

National Address Management Framework (NAMF)

One Address = one location

Why addresses are important

Incorrect addresses (whether mailing addresses or location-based addresses) affect everyone in the community; whether public or private sector organisations, small to medium businesses, industry associations or not-for-profit organisations and individuals. The costs of this incorrect address information may result in increased insurance premiums, an opportunity cost of a service not provided, or a life lost.

Anyone who needs to contact a community member to provide a product or service needs to be working with accurate address data. These services could include:

Postal services - including personal mail; mail from public services such as utilities, and notifications from private sector companies such as bank security notifications;

Electoral services;

Emergency dispatch;

Location-based public services – including laying electricity cables, broadband cables, road upgrades, and urban planning.

What is the National Address Management Framework (NAMF)

A national, coordinated approach to address management.

A consistent, standards-based framework which will guide the process for verifying addresses and provide a standard for exchange of address data.

Provision of a more reliable and consistent interpretation of Australian postal and location addresses through the application of a nationally-consistent set of guidelines that will provide a greater degree of accuracy than is possible with current address validation systems. This will be achieved with the implementation of a NAMF-compliant solution.

It is a technical framework – a federated model – that provides standards that improve the interoperability of address information.

NAMF will call up a number of different data sets, which will form a single authoritative data source, which will be used to validate the accuracy of addresses. This authoritative data source will form the single point of truth for users of a NAMF-compliant framework to validate addresses.

NAMF makes address management and operations more efficient and accurate. It is not a supply-side strategy. Rather, it is a ‘best practice’ guideline focused on improving the quality of address resources used by governments at all levels.

The ultimate aim of this nationally-consistent, standards-based framework is to provide a unique address where one address = one location.

Technical Framework for NAMF

The technical framework for NAMF is:

A single authoritative address data set
(<http://www.anzlic.org.au/get/2469841188.pdf>):

For **location address** operations and functions including address validation – the Geo-coded National Address File (G-NAF) from PSMA Australia

For **postal delivery** operations and functions - the Postal Address File (PAF) from Australia Post which is provided by accredited Address Matching Approval System (AMAS) providers for Australia.

G-NAF and PAF provide complementary location and postal address services and together provide a complete and authoritative source of addressing data

Address data interchange (<http://www.anzlic.org.au/get/2469841203.pdf>):
AS4590-2006: Interchange of client information and the compliant xml schema for interchange of names and addresses (url to xml schema
<https://www.govdex.gov.au/confluence/display/STANDARDS/Name+and+Address>)

Web services specifications (<http://www.anzlic.org.au/get/2469841429.pdf>):
standards and specifications for web services to support core address management and operational functions

It should be noted that:

Australia Post maintains and distributes the PAF through a set of third party providers. Access to this data is for the purposes of validating a customer postal delivery address and ultimately supplying a Delivery Point Identifier (DPID). The ability to print a DPID on mail gives the customer access to postage discounts. The use of the PAF is essential for government agencies wanting to provide efficient postal operations.

The PAF is an authoritative source of postal delivery addresses for Australia. Only AMAS certified matching software is allowed to allocate DPIDs. Australia Post controls the allocation and use of DPIDs. The Australia Post data set:

Is the only source of DPIDs.

Is concerned with postal delivery address only.

Has well developed, understood and documented postal delivery address validation processes.

Why is NAMF needed?

Inaccurate and fraudulent mailing addresses are costing Australians millions of dollars every year.

Inaccurate and unreliable location address has a financial and human cost, particularly in despatch of police, fire and ambulance in emergency situations.

These costs are increasing as the range and use of digital address information increases.

The opportunity costs of not maximising the value of address for service planning, delivery and reporting is increasing as government service delivery becomes increasingly digitally based.

As identity management becomes increasingly necessary for emergency management/counter-terrorism, and for service delivery, the need for address management as part of identity is becoming apparent.

How do I implement it?

The framework is a set of standards, which will guide the process for verifying addresses and exchanging address data.

The framework can be applied to address management solutions to make sure they comply with a nationally-consistent standard for address parsing, validation and exchange, ultimately based on a single authoritative data source (taken from one or more data sets).

Endorsement of NAMF

The Ministerial Online and Communications Council (a Ministerial Council of the Council of Australian Governments (COAG)) endorsed the National Address Management Framework at its meeting on 12 December 2008.

Extract from Sixteenth Online and Communications Council Communique: 12 December 2008

Under the Connected Government theme, federal, state/territory and local governments are collaborating on simple, convenient approaches for Australian citizens and businesses to interact with governments, resulting in formalising frameworks and strategies to improve government service delivery to citizens and business processes.

At this meeting, Council endorsed five national frameworks and a national strategy, which provide citizens and businesses with smarter, safer and more convenient services. These incorporate driving the consistent use of smartcard applications at all levels of government (*National Smartcard Framework*), verifying the identity of users and the authenticity of transactions (*National e-Authentication Framework*), **the exchange of reliable address information** (*National Address Management Framework*),

developing standards for using new technologies where standards do not already exist (*National Standards Framework*), provision of standard approaches for government to publish and license information products (*National Government Information Licensing Framework In Principle Agreement*) and sharing information between agencies and jurisdictions while preserving legislative and privacy obligations (*National Government Information Sharing Strategy*). These national frameworks and strategy contribute to business'/citizens' confidence, trust and assurance in easy to use government services.

From:

http://www.occ.gov.au/releases/sixteenth_online_and_communications_council_com_munique last accessed 16 April 2009

This means that it will be implemented by the Australian Government and all States and Territories.

Compliance with NAMF

ANZLIC, with the Victorian Government Department of Sustainability and Environment, is developing a compliance framework which will enable users to ensure their location address validation services are compliant with NAMF. As it is the location address for which G-NAF is the authoritative data set the PAF which is used for postal delivery addresses is not included in the compliance framework. It is anticipated that the framework will be completed by June 2009. Specifications for a compliance service will be developed from the framework and released by July 2009, with the intention of having the compliance service fully operational before the end of 2009.

Glossary of Terms can be found at <http://www.anzlic.org.au/get/2469330944.pdf>