

1 Purpose

The purpose of this policy is to provide a consistent framework for rural and urban addressing for properties within the jurisdiction of Toowoomba Regional Council to ensure all properties are readily locatable and unambiguously identifiable to eliminate inconsistencies in future street number allocations.

2 Scope and applications

This policy applies to the allocation and display of property addressing for rural and urban properties within the jurisdiction of Toowoomba Regional Council. It provides guideline consistent with the Australian Standard AS/NZS 4819:2011 – Rural and Urban Addressing, while recognising the need to minimise disruption to existing residents and property owners by accommodating existing addressing arrangements where they reasonably meet the overall objectives of this policy.

3 Principles

This policy aligns with Council's 2024 - 2029 Corporate Plan focus area/s of people/place/prosperity/performance and is guided by the key priorities defined within the Toowoomba Regional Council's Corporate Plan (2024 - 2029):

- 1.4 Improve community safety through effective design, information and programs

In addition to upholding the Corporate Plan principles outlined above, Council is committed to upholding the obligations within the *Human Rights Act 2019* by giving proper consideration to the provisions of the Act when making decisions relevant to this policy.

4 Content

4.1 General

1. Council will maintain a system of rural and urban addressing which will allocate a unique address to each property within the region to assist in the identification of that place for road users, service delivery and attendance by emergency services.
2. Council maintained road access should be available to the property before a rural address number can be allocated. Council may be prepared to allocate rural address numbers on other roads but this does not mean that Council will maintain these roads.
3. Primary address sites on the left side of the road shall be numbered from '1' at the datum point and increase sequentially using odd numbers. Primary address sites on the right side of the road shall be numbered from '2' at the datum point and increase sequentially using even numbers. This also applies to a cul-de-sac.

Where the opposite convention has been used throughout a defined area, it may continue to be used, provided it does not extend beyond that area – refer to clause 4.4.5 detailing the numbering system in use in Toowoomba City.

4. Council will determine the appropriate application of either urban or rural numbering for each address site –
 - a. when new allotments are created;
 - b. when there are physical changes to existing allotments (e.g. subdivision);
 - c. with the construction of a dwelling or structure on a rural property;
 - d. if street numbers for existing properties are reviewed.
5. Address numbers will be assigned to a property prior to occupation or as early as practicable in the development process.

6. An owner of a property must not adopt or continue to use a number that is inconsistent with a numbering system adopted by Council. The unique address provided ensures that the property is readily locatable by emergency service responders, service delivery providers, and any person trying to locate the property. A property owner must adopt and display the allocated property number.
7. Where a property may have alternative addresses (e.g. a corner site that has an access point from two roads) numbers will be allocated to both frontages. To avoid confusion, owners or Council officers may choose the main property access as the primary address to be used. The alternative address will be kept in reserve for future possible use.
8. Locality names used in addresses must be the official gazetted name for that area (e.g. Rangeville, Darling Heights).
9. A road must be named before a property can be allocated a rural or urban address. Road name signs should include, wherever practicable, the applicable address number range for properties within that section of the road network.
10. Where a road has been renamed as a result of redesign or development, all properties will be renumbered in accordance with this policy and AS/NZS4819:2011, or at the discretion of Council.
11. Property owners will be responsible for keeping vegetation from surrounding or obscuring urban property numbers and rural addressing posts.
12. Where existing address numbering does not conform to the outline of this policy it will continue at the discretion of Council.
13. Where a circumstance arises that is not covered by this policy, the requirements of AS/NZS4819:2011, or other action as determined by Council as appropriate, will apply.

4.2 Applying for a rural or urban address number

1. If a property has not been assigned either a rural or urban number, a request must be made by using the Application for Rural or Urban Address form on Council's website, clearly showing the point of access to the property.
2. There is no fee for an application for a rural or urban address.

4.3 Rural addressing

1. Rural addressing applies to the numbering of all occupied properties and sites that may require attendance by emergency services (e.g. cattle yards) within the limits of rural areas as determined appropriate by Council's Financial Services Branch.
2. Lot numbers, roadside mailbox numbers (RMB's), mail service numbers (M/S) and other numbering systems are no longer acceptable as property identifiers.
3. All property addresses within rural areas must reflect the allocated rural address number. Property owners are required to use the allocated rural address number in order to avoid causing disadvantage to themselves and confusion to emergency service responders and service delivery providers.
4. Every address number within a rural address area will be assigned based on the distance from the datum point of a road to the address site. The datum point for a named road may run through more than one locality or local government area (e.g. New England Highway). In these circumstances the datum point to be used will be that as used by the Department of Transport and Main Roads, or by agreement with neighbouring Local Government Authorities for local roads.
5. Address numbers will be assigned by dividing by 10 the distance (in metres) from the datum point to the access point of a property, then rounding up or down to the nearest odd or even number.
6. Address sites on the left side of the road will be rounded off to the nearest odd number. Address sites on the right side of the road will be rounded off to the nearest even number.
7. Where there are multiple access points along a road for address sites within a small defined area and unique numbers are unable to be assigned, alphabetical suffixes will be permissible starting from 'A' and assigned sequentially (e.g. 2745, 2745A, 2745B).

8. In the case of easements, rights of way, crown roads or private vehicle access points, rural addressing numbers will be located at the junction of a public road so as to be visible to all road users.
9. Where a rural address area is affected by urban development or adjoins an urban address area –
10. if the road name is the same - previously assigned rural numbers may be retained;
11. where the road name is changed - urban numbering should be applied for the extent of the differing road name. The extent of the differing road name must be clearly defined by road signage to avoid any confusion.
12. To ensure uniformity throughout the region, Council will provide and install a standard number post with the reflective rural address number adhered to both sides of the post. For specifications relating to size, material and location refer to Council's Rural Address Post Installation and Post Specifications.
13. Once the rural addressing post has been installed by Council at the point from where the site would normally be accessed its location is not to be altered. Any change to the location of the rural addressing post may alter the number assigned and must be referred to Council.
14. All occupied domestic, commercial and industrial properties supplied with a rural addressing number must continue to clearly display the assigned address number at its allocated location.
15. Where a replacement post is required as a result of vandalism, theft, damage or otherwise, the property owner must apply either in writing or through a Customer Service Office and may be charged for costs involved.
16. Where replacement numbers are required as a result of fading, vandalism, theft, damage or otherwise, the property owner must apply either in writing or through a Customer Service Office. Council will supply rural addressing numbers at no charge.
17. Changes to rural addresses as a result of realignments of roads or otherwise, will be included in the cost of the project for the road alignment or otherwise. In this instance Council will recalculate the new rural address number and supply and install the new addressing components at no charge to the property owner.

4.4 Urban Addressing

1. Urban addressing applies to the numbering of all properties within the limits of urban areas as determined appropriate by Council's Financial Services Branch.
2. From the date of approval of this policy, every address within new urban subdivisional developments must be given a number or number range, assigned according to the datum point of an address site and ranging from lowest to highest.
3. Address sites on the left side of the road will be numbered from '1' at the datum point and increase sequentially using odd numbers. Address sites on the right side of the road will be numbered from '2' at the datum point and increase sequentially using even numbers. Cul-de-sac numbering should meet at the top of the court head and odd numbers should not continue onto the right side and vice versa.
4. Both developed and undeveloped properties will be assigned a sequential number or a number range according to existing and planned address sites, including public reserves, schools, public buildings and any other fixtures. Additional numbers should be reserved for properties with an abnormally wide frontage or where there is the potential for future development, based on a minimum 20m frontage.
5. In locations where a deviation from the existing system of urban numbering will cause confusion to emergency service responders and service delivery providers, the existing numbering system may continue (e.g. Toowoomba has historically been numbered –
 - a. North side of street – odd;
 - b. South side of street – even;
 - c. East side of street – even;
 - d. West side of street – odd;

- e. North to south – lowest to highest;
 - f. East to west – lowest to highest).
6. Where there are no address numbers available due to the subdivision of a property occurring after the original street numbering, alphabetical suffixes will be permissible starting from 'A' and assigned sequentially (e.g. 27, 27A, 27B, 27C, 29, 31).
 7. Sub-address numbering will be used for address sites that contain apartment buildings, units, multiple commercial sites (e.g. 1/43 Smith Street, 2/43 Smith Street) in accordance with AS/NZS 4819:2011. Unit numbering within Council's land information system is based on lot numbers (e.g. Lot 1 is Unit 1, Lot 60 is Unit 60) and may not correspond to the actual numbering of units on site.
 8. All domestic, commercial and industrial property owners will be responsible for displaying their allocated urban address number in a position that is clearly visible from the adjoining road, at their own expense.
 9. Property owners will be responsible for the replacement of fading, missing, stolen, vandalised or damaged urban property numbers.
 10. Council accepts no liability or responsibility for the maintenance, loss or damage of urban numbering.

4.5 House numbers on kerbing

1. Urban property owners are encouraged to install reflective house numbers on the kerbing adjacent to their property to aid property identification at night, in addition to standard numbers as per Section 4.4.
2. Council permission is not required to install an urban kerbside number. However if the number is considered to interfere with the safety and serviceability of the kerbing and channelling or road then Council will organise for its removal.
3. The numbers should be in accordance with the specifications of Section 3 Part 5 Manual of Uniform Traffic Control Devices (MUTCD) -
 - a. preferably black, or one of the specified colours (i.e. Rich Blue-B11, Holly Green-G12 or Brown-X54);
 - b. white retroreflective background extending at least 10mm beyond the limit of the number both vertically and horizontally;
 - c. minimum 75mm Series D or similar sans serif number style;
 - d. minimum 75mm number width;
 - e. placed in a location to avoid being obscured by parked vehicles.
4. The numbers should be located either as high as practicable to the top of the kerbing, or on the driveway close to the kerbing but clear of the wheel tracks.
5. Council is not liable for any costs associated with house numbers on kerbing, and accepts no liability or responsibility for the maintenance, loss or damage of urban kerbside numbering.

5 Responsibilities/accountabilities

It is the responsibility of the Principal Rates and Revenue to review this policy in conjunction with the Principal Business Support ISG.

6 Relevant laws

Local Government Act 2009

Local Government Regulation 2012

Local Law No. 1 (Administration) 2020

Subordinate Local Law No. 1.1 (Alteration or Improvement to Local Government Controlled Areas and Roads) 2020

Subordinate Local Law No. 1.15 (Carrying out Works on a Road or Interfering with a Road or its Operation) 2025

Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2018

Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2018

7 Related policies/documents

Members of the public can access Council policies on Council's website. If a policy listed below does not appear on the website please contact 131 872 or email info@tr.qld.gov.au to request a copy. Staff may access policies via the [Policy Register and Review Schedule](#).

Council policies

2.06 Naming/Renaming of Council Assets Policy

6.09 Rural and Urban Addressing Procedure

Other documents

Australian/New Zealand Standard AS/NZS 4819:2011 Rural and Urban Addressing

Department of Transport and Main Roads Manual of Uniform Traffic Control Devices (MUTCD)

[Corporate Plan 2024 - 2029](#)

8 Related forms

Toowoomba Regional Council Rural Addressing Post Installation and Specifications Sheet [DM#5566067](#)

Rural Addressing Information Sheet [DM#3984996](#)

Application for Rural or Urban Address [DM#3698749](#)

9 Definitions

Term	Definition
Datum point	commencement point of a road from where access is most common, or planned to occur
Access point	position along a road where a property owner would normally gain access to the property
Address site	site for which an address is being assigned
AS/NZS 4819:2011	Australian/New Zealand AS/NZS 4819:2011 Rural and Urban Addressing

10 Policy details

Policy category:	Council Policy	Policy version number¹:	4.00
Date adopted/approved:	8 October 2025	Effective date:	8 October 2025
Approval authority:	Council		
Policy Owner:	Infrastructure Services Group and Corporate Services Group		
Contact officer:	Rural: Executive Manager, Construction and Maintenance Urban: Manager, Financial Services		
Review date:	October 2028		

11 Revision history

Policy version	Approval date	DM Reference
1.00	16 December 2014	6395035v1
2.00	25 August 2016	6900076v2
3.00	21 January 2020	7435106v2
4.00	8 October 2025	10713700v2

¹ Printed copies are uncontrolled. It is the user's responsibility to ensure that any copies of policy documents are the current issue. Any delegations should be verified via the relevant Delegation Register as it takes precedence if there is a conflict. The Chief Executive Officer will, if necessary, be the sole arbiter in resolving any issues of conflict