



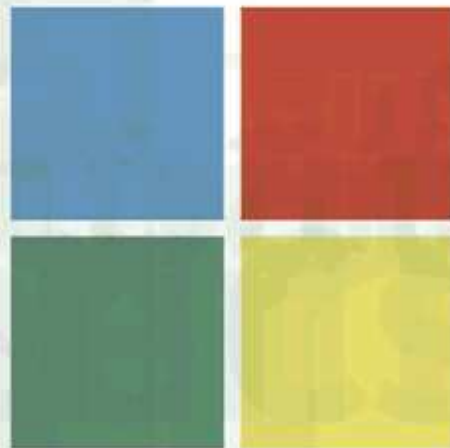
# QSIC Review of Queensland Addressing Practices

## Situation Assessment

Phase Two Report

July 2006

Queensland Spatial Information Council



smart spatial solutions for Queensland

[www.qsic.qld.gov.au](http://www.qsic.qld.gov.au)



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## Acknowledgements

This document has been prepared for the Queensland Spatial Information Council (QSIC) by CTG Consulting Pty Ltd in conjunction with the Queensland Spatial Information Office (QSIO), as at July 2006.

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## CTG Consulting

## Queensland Spatial Information Council (QSIC)



Supported by the Queensland Spatial Information Office (QSIO)



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## 1 Executive Summary

The purpose of the Situation Assessment is to report on the outcomes of addressing client interviews, review of Standards, Bi-laws and Statutes. The activities undertaken to prepare the Situation Assessment relate to the Discovery Phase (Stage 2) of this project. The most significant activity undertaken during the Discovery Phase was the identification of key addressing clients and the conduct of 18 in-depth interviews of selected Queensland addressing clients and an overview of standardised addressing practices within other States of Australia.

### 1.1 Clients

During the Inception Phase of the review, a large number of government agencies, government owned corporations (GOC's) and other organisations, were identified as collecting, using, storing and/or disseminating address data. Whilst all of the addressing clients previously identified were not interviewed in the Discovery Phase, it was apparent that of the government departments participating in the interviews, most to a greater or lesser degree collect and store addresses with varying degrees of sophistication.

The discovery phase identified three broad types of addressing clients:

- **Custodians**

All Local Government Authorities (LGAs) and Department of Natural Resources, Mines and Water (NRM&W) were identified by the addressing clients interviewed as the only recognised custodians of address data be it Geographical Information Systems (GIS) and/or textual addressing. Additionally, land/property developers are currently the custodians and originators of Private Road addressing and instigators of the entire addressing process.

- **Operational Adopters**

This group of clients require address data at an early stage of address creation and were proactively seeking addressing data for the delivery of services or for significant operational reasons. Amongst the operational adopters identified were Department of Emergency Services (DES), Telstra, Energex, Ergon, Australia Post, Queensland Police Service (QPS) and Australian Electoral Commission (AEC).

- **Consumers**

Consumers of address data are the organisations that have a need to store addresses and validate against a qualified source but essentially just consume addresses supplied to them by a customer and sometimes validated against one or other authoritative source. Consumers typically store address data for mailing purposes. Examples of address consumers would be Queensland Health, Banks, Qld Transport and most large organisations with a significant customer base.

### 1.2 Channels

Several major channels of address data were identified entering the client organisations but it is recognised that many informal or formal channels exist between clients. The complexity of the interactions of clients at many stages along the address chain is one of the major inefficiencies in the current processes.

### 1.3 Processes

The addressing processes currently used within government and GOC's is typified by ad-hoc collection and dissemination of data. While there is a clearly defined process to move data from developers to local government to state government and GOC's, because of various complicating factors such as latency, perceived poor quality and completeness many client organisations develop informal contacts to independently gather address data of interest to them.

This ad-hoc approach has two detrimental outcomes. Firstly, it requires many time consuming contacts with local governments essentially duplicating data collection. Secondly, it means there are many data sets maintained that have subtly different information with different collection timeframes. This results in ambiguity between the data sets and within the data when these data sets are compared against one another as they often are and also results in some data sets becoming out of date and hence unreliable.

### 1.4 Governance

The overall governance framework appears to work well with the exception of Private Road data. Most of the LGA's interviewed were of the opinion that legislation may be required in order to correct the omission of Private Road data for new developments.

### 1.5 Conclusion

There are four core issues identified from the Discovery Phase of the project that need to be resolved in order to improve the accuracy and efficiency of address processing within Queensland. These are:

- **Latency between address creation and availability**

Many client organisations require address data much earlier in the process than is available through the official collection processes. Amongst those that require the data as early as possible are DES, Australia Post and the utility service providers.

The existing latency forces these clients to pursue the data independently thus duplicating effort and significantly increasing the burden on LGA's. It also has public safety implications when despatching emergency services to new developments. Linked with this is the time delay between development application approvals and the sealing/registration of the survey plans, hence the availability through the DCDB

- **Diversity of address data sources**

The absence of an identified authoritative source of address truth for Queensland capable of supplying a set of address services to all client organisations wishing to validate their addresses is seen as a major deficiency. This issue along with the absence of Private Road data is the most common issue revealed during the Discovery Phase.

- **Absence of Private Road data**

The absence of Private Road data needs to be addressed for existing communities and collected for new developments in the future. Its absence is not only a safety issue but it is seen as a significant cost when trying to deliver services into these communities associate` with this is the long term problem of these sub-divisions never appearing in the Digital Cadastre Database (DCDB).

A mechanism for identifying potential Private Road's has been uncovered during the Discovery phase of the project. This process should be looked at in greater depth in order to determine its feasibility and may be useful in conjunction with other initiatives.

- **Incomplete coverage of existing data collection**

While there are processes currently in place to collect data from LGA's and develop a central repository within NRM&W this process has not been universally adopted across all LGA's. The absence of universal coverage is a significant factor in reducing the perceived accuracy of this repository. This Phase of the project has discovered that there is only one large Council (Townsville City Council) which does not participate in this process, whilst many other LGA's are either late in supply and/or have incomplete data.

## **2 Purpose of the Document – The Situation Assessment**

This document reports the findings of the Discovery Phase of the QSIC Review of Queensland Addressing project and reports the current addressing processes and practices within Queensland. It analyses the current practices and identifies opportunities for change, risks and requirements. This phase of the project does not identify nor detail specific processes or solutions to the issues, risks and opportunities identified at the Discovery Phase. This document does, however, report the findings of any analysis conducted of the current addressing processes and practices within Queensland and relates to the Discovery Phase of the Business Process Reengineering (BPR).

This report gives an understanding of the current state of addressing practices within Queensland. It also identifies the major issues, risks and opportunities for improvement and a general overview of standardised practices within Victoria And Western Australia.

### **2.1 Outcomes from the Discovery Phase**

The Discovery Phase delivers an understanding of the processes and common addressing practices used within Queensland. At the conclusion of this phase the project team has made a high level analysis of the selected client organisations processes, mapped these processes and, in this document, delivers the findings of the said analysis.

### 3 Background

#### 3.1 Scope

This phase of the project is designed to gather information in order to develop an understanding of the addressing processes within Queensland and a brief review of practices within Victoria and Western Australia and identification of relevant Statutes, By-Laws and Standards. It has been limited to analysis of the processes and procedures at a high level of the following 22 organisations:

- Department of Natural Resources, Mines and Water
- Department of Transport
- Department of Emergency Services
- Department of Local Government Planning, Sport and Racing
- Queensland Health
- Telstra Corporation
- Energex Limited
- Australia Post
- Ergon Energy Limited
- Brisbane City Council
- Beaudesert Shire Council
- Monto Shire Council
- Bulloo Shire Council
- Townsville City Council
- Caboolture Shire Council

Additionally the following 7 organisations were sent questionnaires but did not participate in face to face interviews:

- Queensland Police Service
- Queensland Housing \*
- Gold Coast City Council \*
- Esk Shire Council
- Cook Shire Council \*
- Longreach Shire Council \*
- Doomadgee Aboriginal Shire Council \*

\* Did not return questionnaire by the date stipulated.

#### 3.2 Approach

This analysis is based on interviews with nominated individuals within each of the participating organizations either via a phone conference call, direct face to face meeting or electronic lodgement of the questionnaire.

Additionally, a review of recent QSIC activities, some leading to this project, relating to addressing was performed and considered as part of this analysis. See appendix B, C and D for responses and supportive data.

### **3.3 Project definition of an Address**

For the purposes of this project an address is considered a way of referring to a particular and unique point on the land surface of the earth. Within Queensland the Lot on Plan is commonly considered a unique identifier of this location. Therefore, every other form of addressing should be considered a way of referencing the Lot on Plan.

A single Lot on Plan may have many textual addresses associated with it. These can be different ways of representing the official address or, in the case of Private Estates, a way of addressing the internal structure of the estate. This internal structure is opaque to an LGA and addresses within this structure whilst common are technically wrong.

Using this definition we find that several common forms of addressing occur. These are textual references such as a mail delivery address and spatial references such as a latitude and longitude.

Many attributes may also be associated with an address. For example:

- Australian Bureau of Statistics (ABS) Mesh Block/ Collector District
- Australia Post Delivery Point ID
- Latitude and Longitude of its centroid
- Flat/Unit number(s)
- Business or Private use
- Electoral district(s)
- Lot Number

These attributes, and others, are often collected and stored multiple times by many client organisations and represent a significant opportunity for reducing complexity and increasing data availability by storing some in a central repository.

## 4 Clients

The Discovery Phase identified a large number of government and GOC's collecting, using, storing and disseminating addresses within Queensland. The level of sophistication and technology varied greatly across the client organisations from a very sophisticated collection and processing regime including integration of textual and spatial representations of addresses to simple storage of addresses captured from customers.

Of the addressing clients identified 18 organisations were contacted for interviews with another 7 sent questionnaires. The analysis of responses shows three major categories of addressing process clients in Queensland.

- **Custodians**

All Local Government Authorities (LGAs) and Department of Natural Resources, Mines and Water (NRM&W) were identified by the addressing clients interviewed as the only recognised custodians of address data be it Geographical Information Systems (GIS) and/or textual addressing. Additionally, land/property developers are currently the custodians and originators of Private Road addressing and instigators of the entire addressing process.

- **Operational Adopters**

This group of clients require address data at an early stage of address creation and were proactively seeking addressing data for the delivery of services or for significant operational reasons. Amongst the operational adopters identified were Department of Emergency Services (DES), Telstra, Energex, Ergon, Australia Post and Australian Electoral Commission (AEC).

- **Consumers**

Consumers of address data are the organisations that have a need to store addresses and validate against a qualified source but essentially just consume addresses supplied to them by a customer and sometimes validated against one or other authoritative source. Consumers typically store address data for mailing purposes. Examples of address consumers would be Queensland Health, Banks, Qld Transport and most large organisations with a significant customer base.

## 5 Channels

### 5.1 Major Addressing Custodians

Three address recognised custodians exist for Queensland:

- **LGA's**  
LGA's are the primary source of address data. They collectively generate and maintain much of the textual and spatial representation of address data.
- **NRM&W**  
NRM&W through their ownership of titles data and management of the PLI are considered the second address custodian.
- **Developers**  
Developers initiate the addressing process through new land developments. They are the originators of lot numbers for Public and Private Road communities and define addresses in Private Road communities.

Many other parties were identified as having a particular interest in address issues and are responsible for considerable collections of address data, however, the LGA's, Developers and NRM&W are the recognised custodians of addresses within Queensland.

### 5.2 Interaction between Channels

Figure 5.1 on the following page demonstrates the major channels of address flows throughout the state. This picture of the channels is greatly simplified and only contains those interactions identified during the Discovery Phase. There is reason to believe the actual number of client organisations participating in this diagram is much larger. The official flow is from a land developer to the LGA and then on to NRM&W who distribute the PLI and DCDB for distribution to any client organisations wishing to use these products.

As can be seen from Figure 5.1 the actual addressing processes have developed many channels outside of the official channels between LGA's and NRM&W. While individual organisations manage these interactions they lead to a significant amount of duplication of effort, inaccuracy across data sets and cost. The process diagrams in Appendix A show many of these interactions at a high level.

### 5.3 Channel Metrics

It has become apparent through the client interviews that there is no real capture of a comprehensive set of metrics measuring the activity surrounding addressing within the state. Therefore the numbers given here should be considered a reasonable order of magnitude except where it is a direct count as is the case with records in a database such as the DCDB.

Number of Land Parcels in DCDB > 2.4 million

Number of Official Addresses > 1.8 million

Number of New Addresses created per month > 1,500

Number of LGA Interactions by client organisations per month > 2,000

Number of Survey Plans lodged per year 7,500 to 13,000



## 6 Processes

### 6.1 Users of Addresses

Nearly every government, GOC's or commercial organisation will, in some form, collect and store addresses. Even organisations that would not consider themselves a user of addresses will maintain addresses associated with employees, suppliers and customers that incrementally contribute to the complexity of addressing processes.

### 6.2 Address Generation

Addresses come into being in a number of ways which are outlined below.

#### Land Development

New developments are the primary generator of new addresses and changes to existing addresses (other than one events such as the implementation of rural addressing). This activity produces a large amount of activity across government, NGO's and in particular service providers who must supply new infrastructure. Figure 6.1 on the following page shows this process at a high level.

The area of the diagram highlighted shows the parts of the process that have been identified as creating problems with service providers and DES. It is during this period that the address is in the process of being generated but is in an ambiguous and changing state.

#### General Public

The general public also play a large role in generating addresses of varying degrees of accuracy. Whilst these addresses are considered to be of low quality they are collected and stored by many client organisations and must be considered and dealt with by anyone having interaction with the public. In particular the service providers and DES must consider these different ways of referencing the official address and often translate them through a validation and matching process to the official representation of the address.

These addresses can be inaccurate for many different reasons including:

- Vanity addresses
- Gated communities
- Unaligned locality and postcode boundaries
- Traditional usage
- Usage of un-gazetted localities.

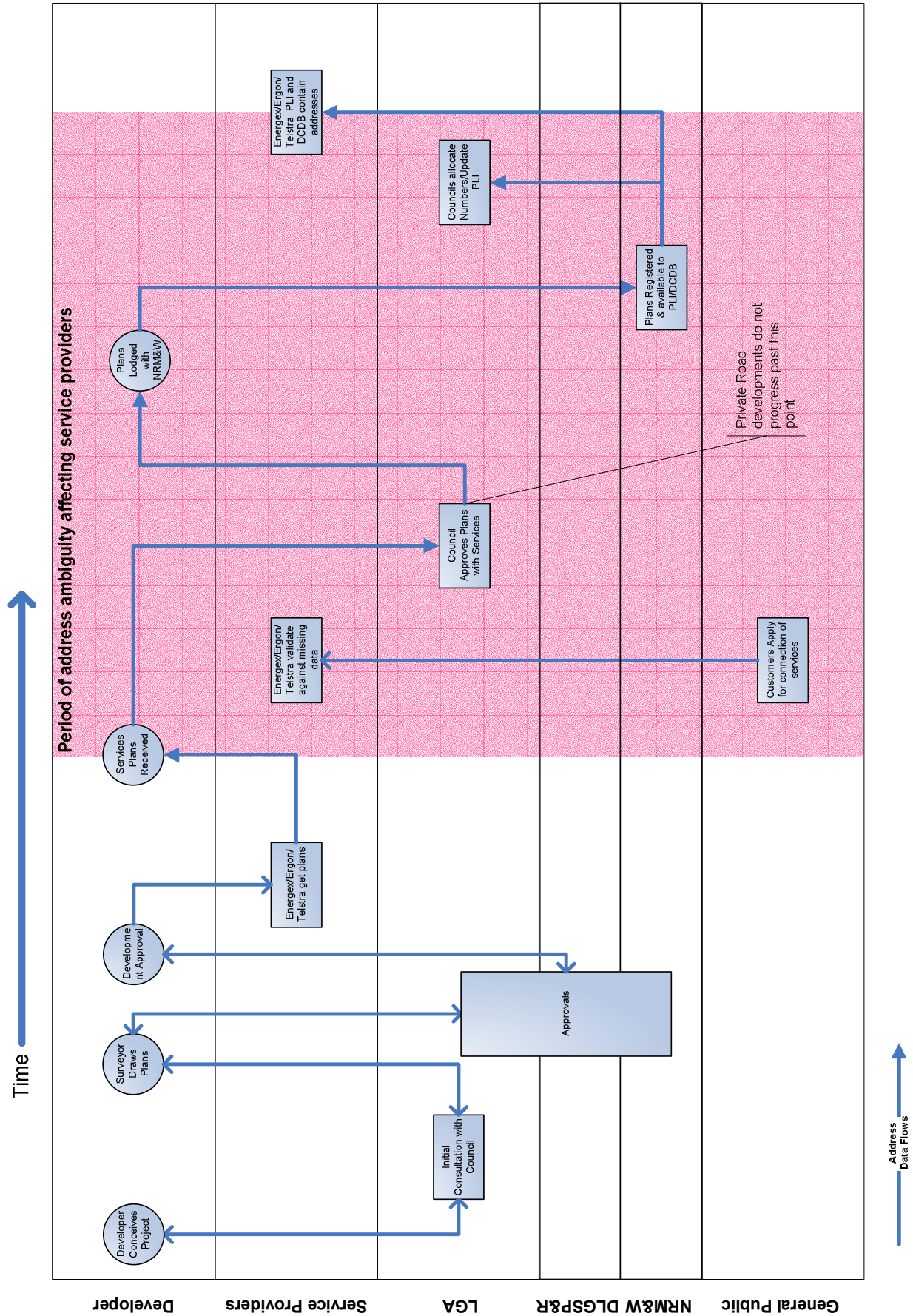


Figure 6.1. Current Address Flows

### **6.3 Address Storage and Maintenance**

Storage of addresses varied across the client organisations from very sophisticated GIS systems interacting with customer relationship management in high end databases to very simple storage of text fields essentially as they were given by the organisations customer at the time of contact.

Many client organisations performed one or more of the following processes:

- Validation
- Matching across data sources
- Formatting.

## 6.4 Exchange of Addresses

Addresses are exchanged between client organisations in many formal and informal processes.

One of the features of the current process identified during the Discovery Phase is the existence of self referencing loops. For example, in figure 6.2 below is a exchange of address data between Organisation A to Organisation B. A has validated their address data against reference databases 1 and 2 with a rule that says if it matches an address to both these databases then it has a high level of confidence that the address is correct.

When Organisation A exchanges its validated addresses to Organisation B it can apply the same rules as Organisation A and use the same or similar reference data thus ensuring a high degree of matches but essentially introducing no real error checking as both organisations are in a self referencing data loop unbeknown to each other.

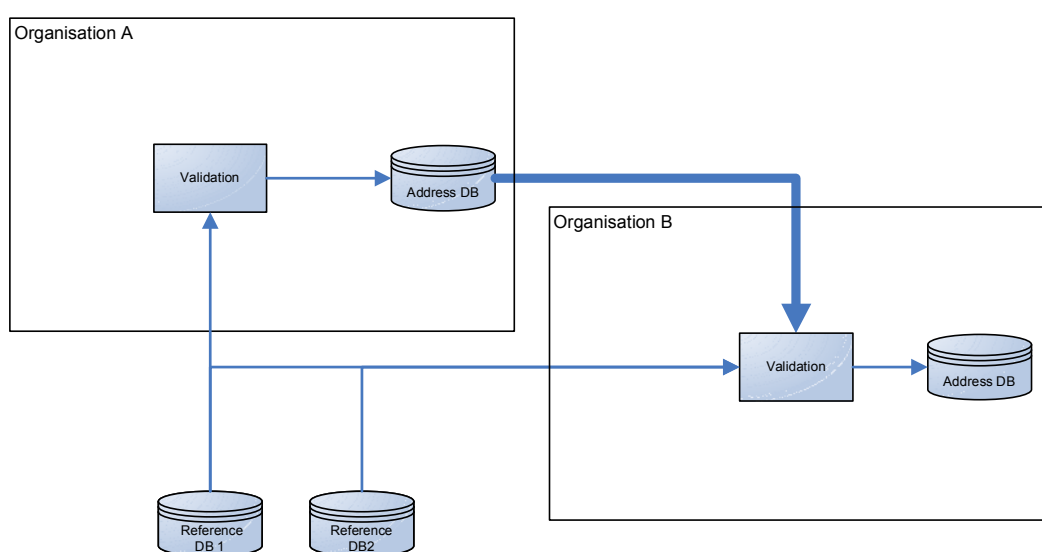


Figure 6.2. Current Address Flows

## 6.5 Uses of Addresses

Addresses are used in many ways including:

- Delivering mail
- Delivering services
- Delivering infrastructure
- Contacting individuals and businesses
- Collecting and accumulating statistical data

Addresses given by the general public frequently contain inaccuracies when compared to an authoritative source. Whilst some client organisations deal with these inaccuracies others only deal with the official address. This inability to accommodate common forms of addressing within the community can cause operational problems as customers are lost or hard to contact or detracts the ability to deliver services. Another common problem seen is accepting an address as it is given and making no attempt to parse or validate addresses at or close to capture.

## 7 Addressing Governance

### 7.1 State & Federal Statutes

Under the Queensland Local Government Act 1993 the local Authorities have certain responsibilities:

- Sec.901 says the councils have control of all roads in their area of responsibility.
- Sec.921 says the council is to establish and maintain a register of roads.

The Act is silent on the actual naming of roads however the road (and street) names are recorded on the road register. This excludes the naming of State controlled roads (eg highways) which is the responsibility of the Department of Main Roads Department (DMR).

### 7.2 Local Laws

No specific local laws were identified in the interviews conducted. LGA activities associated with collecting, generating and storage of address data appear to hinge on individual council policies.

### 7.3 Standards

The following Standards have relevance to addressing within Queensland and are being used within participating organisations:

- **AS/NZS 4819:2003** Geographic Information – Rural and Urban
- **AS4590-1999** Interchange of Client Information
- **AS44212** Geographic information systems – Data dictionary for transfer of street addressing superseded by **AS4590-1999**
- **AS/NZS 4724:2000** Geographic information – Rural addressing. Superseded by **4819:2003**

### 7.4 Other Considerations

Due to the scope of this project it has not been possible to determine other State and Federal statutes related to addressing. An informal Data Exchange agreement exists between Local and State Government but is not universally accepted.

## 8 Issues and Opportunities

### 8.1 Issues

#### **Latency between address creation and availability**

Many client organisations require address data much earlier in the process than is available through the official collection processes. Amongst those who require the data as early as possible are DES, Australia Post and the utility service providers.

The existing latency forces these clients to pursue the data independently thus duplicating effort and significantly increasing the burden on LGA's. It also has public safety implications when despatching emergency services to new developments.

#### **Diversity of address data sources**

The absence of an identified single authoritative source of address truth for Queensland supplying a set of address services to all client organisations wishing to validate their addresses is seen as a major deficiency. This issue along with Private Road data is the most common issue revealed during the Discovery Phase.

#### **Absence of Private Road data**

The absence of Private Road data needs to be addressed for existing communities and collected for new developments in the future. Its absence is not only a safety issue but it is seen as a significant cost when trying to deliver services into these communities.

#### **Incomplete coverage of existing data collection**

While there are processes currently in place to collect data from LGA's and develop a central repository within NRM&W this process has not been universally adopted across all LGA's. The absence of universal coverage is a significant factor in reducing the perceived accuracy of this repository.

#### **Feedback of Address Issues**

Feedback to LGA's of address issues is essentially informal, except for the data sharing agreements between NRM&W and the LGA's, and thus relies on the good will and personal relationships of those involved. As it is informal it is possible for the same issue to be identified several times and reported to the address custodian several times.

#### **Address Generation Delays**

The majority of councils generate street numbering and the ultimate street address when plans become sealed. An example given by one of the client organisations is this can take several years or more to occur after the development application is submitted. Any delays in this part of the process cause delays in the address appearing in the PLI and DCDB it is the primary cause of duplication of effort amongst many utilities as they must supply services much earlier than waiting for a sealed plan would allow.

This delay is also the primary cause of DES needing to contact councils directly.

### **Risk Identification and Mitigation**

There is low awareness of risk associated with addressing processes and therefore little or no risk mitigation process. Given the significant public safety issues involved in the collection and use of addresses it seems that a greater visibility and therefore awareness of risk would benefit all involved in processing address data.

### **Self referencing data loops**

Many address databases reference other data sources when validating addresses. There is a danger that the referenced database is in fact a source of addresses for another reference database. In this case a validation rule that sees an address in both is better than seeing it in one is not necessarily true.

## **8.2 Opportunities**

During the Discovery Phase of the project there have been several opportunities for improvement identified. These opportunities will be discussed and prioritised during the next phase of the project (Envision – Stage 3) and addressed in detail through redesigned business processes. The major opportunities identified were:

- Reduce the time taken for a new address to appear in the PLI and thus reduce the redundant collection of information from councils.
- Develop an authoritative source of address truth for Queensland. Supply a service that can have online and batch validation and gather other attributes of an address.
- Assist LGA's in getting Rural Road Numbering into their rates databases and thus accelerate the inclusion of this data in the PLI and DCDB
- Reducing the number of external interactions with LGA's should be a goal of any new process.

## **8.3 Requirements**

As the project was a high level review of addressing practices detailed requirements were not collected but several high level requirements were uncovered and identified in the Issues and Opportunities section above that should be considered during the Envision Phase of the project.

## 9 Benchmarking

As part of the review of addressing practices time was spent looking into the addressing practices of Western Australia and Victoria. This was not an in depth analysis of their practices but a simple desk research via interview and web

### 9.1 Victoria

Victoria has recently introduced the Victorian Spatial Smart Tag system (VSST) which has been designed to bring Spatial and Address Management services at the whole of government level. The VSST system delivers a flexible and readily expandable system to deliver services to the end users desktop whilst reducing the cost of delivery and increasing the penetration of Spatial and Address availability within government.

The VSST system is a vehicle that enables the delivery of services, user authentication and management. Amongst the primary objectives of the system are (taken from the VSST white paper):

- Provide cost savings to Government.
- Provide standardisation and rationalisation of Government owned Spatial Information datasets
- Improve the security of personal information
- Enhance integration and collaboration between government departments, agencies and the private sector
- Provide framework, interoperability, policies and standards for spatial information use and access across whole of government.

Amongst the services delivered via the VSST include:

- Verify property address
- Verify postal address (AMAS approved PAF address)
- Find Postcode
- Find Melway reference,
- Get Melway map
- Get Property map

The Victorian model appears to be a good candidate for the delivery of spatial and addressing services within Queensland and, in combination with a solution to the back end processes and provision of batch processes, could supply a key component of the revised services and processes to be elaborated in the Envision state of the project. It does not address the underlying issues of data quality, integrity, completeness and timeliness.

### 9.2 Western Australia

WA has taken the control of the addressing process from the hands of LGA's and centralised the approval and oversight at the state government level. The effect of this process has been to centralise the allocation of addresses within the state and also to take a whole of state view when considering developments that are generating addresses.

The advantage of this system is seen to be increased control of the process with a reduction in complication and cost to the developer. There is a side benefit that the addresses produced are considered in terms of their uniqueness across the entire state rather than just within the local district. This has positive benefits for the delivery of emergency services.

### **9.3 International Jurisdictions**

#### **Great Britain**

Great Britain has a system of address management not dissimilar to that used within Queensland. Local councils are the primary generator of addresses in consultation with developers. This data is collected by Ordnance Survey and combined with data from Royal Mail and other sources to present a data set that is considered the authoritative source of address data for Great Britain.

Distribution of this data is at a fairly unsophisticated level from Ordnance Survey who rely on commercial partners to supply value added services.

## 10 Conclusion

The Discovery Phase of the project has detailed the current state of addressing within Queensland at a high level. The key clients of addressing processes have been identified and a sub-set of these organisations have been contacted and interviewed. From this stage the significant impediments to a more timely and efficient process has been identified.

There are five core issues identified from the Discovery Phase of the project that need to be resolved in order to improve the accuracy and efficiency of address processing within Queensland. These are:

- **Latency between address creation and availability**

Many client organisations require address data much earlier in the process than is available through the official collection processes. Amongst those that require the data as early as possible are DES, Australia Post and the utility service providers.

The existing latency forces these clients to pursue the data independently thus duplicating effort and significantly increasing the burden on LGA's. It also has public safety implications when despatching emergency services to new developments.

- **Diversity of address data sources**

The absence of an identified single authoritative source of address truth for Queensland supplying a set of address services to all client organisations wishing to validate their addresses is seen as a major deficiency. This issue along with Private Road data is the most common issue revealed during the Discovery Phase.

- **Absence of Private Road data**

The absence of Private Road data needs to be addressed for existing communities and collected for new developments in the future. Its absence is not only a safety issue but it is seen as a significant cost when trying to deliver services into these communities.

The data identifying existing Private Roads probably exists with several address databases across several organisations and could be collected and centralised given availability of the data and a process to compare and extract the data.

- **Incomplete coverage of existing data collection**

While there are processes currently in place to collect data from LGA's and develop a central repository within NRM&W this process has not been universally adopted across all LGA's. The absence of universal coverage is a significant factor in reducing the perceived accuracy of this repository.

- **Data Quality**

Many of the client organisations interviewed went to a great deal of trouble to ensure their data was as accurate as possible. Many were in constant contact with councils and validated their data against other data sources. These processes are responsible for the repeated contacts with LGA's and duplication of effort.

There are also hidden self referencing data loops within the existing processes which tend to increase the confidence in data whilst not actually contributing to either the completeness or accuracy of the data.

## **Appendix A – Process Maps**

*The process maps developed during the Discovery Phase are omitted from this section at this stage of the project due to the confidentiality of the information contained therein. Should any reader wish to view any of these process maps please contact Kevin Landy, Queensland Spatial Information Office, telephone (07) 3224 6975 or email [kevin.landy@treasury.qld.gov.au](mailto:kevin.landy@treasury.qld.gov.au) who will approach the agency involved to obtain viewing permission.*

## Appendix B – BPR Methodology Compliance

### Section 1. Define Project Objectives and Alignment

Key Activity	N/A	Included	Notes
Research and Understand Client Needs		●	Client interviews
Assess Current Processes and Issues		●	Client interviews
Understand Existing Channels and Strategies		●	Client interviews
Gather Organisational Information		●	Client interviews
Understand Organisations Designs		●	Client interviews
Understand Organisational Transitional Issues		●	Client interviews
Understand Existing Governance		●	Client interviews and desk research

### Section 2. Issues and Opportunities

Key Activity	N/A	Included	Notes
Determine Issues and Fundamental Causes of Process Breakdowns		●	Client interviews
Benchmarking		●	Interview with Victoria and WA
Specify Improvement Opportunities		●	Client interviews

### Section 3. Develop Current State Baseline

Key Activity	N/A	Included	Notes
Prepare Stage Deliverables		●	Situation Assessment document

## Project Glossary

### Client

Clients of the Queensland Smart Address Service are organisations that will either:

- contribute new address data as an authorised supplier of addresses, or
- validate address data for their own internal use.

### Completeness

Within an address database Completeness is the measure of the coverage within the database of the target addresses that was obtained. Differs from the accuracy or error rate measurement.

### DCDB

Digital Cadastre Data Base

### Formatting

The process of taking a textual representation of an address and placing it into a structured representation using rules.

### Lot On Plan (LoP)

The basic area of land under uniform property rights.

### Matching

The process of taking an address and, through a series of rules and database lookups determining if it has a corresponding entry in the comparison database.

### MOWPA

Multi-Occupation Without Postal Address. Areas such as retirement homes, hospitals etc that have a single postal address and an internal mail delivery structure.

### OWPA

Objects without Postal Addresses. Buildings and other features that do not have a postal address but may be addressable in other ways such as spatially.

### Parsing

The process of splitting an unformatted address text into its component parts such as Thoroughfare Name, Number, Locality and Postcode amongst others.

### Private Road

A generic term that refers to any community whose address structure is uncontrolled by an LGA and is allocated by a developer. Examples of these are gated communities, retirement villages, military installations etc.

### Vanity address

An address given by a member of the general public containing an error that is perceived to enhance the status of the address. For example a person may change their official locality to one that has a higher social status.