

ITEM 10 POLICY REVOCATION - PROPERTY ADDRESSING POLICY

The purpose of this report is to seek endorsement for the revocation of Council's existing Property Addressing Policy as the NSW Government [NSW Address Policy and User Manual](#) is the authoritative policy framework governing property addressing within New South Wales.

RECOMMENDATION

- 1 That Council revoke the Property Addressing Policy.
- 2 Council note that the NSW Address Policy and User Manual, and the Property Addressing Procedure will be used in replacement.

REPORT AUTHORISATIONS

Report of: Marisa Garnero, Chief Digital + Information Officer (Acting)
Authorised by: Renee Campbell, Director Corporate Services

ATTACHMENTS

- 1 Property Addressing Policy
- 2 Property Addressing Procedure

BACKGROUND

The NSW Government has established a comprehensive [NSW Addressing Policy and User Manual](#), which mandates that local councils, as custodians for all address sites within their Local Government Area, comply with its requirements when assigning and managing addresses. This State-level policy forms the authoritative framework for property addressing across New South Wales and provides consistent addressing standards for address custodians.

Council currently maintains a Property Addressing Policy that outlines principles and procedural requirements for the creation, modification and management of property addresses, and requires these be made in accordance with the principles and recommendations set out in the [NSW Government NSW Addressing Policy and User Manual](#).

Council's current Property Addressing Policy focuses on the following matters:

1. The allocation of property addresses at the earliest practicable stage, with decisions made to minimise inconvenience to owners and occupants in the surrounding area.
2. The framework for receiving requests, providing notification, undertaking consultation, managing submissions for review, and issuing notifications of decisions relating to the allocation or reallocation of property addresses.
3. Requirements for the display of property numbers, including conditions under which notices and orders may be issued for incorrect display.

Item (1) is comprehensively covered within the [NSW Government Addressing Policy and User Manual](#), with no material difference in intent or outcomes.

Items (2) and (3) relate primarily to Council's operational and procedural practices and are therefore more appropriately documented as a procedure. These matters have accordingly been transitioned, with minimal amendment, into a standalone Property Addressing Procedure, providing clearer guidance on operational processes and required actions. It is noted that separate policies and procedures apply to the determination of suburb and road names. Road naming (for all public roads, excluding freeways and Crown roads) is governed by Council's Road Naming Policy, while suburb names are determined in consultation with the Geographical Names Board.

As a result of transitioning Items (2) and (3) to a procedural document, the remaining policy content merely duplicates references to the [NSW Addressing Policy and User Manual](#), rendering Council's Property Addressing Policy redundant.

PROPOSAL

Council revoke the current Property Addressing Policy as the NSW Government’s [NSW Address Policy and User Manual](#) is mandated as the required framework for assigning and managing addresses. The existing operational and procedural conditions have been incorporated into the Property Addressing Procedure.

CONSULTATION AND COMMUNICATION

Feedback was sought from the Property Addressing team, as well as the escalation points responsible for handling customer inquiries in relation to property addressing in formulating this approach.

PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong Our Future 2035 Goal 4 ‘*We have a healthy, respectful, and inclusive community*’. It specifically delivers on the following:

Community Strategic Plan 2035		Delivery Program 2025-2029
Strategy		Service
4.8	Provide our community with equitable services, access to education, and information to help them make informed decisions.	Information Management and Technology

FINANCIAL IMPLICATIONS

There are no financial implications of this recommendation.

CONCLUSION

This policy revocation is presented to Council to reduce duplication of a policy framework.



ADOPTED BY COUNCIL: 6 FEBRUARY 2023

PURPOSE

The purpose of this policy is to provide a clear framework to ensure that Council maintains a consistent approach to the allocation of property addresses throughout the Wollongong LGA.

POLICY INTENT

- This policy aims to ensure Council maintains a consistent approach to the allocation of property addresses throughout the Wollongong LGA, based on policy and guidelines that are substantially in accordance with the NSW Address Policy and User Manual and associated documents. The policy recognises the need to minimise disruption to residents and property owners when proposing changes to existing addressing.
- Council will consult with affected sections of the community in developing proposals for property addressing, in accordance with the Community Consultation policy.

OBJECTIVE

The main objectives of this policy are to –

- 1 Provide a framework and guidelines for the allocation and maintenance of property addresses that will enable the efficient location and clear identification of all properties in the Wollongong LGA;
- 2 Support the effective delivery of emergency services, mail, goods and other services to the community, by ensuring all properties are readily locatable and unambiguously identifiable;
- 3 Provide property addressing which is consistent with the NSW Addressing User Manual, while recognising the need to minimise disruption to existing residents and property owners by accommodating existing address usage where it can reasonably meet the overall objectives of this policy;
- 4 Ensure property addressing proposals are developed in consultation with affected sections of the community and relevant agencies.

WOLLONGONG 2028 OBJECTIVES

This policy helps deliver the following objective from the Wollongong 2028 Strategic Plan:

- **Objective 4.3: Our council is accountable, financially sustainable and has the trust of the community**

POLICY

The NSW Address Policy and User Manual states in Chapter 2: 2.5.3 Governance and Custodianship that: "Local Governments are recognised as address custodians for all address sites within their Local Government Area." As such, Council acts as the local authority for the allocation of property addresses and will allocate property addresses in a way which is consistent with the NSW Address Policy and User Manual, whilst recognising the existing usage of address details by residents. Existing addresses will not always be consistent with the guidelines provided in the NSW Address Policy and User Manual, and the potential impact on owners and occupants of changing address details needs to be considered in developing proposals to manage property addressing issues.

Owners or occupiers are required to display their property address in a manner which complies with Councils adopted policy, and Council has power under Local Government Act 1993 – Section 124 to issue Notices and Orders to comply.

1 Property Addressing

Property addresses will be allocated generally in accordance with the NSW Addressing User Manual, taking into consideration the overall objectives of this policy. The naming or re-naming of roads is covered by a separate Road Naming Policy.

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2 Allocation of Street Address – new properties

Street address numbers will be allocated at the earliest practical stage of the development process, and in advance of approval for occupation of the property.

All new corner properties will be allocated an alternate address for each street frontage.

3 Change to existing property addresses

Where a re-allocation of street address numbers is required to meet the objectives of this policy, it will be applied in such a way as to minimise change to addresses currently in use by owners or occupants.

4 Requests for Allocation or Re-allocation of Property Address

Property owners or their appointed agents are required to submit a written request for allocation of a new address (i.e. where the property has not previously been allocated an address or an alternate street frontage address is required) or to change an existing allocated address. All such requests will be assessed against the objectives of this policy.

5 Notification – Allocation of a new or changed property address

Council will notify the property owners or their appointed agents, and the following service agencies, of the allocation of a new or changed property address:-

- Australia Post
- Emergency Services
- Utility Services – electricity, water and gas distribution assets
- Telecommunications Services– fixed line assets
- Australian Electoral Commission
- Valuer Generals Office NSW

The property owners or their appointed agents will be responsible for all other notifications regarding the allocation of a new or changed property address.

6 Consultation - Proposal to change existing property addresses

Where a change to existing property addressing is proposed, Council will consult with all parties it considers will be affected by the proposal. The extent of consultation will be determined specifically for each change proposal, based on an assessment of who may be affected.

The primary method of consultation will be written notification directly to affected property owners, occupants and service agencies, inviting them to make submissions on the proposal. Broader community consultation may be undertaken where, in the opinion of Council, it is justified by the extent and/or impact of the proposed change. Consultation will be undertaken in accordance with the Council's Community Consultation policy. Where a proposal may include the naming or renaming of a road or adjustment to a suburb boundary, consultation will also be in accordance with the Geographic Names Board NSW guidelines.

7 Notification - Proposal to change existing property addresses

Notification of a change proposal will include:-

- a full written description of the proposal with accompanying maps
- include all options being formally considered by Council
- contact details of the responsible Council officer for information on the proposal
- the methods available to make submissions on the proposal
- the closing date for submissions to be considered

Submissions from any owner, resident or agency will be considered, whether or not a notification letter was sent directly to that person or agency.

8 Submissions - Proposal to change existing property addresses

Submissions must be made in writing, include the name and address of the person making the submission, and be received at Council by the advised closing date to be formally included in Council's assessment. Optionally, contact details should also be provided to allow a Council officer to confirm or discuss contents of the submission and to provide further information if required.

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The minimum period for receiving submissions will be 28 days from issuing of the date of notification. This period may be extended where, in Councils opinion, it is reasonable in order to allow all interested parties the opportunity to make a submission.

Submissions received after the closing date and before a formal adoption of a proposal may also be considered if, in the opinion of Council, it is reasonable to think they may influence the outcome.

9 Determination of Proposal

Following consideration of all complying submissions, a determination will be made on the address change proposal. This determination will be approved by the Chief Information Officer or under delegation by the Information Manager. At the discretion of the Chief Information Officer, more complex and/or controversial proposals may be referred to Executive Management or to full Council for adoption.

10 Notification of Decision - Proposal adopted as Notified

Where the approved proposal does not substantially vary from what was notified through the consultation process, the affected property owners and persons who made complying submissions will be notified in writing of the decision. Notification will include what actions Council will undertake in implementing the address change, and what actions are required of affected property owners as a result of the change.

11 Notification of Decision – Variation from Notified Proposal

Where the adopted proposal varies substantially from what was initially notified, the modified proposal will be re-notified and further consultation will be undertaken as defined in this Policy. Persons or agencies that made complying submissions on the initial proposal will be notified in writing of the modified proposal and consultation process.

12 Notification of Decision – Proposal not adopted

Where Council has determined not to adopt a notified change of address proposal, the affected parties and agencies, and others who made complying submissions, will be notified in writing of the decision. Notification will include details of any further actions Council will undertake in regard to the proposal.

13 Display of Property Address Number

All occupied properties are required to display signage showing the current allocated property address number and other details relevant to identifying that property, in accordance with section 8.4 of Australian Standard AS/NZ 4819:2011 – Rural and Urban Addressing. The property owners have responsibility for providing and displaying this signage.

Where Council is made aware that a property is not correctly or adequately identified, a written request will be sent to the owners and occupants asking them to comply with Councils policy within 28 days of the date of issue of the request. Contact details of the relevant Council officer to discuss the request will be provided.

Where suitable signage is not displayed after 28 days from the date of issue of the request, and the owner or occupants have not contacted Council with an undertaking to comply with the request, further reasonable steps will be taken to contact the owners and occupants to request compliance with the Policy.

14 Issue an Order

Council can issue an Order under sect 124(8) of the Local Government Act, 1993 to the owner or occupier of a property to comply with the requirements to display property address signage.

Where requests to have a property address displayed in compliance with Councils policy have been unsuccessful after 60 days from the date of issue of the original written request, Council may issue the owner or occupier with a Notice of Intent to issue an Order. Where the owner or occupier fails to comply with the terms of the Notice of Intent, the Order will be issued.

15 Exclusions

The proposal and determination of Street Names does not fall within the responsibility of this Policy.

The proposal and determination of Suburb Names does not fall within the responsibility of this Policy.

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LEGISLATIVE REQUIREMENTS

There are no direct Legislative requirements that impact upon Council's property addressing processes.

REVIEW

This Council Policy will be reviewed every two years from the date of each adoption of the policy, or more frequently as required.

REPORTING

There are no reporting requirements associated with this policy.

ROLES AND RESPONSIBILITIES

The Chief Information Officer is responsible for this policy. The Property Addressing team are responsible for ensuring the policy is applied.

RELATED PROCEDURES

This policy is applied with close consultation to the NSW Address Policy and User Manual.

SUMMARY SHEET	
Responsible Division	Information Management and Technology
Date adopted by Council	6 February 2023
Date of previous adoptions	1 February 2016; 25 February 2013; 28 November 2005; 30 August 1982
Date of next review	6 February 2026



PROPERTY ADDRESSING PROCEDURE

APPROVED BY: CHIEF DIGITAL INFORMATION OFFICER | 25 SEPTEMBER 2025

PURPOSE

This document outlines the steps and actions carried out in the assignment and management of property addresses within the jurisdiction of Wollongong City Council. It is based on the [NSW Address Policy and User Manual](#) and the [AS/NZS 4819:2011 Rural and Urban Addressing Standard](#) to provide accurate, consistent, and easily locatable property addresses.

SCOPE

The procedure applies to all property addressing activities carried out, within the jurisdiction of Wollongong City Council, by staff involved in property addressing and GIS services. It includes the allocation, management, maintenance, dispute resolution and stakeholder engagement carried out in property addressing activities for:

- Urban and rural residential properties
- Commercial and industrial properties
- Multi-unit developments (e.g., apartments, townhouses, and shopping centres)
- Subdivisions and newly created lots
- Public infrastructure and utility sites
- Private roads and accessways that require formal addressing

CONTEXT

Council's priority is to ensure that every property is easily identifiable by all stakeholders including residents, emergency services, service providers, and developers, whilst completing addressing to ensure the least amount of negative impact to each. In doing so, Council implements the advice set out in the [NSW Address Policy and User Manual](#) and the [AS/NZS 4819:2011 Rural and Urban Addressing Standard](#). Where conflicting interests arise, Council maintains authority as outlined in the [NSW Address Policy and User Manual](#), and seeks resolution towards:

1. Ensuring all customers and service providers can locate properties by their unique street address.
2. Allocating the property address to establish the location of properties for Emergency Services.
3. Ensuring all urban premises are identified by a property address number, clearly visible on mailbox or front entrance, with rural properties clearly visible on mailbox or gate post.

ROLES AND RESPONSIBILITIES

Role	Responsibility
Spatial Information Officer (SIO)	Primary point of contact for all property addressing enquiries. Maintains accurate spatial data and implements property addressing in Council systems in line with this procedure.
Spatial Team	Assists SIO with accurate spatial data and integrates address changes in Council systems.
Development Engineering - Subdivision Team	Manage new subdivisions and the assignment of new road names.
Planning and Support Team	Ensures compliance with planning approvals and zoning.

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Customer Service Team	Communicates with stakeholders regarding addressing enquiries received via email, phone or written communication.
Statutory Property Team	Oversee the renaming of existing roads and the formal naming of previously unnamed lanes.

STATEMENT OF PROCEDURES

1. Addressing Principles

The following principles are foundational to creating and maintaining property addresses that are logical, consistent, and easily locatable. These principles ensure compliance with the [NSW Address Policy and User Manual](#) and the [AS/NZS 4819:2011 Rural and Urban Addressing Standard](#), and set out the basis for property addressing at Wollongong City Council.

1.1. Uniqueness

Each property address must be unique to avoid confusion for emergency services, postal deliveries, and general navigation.

IMPLEMENTAITON	Assign unique numbers or descriptors (e.g., unit numbers) to properties sharing a single access point, such as multi-unit dwellings or commercial complexes.
EXAMPLE	When a new subdivision requires an address, numbers are assigned based on the relevant advice in the NSW Address Policy and User Manual to ensure uniqueness.

1.2. Clarity

Addresses must be clear and intuitive to facilitate easy location by residents, service providers, and emergency responders

IMPLEMENTAITON	<ul style="list-style-type: none"> Ensure sequential numbering along streets, with odd numbers on one side and even numbers on the other. Avoid complex or ambiguous addressing schemes, such as excessive use of suffixes like "A," "B," or "1/."
EXAMPLE	When there is no room for whole numbers between existing addresses, i.e., 27 and 29 David Street, use 27A David Street. Otherwise, use the next available whole number in sequence of existing addresses..

1.3. Continuity

Addressing must follow a logical and consistent sequence along streets, roads, and other thoroughfares to minimise confusion.

IMPLEMENTAITON	<ul style="list-style-type: none"> Begin numbering at the primary access point to the street, often at the intersection closest to the town centre or main thoroughfare. Maintain consistency with established patterns in the locality.
EXAMPLE	In residential areas with standard frontages (i.e. 15 -20 metres), addresses are assigned according to sequence, i.e., 15 and 17 Smith Street in

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	neighbouring lots. If a vacant lot exists between the premises, reserve 17 Smith Street for infill and address as 15 and 19 Smith Street.
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1.4. Accessibility

Addresses should be accessible and inclusive for all stakeholders, ensuring ease of use for emergency services, postal delivery, and other users.

IMPLEMENTAITON	<ul style="list-style-type: none"> • Provide clear and timely communication of address changes to all affected parties which may include Australia Post, Spatial Services, and owners, for any given addressing matter. • Ensure that addresses are visible on-site with appropriate signage (e.g., property address or building nameplates). • Maintain compliance under the provisions of the Local Government Act 1993 for issuance of orders and penalties if residents fail to comply.
EXAMPLE	Conduct on-site inspections ensuring adequate visibility of numbering and signage and provide clear and timely communication to non-complying residents.

1.5. Logical Numbering and Allocation

Logical numbering ensures that addresses reflect the physical layout of the locality and allow for future development.

IMPLEMENTAITON	Assign unique numbers or descriptors (e.g., unit numbers) to properties sharing a single access point, such as multi-unit dwellings or commercial complexes.
EXAMPLE	When a new subdivision requires an address, numbers are assigned based on the relevant advice in the NSW Address Policy and User Manual to ensure uniqueness.

1.6. Integration with Digital Systems

Addresses must be integrated into digital systems to ensure accuracy and accessibility for mapping, navigation, and emergency response.

IMPLEMENTAITON	<ul style="list-style-type: none"> • Regularly update OneCouncil and Council's GIS. • Update Council's maps to include property number text. • Share updates with relevant external stakeholders, such as NSW Spatial Services, utility providers, and emergency services as required.
EXAMPLE	All newly assigned addresses are promptly entered into Council's property system and provided to NSW Spatial Services, Australia Post and other appropriate stakeholders when required to update their records as soon as the address is finalised.

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2. Address Allocation

2.1. Initiation

- Address requests may arise from subdivision approvals, development applications, building permits, private certifiers or other stakeholders including but not limited to, Australia Post, Land Registry Services, Spatial Services etc.
- Address requests are to be received through Council's request management system in OneCouncil. Any correspondence outside of the following channels will be redirected towards one of them:
 - Customer service officers lodging request on behalf of the customer via email, written form, phone calls, or in person visit.
 - Customer request via OneCouncil [portal](#).
- Applications received must include relevant site plans, subdivision maps, and development approvals and plans. Where details are omitted, these may be requested from the affected party before progressing the request.

2.2. Assessment

- Validate the proposed address using the [NSW Address Policy and User Manual](#).
- Check for conflicts or existing addresses using [OneCouncil](#) and the [GIS](#).

2.3. Numbering and Naming

- Address numbers shall be:
 - i. Unique, clear, logical and unambiguous.
 - ii. Sequential positive integers commencing from the datum point with no gaps in numbering unless reserved per the [NSW Address Policy and User Manual](#). This requirement is necessary to support Emergency Service response.
 - iii. Odd numbers on the left side of the road (from the datum point) and even numbers on the right side. An exception to this principle is where the existing numbering pattern of an area runs opposite to this instruction, in which case numbering shall continue as per existing layout.
 - iv. Created without prefixes, in the form of preceding alphabetical characters.
 - v. Singular, i.e. no number ranging shall be used.
 - vi. Distinct from Lot Numbers i.e. lot numbers shall not be used in place of an assigned rural or urban address number.
 - vii. Numbering shall adhere to these principles, regardless of individual preferences regarding number or naming types.
 - viii. Assigned in a manner considering possible future development and reserving numbers as appropriate.
- Where a primary address site has more than one access point, it may be assigned one or more alternative addresses. Corner sites with only one access point shall have only one address - on the road that the site is accessed from. Example of alternative applying alternative addresses include:
 - i. A corner site that has developed access from two roads.
 - ii. A site that has multiple access points from dual frontage or a separate access lane.
 - iii. A large site that has multiple developed access points on the same road.
 - iv. A large complex that occupies an entire block with multiple developed access points. Corner sites with only one access point shall have only one address - on the road that the site is accessed from.

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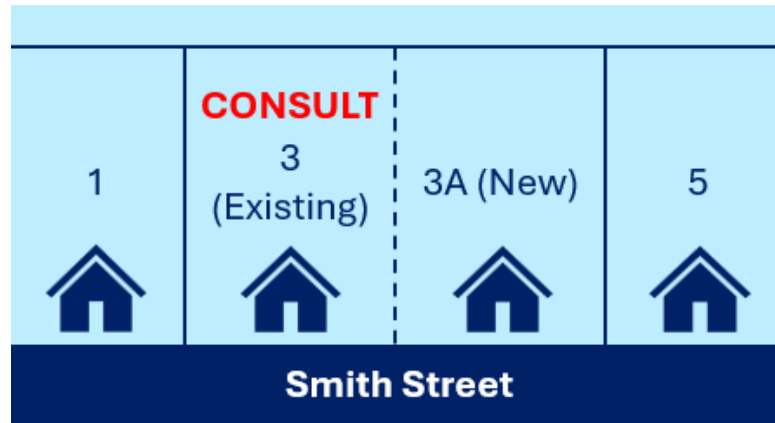
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2.4. Consultation

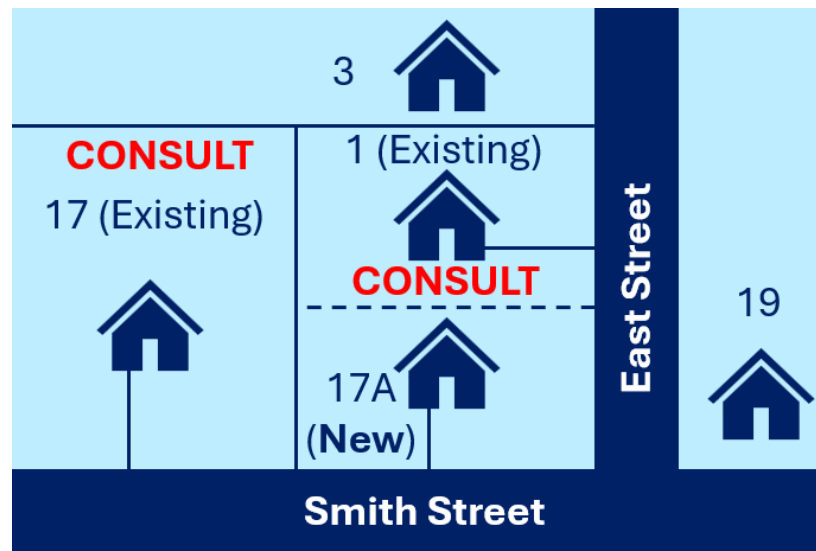
In the event that the proposed property addressing is likely to have an impact on existing residents, these residents are to be consulted prior to the approval of the proposed addressing.

The following addressing situations require consultation:

- i. When the use of suffixes impacts an existing residence, the impacted resident will be consulted with. See example below:



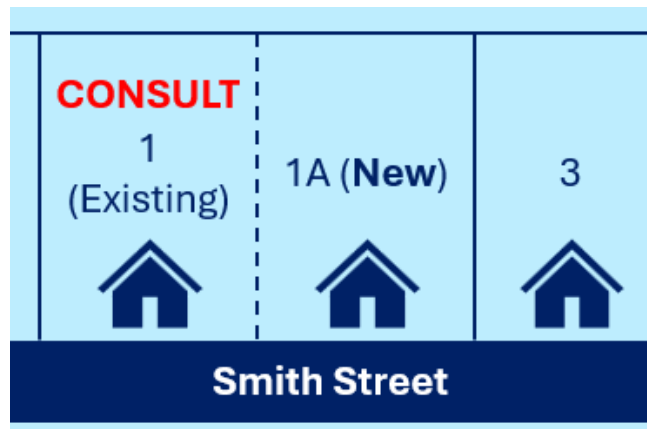
- ii. When the subdivision of a corner block affects the frontage access location and suffixes that impacts an existing residence must be used. Existing impacted residents must be consulted with. See example below:



- iii. When the proposed property addressing impacts an existing residence that have been assigned as either Number 1 or Number 2. The existing Number 1 and 2 residents must be consulted with. See example below:

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2.5. Approval

- Obtain necessary internal Development Applications and/or Construction Certificate approvals and assess the plans.
- Notify relevant parties including the request submitter and relevant stakeholders outlined in [Appendix A – Communications](#) (Address Update).

2.6. Entry into Systems

- Update the address database in [OneCouncil](#) and [GIS](#).

3. Address Correction

3.1. Initiation

- Discrepancies may arise from various sources, including data degradation over time, issues with address validation systems, subdivision approvals, development applications, building permits, private certifiers, or other stakeholders including but not limited to, Australia Post, Land Registry Services, Spatial Services, etc.
- Discrepancies are to be reported through Council’s request management system in OneCouncil. Any correspondence outside of the following channels will be redirected towards one of them:
 - Customer service officers lodging request on behalf of customer via email, written form, phone calls, or in person visit.
 - Customer request via OneCouncil [portal](#).
- Applications received must include detailed information of the discrepancy including but not limited to Lot and DP, address and a site map, depending on the nature of the discrepancy reported. Where details are omitted, these may be requested from the affected party before progressing the request.

3.2. Request Review

- Investigate discrepancies reported by stakeholders.
- Verify against Wollongong City Council address database in [OneCouncil](#).
- Use existing information that’s been provided i.e., DP and Lot number, Address, Owner’s name to identify the discrepancy.
- If discrepancy is found a site visit will be conducted to confirm addressing issue.

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3.3. Resolution

- Amend address details as necessary, ensuring compliance with guidelines.
- Communicate changes to affected parties, including the request submitter, those affected within the locality of the property and relevant stakeholders outlined in [Appendix A – Communications \(Address Update\)](#).

4. Addressing Disputes

4.1. Common Causes of Disputes

- **Address Duplication:** Multiple properties sharing the same or similar addresses, i.e., 1, 1A, 1B, 1C.
- **Inconvenient Numbering:** Stakeholder dissatisfaction with numbering or naming conventions, including owner of property or neighbouring properties.
- **Historical or Cultural Significance:** Requests for address changes to reflect heritage or cultural identity.
- **Address Errors:** Incorrect recording or communication of an address.
- **New Developments:** Disagreements during subdivision or new address allocations, i.e., street frontage of new developments.

5. Dispute Resolution Process

Step 1: Lodging a Dispute

- Disputes are to be logged through Council's request management system in OneCouncil. Any correspondence outside of the following channels will be redirected towards one of them:
 - i. Customer service officers lodging request on behalf of customer via email, written form, phone calls, or in person visit.
 - ii. Customer request via OneCouncil [portal](#).
- Customers should provide supporting evidence, such as maps, plans, photos, or relevant documentation. Where details are omitted, these may be requested from the affected party before progressing the request.

Step 2: Initial Assessment

- The dispute is reviewed within ten business days.
- Compare the address in question against property system, maps/GIS, and advice in the [NSW Address Policy and User Manual](#).

Step 3: Engagement and Consultation

- **Consultation with Stakeholders:** Engage the disputing party and other affected entities within the locality of the property.
- **Site Inspection:** Conduct a physical site inspection to verify details.

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Step 4: Resolution Criteria

- Incorporate cultural or historical considerations where applicable.
- Ensure compliance with the [NSW Address Policy and User Manual](#), logical address sequencing, and accessibility for emergency service. If there is ambiguity, conflicting interests between stakeholders, or an internal resolution cannot be met, Council may designate to consult with or seek advice from stakeholders listed in [Appendix A – Communications](#) (Consultation).

Step 5: Decision Notification

- Provide a formal written response outlining the decision, reasoning, and any corrective actions.
- Notify other affected parties within the locality of the property, or stakeholders outlined in [Appendix A – Communications](#) (Address Update) of any changes if necessary.

Note: See [Appendix B](#) and [Appendix C](#) for a flow chart of the above procedural steps.

6. Review Process

Dispute Escalation Pathway – where a satisfactory resolution is not achieved

Role	Responsibility
Spatial Information Officer	<ol style="list-style-type: none"> 1. Receive and acknowledge the complaint. 2. Investigate by collecting relevant information and supporting evidence. 3. Liaise with NSW Spatial Services, Land Registry Services, and Australia Post. 4. Apply appropriate mitigation strategies to manage complex interactions, referencing Council's Unreasonable Conduct of Customers Framework and Customer Feedback & Complaints Management Policy where required. 5. Document the outcome, noting that a satisfactory resolution was not achieved. 6. Escalate to Insights and Location Analytics Coordinator
Insights and Location Analytics Coordinator	Insights and Location Analytics Coordinator attempts to resolve the dispute. If still unresolved, escalate to the Information Manager.
Information Manager	Information Manager attempts to resolve the dispute. If still unresolved, escalate to the Chief Digital and Information Officer.
Chief Digital and Information Officer	Provide final resolution at their discretion.

7. Case Study Examples

Case Study 1: Address Duplication

- **Background:** Two properties on Smith Street were inadvertently assigned the same number (e.g., 15 Smith Street).
- **Issue:** Confusion for emergency services and mail delivery.

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- **Resolution:** Following consultation, one property was reassigned as 15A Smith Street to maintain sequencing and avoid duplication.
- Update Councils property system, maps and notify Australia Post, Spatial Services NSW etc.

Case Study 2: Lot Numbers as Property Addresses

- **Background:** An older residential area used lot numbers (E.g., Lot 12 DP 12345), instead of standard street addresses.
- **Issue:** The lack of proper street addresses caused confusion for postal deliveries, emergency services, and utility providers.
- **Resolution:** Council assigns logical street numbers based on pedestrian access, road access and numbering conventions.
- Update Councils property system, maps and notify the owner, NSW Spatial Services, NSW LRS and Australia Post.

Case Study 3: Corner Lot with Dual Frontage

- **Background:** A corner property has dual frontage on Park Road and Green Street but used "1 Park Road" as its address despite primary access being on Green Street.
- **Issue:** The misalignment led to confusion for emergency services, visitors and deliveries.
- **Resolution:** Council updated the address to "2 Green Street" to reflect the primary access point and worked with the owner to align signage and mailbox placement.
- Update property system, maps and notify Australia Post, Spatial Services NSW etc.

8. Site Inspections Outline

8.1. Site Inspections

Site inspections are on-location evaluations conducted to compare the actual conditions of a site, such as a street, building, or construction area with the details shown in plans, maps, or official documents. The purpose of a site inspection is:

- To verify accuracy between real world conditions and documented designs or records.
- To identify discrepancies, such as missing infrastructure, incorrect placements, or outdated information.
- To ensure compliance with building plans and regulatory requirements.
- To ensure emergency services can find a property based on its address, by having a clearly visible house number and a detailed, accurate address.

8.2. Types of Inspections

Site inspections can range from basic checks or a follow up to detailed assessments, depending on the project's complexity and the specific needs of the stakeholders and/or enquiry. For example, a street that already has numbers is required receive additional numbers, particularly when new buildings are added or when the numbering system is adjusted.

8.3. Follow Up Inspections

Follow up inspections are conducted after 28 days to ensure numbers have been displayed correctly on property/site.

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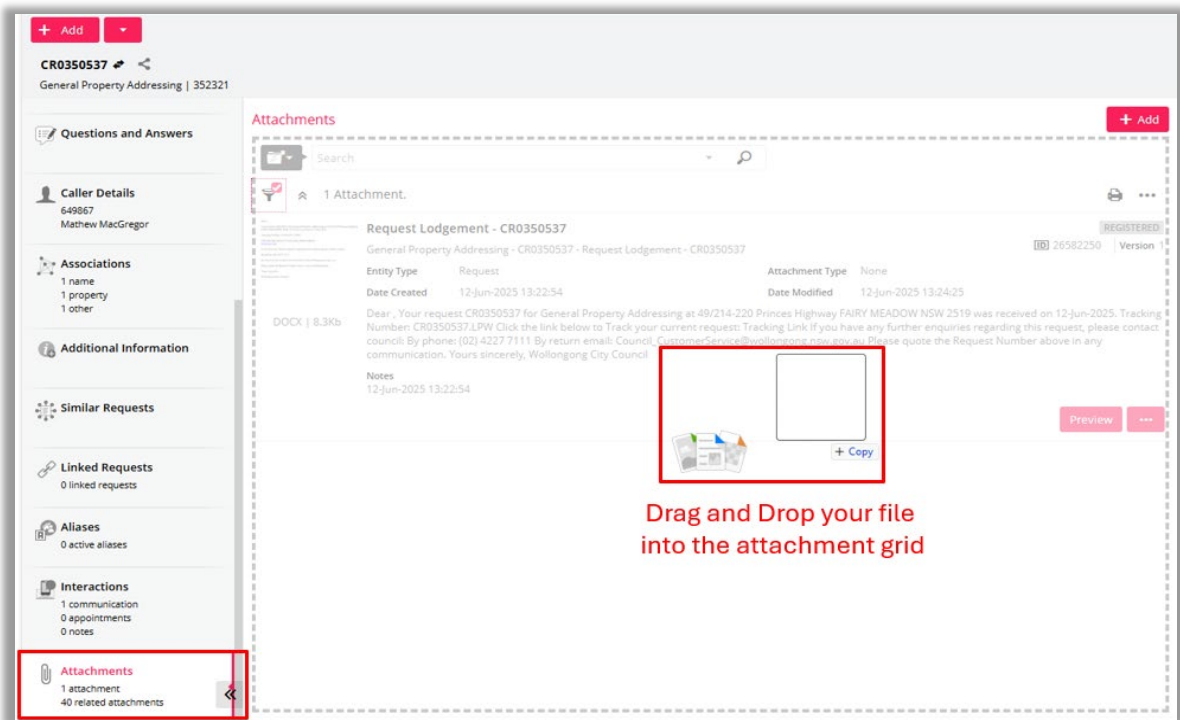
9. Record Keeping and Recording

All records created as part of the property addressing process should be stored in Council’s approved electronic document and records management system (Enterprise Content Management (ECM) in OneCouncil) in accordance with Council’s [Records and Information \(Management Policy\)](#). Maintaining comprehensive records in ECM ensures transparency and accessibility for future audits or inquiries.

Records created as part of the property addressing include, but are not limited to:

- Emails to customers or stakeholders
- Notes from a phone call or site visit
- Evidence of decision or approval
- Notes from internal meeting
- Documented decision process

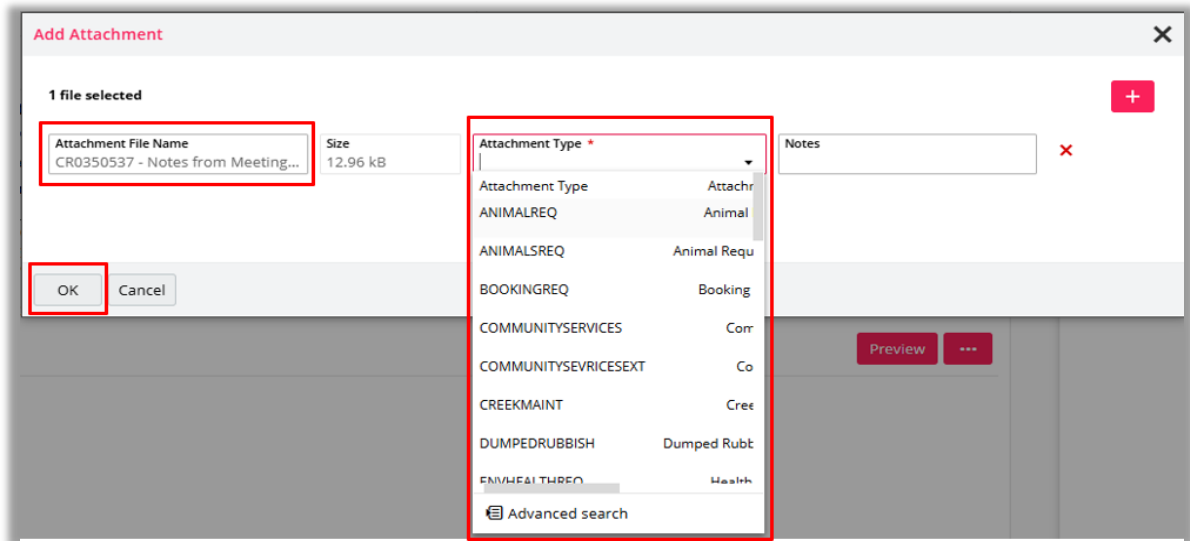
Records can be added to the to the Attachment Grid of the attachment tab of the customer request. Drag the file or email from your computer and drop it on the Attachment Grid.



Ensure your record is appropriately titled (see [File Management Naming Conventions Procedure](#)) and select the correct attachment type (Property Addressing Correspondence). Select OK and your document is appropriately registered.

PROPERTY ADDRESSING

PROCEDURE DOCUMENT



Provide periodic reports to Australia Post. We provide a monthly full address extract to Australia Post but not to Spatial Services NSW. We do notify Spatial Services NSW on all enquiries when property addresses are changed.

REVIEW

APPROVAL AND REVIEW	
Responsible Division	Information Management & Technology
Date approved	25 September 2025
Date of previous approvals	N/A
Date of next review	September 2028
Responsible Manager	Information Manager
Parent Policy	N/A

PROPERTY ADDRESSING

PROCEDURE DOCUMENT

APPENDIX A - COMMUNICATIONS

Address Updates		
Department	Purpose	Contact
Spatial Services	Send addresses to update their records	SS-Addressing@customerservice.nsw.gov.au
Southern NSW Land		southern_nsw_land_data@property.nsw.gov.au
Australia Post		

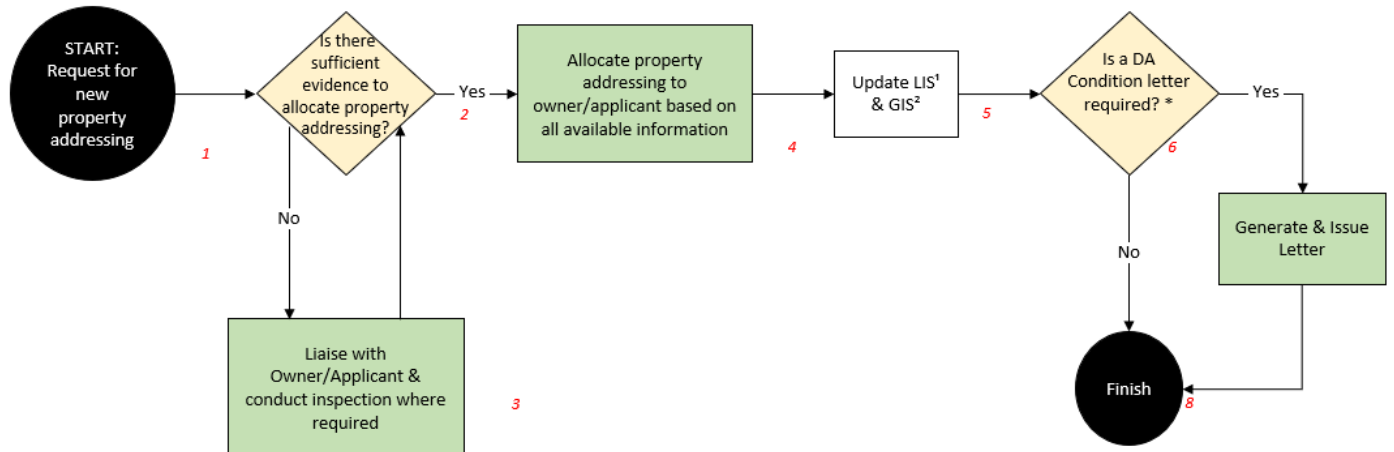
Stakeholder Consultation		
Stakeholder	When	Communication
Australia Post	Complex addressing issues	Advice sought for ease of navigation of postal services
	Property addressing dispute claiming postal issues	Clarification on issues and advice sought
Surrounding Residents	Complex renumbering involving alphas	Site inspection. Discussion and provision of options. Letter notifying of proposed changes and timeframes. Follow up notice confirming the final decision and implementation date
	Renumbering proposed to resolve addressing issue	Recommendation and feedback period of 28 days
Spatial Services	Complex addressing issues	Advice sought towards consistent addressing in line with state standards
Emergency Services	If changes may impact navigation or response times	Feedback on potential operational impacts

PROPERTY ADDRESSING

PROCEDURE DOCUMENT

APPENDIX B – NEW PARCELS

Property Addressing Process: New Parcels



¹ Refer to: 01 LIS Property Updates (OneCouncil); Document ID: 22128979

² Refer To: 04 GIS Cadastral Updates; Document ID: 22132855

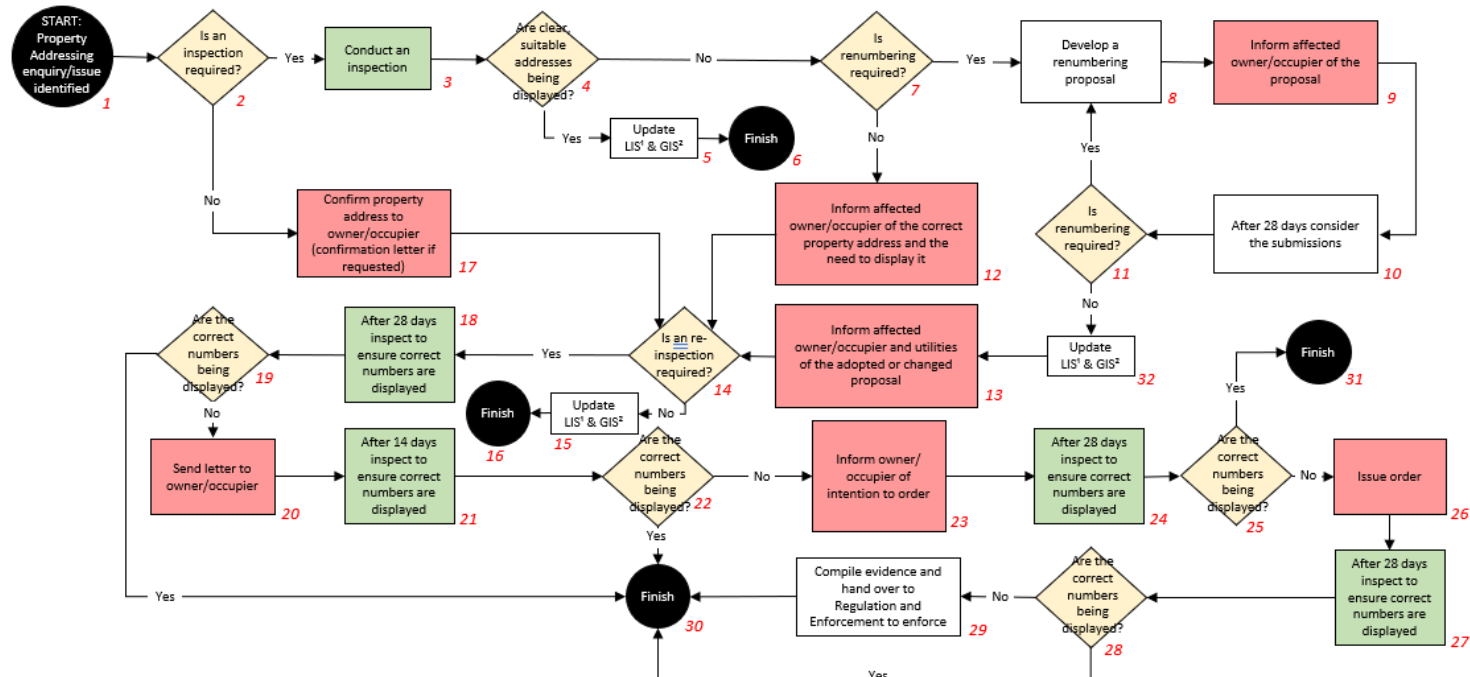
*Subdivision Certificate referrals are completed by Subdivisions Development Engineering upon approval

PROPERTY ADDRESSING

PROCEDURE DOCUMENT

APPENDIX C – EXISTING PARCELS

Property Addressing Process: Existing Parcels



¹ Refer to: 01 LIS Property Updates (OneCouncil), Document ID: 22128979
² Refer To: 04 GIS Cadastral Updates, Document ID: 22132855