

## Reporting client address

This fact sheet is designed to assist registered training organisations (RTOs) when recording non-standard client residential address information for AVETMISS purposes.

### Required residential address information

To capture client residential address information in AVETMISS-compliant format, RTOs will need to seek information for the following AVETMISS fields: *Address building/property name*; *Address flat/unit details*; *Address street number*; *Address street name*; *Address location - suburb, locality or town*; *State identifier*; and *Postcode*.

RTOs should seek to capture the usual residence information of Australian students. Where a client moves location to take up a temporary residence (as opposed to their usual residence) closer to their training venue, the usual residential address details should be provided and not the temporary address details.

We encourage training providers to seek as detailed residential address information as possible to assist NCVER in publishing accurate statistical data reports for public information, research, and training policy development.

### Recording non-standard address information

For each of the required client residential AVETMISS fields, the AVETMISS Standard will either allow blank entries or will provide a 'not specified' option which can be input when information may be unavailable.

Please do not substitute missing or incomplete home residential address details with postal address details.

The following examples depict scenarios which RTOs may face and the recommended approach to follow:

#### Client is unable to provide any residential address details

Where a client cannot disclose their address details for safety and/or privacy issues (e.g. client is in prison or under domestic violence protection), all client residential address fields should be filled with the appropriate 'not specified' response designated by the AVETMISS Standard.

#### Client provides address information which does not contain data for all AVETMISS fields

As much address detail information as possible should be sought from the client. Any client residential address fields for which there is no available information should be filled with the appropriate 'not specified' response designated by the AVETMISS Standard. For further details refer to [Collecting and reporting client details](#) fact sheet.

RTOs may also seek further information associated with an address the client has provided. For example, where a client may provide a place name lacking a street address, postcode and address location (town, suburb). RTOs may seek further details associated with the place name using web tools such as the 'Place Name Search' website at Geoscience Australia and/or Google Maps. The process and an example AVETMISS entry is detailed on the following page\*:

1. Type in place or community name in the Place Name Search online tool at <http://www.ga.gov.au/place-names>
2. Note 'Name' and geocoding details (i.e. latitude and longitude)
3. Open Google Maps at <https://maps.google.com.au>
4. In the search bar, type in the decimal geocoding details as displayed via the Place Name Search online tool and press Enter (Note: Geocoding details should be entered into Google Maps in decimal format - for example, the latitude '-25 59' and longitude is '128 17' would be entered into Google Maps as '-25.59,128.17')
5. Google Maps will display a location pin. Right-click on pin and select 'What's here'
6. Note suburb, locality or town, state/territory and postcode information displayed on the left-hand side of the screen

The information sourced via the above process can be used to enter the client's residential address information in the AVETMISS format as per the below example:

Example - Supplied address information contains only a place name				
Field in Standard enrolment form	Information supplied by client	Derivation/ Look up	AVETMISS entry	Notes
Building/property name		Place Name Search	Papulankutja Community	
Flat/unit details				Leave blank
Street or lot number		Google Maps	Not specified	Type in phrase "Not specified"
Street name				Not specified
Suburb, locality or town	Papulankutja		Ngaanyatjarra-Giles	
State/territory			05	WA state code = 05
Postcode			0872	

\*Process correct as of 27 May 2014.

### Client provides a rural/remote address which does not appear to fit into the existing AVETMISS fields

A client may provide address details containing rural property addressing or numbering systems, which is used by most states and territories to facilitate emergency services coordination. This information can be entered into the *Address street name* and *Address street number* AVETMISS fields. The field *Address building/property name* is a free text field which can also be used for describing the place in more detail.

### Client has an overseas address

AVETMISS client address collection does not apply to international clients, regardless of whether they are taught on-shore or off-shore. All international clients should be reported with the appropriate 'overseas' response in the *State identifier* and *Postcode* fields as designated by the AVETMISS Standard. All other client residential address fields should be populated with the appropriate 'not specified' response.

### What help is available?

NCVER has a dedicated Client Support team to help you with your AVETMISS related queries and can be contacted a number of ways:

Contacting the AVETMISS support team			
Fill out our <a href="#">contact form</a>	Email: <a href="mailto:support@ncver.edu.au">support@ncver.edu.au</a>	Phone: 08 8230 8400	Toll free: 1800 649 452