

Appendix A:

Submissions and comments

We have consulted with the Department of Transport and Planning, and we considered their views when reaching our audit conclusions. As required by the *Audit Act 1994*, we gave a draft copy of this report, or relevant extracts, to the agency and asked for their submissions and comments.

Responsibility for the accuracy, fairness and balance of those comments rests solely with the relevant agency head.

Responses received

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Department of Transport and Planning	A-2



Department of Transport and Planning

GPO Box 2392
Melbourne, Victoria 3001 Australia

Ref: BSEC-1-26-3569

Mr Andrew Greaves
Auditor-General of Victoria
Victorian Auditor-General's Office
Level 31, 35 Collins Street
MELBOURNE VIC 3000

Dear Mr Greaves

Victorian Auditor-General's Office - Maintaining state roads - Proposed report

Thank you for your letter of 13 August 2026 inviting the Department of Transport and Planning (the Department) to respond to the Maintaining state roads proposed report (the Report).

Victoria's state road network, spanning more than 23,000 kilometres, is a critical public asset that underpins the state's economic prosperity and connectivity. Maintaining a network of this scale requires the coordinated effort of dedicated road maintenance crews and support staff who work across the network every day to identify hazards, undertake essential repairs and deliver long-term maintenance activities.

The Department notes that while the Report's primary focus is the condition and maintenance of road pavements, the road maintenance program encompasses a broad range of assets that are essential to the operation of the network, including bridges and other structures, drainage, traffic signals, street lighting, CCTV and other roadside infrastructure.

The demands placed on the road network continue to increase. Higher general traffic volumes, growing freight movements, heavier vehicles and more frequent extreme weather events are accelerating pavement wear and creating greater complexity in maintaining road infrastructure across the state.

In response to these challenges, the Department has undertaken significant reforms in recent years. Central to this work has been establishing the Victorian Road Maintenance Contract model, which has strengthened accountability, improved oversight of contractor performance and supported a data-driven approach to maintenance planning. These reforms provide a stronger foundation for directing resources to the areas of greatest need and maximising benefits to the network of maintenance activities.



The Department acknowledges the opportunities for further improvement identified in the Report and is committed to strengthening its practices and capabilities in these areas. The enclosed action plan sets out the specific actions that will be taken to address the Report's recommendations and build on the reforms already underway

Yours sincerely



Jeroen Weimar
Secretary

26 August 2026

Encl: DTP management action plan – Maintaining state road

DTP action plan

Maintaining state roads



The Department of Transport and Planning (DTP) action plan to address the recommendations from the Victorian Auditor-General's Office *Maintaining state roads* report:

No	VAGO recommendation	DTP response	Due date
1	To improve public insight into road condition by updating public reporting using metrics that better reflect the condition of road pavements.	Accept in principle DTP acknowledges the importance of public reporting on the condition of road pavements. While DTP supports the intent of the recommendation to refine performance reporting, it cannot fully accept the recommendation as the final implementation of specific performance measures is not determined by DTP. DTP reports its performance in compliance with the Department of Treasury and Finance's (DTF) <i>Resource Management Framework</i> and will consider the report's findings in the development of performance measures for 2027/28. These measures will be presented to Government for its consideration.	30 June 2027
2	Track and publicly report road maintenance backlogs.	Accept in principle DTP, in consultation with DTF, will explore viable opportunities to track and publicly report on the road maintenance backlog. These opportunities will be presented to Government for its consideration.	30 June 2027
3	Further define site selection criteria for the final planned maintenance program and establish a standard for documenting the reasons for decisions that depart from the modelled program.	Accept As part of the reforms implemented, DTP is in the second cycle of a new integrated planned maintenance program selection process. DTP will continue to embed this during the development of the 2027/28 planned maintenance program, including documenting the rationale for decisions that depart from the system modelled program.	30 November 2027



No	VAGO recommendation	DTP response	Due date
4	Improve processes to coordinate routine and planned maintenance and clearly document the rationale for choosing a rectification approach.	Accept As part of the reforms implemented, DTP is embedding new ways of working with the routine and planned maintenance teams. The process for selection of rectification will be reviewed and updated to ensure an appropriate mechanism to capture the rationale for selection of a rectification approach is included.	30 November 2027
5	Develop and implement a strategy to collect fit-for-purpose data on drainage assets that impact pavement condition and integrate these datasets into maintenance planning.	Accept DTP has recently completed an assessment of drainage assets. This data is being integrated into the road condition dataset to inform maintenance planning. As part of the reforms implemented, DTP is in the second cycle of a new integrated planned maintenance program selection process. DTP will continue to embed this during the development of the 2027/28 planned maintenance program, including documenting how drainage data that impacts pavement condition is included in the modelling and planning of maintenance activities.	30 November 2027
6	Strengthen its processes to obtain greater assurance that maintenance activities meet required standards.	Accept DTP will review its current processes, with consideration of available resources and existing contract requirements, to identify opportunities to strengthen its assurance that maintenance activities meet required standards. For identified opportunities, a work plan will be developed, noting that some changes may be reliant on changes within contracts.	30 November 2027