Importance of early address capture
The importance of capturing address information at the earliest possible stage of the property development cycle was supported by the results of the NSW Addressing Practices survey, with 87% of respondents in agreement.

A main objective of the Comprehensive Property Addressing System (CPAS) program is to facilitate the production and capture of new addresses at property development projects at the earliest practical time. This will allow accurate and reliable site identification and support the delivery of services. Costs and delays to service delivery can be avoided by providing a locatable address during the planning and construction stages.

Need for communication
Surveyors and developers are directly involved in the address identification and production process, while local government performs a key role in the allocation and approval of addresses to developments. Communication between these individuals and organisations is vital to capturing early addresses. This is particularly important given that the Metropolitan Strategy for Sydney estimates that by 2031 Sydney will have approximately 1.3 million additional people and an additional 1.2 million new addresses created across NSW.

Issues caused by lack of address information
The lack of address information available during development has impacts across businesses, government and the community and reinforces the need for change. Some of the issues are:

For community
- Frustration when individual service providers hold a different or variant of an address for a location and cannot confirm connectivity.
- Delays in responding to emergency calls when no address is available or when the addresses provided cannot be located.
For government

- Unnecessary work needs to be undertaken in order to correct errors in address capture.
- Time delays when attempting to confirm ‘new’ addresses.
- Incorrect information linked to individuals in government datasets on the basis of the address information.
- Delayed response to emergency calls when there is no address available or when the addresses provided cannot be located.

For utilities and businesses

- Inability to provide standard quality services.
- Failure to meet market obligations when properties cannot be correctly located.
- Delays trying to confirm ‘new’ addresses, particularly when connecting services
- Unnecessary rework including:
  - correcting errors in address capture held by local government
  - rectifying service connection errors.
- Loss of revenue as billing information does not reach the correct address.
- Incorrect information linked to individuals in government datasets on the basis of the address information.
Processes and systems to support capture and distribution

The Geographical Names Board in collaboration with Land and Property Information (LPI), emergency services, local government, developers, utility providers and a range of other stakeholders have developed processes for early address capture. These processes are detailed in Chapter 8 of the NSW Addressing User Manual.

There are numerous points within the Addressing Development and Subdivision workflow where early address information can be captured for inclusion in the NSW Address Database:

- concept stage
- Development Application (DA) lodgment
- during construction
- conclusion of the building construction phase
- at plan lodgment.

Local government can submit the proposed address information (road or locality name/boundary proposals) on behalf of the developer to the NSW Address Management and Operations Committee for their consideration and potential pre-approval.

At the conclusion of the building construction local government will finalise addresses ensuring:

- road extents are determined
- road name and road types are allocated to plans
- address numbers are assigned
- addresses are appropriately identified and allocated.

In addition to supporting the development of the NSW Address Policy and NSW Addressing User Manual, LPI is investigating processes and systems to better facilitate the capture and distribution of early address information to end users.
Benefits of early capture
Capturing new address in the early stages of development will prevent issues for a range of stakeholders in NSW. The benefits of early address capture include:

- prompt assignment and dissemination of new addresses
- maximised resource allocation through information being captured once, early on in the address life cycle and used many times
- reduction in whole of state address management costs associated with the capture of ‘early’ addresses and the correction of incorrect address assignment
- increased public safety through early visibility of addresses to emergency services
- improved understanding by community members of address and location information resulting in better provision of quality address information to service providers
- enhanced management and delivery of services including emergency, courier and postage, government and enrolment for utility, credit and financial services
- efficient enrolment for services and delivery of services earlier on for households and businesses, and more efficient customer asset management
- enhanced navigation data
- better emergency response planning and reporting of emergency events.

For more information
For more information on the CPAS program please contact the Program Manager on T: 02 8236 7136 or email the Communications team E: cpas@lpi.nsw.gov.au