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Refusals Processing

| Summary of 2011 Census Refusals Processing by State | | |
|--|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 8,338 (as at 07.25 23/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 13 | 0 |
| NSW | 582 | 48 |
| NT | 26 | 2 |
| QLD | 466 | 66 |
| SA | 138 | 9 |
| Tas | 80 | 15 |
| Vic | 437 | 29 |
| WA | 242 | 32 |

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Figures are cumulative to date

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| Summary of 2011 Census Refusals and Progress | | |
|---|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 11,084 (as at 07.25 2/9/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 73 | 1 |
| NSW | 998 | 70 |
| NT | 58 | 2 |
| QLD | 637 | 66 |
| SA | 302 | 9 |
| Tas | 162 | 28 |
| Vic | 968 | 29 |

| | | |
|-----------------|------|-----|
| WA | 350 | 32 |
| Total Australia | 3458 | 237 |

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[REDACTED]

[REDACTED]



Refusal DB Status - 4 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Courtney [redacted]
[redacted], Shannon [redacted], Myriam [redacted]
Cc: Peta [redacted]

04/08/2011 04:53 PM

Refusal DB Status - 4 August 2011

Total Refusal Records in Refusals Db: 2,063
Total Refusals at AS Draft Status (pre-Db): 1,203
Total Current Refusals: 3,266

Mail Sent: 195
Refusal Letters Issued: 195
NODs Issued: 0
NOD Reminders Issued: 0

Mail Received: 0
Forms Returned Complete: 0
Forms Returned Incomplete: 0

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 358
AS Recommends Review (AS Action) 489
AS Recommends No Further Action (AS Closed) 582 (*Majority have been incorrectly closed and require change status to 'Await Response' of 'Issue Refusal Letter')
Total Records Held Up: 1,429 (69.7%)



Census

Census 2011

Gareth [redacted]
Project Manager
Census Field Operations

Phone [redacted]
Email [redacted]



Refusal DB Status - 8 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Courtney [redacted]
[redacted], Shannon [redacted], Myriam [redacted]
Cc: Peta [redacted]

08/08/2011 07:23 AM

Refusal DB Status - 8 August 2011

Total Refusal Records in Refusals Db: 3,123
Total Refusals at AS Draft Status (pre-Db): 1,189
Total Current Refusals: 4,312

Mail Sent: 310
Refusal Letters Issued: 310
NODs Issued: 0
NOD Reminders Issued: 0

Mail Received: 0
Forms Returned Complete: 0
Forms Returned Incomplete: 0

Refusal Records Currently Held Up by DM's

AS Recommends Refusal Letter (AS Submitted) 503
AS Recommends Review (AS Action) 721
AS Recommends No Further Action (AS Closed) 796 (*Majority have been incorrectly closed and require change status to 'Await Response' of 'Issue Refusal Letter')
Total Records Held Up: 2,020 (64.7%)



Census 2011
Gareth [redacted]
Project Manager
Census Field Operations
Phone [redacted]
Email [redacted]



Refusal DB Status - 9 August 2011

Protective UNCLASSIFIED

Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Courtney [redacted]
Shannon [redacted], Myriam [redacted]
Cc: Peta [redacted], David [redacted]

09/08/2011 11:02 AM

Refusal DB Status - 9 August 2011

Total Refusal Records in Refusals Db: 3,389
Total Refusals at AS Draft Status (pre-Db): 1,212
Total Current Refusals: 4,601

Mail Sent: 426
Refusal Letters Issued: 426
NODs Issued: 0
NOD Reminders Issued: 0

Mail Received: 4
Forms Returned Complete: 2
Forms Returned Incomplete: 2

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 443
AS Recommends Review (AS Action) 662
AS Recommends No Further Action (AS Closed) 704 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,809 (39.3%)

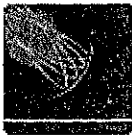


Census

Census 2011

Gareth [redacted]
Project Manager
Census Field Operations

Phone [redacted]
Email [redacted]



Refusal DB Status - 11 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted] Jo [redacted] Courtney
Shannon [redacted] Myriam [redacted]
Cc: Peta [redacted] David [redacted]

11/08/2011 08:35 AM

Refusal DB Status - 11 August 2011

| | |
|---|-------|
| Total Refusal Records in Refusals Db: | 3,670 |
| Total Refusals at AS Draft Status (pre-Db): | 1,143 |
| Total Current Refusals: | 4,813 |

| | |
|-------------------------|-----|
| Mail Sent: | 769 |
| Refusal Letters Issued: | 767 |
| NODs Issued: | 2 |
| NOD Reminders Issued: | 0 |

| | |
|----------------------------|----|
| Mail Received: | 15 |
| Forms Returned Complete: | 12 |
| Forms Returned Incomplete: | 3 |

Refusal Records Currently Held Up by DM's

| | |
|---|--|
| AS Recommends Refusal Letter (AS Submitted) | 411 |
| AS Recommends Review (AS Action) | 645 |
| AS Recommends No Further Action (AS Closed) | 678 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter') |
| Total Records Held Up: | 1,734 (36.0%) |

Note: DM's are being contacted who have greater than 40 records held up, requiring their attention. Issues being discovered that DM's in VIC and NSW believed they didn't need to 'action' the Refusal Reports (for various reasons). Most common reason seems to be that the DM's are waiting for further confirmation from their AS's about receiving a form during Collection.



Census

Gareth [redacted]
Project Manager
Census Field Operations

Phone [redacted]
Email [redacted]

Census 2011



Refusal DB Status - 15 August 2011

Protective UNCLASSIFIED

Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted] Shannon
[redacted] Courtney [redacted] Myriam [redacted]
Cc: Peta [redacted], David [redacted] Gillian [redacted]

15/08/2011 04:43 PM

Refusal DB Status - 15 August 2011

Total Refusal Records in Refusals Db: 4,447
Total Refusals at AS Draft Status (pre-Db): 1,407
Total Current Refusals: 5,854

Mail Sent: 1,105
Refusal Letters Issued: 1,102
NODs Issued: 3
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's

AS Recommends Refusal Letter (AS Submitted) 349
AS Recommends Review (AS Action) 411
AS Recommends No Further Action (AS Closed) 493 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,253 (28.2%)

Note: DM's are being contacted who have greater than 40 records held up, requiring their attention. Issues being discovered that DM's in VIC and NSW believed they didn't need to 'action' the Refusal Reports (for various reasons). Most common reason seems to be that the DM's are waiting for further confirmation from their AS's about receiving a form during Collection.

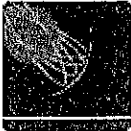


Census

Census 2011

Gareth [redacted]
Project Manager
Census Field Operations

Phone [redacted]
Email [redacted]



Refusal DB Status - 16 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted] Jo [redacted] Shannon [redacted]
Courtney [redacted] Myriam [redacted]
Cc: Peta [redacted] David [redacted] Gillian [redacted]

16/08/2011 04:10 PM

Refusal DB Status - 16 August 2011

Total Refusal Records in Refusals Db: 4,772
Total Refusals at AS Draft Status (pre-Db): 1,517
Total Current Refusals: 6,289 (+435)

Mail Sent: 1,305
Refusal Letters Issued: 1,302
NODs Issued: 3
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 372
AS Recommends Review (AS Action) 428
AS Recommends No Further Action (AS Closed) 509 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,309 (27.4%)

Note: DM's are being contacted who have greater than 40 records held up, requiring their attention. Issues being discovered that DM's in VIC and NSW believed they didn't need to 'action' the Refusal Reports (for various reasons). Most common reason seems to be that the DM's are waiting for further confirmation from their AS's about receiving a form during Collection.



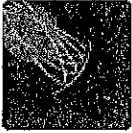
Census 2011

Census

Gareth [redacted]
Project Manager
Census Field Operations

Phone [redacted]

Email [redacted]



Refusal DB Status - 17 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Courtney [redacted]
Shannon [redacted], Myriam [redacted]
Cc: David [redacted], Peta [redacted], Gillian [redacted], Sarah [redacted]

18/08/2011 07:39 AM

Refusal DB Status - 17 August 2011

Total Refusal Records in Refusals Db: 5,217
Total Refusals at AS Draft Status (pre-Db): 1,617
Total Current Refusals: 6,835 (+546)

Mail Sent: 1,413
Refusal Letters Issued: 1,402
NODs Issued: 11
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 416
AS Recommends Review (AS Action) 455
AS Recommends No Further Action (AS Closed) 506 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,377 (26.4%)

Hot Topics Table
Refusals Breakdown

| Summary of 2011 Census Refusals and Progress | | |
|--|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 6,835 (as at 18.00 17/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 13 | 0 |
| NSW | 468 | 2 |
| NT | 17 | 0 |
| QLD | 354 | 6 |
| SA | 110 | 2 |
| Tas | 73 | 4 |
| Vic | 298 | 5 |
| WA | 209 | 0 |

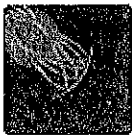


Census

Census 2011

Gareth [REDACTED]
Project Manager
Census Field Operations

Phone [REDACTED]
Email [REDACTED]



Refusal DB Status - 19 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Courtney [redacted]
Shannon [redacted], Myriam [redacted]
Cc: Peta [redacted], David [redacted], Gillian [redacted], Sarah [redacted]

19/08/2011 07:29 AM

Refusal DB Status - 19 August 2011

Total Refusal Records in Refusals Db: 5,492
Total Refusals at AS Draft Status (pre-Db): 1,526
Total Current Refusals: 7,018 (+183)

Mail Sent: 1,413
Refusal Letters Issued: 1,503
NODs Issued: 37
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 434
AS Recommends Review (AS Action) 437
AS Recommends No Further Action (AS Closed) 489 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,360 (24.8%)

Hot Topics Table
Refusals Breakdown

| Summary of 2011 Census Refusals and Progress | | |
|--|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 7,018 (as at 07.25 19/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 13 | 0 |
| NSW | 500 | 10 |
| NT | 19 | 0 |
| QLD | 371 | 15 |
| SA | 128 | 4 |
| Tas | 73 | 7 |
| Vic | 328 | 8 |
| WA | 213 | 4 |

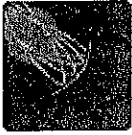


Census 2011

Census

Gareth [REDACTED]
Project Manager
Census Field Operations

Phone [REDACTED]
Email [REDACTED]



Refusal DB Status - 23 August 2011

Protective UNCLASSIFIED

Mark

Gareth [redacted] to: Tom [redacted] Jo [redacted] Shannon
[redacted] Courtney [redacted] Myriam [redacted]
Cc: David [redacted] Peta [redacted] Gillian [redacted] Sarah [redacted]

23/08/2011 07:43 AM

Refusal DB Status - 23 August 2011

Total Refusal Records in Refusals Db: 6,606
Total Refusals at AS Draft Status (pre-Db): 1,732
Total Current Refusals: 8,338 (+321)

Mail Sent: 2,030
Refusal Letters Issued: 1,832
NODs Issued: 198
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 527
AS Recommends Review (AS Action) 477
AS Recommends No Further Action (AS Closed) 503 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,507 (22.8%)

Hot Topics Table
Refusals Breakdown

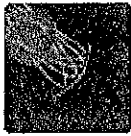
| Summary of 2011 Census Refusals and Progress | | |
|--|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 8,338 (as at 07.25 23/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 13 | 0 |
| NSW | 582 | 48 |
| NT | 26 | 2 |
| QLD | 466 | 66 |
| SA | 138 | 9 |
| Tas | 80 | 15 |
| Vic | 437 | 29 |
| WA | 242 | 32 |



Census

Gareth [REDACTED]
Project Manager
Census Field Operations

Phone [REDACTED]
Email [REDACTED]



Refusal DB Status - 25 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted] Jo [redacted], Shannon [redacted]
Courtney [redacted] Myriam [redacted]
Cc: David [redacted], Peta [redacted], Gillian [redacted], Sarah [redacted]

25/08/2011 09:58 AM

Refusal DB Status - 25 August 2011

Total Refusal Records in Refusals Db: 7,167
Total Refusals at AS Draft Status (pre-Db): 1,747
Total Current Refusals: 8,914 (+351)

Mail Sent: 2,447
Refusal Letters Issued: 2,249
NODs Issued: 198
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 437
AS Recommends Review (AS Action) 428
AS Recommends No Further Action (AS Closed) 420 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,285 (17.9%)

Hot Topics Table
Refusals Breakdown

| Summary of 2011 Census Refusals and Progress | | |
|--|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 8,914 (as at 07.25 25/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 13 | 0 |
| NSW | 748 | 48 |
| NT | 35 | 2 |
| QLD | 575 | 66 |
| SA | 212 | 9 |
| Tas | 93 | 15 |
| Vic | 573 | 29 |
| WA | 293 | 32 |



Census 2011

Census

Gareth [REDACTED]
Project Manager
Census Field Operations

Phone [REDACTED]
Email [REDACTED]



Refusal DB Status - 26 August 2011

Protective UNCLASSIFIED
Mark

Gareth [redacted] to: Tom [redacted] Jo [redacted], Courtney
[redacted], Shannon [redacted] Myriam [redacted]
Cc: Peta [redacted], David [redacted], Sarah [redacted]

26/08/2011 08:05 AM

Refusal DB Status - 26 August 2011

Total Refusal Records in Refusals Db: 7,499
Total Refusals at AS Draft Status (pre-Db): 1,733
Total Current Refusals: 9,232 (+318)

Mail Sent: 2,447
Refusal Letters Issued: 2,249
NODs Issued: 198
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 429
AS Recommends Review (AS Action) 421
AS Recommends No Further Action (AS Closed) 409 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,259 (16.8%)

Hot Topics Table
Refusals Breakdown

| Summary of 2011 Census Refusals and Progress | | |
|--|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 9,232 (as at 07.25 26/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 13 | 0 |
| NSW | 748 | 48 |
| NT | 35 | 2 |
| QLD | 575 | 66 |
| SA | 212 | 9 |
| Tas | 93 | 15 |
| Vic | 573 | 29 |
| WA | 293 | 32 |



Census

Gareth [REDACTED]
Project Manager
Census Field Operations

Phone [REDACTED]
Email [REDACTED]



Refusal DB Status - 30 August 2011

Protective UNCLASSIFIED

Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Shannon [redacted]
[redacted], Courtney [redacted], Myriam [redacted]
Cc: Peta [redacted], David [redacted], Sarah [redacted], Gillian [redacted]

30/08/2011 08:33 AM

Refusal DB Status - 30 August 2011

Total Refusal Records in Refusals Db: 9,323
Total Refusals at AS Draft Status (pre-Db): 1,761
Total Current Refusals: 11,084 (+1,024)

Mail Sent: 3,413
Refusal Letters Issued: 3,215
NODs Issued: 198
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's

AS Recommends Refusal Letter (AS Submitted) 816
AS Recommends Review (AS Action) 532
AS Recommends No Further Action (AS Closed) 533 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,881 (20.2%)

Hot Topics Table *Refusals Breakdown*

| Summary of 2011 Census Refusals and Progress | | |
|---|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 11,084 (as at 07.25 30/08/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 56 | 0 |
| NSW | 998 | 48 |
| NT | 48 | 2 |
| QLD | 637 | 66 |
| SA | 265 | 9 |
| Tas | 122 | 15 |
| Vic | 739 | 29 |
| WA | 350 | 32 |



Census

Census 2011

Gareth [REDACTED]
Project Manager
Census Field Operations

Phone [REDACTED]

Email [REDACTED]



Refusal DB Status - 2 September 2011

Protective UNCLASSIFIED

Mark

Gareth [redacted] to: Tom [redacted], Jo [redacted], Shannon [redacted], Courtney [redacted], Myriam [redacted]

02/09/2011 09:45 AM

Cc: Peta [redacted], David [redacted], Sarah [redacted], Gillian [redacted]

Refusal DB Status - 2 September 2011

Total Refusal Records in Refusals Db: 10,549
Total Refusals at AS Draft Status (pre-Db): 1,707
Total Current Refusals: 12,256 (+496)

Mail Sent: 3,771
Refusal Letters Issued: 3,548
NODs Issued: 223
NOD Reminders Issued: 0

Mail Received: TBA
Forms Returned Complete: TBA
Forms Returned Incomplete: TBA

Refusal Records Currently Held Up by DM's
AS Recommends Refusal Letter (AS Submitted) 789
AS Recommends Review (AS Action) 477
AS Recommends No Further Action (AS Closed) 510 (*Majority have been incorrectly closed and require change status to 'Await Response' or 'Issue Refusal Letter')
Total Records Held Up: 1,776 (16.84%)

Hot Topics Table
Refusals Breakdown

| Summary of 2011 Census Refusals and Progress | | |
|---|-----------------------------|-----------------------------------|
| Total 2011 Census Refusals: 11,084 (as at 07.25 2/9/11) | | |
| State | No of Refusal Letter Issued | No of Notice of Directions Issued |
| ACT | 73 | 1 |
| NSW | 998 | 70 |
| NT | 58 | 2 |
| QLD | 637 | 66 |
| SA | 302 | 9 |
| Tas | 162 | 28 |
| Vic | 968 | 29 |
| WA | 350 | 32 |



Census

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