



# Inquiry into the provision of municipal services in Canberra

## Answer to question on notice

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Asked by: Taimus Werner-Gibblings MLA

Addressed to: Tara Cheyne MLA, Minister for City and Government Services

In relation to: Path Maintenance Process

Hearing: 19 February 2026

Question Lodgement Date: 26 February 2026

Reference: City Services

Answer Due: 6 March 2026

In relation to path maintenance works, some community members have expressed confusion about the process whereby hazards are first made safe, and the final repair or replacement is completed at a later time.

Can you outline the end-to-end process, from the initial report or detection of an issue through to the completion of the final path repair or replacement?

Additionally, is this process publicly available so that residents understand what to expect when issues are reported?

**Tara Cheyne MLA:** The answer to the Member's question is as follows:

The process outlined below is for a circumstance when an issue is raised by a member of the community. Where defects are identified by a member of staff on site, the process starts at step 5:

1. A member of the community submits a Fix My Street (FMS) request.
2. It will be automatically sent to Roads ACT through the CED asset management system (Assetic).
3. Within 10 business days, a Roads ACT officer will review and inspect the site.
4. If there is an issue that meets intervention levels, work will need to be undertaken to correct the defect (if the request does not identify an issue that meets intervention levels, the FMS request is cancelled).
5. When work is to be undertaken, a Work Order is raised in Assetic. Work Orders are raised with a risk priority level, the priority level will depend on a range of issues including location, expected level of use and severity of the defect.

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6. Path defect rectification works may involve both an immediate treatment to make safe and a longer-term measure to rectify the defect. When this occurs, two Work Orders in Assetic will be raised, with one Work Order for the short term measure and one Work Order for the longer-term measure.
7. The two most common measures used to make safe for paths are either grinding or the installation of asphalt cold mix. Roads ACT aim to complete these measures within 10 business days.
8. The typical longer-term measure is the replacement of the defective section of path. Timing for the completion of the path replacement is dependent on risk priority level, resource availability and competing priorities.

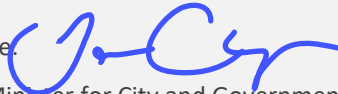
A high-level summary of the above process is available on the City Services website:

<https://www.cityservices.act.gov.au/roads-and-paths/road-infrastructure-and-maintenance/community-path-maintenance#maintenance>

Roads ACT intends to review the process outlined on the above website and consider providing additional information to help the community gain a better understanding of the end-to-end process.

Approved for circulation to the Standing Committee on Transport and City Services

Signature:



By the Minister for City and Government Services, Tara Cheyne MLA

Date:

