New South Wales Retrospective Address Policy

Title: New South Wales Retrospective Address Policy

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Disclaimer

This information is correct at the date of publication; changes after the time of publication may impact upon the accuracy of the material.

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Table of Contents

1   Introduction

The *NSW Address Policy* and *Addressing User Manual* (AUM) will influence the design, support and maintenance of a robust address management system for the state. As the AUM details policy and procedures for new address creation it does not adequately support process and policies for resolving retrospective issues that compromise the quality of New South Wales (NSW) address data.

Policy which informs a consistent approach to the management of retrospective issues is an important component of improving the quality of address data within NSW over the next five to ten years.

The intention of this document is to outline a robust set of policies for the NSW Addressing Committee (NAC) to assist stakeholders, including Local Government and State Government agencies resolve existing problematic address issues.

These policies will be applied on a case by case basis as retrospective issues are brought to the attention of the NAC by interested stakeholders. This document does not apply to new addressing queries and applications – in which instances the policies, processes and procedures outlined in the AUM must be applied.

This document is intended to be updated as required by NAC when new issues are discovered or process options are available.

This document contains 20 retrospective policies grouped into the four categories of:

- Numbering
- Road Naming
- Localities
- Addressing

Supplementary to this document is the *NSW Retrospective Addressing Guidelines* which are intended to inform the NAC of potential or preferred processes for assisting stakeholders in resolving issues on a case by case basis.

Generally there are eight steps to be taken when applying a solution to a retrospective issue - these are described in a high-level in the diagram at the end of this document.

2   Retrospective Address Policies

2.1   Numbering Issues

Problem	Description	Policy
Non conformant numbering (including missing house numbers)	Frequently there are many roads which do not have numbers applied to sites for addressing purposes. In addition to this, there are many cases where the numbering which is applied is non-conformant to the requirements of the AUM and/or AS/NZS4819.	Numbering to be applied to all sites requiring an address and where necessary non conformant numbers be altered to meet the requirements of the AUM.
Ranged numbering	A typical example of numbering problems is the continued use of ranged numbers which can lead to confusion for users. The NSW Address Policy (AUM Chapter 6- Principle 6.2.1- Address Numbers) excludes the creation of any new ranged numbers in line with similar policy in *AS/NZS 4819:2011 Rural and Urban Addressing.*	Where necessary, ranged numbers to be altered to be either only the lower number in the range, or the most logical number based on the site access point. Other numbers to be retired from use.
Urban infill	At urban infill sites generally there is a requirement to apply sub numbering or number suffixes to accommodate situations where there is a lack of whole numbering solutions available. In some situations this has created a problematic situation whereby irregular or inconsistent numbering has been applied to urban infill areas. For example, where 12, 12A and 12B are alongside 1/14, 2/14 and 14 on the one road.	Where necessary, consistent numbering to be applied whereby sub-numbering elements are applied to sub-addresses only (i.e. those accessed from the one point on the road network) and suffixes used for addresses which have their own access to the road network.
Level numbering	Often there have been inconsistencies in numbering of sites within multi-level buildings. While the hotel-style numbering method is now preferred (i.e. level number followed by office, apartment or shop number), previously other methods have been used where issues typically can involve: • Numbering starting from basement levels (i.e. Basement Level 4 is labelled Level 1 and Ground level is labelled Level 5) • Skipped numbers (typically 4 and 13) • Use of inconsistent or difficult to interpret level numbers or letters	Where necessary, consistent numbering to be applied whereby numbering starts at ground level, basement levels are identified as such, approved level indicators are used (as per the AUM) and level numbers are not skipped for individual preferences and to support emergency service delivery.
Unit type numbering	There are examples where a complex building site consists of multiple sites numbered 1 or 2, with only the unit type of office or apartment to distinguish between the sites. This leads to duplicated address numbering within the site.	Where necessary, consistent numbering to be applied whereby any address which is duplicated without the use of a unit identifier (i.e. office or apartment) is to be renumbered.

2.2 Road Naming Issues

Problem	Description	Policy
Road name duplication	There are many examples where a road name is duplicated within a locality or within the radius defined in the AUM.	In cases of road name duplication, renaming shall only occur where a case can be made that service delivery has been/has potential to be negatively impacted by the situation.
	In some cases the duplication can be the same or similar spelling, and sometimes it might be similar sounding names. In other cases there might be a different road type assigned to the same name on an adjoining road.	
	For example, a Chiswick Lane coming off a Chiswick Road, with duplication of numbers and potential for confusion.	
Broken road segments	There are many situations where a road is broken into different sections as a result of traffic management changes, without consideration of naming, numbering and access for emergency services.	In cases of broken road segments, renaming shall only occur where a case can be made that service delivery has been/has potential to be negatively impacted by the situation.
	In some instances a road can be broken by a park, river, embankment or non-vehicular access path. This can cause many problems for navigation and routing to addresses along these roads.	
New Road Development Segments	When a road is deviated, particularly highways, the closed sections are frequently renamed with the name 'Old' in front of the original name.	In cases of new road developments, renaming shall only occur where a case can be made that service delivery has been/has potential to be negatively impacted by the situation.
	There are sometimes more than one old section with duplication of the use of 'Old', and high potential for confused addresses in those areas.	
Ungazetted road names	There exists a considerable amount of road names in NSW which are currently ungazetted. A common and frequent question asked at the addressing workshops in late 2014 came from Local Governments wondering what could be done to formalise and gazette these names- many of which have been in use for 50+ years.	Where necessary and feasible, bulk-gazettal of pre-existing road names shall be undertaken by Local Government with the assistance of the Geographical Names Board (GNB) Secretariat.
		Names which are found to be non-conformant with the requirements of the AUM shall be assessed and renamed in accordance with the relevant retrospective policy (for example where a road name in a bulk gazettal is identified as a duplicate, the 'road name duplication retrospective policy' may be applied to resolving the issue).

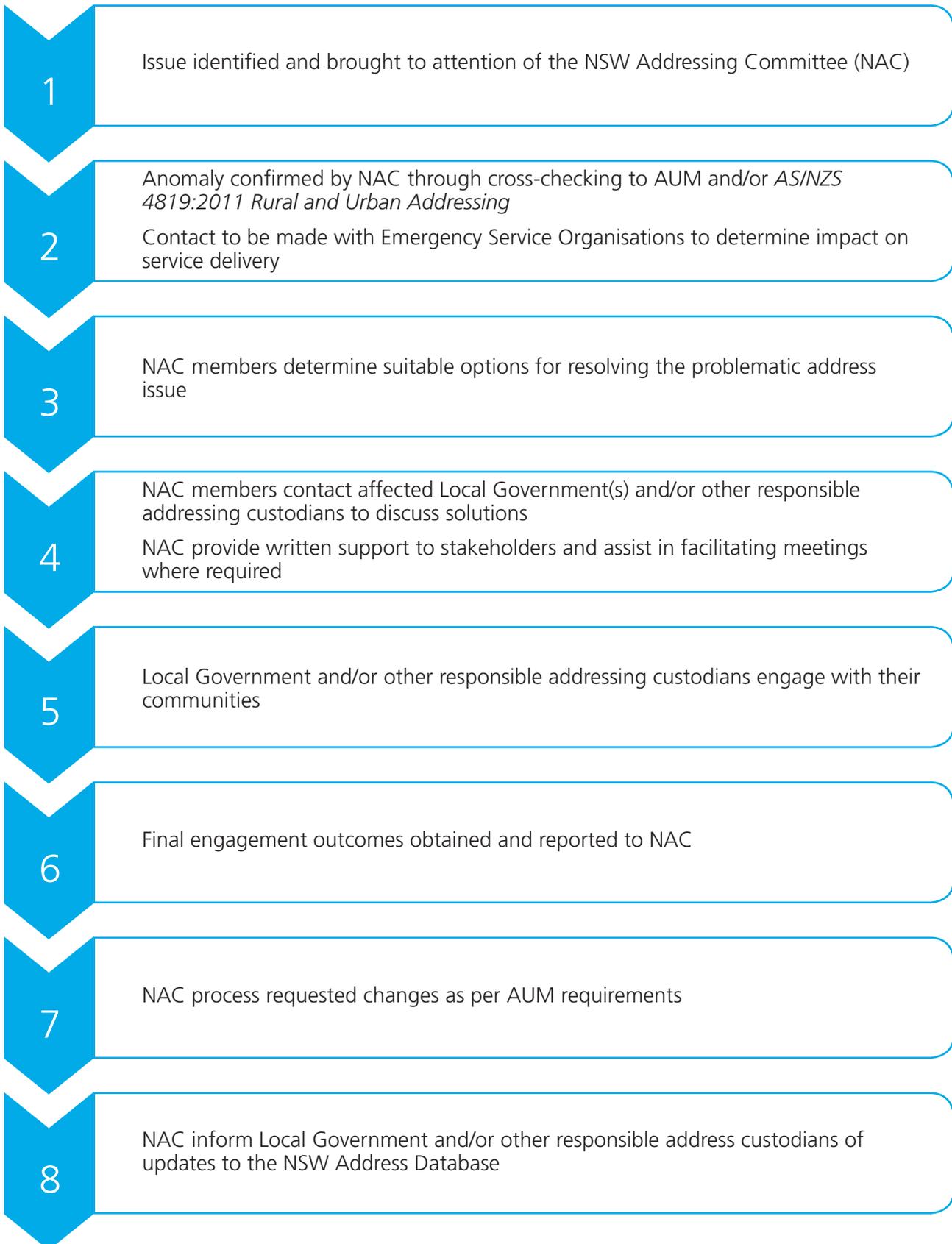| Non- Local Government road names	There are a considerable amount of roads which are not managed or maintained by Local Government. These include those owned or maintained by State agencies including Crown Lands, Land and Housing Corporation and Roads and Maritime Services. Historically it has been difficult for LPI to obtain information regarding these names and the addresses applied to them. Under the AUM there is a requirement for these organisations to cooperate with Local Government to determine appropriate road names and have these proposed to the GNB for endorsement.	All roads containing addressable sites shall be named and have addresses applied, regardless of tenure or ownership.
Non-matching road names	Often there are cases where the names recorded in LPI and Local Government datasets do not match (either minor spelling differences or completely different names). There can also be a difference between what is recorded in the databases and what appears on road signs at the location. This causes problems for identification and should be resolved.	Where discrepancies exist between the records of a road name, the spelling which was first gazetted (with reference to any relevant erratum) shall be applied. Where this is unable to be determined the name which is in most use by the residents and businesses on the road shall be used (provided it is conformant to the AUM, particularly with regard to spelling of commemorative names).

2.3   Locality Issues

Problem	Description	Policy
Duplicated localities	There are multiple instances of duplicated locality names across NSW. These cause confusion and in some cases also result in duplicated addresses occurring in NSW. A list of duplicated localities has been provided in the AUM and there is a requirement that any future road naming in these areas be checked for duplication in all the localities with a similar name.	Duplicated locality names shall be reduced wherever possible. Consideration to be given to renaming the locality which has the least address sites or least historical connections for a community. Consideration should also be given to absorbing the areas into adjoining localities.
Non-LGA Areas	There are areas of NSW which do not fall under Local Government jurisdiction - either for assignment of a locality name or definition of the road names and address numbers. Examples include areas north of Broken Hill, Lord Howe Island and islands in Sydney Harbour.	All sites requiring addresses shall have them applied by Local Government and/or a relevant authority endorsed by the GNB following the processes outlined in the AUM.
Boundary creep	Often in cases of urban greenfield growth, or where the name of a neighbouring locality is perceived as 'more prestigious' it will be used by residents or businesses to identify the location of their address. This is often also employed by real estate agents when marketing a property. This causes problems for official recognition of the authoritative address.	It is recognised that with changing demographics in various areas there will be ongoing need to redefine locality boundaries to suit popular usage. Where regular, consistent and non-conflicting use of a locality name is identified beyond the original boundaries assigned, consideration should be given by the Local Government and GNB to changing the boundaries for the locality.

2.4   Address Issues

Problem	Description	Policy
Opal fields	There is a need to apply addresses in a non-typical way for areas in the opal fields of NSW	It is recognised that sites in remote areas, such as opal fields, might not be catered for by traditional address systems. LPI welcomes advice and suggestions from stakeholders who have potential solutions in this domain.
Non-property based	Occasionally there are leasehold properties with sites on them which require addresses- a situation currently not catered for by LPI systems. Examples of this include National Parks, ski fields and Snowy River Scheme towns.	It is recognised that non-property based sites, including complexes, some islands and leaseholds, might not be catered for by Local Government address systems. In these instances the NSW Address Database should endeavour to capture, maintain and publish this data for users.
Sites with limited or no-access	There exist sites where road access is not readily available and addresses might be required for identification, service delivery or management purposes. These sites are typically located in rural areas and may be private property or Crown lands and access is sometimes granted by a right-of-way or easement.	Where a site is not accessible by road access, an address shall be defined based on the most immediate point of access from the nearest roadway. Where appropriate, creation of a legal access road should be considered.
Duplicate addresses	There is always the likelihood of road names being similar in localities with duplicated names. This leads to the potential for duplicated addresses to exist in NSW - with only the postcode (not an official or reliable address component) to distinguish them.	Duplicated addresses across NSW are to be resolved - either through renaming of roads or localities. In these instances the preference is to rename the locality before considering renaming the road.
Unnamed roads	Problems can arise where a road has been constructed but never named. Many examples of this exist in both rural and urban environments. In rural areas these roads are generally recognised as access roads to properties or visitor sites. In urban areas these roads might be alleyways at the back of properties.	As per the requirements of the AUM all roads shall be named, and the name gazetted, where sites are required to be addressed.

3 High-level process steps for resolving a retrospective address issue

1	Issue identified and brought to attention of the NSW Addressing Committee (NAC)
2	Anomaly confirmed by NAC through cross-checking to AUM and/or *AS/NZS 4819:2011 Rural and Urban Addressing* Contact to be made with Emergency Service Organisations to determine impact on service delivery
3	NAC members determine suitable options for resolving the problematic address issue
4	NAC members contact affected Local Government(s) and/or other responsible addressing custodians to discuss solutions NAC provide written support to stakeholders and assist in facilitating meetings where required
5	Local Government and/or other responsible addressing custodians engage with their communities
6	Final engagement outcomes obtained and reported to NAC
7	NAC process requested changes as per AUM requirements
8	NAC inform Local Government and/or other responsible address custodians of updates to the NSW Address Database

4   Document Control

Approval

Name and Position	Signature	Date
Des Mooney, Chair of the GNB, General Manager LPI	*DMooney*	March 2015

Version

Version	Status	Date	Prepared by	Comments
1	Final	March 2015	CPAS	First release

Review

This document is to be reviewed annually or as required. Where minor changes are required the NSW Addressing Committee must ensure the version number is updated. However, where changes in legislation or operating environment result in substantive rewriting of the document, the sponsor must create a new document and ensure it is entered into TRIM. This will ensure the integrity of the original document.