



Road Management Plan

2025-2029

Guideline Governance

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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 Surf Coast Shire
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, mail boxes, 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 made a decision 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. Example: any nature strip, forest, bushland, grassland or landscaped area within the road reserve would be roadside.
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 Introduction

1.1 Background

The Surf Coast Shire municipality covers an area of 1,556 square kilometres and an ABS estimated resident population of 39,928 in 2024.

As at the commencement of 2025, Council's road network comprises approximately 1,078 kilometres of constructed roads. The road network includes sealed roads (608kms), unsealed roads (470kms) and tracks.

Approximately 29% of Council's roads are in urban areas and usually include pathways, and road furniture, and kerb and channel that discharges into a drainage network. The remaining roads are classified as rural with stormwater usually controlled by open drains and culverts. Road infrastructure also includes major assets such as bridges and major culverts, roadside drainage, kerb and channel, shared paths and pathway networks.

The condition of these assets and the road environment has a significant impact on the safety of the people who use the network each day for recreation, sport, leisure, education and business.

Council's management of the road network needs to consider both the physical infrastructure and the operation of that infrastructure. To achieve this, Council has a range of policies, procedures and programs that involve day-to-day operations, regular maintenance as well as longer-term investment (refer to Figure 1).

An important element of Council's management of the road network relates to how Council defines, identifies and addresses hazards or defects in roads, pathways and road related infrastructure. Defects in these assets are inevitable and so Council establishes its approach to road management by balancing the reasonable needs and views of the road users and the cost of the service delivery to the ratepayers and residents. Accordingly Council sets out in this plan what it believes are reasonable intervention levels, below which a defect does not warrant action but defects identified that exceed those levels will be actioned within a reasonable timeframe.

1.2 What is the purpose of this Plan

Section 50 of the Road Management Act 2004 sets the following objectives for a municipal road management plan:

- 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 we 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.

1.2.1 An Achievable Plan

It is important to both road users and ratepayers that the Road Management Plan is achievable. The development of the Road Management Plan has considered information available to Council regarding its financial and non-financial resources, historical performance and has been developed through discussion with the people that deliver the day-to-day services for Council to ensure that targets and timeframes are achievable.

1.2.2 A Readable Plan

The Road Management Plan helps the community to understand how Council will meet its obligations under the *Road Management Act 2004*. It is structured and written using simple language where possible. The Road Management Plan presents information in tables where practical and incorporates a number of photos and diagrams to explain some of the more technical terms.

1.3 Legislation guiding this Plan

In addition to the Road Management Act 2004, 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
- Road Management (Works and Infrastructure) Regulations 2015
- Road Safety Act 1986
- Wrongs Act 1958.

1.3.1 Gender Equity and Impact Assessment

Council recognises that road use and safety experiences are not universal. Gender, age, disability, and cultural background shape how people interact with road and footpath infrastructure. This plan seeks to embed principles of inclusion, equity, and accessibility in road asset planning and maintenance.

1.4 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 we classify roads, streets and footpaths – known as our asset hierarchy – and the plans and processes we use to maintain roads and road-related infrastructure.
4. Register of Public Roads – what's in it, how to access it and the process for making changes.
5. Technical References.
6. Attachments:
 - a. Attachment 1, Road and Pathway Hierarchy
 - b. Attachment 2, Inspection Requirements
 - c. Attachment 3, Defect Intervention Levels and Repair Timeframes
 - d. Attachment 4, Roads that are the Responsibility of Others

1.5 Updating the Plan

This Plan must be updated within a set period following a Council election. 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 General Manager Placemaking and Environment.

These changes will be made in accordance with the processes prescribed by the Road Management Act 2004. To assist with version control, these changes will be numbered as follows:

- Versions presented to Council will be renumbered by whole numbers – for example, from Version 1.00 to 2.00.
- Those approved by the General Manager will be renumbered by decimals – for example, from Version 1.00 to 1.01.

1.6 Exceptional Circumstances

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

1.6.1 Suspension of the Plan

In the event that the Chief Executive Officer (CEO) of Council has considered the impact of such an event on the limited financial resources of Council and its other conflicting priorities, and determined that the Plan cannot be met, then pursuant to Section 83 of the Wrongs Act 1958, the CEO will write to Council's Officer in charge of the Plan and inform them that some, or all, of the timeframes and responses in Council's Plan are to be suspended.

1.6.2 Reinstatement of the Plan

Once the scope of the event/s have been determined, and the resources committed to the event response have been identified, then there will be an ongoing consultation between Council's CEO and Council's Officer responsible for the Plan, to determine which parts of Council's Plan are to be reactivated and when.

1.6.3 Communication and documentation around Plan suspension

Council will provide information/statements to residents about the suspension or reduction of the services under its Plan, including:

- 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 where its Plan is located and other channels as appropriate such as press releases or social media.

Where Council has suspended, in part or whole, its Plan, associated documents (e.g. communications, meeting minutes, schedules, etc.) will be recorded and stored.

1.6.4 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, taking into account 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.

1.6.5 Catastrophic or Extreme Fire Danger Days

Council's priority on any day declared as Catastrophic or Extreme by the Country Fire Authority is for the safety of its employees, councilors', contractors and volunteers. On these days, Council's Fire Danger Preparedness Policy will apply and have precedence over any aspect of the Road Management Plan.

1.6.6 Responsibility for the Plan

Overall responsibility for administering and implementing the Plan rests with the Manager Assets and Engineering.

2 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:

- the general community (for recreation, sport, leisure and business)
- residents and businesses adjoining the road network
- 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 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 & 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.

2.4 General Functions of a Road Authority

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

2.5 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.

2.6 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:

- (a) physical characteristics of the road
- (b) prevailing weather conditions
- (c) level of visibility
- (d) the condition of any vehicle the person is driving or riding on the highway
- (e) prevailing traffic conditions
- (f) the relevant road laws and advisory signs
- (g) 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:

- (a) to avoid any conduct that may endanger the safety or welfare of other road users.
- (b) to avoid any conduct that may damage road infrastructure and non-road infrastructure on the road reserve.
- (c) 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 initiate 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

There are several assets within the road reserve that we do not have an obligation to inspect and/or maintain. These include:

2.6.4.1 Non-road infrastructure / Utilities

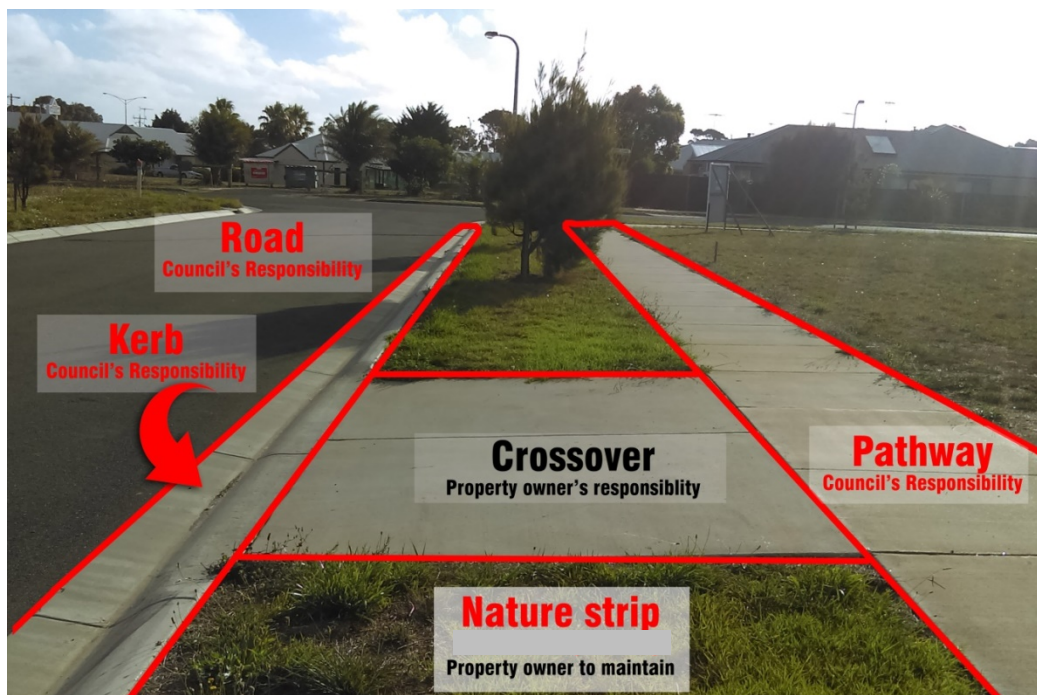
This includes (but is not limited to) such items as gas pipes, water and sewerage pipes, cables, electricity poles and cables, tram wires, rail infrastructure, bus shelters, public telephones, mail boxes, roadside furniture and fences erected by utilities, or providers of public transport, telecommunication, power, water, gas and rail authority assets.

2.6.4.2 Vehicle driveways

The vehicle crossing (including Cross-over), located between the carriageway and the property boundary, must be maintained by the adjoining property owner. However, Council is responsible for the portion of the driveway where the constructed pathway is reasonably required by the public in accordance with the following diagram.

The following diagram illustrates the layout of a typical vehicle crossover in urban areas, showing Council's responsibility and that of the property owner.

Figure 5 – Typical Urban Crossover



In the rural area, the typical crossover may consist of a crushed rock pavement, or sealed pavement, often including a reinforced concrete pipe or culvert and should include endwalls. All elements are the responsibility of the landowner, including general maintenance and cleaning of the pipe.

Roadside maintenance in rural areas where the speed zone is 100 kilometres per hour is the responsibility

of the road authority. If landowners wish to do works in the road reserve, they should contact Council to arrange appropriate approvals.

Figure 6 – Typical Rural Crossover (A)

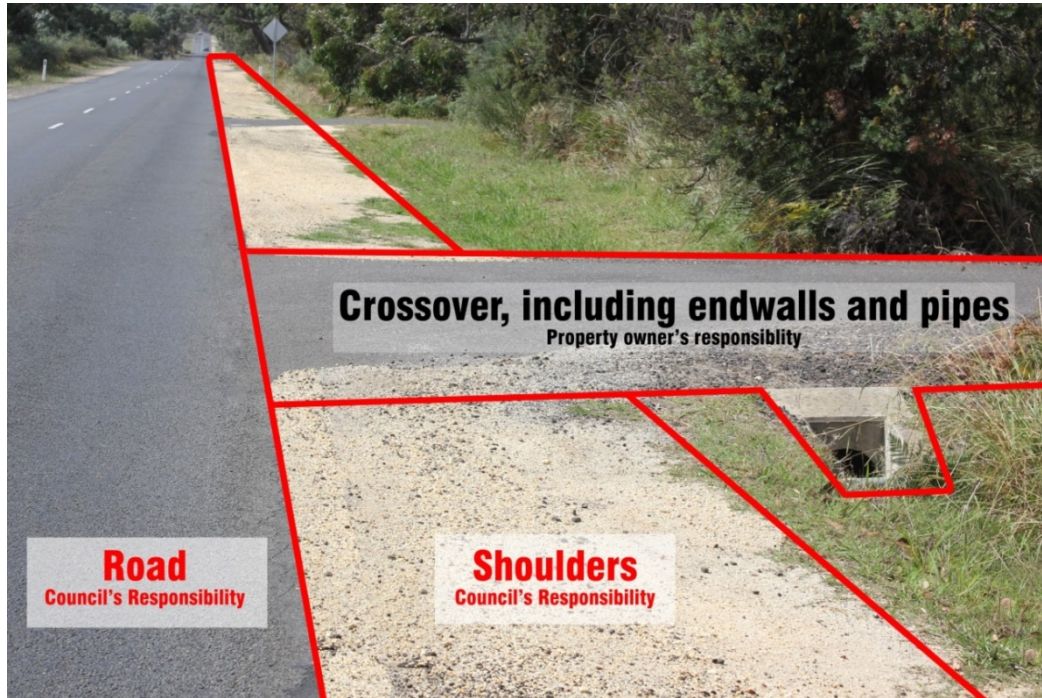
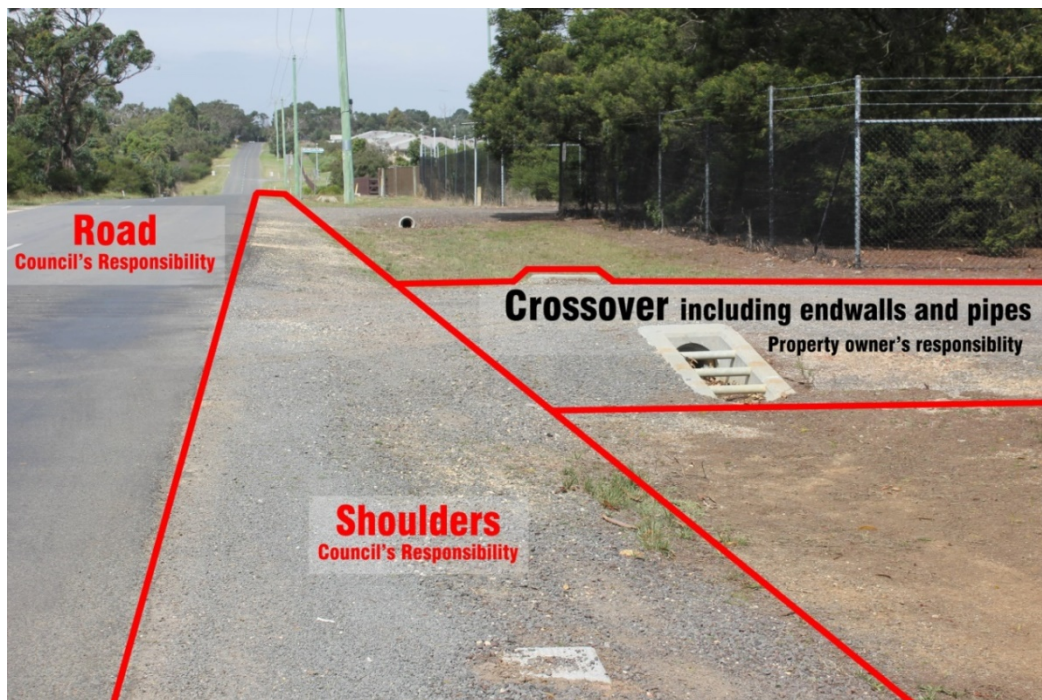


Figure 7 – Typical Rural Crossover (B)



Section 107 of the *Road Management Act 2004* provides that Council is under no statutory duty to inspect, maintain or repair roadside such as nature strips. This also extends to private vehicle crossings (driveways) and pathways on road reserves that provide access to land adjoining a road. This responsibility rests with the adjoining landowner.

Vehicle crossings must comply with Council's specifications and standards. Landowners must obtain a Works Within Road Reserves permit (WWRR) and comply with Council specifications and WWRR permit conditions when constructing vehicle crossovers.

2.6.4.3 Private roads

Council has a role in supervising the construction of private subdivisional works that occur within the municipality. This ensures that assets are constructed to an appropriate standard. Roads which are constructed as part of a subdivision are generally private roads until such time as the Statement of Compliance is finalised at which point they become public roads. There are some roads which remain privately owned and maintained. Council is not responsible for these roads.

2.6.4.4 State Roads

Department of Transport and Planning (DTP) is the Coordinating Road Authority for all State Roads.

Council is responsible for Council owned assets within road reserves where Department of Transport and Planning is the Coordinating Road Authority, for example Council pathways on a DTP arterial road. Likewise, DTP responsibility can extend into adjoining roads where Council is the Coordinating Road Authority. The demarcation between Council and DTP responsibilities is detailed in the *Road Management Act 2004 Code of Practice – Operational Responsibility for Public Roads* (Code of Practice).

Figures 2, 3a, 3b and 4 provide typical examples of demarcation between DTP and Council on roads within the Surf Coast Shire. Other demarcation arrangements can be found by referring to the Code of Practice.

Figure 2 – Demarcation Arrangements Urban Arterial Roads with service roads

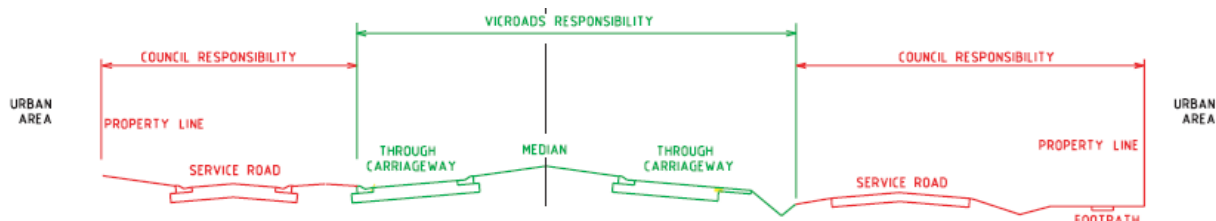


Figure 3a – Demarcation Arrangements Urban Arterial Roads



Figure 3b – Demarcation Arrangements Urban Arterial Roads

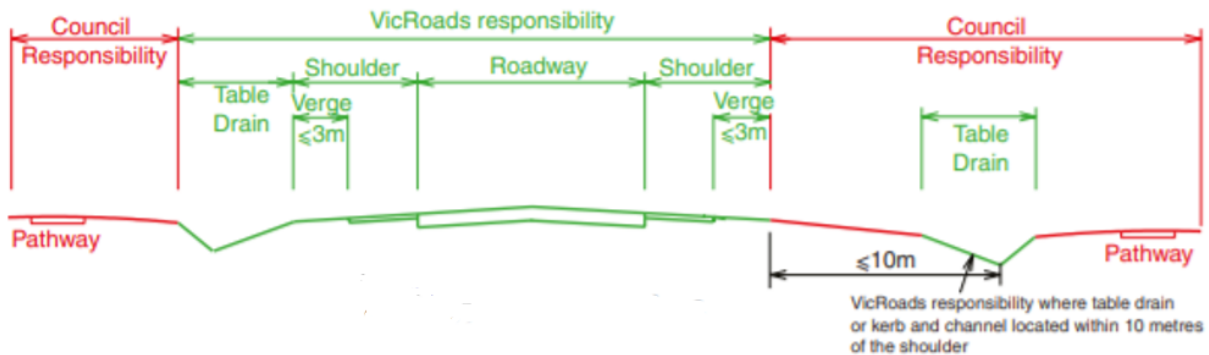


Figure 4 – Demarcation Arrangements for Typical Rural Arterial Roads



A number of roads and tracks exist on Crown Land (other than road reserves), or Great Ocean Road and Parks Authority (GORCAPA) eg. national and regional parks. In the absence of any other specific arrangements or agreements, DEECA, Parks Victoria or GORCAPA have management responsibility of these roads.

2.6.4.5 Street Lighting

Streetlights in road reserves provide a service to the community and by agreement are funded by the Council. However, they are owned and maintained by the respective network provider. They are therefore not covered by this Road Management Plan. The levels of service relating to these assets are considered through the Asset Management Plan and arrangements made directly with the appropriate utility.

2.6.4.6 Works within Road Reserves by Others

Periodically Council will issue permits and approvals for other parties to undertaken works in the road reserve (refer to Section 3.3). The Works Manager responsible for delivery of these works will be responsible for the condition of the road reserve from the commencement of construction until such time that a post-construction inspection has been conducted by Council confirming that reinstatement is satisfactory and that no hazards are present due to the works.

Until a post-construction certification or record is provided by Council, the Works Manager will be deemed to be responsible for the area of works. In situations where hazards or damaged assets are identified through inspection, and have been caused by others undertaking works in the road reserve, Council will make a record of the inspection finding and provide notice to the Works Manager to rectify the issues at their cost as per Schedule 7 of the Road Management Act 2004.

Management and intervention relating to hazards or damaged assets that are under the responsibility of a Works Manager or others, as outlined above, are considered to be outside of Council's responsibilities

under the Road Management Plan.

2.6.4.7 Other Assets

- **Single property stormwater drains** – for drains constructed within the reserve that carry water from a single property to an outlet in the kerb, or other drain.
- **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 plots within the footpath/pathway where the surface of the tree plot is not constructed with the intention of providing a trafficable pedestrian surface.

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

- If located within assets / infrastructure for which 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 Council's available resources),
- Report in writing (e.g. email or letter) the presence of the hazard to the responsible party and request that repairs be implemented within a reasonable timeframe.
- Where repairs are not completed by the responsible party within the respective 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 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 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 signals and on-road electrical assets.

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, we 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.

3.2 Asset Hierarchies

All roads and footpaths within the municipal road network are classified according to a hierarchy that takes into account 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.

Council's hierarchy is:

Road Network

- Primary Collector
- Secondary Collector
- Primary Access
- Secondary Access
- Fire Access Tracks

Pathway Network

- Primary Pathway
- Secondary Pathway

3.3 Our Road Network

More information about the Council's road network is shown in the tables below.

Table 3.1 – Road length by hierarchy – date last updated: 30/6/2025

Hierarchy	Length (km)	% of Network
Primary Collector	51.56	4.7%
Secondary Collector	118.04	10.9%
Primary Access	415.62	38.3%
Secondary Access	493.27	45.5%
Fire Access Tracks	6.3	0.6%
Tracks	N/A	N/A

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 maintenance programs and renewal plans for our assets, we are better able to plan how we do this.

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).

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).

Temporary mitigation measures

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.

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 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.

3.4.3 Maintenance Surveys and inspections

Council undertakes regular inspections of municipal roads as part of the Road Management Plan. The table below outlines the definition and purpose of each inspection type.

Table 3 Inspection Types

Inspection Type	Definition and Purpose
Reactive inspection	- Inspections undertaken in response to notification to council by members of the community. - These inspections allow Council to program required works where an intervention action is warranted.
Proactive Inspection	- Inspection undertaken in accordance with a programmed inspection schedule. - These inspections determine if the road asset complies with the levels of service as specified.
Condition Inspection	- Inspection undertaken specifically to identify deficiencies in the structural integrity of the various components of the road infrastructure assets which if untreated, are likely to adversely affect the lifespan of the asset. - Condition data will inform Council's long term asset management planning. - Such inspections are not intended to measure individual defects against the relevant intervention levels, this is done via the proactive and reactive inspections. - Condition Inspections are undertaken on a 3 yearly cycle.
Incident Inspection	- An inspection carried out to comply with the requirements the Road Management Act [Division 5 – Claims Procedure, Clause 116]; - This inspection enables an incident condition report to be prepared for use in legal proceedings and the gathering of information for the analysis of the causes of accidents and the planning and implementation of road management and safety measures.

3.4.4 Maintenance responsiveness and performance targets

The following information is recorded when we receive a Customer Request for Service (CRM) from the community:

- Date the request was received
- Details of the request, including the location and nature of the reported hazard/defect (including any specific measurements if provided), name of the person making the request, copies of any photographs provided, etc.
- The personnel / department 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 Attachment 3)
- Date when the request was actioned and/or completed (this typically involves someone carrying out a reactive inspection request, as described in section 3.4.3, followed by any necessary repair works conducted).

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

Customer requests will be inspected and assessed in accordance with timeframes specified in Attachment 3. Following are some possible outcomes from a reactive inspection:

- If a defect identified exceeds a Description / Intervention Levels specified in Attachment 3, 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 hazard/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 Attachment 3 it would be noted (including why), but no remedial action will be conducted.

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 1.6.1.

3.5 Asset Levels of Service

Five elements are taken into account 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.

3.5.1 Principles and Risk Management Philosophy

Section 20 of the *Road Management Act 2004* states that “the principal object of road management is to ensure that a network of roads is provided primarily for the movement of persons and goods as part of an integrated transport system and that road reserves are available for other appropriate uses.”

A key principle of the *Road Management Act 2004* that applies to the management of works and

infrastructure is the minimisation of road safety hazards. In the application of this principle, Council has taken a risk management approach to the development of timeframes and intervention levels that apply to inspections, and any necessary repairs of defects that are found to exceed stated intervention levels. .

The hazards and defects, intervention levels and timeframes documented in this Road Management Plan have considered:

- The anticipated traffic volumes of different classification of roads;
- The likelihood that a particular type or extent of defect or hazard may contribute to an incident resulting in harm to persons or damage to property; and
- The potential harm that might be experienced in the event of an incident.

The above considerations are balanced with the cost to the community of infrastructure and services.

The above principles and considerations are reflected in the nominated timeframes and intervention levels outlined in Tables 4 to 9.

3.5.2 Community considerations

Council sets levels of service for its roads in accordance with the needs of the community. To do this Council uses various techniques to identify those needs, then considers those needs within the overall context of its road management resources.

Techniques to identify the community needs include:

- Community Satisfaction Measurement Survey;
- Council's Customer Service Request system data.

3.5.3 Financial and non-financial considerations

To evaluate its resources, Council's considerations include:

- Asset Management requirements as outlined in "Strategic Overview of Asset Management" and "Roads Asset Management Plan" documents.
- Level of service (Road Maintenance Service Level Agreement and Infrastructure Design Manual).
- Annual budget for both recurrent and capital works expenditure.

4 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 we are responsible.

Section 19 of the *Road Management Act 2004* requires that a road authority must keep a Register of Public Roads specifying the public roads in respect of which it is the Coordinating Road Authority.

Council's Register of Public Roads is available for inspection on Council's website via www.surfcoast.vic.gov.au.

The Register of Public Roads includes the following details:

- Road name and locality
- Road section description
- Responsible Road Authority
- Road classification
- Asset hierarchy
- The date on which the road became a public road, if it became a road after 1 July 2004
- Other relevant details

The Road Register will be updated at intervals of no greater than 12 months and the current register will be accessible on Council's website.

4.1 Maintenance Demarcation (Boundary) Agreements

Where there are boundary agreements between us and other road authorities or private organisations, the schedule of roads affected, and agreements are listed in the Municipal Road Register.

We have agreements with the following road authorities:

- Colac Otway Shire Council
- Golden Plains Shire Council
- City of Greater Geelong

4.2 Roads not listed on the 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 we have not accepted responsibility;
- Roads drawn out on a plan of subdivision, until such time that we accept responsibility for these roads;
- Roads which we have not determined are reasonably required for general public use.

5 References

Legislation, Standards Codes of Practice, Guidelines, Council Strategies, Policies, Quality Plans and Procedures that are relevant to this Road Management Plan include:

Legislation:

- Local Government Act 1989
- Local Government Act 2020
- Road Management Act 2004
- Transport Act 1983
- Road Safety Act 1986 (Amended 2004)

Regulations:

- Road Management (General) Regulations 2005
- Road Management (Works and Infrastructure) Regulations 2005
- Codes of Practice:
- Road Management Plans
- Clearways on Declared Arterial Roads
- Operation Responsibility for Public Roads
- Worksite Safety – Traffic Management
- Management of Road and Utility Infrastructure in Road Reserves

Council documents:

- Council Plan 2021 - 2025
- Council Strategic Asset Management Policy 2022
- Council Road Asset Management Plan
- Council Road Safety Strategy 2021 – 2027
- Council Safer Cycling Strategy 2022 - 2027
- Council Tree Risk Management Plan 2023 - 2027
- Infrastructure Design Manual (IDM)

MAV Road Management Plan Template including its consideration of:

- 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

6 Attachment 1: Road and Pathway Hierarchy

The road hierarchy classifications for each Municipal road is detailed in the [Road Register](#).

Table 2 Road and Pathway Hierarchy Classification

Asset type	Road Hierarchy Classification	Road Hierarchy Description
Roads	Primary Collector*	Provides a strategic link between arterial roads, suburbs, commercial areas, major housing areas or a defined destination. Access to tourist facilities or industrial centres and may include regional links. These roads carry the heaviest volumes of traffic.
	Secondary Collector*	Provides connection into residential areas. These roads carry heavy volumes of traffic.
	Primary Access*	Provides access to local residents or secondary access to commercial areas.
	Secondary Access*	Provides secondary access to residential properties, or provides access to property (non-residential) only.
	Fire Access Tracks	These tracks have been identified as of value in the event of fires. These tracks have little or no imported pavement material but are not closed to the public. They are infrequently used for fire access purposes. Council may undertake maintenance on nominated fire access tracks to allow access for fire fighting vehicles on request by the CFA
	Tracks	These tracks have little or no imported pavement material but are not closed to the public. They are infrequently used or dry weather or fire access only. These tracks are not maintained to a standard suitable for general public access and are excluded from the inspection and response requirements of the Road Management Plan.
Pathways	Primary Pathway	Pathways, including shared pathways, providing direct access or adjoining to significant facilities such as Shopping Precincts / Aged Care Units / Schools / Kindergartens / Hospitals. (Does not include paths in Parks and recreation reserves).
	Secondary Pathway	Remainder of constructed pathway network. (Does not include paths in Parks and recreation reserves).

**This category is classified listed in the Surf Coast Shire Roads - Public Road Register*

7 Attachment 2: Inspection Requirements

Table 4 Inspection Program and/or Response Times for Roads

Asset Group	Hierarchy Category	Reactive Inspection Timeframe	Proactive Inspection Frequency**	Night Inspections
Sealed Roads Unsealed Roads	Primary Collector*	5 WD	1 M	1 Y
	Secondary Collector*	5 WD	2 M	2 Y
	Primary Access*	5 WD	3 M	3 Y
	Secondary Access*	5 WD	6 M	3 Y
	Fire Access Tracks	10 WD	On CFA Request only	n/a
	Tracks	10 WD	Reactive Only	n/a
Footpaths, Shared & Bicycle Pathways	Primary Pathway	5 WD	6 M	n/a
	Secondary Pathway	5 WD	1 Y	n/a
Concrete and Stone Kerb and Channel	Primary Access*	5 WD	Reactive Only	n/a
	Secondary Access*	5 WD	Reactive Only	
	Connected to primary** pathway	5 WD	6 M	
	Connected to secondary pathway**	5 WD	1 Y	
Bridges.	Level 1 Bridge Inspections	5 WD	6 M	n/a
Condition Inspection - All Asset/ Categories (excluding Fire Tracks and Tracks)		n/a	3 Y	n/a
Emergency Response – All Asset / Categories * Reported Incidents / Hazards that present an immediate and significant risk to members of the public. (eg: water over road; Spillage / obstruction; Stop and Give Way signage) Temporary measures (e.g. installing barriers, signage, closing the road/footpath, etc.) will be implemented to reduce the risk to users of the road network until		1 WD		

* WD = Working Days, H = Hours, M = Calendar Month, Y = Years

*Proactive inspections are based on the maintenance program but completed at least once per inspection frequency. Eg 2M means asset will be inspected once in every second calendar month.

* If a Proactive Inspection Frequency elapses on a Weekend or Public Holiday, the actual due date will be the next Working Day.

** Kerbs connected to footpaths are proactively inspected in conjunction with the adjoining footpath

8 Attachment 3: Defect intervention levels and repair timeframes

NOTES:

* All timeframes are “Working Days” and do not include weekends or public holidays.

** In cases where a defect is not due to be repaired in less than 4 weeks, temporary measures, such as installing warning signage, erecting barriers, or painting the defect with a bright contrasting colour, may be implemented at the time of identification to reduce the risk as much as is reasonably practicable until permanent repairs can be completed in line with the specified Repair Timeframes.

*** Items listed below “Missing / Damaged Pit Lids” and “Missing / Damaged Guardrail or safety fencing” response action is to make site safe and protected as items often custom repairs and replacement timelines cannot be controlled by Council.

Table 7 Intervention Actions and Timeframes for all roads

Hazard or defect type	Criteria for Intervention Action	Collector Roads		Access Roads	
		Primary Collector	Secondary Collector	Primary Access	Secondary Access
Emergency Response	Obstruction to more than 50% of traffic lane (water over road / Debris, including fallen limbs)	1 WD	1 WD	1 WD	1 WD
Sight distances - grass/shrubs	Intersections where grass/shrub height is greater than 900 mm above the general road surface level and within the sight triangle. (Refer to Attachment 6).	5 WDs	10 WDs	20 WDs	20 WDs
Sight distances - overhanging vegetation	Intersections where overhanging vegetation sit below 2 metres above the general road surface and within the sight triangle. (Refer to Attachment 6).	5 WDs	10 WDs	20 WDs	20 WDs

Table 7 Intervention Actions and Timeframes for all roads

Hazard or defect type	Criteria for Intervention Action	Collector Roads		Access Roads	
		Primary Collector	Secondary Collector	Primary Access	Secondary Access
Signage – Stop and Give Way	Signs missing or more than 70% of sign illegible at 100m distance.	1 WD	1 WD	1 WD	1 WD
Signage – Other regulatory signage	Sign missing or more than 70% of sign illegible at 100m distance.	20 WDs	20 WDs	20 WDs	20 WDs
Vegetation Clearance (Attachment 5)	Overhanging vegetation above traffic lanes less than 4.9m from the road surface.	60 WDs	60 WDs	100 WDs	100 WDs
Missing / Damaged Pit Lids	Missing or Damaged Council drainage pit lids (such that they are potentially structurally unsound) – To be made safe	1 WD	1 WD	1 WD	1 WD
Damaged Guardrail or safety fencing	Guard rail displaced and causing possible obstruction/risk to traffic– To be made safe	3 WDs	3 WDs	3 WDs	3 WDs
Missing / Damaged Pavement Markings	Pavement markings which are missing or faded making them substantially ineffective	Refer to program			

Table 7 Intervention Actions and Timeframes for Sealed Roads

Hazard or defect	Criteria for Intervention Action	Collector Roads		Access Roads	
		Primary Collector	Secondary Collector	Primary Access	Secondary Access
Rutting	Greater than 150mm depth and greater than 25m long, as measured by a three (3) metre straight edge from centreline towards edge of seal.	50 WDs	50 WDs	50 WDs	60 WDs
Potholes	Greater than 50mm depth and with a diameter greater than 300mm.	5 WDs	10 WDs	15 WDs	20 WDs
Edge Breaks	Reduction in sealed width of greater than 150mm, for greater than 20 metres in length.	15 WDs	25 WDs	60 WDs	60 WDs
Edge Breaks	Reduction in sealed width of greater than 250mm, for greater than 5 metres in length.	15 WDs	15 WDs	30 WDs	30 WDs
Shoulders	Edge of seal drop greater than 75mm, for greater than 20 metre length of seal.	45 WDs	45 WDs	60 WDs	60 WDs

Table 7 Intervention Actions and Timeframes for Unsealed Roads

Hazard or defect	Criteria for Intervention Action	Collector Roads		Access Roads	
		Primary Collector	Secondary Collector	Primary Access	Secondary Access
Rutting	Greater than 100mm depth and greater than 25m long as measured by a three (3) metre straight edge from centreline towards edge of road.	N/A	N/A	30 WDs	40 WDs
Potholes	Individual potholes greater than 100mm depth and with a diameter greater than 500mm	N/A	N/A	30 WDs	30 WDs
Potholes	more than 25 potholes greater than 50mm depth within a 10 metre length of road.	N/A	N/A	45 WDs	60 WDs
Corrugations	Corrugations greater than 35mm in depth for a length greater than 300 metres road length.	N/A	N/A	45 WDs	60 WDs
Corrugations	Corrugations greater than 75mm in depth for a length greater than 300 metres road length.	N/A	N/A	15 WDs	15 WDs

Table 8 Intervention Actions and Timeframes for Bridges.

Hazard or defect	Criteria for Intervention Action	Timeframe
Bridge damage	Implement temporary measures to make safe damage to superstructure of bridge from Level 1 inspection	1 WD
	Implement temporary measures to make safe missing planks or railings from Level 1 inspection.	1 WD
	Implement temporary measures to make safe damaged planks, railings or signs from Level 1 inspection.	10 WDs

Table 9 Intervention Actions and Timeframes for Pathways (concrete, gravel and other) and Kerbs

Hazard or defect	Criteria for Intervention Action	Primary Pathway	Secondary Pathway
Steps/ Breaks (concrete)	Greater than 20mm step or misalignment in path surface levels	30 WDs	60 WDs
Pothole	Greater than 300mm diameter and greater than 50mm depth.	30 WDs	60 WDs
Kerb Ramp*	Greater than 20mm step or misalignment in designed path surface levels	30 WDs	30 WDs
Signage	Guideposts or reflectors significantly damaged. Signs missing or less than 70% of regulatory sign illegible at 100m distance	30 WDs	30 WDs
Vegetation Clearance	Overhanging vegetation above pathway less than 2.5m above path surface	30 WDs	60 WDs
Hazard or defect	Criteria for Intervention Action	Primary / Secondary Collectors Roads	Primary / Secondary Access Roads
Kerb	Damaged kerb and channel.	20 WDs	60 WDs
	50mm step or misalignment in kerb and channel.		
	Deformation 50mm over 1200mm length.		

* kerb ramps (pram crossing) providing transition between road and pathway levels are treated as part of the pathways for the purposes of the application of description / intervention levels.

9 Attachment 4: Roads that are the responsibility of others

Department of Transport – Arterial Roads (Highways, Main Roads and Tourist Roads)

- M1 - Princes Highway
- B100 - Great Ocean Road
- B100 - Surf Coast Highway
- C111 - Barrabool Road (Merrawarp Road to Devon Road)
- C111 - Devon Road
- C122 - Lower Duneed Road
- C122 - Mt Duneed Road (Surf Coast Hwy to Anglesea Road)
- C132 - Bells Beach Road (Bones Road to Southside Carpark Entrance)
- C132 - Bells Boulevard (Great Ocean Road to Bones Road)
- C132 - Bones Road (Bells Boulevard to Bells Beach Road)
- C134 - Anglesea Road
- C135 – Cape Otway Road (Princes Highway to Hendy Main Road)
- C135 - Hendy Main Road (Cape Otway Road to Anglesea Road)
- C145 - Inverleigh Winchelsea Road
- C151 - Deans Marsh Lorne Road
- C151 - Winchelsea Deans Marsh Road
- C152 - Birregurra Deans Marsh Road

Shared Road Responsibilities

Roads where the centreline forms the shire boundary, have historically been maintained with a formal or informal agreement between the two Councils.

The *Road Management Act* requires clarification of the responsibilities for these roads and allows Surf Coast Shire Council to transfer responsibility for maintenance to another entity.

The following is a breakdown of the shared boundary roads, roads which the Surf Coast Shire will accept full responsibility (inspect, maintain and repair in accordance with our standards), and roads which we have transferred responsibility to another Road Authority.

Colac Otway Shire

Maintained By Surf Coast Shire Council

- Benwerrin Mt. Sabine Road (1km south of Erskine Falls Road to Shire Boundary)
- Ingleby Road
- Pennyroyal Wymbooliel Road
- Prices Lane (Cressy Road to Ondit Road West)

- Wingeel Road (Cressy Road to McIntyres Road)

Maintained by Colac Otway Shire

- Bushs Lane
- Lidgerwoods Lane
- Prices Lane (Ondit Road West to Princes Highway)
- Salt Creek Lane (Cape Otway Road to Birregurra Deans Marsh Road)

Golden Plains Shire

Maintained by Surf Coast Shire Council

- McIntyres Road
- Pollocksford Road Bridge

Maintained by Golden Plains Shire

- Gallaghers Road
- Barwon Park Road Bridge
- Flemmings Road Bridge

City of Greater Geelong

Maintained by Surf Coast Shire Council

- Honeys Road
- Mt Duneed Road (Anglesea Road to Pettavel Road)
- Pettavel Road (Princes Hwy to Mt Duneed Road)

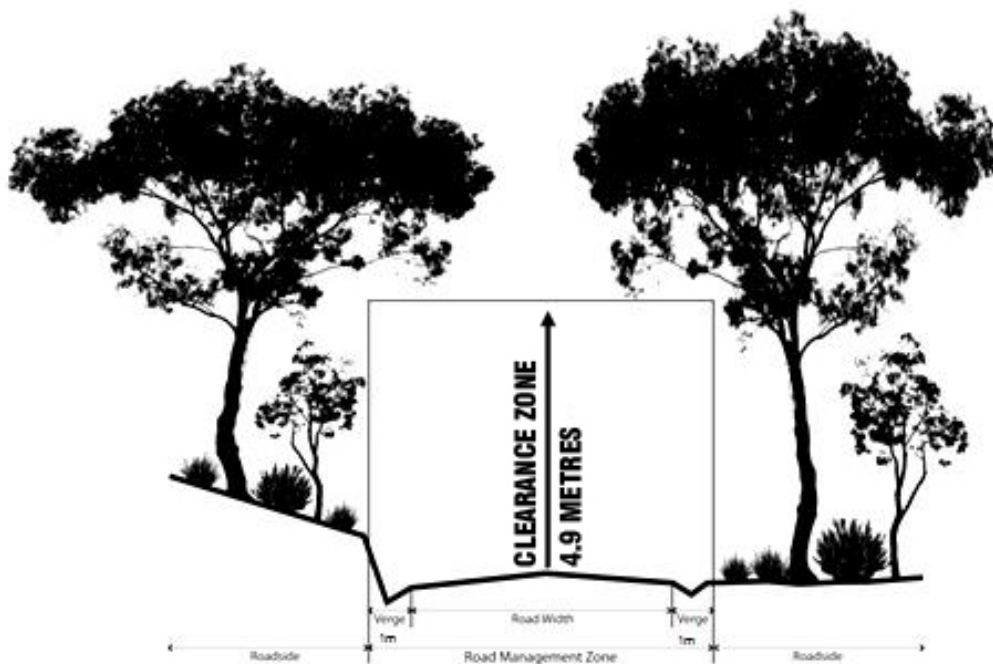
Maintained by City of Greater Geelong

- Blackgate Road (Breamlea Road to Bridge)
- Breamlea Road (Barwon Heads Road to Blackgate Road)
- McCartney's Bridge (Blackgate Road)

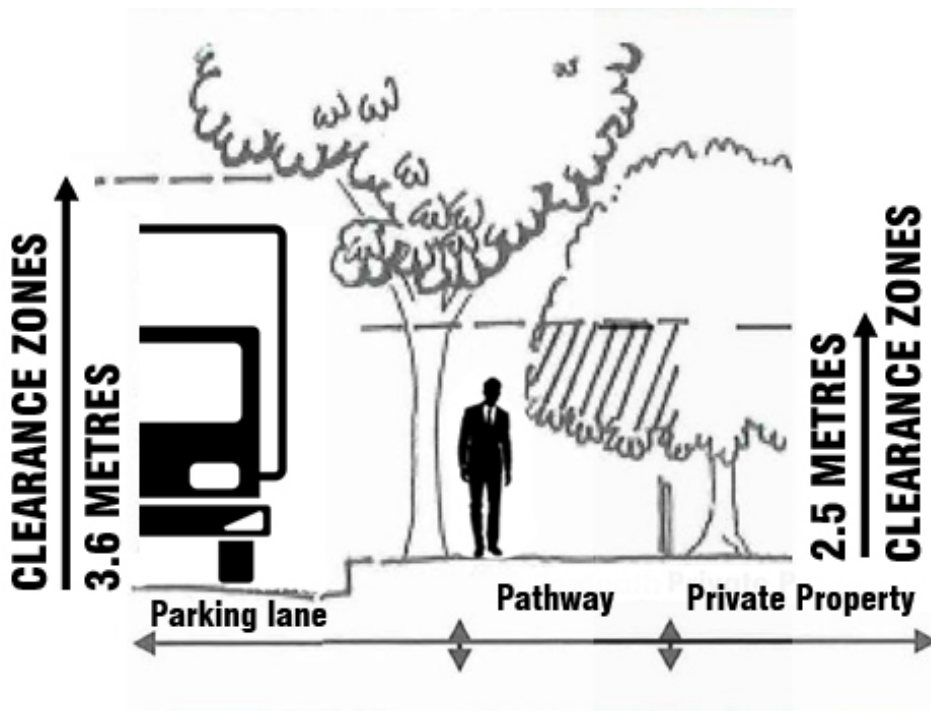
Arrangements are in place to clarify maintenance responsibility for these roads. The Road Register identifies which Councils have maintenance responsibilities for various sections of the boundary roads.

Councils generally share road or bridge renewal and rehabilitation costs on an equal basis when these works are required.

10 Attachment 5: Vegetation Clearance

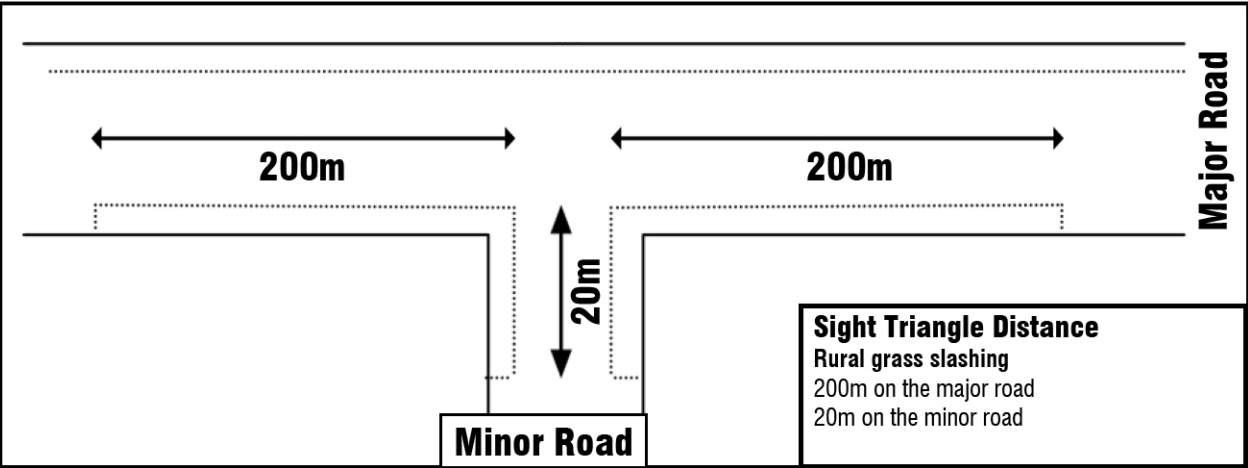


Above: Example of vegetation clearance zone over traffic lanes (urban and rural).

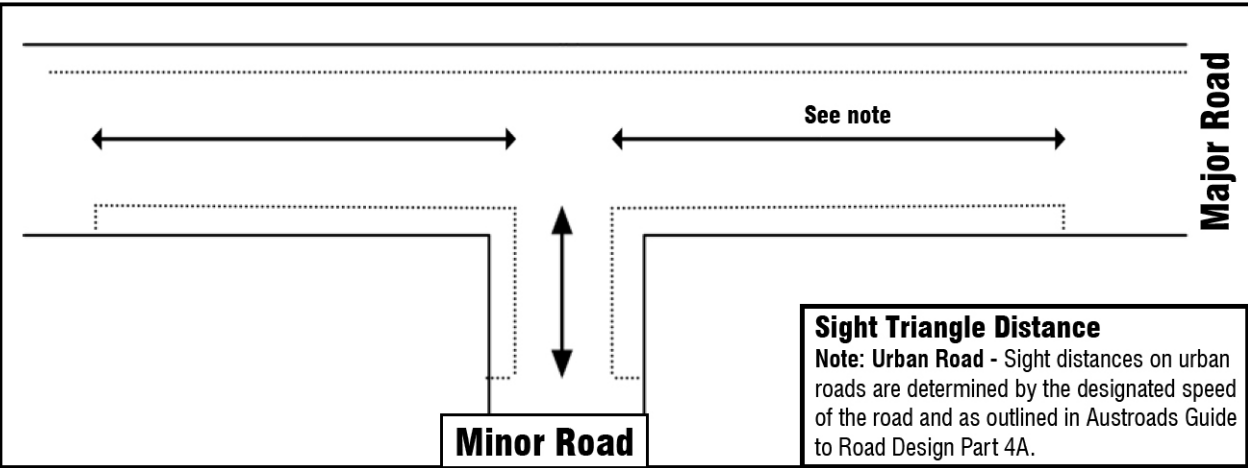


Above: Example of vegetation clearance zones required from private property in urban areas.

11 Attachment 6: Intersection Site Triangle



Above: Rural road sight triangle distance



Above: Urban road sight triangle distance