

The [NSW Addressing User Manual \(AUM\)](#) outlines the Geographical Names Board (GNB) policy, principles, processes and procedures for addressing in New South Wales. This reference guide has been developed to highlight the key areas of responsibility and interest for data users.

The [AUM](#) is an extension of the *AS/NZS 4819:2011 Rural and Urban Addressing Standard* and provides for the production, aggregation, distribution and use of address data in NSW. It is the foundation for creation of quality addresses which should be captured as early as possible, clearly understood by the community (i.e. there is no reliance on anything other than the authoritative address to identify a location) and maintained through standardised quality assurance processes.

The AUM repeals all existing GNB policies and guidelines in respect to addressing in NSW. The policy contained in [Chapter 2 of the AUM](#) does not apply retrospectively. Arrangements that predate this policy are not necessarily subject to its terms. For information regarding these addresses refer to the [NSW Retrospective Address Policy](#).

Use of address data

Users of address data are encouraged to utilise and reference authoritative address data produced, endorsed by local government and approved by the GNB, as contained in the NSW Address Database maintained by Spatial Services.

Where a user becomes aware that an address does not adequately represent, identify or locate a site they should advise the NSW Addressing Committee and/or the relevant local government.

A mechanism should be provided to allow communication channels throughout the address supply chain, and also between data users and data aggregators. This will facilitate the reporting of any errors or omissions in the data. In instances where advice contradicts authoritative information in the Gazetteer of Road Names, Gazetteer of Place Names or the NSW Address Database and corrective action is not required; the information could be stored for searching purposes.



Submitting an address change or creation proposal to local government

Members of the public and organisations that deal with the provision of emergency or other services (such as postal or telecommunications) can submit a suggestion or proposal to create or change an address (or address component) to the local government responsible for the area in which the address, number, road or locality is situated.

A request can be to:

- create a new address, number, road or locality
- change an address completely
- change an address number, road name, road type or locality name/boundary.

The proposal shall include sufficient information to demonstrate that it is in the long-term interests of the community, and (where relevant) should include information that indicates that an overwhelming majority of the community which will be affected by the proposal are in support of the change.

Proposals to local government should include:

- the location of the address(es) (if relevant)
- the location and extent of the road (and, if relevant, its current name)
- background detail on why the local government shall consider changing an address component(s) or registering a new address component(s)
- details on why the change is considered to be appropriate, and
- copies of petitions, surveys etc.

Upon receiving the proposal the local government should initiate the formal proposal process. If a proposal affects addresses located across two or more local government areas, the staff of the respective areas need to coordinate the proposal's processing as per [AUM Chapter 6 - Principle 6.1.6 - Naming and Numbering Across Boundaries](#).

When a proposal has been submitted from an emergency service organisation, minimum response times apply as per [AUM Procedure 7.1.2 - Responding to a Request](#).

Where a proposal is related to a locality and local government ultimately reject the proposal, this decision can be appealed to the GNB as per [AUM Procedure 7.1.5 - Submissions](#).



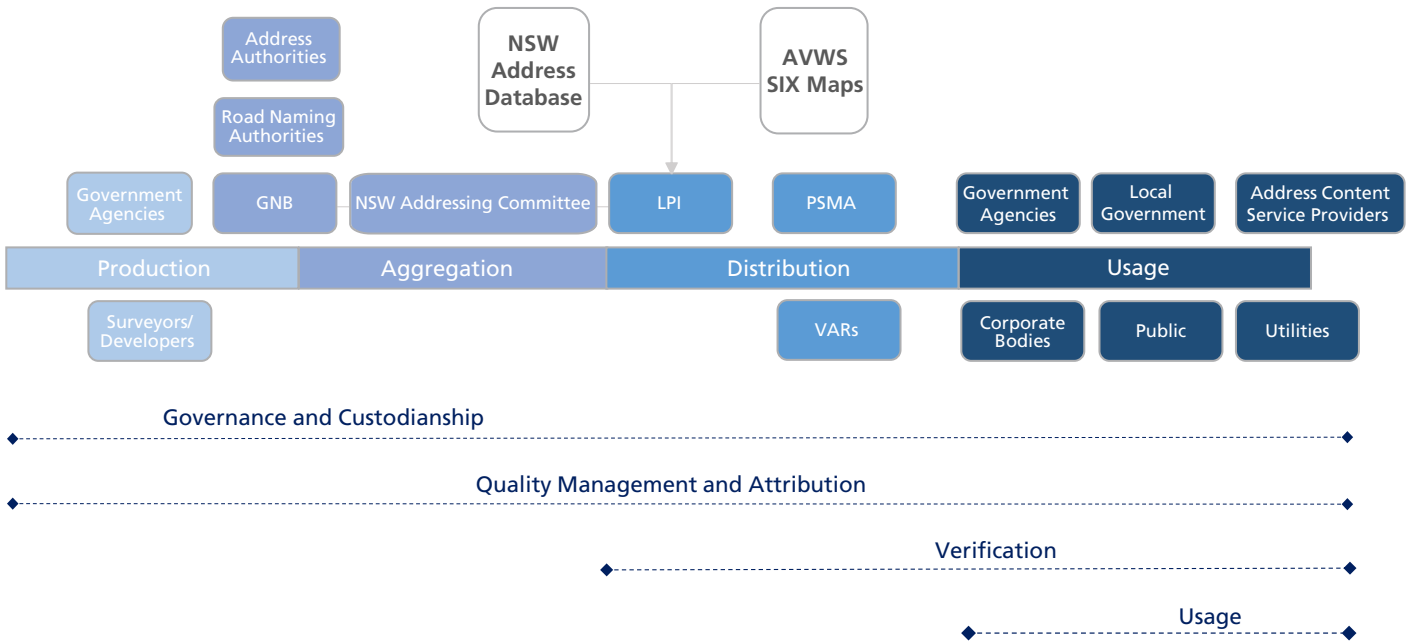
Custodianship roles for data users

Custodians	Roles	Rationale
<div>Government Agencies</div> <div>Corporate Bodies</div> <div>Public</div>	<div>1. Users will be able to access the NSW Address Database through Web Services.</div> <div>2. Users are encouraged to utilise Persistent Address IDs within their systems to facilitate standardised practice for reporting errors, omissions, redundancies and issues with data maintained in the NSW Address Database.</div> <div>3. Government agencies should refer to the NSW <i>Government Standard for Spatially Enabling Information</i> for guidance on exchange mechanisms and address data management within their systems.</div>	<div>Maintenance of address data accuracy is an integral component of maintaining data quality within organisations. The AVWS will provide a link between address users and the NSW Address Database to ensure address data can be efficiently maintained by the user.</div> <div>Persistent Address IDs are the link between user systems and the NSW Address Database to ensure data integrity.</div>

The address supply chain

The AUM defines the following stages of the address supply chain. Custodians of Governance roles are identified at different point in the life cycle. As identified, users include but are not limited to:

- Governance Agencies
 - Local Government
 - Corporate Bodies
 - Public
 - Utilities



Governance functions for data users

Agency	Functions	Rationale
Government Agencies	<p>Government agencies should ensure they provision access to the NSW Address Database and associated Core Address Data and Core Components within their systems.</p> <p>Agencies may develop in-house systems for attributing business-specific details to the data, but there is no requirements for Spatial Services to aggregate, maintain or distribute this information.</p> <p>Agencies should maintain awareness of NSW Government Information Framework relevant to capture and management of address data³.</p>	These functions for government agencies facilitate and support the maintenance of a single-source of truth address database for NSW containing quality information which can be accessed and exchanged with confidence by all end users.
Corporate Bodies	<p>Corporate Bodies are encouraged to access authoritative data from the NSW Address Database through Spatial Services, PSMA or VARs.</p> <p>Use of this data as a source-of-truth for address information in NSW will ensure consistency and reliability of address data usage.</p>	These functions for Corporate Bodies facilitate and support the maintenance of a single-source of truth address database for NSW containing quality information which can be accessed and exchanged with confidence by all end users.
Public	<p>Members of the public are encouraged to utilise and reference authoritative addresses produced and endorsed by Local Government and approved by the GNB and/or NSW Addressing Committee, and to make use of products and services providing access to authoritative NSW Address Database.</p> <p>Where a member of the public becomes aware that an address they are utilising or have made reference to, does not adequately represent, identify or locate a property, feature or point of interest, they should advise the Local Government responsible for the address in that particular area.</p>	<p>These functions for the public facilitate and support the maintenance of a single-source of truth address database for NSW containing quality information which can be accessed and exchanged with confidence by all end users.</p> <p>Regular and consistent use of authoritative data, and notification of erroneous data, will assist in improving the quality, reliability and timeliness of information in the NSW Address Database, and assist provision of services to address sites for the public.</p>

³ NSW Government ICT Strategy guidelines and standards are currently published at www.finance.nsw.gov.au/ict/resources

More information

The [NSW Address Policy](#) and [NSW Addressing User Manual](#) can be downloaded from the GNB website www.gnb.nsw.gov.au

For more information on any aspect of addressing or the addressing process please contact the NSW Addressing Committee @ SS-GNB@finance.nsw.gov.au or ☎ 02 6332 8070.