



2002 – 2003

Continuous Roll Update

A report from the CRU Implementation Steering Committee to
the Electoral Council of Australia

Table of Contents

1	Introduction	1
1.1	Executive Summary.....	1
1.2	Background.....	2
1.3	Follow up to Performance Audit Undertaken by the Australian National Audit Office (ANAO)...	3
1.4	Interruptions to the CRU Program.....	4
1.5	CRU Mailing and Response Rates	5
1.6	Carry-over of CRU replies from activity in the preceding year.....	8
1.7	Summary of CRU Activities for the reporting period.....	9
1.8	Summary of Results by Activity.....	9
2	Data Matching Activities.....	12
2.1	Change of Address (COA) and Residents (RE) Mailing	12
2.2	Australia Post Change of Address (COA)	13
2.3	Centrelink	15
2.4	AEC Managed CRU Programs based on Motor Licensing Data.....	16
2.5	Queensland	18
2.6	South Australia	19
2.7	Australian Capital Territory.....	19
2.8	Northern Territory	20
2.9	Tasmania.....	20
3	AEC Data Mining Activities	21
3.1	Vacant Address Mailing	21
3.2	Multiple Enrolment/Surname Limit Exceeded (MELimit) Letters.....	22
3.3	AEC Mail Review Letters	23
4	State and Territory Specific Programs.....	25
4.1	Victoria	25
4.2	Queensland	26
4.3	Western Australia	26
4.4	South Australia	27
4.5	Tasmania.....	27
4.6	Australian Capital Territory.....	27
4.7	School and Youth Enrolment Programs	27
4.8	Citizenship ceremonies.....	29
5	Other CRU Activities	30
5.1	Background Review	30
5.2	Targeted non-response fieldwork	30
6	Future Directions.....	32
7	Statistical Reports.....	34

List of Tables

<i>Table 1-1 Replies to CRU mail and fieldwork for 2001-2002 and 2002-2003.....</i>	<i>6</i>
<i>Table 1-2 National summary of the results of AEC CRU mailing and fieldwork that took place in 2002-2003 and separate State and Territory authority activities.</i>	<i>11</i>
<i>Table 1-3 National summary of the results of AEC CRU mailing and fieldwork that took place in 2001-2002 and separate State and Territory authority activities.</i>	<i>11</i>
<i>Table 2-1 Summary of Australia Post COA National Mailing.....</i>	<i>13</i>
<i>Table 2-2 Centrelink mailing and responses.....</i>	<i>15</i>
<i>Table 2-3 Centrelink 17 and 18 year old Residents (RE)</i>	<i>16</i>
<i>Table 2-4 Qld Rental Tenancy COA.....</i>	<i>18</i>
<i>Table 2-5 Qld Motor Transport COA.....</i>	<i>18</i>
<i>Table 2-6 Qld Motor Transport 17 and 18 year old Residents (RE)</i>	<i>18</i>
<i>Table 2-7 SA Motor Transport COA and RE mailing</i>	<i>19</i>
<i>Table 2-8 Northern Territory Motor Transport RE mailing.....</i>	<i>20</i>
<i>Table 2-9 Tasmanian Motor Transport RE mailing</i>	<i>20</i>
<i>Table 3-1 Vacant Address Mailing</i>	<i>21</i>
<i>Table 3-2 Responses by category to Vacant letters</i>	<i>22</i>
<i>Table 3-3 MELimit Mailing</i>	<i>23</i>
<i>Table 3-4 AEC Mail Review for 2002-2003</i>	<i>23</i>
<i>Table 4-1 Summary of VEC CRU Activities for 2002-2003.....</i>	<i>26</i>
<i>Table 4.2 Youth enrolment by age and percent of eligible population - 30 June 2003.....</i>	<i>28</i>
<i>Table 4-3 Re-enrolment by young persons following objection action.....</i>	<i>29</i>
<i>Table 5-1 Non Response Fieldwork for 2002-2003</i>	<i>31</i>
<i>Table 7-1 CRU enrolments received in 2002-2003 and other CRU activities.....</i>	<i>34</i>
<i>Table 7-2 CRU data sources, mailing/fieldwork and responses by jurisdiction 2002-2003.....</i>	<i>35</i>

1 Introduction

This is a report of the Continuous Roll Update (CRU) program for 2002-2003 undertaken by the Australian Electoral Commission (AEC) and State and Territory electoral authorities. It has been prepared for the Electoral Council of Australia (ECA) by the CRU Implementation Steering Committee (CISCO).

The report provides a summary of the program and detailed information on each of the AEC's data-matching and fieldwork activities and of the complementary programs managed directly by the State and Territory electoral authorities. 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

The joint CRU program undertaken by the AEC and the States and Territories was relatively stable in 2002-2003. Activities operated at levels similar to that in 2001-2002 and there were few changes to data sources or procedures. The most important feature of the program was progress in obtaining national access to motor vehicle licensing authority data and the development of the required administrative and technical systems for its use in 2003-2004. At the end of 2002-2003 motor licensing data was being used in four of the States and Territories, with a separate program managed by the Victorian Electoral Commission (VEC) ready to restart following computer upgrades by VicRoads.

The major AEC CRU activity for the year was the mailing of 2.95 million enrolment and mail review letters nationally, including 510,000 second or reminder letters. This mailing was targeted at an estimated 2.5 million unique addresses nationally. A total of 860,000 enrolments were collected from AEC CRU mailing in the year plus 350,000 arising from mail posted in 2001-2002. AEC fieldwork and other non-mail CRU activities resulted in an additional 210,000 enrolments. The separate State and Territory authority programs were responsible for a further 260,000 enrolments. The joint CRU program resulted in 1.7 million enrolments, this being 70% of all enrolments forms processed for the year.

In addition, the AEC undertook a background match that confirmed the continued accuracy of the enrolment of 2.8 million electors at 1.25 million addresses in NSW and WA. In all, it is estimated that in 2002-2003 36% of the 7.8 million addresses nationally valid for enrolment were reviewed by AEC mail, fieldwork and background matching, with additional addresses covered by the State and Territory authority programs.

Due to elections in 2002-2003 in Victoria, NSW and SA, there were periods of suspension of activity, and nationally there was a general reduction of AEC CRU mailing and fieldwork between February and June 2003 due to budgetary constraints.

The most significant features of CRU in the reporting period were:

- The continued high level of results in Qld arising from the use of a balanced set of data sources,
- Access to NSW motor licensing data for matching to the roll and a subsequent large 'one-off' mailing of review letters prior to the State election,

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- The Victorian Electoral Commission's (VEC) use for CRU purposes of the redivision advice letters sent to all electors prior to the State election,
 - Changes to the AEC's computerised Roll Management System (RMANS) to improve the matching of electors and addresses prior to CRU mailing.
 - A review of the cost effectiveness of the continued use of the Australia Post (AP) change of address data, and the decision in late 2003 to discontinue its use.

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. However, as expenditure by the AEC has reached budgetary limits, investigations are needed to improve the efficiency of the program.

Future directions to be progressed include:

- Implementation of the CRU strategic plan and improved reporting systems;
- Exploiting the full potential of motor licensing data;
- Further integration of AEC and State and Territory programs;
- Examination of the cost effectiveness of using second letters and dated information;
- Continuation of investigations into under enrolment by young people; and,
- Analysis of the impact of CRU on objections.

1.2 Background

Joint roll arrangements are in place in all jurisdictions in Australia so that persons can enrol to vote for Commonwealth 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 jurisdictions except WA and Victoria, the electoral authorities in these States being provided with weekly updates of enrolment transactions where the electoral authorities are provided with weekly updates used to maintain locally managed rolls.

In accordance with electoral legislation and the current policy of all electoral authorities, the roll is reviewed to ensure that it is accurate and up to date on a continuous basis. In 1999 the Continuous Roll Update (CRU) program was established as a joint AEC/State and Territory electoral authority initiative with the aim of reviewing all addresses known to the AEC over a two yearly cycle.

The key elements for achieving continued accuracy are the mailing of enrolment stimulation letters to persons 'on the move' and review letters to specific addresses where there are indications that the roll may not be up to date. The mailing is based on the matching of internal and external sources of data in RMANS and backed up with targeted fieldwork at non-responding addresses. A background review of current enrolments using authoritative external data is also undertaken. Additional enrolment stimulation activities are undertaken by all State and Territory electoral authorities, including a major CRU program undertaken by the Victorian Electoral Commission (VEC), but the various local activities remain complementary to the AEC's national program. Reports covering the CRU program for the three years to 30 June 2002 are available on the ECA website at www.eca.gov.au.

In summary, the AEC and State and Territory programs continued in 2002-2003 with those activities that have been used successfully in the previous year. The most significant development was the reaching of agreement for access by the AEC to motor licensing data in most jurisdictions. There have also been significant improvements made to AEC Address Register maintenance procedures and to RMANS programs to refine the data matching process and the targeting of review activities generally.

1.3 Follow up to Performance Audit Undertaken by the Australian National Audit Office (ANAO)

In 2001-2002 the Australian National Audit Office (ANAO) undertook a performance audit into the integrity of the federal roll and the CRU program generally. In its report to federal Parliament of April 2002, ANAO concluded that the roll was of high integrity 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. It also made recommendations regarding improvements to the program. A summary of the recommendations and progress in their implementing is set out below.

1. *A CRU strategic plan be developed to give national consistency and accountability to the CRU program.* The plan was developed in 2002-2003 and agreed to by State and Territory electoral authorities. The plan will be used as the basis for reporting.
2. *The AEC investigate the effectiveness of existing CRU data sources and matching activities.* Investigations and substantial changes have been made to improve the RMANS data matching systems and this has been reflected in the efficiency of CRU mailing in 2002-2003. Investigations into the effectiveness of existing CRU data sources are yet to take place.
3. *The AEC seek access to additional data sets from both federal and State and Territory sources.* Progress is ongoing with AEC access to a national set of motor transport data (with the exception of Victoria) to be in place by the end of 2003-2004. In the case of Victoria, the AEC and VEC have reached agreement on the sharing of CRU data, including that from motor transport sources.
4. *CRU correspondence with electors be reviewed and revised.* Significant changes to CRU letters were made to allow the review of all electors at addresses in cases where this information could be confirmed by the addressee i.e. making letters into a mail review in addition to an enrolment reminder. These changes were moved into production progressively from mid 2002 and have proved to be most successful. Separately, the wording and design of a sample of CRU letters was subject to research and trials of the redesigned letters took place in NSW in May 2003, with further trials taking place in 2003-2004. Results of the trial mailing indicated a modest improvement in responses and a better understanding of the letters by addressees.
5. *Appropriate performance indicators addressing the needs of the different CRU stakeholders be identified and implemented.* The AEC's CRU and enrolment performance indicators have been reviewed and a revised set agreed to.

The ANAO Report was considered by the Joint Standing Committee on Electoral Matters (JSCEM), and the Committee agreed with many of the recommendations. In its subsequent Report of November 2002, the JSCEM recommended that ANAO undertake a follow-up audit. The follow-up audit commenced in July 2003 and ANAO completed the fieldwork component by the end of 2003. The ANAO report on the follow-up audit was tabled in Parliament (out of session) on 6 April 2004. The ANAO concluded that while the implementation of the recommendations of the 2002 ANAO report has been “slow”, satisfactory progress has been made on implementing most of the recommendations.

The ANAO follow-up audit report states that there are continuing aspects of the AEC’s CRU program that warrant attention, and that the AEC needs to give a higher priority to implementing consistent national standards for CRU data-matching and enrolment-related activities across all States and Territories.

In its response to the ANAO follow-up audit report, the AEC indicated that the implementation process had been delayed somewhat as the AEC was awaiting specific additional funding which was not made available until November 2003. The AEC is also in the process of seeking further additional ongoing funding to enable it to carry out the full program of CRU activities each financial year. The AEC also indicated that it has been working cooperatively and collaboratively with the ECA to address roll integrity issues.

1.4 Interruptions to the CRU Program

During 2002-2003 CRU mailing activities took place in all jurisdictions but with suspensions for the State elections in NSW and Victoria and local government elections in South Australia.

In NSW the regular CRU program was augmented in January 2003 with a major mailing based on NSW motor registry data prior to the State election. In South Australia the program was suspended in January and recommenced in June 2003.

In Victoria the AEC activities were suspended in late 2002 prior to the December State election and recommenced with mailing and fieldwork in March 2003. Prior to the election, the Victorian Electoral Commission (VEC) undertook a major mailout to all electors advising of revised electoral boundaries. This mailout was not undertaken specifically for CRU purposes, however as the letter included an enrolment form for addressees to notify any changes to their enrolment details, a significant number of new enrolments and transfers were received. In addition, the receipt of return to sender (RTS) mail or advice from householders regarding electors who had left their enrolled address provided a large volume of information that was used to remove electors from the roll.

In addition to the suspensions for State elections, there were cutbacks in the AEC’s CRU program in all jurisdictions in the second half of the financial year. This resulted in approximately two thirds of all activity occurring in the period July 2002 to January 2003. Due to the large volume of mail posted in May and June 2002, there was a carry over into this reporting period of an estimated 400,000 replies including 350,000 enrolments, further boosting activity in the seven months to January 2003.

The reduction of the AEC activity in the second half of the reporting period was due in part to the need to contain CRU costs within the resources available to the program as it

became no longer possible for the AEC to supplement CRU funding from general running costs. Within this funding constraint, CRU activities were focused on maximising enrolments by the close of rolls for the various State elections in the reporting period and on making optimal use of the range of external data sources available, particularly in Queensland.

1.5 CRU Mailing and Response Rates

1.5.1 Mailing of Letters and Processing Replies

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. A 'Dear Resident' letter is sent if a name is not available.

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. Also, culling of mail takes place if the address is noted on the RMANS address register as an institution or is not eligible for enrolment e.g. a holiday house, if there is no postal delivery or if the addressee is noted on the roll as now deceased.

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. Enrolment forms and other information received are processed by AEC staff into RMANS, with much of the reporting information automatically collected from the letter barcodes.

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 RTS mail received back from residents or Australia Post (AP).

The comparison of replies to the previous year indicates that elector reason codes have not changed significantly, however there has been an improvement in the quality of AEC RMANS Address Register data and in the efficiency of CRU mailing generally resulting in more mail sent with addressing that facilitates delivery by AP. Also, fewer articles are being mailed to residences with non-citizens or to addresses that are not permanently

occupied. In the return mail, the AEC is receiving more enrolment information including details of electors who have left their enrolled address. In the reporting period it is estimated that CRU data was used to remove from the roll 216,000 electors who had left their enrolled address. Table 1-1 below sets out details of replies recorded in RMANS to CRU letters posted in 2002-2003.

Table 1-1 Replies to CRU mail and fieldwork for 2001-2002 and 2002-2003

Category of Reply	% of All Replies	
	2001-02	2002-03
Enrolment forms/amendments	37.0	36.2
Already enrolled/no further action	29.0	32.0
Ineligible e.g. non-citizen	6.0	4.0
Follow up required e.g. enrolment or objection action	4.5	6.5
Temporary Address for Resident	1.5	1.6
Unoccupied Address (empty)	3.0	2.4
Addressing problem (RMANS & AP)	5.0	4.4
Holiday house	0.5	0.5
Business Address	0.5	0.3
Aust Post RTS - Addressee left address	5.0	3.5
Aust Post RTS - Addressee not known	2.5	2.0
Aust Post RTS - Delivery problems/no delivery service	3.0	0.2
Other	2.5	6.0

Aside from improvements in responses arising from better matching and addressing, the AEC has made significant improvements in reducing possible multiple mailing to single addresses. CRU letters are not sent where multiple notifications are received for the same address during the same month; with only the most recent record for the address being used. Similarly, letters are not sent where previous CRU mail or door-knocking has been conducted at the address within 90 days.

During 2002-2003 the AEC culled 12% of CRU change of address data processed due to data duplicated between different external sources. A further 17% of CRU external data was culled because the address had been reviewed within the previous 90 days.

Whilst the above business rules reduce the number of possible duplicate letters sent, the continuous nature of AEC CRU activities can still result in duplicated mailing to particular addresses. Such additional mailing can be triggered when new information is provided indicating another elector may have moved to the address. In these cases, the 90-day culling rule is not applied and mail is sent to the resident at the address.

During the reporting period the AEC mailed 2.95 million CRU letters to approximately 2.5 million addresses nationally. After allowance is made for the 510,000 reminder or second letters posted in the period (including reminders to first letter sent in the previous year), it is estimated that aside from the intentional mailing of reminders, less than 60,000 addresses would have received more than one CRU first letters.

1.5.2 Response Rate to AEC activities in 2002 - 2003

An analysis of AEC mailing in 2002-2003 and the responses received by 30 June 2003 shows 1.2 million replies to the 2.95 million letters posted. After including an estimate for replies likely to be received after 30 June 2003 to mail posted before that date, the basic response rate to mailing is estimated at 45%. This rate is almost unchanged from that in the previous year. However, this understates the actual response rate by address as the 2.95 million letters were targeted at an estimated 2.5 million unique addresses nationally. After allowance for reminders and other forms of multiple mailing to single addresses, the unique address response rate in the form of mailed replies is estimated at 55%.

The balance of the 1 million non-responding addresses was further reduced by subsequent enrolments and RMANS Address Register changes after the six month cut-off for replies, leaving an estimated remainder of 950,000 addresses for follow-up. Of these remaining addresses, 320,000 were subsequently reviewed by targeted fieldwork, with contact made at 65% of the addresses under review.

The final clear-up rate at addresses originally mailed to cannot be accurately determined, especially as it can take up to 6 months beyond the reporting period to confirm all replies. But, based on firm data for responses at matched addresses i.e. those addresses held on the RMANS Address Register, the final address response rate for 2002-2003 is estimated at 65%. This estimate includes all responses to mailing, adjustments for reminder letters, subsequent contact made via targeted fieldwork and estimated replies that are likely to be received after 30 June 2003 (the cut-off date for the extraction of reply data from RMANS). Note that this is a national estimate, with variations between jurisdictions depending on the mix of types of CRU letter, State election activity and the amount of follow-up fieldwork undertaken at the non-responding addresses.

At an aggregate or whole of program level, estimates can be made to account for replies to current mailing likely to be received in the next reporting period, but at the individual activity level this is not possible. Where per cent response rates are shown in the report for individual mailing activities, it refers to the period 1 July to 31 December 2002 as this cut-off avoids accounting for replies likely to be received after the end of the reporting period. The response rate to 31 December could reasonably be applied to all mailing for the full financial year.

1.5.3 Anomalies in reporting replies

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

(a) Enrolments received from mailings to addresses supplied in external data but not on the RMANS Address Register (unmatched addresses) are not counted as they cannot be matched back to the original mailing e.g. if the address already appears in a correct but different format on RMANS. In 2002-2003 only 5% of addresses mailed were unmatched, a significant reduction on mailing in previous years, with a corresponding drop in enrolment replies not able to be matched directly to the Address Register. This has come about through more effective matching and culling processes on RMANS and a general improvement in the quality of pre-mailout processing undertaken by AEC Divisional staff.

(b) Responses to CRU mailing can be inflated by subsequent election activity. A proportion of responses marked in RMANS as CRU related may have actually been enrolments picked up at the NSW and Victorian election close of rolls, on election day or even as a result of subsequent non voter action. As these enrolments occurred within six months of the elector receiving a CRU letter, they are attributed to CRU.

(c) Double counting of replies may occur between AEC activities and those conducted separately by State and Territory electoral Authorities. All AEC CRU mailing is subject to checks to cull out addressees who have enrolled prior to the posting of letters. However, there are always unprompted enrolments that cross in the mail with the reminder letter and enrolments recorded as collected through one of the 'passive' CRU activities, particularly those managed by the State and Territory electoral authorities e.g. rental tenancy mail inserts in SA and motor transport license change of address receipts in Qld. The greatest potential for double counting of replies is in Victoria where the large CRU program undertaken by VEC can overlap with AEC activities with both authorities separately counting a single reply. The extent of the overlap cannot be determined by jurisdiction, but it could be boosting claimed CRU enrolments by 5% nationally.

1.5.4 Variations in Responses

In determining response rates in this report, only those mailings that took place in the first half of the reporting period (plus the NSW pre State election mailing in January 2003) have been considered. Selecting this period gives sufficient time for replies to be recorded before the 30 June 2003 cut-off for the extraction of response data from RMANS.

Aside from the expected variations in basic response rates between different types of mail, there were changes in 2002-2003 compared to the same type of mailing in the previous two years. Responses to all Centrelink, AEC mail review and motor transport mailing showed a slight decline, yet AEC mail review letters maintained an effective response rate of 60%, with some improvement in replies to Vacant house mailing. Detailed statistics of response rates for all AEC managed mailing and fieldwork is provided at Table Part 7.

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

Unlike the habitation review by door-knock, CRU does not just 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, a proportion is 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 with 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, due to the suspension of the CRU program for elections and the posting of large batches of catch-up mail subsequently, as occurred nationally in April - June 2002 and after the State elections in NSW and Victoria, there are surges in replies and enrolments that spill over into the next reporting year.

Also, follow up activity in the form of reminder letters and fieldwork is carried across from the previous year. During 2002-2003, large batches of AP and Centrelink reminder letters were posted and non-response fieldwork undertaken based on initial mailing in 2001-2002. While the results of this follow up is not recorded against the initial mailing, accounting for such replies complicates an overall assessment of CRU in any one year. In 2002-2003 there was a carry-over from the previous year of an estimated 400,000 replies including 352,000 enrolments. This is very similar to the volume of carry-over in the previous year. However, this may not be the case in the 2003-2004 reporting period given the reduced level of CRU activity in the period February to May 2003.

1.7 Summary of CRU Activities for the reporting period

During 2002-2003, the AEC mailed 2.95 million enrolment and mail review letters nationally, including 510,000 second or reminder letters. This mailing was targeted at an estimated 2.5 million unique addresses nationally.

The AEC CRU program resulted in the collection of 1.06 million enrolments including mail review, fieldwork and citizenship ceremonies. In addition there were 350,000 enrolments received in the year in response to AEC CRU mail posted in the previous year and 260,000 enrolments arising from State and Territory programs. A total of 1.7 million enrolment forms were collected from the joint CRU program, 70% of all enrolments processed.

With respect to the review of addresses, the AEC received 1.2 million replies to letters (including enrolments) with an estimated further 200,000 to be received after 30 June 2003. Taking the receipts post 30 June into account, it is estimated that replies were received from 55% of the unique addresses mailed to. Subsequent to mailing, targeted fieldwork was undertaken at 320,000 of the non-responding addresses. The final response or clear-up rate for all unique addresses targeted by AEC CRU mail and fieldwork in 2002-2003 is estimated at 65%. That is, of the 2.5 million unique addresses originally mailed to, there was a response from 1.65 million.

In addition to mailing and fieldwork, the AEC undertook a background match that confirmed the continued accuracy of existing enrolments of 2.8 million electors at 1.25 million addresses in NSW and WA. In all, it is estimated that 35% of all addresses nationally that are valid for enrolment were reviewed in 2002-2003 by mail, fieldwork or by background matching against authoritative external data. If the results of the separate State and Territory authority programs are taken into account, CRU activities are likely to have confirmed the accuracy of the roll at 40% of the 7.8 million addresses valid for enrolment on the RMANS Address Register.

1.8 Summary of Results by Activity

A summary of all CRU activities and responses is provided at Table 1-3 below. It shows the share of total CRU enrolments for each of the main activities and the response rate by unique address. The following conditions have been used in preparing the table:

- Activities, which are not national but use similar data sources in different jurisdictions have been amalgamated, whether managed by the AEC or a State/Territory authority.

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- AEC mailing not using external data or to vacant addresses is shown as Mail Review.
 - Response rates are shown only for mailing in the period July 2002 to January 2003, as this should give a reasonable guide as to the total response rate for all mailing for the year to 30 June 2003. This does lead to apparent inconsistency in the table between actual replies and the response rate, but this is unavoidable as no account can be made for replies to be received after 30 June from posting between January and July 2003.
 - Replies carried over from 2001-2002 are shown as an aggregate but cannot be attributed to individual activities.

Table 1-2 National summary of the results of AEC CRU mailing and fieldwork that took place in 2002-2003 and separate State and Territory authority activities.

CRU Activity	Letters sent (AEC letters only)	Basic Response Rate	Enrolments (AEC + State & Terr. programs)	Share all Enrlments	Comments
Aust Post – 1 st - 2 nd letters	397,230 149,987	43% 37%	178,075 49,357	17%	Includes responses to 1 st & 2 nd letters
Centrelink-1 st 2 nd letters	283,841 256,697	35% 27%	100,328 57,482	13.5%	As above
17-18 year letters	79,870	34%	19,654		
Motor Transport	528,791	40%	125,248	9.5%	Tas,ACT,SA,Qld (AEC), & Vic (VEC)
Vacant Address	427,462	43%	106,197	8%	
Mail Review & MELimit	102,579	60%	16,515	1.5%	
Rental Tenancies	na	na	48,447	4%	SA (SEO), Qld (AEC) & Vic (VEC)
NSW one-off mail review	571,823	56%	164,908	12.5%	NSW only prior to State election (based on MV data)
Fieldwork	318,340 (addresses)	65%	157,215	12%	65% contact rate at addresses visited
VEC programs (other than rental and school prgrms)	na	na	180,000	13.5%	Enrolmts mainly from 3.3 million Redivision mailout to all Vic electors
School programs	na	na	32,955	2.5%	Vic,SA,Qld,ACT,Tas,WA
Citizen Ceremonies	na	na	49,262	3.5%	
Other	na	na	34,372	2.5%	
Totals	2,950,000 (AEC CRU letters only)	Response rate to Dec 2003 only	1,320,560		Enrolments do not include 352,428 received in 2002-03 from mailing before 1.07.02

Table 1-3 National summary of the results of AEC CRU mailing and fieldwork that took place in 2001-2002 and separate State and Territory authority activities.

CRU Activity	Letters sent (AEC letters only)	Basic Response Rate	Enrolments Received	Share CRU Enrolmnts	Comments
Aust Post 1 st letters	417,689	41%	156,556	20%	
2 nd Letters	46,472	28%	9,285		
Centrelink 1 st 2 nd Letters	429,631 93,368	39% 25%	128,471 14,050	21%	
17-18 year letters	87,843	35%	24,148		
MotorTransport	-	46%	149,990	19%	SA, Qld (AEC) Vic (VEC)
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	60,500 (addresses)	75%	26,316	3%	75% contact rate at addresses
School programs	-	-	31,432	4%	Vic,SA,Qld,ACT,Tas,WA
Rental Tenancies	-	37%	74,763	9%	Vic,SA,Qld
Cits Ceremonies	-	-	42,437	5%	
Other	-	-	20,236	3%	
Total	2,700,000 (AEC CRU letters only)		806,256		Enrolments do not include 357,172 received in 2001-02 from mailing before 1.07.01

2 Data Matching Activities

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. This data is used to notify electors who have moved address without transferring their enrolment (the COA letter) and un-enrolled persons who have not necessarily changed their residence (the RE letter). 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. In most cases the mailing to electors changing address includes details of other electors enrolled at the new address so that all enrolments can be checked in the same manner as for mail review.

External data can also be applied directly to the roll as a background match to confirm the accuracy and currency of existing enrolments provided it is authoritative, includes a date of birth and is available as full file of all clients and not just those changing address. For details of background matching using Centrelink and motor licensing data in NSW and WA during 2002-2003 see section 5.1.

During 2002-2003 data was provided by the external agencies set out below. With the exception of Centrelink and Australian Post (AP), the data was provided to the AEC by the relevant State or Territory electoral authority, or with their agreement for the AEC to negotiate directly with the relevant agency.

Agency
ACT Electricity and Water
ACT Rental Bonds Board
Australia Post
Centrelink
NSW Road Traffic Authority (one off full file only)
Northern Territory Motor Registry (ongoing)
South Australian Lands
South Australian Motor Registry (ongoing)
Tasmanian Transport
Queensland Rental Tenants
Queensland Transport (ongoing)
WA Motor Transport (one off full file only)

Also, the Victorian Electoral Commission manages separate but complementary CRU mailing based on a range of State government and utility company sources of data.

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 temporarily overseas, areas where there is no postal delivery or where there is overlap between data sources. 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 data, a separate 'Dear

Resident' letter is posted to the 'from' or vacated address if there has been no enrolment activity recorded and they are not vacant.

In 2002-2003 the level of records culled in the matching of external data to the roll increased significantly. For AP data 75% of the records were culled, and 65% for Centrelink and motor licensing data. The significance of the level of culling in any one data source is complicated to assess. Firstly some culling arises as electors may have already brought their enrolment details up to date before the matching takes place, but the main reason is the overlap of change of address data received from different sources and the order in which the data sources are applied in the matching process.

2.2 Australia Post Change of Address (COA)

2.2.1 Mailing and Responses

In 2002-2003 approximately 840,000 COA records were provided by AP, giving a gross 1.6 million 'to' and 'from' addresses for loading into RMANS. These addresses were compared to the current roll and 75% were culled as the residents had already provided a new enrolment form, or there was an overlap between data sources, or other activity had been recorded at the address or in cases where it was not appropriate to mail eg no mail delivery or the addressee was marked on RMANS as deceased. The culling rate showed a slight increase on that in 2001-2002, but a significant increase on that since 1999 when AP was the sole source of external data.

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 subject to operational circumstances. Generally 'to' address letters were posted within a month of receipt from AP, but a delay of 90 days for postings to 'from' addresses was made to allow for incoming residents to enrol without being prompted. If a reply was not received, a reminder was posted. Details of AP mailing are shown below.

Table 2-1 Summary of Australia Post COA National Mailing

	Records Received	Letters posted	Replies	*Response rate	Enrolments Received
2002-2003	1,620,356	1st 397,230	155,611	43%	178,075
		2nd 149,987	53,335	36%	49,357
2001-2002	1,684,307	1 st 417,689	181,984	36%	191,359
		2 nd 46,472	18,039	37%	13,197
2000-2001	1,432,334	1 st 611,026	247,140	42%	271,509
		2 nd 193,775	75,779	40%	54,129

* Note: Refers to the basic response (replies to letters sent and other returns including RTS). Response rate shown is for posting in the period July to Dec 2002 only.

A total of 547,217 AP CRU letters were mailed in 2002-2003, 27% (149,987) being second or reminder letters. The number of reminders was significantly higher than in 2001-2002 as a large number were carried across for posting from non-replies to first letters in the previous year. At 30 June 2003 the program had generated approximately 210,000 replies and 227,000 enrolments with a response rate estimated at 43% for first letters and 36% for

second letters. The performance of the program in terms of replies and enrolments was little different to that in the previous year.

2.2.2 Effectiveness of the AP COA program

Compared to the previous year, there was a small drop in 2002-2003 in the number of records received and first letters posted, with the number of replies and enrolments slightly higher than in 2001-2002 in all jurisdictions. However, total replies for the year were artificially inflated by responses to the high number of reminder letters carried over from first letter postings in 2001-2002.

Despite the slight increase in responses and enrolments in 2002-2003, the amount of AP data useful for CRU purposes fell to less than 25% of that received. This represents a continual decline in its value and an increase in the unit cost of the data actually used.

AP mailings accounted for 17% of all CRU enrolment forms collected by the AEC in the year, but this can be partly accounted for by the relatively small amount of targeted fieldwork undertaken nationally (this can be a major contributor to CRU enrolments). As well, there were significant differences in performance between jurisdictions. Enrolments received from AP data made up less than 15% of the AEC total in Qld, SA and the NT and in NSW they made up close to the national average of 17%, and this proportion is likely to decline with the regular use of NSW motor licensing data.

However, the AP share of enrolments and other replies received is not the true measure of the value of the AP information. The business arrangement with AP for the supply of change of address information extends back to trials in 1997 and the commencement of CRU in 1999. At that time AP data was the sole source of external data available for CRU and the major focus of CRU activities. With the ongoing introduction of Centrelink, Motor Transport and Rental Tenancy data across the States and Territories, the duplication of information supplied by AP has continued to increase. However, the operational arrangements for the CRU program have continued to give AP data priority over all other external sources and the separate AEC data mining activities. Therefore, if change of address information for an individual elector is available from more than one source has been the practice that the AP data is used as the first preference, giving an artificial representation of its usefulness. Replies in 2002-2003 was further inflated by the large volume of reminders posted from data first received in 2001-2002

During 2003 the value of the AP data was scrutinised by CISCO to determine if it could be dropped from the CRU program, particularly as its purchase has cost in excess of \$400,000 per annum. The AEC undertook detailed analysis of the overlap with other data sources and determined that based on the extent of duplication and particularly that against motor vehicle licensing data, up to 90% of the AP data was redundant, being already supplied from other external sources or culled as the residents involved had already updated their enrolment. Based on the analysis of the overlap of AP data with other sources, the Electoral Council determined at its September 2003 meeting that its continued purchase was not cost effective and that its use be terminated at the end of 2003.

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. However, no details are provided of 'from' addresses. A separate set of the data covers Centrelink clients that have turned 17 or 18 years old in the previous month. The Centrelink file of all clients' names and addresses is also available to the AEC for the purposes of undertaking a background match against the roll to confirm the enrolment details of current electors.

2.3.1 Centrelink COA

The Centrelink COA data was managed during 2002-2003 in a very similar way to AP data, with monthly mailings subject to operational requirements and election activity. 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 2-2 Centrelink mailing and responses

	Records Received	Letters posted	Replies	Response Rate *	Enrolments Received
2002-2003	827,201	1st 283,841 2nd 256,697	89,510 57,482	35% 27%	100,382 57,482
2001-2002	1,275,295	1 st 429,631 2 nd 93,368	154,323 27,198	32% 29%	181,521
2000-2001	1,360,074	1 st 628,226 2 nd 364,492	227,653 105,500	36% 29%	279,717

* Note: Refers to the basic response (replies to letters sent and other returns including RTS). Response rate shown is for posting in the period July to Dec 2002 only.

In 2002-2003, the volume of data received was considerably reduced due to the introduction by Centrelink of new business rules that excluded details of their clients not eligible to enrol. Of the data received, the AEC was able to apply improved matching and culling procedures that were progressively installed in RMANS during calendar 2002 and 2003. This resulted in a proportional drop in the volume of postings of first letters. Using the replies to December 2002 and enrolments received for the whole year, there was an improvement in the response rate over that for the previous year and in the efficiency of the program generally. The number of Centrelink reminder letters posted increased considerably, but this was a consequence of the carry over of a large volume of reminders from first letter posting in the previous year.

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 to enrol but not necessarily moving address (RE data). The data was used in all jurisdictions continuously during the year. 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 is no reminder letter. A summary of records received, subsequent culling and mailing and responses for the last three years is set out at Table 2-3 below.

Table 2-3 Centrelink 17 and 18 year old Residents (RE)

	Records Received	Letters posted	Replies	Enrolments Received
2002-2003	117,178	79,870	20,489(34%)	19,654
2001-2002	140,945	87,843	32,654(37%)	24,148
2000-2001	205,147	119,300	48,782 (42%)	32,855

The volume of letters mailed and replies are not large, but the Centrelink RE program is effective. It is targeted at a segment of the 500,000 eligible persons in the 17 - 18 year old age group, almost all of who are likely to be first time enrollees and not necessarily in the school system or touched by other CRU activities. The response rate is high for youth programs and they are spread proportionally across all jurisdictions. A relatively high number of enrolments were received in NSW (5,202) and Victoria (5,708), possibly as a result of publicity for the respective State elections.

2.3.3 Effectiveness of the Centrelink activity

Centrelink was the second largest CRU activity over the reporting period in terms of the volume of mail posted (620,000 letters). It generated 170,000 replies including 180,000 enrolments, and this will grow when responses after 30 June 2003 are accounted for. 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. Significant efficiencies were made in the program as a result of improvements to the Centrelink and RMANS systems for culling of non-eligible persons or where CRU action had already commenced.

One feature of the program is the high number of reminder letters mailed which has resulted in increased processing and mailing costs. Much of the Centrelink reminders were carried over from first letters initially posted in 2001-2002, and the relatively low response rate may be due to the age of the original information or that it was based on data extracted by Centrelink prior to their improvements to the culling system for those not eligible. Also, it is possible that Centrelink clients are more mobile than persons notifying change of address in other data sources. By the time a reminder letter has been sent, it could be that the addressee has already moved on. To assess the value of reminders, research is needed into the demographics of the persons targeted for CRU action and particularly any differences between the various data sources.

2.4 AEC Managed CRU Programs based on Motor Licensing Data

Over the 3 years to 30 June 2003, the AEC has progressively gained access (or has indicative agreement to access) motor transport authority change of address data in most States and the Territories. During 2002-2003 the existing programs in Qld, SA and the NT were consolidated and a new program came online in Tasmania in January 2003. In the other jurisdictions negotiations in co-operation with the relevant State or Territory electoral office took place with motor transport authorities to establish the necessary legal, administrative and technical arrangements to make best use of the data.

The status of access by jurisdiction to motor licensing data at the end of 2003 follows:

- In Qld, SA and the NT mailing using transport data commenced in 2001-2002, and in Tasmania from January 2003. The data is supplied regularly and is used for matching

to RMANS for the mailing of enrolment and mail review letters to persons who may need to enrol or where their enrolment details are not up to date. There is formal agreement in these jurisdictions for the programs to continue on a permanent basis.

- In WA and NSW the transport authorities provided a 'one-off' full client file for background review purposes during 2002-2003. In NSW this data was also used for a large 'one-off' mail review in January 2003 in which personalised mail review letters were sent to addresses where there were indications that electors' enrolment details may not be up to date. During the latter part of 2003 the AEC commenced work on incorporating the NSW data into the regular monthly matching to RMANS to allow for the mailing of CRU enrolment reminder letters. Negotiations are continuing with the WA motor licensing authorities to establish a permanent arrangement for regular access to data.
- In the ACT a one-off mailing of enrolment reminder letters based on motor licensing data to 17-25 year old persons was undertaken in August 2001 prior to the ACT Legislative Assembly elections. During 2002-2003 there was no further access to the ACT data due to major computer system upgrades at the ACT Motor Registry. The first supply of fresh data took place in late 2003 and it is anticipated that the first mailouts will take place in early 2004. Negotiations are taking place to establish a formal agreement with the ACT Motor Registry for the program to continue on a permanent basis.
- In Victoria the VEC has agreement for the use of motor licensing data for CRU purposes. In 2002-2003 the program was suspended due to the commissioning by VicRoads of a new computer system. Whilst the VicRoads data is not made available to the AEC for CRU mailing as in other jurisdictions, the separate AEC and VEC activities are complementary. As well, discussions were undertaken in 2003 for the supply of VEC data to the AEC for the purposes of background matching.

During 2002-2003 motor licensing data and related programs were the largest source of CRU enrolments and other replies, and this was without full national coverage. The well established programs in Qld and SA are now delivering over 40% of all CRU enrolments in these States, despite the priority given to AP data in the processing of outwards mail batches.

The other benefits of the transport data are the volume (1.6 million records received in 2002-2003 which would be boosted significantly with a full national file), and its coverage of much of the community, subject to a number of groups who do not hold motor vehicle licenses. In addition, the data is provided generally at the cost of extraction, it provides details of multiple electors at addresses (unlike the AP COA data, which only provides the first person shown on their COA form), and the persons shown have been subject to a formal proof of identity process. As the data can be supplied as a whole file, that is all license holders and not just movers, and with their date of birth, it is a prime source of information for background matching to confirm the enrolment details of electors who have not notified a change of address to any agency.

Details of mailing and replies for mailing using motor transport data and all other CRU mailing based local sources are shown in the State and Territory summaries below.

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 3 years subject to suspensions during elections. During 2002-2003 the number of letters mailed was reduced from the previous year due to a change in the business rules. This data was originally used to target individuals, but in late 2002 the focus was altered to more effectively target all residents at the address. This could mean that a single reply could include more than one completed enrolment and/or additional information regarding ineligible residents or address descriptions. During 2002-2003 reminder letters were introduced in cases where there was no reply to the first letter. Details of the mailing are set out at Table 2-4.

Table 2-4 Qld Rental Tenancy COA & RE (Resident) mailing

	Records Received	Letters posted	Replies	Enrolments Received
2002-2003	143,171	1st letrs 121,711 2nd letrs 21,466	37,802 (34%) 6,328 (30%)	31,738 4,133
2001-2002	290,381	189,888	74,205 (39%)	47,205
2000-2001	344,709	165,718	70,666 (43%)	41,497

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, but with the re-commencement of CRU activities in March 2002 it was extended to cover all age groups. During 2002-2003 the mailing remained at a high level and reminder or second letters were introduced into the program.

Table 2-5 Qld Motor Transport COA

	Records Received	Letters posted	Replies	Enrolments Received
2002-2003	1,322,501	1st ltrs 267,277 2nd ltrs 79,405	99,504 (41%) 25,257 (32%)	64,483 19,975
2001-2002	na	103,749	37,192 (36%)	25,964

In addition to COA data, Qld Motor Transport provides details of persons mainly aged 17 to 20 who were issued with licenses for the first time, but not necessarily moving address (Resident or RE data). Details of the mailing based on this data are set out below.

Table 2-6 Qld Motor Transport 17 and 18 year old RE (Residents) mailing

	Records Received	Letters posted	Replies	Enrolments Received
2002-2003	55,901	37,711	10,913 (30%)	10,078

The COA and RE mailing based on the Qld Motor Transport data was the third largest ongoing program undertaken by the AEC in 2002-2003 in terms of replies and enrolments received, despite it applying to only one jurisdiction. It illustrates the effectiveness of motor licensing data as a source and the potential of such programs nationally.

2.6 South Australia

CRU mailing using SA Motor Transport COA and RE data commenced in January 2000 and has continued since with regular monthly postings subject to the suspension during the SA local government elections in the first 4 months of 2003. 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 2-7 SA Motor Transport COA and RE mailing

	Records Received	Letters Posted	Replies *	Enrolments Received*
2002-2003	256,610	102,615	22,696 (41%)	18,032
2001-2002	245,866	72,205	29,042 (40%)	19,314
2000-2001	236,537	92,130	41,568 (45%)	32,604

* Note: Large postings of mail took place in May – June 2003 to which the bulk of replies and enrolments will be received in 2003/04. The response rate shown is for the period July-Dec 2003 only, but should be indicative of what will be achieved for the whole of year postings.

Mailing based on SA Land Services Group land transfer data commenced late in 2001-2002 and continued in 2002-2003. In all 7,000 enrolment letters were posted and 2,500 replies were received. Due to problems encountered in identifying useful information in the data and the high levels of manual culling undertaken by AEC staff, its use has been suspended. The business rules for matching and identifying potential electors are being reviewed with a view to reintroducing this data at a later date.

2.7 Australian Capital Territory

A 'one-off' use of ACT Road User Services data targeted at 17-25 years old was undertaken in August 2001 prior to the ACT Legislative Assembly election, and a small number of reminder letters continued into 2002-2003. Due to major delays with the implementation of a new computer system at the Motor Registry, the supply of this data source was not available in 2002-2003. It is anticipated that this program will recommence in early 2004.

During 2003 the ACT Electoral Commission undertook negotiations with a number of ACT government agencies and utility companies for the supply of whole customer file and change of address information. This resulted in access to ACT Rental Bond Board and ACT Electricity, Water and Gas (ACTEWAGL) data that was used for first mailings late in

the reporting period. A total of 2,750 COA letters based on ACTEWAGL data and 1,160 letters based on Rental Bond Board data being mailed by the AEC. Due to the timing of these mailings, very few responses had been received by 30 June 2003, but they have continued into 2003-2004 and early responses indicate that they have been most effective.

2.8 Northern Territory

Access to Northern Territory transport data was obtained in 2001 with production mailing of letters to residents commencing in July 2002. This has continued on a monthly basis through 2002-2003. Details of the program are shown below.

Table 2-8 Northern Territory Motor Transport RE mailing

	Records Received	Letters Posted	Replies	Enrolments Received
2002-2003	38,319	19,632	5,559 (32%)	4,497

Based on the responses, this program has been most effective in a jurisdiction with high levels of movement in the community and limited coverage by regular mail services.

2.9 Tasmania

Use of Tasmanian transport data commenced in January 2003. The first mailing batches were large as they would contain a considerable backlog of changes of addresses. Since its first use this data has become a most important source, being responsible for 35% of all CRU enrolments in the State.

Table 2-9 Tasmanian Motor Transport RE mailing

	Records Received	Letters Posted	Replies	Enrolments Received
Jan to June-2003	60,627	20,873	na	6,260

3 AEC Data Mining Activities

The AEC undertakes a range of checks against roll data held on RMANS to target mail review at addresses where enrolment update may be required. All addresses mailed to are held on the RMANS Address Register.

During the reporting period the regular mailing of letters to Vacant addresses and Multiple Enrolment/Surname Limit Exceeded (MELimit) addresses continued in all jurisdictions subject to the suspensions for State electoral events and the curtailment of CRU activity in the period January to June 2003. However, the posting of separate mail review letters targeted at currently enrolled electors not subject to other CRU activity was limited almost exclusively to NSW and the NT. A total of 675,000 mail review letters were posted in the year of which 75% were posted in NSW in the two months prior to the NSW State election.

3.1 Vacant Address Mailing

The Vacant address mailing is targeted at addresses valid for enrolment but with no electors 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 an estimated 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.

The Vacant mailings take place generally each 3 months subject to suspensions due to election activity. The letters are targeted at those addresses that have become vacant since the last mailing or have remained vacant for more than 12 months. In 2002-2003 the number of letters posted was considerably lower than in previous years. This was due to the general reduction of CRU activity in the year, overlap with mail review in NSW prior to the State election, enhancements in the quality of address data held on RMANS and improvements to the procedures used for culling prior to the extraction of mailing data. These improvements included the identification of non-residential addresses, holiday homes and areas where there is no street mail delivery. Details of mailing and responses are provided below.

Table 3-1 Vacant Address Mailing

	Letters mailed	Replies	Enrolments Received
2002-2003	427,462	165,667(43%)	106,197
2001-2002	743,066	267,503(36%)	200,224
2000-2001	824,328	305,000 (37%)	255,000

The response rate to all vacant mailing in 2002-2003 was 40%, which will rise when replies received after the end of the reporting period can be counted. A total of 106,197 enrolments had been received by 30 June 2003. The response to mailing for the six months to December 2002 (for which complete data is available) was 43%, this being a significant improvement on performance on previous years. The vacant house mailing is important as aside from enrolments, it provides a large volume of valuable non-enrolment information covering non-eligible occupiers, address details and potential mail delivery problems.

Details of the reasons codes applied to Vacant letter replies from posting in 2002-2003 with a comparison to that in 2000-2001 are set out below. The table shows an improvement in the quality of the addresses held on the RMANS Address Register and the effectiveness of the targeting of mail.

Table 3-2 Responses by category to Vacant letters

Description of response	% of Replies	
	01-02	02-03
Enrolment(s)	47.0	44.2
Ineligible e.g. non-citizen	10.5	14.6
Occupier only at address temporarily	1.5	3.0
Unoccupied Address (empty)	8.0	13.2
Address used for business only	1.5	0.0
Holiday house	3.5	3.9
Returned undelivered (RTS) by Australia Post (includes insufficient address details, no delivery service, street or flat delivery problem)	18.5	17.0
Other	9.5	4.1

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.

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 residents. Enrolment forms are generally not expected from these addresses, however they are included in the mailout to cover cases where eligible new residents have not already updated their enrolment. The review uses a personalised letter posted to the oldest elector of the most recent family group enrolled listing all persons enrolled at the address and requesting confirmation of the details. Details of letters posted in 2002-2003 and responses and enrolments collected are shown below.

Table 3-3 MELimit Mailing

	Letters mailed	Replies	Enrolments Received
2002-2003	50,495	27,115 (55%)	8,361
2001-2002	43,599	na	4,978
2000-2001	118,245	84,167 (66%)	20,394

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 resident removed from the roll. Postings in 2002-2003 were mainly in the first half of the reporting period and the volume was higher than in the previous year.

3.3 AEC Mail Review Letters

Mail review has been used as a supplement to CRU change of address, vacant house letters and fieldwork. The standard business rules for extraction are similar to MELimit with a single 'family' letter to the oldest enrolled elector listing all persons enrolled at the address. The addressee is requested to check the details on the letter, make any corrections needed and return it to the AEC.

Compared to the previous two years, the posting of mail review letters was significantly lower in 2002-2003, and of those posted, 95% were in NSW. Table 3-4 below provides details of the mail major batches of mail review letters posted in 2002-2003. The response rate obtained was excellent and conforms to that achieved in earlier AEC mail reviews.

Table 3-4 AEC Mail Review for 2002-2003

Mailing of letters State/Batch	Letters mailed	Replies	Enrolments Received
NSW – Batch 1 July 2002	24,661	5,775 (23%)	2,749 @ 2,072 addresses
NSW – Batch 2 January 2003	469,316	280,000 (58%)	127,923 @ 100,911 addresses
NSW – Batch 3 January 2003	102,507	35,292 (35%)	36,985 @ 24,142 addresses
Northern Territory	10,055	3,679 (37%)	2,040 @ 1,335 addresses
Rest of Australia	17,368	8,371 (65%)	3,365 @ 2,425 addresses
National Total	623,857	333,297 (58%)	173,062 @ 130,885 addresses

The very large postings in NSW of almost 600,000 mail review letters was made up mainly of 2 batches mailed in January 2003, prior to the close of rolls for the NSW State election. This mailing was based on matching to NSW Road Traffic Authority (RTA) motor licensing data and was split into two batches of letters.

Batch 2 (469,316) was composed of standard mail review letters to enrolled electors where there were indications from the background data match that enrolments at their address may need to be updated i.e. it was a review of currently enrolled. The response rate of 58% or 280,000 replies was consistent with the number of replies generally received to mail review of existing electors at enrollable addresses.

Batch 3 was composed of enrolment reminder letters to un-enrolled persons shown in the NSW RTA data that were resident at addresses valid for enrolment i.e. shown on the RMANS address register. These letters were no different to the CRU motor licensing 'RE' or resident letters currently sent in other jurisdictions. The lower response rate of 35% is indicative of a first time mailing as many letters would have been sent to persons not eligible to enroll.

Enrolments from Batches 2 and 3 are included in a separate category at 'NSW one-off mail review' in the summary of CRU activities at Table 1-3. However, if the data had been used in regular monthly production as in other jurisdictions, it would have boosted motor licensing data to the most the important source for the year with 290,000 enrolments or 22% of AEC and State/Territory CRU enrolments for the reporting period.

4 State and Territory Specific Programs

A number of CRU programs rely on assisting eligible 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 in connection other 'life events', the local CRU programs have been managed by the State and Territory electoral authorities or jointly with the AEC, details of these activities are set out below.

4.1 Victoria

The VEC has arrangements with a range of Victorian State authorities for the sending of enrolment reminder letters and forms to persons who have changed address or who have recently become eligible. The replies are processed by VEC into their own roll system with enrolment forms forwarded to the AEC for entry into RMANS. As in other jurisdictions, the VEC is active in distributing enrolment forms and promotes enrolment as part of elections. There is no cross matching of COA mailing between the AEC and VEC at this stage, but the separate programs are relatively complementary as they use different sources of data and there is no significant duplication of enrolments received.

During the year the VEC managed 10 strategic CRU programs in conjunction with partner organisations and enrolment forms were made available at some municipal councils. In 2002-2003 41,800 enrolments were collected from these programs. However, they were suspended prior to the State election to allow for the introduction and testing of VEC's new enrolment register.

Due to the implementation of a new computer system by VicRoads, the enrolment program using this data was suspended for 2002-2003. In previous years the VicRoads data was a significant source of enrolments.

Aside from the CRU programs, the major VEC enrolment activity was the collection of enrolment forms and other roll information arising from the mailing of personalised letters to all electors in Victoria advising of electoral districts applying after the State redivision. Approximately 3.3 million redivision advice letters were mailed in August 2002. An enrolment form was included with the letter for persons to update their enrolment if they had moved or for other persons at the address to enrol. There were 108,388 enrolment forms received as a result of this mailout plus a significant volume of information regarding persons who had left their enrolled address. This latter information was used for objection action prior to the State election in December 2002. A further 65,664 new enrolments and transfers were collected directly by the VEC, mainly at the 2002 Victorian State election.

Total enrolments received from the VEC's strategic CRU programs and from other sources in 2002-2003 was 233,690. Enrolments arising from the various programs are set out at Table 4-1 below.

Table 4-1 Summary of VEC CRU Activities for 2002-2003

Activity	Enrolments Received
VicRoads	37
Rental Bond Authority	3,877
School Curriculum and Assessment Authority	19,372
Electricity & water companies	3,564
State Revenue Office	2,567
Liquor Licensing	3,411
Direct VEC enrolment	65,664
Redivision mailout	108,388
Coles supermarkets	5,051
Councils	3,618
VEC Internet site	7,860
Other	281
Total	223,690

4.2 Queensland

With the permission of the Qld Board of Studies enrolment forms are included with school year 12 examination result notices. In 2002-2003 this resulted in the receipt of 5,325 forms of generally first time enrolments by 17 and 18 year old students.

Commencing in July 2000 a blank enrolment form has been printed on the back of the Queensland Transport motor vehicle license change of address form and mailed out with the amended license. This became a most effective and least cost means of obtaining enrolments with 24,864 forms collected in 2000-2001 and 63,839 in 2001-2002. In 2002-2003 receipts dropped to 11,191 forms. The reduction in the current year was due to the removal of the pre-printed enrolment form from mailings in late 2001 and operational difficulties at Qld Motor Transport in restarting the program. The program was back in full production by March 2003 with enrolments received from that date running at approximately 3,000 per month. The full impact of the restart will not be felt until 2003-2004, but from current receipts it could be back to near 2000-2001 levels for the full 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. In 2002-2003 5,016 forms were collected from this initiative, approximately 20% 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. This program commenced in 2000-2001 and is responsible for approximately 12% of all CRU enrolments in the State. In the current year 8,610 forms were collected from new lease holders.

A school enrolment program is managed by the SEO similar in operation to that in WA. In 2002-2003 2,260 enrolments were collected from SA school leavers.

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 2002-2003, 358 forms were collected. The enrolments from this source is not great, but is significant given the small number of Tasmanians in the 17 - 18 year old age group.

Separate to the AEC managed CRU program of dating matching and mailing, the Tasmanian Electoral Office collects enrolments from Service Tasmania's multi-purpose change of address forms and forwards them to the AEC for entry into RMANS. While not reported as a CRU program this is a most effective 'point of sale' enrolment activity with approximately 10,000 forms collected each year, this being 15% of all enrolments processed per year.

4.6 Australian Capital Territory

In previous years, the ACT Electoral Commission incorporated an enrolment form into a whole of government change of address pro-forma. Enrolments from this source has now terminated as the whole of government form has been superceded by a net based on-line system (Canberra Connect) which is not of use for electoral purposes. Accordingly, the ACT Electoral Commission has arranged for access to change of address information from key ACT agencies. This data is to be supplied to the AEC in 2003-2004 for processing in the wider CRU system.

A similar schools enrolment program to that in WA has operated in the ACT since 2000. In 2002-2003 624 enrolments were collected from eligible 17 and 18 year old school leavers.

4.7 School and Youth Enrolment Programs

The enrolment of young people has been a priority since the commencement of CRU. The most effective program is that undertaken by the VEC in which Curriculum and Assessment Authority 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 the Victorian Tertiary

Admissions Centre to stimulate enrolments from young people. The VEC program maintains enrolment of 18 year olds between elections at or above 65% of the estimated eligible population, with corresponding higher levels for older age groups.

Without access to a similar suite of data, programs in other States and the Territories are not as effective with significant variations in participation rates depending on how far back the last election took place. In the absence of a specific national source of data similar to that in Victoria, the current mix of transport and Centrelink data and school programs has maintained youth enrolment at an acceptable level during the reporting period. Details of youth enrolment by jurisdiction at 30 June 2003 are shown at Table 4-2 below.

Table 4.2 Youth enrolment by age and percent of eligible population - 30 June 2003

Age	17		18		19		20		21-25	
	Enrolled	% of eligible Pop'n	Enrolled	% of eligible Pop'n	Enrolled	% of eligible Pop'n	Enrolled	% of eligible Pop'n	Enrolled	% of eligible Pop'n
NSW	13,958	16%	56,483	68%	66,953	82%	70,057	87%	335,982	87%
VIC	10,649	17%	39,614	65%	53,195	89%	54,739	91%	269,871	90%
QLD	7,156	14%	25,363	51%	35,243	71%	42,647	89%	201,383	87%
WA	3,662	14%	12,143	47%	16,513	65%	21,143	87%	102,295	90%
SA	1,506	8%	8,051	42%	13,706	72%	16,804	89%	81,112	87%
TAS	990	15%	3,625	56%	5,551	85%	5,641	94%	25,661	94%
ACT	267	6%	2,132	46%	3,431	74%	4,460	93%	22,227	88%
NT	110	4%	582	22%	1,279	48%	1,975	76%	11,342	74%
NAT	38,298	15%	147,993	59%	195,871	79%	217,466	89%	1,049,873	88%

Note that ‘% of eligible Pop’n’ in the table above refers to estimated eligible persons by age group. Statistics are based on current ABS population statistics and 2001 Census data.

The above statistics show actual enrolled electors by age group compared to the estimated number of eligible persons. The latter figure has been derived from the Census data for each jurisdiction adjusted for citizenship and the most recent ABS population estimates. In addition to the exclusion of non-citizens in determining the eligible population, a further 2% reduction has been made to cover persons otherwise not eligible or generally unable to enrol e.g. those resident in institutions.

At 30 June 2003 there were 1,611,203 persons aged 18 to 25 on the roll, this being an estimated 83% of those eligible. The rates of participation vary across the country, but by the 21-25 year age group there is little variation from the national average in all jurisdictions except the NT. An estimated 340,000 eligible persons aged 18-25 remained un-enrolled, with the highest rates being in the 18 and 19 year old groups. Experience at recent close of rolls indicate that a significant proportion of the non enrolled respond so that they can vote at the election, but a close of rolls period is essential for the receipt of such enrolments.

For the age 21 to 25 age group there is a flattening off in participation rates at the 88% level without the incremental increases evident for each age year on from 18 to 20, and in some jurisdictions there is a decline in participation of around 2% beyond 20. This drop in participation continues to at least age 30. A partial explanation of this is the very high

levels of mobility for 20 to 30 year olds with an estimated 35% (based on 2001 Census data) of persons in the eligible age group changing address at least once in each year, including those who leave the country for extended periods. These persons are being identified through CRU mailing and fieldwork and removed from the roll if they have not updated their enrolled address.

A contributing factor is the large number of young people objected off the roll after failing to vote at elections. An analysis non-voter objections arising from the 1998 federal election shows that of the young people removed from the roll, 40% (or 20,000) had failed to re-enrol by 30 June 2003 (nearly 5 years later). This was despite further federal and State and Territory elections taking place. (see Table 4-3).

Table 4-3 Re-enrolment by young persons following objection action.

Status	Age 18	19	20	21-25	26-30
Total objected off roll post '98 election	1,376	2,478	4,797	20,847	19,263
Re-enrolled by 15/10/2001	827	1,403	1,708	11,104	9,331
Re-enrolled by 30/6/2003	87	192	1,923	1,923	1,651
Total Re-enrolled	914	1,595	3,631	13,027	10,982
Never re-enrolled	462	883	1,166	7,820	8,281

Notes: The table refers only those persons removed by objection as a result of 1998 federal election non-voter action. Age shown is that at time of 1998 election. Subsequent death deletions are not shown.

While the number of electors removed from roll who failed to re-enrol was relatively small, this analysis only covers the 1998 federal election. If the same pattern is evident for objections arising from the 2001 federal election and the various State and Territory events or for all objection action, then the objection process could be having a long term effect on participation rates. The impact of CRU on transfers of address, the number of objections off the roll and subsequent re-enrolments is not clear, other than the level of objections is significantly reduced and the number of transfers of address has increased under CRU compared to the habitation review by door-knock. As the objection process has an impact on the number of persons on the roll at any one time and on transactions at close of rolls, further research on its impact is recommended.

4.8 Citizenship ceremonies

Since 1996 the Department of Immigration and Multi-cultural Affairs (DIMA) has provided information on enrolment to applicants for citizenship and printed a personalised enrolment form for use by new citizens that only requires 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.

In 2002-2003 49,262 enrolment forms were collected through this program (an improvement of 15% over the previous year), mainly in NSW, Vic, Qld and WA 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 being already enrolled as British electors.

5 Other CRU Activities

5.1 Background Review

The CRU program 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 AEC 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.

To confirm the enrolment details of electors at all addresses, a Background Review program was developed in 2001 to allow matching of authoritative external data against the RMANS Address Register and elector records. The external data used included that from Centrelink, DIMEIA and motor licensing authorities where available. This 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 the 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. A full background match with follow up mail review at unmatched addresses took place in mid 2001 in SA and the ACT, but all other jurisdictions were subject to some matching depending on the availability of transport data.

In 2002-2003 background matching only took place in WA and NSW and was restricted to matching against transport data only. In NSW the enrolment details of 2.25 million electors at 1 million addresses were confirmed as still current based on the transport data and recent enrolment activity. Following the NSW match, extensive mail review was undertaken at approximately 570,000 addresses in two batches between December 2002 and January 2003. Details of this mailing and the results achieved are at Section 3.3.

In WA the enrolment details of 533,000 electors were confirmed at 217,000 addresses. A significant proportion of the remainder of electors would have been matched as correctly enrolled if use could have been made of Centrelink and other authoritative sources of data.

5.2 Targeted non-response fieldwork

During 2002-2003, targeted 'door-knock' fieldwork at addresses at which a response had not been received to COA mailing was undertaken in all jurisdictions with the exception of SA (due to the lengthy suspension of activities for the local government elections). In

the NT, a habitation review was undertaken in remote communities and at addresses in high turnover/new growth areas in Darwin and Alice Springs.

The non-response fieldwork was concentrated in the first half of the reporting period with 80% undertaken up to December in NSW, Qld, WA and the ACT. In 2003 fieldwork was undertaken in Victoria, Tasmania and the NT. In all, approximately 320,000 addresses were targeted for review and contact was made at an estimated 65% (slightly down on the previous year) with 146,937 enrolments collected. Details of the targeted non-response fieldwork are provided at Table 5-1.

Table 5-1 Non Response Fieldwork for 2002-2003

	Addresses Reviewed	Contact Rate	Enrolments Collected	Notes
NSW	99,189	67%	54,371	
Vic	52,806	51%	15,597	Results not finalised
Qld	114,677	69%	54,246	
WA	36,073	69%	22,353	
Tas	6,028	51%	6,819	Results not finalised
ACT	5,088	66%	2,415	
NT	4,479	na	637	Results not finalised
	318,340	68% (est)	146,937	

The fieldwork is effective in resolving address problems and in obtaining enrolments, particularly from new electors and residents who have not responded to CRU mail. However, it is expensive at approximately \$5.00 per residence reviewed. Investment by the AEC over the last two years on RMANS programs and operational procedures has resulted in improvements in the RMANS Address Register, the background match process and the CRU matching and extraction systems. This has cut down on duplicated mailing and on the number of addresses requiring fieldwork.

Additional fieldwork took place in NSW, Victoria and Qld commencing in May 2003 in which all residences were reviewed in whole 'walks' or census collection districts. This additional fieldwork covered approximately 23,000 addresses in the three States. At 30 June 2003 this fieldwork was not completed but approximately 3,000 enrolments had been had been collected. The residences under review and the enrolments collected are not included in the Table above.

6 Future Directions

The areas for investigation set out below are based on the performance of the national program for 2002-2003. As the outcomes were in accordance with the AEC's corporate plan and in the main were a continuation of activities successfully undertaken in previous years, 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:

- Implementing strategies identified in the CRU Strategic Plan.
- Improving the reporting capacity for CRU activities to provide a broader picture of the ongoing roll maintenance value of CRU.
- Establishing a firm methodology and timetable for reviews by background matching in all jurisdictions together with follow up strategies.
- Reviewing the current use of transport data to maximise its value.
- Further integrating the CRU and enrolment publicity programs of the AEC with those of the State and Territory authorities, particularly the 'point of sale' enrolment activities.
- Examining the cost effectiveness of second or reminder letters.
- Reviewing the use of old or dated data that has accumulated during an election suspension period.
- Examining the level of under-enrolment by persons in the 20 to 30 year age group and the of objection action for this age group.

7 Statistical Reports

Table 7.1 CRU enrolments received in 2002-2003 and other CRU activities.

Table 7.2 CRU data sources, mailing/fieldwork and responses by jurisdiction - 2002-2003

Table 7.1 - CRU enrolments received in 2002-2003 and other CRU activities

AEC CRU enrolments and source	ACT	NT	NSW	Qld	SA	Tas	Vic	WA	Total
AP Firsts	4,823	565	56,987	30,487	4,467	3,511	52,160	25,075	178,075
AP Reminders	1,212	29	14,697	9,197	1,475	625	15,614	6,508	49,357
C'link Firsts	1,635	444	30,832	21,404	3,182	2,854	27,417	12,560	100,328
C'link Reminders	851	22	18,845	8,989	2,205	1,408	19,227	5,935	57,482
CL 17 & 18	266	48	5,202	4,439	1,069	872	5,708	2,050	19,654
Mtr Trans monthly- COA and Residents	230	4,497	36,985	94,536	18,032	6,260			160,540
SA Lands Dept					968				968
Rental Tenants Data	89			35,871					35,960
Utilities	756								756
Vacants	2,187	1,266	25,465	24,971	6,386	3,493	24,381	18,048	106,197
MELimits	111	51	1,291	1,888	335	248	3,581	856	8,361
Mail Review	197	2,040	130,672	557	297		2,314		136,077
Fieldwork	2,922	2,543	55,107	55,699		2,415	16,176	22,353	157,215
Citizenship Ceremonies	888	110	20,915	7,675	1,373	296	11,802	6,203	49,262
Enrolmts in 2002-03 from pre July '02 CRU activity	4,524	1,384	101,407	94,987	19,055	6,753	99,906	24,412	352,428
Totals	20,691	12,999	498,405	390,700	58,844	28,735	278,286	124,000	1,412,660

State/Territory Authority CRU enrolments, including joint with AEC

VEC Programs							223,690		223,690
SA Enrol Form in Rental Tenancy Mailouts					8,610				8,610
WA Life Events								3,254	3,254
Qld Enrol Form in Qld Transport COA				11,191					11,191
Qld, SA, WA, Tas & ACT Schools Programs	624			5,325	2,260	358		5,016	13,583
Totals for State/Territory Authorities	624	0	0	16,516	10,870	358	223,690	8,270	260,328

Total CRU enrolments (AEC, State & Territory)	21,315	12,999	498,405	407,216	69,714	29,093	501,976	132,270	1,672,988
Total enrolments from all sources 2002-03	37,880	20,763	788,014	538,794	132,861	60,183	603,391	211,882	2,393,768

Other CRU activities

Electors confirmed by Pilot B'ground Review			2,257,532					533,003	2,790,535
Addresses Confirmed by Pilot B'ground Review			1,017,948					217,153	1,235,101
Objection Deletions	3,623	1,885	74,908	72,571	8,100	3,060	28,895	23,530	211,064
Total Habitations Reviewed	18,618	17,238	1,620,399	446,760	61,496	34,340	269,359	346,402	2,778,756
Unique Habitations Reviewed	17,429	15,389	1,399,004	384,646	56,881	31,332	256,597	315,486	2,443,946

Table 7.2 CRU data sources, mailing/fieldwork and responses by jurisdiction - 2002-2003

State/Territory & Data Source	Loaded		Not Mailed		Mailed		Total Mailed	Response to Mail (%)	Enrolmnts after 3 Months	Enrolmnts after 6 Months	Total Enrolmnts	
	Matched	Unmatched	Matched	Unmatched	Matched	Unmatched						
								(see Note 1)				
Australian Capital Territory												
A CA AE 1st	7,491	394	4,842	310	2,649	84	2,733	na	756	0	756	
A CA AM 2nd	1,283	77	81	1	1,202	76	1,278	32%	196	34	230	
A CA AP 1st	31,576	1,182	21,130	1,005	10,446	177	10,623	45%	4,344	479	4,823	
A CA AP 2nd	7,476	183	3,096	65	4,380	118	4,498	36%	1,121	91	1,212	
A CA AR 1st	6,635	243	5,512	208	1,123	35	1,158	na	89	0	89	
A CA CL 1st	8,937	526	4,513	422	4,424	104	4,528	35%	1,424	211	1,635	
A CA CL 2nd	5,080	139	567	3	4,513	136	4,649	25%	761	90	851	
A ME	1,186	0	302	0	884	0	884	75%	92	19	111	
A MR	1,142	0	0	0	1,142	0	1,142	36%	155	42	197	
A RE CL	1,369	86	314	20	1,055	66	1,121	36%	229	37	266	
A TG	5,782	112	786	20	4,996	92	5,088	66%	2,395	527	2,922	
A VM	9,038	0	2,964	0	6,074	0	6,074	45%	1,936	251	2,187	
Total	86,995	2,942	44,107	2,054	42,888	888	43,776	45%	13,498	1,781	15,279	
Northern Territory												
D CA AP 1st	8,364	734	6,460	554	1,904	180	2,084	35%	534	31	565	
D CA AP 2nd	365	53	247	30	118	23	141	26%	27	2	29	
D CA CL 1st	8,097	6,689	5,404	6,459	2,693	230	2,923	25%	402	42	444	
D CA CL 2nd	923	71	534	1	389	70	459	33%	17	5	22	
D RE CL	761	497	362	489	399	8	407	20%	44	4	48	
D ME	1,256	0	632	0	624	0	624	28%	42	9	51	
D MR	10,055	0	0	0	10,055	0	10,055	35%	1,819	221	2,040	
D RE DM	29,573	8,746	11,170	7,517	18,403	1,229	19,632	32%	4,013	484	4,497	
D RR	na							na	1,906	0	1,906	
D TG	5,996	235	2,144	83	3,852	152	4,004	na	637	0	637	
D VM	16,685	0	10,250	0	6,435	0	6,435	32%	1,119	147	1,266	
Total	82,075	17,025	37,203	15,133	44,872	1,892	46,764	32%	10,560	945	11,505	
New South Wales												
N CA AP 1st	421,560	18,409	333,351	12,792	88,209	5,617	93,826	44%	44,155	12,832	56,987	
N CA AP 2nd	72,558	5,511	29,770	2,158	42,788	3,353	46,141	34%	11,626	3,071	14,697	
N CA CL 1st	179,430	17,767	120,799	12,461	58,631	5,306	63,937	35%	22,839	7,993	30,832	
N CA CL 2nd	90,683	7,547	9,946	122	80,737	7,425	88,162	26%	14,922	3,923	18,845	
N ME	7,031	0	1,463	0	5,568	0	5,568	54%	834	457	1,291	
N MR	493,977	0	0	0	493,977	0	493,977	52%	116,617	14,055	130,672	
N RE CL	37,880	1,827	11,384	738	26,496	1,089	27,585	34%	3,879	1,323	5,202	
N RE NM	134,236	13	31,739	3	102,497	10	102,507	35%	33,878	3,107	36,985	
N RR	8,109	79	0	0	8,109	79	8,188	na	736	0	736	
N TG	180,006	3,958	83,354	1,421	96,652	2,537	99,189	67%	42,068	12,303	54,371	
N VM	131,074	0	66,037	0	65,037	0	65,037	41%	18,897	6,568	25,465	
Total	1,756,544	55,111	687,843	29,695	1,068,701	25,416	1,094,117	45%	310,451	65,632	376,083	
Queensland												
Q CA AP 1st	407,316	27,283	327,462	20,307	79,854	6,976	86,830	43%	28,813	1,674	30,487	
Q CA AP 2nd	39,257	5,351	14,331	2,097	24,926	3,254	28,180	35%	8,335	862	9,197	
Q CA CL 1st	215,312	34,668	146,871	26,262	68,441	8,406	76,847	35%	20,272	1,132	21,404	
Q CA CL 2nd	46,017	6,878	5,232	397	40,785	6,481	47,266	26%	7,940	1,049	8,989	
Q CA QR 1st	256,315	25,533	196,625	19,479	59,690	6,054	65,744	32%	16,298	644	16,942	
Q CA QR 2nd	21,335	1,969	1,652	186	19,683	1,783	21,466	na	3,945	188	4,133	
Q CA QT 1st	1,010,466	126,378	770,683	98,884	239,783	27,494	267,277	41%	59,175	5,308	64,483	
Q CA QT 2nd	112,686	17,070	45,334	5,017	67,352	12,053	79,405	32%	17,866	2,109	19,975	
Q ME	24,769	0	11,471	0	13,298	0	13,298	63%	1,331	557	1,888	
Q MR	3,227	0	0	0	3,227	0	3,227	67%	369	188	557	
Q RE CL 1st	23,994	1,598	8,722	937	15,272	661	15,933	33%	3,841	598	4,439	
Q RE QR 1st	70,613	6,118	18,825	1,939	51,788	4,179	55,967	35%	12,819	1,977	14,796	
Q RE QT 1st	49,664	6,237	14,618	3,572	35,046	2,665	37,711	30%	8,366	1,712	10,078	
Q RR	10,492	18	0	0	10,492	18	10,510	na	1,453	0	1,453	
Q TG	146,367	9,034	35,650	5,074	110,717	3,960	114,677	69%	46,300	7,946	54,246	
Q VM	257,348	0	161,932	0	95,416	0	95,416	41%	22,286	2,685	24,971	
Total	2,695,178	268,135	1,759,408	184,151	935,770	83,984	1,019,754	45%	259,409	28,629	288,038	

Table 7.2 (continued) - CRU data sources, mailing/fieldwork and responses by jurisdiction - 2002-2003

State/Territory & Data Source	Loaded		Not Mailed		Mailed		Total Mailed	Response to Mail (%)	Enrolmts after 3 Months	Enrolmts after 6 Months	Total Enrolmts
	Matched	Unmatched	Matched	Unmatched	Matched	Unmatched					
South Australia											
S CA AP 1st	103,017	7,122	84,859	4,393	18,158	2,729	20,887	40%	3,899	568	4,467
S CA AP 2nd	11,466	1,899	5,313	891	6,153	1,008	7,161	33%	1,166	309	1,475
S CA CL 1st	55,306	12,247	38,947	9,397	16,359	2,850	19,209	28%	2,794	388	3,182
S CA CL 2nd	18,610	3,136	4,416	261	14,194	2,875	17,069	24%	1,675	530	2,205
S CA SL 1st	103,021	49,625	98,833	48,033	4,188	1,592	5,780	53%	573	120	693
S CA SL 2nd	1,761	382	594	282	1,167	100	1,267	37%	233	42	275
S ME	8,851	0	4,883	0	3,968	0	3,968	42%	220	115	335
S MR	2,139	0	0	0	2,139	0	2,139	66%	179	118	297
S RE CL 1st	9,462	1,099	3,278	797	6,184	302	6,486	34%	948	121	1,069
S RE SM 1st	216,422	40,188	124,675	29,320	91,747	10,868	102,615	41%	16,271	1,761	18,032
S VM	94,187	0	66,526	0	27,661	0	27,661	33%	5,068	1,318	6,386
SA Total	624,242	115,698	432,324	93,374	191,918	22,324	214,242	37%	33,026	5,390	38,416
Tasmania											
T CA AP 1st	40,681	1,169	31,212	703	9,469	466	9,935	39%	3,273	238	3,511
T CA AP 2nd	6,620	428	3,254	178	3,366	250	3,616	37%	558	67	625
T CA CL 1st	28,758	2,501	19,024	1,659	9,734	842	10,576	30%	2,630	224	2,854
T CA CL 2nd	11,041	915	2,571	23	8,470	892	9,362	27%	1,166	242	1,408
T ME	2,835	0	1,126	0	1,709	0	1,709	39%	169	79	248
T RE CL 1st	4,503	150	1,565	97	2,938	53	2,991	33%	806	66	872
T RE TM 1st	57,893	2,734	38,012	1,742	19,881	992	20,873	37%	6,074	186	6,260
T TG	10,960	343	5,069	206	5,891	137	6,028	51%	2,220	195	2,415
T VM	49,310	0	34,607	0	14,703	0	14,703	31%	3,060	433	3,493
Total	212,601	8,240	136,440	4,608	76,161	3,632	79,793	37%	19,956	1,730	21,686
Victoria											
V CA AP 1st	364,800	21,955	255,634	12,572	109,166	9,383	118,549	49%	47,828	4,332	52,160
V CA AP 2nd	61,241	7,048	27,488	2,974	33,753	4,074	37,827	44%	11,576	4,038	15,614
V CA CL 1st	148,925	18,967	87,171	12,522	61,754	6,445	68,199	43%	24,174	3,243	27,417
V CA CL 2nd	56,421	5,851	6,713	175	49,708	5,676	55,384	33%	12,810	6,417	19,227
V RE CL	28,808	1,589	11,902	890	16,906	699	17,605	34%	4,992	716	5,708
V ME	22,573	0	5,775	0	16,798	0	16,798	57%	2,226	1,355	3,581
V MR	10,810	0	0	0	10,810	0	10,810	62%	1,784	530	2,314
V TG	77,822	4,363	27,745	1,634	50,077	2,729	52,806	59%	14,730	867	15,597
V RR	5,332	36			5,332	36	5,368	59%	579	0	579
V VM	253,414	0	128,208	0	125,206	0	125,206	47%	23,123	1,258	24,381
Total	1,030,146	59,809	550,636	30,767	479,510	29,042	508,552	43%	143,822	22,756	166,578
Western Australia											
W CA AP 1st	157,549	7,639	106,407	4,285	51,142	3,354	54,496	38%	22,863	2,212	25,075
W CA AP 2nd	35,590	2,780	14,987	960	20,603	1,820	22,423	34%	5,897	611	6,508
W CA CL 1st	75,850	13,221	41,304	10,145	34,546	3,076	37,622	32%	11,600	960	12,560
W CA CL 2nd	35,508	3,019	4,095	86	31,413	2,933	34,346	25%	5,284	651	5,935
W RE CL	10,401	637	2,912	384	7,489	384	7,873	33%	1,896	154	2,050
W ME	17,644	0	9,998	0	7,646	0	7,646	45%	685	171	856
W TG	43,801	2,113	8,970	871	34,831	1,242	36,073	61%	15,433	1,316	22,353
W VM	211,535	0	124,605	0	86,930	0	86,930	34%	16,624	1,424	18,048
WA Total	587,878	29,409	313,278	16,731	274,600	12,809	287,409	40%	80,282	7,499	93,385

Key to abbreviations:

- Character 1 State prefix** A=ACT,D=NT,N=NSW,Q=QLD,S=SA, T=TAS, V=VIC,W=WA
- Characters 2-3 Data Type** CA=Change of Address; RE=Resident letter; ME=Enrolment limit exceeded/multiple family names; MR= Mail review; VM=Vacant letter;TG=Targetted non-response doorknock;RR=Doorknock review
- Character 4-5 Data Source** AP=Aust Post; CL=Centrelink; AM,DM,NM,SM,TM,=Motor Registry; QT=Qld Motor Registry; AR,QR=Rental Tenancy; SL=Lands Dept; if no source code then source=AEC
- 1st and 2nd** Refers to 1st letter mailed and 2nd or reminder letter

Note 1: Response refers to all replies to mailing and fieldwork by individual addresses contacted up to 31 Dec 2003. Response includes enrolments,'no change' replies to mail, advice regarding ineligibility, address information received and RTS mail.

Note 2: AEC CRU enrolments do not include 352,428 received in 2002-03 from mailing before 1 July 2002.