

## GENERAL

### Who can lodge a road name proposal?

Only Road Naming Authorities can propose a road name. For more information, refer to [Section 2.4.2](#) of the NSW Address Policy and User Manual (NSW AUM).

### How do I create a place name proposal?

- For members of the public, review the [Place Naming Factsheet](#) and use the 'Propose a Place Name' button on the [GNB Place Naming webpage](#).
- For authenticated users (Local Council's and State Government Authorities), please refer to the instructions on page 18 of the [Place Name User manual](#).

### How do I create an account?

Refer to page 9 of the [Place Name User manual](#), or watch the videos [here](#).

### How do I change my password?

Refer to page 10 of the [Road Naming User Manual](#)

### How do I provide feedback on the new system?

Please post your feedback on the Local Government Authority Working Group (LGAWG) Forum in Microsoft Teams. Alternatively, feedback can be emailed to [ss-gnb@customerservice.nsw.gov.au](mailto:ss-gnb@customerservice.nsw.gov.au) with Proposal System Feedback as the subject line of the email.

### Who can help if I have a problem with my address?

- For address number related issues please contact the addressing team [ss-addressing@customerservice.nsw.gov.au](mailto:ss-addressing@customerservice.nsw.gov.au)
- For issues relating to suburb/locality name or boundary contact [ss-gnb@customerservice.nsw.gov.au](mailto:ss-gnb@customerservice.nsw.gov.au)
- For issues relating to road naming:
  - Members of the public should contact their [local council](#).
  - Council can contact [ss-gnb@customerservice.nsw.gov.au](mailto:ss-gnb@customerservice.nsw.gov.au).

## PLACE NAME PROPOSALS

### Where can I find information on Place Naming?

On the [GNB Place Naming webpage](#)

### Who can propose to name a place? How do I do this?

Anyone can propose to name a place in NSW. To do this, please refer to the [place naming guidelines](#).

### How do I comment on a place naming proposal?

Via the [Current Proposals](#) button on the [GNB website](#)

## How do I create a proposal for a new suburb/locality that also amends existing suburb locality boundaries?

- Log in to the [NSW Place and Road Naming Proposal System](#)
- Select create place name proposal
- Under type of proposal click the radial button for New/Amended Address Locality Name

### Create Place Name Proposal

**\*Your Reference**

Enter your reference...

**\*Type of Proposal**

Place Name Proposal  New/Amended Address Locality Name  Address Locality Boundary Amendment

- In the textbox for *Any other relevant information regarding this reasoning?* explain that you wish to create the new locality and amend existing locality boundaries. Then enter the details of the affected boundaries and any supporting documentation.

## ROAD NAME PROPOSALS

### Who can lodge a road name proposal?

- Only NSW Road Naming Authorities can propose a road name. For more information, refer to [Section 2.4.2](#) of the NSW AUM.
- Members of the public that would like to propose a road name should contact their [local council](#).

### How do I view the gazettal date for road names?

You can view the expected gazette date for a road using the below steps

- Log in to the proposal system
- Select manage proposals
- Click view proposal on the desired proposal
- All roads for the selected proposal will be displayed and any road(s) with pending gazette or gazetted will have the date shown within the status bubble as shown in the image below

Proposal status

**Pending Gazette**  
30/01/2020

Proposal status

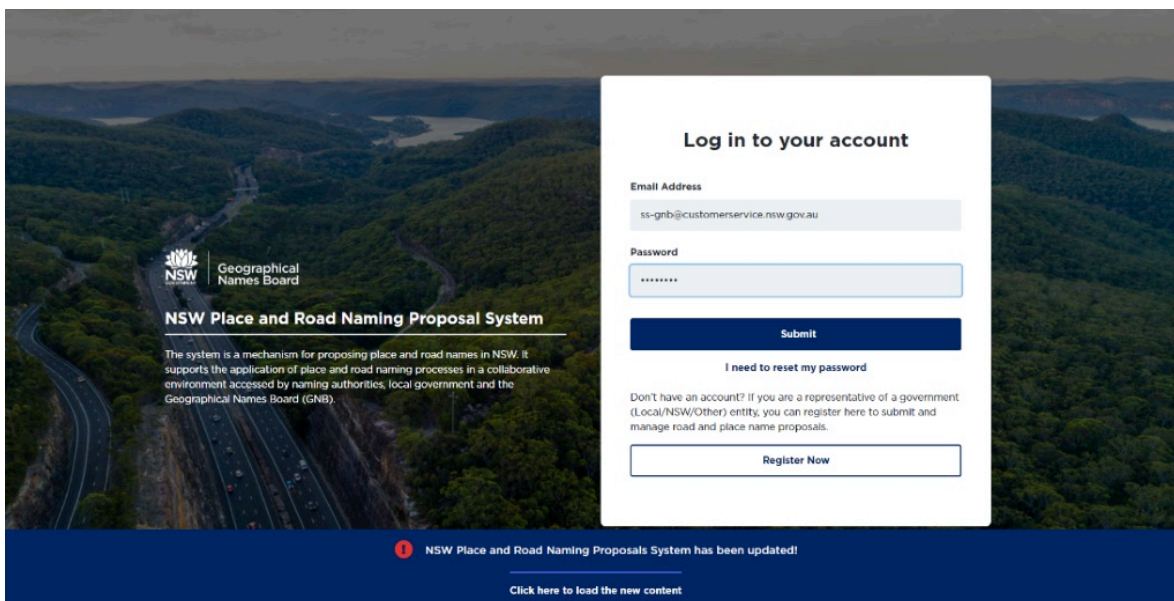
**Gazetted**  
21/01/2020

### How do I search for existing roads in the new system?

Users can now perform a key word search for a road name in either:

- **Road Name Proposal Summary** - lists names that have been proposed either through the old NORNS or the current system.
- **Road Name Search Report** - lists all the names on the ground as shown in SIX Maps (inclusive of the roads in Road Name Proposal Summary). Please note that a body of work is currently being undertaken to update the status of these records.

## What is this banner at the bottom of the screen for?



- Occasionally the Spatial Services IT Department will need to perform software updates to the proposal system. When these updates occur you may see the above banner.
- When you do, you will need to click here to update the browser configuration for the system. The system may not work until you do so. You will also need to log out and log back in when you see this screen.

### How do I process multiple road names in the same gazette notice?

The system is designed to create a single gazette notice per road name. Gazette notices are forwarded by email to the Parliamentary Counsel's Office (PCO) from the GNB Secretariat upon approval. We are currently investigating adding a function to process multiple road names in the same gazette notice and will provide updates about this enhancement on our website.

### How do I create a proposal for more than one road name?

Currently, you will need to enter multiple road names one by one within the same proposal. If there are many road names the road naming authority can save the proposal as a draft and enter additional road names at a later time before submitting the proposal. Please note - the applicant will be required to upload a map to each road name individually. We are working towards improving this functionality and appreciate your patience on the matter.

### What happens to my old road name proposals from NORNS?

Road names that have been proposed in NORNS and are awaiting final gazettal or appeal are being transitioned to the new proposal system as a priority. For assistance with a specific proposal, please contact the GNB Secretariat at [ss-gnb@customerservice.nsw.gov.au](mailto:ss-gnb@customerservice.nsw.gov.au) or call 1800 025 700.

### Can I apply for road name pre-approval using the proposal system?

Yes, road naming authorities will now be able to submit pre-approved road names using the new system. For instructions on how to submit road names for pre-approval, refer to page 12 of the [Road Naming User Manual](#). For more information on pre-approved road names, please refer to [section 7.3.2](#) of the NSW AUM.

Users can no longer appeal pre-approved road names that have been rejected. Users are able to formally submit a rejected pre-approved road name proposal where an appeal process is available.

## What is a private or non-dedicated road?

A private road is also known as a non-dedicated road. These roads are not maintained by council, do not have to be gazetted, but may be named for addressing purposes and sign posted. Refer to section 6.7.3 of the NSW AUM for further information.

## How do I check for an existing road name or if a road name is suitable for use?

To do this, please use the [road name eligibility checker](#) which can be found on the [GNB Road Naming webpage](#).

## How do I know if my road name has been evaluated?

- When a road name proposal has been submitted, it will change to a status of proposed and appear on the manage proposals dashboard.
- After the GNB have reviewed a proposal, the status will be updated, and an email will be sent to the road naming applicant as part of the weekly digest.
  - The road naming authority is able to log into the system at anytime to check on the status of a proposal.
- What happens after my road name has been evaluated?
  - After the GNB have reviewed a proposal, the status will be updated, and an email will be sent to the road naming applicant as part of the weekly digest.
  - To view the process of an approved road name please refer to page 6 of the [Road Naming User Manual](#)
  - To view the process of a rejected road name please refer to page 7 of the [Road Naming User Manual](#)
- How do I get notified of my organisation's proposals?
  - Road naming authorities will receive a weekly digest of road name proposals from their LGA, detailing the current status of each in-progress proposal.
- How can I gazette existing road names?
  - In NSW there are thousands of road names that have been in use for a long time, and are not gazetted. If council wish to formalise the name via gazettal this should be done outside of the proposal system.
  - The system is a proposal portal for new road names. If any existing road names need to be changed or amended, these should be treated as new road names and proposed through the system. This includes extensions of existing roads.

## What Internet Browsers are supported?

The supported browsers are Google Chrome, Mozilla Firefox, Microsoft Edge and Apple Safari.

**Please note** that Internet Explorer is not supported.