

**Australian Electoral Commission**

**ELECTORAL ROLL REVIEW MANUAL  
RECRUITMENT AND TRAINING**

**PART 1**

# CONTENTS

1. Recruitment Of Review Personnel
  - 1.1 General
  - 1.2 Planning Field Work
  - 1.3 Employment Legislation
  - 1.4 Applications for Review Officers
  - 1.5 Receipt of Applications
  - 1.6 Assessing Applicants
  - 1.7 Ranking Applicants
  - 1.8 Before starting as Review Officers
  - 1.9 Control of Records
2. Training Electoral Roll Review Officers
  - Session Outline

# 1. RECRUITMENT OF REVIEW PERSONNEL

## 1.1 General

1.1.1 Sufficient Electoral Roll Review Officers need to be employed to enable field work to proceed at a rate to ensure completion within the specified period using a minimum of casual assistance. A register of 'reserve' Review Officers should be maintained to cover unforeseen circumstances.

1.1.2 Review Officers should not door knock in the walk in which they reside. Where possible however, they should work in the local area.

## 1.2 Planning Field Work

1.2.1 This begins with the E.R.R. Financial Forecast (where the number of review officers required is first decided) and must strike a balance between the following :

- (i) the time constraints placed on us
- (ii) the quality of performance we are looking for in our review officers.
- (iii) the follow-up burden placed on the divisional office

1.2.2 There are of course preferred hours for the conduct of a review which should result in the following :

- as low as possible NAC rate eg. 8-12% (or within an acceptable level for the area under review)
- the highest possible notation rate
- high quality of work

1.2.3 A review of residences should be undertaken between the hours of 8am and 8pm Monday to Saturday and 10am to 6pm on Sundays, however the preferred hours are after 4pm weekdays and on Saturdays and Sundays.

## 1.3 Employment Legislation

1.3.1 You have been provided with the authority to recruit Electoral Roll Review Officers on behalf of the Commission. In exercising this authority don't forget that the Australian Electoral Commission is an Equal Opportunity Employer. Equality of employment extends to women, Aborigines, people from non-English backgrounds and the physically disabled, among others.

1.3.2 In any recruitment action you must have regard for the provisions of the:

- Racial Discrimination Act 1975 which provides legislative protection against discrimination on the basis of race, colour, nationality and ethnic origin.
- Sex Discrimination Act 1984 which provides legislative protection against discrimination on the grounds of sex, marital status and pregnancy.
- Human Rights Commission Act 1981 which provides appeal rights for persons with a disability.

1.3.3 The criterion “Enrolled Commonwealth Elector” covers any elector on a Commonwealth of Australia roll. THIS DOES NOT INCLUDE PROVISIONAL ELECTORS.

Advertising.

1.3.4 Recruitment advertisements will be placed by the Information Officer in Head Office.

1.3.5 Where insufficient suitable applicants apply in particular areas, DRO's should liaise direct with their adjoining Divisions or their local CES Manager to obtain extra staff as required. If this action proves unsuccessful have the Information Officer place appropriate advertisements on local radio stations.

1.4. Application for Review Officers

1.4.1 All applicants must apply on the official form RR010, “Application for Employment as a Review Officer”.

1.4.2 People requesting application forms should be provided with the Information Sheet (RR024) together with the Application.

1.5 Receipt of Applications

1.5.1 Where application forms are received at Head Office, they will be date stamped and forwarded progressively to the appropriate Division for assessment.

1.5.2 Applications received in Divisions must be date stamped.

1.5.3 Applications received in any office of the Commission after the closing date, do not need to be considered. However, late applications can be accepted, at your discretion.

1.6 Assessing Applicants

1.6.1 Staff who have worked on previous Electoral Roll Reviews and have given satisfactory service can be re-employed without further interview. This must be noted on the back of the application RR010

1.6.2 All new applicants must be assessed consistently against the selection criteria using the Assessment Sheet RR012.

1.6.3 Any applicant not meeting the essential criteria and an acceptable standard of the desirable criteria is unsuitable for employment as a Review Officer. Note: Applicants must be enrolled or an Enrolment Form obtained prior to commencement. Special category ‘J’ electors cannot be employed as Review Officers nor can they witness enrolment forms.

1.6.4 Assessment is made initially on the basis of the application and only short-listed applicants need to be interviewed. A supplementary letter requesting further information relevant to the selection criteria can be used to help short-list applicants.

- 1.6.5 Where practical, interviews should be conducted in the divisional office. If this is not practicable you may conduct a telephone interview. Questions must be appropriate to the selection criteria with all applicants being asked the same questions. You should assess each applicant on the assessment sheet RR012 before ranking all applicants.
- 1.6.6 Guidelines on completing the applicant assessment sheet RR01 2 are provided on the form.
- 1.7 Ranking Applicants
- 1.7.1 Applicants should be ranked in order by totalling the score in each of the boxes and entering this in the score box at the top of the page and establishing an order of merit based on their score. Any person scoring below 11 would generally not be employed.
- 1.7.2 Applicants should then be offered positions in order of merit.
- 1.7.3 All applicants must be advised of the outcome of their application. All applications and assessment sheets must be filed in alphabetical order in the divisional office.
- 1.7.4 The entire selection process may be subject to scrutiny outside the Commission and reasons for non selection may be required to be provided to unsuccessful applicants. Reasons for non-selection must be noted on the back of Form RR01 2.
- 1.7.5 Three letters for notifying successful and unsuccessful applicants are included. See Appendix A, B and C. These are available in Uniplex as a standard letter.
- 1.7.6 You may employ relatives of Commission staff under Section 35 of the Commonwealth Electoral Act provided:
- they are rated as more efficient than non-selected applicants in a merit selection, or
  - if there are no other applicants, they are rated as suitable against the selection criteria, and
  - the Area Manager agrees to the employment. (This is an essential requirement and Area Managers are not simply a “rubber stamp” to your selections and ratings).

- 1.8 Before Starting as Review Officers
- 1.8.1 Upon recruitment the Review Officer must complete and sign the following documents:
  - (a) Confirmation of employment (Form RR022)
  - (b) “Agreement for the Use of a Private Vehicle” (Form RR003)
  - (c) Relevant AECPAY Documents
- 1.8.2 All Review Officers should attend face to face training, where practicable. In country areas Review Officers may be brought together at a central venue. A program is to be prepared, together with all associated costs and submitted to your area manager for approval. If this is not practical, the Review Officers Manual, Video and Training Workbook should be sent to them for home study. Transport allowance may be payable for attendance at training courses for travel in excess of 30kms.
- 1.8.3 Payment shall be at the rate approved by the Electoral Commission. The current approved rates for Field Staff and Office Assistance will be advised by Memorandum. Review Officers can expect to be paid within two weeks of completion of a walk.
- 1.8.4 Obtain a passport size photograph of the Review Officer and have them complete and sign Form RR009, Identity Card. The Identity Card must be signed by you. You must then arrange for it to be laminated with the appropriate protective material used in your state. Review Officers will be reimbursed for the cost of photographs if not provided by the DRO. This identify card must be returned to the DRO on completion of review duties with the AEC.
- 1.8.5 A Review Officer cannot start work without the identity card. It must be obtained before the starting date.
- 1.8.6 Review Officers are covered by the Compensation (Commonwealth Government Employees) Act.
- 1.9 Control of Records.
- 1.9.1 A file must be created for each employee to contain all records pertaining to that person including application, assessment, taxation documentation and copies of completed payment documentation.
- 1.9.2 At the completion of the review the I.D. card should be placed in the Review Officers personal file.

2. TRAINING ELECTORAL ROLL REVIEW OFFICERS

AIM	<p>The aim of this package is to provide you with a structured Training Guide to uniformly train Electoral Roll Review Officers to ensure a high standard of output. This package should not be included in the Review Officers Manual.</p> <p>This guide has been designed to enable quick and easy access to all topics which need to be covered during the session.</p>
NUMBER OF TRAINEES	<p>As many Review Officers as possible should attend the one session rather than training on a “one to one” basis. If a large number are to be trained, aim for a maximum of 10-15 per session.</p>
WHEN TO CONDUCT	<p>It is recommended that you conduct the session no more than one week before the start of the ERR.</p>
DURATION	<p>The training session will be conducted over 3 hours.</p>
PRE-COURSE WORK	<p>All participants should be forwarded their Electoral Roll Review Manual, together with the video at least a week prior to the training sessions and a sample of each form they are to use. They should be instructed to read the manual, watch the video and bring the manual as a reference to the session.</p> <p>If they cannot attend the training session, they should also be sent a Training Workbook to be completed and returned to the DRO before commencing their duties.</p>
SESSION LEADERS	<p>The session is to be presented by the DRO or Divisional Clerk.</p>
UTILIZE STAFF	<p>It is recommended that where possible experienced Review Officers be utilized at the training session.</p>
CONTENT	<p>The session has been divided into 8 segments:</p> <ol style="list-style-type: none"><li>1. Introduction</li><li>2. Enrolment</li><li>3. Receipt of material</li><li>4. Method of reviewing</li><li>5. When a resident is at home</li><li>6. Notating the Walk Listing</li><li>7. Reporting to Divisional Office</li><li>8. Review of Initial Walk.</li></ol>
SESSION FORMAT	<p>A variety of training methods should be used to gain participation throughout the session. They are:</p> <ul style="list-style-type: none"><li>· practical exercises</li><li>· demonstrations</li><li>· group discussions</li><li>· questioning techniques</li></ul>
NOTIFY TRAINEES	<p>Ensure all participants have been advised of the venue, time and length of the session.</p>

**PREPARE VENUE**      Ensure the venue has been set up before the start of the session and name plates/tags have been made for all participants.

**MATERIAL REQUIRED**      The following material is required to present the training session:

- Television and Video Player
- Copy of the electoral roll for your Division
- Sufficient tables and chairs for your group
- Name plates/tags
- Paper and biro's
- Spare copy of Review Officer's Manual
- Walk Listing
- Enrolment Forms
- Call Back Pamphlets
- Non Attendance Cards
- Business Reply Paid envelopes
- Training Workbook for each participant
- Identity Card
- Sample map of Walk
- Satchel
- Personal security alarms
- Copies of Review advertising

**VIDEO:**      All Review Officers should be sent a copy of the video to watch before attending training.



## THE TRAINING SESSION

It is imperative that you progressively work through all points covered in this session, ensuring that all aspects of our requirements are covered. Experience has shown that unsatisfactory training gives poor field work.

### 1. INTRODUCTION - Review Officers

The electoral roll is a list of enrolled electors which is constantly changing and is used at Commonwealth and State elections.

An Electoral Roll Review is the most important check of residents of each and every residence in a specific area.

It is essential to wear your official identification card because you are the AEC representative.

You are to ensure that all enrolment and address details shown on the walk listing are correct.

You are required to collect completed enrolment forms where possible and to leave enrolment forms for non-enrolled persons who are not present. You are expected to collect as many enrolment forms as possible and the AEC would expect, on average, a 70% collection rate.

Householders, under Section 92(1) of the Commonwealth Electoral Act, are obliged to supply all relevant enrolment information.

All instructions are based on the provisions of the Commonwealth Electoral Act and the Privacy Act.

The AEC is required to comply with the Privacy Principles set out in the Privacy Act 1988. Privacy Principle 2 requires that when the AEC collects personal information, persons are made generally aware of the purpose of collection (to maintain an up to date electoral roll), the authority for collection (section 92 of the Commonwealth Electoral Act 1918) and any usual disclosure of the personal information so collected (see disclosure statement on Enrolment Form). Refer to "Guide to Information, Access and Privacy" manual.

Payment will be made following a check of the walk for correctness and that all residences have been reviewed in accordance with instructions. The pays are run once a week (advise details for your state).

Personal security alarms are available if required and can also make effective dog deterrents. Any accidents, injuries or dog bites must be reported to the DRO as soon as possible and an incident report form completed. For more detail refer to "Review Officers Manual" Section 2.

## Divisions and Subdivisions

Each State is divided into Commonwealth Electoral Divisions.

An AEC Divisional Office is located in each division.

### Divisional Returning Officer

Has the responsibility of maintaining the Commonwealth Electoral Roll for his/her division

Electoral Roll Reviews are conducted to assist in keeping the Roll up to date.

### Non Enrolment Question

Do not attempt to answer questions on other electoral matters. Advise the person to contact the Divisional Office.

### Times to call on residences

Direct Review Officers concerning the hours in which residences should be visited

## 2. ENROLMENT - Who should enrol

An Australian citizen

Has attained 17 years of age (17 year-olds cannot vote until they turn 18).

A British subject who on 25 January 1984 was enrolled on a Commonwealth of Australia Electoral Roll

Note: Residents who indicate that they have had their Enrolment rejected previously should NOT be notated on the list if their eligibility has not changed. If you are unsure about the persons eligibility ask them to contact the Divisional Office to clarify the situation.

### Special Enrolment Category provisions

Special enrolment is available for people who are:

general postal voters

physically handicapped

itinerant (persons with no fixed address)

overseas (for persons going overseas for 3 years or less)

Antarctic electors (for persons going to work in Antarctica)

provisional enrolment for 17 year olds (this allows persons who will turn 18 between the close of rolls and polling day to vote).

persons who do not wish to have their address shown on the roll.

Reinforce the fact that people wanting to know more about these categories should contact the Divisional Office

## Penalties

Failure to enrol or notify change of address

Witnessing an enrolment form without having seen the claimant sign it or without satisfying oneself that the statements contained on the enrolment form are true. ie the claimant has declared that the information contained on the form is true.

## Persons not entitled to Commonwealth Enrolment

Australian residents who are not citizens or eligible British Subjects

any person who is a prohibited immigrant

any person who holds a temporary entry permit

any person convicted and under sentence of imprisonment for 5 years or more

any person convicted of treason or treachery and not pardoned

any person incapable of understanding the nature and significance of voting by reason of unsound mind as determined by a medical officer

## How and When to Enrol

By completing an enrolment form

Explain where a person normally obtains an Enrolment Form, who can witness it, where it has to be sent and the time in which this should be done  
which this should be done

## Enrolment for State and Territory Elections

Explain that States use the one Enrolment Form for Commonwealth and State/Territory enrolment purposes.

### PRACTICAL . EXERCISE

Have each participant complete an enrolment form and the person next to them witness it. CHECK to see that it has been completed correctly and stress the sections of the form which must be completed.

Explain the importance of obtaining full name details on enrolment forms. This should include former surname (if appropriate).

Details of former address should be obtained where possible. These details are required to assist in the matching process of the enrolment system.

After removing the tear off enrolment card, return the rest of the form to the applicant for their information, particularly to comply with the Privacy Act.

### 3. RECEIPT OF MATERIAL

Distribute the material to participants and explain the use of each of the forms the Review Officers will be receiving.

Advise of Discrepancies

Review Officers are to check material carefully and advise any discrepancies immediately.

### 4. METHOD OF REVIEWING **WALK LISTINGS**

Explain how a walk listing is to be used. Advise participants that they will be required to carefully sub-total each page then transfer street totals to the Walk summary page. Mention that you will be referring to the listing in more detail later. **DON'T GO INTO ANY MORE DETAIL ABOUT ITS USE NOW.**

**Covering every Street and Residence**

Explain the method they should use to ensure every residence has been visited. Note, the exception to this is residences where silent electors are enrolled. These addresses are marked "This residence is not to be visited" and will be reviewed by the Divisional Returning Officer.

**UNDER NO CIRCUMSTANCES ARE YOU TO ACTIVELY SEEK INFORMATION FROM NEIGHBOURS. PAYMENT IS BASED ON A VISIT TO EACH HABITATION. RANDOM CHECKS WILL BE CONDUCTED AND ANY PERSON FOUND COLLECTING INFORMATION IN THIS WAY WILL BE DISMISSED.**

## NON-PRIVATE RESIDENCES

Large institutions such as retirement villages and caravan parks are normally reviewed from the Divisional Office. Advise Review Officers of local procedures.

### PRACTICAL EXERCISE

Have participants plan a Walk breaking the walk up into sections

where they plan to start

where they plan to finish

check they are not going over boundaries.

## 5. WHEN A RESIDENT IS AT HOME

Outline standard introduction (and procedure used for interviewing the resident)

Explain the necessity of the Identity/Authority Card

You must ask a responsible member of the household the following prescribed question.

- \* Could you please tell me the full name of each person permanently living here who:
  - \* is 18 or over (or an eligible 17 year-old provisional elector)
  - \* is not a visitor
  - \* is an Australian citizen (or a British subject who was enrolled on a Commonwealth electoral roll on 25 January 1984);
  - \* has lived at the address for the last month;
  - \* is normally a permanent resident but is temporarily absent.

It is not necessary that you ask this question verbatim. However, it is essential that each of these points be covered with each householder. The wording and technique used can vary depending upon the environment in which you are reviewing.

The Review Officer should be able to answer questions regarding why the information is collected (to update the electoral roll), under what authority information is collected (section 92 of the CEA) and who the information is normally made available to (refer to Enrolment Form). More detailed questions should be referred to the divisional office.

PRACTICAL . Session leader to demonstrate how an interview is to be conducted

## EXERCISE

Conduct several mock interviews to demonstrate interviewing techniques

SUGGEST YOU USE EXPERIENCED REVIEW OFFICERS IF AVAILABLE FOR THESE INTERVIEWS

### 6. NOTATING THE WALK LISTING

Explain that the Walk Listing will need to be notated in different ways.

Refer participants to the Walk Listing in the workbook.

Explain how the Walk Listing has the odd number side of streets listed first followed by the even number side.

Explain the purpose of the facing pages with no details listed ie the place to enter new address details.

This part of the training package requires the participants to complete entries onto the Walk Listing in their workbook. These entries will initially mirror the scenarios shown in the training video.

NOTE - FOR ALL SCENARIOS BELOW AS WELL AS MAKING THE NOTATIONS AS INDICATED, THE PARTICIPANTS SHOULD ALSO BE INSTRUCTED TO:-

MAKE THE APPROPRIATE LAND USE NOTATION; AND

NOTATE FROM WHOM THE INFORMATION WAS OBTAINED FOR EACH RESIDENCE.

#### Street Numbering

Watch the video until the walker is about to enter the first driveway and the voice over says "Call at every dwelling to check details".

Stop video.

Discuss the following:

i) Refer to the missing number **21** Esperance St in the Walk Listing. Explain that if there is no one enrolled for an address it will not appear in the walk listing. Emphasise that all residences must be visited and notate details on facing page of walk listing. DEMONSTRATE THIS.

ii) If required, discuss any local numbering issues you wish to make your electoral roll review officers aware of.

## Security

Continue watching the video until the car drives off.

Stop video.

Discuss the following:-

i) Reinforce the need for all electoral materials to be securely stored at all times. When in the field, keep materials not being used out of sight in the boot of the car.

ii) Personal Safety:

- Only carry enough materials for immediate use.
- Do not enter residences
- Do not enter any property where there is danger from a dog. Notate this on the walk listing.
- Wear appropriate footwear, take sunscreen and a hat for hot sunny days.
- Take drinks as these may not be available on your walk.
- If at any time a roll review officer feels threatened either at the door of a residence or in the street, they should immediately go back to their car and leave the area.
- If the immediate personal safety of the review officer is at risk, they should sound their security alarm.
- All injuries and threats should be immediately reported to the DRO.

## New Enrolment

Continue watching the video until the roll review officer has finished at Number 11 and has said "Thank-you very much" as she walks down the stairs.

Stop video

i) Discuss the need for roll review officers to return collected electoral enrolment forms in street number order within their streets.

ii) Discuss the fact that the roll review officer should have left the instruction section of the enrolment form with Susan.

Refer participants to number 11 Esperance Street in the walk listing.

iii) Instruct participants to put a tick next to Tom and Edna Jones name in the Elector Notation field.

iv) Instruct participants to add Susan's name, surname first, immediately under the last name recorded for that address.

v) Explain the EFC (Enrolment Form Collected) notation and instruct participants to write EFC in the Elector Notation field on the walk listing next to the new Jones, Susan entry.

Forward and pause video to show the completed entry for this address.

### No one home on first visit

Continue watching the video until the roll review officer puts the “Knock Knock” call back pamphlet in the letterbox at Number 13 Esperance Street.

### Stop Video

- i) Discuss procedures for first visit to a residence where no one is at home.
- ii) Refer participants to the entry in the walk listing for Number 13 Esperance Street and ask them to notate the date of their first visit in the CBP (Call Back Pamphlet) field on the walk listing.
- iii) Discuss how the review officer was looking in the windows to see if the house was vacant.
- iv) Forward and pause video to show the notation for this address.

### British Subjects

Continue watching the video until the roll review officer says “Thanks for your time” after interviewing the British Subject at Number 15 Esperance Street.

### Stop Video

- i) Discuss British Subjects eligibility to enrol to vote.
- ii) Instruct participants to rule lines through each of the “WILLIAMS” Surnames and write “GONE” in the Elector Notation field against each name.
- iii) Instruct participants to write “N/CIT” in the Elector Notation field below the “GONES” to show that this residence is now occupied by non Australian Citizens.
- iv) Forward and pause video to see the completed walk listing entry.



## Misspelt Name

Continue watching the video until the resident of Number 17 Esperance Street says “You come back later, I give it to you”.

Stop Video.

- i) Discuss procedures for correcting errors on the walk listing.
- ii) Remind participants to always check enrolment forms they collect to make sure the enrolling elector’s writing is legible. Legibility problems often cause errors such as this one shown.
- iii) Instruct participants to put a tick in the Elector Notation field next to Luigi and Rosa’s names.
- iv) Instruct participants to rule through “VMBERTO” and after the ‘given names write “SHOULD BE UMBERTO”.
- v) Add “UMBERTO, Maria” in the new name section for Number 17. Also write “17 year old” after Maria’s name. Note, some Divisions instruct their roll review officers to make the notation EFL (Enrolment Form Left) in the Elector Notation field to indicate an Enrolment Form has been left for the new elector to complete.
- vi) Forward and pause video to view completed entry for this address.

## Security Access Building

Continue watching the video until the Roll Review Officer is outside the security access building (SAB).

Stop Video

- i) Discuss security access building and local arrangements for reviewing.
- ii) Instruct participants to write “SAB” in the Residence Field for the walk listing entries of 1/19, 21/19 and 22/19 Esperance Street.
- iii) Forward and pause video to show completed entries for these addresses.

## Refusal

Continue watching the video until the Roll Review Officer says “I’m sorry about that” after being refused any information at Number 21 Esperance Street.

### Stop Video

- i) Explain again that because there is nobody enrolled for 21 Esperance Street at the present time, this address does not appear on the walk listing.
- ii) Ask participants to go to the top of the facing page and write the number 21 in the Street No. section.
- iii) As the resident has refused to provide any information, instruct participants to write the notation “REF” (Refusal) in the Residence Field on the walk listing.
- iv) Discuss procedures to be followed if a Roll Review Officer is confronted with hostile residents.
- v) Remind participants that the section of the Commonwealth Electoral Act which deals with the rights of Roll Review Officers is printed on the back of their Identification Card.
- vi) Forward and pause video to show entry for Number 21.

## No one at home on revisit

Continue watching video until the Roll Review Officer finishes placing the “NAC” (Non Attendance Card) in the letterbox at Number 13 after revisiting and there is still no one at home.

### Stop video

- i) Explain that a NAC is left on the second visit when no one is in attendance. Explain best times to carry out call back eg between 4 and 8pm or the weekend.
- ii) Discuss how to complete a “NAC”. Explain that the NAC is a two part document, one part to be left in the letterbox with a Reply Paid Envelope and the other part to be returned in street order to the Divisional Office on completion of the walk. Emphasise that electors full names as shown on the walk listing should be written on the NAC. If the residence is occupied but no one is currently enrolled on the walk listing, endorse NAC as “No one currently enrolled”.
- iii) Instruct participants to notate the date in the NAC section of the walk listing.
- iv) Forward and pause video to show final entry for Number 13.

### Stop video.

The following scenarios are not shown in the video but should be covered by participants.

#### Duplicate entry -

- i) Refer participants to the entry for Number 23 Esperance Street on the walk listing.
- ii) After interviewing the residents, the Roll Review Officer has found that the name listed as “LO, THI DOAN” is the same person as the name listed as “CHU, LO THI DOAN”.
- iii) Instruct participants to rule through the incorrect surname (LO), write “DUP” in the Elector Notation field and then write “same as CHU, Lo Thi Doan after the given names of the duplicate incorrect entry. Tick correct entries.

#### Incorrect land use information -

- i) Refer participants to the entry for 1/23 Esperance Street.
- ii) The Roll Review Officer has found that Mr Henry Wong still resides here but this address is a flat at the back of Number 23 Esperance Street.
- iii) Instruct participants to put a tick in the Elector Notation field next to Mr Wong’s name and then to rule through the Land Use abbreviation “Std House/Semi” and then write “Flat at back of house” in the comments field for this entry.

#### Change of Name -

- i) Refer participants to the entry for Number 25 Esperance Street.
- ii) The Roll Review Officer has found that Virginia Bloggs has changed her name to Virginia Manwell.
- iii) Instruct participants to rule through “BLOGGS” and write “now MANWELL, Virginia Anne. Tick next to Graham Manwell’s name.
- iv) As the Roll Review Officer has obtained a new Enrolment Form for Virginia Manwell, instruct participants to write “EFC” in the Elector Notation field next to her name.

#### Vacant Address - No one enrolled

- i) If walks for your division have been ordered to show vacant addresses that have previous enrolment history, the entry for Number 27 Esperance St is an example of how this will appear on the walk.
- ii) Explain to participants that there is no one currently enrolled for this address but there was previously. Explain that if there are eligible electors residing there, this is where the details are entered, not on the facing page. If the vacant address is not habitable (eg demolished) or if the vacant address no longer exists (eg re-numbered), this should be noted in the comments section of this entry.

## Address Suppressed - Silent Elector

- i) Refer participants to the entry for Number 1 Fishburn Street.
- ii) Discuss the fact that this entry says “THIS RESIDENCE IS NOT TO BE VISITED” and must not be visited under any circumstances.

## Deceased Elector

- i) Refer participants to the entry for Number 3 Fishburn Street.
- ii) The Roll Review Officer has been informed that Ivan Bangor has died.
- iii) Instruct participants to rule through the Surname of the deceased person, write the date of death if offered next to the given name and write “DEC” in the Elector Notation field. A tick should be put in the Elector Notation field against the entry for Jelica Bangor as she is still residing at this address.

## British Subjects

- i) Refer participants to the entry for Number 5 Fishburn Street.
- ii) The Roll Review Officer has been informed that both these electors still reside at this address. Instruct participants to put a tick in the Elector Notation field against each of these entries.
- iii) Discuss the significance of the “Special Category B” notation above each name.
- iv) Inform participants that electors with this notation should be asked if they are now Australian Citizens. If they are, new enrolment forms should be collected with the Citizenship details completed on the form if these details are available.

## Vacant Address - Electors Enrolled

- i) Refer participants to the entry for Number 7 Fishburn Street.
- ii) The Roll Review Officer is unable to make contact with the Smith's. The neighbours at Number 5 informed her that this residence is currently unoccupied.
- iii) Instruct the participants to write “VAC” (Vacant) in the residence field and also write “GONE” in the elector notation field against both names.
- iv) Also, in the “Information from” field for this residence, participants should write where the information came from ie “No. 5”.
- v) Participants should be informed that in this situation they should leave a CBP, 2 enrolment forms and a BRP envelope.

## Postal Address

- i) Refer participants to the entry for Number 9 Fishburn Street.
- ii) Explain that if an elector has a postal address, it will be printed above the name on the listing. This must be checked. If there is no change, tick after the entry. If it has changed, enter the new details and rule through the old entry.
- iii) The Roll Review Officer has been informed that both electors still reside at this address. Instruct participants to put a tick in the elector notation field against both names.
- iv) The Review Officer has also been informed that Alice now has a new postal address. Instruct participants to rule through the old postal address and write "Postal Address now PO Box 26, Kingston 2604" after Alice's name.

## Walk Summary

- i) Ask participants to refer to the Summary Pages at the end of the walk listing. Explain what each page is for.
- ii) Show the rest of the video.
- iii) Instruct participants to complete the statistics section at the bottom of each page of their walk listing and then transfer these statistics to the Summary by Street page.
- iv) When participants have finished this they should transfer the totals to the Review Officer Walk Summary page.
- v) Participants should be shown how to calculate the percentages for Call Backs, NACs and Enrolment Forms collected.
- vi) Other details as required should be completed on this page e.g. dates the walk was undertaken, and then participants should be instructed to sign and date the bottom of this page.

The following notations have not been covered in the practical exercise. You may wish to discuss these as well with your roll review officers.

TEMPORARILY ABSENT	Print T.A. in ELECT NOTN field and enter location and date of return if known, after the persons name.
NON- CITIZENS	<p>Print N/CIT in the ELECT NOTN field and rule through the electors Surname if advised that this person is not an Australian Citizen or Eligible British Subject.</p> <p>If no one enrolled for that address enter street number and N/CIT in the ELECT NOTN field.</p>
SURNAME AND/OR GIVEN NAME IN WRONG ORDER	<p>Print SHOULD BE (full name with Surname first), after the entry.</p> <p>DO NOT OBTAIN AN ENROLMENT FORM.</p>
HOUSE AND . STREET NUMBER ALTERATIONS	<p>Record new number in the RES NOTATION field and rule through the old number.</p> <p>DO NOT OBTAIN AN ENROLMENT FORM.</p>
TELEPHONE . NUMBER	Generally the phone numbers should only be collected if it is likely that the DRO may need to follow up information provided at a particular residence e.g. if information recorded in a Walk Listing is complicated or is supplied by a visitor to the house. Electors are NOT required to supply a phone number and it should only be asked for as a matter of convenience in circumstances that cannot be resolved by a call back.
HOLIDAY HOME/UNIT .	Print HOL in RESIDENCE field.
HOUSE DEMOLISHED'	Print DEM in RESIDENCE field and notate comments - now Service Station etc.

## 7. REPORTING TO DIVISIONAL OFFICE

Tell participants how often you want them to report

How much work is expected each day/week

Where and when to contact the DRO in an emergency situation

They must advise the office if they are unable to work for a period exceeding two days.

## 8. REVIEW OF INITIAL WALK

On return of your first completed walk, a check will be conducted in the presence of the Review Officer where practicable to ensure the notations have been made in accordance with instructions.

New Review Officers may be encouraged to ring or visit the divisional office after completion of a portion of their first walk to check that correct procedures are being followed.

No payment will be made for this, however Review Officers should be advised that their services may be terminated if their work is unsatisfactory.

NAC rates should be between 10 - 12%, subject to the nature of the area under review. Rates of 15% or higher are generally unacceptable subject to the nature of the area under review. These percentages must be emphasised at roll review officer training sessions and not left to personal interpretation by RROs.

(Successful)

Dear

I wish to advise that your application for employment as an Electoral Roll Review Officer has been successful. Please advise by return mail or telephone if you wish to accept a position.

Yours sincerely

Divisional Returning Officer



(Unsuccessful 1)

Dear

I wish to advise that I am unable to offer you a position as an Electoral Roll Review Officer at this time. However, should a position become available I will contact you.

Thank you for your interest in applying for employment with the Australian Electoral Commission.

Yours sincerely

Divisional Returning Officer

(Unsuccessful 2)

Dear

I wish to advise that your application for the position of Electoral Roll Review Officer has been unsuccessful.

Thank you for your interest in applying for employment with the Australian Electoral Commission.

Yours sincerely

Divisional Returning Officer