

City of
STONNINGTON

Road Management Plan 2026

Governance

Responsible Service / Department:	Environment & Infrastructure - Asset Management
Adoption authorised:	Council
Proposed date of adoption:	27/04/2026
Date of effective from:	01/7/2026
Enterprise Content Manager Ref:	
Endorsed CEO or ELT member or department manager to make and approve document editorial amendments:	Manager Asset Management
Stakeholder review and engagement:	City Operations Corporate Strategy, Performance and Risk Transport and Parking
Relevant Legislation:	Road Management Act 2004 Road Management (General) Regulations 2016 Local Government Act 2020
Associated Strategic Direction #:	Direction 1 - Liveable City Direction 4 - Sustainable Environment
Supersedes:	Road Management Plan 2021

CONTENTS

Definitions 5

1. Introduction 7

1.1. What is the Purpose of this Plan 7
1.2. Legislation Guiding this Plan 7
1.3. What is Covered in this Plan 7
1.4. Updating the Plan 8
1.5. Exceptional Circumstances 8
1.6. Responsibility for the Plan 9
1.7. Direction on the Alignment with Council Policies and Procedures 9
1.8. Availability of RMP and Associated Documents 9

2. Rights and Responsibilities 10

2.1. Public Roads 10
2.2. Key Stakeholders 10
2.3. Coordinating and Responsible Road Authority 10
2.4. General Functions of a Road Authority 11
2.5. Rights of a Road User 11
2.6. Obligations of Road Users 11

3. Road Management Systems 16

3.1. Background and Process 16
3.2. Asset Hierarchies 16
3.3. Supplementary Notes 18
3.4. Maintenance Management System 18
3.5. Asset Levels of Service 21

4. Register of Public Roads 22

4.1. Maintenance Demarcation (Boundary) Agreements 22
4.2. Roads not Listed on the Public Register 22

Technical References 23

Appendices

Appendix A – RMP Inspection Requirements

Appendix B – Proactive Defect Inspection Frequency

Appendix C – Asset Defect Intervention Levels, Response and Repair Times

Appendix D – RMP Review and Amendments

Appendix E – Map of Maintenance and Activity Areas

Tables and Figures

Table 1 – Road Hierarchy 16

Table 2 – Footpath Hierarchy 17

Figure 1 – *Vehicle Cross-over Responsibilities 13*

Figure 2 – *Vehicle Crossover Responsibilities - No planted Nature strip Local Road 14*

Figure 3 – *Vehicle Crossover Responsibilities - Arterial Road and delineated 15*

Figure 4 – *Reactive Inspection Methodology 19*

Figure 5 – *Reactive Inspection Methodology 20*

Definitions

Arterial Road: Refers to freeways, highways and declared main roads, which are managed by the Victorian Government, through Head Transport for Victoria (as the co-ordinating road authority).

Co-ordinating road authority: The organisation which has the responsibility to co-ordinate works. Generally, if the road is a freeway or arterial road, this will be Head Transport for Victoria. Generally, if the road is a municipal road, this will be Council.
Council- Refers to the City of Stonnington

Demarcation agreement: A formal agreement between Council and another organisation that defines areas of responsibility.

Motor vehicle: Refers to a vehicle that is propelled by an in-built motor and is intended to be used on a roadway. This does not include a motorised wheelchair or mobility scooter which is incapable of travelling at a speed greater than 10 km/h and is solely used for the conveyance of an injured or disabled person.

Municipal road(s): Road for which the municipal council is the co-ordinating road authority. The Road Management Act 2004 imposes specific duties on the municipal council with respect to the inspection, repair and maintenance of these roads and associated road-related infrastructure.

Non-road infrastructure: Refers to infrastructure in, on, under or over a road, which is not road infrastructure. This includes (but is not limited to) such items as gas pipes, water and sewerage pipes, cables, electricity poles and cables, tram wires, rail infrastructure, bus shelters, public telephones, mailboxes, roadside furniture and fences erected by utilities, or providers of public transport.

Other roads: Include roads in state forests and reserves, and roads on private property. Municipal councils are not responsible for the inspection, repair or maintenance of these roads.

Pathway: Refers to a footpath, bicycle path, shared path or other area that is constructed or developed by Council for members of the public (not motor vehicles) to use.

Plan: Refers to this Road Management Plan.

Public Road: As defined by the Road Management Act 2004 and includes a freeway, an arterial road, a municipal road declared under section 14(1) of the Act and a road in respect of which Council has decided that it is reasonably required for general public use and is included on the Register of Public Roads.

Road: Has the same meaning as in the Road Management Act 2004, being inclusive of any public highway, any ancillary area and any land declared to be a road under section 11 of that Act or forming part of a public highway or ancillary area.

Road infrastructure: Refers to infrastructure which forms part of a roadway, pathway or shoulder, which includes structures and materials.

Road-related infrastructure: Refers to infrastructure installed or constructed by the relevant road authority to either facilitate the operation or use of the roadway or pathway, or support or protect the roadway or pathway.

Road Reserve: Refers to the area of land that is within the boundaries of a road.

Roadside: Refers to any land that is within the boundaries of the road (other than shoulders) which is not a roadway or pathway. This includes land on which any vehicle crossing or pathway, which connects from a roadway or pathway on a road to other land, has been constructed
Example: any nature strip, forest, bushland, grassland or landscaped area within the road reserve would be roadside

Roadway: Refers to the area of a public road that is open to, or used by, the public, and has been developed by a road authority for the driving or riding of motor vehicles. This does not include a driveway providing access to a public road, or other road, from adjoining land.

Shoulder: Refers to the cleared area, whether constructed or not, that adjoins a roadway to provide clearance between the roadway and roadside. This does not refer to any area that is not in the road reserve.

1.0 Introduction

1.1 What is the Purpose of this Plan

In accordance with the Road Management Act 2004 (Section 50) this municipal RMP has the following objectives:
1) To establish a system for our road management functions, which is based on policy, operational objectives and available resources.
2) To set a performance standard for our road management functions.
Although it is termed a 'plan' in the legislation, it is functionally an operational protocol document, describing the systems and rules Council use to make decisions and meet obligations within our available resources. The plan forms part of a larger Asset Management Framework related to maintenance and operations.
For the avoidance of doubt, this Plan is a road management plan for the purposes of s.39 of the Road Management Act 2004.

1.2 Legislation Guiding this Plan

In addition to the Road Management Act 2004, (Version No. 059, incorporating amendments as of 6 April 2024), the plan also considers the following Acts, regulations and codes of practice:

- Local Government Act 2020
- Ministerial Codes of Practice
- Road Management (General) Regulations 2016, as amended in 2024.
- Road Management (Works and Infrastructure) Regulations 2015, as amended in 2024.
- Road Safety Act 1986
- Wrongs Act 1958.
- Code of Practice: Operational Responsibility for Public Roads (2017).
- Road Safety Road Rules 2017.
- Road Safety (General) Regulations 2019.
- Road Safety (Drivers) Regulations 2019.
- Transport (Compliance and Miscellaneous) Act 1983.
- Local Laws - General Local Law 2018 (No. 1)

1.3 What is Covered in this Plan

The Plan is divided into six sections:

1. Introduction
2. Rights and Responsibilities – covers legislation and local laws relevant to road management.
3. Road Management Systems - how Council classifies roads, streets and footpaths – known as our asset hierarchy – and the plans and processes Council use to maintain roads and road-related infrastructure.
4. Register of Public Roads – what is in it, how to access it and the process for making changes.
5. Technical References.
6. Attachments:
    - RMP Inspection Requirements

- Proactive Defect Inspection Frequencies
- Asset Defect Intervention Levels, Response and Repair Timeframes
- Previous RMP Amendments
- Map of Maintenance and Activity Areas

1.4 Updating the Plan

Pursuant to section 54(5) of the RMA and Regulation 8 of the Road Management (General) Regulations 2016, the Council is required to review its RMP concurrently with the development or review of its Council Plan, as mandated under the Local Government Act 2020 (LGA 2020). Regulation 8 expressly provides:

'Each incoming municipal council must review its road management plan during the same period as it is developing or reviewing its Council Plan under the Local Government Act 2020.'

Outside of this cycle, changes may be required from time to time.

The following process will be used to manage these changes:

- If material changes are made to standards and specifications, a report will be presented to Council, along with a brief explanation as to why such changes are necessary. The review process must follow the steps as set out in the Road Management (General) Regulations 2016 Part 3 – Road Management Plans.
- When changes do not alter these technical aspects of road management, changes will be approved by the Director - Environment and Infrastructure.

These changes will be made in accordance with the processes prescribed by the Road Management Act 2004.

1.5 Exceptional Circumstances

Council will make every effort to meet its commitments under this Plan.

However, there may be situations or circumstances that affect Council's business activities to the extent that it cannot deliver on the service levels of the RMP. These include but are not limited to natural disasters, such as fires, floods, or storms, or a prolonged labour or resource shortage, due to a need to commit or redeploy Council staff and/or equipment elsewhere or due to the effects of pandemic and or government intervention.

1.5.1 Suspension of the Plan

In the event the City of Stonnington Chief Executive Officer (CEO) has considered the impact of such an event on the limited financial resources of Council, and its other conflicting priorities, and determines the RMP cannot be met, then pursuant to Section 83 of the Wrongs Act, the CEO will write to the officer in charge of the RMP and inform them that some, or all, of the timeframes and responses in the RMP are to be suspended.

1.5.2 Communication and documentation around Plan suspension

City of Stonnington statements to residents about the suspension or reduction of the services under the RMP will include reference to how the work that will be done has been prioritised, and the period for which it is likely to be affected.

This information will be provided by the Council on its website and other channels as appropriate such as social media.

Where Council has suspended, in part or whole, it's Plan, associated documents (e.g.

communications, meeting minutes, schedules, etc.) will be recorded and stored.

1.5.3. Inspections and repairs during Suspension of Plan

The suspension of the Plan will not necessarily mean that all inspections and repairs halt. However, it may mean that only certain categories of inspections and repairs are undertaken. These will be based on a risk assessment and resources available to the Council, considering the resources needed to address the impact of the trigger event. For example, some reactive inspections may take place and repair (temporary or permanent) of roads/footpaths which pose a high risk may be undertaken, depending on the resources available to the council and the accessibility of each asset.

1.5.4 Reinstatement of the Plan

Once the scope of the event/s has been determined, and the resources committed to the event response identified, there will be an ongoing consultation between the CEO and officer responsible for the RMP, to determine which parts of the RMP are to be reactivated, and when.

1.6 Responsibility for the Plan

Overall responsibility for administering and implementing the Plan rests with the Director Environment & Infrastructure.

The Chief Executive Officer (CEO) of the City of Stonnington is accountable to Council for ensuring that appropriate governance and organisational arrangements are in place to implement and maintain this Road Management Plan in accordance with the Road Management Act 2004.

This includes the assignment of roles, responsibilities, and delegated authority to relevant Council officers to ensure that the functions, duties, and performance standards outlined in this RMP are delivered effectively and remain compliant with the requirements of the Act.

The CEO is also responsible for ensuring that adequate resources, systems, and review mechanisms are established to support ongoing implementation, monitoring, and continuous improvement of this RMP.

1.7 Direction on Alignment with Councils Policies and Procedures

Where any other Council policy, procedure, or practice sets a standard for managing public roads, pathways, or road infrastructure that differs from the standards set out in this Road Management Plan, the standards in this Plan will apply. In such cases, the Road Management Plan takes precedence, and any conflicting standards in other documents will not be followed.

1.8 Availability of RMP and Associated Documents

This RMP can be viewed on: www.stonnington.vic.gov.au

Printed copies of the RMP can be viewed during business hours at:

» Stonnington Civic Centre, 311 Glenferrie Road, Malvern, Victoria

All enquiries can be addressed to:

Asset Management Unit
311 Glenferrie Road, Malvern, Victoria

2.0 Rights and Responsibilities

2.1 Public Roads

Public roads are defined in the Road Management Act 2004 as including:

- a freeway
- an arterial road
- a road declared under section 204(1) of the Local Government Act 1989
- a municipal road declared under section 14(1) of the Road Management Act 2004
- a road in respect of which Council has made a decision that it is reasonably required for general public use and is included on the Register of Public Roads

2.2 Key Stakeholders

The key stakeholders impacted by this Plan include but are not limited to the following:

- the general community (for recreation, sport, leisure and business)
- residents and businesses adjoining the road network
- property owners and business owners, managing agents, owner's corporations
- pedestrians
- vehicle users with motorised vehicles, such as trucks, buses, commercial vehicles, cars and motorcycles
- users of smaller, lightweight vehicles, such as pedal-powered bicycles, motorised buggies, wheelchairs, prams, motorised scooters and so on
- tourists and visitors to the area
- emergency agencies (Victoria Police, Country Fire Authority, Ambulance Victoria, State Emergency Services)
- the military (in times of conflict and emergency)
- traffic and transportation managers
- managers of the road network asset
- construction and maintenance personnel, who build and maintain asset components
- utility agencies using the road reserve for infrastructure (water, sewerage, gas, electricity, telecommunications)
- state and federal governments, who periodically provide funding for roads.

2.3 Coordinating and Responsible Road Authority

Section 35 of the Road Management Act 2004 provides that a road authority has power to do all things necessary or convenient to be done for or in connection with the performance of its functions under the Act.

Section 36 of the Road Management Act 2004 outlines which road authority is the coordinating road authority. According to subsection (c), the coordinating road authority is:

'If the road is a municipal road, the municipal council of the municipal district in which the road or part of the road is situated.'

However, there are instances where several authorities are responsible for components of the road within the road reserve. Section 37 of the Road Management Act 2004 identifies who is the responsible road authority in particular circumstances.

2.3 General Functions of a Road Authority

The general functions of a road authority are described within Section 34 of the Road Management Act 2004.

2.4 Rights of the Road User

The rights of public road users, which are legally enforceable, are set out in Sections 8 to 10 of the Road Management Act 2004.

2.5 Obligations of Road Users

2.6.1 General Usage

The common law requires that a road user must take reasonable care for their own safety *(see Ghantous v Hawkesbury City Council)*

The Road Safety Act 1986 sets out obligations on road users, including section 17A which requires that a person who drives a motor vehicle on, or uses, a highway must drive in a safe manner have regard for all relevant factors, including without limiting their generality, the following:

- physical characteristics of the road
- prevailing weather conditions
- level of visibility
- the condition of any vehicle the person is driving or riding on the highway
- prevailing traffic conditions
- the relevant road laws and advisory signs
- the physical and mental condition of the driver or road user.

Section 17A of the *Road Safety Act 1986* also requires that a road user must take reasonable care:

- to avoid any conduct that may endanger the safety or welfare of other road users.
- to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve.
- to avoid conduct that may harm the environment of the road reserve.

2.6.2 Incident Claims

If a person proposes to make a claim in relation to a public road or infrastructure for which Council is the responsible road authority, that person should contact Council and Council will initiative respective investigation and insurance reporting processes.

In accordance with Section 110 of the Road Management Act 2004, Council is not legally liable for property damages where the value of the damage is equal to or less than the threshold amount.

In cases where the claim relates to assets Council does not own or is not responsible for on the road reserve, the person who proposes to make a claim must refer the claim to the other authority or person responsible for those assets.

2.6.3 Permits for work within a road reserve

In cases where an individual or organisation proposes to carry out works within the road reserve that may impede public access, or interfere with road infrastructure, they must apply for a 'works within road reserve' permit. There are some exemptions, as noted in the Road Management (Works and Infrastructure) Regulations 2015.

Local laws also require property owners to apply for a vehicle crossing permit if they plan to build a driveway.

In both cases, a fee applies to cover the costs of the administration and inspection of the work.

2.6.4 Obligation of others and outside of RMP

There are several assets within the road reserve for which this RMP does not apply.
These include, but are not limited to, assets under responsibility of others or Council assets managed outside the statutory obligations of this RMP:

- **Non-road infrastructure** This includes (but is not limited to) items such as gas pipes, water and sewerage pipes, electricity poles, cables, tram wires, rail infrastructure, bus shelters, public telephones, mailboxes, roadside furniture and fences erected by utilities or providers of public transport. Further, assets owned, managed and/or operated by private organisations, on private land or which interface on public land or within road reserves are excluded.
- **Vehicle driveways** – the vehicle crossing (including Cross-over), located between the carriageway and the property boundary, must be maintained by the adjoining property owner, even in instances where it may service more than one property or building. However, this RMP applies only to the portion of the driveway where the constructed pathway is reasonably required by the public and the section of the vehicle crossing that forms parts of the kerb and channel (layback) in accordance with the figures 1, 2 and 3:

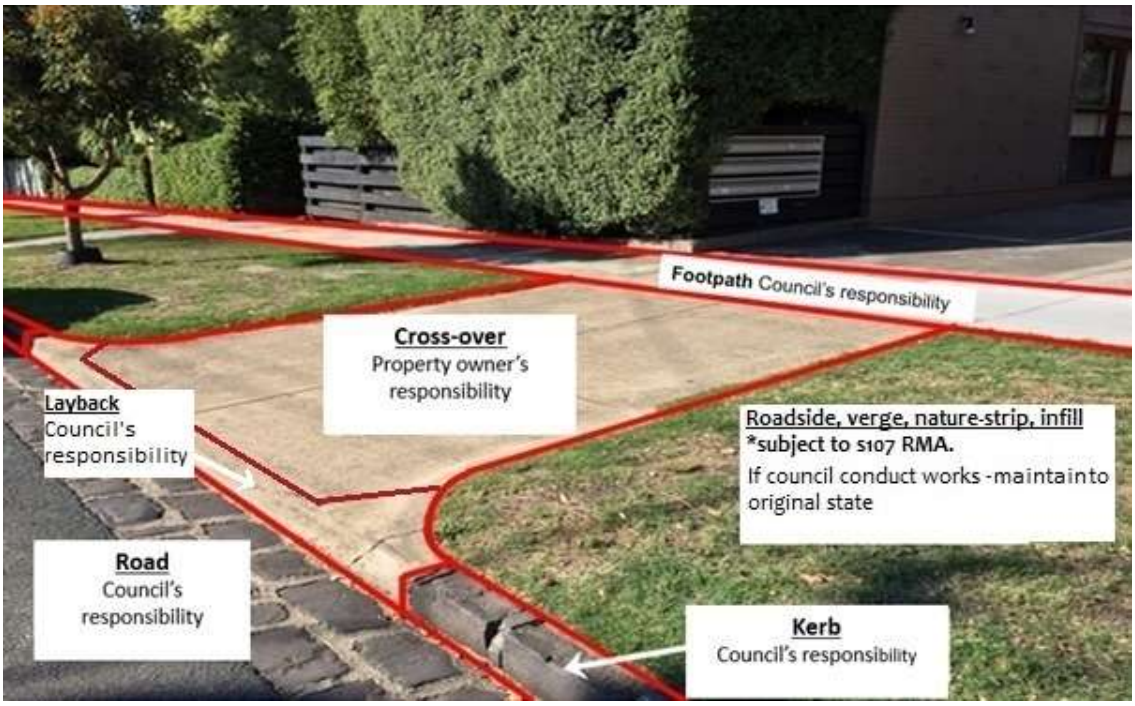


Figure 1: Vehicle Cross-over Responsibilities

- **Private property stormwater drains** (prior to Legal Point of Discharge) that are constructed to carry water from a property (not owned by Council) to an outlet in the kerb, or other drain.
- **Utilities** – including but not limited to, telecommunication, power, water, gas and rail authority assets.
- **Roadside** – as per Section 107 of the Road Management Act, Council has no "statutory duty or a common law duty to perform road management functions in respect of a public highway which is not a public road or to maintain, inspect or repair the roadside", described as "any land that is within the boundaries of the road (other than shoulders) which is not a roadway or pathway". This includes landscaped tree cutouts, as the tree cutout is not constructed and has no intention of providing a trafficable surface.

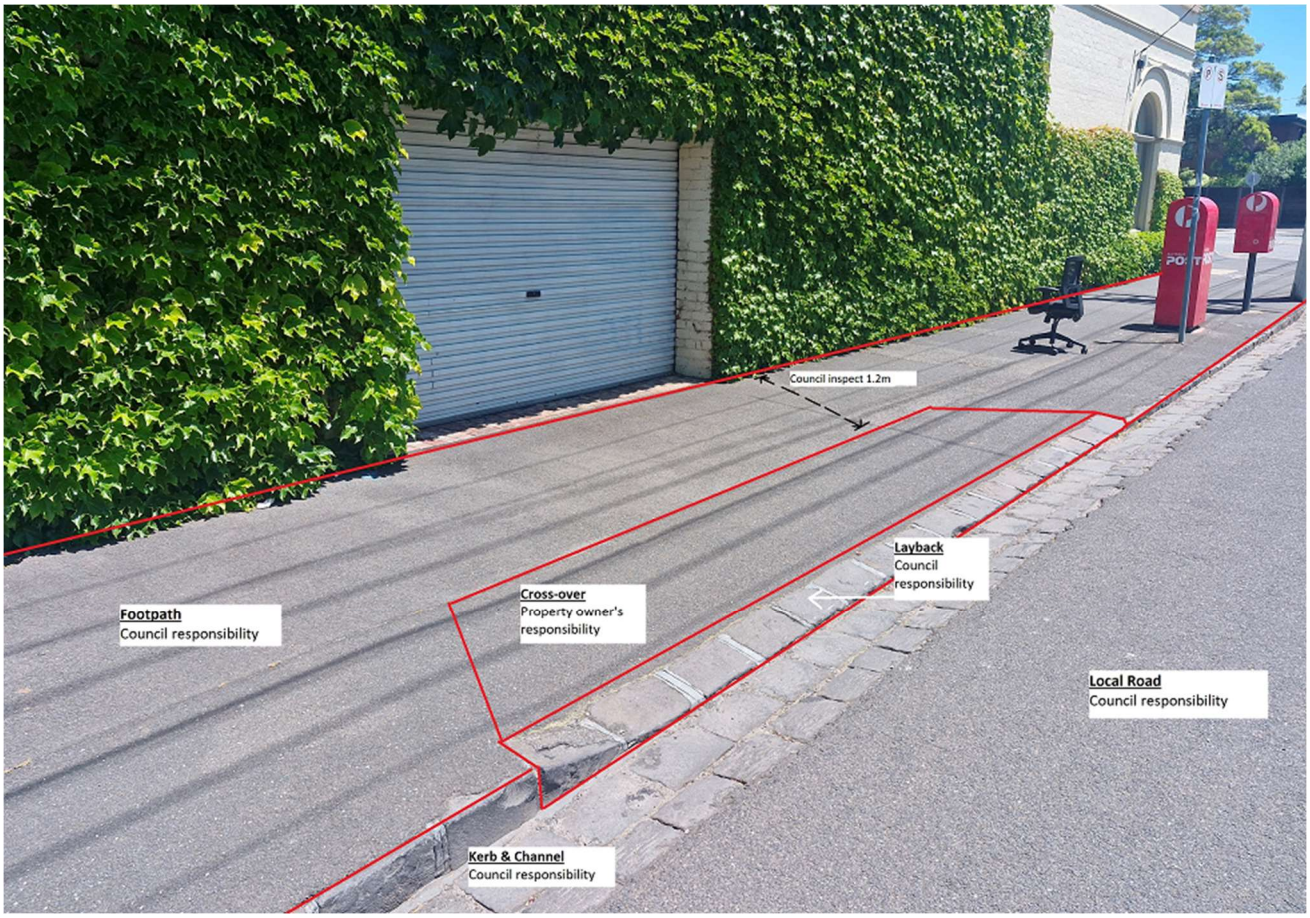


Figure 2: Vehicle Crossover Responsibilities - No planted Nature strip Local Road



Figure 3: Vehicle Crossover Responsibilities – Arterial Road Delineated

- **Nature strips and infill areas** between the edge of the road or back of the kerb not occupied by the pathway are subject to s107 of the RMA.
- **Arterial roads** within the City of Stonnington includes, but is not limited to: Alexandra Avenue, Belgrave Road, Burke Road, part of Chapel Street, Commercial Road, Dandenong Road, Glenferrie Road, High Street, Malvern Road, Orrong Road, Punt Road, Toorak Road, Tooronga Road, Warrigal Road, Wattletree Road, Waverley Road and Williams Road. Department of Transport is the responsible road authority with respect to all parts of the arterial road and all road infrastructure (wherever located) that is provided for the operation of through traffic on the arterial road. Obligations of Council on these roads are limited to the areas detailed in the Code of Practice for Operational Responsibility for Public Roads. *Note: Chapel Street (Toorak Road to Dandenong Road), Darling Road, Chadstone Road and part of Kooyong Road are Council-maintained Arterial Roads (under agreement with Department of Transport).*
- **Privately owned or managed vegetation** is the responsibility of the relevant owner, who must ensure that clearance levels[1] are maintained over roadways, footpaths or pathways as per Council Local Laws.

Where Council becomes aware of a defect created by the condition of assets / infrastructure owned by another party, Council may at its absolute discretion:

- If located within assets / infrastructure for which the Council is responsible (e.g. footpaths, road surfaces, etc.) or otherwise presents an immediate and significant risk to members of the public, undertake temporary measures to reduce the risk to members of the public until such time as the respective owner can implement permanent repairs (subject also to the Council's available resources).
- Report in writing (e.g. email or letter) the presence of the defect to the party responsible and request that repairs be implemented within a reasonable timeframe.
- Where repairs are not completed by the responsible party within Councils timeframe, Council may complete necessary repairs and invoice the responsible party for the costs.

However, where another party has a duty in relation to the asset / infrastructure, and the Council has a discretionary power to take remedial action in relation to that matter, only that other party with the duty is liable in a subsequent proceeding, in accordance with s.104 of the Road Management Act 2004.

3.0 Road Management Systems

3.1 Background and Process

Road asset management involves managing both physical assets and uses and operation that have the potential to impact their condition. It applies to all road assets, including:

- the road – pavement and surface, as well as footpaths, kerb and channel
- structures – bridges, culverts and traffic management devices
- road infrastructure – traffic signs.

The aim of our road management system is to deliver a safe and efficient road network and meet community needs to the best of our ability, within available resources.

To create a road asset management system that would best meet our needs when inspecting, maintaining and repairing public roads, Council have used the following nationally recognised asset management frameworks:

- International Infrastructure Management Manual (IIMM) 2015, IPWEA
- IPWEA National Asset Management Systems (NAMS+)
- Other references, as listed in Technical References.

The system is designed to set the direction for our asset management activities. It is also linked to the annual business planning cycle.

3.2 Asset Hierarchies

All roads and footpaths within the municipal road network are classified according to a hierarchy that considers how they are used, who uses them and how often.
The hierarchy classification is used to determine the levels of service required, prioritise works programs and determine defect intervention responses.

The City of Stonnington applies a municipal classification for both roads and footpath which considers major travel routes, public transport routes and proximity of major precincts and their surrounds. These are split into the categories detailed below (Refer to Appendix E).

3.2.1 Road hierarchy

The City of Stonnington also considers and has applied a 'municipal road hierarchy' for public roads for which it is the responsible authority.

These classifications are based on a combination of the primary function of the road or ancillary area, traffic volumes and usage to differentiate levels of service and maintenance standards in this RMP in conjunction with the above municipal activity classification.

Municipal Road Classification	Description
High Activity Areas	These carry higher volumes of traffic, including commercial vehicles, and often function as main routes for traffic flows in and around the municipality or high use due to proximity to main shopping areas. Key features typically include: Public Transport Routes Connectors to other higher order roads Cater for, but may restrain, service and heavy vehicles

	Proximity to main shopping district in council
Low Activity Areas	These carry only local traffic. The primary function is to provide access to private property. Key features typically include: Short distance travel to higher level roads Detached from main shopping district in council
Laneway	These perform a very minimal function as local access roads. Key features typically include: A side or rear entry lane, generally providing secondary access to properties Low traffic counts and low speed

Table 1 - Road Hierarchy - date last updated Jan 2026

3.2.2 Footpath hierarchy

The City of Stonnington is responsible for many of the footpaths in the municipality, this includes footpaths along state arterial roads which are in urban areas (as per s.37 of the Act). Council has applied a 'municipal pathway classification' for footpaths along roads, and the footpaths listed in the Road Register. These classifications are based on the primary function, use and the associated maintenance zone of the footpath.

Further to the footpaths classified in this RMP, there are other paths managed separately to this RMP such as footpaths in parks, signed shared paths and off-road bike paths.

Municipal Footpath Classification	Function Description
High Activity Areas	Footpaths associated with significant pedestrian traffic, including shopping centre areas (S Zones), arterial roads (M Zones) and considering linkage to public transport.
Low Activity Areas	Footpaths associated with low pedestrian traffic (Zones 1 to 39)

Table 2 - Footpath Hierarchy - date last updated Jan 2026

Appendix E in this RMP indicates the location of the high activity and low activity areas categorised into the different maintenance zones referred to in the above.

High activity areas are the shopping precincts (S1 to S7) and main roads (M1 to M18), and the low activity areas are the local road network zones (Zones 1 to 39).

3.3 Supplementary Notes

3.3.1 Car Parks

In accordance with section 3 of the Road Management Act 2004, car parks such as at-grade car parks, indented parking bays, off-street parking, and roadside parking areas are classified as ancillary areas, that is, land declared or deemed to be part of the road reserve and used in connection with the operation of a public road.

These ancillary areas are managed by the City of Stonnington as the coordinating road authority under section 36 of the Act. For the purposes of inspection, maintenance, and risk management under this Road Management Plan, low activity local road classification

intervention levels are applicable to these car parking areas to ensure consistent asset management practices.

However, it is noted that the management, regulation, and enforcement of parking activities including signage, restrictions, and compliance are administered separately from this RMP, under the Council's Local Laws and relevant parking policies.

3.3.2 Paths Excluded

It is also noted that certain pathways fall outside the scope of this Road Management Plan, including but not limited to:

- Footpaths that are located within parks and open spaces.
- Signed shared-use paths that accommodate both pedestrians and cyclists not within the road reserve; and
- Paths or bicycle paths/lanes managed by VicRoads, Parks Victoria, or other public land managers.

These paths are managed under separate asset management and maintenance arrangements and are not included in the Register of Public Roads unless specifically recorded.

3.4 Maintenance Management System

3.4.1 Maintenance Management

Council has responsibilities to road users and the community to maintain public roads to a reasonably safe and suitable standard, within our available funds and resources. By developing long-term maintenance programs for our assets, Council is better able to plan how to do this.

Council utilises its asset management system to manage its RMP obligations by recording the road infrastructure assets and defects, and setting works orders to manage maintenance requests and repair programs.

The following maintenance requirements shape our annual program and budget:

Routine maintenance standards

Standards vary across the network depending on the asset type and relevant risk factors, such as traffic volumes and composition, operating speeds, the susceptibility of assets to deterioration and the cost effectiveness of repairs. Competing priorities for funding are also relevant.

Defect intervention levels have been established using the *VicRoads Standard Specification Section 750* and adapting it to local conditions.

The standards will be reviewed periodically to make sure they are adequate (see section 1.4 Updating the Plan).

Repair and maintenance works

Works must be completed within a specified time, depending on the severity and location of the defect. Response times are determined using local knowledge and experience and past performance as a guide.

Response times are monitored and will be periodically reviewed (see section 1.4 Updating the Plan).

Temporary mitigation measures

Following proactive or reactive inspections, all defects identified are assessed for public risk

using a documented public risk assessment framework. Where a defect presents an extreme or high risk to public safety, appropriate temporary works are undertaken to mitigate the risk.

These are temporary works designed to reduce the risk of an incident, until such time as repair or maintenance works can be completed.

Response times and safety measures – for example warning signs, flashing lights, and safety barriers – are determined by reference to the risk to safety, road type and traffic volume in accordance with the public risk assessment framework.

Emergency works

Works that result from emergency incidents and must be undertaken immediately, for the safety of road users and the public.

Emergency works might include traffic incident management, responses to fires, floods, storms and spillages, and any assistance required under the Victorian State Emergency Response Plan and Municipal Emergency Management Plan.

3.4.2 Monitoring and methodology

Council utilises its asset management system to manage its RMP obligations by recording the road infrastructure assets and defects, and setting works orders to manage maintenance requests and repair programs.

Methodology for proactive inspections and repair works

The proactive inspection process begins with the identification of the zones to be inspected, followed by inspectors identifying and reporting defects that exceed the defined intervention levels (refer to Fig. 1). The mobile data collection tool supports field inspections by enabling inspectors to capture real-time data, identify and track defects, and timestamp observations for audit and compliance purposes.

Proactive inspections are undertaken using a combination of on-foot visual assessments and vehicle-mounted camera surveys. This integrated approach ensures that defects are identified early, accurately recorded, and addressed in accordance with defined intervention levels and response times.

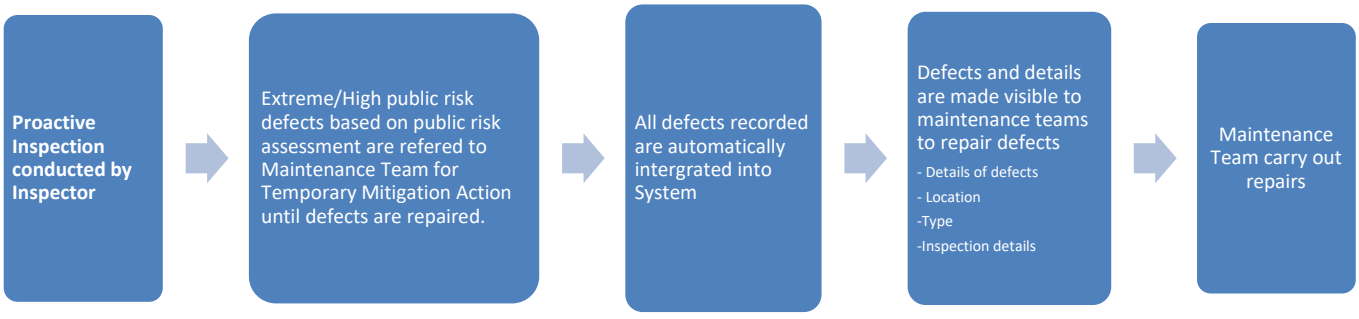


Figure 4: Proactive Inspection Methodology

Council's inspection frequency and cycles are set out in Appendix B.

Methodology for reactive inspections and repair works

The Council uses a Customer Response Management System (CRMS) and Electronic Document Management System (EDMS) to record and capture all community and Council Officer requests. All

requests relating to road maintenance are sent to the Maintenance Team for action within a specified period of time (**Refer Appendix C**). Fig.2 shows the steps undertaken for the initial response to the CRMS.

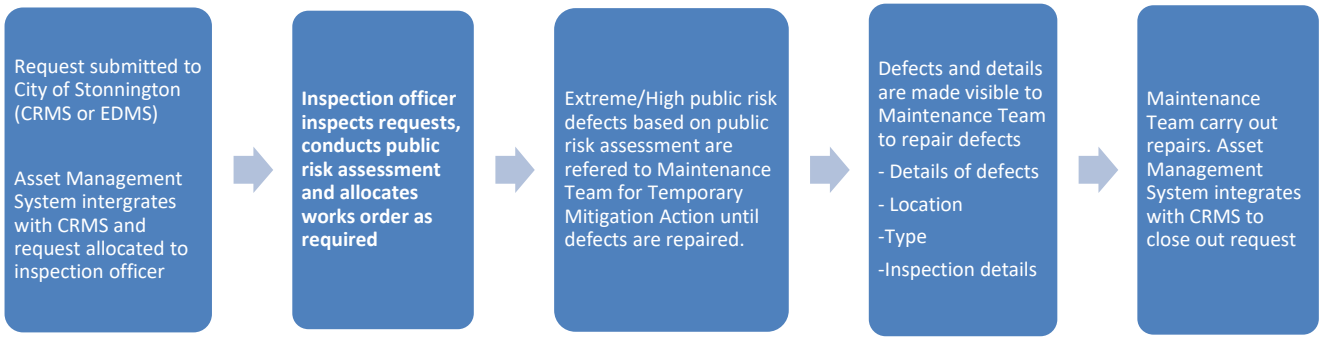


Figure 5: Reactive Inspection Methodology

3.4.3. Asset Management Plans

Our asset management plans guide the development of long-term asset renewal programs, helping us to plan and finance asset renewal and replacement. All defects rectified will be recorded and the information will be referred for development of asset management plans and development of the asset renewal program.

3.4.4 Maintenance Surveys and inspections

A four-tier regime is used to inspect our road network assets. It covers safety issues, incidents, defects and condition inspections.

1. **Reactive inspections (Request for Service or RFS)**
   These inspections are conducted in response to requests from the community. The inspection is conducted by a Council employee and assessed according to the defect intervention level, contained within Appendix C.
2. **Proactive Inspections**
   Regular timetabled inspections that are scheduled depending on traffic flow, the types of defects likely to impact the asset and the perceived risks of these defects.
3. **Condition Inspections**
   These inspections identify structural integrity issues which, if untreated, are likely to adversely affect the network overall. These issues may impact short-term serviceability, as well as the ability of the asset to perform for the duration of its intended life span.

   These inspections are conducted in accordance with the Council's asset management plans by suitable qualified resources.

3.4.4 Maintenance responsiveness and performance targets

The following information is recorded when Council receives a Request for Service (RFS) from the community:

- Date the request was received
- Details of the request, including the location and nature of the reported defect (including any specific measurements if provided), name of the person making the

request, copies of any photographs provided, etc.

- The maintenance team to which the request has been assigned for action
- Date by which the request must be actioned (based on the target response times specified in Appendix C)
- Date when the request was actioned and/or completed (this typically involves someone conducting an RFS inspection, followed by any necessary repair works conducted).

By recording this information, Council can monitor compliance against target response times – that is, the time it takes from receiving a request to conducting an inspection and ultimately completing necessary works.

Customer requests will be inspected and assessed in accordance with timeframes specified in Appendix C). Following are some possible outcomes from a reactive inspection:

- If a defect identified exceeds a *Description / Intervention Levels* specified in Appendix C), a work order would be created with a date for completion of works in line with respective specified repair timeframes.
- If repairs are significant – for example, rehabilitation works are required – temporary mitigation measures may be undertaken to reduce the risk posed by the defect until the proper works can be undertaken (and subject to available resources).
- If the defect is assessed as below the *Description / Intervention Level* specified in Appendix C) it would be noted (including why), but no remedial action will be conducted. The defect will be monitored as part of the Reactive Inspection Program

  In all cases, the action taken would be noted against the original request.

  Target response times and intervention times are based on 'normal' conditions. The same level of service would not apply in cases where the Plan has been suspended, under Section 1.5.

3.5 Asset Levels of Service

In developing the service levels set out in this RMP, due regard was given to strategic objectives of the Council Plan and other applicable policies and procedures. These policies do not form part of the RMP but are used as a guide to determine service levels.

It is not intended to keep the asset network in a 'defect free' condition. To achieve this would require continual maintenance at an unsustainable cost to the community.

Five elements are considered when determining appropriate levels of service for the road network. These are:

- Community expectations
- Technical standards
- Organisational capacity
- Performance measures and targets
- Safety of road and footpath users

4.0 Register of Public Roads

Council maintains a register of public roads – called the Register of Public Roads – with the details of all public roads and ancillary areas for which Council is responsible.

The Register of Public Roads is available on Council's website. www.stonnington.vic.gov.au

A hard copy is made available at our Customer Service Centre upon request during business hours at:

- Stonnington Civic Centre, 311 Glenferrie Road, Malvern, Victoria
- All enquiries can be addressed to:

  Asset Management Unit
  311 Glenferrie Road, Malvern, Victoria

4.1 Maintenance Demarcation (Boundary) Agreements

Where there are boundary agreements between Council and other road authorities or private organisations, the schedule of roads affected, and agreements are listed in Councils Register of Public Roads or an interface demarcation agreement.

Council has agreements with the following authorities in relation to roads.

- Public Transport Victoria – Train, Bus and Tram Infrastructure
- Yarra Trams – Tram Infrastructure
- VicRoads – Shared responsibility on Arterial Roads
- Department of Transport and Planning
- Metro Trains Melbourne - Rail Infrastructure (Sandringham, Frankston, Pakenham, Glen Waverley and Alamein lines)
- VicTrack – Rail Infrastructure
- Monash City Council – Shared responsibilities of Waverley Rail Bridge and Pedestrian Bridge, passing over Warrigal Road & Scotchmans Creek Trail Bridge

Note: Rail crossing safety is seen to be a joint responsibility between road and rail authorities with clear boundaries between the Council and rail authority responsibility. Safety interface agreements have been put in place between both Council, and the rail authority (VicTrack, Yarra Trams and/or MTM).

4.2 Roads not Listed on the Public Register

The following roads are not listed on our Register of Public Roads:

- Roads which are the full responsibility of the state government, or a private enterprise;
- Unused roads for which Council have not accepted responsibility;
- Roads drawn out on a plan of subdivision, until such time that Council accept responsibility for these roads;
- Roads which Council have not determined are reasonably required for general public use.

Technical References

- AS ISO 31000:2018 – Risk Management – Guidelines
- Integrated Asset Management Guidelines for Road Networks (AP-R202) 2002, Austroads Inc.
- International Infrastructure Management Manual (IIMM) 2015, IPWEA
- VicRoads Risk Management Guidelines
- VicRoads Standard Specification Section 750 – Routine Maintenance

Appendix A – RMP Inspection Requirements

Inspection Type	Purpose	Inspection and Reporting Requirements
Reactive – Request for Service (RFS)	Reactive inspections are designed to confirm the nature of defects reported by members of the public or Council employees, and identify any that exceed the intervention levels specified in Appendix C.	Performed by a Council representative with knowledge of Description / Intervention Levels (Appendix C) and road maintenance techniques who may then call in a higher level of expertise if necessary. All Reactive inspections are conducted on foot, with defects measured and photographed. The report is required to identify specific safety defect, time first reported, time inspected and by whom, subsequent action and time of completion. A public risk assessment is also conducted on the defect and any extreme or high risks are managed through the temporary mitigation requirements
Proactive Inspection	Inspection undertaken in accordance with a formal programmed inspection schedule (Appendix B) to determine if the road asset complies with the levels of service as specified. A record of each asset is to be completed detailing the name of the inspector, the inspection date, and a description of any defects found that exceed the intervention levels specified in Appendix C. In addition, details of the inspection will be electronically recorded against the particular asset inspected.	Proactive Inspections of roads are conducted via a slow-moving vehicle, while Proactive Inspections of all other asset types are conducted on foot, with defects measured and photographed. Performed by a dedicated Asset inspector. A public risk assessment is also conducted on the defect and any extreme or high risks are managed through the temporary mitigation requirements

NOTES:

1. *If a Proactive Inspection Frequency elapses on a Weekend or Public Holiday, the actual due date will be the next Working Day.*
2. *A tolerance of 1 month is permitted for proactive defect inspections. That is, for an activity that occurs on a 12-month cycle and is due on the 15 December, it can be completed on the 15 January and still be considered compliant.*

Appendix B – Proactive Defect Inspection Frequency

ASSET	PROACTIVE DEFECT INSPECTION
Roads – High Activity Areas	6 months
Roads – Low Activity Areas	12 months
Car Parks (at grade)	48 Months
Laneways	48 months
Footpaths, Kerb and channel - High Activity Areas	6 months
Footpaths, Kerb and channel - Low Activity Areas	12 months
Signage - Roads – High Activity Areas	6 months
Signage - Roads – Low Activity Areas	12 months
Line marking – Roads – High Activity Areas	6 months
Line marking – Roads – Low Activity Areas	12 months
Street furniture and local area traffic management devices	12 months
Storm Water Drainage Pits - Roads – High Activity Areas	6 Months
Storm Water Drainage Pits - Roads – Low Activity Areas	12 Months
Bridges – L1 Inspection	12 months
Trees – Annually pruned streets with large trees and high voltage (HV) and sub transmission electric lines	12 months
Trees – Biennially pruned streets with a mixture of small and large trees with Low Voltage (LV) electric lines	24 months

Appendix C – Asset Defect Intervention Levels, Response and Repair Times

Note: Response times listed in days refer to business days and exclude public holidays, weekends, etc.

**If work falls due on a Weekend or Public Holiday, the actual due date will be the next Business Day.*

*** For extreme and high risks defects based upon the public risk assessment (at the time of identification)- temporary mitigation measures, such as installing warning signage, erecting barriers, or painting the defect with a bright contrasting colour, to reduce the risk as much as is reasonably practicable until permanent repairs can be completed in line with the specified Repair Timeframes. This is in line with the temporary mitigation requirements of this Plan.*

**** Initial Assessment Response: means an initial triage, site inspection (if required), and public safety risk assessment, including in-person inspection, photographic evidence, or remote evaluation*

***** Response Time to Repair: refers to the period between the identification (or deemed awareness) of a defect and the initiation or completion of appropriate action to mitigate and/or repair the defect, in accordance with the intervention levels and service standards established in the Road Management Plan.*

****** Defect Intervention Level: is the defined threshold at which a defect on a road or road-related asset requires a response under the Road Management Plan. It reflects the point at which a condition is assessed and warrants inspection, mitigation, or repair considering safety, asset preservation, and the reasonable availability of resources*

ROADWAYS
(Includes sealed, at grade car parks managed by council)

DEFECT TYPE	DEFECT INTERVENTION LEVEL	HIERARCHY	INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)	RESPONSE TIME TO REPAIR (BUSINESS DAYS)
Pothole	Both >50mm depth and diameter >300mm	High Activity Areas	3	20
		Low Activity Areas	5	30
		Laneway	5	40
Ruts, depressions or uplift and edge breaks Significant rutting and abrupt distortion in the road surface, missing or eroded road along road edge	>150mm laterally and >1m length and >50mm depth	High Activity Areas	3	20
		Low activity Areas	5	30
	>300mm laterally and >1m length and >75mm depth/height	Laneway	5	40
Overhanging Vegetation	<4.2m clearance over the centre of the carriageways, and <3.5m clearance over any trafficable part of the road	Council managed vegetation (Trees) in all Activity Areas	3	45

FOOTPATHS/PATHWAYS (Footpaths along roads only)				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Pothole	Potholes or isolated pavement failure areas >25mm depth and >250mm width	High Activity Area	3	40
		Low Activity Area	5	80
Displacement	Abrupt vertical displacements >25mm height and >100mm width	High Activity Area	3	40
		Low Activity Area	5	80
Overhanging Vegetation	Overhead clearance of <2.5m over the centre of the footpath and reduces path width by >300mm	Council managed vegetation (Trees) in all Activity Areas (On-Road Footpaths only)	3	45

KERB AND CHANNEL				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Damaged or displaced	Both >300mm length and >25mm depth	High Activity Area (Kerb directly abuts footpath)	3	40
	Both >300mm length and >50mm depth	High Activity Area (Kerb abuts nature-strip)	3	40
	Both >300mm length and >25mm depth	Low Activity Area (Kerb directly abuts footpath)	5	80
	Both >300mm length and >50mm depth	Low Activity Area (Kerb abuts nature-strip)	5	80

SIGNS				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Damaged Sign or Loose Sign or Obstructed Sign or Sign plate or Pole causing Obstruction	Damaged (i.e. loose or faded) or obstructed sign, more than 50 per cent of the sign is illegible. i.e. Road users can no longer determine sign meaning. Includes sign poles that are not vertical and causing obstruction to road or footpath users	All Council managed **Regulatory and warning signs** in all Activity Areas	3	60
Sign plate or Pole causing Obstruction	Sign plate and/or sign pole obstructs road or footpath users includes damaged or loose signs or poles such that presents an immediate obstruction to users	All Council managed **Area, Parking or Special Purpose** in all Activity Areas	5	80

LINE MARKING (Regulatory and warning line marking only)				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Illegible Line Marking	>50% of the line marking illegible due to fading or damage	All Activity Areas	3	80

STREET FURNITURE AND TRAFFIC DEVICES (Council owned within the road reserve)				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Damaged and defective	Street Furniture: damaged and defective. Includes seats (benches, rest areas), bins, bike hoops, planter boxes, pedestrian fencing, bollards and tree guards	Street Furniture in all Activity Areas	3	120
Damaged, Missing or Obstructed	Traffic Devices: damaged, missing or obstructed: traffic signals, pedestrian/children crossing, traffic islands, roundabouts, speed humps	Traffic Management Devices in all Activity Areas	5	80

DRAINAGE (Council owned within the road reserve)				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Blockage	Ponding >200mm deep and 3m across in any direction on the trafficable section of the road surface	Council Drainage Pit in all Activity Areas	3	45
Damaged, dislodged or missing council pit, lid or frame	Substantially cracked, crushed and/or chipped that renders it structurally unsound	Council Drainage Pit in all Activity Areas	3	45

BRIDGES				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Damage or deterioration	Visual Defects Identified through visual inspection visible damage to components likely to obstruct or adversely affect users	Council managed Bridges in all Activity Areas	5	150

OTHER OBSTRUCTIONS				
DEFECT TYPE	**DEFECT INTERVENTION LEVEL**	**HIERARCHY**	**INITIAL ASSESSMENT RESPONSE TIME (BUSINESS DAYS)**	**RESPONSE TIME TO REPAIR (BUSINESS DAYS)**
Obstructions on the road or footpath – that blocks pedestrian or traffic movements	Includes visual obstructions to sightlines required to safely use the road. Temporary mitigation may include placement of the obstruction onto nature strips until it can be removed or barricaded. Includes removal of litter/dumped rubbish, fallen tree branches, fences, buildings or spillages	All Activity Areas	3	20

Appendix D- RMP Review and Amendment Record

Amendments to the previous Road Management Plan.

Section (Version 2021)	Title	Amendment Description
Whole document	Whole document	Updated the entirety of the document to align with the Municipal Association Victoria Template as possible, where appropriate. This includes reordering and realigning sections throughout.
	Executive Summary	Removed
	Definitions	Updated to align with MAV Template
1.0	Introduction	Updated to align with MAV Template. Includes additional content; additional legislation, organisational responsibility and direction
2.0	Stakeholders	Updated to include Right and responsibilities of road users to align with MAV Template.
3.0	Hierarchy	Updated to align with MAV Template and included into a new section 3.0. Added System and process into this section
4.0	Road Register	Updated and includes content on demarcation agreements
5.0	Level of Service	Updated and moved into section 3.0
6.0	Systems and Processes	Updated and moved into section 3.0
7.0	Budget Provisions	Incorporated into Section 1.0
8.0	Exceptional Circumstance Clause	Moved into section 1.0
Appendix A	Maintenance Map of Areas	Updated Map moved to Appendix E
Appendix B	Inspection Survey Frequency	Signage high activity proactive inspections inspected more frequently at 6 months instead of 12 months. Added proactive Line marking inspections at 6 months high activity and 12 months low activity. Added proactive stormwater drainage pit inspection at 6 months high activity and 12 months low activity. Added L1 Bridge inspection at 12 months. Proactive Tree inspection added.
Appendix C	Defect Intervention Levels and Response Times	Intervention levels and response times have been updated in line with current 'industry practices' and reflect Council's ongoing commitment to providing the community with quality infrastructure that meets reasonable community expectations. Introduced Public Risk Assessment process to deal with extreme and high risk defects and to respond to customer requests. Introduce standards for Other Obstructions.
		Appendix A - RMP Inspection Requirements added
		Amendments to RMP moved to Appendix D

Appendix E - Municipal Map

