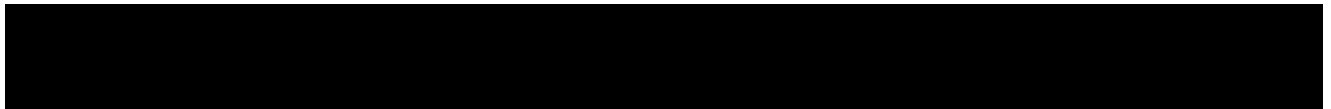


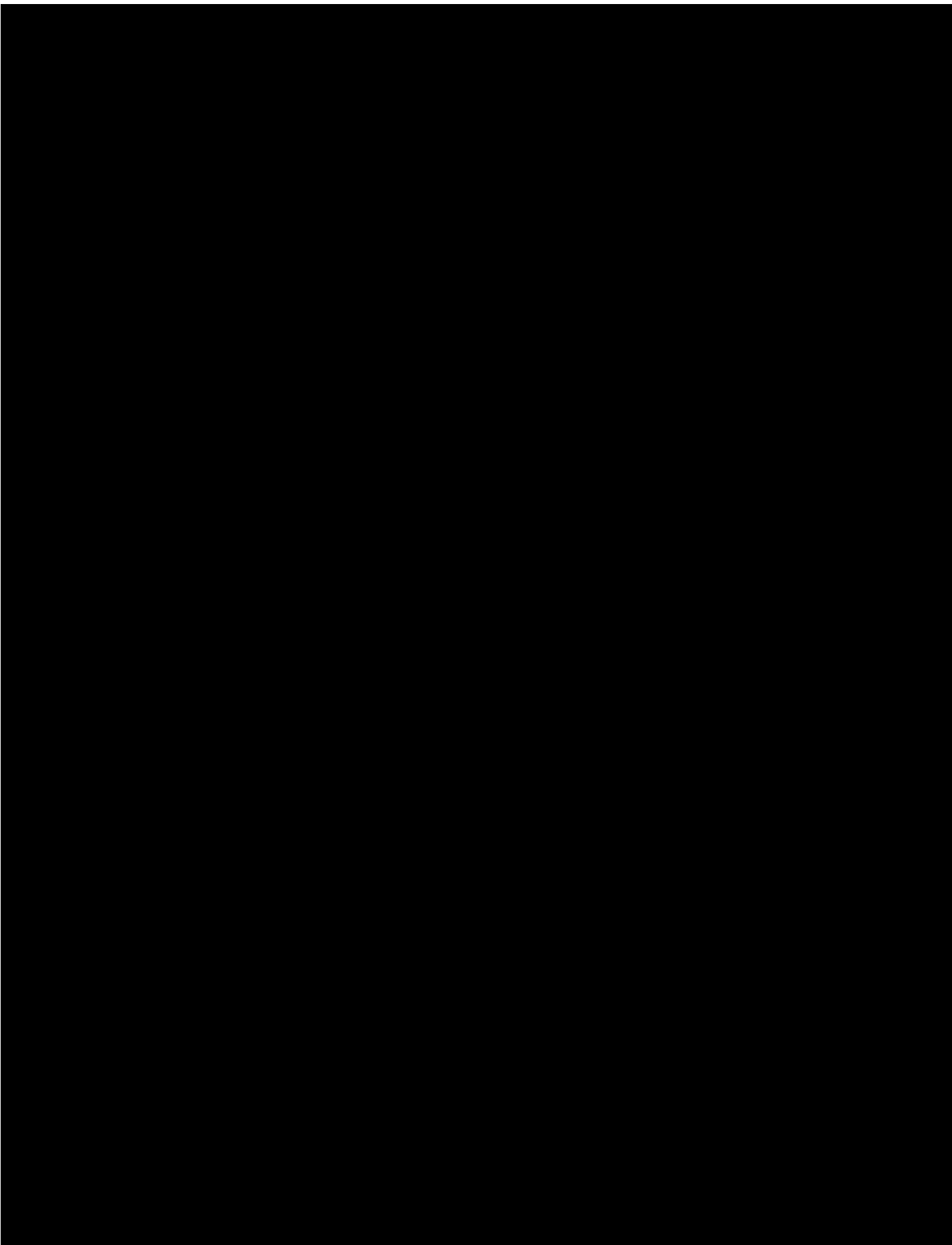
# **Field Officer - Mail Out Dwellings and How to Count Them**

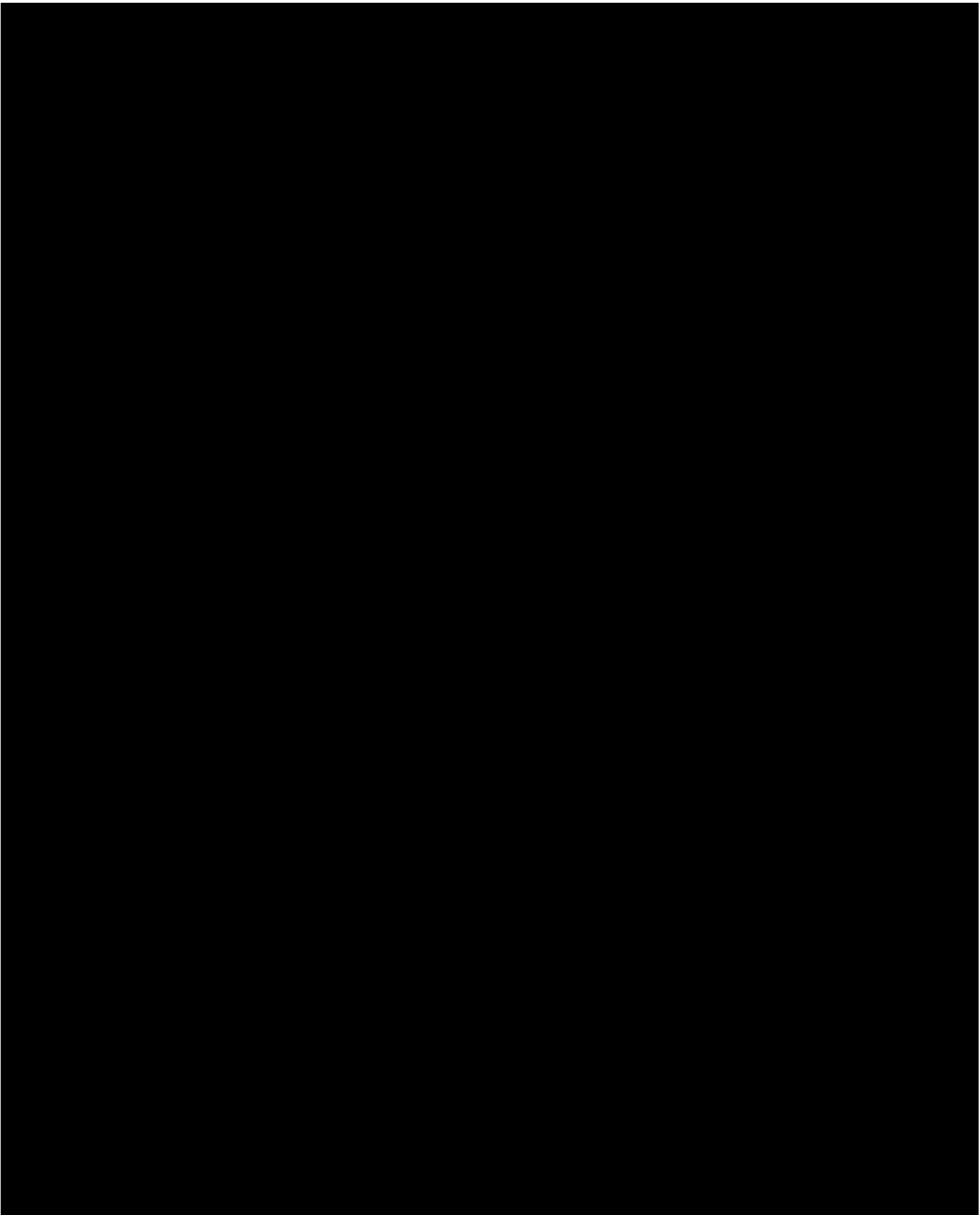
## Contents

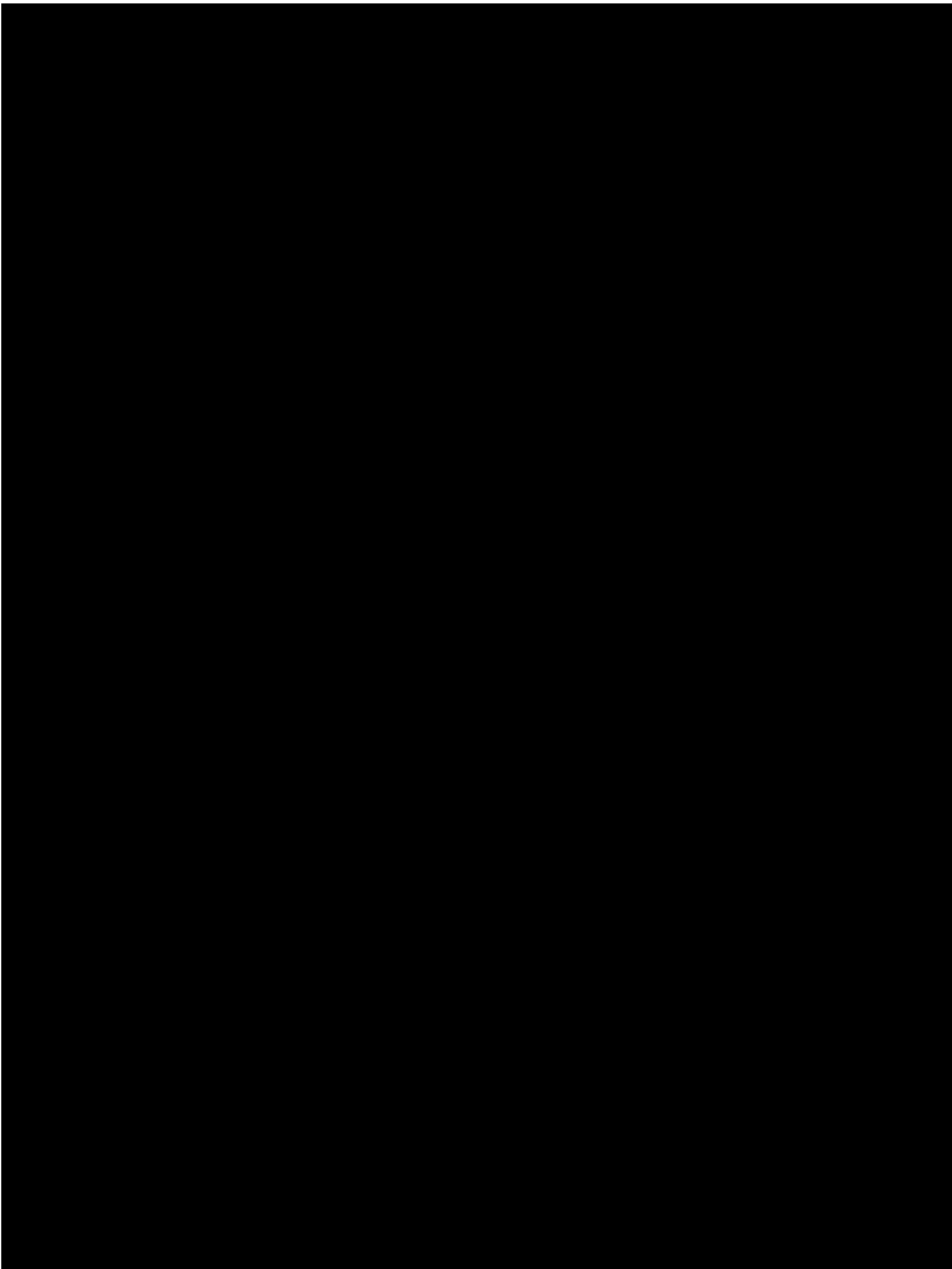


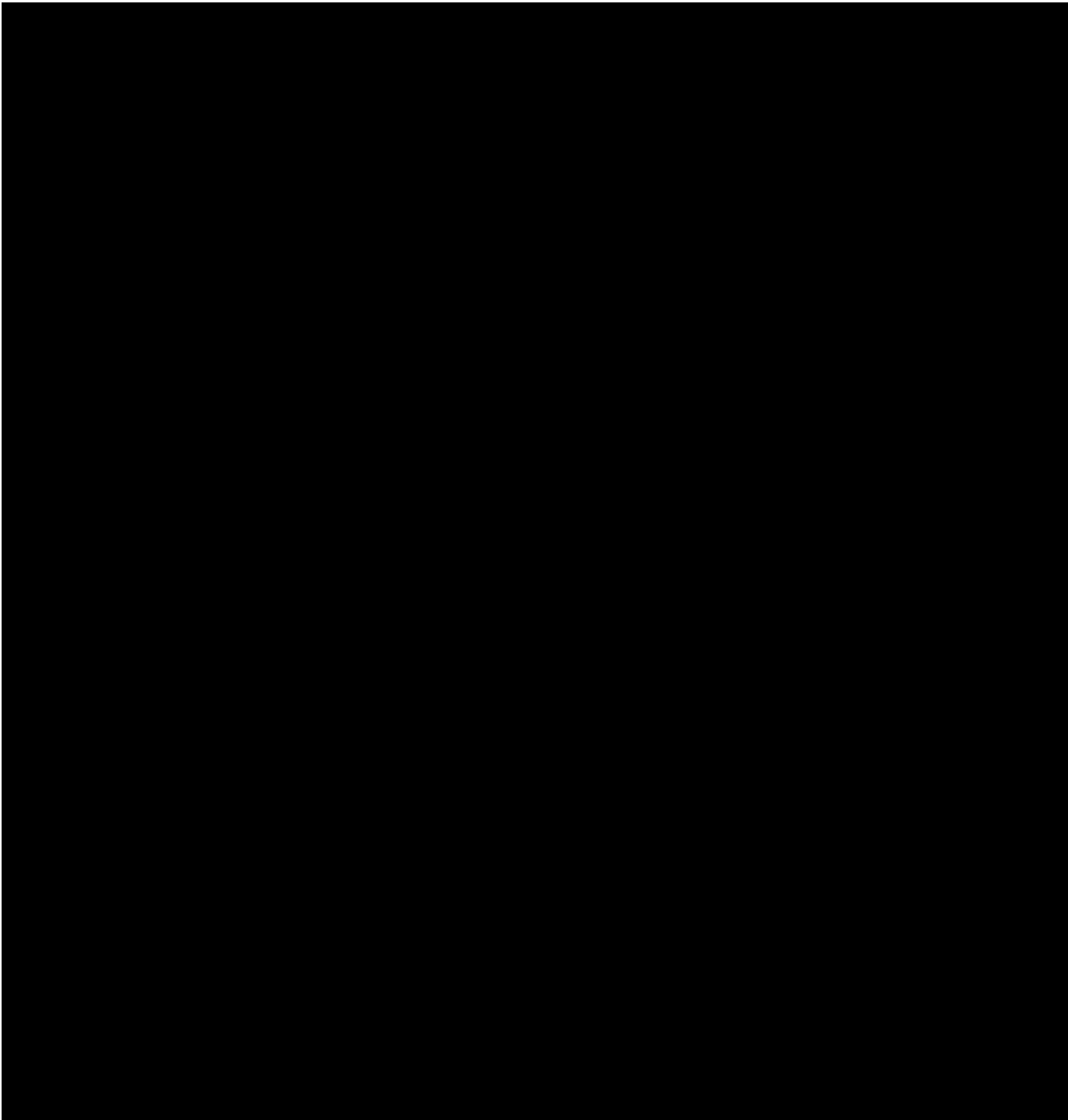
Secure Apartment Buildings.....	6
Prior to going to the building .....	7
When inside the building.....	7
Before approaching the door .....	8











## **Secure Apartment Buildings**

Typically secure apartment buildings (SABs) are apartment buildings where there are 20 or more dwellings within the establishment AND two or more levels of security restricting access to the front doors of apartments.

For example, it may be possible to gain access through the main entrance of the building simply by using an intercom, but this does not give access to all floors of the building.

Note: Each apartment in the SAB is a private dwelling and needs to be enumerated as such.

#### Prior to going to the building

- View the Secure Apartment Building (SAB) Field Record for each secure apartment building to check if your Area Supervisor has made any special access arrangements
- Find out how best to distribute materials, and if there are likely to be any contact difficulties (i.e. access to the building)
- If not pre-arranged by your Area Supervisor, organise an access key or pass so you are able to enter, exit and move freely within the building
- If possible, obtain a floor plan of the building and familiarise yourself with it
- Make it clear to the manager/owner that you need unrestricted access to all floors to visit the residents' front door
- If you cannot gain access to a building notify your Area Supervisor as soon as possible

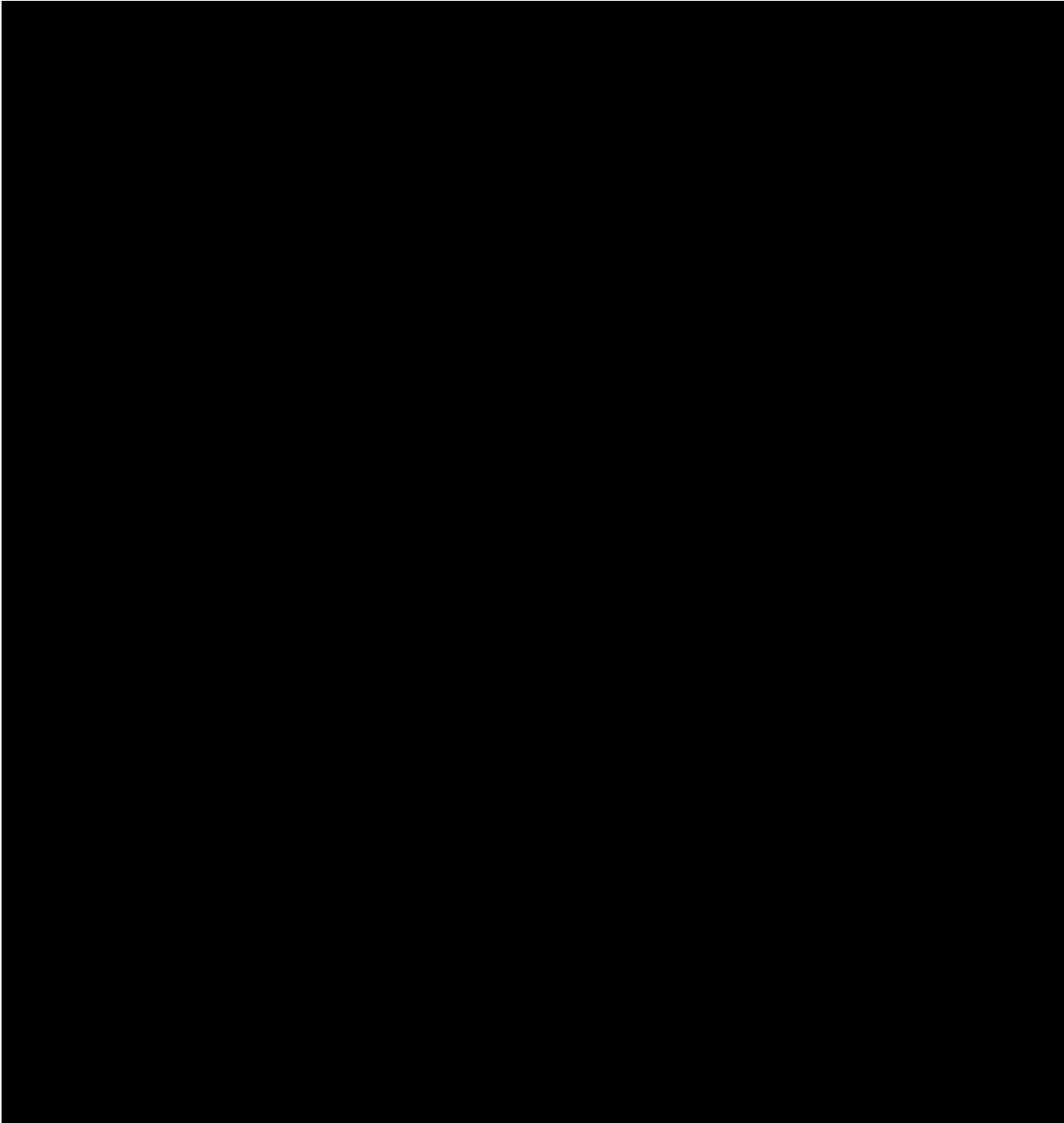
#### When inside the building

- You should attempt contact at all the non-responding apartments you have access to
- You do not have the authority to enter an individual 's residence within the building without their consent
- Make sure you can exit the building
- You need to be aware of the following:
  - Numbering systems are not always consistent or sequential
  - The layout and number of apartments may not be the same on every floor
  - Penthouses may have different entrances from other apartments in the building

Before approaching the door

Check what task you need to undertake. This could be:

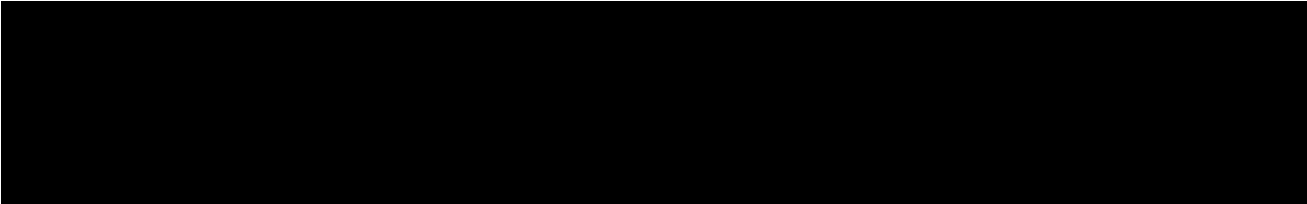
- Obtain a response from the resident
- Confirm the apartment was occupied on Census night 9 August
- Check any comments previously recorded (if applicable)



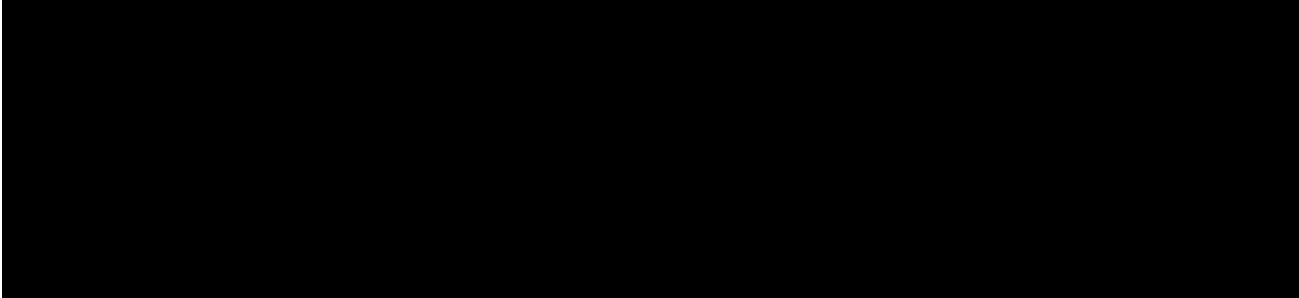


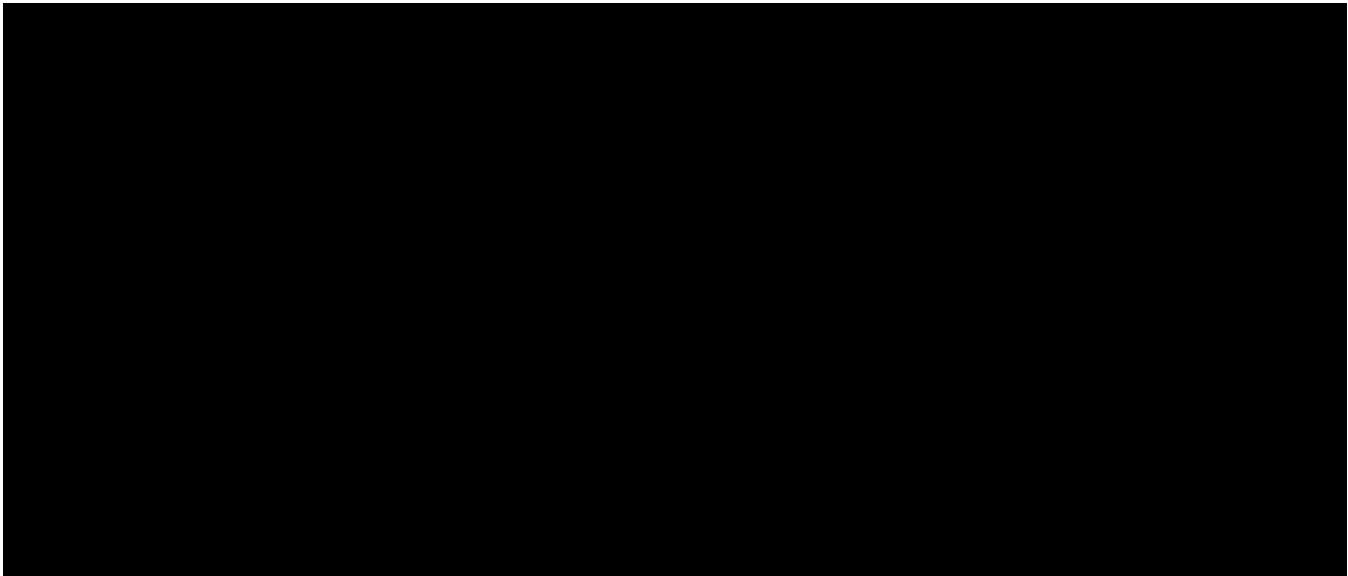
# **Field Officer - Mail Out Finishing Up**

**Contents**

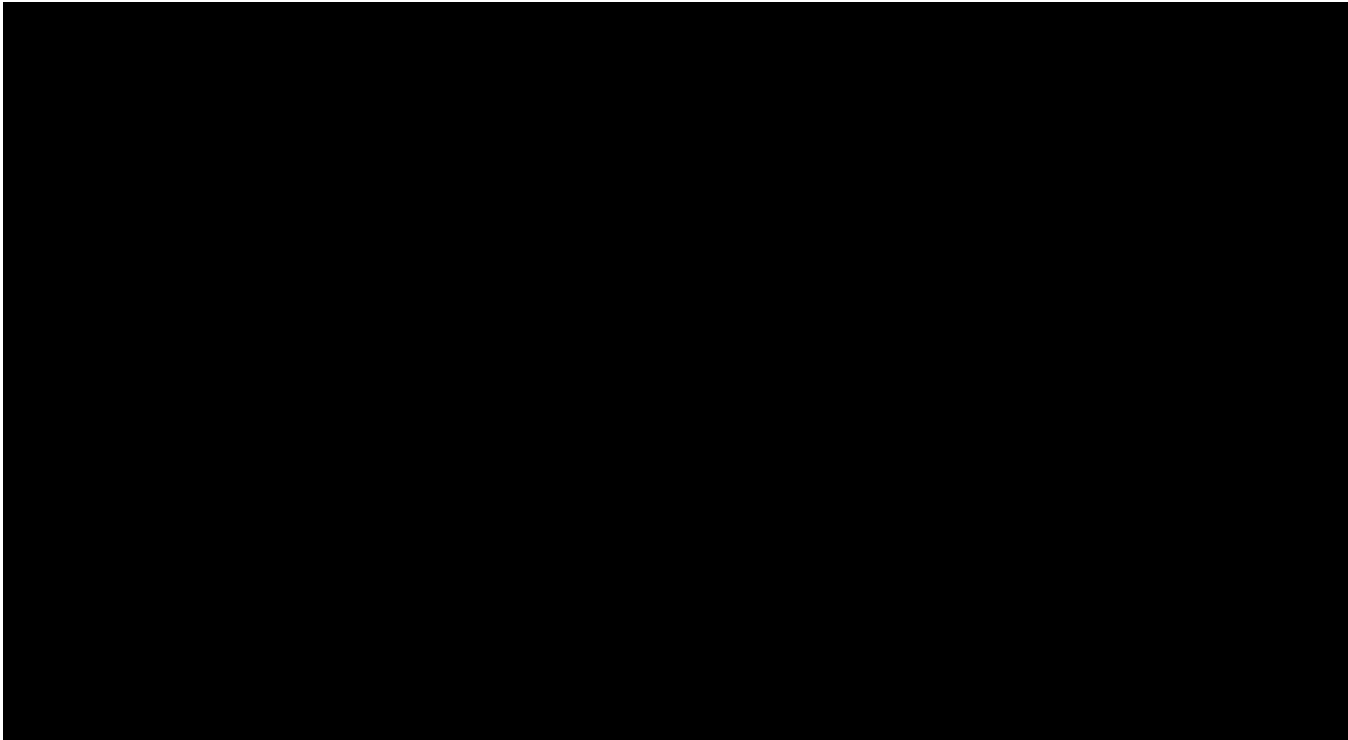
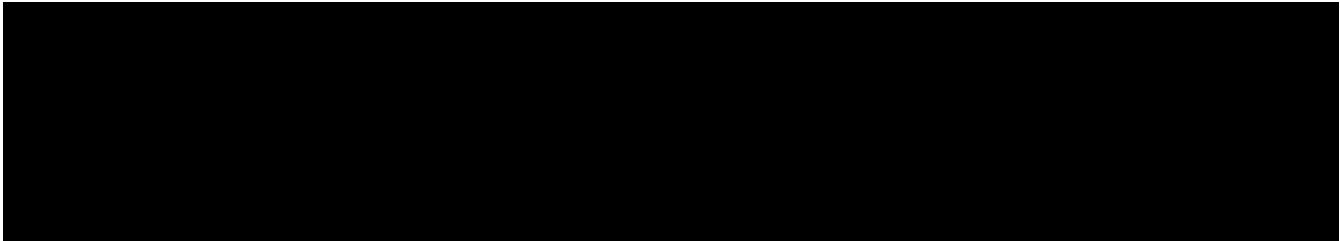


Uninstalling the App ..... 4





- Uninstalling the Mobile Collect App





## Uninstalling the App

At the end of your contract you must ensure you uninstall all Census work related applications from your mobile device.

There are instructions on the Knowledge Base that will detail how to do this.

Remember: Your authorised access to information collected under the *Census and Statistics Act 1905* concludes at the end of your contract. There are heavy penalties for any person who divulges this information. The Undertaking of Fidelity and Secrecy legally binds you to never disclose information you have gathered during your work with the ABS, even after your employment with the ABS has ended.

## Materials

You will need to return the following items to your Area Supervisor:

- Your ID card and lanyard
- Any outstanding completed Refusal reports
- Your Field Record Book or printed Field Records (if you used them)
- Any Census materials with information written on them

- ABS mobile devices issued to you, such as a mobile phone or tablet. Pack the device and accessories in the original packing

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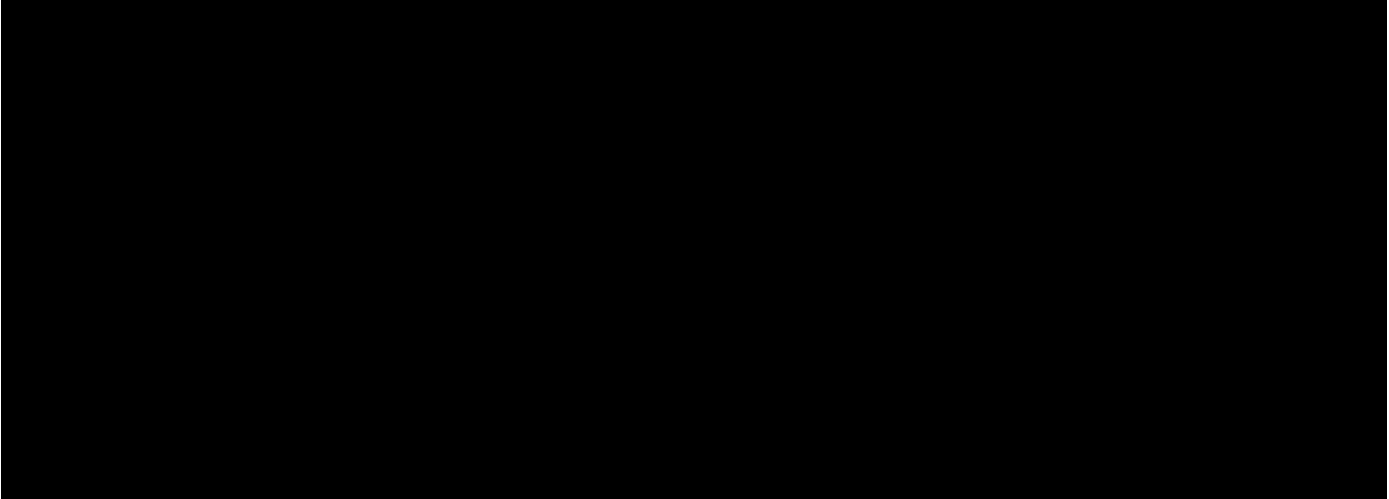
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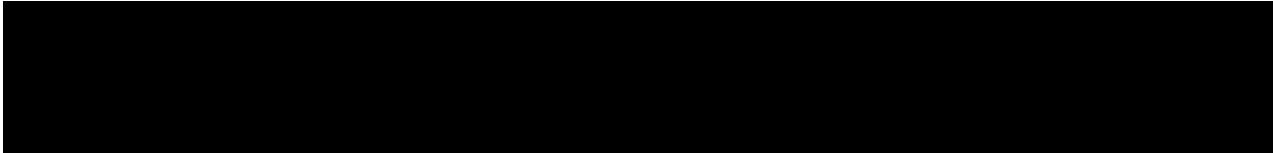
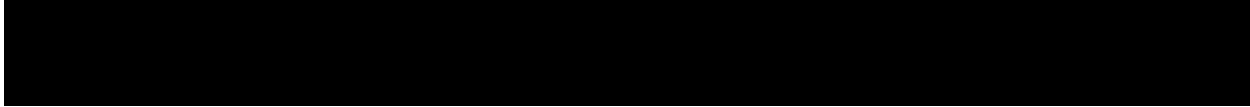
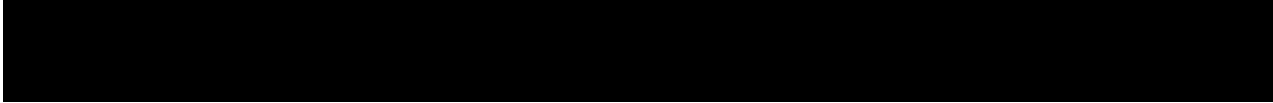
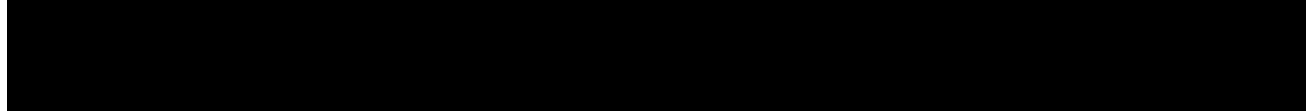
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# **Field Officer – Mail Out**

## **Situations You May Encounter in the Field**

## Contents

Overview .....	3
Private Dwellings Scenarios .....	3
	
Assisting People to Complete the Census .....	6
Assisting a resident to complete their form .....	6
	
Entering a Dwelling .....	8
	
Retention of Names and Addresses .....	9
	



## Overview

This module is designed to make you aware of some situations you may come across in your workload(s).

The following pages contain:

- Scenarios and the correct procedures to undertake
- Frequently asked questions
- Hints and tips

## Private Dwellings Scenarios

1. A resident asks why you are there

Explain the Census and show them the Obligation Statement

2. The resident requests a 'Census Guide'

Direct them to the ABS website: [www.help.census.abs.gov.au](http://www.help.census.abs.gov.au)

3. If you know the resident and they have privacy concerns

Re-emphasise the security of the online form and remind them that they have the Reply Paid envelope.

## Enumerating Dwellings



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

4. In a rural area, there is a locked gate with no access to the front door

Census materials should be placed in a plastic bag and attached to the gate or placed in a safe place, easily visible to the resident.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[Redacted]

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10. A resident leaves a completed Census form out for collection

- Leave a Calling Card in the letter box
- Select the 'Collected paper form' outcome on the private dwelling field record
- Place form in the Reply Paid envelope and post that day.

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## Assisting People to Complete the Census

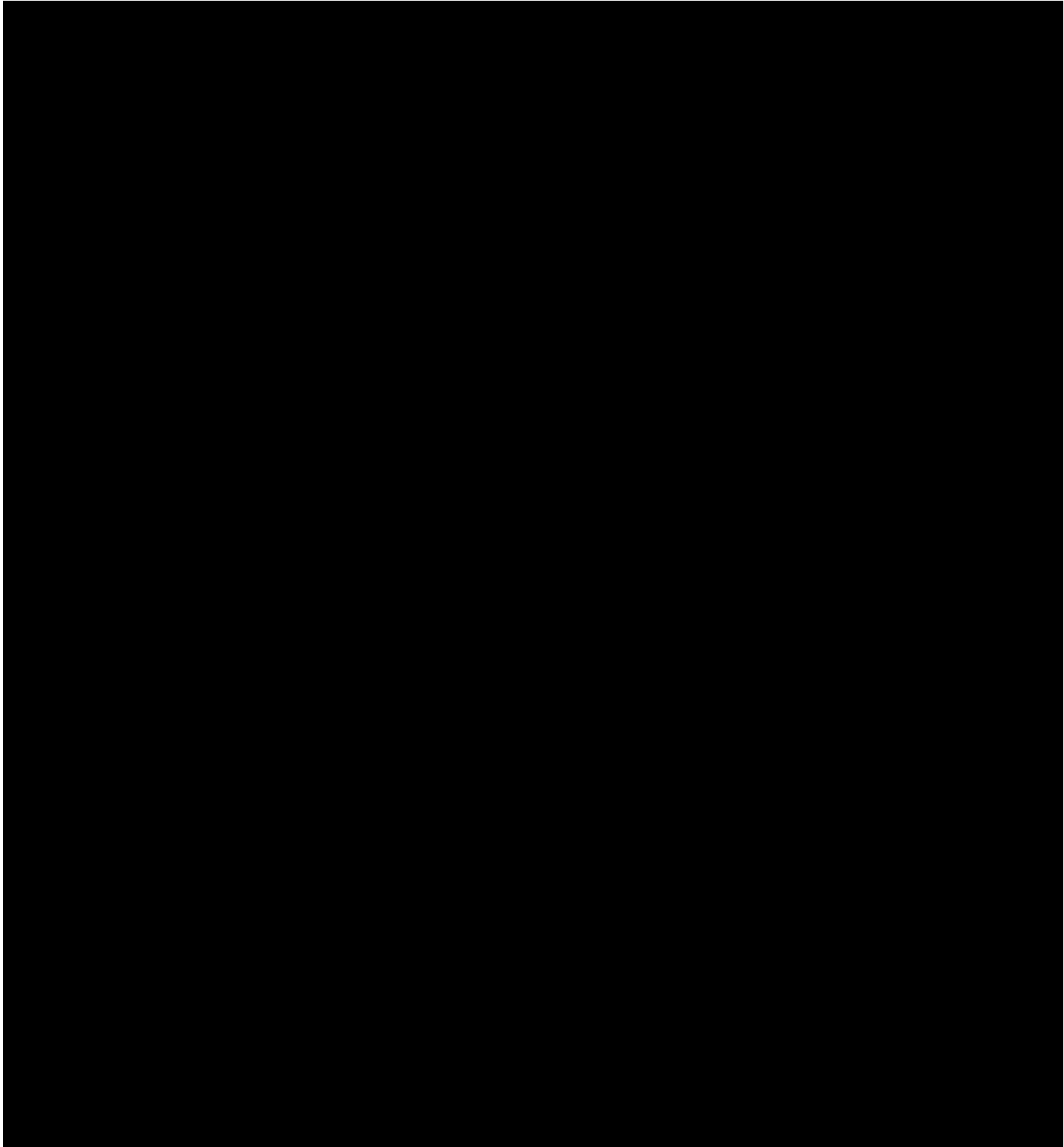
You may encounter people who have difficulty understanding or filling in the Census form. This group of people could be elderly or disabled, people from non-English speaking backgrounds or hearing and visually impaired.

If a resident requires assistance, ask if they have relatives or friends who may be able to help them complete the Household Form. Try to arrange a collection time when a friend or relative is present.

### Assisting a resident to complete their form

- You should provide assistance at the door step in the first instance
- You must contact your supervisor to inform them if you are going to enter a dwelling
- Only enter a dwelling after personal safety and risk assessment guidelines have been followed

- Record the details of the contact and update the Field Record
- Add a comment to your effort record to note that an interview was conducted
- Contact your Area Supervisor when you leave the dwelling
- Record an outcome, put the completed Household form in the Reply Paid envelope and post back to the ABS on the same day



## Entering a Dwelling

When entering a dwelling remember:

- Do not enter through or over any locked barrier, such as a gate. If you have a pre-arranged appointment you should contact the resident of the dwelling to let them know you have arrived at the dwelling
- Remain professional and speak clearly. Do not become distracted and go off topic
- Ensure you keep an eye on the time. Your Area Supervisor will be expecting a call from you at the agreed time, as arranged prior to entering the dwelling
- Remain aware of other people, animals and/or distractions in the dwelling
- Remain aware of changing situations. If you determine you are unable to provide assistance at this time or you consider that your personal safety is at risk in the dwelling you should thank the resident for their time and leave the area immediately



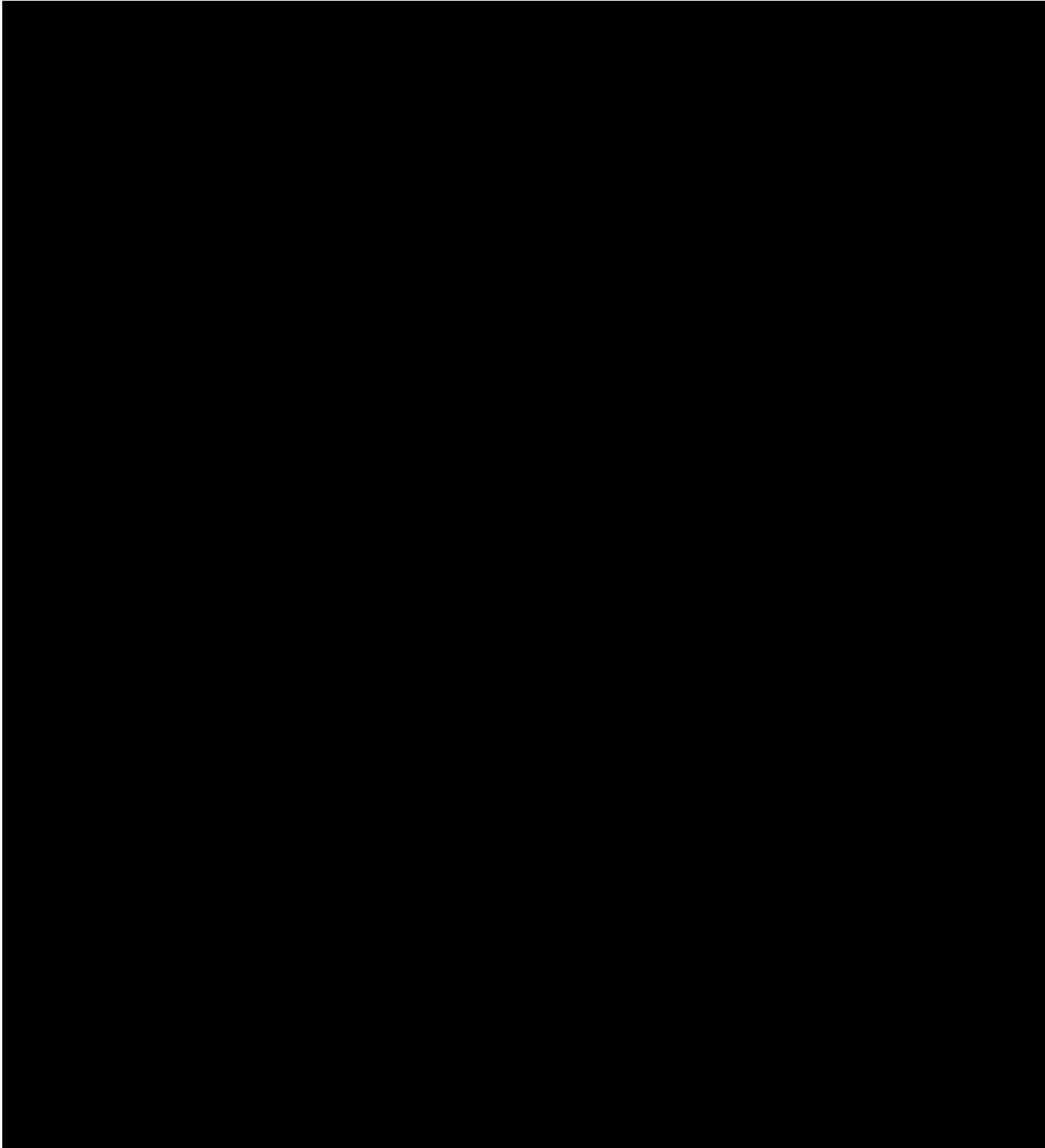
## Retention of Names and Addresses

In December 2015, following a consultation process, the ABS made the decision to retain names and addresses from the 2016 Census for up to four years.

This will provide a richer statistical picture of Australia through the combination of Census data with other survey and administrative data.

Under the *Census and Statistics Act 1905*, the personal information provided in the Census remains strictly confidential to the ABS. The ABS never has and never will release identifiable Census data.

If you are asked about retention of names and addresses, or the measures that the ABS takes to protect the privacy of individuals and households, refer them to the ABS website, particularly the 'Privacy, confidentiality and security' page.







## **Confidentiality and Security**

Contents

Learning Objectives ..... 3

Confidentiality ..... 3

    Undertaking of Fidelity and Secrecy ..... 3

Conduct ..... 4

    Field Staff Code of Conduct..... 4

Security of Materials..... 6

Identification Card ..... 6

## Learning Objectives

Understand your responsibilities relating to confidentiality, your conduct and security of materials.

## Confidentiality

As an officer engaged by the Australian Bureau of Statistics (ABS) you are bound by the provisions of the *Census and Statistics Act 1905*.

The *Census and Statistics Act 1905* provides for an indictable offence punishable on conviction by a fine of up to 120 penalty units (currently \$21,600) or imprisonment for up to two years, or both, for any collection officer who divulges any information collected under the Act to any person other than as permitted by the Act.

- You must not allow non-ABS staff to have access to confidential ABS information.
- Do not talk to people other than ABS staff about any information you received while working. A casual remark, even to friends or family, could be a breach of confidentiality.

Remember that confidentiality applies to all information obtained during the course of your job, including anything you are told or observe about people and/or accommodation.

### Undertaking of Fidelity and Secrecy

As an employee of the ABS, after signing the Undertaking of Fidelity and Secrecy, you are legally bound never to disclose information you have gathered during your work to anyone who is not employed and authorised by the ABS. You are to maintain the security and confidentiality of respondent materials at all times. This undertaking

continues to apply after you have finished work with the ABS.

The Undertaking of Fidelity and Secrecy is a part of your contract and appears on the back page of the contract.

## Conduct

As an ABS representative you must maintain a professional approach at all times, and must confine your contact with residents to ABS related duties.

In addition to your legal obligations to maintain confidentiality and secrecy, you are bound by specific ethical considerations in relation to respondent information.

During your ABS employment, you must not attempt to sell, demonstrate, give or mail residents any literature, brochures or promotional materials other than those provided by the ABS.

You must not contact, or discuss any aspect of your work with the media. If you are approached by the media, refer them to your supervisor who will contact their Managers.

### Field Staff Code of Conduct

The Australian Bureau of Statistics expects all Field Staff to work in a way that upholds the Field Staff Code of Conduct.

The Code of Conduct requires that:

- An employee must behave honestly and with integrity in the course of their employment.
- An employee must act with care and diligence in the course of their employment.

- An employee, when acting in the course of their employment, must treat everyone with respect and courtesy, and without harassment.
- An employee, when acting in the course of their employment, must comply with all applicable Australian laws.
- An employee must comply with any lawful and reasonable direction given by someone in the Australian Bureau of Statistics who has authority to give the direction.
- An employee must maintain appropriate confidentiality about dealings that the employee has with any minister or minister's member of staff.
- An employee must disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with their employment.
- An employee must use Commonwealth resources in a proper manner.
- An employee must not provide false or misleading information in response to a request for information that is made for official purposes in connection with their employment.
- An employee must not make improper use of inside information or the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
- An employee must at all times behave in a way that upholds the integrity and good reputation of the Australian Bureau of Statistics.
- An employee must comply with any other conduct requirement that is prescribed by the *Census and Statistics Act 1905*

Any breach of confidentiality or the Code of Conduct will result in immediate dismissal.

## Security of Materials

The materials in your possession are official and confidential, and should be treated accordingly.

You must keep all ABS materials and mobile devices secure at all times, whether you are in the field or at home. You must be the only one who has access to this material or mobile device. Do not leave materials or mobile devices in clear view in the car and always lock your vehicle.

If your materials or your mobile device are lost or stolen, you must report the incident to your supervisor and to the police immediately.

## Identification Card

You will be issued with your identification card at your face-to-face training session. You must wear your identification card at all times when conducting your duties in the field. It must be clearly visible and worn around your neck.

The loss of your identification card must be reported at once to your supervisor and to the police.

At the completion of the fieldwork, you must return your identification card to your supervisor.

Remember: Bring one passport sized photograph of yourself to your training session

Congratulations, you have successfully completed 'Confidentiality and Security' online training module.

## TOPIC 3 – YOUR RESPONSIBILITIES

**Explain:** We will now look at:

- the importance of maintaining householder confidentiality
- the security procedures in place to protect confidentiality
- professionalism, and how upholding the Census Code of Conduct is fundamental to achieving a successful Census, and
- your rights when accessing dwellings

You have all completed the *Confidentiality and Security* online training module. We will briefly cover the main points that you as an ABS employee must be aware of.

### Confidentiality

**Explain:** The ABS has an excellent reputation for safeguarding the confidentiality of its respondents and this helps to ensure public cooperation with the ABS. With this in mind, it is important that you fully understand the importance of ensuring confidentiality in your role.



**Emphasise:** Confidentiality includes any information about individual households or accommodation that you may become aware of in the course of your Census duties. Even passing on what may be small details, such as the appearance of children or a new construction, in general conversation over the family dinner table can be considered a breach of confidentiality.



**Emphasise:** As an employee of the ABS, you completed the Undertaking of Fidelity and Secrecy. You are now legally bound never to disclose information you've gathered during your work to anyone who is not employed and authorised by the ABS.

**Explain:** You are to maintain the security and confidentiality of Census materials at all times. This undertaking continues to apply after you have finished working with the ABS.

The ABS takes its undertaking to maintain confidentiality very seriously, and if any staff member passes on information they have collected, even by accident, it can result in instant dismissal, as well as a fine, imprisonment or both.

However, if you feel that you or a member of the public are in a threatening or dangerous situation, you have the right to report any incident directly to the police.





**Ask:** (2-3 minutes): How can you ensure you maintain the confidentiality of Census details or information?

- *that Census information is not discussed with family and friends and not even other Census staff unless it is on a needs basis*
- *not talk about their role too widely*
- *not put things about the tasks and activities on Social Media*
- *understanding that actual or alleged breaches of confidentiality are a serious matter and will be fully investigated and may involve the police*
- *will keep in mind that penalties apply even after they have left the employment of the ABS.*

## Security of materials



**Emphasise:** Census material must be kept secure at all times, whether it is in the field or at home.

**Explain:** You are responsible for making sure you have a suitable location for securely storing your Census materials, and that you discuss with me any situation where you suspect there is a problem with security of information.



**Ask:** (2-3 minutes) What are some practical ways you can ensure the security of Census materials, both at home and in the field?

- *Use their satchel at all times for securing Census information and any mobile devices they are carrying with them*
- *They should only take the materials required for the day*
- *They should ensure materials in a car or home are always out of sight*
- *Respondent or dwelling information should never be stored on a phone or home computer, (other than within the Mobile Collect App)*
- *In the boot of a car cover with a blanket.*
- *If working in public not have screen or materials clearly visible*
- *Login information or passwords should be never be shared or stored on a phone or home computer, and*
- *When using your computer ensure no one has visibility of your screen, both at home and in the field.*

## Identification Cards



**Handout:** *Field Officer Identification Cards. If they have not been prepared as yet, finish making them up in the break or at the end of the day. Demonstrate using yours.*

**Explain:** Identification Cards are used to identify you as an authorised Census worker and you must wear it in clear sight whenever you are in the field, so be sure to have it displayed outside of a jacket or a scarf, and



**Emphasise:** You should immediately report lost Identification Cards to the police and to me.

## Census Field Staff Code of Conduct

**Explain:** You must maintain a professional approach to your duties at all times.



**Emphasise:** The ABS expects us to work in a way that upholds the **Census Field Staff Code of Conduct**. If you have not already read this document please make sure you do so, as soon as possible and if you need any clarification please ask. This was provided to you in the online training and as part of your recruitment process.

## Use of Email and Social Media

**Explain:** Census field staff need to be aware of their responsibilities under the Census Code of Conduct when using social media, and are obliged to represent the ABS in a professional manner.



**Emphasise:** On the Knowledge Base are guidelines regarding the Appropriate use of Social Media, and the Appropriate use of Personal Email. You should read these and ensure you understand these.

It is important that you understand you must never send any name, address or other personal information that you know of as a result of your Census work via email as this is a breach of the Undertaking of Secrecy and Fidelity.

The same principles apply to online comment as to any other kind of public comment. However, there are additional considerations that apply to online participation:



**Discuss:** (2-3 minutes): What are some acceptable and unacceptable uses of email or social media while working on the Census?

**Presenter Note:** Here are some things to keep in mind in regard to Social Media and email:

**Do:**

- Adhere to the terms of use of the social media platform being used, whether it be Facebook, Kik etc. .
- Be aware that your behaviour is bound by the Census Code of Conduct – even outside work hours.
- Ensure your comments are lawful.
- Ensure you would be comfortable if your manager saw your content.
- Be polite and respectful of others’ opinions, even in times of heated discussion and debate.

**Don’t:**

- Make comments on behalf of the ABS or the Government. Instead you should include a disclaimer that anything you publish is an expression of a personal view and not the ABS or Government.
- Make comments or post materials that are obscene, defamatory, threatening, harassing, discriminatory or hateful to or about your work or about another person or entity.
- Reveal information about the ABS or the Census that isn’t publicly available or is protected by privacy and other relevant legislation

**Explain:** If you do wish to support the ABS in its Census activities, the safest way is to only repost ABS posts.

The best way to communicate with your field staff is to use the Messaging system on the Collect Staff Workspace or by telephone.

## Building and Dwelling Access

**Explain:** The *Census and Statistics Act 1905* gives you the legal entitlement to access dwellings to deliver and collect Census material.



**Ask:** So what about access to dwellings? Does anyone know of some of the restrictions on this access?

- You have access to the front door of the dwelling only
- You may not enter any part of a dwelling
- You may not climb over locked barriers such as gates.
- If you open a gate make sure you close it behind you.

**Explain:** If you need advice on how to deliver materials to dwellings with difficult access, please let me know and we will work on a solution to meet each individual case.

## Conclusion



**Show slide:** Summary

**Explain:** You have many responsibilities and it is vital that you always:

- act in a professional manner while in the field
- wear your Identification Card in clear view so you can be identified as an employee of the ABS
- respect and maintain the privacy of the public
- respect the homes and property of the public
- respect and protect the material and information provided, and
- respect and maintain the reputation of the ABS.



**Ask:** Before we move on, are there any questions about confidentiality and security in regard to conduct or materials?

## TOPIC 10 – WORK HEALTH AND SAFETY

### Engaging with the public

**Explain:** You could be invited into a dwelling to provide assistance to complete a Census form. You must only enter a dwelling if you have been invited and after completing a personal safety risk assessment. If you are in doubt, do not enter.



**Emphasise:** Wherever possible, you should provide doorstep assistance only. In all circumstances you must contact me before entering and on exiting a dwelling.

#### On entering a dwelling:

1. contact me prior to entering the dwelling
2. use all your senses to conduct a risk assessment, - are there factors present which make you uncomfortable, such as animals in the house, people who make you uncomfortable
3. ensure you have sufficient mobile phone charge;
4. provide me with the address of the dwelling and estimated departure time. Contact me again on departure

You could encounter a wide range of people in diverse and sometimes confronting situations. If you find yourself in a situation where you feel your safety is compromised, remove yourself from the situation immediately. Decide on an exit strategy and remain calm. A simple statement may suffice such as "That's all I need for today, thank you". Then as soon as possible, report the incident to me.

### Working Alone

**Explain:** For confidentiality reasons, it is an inherent requirement that you must be prepared to work alone. You will not be permitted to take anyone with you except when accompanied by another authorised staff member.

If you feel that your personal safety is at risk when entering an area of your workload and wish to be accompanied by another employee, you should contact me to discuss will need to contact me. This is an operational matter, and I will work with the Regional Management Unit to assess the situation and provide mitigation.

This brochure should be carried when you are in the field as a quick reference.





# KNOWLEDGE BASE

Official use only

[Home](#) > Access to rural properties

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## Access to rural properties

### Access to rural properties

Field staff should be aware of the following guidelines regarding access to rural properties

- You are authorised to proceed directly to the house paddock and the dwelling itself to deliver materials.
- You are legally entitled to go to the front door of a dwelling on official duties.
- You are **not to enter a dwelling** unless invited inside by the resident - this includes enclosed verandahs and annexes to caravans.
- Remember it is important to leave access gates as they are found.
- You should abide by any instructions given to you by anyone on private land.

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# KNOWLEDGE BASE

Official use only

[Home](#) > Appropriate use of email

## Appropriate use of email

### Appropriate use of email

Field staff should **not** use personal email accounts for conducting Census work. If you need to discuss a work issue please contact your supervisor or team member by phone.

An exception to this is communicating with Australian Bureau of Statistics (ABS) office staff, in some circumstances. For example, Census HR may ask for information to be provided via email. Please remember you are bound by the Australian Public Service Values and [Census Code of Conduct](#) when communicating by email.

When communicating via email in connection with your Australian Public Service employment, it may be helpful to consider the following:

- Treat everyone with respect and courtesy, and without harassment.
- Behave honestly and with integrity.
- Comply with all applicable Australian laws.

Never send any name, address or other personal information collected while undertaking Census work via email - this is a breach of the Undertaking of Secrecy and Fidelity.

### Other role information

#### DISTRICT MANAGER

It is accepted that in some circumstances it is practical to use email, such as providing the Certificate of Currency when hiring a venue. District Managers are expected to use their judgement in deciding whether use of email is appropriate in the circumstances.

Under no circumstances can anything that may be perceived as confidential be sent via email. Please discuss with your RMU if you are at all unsure as to whether email should be used.

#### AREA SUPERVISOR

It is accepted that in some circumstances it is practical to use email, such as providing the Certificate of Currency when hiring a venue. Area Supervisors are expected to use their judgement in deciding whether use of email is appropriate in the circumstances.

Under no circumstances can anything that may be perceived as confidential be sent via email. Please discuss with your supervisor if you are at all unsure as to whether email should be used.



Learn more:

[Census code of conduct](#)

[Confidentiality](#)

Last updated:

09/06/2016 - 4:01pm

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# KNOWLEDGE BASE

Official use only

[Home](#) > [Appropriate use of social media](#)

## Appropriate use of social media

### Appropriate use of social media

Social media are online services and tools used for publishing, sharing and discussing information. They can include forums, blogs, wikis, social networking websites, including but not limited to Facebook, Twitter, Instagram, YouTube, Tumblr, Snapchat, Vine, and any other websites that allow individual users to easily upload and share content.

Census field staff need to be aware of their responsibilities under the Census Code of Conduct when using social media, and are obliged to represent the ABS in a professional manner.

The same principles apply to online comment as to any other kind of public comment. However, there are additional considerations that apply to online participation:

- the speed and reach of online communication means that comments posted online are available immediately to a wide audience
- material online effectively lasts forever, even if deleted by the original author, it can be copied and saved by other users
- online content sent privately can easily be sent to recipients who were never intended to see it, or who may view it out of context.

### General use of social media

Employees are allowed to associate themselves with the ABS when posting, but they must clearly brand their online posts as personal and purely their own. The ABS will not be held liable for any repercussions the employees' content may generate.

You should be aware that information you post online may be searchable, even by people who are not your friends or followers online. Content published on social media sites can easily become publicly available even on personal accounts. Employees must uphold the Census Code of Conduct even when material is posted privately, anonymously, or using an alias or pseudonym.

You should avoid using social media to publicly or privately (i.e. by private message or chat group) discuss matters related to your work, as this can result in incorrect information being shared. Instead, please check the Knowledge Base or the ABS website for the latest information and appropriate means of communicating with your manager and other staff.

Here are some guidelines that will help you decide if, when and how it is appropriate to publish content on any social media service:

#### Do:

- Adhere to the terms of use of the social media platform being used.
- Be aware that your behaviour is bound by the Census Code of Conduct even outside work hours.
- Ensure your comments are lawful.
- Ensure you would be comfortable if your manager saw your content.
- Be polite and respectful of others' opinions, even in times of heated discussion and debate.

## Don't:

- Make comments on behalf of the ABS or the Government, instead you should include a disclaimer that anything you publish is an expression of a personal view and not the ABS or Government.
- Make comments or post materials that are obscene, defamatory, threatening, harassing, discriminatory or hateful to or about your work or about another person or entity.
- Reveal information about the ABS or the Census that isn't publicly available or is protected by privacy and other relevant legislation.
- Don't share private information in relation to your work on the Census. This includes posting statuses or images referring to members of the public and/or their dwellings.
- Be so strong in your criticism of the ABS administration that it could seriously disrupt the workplace.
- Make gratuitous personal attacks connected with your employment.
- Make unreasonable criticisms of the ABS clients and other stakeholders
- Make comments that could compromise public confidence in the Census or the ABS.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

## Breaches of the Census Code of Conduct

Failure to adhere to the Census Code of Conduct, both in and outside of the workplace, can result in a range of sanctions including reprimands, and in some cases termination of employment.

Examples of failure to adhere to the Census Code of Conduct in a social media setting include:

- Making derogatory and obscene posts about their manager on Facebook, even if they are not Facebook friends with their manager.
- Tweeting derogatory comments about a member of the public they meet in the course of their work duties from their personal Twitter account.
- Disclosing non-publicly available information about Census operations in a comment on an online news article.

In situations where a staff member's online behaviour potentially breaches the Census Code of Conduct, the issue will be referred to Census HR for review and action.

Last updated:

16/06/2016 - 1:03pm

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# KNOWLEDGE BASE

Official use only

[Home](#) > Census code of conduct

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## Census code of conduct

### Census code of conduct

The Code of Conduct set out below forms part of the employment conditions of Census field staff. These values set out the commitment to the public interest and operating standards that Government, Parliament and the Australian community can expect. The Code of Conduct requires that an employee must:

- behave honestly and with integrity in the course of Census employment.
- act with care and diligence in the course of Census employment.
- when acting in the course of Census employment, treat everyone with respect and courtesy, and without harassment.
- when acting in the course of Census employment, comply with all applicable Australian laws.
- comply with any lawful and reasonable direction given by someone in the Australian Bureau of Statistics (ABS) who has authority to give the direction.
- maintain appropriate confidentiality about dealings that the employee has with any minister or minister's member of staff.
- disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with Census employment.
- use Commonwealth resources in a proper manner.
- not provide false or misleading information in response to a request for information that is made for official purposes in connection with the employee's Census employment.
- not make improper use of inside information or the employee's duties, status, power or authority in order to gain, or seek to gain, a benefit or advantage for the employee or for any other person.
- at all times behave in a way that upholds the integrity and good reputation of the ABS.
- comply with any other conduct requirement that is prescribed by the [Census and Statistics Act 1905](#).

Last updated:

21/04/2016 - 7:55am

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# KNOWLEDGE BASE

Official use only

[Home](#) > Confidentiality

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## Confidentiality

### Confidentiality

Statistical information is collected under the authority of the [Census and Statistics Act 1905](#). The Act requires the Australian Bureau of Statistics to maintain the confidentiality of all information provided to it. Therefore, the ABS will not release any information that would enable an individual or household to be identified.

All Australian Bureau of Statistics employees are required to sign an Undertaking of Fidelity and Secrecy. This is a requirement under the Act to ensure that each Australian Bureau of Statistics employee understands and upholds their obligations, and performs their duties in accordance with the Act.

Australian Bureau of Statistics employees must ensure that they uphold the confidentiality of information collected under the Act. Section 19 of the Act forbids past or present Australian Bureau of Statistics employees from directly or indirectly disclosing information collected under the Act in a manner likely to enable the identification of persons or organisations, under a penalty of a fine of up to \$21,600 or imprisonment for a period not exceeding two years or both.

As an Australian Bureau of Statistics employee, you must not allow anyone who is not Australian Bureau of Statistics staff to have access to confidential information, especially the information collected during your role as Census field staff. Do not delegate tasks involving access to such information to any person who is not an employee of the Australian Bureau of Statistics. It is your responsibility to ensure that you do not talk to people other than Australian Bureau of Statistics staff about any information you received while working. A casual remark about a particular address or personal details of an individual, even of a general nature, is a breach of confidentiality.

Remember that confidentiality applies to all information obtained during the course of your job, including anything you are told or observe about people and/or accommodation.

Learn more:

[Appropriate use of email](#)

Last updated:

17/02/2016 - 12:52pm

PDF Generated on Wednesday 24th of August 2016 11:49:15 AM

Source URL: [REDACTED]

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# KNOWLEDGE BASE

Official use only

[Home](#) > Mailing back residents forms

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## Mailing back residents forms

### Mailing back residents forms

#### Your role information:

Residents have the opportunity to complete their Household form and mail it back directly to the Australian Bureau of Statistics (ABS). A Reply Paid envelope is provided for this purpose.

If a resident hands you a completed Household form to mail back on their behalf:

- Place the form inside the Reply Paid envelope in front of the resident (this will confirm confidentiality procedures).
- Make sure the barcode is visible in the envelope window (on reverse side of envelope).
- Place the sealed envelope in your satchel.
- Record the outcome as 'Collected materials'.
- Post the form on the day you receive it.

Ensure you carry extra Reply Paid envelopes with you.

Thank the resident and explain there will be no further visits once their form has been received by the ABS.

Last updated:

25/11/2015 - 1:17pm

PDF Generated on Monday 24th of October 2016 11:06:23 AM

Source URL: [REDACTED]



[Home](#) > [REDACTED] - Frequently asked questions

## [REDACTED] - Frequently asked questions

[REDACTED] - Frequently asked questions

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[7. Why am I being prompted for passcodes by \[REDACTED\]?](#)

[REDACTED]

[REDACTED]

[10. On my Android device, the Mobile Collect App and Mobile Collect Training App have padlocks on their App icon. What does this mean?](#)

[REDACTED]

[REDACTED]

[REDACTED]

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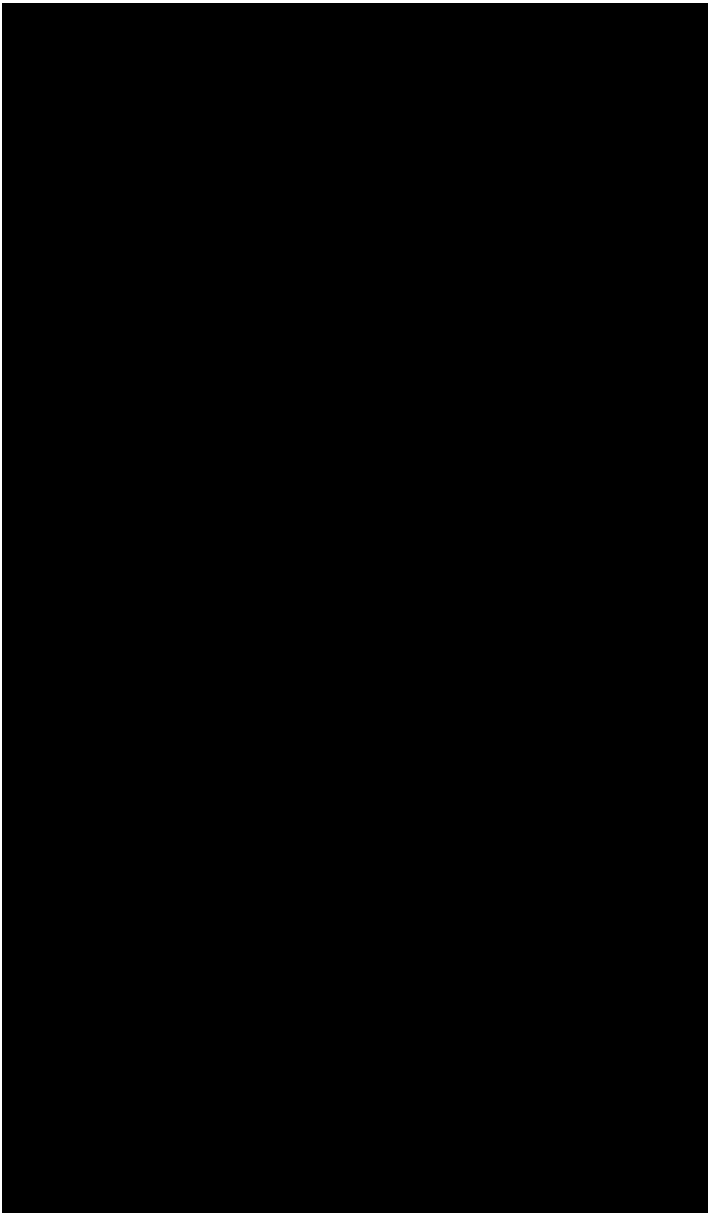
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



**7. Why am I being prompted for passcodes by [REDACTED]?**

Below is an explanation of the various instances [REDACTED] will ask a user for a passcode and the expected behaviour or [REDACTED] in certain circumstances.

**14 Day Inactivity Wipe:**

Users should ensure they access the app on a regular basis while working as part of Census. If a user does not access the app for a period of 14 days they will need to re-enroll their device and may have to contact support in order to continue their work. This is a feature of [REDACTED] in order to help protect data in the event of a device being lost or stolen.

**Inactivity Timeout:**

If a user is not active in either App for a period of 15 minutes they will be prompted to enter the secure apps passcode they created as part of the [REDACTED] Enrolment process, this is a security feature to ensure the protection of data.



[Redacted]

[Redacted]

[Redacted]

**Lockout:**

If the user enters an incorrect secure apps passcode five times they will be locked out for a period of one minute. Once this time has passed they will be able to attempt their passcode again, if they get it wrong on this attempt they will be locked out for a further 5 minutes. The lockout increment will increase with each incorrect attempt. At any point in this process the user can select the forgot passcode option to reset the passcode as outlined above (While locked out this can be accessed on Android by selecting the icon of three vertical dots at the top right and selecting Forgot Passcode from the dropdown menu. On iOS devices the button is visible on the lockout screen).

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

**10. My device is from overseas, will I be able to use it?**

Not all devices purchased overseas (including through online shopping sites such as Kogan, eBay) will work to download [Redacted].

This is because the device's operating system and/or firmware has been modified, and poses a risk to the security of the Mobile Collect Apps.

See: [Minimum system requirements](#).

[REDACTED]

[REDACTED]

|

[REDACTED]

[REDACTED]

[REDACTED]

|

[REDACTED]

[REDACTED]

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Last updated:

25/08/2016 - 7:43am

PDF Generated on Monday 24th of October 2016 11:08:38 AM

**Source URL:**

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[Home](#) > Hints and Tips for the Mobile Collect App

## Hints and tips for the Mobile Collect App

### Hints and tips for the Mobile Collect App

#### [1. General](#)

#### [2. Before you go out](#)

#### [3. In the field](#)

### **1 General**

#### **1) USE OF A PINCODE/PASSCODE**

Whilst the ABS does not enforce a device pincode for your smartphone or tablet after the enrollment of the Mobile Collect Apps, however, we do strongly recommend you create one.

ABS security protocols do however, require all users to set a [REDACTED] alphanumeric passcode to access the Mobile Application Manager (MAM), [REDACTED]. If you are an Apple iOS user you may be able to use Touch ID instead.

For more information please see [Mobile Collect App and CSW - credentials for access](#)

#### **2) RESETTING YOUR [REDACTED] PASSCODE**

If you forget the passcode you set during installation, you will need to create a new one. See: [How to change your \[REDACTED\] passcode](#)

#### **3) MOBILE COLLECT APP TIMES OUT**

Have you noticed that if you leave your Mobile Collect App for a period of time you need to re-enter your [REDACTED] passcode?

The [REDACTED] security tool will require you to enter your passcode if you have been inactive in the Mobile Collect App or Training App for 15 minutes or more.

Neither the Mobile Collect App nor [REDACTED] will actually close down. You will still remain logged in to the app, you will just need to re-enter your passcode or Touch ID.

#### **4) LOCKED OUT OF [REDACTED]**

If you incorrectly type your [REDACTED] passcode, you will increase be locked out of the app, and will be unable to access the Mobile Collect App or the Training App. This timeout starts at 1 minute and increases from thereon to a maximum of five attempts, after which you will be locked out completely. At this point, you will need to call [Census Connect - Technical Help](#) and have the app unlocked for you. You will then be prompted to set a new passcode.

#### **5) LOCKED OUT OF MOBILE COLLECT APP OR MOBILE COLLECT TRAINING APP**

If you incorrectly type your username and password into the Mobile Collect App or Training App five or more



times within a 15 minute period, you will be locked out. You then need to wait at least 30 minutes, and try again.

On Android, if this does not work, go to your device's settings, and navigate to Apps or Application Manager (which shows the list of all the apps on your device). Then find 'Mobile Collect' or 'Mobile Train' (depending which one you are locked out of). Select Mobile Collect / Mobile Train > find 'Clear cache' > select 'Clear cache'. On Android 6.0 and later, select device's settings, select Application Manager, select Mobile Collect, select 'Storage', and then select 'Clear cache'. Then return to the app and attempt to log in.

If this does not work, call [Census Connect - Technical Help](#).

[REDACTED]

### 7) NOW THAT I'M USING THE MOBILE COLLECT APP, WHAT HAPPENS IF I SWITCH MY PHONE OFF, OR MY PHONE RESTARTS? WHAT HAPPENS WITH 'SAVE WORK'?

When you are using the Mobile Collect App, data will be stored locally on your device, until you select '[Save work](#)' and send this data back to the ABS. (Or unless you are working online with a valid internet connection, and '[auto-sync](#)' switched on). It is important to note that selecting 'create' after you [create an address](#), and 'save & exit' after you make an [approach](#) or [visit](#), will only save the data to your device. You need to either work online with auto-sync switched on, or select 'Save work' on the Home screen to send your data back to the ABS.

If you switch off your phone, restart your phone or if the app closes unexpectedly, the data will be saved locally to your device if you were between making an approach or visit. This is if you have selected 'save & exit' after completing the dwelling record. If you are in the middle of creating an address (have not yet selected 'create' 'save') or are completing a visit (has not selected 'done' 'save & exit'), then the record will be incomplete and will not be saved. Between making an approach or visit, the data will be saved and retained within your device.

Make sure you still select 'save work', and then 'get work' twice a day, to get the latest information from the ABS.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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25/08/2016 - 7:36am

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# KNOWLEDGE BASE

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[Home](#) > [Mobile Collect App - Frequently Asked Questions](#)

## Mobile Collect App - Frequently asked questions

### Mobile Collect App - Frequently asked questions

[Redacted]

#### [2 Access to the Mobile Collect App](#)

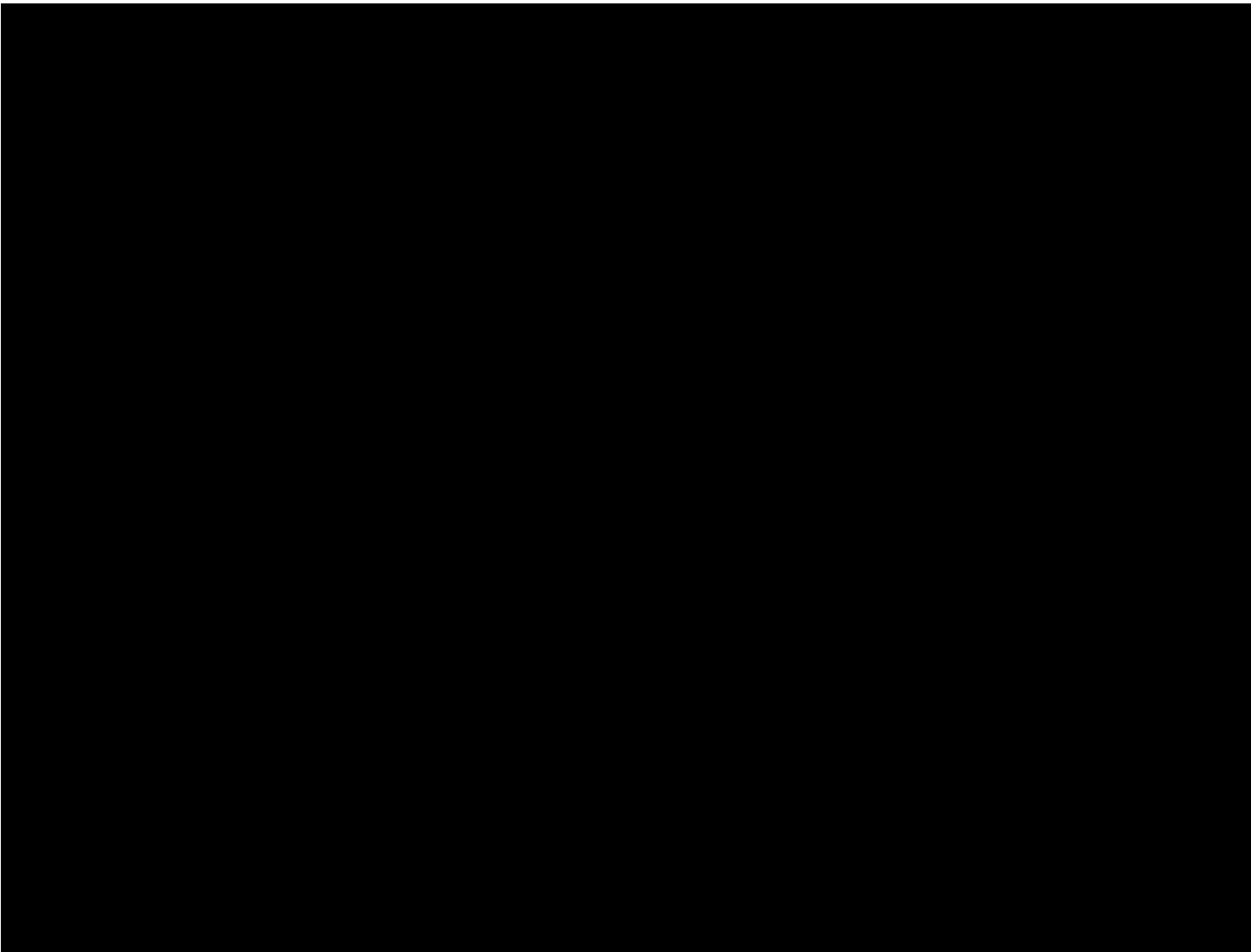
[Redacted]

[Redacted]

#### [5 In the field](#)

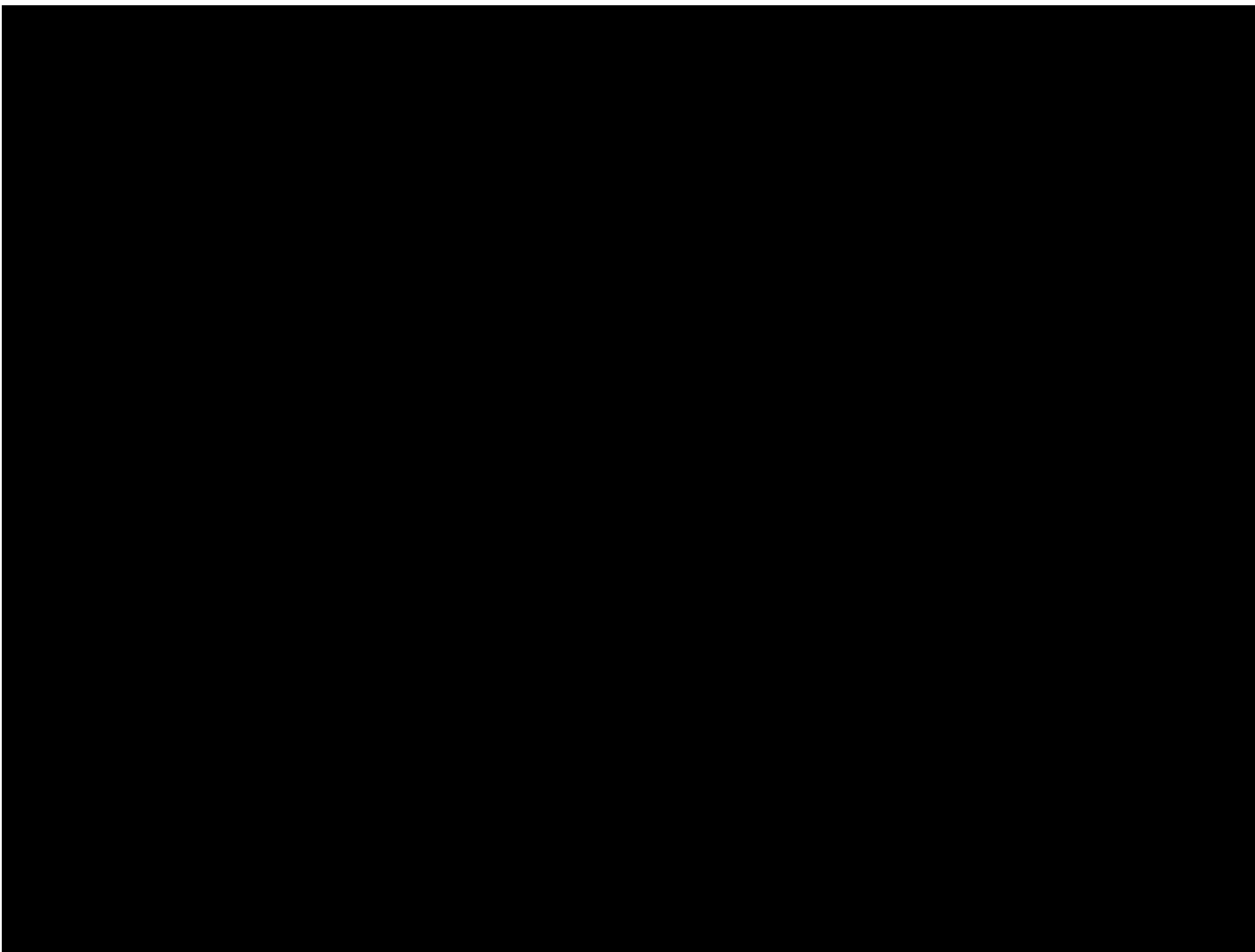
[Redacted]

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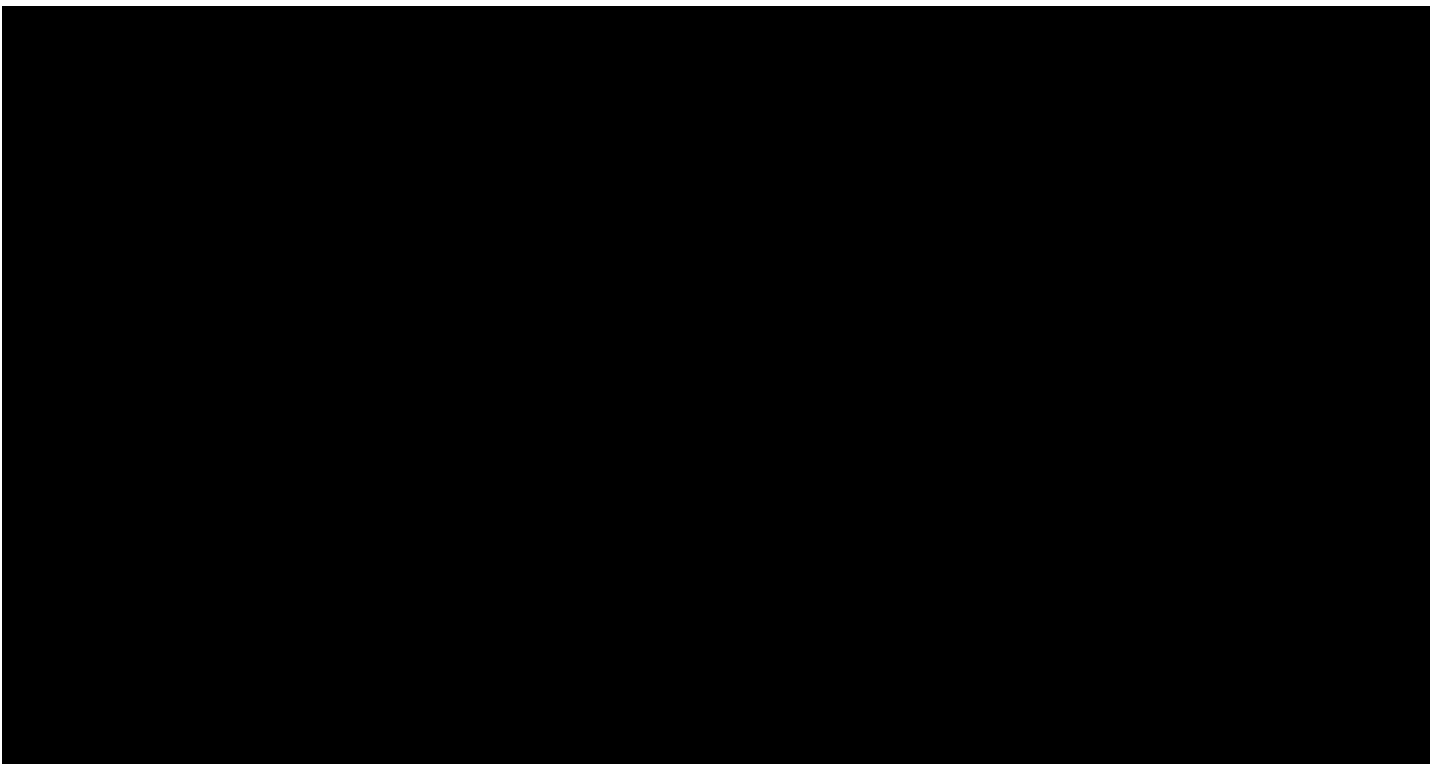




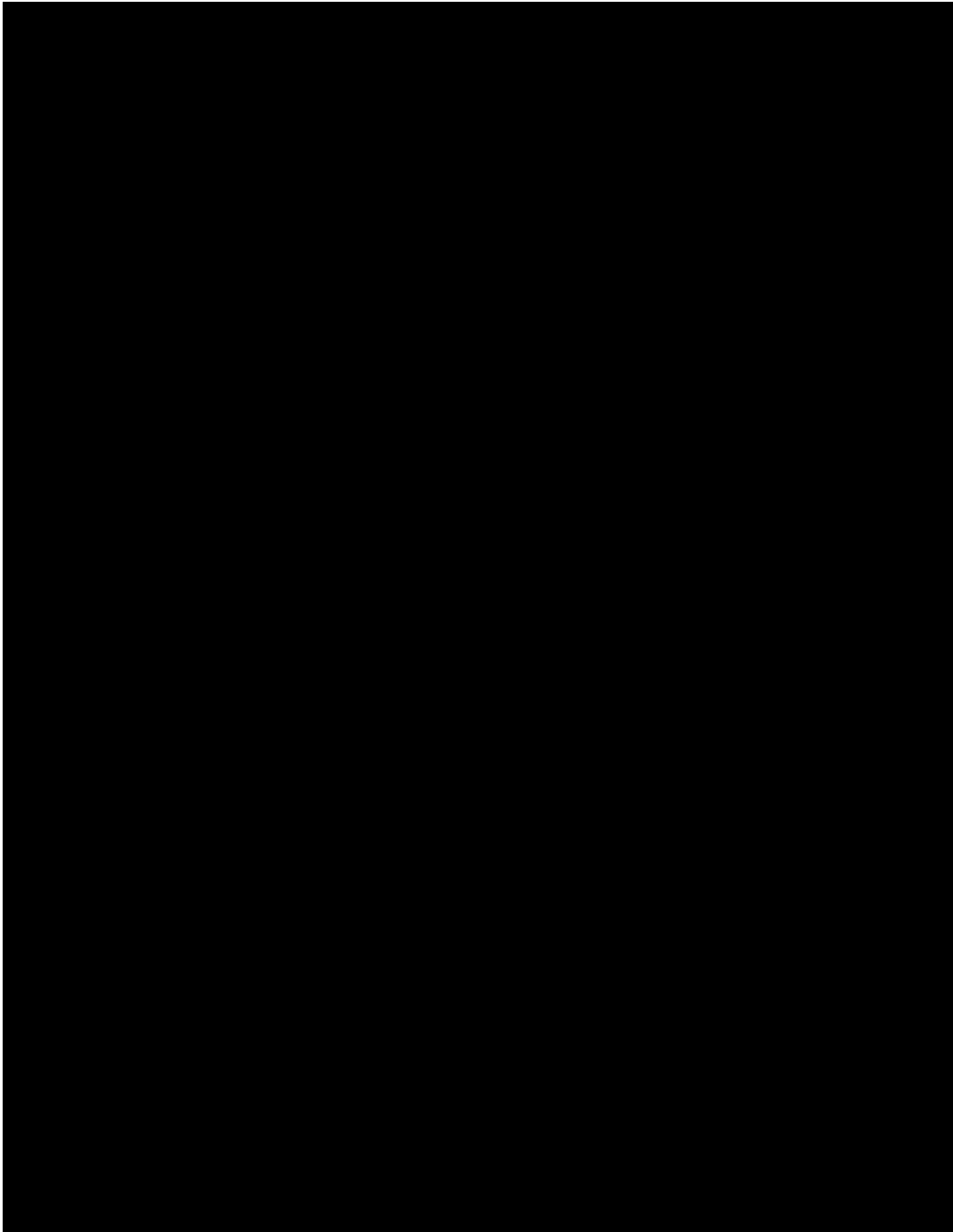
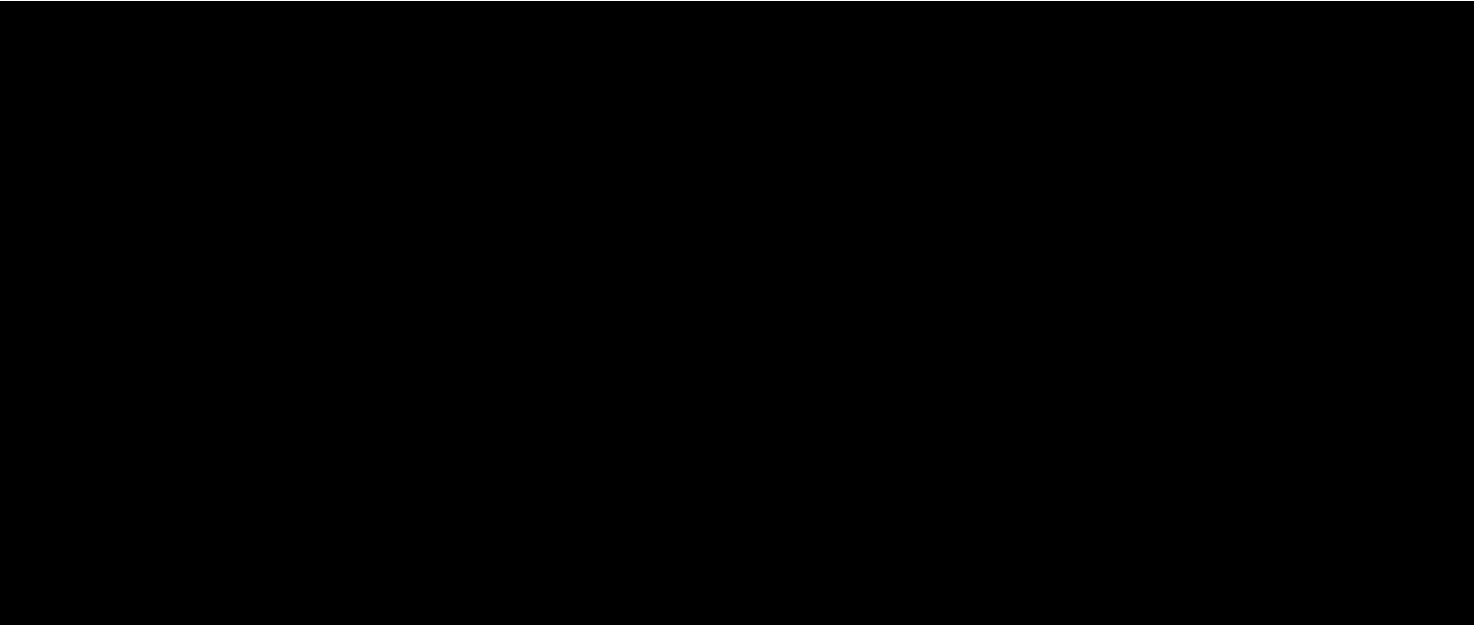


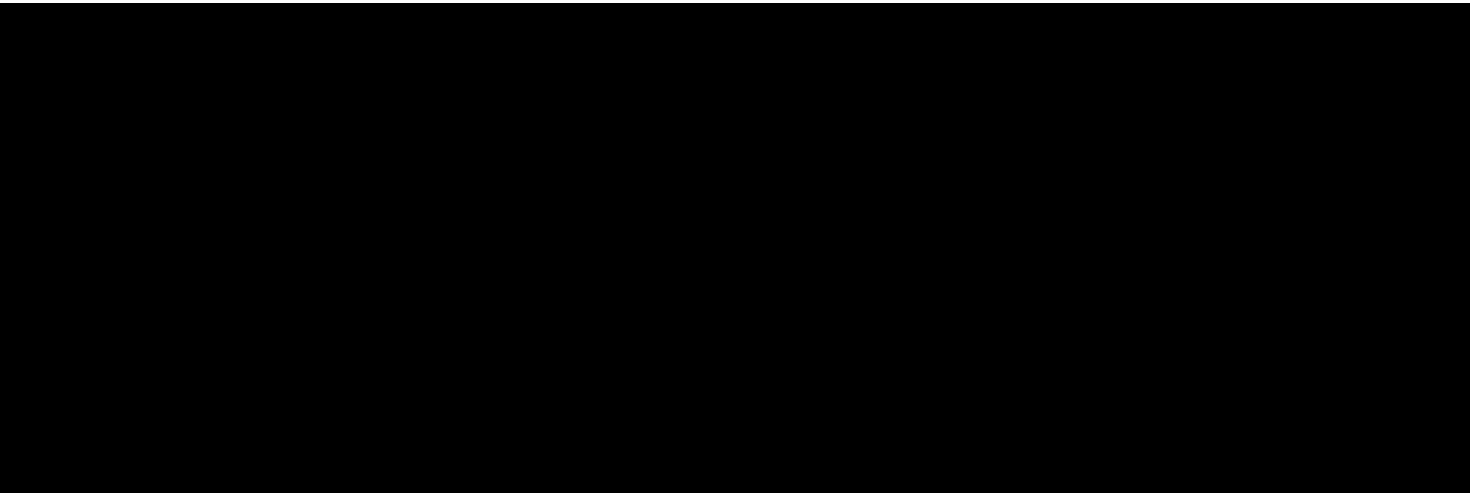
**6) What happens to a Field Officer's access if they changes roles or they are terminated?**

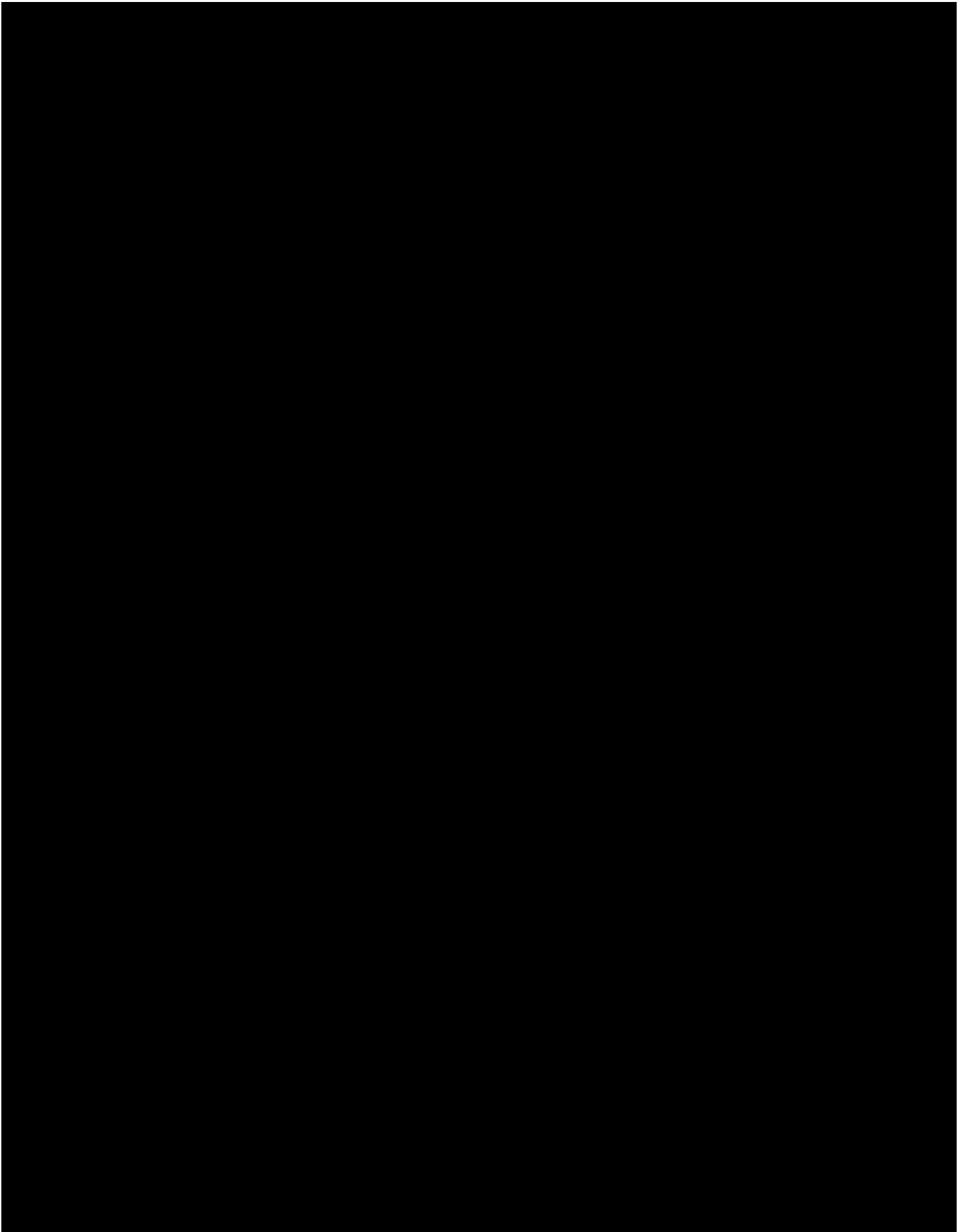
The Field Officer will lose access to the app immediately, once processed.

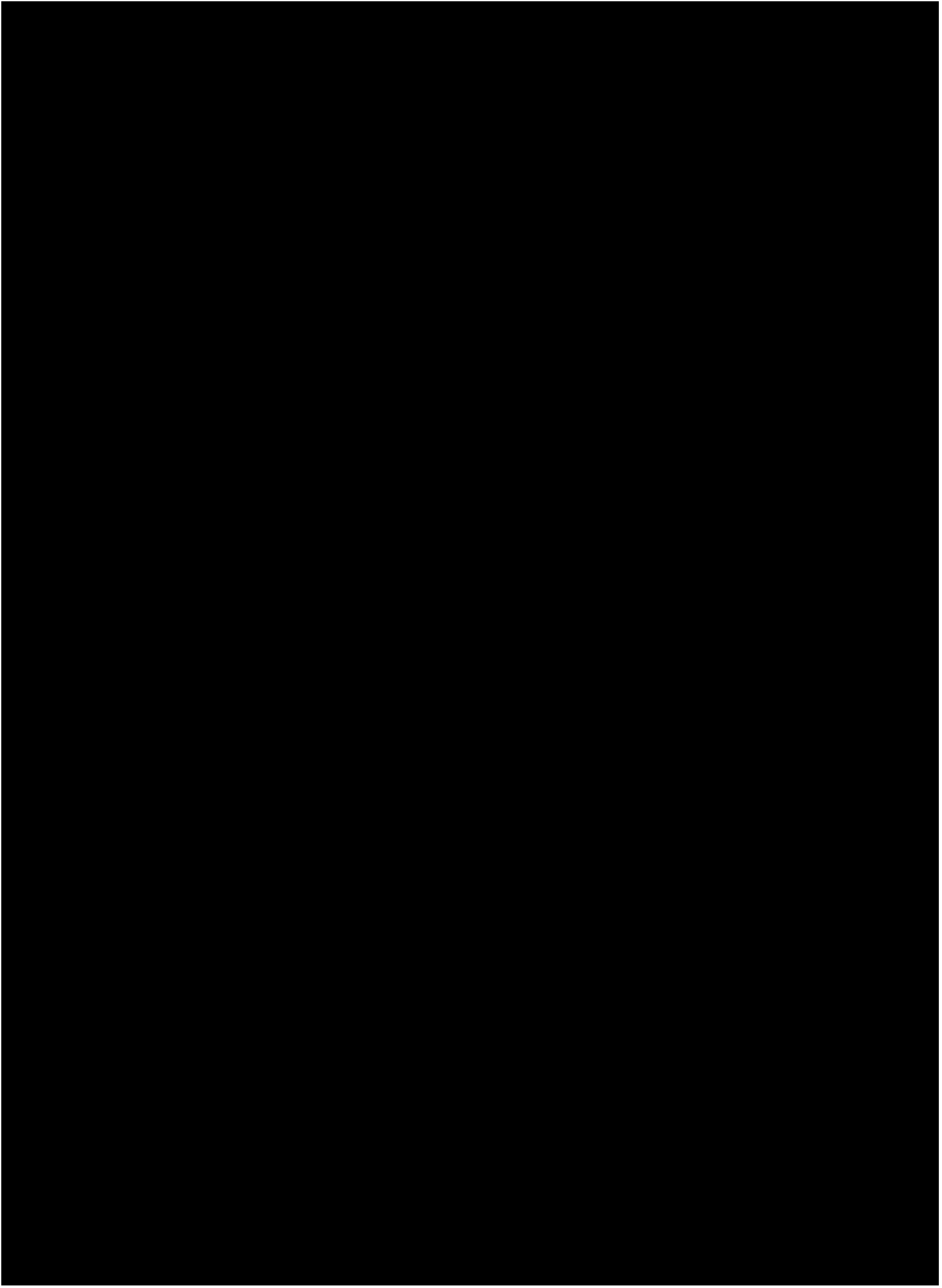


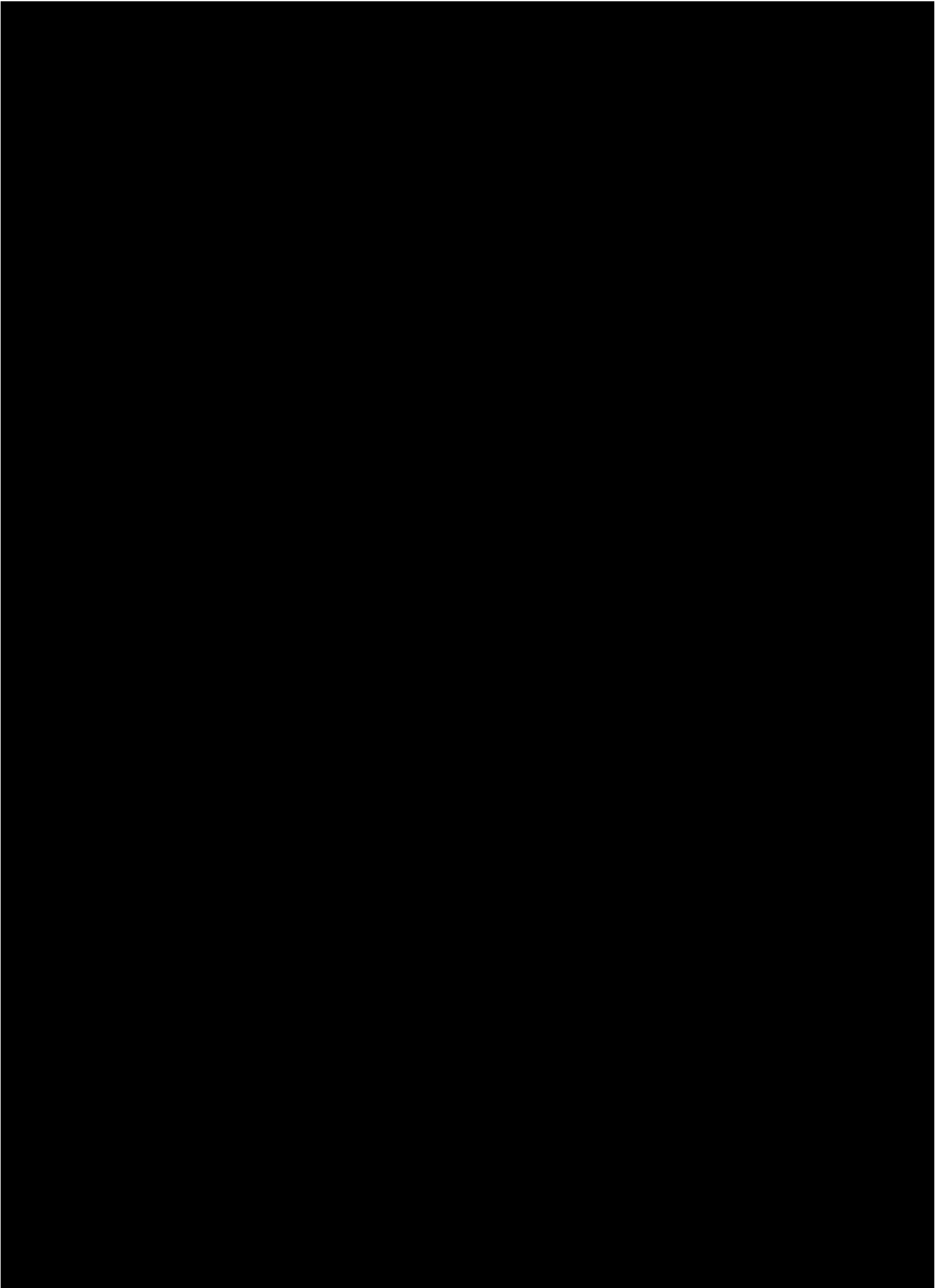












[REDACTED]

**5 In the field**

[REDACTED]

**5) I have damaged my device, and the screen will not turn on. Can I still recover the data?**

Unfortunately, if you have damaged your device and it no longer switches on, we are unable to recover any Census data. This is because the Census data is encrypted and cannot be transferred off your device other than through the 'save work' and 'auto-sync' functionality within the app. Please speak to your supervisor to determine how to proceed.

[REDACTED]



[Redacted]

[Redacted]

[Redacted]

[Redacted]

## 2) What happens if Field Staff lose their device?

Where an ABS-issued device has been stolen, this should be reported to the police, as per [Security incidents](#).

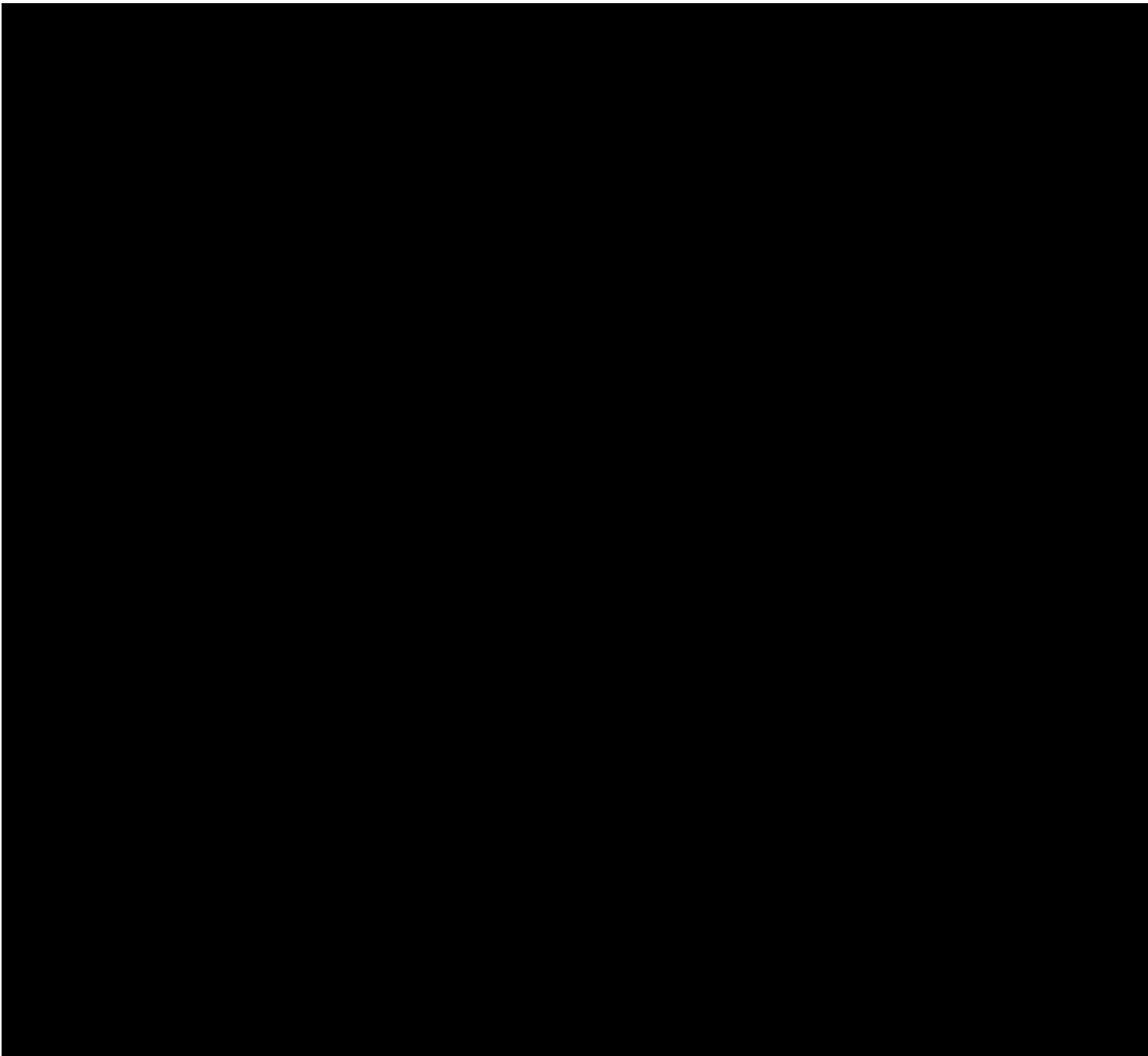
New in 2016 is the [Redacted] mobile application management app. This enables the ABS to have greater security over the Mobile Collect App.

After 15 minutes of inactivity in either the Mobile Collect App or the Training App, staff must enter their unique passcode, which they created on installation of the apps. After 14 days of inactivity in either the Mobile Collect App or the Training App, staff will need to re-enrol, and will need their payee ID number and CSW password.

This is detailed in the [credentials needed](#).

In exceptional circumstances, where a device is lost or stolen, the ABS has the ability to wipe any Census-related data. Note: No personal data can be wiped by ABS administrators within the Mobile Collect App or the Training App. See also: [\[REDACTED\] FAQs](#).

Note: Device management and distribution is handled by Census Connect - Technical Help.



Learn more:

[Census field systems](#)

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25/08/2016 - 7:40am

PDF Generated on Wednesday 2nd of November 2016 02:47:03 PM

**Source URL:** 











At the ABS, we've taken extra steps to ensure that the information collected on mobile devices, using the Mobile Collect App, is safe and secure. Before Field Officers are able to access the Mobile Collect App on their mobile devices, they must first install a Mobile Application Manager application (or MAM for short), which provides additional security. The MAM application that we're using for 2016 Census field work is called [REDACTED].

This is how it works:

Field Officers download and install the [REDACTED] (MAM) application from the App or Google Play Store. After verifying a Field Officers details, the app creates a secure container on the device. The Mobile Collect App, and the data it collects, is encrypted and protected from unauthorised access by a secure pin that the Field Officer creates. In cases where the device is lost or stolen, the data can also be remotely wiped by an authorised ABS officer.

Benefits of using the MAM include up-to-date security, the ability to provide updates faster and automatically requiring the Field Officer to log back in if they exit, or after short periods of inactivity, similar to an internet banking app.

For more information on the Mobile Collect App, visit the Knowledge Base, Mobile Collect App section. Be sure to check out the Mobile Collect App overview > your go to guide.

This video has been created on a test version of the Mobile Collect App, this is not a final version. This video is for demonstration purposes only.





# KNOWLEDGE BASE

Official use only

[Home](#) > Privacy and the Census - Myths and Facts

## Privacy and the Census - Myths and Facts

### Privacy and the Census - Myths and Facts

**MYTH** Census 2016 is asking for names and addresses for the first time.

**FACT** Names and addresses have been asked for in every Census since 1911. This Census is asking for no new information than previous Censuses.

**MYTH** Census 2016 will be less anonymous than previous Censuses.

**FACT** Names and addresses are permanently removed from other Census data after Census processing. This will anonymise the Census data set. No one will be able to see both names and other records after they have been separated.

**MYTH** Census 2016 is retaining names and addresses forever.

**FACT** Names and addresses will be destroyed by August 2020.

**MYTH** Census personal information will be used by other government departments.

**FACT** It is illegal for ABS to ever release identifiable data to anyone including any court, tribunal or other department. The ABS never has and never will release identifiable Census data.

**MYTH** It is not legal for Census to collect names and addresses.

**FACT** ABS has collected names and addresses in every Census since 1911. Names and addresses are specified as statistical information just like every other topic, and ABS approach has been confirmed by Australian Government Solicitors.

**MYTH** The Census time capsule will no longer be an opt in .

**FACT** There are no changes to the Census time capsule. Only the Census forms for people who give the ABS explicit permission will be transferred to the National Archives for release in 99 years.

**MYTH** ABS hasn't been transparent about plans for names and addresses, and how they have been used in the past.

**FACT** The ABS has always been transparent about how it has collected, managed and used Census data. ABS has undertaken community consultation, consulted directly with privacy commissioners in all states and

territories and published all details on the ABS website.

Further information on Privacy in the Census is available on the [ABS website](#).

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25/07/2016 - 4:02pm

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**Source URL:**

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# KNOWLEDGE BASE

Official use only

[Home](#) > Security of Materials

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## Security of Materials

### Security of Materials

The materials in your possession are official and confidential, and should be treated accordingly.

You must:

- Keep all ABS materials and mobile devices secure at all times.
- Be the only one who has access to this material or mobile device.
- Not leave materials or mobile devices in clear view in the car.
- Always lock your vehicle.

If your materials or your mobile device are lost or stolen, you must report the incident to your supervisor **and** to the police immediately.

Last updated:

02/12/2015 - 9:14am

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Source URL: [REDACTED]

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# KNOWLEDGE BASE

Official use only

[Home](#) > Working alone

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## Working alone

### Working alone

For confidentiality reasons, it is an inherent requirement of the job that you must be prepared to work alone. You will not be permitted to take anyone with you except when accompanied by another authorised staff member.

The ABS recognises that you may encounter a wide range of people in diverse and sometimes confronting situations. There may be instances where, due to your local knowledge, the nature of the area or a general unease, you feel unsafe to travel in and/or enter a work area alone. **Your safety takes precedence over all other considerations.** You should be guided by your own judgment in determining if you should enter an area or withdraw from the situation. If you choose to withdraw from the situation you should contact your supervisor to report the Incident or hazard.

Learn more: [Dealing with difficult questions from householders.](#)

Learn more:

[Being accompanied by another Authorised Officer](#)

Last updated:

19/08/2016 - 9:02am

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## Is the Census compulsory?

Yes. The Census is compulsory. The information is collected under the authority of the *Census and Statistics Act 1905*.

At this time, you are being asked to answer the questions on the Census form. If you do not answer the questions, the Australian Statistician has the power to direct you in writing to provide the information.

Penalties may apply if you do not complete the Census when directed. The *Census and Statistics Act 1905* provides for penalties of up to \$180 per day and a criminal conviction for failure to complete and return a form when directed. It is also an offence to provide false or misleading statements or information. The penalty is a fine of up to \$1,800.

Your participation is important and helps plan for Australia's future.

### **Confidentiality**

The privacy of the information you provide is protected under the *Census and Statistics Act 1905*. The information you provide is confidential to the Australian Bureau of Statistics. No information will be released in a way that would enable an individual or household to be identified.

If you agree, your name-identified information will be provided to the National Archives of Australia, kept securely for 99 years, before being made publicly available in 2115.



## Can Australian Bureau of Statistics officers enter premises?

Yes. The *Census and Statistics Act 1905* and *Statistics Regulations 1983* permit an authorised officer of the Australian Bureau of Statistics (ABS) to, at all reasonable times, enter any prescribed premises for the purpose of:

- a) supplying people with forms
- b) collecting forms that have been supplied to people, and
- c) making inquiries for the purposes of this Act.

You can identify an ABS authorised officer by their official ABS identification card.

Prescribed premises include, but are not limited to, boarding houses, hostels, caravan parks, camping grounds, construction camps, mining camps, housing developments, gated communities, business premises, and common areas of hotels, motels, and buildings that contain flats or home units (such as an apartment building) or the land surrounding a dwelling-house.

Penalties may apply for a resident, a person in charge of the prescribed premises, or any person responsible for controlling access to the prescribed premises to refuse an authorised officer entry or fail to arrange access following a request.