

Community Consultation Report

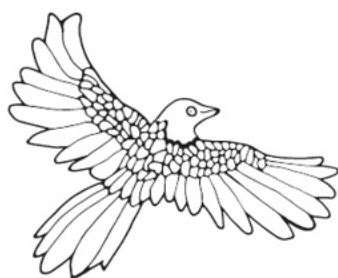
Draft Road Management Plan 2025-2029

September 2025



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Moonee Valley City Council respectfully acknowledges the Traditional Owners of the land on which Moonee Valley is located – the Wurundjeri People of the Kulin Nation; and we pay respects to their Spirits, Ancestors, Elders and their community members past and present.

Council also extends this respect to other Aboriginal and Torres Strait Islander Peoples who call Moonee Valley home.

Artwork by Wurundjeri artist, the late Judy Nicholson

1 Summary

1.1 Background

Council's Road Management Plan provides a framework for Council to manage minor defects (e.g. tripping hazards and potholes) in relation to roads, footpaths and related assets by:

- Outlining proactive inspection timeframes.
- Defining intervention levels (when a defect or fault needs to be fixed)
- Specifying defect repair timeframes.

Council is updating its Road Management Plan 2021-2025 and proposed a suite of changes to optimise community safety in line with industry best practice.

Proposed service enhancements

Council proposed the following service level enhancements in the draft Plan to optimise community safety:

- Over 75 per cent of footpaths in Moonee Valley will be inspected more regularly.
- In high foot traffic areas, where there is no nature strip (visual break), Kerbs and Channels (gutters) will be inspected more regularly.
- When a defect is deemed a safety risk, as per the intervention levels specified in the draft Plan, Council will repair it sooner.

Proposed efficiencies

To deliver the proposed service level enhancements and optimise community safety within budget, Council has investigated efficiencies across all of its Road Management Plan service levels. The draft Plan proposed increasing the defect intervention levels for the following footpath defects by half a centimetre (5 millimetres), in line with industry best practice:

- vertical displacement (a 'step' or 'lip')
- pothole depth
- cracks

While this is a slight reduction in the level service for these intervention levels, in addition to enabling the above service level enhancements overall, the proposed defect intervention levels would provide an equivalent or higher level of service when

compared with neighbouring councils in the inner northwest and other councils similar to Moonee Valley.

From 27 August – 25 September 2025, Council consulted with community about these proposed changes and sought to understand the overall level of support for the draft Plan.

Community members could contribute to the consultation via a dedicated Your Say webpage (Appendix 6.1), which linked participants to the online survey (Appendix 6.2) and the draft Road Management Plan.

1.2 Key findings

- A total of 27 people participated in the consultation with the majority providing feedback through the online survey, and one person providing feedback through an audio recording.
- All survey respondents indicated that they live in Moonee Valley, with the majority from Moonee Ponds (n=8). Most respondents were between 50-59 years old (n=6) with the majority (82%) indicating that they only speak English at home.
- Most respondents were unaware that Council had a Road Management Plan.
- Respondents were asked if they had ever reported a defect or fault in relation to local roads or footpaths managed by Council. Just over half of the respondents (n=12, 54%) noted that they had previously reported a defect or fault with the majority of those (n=7) related to footpath faults.
- 11 respondents provided feedback in relation to proposed enhancements. The feedback was largely supportive of the proposed improvements, with many people welcoming better maintenance of roads, footpaths, and cycle paths as positive and necessary for safety.
- 11 respondents provided feedback in relation to proposed efficiencies. Overall, feedback showed mixed views but leaned toward cautious support for the proposed changes. Many respondents stressed the importance of accessibility, particularly for wheelchair users and people with mobility aids, noting that even small defects can create significant risks.
- Respondents were asked to share their overall level of support for the proposed changes in the draft Road Management Plan. Of the participants who responded to this question (n=17), the majority of respondents were overall supportive of the proposed changes with 58.8% (n=10) supportive and 11.8% (n=2) strongly supportive.

2 Introduction

2.1 Key engagement questions

Participants were invited to provide feedback about Councils' draft Road Management Plan and if they had ever reported a fault or defect on local roads or footpaths.

The survey asked respondents:

- Before today, were you aware that Council has a Road Management Plan?
- Have you ever reported a defect or fault in relation to local roads or footpaths managed by Council?
- What type of default did you report?
- How satisfied were you with the resolution of the reported fault?
- Specific feedback on proposed service enhancements and proposed efficiencies.
- To what extent do you support Council's proposed changes overall?
- Do you have any other feedback on the Draft Road Management Plan 2025-2029 or road and footpath management in Moonee Valley?

Survey respondents were also asked questions about their demographic characteristics, as outlined in Section x below.

3 Methodology

3.1 Communication

Participants were informed about the engagement project via the Your Say page and social media posts.

3.2 Participation

The table below provides information about consultation participation.

Table 1. Consultation participation

Consultation	Engagement Type	Participation
Your Say website	Page views	225
	Page visits	233
	Unique visitors	178
	Project followers	2
Online survey	Survey responses:	26
Audio recording	Recording from SpeakPipe tool on Council's website	1
Total respondents: 27		

3.3 Survey respondent demographics

3.3.1 Connection to Moonee Valley

Survey respondents were asked to identify their connection to Moonee Valley, with the ability to select multiple of the following options:

- I live here
- I work here
- I own property
- I own a business
- I am associated with a business or community group/organisation.

Of those who responded to this question, 16 indicated they live in Moonee Valley. There were also numerous respondents who own property in Moonee Valley (n=3), and work in Moonee Valley (n=1), as illustrated in the graph below.

Figure 1. Connection to Moonee Valley



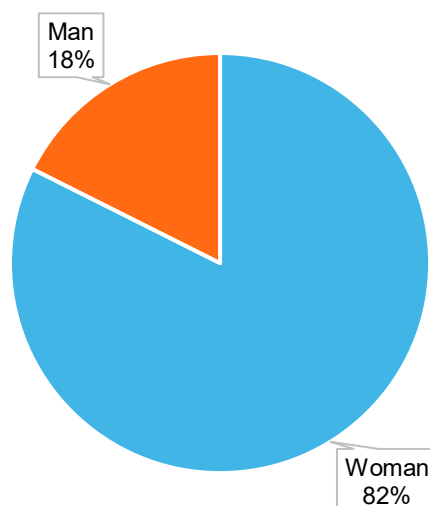
3.3.2 Suburb of residence

Respondents were asked to identify the suburb they live in. Of those who responded to this question (n=17), all were from suburbs within Moonee Valley. Of the local residents, most were from Moonee Ponds (n=8), Essendon (n=3) and Aberfeldie (n=2), with smaller numbers from Ascot Vale, Avondale Heights, Keilor East, Strathmore (n=1 each).

3.3.3 Gender identity

Respondents were asked their gender identity. 17 respondents answered this question. A greater percentage of respondents identified as a woman (82%) compared with those who identified as a man (18%).

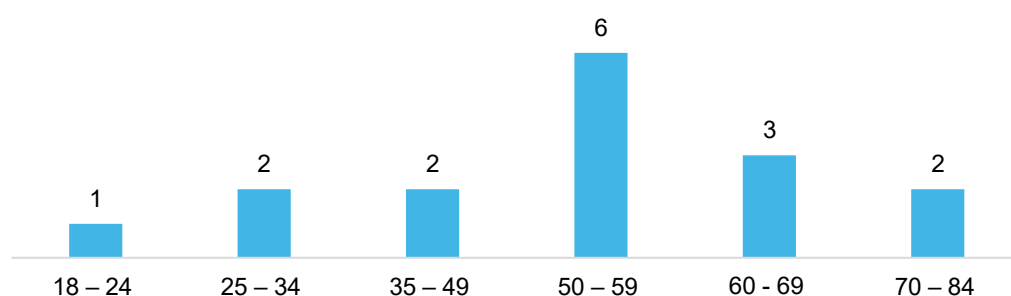
Figure 2. Gender Identity



3.3.4 Age

Respondents were asked to identify which age group they belong to. 16 respondents answered this question, with representation across 6 age brackets. Most respondents were between 50-59 years old (n=6).

Figure 3. Age



3.3.5 Language

Respondents were asked if they usually speak a language other than English at home. 17 respondents answered this question, with the majority (n=14, 82%) indicating they only speak English at home.

Respondents (n=3) who identified that they usually speak a language other than English at home were asked to specify the main language they speak at home, with responses including Italian (n=1), and Japanese (n=1).

3.3.6 Additional identifiers

Respondents were asked whether they identify with a range of different options including Aboriginal, Torres Strait Islander, LGBTQIA+, a person with a disability, a carer, a disability ally, or a person needing assistance with self-care activities/movement and communication. Respondents could select multiple options.

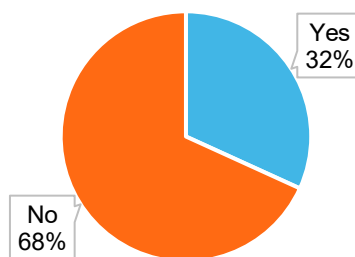
A number of people identified as a person with a disability (n=4), a carer (n=3), a disability ally (n=3) and LGBTQIA+ (n=1).

4 Findings

4.1 Awareness of Road Management Plan

Participants were asked if they were aware that Council had a Road Management Plan. 22 people responded to this question, with the majority (n=15, 68%) unaware that Council had a Road Management Plan.

Figure 4. Awareness of Road Management Plan



4.2 History of reporting defects or faults

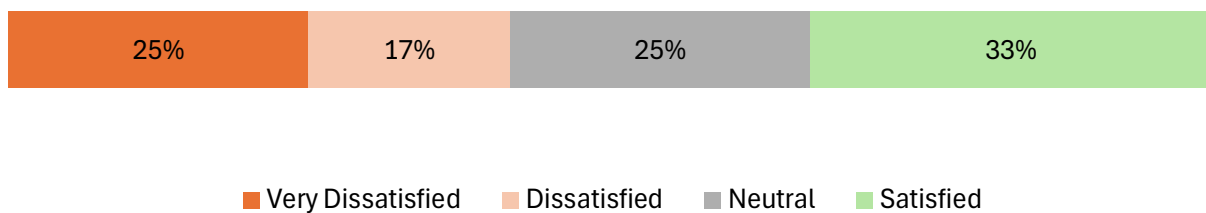
Respondents were asked if they had ever reported a defect or fault in relation to local roads or footpaths managed by Council. Of the 22 participants who responded to this question, just over half (n=12, 54%) noted that they had previously reported a defect or fault. These respondents were then prompted to outline the type of default they reported. The following types of defaults were provided:

- *Raised and broke tiles along Puckle Street as well as loose tiles out the back of Penny Lane.*
- *Danger on Pascoe Valé road generally but particularly between Napier Crescent and Woodland St.*
- *If a footpath is uneven or cracked and therefore unsafe or where I felt a tactile ground surface indicator would be helpful for vision impaired pedestrians.*
- *Footpaths due to construction*
- *Sunken footpath*
- *Pot hole*
- *Water leak*
- *Footpaths where level was a hindrance to walking. Defects in footpath. Reported continuously since my fall on Buckley St*

- *Uneven footpaths*
- *Broken tiles and inconsistent footpaths along Puckle Street*
- *A broken footpath*
- *Unmade lane problems Footpath unevenness*

Respondents were then asked how satisfied they were with the resolution of the reported fault. Of the respondents (n=12), satisfaction level with reported fault resolutions was mixed.

Figure 5. Satisfaction level with reported faults



4.3 Proposed Service Enhancements

Participants were asked for any feedback on the proposed service enhancements outlined below.

Council is proposing a number of service level enhancements in the Draft Road Management Plan 2025-2029 to optimise community safety, including: Increased proactive inspection frequencies for our 674 kilometres of General Paths, from a three-year inspection cycle to a two-year inspection cycle. The majority of our footpaths (more than 75 per cent) will be inspected more regularly. Introducing proactive inspections for our Kerbs and Channels (gutters). In high foot traffic areas, where there is no nature strip (visual break), Kerbs and Channels will be inspected more regularly. Improved defect repair response times. When a defect is deemed a safety risk, as per the intervention levels specified in the draft Plan, Council will repair it sooner

11 participants left a comment in response to this prompt. The feedback was largely supportive of the proposed improvements, with many people welcoming better maintenance of roads, footpaths, and cycle paths as positive and necessary for safety. Several respondents raised concerns about traffic and pedestrian safety in high-use areas, calling for a stronger focus on proactive road and path safety measures.

All comments have been copied verbatim below:

- *Sounds good, please look at the traffic management between Penny Lane apartments and the arcade. Constant cars driving through and it seems unsafe that people are sitting on the other side, as Brunettis staff have to constantly walk across lane with cars serving food*
- *Proposal is good for cycle paths. Definitely need a more proactive approach to road safety though generally.*
- *Not really but I think in high congested areas - especially where there are shared paths with pedestrians and bikes - the council should look at not only ensuring they are maintained but also improved (widened) where possible.*
- *I think this is a good idea as it improves and maintain the quality of our roads and paths which makes them safer for all.*
- *It's a positive and needed improvement.*
- *Looks competent*
- *That would be great, I always walk around looking down to make sure I don't trip*
- *Invest in Puckle Street, nice new footpaths would be a great start. Also look at the mess and stains droppings from Luke's Banh Mi causes, Puckle Street looks tired and filthy.*
- *Frequent inspections are great. It is very hard to report minor faults eg: pot holes, broken sign post etc. Don't know how and don't really have time as you notice these things when you are on route to somewhere.*
- *What is the reason to maintain jade lanes and not unmade lanes when they serve the same function? Not clear in the plan. How are you including people with gait problems? Not in a wheelchair but other disabilities which allow people to walk but who are unsteady and need even paths, ramps and even rails? They*
- *I support the proposed changes, especially increased footpath monitoring. I think there should be a strong focus on footpaths, kerbs and channels as these are high-accident areas for pedestrians.*

4.4 Proposed Efficiencies

Participants were asked for any feedback on the proposed efficiency outlined below.

To deliver the proposed service level enhancements and optimise community safety within budget, Council has investigated efficiencies across all of its Road Management Plan service levels. The draft Plan proposes increasing the defect intervention levels for the following footpath defects by half a centimetre (5 millimetres), in line with industry best practice: vertical displacement (a 'step' or 'lip') pothole depth cracks While this is a slight reduction in the level service for these intervention levels, in addition to enabling the above service level enhancements overall, the proposed defect intervention levels would provide an

equivalent or higher level of service when compared with neighbouring councils in the inner northwest and other councils similar to Moonee Valley.

11 participants left a comment in response to this prompt. Overall, feedback showed mixed views but leaned toward general support for the proposed changes. Many respondents highlighted the importance of accessibility, particularly for wheelchair users and people with mobility aids, noting that even small defects can create significant risks. Some supported the increased inspections and repair responsiveness, while others were concerned that raising intervention thresholds could worsen safety and accessibility issues

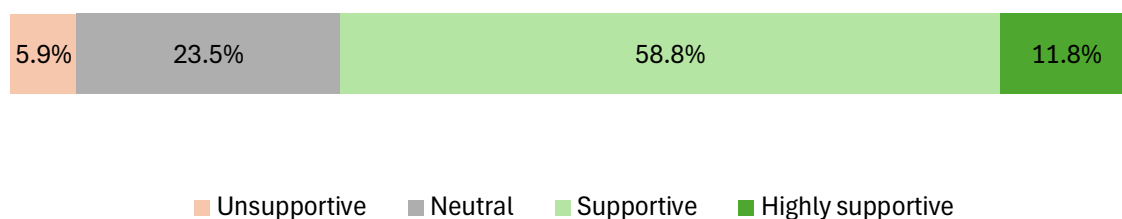
All comments have been copied verbatim below:

- *Please invest in Puckle Street, stop the U-turns and focus on having a bit more pride in what is one of the most visited and known areas in Moonee Valley.*
- *Please upgrade road-footpath transitions so that they are able to be used safely by electric wheelchair users. Many of the transitions and crossing points near Union Road are impassable in my electric wheelchair and it stops me from being able to independently and safely access services.*
- *I think quality over quantity but time will tell.*
- *I don't have a problem with the slight reduction level so long as this does not pose an adverse risk on road users and pedestrians.*
- *Ensure it is accessible*
- *If the defect is a risk , it should be fixed regardless of allowance . Why wait for the defect to worsen to "intervention level" thus increasing risk*
- *It's a small change that will allow increased inspections and repair response.*
- *I'm OK with this change.*
- *I understand there are budget restrictions. It would be great if the intervention parameters also take into account people of disabilities. Eg: small hole can cause someone on cane to trip - when cane falls near or in the hole, it cannot support the weight of the person leading to falls.*
- *See previous answer. This will potentially make the problem worse*
- *Increasing the intervention level by 5mm to standard practice might be alright, but total levels of 25mm seem to already be high. I'm concerned that many imperfect or flawed pedestrian paths may become inaccessible or difficult to traverse without meeting criteria for resolution.*

4.5 Overall Level of Support for Proposed Changes

Respondents were asked to share their overall level of support for the proposed changes in the draft Road Management Plan. Of the participants who responded to this question (n=17), the majority of respondents were overall supportive of the proposed changes with 58.8% (n=10) supportive and 11.8% (n=2) strongly supportive.

Figure 6. Overall level of support for proposed changes



4.6 Other Feedback

Respondents were asked if they had any further feedback to provide on the draft Road Management Plan or road and footpath management in Moonee Valley. Six respondents left a comment in relation to this prompt. The feedback highlighted concerns about the condition of Puckle Street, slow response times to maintenance requests, and the risk of footpath and kerb issues being overlooked. Respondents called for safer cycling connections between trails, quicker action on safety reports, and better management of footpath obstructions and traffic flow at busy intersections.

All comments have been copied verbatim below:

- *Council doesn't seem to care about the state of Puckle Street*
- *I think it needs to go further. We need to encourage safe cycling throughout the district especially along areas that connect to the trails. The shared paths being the Moonee Creek and Maribyrnong trail need to have other shared paths that come off it to keep cyclists safe and for cyclists to easily connect from one trail to the next without having to be on the road. Especially on Maribyrnong Road, Holmes Road and Buckley Street need reflection.*
- *So long as people still have the opportunity to highlight where roads and paths are not safe and that these are promptly fixed then I don't have a problem with the proposed plan.*

- *Reports need to be actioned quicker . Falls need to be corrected on footpaths fir residents like me they cause pain while walking. Council also needs to do something about tables and chairs and A frames placed on footpaths .*
- *Cross streets with major roads need to have 'keep clear' signs. Eg Holmes rd which often backs up from the rail crossing down the hill and traffic then blocks egress and ingress from side roads*
- *I'm concerned that footpath and kerb issues might go overlooked by increased thresholds for action.*

4.7 SpeakPipe Audio Recording

One participant recorded a message using the Speakpipe recording tool which was embedded onto the Your Say page. This feedback noted that the title of the Road Management Plan is confusing as it is about much more than just roads.

5 Conclusion

The findings from the community consultation on the Draft Road Management Plan 2025–2029 reveal that most respondents were previously unaware of the Council's Road Management Plan, but a majority expressed overall support for the proposed changes.

Over half of those surveyed had reported defects or faults, mainly related to footpaths, with mixed satisfaction regarding how these issues were resolved.

The community welcomed proposed enhancements such as more frequent inspections and faster repairs, but some concerns were raised about the potential for increased intervention thresholds to overlook minor but important hazards, especially for people with mobility challenges.

Feedback also highlighted the need for improved accessibility, safer cycling connections, and better management of high-traffic areas and footpath obstructions.

Overall, community was supportive of the proposed changes.

6 Appendices

6.1 Your Say page

Home Projects My profile

Road Management Plan

Council is updating its Road Management Plan and is seeking community feedback about the Draft Plan.

[+ Follow](#)



Home / Road Management Plan

Introduction

Council is updating its Road Management Plan 2021-2025 and is proposing a suite of changes to optimise community safety in line with industry best practice. The revised [Draft Road Management Plan 2025-2029](#) (draft Plan) provides a framework for Council to manage minor defects (e.g. tripping hazards and potholes) in relation to roads, footpaths and related assets by:

- Outlining proactive inspection timeframes.
- Defining intervention levels (when a defect or fault needs to be fixed)
- Specifying defect repair timeframes.

Proposed service enhancements

Council is proposing the following service level enhancements in the [draft Plan](#) to optimise community safety:

- Over 75 per cent of footpaths in Moonee Valley will be inspected more regularly.
- In high foot traffic areas, where there is no nature strip (visual break), Kerbs and Channels (gutters) will be inspected more regularly.
- When a defect is deemed a safety risk, as per the intervention levels specified in the draft Plan, Council will repair it sooner.

Proposed efficiencies

To deliver the proposed service level enhancements and optimise community safety within budget, Council has investigated efficiencies across all of its Road Management Plan service levels. The draft Plan proposes increasing the defect intervention levels for the following footpath defects by half a centimetre (5 millimetres), in line with industry best practice:

- vertical displacement (a 'step' or 'lip')
- pothole depth
- cracks

While this is a slight reduction in the level service for these intervention levels, in addition to enabling the above service level enhancements overall, the proposed defect intervention levels would provide an equivalent or higher-level of service when compared with neighbouring councils in the inner northwest and other councils similar to Moonee Valley.

Community consultation

Council is seeking community feedback about the proposed changes. You can [review the draft Plan here](#) and submit your feedback via the online survey linked below, or contact us via the details on this page. Your feedback will help inform Council's approach to managing roads and footpaths in Moonee Valley.

Draft Road Management Plan 2025-2029

[Download Draft Road Management Plan 2025-2029 PDF \(1.16 MB\)](#)

Additional information

- [Roads and footpaths covered by the Road Management Plan](#)
- [Definition of a defect](#)
- [Definition of an intervention level](#)
- [Road management plans in other councils](#)
- [Frequency of inspections of roads and footpaths](#)

[See more](#)

Record your verbal feedback about the Draft Road Management Plan

Is your microphone ready?

[Start recording](#)

[Record](#) [Listen](#) [Send](#)

Powered by [Speak2Go](#)

Indicative timeline

- 26 August 2025**
Draft Road Management Plan endorsed by Council for community consultation
- 27 August 2025**
Consultation open for feedback
- 24 September 2025**
Consultation closes
- Late September / Mid-October 2025**
Council consideration of community feedback
- Late October 2025**
Council consideration of Draft Road Management Plan

[See less](#)

Useful links

Find out more about Council's Road Management Plan

[Road Management Plan - Moonee Valley City Council](#)

Contact us

If you have questions or want to learn more about this project, contact us via the details below:

Name Community Engagement Team
Phone 9243 8888
Email yoursay@mvcc.vic.gov.au

Check out our Draft Plan and have your say!

Click the buttons below to access the Draft Road Management Plan and online survey

[Draft Road Management Plan](#)[Online survey](#)



Complete a survey

Complete our online survey via this webpage or request a hardcopy.



Email us

Email your feedback to yoursay@mvcc.vic.gov.au



Phone us or record your verbal feedback

Prefer to speak with someone?
Call us on: 9243 8888
OR
Record your verbal feedback via the 'Start recording' button on this page



Write to us

Road Management Plan Engagement Team
Moonee Valley City Council
PO Box 126
Moonee Ponds VIC 3039

6.2 Survey

Draft Road Management Plan 2025-2029



Introduction

Council is updating its Road Management Plan 2021-2025 and is proposing a suite of changes to optimise community safety in line with industry best practice. The revised [Draft Road Management Plan 2025-2029](#) (draft Plan) provides a framework for Council to manage minor defects (e.g. tripping hazards and potholes) in relation to roads, footpaths and related assets by:

- Outlining proactive inspection timeframes.
- Defining intervention levels (when a defect or fault needs to be fixed).
- Specifying defect repair timeframes.

Council would love your feedback about the proposed changes. Completing this survey is one way you can provide feedback. If you complete all questions, it should take around 7 minutes to complete. The survey will be open until **24 September 2025**. You can find out more about this project and other ways to provide feedback on the [Your Say page](#).

Privacy Statement:

A report that includes your feedback from this survey will be provided to Council and may be published on Council's Your Say webpage. Council is committed to ensuring that survey information remains confidential, in accordance with the Privacy and Data Protection Act 2014 (Vic). The report will not contain opinions or information that could lead to the identification of any individual. This information will be stored in our records document management system and will be accessed by authorised officers. If you have an enquiry regarding this survey, please feel free to contact Council's Advocacy, Grants and Engagement Team on [9243 8888](tel:92438888).

1) Before today, were you aware that Council has a Road Management Plan?

☐ Yes ☐ No

2) Have you ever reported a defect or fault in relation to local roads or footpaths managed by Council? ☐ Yes ☐ No

3) What type of default did you report? (free text response)

4) How satisfied were you with the resolution of the reported fault?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

5) Proposed service enhancements

Council is proposing a number of service level enhancements in the [Draft Road Management Plan 2025-2029](#) to optimise community safety, including:

- Increased proactive inspection frequencies for our 674 kilometres of General Paths, from a three-year inspection cycle to a two-year inspection cycle. The majority of our footpaths (more than 75 per cent) will be inspected more regularly.
- Introducing proactive inspections for our Kerbs and Channels (gutters). In high foot traffic areas, where there is no nature strip (visual break), Kerbs and Channels will be inspected more regularly.
- Improved defect repair response times. When a defect is deemed a safety risk, as per the intervention levels specified in the draft Plan, Council will repair it sooner.

Do you have any feedback about this proposal? (free text response)

6) Proposed efficiencies

To deliver the proposed service level enhancements and optimise community safety within budget, Council has investigated efficiencies across all of its Road Management Plan service levels. The [draft Plan](#) proposes increasing the defect intervention levels for the following footpath defects by half a centimetre (5 millimetres), in line with industry best practice:

- vertical displacement (a 'step' or 'lip')
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- cracks

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Do you have any feedback about this proposal? (free text response)

7) To what extent do you support Council's proposed changes overall?

() Highly unsupportive () Unsupportive () Neutral () Supportive () Highly supportive

8) Do you have any other feedback on the [Draft Road Management Plan 2025-2029](#) or road and footpath management in Moonee Valley? (free text response)

We are committed to collecting demographic data so that we can understand the reach of our consultations. Please note these questions are all optional.

- **What is your connection to Moonee Valley?**

☐ I live here ☐ I work here ☐ I study here

☐ I visit here ☐ I own property ☐ I own a business

☐ I am associated with a business or community group / organisation. Please name::

☐ I am a Moonee Valley City Council staff member

- **Suburb you live in:** _____

- **To which of the following age groups do you belong?**

☐ Under 18 ☐ 18 – 24 ☐ 25 – 34 ☐ 35 – 49 ☐ 50 – 59

☐ 60 – 69 ☐ 70 – 84 ☐ 85+

- **Do you identify as:**

☐ Woman ☐ Man ☐ Non-binary ☐ Prefer not to say

☐ Prefer to self-describe: _____

- **Do you usually speak a language other than English at home?**

☐ No. I speak English only at home.

☐ Yes. I usually speak another language at home.

- **The main language I speak at home is:** _____

- **Please indicate if you identify as any of the following (select all that apply):**

☐ Aboriginal ☐ Torres Strait Islander ☐ LGBTQIA+ ☐ A carer

☐ A person with a disability ☐ Need help with self-care activities

☐ Need help with body movement ☐ Need help with communication

☐ A disability ally

(someone who supports and amplifies the cause of people with disability)

Moonee Valley Language Line

العربية	Arabic	9932 1471	Ελληνικά	Greek	9932 1474	Español	Spanish	9932 1477
廣東話	Cantonese	9932 1472	Italiano	Italian	9932 1475	Türkçe	Turkish	9932 1478
Hrvatski	Croatian	9932 1473	Somali	Somali	9932 1476	Tiếng Việt	Vietnamese	9932 1479

All other languages 9932 1480

National Relay Service 13 36 77 or relayservice.com.au