

# Service Level Manual - Stormwater 2025

Glenorchy City Council



**Glenorchy  
City Council**

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**DOCUMENT CONTROL**

<b>Version</b>	<b>Author</b>	<b>Date</b>	<b>Approved</b>
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## INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local stormwater network and related assets which include kerb connections, stormwater mains, manholes and pits, creeks, bridges and boat ramps

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

The service levels for GCC stormwater infrastructure are an integral element of flood mitigation and response.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner GCC will meet its various obligations and identifies a benchmark level of service to be provided.

## REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019.
- Austroads Guides to Temporary Traffic Management.
- Roads and Jetties Act 1935.
- Local Government (Highways) Act 1982.
- GCC Vegetation Control Specifications V1.4
- GCC Flood Response Plan.
- GCC Standing orders document.
- GCC risk rating document.
- GCC street sweeping schedule.

## ASSET CLASSIFICATION

The Glenorchy Stormwater infrastructure consists of the following asset categories:

Asset Class	Asset Category	Asset Type	Description
Drainage	Lagoon	Stormwater Storage Basin	Basin Swale Rain Garden
	Stormwater Drains	Culvert Creek Gravity Main Open Drain Property Connection Sub Soil Drain	
	Stormwater Pits	Inlet Pit	Double Grated, Double Grated Side Entry, Double Side Entry, Grated Deflector, Grated Pit, Grated Pit with Litter Trap, Grated Side Entry, Grated Strip Drain, Side Entry, Side Entry Pit with Litter Trap
		Maintenance Hole	Double Pit, Gross Pollutant Trap, Inspection Opening, Maintenance Shaft, Manhole, Manhole - Division inside, Single Pit, Transition Box (small), Transition Pit
		Miscellaneous	End Wall, Gabion, Head Wall,
		Node Point	Adaptor, Dead End, End Point of Pipe, Inspection Opening, Node, Reducer, Survey Point, Tee Junction, Transition Box (small)
Transport	Bridges	Bridge	Road Bridge, Footbridge, Overpass
		Culvert	Box Culvert
		Jetty/Pontoon/Boat Ramp	Jetty, Pontoon, Boat Ramp.

## SERVICE ACTIVITY - Maintenance of Manholes



Project no.	Task No.	Sub-Activities	Intervention Level	Repair Activities	Action	Response Times
Location based number from annual budget	2232	Repair Manhole/pit	Defect noted on inspection, or reported	Activity Guidelines Make safe prior to repair activities.	General clean	As per Schedule
	2233	Clean Manhole			General clean (Reactive)	2 days
	2238	Repair Grate/Lid			Broken lid hazard, make safe	ASAP – within 4 hours
					Broken lid hazard repair	4 days
		If flooding property	1 day			
		If flooding roadside	2 days			
		If not damaging assets or creating a hazard.	4 days			
		Replace Lid & Surround	10 days			

### Activity Guidelines - Maintenance of Pits/Manholes

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.

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- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's, traffic management plans, and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Remove broken surround. Prepare pit, cut concrete edges as required.
  12. Drill starter bars prior to placing concrete.
  13. Place new surround to required level i.e. no trip hazards.
  14. Pour concrete and render.
  15. To clean pit, use a vacuum unit or complete manually.
  16. Ensure site is made safe on the interim whilst work activities are being planned

## SERVICE ACTIVITY - Maintenance of Stormwater Main



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2236	Major drain repairs	Blocked line reported by incident or inspected through CCTV. Condition score => 3	Activity Guidelines	If flooding property	4 hours
	2279	Minor drain repair		Clear Blockages	If flooding roadside	1 day
	2280	Major drain repair - reinstallation		General repairs	If not damaging assets/hazard	2 days

### Activity Guidelines - Maintenance of Stormwater Main

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.

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- Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's, traffic management plans, and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Remove pit lid and make area safe.
  12. Remove blockages by using water blaster, vacuum truck or root cutter.



## SERVICE ACTIVITY - Stormwater property connections



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2246	Replace boundary box	Blocked line reported by incident or inspected through CCTV. Condition score => 3.	Activity Guidelines	If flooding property	4 hours
	2236	Minor drain repairs			If flooding roadside	1 day
	2235	Clear blockage			If not damaging assets/hazard	2 days

### Activity Guidelines - Stormwater property connections

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.

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6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. To clear major blockage, use GCC water blaster, GCC vacuum truck or Contractor
  12. If blocked by tree roots, then lift lid. Using a contractor drain cleaner, insert root cutter down the pipe, remove roots.
  13. If pipe cracked and broken, repair as required.
  14. Ensure boundary box is serviceable and clear of any blockage.
  15. Investigate nature of fault (with camera equipment) prior to works commencing, particularly if gas services are in vicinity.

## SERVICE ACTIVITY - Maintenance of Pits



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2235	Clear Blockage	Damaged and unserviceable surround. Overflowing or water not getting away at an acceptable flow rate.	Activity Guidelines	If flooded / overflowing.	4hrs
	2182	Clean Litter Trap		Prioritise using risk rating.	Not overflowing but backed up.	2days
	2240	Clean Pit			If hazardous, make safe.	ASAP- within 4 hours
	2238	Repair Grate / Lid			Cleaning is conducted as part of work program.	Pit cleaning program

### Activity Guidelines - Maintenance of pits and manholes

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.

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- Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans, and complied with any other GCC instructions
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Clear blockage using GCC water blaster, GCC vacuum truck or Contractor
  12. If blocked by tree roots, then lift lid. Using a contractor drain cleaner, insert root cutter down the pipe, remove roots.
  13. Clean litter traps, remove debris.
  14. Remove leaves etc. by manually or vacuum unit.
  15. Repair/Replace hazardous grates or lids.

## SERVICE ACTIVITY - Major Repairs of Pits



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2287	Replace Lid & Surround	Condition level =>3	Activity Guidelines	Make safe Undertake repairs	ASAP – within 4 hours 14 days

### Activity Guidelines - Major Repairs of Pits

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.

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6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Remove broken surround. Prepare pit, cut concrete edges as required.
  12. Drill starter bars
  13. Place new surround and adjust to correct level.
  14. Pour concrete and render the Kerb and Gutter

## SERVICE ACTIVITY - Maintenance of Open Drain



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2252	Cleaning culvert	Condition of drain elements impedes flow of water.	Activity Guidelines	All types	Scheduled cleaning annually.
	2253	Repair culvert				
	2233	Clear blockages,	Works programmed annually.	Ensure drain serviceability	Prioritise using risk rating.	Reactive: Flooding within 1d
	2171	Remove litter/ debris				
	2154	Vegetation control	Respond to customer request.			Clearing after weather event. 14 days
	2261	Repair/Replace Headwall				
	2279	Minor drain maintenance				
	2280	Major drain repairs/reinstallation				
2284	Flood works				Known problem areas added to standing orders.	

### Activity Guidelines - Maintenance of Open Drain

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.

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2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
  3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
  4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
  5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.
  6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Replace and/or repair headwall
  12. Excavate around headwall, remove existing headwall, replace with new headwall.
  13. Remove silt, debris and litter.
  14. To clean sub-soil drain, flush with water blaster.
  15. Maintain vegetation to comply with technical specifications.

## SERVICE ACTIVITY - Maintenance of Culverts



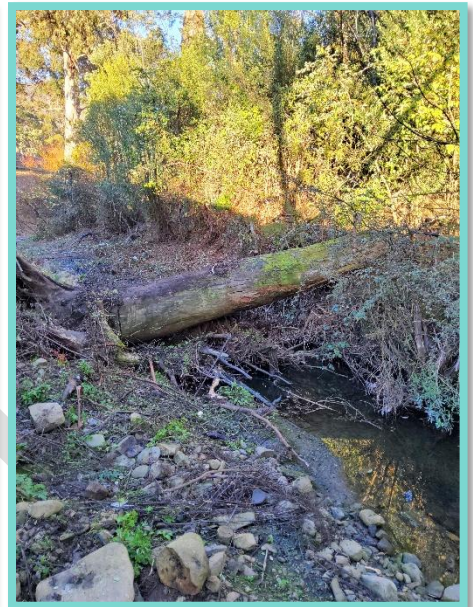
Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2252	Clean culvert	Condition level =>3	Activity Guidelines.	All types	Clean culvert - 7 days
	2253	Repair culvert	Annual clearing scheduled in program.	Prioritise using risk rating.		
	2236	Minor drain repair		Ensure serviceability of culverts.		
	2280	Major drain repairs/reinstallation				
						Ensure infrastructure is serviceable prior to repair activities

### Activity Guidelines - Maintenance of Culverts

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

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5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.
  6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Excavate to required foundation level, identify and remove any unsuitable material.
  12. Place and compact bedding material to required level. Allow for "bell-end" at socket/spigot type culverts in bedding.
  13. Lay pipes to required line and level commencing at the downstream end (where practical) and laying the socket end upstream
  14. For box culverts place and compact concrete to design and allow curing time prior to placing culverts as per specification

## SERVICE ACTIVITY - Maintenance of Creeks



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2154	Vegetation control	Reactive to defect notification.	Activity Guidelines	Environmental issues.	Timed treatments for weeds.
	2258	Remove debris from creek/rivulet.		Ensure serviceability of infrastructure	Scheduled vegetation control.	Vegetation management schedule.
	2259	Tree removal.	Refer to vegetation specifications.			All others
	2260	Scour/erosion protection and control.	Declared weed control.	Outfall/infall maintenance subject to schedule, minimum annual inspection/action.		
	2261	Repair Headwall.			Flood works reactive and prioritised using risk rating.	
	2263	Outfall/Infall maintenance				
	2241	Weed control.				
	2284	Flood works				

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## Activity Guidelines - Maintenance of Creeks

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
8. Worksite shall be reinstated and tidied upon completion of work activity.
9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
10. Ensure site is made safe on the interim whilst work activities are being planned.
11. Environmental protection obligations shall be considered in preparation and undertaking of works.

## SERVICE ACTIVITY – Land Slip Maintenance



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Response Times
Location based number from annual budget	2281	Inspect drainage lines in land slip area	A quarterly inspection of area is conducted and a scope of works developed.	<p>Activity Guidelines.</p> <p>Ensure drainage infrastructure is serviceable.</p> <p>Manage vegetation to comply with prescribed levels.</p>	Schedule works based upon inspection outcomes.

### Activity Guidelines - Land Slip Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist

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- Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Inspect drainage lines in land slip area, and determine serviceability.
  12. Undertake repairs to drainage line if required.
  13. Major slippage or displacement is to be noted and reported.

## SERVICE ACTIVITY Sediment/Litter Control Infrastructure



Project No.	Activity code	Sub-Activities	Intervention Level	Maintenance Activities	Response Times
Location based number from annual budget	2182	Clean litter trap	Inspection monthly and directly following weather events.	Activity Guidelines.	Schedule based upon inspections and relevant specific maintenance schedules
	2282	GPT maintenance		Remove silt, litter and debris.	
	2269	Remove debris	GPT maintenance based on manufacturer recommended maintenance schedule	Clear sedimentation basin.	

### Activity Guidelines - Sediment/Litter Control Infrastructure

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.

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- Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Measure and record the quantities of litter removed from GPT infrastructure.

## SERVICE ACTIVITY - Storm Water Outfalls



Budget No.	Task No.	Sub-Activities	Intervention Level	Repair Activities	Response Time
Location based number from annual budget	2263	Outfall/Infall maintenance	Inspect and scope work activity quarterly.	Activity Guidelines	Schedule works based on quarterly inspections.
	2258	Remove debris from creek/rivulet		Pick up of Rubbish found at storm water and creek outlets.	
	2171	Remove litter and debris	Inspect after weather event.	Remove rubble, silt and litter.	Reactive post weather events, 7 days.

## Activity Guidelines - Storm Water Outfalls

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.

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- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Inspect and clear stormwater outfalls.
  12. Environmental aspects should be considered.

## SERVICE ACTIVITY - Road Sweeping



Project No.	Activity code	Sub-Activities	Sweeping Cycle	Activities	Hierarchy	Response Times
Location based number from annual budget	2264	Road Sweeping	CBD areas swept 3 times per week.  Reactive to hazard report.	Activity guidelines.	Scheduled road sweeping as prescribed in programs.  Reactive to reported potential hazard on road.	Work through sweeping schedule.  Reactive to reported issue – within 4 hours.

### Activity Guidelines - Road Sweeping

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Ensure site is made safe on the interim whilst work activities are being planned.
3. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
4. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

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6. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.
  7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Worksite shall be reinstated and tidied upon completion of work activity.

## SERVICE ACTIVITY - Bridge/Footbridge, Walkways and Overpasses



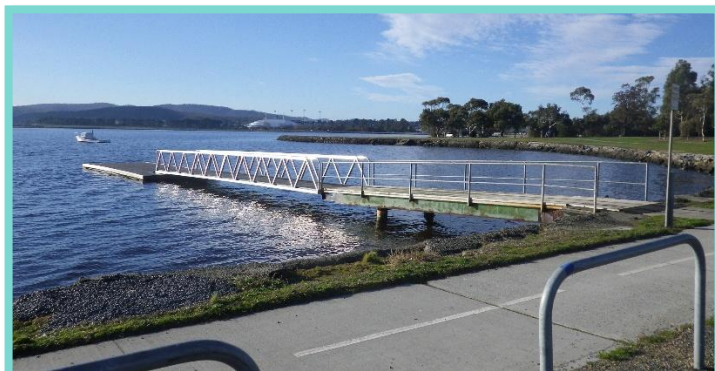
Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2265	Deck Repairs	Reported or noted on Inspection	RE-ACTIVE- Isolate potential hazard and provide reasonable warning signage	Make safe	Within 4 hours of report
	2229	Repair Handrail				
	2249	Repair/ Replace headwall				
	2260	Scour/erosion Protection and control				
	2269	Remove Debris				
	2277	Repair Sub-Structure				
	2154	Vegetation control				
	2286	Bridge inspections				
				PERMANENT works- Repair as per building code or other relevant codes	Plan repairs and undertake works	Initiate and conduct repairs asap.
				Activity Guidelines	Inspect asset	Inspections conducted annually

### Activity Guidelines - Bridge/Footbridge, Walkways and Overpasses

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.

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4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
  5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.
  6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Ensure all standards are met with bridges and jetties.
  12. Infrastructure inspected by specialised contractor on an annual basis.

## SERVICE ACTIVITY - Jetty Maintenance



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2265	Deck Repairs	Reported or noted on Inspection	Isolate potential hazard or make safe.	Make safe	Within 4 hours of report.
	2229	Repair Handrail				
	2230	Repair Wing/ Retaining walls		Repair as per building code or other relevant codes	Plan repairs and undertake works	Initiate and conduct repairs asap.
	2260	Scouring/erosion protection and control				
	2171	Remove litter and debris		Activity Guidelines	Inspect asset.	Inspections conducted annually.
	2270	Repair Sub-Structure				
	2286	Bridge inspections				

### Activity Guidelines - Jetty Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.

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5. All documentation for the worksite will be onsite and available on request, inclusive of:
    - Pre-start checklist
    - Safe Work Method Statements (SWMS), as required due to high-risk work.
    - Safe Operating Procedures (SOPS) for plant operational guidance.
    - Any relevant procedural guidelines.
    - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
    - Before You Dig Australia (BYDA), service location documents.
    - Records are to be kept of any herbicide/pesticide application.
  6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Ensure all work activity is compliant with Australian standards. for bridges and jetties.
  12. Infrastructure inspected by specialised contractor on an annual basis.

## SERVICE ACTIVITY - Boat Ramp Maintenance



Budget No.	Task No.	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2278	Clean/repair Boat ramp	Inspect and Assess Reported or noted on inspection	Isolate potential hazard and make safe.	Inspect	Quarterly
	2171	Remove litter and debris		Repair as required.	Clean as required.	
				Pressure clean.	Initiate repairs and/or litter debris removal.	14 days after inspection.
				Activity Guidelines		

### Activity Guidelines - Boat Ramp Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:

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- Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.
  - Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.

## SERVICE ACTIVITY – Standing Orders



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2285	Stormwater standing orders		Activity Guidelines		Inspect sites upon the issue of a weather warning.  Inspect/action every 6 weeks

## ACTIVITY GUIDELINES – Standing Orders

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Guide to Temporary Traffic Management Part 10 – *Supporting Guidance*.
4. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
5. All documentation for the worksite will be onsite and available on request, inclusive of:
  - Pre-start checklist
  - Safe Work Method Statements (SWMS), as required due to high-risk work.
  - Safe Operating Procedures (SOPS) for plant operational guidance.
  - Any relevant procedural guidelines.

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- Material Safety Data Sheets (MSDS), for any hazardous materials on site.
  - Before You Dig Australia (BYDA), service location documents.
  - Records are to be kept of any herbicide/pesticide application.
6. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a familiarisation session for specific plant items as required.
  7. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
  8. Worksite shall be reinstated and tidied upon completion of work activity.
  9. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
  10. Ensure site is made safe on the interim whilst work activities are being planned.
  11. Conduct standing orders check and actions upon a weather warning or heavy rainfall forecast.
  12. Any actions resulting from inspections will be recorded within the GCC work order system.
  13. Record keep when working through standing orders document.

## GLOSSARY

<b>Condition Score</b>	A criteria given to assist in assessing condition of an asset to assist prioritising a renewal program.
<b>Footpath bay</b>	One section of concrete footpath, between two joints.
<b>Intervention Level</b>	The point at which work is to be undertaken on a defect or fault.
<b>Service Activities</b>	Activities required to operate or maintain an asset.
<b>Response Time</b>	Scheduled time in which an activity should be undertaken.
<b>Risk rating</b>	A system used to determine priority by scoring defects on severity and location.
<b>Project No. (number)</b>	Location or hierarchy based budget number for operational and maintenance activities.
<b>Activity code</b>	The number used to attribute specific activities to a budget, used in conjunction with project numbers.
<b>Roads hierarchy:</b>	Classification of roads based upon location, purpose and traffic volume
<b>Arterial Roads</b>	These provide principal links between urban centres.
<b>CBD/Collector Roads</b>	These connect arterial roads and local areas.
<b>Link</b>	These provide a link between arterial, collector and local access roads.
<b>Local Access</b>	These provide access to residential and commercial property.
<b>Minor Access</b>	These provide access to residential properties and community facilities
<b>Unformed</b>	Roads that are non constructed road reserves or roads that have very low levels of traffic.
<b>Segment</b>	An asset segment is a set distance/area for each asset, can vary dependent upon asset.
<b>Sub-Activities</b>	General activities undertaken within this service activity
<b>Vegetation Control</b>	A guide to work practices and intervention levels regarding GCC open
<b>Technical Specifications</b>	space and road reserves.

## INTERVENTION LEVELS

### Storm Water Pipe Condition Assessment

Extent	Condition Score
Near as new condition with no defects. Pipe is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required. Minor blockage in pipe line.	2
Significant deterioration. Stormwater pipe length is operational but displays efficiency deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Stormwater pipe is not operating and major problems are imminent. Major maintenance or rehabilitation is required.	4
Stormwater pipe length has failed, is about to fail or has stopped working. The asset is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5

### Manhole Condition Assessment

Extent	Condition Score
Near as new condition with no defects. Manhole is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required.	2
Significant deterioration. Manhole element is operational but displays deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Manhole element requires major maintenance or rehabilitation.	4
Manhole element has failed, is about to fail or has stopped working. The manhole is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5

### Storm Water Pit Condition Assessment

Extent	Condition Score
Near as new condition with no defects. Pit is fully serviceable.	1
Superficial deterioration. Minor issue with reliability. Minor maintenance is only required.	2
Significant deterioration. Pit element is operational but displays deficiencies. Routine maintenance and/or minor refurbishment is required.	3
Major or serious deterioration is evident. Pit element requires major maintenance or rehabilitation.	4
Pit element has failed, is about to fail or has stopped working. The pit is unserviceable. Rehabilitation or renewal is required immediately or within 12 months.	5