



Frequently Asked Questions

What is a Road Management Plan?

The Road Management Plan explains how Council looks after local roads, footpaths, drainage, and roadside vegetation to ensure they are safe and usable.

How does it affect me?

The plan sets the rules for how often Council inspects, maintains and repairs local roads and footpaths. This helps with expectations around how quickly issues like potholes, uneven footpaths, or roadside drain cleaning are addressed in your area.

How will my input shape the Road Management Plan?

Your feedback helps prioritise issues like potholes, uneven footpaths, and roadside drain cleaning. While minimum service levels exist, priorities can shift based on community needs. For example, if more people want footpaths fixed faster than roadside slashing, Council may adjust the intervention levels and/or allocate additional budget. Community input ensures Council's approach to work guided by the Road Management Plan reflects local priorities.

What is covered by the Road Management Plan?

The Plan covers council-managed roads, (sealed and unsealed), footpaths, drains and roadside vegetation.

What isn't covered by the Road Management Plan?

It does not cover highways or arterial roads, which are managed by the State Government. An arterial road is a major road that carries a high volume of traffic over long distances such as main roads and highways that are managed by the State Government.

Why does Council have a Road Management Plan?

The Road Management Plan helps Council to use resources efficiently, set maintenance standards and meet legal responsibilities under the Road Management Act. The plan ensures local roads and footpaths are looked after properly and fairly across the region.

How can I enquire about adding a road to the Public Road register?

If you would like to request a road to be added to the Public Roads Register, please complete a Customer Action Request (CARS) request form: [Customer Action Request \(CARS\) Form \(wellington.vic.gov.au\)](https://www.wellington.vic.gov.au/customer-action-request-cars-form)

For assistance completing a CARS form, contact Customer Service via Phone: 1300 366 244 or Email: enquiries@wellington.vic.gov.au

If you would like Council to consider changing the criteria for which roads are and are not added to the Public Roads Register, please make a submission via the survey in the specific feedback section.

How do I report an issue with a road or footpath?

For matters unrelated to the draft Road Management Plan, contact Customer Service via Phone: 1300 366 244 or Email: enquiries@wellington.vic.gov.au

This consultation is not an opportunity to report specific road issues or lodge complaints. To report maintenance concerns or make requests should use the Customer Action Request process, available via the Wellington Shire Council website or by calling Council's customer service team on 1300 366 244.