




111.02400 - Rapid Addressing



111.02400 Rapid Addressing - Overview

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Rapid Addressing is designed to increase the speed of address updates and ensure more accurate recording of customer addresses. This topic contains information on the features of Rapid Addressing.

Rapid Addressing (also referred to as Rapid Addressing Mode), is a feature integrated in to relevant pages and workflows within the Centrelink system and Customer Online Services.

Rapid Addressing is available:

- for **staff** - from the:
 - Address Details (**AD**) page
 - Add Person (**AP**) page
 - Add Organisation (**AO**) page
 - Organisation Contact Address Details (**OCAD**) page
 - [Change in Contact Details workflow](#)
 - [Online and Families Claim workflow](#)
 - Emergency Recovery Payment workflow.
- for **customers** - through Customer Online Services within:
 - the Update Address Details service
 - online claim workflows.

Rapid Addressing assists staff and customers to record an address by providing address suggestions from Australia Post files based on the characters entered by the user. Staff are able to manually enter an address that does not exist in the Australia Post files by selecting the address suggestion under the **-Your input-** heading in the list. However, staff should **only** select this option if the address entered does not appear in the list provided **and** they are satisfied that it is correct.

Address conflicts

Where there is a conflict in the correctness of the

suburb/postcode/state combination provided by the customer and that suggested by Rapid Addressing, the Rapid Addressing suggestion should be considered the correct combination. Staff should always ensure that they have selected the correct address **before** completing the address update.

Under no circumstances should a customer be told that their address is 'not known to Australia Post' and therefore must be 'wrong'. Staff **must not** advise customers to contact Australia Post if they believe that the address combination provided by Rapid Addressing is incorrect. In these circumstances, staff should manually enter the address and select the entry from under the **-Your input-** heading in the list of suggestions provided.

Non-Australian addresses can be entered manually by staff using the **Enter non-Australian address** button on the Address Details (**AD**), Add Person (**AP**), Add Organisation (**AO**) and Organisation Contact Address Details (**OCAD**) pages.

- **Accessing Rapid Addressing mode** Read more...

The Rapid Addressing mode:

- is **automatically** switched on when the Address Details (**AD**), Add Person (**AP**), Add Organisation (**AO**) and Organisation Contact Address Details (**OCAD**) pages are accessed.
- can be **switched off** by selecting the **Enter non-Australian address** button on the Address Details (**AD**), Add Person (**AP**), Add Organisation (**AO**) or Organisation Contact Address Details (**OCAD**) pages, and
- can be **manually switched on** by selecting the **Use rapid address entry** button on the Address Details (**AD**), Add Person (**AP**), Add Organisation (**AO**) or Organisation Contact Address Details (**OCAD**) pages.

- **Update address using rapid address entry** Read more...

When Rapid Addressing is switched on, the **Suburb or postcode:** field will be the only address field displayed. As characters are entered into the **Suburb or postcode:** field, suggestions will be displayed. Once the postcode or suburb details have been completed the user will be navigated to the **Street address:** field where Rapid Addressing will again provide suggestions based on the user input to complete the address update.

The following Address types are able to be updated using Rapid Addressing

- TEM: Temporary Address
- TER: Term/Semester address
- HOM: Home address
- POS: Postal address
- NAD: Nominee address

Selecting a suggestion Read more...

- **Selecting a suggestion** [Read more...](#)

A suggestion can be selected by using the mouse to navigate to the selections and clicking on the selection. Selection by keyboard is using the arrow keys for navigation and either the [**tab**] or [**enter**] key to select.

- **Suburb or postcode** [Read more...](#)

The ***Suburb or postcode: field*** displays as blank when either there is no existing address data or when the 'clear' button has been activated. When updating an existing address, this field displays the existing suburb of the address and must be confirmed if updating the street number or street, otherwise it should be overtyped with the new suburb.

- **Suggestion format** [Read more...](#)

Address suggestions provided by Rapid Addressing may differ from how they were input by the user. The address displayed by Rapid Addressing is the preferred format.

- **Street address** [Read more...](#)

A list of suggested streets will display after the first letter typed in the ***Street address: field***, provided there are matches in the Australia Post File. In some instances, the street may actually be in a neighbouring suburb or in multiple suburbs. Extra care should be taken to ensure that the correct selection is made.


- **Updating an existing address** [Read more...](#)

For *existing addresses*, the town/suburb is pre-populated to the **Suburb or postcode: field** which can be overtyped. The user does not need to type anything before being able to see suggestions based on the existing town/suburb.


- **Creating a new address** [Read more...](#)

When creating a new address, Rapid Addressing automatically displays the **Suburb or postcode: field**. Once this field is complete, the user will be prompted to complete the **Street address: field**. Once the 'continue' button is clicked, the address details are saved.

- **Additional address information** [Read more...](#)


 ***Additional address information*** such as property and building names, or 'Care of' information need to be entered within double quotation marks or round brackets in the **Street address: field** when in Rapid Addressing mode.

Other related links

 [Updating address details](#)

 [Recording changes to rent details due to a change of address](#)

and/or rent amount charged

 [View/update address accommodation or contact details option online](#)

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Procedure last issued 2014/06/16, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.



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111.02401 Rapid Addressing - Detail

Click on the links below to access relevant information on coding Rapid Addressing fields and non-standard address types.

-  [Suburb or postcode: field](#)
-  [Street address: field](#)
-  [Updating an existing address](#)
-  [Unit numbers](#)
-  [PO Boxes, Locked Bags, Roadside Delivery and Road](#)
-  [Mailboxes](#)
-  [Non-Australian addresses](#)
-  [Building or property names](#)
-  [Business names](#)
-  [Care of \(c/o\) addresses](#)
-  [Level or office number](#)

Category	Description
<p><i>Customer is unable to provide a residential address</i></p> <p>Suburb or Postcode: field</p>	<p>The Suburb or postcode: field:</p> <ul style="list-style-type: none"> can be coded by first entering a suburb or full postcode. A list of suggested suburbs will display after entering at least three characters or the full postcode. will display user input as a suggested address under the -Your input- heading. This option should only be selected if required (e.g. for a new subdivision that is not yet known to Australia Post). <p>Once the Suburb or postcode: field has been populated, a Street address: field</p>

	<p>been populated, a Street address: field will appear above the Suburb or postcode: field. The street address can then be recorded in the same manner.</p>
Street address: field	<p>The Street address: field:</p> <ul style="list-style-type: none"> • can be coded by first entering either the street number (including prefixes such as Unit or PO Box), or the street name. • will display user input as a suggested street under the -Your input-. This option should only be selected if necessary. <p>If starting by the street name, a list of street numbers will display after the street is selected.</p>
Updating an existing address	<p>For existing addresses, the town/suburb is pre-populated and can be overtyped.</p> <p>Once the suburb, state and postcode have been confirmed by a selection from the suggestions list, the address lines 1 and 2 are merged and pre-populated to the Street address: field and preselected for easy overwrite. Address suggestions will then display.</p> <p>The user can either select from the list of suggestions or start typing over the pre populated data.</p>
Unit numbers	<p>Rapid Addressing will recognise the following formats:</p> <ul style="list-style-type: none"> • [number]/[number] • Unit [number] • U[number] • UNT, and • UT <p>Rapid Addressing will convert the address in to the preferred format, for example Unit 5/1 Long St will re-display as U 5 1 long St.</p>
PO Boxes, Locked Bags, Roadside Delivery and Road Mail Boxes	<p>Rapid Addressing will recognise the following formats:</p> <ul style="list-style-type: none"> • P.O BOX [number] • P.O B.O.X [number] • PO BOX [number], and • Post Office Box <p>Rapid Addressing will suggest generic PO Box, Locked Bag, Roadside Delivery and Road Mail Box options for each suburb. The user can then input the number manually.</p>

	Rapid Addressing will convert the address into the preferred format, for example, P.O B.O.X 7 will re-display as PO BOX 7.
Non-Australian addresses	<p>Non-Australian addresses cannot be updated in Rapid Addressing mode.</p> <p>On the Address Details (AD) screen, select the 'Enter non-Australian address' button to update the address using the standard address fields.</p>
Building or property names	<p>The building or property name must be placed in double quotation marks or round brackets in the Street address: field. The building or property name can be either at the start or the end of the Street address: field.</p> <p>Example 1: Coding a building name</p> <ul style="list-style-type: none"> • Street address: "Royal Prince Alfred Hospital" Missenden Rd, or • Street address: (Royal Prince Alfred Hospital) Missenden Rd <p>Example 2: Coding a property name</p> <ul style="list-style-type: none"> • Street address: "Old Macdonalds Farm" Macdonald Road, or • Street address: (Old Macdonalds Farm) Macdonald Road
Business names	<p>The business name must be placed in double quotation marks or round brackets in the Street address: field. The business name should be coded at the start of the Street Address: field.</p> <p>For example:</p> <ul style="list-style-type: none"> • Street address: "Cafe Nom Nom" Food St, or • Street address: (Cafe Nom Nom) Food St.
Care of (c/o) addresses	<p>Details relating to 'care of' addresses must be placed in double quotation marks or round brackets for it to display correctly on the customer file.</p> <p>Rapid Addressing will accept the following formats:</p> <ul style="list-style-type: none"> • "Care of "[Name]" [Address] • "C/O [Name]" [Address], and • "C/- [Name]" [Address] <p>If the address is 'care of' an individual, this should also be placed within the quotation marks. For example:</p>

	<ul style="list-style-type: none"> • "C/- [Name]" [Address]
Level or office number	<p>Rapid Addressing will recognise the following formats:</p> <ul style="list-style-type: none"> • B • Basement • FL • Floor • FLR • G • GF • Ground floor • L • Level • LVL • Lower ground floor • M • Mezzanine • UG • Upper ground floor
Customer is unable to provide a residential address	<ul style="list-style-type: none"> • Code "No fixed address" (including the double quotation marks) in the Suburb or postcode: field • Enter the suburb or postcode and choose the correct combination of State, Suburb and Postcode from the suggestions provided.

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