ROAD MANAGEMENT PLAN

Revision No: 2
Date: 27 July2015

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

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SCHEDULES

1. Introduction

This Road Management Plan (the 'Plan') is prepared in accordance with section 52 of the *Road Management Act* 2004 (the 'Act'). The Act reformed the law relating to road management in Victoria, established the general principles which apply to road authorities and road management and set out certain rights and duties of road users.

In preparing the Plan under Division 5 of Part 4 of the Act, Council has made a policy decision under and for the purposes of section 39 of the Act.

The Plan reflects the purposes and objectives of Council as a road authority under the Act and is consistent also with the role of the Council as specified under Part 1A of the *Local Government Act* 1989. The objectives pursued in the Plan align with the Whitehorse Council Plan 2014 – 2018, which sets the strategic objectives of Council for the next four years.

The respective rights and responsibilities of the Council, its ratepayers, residents and the general public have been considered in the preparation of this Plan. There are also general obligations of road users under the Act, which require that they exercise personal responsibility for their own and others' safety and interests.

In developing the policy decisions and relevant standards detailed in this Plan, the Council has had regard to the six fundamental Best Value Principles specified under section 208B of the *Local Government Act* 1989.

Internal audit for compliance of Road Management Plan is undertaken once every two years as recommended by Council's insurers.

2. Purpose of Plan

In accordance with sections 50 and 52 of the Act, the purposes of this Plan are:

- to establish a management system for the road management functions of the Council which is based on policy and operational objectives and available resources;
- to specify the relevant standards or policies in relation to the discharge of duties in the performance of those road management functions; and
- to detail the management systems that the Council proposes to implement in the discharge of its duty to inspect, maintain and repair public roads for which the Council is responsible.

This Plan does not apply to arterial roads and freeways. VicRoads is responsible for these roads. Council may, however, be responsible for those sections of arterial roads outside of the through traffic lanes. The Roads Register identifies which roads, or parts of roads, for which the Council is responsible.

3. Meaning of Terms

Terms used in this Plan have the same meaning as the specific definitions included in the Act.

These include:

"arterial road" means a road which is declared to be an arterial road under section 14;

"Council" means the City of Whitehorse as both the coordinating road authority and as the responsible road authority (as applicable);

"public highway" means any area of land that is a highway for the purposes of the common law; and

"public road" means a public road within the meaning of section 17;

4. Roads For Which Plan Applies

The provisions of this Plan apply to those local roads and pathways listed in the Register of Public Roads as detailed in Schedule 1.

The Council has determined that those local roads and pathways on the Register of Public Roads are those roads that are considered to be reasonably required for general public use.

The Council has also designated certain areas adjacent to a public road as 'ancillary areas' and these areas are also recorded in the Register of Public Roads.

The details of agreements between the Council and other road authorities in relation to the transfer of road management functions, made pursuant to section 15 of the Act, are also included in the Register of Public Roads.

To the extent possible within budgetary and resource allocation constraints, the Register of Public Roads records the location, type, hierarchy, capacity, condition, configuration and quantity of road assets for which the Council is responsible, together with a history of the relevant infrastructure assets including any additions, deletions or changes. Details of the valuation of infrastructure assets (e.g. replacement value, depreciation) in accordance with the relevant accounting standards are also included where the information is readily available.

Council has a policy for the discontinuance and sale of unnecessary rights-of-way and roads. To facilitate the operation of this policy, un-constructed roads, lanes and rights-of-way have generally been excluded from the Register of Public Roads, but only in circumstances where the Council considers a particular right-of-way or road is not reasonably required for general public use.

This Plan does not apply to any driveway or pathway providing access from private property to a public road.

Details of other matters which the Council considers should be included in the Register of Public Roads will, as required, be added to the Register of Public Roads as they become available.

Road Hierarchy

The Road Hierarchy Schedule classifies each road in the Register of Public Roads to:

- enable the community to readily identify the category of any road; and
- have clear expectations of the design and construction parameters; and
- have clear expectations of the maintenance regime,

for any road listed in the Register of Public Roads.

The Road Hierarchy Schedule is attached as Schedule 2.

Footpath (On-road) Hierarchy

The Footpath Hierarchy Schedule classifies each section of footpath that is Council-managed infrastructure in a road reserve or ancillary area to enable the community to:

- have clear expectations of the design and construction parameters; and

- have clear expectations of the maintenance regime.

The level of service for a section of footpath is not necessarily the same as the adjacent section of road.

The Footpath Hierarchy Schedule is attached as Schedule 3.

Bicycle and Shared Path (Off-road) Hierarchy

The Bicycle and Shared Path Hierarchy Schedule classifies each section of bicycle and shared pathway off-road (separate to the roadway) that is Council infrastructure in parks, reserves and ancillary areas to enable the community to:

- have clear expectations of the design and construction parameters; and
- have clear expectations of the maintenance regime.

The level of service for a section of bicycle and / or shared path off-road is not necessarily the same as the adjacent section of road and is subject to the type and make-up of the path.

The Bicycle and Shared Path Hierarchy Schedule is attached as Schedule 4.

Other Assets

Details of other road related assets, including regulatory and warning signs, street furniture and lighting to which this Plan applies will be listed in and added to the Register of Public Roads, subject to the availability of data collection, report systems and resources.

5. Level of Service

The standards specified under this Plan maintain the service provided by the City's road network at the level applicable at the time of approval by Council of this Plan.

The level of service specified in this Plan is considered reasonable having regard to the resources available to Council and the provision of other Council services.

Council has completed its five – year program of Best Value Service Reviews in accordance with the requirements of Division 3 of Part 9 of the *Local Government Act* 1989 and intends continuing with an ongoing program of review based on a strategic approach. Information on the Council's approach to Best Value and the timetable for service reviews is attached in Schedule 4. This Schedule also provides information on the status and outcome of Best Value Service Reviews carried out in 2012-2013.

A Best Value Service Review of the provision of Council's Infrastructure Maintenance was carried out during 2003-2004 focussing on the management and maintenance of Council's road and drainage assets. These services were assessed against other local government providers in relation to cost and quality standards. Council adopted the revised standards for reporting performance against the Best Value Principles in April 2005.

6. Risk Assessment

The consequences of asset failure to the Council and its community can include loss of revenue, inconvenience to the public and loss of service and trade. It is not possible for the Council to address all defects and eliminate all risks. However, risks may be identified and minimised by regular inspections and the setting of clear priorities in the context of the policy framework established in this Plan. Details of inspection frequency and response times are documented in Schedule 6.

To enable risk to be effectively and efficiently managed requires the Council to have access to accurate and up-to-date information on all infrastructure assets. This information will also enable planning for the provision and the continual safe and efficient use of community infrastructure.

Council has developed a Risk Management Policy & Strategy. A copy of this Strategy is included as Schedule 10.

Relevant foreseeable risks have been identified and are recorded in the relevant register in circumstances where they are managed, monitored and reviewed in accordance with the scheduled timeframes.

An assessment of the relevant risks has been considered in setting the intervention levels for various services to which reference to Part 8 of this Plan should be made.

7. Standards for Construction, Expansion, Upgrade, Renewal and Refurbishment

The standards for construction of new local roads and pathways and the standards for the expansion, upgrade, renewal and refurbishment of existing local roads and pathways will be in accordance with the standards and specifications listed in Schedule 5.

8. Standards of Maintenance

The standards of maintenance applicable to the local roads and pathways subject to this Plan are detailed in Schedule 6. Schedule 6 outlines:

a) the task or work expected to be undertaken;
b) the schedule of inspections to be undertaken of specified matters at specified intervals;
c) the circumstances under which intervention action is to be taken with respect to repair or maintenance needs for defects reported to Council or found on inspection;
d) the priority to be given to intervention action under the previous paragraph c);
e) the kind of priority intervention action which is to be taken in the circumstances specified in paragraph c); and
f) the provision, as far as reasonably practicable, for the unpredictable, i.e. emergencies, natural 'disasters' and the like which are not reasonably foreseeable by the Council.

Schedule 6 also details the standards and specifications which apply to the undertaking of maintenance works within the vehicular and pedestrian envelopes to which the maintenance standards are applicable.

Reactive requests are inspected and actioned in alignment with frequencies and intervention levels as stipulated in Schedule 6 – Inspection and Maintenance Standards.

This Plan acknowledges the importance of understanding and monitoring the linkage between workload indicator and intervention action, as a substantial increase in area of pavement to be maintained can materially impact upon intervention action (and citizen satisfaction and duty of care requirements) if not accompanied by a comparable increase in budget allocation or productivity improvement.

9. Financial Resources

The commitments and obligations specified in this Plan are matched to and otherwise dependent on the financial and other resources available to the Council to deliver those commitments and obligations. These financial resources are outlined in the Financial Plan section of the Strategic Resource Plan.

In particular, the decisions which the Council makes about the circumstances and the manner and the standard to be achieved in performing road management functions under this Plan are based substantially on financial, budgetary allocation, economic, political, social and environmental factors or constraints.

Council's Annual Budget contains specific funding details of the financial resources allocated for the construction, upgrading, renewal, refurbishment and maintenance of local roads and pathways on an annual basis. Schedule 7 summarises the relevant sections of the Annual Budget where these financial resources are located.

The financial resources allocated for works on local roads and pathways are considered reasonable having regard to the overall service delivery priorities of the Council and the outcomes of Best Value Reviews.

10. Safety at Worksites

All construction and maintenance work on local roads and pathways will be undertaken in accordance with the relevant occupational, health and safety legislation, codes of practice and guidelines.

Council has a number of occupational health and safety policies which are located in Council's Corporate Policy Manual. An index of the Council's occupation health and safety policies and the Occupational Health and Safety Risk Management Policy No RM01 are included at Schedule 8 of this Plan.

11. Quality Assurance

To ensure that the requirements of this Plan are met, Council has in place appropriate internal methods, procedures, processes and standards.

12. Service Requests and Data Recording

Schedule 9 summarises the processes and systems that have been established to receive and deal with service requests, complaints and other information from road users and the community, including information regarding emergency situations occurring outside normal working hours and those circumstances that might develop into claims against the Council or other parties (refer to sections 115 and 116 of the Act in relation to notices of incident and the preparation of condition reports).

Schedule 9 also outlines the procedures for collecting and storing information regarding road asset condition in order to assist in the development of maintenance programs and the allocation of maintenance tasks.

The processes and systems included in Schedule 9 provide for the recording of:

- defects or other matters requiring repair or maintenance found on inspection or reported to the Council;
- the nature, location and time of the proposed repair and maintenance works;
- when the necessary repair and maintenance works have been completed; and
- the name and address of the person reporting the defect(s).

This system includes a monthly report to each manager of requests received and closed and residual requests allowing for the regular monitoring and review of users' and community service requests, complaints and information regarding the nature and standard of responses. Additional reports are also prepared and reviewed by each relevant Council department.

13. Duty to Inform Service Provider or Works and Infrastructure Manager

If in the course of Council meeting its obligations under this Plan, Council becomes aware that any non-road infrastructure for which a service provider or works and infrastructure manager is responsible:

- is not in the location shown in the relevant records; or
- appears to be in an unsafe condition; or
- appears to be in need of repair or maintenance,

then Council will convey that information in writing to the relevant service provider or works and infrastructure manager within 10 business days of the Council becoming aware of the aforementioned situation.

14. Asset Management Policy and Strategy

Council's infrastructure network represents a significant investment made over many generations and provides the foundation for the social, environmental and economic values of the community. This network provides necessary services and facilities that are expected from its users. Stewardship of infrastructure is a core Council function. Millions of dollars are spent annually managing and maintaining infrastructure and it is important that Council employs high-level management skills, practices and systems to ensure that services are delivered economically and sustainably.

Sound and sustainable asset management is necessary to enable Council to meet its responsibilities to:

- Provide services to current and future generations;
- Provide and maintain necessary community infrastructure; and
- Encourage and support the economic and social development of the area.

This Plan forms an integral part of the Council's Asset Management Policy and Framework and recognises the inextricable linkage between the effective management of road assets and the standard of maintenance specified in this Plan.

Council's Asset Management Policy sets out a framework for the management of all Council assets. Key asset management goals set out in Council's Asset Management Policy are:

- to develop effective and affordable preventative maintenance programs aimed at minimising life cycle costs and maximising the service potential of assets;
- to develop and regularly review service targets and standards in consultation with relevant stakeholders;
- to ensure sustainable management via the development of cost effective asset management strategies for the long term;
- to maintain a whole of organisation approach using best appropriate asset management practices;
- to adopt a life-cycle asset management approach, incorporating life cycle costing into capital investment decisions;
- to ensure adjustments to operational budgets are considered at the time decisions are taken to acquire, renew, expand, upgrade or create an asset;
- to have a consistent practice for the assessment of capital investment proposals;
- to maintain and update Asset Management Plans for each asset group;
- to provide defined levels of service to guide capital investment decision making;

- to monitor and report asset management performance; and
- to apply a risk managed approach to asset management.

Further, the Council's goals for Asset Management are to be achieved through the continued implementation of the asset management framework. In addition to this Plan Council's Asset Management Framework includes an adopted Corporate Asset Management Strategy 2012 - 2016 which specifies asset management improvements across all asset classes and a suite of Asset Management Plans for each major asset class. The Roads Asset Management Plan details asset management strategies and funding demands specifically for roads and road related infrastructure in order to meet specified levels of service over a 20 year period.

Council continually records and monitors the effective management of its road infrastructure. Part of this monitoring is to determine whether the level of service is achievable. If this cannot be achieved, the level of maintenance effort and/or the standard of maintenance may need to be varied. For example, the following may be required:

- the maintenance effort may need to increase if the intervention level or standards of maintenance specified in this Plan are to be retained as the underlying condition of the road regresses; and/or
- due to budgetary constraints, the intervention levels and/or standards of maintenance may need to be varied to match the deteriorating condition of the road, in which case this Plan will need to be amended accordingly.

Similarly, changes in the level of service may impact upon the maintenance effort required and/or standard of maintenance.

Council operates a Pavement Management System provided by SMEC. This system is used to record and analyse the condition, traffic and construction of a road pavement and produces options for the allocation of funding to repair and refurbish roads in the road network. These options form the basis of recommendations to Council for works programs.

Council's Pavement Management System and this Road Management Plan will also be supported by an Integrated Asset Management System, which Council has implemented. This system links operational levels of service prescribed in this Plan back to individual assets in Council's Asset Register. The system records, monitors and reviews the levels of service performance as prescribed in this Plan.

15. Performance Management and Internal Auditing Process

In accordance with the Best Value Principles and good management practice, a performance measurement, monitoring and reporting regime will be developed as part of this Plan.

It is envisaged that Council's asset management performance, measured against planned targets and key performance indicators will be reported to the community through Council's Annual Report.

Internal audit for compliance of Road Management Plan is undertaken once every two years as recommended by Council's insurers to ensure that proactive and reactive inspection frequencies and maintenance response time-frames are as stipulated in Schedule 6.

16. Plan Review

Subject to Part 14 of this Plan, this Plan will be comprehensively reviewed every 4 years (as per Road Management Act 2004 and relevant regulations) having regard to all relevant considerations, including:

- asset performance following delivery of maintenance program;
- the level of achievement of asset management strategies against the expected benefits to road users, stakeholders and the community; and
- the consideration of any external factors that are likely to influence the contents of this Plan.

17. References

The following references are referred to or affect the operation of this Plan:

- *Road Management Act* 2004;
- Code of Practice for Road Management Plans - Published in Government Gazette, no. s201, Thursday, 16 September 2004;
- Code of Practice for Operational Responsibility for Public Roads - Published in Government Gazette, no. s267, Friday 17 December 2004;
- Code of Practice for Worksite Safety - Traffic Management - Published in Government Gazette, no s276, Wednesday 22 December 2004;
- City of Whitehorse Council Plan 20014-2018; and
- Code of Practice for Management of Infrastructure in Road Reserves - Published in Government Gazette, no s269, Monday 6 October 2008.

ROAD MANAGEMENT PLAN

Schedule 1

Register of Public Roads

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 1 - REGISTER OF PUBLIC ROADS (“ROADS REGISTER”)

Refer to separate document.

ROAD MANAGEMENT PLAN

Schedule 2

Road Hierarchy

Revision & Adoption Schedule

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Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 2 - ROAD HIERARCHY

Purpose

The purpose of the Road Hierarchy Schedule is to classify each road in the municipal district for which the Council is responsible under the Act.

The Road Hierarchy Schedule is a road classification system that will:

- enable the community to readily identify the road system;
- have a clear understanding of the design and construction parameters, and
- have clear expectations of the maintenance regime

for any road in the road system for which the Council is responsible.

This will enable the establishment of targets that are achievable, equitable and have regard for community needs and aspirations.

Those roads or parts of roads for which the Council is responsible are listed in the Roads Register.

Exclusions

This Road Hierarchy does not cover roads that are under the control of VicRoads. These are roads that were previously classified as state highways or declared main roads. These roads will appear in the VicRoads Roads Register as freeways or arterial roads.

Principles

In developing a classification system, the following principles have been adopted by the Council:

- classifications are functionally based, not based entirely on traffic volumes or current standard of construction;
- classifications are generally consistent with a recognised classification system; and
- a number of planning parameters, such as traffic volumes and types, bus routes, access to abutting properties and linkages with other roads are taken into consideration.

Road Classification

The road classification adopted by the Council uses the model recommended by the Municipal Association of Victoria. The model uses the three classifications of “Link”, “Collector” and “Access” as definitions of local urban roads. Definitions of these classifications are given below:

Table 1 Road Classifications

Link	Primarily provide a linkage between significant Residential, Industrial and Commercial nodes or the Arterial Road network. These roads have an identifiable Origin and Destination (eg suburbs, industrial areas or places of significance)
Collector	Important local roads whose function is to distribute traffic between the arterial roads and the local road system and to provide access to abutting properties
Access	Those roads or streets not having a significant through traffic function, whose function is to provide access to abutting properties.

Notes

Roads into parklands and recreational or sporting reserves and Council car parks will have the same maintenance regime as Access Roads and consequently will be classified as Access Roads.

Roads (or those portions of a road) that have scheduled bus routes have a minimum rating as a Collector Road due to the functional importance of providing public transport.

The classification of Link, Collector and Access has been adopted for the Roads Register.

Schedule

Those roads classified as Link or Collector are listed below. All other roads that are Council's responsibility a Access Roads. All roads, including Access Roads, are listed in the Roads Register.

Link Roads

Name	Between	Suburb
Deep Creek Road	Whitehorse & Mullum Mullum Creek	Mitcham
Heatherdale Road	Whitehorse & Canterbury	Mitcham
Mont Albert Road	York & Elgar	Mont Albert
Rooks Road	Whitehorse & Canterbury	Mitcham - Vermont
Springfield Road	Middleborough & Mitcham	Blackburn North Nunawading, Mitcham

Collector Roads

Name	Between	Suburb
Albion Road	Station & Middleborough	Box Hill
Arnold Street	Elgar & Nelson	Box Hill
Barkly Street	Canterbury & Albion	Box Hill
Barcelona Street	Rutland & Albion	Box Hill
Beddoe Road	Cosgrove & Central	Vermont
Blanche Drive	Canterbury & Centre	Vermont
Brunswick Road	Mitcham & Reserve	Mitcham
Bundoran Parade	Kerry to Braemar	Box Hill
Burnett Street	Mitcham & Edgerton	Mitcham
Carrington	Elgar & Station	Box Hill
Cambridge	Station & Carrington	Box Hill
Centre Road	Boronia &Blanche	Vermont
Central Road	Blackburn & Springvale	Blackburn

Name	Between	Suburb
Churinga Avenue	Scott & Purches	Mitcham
Clarice Road	Full length	Box Hill South
Cosgrove Street	Beddoe & Graeme	Vermont
Creek Road	Garden & Simpson	Mitcham
Doncaster East Road	Mitcham & Whitehorse	Mitcham
Dorking Road	Whitehorse & Roselea	Box Hill - Box Hill North
Edgerton Road	Burnett & Highland	Mitcham
Ellingworth Parade	Station & William	Box Hill
Eley Road	Station & Blackburn	Box Hill South - Burwood East
Evans Street	Burwood & Highbury	Burwood
Ferris Avenue	Ian & Glenbernie	Mitcham
Florence Street	Milton & Lake	Blackburn
Foch Street	Station & Haig	Box Hill South
Forest Road	Canterbury & Florence	Blackburn
Fulton Road	Middleborough & Holland	Blackburn South
Garden Avenue	Reserve & Creek	Mitcham
George Road	Terrara & Morack	Vermont South
Glenbernie Road	Ferris & Langford	Mitcham
Graeme Street	Centre & Cosgrove	Vermont
Grange Road	Eley & Holland	Blackburn South
Haig Street	Canterbury & Foch	Box Hill South
Hampshire Road	Jolimont & Parkmore	Forest Hill
Hanover Road	Burwood & Terrara	Vermont South
Hartland Road	Burwood & Weeden	Vermont South
Hawthorn Road	Blackburn & Terrara	Forrest Hill - Vermont South
Heather Grove	Springvale & Mount Pleasant	Nunawading
Heathfield Rise	Roselea & Middleborough	Box Hill North
Highland Avenue	Edgerton & Wattle Valley	Mitcham
Highmont Drive	Highbury & Weedon	Vermont South
Holland Road	Fulton & Eley	Blackburn South
Ian Crescent	Ferris & Simpson	Mitcham
Ireland Street	Highbury – McIntyre	Burwood
Jolimont Road	Hampshire & Stevens	Forrest Hill
Joyce Street	Central & Milton	Blackburn
Junction Road	Blackburn & Springvale	Blackburn North - Nunawading
Katrina Road	Koonung & Middleborough	Blackburn North
Koonung Road	Springfield & Katrina	Blackburn North
Langford Avenue	Glenburnie & Scott	Mitcham
Leopold Crescent	Mont Albert & Windsor	Mont Albert
Lexton Road	Middleborough & #22	Box Hill North
Main Street	Canterbury & South	Blackburn
Marchiori Road	Junction & Springfield	Blackburn North
Mahoneys Road	Burwood & Canterbury	Forrest Hill
McIntyre Street	Ireland & Burwood	Burwood
Melrose Street	Elgar & Braemar	Box Hill
Milton Street	Florence & Joyce	Blackburn
Morack Road	George & Boronia	Vermont
Mount Pleasant Road	Station & Heather	Nunawading
Nelson Road	Prospect & Severn	Box Hill
Norcal Road	Station & Mount Pleasant	Nunawading
Parkmore Road	Hampshire & Springvale	Forest Hill
Prospect Street	Nelson & Elgar	Box Hill
Purches Street	Canterbury & Churinga	Vermont
Railway Road	Whitehorse & Station	Blackburn
Redland Drive	Mitcham to end	Mitcham

Name	Between	Suburb
Reserve Avenue	Brunswick & Garden	Mitcham
Roselea Street	Dorking & Heathfield	Box Hill North
Royton Street	Burwood & Eley	Burwood East
Rutland Road	Station & Barcelona	Box Hill
Severn Street	Elgar & Nelson	Box Hill
Shannon Street	Elgar Road & Station Street	Box Hill North
Simpson Street	Creel & Ian	Mitcham
Station Street	Railway & Whitehorse	Blackburn
Station Street	Springvale & Rooks	Nunawading
Stevens Road	Canterbury & Jolimont	Forest Hill
Strabane Avenue	Elgar & Evelina	Mont Albert North
Springfield Road	Dorking & Middleborough	Box Hill North
South Parade	Blackburn & Main	Blackburn
Terrara Road	Burwood & Canterbury	Vermont - Vermont South
Thames Street	Nelson & Dorking	Box Hill
Thurston Street	Cambridge & Carrington	Box Hill
The Avenue	Blackburn & Main	Blackburn
Wattle Valley Road	Deep Creek & Highland	Mitcham
Weeden Drive	Hartland & Highmont	Vermont South
William Street	Albion & Rutland	Box Hill
Williams Road	Springfield & Whitehorse	Blackburn
Wimmera Street	Dorking & Station	Box Hill North
Windsor Crescent	Alexandra & Leopold	Mont Albert
Woodhouse Grove	Station & Dorking	Box Hill North

ROAD MANAGEMENT PLAN

Schedule 3

Footpath (On-Road) Hierarchy

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 3 - FOOTPATH HIERARCHY

Purpose

The purpose of the Footpath Hierarchy Schedule is to classify each section of footpath in the municipal district for which the Council is responsible under the Act.

The Footpath Hierarchy Schedule is a footpath classification system that enables the community to:

- have clear expectations of the design and construction parameters; and
- have clear expectations of the inspection and maintenance regime.

for any section of footpath in the municipal district.

This establishes targets that are achievable, equitable and have regard for community needs and aspirations.

Principles

In developing this classification system, the overriding factor is the area serviced by the section of footpath. The footpath hierarchy and the associated inspection and repair criteria have been developed using risk management principles.

The classification schedule is as follows:

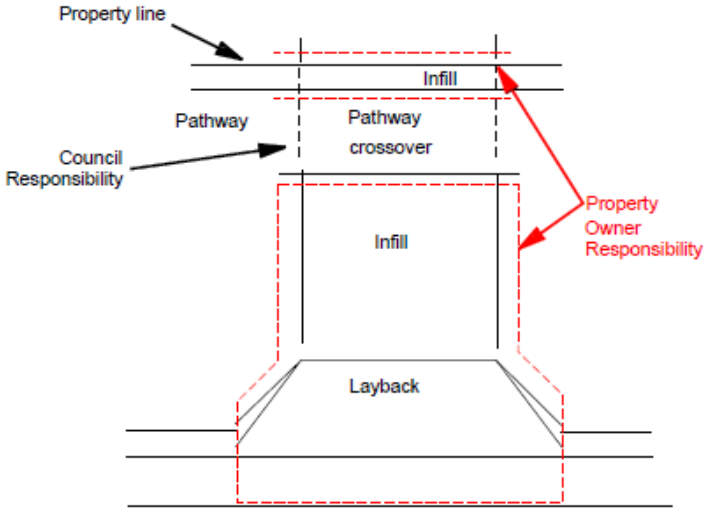
Category	Footpaths in:
1	Major commercial/shopping areas
2	Busy area (hospitals, aged facilities, large public venues, small strip shopping centres, etc)
3	All other footpaths in the road reserve

The land comprising any part of a road reserve on which a vehicle crossing which connects from a roadway or pathway on a road to any other land has been constructed (unless the land forms part of a pathway) –

- is not inspected, repaired or maintained by the Council and is otherwise excluded from the requirements of the road management plan;
- is considered by the Council to be the responsibility of the property owner which utilises the vehicle crossing for ingress to and egress from the property; and
- is required by the Council to be repaired, maintained and constructed by the benefiting property owner to the satisfaction of the Council.

Despite this, the Council may, on a discretionary basis, inspect, maintain or repair a vehicle crossing (which does not form part of a pathway) and recover the costs from a benefiting property owner.

This policy position and the requirements imposed by the Council in relation to vehicle crossings are supported by the Local Government Act 1989 and the vehicle crossing provisions of Council's Community Local Law 2014.



Schedule

Those footpaths classified as category 1 or categories 2 are listed below. Those footpaths classified as category 3 are not listed.

Footpath Schedule

Category 1 – Major Commercial Areas

Locations	Street name (unless stated otherwise, includes both sides)	From	To
Box Hill Commercial Area:	Main Street	Full length	
	Market Street	Full length	
	Bank St	Station St	Lindsey St
	Cambridge St	Station St	Thurston Rd
	Carrington Road	Station St	Thurston Rd
	Ellingworth Pde	Station Street	William Rd
	Nelson Rd	Prospect St	Whitehorse Rd
	Prospect St	Elgar Rd	End
	Rutland Rd	Station St	William Rd
	Station St	Cambridge St	Irving Ave
	Whitehorse Rd	Elgar Rd	Court St
	Young St	Full length	
Mitcham Commercial Areas:	Mitcham Mall		
	Mitcham Rd	Victoria Ave	Calcultta St
	Victoria Ave	Mitcham Rd	Albert St
Mega Mile shops:	Whitehorse Rd	Doncaster East Rd	Metropolitan Ave
Nunawading Shops:	Market St	Full length	
	Springvale Rd	Market St	Burnt St
	Station St	Springvale Rd	Wood St
	Wood St	Station St	West St
Brentford Square:	Mall area		
	Stevens Rd	Canterbury Rd	Ashmore Rd
Blackburn Shops:	Blackburn Rd	Railway Pde	The Avenue
	Chapel St	Whitehorse Rd	Railway Pde
	Railway Parade	Vine St	Chapel St
	South Parade	Blackburn Rd	End
Blackburn South Shops:	Canterbury Rd	Main St	Wreford Rd
	Main St	Canterbury Rd	Norwell St
Forest Hill Shopping: Centre:	Mahoneys Road	Canterbury Rd	Pacific Way

Category 2 – Minor Shopping Areas.

Locations	Street name (unless stated otherwise, includes both sides)	From	To
Access Rd Shops, Box Hill North	Access Road	Rostrevor Pde	Braemer St
Albert St/Railway Rd, Blackburn	Railway Road	Chapel St	Mary St
	Albert Street	Whitehorse Rd	Railway Pde
Arcade Rd, Box Hill North	Arcade Road	Access Rd	Dunloe Ave
Bennetswood Shops	Station Street	Delany Ave	Burwood Hwy
	Barry Road	Station St	Burwood Hwy
Canterbury Rd/Boronia Rd Shops	Canterbury Road	568 Canterbury Rd	Boronia Rd
Elgar Rd/Woodhouse Gve Shops	Elgar Road	Woodhouse Gr	Lorraine Ave
Houston Shops	Middleborough Road	Ailsa St	Mirabella Cres
Indra/Baratta Shops, Blackburn South	Indra Street	Barrata St	Canora St
Kerrimuir Shops	Middleborough Road	Packham St	Springfield Rd
Laburnum Shops	Laburnum Street	Salisbury Ave	Myrtle Gr
	Pakenham Street	Fuschia St	Laburnum St
Warrigal Rd/Burwood Hwy Shops	Burwood Highway	Warrigal Rd	42 Burwood Hwy
Middleborough Rd/Burwood Hwy Shops	Burwood Highway	Middleborough Rd	42 Burwood Hwy
Middleborough Rd/Eley Rd Shops	Middleborough Road	102 Middleborough Rd	112 Middleborough Rd
Mont Albert Shopping Centre	Hamilton Street		
	Churchill Street	Stanhope St	Hamilton St
Mt Pleasant/Lorikeet Shops, Nunawading	Mt Pleasant Rd	Lorikeet Rd	Mt Pleasant Rd
Parkmore Rd/Springvale Rd Shops, Forest Hills	Springvale Road	Parkmore Rd	421 Springvale Rd
Quarry Rd/McKeon Rd, Mitcham	McKeon Road	Quarry Rd	9 McKeon Rd
Rangeview Shops	Mitcham Road	Owen St	Vernal Ave
Riversdale Rd/Elgar Rd Shops	Elgar Road	Hamel St	Fowler St
	Riversdale Road	1103 Riversdale Rd	Elgar Rd
Second Ave Shops, Kerrimuir	Second Ave	Cherry Orchard Rise	Toogood Rise
Springfield Rd/Mountain View Rd Shops	Springfield Road	Mountain View Rd	Evandale Rd
Weeden Dr/Overland Dr Shops	Weeden Drive	Overland Drive	
Weeden Dr/Wildwood Ave Shops	Weeden Drive	Wildwood Avenue	
Woodhouse Gve/Station St Shops, Box Hill	Station Street	Woodhouse Gr	Ronald St

Category 2: Hospitals

Location	Street name (unless stated otherwise, includes both sides)	From	To
Box Hill Hospital	Nelson Road	Whitehorse Rd	Severn St
	Thames Street	Elgar Rd	Nelson Rd
	Arnold Street	Elgar Rd	Nelson Rd
	Spring Street	Arnold St	End
	Rogerson Road	Thames St	Arnold St
Mitcham Private Hospital	Doncaster East Road	Mitcham Rd	Glen Rd
	Glen Road	Doncaster East Rd	Rye St
Bellbird Hospital	Rosslyn Street	Blackburn Rd	Margaret St
	Blackburn Road	Rosslyn St	Canterbury Rd
	Canterbury Road	Blackburn Rd	Margaret St

Category 2: Nursing Homes

Location	Street name (unless stated otherwise, includes both sides)	From	To
40 Dorking Road Hostel	Dorking Road	Whitehorse Rd	Margaret St.
Nunawading Community Hostel	Within the compound		
Strathdon Community Centre - Jolimont Rd	Jolimont Road	Springvale Rd	Longbrae Ave
Nunawading Senior Citizen - Silver Grove, Nunawading	Silver Grove		
Strabane Rd Senior Citizen	Strabane Road	Bondara Rd	Box Hill Cres.
Peter James Centre	Mahoneys Road/Burwood Highway		
Inala Village	Middleborough Road	Clarice Rd	Ailsa St
Salvation Army Retirement Village	Elgar Road/Canterbury Road		

Category 2: Large Public Places

Location	From/ To
Whitehorse Civic Centre, Nunawading	Within the compound
Box Hill Town Hall	Within the compound
Whitehorse Aquatic & Leisure Centre, Box Hill	Within the compound
Nunawading Aquatic Centre	Within the compound
Nunawading Library	Within the compound
Box Hill Library	Within the compound
Blackburn Library	Within the compound
Vermont South Library	Within the compound
Whitehorse Centre, Nunawading	Within the compound

ROAD MANAGEMENT PLAN

Schedule 4

Bicycle and Shared Path (Off-Road) Hierarchy

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 4 - BICYCLE AND SHARED PATH (OFF – ROAD) HIERARCHY (SEPARATE TO THE ROADWAY)

Purpose

The purpose of the Bicycle and Shared Path (Off – Road) Hierarchy Schedule is to classify each section of bicycle and shared path (off-road) in the municipal district for which the Council is responsible.

The Bicycle and Shared Path Hierarchy Schedule is a classification system that enables the community to:

- have clear expectations of the design and construction parameters; and
- have clear expectations of the inspection and maintenance regime

for any section of bicycle and shared path (off-road) in the municipal district.

This establishes targets that are achievable, equitable and have regard for community needs and aspirations.

Principles

In developing this classification system, the overriding factor is the area serviced by the section of bicycle and shared (off-road) paths. The paths hierarchy and the associated inspection and repair criteria have been developed using risk management principles.

The construction should generally be in accordance with “Austroads Cycling Aspects of Austroads Guides” and “VicRoads Cycle Notes for Widths of Off-Road Shared Use Paths”.

The table below specifies the hierarchy and Council standards for the widths and clear zones for new shared paths. The table has been prepared from “Austroads Cycling Aspects of Austroads Guides” and “VicRoads Cycle Notes for Widths of Off-Road Shared Use Paths” regarding minimum widths.

The minimum vertical clearance required by cyclists is 2.5 m, measured above the riding surface. This applies to tree branches, underpasses, doorways, sign structures and any other overhead structure.

Classification	Description	Minimum Widths for New Paths	Clear Zones for New Paths (Each Side)
Major recreational and urban commuter path	Paths that accommodate a high volume of cyclists and pedestrians. Typically more than 600 cyclists per hour or more than 40 pedestrians per hour.	3m or more	1m (0.5m absolute minimum)
Minor recreational and urban commuter path	Paths that accommodate a low volume of cyclists and pedestrians. Typically less than 600 cyclists per hour or less than 40 pedestrians per hour. (In most circumstances, new shared use paths should be 3m wide, especially for new paths on the Principal Bicycle Network or the Metropolitan Trail Network).	2.5m to 3m	0.5m desirable

Classification	Description	Minimum Widths for New Paths	Clear Zones for New Paths (Each Side)
Local access path	Paths of this width are adequate for pedestrians, but only cater for one cyclist or person in a wheelchair at a time. If a meeting or passing occurs between a cyclist and another user, one of the users may need to move off the path. This width may be acceptable on paths that are less than 500m in length where cyclist volumes are less than 20 cyclists per hour. They are not suitable for new paths on the Principal Bicycle Network or the Metropolitan Trail Network.	2.5m (can be 2.0m where cyclist volumes and operational speeds remain low)	0.5m desirable

Schedule

The classification of off-road bicycle and shared paths is identified below.

Path	From	To	VicRoads PBN	Classifications	Approx. Length (Metres)	Sealed/ Gravel
Koonung Creek Trail	Sweyn Street	End of Eram Road (Between Station Street and Middleborough Road)	PBN	Major recreational and urban commuter path	2,850	SEALED
Gardiners Creek Trail	Highbury Road	Albion Road	PBN	Major recreational and urban commuter path	6,000	SEALED
Lookout Trail / Dandenong Creek Trail	Burwood Highway	Highbury Road	PBN	Major recreational and urban commuter path	1,100	GRAVEL
				SUBTOTAL MAJOR RECREATIONAL AND URBAN COMMUTER PATH	**9,950**	
Bushy Creek Trail	Elgar Park	Dorking Road	PBN	Minor recreational and urban commuter path	2,350	SEALED
Springfield Road Path	Dorking Road	Edith Lane	PBN	Minor recreational and urban commuter path	600	SEALED

Path	From	To	VicRoads PBN	Classifications	Approx. Length (Metres)	Sealed/ Gravel
Eley Road Reserve Path	Boardman Close	Eley Road	PBN	Minor recreational and urban commuter path	490	GRAVEL (TO BE SEALED in 14/15)
Boardman Close Path	Station Street	Boardman Close	PBN	Minor recreational and urban commuter path	60	SEALED
Holland Gully Path	Eley Road	Blackburn Road	PBN	Minor recreational and urban commuter path	950	SEALED
Surrey Park / Surrey Drive Path	Standard Avenue	Brougham Street	PBN	Minor recreational and urban commuter path	600	SEALED
Eastern Freeway Path	End of Eram Road (Between Station Street and Middleborough Road)	Springvale Road	No	Minor recreational and urban commuter path	4,400	SEALED
				SUBTOTAL MINOR RECREATIONAL AND URBAN COMMUTER PATH	**9,450**	
Abbey Walk Path	Tulkara Grove / Abbey Walk	Dandenong Creek Trail	No	Local Access Path	100	SEALED
Forest Hill Reserve Path	Hylton Crescent	Aqualink Carpark	No	Local Access Path	200	SEALED
Gawler Chain	Strabane Avenue	Arnott Street	No	Local Access Path	1,000	SEALED
Heatherdale Reserve	Purches Street	Heatherdale Road	No		550	SEALED (small section of gravel from Purches St alongside retarding basin)
Lundgren Chain	Cumming Street	Malvina Street	No	Local Access Path	1,450	SEALED

Path	From	To	VicRoads PBN	Classifications	Approx. Length (Metres)	Sealed/ Gravel
Simpson Park	Ferris Avenue / Garden Avenue	Cochrane Street	No	Local Access Path	600	SEALED
Somers Trail	Cochrane Street	Purches Street	No	Local Access Path	750	SEALED (small section of gravel from Purches St alongside retarding basin)
Station Street Path	Riversdale Road	Morton Street	No	Local Access Path	170	SEALED
Tie Street Path	Tie Street	Koonung Creek Trail	No	Local Access Path	190	GRAVEL (TO BE SEALED in 15/16)
Winfield Road Path	Winfield Road	Koonung Creek Trail	No	Local Access Path	500	GRAVEL (TO BE SEALED in 15/16)
				SUBTOTAL LOCAL ACCESS PATH	**5,510**	

ROAD MANAGEMENT PLAN

Schedule 5

Standards for Construction

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 5 - STANDARDS FOR CONSTRUCTION

CITY OF WHITEHORSE

ENGINEERING CONSULTING SERVICES

STANDARD DRAWING INDEX

Drawing No.	Title	Approved Date
S100	Vehicle Crossing Type 1 – Residential Streets (for use with barrier kerb & channel)	June 97
S101	Vehicle Crossing Type 1 – Residential Streets (for use with mountable kerb & channel)	June 97
S102	Vehicle Crossing Type 1 – Major Roads	June 97
S103	Vehicle Crossing Type 2 – Residential Streets (only to be used when extending an existing type 2 crossing)	June 97
S104	Vehicle Crossing Type 2 – Major Roads (only to be used when extending an existing type 2 crossing)	June 97
S105	Specification for Construction – Vehicle Crossings	June 97
S106	Footpath Crossings	June 97
S107	Vehicle Crossing Type 1 – Residential Streets (for use with pitcher kerb & channel)	June 97
S108	Standard Notes	April 08
S110	Barrier Kerbs	June 97
S111	Semi Mountable Kerbs	September 95
S112	Mountable Kerbs	June 97
S113	Pitcher Barrier Kerbs	January 02
S114	Pitcher Mountable Kerbs	November 01
S115	Pitcher Barrier Kerb for Road Rehabilitations	January 02
S116	Pitcher Barrier Kerb for Car Park Construction	June 97
S117	Pitcher Barrier Kerb (three pitcher tray)	January 02
S118	Alternative Laneway Construction Details (Concrete and Brick Laneways)	January 02
S119	Alternative Laneway Construction Details (Asphalt and Bluestone Laneways)	January 02
S120	Connection to Council Drain Type 1	June 97
S121	Connection to Council Drain Type 2	June 97
S122	Easement Pit	June 97
S123	Side Entry Pit – Concrete Cover, Barrier Kerb	June 97
S124	Side Entry Pit – Gatic Cover, Barrier Kerb	June 97
S125	Side Entry Pit – Gatic Cover, Low Profile Kerb	June 97
S126	Grating and Junction Pit	June 97
S127	Corbelled Grating and Junction Pit	June 97

Drawing No.	Title	Approved Date
S128	Under Channel Grate Pit with Lintel side Entry	October 97
S128A	Side Entry Pit in Road – HD Gatic Cover, Barrier Kerb	May 97
S129	Under Channel Grate Pit with M.D. Gatic S.E. Cover M227E	October 97
S130	Pipe Grille Junction Pit	June 97
S131	(Reserved For) Pipe Laying and Compaction Details	
S135	Raised Pavement (Speed Hump)	October 06
S136	(Reserved For) Watts Profile (Speed Hump)	
S140	Off Road Shared Path Slow Point	June 14
S141	Off Road Shared Path Standard Cross Sections	June 14
S142	Unsealed Paths in Parks or Reserves	September 09
S150	Minimum Pavement Details – Main Roads	July 98
S151	Minimum Pavement Details – Local Roads (Reconstruction)	July 98
S151A	Minimum Pavement Details – Local Roads (Widening)	April 08
S152	Minimum Pavement Details – Subdivisions	July 98
S160	Domed Grill Details	November 98
U1	Standard Concrete Splitter Island	September 98
U2	Standard Bluestone Splitter Island	September 98
U3	Typical Roundabout Treatment – Local Roads	September 98
U4	Typical Threshold Treatment – Local Roads	September 98
	Recent Amendments	
S140	Amended June 14	
S141	Amended June 14	

ROAD MANAGEMENT PLAN

Schedule 6

Inspection & Maintenance Standards

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 6 - STANDARDS OF MAINTENANCE

This Schedule sets out the standards of maintenance applicable to the local roads and pathways subject to this Plan.

Reactive requests are inspected and actioned in alignment with frequencies and intervention levels as stipulated in Schedule 6 – Inspection and Maintenance Standards

The following maintenance activities are included:

Activity Specification	Code
Accident Reports	MAD
Repairs to Bitumen Surfacing	PBS
Crack Sealing	PCS
Edge Break Repair	PEB
Pothole Repair	PPR
Pavement Sweeping	PSW
Maintenance of Delineators	RDE
Footpath Repairs	RFP
Bicycle and Shared Path Repairs	BSP
Repair Kerb & Channel	RKC
Road Line Marking	RLM
Traffic Island Maintenance	RTI
Regulatory, Warning & Standard Signs	RWS
Bicycle and Shared Path Repairs	BSP
Drainage Pipes and Pits	DPP

Any reference to 'days' in the schedule means 'working days'.

A flow chart depicting the procedure for the inspection and maintenance of road assets is included.

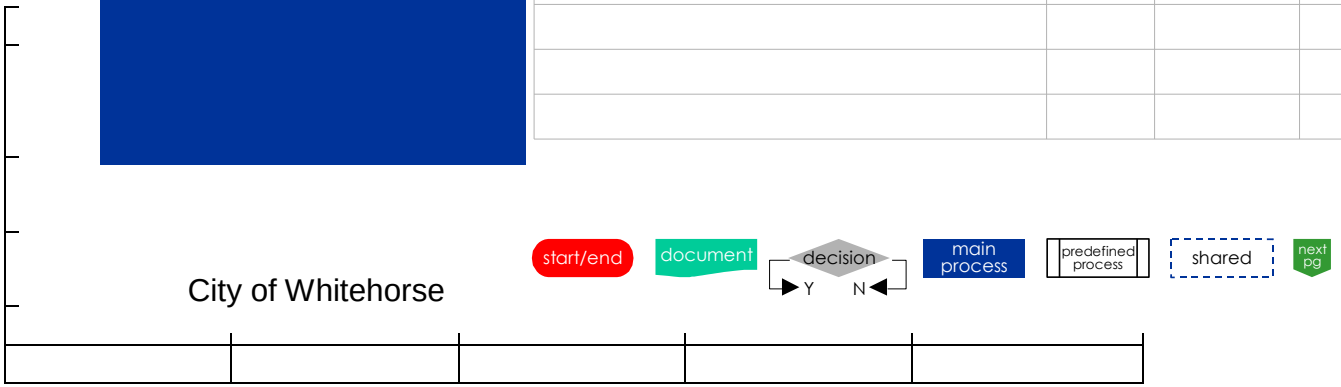
Inspection & Maintenance Procedure

System for the inspection and maintenance of road assets

policy principles

- To define the tasks to be undertaken as part of road maintenance
- To define an inspection regime
- To determine intervention levels
- To determine if request warrants intervention
- Repair if warrants met
- Record inspection/repair actions

	Customer service	Infrastructure Maintenance		Notes
Define tasks				Refer RMP
Tasks defined as park of Schedule 6, Inspection & Maintenance Standards				Refer RMP
Customer request received				See Schedule 10, RMP
Inspect				Scheduled inspection or customer request
Action required?	N		Y	Does defect warrant intervention?
Maintenance/intervention as per schedule				
Results of inspection and maintenance activity recorded				



ACTIVITY SPECIFICATION	Activity: ACCIDENT REPORTS (Recoverable)	Code: MAD

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and appraisal of damage, compilation of costs, reporting related information and recovery of costs relating to reported accidents where costs are recoverable. This includes work arising from traffic accidents to ensure the safety of the public and protection of Council's assets.

PERFORMANCE DISTRESS & DEFECTS (*What do we look for?)*

Damaged Council assets such as guideposts, signage, crash rail, pedestrian fencing, street furniture etc.

PERFORMANCE CRITERIA *(Why do we do it?)*

Where possible, Council will recoup costs incurred in repairing the community's Council assets.

PERFORMANCE STANDARDS *(What is required?)*

A prompt response time (usually within one day of receiving a report of an accident) is required to ensure accurate information is collected.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Document the incident clearly and concisely using diagrams where appropriate.

Liaise with Victoria Police or the public (where appropriate) to obtain details of vehicles and drivers.

Take photos of damaged assets

Note the position of vehicles, direction of travel, registration numbers, vehicle make and model, driver's name, address and licence number

Prepare report on the value and nature of road asset damage, including work arising from traffic accidents to ensure the safety of the public and protection of the asset.

COMMENTS

ACTIVITY SPECIFICATION	Activity: REPAIRS TO BITUMEN SURFACING	Code: PBS

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the repair of pavement surfacing. Surfacing is defined as the wearing course only. Repairs may utilise coldmix, bitumen emulsion sealing with fine aggregate but shall more typically comprise hot asphalt. The activity is limited to treatment areas less than 7`5m^2.

Work may also include the spreading of grit on surfaces exhibiting soft and excessive amounts of bitumen.

Associated work shall include the replacement of line marking and RRPM's where necessary.

Areas covered include sealed roadways, sealed lanes, sealed paths including shared bike paths, carparks and other auxiliary areas.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Distressed surface cracking including delamination, flushing, ravelling, stripping, loss of aggregate, bleeding or excessive crocodile cracking.

PERFORMANCE CRITERIA *(Why do we do it?)*

The road surface should provide a water resistant and skid resistant surface. Irregularities in the surface of roads should not lead to ponding of water.

PERFORMANCE STANDARDS *(What is required?)*

Permeability:	The resultant surfacing should provide a uniform water resistant layer to protect the pavement layers from surface infiltration of moisture.
Ride Quality:	The resultant surfacing should have a test result under a 3m straight edge of less than 15 mm in any direction.
Matching:	Surface texture of the repaired surface to match the adjoining area.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Establish traffic control and job safety.

Loose material shall be removed from the surface.

Apply selected surfacing with due care to comply with each step of the appropriate procedure.

Any regulatory delineation and/or pavement line marking shall be reinstated in accordance with the Performance Requirements attached.

Where bitumen spraying equipment requires flushing, this operation shall be contained and the waste returned in a container for appropriate disposal.

	Activity	Code
ACTIVITY SPECIFICATION	**REPAIRS TO BITUMEN SURFACING**	**PBS**

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Any distressed surfacing area between 2 m^2 and 75 m^2 Reinstatement of permanent line marking	Make safe 100% within 4 months 20 days	Any 20 m lane length with over 50% of area distressed When deemed a safety issue
Collector	Any distressed surfacing area between 2 m^2 and 75 m^2 Reinstatement of permanent line marking	Make safe 100% within 3 months 10 days	Any 20 m lane length with over 50% of area distressed When deemed a safety issue
Link	Any distressed surfacing area between 2 m^2 and 75 m^2 Reinstatement of permanent line marking	Make safe , 100% within 2 months 10 days	Any 20 m lane length with over 50% of area distressed When deemed a safety issue
All roads	Reinstatement of all regulatory line marking	Make safe 100% within 2 months	When deemed a safety issue

ACTIVITY SPECIFICATION	Activity	Code
	CRACK SEALING	**PCS**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the cleaning and filling of cracks or joints in pavements to make the surface water resistant. This type of work is generally carried out using liquid bituminous sealants on asphalt, bitumen or concrete sealed surfaces.

Crack sealing will be applied to sealed roadways, sealed lanes, sealed paths including shared bike paths, carparks and other auxiliary areas.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Cracking including the following types:

block, crescent shaped, crocodile, diagonal, longitudinal, meandering and transverse.

PERFORMANCE CRITERIA *(Why do we do it?)*

The ingress of water into pavement is detrimental to the structural performance of the pavement. Crack sealing is carried out to prevent the entry of water and debris that can lead to surface and pavement and/or sub grade failure.

PERFORMANCE STANDARDS *(What is required?)*

Appropriate sealant grade shall be used to allow infill of crack rather than surface “bridging” of cracks. Surface finish should be level with the road surface and shall be ‘binded’ to prevent pick up by vehicle tyres or tracking by pedestrians. The resultant surface should provide a water resistant layer to prevent the surface infiltration of water.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Establish traffic control & job safety

Clean cracks, removing debris

Apply the approved sealant in accordance with the manufacturer’s instructions

Do not reopen road to traffic until it is demonstrated by trial that the sealant will not ‘pick up’ under vehicles or ‘track’ under pedestrian traffic. Where necessary, ‘bind’ the surface with fine sand or grit.

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

ACTIVITY SPECIFICATION	Activity: CRACK SEALING	Code: PCS

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Any crack greater than 2 m in length with average crack width greater than 3 mm Crocodile cracking greater than 1 m^2 with fines pumping	Crack seal, 100% within 18 months 6 months	Average crack width 5 mm for crack length of 2 m Crocodile or block cracking spacing less than 100 mm
Collector	Any crack greater than 2 m in length with average crack width greater than 3 mm Crocodile cracking greater than 1 m^2 with fines pumping	100% within 18 months 6 months	Average crack width 5 mm for crack length of 2 m Crocodile or block cracking spacing less than 100 mm
Link	Any crack greater than 2 m in length with average crack width greater than 3 mm Crocodile cracking greater than 1 m^2 with fines pumping	, 100% within 9 months 3 months	Average crack width 5 mm for crack length of 2 m Crocodile or block cracking spacing less than 100 mm

ACTIVITY SPECIFICATION	Activity: EDGE BREAK REPAIR	Code: PEB

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the repair of broken edges of seal or asphalt surfaced pavements. The aim of the repair is to restore the level of the original surfacing. Edge break repair refers to both sealed roads with unsealed shoulders and sealed roads with sealed shoulders and carparks including those with kerb and channel.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Cracking, edge break, edge drop off, shoving.

PERFORMANCE CRITERIA *(Why do we do it?)*

The edge of seal or asphalt should be free of excessive fretting of the surfaced width and erosion that will encourage water ingress into the pavement and result in unsafe ride quality for road users, cyclists and pedestrians using this portion of the carriageway.

PERFORMANCE STANDARDS *(What is required?)*

Permeability:	The surfacing within 200 mm of the edge should exhibit equivalent water resistance to the rest of the pavement surface.
Ride quality	Longitudinal the edge should be within 50 mm when compared with a 3 m straight edge.
	Transverse the edge should be less than 50 mm misalignment when checked with a 1.2 straight edge.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Establish traffic control and job safety.

Remove any weeds / grass from the seal or work area.

edge repair shall be undertaken such that the original seal width is reinstated.

Execute seal with 7 mm or 10 mm aggregate as appropriate to match existing sealed surface, or;

Prime broken edge of pavement and bottom of area to be patched. Compact coldmix/asphalt ensuring new surface is level with existing pavement surface.

Grade and compact shoulder material against new edge to matched sealed surface.

Ensure completed works are safe for traffic and lateral drainage across shoulder is not impeded.

COMMENTS

ACTIVITY SPECIFICATION	Activity	Code
	EDGE BREAK REPAIR	**PEB**

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Horizontal fretting greater than 75 mm deep	100% within 12 months	Reduction in original sealed width greater than 150 mm
Collector	Horizontal fretting greater than 75 mm deep	100% within 9 months	Reduction in original sealed width greater than 150 mm
Link	Horizontal fretting greater than 75 mm deep	100% within 6 months	Reduction in original sealed width greater than 150 mm

ACTIVITY SPECIFICATION	Activity	Code
	POTHOLE REPAIR	**PPR**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the reinstatement of sealed surface faults using either base course granular material or bituminous materials.

Areas covered include sealed roadways, sealed lanes, sealed paths including shared bike paths, carparks and other auxiliary areas

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Potholes, small delaminations, localised failures.

PERFORMANCE CRITERIA *(Why do we do it?)*

The sealed or asphalt surface should be restored to smooth, free draining, water tight, well compacted, stable and safe condition.

PERFORMANCE STANDARDS *(What is required?)*

Ride quality:	The patch shall comply with a straight test result of $^{+}_{-}$ 10 mm in any direction
Permeability:	All repairs shall be provided with water tight surfaces.
Integrity:	All repairs shall comprise materials that are compatible with or better than the existing pavement.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Establish traffic control and job safety.

Loose material shall be removed from the surface.

Apply selected surfacing with due care to comply with each step of the appropriate procedure.

For potholes less than 300 mm diameter, trim sides to vertical and establish an even depth.

Where bitumen spraying equipment requires flushing, this operation shall be contained and the waste returned in a container for appropriate disposal.

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

ACTIVITY SPECIFICATION	Activity: POTHOLE REPAIR	Code: PPR

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and carparks	Any pothole with depth greater than 70 mm and /or diameter greater than 300 mm (Where located on bicycle lane depth greater than 35 mm)	Make safe 100% within 21 working days Make safe 100% within 21 working days	Pothole depth deeper than 70 mm and/or diameter greater than 300 mm or hazardous to traffic, likely to deteriorate rapidly Pothole depth greater than 35mm located within a bicycle lane
Collector	Any pothole with depth greater than 70 mm and /or diameter greater than 200 mm (Where located on bicycle lane depth greater than 35 mm)	Make safe 100% within 14 working days Make safe 100% within 21 working days	Pothole depth deeper than 70 mm and/or diameter greater than 300 mm or hazardous to traffic, likely to deteriorate rapidly Pothole depth greater than 35mm located within a bicycle lane
Link	Any pothole with depth greater than 70 mm and /or diameter greater than 150 mm (Where located on bicycle lane depth greater than 35 mm)	Make safe 100% within 14 working days Make safe 100% within 21 working days	Pothole depth deeper than 70 mm and/or diameter greater than 300 mm or hazardous to traffic, likely to deteriorate rapidly Pothole depth greater than 35mm located within a bicycle lane

ACTIVITY SPECIFICATION	Activity	Code
	PAVEMENT SWEEPING	**PSW**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the removal of loose material from the road surface. This includes sweeping kerb and channel along streets, at intersections, median kerbs, median openings, pedestrian malls, carpark entrances and bicycle lanes within the road pavement.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Accumulation of aggregate, sand, dirt, litter, leaves and other detritus occurring on pavement, medians, or malls.

PERFORMANCE CRITERIA *(Why do we do it?)*

This activity is to remove loose stones, leaves, dirt or other debris from the sealed pavement, medians, etc., to enhance safety for road users including pedestrians and cyclists.

PERFORMANCE STANDARDS *What is required?)*

Removal of loose stones, dirt and other debris enhances safety for road users including pedestrians and cyclists. Removal of leaves, particularly at leaf fall, enhances safety for road users and reduces the amount of litter entering stormwater drains.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Mechanical vacuum brooming is required in residential areas.

In the event that conditions result in dust becoming a safety hazard, operations shall stop. Works shall be reprogrammed once remedial action is taken.

Sweeping operations shall ensure that debris do not enter storm water drains.

COMMENTS

Heavy leaf fall period: All heavy leaf streets swept once every two weeks, other streets once every 5 weeks.
Other seasons: All streets swept every 3 weeks.

INSPECTION REQUIREMENTS
Sweeping is carried out in accordance with the street sweeping schedule; hence an inspection regime is not necessary for this activity. Occasional audit of street sweeping activities and effectiveness will be required.

ACTIVITY SPECIFICATION	Activity: PAVEMENT SWEEPING	Code: PSW

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Any area greater than 40 m^2 where debris are visible within the common travelled path and/or are potentially hazardous to vehicles or pedestrians	Make safe 100% within 4 weeks	For spillage or accident that creates a hazard due to skid resistance reduction or surface drainage deflection
Collector	Any area greater than 20 m^2 where debris are visible within the common travelled path and/or are potentially hazardous to vehicles or pedestrians	Make safe 100% within 4 weeks	For spillage or accident that creates a hazard due to skid resistance reduction or surface drainage deflection
Link	Any area greater than 10 m^2 where debris are visible within the common travelled path and/or are potentially hazardous to vehicles or pedestrians	Make safe 100% within 4 weeks	For spillage or accident that creates a hazard due to skid resistance reduction or surface drainage deflection

ACTIVITY SPECIFICATION	Activity	Code
	MAINTENANCE OF DELINEATORS	**RDE**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and maintenance of all types of delineators. These include guideposts, guidepost delineators, safety/rumble bars, raised pavement markers (reflective and non reflective. This also includes the replacement of damaged and missing guideposts and delineators, their cleaning and painting where necessary.

This activity does not include the replacement of raised reflective pavement markers (RRPMs) or pavement markers after resurfacing.

This activity does not cover painted line marking.

At intersections with arterial roads, Council is not responsible for the items noted in Clause 7.2 of the Code of Practice for Operational Responsibility for Declared Freeways and Arterial Roads.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Guideposts that are not readily visible in daylight.

Guideposts that are not plumb.

Delineation that is missing or wrongly positioned including on guard rails.

Damaged delineators that are not reflective.

Weed growth covering delineators.

Delineation which is not effective at night.

PERFORMANCE CRITERIA *(Why do we do it?)*

To provide for the adequate delineation of carriageway for the safe passage of road users during day and night.

PERFORMANCE STANDARDS *(What is required?)*

Guideposts shall provide good daytime delineation. Good night time delineation provides 3 consecutive delineators on the outside of any curve or crest of hill visible under low beam vehicle lighting at typical vehicle speed (60 kph max).

Delineators on guideposts and guard rails shall be maintained so as to provide excellent night time delineation.

Raised pavement markers shall not exceed 30% loss for any non reflective surfaces or 20% for reflective surfaces.

Safety/rumble bars shall provide excellent day and night delineation.

ACTIVITY SPECIFICATION	Activity	Code
	MAINTENANCE OF DELINEATORS	**RDE**

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Perform day inspections on all roads.

Provide traffic control to AS1742.3 Manual of Uniform Traffic Control Devices Part 3 – TrafficControl Devices for Works on Roads and, on the VicRoads Worksite Traffic Management Code of Practice, prior to commencing any work.

Replace missing sign posts with posts of the same type.

Ensure uniform white section of guideposts is presented to traffic by repainting painted posts, cleaning/washing prepainted posts, replacing or resleeving recycled rubber posts where appropriate.

All raised pavement markers shall be replaced if lost/ineffective and laid in accordance with the manufacturers' instructions.

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	More than 20% of delineator installations per block missing or defective	100% within 6 months	More than 30% of delineator installations per block missing or defective and/or a risk to public safety
Collector	More than 10% of delineator installations per block missing or defective	100% within 4 months	More than 20% of delineator installations per block missing or defective and/or a risk to public safety
Link	More than 5% of delineator installations per block missing or defective	100% within 4 months	More than 10% of delineator installations per block missing or defective and/or a risk to public safety

ACTIVITY SPECIFICATION	Activity	Code
	FOOTPATH REPAIRS	**RFP**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and maintenance of all concrete, asphalt and segmental paving footpaths and associated crossings, located within the road reserve as listed in the roads register. This activity includes the initial make safe of trip hazards, temporary repair of any damaged footpath and the temporary removal of any defects that could constitute a possible safety hazard to footpath users and pedestrians.

This activity also includes sealed bicycle and shared paths.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Damaged footpath and trip hazards on footpaths and associated crossings.

PERFORMANCE CRITERIA *(Why do we do it?)*

To provide a safe passage for pedestrians and other users on footpaths and associated crossings.

PERFORMANCE STANDARDS *(What is required?)*

Paved areas to be uniform, free of irregularities, trip hazards, depressions or mounds greater than $^{+}$- 40 mm and shaped to shed water from the footpath.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Carry out programmed footpath inspections and record vertical trip hazard (rise or fall) in 3 categories – 0-15 mm, 15-40 mm, and > 40 mm.

Make safe all recorded footpath hazard with > 40 mm vertical displacement within 5 days.

Make safe 85% of recorded footpath hazards with 15-40 mm vertical displacement within 9 months, 99% within 12 months.

Program footpath replacement of the recorded make safe footpaths.

COMMENTS

INSPECTION REQUIREMENTS	
Footpath	**Inspection frequency**
Category 1 – Major commercial/shopping areas	Every 6 months
Category 2 – Busy areas (hospitals, aged homes, large public venues, strip shopping centres, etc.), parks & reserves	Every 12 months
Category 3 – Other residential streets	Every 36 months

ACTIVITY SPECIFICATION	Activity: FOOTPATH REPAIRS	Code: RFP

PERFORMANCE REQUIREMENTS			
Footpath	**Distress/Need Recording Level**	**Response Time**	**Compulsory Intervention Level**
Category 1	Trip hazard greater than 40 mm Trip hazards 15-40mm	Make safe 100% within 5 working days 100% within 12 months	Trip hazard greater than 40 mm Trip hazards between 15-40mm
Category 2	Trip hazard greater than 40 mm Trip Hazards 15-40mm	Make safe 100% within 5 working days 100% within 12 months	Trip hazard greater than 40 mm Trip hazards between 15-40mm
Category 3	Trip hazard greater than 40 mm Trip Hazards 15-40mm	Make 100% within 5 working days 100% within 12 months	Trip hazard greater than 40 mm Trip hazards between 15-40mm

ACTIVITY SPECIFICATION	Activity	Code
	REPAIR KERB & CHANNEL	**RKC**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and maintenance of all kerb and channel for roads and carparks as listed in the roads register. This activity includes the temporary make safe and repair of any damaged section of kerb and channel.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Damaged kerb and channel and interrupted longitudinal drainage flow. Damaged or non-aligned kerb and channel that poses a potential risk for damage to vehicle wheels and/or tyres.

PERFORMANCE CRITERIA *(Why do we do it?)*

To ensure that storm water runoff can flow uninterrupted to drainage pits and reduce risk for damage to vehicle wheels and/or tyres.

PERFORMANCE STANDARDS *(What is required?)*

Kerb and channel is to be continuous with no safety hazards, loose or broken sections and formed such that longitudinal flow is not impeded by any irregularity greater than 50 mm.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Establish traffic and pedestrian control and job safety

Temporarily make safe and repair concrete kerb and channel in accordance with Council's standard drawings.

Where concrete kerb and channel is repaired by cast in place methods, sufficient space shall be allowed for adjacent to the existing kerb for expansion joints of at least 6 mm width. Existing kerb and channel shall be saw cut prior to removal.

Temporary make safes and repairs to bluestone pitcher kerb and channel shall be undertaken in accordance with Council's bluestone policy

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

ACTIVITY SPECIFICATION	Activity: REPAIR KERB & CHANNEL	Code: RKC

PERFORMANCE REQUIREMENTS			
Road	**Distress/Need Recording Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Damaged kerb and channel, 50 mm step or misalignment in kerb and channel	Make safe 100% within 9 months	Defect constitutes a hazard to motorists or pedestrians. Misalignment greater than 50 mm
Collector	Damaged kerb and channel, 50 mm step or misalignment in kerb and channel	Make safe 100% within 6 months	Defect constitutes a hazard to motorists or pedestrians. Misalignment greater than 50 mm
Link	Damaged kerb and channel, 50 mm step or misalignment in kerb and channel	, Make safe 100% within 6 months	Defect constitutes a hazard to motorists or pedestrians. Misalignment greater than 50 mm

ACTIVITY SPECIFICATION	Activity: ROAD LINE MARKING	Code: RLM

ACTIVITY DEFINITION *(What work is included?)*

This activity includes the inspection and maintenance of pavement line marking. Pavement line marking includes centre lines, lane lines, directional turn arrows, Statcon line markings, chevron markings, parking bays, school and pedestrian crossings. This also includes the remarking of faded line marking that is no longer visible or could possibly be a safety hazard.

This activity does not cover line marking on Arterial Roads.

This activity does not cover road markings at intersections with arterial roads (refer Code of Practice for Operational Responsibility for Declared Freeways and Arterial Roads)

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Worn or faded line marking.

Line marking that is not effective during wet periods or at night

PERFORMANCE CRITERIA *(Why do we do it?)*

To provide for adequate road markings for the safe direction and passage of road users during day and night.

PERFORMANCE STANDARDS *(What is required?)*

Line marking shall be carried out in accordance with VicRoads standards and Statcon requirements.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Provide traffic control to AS 1742.3 prior to commencing any work.

Road markings shall be either waterborne paint, solvent borne paint or thermoplastic road marking material to the relevant Australian Standard.

Pavement markings are to be repainted at least once every three years or as required.

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

ACTIVITY SPECIFICATION	Activity: ROAD LINE MARKING	Code: RLM

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	More than 45% of line marking per block missing or defective	, Repaint 100% within 18 months	More than 50% of line marking per block missing or defective and/or a risk to public safety
Collector	More than 35% of line marking per block missing or defective	, Repaint 100% within 12 months	More than 40% of line marking per block missing or defective and/or a risk to public safety
Link	More than 25% of line marking per block missing or defective	Repaint 100% within 9 months	More than 30% of line marking per block missing or defective and/or a risk to public safety

ACTIVITY SPECIFICATION	Activity	Code
	TRAFFIC ISLAND MAINTENANCE	**RTI**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and maintenance of all concrete and bluestone kerbed islands located in road reserves and within carparks. This activity includes the repair of any damaged kerbing, and the removal of any defects which could potentially constitute a safety hazard to road users and pedestrians.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Damaged kerbing or median noses of traffic management treatments, interrupted longitudinal drainage flow, tripping hazards in hard paved areas.

PERFORMANCE CRITERIA *(Why do we do it?)*

To ensure that traffic management treatments continue to regulate and guide traffic movements without creating potential safety hazards to road users.

PERFORMANCE STANDARDS *(What is required?)*

Infilled or paved area to be compacted and free of depressions or mounds.
Kerbing to be continuous with no loose or broken sections and formed such that longitudinal drainage flow is not impeded.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Establish traffic and pedestrian control and job safety

Repair concrete kerb and channel in accordance with Council's standard drawings.

Where concrete kerb and channel is repaired by cast in place methods, sufficient space shall be allowed adjacent to the existing kerb for expansion joints of at least 6 mm in width. Existing kerb and channel shall be saw cut prior to removal.

Repairs to bluestone pitcher kerb and channel shall be undertaken in accordance with Council's bluestone policy.

Traffic management island infills will be replaced with matching surface medium.

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

ACTIVITY SPECIFICATION	Activity: TRAFFIC ISLAND MAINTENANCE	Code: RTI

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Damaged traffic island kerbing or infill. 50 mm step or misalignment in island kerbing or paving.	, Make safe 100% within 3 months	When a defect constitutes a potential hazard to road users or pedestrians. Greater than a 50mm step or misalignment in the traffic management island kerbing or paving
Collector	Damaged traffic island kerbing or infill. 50 mm step or misalignment in island kerbing or paving.	Make safe 100% within 3 months	When a defect constitutes a potential hazard to road users or pedestrians. Greater than a 50mm step or misalignment in the traffic management island kerbing or paving
Link	Damaged traffic island kerbing or infill. 50 mm step or misalignment in island kerbing or paving.	Make safe 100% within 3 months	When a defect constitutes a potential hazard to road users or pedestrians. Greater than a 50mm step or misalignment in the traffic management island kerbing or paving

ACTIVITY SPECIFICATION	Activity	Code
	REGULATORY, WARNING & STANDARD SIGNS	**RWS**

ACTIVITY DEFINITION (*What work is included?)*

This activity covers the inspection and maintenance including minor repair, re-erection and cleaning of signs and supports of regulatory, warning, parking restrictions and standard signs as defined in AS1742, such as speed regulatory signs, advisory speed limit signs, alignment and directional hazard indicators, etc. Maintenance of sign supports is included.

This activity does not include regulatory and warning signs, which refer to an intersection which is on a road for which another road authority is responsible, eg VicRoads.

This activity includes the replacement of worn, faded, damaged or missing signs and support structures when required to meet performance standards.

Very minor trimming of vegetation for enhanced visibility is expected to be performed. All other trimming and pruning will be carried out by Parkswide.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Signs may be affected by loss of reflectivity, random damage, vandalism, accident damage or inadequate supports, obscured by vegetation, etc.

PERFORMANCE CRITERIA (*Why do we do it?)*

To provide adequate information and advanced advice to all approaching road users of regulations, provision of warnings, traffic condition advice ahead, and to promote road user safety.

PERFORMANCE STANDARDS *(What is required?)*

Regulatory and Warning signs are to remain conspicuous to drivers and legible under normal day and night driving conditions.

ACTIVITY SPECIFICATION	Activity	Code
	REGULATORY, WARNING & STANDARD SIGNS	**RWS**

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Perform day inspections on all roads in accordance with the inspection schedule. Daylight inspections shall be included with scheduled road inspections. Records shall be maintained for all inspections.

Replace, clean or repair all signs not clearly legible at night.

Report vegetation that obstructs visibility of any signs within 75 metres of the sign to Parkswide for their immediate action.

Signs shall be washed with environmentally friendly detergents.

Missing signs or signs that are unable to be repaired to adequate function shall be replaced with new signs. Damaged signs are to be repaired as an interim measure until replacement signs are available.

No sign shall be removed until its replacement is available (unless unsafe to do so).

All signs shall be supplied and erected in accordance with the relevant standard AS1742 (all parts).

COMMENTS

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 36 months
Collector	Every 12 months
Link	Every 6 months

PERFORMANCE REQUIREMENTS

Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access & carparks	Sign legend is illegible at 150 m under low beam or in daylight or sight distance criteria not met.	Replacement 100% within 6 months	Sign missing or sign legend is illegible
Collector	Sign legend is illegible at 150 m under low beam or in daylight or sight distance criteria not met.	Replacement , 100% within 4 months	Sign missing or sign legend is illegible
Link	Sign legend is illegible at 150 m under low beam or in daylight or sight distance criteria not met.	Replacement , 100% within 4 months	Sign missing or sign legend is illegible

ACTIVITY SPECIFICATION	Activity	Code
	BICYCLE AND SHARED PATH REPAIRS	**BSP**

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and maintenance of all off road constructed bicycle and shared paths in concrete, asphalt and brick and unconstructed bicycle and shared paths, located within parks and reserves as listed in the Road Register. This activity includes the initial make safe of trip hazards, removal of pot holes, temporary repair of any damaged path and the temporary removal of any defects and hazards, including adjacent trees along the pathways and adjacent lateral and vertical clear zones that could constitute a possible safety hazard to cyclists, users and pedestrians.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Damaged bicycle and shared path including pot holes, trip hazards and significant erosion on bicycle paths and shared pathways, including obstructions and hazards within and along the pathway lateral and vertical clear zones.

PERFORMANCE CRITERIA *(Why do we do it?)*

To provide a safe passage for cyclists, pedestrians and other users on shared pathways and bicycle paths.

PERFORMANCE STANDARDS *(What is required?)*

Constructed paths to be uniform, free of irregularities, trip hazards, significant depressions or mounds greater than $^{+}$- 40 mm and shaped to shed water from the bicycle and shared paths. Bicycle paths to be free of pot holes greater than 35 mm deep and / or diameter greater than 150mm.

Constructed and unconstructed paths are to maintain a vertical clearance of 2.5m measured from the path riding surface to the overhead obstruction over the path, including overhanging tree branches for new and existing paths.

Constructed and unconstructed paths are to maintain a lateral clearance of 1.0m (0.5m absolute minimum) measured from both edges of the path for all new “major and minor” path constructions and 0.5m for all new “local” path constructions.

Unconstructed paths to be free of trip hazards, significant depressions or substantive erosion and shaped to shed water from the bicycle and shared paths.
Following significant storm (rain) events all un constructed paths to be inspected within 30 days and made safe within 45 working days.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Carry out programmed bicycle and shared path inspections of all constructed paths and record vertical trip hazard (rise or fall) of 15-40 mm, and > 40 mm.

Make safe all recorded bicycle and shared path hazards with > 40 mm vertical displacement within 30 days.

Make safe all recorded bicycle pot holes greater than 35mm and / or diameter greater than 150mm within 30 days.

ACTIVITY SPECIFICATION	Activity	Code
	BICYCLE & SHARED PATH REPAIRS	**BSP**

Make safe 85% of recorded bicycle and shared path hazards with 15-40 mm vertical displacement within 12 months, 99% within 15 months.

Program bicycle and shared path replacement from the recorded make safes.

Carry out programmed bicycle and shared path inspections of all unconstructed paths every three years and carry out programmed bicycle and shared path inspections of all unconstructed paths and record trip hazards, significant depressions or substantive erosion and make safe all recorded bicycle and shared path hazards within 30 days.

Prune overhanging tree branches that encroach into the vertical clearance zone for constructed and unconstructed paths within 14 days.

Maintain a lateral clearance of 1.0m (0.5m absolute minimum) measured from both edges of the path for all new “major and minor” path constructions and 0.5m for all new “local” path constructions within 30 days.

ACTIVITY SPECIFICATION	Activity	Code
	BICYCLE AND SHARED PATH REPAIRS	**BSP**

COMMENTS

INSPECTION REQUIREMENTS	
Path	**Inspection frequency**
Bicycle and shared path – off-road (Major)	Every 12 months
Bicycle and shared path off road (Minor & Local)	Every 36 months
Un constructed shared & bicycles paths	Every 36 months

PERFORMANCE REQUIREMENTS			
Path	Distress/Need Recording Level	Response Time	Compulsory Intervention Level
Sealed Shared Path	Trip hazard greater than 40 mm	100% within 30 working days	Trip hazard greater than 40 mm
	Trip hazards 15-40mm	100% within 15 months	Trip hazards between 15-40mm
	Pot holes greater than 35mm and / or diameter greater than 150mm.	Make safe within 30 days	Pot holes greater than 35mm and / or diameter greater than 150mm
	Overhanging tree branches	Prune within 14 days	Vertical clearance minimum of 2.5m from the riding surface
	Overgrown vegetation and adjacent trees at new paths	Clear lateral obstruction within 30 days	Lateral clearance of 1.0m (0.5m absolute minimum) for new Major and Minor paths and 0.5m for local paths
Unsealed Shared Paths	Significant trip hazards, significant depressions or substantive erosion	Make safe within 30 working days.	Significant trip hazards, significant depressions or substantive erosion
	Following storm events	Inspect within 30 working days. Make safe within 45 working days	Following storm events, make safe defects within 45 days
	Overhanging tree branches	within 14 days	Vertical clearance minimum of 2.5m from the riding surface
	Overgrown vegetation and adjacent trees at new paths	Clear lateral	Lateral clearance of 1.0m (0.5m absolute

		obstruction within 30 days	minimum) for new Major and Minor paths and 0.5m for local paths
Constructed Bike Paths	Pot holes greater than 35mm and / or diameter greater than 150mm.	Make safe within 30 working days	Pot holes greater than 35mm and / or diameter greater than 150mm
	Vertical rise greater than 40 mm	100% within 30 working days	Vertical rise / fall greater than 40 mm
	Overhanging tree branches	Prune within 14 days	Vertical clearance minimum of 2.5m from the riding surface
	Overgrown vegetation and adjacent trees at new paths	Clear lateral obstruction within 30 days	Lateral clearance of 1.0m (0.5m absolute minimum) for new Major and Minor paths and 0.5m for local paths

Unconstructed Bike Path	Significant trip hazards, significant depressions or substantive erosion	Make safe within 30 working days. Inspect within 15 working days	Significant trip hazards, significant depressions or substantive erosion
	Following storm events	Inspect within 15 working days. Make safe within 45 working days	Significant trip hazards, significant depressions or substantive erosion
	Overhanging tree branches	Prune within 14 days	Vertical clearance minimum of 2.5m from the riding surface
	Overgrown vegetation and adjacent trees at new paths	Clear lateral obstruction within 30 days	Lateral clearance of 1.0m (0.5m absolute minimum) for new Major and Minor paths and 0.5m for local paths

ACTIVITY SPECIFICATION	Activity: DRAINAGE PIPES AND PITS	Code: DPP

ACTIVITY DEFINITION *(What work is included?)*

This activity covers the inspection and maintenance standards for drainage pipes and pits on roads that are on Council's Roads Register and where Council is the responsible road authority as defined in the Road Management Act 2004 Code of Practise Operational Responsibility For Public Roads, Division 4 – Drainage.

PERFORMANCE DISTRESS & DEFECTS *(What do we look for?)*

Blockages in drainage pipes and pits.

Structural defects in drainage pipes and pits.

PERFORMANCE CRITERIA *(Why do we do it?)*

To provide adequate drainage for roads.

PERFORMANCE STANDARDS *(What is required?)*

The drainage pits and pipes should be fully functioning and operational.

WORK METHOD REQUIREMENTS *(Our undertaking to provide quality)*

Council inspects all roadside entry pits at least annually. Small amounts of rubbish detected will be removed at the time of inspection. If there is a large amount of rubbish detected, the location will be recorded and forward to the Pit Cleaning Crew to remove using the Pit Suction truck. After removing the rubbish, the crew will inspect the sections of pipe that can be seen from the pit. If there are further blockages in the pipe, this will recorded and the Pipe Clearing truck will be used to clear the blockages.

COMMENTS

The response times outlined in the schedule below do not apply during periods of significant storm events, which have a tendency to extend maintenance activity time frames.

INSPECTION REQUIREMENTS	
Road	**Inspection frequency**
Access and Carparks	Every 12 months
Collector	Every 12 months
Link	Every 12 months

PERFORMANCE REQUIREMENTS			
Road	**Distress Level**	**Response Time**	**Compulsory Intervention Level**
Access and Carparks	Blocked stormwater drainage pipe and pits on roads. Damaged stormwater drainage pits on	Clear, 100% within 6 months Repairs, 100% within 6 months	Significant water ponding on the road or major failure of drainage pipes or pits on the road.

	roads		
Collector	Blocked stormwater drainage pipe and pits on roads. Damaged stormwater drainage pits on roads	Clear,100% within 6 months Repair 100% within 6 months	Significant water ponding on the road or major failure of drainage pipes or pits on the road.
Link	Blocked stormwater drainage pipe and pits on roads. Damaged stormwater drainage pits on roads	Clear,100% within 6 months Repair 100% within 6 months	Significant water ponding on the road or major failure of drainage pipes or pits on the road.

ROAD MANAGEMENT PLAN

Schedule 7

Roads Budget

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 7 - ROADS BUDGET

Council provides funding for preventative and reactive maintenance of the roads, footpath, kerb and channel and car park assets. This funding comes from Council's general revenue and grants that are received. Council allocates funds taking into account the income available to Council and the relative priorities of all expenditure requests. Funding is set aside in two sections of the Annual Budget as follows:

- Recurrent Budget - provides funds for routine inspections, servicing and maintenance of roads , paths and other infrastructure defined in the Plan; and
- Capital Budget - provides funds for the planned renewal and refurbishment of existing road and pathway infrastructure on a cyclic basis and new roads and pathways.

The 20014/2015 Operational and Capital Works Budget for road and footpath infrastructure is indicated below. The amounts allocated will vary for each year depending on annual budget considerations.

	Description	**Amount**
Local Roads	Survey and design for road reconstructions	$60,000
Local Roads	Local roads rehabilitation	$2,100,000
Local Roads	Local roads reconstruction	$1,670,000
Local Roads	Upgrade data incl. roughness testing	$100,000
Footpaths	Upgrade of damaged footpaths, Construction of new footpaths	$2,090,000
Traffic Treatment	Various traffic treatment projects	$280,000
Public Lighting	Public lighting improvement projects	$36,000
Car Parks	Improvement to existing car park projects	$30,000
Local Roads	Road and pathway maintenance	$941,053
Local Roads	Street sweeping	$877,008
Local Roads	Traffic signs, linemarking, roadside furniture	$519,216
Local Roads	Emergency response	**$**80,212
	Total	**$7,646,489**

ROAD MANAGEMENT PLAN

Schedule 8

Occupational Health & Safety

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 8 - OCCUPATIONAL HEALTH & SAFETY

OCCUPATIONAL HEALTH & SAFETY

POLICY & PROCEDURE MANUAL

FEB 2009

INDEX OF OCCUPATIONAL HEALTH AND SAFETY POLICIES

OHS RISK MANAGEMENT

CITY OF WHITEHORSE

Occupational Health & Safety Policy

COMMITMENT

The City of Whitehorse is committed to providing a work environment which is safe and without risk to health and safety. This commitment includes the provision of safe systems of work, safe equipment, appropriate supervision and training.

While all staff have shared responsibility for safety at the City of Whitehorse, management acknowledges that it has an overall responsibility.

City of Whitehorse management acknowledges that Occupational Health & Safety is their highest priority and will not knowingly place employees, contractors or members of the public at risk.

The City of Whitehorse will:

- Develop and document safe systems of work.
- Ensure that safe systems of work are adhered to.
- Provide resources required to maintain the Occupational Health and Safety Management System.
- Ensure that there is effective consultation in relation to Occupational Health & Safety.
- Monitor and maintain the safety of plant and equipment.
- Provide appropriate Occupational Health & Safety related training for employees.
- Provide employees with safe products, material and equipment.
- Provide appropriate facilities for staff.
- Assess Occupational Health & Safety issues in relation to the design, purchase and installation of plant, equipment, machinery or services.

City of Whitehorse Employees and Contractors will:

- Adhere to safe work practices.
- Report all hazards, incidents and near misses.
- Perform all duties in a manner ensuring both their health and safety and that of fellow employees.
- Use appropriate equipment and tools and not alter, misuse or interfere with anything provided in the interest of Occupational Health & Safety.

This Policy will be reviewed as required by legislative change or in accordance with operational requirements.

Signed

Noelene Duff
Chief Executive Officer

Peter Smith
General Manager Corporate Services

Julie Reid
General Manager City Development

Terry Wilkinson
General Manager Human Services

Phillip Warner
General Manager Infrastructure

October 2010

Version 2
Aug 2008

ROAD MANAGEMENT PLAN

Schedule 9

Service Requests Management System

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 9 - SERVICE REQUESTS MANAGEMENT SYSTEM

The system for responding to customer requests is shown diagrammatically on the following page.

Council records all incoming customer requests on a computerised system known as PATHWAY.

Information on the PATHWAY system is provided in the following pages.

A copy of Council's General Principles and Procedures for responding to Customer's Requests, Enquiries and Complaints is included in this Schedule.

Service Requests Management System

Ensure customer requests are recorded and attended to

policy principles

To record, identify, catergorise and monitor tasks and actions

		Process Owner	Responsible officer		Notes
Customer request					Requests via phone, letter, fax, etc
Record on PATHWAY					Customer service, staff/others
Assign task to responsible officer					Predefined
			N		
Does action need to be taken?					Responsible officer
		Y			
Act to resolve request					Responsible officer
Request resolved					

City of Whitehorse

1

GENERAL PRINCIPLES AND PROCEDURES FOR RESPONDING TO CUSTOMER'S REQUESTS, ENQUIRIES AND COMPLAINTS

INTRODUCTION

At Council, we are committed to meeting the needs of the community and providing excellence in customer service. Our Customer Service Charter sets out how we propose to meet these commitments to our customers.

Council's Values

We are committed to upholding and expressing the following values in our day-to-day actions and decisions, and in our interactions with others:

- Community consultation: ensuring that members of our community are sufficiently informed and able to contribute to Council's decision-making processes.
- Democracy and leadership: recognising and valuing community participation in Council's decision-making as well as Council's role in providing leadership to the community.
- Equity and social justice: sharing the benefits and burdens of living in Whitehorse, celebrating our cultural diversity and paying attention to the needs of our disadvantaged residents.
- Integrity: making decisions and acting in ways that reflect our values.
- Openness and accountability: being transparent in decision-making, Council welcomes public scrutiny and community feedback.
- Sustainability: making decisions about our social, economic, built and natural environments that will benefit both present and future generations.
- Wellbeing: developing a community that is aware of, and seeks to achieve, personal and community wellbeing.

CONTACTING COUNCIL

There are several ways of contacting the Council to make a request or an enquiry or to lodge a complaint;

Phone: 9262 6333 (24 hours, 7 days a week)
Fax: 9262 6490
Email: customer.service@whitehorse.vic.gov.au
Website: www.whitehorse.vic.gov.au
Postal Address – Locked Bag 2, Nunawading Delivery Centre Vic 3110 Australia

Interpreter service phone: 131 450 (language other than English)

For deaf or hearing impaired people, call our TTY service on 9262 6325

In Person:
Whitehorse Service Centre (Civic Centre)
379-397 Whitehorse Road
Nunawading VIC 3131
Hours: weekdays from 8.30am-5.30pm
The cashiers is open for payment weekdays from 8.40am-5pm

Forest Hill Service Centre
Shop 130, Forest Hill Chase Shopping Centre
Canterbury Road
Forest Hill VIC 3131
Hours: weekdays from 9am-5pm. Saturday open from 9am-12pm

Box Hill Service Centre
Box Hill Town Hall
1022 Whitehorse Road
Box Hill VIC 3128
Hours: weekdays from 9am-5pm

Communicating with Council

We are committed to:

- Responding promptly to your enquiries, including:
  - Answering 85% of all calls within the first 20 seconds or placing you on hold within 30 seconds when all lines are busy;
  - Responding to your phone messages as soon as possible or within 48 hours;
  - Acknowledging your presence at our customer service centres within three minutes;
  - Answering your query at the first point of contact. If we are unable to do so, we will research your request and respond to you within 24 hours (subject to the complexity of your query);
  - Acknowledging your correspondence (letter, email, fax or online request) within seven days; and
  - Providing a resolution to your correspondence within seven to 30 days. If we are unable to provide a resolution to your correspondence within these timeframes, we will communicate this to you.
- Being courteous, cooperative and professional at all times;
- Providing you with current, accurate, accessible and easy to understand information;
- Being punctual and meeting agreed appointment times;
- Providing access to translation and interpreting services when required for non-English speaking residents
- Providing a 24-hour service through after-hours general information and emergency contact with non-urgent messages processed the next business day; and
- Providing information in accessible formats to meet the needs of residents, ie. Large print, community languages, NRS (National Relay Service) and TIS (Translating & Interpreting Service).

Monitoring Quality of Service and Performance

We are committed to:

- Continuously monitoring and seeking to improve the quality of service to our customers;
- Reviewing customer service policies and practices annually to ensure that we deliver on our commitments to you;
- Implementing community satisfaction surveys and reporting results;
- Publishing details of how we performed against the service standards in this charter in Council's Annual Report;
- Recording all queries in our Customer Service Request/Records Management System (allocating each query a reference number);
- Ensuring that all communication with you is in line with our corporate standards policy; and
- Welcoming suggestions regarding improvements to services and taking on board any feedback regarding the standard of service you have experienced.

Privacy Board

We are committed to:

- Respecting the privacy of individuals and complying with the Information *Privacy Act 2000* (Vic) in the collection, use, storage, management, provision of access and disposal of information; and
- Providing you with access to documents about your personal affairs that we have on record in accordance with the *Freedom of Information Act 1982 (*Vic).

COMPLAINT RESOLUTION

Complaints will be resolved in accordance with Council's Complaint Resolution Policy.

NOTE

Council's Customer Service Charter sets the service expectations across the organisation and progressively individual departments are incorporating service standards specifically for their services in line with the Charter.

ROAD MANAGEMENT PLAN

Schedule 10

Risk Management Policy & Strategy

Revision & Adoption Schedule

Revision	Prepared by	Checked by	Adopted	Comments
Final	AM	IG	Council, 25 October 2004	Formal adoption
Revision 1	MF	IG	Council, 2 October 2009	Formal adoption
Revision 2	MF	IG	Council, 17 August 2015	Formal adoption

SCHEDULE 10 - RISK MANAGEMENT POLICY AND STRATEGY

Risk Management Policy & Strategy 2013

Policy Statement

Whitehorse City Council acknowledges that it has an obligation to our Community to:

- Provide a safe environment for all staff, residents and visitors;
- Manage its financial resources in a responsible manner;
- Comply with all legislation relevant to Local Government activities; and
- Maintain and protect its physical assets.

Efficient and effective management of risk is critical to Whitehorse City Council meeting these obligations and achieving its objectives. This policy reflects Whitehorse City Council's commitment to sound Risk Management principles and practices.

Whitehorse City Council recognises that Risk Management is an essential business strategy for current and future operations of the organisation and is fundamental to Council's ability to deliver on its strategic objective of strong leadership and governance in partnership with the community and supported through regional collaboration.

Definition

Risk Management is a systematic method of identifying, evaluating and treating risks associated with Council's activities, functions and processes. Risk Management seeks to both minimise risk and maximise opportunities. The purpose of a Risk Management Policy and Strategy is to enable Council to fulfil its corporate objective of providing good governance.

The Risk Management process is a part of good management practice and is not an add-on.

Council's Risk Management Policy and Strategy, guided by the Risk Management Standard ISO 31000-2009 seeks to develop a systematic approach to:

- Identify and prioritise risks
- Develop and implement responses to minimise risks
- Link risk assessment issues both to operational and strategic plans; and
- Determine the level of resourcing required to respond to specific risk categories.

The implementation is supported at three levels by:

- A Risk Management Committee tasked with providing corporate and strategic leadership;

- Council's Compliance Department that provides an operational resource both to the Committee and to the organisation in the identification, assessment and responses to risk;

- Department managers who assess, monitor, review and apply a risk management strategy in their areas of operation; and

- A software database program that enables managers, team leaders and supervisors to document and assess individual risks and monitor their responses to these risks. This software database also provides the Risk Management Committee together with the organisation with the tools to identify and prioritise risks and to monitor and evaluate Council's response to these risks.

A critical role of Council's Compliance Department is to provide training to managers, team leaders, supervisors and other staff on Risk Management methodology, awareness and the management of risks within areas of responsibility. This training program is conducted using one-to-one, E Learning and group training techniques and is incorporated into Council's training calendar.

Objectives

Risk is defined as the chance of something happening that may have an impact on organisational objectives. It arises due to uncertainty about the future and can have financial, reputational and/or operational consequences. Large unmitigated risks can adversely impact Council's stakeholders and its ability to achieve its strategic, operational, financial and regulatory objectives. Council recognises that while risk is inherent in all its activities, the management of these risks is good business practice and integral to sound corporate governance.

Risk management is a systematic process that involves establishing the context of risk management, identifying, analysing, treating risks, periodic monitoring and communication.

The application of risk management considerations, principles and practices aims to assist Council to deliver quality services, improve decision making, set priorities for competing demands and resources, minimise the impact of adversity and loss, ensure regulatory compliance and support the achievement of Council's objectives for the benefit of the community.

Council is committed to formal, systematic and proactive management of risk.

Risk Management Framework

The implementation of a risk management framework that is appropriate to Council's activities and operating environment, provides for an effective process for the identification, analysis and management of impacts, both negative and positive, on finances, people, business processes and systems, the environment and reputation and image, thereby supporting sustainability and safeguarding Councils assets including people, finances, property and reputation. The risk matrix attached details the intervention levels for identified risks.

This is achieved through:

- Programs that demonstrate the application of the Risk Management process as detailed in the Risk Management Standard, ISO 31000-2009, which aligns with industry best practice including:
  - Maintenance of Council's Risk Management Procedures;
  - Maintenance of Council's Risk Registers;
  - Conducting formal risk assessments;
  - Periodic review of the Risk Management framework; and
  - Periodic review of Council's risk appetite

- Consultation and communication with the organisation's executive, managers, staff, Internal Audit Committee and Internal Auditor; and

- Ensuring resources and operational capabilities are identified and deployed responsibly and effectively.

Embedding Risk Management

Council is committed to the full integration of Risk Management practices into Council's strategic and operational planning processes ensuring a strong risk management culture exists and will undertake a range of activities to help promote and embed risk management practices by:

- Maintenance and promotion of Council policies and procedures that complement risk management such as fraud and corruption prevention, business continuity planning, occupational health and safety management and code of conduct;

- Aligning and linking risk management to Council's management plan activities, operational processes and risk management objectives;

- Allocation of sufficient funding to risk management at a department and team level;

- Provision of information and training to staff;

- Effective consultation and communication with all levels of the organisation;

- Ensuring all staff are aware of and effectively exercise their risk management responsibilities by including risk management requirements in position descriptions and staff performance evaluations; and

- Discussion of risk management issues at team meetings

Stakeholders

Council, in acknowledging its obligations to Risk Management, shall consult with and consider all Stakeholders including the community, Mayor and Councillors, management, staff and contractors along with its responsibilities to Federal & State Government expectations and spending of funding or grants.

Responsibilities

All employees and service providers are responsible for applying Risk Management practices in their area of work ensuring that the City of Whitehorse effectively manages risks associated with Council's operations and specifically:

- The Chief Executive Officer has the ultimate responsibility for ensuring that risk is managed across the Council;

- The Chief Executive Officer and General Manager Corporate Services are responsible for monitoring the corporate implementation of the Risk Management Policy and Strategy;

- The General Manager, Corporate Services is the Senior Executive responsible for overseeing the development of a Risk Management culture, framework and process throughout the Council;

- General Managers are responsible for their division's Risk Management performance, including implementation of the strategy and ensuring appropriate resources for Risk Management actions are made available and ensuring effective monitoring, reviews and reporting are undertaken;

- The Audit Committee reviews management's approach to risk, in particular risks associated with the core activities of Council and the review of Council's overall Risk Management Strategy, ensuring that periodic assessments are undertaken and control measures are established, and their effectiveness is monitored and reviewed;
- The Manager Compliance is responsible for championing, establishing and facilitating a working Risk Management framework, strategy and corporate program, facilitating its implementation and monitoring corporate Risk Management performance; and
- Each manager is accountable for implementing the Risk Management Policy through appropriate action plans in their area of responsibility.

Monitoring & Review

Whitehorse City Council will actively manage its known risks and identify potential risks through the monitoring and reviewing of activities as they relate to risk.

Corporate, strategic and operational risks have been identified and are regularly considered through:

- Identifying the percentage of risk register entries/controls acted on by target date;
- Reporting of the number of risk register review sessions, training sessions and advisory service work done for departments by the Risk Management Coordinator/Compliance Department;
- Acting on Audit Committee Risk Management item outcomes and recommendations; and
- The provision (for external audits) of agendas and minutes of the Audit Committee items discussing Risk Management.

Chair
Risk Management Committee

November 2013

RISK MATRIX

CONSEQUENCE ↓			LIKELIHOOD → 1 RARE Is possible but has not occurred to date or in any similar organisation or it's considered to have <1% chance of occurring	2 UNLIKELY Has never occurred at this Council but has occurred infrequently in other similar organisations or considered to have a 1% chance of occurring	3 POSSIBLE Has occurred at least once in the history of Council or considered to have a 5% chance of occurring	4 LIKELY Has occurred in the last few years in Council, or has occurred recently in similar Councils or circumstances continue to arise that could cause it to happen	5 ALMOST CERTAIN Has occurred on an annual basis in Council in the past or circumstances are in the train that will cause it to happen
5 Catastrophic	Financial	> $2M	HIGH	HIGH	EXTREME	EXTREME	EXTREME
	People	Fatality - Single or Multiple					
	Business Processes & Systems	Impact threatens survival of activity and Council					
	Environmental	Long term harm					
	Reputation & Image	Royal Commission, parliamentary inquiry or national/international media					
4 Major	Financial	$200K - $2M	MODERATE	HIGH	HIGH	EXTREME	EXTREME
	People	Serious incident					
	Business Processes & Systems	Impact would threaten the survival or continued effective function of activity					
	Environmental	Significant harm					
	Reputation & Image	Intense public, political and media scrutiny					
3 Moderate	Financial	$30K - $200K	LOW	MODERATE	HIGH	HIGH	EXTREME
	People	Lost time incident and medical treatment					
	Business Processes & Systems	Impact would not threaten activity, would be subject to significant review or changed operations					
	Environmental	Moderate harm					
	Reputation & Image	Scrutiny required by external committees					
2 Minor	Financial	$5K - $30K	LOW	LOW	MODERATE	HIGH	HIGH
	People	First aid or under one week lost time					
	Business Processes & Systems	Impact would threaten the efficiency & effectiveness of some aspect of activity will be dealt interna					
	Environmental	Transient harm					
	Reputation & Image	Scrutiny required by internal committees or internal audit to prevent escalation					
1 Insignificant	Financial	$0 - $5K	LOW	LOW	LOW	MODERATE	HIGH
	People	Near miss - no loss time or medical treatment					
	Business Processes & Systems	Impact can be dealt with by routine operations					
	Environmental	Brief pollution					
	Reputation & Image	Self improvement review required					

ACTIONS →

EXTREME RISK	Requires detailed research, planning and decision making at senior levels of managem
HIGH RISK	Senior management attention and action needed.
MODERATE RISK	Management responsibility must be specified
LOW RISK	No major concern and can be managed by routine procedures