



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.

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.

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.

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	
Date of previous adoptions	1 February 2016; 25 February 2013; 28 November 2005; 30 August 1982
Date of next review	February 2025