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ROAD MANAGEMENT ACT 2004

CODE OF PRACTICE

MANAGEMENT OF ROAD AND UTILITY INFRASTRUCTURE IN ROAD RESERVES

SPECIAL

Road Management Act 2004

NOTICE OF MAKING OF A CODE OF PRACTICE FOR
MANAGEMENT OF ROAD AND UTILITY INFRASTRUCTURE IN ROAD RESERVES

I, Peter Batchelor, Minister for Transport, in accordance with section 29 of the **Road Management Act 2004**:

1. publish the Code of Practice for Management of Road and Utility Infrastructure in Road Reserves, a copy of which is set out below; and
2. give notice that—
 - (a) the date of commencement of the Code of Practice is 1 January 2005; and
 - (b) copies of the Code of Practice may be obtained from VicRoads Head Office, 60 Denmark Street, Kew.

Dated 9 December 2004

PETER BATCHELOR
Minister for Transport

Note: A copy of the Code of Practice may be viewed on the VicRoads website at www.vicroads.vic.gov.au.

Road Management Act 2004

CODE OF PRACTICE FOR
MANAGEMENT OF ROAD AND UTILITY INFRASTRUCTURE IN ROAD RESERVES

I, Peter Batchelor, Minister for Transport, in accordance with section 28 of the **Road Management Act 2004**, make a Code of Practice for Management of Road and Utility Infrastructure in Road Reserves.

Dated 9 December 2004

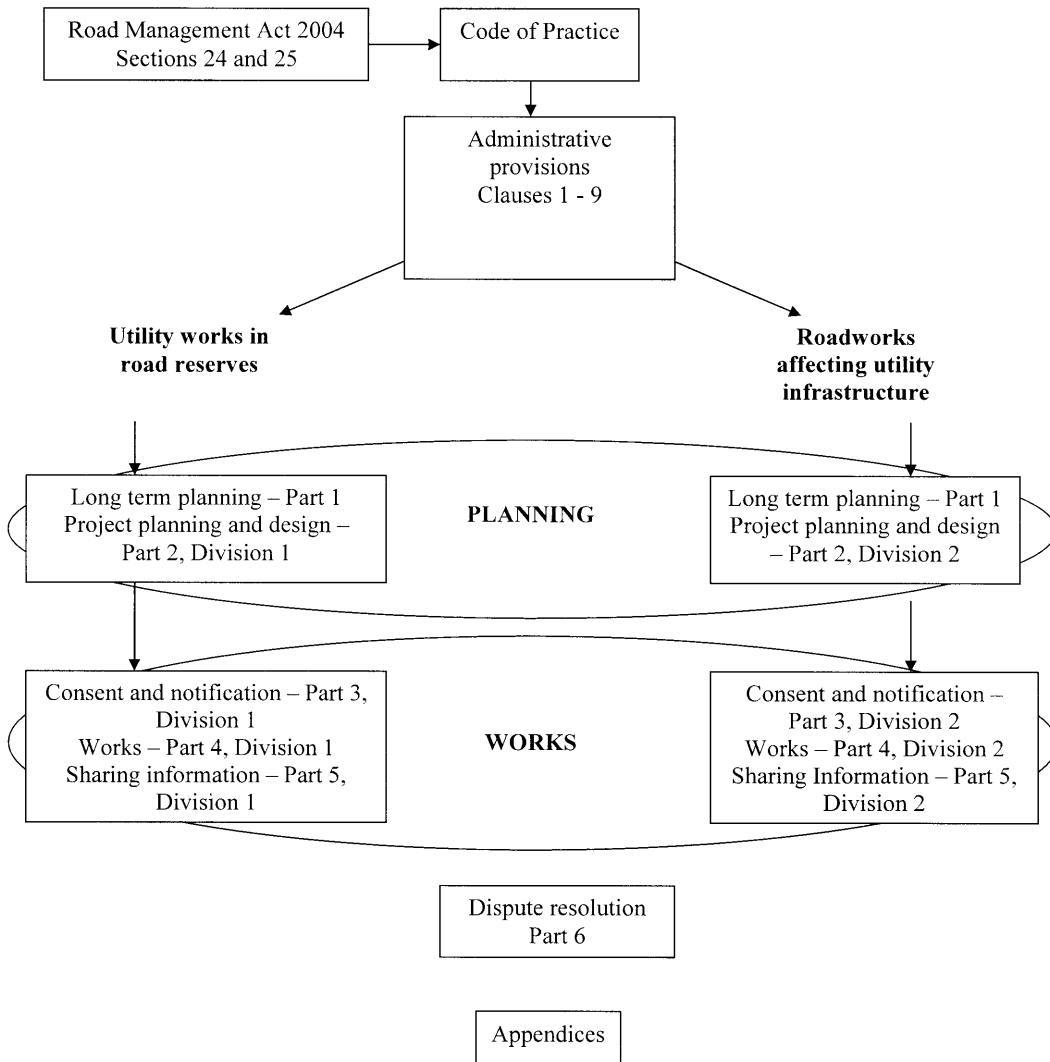
PETER BATCHELOR
Minister for Transport

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CODE OF PRACTICE FRAMEWORK



Road Management Act 2004
CODE OF PRACTICE
MANAGEMENT OF
ROAD AND UTILITY INFRASTRUCTURE IN ROAD RESERVES

1. Purpose of Code

The purpose of this Code is to provide practical guidance and identify benchmarks of good practice for utilities and road authorities, who are expected to work together cooperatively to facilitate the installation, maintenance and operation of road and non-road infrastructure within road reserves.

2. Authorising provisions

This Code is made under section 28 of the **Road Management Act 2004**.

3. Consultation

In accordance with section 28 of the Act, this Code was the subject of consultation with relevant road and utility Ministers and the Utilities Infrastructure Reference Panel, established under the Act. The development of the Code also involved consultation with a Utilities Working Group, convened by VicRoads with representation from utilities and road authorities.

4. Objectives of the Code

In accordance with sections 24 and 25 of the Act, the objectives of this Code are to provide practical guidance to road authorities and utilities in relation to –

- (a) the manner in which works on roads should be carried out;
- (b) processes for consultation and exchanging information about future works;
- (c) good practice or relevant industry standards in relation to a specified type of infrastructure or works;
- (d) processes to facilitate consultation and co-operation between road authorities and utilities responsible for infrastructure on roads;
- (e) the process to provide notification to road authorities and for road authorities to give consent to the installation of new non-road infrastructure or works on existing non-road infrastructure, where the works are not exempt from notification or consent requirements; and
- (f) the interchange and storage of information regarding road and non-road infrastructure located in road reserves.

5. Application

- (1) This Code applies to utilities and road authorities, and their management of road and utility infrastructure on all public roads in Victoria. It has been prepared jointly by road authorities and utilities and is not intended to apply retrospectively, or override the legislative powers of road authorities or utilities.

In particular, this Code does not override Carrier powers under the **Telecommunications Act 1997** (Cwth) or any other Commonwealth or State legislation and policy such as planning and environmental legislation. With respect to works carried out by road authorities and other government agencies that affect utility infrastructure or land leased to a public transport provider, the provisions of the relevant lease applicable to such works take precedence over the provisions of this Code. It is intended that a Ministerial Code of Practice will be developed that addresses all aspects of the application of the Act to public transport (“the Public Transport Code”). Once the Public Transport Code comes into operation, the provisions of this Code will no longer apply to utilities, which are providers of public transport. The provisions of this Code, so far as they apply to utilities which are providers of public transport, will be replaced by the Public Transport Code.

This Code takes effect to the extent that it can do so consistently with other legislation and should be read in conjunction with other relevant Ministerial Codes made under this Act.

- (2) This Code cannot:
 - (a) impose a duty on any person; or
 - (b) direct how any matter or thing is to be done; or
 - (c) create an enforceable legal right; or
 - (d) impose any liability or penalty.
- (3) This Code is approved to operate from 1 January 2005.

6. Interpretation

- (1) Unless the context otherwise requires, terms used in this Code that are defined in the Act have the same meaning as the Act.
- (2) For the purposes of this Code – emergency works are works required urgently to protect:
 - (a) the integrity of road or non-road infrastructure and include works needed to restore an appropriate required level of service to customers;
 - (b) a person’s health or safety;
 - (c) the environment; or
 - (d) property.

Unless the context otherwise requires, a reference in this Code to “works” does not include emergency works.

- (3) In this Code –

The Act means the **Road Management Act 2004**.

public transport infrastructure means non-road infrastructure that is leased, maintained and operated by public transport providers.

Road Management (Works and Infrastructure) Regulations means regulations made under section 132 of the Act.

Road Safety (Traffic Management Plan) Regulations means regulations made under Schedule 2 of the **Road Safety Act 1986**.

road user means all users of a road including pedestrians, bicyclists, motorcyclists, public transport passengers and vehicle drivers and passengers.

roadside management plans means documents that have been prepared by some road authorities outlining the ways in which they intend to manage that part of the road reserve between the outer edge of the road carriageway and the road reserve boundary. The plans are usually road specific and commonly include a comprehensive inventory of existing roadside vegetation.

utility infrastructure means non-road infrastructure, which is the responsibility of a utility.

works manager as defined in the Act may include a contractor engaged by a utility or a road authority.

- (4) This Code is to be interpreted in accordance with the **Interpretation of Legislation Act 1984** as if it were a subordinate instrument within the meaning of that Act.

7. Legal effect of the Code

- (1) The legal effect of a Code of Practice is set out in section 24(4) and section 27 of the Act.
- (2) A Code of Practice is admissible in evidence in any proceeding to which the Act or section 99A of the **Road Safety Act 1986** applies.

8. Principles of the Code

- (1) The Code should be applied and interpreted consistently with the works and infrastructure management principles contained in section 20 of the Act.
- (2) This Code:
 - (a) supports road authorities in providing a safe and efficient road network for use by the public;
 - (b) supports utilities in the efficient and effective provision of its essential services to the public;
 - (c) provides practical guidance to road authorities and utilities in working together co-operatively to minimise the total cost to the community of providing road and non-road infrastructure and services; and
 - (d) provides practical guidance to road authorities in coordinating the installation of non-road infrastructure on roads.

9. Review

- (1) The Utilities Infrastructure Reference Panel will arrange for a review of this Code after it has been operating for one year and recommend any changes considered necessary to the Minister. Should any changes be required, the Minister may propose changes in accordance with section 28 of the Act.
- (2) The Utilities Infrastructure Reference Panel and/or the Minister may then arrange for further reviews of the Code at any time.

PART 1 – LONG TERM PLANNING AND COORDINATION**10. Exchange of information**

- (1) Coordination between road authorities and utilities should be achieved by exchanging information about future development plans and plans for the ongoing management of existing road and utility infrastructure. It is recognised that utility works often involve service connections at the request of customers and the inspection and maintenance of these connections. These activities are typically carried out over short time frames and are not normally identified in forward works programs.
- (2) Individual road authorities and utilities should exchange forward works programs, covering their planned works and major projects. Forward works programs should extend over more than one year for significant works. It is recognised that forward works programs are indicative and may change during the year. Coordinating road authorities may arrange to meet with utilities to discuss forward works programs. If it is considered appropriate, the meetings may include a number of utilities and road authorities.
- (3) Utilities should also exchange forward works programs with each other and identify opportunities for coordinating works, where appropriate.
- (4) Road authorities and utilities should nominate people to act as primary points of contact for discussion of forward works programs. These points of contact should be reviewed and updated at least annually.

11. Early consultation

- (1) Proposals for installing new utility infrastructure or upgrading existing utility infrastructure should be discussed with the coordinating road authority as soon as reasonably practicable. Proposals for roadworks should also be discussed with utilities as soon as reasonably practicable. It is usually easier and less costly to amend plans during the planning and design stages, than to try to make changes when work has started on site.

- (2) Generally the road authority or its nominated agent should deal with the utility or its nominated agent on planning and design matters. The road authority or its nominated works manager should deal with the utility or its nominated works manager on operational matters.

12. Future provision for road and utility infrastructure

- (1) When a road authority is proposing to carry out roadworks (including resurfacing works), it should consider utilities that may have an interest in installing utility infrastructure at that location in the near future. Where technically feasible and reasonably practical, it may be mutually beneficial to install conduits before or during the roadworks, for example, to accommodate a future utility crossing. Any commercial arrangement for the installation and use of conduits should be agreed between the road authority and utility.
- (2) If a road authority requests a utility to bring works forward, then this may be by arrangement. Factors to be considered when negotiating such an arrangement should include:
 - (a) the ability of the utility to design and construct the works earlier than planned; and
 - (b) whether the utility is able to fund the works earlier than planned and whether the road authority may contribute to the cost of bringing the utility works forward.
- (3) The same principles apply when a utility requests a road authority to bring works forward. It is desirable to avoid a situation where a road authority or utility is requested to delay works, as this may involve liability issues if the delay in the works is linked to an accident or financial loss.

13. Joint use of infrastructure

- (1) When a road authority (or other infrastructure manager who owns structures in road reserves) is planning to build a new structure, such as a bridge, it should consider the possibility of that structure being used to accommodate utility infrastructure. Utilities that may have an interest in using the structure will need to provide the road authority with details of their current and future requirements to assist with the design of the structure. The attachment of utility infrastructure should be in accordance with the requirements of the Act. It may generally be desirable for the utility and the road authority to enter into a commercial agreement in these situations.
- (2) Where reasonably practical, utilities should explore opportunities for joint use of utility infrastructure in accordance with relevant industry codes. For example, in road reserves where space is limited, two or more utilities may agree to install a services conduit or share a common trench to jointly accommodate their infrastructure.

14. Emergency management planning

Road authorities and utilities should support the planning process for management of emergencies and contribute to the appropriate Municipal, Divisional and State Emergency Management Plans.

PART 2 – PROJECT PLANNING AND DESIGN

Division 1 – Utility Works in Road Reserves

15. Coordination

Utilities should work together with road authorities to coordinate the development of detailed plans for installation of new infrastructure or upgrading of existing infrastructure.

This may achieve considerable benefits once a project has been identified e.g. a minor change to utility alignment and/or level may avoid the need for costly alterations if the road is to be widened in the near future.

16. Positioning

Existing utility codes and regulations should be used to guide positioning of utility infrastructure in road reserves. The works and infrastructure management principles outlined in section 20 of the Act should also be considered when deciding on the positioning of new utility infrastructure or when considering modifications to existing utility infrastructure within road reserves, as follows in clauses 17 to 22.

17. Road safety

- (1) The following factors should be considered:
- (a) in accordance with clauses 6 and 11 of Schedule 7, place utility infrastructure in a manner that minimises safety risks to users of road reserves, including pedestrians and cyclists;
 - (b) minimise obstruction to sight distance, particularly in the vicinity of intersections or on the inside of curves;
 - (c) minimise the need for workers to be on the trafficked part of the road reserve when inspecting/maintaining utility infrastructure; and
 - (d) avoid installing utility infrastructure longitudinally in freeway reserves.
- (2) Where there are exceptions to these factors, consideration should be given to undertaking a risk assessment on a case by case basis.

18. Damage or disruption to infrastructure

The Act recognises that road reserves are available for the installation and ongoing operation of both road and non-road infrastructure. When considering the positioning of utility infrastructure in road reserves, the aims should be as follows:

- (a) in accordance with clause 5 of Schedule 7, minimise damage to road infrastructure that may be caused during the installation, or associated with the ongoing operation, of utility infrastructure as far as reasonably practicable;

For example, consideration could be given to the following order of priority where practicable:

Most preferred location Under/within open areas within the road reserve or existing easement

↓ Under/within nature strips

↓ Under footpaths/bicycle paths

Least preferred location Under road pavements/tram and rail tracks

- (b) consider placement of utility infrastructure in the vicinity of, or on, bridges or other road-related infrastructure (including road bridges or other structures owned by other infrastructure managers) in conjunction with all other available routing options;
- (c) in accordance with relevant planning and environment legislation and Government policy:
- (i) minimise damage to street trees, including their root systems, and remnant vegetation where reasonably practicable, and
 - (ii) minimise damage to roadside areas identified as being of high conservation value in Roadside Management Plans, where reasonably practicable. Where such Plans have been developed by road authorities, current copies should be made available to utilities likely to work on roads covered by those Plans.

19. Future infrastructure development

When considering the positioning of utility infrastructure in road reserves, utilities should, in accordance with the requirements of the Act:

- (a) consult with the coordinating road authority if the works are likely to affect significant planned maintenance works (such as road resurfacing) and/or significant road improvements. Where proposed works involve aboveground infrastructure, utilities will need to install works in accordance with relevant legislation and discuss any specific needs of the road authority; and
- (b) consult with other infrastructure managers if the works are likely to affect planned installation and/or significant upgrades of existing non-road infrastructure.

20. Traffic disruption

Where reasonably practicable, and in accordance with the requirements of the Act, place utility infrastructure in locations that will:

- (a) minimise delays and inconvenience to traffic and road users during installation and subsequent maintenance; and
- (b) minimise restriction of access to properties (including businesses) during installation and subsequent maintenance.

21. Disruption to the effective and efficient delivery of utility services

Where reasonably practical, place utility infrastructure in locations that will:

- (a) minimise the risk of it being accidentally damaged by the effects of road traffic, roadworks (including routine maintenance works such as grading open drains) or works by others. Appropriate protection measures may be required in some circumstances where the risk of damage remains too high; and
- (b) minimise the risk of damage to other utility infrastructure during installation and maintenance.

22. Efficient use of resources

When considering the options for positioning of utility infrastructure, the costing of alternatives should consider the total costs to the community of providing both road and utility infrastructure.

23. Depth of underground utility infrastructure

- (1) Underground utility infrastructure should be placed at depths that will minimise the risk of accidental damage when road authorities and others are carrying out work in road reserves.
- (2) Underground utility infrastructure should also be laid:
 - (a) to depths that conform to existing utility regulations and standards; and
 - (b) at a sufficient depth to allow the road authority to maintain and repair the road pavement and road-related infrastructure such as drainage without damaging utility assets.
- (3) This generally means that, where practicable, new utility infrastructure should be located more than 300 mm below the bottom of the road pavement. As a guide, for most roads the desirable minimum depth of cover for utility infrastructure under road pavement should be 600 mm below finished road surface level. Where utility infrastructure cannot be installed with sufficient cover, suitable protection of the infrastructure such as sleeving, should be provided by the utility to minimise the risk of accidental damage. If this is not practicable or cost-effective, utilities and road authorities should negotiate a suitable alternative treatment.

24. Spacings between underground utility infrastructure

- (1) Underground utility infrastructure should be separated by distances that conform to existing utility regulations and standards.
- (2) Wherever possible, different types of underground utility infrastructure should be adequately separated to minimise the risk of accidental damage when utilities are installing, upgrading or maintaining their infrastructure.

25. Attachment of utility infrastructure to bridges and other road authority structures

- (1) It may generally be desirable for the road authority (or other infrastructure manager who owns structures in road reserves) and utility to enter into a commercial agreement covering the terms and conditions for attaching utility infrastructure to any bridge or other road authority structure. Aspects that may be covered in such an agreement include proof engineering of the proposed method of attachment, access for maintenance, indemnity for damage, costs for attachment and responsibility for costs of relocation. Where the service life of the utility infrastructure is likely to exceed the remaining life of the road authority structure, the agreement needs to outline the responsibilities of each party when the road authority structure needs to be renewed, including any responsibility for costs associated with alterations to the utility infrastructure. Road authorities may not agree to attachment of utility infrastructure to some structures.
- (2) When determining the details of attaching utility infrastructure to a road authority structure, the following factors should be considered:
 - (a) attaching the utility infrastructure should not adversely affect the integrity of the road authority structure;
 - (b) attaching the utility infrastructure should not interfere with the road authority's ability to physically inspect or maintain its structure;
 - (c) having the utility infrastructure attached to the road authority structure should not compromise the health and safety of road authority staff required to carry out maintenance work on the structure, or road users. In such cases, work procedures may need to be jointly developed by the utility and road authority to ensure compliance with all relevant OH&S requirements; and
 - (d) the visual amenity of utility infrastructure, when attached to a road authority structure (including heritage listed bridges), should be jointly considered by the utility and the road authority.

Division 2 – Roadworks Affecting Utility Infrastructure**26. General**

Road authorities should take account of applicable codes (e.g. ResCode and the Coordination of Streetworks Code of Practice) and road design standards when designing new roads to achieve the principal object of road management stated in section 20 of the Act. The Act recognises that utilities have rights to locate their infrastructure in road reserves and road authorities should work together with utilities to make provision for utility infrastructure when planning and designing new roads or improving existing roads. For example, it is desirable that nature strips are wide enough to accommodate utility infrastructure and allow safe access to that infrastructure.

The same principles should apply when road authorities are approving plans from consultants and developers for new residential and commercial developments.

27. Positioning

When deciding on the positioning of new road infrastructure or when considering modifications to existing road infrastructure, road authorities should consult with utilities to consider whether the proposed roadworks may:

- (a) affect the safety of utility workers engaged in installing and/or maintaining facilities;
- (b) impact the safety risks of users of the road reserve;
- (c) increase the risk of existing utility infrastructure being accidentally damaged. For example due to vibration resulting from road traffic or root damage associated with planting trees in the vicinity of underground utility infrastructure – root barriers may be needed to minimise any impacts;
- (d) require alteration to existing utility infrastructure, or protection of that infrastructure. This includes addressing any vertical clearance requirements in accordance with relevant legislation and specific needs of the utility; and/or
- (e) affect any planned utility maintenance works and/or significant utility infrastructure installations or upgrades.

28. Changes to road level or profile

- (1) Road authorities should consult with utilities before changing the level or profile of a road so as to minimise the risk of utility infrastructure becoming non-compliant with any existing utility legislation or standards or where the works affect the functionality of the infrastructure.
- (2) Examples are an increase in the crossfall of a road which may lead to taller vehicles contacting poles that are close to the edge of the road, and an asphalt overlay which reduces the height clearance to overhead wires or covers surface fittings such as valve covers or fire plugs.

PART 3 – CONSENT AND NOTIFICATION PROCESS

Division 1 – Utility Works in Road Reserves

29. Consent and notification requirements

- (1) Section 63 and clause 16 of Schedule 7 of the Act requires any person proposing to carry out works in, on, under or over a road to obtain the consent of the coordinating road authority, except where exemptions under the Act apply. Clause 7 of Schedule 7 requires an infrastructure manager or works manager to give notice to a coordinating road authority before installing any non-road infrastructure or carrying out other related works on a road reserve (except for emergency works). Clause 13 of Schedule 7 requires a works manager to notify the coordinating road authority within 7 days of completing works on non-road infrastructure on a road reserve. Sections 132(3)(a) and (b) of the Act allow for regulations to be made to provide exemptions from these requirements for consent and notification.
- (2) Clause 8 of Schedule 7 requires an infrastructure manager or works manager to give notice to any other infrastructure manager or works manager responsible for any non-road infrastructure in the area which could be affected by any proposed installation of infrastructure or related works on a road or the road reserve of any road. Further to this clause, any relevant approvals required under relevant legislation will also need to be obtained.

30. Exemptions from consent and notification requirements

In addition to exemptions to consent and notification provided under the Act, the Road Management (Works and Infrastructure) Regulations provide further exemptions in relation to activities/classes of work involving infrastructure in road reserves.

31. Agreements

- (1) Clause 18 of Schedule 7 of the Act states that a coordinating road authority may enter into an agreement with a works manager or infrastructure manager in respect of proposed works on roads. The agreement can include a term which gives the coordinating road authority's consent to the proposed works, or gives an exemption or variation.

- (2) For example, agreements may be considered when infrastructure managers and their works managers can demonstrate they have installation and maintenance management plans which clearly identify responsibilities, standards and procedures to comply with road authority requirements. These plans should include processes for planning, design, installation, maintenance and work records. Utilities should also identify quality systems used to manage occupational health and safety, road safety, traffic management and reinstatement works. A guide to the contents of such agreements is shown in Appendix 1.
- (3) For example, agreements may also be used where a series of works is to occur across a municipality or geographic area, or new technology introduced. Such overarching agreements may be used to streamline consent and notification processes for these types of works.

32. Risk management plan

- (1) Utilities may prepare a risk management plan to identify risk mitigation measures they intend to adopt when carrying out works involving non-road infrastructure in road reserves. The plan should be developed in accordance with the approach outlined in *AS/NZS 4360: 2004 Risk Management*. The major risk areas to be managed are:
 - (a) safety of all users of the road reserve, utility workers and the public;
 - (b) the integrity of road infrastructure;
 - (c) traffic disruption;
 - (d) any adverse effects on the future development of both road and non-road infrastructure; and
 - (e) the effective and efficient delivery of utility services.
- (2) The risk management plan should contain:
 - (a) an analysis of each of the above risk areas to determine the inherent risk rating;
 - (b) an evaluation of those risk areas to determine whether the risk ratings are at an acceptably low level or whether they are high enough to warrant some treatment;
 - (c) for the risks that warrant some treatment, the proposed mitigation measures to reduce the risk to an acceptably low level;
 - (d) details of the positions of the persons responsible for the operation of the risk management plan;
 - (e) details of the training to be provided to staff and contractors to ensure the risk management plan is followed; and
 - (f) the process for monitoring and review of the plan to help identify improvements and to ensure the plan remains up to date.
- (3) A risk management plan may be used to support an agreement outlined in Section 31.

33. Applications for consent

- (1) Utilities should discuss proposed works as early as possible with the coordinating road authority, and preferably prior to forwarding any application. As part of these discussions, the coordinating road authority should indicate whether it would provide consent to a written application from the utility, or whether it has concerns with regard to the proposed works.
- (2) Applications for consent to carry out works, where required, should:
 - (a) state the date of submission of the application;
 - (b) state the proposed duration of the works;

- (c) give the purpose for which the utility wishes to enter the road reserve;
 - (d) describe the type of activities the utility intends to undertake including:
 - i. the location of the utility infrastructure;
 - ii. the scope and type of work;
 - iii. the proposed timing of the works; and
 - iv. the proposed methods of minimising the effects of the work on any road infrastructure, road safety and/or traffic operations (traffic management);
 - (e) confirm advice has been provided to other utilities whose assets might be affected by the proposed works;
 - (f) confirm the process of consultation with others (such as abutting land owners) likely to be significantly affected by the proposed works; and
 - (g) where appropriate, confirm that health and safety risks associated with the proposed works and the ongoing operation of the proposed utility infrastructure have been considered.
- (3) A recommended pro-forma notice for utilities to use is shown in Appendix 2. This pro forma should be used by all coordinating road authorities and utilities, to help standardise the communication process and minimise administrative costs.

34. Road authority response to applications for consent

- (1) The coordinating road authority should deal promptly with applications for consent. If the coordinating road authority is in agreement with the proposed works being carried out, written consent should be provided as quickly as possible, to ensure that the proposed utility works can proceed as planned. The coordinating road authority response to applications for consent needs to be within the time frame specified in clause 17(5) of Schedule 7 of the Act (or as varied by regulation), and provide the utility with a clear decision of whether consent is provided for the proposed works.
- (2) In some cases, the coordinating road authority will need to consult with the responsible road authority (e.g. on arterial roads in urban areas Council is the responsible road authority for the footpath and nature strip). The coordinating road authority should take into account any responsible road authority comments and requirements before determining the application.
- (3) If it is apparent that:
 - (a) the utility has not provided sufficient detail consistent with the pro-forma in Appendix 2; or
 - (b) the coordinating road authority is not satisfied with some aspect(s) of the proposal; or
 - (c) the coordinating road authority is not in agreement with the proposal,the coordinating road authority should contact the utility as quickly as possible to give the utility the opportunity to provide the information not included with the original application, consider re-scheduling the proposed works or continue to attempt to gain the consent of the coordinating road authority, if it wishes to proceed with the works as scheduled.
- (4) If the coordinating road authority is not satisfied with some aspect(s) of the proposal outlined in the application, it should contact the utility to discuss and agree conditions under which it would provide consent to the works proceeding. Such conditions should be reasonable, and must be consistent with the Act and the

regulations. In addition to conditions, responses to consent applications may include references to information contained in the Act, relevant regulations, this Code of Practice and any other general information requirements.

- (5) Typical examples of conditions are outlined in Appendix 3.
- (6) The coordinating road authority should not require the utility to make multiple contacts with various parts of its organisation and/or its agents or contractors as a condition of consent. Communication should be between single points of contact in the coordinating road authority and the utility, wherever possible.
- (7) In accordance with clause 16(5) of Schedule 7 of the Act, a coordinating road authority may having regard to the works and infrastructure management principles refuse consent. If the coordinating road authority is not in agreement with the utility's proposal, it must promptly advise the utility in writing and outline the reasons for not providing its consent to the proposed works. Such grounds for refusal may relate to one of the following:
 - (a) effect on road safety;
 - (b) effect on the integrity of existing road infrastructure;
 - (c) effect on planned infrastructure contained in a published business plan/program/strategy and/or in a planning scheme;
 - (d) delays or inconvenience to road users, including pedestrians, people with disabilities and cyclists; and/or
 - (e) effect on the efficiency and/or effectiveness of delivery of utility services.
- (8) In accordance with clause 16(5) of Schedule 7, the road authority must not unreasonably withhold consent. At this stage representatives of the road authority and the utility should meet to discuss how to reach agreement as quickly as possible.
- (9) The utility may choose to follow the dispute resolution process at this stage, or resubmit the proposal in an amended form. After considering the amended proposal, the road authority should make reasonable efforts to reach agreement with the utility and provide a written reply within 20 business days of receiving the amended proposal. If the road authority still does not consent to the proposed works, the dispute resolution procedure set out in Part 6 of this Code should be followed.
- (10) A diagram of the above process is shown in Appendix 4.

35. Emergency works

In accordance with clause 7 of Schedule 7 of the Act, the consent of the coordinating road authority is not required for emergency works. All parties will undertake emergency works using good industry practice. The utility should notify the coordinating road authority as soon as reasonably practicable where the emergency affects the safe and efficient operation of the road. In accordance with clause 8 of Schedule 7 of the Act, the utility should also notify any other infrastructure manager or works manager responsible for non-road infrastructure in the area as soon as practicable where the emergency affects that non-road infrastructure.

36. Pre-notification of works

- (1) Prior to the installation of any non-road infrastructure or related works in road reserves, utilities should notify the coordinating road authority of its intention to carry out such works in accordance with clause 7 of Schedule 7 of the Act. Under clause 8 of Schedule 7 of the Act, utilities should also notify any other infrastructure manager or works manager responsible for any infrastructure that could be affected by the proposed works.

- (2) Pre-notification is not required if the works are identified as exempt in accordance with the Road Management (Works and Infrastructure) Regulations under the Act.
- (3) A recommended pro-forma to use for pre-notification is shown in Appendix 2.

37. Post-notification of works

- (1) On completion of works (including emergency works), a notice should be forwarded to the coordinating road authority in accordance with clause 13 of Schedule 7 of the Act, unless the works are exempt from such a requirement, in accordance with the Road Management (Works and Infrastructure) Regulations under the Act.
- (2) A recommended pro-forma to use for post-notification is shown in Appendix 2.

38. Methods of issuing applications/notices

- (1) The preferred method for issuing applications/notices is e-mail using the process outlined in Appendix 5 with correspondence sent to the registered business addresses of the parties involved, unless otherwise agreed. If this is not possible, applications/notices may be sent by fax, hand delivered or posted to the registered business addresses of the parties involved. For applications/notices sent by mail, the application/notice will be deemed to have been delivered on the second business day after the notice was posted.
- (2) Road authorities and utilities should adopt a mutually acceptable method of confirming receipt of applications for consent. This is needed because clause 17(1) of Schedule 7 of the Act provides that consent will be deemed to have been given if the coordinating road authority does not respond within the period specified in the Act (or as amended by regulation). The same method should be used for acknowledging receipt of all other documents forming part of the consent process.

Division 2 – Roadworks affecting Utility Infrastructure

39. General

When a road authority is proposing to carry out roadworks that could affect utility infrastructure, the road authority should advise the owners of that infrastructure as early as possible.

40. Risk management plan

Road authorities may develop a risk management plan when proposing to carry out roadworks that could affect utility infrastructure. The risk management plan should be prepared in accordance with the same requirements for utilities detailed in clause 32 of this Code. The major risks to be managed will be accidental damage to utility infrastructure during the roadworks and interruption to the effective and efficient delivery of utility services.

PART 4 – WORKS MANAGEMENT

Division 1 – Utility Works in Road Reserves

41. General

Utilities should have appropriate quality systems and trained staff and contractors to assist with managing their works in road reserves.

42. Road safety and traffic management

Utilities should take reasonable measures to protect the safety of road users and their own workers and minimise disruption to traffic. In accordance with section 99A of the Road Safety Act 1986 any person conducting works on roads is required to have in operation a traffic management plan. The traffic management plan should be developed in accordance with the Road Safety (Traffic Management Plan) Regulations and the Ministerial Code of Practice for Worksite Safety – Traffic Management.

43. Timing of works

- (1) Utilities should consider the timing of their works on roads taking into account safety implications, inconvenience and disruption to all road users, abutting residents, businesses and utility customers. Where the work requires consent from a coordinating road authority, and if there is an issue with the proposed timing of the works, the utility should carry out a risk assessment considering the above factors and negotiate with the road authority the most appropriate time to undertake the work. It is recognised that for emergencies and urgent fault restoration work, it may be necessary to commence work immediately.
- (2) Disruption to traffic needs to be balanced against worker safety (working at night can be more dangerous), additional costs associated with carrying out works out of normal hours and possible delays to the provision of utility services to customers. In some cases it may not be possible to work at night e.g. where the works may generate excessive noise, or where the works might require electricity to be turned off and safety and/or security of customers would be affected.

44. Consultation prior to works commencing

Clause 10 of Schedule 7 of the Act requires infrastructure managers or works managers to consult with those likely to be significantly affected by utility works, where this is practicable. Examples of where consultation may be appropriate include:

- (a) abutting landowners' access being denied;
- (b) access to businesses being interrupted;
- (c) noise and/or dust causing a significant nuisance to residents, businesses, community facilities and/or outdoor dining establishments;
- (d) access for people with disabilities being denied at any time during the course of the works; and
- (e) proposed removal of street trees, as part of the works.

45. Preserving the integrity of infrastructure

- (1) In accordance with clause 5 of Schedule 7 of the Act, utilities should endeavour to use methods to install their infrastructure that avoids excavating or breaking up road pavements, footpaths, bicycle paths, vehicle crossings and kerb and channel as far as reasonably practicable, particularly on roads carrying high volumes of vehicular and/or pedestrian traffic, and roads surfaced with concrete, asphalt, block pavers or with a sprayed seal.
- (2) In accordance with clause 14 of Schedule 7 of the Act, utilities should consult with road authorities if works are likely to affect street trees (including their root systems) to agree on actions that will minimise damage to street trees, where reasonably practicable. Where vegetation is to be removed, the utility should conduct the works in accordance with relevant Commonwealth and State planning and environment legislation and policy.
- (3) If utility works are conducted in the vicinity of underground drains, it is important for the works manager to remove any material resulting from those works that has fallen into drainage pits or is blocking pipes, before leaving the site. The works manager should comply with requirements of the owner of the drainage assets when removing such material.
- (4) Utilities also need to consult with other utilities where the proposed works may affect the integrity of infrastructure owned and operated by other utilities.

46. Coordination with roadworks

Where an overall benefit can be achieved by coordinating utility works with roadworks, so that some parts of the works are carried out jointly, this should be arranged. Examples are:

- (a) where utility infrastructure is not to be relocated but is to be protected in its existing location, exposure of the infrastructure may be undertaken by the utility, and the placing of concrete or other agreed protection carried out by the road authority;
- (b) the excavation of a trench may be carried out by a road authority on a new alignment to accommodate relocated utility infrastructure; and
- (c) conduits may be installed under a road by a road authority before laying the road pavement, to provide for future accommodation of utility infrastructure.

47. Works to be in accordance with plans and specifications

- (1) Utilities should install their infrastructure in accordance with:
 - (a) the plans and specifications that formed the basis of the coordinating road authority's consent (where required); and
 - (b) the information provided to residents and others that are likely to be affected by the works (where appropriate).
- (2) If the need for significant changes or major variations to the plans and specifications arises during the course of the works, these should be negotiated with the coordinating road authority. Any such negotiations should be conducted in a manner that minimises delays to the utility works.

48. Damage to road and other infrastructure

- (1) The utility should conduct an inspection before commencing works in a road reserve, to identify and record the details of any damaged road and other infrastructure within the limits of the proposed works. In accordance with clause 9 of Schedule 7 of the Act, if there is pre-existing damage to any road and other infrastructure, the utility should advise the road authority before works commence if it is aware of such damage, or as soon as the damage becomes evident to the utility. The utility is not required to fund repairs to pre-existing damage to road and other infrastructure.
- (2) If a utility damages another infrastructure managers' infrastructure whilst working in a road reserve, it should advise the infrastructure manager of the damaged infrastructure as quickly as possible to enable the infrastructure manager to arrange for repairs to be carried out, with the utility causing the damage being responsible for all reasonable repair costs.

49. Reinstatement works

- (1) Clause 12 of Schedule 7 details the process for reinstatement works. Utilities should carry out reinstatement works within a reasonable time and in accordance with this clause. Each project needs individual consideration and the timing of reinstatement works should be agreed with the coordinating road authority before the project commences, where reasonably practical. For example, on a busy urban road this may mean reinstatement of any disturbed pavement at the completion of each day's work, whilst on the roadside of lightly trafficked rural roads, it may be agreed that reinstatement can be completed, within a longer time frame. For utility works extending over many days or weeks, it may be appropriate to carry out temporary reinstatement works at the end of each day's work, and then carry out all permanent reinstatement works following completion of the utility works. Utilities should carry out temporary and permanent reinstatement works in a manner that is safe for workers and road users at all times.

- (2) The utility will be responsible for arranging permanent reinstatement, and works should be carried out in accordance with a generally accepted, quality assured specification. Roads, footpaths and other parts of the road reserve are built with different materials depending on factors such as vehicle types, vehicle volumes, road user use and geographic location. Road authorities should make the relevant reinstatement requirements available to utilities. For example, AUSPEC#2 Section 306 for reinstatement works on local roads or VicRoads Standard Specification Section 706 for reinstatement works on arterial roads. The provisions of such a specification may be extended or varied by agreement between the parties, before works commence.
- (3) At the completion of permanent reinstatement works, the utility should advise the road authority when the road reserve has been restored as close as reasonably practicable to its original condition. The road authority should be responsible for the portion of reinstatement costs associated with any upgrading or betterment of existing road infrastructure.
- (4) Utilities should be responsible for 12 months maintenance of their reinstatement works and any associated repairs to the road infrastructure needed as a consequence of poor performance of those reinstatement works. This allows for a full season of weather conditions. If maintenance or repair works are necessary before the end of the 12 month period, the road authority and the utility should agree on the extent of those works before they are undertaken.
- (5) The road authority will be responsible for the quality and timeliness of reinstatement works where these works are paid for by the utility and undertaken by the road authority or its contractors. In these circumstances, the utility will not be required to notify the road authority when the reinstatement works are complete and the road authority will be responsible for ongoing maintenance of reinstatement works and any associated repairs.

50. Use of contractors

- (1) Generally, utilities are responsible for the works carried out by their nominated works managers (who may be contractors). Utilities should arrange adequate surveillance of their activities whilst working in road reserves, and are responsible for ensuring that their nominated works managers follow the requirements of all relevant legislation, Government policy, industry standards and codes of practice as well as any reasonable conditions prescribed by the coordinating road authority.
- (2) Utilities should ensure that their staff, agents and contractors can be readily identified as working for the utility, when working within road reserves.

51. Obsolete utility infrastructure in road reserves

- (1) Utilities should advise the coordinating road authority of the details of any known utility infrastructure that is no longer required, where there is potential for that infrastructure to deteriorate and significantly affect road infrastructure. In such cases the utility should advise of its proposals (if any) for removal or treatment of such infrastructure.
- (2) Utilities should also advise of any obsolete infrastructure when requested for this information by a road authority.

52. Failure of utility infrastructure in road reserves

- (1) In accordance with clause 6 of Schedule 7 of the Act, where the failure of utility infrastructure causes damage to road infrastructure, the utility should be responsible for returning that road infrastructure to the condition that existed prior to that failure, to the extent that this is established. The utility should also be responsible for reimbursement of reasonable road authority costs involved in assisting with such emergency repairs.

- (2) Utilities and road authorities should ensure that up to date details of people who can be contacted in emergency and after-hours situations are maintained in the appropriate Municipal, Divisional and State Emergency Management Plans.

Division 2 – Roadworks affecting Utility Infrastructure

53. Advice of proposed roadworks

Changes to road levels and/or road widths may affect the remaining service life of existing utility infrastructure. Where proposed roadworks may affect utility infrastructure, the road authority should contact the utilities whose infrastructure is likely to be affected. The Dial Before You Dig organisation should be contacted to help identify any utilities likely to be affected. The utilities should then be provided with all relevant information about the proposed roadworks to enable them to make a preliminary assessment of the impact on their infrastructure, including whether or not any alterations (including relocation) may be required.

54. Issues to consider

If the proposed roadworks are likely to affect utility infrastructure, the following issues should be considered in discussion between the parties as early as possible:

- (a) the impact on road safety;
- (b) opportunities to modify design of the roadworks;
- (c) the economics of relocating the utility infrastructure compared with modifying and/or protecting it in its present location;
- (d) the availability of alternative locations for the utility infrastructure;
- (e) opportunities to undertake joint trenching;
- (f) opportunities to avoid delays during the construction of the road project;
- (g) opportunities to avoid disruption to the utility's operations and services; and
- (h) opportunities for programming contractors/labour forces of the respective parties to coordinate efforts and reduce costs.

55. Reaching agreement on alterations to utility infrastructure associated with roadworks

- (1) Where it is agreed between a utility and a road authority that utility infrastructure needs to be altered due to roadworks, an in-principle agreement regarding responsibilities for the alterations should be negotiated. Such an agreement should include responsibilities for design and costs, and should also consider timing of the proposed works.
- (2) When the road authority undertakes to pay for any portion of the costs of the alterations, then:
 - (a) the road authority will formally request an assessment and quote from the relevant utility for the alterations;
 - (b) the utility will reply to the road authority with preliminary estimates of time and cost for all practical options for carrying out the alterations;
 - (c) when the road authority and utility have agreed on the preferred option for the alterations, the utility will send the road authority a final estimate of time and cost to carry out the alterations, to assist the road authority with programming and budgeting for the roadworks;
 - (d) formal agreement regarding payment for alterations should be reached between the road authority and utility based on the final estimate, with actual or agreed cost used as the basis for final payment. The utility will be responsible for any incremental costs associated with upgrading or betterment of existing facilities. The remaining life of utility infrastructure should also be taken into account when assessing payment for alterations;

- (e) the alteration work should be priced in a competitive environment; and
- (f) the utility and/or its agent should liaise with the road authority and/or the road authority's agent when finalising the design of alterations and programming the works.

56. Damage to utility infrastructure

- (1) The road authority should conduct an inspection before commencing roadworks, to identify and record the details of any damaged utility infrastructure. If there is pre-existing damage to any utility infrastructure, the road authority should formally advise the utility before roadworks commence if it is aware of such damage, or as soon as the damage becomes evident to the road authority. The road authority is not required to fund repairs to pre-existing damage to utility infrastructure.
- (2) If the road authority damages another infrastructure managers' infrastructure whilst working in the road reserve, it should advise the infrastructure manager of the damaged infrastructure as quickly as possible to enable the infrastructure manager to arrange for repairs to be carried out, with the road authority being responsible for reasonable repair costs.

57. Use of contractors

- (1) Generally, road authorities are responsible for the works carried out by their nominated works managers (who may be contractors). Road authorities should arrange adequate surveillance of their activities whilst working in road reserves, and are responsible for ensuring that their nominated works managers follow the requirements of all relevant legislation, Government policy, industry standards and codes of practice as well as any reasonable conditions prescribed by the utility.
- (2) Road authorities should ensure that their staff, agents and contractors can be readily identified as working for the road authority, when working on utility infrastructure.

PART 5 – SHARING INFORMATION

Division 1 – Information Regarding Utility Infrastructure

58. Records of the location of utility infrastructure

- (1) Utilities should record information about the location, depth and nature of its infrastructure in road reserves. Digital as-built records are the preferred format. The location information for underground facilities should be recorded as Australian Map Grid (AMG) co-ordinates, or equivalent together with the best information available on vertical location.
- (2) It is recognised that some past records may not be complete and that some may not be accurate.
- (3) Utilities and road authorities should share all available information on the location of underground infrastructure with those intending to carry out excavation works within road reserves. The use of the Dial Before You Dig referral service is recommended as a first step for those intending to carry out excavation works within road reserves.
- (4) If a utility is not a member of Dial Before You Dig and it has underground infrastructure in road reserves, it should advise each relevant coordinating road authority how it proposes to make information available on the location of its infrastructure to those intending to carry out excavation works within those road reserves.

59. Proving the location of underground utility infrastructure

In some cases, it may be necessary to physically prove the depth and alignment of underground infrastructure. Each utility is responsible for providing location information about its underground infrastructure, as indicated in clause 9 of Schedule 7 of the Act.

Division 2 – Information Regarding Road Infrastructure

60. Road information

Section 17 of the Act requires a road authority to keep a register of public roads specifying the roads for which it is the coordinating road authority. The details to be kept for each road include its name and classification. The register must be available for inspection by members of the public free of charge during normal business hours. Some road authorities propose making a copy of their register of public roads available on their website. Coordinating road authorities should make it as convenient and efficient as possible for utilities and others to access this information. This may ultimately be achieved by establishing a Statewide register of roads to facilitate identification of the relevant coordinating road authority.

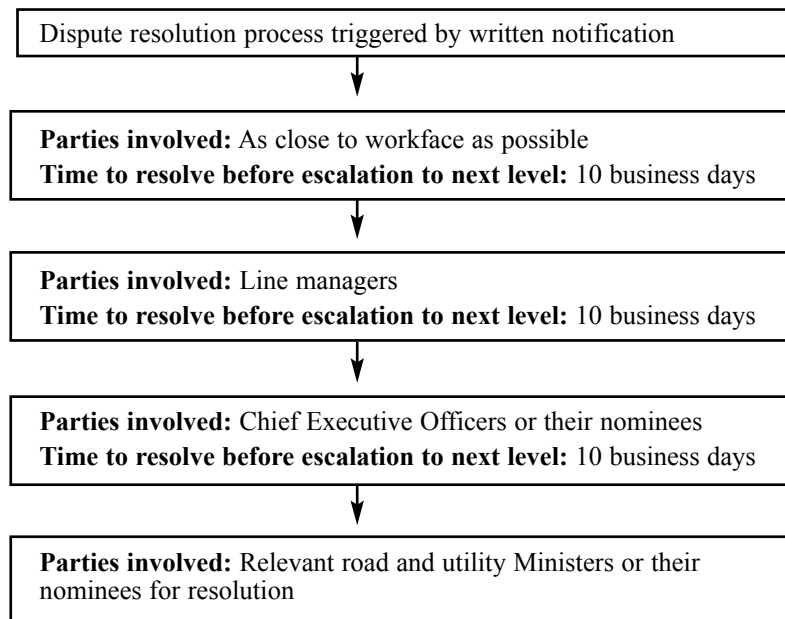
61. Location of underground road infrastructure

Each road authority is responsible for keeping and providing information about the location of its infrastructure, including underground infrastructure such as stormwater drainage pipes and traffic signal cables. In some cases it will be necessary to physically prove the location and alignment of underground assets, where as-constructed plans of sufficient accuracy are not available.

PART 6 – DISPUTE RESOLUTION

62. Dispute resolution

- (1) Section 125(2) of the **Road Management Act 2004** states, “any dispute arising between a road authority and a utility is to be determined by the relevant road Minister and the relevant utility Minister or their joint nominees, having regard to the works and infrastructure management principles”.
- (2) From a practical perspective, utilities and road authorities are encouraged to adopt the dispute resolution process illustrated below. Disputes should be resolved as quickly as possible, and as a guide, each step of the dispute resolution process outlined below should take no more than 10 business days, wherever possible. Each party to the dispute should bear its own costs.



APPENDIX 1: TYPICAL CONTENTS OF AN AGREEMENT BETWEEN A ROAD AUTHORITY AND A UTILITY

1. Making of Agreement
 - Agreement is made under clause 18, Schedule 7 of the Act
 - Date of commencement of agreement
 - Agreement may be varied by mutual consent of both parties
2. Parties to the Agreement
 - This agreement is between Road Authority [Name] and Infrastructure/Works Manager [Name]
 - Responsibilities and rights of the parties
3. Scope of the Agreement
 - Applies to the proposed works nominated
 - Agreement must be consistent with the Act, relevant regulations and the Code of Practice.
 - Nothing in the Agreement should affect obligations or the rights of either party under their respective Acts and regulations.
 - Duration of the Agreement
 - Agreement does not override obligations under other Acts, Codes or applicable Commonwealth, State and local laws
4. Process for Conduct of Works
 - For each type of works covered by the agreement, need to specify:
 - Agreed management systems and plans that are capable of being audited to manage the risk of works (traffic management, consultation, accredited management systems, trained staff and contractors, etc)
 - Term of agreement covering coordinating road authority consent, or giving an exemption or variation
 - Dealing with variations to proposed works
5. Monitoring and Review
 - Regular meetings between Road Authority and Infrastructure/Works Manager to review how things are working
 - Dealing with breaches of agreement terms
6. Termination
 - Termination provisions if either party not satisfied
 - Process for termination of agreement
7. Signing of Agreement
 - Signing by authorised officers of the respective parties
 - Date of agreement

APPENDIX 2: PRO-FORMAS FOR CONSENT/NOTIFICATION

Utility Request for Consent	
Application from:	Application ID:
Application to:	Date:
Type (consent/notification): CONSENT	Fee:
Contact Person:	
Address:	Post Code:
Suburb:	State:
Telephone:	Fax:
Email:	Mobile:
Details of work	
Type (service connection/supply extension/minor works/other works):	Proposed hours of work:
Start Date:	End Date:
Address:	Post Code:
Suburb:	State:
Other road(s)/assets(s) affected:	
Location of utility assets*:	
Description of works**:	
Contractor (y/n):	
Company:	Contact Person:
Address:	Post Code:
Suburb:	State:
Telephone:	Fax:
Email:	Mobile:
Traffic management (including pedestrians)	
Required (y/n):	
Details:	
OH&S	
Affect road/council workers? (y/n):	
Details:	
Temporary reinstatement	
Temporary (y/n):	
Start Date/Time:	End Date/Time:
Details:	
Permanent reinstatement	
Permanent (y/n):	
Start Date/Time:	End Date/Time:
Details:	
Contractor (y/n):	
Company:	Contact Person:
Address:	Post Code:
Suburb:	State:
Telephone:	Fax:
Email:	Mobile:
Consultation	
Adjoin property owner/occupier/affected members of the community? (y/n):	
Date:	
Is access affected? (y/n):	
Mitigation Plan:	
Assets of other parties/authorities affected***	
Owner:	Consulted (y/n):
Asset(s):	
Effect:	

Minimisation Plan:	[REDACTED]
Owner:	Consulted (y/n):
Asset(s):	
Effect:	
Minimisation Plan:	[REDACTED]
Owner:	Consulted (y/n):
Asset(s):	
Effect:	
Minimisation Plan:	[REDACTED]

* including a scaled location map showing which road and which part(s) of the road reserve is (are) affected, proposed depth of cover, clearances and offsets to other road and non-road infrastructure
** including details of assessment of relevant risks and proposed mitigation measures
*** includes other utility infrastructure, street trees, remnant native vegetation and landscaped areas

Asset(s):	
Effect:	
Minimisation Plan:	
Owner:	Consulted (y/n):
Asset(s):	
Effect:	
Minimisation Plan:	

* including a scaled location map showing which part(s) of the road reserve is (are) affected, proposed depth of cover, clearances and offsets to other road and non-road infrastructure
** includes other utility infrastructure, street trees, remnant native vegetation and landscaped areas

Utility Notification of Completed Works	
Notice from:	Notification ID:
Notice to:	Date:
Type (consent/notification): NOTIFICATION	
Contact Person:	
Address:	Post Code:
Suburb:	State:
Telephone:	Fax:
Email:	Mobile:
Details of work	
Type (service connection/supply extension/minor works/emergency works):	Hours of work:
Start Date:	End Date:
Address:	Post Code:
Suburb:	State:
Other road(s)/assets(s) affected:	
Location of utility assets*:	
Description of works:	
Contractor (y/n):	
Company:	Contact Person:
Address:	Post Code:
Suburb:	State:
Telephone:	Fax:
Email:	Mobile:
Temporary reinstatement	
Temporary (y/n):	
Start Date/Time:	End Date/Time:
Details:	
Permanent reinstatement	
Permanent (y/n):	
Start Date/Time:	End Date/Time:
Details:	
Contractor (y/n):	
Company:	Contact Person:
Address:	Post Code:
Suburb:	State:
Telephone:	Fax:
Email:	Mobile:

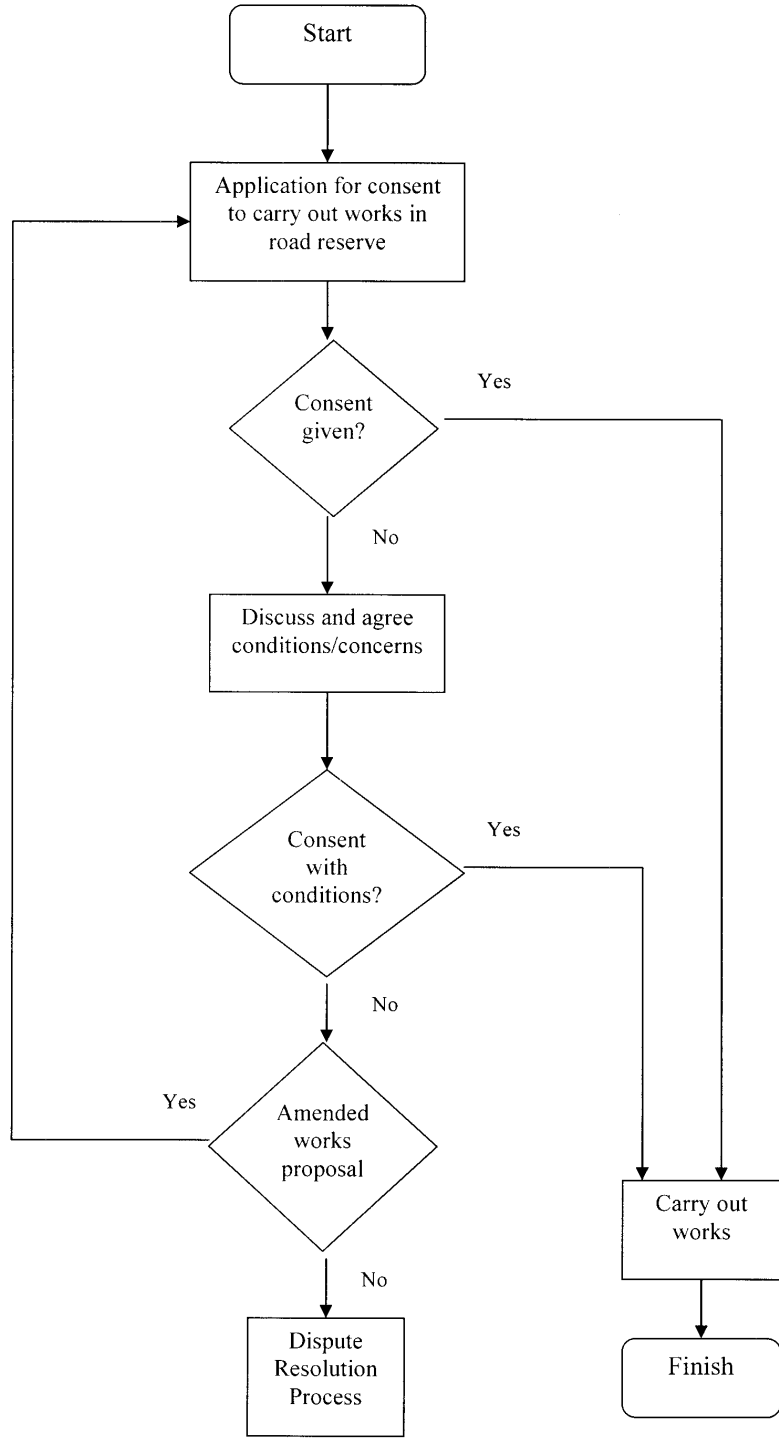
* The location of completed works should be described in sufficient detail to allow inspection e.g street name, suburb, property number, approximate offset from street corner. The utility should advise where details on the depth, clearance and offsets of assets can be obtained

APPENDIX 3: EXAMPLES OF CONDITIONS ON CONSENT

Conditions of consent that road authorities may include can relate to:

- (i) the location of any proposed infrastructure;
- (ii) the use of any road infrastructure;
- (iii) the timing of any works;
- (iv) reasonable conditions for open trenching of road infrastructure;
- (v) reinstatement of road infrastructure including the timing and quality of reinstatement works (see Clause 49 of Code);
- (vi) arrangements for reasonable advance notice of the works to the public and other authorities; and
- (vii) requirements for reasonable access to abutting properties to be maintained during the works or alternative arrangements for access.

APPENDIX 4: PROCESS FOR CONSENT APPLICATIONS



APPENDIX 5: PROCESS FOR ISSUING APPLICATIONS AND NOTICES

This Appendix outlines a process that encourages efficiency and has the potential to minimise costs. It is a process that can be readily automated (if required) for administering the consent and notification obligations under the Act.

It presents a basic concept for broadcast, receipt, handling and storage of consent and notification correspondence between utilities and road authorities.

The cornerstone of the proposal is to use e-mail as the preferred form of communication delivery and reply between utilities and road authorities.

Process Steps

The *requesting utility* creates an e-mail for requesting consent or providing notification with a unique identifier in the title.

Attached to the e-mail should be:

- An XLS file of the completed consent or notification form. An Excel spreadsheet is recommended because it is an easier format for the reader to comprehend rather than a list, and this type of file can also be easily saved as a CSV file. Templates of pro-formas are shown in Appendix 2.
- A CSV (comma separated variable) file with the same consent or notification details as contained in the XLS file to facilitate processing and storage of the information, as data stored in CSV format is readily exchanged between MS Excel, Access and all other brands of database products.
- A PDF (Portable Document Format) file of the layout of the area of the proposed works.
- Any additional supporting plans in PDF format or documents in DOC or TXT format.

The *road authority* receives the consent application or notification and processes it as required.

All e-mails should request a read receipt and response to the read receipt will be deemed as confirmation of receipt of each e-mail.

If the e-mail is an application for consent, the road authority will reply to the original e-mail (first detaching the attachments) by attaching the consent document (that may include conditions). The reply e-mail title is to contain only the unique identifier.

Road authorities and utilities should use only one point of contact for e-mails and other forms of communication.

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