365</b>	<b>109,626</b>	<b>130,011</b>	<b>32,577</b>	<b>23,436</b>	<b>14,546</b>	<b>1,504,641</b>
<b>State/Territory authority activities (see note 2 below)</b>									
VEC Programs		94,993							94,993
SA Rental Tenancy Mailouts				11,990					11,990
WA Life Events					11				11
ACT Multipurpose COA Form							9,695		9,695
Qld Transport COA forms			24,864						24,864
Qld, SA, WA, Tas & ACT Schools			6,625	1,197	5,309	1,499	1,400		16,030
<b>State/Territory offices total</b>		<b>94,993</b>	<b>31,489</b>	<b>13,187</b>	<b>5,320</b>	<b>1,499</b>	<b>11,095</b>		<b>157,583</b>
<b>Totals CRU (AEC + Authority)</b>	<b>447,790</b>	<b>399,283</b>	<b>473,854</b>	<b>122,813</b>	<b>135,331</b>	<b>34,076</b>	<b>34,531</b>	<b>14,546</b>	<b>1,662,224</b>

Note 1: Totals for AEC include 357,172 enrolments received after 30 June 2001 from CRU letters posted in the period April - June 2001.

Note 2: Enrolments from State/Territory elections or received at State authority offices are not shown in CRU totals.

Table 7.2.2 2001-2002 - Enrolment forms received by CRU activity for the 6 months following mailing

AEC mailing and other activities	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Total
AP Firsts	58,173	39,260	27,818	5,568	17,932	4,032	3,415	358	156,556
AP Reminders	1,324	2,114	5,001	56	549	107	54	80	9,285
C'link Firsts	49,983	29,442	22,587	5,817	13,010	5,022	2,052	558	128,471
C'link Reminders	1,595	3,454	7,425	161	801	293	46	275	14,050
CL 17 & 18	9,105	6,231	3,451	1,623	2,035	1,249	418	36	24,148
MT - COA and Residents	0	0	17,937	19,314	0	0	738	1	37,990
WA & SA Lands data	0	0	0	135	765	0	0	0	900
Qld Rental Ten Board	1	0	39,098	0	0	0	0	0	39,099
Vacants	40,249	1,137	359	154	7,290	8,445	1,843	676	60,153
MELimits	1,188	2,490	547	142	393	123	73	22	4,978
Non Response Fieldwork	0	0	1,675	10,129	16,187	0	0	0	27,991
Silent and GPV Reviews - Firsts	6,697	0	1,448	0	305	0	322	245	9,017
RedistAdvice/Mail Review	36,507	0	0	0	12,497	0	0	0	49,004
Backgrnd Review Suppl MV	0	0	0	8,982	0	0	5,214	0	14,196
Mail Review RTS	0	110	0	0	0	0	0	0	110
Other Fieldwork	0	0	0	0	0	0	0	241	241
Citizenship Ceremonies	11,365	12,895	9,696	1,724	5,449	353	844	111	42,437
<b>AEC Totals (see Notes 1&amp;2 below)/216,187</b>	<b>216,187</b>	<b>97,133</b>	<b>137,042</b>	<b>53,805</b>	<b>77,213</b>	<b>19,624</b>	<b>15,019</b>	<b>2,603</b>	<b>618,626</b>
<b>State/Territory authorities</b>									
VEC Programs		95,355							95,355
SA Rental Tenancy Mailouts				6,062					6,062
WA Life Events					96				96
ACT Multipurpose COA Form			63,829				8,528		8,528
Qld Transport COA form			4,811				724		63,829
SA, WA, Tas & ACT Schools				1,305	6,000	920			13,760
<b>Totals for State/Territory offices</b>		<b>95,355</b>	<b>68,640</b>	<b>7,367</b>	<b>6,096</b>	<b>920</b>	<b>9,252</b>		<b>187,630</b>
<b>Total AEC and State/Territory</b>	<b>216,187</b>	<b>192,488</b>	<b>205,682</b>	<b>61,172</b>	<b>83,309</b>	<b>20,544</b>	<b>24,271</b>	<b>2,603</b>	<b>806,256</b>
<b>Pilot Background Match</b>									
Electors confirmed by match	819,392	669,473	1,284,369	612,546	219,767	79,495	160,405	49,733	3,895,180
Addresses confirmed by match	280,007	220,615	568,464	271,023	79,132	31,770	67,734	22,286	1,541,031

Note 1: The AEC totals do not include 357,172 enrolments received in 2001-2002 from CRU mailing in the previous year  
 Note 2: As response data was extracted at 30 June 2002, there is no allowance for responses to 2002-2003 mailing received after this date.

Table 7.3 - 2001 Federal Election Close of Rolls Enrolment Transactions ( 8 - 15 October 2001)

	NSW	VIC	QLD	SA	WA	TAS	ACT	NT	Total
<b>ENROLMENT TRANSACTIONS</b>									
Additions to the Roll									
New Enrolments	38,318	15,535	10,903	7,403	7,015	2,441	820	592	83,027
Reinstatements	332	107	122	29	191	12	4	2	799
Re-enrolments	17,497	10,786	8,746	3,167	4,981	1,190	655	650	47,672
Transfers into Divisions									
Intrastate	33,545	25,286	17,443	8,376	9,607	1,383	234	228	96,102
Interstate	7,406	5,438	7,930	1,920	2,297	1,168	865	1,084	28,108
Intradiv Moves/Amds	29,759	22,053	18,519	8,538	9,300	2,775	1,159	1,056	93,159
No Change Enrolment	7,736	5,649	2,695	1,862	2,135	524	373	125	21,099
<b>TOTAL ENROLMENT FORMS</b>	<b>134,593</b>	<b>84,854</b>	<b>66,358</b>	<b>31,295</b>	<b>35,526</b>	<b>9,493</b>	<b>4,110</b>	<b>3,737</b>	<b>369,966</b>
<b>DELETION TRANSACTIONS</b>									
Objections	849	9,343	131	38	210	7	10	1	10,589
Deaths	4,414	1,521	1,074	945	534	126	64	107	8,785
Duplicates	160	118	62	22	82	8	9	31	492
<b>TOTAL DELETIONS</b> (not including Transfers)	<b>5,423</b>	<b>10,982</b>	<b>1,267</b>	<b>1,005</b>	<b>826</b>	<b>141</b>	<b>83</b>	<b>139</b>	<b>19,866</b>

**Table 7.4 - 2001 Victorian Targetted Fieldwork by Division (status as at 31 July 2001)**

Divisions	Residences		Call Backs		No Contact		Notations		Enrolments				
	Loaded	Visited	Actual	%	Actual	%	Adds	Gones	Deaths	Total	%	Actual	%
Aston	2801	1010	312	31%	178	18%	581	169	1	750	74%	444	76%
Ballarat	4060	2786	1566	56%	871	31%	1576	546	1	2123	76%	1014	64%
Batman	6839	5086	2480	49%	1024	20%	1994	889	4	2887	57%	1562	78%
Bendigo	4761	4348	1596	37%	675	16%	2910	1040	5	3955	91%	2222	76%
Bruce	3998	4013	2029	51%	1049	26%	1821	743	2	2566	64%	1073	59%
Burke	4289	2212	895	40%	532	24%	1353	469	4	1826	83%	567	42%
Calwell	4760	4803	1788	37%	893	19%	2473	1134	4	3611	75%	1810	73%
Casey	3237	3174	1375	43%	494	16%	1836	672	1	2508	79%	1375	75%
Chisholm	4730	4680	1918	41%	1145	24%	1545	608	1	2154	46%	995	64%
Corangamite	3679	3705	1413	38%	802	22%	1599	472	1	2072	56%	1188	74%
Corio	5212	5253	2264	43%	1576	30%	2134	767	1	2902	55%	1512	71%
Deakin	3546	3530	1422	40%	722	20%	1498	631	2	2131	60%	1101	73%
Dunkley	5631	5549	2627	47%	1535	28%	2717	861	4	3582	65%	1671	62%
Flinders	5839	5528	1666	30%	1115	20%	2259	675	6	2940	53%	1550	69%
Gellibrand	7272	7257	3379	47%	2338	32%	3168	1188	2	4358	60%	2327	73%
Gippsland	3514	2825	1111	39%	397	14%	1564	511	8	2083	74%	1267	81%
Goldstein	4718	4736	2188	46%	1193	25%	1545	494	7	2046	43%	923	60%
Higgins	8650	5508	2861	52%	677	12%	2297	864	5	3166	57%	1635	71%
Holt	5844	5916	2138	36%	649	11%	3470	1301	3	4774	81%	2739	79%
Hotham	4597	4616	2006	43%	695	15%	2371	886	3	3260	71%	1874	79%
Indi	4123	2875	1343	47%	694	24%	1753	469	1	2223	77%	1246	71%
Isaacs	4143	4000	1644	41%	867	22%	2174	1127	1	3302	83%	1366	63%
Jagajaga	3756	3768	1768	47%	874	23%	1791	702	4	2497	66%	963	54%
Kooyong	4802	4747	2445	52%	1311	28%	1545	560	5	2110	44%	1154	75%
Lalor	4513	4511	1544	34%	1001	22%	2448	814	0	3262	72%	1691	69%
LaTrobe	3942	3277	1501	46%	705	22%	1579	660	3	2242	68%	1075	68%
McEwen	4118	4125	1425	35%	642	16%	2434	678	5	3117	76%	1635	67%
McMillan	4436	3418	1395	41%	622	18%	1770	679	2	2451	72%	1435	81%
Mallee	3403	2092	1001	48%	449	21%	1335	458	1	1793	86%	989	74%
Maribyrnong	4219	4224	1998	47%	786	19%	1954	959	1	2914	69%	1451	74%
Melbourne	15852	15476	8518	55%	6395	41%	3363	1785	16	5164	33%	1904	57%
Melb Ports	11494	10750	5986	56%	5248	49%	2788	958	8	3754	35%	1382	50%
Menzies	2602	2608	1333	51%	853	33%	990	434	1	1425	55%	704	71%
Murray	4673	2820	1140	40%	518	18%	1667	633	2	2302	82%	1226	74%
Scullin	3464	3442	1339	39%	392	11%	2247	969	2	3218	93%	1501	67%
Wannon	2996	2981	1348	45%	845	28%	1813	577	0	2390	80%	1014	56%
Wills	5975	5980	2827	47%	1512	25%	2857	945	3	3805	64%	2155	75%
<b>TOTALS</b>	<b>186488</b>	<b>167629</b>	<b>75589</b>	<b>45%</b>	<b>42274</b>	<b>25%</b>	<b>75219</b>	<b>28327</b>	<b>117</b>	<b>103663</b>	<b>62%</b>	<b>51740</b>	<b>69%</b>

**Table 7.5.1 - CRU Mailings by State/Territory between 01/07/00 and 30/06/01**

State/Event	Unmatch	Unmatch	Matched	Enrol 1-3 months	Enrol 4-6 months	Matched	Total	Replies	Total		
Source	Mailed	NotMail	Mailed	Addr	Enrol	Addr	Enrol	to Mail %	Enrols		
<b>(Note 1)</b>											
<b>2000-01 A.C.T.</b>											
A COA A/Post 1st	705	505	11,584	2,998	4,637	945	1,354	16,160	12,289	40	5,991
A COA A/Post 2nd	480	687	2,801	495	691	181	271	13,219	3,281	34	962
A COA C/link 1st	691	651	6,703	1,442	2,025	484	712	5,672	7,394	28	2,737
A COA C/link 2nd	931	23	2,565	309	414	165	222	2,742	3,496	38	636
A C/link 17 & 18	15	175	1,581	260	304	202	282	745	1,596	41	586
A Vacants	0	0	15,164	3,019	4,637	1,057	1,488	4,099	15,164	39	6,125
A MELimit	0	0	1,727	141	191	137	195	589	1,727	73	386
A Non Resp F'ldwk	82	292	6,151	2,217	3,421	1,231	1,686	1,012	6,233	68	5,107
<b>2000-01 NT</b>											
NT COA A/Post 1st	234	165	3,723	1,090	1,748	406	614	3,933	3,957	40	2,362
NT COA A/Post 2nd	163	169	1,006	236	368	112	161	4,309	1,169	39	529
NT COA C/link 1st	485	7,621	5,997	1,146	1,651	471	718	5,500	6,482	33	2,369
NT COA C/link 2nd	1,004	44	3,719	492	659	407	564	1,104	4,723	28	1,223
NT C/link 17&18	29	858	653	99	201	64	115	359	682	36	316
NT Vacants	0	0	9,585	1,478	2,217	1,074	1,549	11,987	9,585	32	3,766
NT MELimit	0	0	501	41	54	29	46	303	501	53	100
NT Sil/GPV Review	0	0	1,000	106	238	44	103	0	1,000	87	341
<b>2000-01 NSW</b>											
NSW COA A/Post 1s	17,944	9,092	217,733	56,178	87,991	10,394	15,391	220,180	235,677	39	103,382
NSW COA A/Post 2n	10,525	10,123	48,370	7,474	10,677	1,645	2,380	217,974	58,895	42	13,057
NSW COA C/link 1st	23,595	22,972	187,031	42,419	60,098	8,061	11,868	141,227	210,626	35	71,966
NSW COA C/Link 2n	16,060	908	60,535	7,122	9,197	1,545	2,185	84,240	76,595	28	11,382
NSW C/Link 17&18	1,552	3,759	41,077	6,170	7,168	3,981	4,772	17,579	42,629	41	11,940
NSW Vacants	0	0	434,144	61,170	94,210	14,546	21,430	122,854	434,144	33	115,640
NSW MELimit	0	0	36,573	2,889	3,917	1,716	2,540	14,413	36,573	64	6,457
NSW NonResp F'ldwk	5,290	3,187	160,651	46,158	68,122	19,156	26,071	13,802	165,941	71	94,193
<b>2000-01 Queensland</b>											
Q COA A/Post 1st	12,289	8,904	102,154	23,284	37,024	4,004	5,828	223,254	114,443	40	42,852
Q COA A/Post 2nd	10,287	12,951	49,702	8,164	12,264	2,008	2,816	233,422	59,989	42	15,080
Q COA C/Link 1st	21,410	28,943	118,989	22,349	32,625	2,983	4,587	178,706	140,399	36	37,212
Q COA C/Link 2nd	21,533	315	95,476	10,792	14,638	3,900	5,373	20,881	117,009	30	20,011
Q C/link 17&18	1,494	2,374	19,996	2,190	2,772	1,640	2,119	18,941	21,490	40	4,891
Q Vacants	0	0	71,685	13,942	21,766	6,368	9,046	46,459	71,685	43	30,812
Q MELimit	0	0	25,602	2,073	2,832	1,454	2,082	23,362	25,602	66	4,914
Q NonResp F'ldwk	7,322	9,625	121,908	33,809	48,369	10,583	14,213	57,818	129,230	74	62,582
Q Sil/GPV Reviews	0	0	18,917	1,171	2,174	653	1,263	35	18,917	94	3,437
Q RE QRent/Ten	22,009	6,906	143,707	22,718	32,823	6,219	8,673	172,083	165,716	46	41,496
Q RE Q Transport	1,673	1,806	13,696	1,950	2,566	2,804	3,897	14,554	15,369	48	6,463
Q Transport Bulk	264938	0	569468	101055	140521	20215	26770	200	834,406	61	167,291

**Note 1:** Replies are recorded as a percent response to total mailed. Replies covers all responses including enrolments, no-change replies, ineligible residents, vacant and unenrollable addresses and letters returned as RTS.

Table 7.5.1 (continued) - CRU Mailings by State/Territory between 01/07/00 and 30/06/01

State/Event	Unmatch	Unmatch	Matched	Enrol 1-3 months		Enrol 4-6 months		Matched	Total	Replies	Total
Source	Mailed	NotMail	Mailed	Addr	Enrol	Addr	Enrol	NotMail	Mailed	to Mail %	Enrols
<b>South Australia</b>											
S COA A/Post 1st	3,155	2,625	24,586	6,394	9,707	1,421	2,071	54,688	27,741	40	11,778
S COA A/Post 2nd	1,553	2,956	7,352	1,200	1,703	489	660	59,047	8,905	37	2,363
S COA C/Link 1st	7,199	13,498	33,216	6,741	9,280	1,516	2,185	47,343	40,415	31	11,465
S COA C/Link 2nd	5,179	484	18,157	2,350	2,984	948	1,302	13,263	23,336	27	4,286
S C/Link 17&18	1,014	1,418	8,590	964	1,084	961	1,160	6,912	9,604	36	2,244
S Vacants	0	0	24,363	4,205	6,123	2,022	2,880	25,866	24,363	37	9,003
S MELimit	0	0	9,021	644	911	473	693	12,572	9,021	68	1,604
S Sil/GPV Reviews	0	0	7,411	614	920	354	714	85	7,411	90	1,634
S SA Transport	15,410	25,170	76,369	19,219	26,129	4,777	6,438	118,913	91,779	45	32,567
S Mail Review Total	0	0	298,717	16,677	22,557	6,485	8,877	0	298,717	71	31,434
<b>2000-01 Tasmania</b>											
T COA A/Post 1st	571	483	12,157	3,358	5,187	858	1,222	18,063	12,728	44	6,409
T COA A/Post 2nd	350	499	3,813	669	999	221	305	16,212	4,163	44	1,304
T COA C/Link 1st	1,739	2,042	20,001	4,516	6,364	1,164	1,792	17,262	21,740	38	8,156
T COA C/Link 2nd	2,322	12	13,935	1,781	2,360	732	1,009	2,397	16,257	31	3,369
T C/Link 17&18	158	204	4,305	722	924	485	582	2,377	4,463	46	1,506
T Vacants	0	0	8,950	2,144	3,359	342	492	21,090	8,950	47	3,851
T MELimit	0	0	2,824	258	393	176	272	2,686	2,824	67	665
T NonResp F'ldwk	214	789	14,990	4,215	5,713	863	1,106	3,712	15,204	73	6,819
T Sil/GPV Reviews	0	0	1,279	90	173	55	125	24	1,279	92	298
<b>2000-01 Victoria</b>											
V COA A/Post 1st	12,245	6,731	131,710	37,356	58,783	7,822	11,271	165,914	143,955	43	70,054
V COA A/Post 2nd	4,614	6,025	31,290	6,679	9,865	2,337	3,300	131,348	35,904	38	13,165
V COA C/Link 1st	14,333	14,847	123,955	31,612	45,665	6,087	8,825	96,622	138,288	40	54,490
V COA C/Link 2nd	12,444	107	74,772	10,264	13,708	4,323	5,871	16,311	87,216	30	19,579
V C/Link 17&18	1,508	1,943	26,976	3,695	4,484	3,090	3,808	20,806	28,484	38	8,292
V Vacants	0	0	181,913	21,565	31,441	5,880	8,528	137,473	181,913	33	39,969
V MELimit	0	0	32,317	2,523	3,230	1,066	1,372	12,134	32,317	65	4,602
V NonResp F'ldwk	4,821	1,532	171,783	43,499	63,824	12,318	16,772	10,277	176,604	74	80,596
V Sil/GPV Reviews	0	0	28,580	1,824	2,871	1,226	2,441	287	28,580	93	5,312
<b>2000-01 Western Australia</b>											
W COA A/Post 1st	4,101	3,429	56,135	13,438	20,806	5,439	7,875	87,182	60,236	41	28,681
W COA A/Post 2nd	2,624	3,963	18,845	3,046	4,520	2,233	3,149	91,801	21,469	40	7,669
W COA C/Link 1st	7,188	13,048	55,694	11,743	16,592	4,475	6,267	59,071	62,882	42	22,859
W CA C/Link 2nd	5,664	146	30,196	3,244	4,280	2,740	3,697	12,799	35,860	28	7,977
W C/Link 17&18	538	865	9,814	1,226	1,451	1,337	1,629	6,532	10,352	40	3,080
W Vacants	36	72	78,488	11,185	16,513	3,657	5,264	70,257	78,524	41	21,777
W MELimit	1	13	9,679	678	900	571	766	4,061	9,680	64	1,666
W NonResp F'ldwk	1885	1483	64871	14945	21460	3016	3875	8034	66756	68	25335
W Sil/GPV Reviews	0	0	10,269	577	938	421	715	52	10,269	92	1,653
W Lands	1,489	841	10,878	2,500	4,212	878	1,322	5,345	12,367	62	5,534

**Table 7.5.2 - CRU Mailings by State/Territory between 01/07/01 and 30/06/02**

State/Event	Unmatch Mailed	Unmatch NotMail	Matched Mailed	Enrol 1-3 months Addr	Enrol 1-3 months Enrol	Enrol 4-6 months Addr	Enrol 4-6 months Enrol	Matched NotMail	Total Mailed	Replies to Mail %	Total Enrols
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(Note 2)

**2001-02 A.C.T.**

A COA A/Post 1st	272	579	7,129	1,929	3,137	216	278	22,210	7,401	57	3,415
A COA A/Post 2nd	37	33	383	32	54	0	0	1,338	420	na	54
A COA C/link 1st	193	821	5,171	1,263	1,854	154	198	9,504	5,364	51	2,052
A COA C/link 2nd	45	4	479	38	46	0	0	492	524	na	46
A C/link 17&18	13	30	1,133	239	377	23	41	503	1,146	50	418
A Vacants	0	0	9,258	1,125	1,708	107	135	5,625	9,258	59	1,843
A MELimit	0	0	882	51	73	0	0	497	882	na	73
A Sil/GPV Reviews	0	0	1,578	186	249	58	73	16	1,578	91	322
A Sup Mail Review	0	0	27,343	3,391	4,416	651	798	9	27,343	71	5,214
A Transport	185	1,955	2,275	399	672	39	66	21,124	2,460	58	738

**2001-02 NT**

D COA A/Post 1st	138	357	423	178	277	60	81	9,808	561	48	358
D COA A/Post 2nd	22	22	118	43	70	9	10	715	140	na	80
D COA C/Link 1st	214	7,621	1,500	310	444	84	114	11,725	1,714	41	558
D COA C/Link 2nd	42	1	588	165	218	47	57	156	630	na	275
D C/link 17&18	0	589	73	21	35	1	1	666	73	44	36
D Vacants	0	0	6,842	461	676	0	0	5,848	6,842	na	676
D MELimit	0	0	516	17	22	0	0	370	516	na	22

**2001-02 NSW**

NSW COA A/Post 1st	9,419	9,504	136,931	33,082	52,451	4,190	5,722	329,246	146,350	48	58,173
NSW COA A/P 2nd	1,270	1,160	9,185	929	1,324	0	0	26,314	10,455	na	1,324
NSW COA C/L 1st	13,077	18,893	145,809	30,878	44,567	4,033	5,416	196,171	158,886	42	49,983
NSW COA C/L 2nd	3,069	276	16,799	1,246	1,595	0	0	13,260	19,868	na	1,595
NSW C/Link 17&18	924	635	32,928	7,338	8,258	714	847	12,494	33,852	44	9,105
NSW Vacants	0	0	343,749	23,587	36,698	2,774	3,551	165,051	343,749	45	40,249
NSW MELimit	0	0	16,230	903	1,188	0	0	9,610	16,230	na	1,188
NSW Sil/GPV Rev	0	0	49,646	2,929	4,293	1,545	2,404	489	49,646	80	6,697
NSW Redist/Rev	0	0	216,642	19,302	25,434	9,118	11,073	42	216,642	67	36,507

**2001-02 Queensland**

Q COA A/Post 1st	10,802	12,332	69,585	16,119	25,601	1,708	2,217	351,050	80,387	47	27,818
Q COA A/Post 2nd	3,044	3,006	18,581	2,576	3,949	812	1,052	44,037	21,625	43	5,001
Q COA C/Link 1st	13,553	27,131	70,526	13,941	20,025	1,943	2,562	239,295	84,079	41	22,587
Q COA C/Link 2nd	6,822	597	37,130	3,763	5,136	1,802	2,289	7,541	43,952	31	7,425
Q C/link 17&18	840	902	14,404	2,790	3,139	244	312	9,658	15,244	42	3,451
Q COA QT 1st	6,534	8,406	19,699	813	1,192	0	0	167,590	26,233	71	1,192
Q Vacants	0	0	95,656	248	359	0	0	137,361	95,656	na	359
Q MELimit	0	0	8,067	405	547	0	0	5,562	8,067	na	547
Q NonResp F'ldwk	103	10	2,872	818	1,170	379	505	619	2,975	77	1,675
Q Q Rent/Ten	18,225	7,790	171,662	25,933	36,058	2,279	3,040	92,701	189,887	46	39,098
Q Q Transport RE	6,168	7,417	71,751	12,324	15,502	870	1,243	59,302	77,919	39	16,745

**Note 2:** Replies to Mail recorded as 'na' is for mailing March - June 2002 for which there was insufficient time for replies

Table 7.5.2 (continued) - CRU Mailings by State/Territory between 01/07/01 and 30/06/02

State/Event	Unmatch		Matched Mailed	Enrol 1-3 months		Enrol 4-6 months		Matched NotMail	Total Mailed	Replies to Mail %	Total Enrols
	Mailed	NotMail		Addr	Enrol	Addr	Enrol				
<b>2001-02 South Australia</b>											
S COA A/Post 1st	2,309	3,318	15,847	3,421	4,941	489	627	89,452	18,156	50	5,568
S COA A/Post 2nd	180	220	509	45	56	0	0	2,031	689	na	56
S COA C/Link 1st	3,887	12,467	22,532	3,814	4,977	651	840	58,743	26,419	40	5,817
S COA C/Link 2nd	665	95	1,474	128	161	0	0	2,140	2,139	na	161
S C/Link 17&18	428	896	5,843	1,381	1,494	107	129	5,060	6,271	43	1,623
S Vacants	0	0	30,067	116	154	0	0	39,298	30,067	na	154
S MELimit	0	0	2,824	108	142	0	0	2,936	2,824	na	142
S NonResp F'ldwk	865	887	25,469	5,684	7,852	1,867	2,277	4,340	26,334	46	10,129
S SA Lands	108	8,586	972	111	135	0	0	48,729	1,080	na	135
S Supp/Mail Review	0	0	63,700	5,132	6,551	1,898	2,431	27	63,700	62	8,982
S SA Transport	9,382	31,166	62,823	13,046	16,853	1,873	2,461	151,864	72,205	55	19,314
<b>2001-02 Tasmania</b>											
T COA A/Post 1st	422	557	8,211	2,275	3,545	344	487	29,421	8,633	53	4,032
T COA A/Post 2nd	62	51	558	60	89	15	18	1,784	620	na	107
T COA C/Link 1st	1,027	1,993	12,836	3,073	4,275	555	747	25,156	13,863	42	5,022
T COA C/Link 2nd	280	47	1,736	191	260	27	33	1,680	2,016	na	293
T C/Link 17&18	54	89	3,178	939	1,048	154	201	1,653	3,232	41	1,249
T Vacants	0	0	27,483	3,581	5,337	2,245	3,108	11,458	27,483	47	8,445
T MELimit	0	0	1,109	87	123	0	0	595	1,109	na	123
<b>2001-02 Victoria</b>											
V COA A/Post 1st	11,568	8,633	97,345	23,050	36,396	2,203	2,864	263,342	108,913	52	39,260
V COA A/Post 2nd	1,368	1,482	7,368	1,319	1,841	216	273	27,088	8,736	40	2,114
V COA C/Link 1st	10,075	14,593	82,912	18,134	26,527	2,219	2,915	133,889	92,987	47	29,442
V COA C/Link 2nd	2,398	373	13,934	2,131	2,890	458	564	8,276	16,332	28	3,454
V C/Link 17&18	917	1,057	19,528	4,915	5,603	487	628	14,105	20,445	42	6,231
V Vacants	0	0	164,134	803	1,137	0	0	93,230	164,134	na	1,137
V MELimit	0	0	9,764	1,125	1,551	761	939	8,921	9,764	70	2,490
<b>2001-02 Western Australia</b>											
W COA A/Post 1st	4,068	4,994	43,220	10,474	16,434	1,121	1,498	131,815	47,288	49	17,932
W COA A/Post 2nd	441	482	3,346	376	507	32	42	10,273	3,787	na	549
W COA C/Link 1st	4,338	12,505	41,981	7,986	11,362	1,260	1,648	75,157	46,319	43	13,010
W CA C/Link 2nd	1,144	203	6,763	574	729	48	72	5,954	7,907	na	801
W C/Link 17&18	324	325	7,256	1,557	1,823	163	212	4,440	7,580	48	2,035
W Vacants	0	0	65,877	4,436	6,541	564	749	83,210	65,877	47	7,290
W MELimit	0	0	4,207	281	393	0	0	3,344	4,207	na	393
W NonResp F'ldwk	394	212	34,971	9,514	13,564	2,176	2,623	3,110	35,365	66	16,187
W Redist/Review	0	0	84,560	6,135	8,079	3,613	4,418	38	84,560	55	12,497
W W Lands	536	1,489	5,058	491	694	46	71	15,653	5,594	46	765

**Table 7.6.1 - VEC CRU Program 2000 - 2001**

<b>Activity</b>	<b>Number records received</b>	<b>Records mailed</b>	<b>Returned to sender</b>	<b>Enrlmnt Forms Received</b>	<b>Enrlmnts as % mailings</b>
VicRoads	77,244	34,438	516	10,022	29.1%
Resid Tenant Bond Auth	183,184	142,182	4,356	34,064	24.0%
Public Housing	1,776	1,431	34	298	20.8%
Board of Studies	53,465	50,765	762	22,638	44.6%
TXU	36,509	23,307	556	13,247	56.8%
Citipower	N/A	63,837	N/A	6,427	10.1%
Yarra Valley Water	N/A	20,690	N/A	2,162	10.4%
MAXI	3,923	3,105	80	1,838	59.2%
Liquor Licensing Vic				2,214	
Internet				349	
<b>Total</b>	<b>356,101</b>	<b>339,755</b>	<b>6,304</b>	<b>93,259</b>	<b>27.4%</b>

**Table 7.6.2 - VEC CRU Program 2001 - 2002**

<b>Activity</b>	<b>Number records received</b>	<b>Records mailed</b>	<b>Returned to sender</b>	<b>Enrlmnt Forms Received</b>	<b>Enrlmnts as % mailings</b>
VicRoads	21,877	8,600	593	6,392	74.3%
Vic Tert Admiss Cntr	23,484	10,346	101	1,904	15.1%
Resid Tenant Bond Auth	89,632	81,701	4,939	29,602	36.2%
Public Housing	3,837	5,929	48	681	11.5%
State Revenue Office	48,318	28,343	2,023	5,130	18.1%
Board of Studies	59,239	34,737	536	15,768	45.4%
TXU	18,416	9,215	242	4,566	49.5%
Citipower				2,644	
Yarra Valley Water	N/A	14,203	N/A	1,858	13.1%
MAXI				2,866	
Liquor Licensing Vic				6,089	
Councils				5,247	
Internet				797	
Coles Supermarket				808	
General Enquiries				13,323	
<b>Total</b>	<b>264,803</b>	<b>193,074</b>	<b>8,482</b>	<b>97,675</b>	<b>50.6%</b>