March 2020

Electric Line Clearance Management Plan 2020 - 2021

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Disclaimer

This Electric Line Clearance Management Plan (‘Plan’) has been developed by the City of Stonnington to inform Energy Safe Victoria, Energy Distribution Businesses (DB’s) and all other interested parties about the vegetation management processes and strategies undertaken by the City of Stonnington to care for its trees that are in the vicinity electricity assets. This Plan is to satisfy the requirements of the Electricity Safety (Electric Line Clearance) Regulations 2015 (Vic).

The City of Stonnington notifies users of this Plan that some of the content / statements made in this Plan are based on, assumptions, estimates, predictions and projections made as part of the City of Stonnington Tree Management planning / development process and some of the content / statements are based on actions that the City of Stonnington intends to take in the future. The City of Stonnington may, decide to take different actions to those it currently intends to take if circumstances change or assumptions and estimates prove to be inaccurate and events do not occur as predicted or projected. The users of this Plan accept responsibility and all risk for using material in this document. The users should seek expert advice in relation to their own circumstances and must rely solely on their own judgement and expert advice obtained.

The City of Stonnington does not guarantee and will not be liable for, whether in contract, tort (including negligence), equity or otherwise, to compensate or indemnify any person for any loss, injury or damage arising directly or indirectly from any person using, or relying on any content / statements in this Plan.

March 2020
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Introduction

The City of Stonnington covers an area of 25.6 square kilometres. It is bound to the east by Warrigal Road and to the west by Punt Road. The Yarra River and Gardiners Creek define the northern boundary and Dandenong Road forms the southern boundary. The City of Stonnington has a population of approximately 99,260 as of 2010 with people living in the suburbs of Prahran, Windsor, South Yarra, Toorak, Hawksburn, Armadale, Malvern, Malvern East, Glen Iris, and Kooyong.

The topography of the City is undulating with residential development varying from high density in the west to predominantly single dwellings on suburban blocks in the east. The City includes a number of significant strip shopping centres and the large Chadstone shopping centre in the east. The City also includes areas of parkland and open space especially along the Gardiners Creek corridor.

The City of Stonnington enjoys an excellent reputation for its street tree plantings, which make a significant contribution to Stonnington's amenity appeal. In particular, the City is noted for its tree lined boulevards and its green leafy streetscapes.

Mission

The City of Stonnington is committed to implementing a series of diverse strategies to manage vegetation within the urban environment. In so doing Council will effectively and efficiently balance the priorities of compliance with the Electricity Safety (Electric Line Clearance) Regulations 2015, public and personnel safety, preservation and enhancement of urban streetscapes, stakeholder satisfaction with Council operations, and the continuous improvement of the relationship between all parties involved in this management process.

Vision

The City of Stonnington in co-operation with our stakeholders including CitiPower and United Energy, will seek to implement a series of strategies for managing our vegetation on a tree by tree basis.

Our aim is to both minimise the potential for contact between powerlines and vegetation, and to reduce the adverse effect the pruning of trees near electric lines has on the appearance of trees in the City of Stonnington.
Electric Line Clearance Management Plan

City of Stonnington

March 2020

Regulation 9(2) – Preparation of a Management Plan – Annual Requirement

City of Stonnington, Manager Open Space and Environment and Senior Arborist or delegated authority will review and amend Electric Line Clearance Management Plan annually.

Preparation of this document is scheduled in the Arboricultural Unit calendar for the first week in March every year. The preparation of this document will include a review of all processes and procedures and their effectiveness in meeting the plan objectives (page 8, (e)).

The new document will be submitted to the General Manager, Assets and Services for review and authorisation prior to the 31st March each year. The superseded document will be removed from circulation on the 31st March each year and replaced with the new approved document.

City of Stonnington, Senior Arborist or delegated authority will submit the Electric Line Clearance Management Plan within 14 days of a request.

Regulation 9(3) – Management Plan

(a) Contact details of responsible person

Name: City of Stonnington
Address: 311 Glenferrie Road
          Malvern, Victoria 3144
Telephone No: (03) 8290-1333
Email Address: council@stonnington.vic.gov.au
Chief Executive Officer: Jacqui Weatherill

(b) Contact details of person responsible for preparation of management plan

Name: Rick Kwasek
Position: Director, Environment & Infrastructure
Address: City of Stonnington
         293 Tooronga Road
         Malvern, Victoria 3144
Telephone: (03) 8290-2000
Mobile: 0407-308-395
Email Address: rkwasek@stonnington.vic.gov.au

(c) Contact details of persons responsible for carrying out management plan

Name: Simon Holloway
Position: Manager, Open Space and Environment
Address: City of Stonnington
         293 Tooronga Road
         Malvern, Victoria 3144
Telephone: (03) 8290-2055
Mobile: 0417-933-291
Email Address: shollowa@stonnington.vic.gov.au
Name: Mark Phillips  
Position: Senior Arborist, Parks and Environment  
Address: City of Stonnington  
293 Tooronga Road  
Malvern, Victoria 3144  
Telephone: (03) 8290-2064  
Mobile: 0418-548-647  
Email Address: mphillip@stonnington.vic.gov.au

And

Name: Bevan Johnson  
Position: Operational Supervisor  
Address: City Wide Service Solutions  
Unit 5, 278 Ferntree Gully Road  
Notting Hill, Victoria, 3168  
Mobile: 0438-145-048  
Email Address: bevjoh@citywide.com.au

And

Name: Richard Forster  
Position: Client Manager  
Address: Tree Serve  
12-13 Rosemary Court  
Mulgrave, Victoria, 3170  
Mobile: 0412-076-924  
Email Address: richard.forster@treeserve.com.au

(d) Emergency contact details

COUNCIL EMERGENCY CONTACT - (03) 8290-1333 (ALL HOURS)

EMERGENCY OUT OF HOURS SERVICE PROVIDER - 1ST JULY TO 31ST DECEMBER - CITYWIDE SERVICE SOLUTIONS

<table>
<thead>
<tr>
<th>1st Contact</th>
<th>Citywide Service Solutions</th>
<th>0447-443-996</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Contact</td>
<td>Citywide Service Solutions</td>
<td>0438-145-048</td>
</tr>
</tbody>
</table>

EMERGENCY OUT OF HOURS SERVICE PROVIDER - 1ST JANUARY TO 30TH JUNE – TREE SERVE

<table>
<thead>
<tr>
<th>1st Contact</th>
<th>Tree Serve</th>
<th>03 8679 0930</th>
</tr>
</thead>
</table>
**EMERGENCY NORMAL HOURS SERVICE PROVIDER – DESIGNATED STREETS (SEE ATTACHMENT 3) – CITYWIDE SERVICE SOLUTIONS**

Name: Bernard Soyka  
Position: Crew Leader, City Wide Service Solutions  
Mobile: 0417-398-732  
Email Address: Bernie.Soyka@citywide.com.au

Name: Bevan Johnson  
Position: Operational Supervisor, City Wide Service Solutions  
Mobile: 0438-145-048  
Email Address: bevjoh@citywide.com.au

Contact: Citywide Call Centre  
Telephone No: 1300-136-234

**EMERGENCY NORMAL HOURS SERVICE PROVIDER – NON DESIGNATED STREETS (ATTACHMENT 2) – TREE SERVE**

Name: Kristy Mainnie  
Position: Operational Administrator, Tree Serve  
Mobile: 03 8679 0930  
Email Address: kristy.mainnie@treeserve.com.au

Name: Richard Forster  
Position: Client Manager, Tree Serve  
Mobile: 0412-076-924  
Email Address: richard.forster@treeserve.com.au

Contact: Tree Serve Call Centre  
Telephone No: 03 8679 0930

(e) The objectives of the management plan

The following are identified as the key objectives in addressing the City of Stonnington obligations as detailed under the Electricity Safety (Electrical Line Clearance) Regulations 2015:

- Public safety
- Provide a safe workplace for those involved in implementing this management plan
- Electrical Safety
- Compliance with the Electricity Safety (Electrical Line Clearance) Regulations 2015 and in particular Part 2 – Prescribed Code of Practice and related provisions
- Management of the Council trees to maximise the environmental and amenity value of the urban forest and in particular to minimise the impact on native (indigenous) tree species, trees in areas with a Neighbourhood Character Overlay or trees listed by the National Trust
- Compliance with the following KPI's:
  - Completion of the Programmed Street Tree Pruning and Maintenance Service within the set timeframe.
  - Completion of all works, including both the Programmed Street Tree Pruning / Maintenance and Reactive Tree Maintenance to specified service standards.
- Works to be completed as per the City of Stonnington’s Electric Line Clearance Management Plan 2020-2021 (as required by the Electricity Safety (Electric Line Clearance) Regulations 2015)
- Adherence to OH&S requirements.
- Build and maintain a constructive relationship with Energy Safe Victoria and the relevant Distribution Businesses (DB’s) for the benefit of the community.
- Work with the Distribution Businesses (DB’s) to achieve reliability of supply and to minimise fire starts.

(f) The land to which the management plan applies

The entire City of Stonnington, approximately 25.6 square kilometres is a Declared Area (Attachment 1 – Map of the City of Stonnington). It is bound to the east by Warrigal Road and to the west by Punt Road. The Yarra River and Gardiners Creek define the northern boundary and Dandenong Road forms the southern boundary.
- The City of Stonnington is a LBRA.
- The City of Stonnington street tree pruning program is divided into 2 parts:
  - **Non Designated Streets** - The Non Designated Streets are those that have been identified as requiring biennial inspection and pruning (Attachment 2 - Map of Non Designated Streets). There are approximately 21,000 trees in these streets.
  - **Designated Streets** - The Designated Streets are those that have been identified as requiring additional monitoring and these streets will be inspected and pruned annually (Attachment 3 - Map of Designated Streets). There are approximately 6,000 trees in these streets.
(g) Trees of significance

i. Native (Indigenous)

The City of Stonnington has predominantly exotic tree species with a smaller number of indigenous tree species. These indigenous trees are spread throughout the municipality and data on each of these trees including their location is maintained on the City Of Stonnington Tree Register database. Electric Line Clearance Service Provider personnel have access to the Tree Register database. Please note there are no indigenous trees (remnant or forest vegetation) that will need to be cut or removed to ensure compliance with the current Regulations. There are no permit requirements for any pruning or removal of indigenous tree species within the City of Stonnington. The sources listed in clause (h) have been and will be used to identify indigenous tree species.

ii. Listed in a planning scheme to be of ecological, historical or aesthetic significance

Any works undertaken in relation to Council trees contained within any of the overlays of the Stonnington Planning Scheme to comply with the provisions of the Electrical Safety Act 1998 or any future revisions are exempt from permit requirements. As per clause (h) the Stonnington Planning Scheme (http://planning-schemes.delwp.vic.gov.au/schemes) and regular communication with Council’s planning department have been and will be used to identify trees listed in the planning scheme. Electric Line Clearance Service Provider personnel will be notified immediately any City Of Stonnington trees are listed under the Stonnington Planning Scheme.

iii. Trees of cultural or environmental significance

There is one National Trust listed tree maintained by the City of Stonnington that is maintained to comply with the provisions of the Electrical Safety Act 1998. It is the English Elm (Ulmus procera) located on the nature-strip outside 2b Sorrett Avenue, Malvern (corner Glenferrie Road) listed on the National Trust Database as Regionally Significant, File No. T11829. This tree is maintained as part of the Non Designated Streets Program undertaken by TreeServe Pty Ltd. The program is supervised by the City of Stonnington, Senior Arborist or delegated authority. The sources listed in clause (h) have been and will be used to identify trees of cultural and environmental significance. Electric Line Clearance Service Provider personnel will be notified immediately if any City Of Stonnington trees are added or removed from the registers listed in clause (h).

(h) Identifying trees of significance

The Senior Arborist or delegated authority is responsible for identifying trees specified in clause (g). The following sources have been used to identify specified trees and will be reviewed annually as part of the Electric Line Clearance Management Plan review to be completed by 31st March every year:

- Reference the Heritage Register as per the meaning of the Heritage Act 1995 (http://vhd.heritagecouncil.vic.gov.au/).
- Reference the tree asset management layer (Tree Register database) and the planning layer associated with Council’s GIS.
Reference the National Trust Register (http://www.trusttrees.org.au/) and regular communication with the Local History Officer.

Reference the Victorian Aboriginal Heritage Register as established under section 144 of the Aboriginal Heritage Act 2006.


Check with Council contractors and consultants to determine whether they are aware of any trees that needs to be listed as per clause (g).

(i) Management procedures to comply with the Code

i. The following points outline the methods applied for managing and maintaining a minimum clearance space as required by the Code

- Designated Street are inspected and pruned as required annually and are primarily streets containing large trees with HV and sub transmission electric lines while Non Designated Streets are inspected and pruned as required biennially and are primarily streets with a mix of small and large trees with LV electric lines.
- To determine the level of pruning required to ensure adequate space for regrowth between inspection periods, the Service Provider applies the following formula:

  Average of annual growth extension since last prune x years to next inspection/prune = amount to be pruned.

- The progress of Electric Line Clearance works are monitored via a monthly Contract Meeting, organised by the Senior Arborist, or delegated authority.
- Reactive electric line clearance work requests from both the public and the DB’s are forwarded to our Service Provider for attention. Timeframes for completion of works are communicated to the public and the DB’s.
- Any tree removals other than emergency removals will be managed by the City of Stonnington. The removal process will involve a resident notification and consultation period of 2 weeks followed by tree removal. Tree replacements, where appropriate, are planted the following winter / spring.
- The works undertaken by the Service Providers will be regularly audited to ensure compliance with Electricity Safety (Electric Line Clearance) Regulations 2015, Part 2 – Prescribed Code of Practice and related provision.
- Appropriate tree species will be selected for replacement and new tree planting.
• Trees will be cut to the Australian Standard, AS 4373-2007 ‘Pruning of amenity trees’ (AS 4373), where possible. The pruning of the Service Providers will be regularly audited to ensure compliance with AS 4373.
• If trees cannot be cut in accordance with AS 4773 to meet the required clearances, the City of Stonnington will work toward obtaining exceptions for these trees.
• The City of Stonnington will work to assist in transitioning electric lines to underground or to Aerial Bundle Cables (ABC) in areas where it is difficult to meet the required clearances.
• The City of Stonnington, Senior Arborist or delegated authority and its Service Providers are responsible for organising required ‘Shutdowns’ and ‘Suppressions’.
• The Senior Arborist or delegated authority is responsible for liaising with the respective DB’s to discuss Electric Line Clearance works and any issues arising from:
  - ‘Shutdowns’ and ‘Suppressions’
  - Non-compliance concerns
  - DB’s are responsible for organising regular meetings

ii. The following points outline the methods applied for determining an additional distance that allows for cable sag and sway

The City of Stonnington, being an inner metropolitan municipality, primarily has spans of less than 45 metres. If longer spans are identified the City of Stonnington and/or its Service Providers will:

• Use Schedule 2 – Applicable distance for the middle two thirds of a span of an electric line and in particular Graphs 2, 3 and 4 to determine additional distance that allows for cable sag and sway for spans up to 100 metres.
• Seek additional assistance in determining sag and sway from the relevant Distribution Businesses (CitiPower Council Liaison Officer - 0408-304-984 or United Energy Vegetation Planner Auditor - 0447-896-653) when required.
• Collect and maintain a register of long span locations. Data will be maintained for a period of at least 5 years by the City of Stonnington as a spreadsheet file in G drive:\Physical\Arboriculture\Wire Clearance\Vegetation Management Plan. An updated copy of the file will be provided to the City of Stonnington Service Providers annually on 31st March.
• Seek information on the location of long span locations from the relevant Distribution Businesses.

(j) Procedures for non-compliance with AS 4373 when cutting to the Code

The City of Stonnington and its Service Providers will cut trees in accordance with AS 4373 as far as practicable.

Definition: ‘As far as Practicable’ means that which is reasonably able to be done while taking into account all relevant matters including the impact of the pruning on the tree and the requirements of the Electricity Safety (Electrical Line Clearance) Regulations 2015 and in particular Part 2 – Prescribed Code of Practice and related provisions.

If it is not practicable to comply with the requirements of AS 4373 while cutting a tree in accordance with the Code, the City of Stonnington and/or its Service Providers will:

• Refer the affected trees to the Senior Arborist or delegated authority for assessment
• Consider alternative solutions to comply with the Code such as an engineered solutions or exceptions and exemptions
• Seek approval from the Senior Arborist or delegated authority when there is no alternative other than to cut not in accordance with AS 4373
• Notify residents when required about cutting not in accordance with AS 4373

The City of Stonnington will also:

• Provide its Service Providers with the definition of ‘As far as Practicable’ for use by their personnel by 31st March every year
• Requires its Service Providers to document when and how their personnel were made aware of this definition of ‘As far as Practicable’
• Audit a percentage of the trees within Designated Streets and Non Designated Streets to review compliance with AS 4373.
• Forward non-compliance lists to the City of Stonnington Service Providers as re-work lists. This data will be maintained by the City of Stonnington as a spreadsheet file in G drive:\Physical\Arboriculture\Wire Clearance\Vegetation Management Plan.
• As part of its preparation of this document, include a review of all processes and procedures and their effectiveness in meeting the plan objectives and ensure all current versions of regulations, codes and standards (e.g. AS 4373) are being applied. The preparation of this document including the review will be completed by 31st March every year.
• Provide Service Providers with a copy of this document by 31st March every year.
• Have a monthly meeting with its Service Providers and include as an item for discussion, Electricity Safety (Electric Line Clearance) Regulations 2015, Part 2 – Prescribed Code of Practice and related provisions.

(k) Alternative compliance mechanism under clause 31 of the Code

The City of Stonnington has not applied for any alternative compliance mechanism under clause 31 of the Code.

(l) The details of approved alternative compliance mechanisms

i. The responsible person holds

Not applicable

ii. Is in effect

Not applicable

(m) Measures used to assess performance of the responsible person

The City of Stonnington will:

- Meet with its Service Providers monthly and monitor the progress of the inspection / cutting programs. Any unsatisfactory performance will be addressed at this time.
- Require its Service Providers update the City of Stonnington tree register with inspection dates, cutting dates and cutting works data.
- Audit a percentage (10% as a minimum) of the trees cut as part of the City of Stonnington Contract No. 2014/012 and Contract No. T17018. Auditing will be for compliance to the Code and for compliance to the extent practicable to AS 4373.
- Forward non-compliance lists to the City of Stonnington Service Providers as re-work lists. This data will be maintained by the City of Stonnington as a spreadsheet file in G drive:\Physical\Arboriculture\Wire Clearance\Vegetation Management Plan.
- Forward DB’s non-compliance lists to the City of Stonnington Service Providers as re-work lists. This data will be maintained by the City of Stonnington as a spreadsheet file in G drive:\Physical\Arboriculture\Wire Clearance\Vegetation Management Plan.
- Monitor data on the number of non-compliances identified by the DB’s year to year via DB’s Audit Data to assess the effectiveness of the City of Stonnington Electric Line Clearance Management Plan.
- As part of its preparation of this document include a review of all processes and procedures and their effectiveness in meeting the plan objectives and ensure all current versions of regulations, codes and standards (e.g. AS 4373) are being applied. The preparation of this document including the review will be completed by 31st March every year.
- Provide its Service Providers with a copy of this document by 31st March every year.
- Maintain and compare data on the number of requests from customers for line clearance works via its Customer Request Management System.
- Use this data in consultation with its Service Providers to improve its level of compliance with the Regulations.

(n) Audit process for the responsible person’s compliance with the Code

The City of Stonnington will:

- Audit a percentage (10% as a minimum) of the trees cut as part of the City of Stonnington Contract No. 2014/012 and Contract No. T17018. Audit will be for compliance to the Code and for compliance to the extent practicable to AS 4373.
- Audit using City of Stonnington arboricultural personnel or an authorised arboricultural representative to ensure that the work is compliant with the standards as outlined in the specification for Contract No. 2014/012 and Contract No. T17018. Audits will be based on the program and reactive information provided by the Service Providers.
- Audit staff will have at least Certificate IV in Horticulture and Arboriculture or an equivalent qualification, no less than 3 years of experience in assessing trees and have completed nationally accredited ‘Assess’ and ‘Identify’ tree modules.
- Audit for OH & S compliance, traffic management compliance, licences, qualifications and competencies and personnel protective equipment.
- Record works that are identified as being non-compliant with the specifications and forward them to the Service Provider to be rectified within one (1) month unless otherwise arranged with the Supervisor. The costs associated with meeting compliance with the specifications to be borne by the Service Provider.
• Maintain non-compliance lists. This data will be maintained by the City of Stonnington as a spreadsheet file in G drive: \Physical\Arboriculture\Wire Clearance\Vegetation Management Plan.
• Ensure non-compliant work lists are completed by the relevant Service Provider and data is returned to the City of Stonnington. This non-compliant work lists will be closed out and the data will be maintained by the City of Stonnington as a spreadsheet file in G drive: \Physical\Arboriculture\Wire Clearance\Vegetation Management Plan.
• As part of its preparation of this document include a review of all processes and procedures and their effectiveness in meeting the plan objectives and ensure all current versions of regulations, codes and standards (e.g. AS 4373) are being applied. The preparation of this document including the review will be completed by 31st March every year.

(o) The qualifications and experience of the persons cutting to the Code

The City of Stonnington Contract No. 2014/012 ‘Street Tree Pruning and Maintenance Service, Part A – Designated Streets’ and Contract No. T17018 – ‘Street Tree Pruning and Maintenance Services, Part B – Non Designated Streets’ ‘Specifications’, Clause 4.6 requires that Service Provider staff will have the relevant permits and licences where required by any legislative requirement and shall only operate machinery and perform work that relates to the licence or permit in their possession. Service Providers Training and Qualification Matrix are available for inspection upon request.

The City of Stonnington requires:

• The Service Provider staff involved in line clearance works to be authorised as per Electricity Safety (Installations) Regulations 2009 r. 319(3)
• The Service Provider staff are trained both initially and when refresher courses are required by a Registered Training Organisation (RTO)
• Service Provider staff involved in line clearance works have completed Certificate II in ESI Powerline Vegetation Control
• Service Provider staff are required to have completed the nationally accredited ‘Assess’ and ‘Identify’ modules as required for a Qualified Arborist
• Service Provider staff must be aware of and comply with the ‘Blue Book’
• The Service Providers Training Matrix to be updated by the Service Provider monthly and / or when new staff are brought onto the crews
• The Service Provider staffs qualifications and training details are audited by the Service Provider as part of OH&S auditing
• Service Provider staff without appropriate qualifications, training or experience must be excluded from the site by the Service Provider
• Field Inspectors to have the necessary training or experience

The City of Stonnington Service Providers are responsible for monitoring the qualifications and training of their staff involved in this work and will ensure all staff and persons carrying out inspections of trees around electric line have:

• Certificate IV in Horticulture and Arboriculture or an equivalent qualification
• At least 3 years of experience in assessing trees
• Certificate II in ESI (Electric Supply Industry) Powerline Vegetation Control

(p) Notification and consultation procedures

The City of Stonnington provides notification of tree pruning programs as required by the Electricity Safety (Electric Line Clearance) Regulations 2015.
The City of Stonnington will:

- Advertise in the locally circulated community newspaper in the middle of each month the areas and the designated streets within the City Of Stonnington that will be pruned during the next month (Attachment 5 - Example of public notice).
- Have its programmed pruning work schedules available upon request from its customer service staff.
- Have its programmed pruning works schedule for Designated Streets available on its website at:  
- Have its programmed pruning works schedule for Non-Designated Streets available on its website at:  
- Review and update these schedules as part of its annual preparation of this document. The preparation of this document including the review will be completed by 31st March every year.

(q) Dispute resolution procedures

These procedures are to be followed for the resolution of disputes relating to cutting or removal of trees where it relates to electric line clearance.

Stage 1. – Individual tree request not being addressed - Dispute to be referred to Senior Arborist, City of Stonnington for resolution.

Name: Mark Phillips  
Position: Senior Arborist  
Address: City of Stonnington  
293 Tooronga Road  
Glen Iris, Victoria 3146  
Telephone: (03) 8290-2064  
Email Address: mphillip@stonnington.vic.gov.au

Stage 2. – Multiple requests not being addressed or non-resolution of Stage 1 dispute - Dispute to be referred to Manager Parks and Environment;

Name: Simon Holloway  
Position: Manager, Open Space and Environment  
Address: City of Stonnington  
293 Tooronga Road  
Glen Iris, Victoria 3146  
Telephone: (03) 8290-2055  
Email Address: shollowa@stonnington.vic.gov.au

Stage 3. – Non-resolution of Stage 2 dispute - Dispute to be referred to General Manager Assets and Services;

Name: Rick Kwasek  
Position: Director, Environment & Infrastructure  
Address: City of Stonnington  
293 Tooronga Road  
Glen Iris, Victoria 3146  
Telephone: (03) 8290-2000
Email Address: rkwasek@stonnington.vic.gov.au

Stage 4 - External dispute resolution procedure to occur if the dispute cannot be resolved via the above process

If the dispute is not solved during the above, the dispute will be referred in writing to the:

Energy & Water Ombudsman (Victoria Limited)
GPO Box 469
MELBOURNE VIC 3001
Phone: 1800 500 509

The determination of the ombudsman will be binding on the responsible person.

This Dispute resolution procedure in the form of a flowchart (Attachment 6 - Dispute Resolution Procedure) of the Electric Line Clearance Management Plan 2020–2021 is available on the Council website or from:

Stonnington City Centre
311 Glenferrie Road
MALVERN VIC 3144
(Melway Ref: Map 59 C8)

Between the hours of 9.00 am and 5.00 pm.

Part of the annual preparation of this document will be a review of all information, processes and procedures in this document and its effectiveness in meeting the plan objectives. This will include a review of this Dispute resolution procedure. The preparation of this document including the review will be completed by 31st March every year.

The dispute resolution procedure is available at:

Regulation 9(4) - Method for determining sag and sway provisions and allowances

Covered under regulations 9(3) (i) (ii)

Regulation 10(7) - Management plan location

(a) Online location

The Senior Arborist, or delegated authority will supply the updated Electric Line Clearance Management Plan (ELCMP) to website administrator annually prior to 31st March and to ensure document has been uploaded onto website by 31st March every year. The City of Stonnington Electric Line Clearance Management Plan can be found at:
(b) Hardcopy location

The Senior Arborist, or delegated authority will supply the updated ELCMP to Customer Service co-ordinator annually prior to 31st March every year and to ensure document is available at these locations prior to 31st March every year.

The City of Stonnington Electric Line Clearance Management Plan can be viewed at:

Stonnington City Centre
311 Glenferrie Road, Malvern (Melway Ref: Map 59 C8)
Between the hours of 9.00 am and 5.00 pm.
Customer Service staff will provide a copy of the ELCMP for viewing upon request.

Prahran Town Hall
Chapel Street (corner Greville Street), Prahran (Melway Ref: Map 2L H11)
Between the hours of 9.00 am and 5.00 pm.
Customer Service staff will provide a copy of the ELCMP for viewing upon request.

Regulation 11(2) - Copies of exemptions under sub regulation (1)

A responsible person who receives an exemption under sub regulation (1) must ensure that a copy of the exemption is:

- Published on the responsible person's internet site; and
- Available for inspection at the responsible person's principle office in the State during normal business hours.

The City of Stonnington does not currently hold any exemptions.
4. Exception to minimum clearance space for structural branches around insulated LV lines

The City of Stonnington is yet to identify any trees for an exception.

Trees are currently being inspected to identify trees that meet the requirements of exception as outlined in Part 2, Division 1, Section 4(2) of Schedule 1 of the Code. These inspections are to be completed by December 31st, 2020.

The City of Stonnington will:

- Inspect all trees impacting on Electric Lines prior to December 31st, 2020. The staff or persons carrying out inspections will have the following:
  - Certificate IV in Horticulture and Arboriculture or an equivalent qualification
  - At least 3 years of experience in assessing trees
  - Certificate II in ESI (Electric Supply Industry) Powerline Vegetation Control

- Identify all trees with structural branches within the clearance space around an insulated low voltage electric lines but more than 300 mm from the Electric Line
- Add this data to the City of Stonnington tree register
- The City of Stonnington will manage the trees as per Schedule 1 – Code of Practice for Electric Line Clearance, Part 2, Division 1, 4(2)(d)
- The City of Stonnington will maintain records in the City of Stonnington tree register as per Schedule 1 – Code of Practice for Electric Line Clearance, Part 2, Division 1, 4(3)

If the City Of Stonnington identifies any trees where it implements an exception it will list the tree/s where it intends to implement an exception. For these tree/s it will not be required to ensure that a particular branch of a tree/s for which it has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if:

- The electric line is:
  - An insulated cable; and
  - A low voltage electric line; and

- The branch is wider than 130 millimetres at the point at which it enters the minimum clearance space; and

- The branch is more than 300 millimetres from the line; and

- Within the last twelve months:
  - a suitably qualified arborist has inspected the tree of which the branch is a part; and
  - the arborist has advised the responsible person that the tree of which the branch is a part does not have any visible structural defect that could cause the branch to fail and make contact with the electric line; and
  - the responsible person has completed an assessment of the risks posed by the branch; and
  - the responsible person has implemented measures to effectively mitigate the identified risks.
As the responsible person outlined in Part 2, Division 1, Section 4(3) of Schedule 1 of the Code leaving a branch within the minimum clearance space for a span of an electric line in accordance with the above the City Of Stonnington will keep records of the following matters for 5 years:

- each inspection referred to in subclause (2)(d)(i) of the Regulations;
- all advice referred to in subclause (2)(d)(ii) of the Regulations;
- each assessment referred to in subclause (2)(d)(iii) of the Regulations;
- all measures referred to in subclause (2)(d)(iv) of the Regulations.

The Senior Arborist or delegated authority will be responsible for managing this process.

5. Exception to minimum clearance space for small branches around insulated LV lines

The City of Stonnington is yet to identify any trees for an exception.

The City of Stonnington will:

- Inspect all trees impacting on Electric Lines either annually or biennially. The staff or persons carrying out inspections will have the following:
  - Certificate IV in Horticulture and Arboriculture or an equivalent qualification
  - At least 3 years of experience in assessing trees
  - Certificate II in ESI (Electric Supply Industry) Powerline Vegetation Control
- Identify all trees with small branches within the clearance space around an insulated low voltage electric lines that are exceptions

If the City Of Stonnington identifies any trees where it implements an exception it will list the tree/s where it intends to implement an exception. For these tree/s it will not be required to ensure that a particular branch of a tree/s for which it has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if:

- The electric line is:
  - An insulated cable; and
  - A low voltage electric line; and
- The branch is less than 10 mm at the point at which it enters the minimum clearance space; and
- The branch has been removed from the minimum clearance space within the last 12 months.

The Senior Arborist or delegated authority will be responsible for managing this process.

6. Exception to min. clearance space for structural branches around uninsulated LV in LBRA

The City of Stonnington is yet to identify any trees for an exception in relation to structural branches around uninsulated low voltage electric lines in Low Bushfire Risk Areas (LBRA).

Trees are currently being inspected to identify trees that meet the requirements of exception as outlined in Part 2, Division 1, Section 6(2) of Schedule 1 of the Code. These inspections are to be completed by December 31st, 2020.
The City of Stonnington will:

- Inspect all trees impacting on Electric Lines prior to December 31\textsuperscript{st}, 2020. The staff or persons carrying out inspections will have the following:
  - Certificate IV in Horticulture and Arboriculture or an equivalent qualification
  - At least 3 years of experience in assessing trees
  - Certificate II in ESI (Electric Supply Industry) Powerline Vegetation Control
- Identify all trees with structural branches within the clearance space around an uninsulated low voltage electric lines but no more than 500 mm inside the minimum clearance space
- Add this data to the City of Stonnington tree register
- The City of Stonnington will manage the trees as per Schedule 1 – Code of Practice for Electric Line Clearance, Part 2, Division 1, 6(2)(e)
- The City of Stonnington will maintain records in the City of Stonnington tree register as per Schedule 1 – Code of Practice for Electric Line Clearance, Part 2, Division 1, 6(3)

If the City Of Stonnington identifies any trees where it implements an exception it will list the tree/s where it intends to implement an exception. For these tree/s it will not be required to ensure that a particular branch of a tree/s for which it has clearance responsibilities is clear of the minimum clearance space for a span of an electric line if:

- The electric line is:
  - An uninsulated cable; and
  - A low voltage electric line; and
  - Located in a low bushfire risk area; and
- In the case of a branch that comes within the minimum clearance space around the middle two thirds of the span, the span is fitted with:
  - If the length of the span does not exceed 45 metres – one cable spreader; or
  - If the length of the span exceeds 45 metres – two cable spreaders; and
  \textbf{Note}: A spreader is not required to be fitted to the span if the branch comes within the minimum clearance space around the first or last sixth of the span.
- The branch is wider than 130 millimetres at the point at which it enters the minimum clearance space; and
- The branch is no more than 500 mm inside the minimum clearance space; and
- Within the last twelve months:
  - A suitably qualified arborist has inspected the tree of which the branch is a part; and
  - The arborist has advised the responsible person that the tree of which the branch is a part does not have any visible structural defect that could cause the branch to fail and make contact with the electric line; and
  - The responsible person has completed an assessment of the risks posed by the branch; and
  - The responsible person has implemented measures to effectively mitigate the identified risks.

As the responsible person outlined in Part 2, Division 1, Section 6(3) of Schedule 1 of the Code leaving a branch within the minimum clearance space for a span of an electric line in accordance with the above the City Of Stonnington will keep records of the following matters for 5 years:

- each inspection referred to in subclause (2)(e)(i) of the Regulations;
- all advice referred to in subclause (2)(e)(ii) of the Regulations;
- each assessment referred to in subclause (2)(e)(iii) of the Regulations;
- all measures referred to in subclause (2)(e)(iv) of the Regulations.

The Senior Arborist or delegated authority will be responsible for managing this process.
8. Hazard tree management

The tree management process for the removal of hazardous tree is as follows:

- Trees are inspected annually (Attachment 3 – Designated Streets) and biennially (Attachment 2 – Non Designated Streets) by the City of Stonnington tree maintenance Service Providers.
- A Visual Tree Assessment (VTA) occurs at this time.
- The assessment must take into consideration the following:
  - Is the tree a native species
  - Listed in a planning scheme
  - A tree of cultural or environmental significance or protected flora or habitat for protected fauna
- Trees identified as potentially hazardous are noted and a Tree Assessment Report is provided electronically and in hardcopy to the City of Stonnington Senior Arborist or delegated authority.
- This information is transferred to the Arborist Request System.
- The tree is then inspected by a City of Stonnington arborist or a consulting arborist employed for this purpose. The inspection considers tree health, structure, history, location and foreseeable local conditions.
- All inspection data is entered into the Arborist Request System including a suggested works program.
- All inspections / assessments are performed by suitably qualified (Certificate 4 Horticulture and Arboriculture, ‘Assess Trees’ module) and / or experienced arborists (minimum 3 years’ experience assessing trees).
- Based on the inspection data a works order is generated and sent to the Service Provider via the Customer Request Management System. Works are prioritised as part of this process.
- If the cutting is occurring as part of emergency of urgent works the tree must not be cut further than 1 metre from the minimum clearance space for a span of an electric line.
- If a tree is to be removed and time allows surrounding residents and ward councillors will be notified.

Definition: ‘Hazard Tree’ means a tree that has been assessed by a suitably qualified (Certificate 4 Horticulture and Arboriculture, ‘Assess Trees’ module and 3 years experiencing in assessing) and identified as:

- Has or is likely to fail and will contact an electric line if this occurs
- Has regrowth that will enter the clearance space before next scheduled visit

SCHEDULE 1, PART 2, DIVISION 2 – MANNER OF CUTTING AND REMOVING TREES

10. Cutting or removal of Significant Trees

Cutting or removal of native trees (Indigenous), trees listed in a planning scheme to be of ecological, historical or aesthetic significance and trees of cultural or environmental significance must be minimised.

Native (Indigenous) trees

The City of Stonnington has predominantly exotic tree species with a smaller number of native tree species. These native trees are spread throughout the municipality. There are no native/indigenous trees (remnant or forest vegetation) that may need to be cut or removed to ensure compliance to the extent practicable with the current Regulations.
All cutting required in the City of Stonnington is carried out by suitably qualified and experience Service Provider staff while all trees for removal have been inspected and assessed by suitably qualified (Certificate 4 Horticulture and Arboriculture) and / or experienced arborists.

The cutting / removal of native (indigenous) trees is to be kept to a minimum wherever possible.

The City of Stonnington will as part of its preparation of this document include a review of all processes and procedures and their effectiveness in meeting the plan objectives are being applied. The preparation of this document including the review will be completed by 31st March every year.

**Trees listed in a planning scheme to be of ecological, historical or aesthetic significance**

Any works undertaken in relation to Council trees contained within any of the overlays of the Stonnington Planning Scheme to maintain compliance to the extent practicable with the provisions of the Electrical Safety Act 1998 or future revisions are exempt from permit requirements. All cutting required in the City of Stonnington is carried out by suitably qualified and experience Service Provider staff while all trees for removal have been inspected and assessed by suitably qualified (Certificate 4 Horticulture and Arboriculture) and / or experienced arborists.

The cutting / removal of ecological, historical or aesthetic significant trees is to be kept to a minimum wherever possible.

The City of Stonnington will as part of its preparation of this document include a review of all processes and procedures and their effectiveness in meeting the plan objectives are being applied. The preparation of this document including the review will be completed by 31st March every year.

**Trees of cultural or environmental significance**

The English Elm (*Ulmus procera*) located on the nature-strip outside 2b Sorrett Avenue, Malvern (corner Glenferrie Road) listed on the National Trust Database as Regionally Significant, File No. T11829 is the only tree of cultural or environment significance and it is only cut after having been inspected and assessed by suitably qualified (Certificate 4 Horticulture and Arboriculture) and / or experienced arborists.

The cutting / removal of cultural or environmental trees is to be kept to a minimum wherever possible.

The City of Stonnington will as part of its preparation of this document include a review of all processes and procedures and their effectiveness in meeting the plan objectives are being applied. The preparation of this document including the review will be completed by 31st March every year.

**11. Cutting or removing habitat for threatened fauna**

The tree management process for the cutting or removal of habitat for threatened fauna is as follows:

- Trees are inspected annually ([Attachment 3 – Designated Streets](#)) and biennially ([Attachment 2 – Non Designated Streets](#)) by the City of Stonnington tree maintenance Service Providers.
- Trees identified as habitat are noted and a Tree Assessment Report is provided electronically and in hard copy to the Senior Arborist, City of Stonnington.
- This information is transferred to the Arborist Request System.
• The tree is then inspected by a City of Stonnington arborist or a consulting arborist employed for this purpose. The inspection takes into consideration tree health, structure, history, location and foreseeable local conditions. This inspection also aims to confirm if the fauna using the tree is a threatened species.

• If the fauna is not readably identifiable an appropriately qualified zoologist will be engaged to identify the fauna.

• All inspection data is entered into the Arborist Request System including a suggested works program.

• All inspections / assessments are performed by suitably qualified (Certificate 4 Horticulture and Arboriculture) and / or experienced arborists.

• Based on the inspection data a works order is generated and sent to the Service Provider via the Customer Request Management System. Works are prioritised as part of this process.

• If a tree is to be removed neighbouring residents are notified at this time.

• The cutting or removal of confirmed habitat trees for threatened fauna will only occurs out of the breeding season for the fauna using the tree or after the fauna has been relocated.

• The City of Stonnington will as part of its preparation of this document include a review of all processes and procedures and their effectiveness in meeting the plan objectives are being applied. The preparation of this document including the review will be completed by 31st March every year.
16. Published notification of intent to cut or remove trees

The City of Stonnington provides notification of tree pruning or removal programs as required by the Electricity Safety (Electric Line Clearance) Regulations 2015.

The City of Stonnington will:

- Advertise in the locally circulated community newspaper in the middle of each month the areas and the designated streets within the City Of Stonnington that will be pruned during the next month. **Attachment 5** provides an example of the public notice that would typically be printed in the locally circulated community newspaper.

- Have its programmed pruning work schedules available upon request from its customer service staff.


- Review and update these schedules as part of its annual preparation of this document. The preparation of this document including the review will be completed by 31st March every year.

### SCHEDULE 1, PART 2, DIVISION 4 – ADDITIONAL DUTIES OF RESPONSIBLE PERSONS

20. Additional duties relating to the safety of cutting or removal of trees

If the City of Stonnington has concerns about the safety of cutting or removal of a tree close to an electric line for which the Council has clearance responsibilities, the Council may need to consult with:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>VicTrack</td>
<td>Pamela James</td>
<td>(03) 9619-8892</td>
<td><a href="mailto:Pamela.James@victrack.com.au">Pamela.James@victrack.com.au</a></td>
</tr>
<tr>
<td>Metro Trains</td>
<td>David Shacklock</td>
<td>0419-806-492</td>
<td><a href="mailto:David.Shacklock@metrotrains.com.au">David.Shacklock@metrotrains.com.au</a></td>
</tr>
<tr>
<td>Yarra Trams</td>
<td>Dean Edmond</td>
<td>(03) 9610-3308</td>
<td><a href="mailto:Dean.Edmond@yarratrams.com.au">Dean.Edmond@yarratrams.com.au</a></td>
</tr>
<tr>
<td>Powercor</td>
<td>Leo Hourigan</td>
<td>0408-304-984</td>
<td><a href="mailto:LHourigan@powercor.com.au">LHourigan@powercor.com.au</a></td>
</tr>
</tbody>
</table>
SCHEDULE 1, PART 3, DIVISION 2 – ALTERNATIVE COMPLIANCE MECHANISMS

31. Alternative compliance mechanisms

If the City of Stonnington applies to Energy Safe Victoria for approval to use an alternative compliance mechanism in respect of a span of an electric line or a class of spans the application will include details of:

- The alternative compliance mechanism.
- A written confirmation from the DB or alternative qualified provider that includes:
  - the procedures to be adopted for commissioning, installing, operating, maintaining and decommissioning the alternative compliance mechanism; and
  - the published technical standards that will be complied with when commissioning, installing, operating, maintaining and decommissioning the alternative compliance mechanism.
- Specify the location of the span; or describe the class of spans
- Specify the minimum clearance space that the applicant proposes is to be applied in relation to the span, or class of spans, in respect of which the application is made
- Include a copy of formal safety assessment prepared by the DB or an alternative qualified provider under clause 32
- Include a copy of the written agreement of the owner or the operator of the span; or the owner or the operator of each span that belongs to that class

32. Safety assessment of alternative compliance mechanisms

As City of Stonnington staff are not qualified to provide a formal safety assessment, this will be prepared by the DB or an alternative qualified provider and will comply with the requirements as defined in Schedule 1, Part 3, Division 2 of the Code.
List of Attachments

**Attachment 1 – Map of the City of Stonnington**
Plan of the City of Stonnington identifying the entire municipality as a Declared Area.

**Attachment 2 – Map of Non Designated Streets**
Plan of the City of Stonnington showing Tree Maintenance Zones (Non Designated Streets) and the associated pruning program.

**Attachment 3 – Map of Designated Streets**
Plan of the City of Stonnington showing Tree Maintenance Streets / Roads (Designated Streets) and the associated pruning program.

**Attachment 4a - Contract 2014/012 - Specification**

**Attachment 4b - Contract T17018 - Specification**
Contract No. T17018 ‘Street Tree Pruning and Maintenance Service, Part B – Non Designated Streets’.

**Attachment 5 - Example of public notice**
Example public notice for publication in a locally circulated community newspaper.

**Attachment 6 - Dispute Resolution Procedure**
Dispute Resolution Procedure (Flowchart).
City of Stonnington - the entire City is a Declared Area
Tree Maintenance Zone

Pruning Schedule

Non-Designated Streets

Designated Streets

Year | Month  | Tree Zones
-----|--------|-------------
2019 | August | 40, 41 & 42
2019 | September | 29 & 30
2019 | October | 7, 8, 13 & 17
2019 | November | 25 & 27
2019 | December | 38, 39, 40, 45 & 43
2020 | January | 6 & 14
2020 | February | 31, 32, 15 & 26
2020 | March | 37, 43 & 44
2020 | April | 9, 10 & 34
2020 | May | 20
2020 | June | 21 & 22
2020 | July | 47 & 48
2020 | August | 3, 4, 5
2020 | September | 15 & 16
2020 | October | 28 & 33
2020 | November | 35 & 36
2020 | December | 1 & 2
2021 | January | 11 & 12
2021 | February | 23 & 24
2021 | March | 40, 41, 42
2021 | April | 29 & 30
2021 | May | 7 & 8
2021 | June | 13 & 17
2021 | July | 27 & 25
Street Tree Pruning and Maintenance Services

Specification

Contract Number: 2014/012
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1. **PRELUDE**

The City of Stonnington is tendering a range of arboricultural services for the maintenance of its tree stock.

There are five (5) separate service contracts being tendered. Tenderers are invited to tender for all, some or any of the five services/contracts. Tenderers should note that whilst separate tender documents are available for each of the five contracts, significant elements of the service requirements for each of the five contracts are generic, or similar. Each contract will have an initial term of three (3) years followed by two options of two (2) years and eighteen (18) months respectively with options to be exercised at Council’s sole discretion.

The five (5) services being tendered are for:

1. **Street Tree Pruning and Maintenance (Contract No. 2014/012)**

   a. Street Tree Pruning and Maintenance – Scheduled pruning of Designated Streets, excluding trees within the Specialised Pruning Program (2). Involves scheduled pruning of Council street trees to maintain Electric Line Clearances (according to Council’s Electric Line Clearance Management Plan), sight and infrastructure clearances, crown maintenance and dead tree removal. And unscheduled tree works (Reactive), usually arising from community requests or following storm events. Includes tree and stump removal. Locations are defined in Map 1.

   b. Street Tree Pruning and Maintenance – Scheduled pruning of Non-Designated Streets, excluding trees within the Specialised Pruning Program (2). Involves scheduled pruning of Council street trees to maintain Electric Line Clearances (according to Council’s Electric Line Clearance Management Plan), sight and infrastructure clearances, crown maintenance and dead tree removal. And unscheduled tree works (Reactive), usually arising from community requests or following storm events. Includes tree and stump removal. Locations are defined in Map 2.

2. **Specialised Pruning - Scheduled formative pruning of specified trees and the regular shaping of topiary trees. Locations of topiary trees are defined in Map 3, the exact locations of trees requiring formative pruning are available upon request. (Contract No. 2014/013)**

3. **Open Space Pruning and Tree Maintenance - Cyclic pruning of trees located within City managed facilities, such as Parks, Gardens and Reserves, Kindergartens, Community Centres, Aquatic centres, Depots and Offices. Locations are defined at Clause 5.2 within the Specification. (Contract No. 2014/014)**

4. **Tree Planting and Establishment (Contract No. 2014/015)**
5. Tree Root Maintenance (Contract No. 2014/016)

In developing this tender document The City has made a genuine attempt to accurately determine its
tree stock. The inventory lists and quantities in the payment schedule and attachments are based on
this information, however, the onus is on the Tenderers to determine and verify the full extent of the
works to be undertaken. Tenderers wishing to tender for more than one tree service must do so by
submitting separate conforming Tenders for each service.

The following specification relates specifically to Contract No. 2014/012 – ‘Street Tree Pruning and
Maintenance Service’.
2. INTRODUCTION

2.1 General

The City of Stonnington covers an area of 15.43 square kilometres running east to west from Punt Road to Warrigal Road and from north to south between the Yarra River and Gardiner's Creek to Dandenong Road. The City has an economically and culturally diverse population of 99,258 (as of 2010) across the suburbs of Prahran, Windsor, South Yarra, Toorak, Hawksburn, Armadale, Malvern, Malvern East, Glen Iris and Kooyong.

Stonnington street tree stock is largely dominated by London Plane (Platanus x acerifolia) comprising approximately 15% of the population and seen by many to be the signature species for the City.

The majority of Stonnington residents have great appreciation for the value of having uniform, healthy and well maintained streetscape plantings and readily become involved in street tree related issues.

The City also has an abundance of significant parks, gardens and reserves that cover an area of approximately 166 hectares across more than 100 open spaces. Trees within Stonnington’s open spaces must also be maintained in a safe, healthy and aesthetically appealing condition.

2.2 List of Quantities

The City of Stonnington’s Tree Management System (TMS) indicates there are approximately 53,500 trees located throughout the municipality of which approximately:

- 22,000 are located in open spaces.
- 31,500 are located in streets.
  - 15,000 are located in street under electric lines.
  - 16,500 are located in streets not under electric lines.
- 800 trees are Topiary trees.
- 4000 are young trees that require formative pruning.
2.3 Stonnington Best Value

Best Value Legislation

In December 1999, the State Government introduced the Best Value (Principles) Act 1999 ('Best Value Legislation').

The six Best Value principles contained in the Best Value Legislation require:

- Best quality and value for money;
- Responsiveness to community needs;
- Accessibility of services to those who need them;
- Continuous improvement;
- Community consultation on all services and activities; and
- Regular community reporting on Council’s achievements.

The Stonnington Best Value Model

To comply with Best Value Legislation, Council has developed The Stonnington Best Value Model to monitor and evaluate each service. The Contractor will:

- Fully inform its self with respect to the Best Value Legislation and the Stonnington Best Value Model.
- Support Council to comply with the requirements of the Best Value Legislation and the Stonnington Best Value Model with respect to the Services.
3. DEFINITIONS

In this Specification, unless inconsistent with the context or otherwise defined below, terms have the meaning as defined in the General Conditions forming part of the Contract Documents:

**Arborist** means – the person who possesses the technical competence gained through experience and related training (training to AQF Level 3 arboriculture) to provide for or supervise the management of trees and other woody plants in residential, commercial and public landscapes.

**AS 4373-2007** means - the Australian Standard AS 4373-2007 Pruning of amenity trees

**AS 4970-2009** means - the Australian Standard AS 4970-2009 Protection of trees on development sites

**Branch Bark Ridge** means – the raised or furrowed bark in the branch union that marks where the branch wood and trunk wood meet. It is formed by compaction or expansion as the girth of the branch and trunk increase.

**Branch Collar** means - the trunk tissue that forms a swelling around the base of a branch between the main stem and the branch.

**City** means – the municipality of the City of Stonnington as bound by Punt Road to the west and Warrigal Road to the east, the Yarra River and Gardiner's Creek to the north and Dandenong Road to the south.

**Clearance** means – the distance between a tree crown and a fixed, adjacent object including the ground, a building, streetlights or electric wires.

**Co-dominant Stem (branch)** means – a stem (or branch) growing at about the same rate, with a similar diameter as another stem (or branch) originating at the same union and lacking normal branch attachment.

**Contractor** means - the person/organisation engaged to undertake tree works.

**Consultant Arborist** means - the person who possesses the technical competence gained through experience and related training (AQF Level 5 arboriculture) to provide advice on the management of trees and other woody plants in residential, commercial and public landscapes.

**City Assets** means - any item the City owns, leases or controls within streets, parks, reserves and all other property (including trees).

**CRMS** means - Customer Request Management System (currently Lotus Notes) which is used to record all customer requests.
**Crown** means – the portion of the tree consisting of branches and foliage and any part of the trunk from which branches arise.

**Crown Clean (previously Sanitation Pruning)** means - the removal of dead, broken, rubbing or diseased tissue, branch stubs, hanging branches and foreign objects from the crown.

**Crown Lifting** means – the removal of lower branches to provide long-term, vertical clearance for vehicles, pedestrians and sight lines.

**Crown Thinning** means – the removal of selected branches without modifying the size of a tree.

**Customer Service** means - the courteous, conscientious, capable and timely provision of services to all customers.

**Customer Request** means – the general or specific comment, inquiry, request or complaint regarding service provision or asset management.

**Cyclic Tree Maintenance Program** means - the scheduled pruning program for all trees located in Open Spaces including parks, reserves, gardens, playgrounds, squares, City owned properties, car parks, the golf course and other areas for which the City is responsible. Excludes street trees.

**Debris** means - all timber, limbs, branches, twigs, leaves, sawdust and woodchips, tree roots and soil etc. generated as a result of tree works.

**Designated Streets** means – streets containing trees that require pruning as per the Street Tree Pruning and Maintenance program part a. Designated Streets are typified by avenues of large deciduous trees growing in close proximity to high and low voltage (HV and LV) power lines and/or tram lines. Designated Streets are defined in Map 1 of the Street Tree Pruning and Maintenance specification and exclude trees within the Specialised Pruning program.

**Emergency** means - any incident, situation or circumstance, which has caused, or if not attended to has the potential to cause injury, damage, nuisance or compromise public safety.

**Emergency Services (Emergency Response Service)** means - any request or need to perform urgent work both inside and outside of Normal Operating Hours, to rectify a situation, which has caused, or (if not attended to) has the potential to cause injury, damage nuisance or compromise public safety.

**Formative Pruning** means – pruning method generally performed on young and establishing trees that influences the orientation and spacing of branches to enhance form and improve structure, or directionally shape trees.

**GIS** means - Geographical Information System
Hanging Branches means – any unattached, cut or broken branches that are caught in the crown.

Hazardous Materials means - any liquid, chemical or agent that may cause harm, damage, detriment or destruction to humans, plants, animals and/or property including endangering the integrity of soil strata, waterways and the organisms contained within, as well as City and private assets.

Live Crown Ratio (LCR) means - the height of the living crown over total height of the tree. Live crown ratio should be at least 60% when pruning is completed, i.e. no more than the lower 40% of the tree shall be clear of branches (for maturing trees).

Local Law means – the City’s Local Law 2008 (No. 1) made pursuant to the Local Government Act 1989.

Maintenance Zone means - specified zones that generally reflect road configuration, land-use and neighbourhood characteristics, as well as tree species composition.

Native means - any plant that is found growing naturally anywhere within Australia.

Natural Target Pruning means – the removal of branches, stems and stubs such that the final cuts are achieved according to the principles of branch attachment and compartmentalisation. Typically uses 3 cuts: top cut, under cut, final cut.

Non-designated Streets means – streets containing trees that require pruning as per the Street Tree Pruning and Maintenance program part b. Non-designated street are all other streets that are not Designated Streets. Non-designated Streets are divided into 48 Maintenance Zones and are defined in Map 2 of the Street Tree Pruning and Maintenance specification. Non-designated Streets may contain high and low voltage power lines and tram lines and exclude trees within the Specialised Pruning program.

Open Space means - any parks, reserves, gardens, playgrounds, squares, City owned properties, car parks, the golf course and other outdoor areas for which the City is responsible.

Parks and Reserves means - the areas made up of parks, playgrounds, gardens, squares, reserves, medians, verges, roundabouts and other areas for which the City is responsible.

Pathogenic Organism means - any organism (including insect, fungal and bacterial) that causes damage or disease.

Public Realm means – the external public spaces accessible to the public as well as those private spaces that contribute physically or visually to the public realm such as vegetation within private residences seen by those in public spaces.

Reactive Tree Maintenance means - unscheduled tree works, usually arising from community requests or following storm events, includes tree and stump removal.
Reduction Pruning means - the pruning of branch ends to lower internal lateral branches or stems with the aim to reduce the height and/or spread of the entire or section of the crown.

Reinstatement means - the act of returning turf or other objects back to optimal condition. This may include re-establishment of naturestrips.

Significant Tree/s means - trees listed by the City of Stonnington, identified by Heritage Victoria or those coming under the jurisdiction of the City of Stonnington Local Law 2008 (No.1).

Street Tree/s means - any tree growing or located within the streetscape including tree islands, naturestrips, roundabouts, street pavements, or partial street closures. It excludes those trees within open spaces.

Structural Branches means – elongated branches that form a permanent framework which supports the crown.

Structural Root Zone (SRZ) means - the zone at the base of the trunk that contains tree roots responsible for maintaining the structural stability of the tree as defined in AS4970. This is the minimum clearance distance from the centre of the tree’s trunk to preserve stability.

Supervisor means - a City arborist or nominated City Officer.

Tree/s means – Trees owned and managed by the City.

TMS means – tree Management System (currently MS Access linked to MapInfo) which is a database used to record information relating to all trees owned and managed by the City. Information includes, but is not limited to, species, size, condition and maintenance activities.

Tree Support Systems means – engineered systems that may assist in redistributing mechanical stress to tree structure when pruning alone is insufficient. Tree support systems are used to provide supplemental support to leaders, individual limbs, and/or the whole plant.

Vegetation Management Plan means – a documentation that outlines how the City will maintain its tree population to achieve compliance with the Electricity Safety (Electric Line Clearance) Regulations 2010.

Works means – all services contained within this Contract Document.
4. CONTRACTORS RESPONSIBILITIES

The Contractor’s Responsibilities include:

- Performing the Services and related works detailed in this Specification in accordance with the requirements of the Contract Documents.
- Providing all labour, plant, equipment, depot, facilities, consumables and other resources of sufficient capacity, suitability and expertise to meet the requirements of the Contract.
- Undertaking community consultation process with respect to the City’s notification processes relating to the Services detailed in this Contract.
- Providing a high standard of Customer Service to both the City and the community.
- Ensuring that CRMS is managed within the expected timeframes at all times.
- Ensuring that all Contractors’ staff have relevant formal qualifications and licences, training and experience to undertake their responsibilities in a competent manner.
- Ensuring that all Sub-Contractors’ staff have relevant formal qualifications and licences, training and experience to undertake their responsibilities in a competent manner in accordance with all relevant legislation and Codes of Practice.
- Liaising and meeting with the City’s representatives, other Contractors, representatives of other organisations and members of the public in relation to the management and maintenance of trees.
- Ensuring that all goods used and Services performed in the Contract, not otherwise specified, are in accordance with best practice and all relevant Australian Standards and Codes of Practice.
- Ensuring that its activities and the activities of its staff and sub-Contractors do not bring the City into disrepute, but contribute to the enhancement of the City’s good reputation.
- Ensuring its vehicles, plant and equipment are maintained in good order and are clean and fit for purpose for which they are used.
- Ensuring that, in performing the Services, the City’s streetscapes are judiciously protected, maintained and enhanced to best reflect the needs and wishes of the community.
- Working closely with other Contractors to ensure that the Services are provided in accordance with the stated objectives.
- Developing/implementing continuous improvement strategies for the Services.
- Always acting in the best interests of the City.
4.1 Planning and Scheduling Services

4.1.1 Annual Operational Plan

The Contractor will, in conjunction with the Supervisor, by the 31st of January each year, submit an annual Service Management Plan detailing a Program of Services, for the next twelve months. The Service Management Plan will include an up-to-date Risk Management Plan and Occupational Health & Safety Manual.

The Service Management Plan will include:

- A detailed plan of the proposed service delivery for the next year and after the first year a review of the previous year’s Services undertaken;
- Details of the quality assurance program for the Contract and after the first year a review of the performance of the previous year’s quality assurance program;
- A staff register, detailing current staff; qualifications and licences, training undertaken and after the first year a review of the previous year’s staff performance;
- Details of any sub-contractors employed to assist in the provision of the service. To include details of the works that they will undertake, their Insurance details, Risk Management Plans and OH&S Management System;
- A detailed Risk Management Program providing evidence of ongoing and active risk management procedures & practices employed to manage public liability, occupational health & safety, maintenance of equipment, etc.

The Risk Management Plan will demonstrate the following:

- The adoption and implementation of a comprehensive risk management policy;
- A fully functioning risk register;
- A documented risk strategy;
- A system of risk assessments for the various operations performed by the Contractor in providing the service;
- A process of annual review of risk management performance.

The Occupational Health & Safety Manual will include:

- OH&S Policy
- OH&S Management System
- OH&S Planning, updating legislation requirements and promotion
- Implementation of OH&S responsibilities
4.2 Integration with Other City Services

This Contract is integrated with other contracts/agreements that together shall manage and maintain the City’s Public Realm. Contracts / agreements include:

- Specialised Pruning
- Open Space Tree Maintenance
- Tree Planting & Establishment
- Tree Root Maintenance
- Turf Maintenance and Mowing
- Horticultural & Infrastructure Maintenance
- Property & Asset Maintenance

Internal units that have an association with the City’s Tree Management include:

- Recreation Services
- Traffic Engineering
- Infrastructure Design
- Regulatory Services
- Statutory Town Planning
- Asset Management
- Waste Management

4.2.1 Capital Works Contracts

Capital Works in the Public Realm may be carried out by contractors or, agents of, or employees of, the City.

The Contractor will be provided with a program of intended capital works at the commencement of each financial year and will be given appropriate notification by the Supervisor of capital works being undertaken. The Contractor is required to cooperate to help ensure the successful completion of the City’s Capital Works Program.
4.2.2 Works by Other Authorities

The Contractor may be required to support /cooperate with other Authorities who from time to time may undertake works on the City’s Trees or in the vicinity of the City’s Trees.

4.3 Contractor’s Facilities, Plant and Equipment

4.3.1 Depot, Office and Storage Facilities

The Contractor shall be responsible for establishing and maintaining a Depot / Office at a location within reasonable proximity to the City and of a standard that is acceptable to the Supervisor for the duration of this Contract.

4.3.2 Vehicles, Plant and Equipment

The Contractor must provide, operate and maintain in good working condition and repair, the vehicles, plant and equipment necessary to perform the Services and must display the City’s logo and signage that identifies the Contractor as the deliverer of the Services on behalf of the City.

Plant and equipment shall be serviced and be in prime operational condition:

- Major plant including trucks and utilities, to be used in performing the Services shall be retained no longer than 10 years and will be new or no older than 5 years and proof of purchase date will be required at the commencement of the Contract unless written approval is first obtained from the Supervisor

- Minor plant including chainsaws and blowers shall be retained no longer than 2 years and shall be new at the commencement of the Contract unless written approval is first obtained from the Supervisor

The Contractor must ensure all vehicles, plant and equipment used for the provision of the Service:

- Do not cause undue noise, and pollution standards meet the requirements of the Environmental Protection Authority

- Are driven/used:
  - In accordance with the speed limits displayed;
  - In accordance with the relevant Acts and legislation; and

- In such a way as not to put any users of the public realm in any danger.

- Are never overloaded by carrying or towing loads beyond legal capacity
• Are always operated with all guards and safety devices in place
• Have no other markings of an advertising or soliciting nature - unless these are first approved in writing by the Supervisor
• Are only used/operated in conjunction with documented hazard identification, risk assessment and risk control processes

The Contractor must promptly notify the Supervisor regarding any accidents or damage involving vehicles, plant and equipment used in providing the Services.

4.3.3 Equipment to Be Used

The Contractor must:

• Provide the Supervisor with a list of all equipment the Contractor intends to use at least 14 days prior to the commencement of Services
• Not commence the Services until the Supervisor has approved the use of this equipment
• Obtain the approval of the Supervisor prior to the use of any replacement equipment not already approved during the life of the Contract

4.4 Quality Assurance System

The Tender Submission must include a comprehensive Quality Assurance System detailing how the Contractor will:

• Accurately record all Services performed by the Contractor
• Accurately (internally) monitor/audit/verify all Services performed by the Contractor in accordance with the Key Performance Indicators and Activity Table as stated in the Contract
• Minimise the (external) monitoring required by the City
• Link quantity and quality of Services performed to each claim for payment submitted to the Supervisor

4.5 Work Standards / Processes

All goods used and Services provided in the performance of the Service, which are not otherwise specified, must comply / conform with all Legislative requirements and to any applicable Australian Standards.
4.5.1 Environmental Initiatives

The Contractor shall work to implement environmental initiatives during the life of the Contract in cooperation with the Supervisor. Innovation in environmental management shall be a topic of each Contract Meeting and shall be used to progress the implementation of initiatives that shall include the following:

- Carbon sequestration
- Fuel efficient vehicles, plant and equipment
- Use of least hazardous or poisonous pesticides
- Application of wetting agents to increase watering efficiency
- Biological pest & disease control
- Targeted fertiliser application

4.6 Staffing / Sub Contractors

The Contractor, its staff and sub-contractors must at all times carry out their duties and behave in a manner that complies with the City’s Code of Ethics and Equal Employment Opportunity Policy and Human Rights Charter based on Freedom, Respect, Equality and Dignity.

The Contractor must ensure:

- That the Contract Coordinator must have as a minimum qualification of a Diploma of Arboriculture or a Level IV Horticulture Certificate and at least 5 years relevant field experience.
- Adequate numbers of sufficiently trained, qualified and experienced staff to perform the Services in accordance with the requirements of the Contract.
- All persons managing, handling or otherwise engaged in the application of pesticides will have received appropriate training and be suitably qualified in accordance with relevant legislative requirements.
- Staff will have the relevant permits and licences where required by any legislative requirement and shall only operate machinery and perform work that relates to the licence or permit in their possession.
- Staff qualifications, licences and permits are kept up to date in a log and valid with a staff training program in place to sustain and improve their qualifications.
- All staff shall undertake training in Customer Service.
- An up-to-date record of all staff training and qualifications and licences is maintained by the Contractor and available to the Supervisor on request.

- Staff, working on-site, wear Supervisor approved uniforms, badging and personal protective equipment required to safely provide the Services - including the operation of plant and equipment.

- Staff / Contractor do not solicit for any work outside the Services in the course of performing the Services, or under the guise of acting for or on behalf of the City.

### 4.6.1 Core Contract Staff

Core Contract Staff are those staff deployed to the Contractor permanently and don’t include temporary or casual staff unless they are deputising in a permanent position.

Core Contract Staff shall remain bound to work on projects in the City of Stonnington. They are not to be deployed to other contracts or projects during the life of this Contract without the written approval of the Supervisor.

Please note Core Contract Staff shall always be replaced by temporary or casual staff when they are on leave.

### 4.7 Data Reporting and Administration

The Contractor must:

- Submit to the Supervisor for approval at the commencement of the Contract the detailed format of the records to be kept and reports to be submitted that must be compatible and integrate with the Tree Management System.

- Accurately complete, maintain and update all relevant records on a monthly basis.

- Protect all data provided to, or collected by the Contractor from harm by, without limitation:
  - Preventing unauthorized updating or access
  - Employing appropriate backup and recovery processes
  - Minimising the risk of accidental damage

#### 4.7.1 Customer Management Request System (CRMS)

The City operates a Customer Request System (currently on Lotus Notes) and the Contractor will be required to work directly with this system or any system the City chooses to adopt to ensure its efficient and effective operation.
All costs associated with linking the Contractor to and operating with the City’s Customer Request System, other than the cost of any relevant licence fees will be borne by the Contractor.

4.7.2 Tree Management System (TMS)

The City operates a Tree Management System and the Contractor will be required to work with this system in accordance with Supervisor’s directions to ensure its efficient and effective operation, including:

- Supply the necessary computer hardware to accommodate the City’s Tree Management System.
- Maintaining the City’s comprehensive tree inventory.
- Recording details of maintenance activities carried out on street trees as part of the Street Tree Pruning and Maintenance Contract.
- Maintaining an ongoing history in relation to each tree serviced during the term of the Contract.
- Updating / synchronising the data collected / recorded at the end of each calendar month.

All costs associated with updating / synchronising to the City’s Tree Management System and the recording of all information / data, other than the cost of any relevant licence fees, will be borne by the Contractor.

4.7.3 Communications

The Contractor must provide telephone, facsimile and e-mail links between their depot / office and the City. The Supervisor must also be able to directly contact any Contractor work site via a mobile telecommunications device.

4.7.4 Return of Data

All data/Contract material must be returned to the City one (1) month prior to the termination of the Contract, except for any data collected after the date on which such data is returned, which must be returned within seven (7) days after the termination of the Contract.

4.8 Meetings, Reports and Reporting

The Contractor will ensure the Supervisor is kept fully informed (in a timely manner) of all relevant matters / happenings with respect to the Service.
4.8.1 Contract Meetings

The Contractor shall attend and fully support all Contract meetings held by the Supervisor, including:

- Monthly Contract Meetings
  - Assessment of a monthly service report regarding compliance with the Contract
  - The completion of customer requests, discuss audit scores, staff training and the management of OH&S issues
  - Monthly meetings to discuss the Services provision, Specification compliance, Services programs, Contract issues and any changes to the scope or provision of the Service, etc.

- Annual Contract Meetings
  - Review the total Services for compliance including reviewing the total Services and recommending any alterations to the extent or delivery of the Services.
  - An Annual Review of the Contract Specification will be undertaken and any alterations or inclusions will be at a revised schedule of rates, which is in addition to all existing schedules.

- Other meetings convened as the need may arise to discuss and resolve matters requiring immediate attention.

- OH&S Inspections
  - OH&S inspections of Contractors staff and subcontractors shall be carried out on a random basis to ensure that relevant processes and procedures are available and in place.

4.8.2 Reporting Topics

The Contractor shall provide accurate and timely written reports, as requested by the City, on a range of topics, including:

<table>
<thead>
<tr>
<th>Topics</th>
<th>Reporting Time- Frames</th>
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<tbody>
<tr>
<td>Infrastructure damage</td>
<td>Within 4 hours</td>
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<tr>
<td>Public Liability Issues</td>
<td>Within 4 hours</td>
</tr>
<tr>
<td>Injury, incident, vandalism, misbehaviour, illegal behaviour</td>
<td>Within 4 hours</td>
</tr>
<tr>
<td>Hazard assessments</td>
<td>Within 1 hour</td>
</tr>
<tr>
<td>Occupational Health and Safety</td>
<td>Within 24 hours</td>
</tr>
</tbody>
</table>
All reports requested by the Supervisor must be in the format specified by the Supervisor.

### 4.8.3 Annual Report

The Annual report shall include:

- The Service Management Plan detailing a Program of Services, for the next twelve months, including; a detailed plan of the proposed service delivery for the next year and after the first year a review of the previous year’s Services undertaken.
- Details of the Quality Assurance System for the Contract and after the first year a review of the performance of the previous year’s Quality Assurance System.
- A staff register, detailing current staff; qualifications and licences, training undertaken and after the first year a review of the previous year’s staff performance.
- Details of any sub-contractors employed to assist in the provision of the service. To include details of the works that they will undertake, their Insurance details, Risk Management Plans and OH&S Manual.
- A detailed Risk Management Plan providing evidence of ongoing and active risk management procedures & practices employed to manage public liability, occupational health & safety, maintenance of equipment, etc.

### 4.8.4 Monthly Service Report

During the first week of each month the Contractor will present the Supervisor with a monthly service report. The report will provide details of the completed works within Designated and/or Non-designated streets in addition to Reactive tree works for the previous month, as well as an update of any changes to the Annual Operational Plan. The monthly service report will include:

- An executive summary providing a brief overview of the implementation of the Service Management Plan and a comparison with the services being performed.
- Internal audit results.
- OH&S work-site audit results.
- An organisational chart showing the human resources deployment to the Contract.
- Any changes to staffing and/or staff qualifications and licences.
- A list of plant, machinery and equipment deployed to the Contract and the service details.
- Any changes to plant and equipment during the month.
  - Full details of any sub-contractors deployed to the Contract, including:
    - Insurance cover
    - OH&S Management System
    - Safe systems of work relevant to the tasks performed
    - Details of prior relevant experience & referees
- Any industrial relations issues relating to the operation of the Contract.
- Interruptions to the service and associated reasons.
- Details of completed and outstanding Supervisor requests and proposed completion dates.
- Full details of customer complaints and/or requests made directly to the Contractor.
- Full details of accidents, incidents and/or near misses, including the contact details of those involved.
- Staff training carried out during the month.
- Potential service delivery innovations.
- Any other operations relevant to the Contract.

4.8.5 Contractor Monthly Audits

The Contractor shall carry out a monthly audit of the following to establish levels of compliance using the City’s audit format. Audits shall be carried out on:

- Pruning compliance and tree removal compliance
- OH&S work site compliance
4.9 General Clauses

4.9.1 Advertising

The Contractor must not allow advertising or sponsorship of any kind within the Public Realm. Any request to erect or display advertising must be referred to the Supervisor. The Contractor shall not advertise items, materials, political parties or issues, etc on any plant, equipment, etc. involved in the performance of the Services pursuant to this Contract.

4.9.2 Stationery

The Contractor must:

- Pay for all postage costs incurred in performing the Services.
- Provide all stationery necessary for the performance of the Services.
- Any stationery provided by the Contractor must be in a form determined by the Supervisor.

4.9.3 Transition to Contract

Currently, the City’s Street Tree Pruning, Maintenance and Reactive Tree Services are provided by Citywide Service Solutions under a 7 year Contract that expires on 31 December 2013.

Unless the Contractor is the current service provider a minimum 1 month transition period prior to the commencement of the Contract will be provided for. The Supervisor will facilitate all discussions between the Contractor and Citywide Service Solutions.

The Contractor must develop and implement a transition plan in conjunction with the Supervisor to ensure minimum disruption to the Services and ensure that the Services commence on 1 January 2014.

4.9.4 Expiry of Contract

At the expiry or termination of the Contract the Contractor must:

- Submit a summary of all reports, which the Contractor is required to submit under the terms of this Contract
- Undertake an inspection of Trees with the Supervisor
- Hand over to the Supervisor all documentation regarding the Service
4.9.5 Existing Condition of Service

It is the Tenderer’s responsibility to ascertain the current standard / condition of the Service at the time of submitting their Tender and detail (cost in) any specific actions in achieving compliance with the Specification and Activity Tables.

4.10 Performance Assessment

The Supervisor’s assessment of the Contractor’s performance will be based on the Contractor’s compliance to the requirements set out in the Specification and Activity Tables. And will be captured via:

- Inspections by the Supervisor.
- Field Audits.
- Inspection by the Supervisor in conjunction with the Contractor on request by the Supervisor.
- Complaints received by the City from the general public.
- Service Inspection Reports and other Contractor reports received by the Supervisor.
- Completion of activities contained in the Street Tree Pruning and Maintenance Contract.

4.10.1 Auditing and Non-Compliance

The Supervisor or authorised representative will undertake auditing of the specified service to ensure that it is compliant with the standards as outlined in the specification. Audits will be based on the information provided by the Contractor.

Works that are identified as being non-compliant with the specifications will be recorded and forwarded to the Contractor to be rectified within one (1) month unless otherwise arranged with the Supervisor. The costs associated with meeting compliance with the specifications to be borne by the Contractor.

4.10.2 Key Performance Indicators:

- The Programmed Street Tree Pruning / Maintenance and Reactive Tree Maintenance is completed within the set timeframe or payments will be withheld until works are completed
- All works, Programmed Street Tree Pruning / Maintenance and Reactive Tree Maintenance, are carried out to specified service standards
- OH&S requirements are adhered to
4.10.3 Certificate of Practical Completion

On receiving the monthly Contractor Invoice and prior to release of payment the Supervisor will verify whether the Contractor has complied with the requirements of the Contract. On verification of full compliance with the Contract, payment will be approved by the Supervisor.

In the event that the Contract Supervisor cannot verify full compliance with the Contract, payment will be withheld until such time as either:

- Verification can be authenticated
- The issue of a notice to comply
- A reduced payment shall be made in accordance with conditions outlined in the Contract Documents
5 SCOPE OF SERVICES

5.1 General Requirements for these Services

The Contractor:

- Must provide for all the necessary labour, plant and equipment, materials, management/administration, servicing costs, including overheads and profit for carrying out all the services to be provided under this Contract and to ensure that the City’s trees are not harmed by the works undertaken.

- Must be available to respond to general enquires relating to the provision of the services and become actively involved in the preservation and enhancement of the City’s trees.

- Must ensure that appropriate materials/consumables are always available to undertake Emergency Services throughout the City and that the depot/office facility is accessible to the Supervisor at all times.

- Must provide up-to-date data for the Customer Relationship Management System (CRMS) and Tree Management System (TMS).

- Must keep themselves informed of new industry developments and techniques and implement these in consultation with the Supervisor;

- Must ensure that all goods used and works performed in the Contract, not otherwise specified, shall be in accordance with good arboricultural practices and Australian Standards where such exist.

- Must conduct all operations with the least possible obstruction and inconvenience to the public; including providing parking access for vehicles by the end of each working day and 24 hour access for pedestrians.

- Is responsible for the removal of all debris from work sites including all timber limbs, branches, twigs, leaves, wood chips, sawdust, tree roots and soil generated as a result of the specified tree service.

Any proposed changes to the specified services must be authorised by the Supervisor prior to Works commencing.

The City:

- Does not guarantee the Contractor any set quantities of work and reserves the absolute right to amend any indicative workload indicators.

- Retains the right to bundle works together and ask for a job specific quotation for such works.
5.1.1 Utility Service Locations and Protection

The Contractor:

- Is responsible for locating and mapping of underground services (Dial-Before-you-Dig) and all traffic management associated with the specified services.

- Shall maintain documented evidence of underground service checks that have been made prior to commencing of works. Such evidence shall be available for the Supervisor as required.

- The services that are located and mapped should be, but are not limited to the following:
  - Electricity
  - Gas
  - Water
  - Telecommunications (Telstra, Optus, NBN, etc)
  - Pay TV
  - WAG
  - Sewerage

- City and Private Drainage Systems.

- Understand that Dial-Before-you-Dig plans are indicative only and that care still needs to be taken to find the exact location of the services.

- Understand that each asset owner can provide further information on their particular requirements in regard to safe digging practices around their underground network.

- Shall be financially responsible to the asset owner in the event that above ground or underground services are damaged.

5.1.2 Safety of Work

The Contractor shall ensure that works and operations are conducted in accordance with Supervisor approved plans including:

- Ensuring that all works are performed in such a manner as to ensure the safety of the public and the operators performing the work.
- Ensure that during the works that the site is maintained in a safe, clean and tidy condition. Ensure all footpaths, property entrances, vehicle crossovers and carriageways must remain clear and accessible free of spoil (mud) at all times.

- Ensure that all debris shall be removed on a progressive basis and the site shall be left clean and safe at the end of each day.

- Ensure that all debris contaminated with infectious materials must be disposed of in an approved manner.

- Comply with the provision of all Acts and Regulations that affect the cartage of material and the movements, weights and measurements of vehicles on roads.

- Protecting private property; the City’s assets; electricity, gas and water infrastructure, telecommunications infrastructure and any other service authority assets.

- Complying with all rules, regulations and Acts which are relevant to the works and the Common Law duty of care.

- Being responsible at all times for all material and debris that falls on any path as a result of operations or transport.

- Removing all materials stored near paths that could constitute a hazard to pedestrians or traffic.

- Providing assistance at all times and without charge to the drivers or passengers of any vehicles or pedestrian who may be delayed, obstructed or in difficulties whilst passing the works.

- Recognising that in the event that the Contractor neglect to provide or maintain such sidetracks and passing places, warnings, lights and barriers as specified or neglect to remove obstructions or repair breakages, the Supervisor may proceed to carry out such works as are necessary, and the cost will be deducted from any moneys that may be or become due and payable to the Contractor.

- Not conducting any activities on any inbound traffic lanes/outbound traffic lanes with a clearway restriction during peak hour times (7:00 am-9:30 am and 4:00 pm-7:00 pm), without permission of the Supervisor.

- Repairing and/or replacing all fences, signs, gates, buildings, turf, vegetation or other property which have been removed or damaged while carrying out works under this contract, at the Contractor’s expense.

- Demonstrating that any claims for repairs and rectification works of this nature have been settled to the satisfaction of the affected property owner prior to the completion of the works.
• Ensuring that operators hold as a minimum the National Course Code HLTFA211A: Provide basic emergency life support (previously Level 1 First Aid) with all crews having at least one staff member with National Course Code HLTFA311A: Apply first aid (Previously Level 2 Workplace First Aid)

• Ensuring a mobile telecommunications device shall be available on site to call for medical help in case of emergency accidents.

5.1.3 Traffic & Pedestrian Management

The Contractor must ensure:

• Pedestrian safety including when the work area encroaches upon footpath, walkway or crossover areas.

• Maximum effort must be made to separate pedestrians from the work area via the use of protective barricades, fencing, and bridges, together with warning and guidance devices and signs, so that the passageway for pedestrians is safe and well defined.

• Whenever pedestrian walkways are provided across excavations, they shall be provided with suitable barricades or handrails.

• Footbridges are safe, strong, and free of bounce and sway, free of cracks, holes, and irregularities that could cause tripping.

• Ramps are provided at the entrance and exit of all raised footbridges, again to prevent tripping.

• Adequate illumination and reflectorisation is provided during hours of darkness.

• All walkways are maintained at least 1.2 metres clear width except in areas of unusually heavy pedestrian traffic such as business districts, where the minimum clear width shall be 2.4 metres.

• Alternate walkways are provided where walks are closed by construction, preferably within the nature strip.

• Where it is necessary to divert pedestrians into the Roadway, barricading or channelling devices shall be provided to separate pedestrian walkway from adjacent vehicular traffic lane. At no time pedestrians are diverted into a portion of a street used concurrently by moving vehicular traffic.

• They provide appropriate signs at locations where adjacent alternate walkways cannot be provided at the limits of construction and in advance of the closure at the nearest intersection to divert pedestrians across the street.
• Install barricades to prevent passage of visually impaired people from inadvertently entering a closed area.

• Pedestrian walkways shall be wheelchair accessible at all times.

• Pedestrian access shall be maintained to all properties adjacent to the work site.

• All signs used by the Contractor shall comply with and be erected in accordance with AS1742.3:2002 – Manual of uniform traffic control devices – Traffic control devices for works on roads.

• Relevant staff have the following qualifications:
  o Victorian Course Code VBQU507: Implement and Monitor Operational Traffic Management Plans (previously BCCCM303C) or National Course Code RIIOHS302A: Implement traffic management plan
  o Victorian Course Code VBQU506: Use stop-slow bat to control traffic (previously BCCCM2013C)

5.1.4 Road Closures

The Contractor is responsible for all road closures where the Contractor considers that the closure of a road or part of a road is required to ensure a safe work site for both the public and Contractors.

The Contractor shall inform the Supervisor of when the road closures are to take place. The Supervisor is to approve all proposed road closures.

The Contractor must ensure they are:

• Complying with all temporary road blockage or closure signage requirements under the relevant regulations, including giving adequate advance notice to all emergency services concerned of any such planned temporary road blockages or closures.

• Using only standard traffic signs in good condition.

• Providing properly trained traffic controllers to direct traffic.

• Ensuring that signage and traffic control devices are accordance with AS1742.3:2002 – Manual of uniform traffic control devices – Traffic control devices for works on roads.

5.1.5 Hours of Operation

Services under this Contract shall be carried out between the hours of 7.00 am and 6.00 pm, Monday to Friday except public holidays (Normal Operating Hours) unless involving Emergency Services. Prior approval will be required from the Supervisor for working outside Normal
Operating Hours. Approval can be sought for working between the hours of 9.00 am and 6.00 pm on weekends and public holiday except Christmas Day and Good Friday,

In a residential area, the use of any motorised equipment shall be as per section 48A (5) of the Environment Protection Act 1970. Motorised equipment shall be not be used before 7.00 am and after 8.00 pm Monday to Friday, and not before 9.00 am and after 8.00 pm on weekends and public holidays.

5.1.6 Contact with the Public

When members of the public inquire about the works, the Contractor shall attempt to answer their query in a polite and positive manner. If the Contractor cannot provide sufficient information or the person is inquiring about extra works, then the Contractor shall refer them to the Supervisor.

The Contractor's staff must be sensitive to the fact that the multicultural diversity within the Municipal District may create some language and understanding difficulties.

The Contractor’s staff must carry means of identification and maintain a clean and presentable appearance.

5.2 Services: Street Tree Pruning & Maintenance including Reactive Works

The City wishes to engage a specialised contractor(s) to provide a scheduled Street Tree Pruning and Maintenance Service which would include unscheduled tree works (Reactive) as described in general terms in the following section.

The Street Tree Pruning and Maintenance Service involves two (2) separate programs:

a. Street Tree Pruning and Maintenance – Scheduled pruning of Designated Streets, excluding trees within the Specialised Pruning Program. Involves scheduled pruning of City street trees to maintain Electric Line Clearances (according to The City’s Electric Line Clearance Management Plan), sight and infrastructure clearances, crown maintenance and dead tree removal. And unscheduled tree works (Reactive), within the Designated Streets, usually arising from community requests or following storm events. Includes tree and stump removal. Locations are defined in Map 1.

b. Street Tree Pruning and Maintenance – Scheduled pruning of Non-Designated Streets, excluding trees within the Specialised Pruning Program. Involves scheduled pruning of City street trees to maintain Electric Line Clearances (according to The City’s Electric Line Clearance Management Plan), sight and infrastructure clearances, crown maintenance and dead tree removal. And unscheduled tree works (Reactive), within Non-Designated Streets, usually arising from community requests or following storm events. Includes tree and stump removal. Locations are defined in Map 2.
5.2.1 Designated Streets

The City of Stonnington has identified a number of streets containing trees that require a more intensive approach to achieving compliance with the Electricity Safety (Electric Line Clearance) Regulations 2010 (The City is negotiating with Energy Safe Victoria for an exemption to these Regulations and is currently pruning to the established clearances for structural branches). These streets are detailed in Map 1.

The Designated Streets are located across the City and are primarily, although not exclusively arterial roads with uniform Plane Tree avenues. To minimise disruption to traffic and excessive volumes of vegetative material, pruning of large deciduous trees should if possible be undertake during dormancy.

The Designated streets will be divided into tree maintenance zones. The Contractor, in consultation with the Supervisor, will develop an appropriate pruning and maintenance program for all trees in the Designated Streets which meets the needs for this service. The Supervisor must authorise this pruning and maintenance cycle program prior to the commencement of the contract.

Any proposed changes to the pruning programs must be authorised by the Supervisor.

Trees within the Designated Streets must comply with the Pruning and Maintenance Specifications for All Trees as detailed in Table 1.

The Contractor must account for regrowth of the trees to ensure that trees remain within specified clearance requirements between the scheduled cycles.

Topiary trees and young trees within the Specialised Pruning program are not included in the Designated Streets Tree Pruning and Maintenance Service. However, as young trees come off the Specialised Pruning program they will need to be included into this service. Details of these trees will be provided to the Contractor at the start of each financial year.

In addition to the Designated Streets pruning and maintenance program the Contactor will also be required to undertake unscheduled tree works (Reactive). Reactive works typically arise from community requests or following storm events and can include tree and stump removal. Reactive works are provided to the Contractor via the City’s Customer Request Management System (CRMS) and through direct contact with the Supervisor. Reactive Works are governed by a service standard that requires the Works to be completed within a specified time frame. The specified time frames are listed in Table 2.

All pruning and maintenance and reactive works undertaken in Designated Streets are to be entered into the Tree Management System and provided in a monthly report.
Map1: Designated Streets
5.2.2 Non-Designated Streets

Non-designated streets include all other streets across the City, and require a less intensive approach to achieving compliance with the Electricity Safety (Electric Line Clearance) Regulations 2010 (The City is negotiating with Energy Safe Victoria for an exemption to these Regulations and is currently pruning to the established clearances for structural branches). These streets are detailed in Map 2.

The Non-designated streets will be divided into 48 tree maintenance zones. The Contractor, in consultation with the Supervisor, will develop an appropriate pruning and maintenance program for all trees in the Non-Designated Streets which meets the needs for this service. The Supervisor must authorise this pruning and maintenance cycle program at the commencement of the contract.

Any proposed changes to the pruning programs must be authorised by the Supervisor.

Trees within the Non-Designated Streets must comply with the Pruning and Maintenance Specifications for All Trees as detailed in Table 1.

The Contractor must account for regrowth of the trees to ensure that trees remain within specified clearance requirements between the scheduled cycles.

Topiary trees and young trees within the Specialised Pruning program are not included in the Non-Designated Streets Tree Pruning and Maintenance Service. However, as young trees come off the Specialised Pruning program they will need to be included into this service. Details of these trees will be provided to the Contractor at the start of each financial year by the Supervisor.

In addition to the Non-Designated Streets pruning and maintenance program the Contractor will also be required to undertake unscheduled tree works (Reactive). Reactive works typically arise from community requests or following storm events and can include tree and stump removal. Reactive works are provided to the Contractor via the City’s Customer Request Management System (CRMS) and through direct contact with the Supervisor. Reactive Works are governed by a service standard that requires the Works to be completed within a specified time frame. The specified time frames are listed in Table 2.

All pruning and maintenance and Reactive works undertaken in Non-Designated Streets are to be entered into the Tree Management System and provided in a monthly report.
Map 2: Non-Designated Streets
5.2.3 Process

Scheduled Tree Works – Designated and Non-Designated Streets

The Contractor will be responsible for inspecting and determining the works required within each maintenance zone and will generate a schedule of works required based on achieving compliance with the Pruning and Maintenance Specifications as detailed in Table 1.

Pruning objectives include compliance with the following:

- Electricity Safety (Electric Line Clearance) Regulations 2010 – please note The City is negotiating with Energy Safe Victoria for an exemption to these Regulations and is currently pruning to the established clearances for structural branches.

These works will then be undertaken by the Contractor in accordance with all relevant Regulations and Standards. These include but are not limited to:

- AS 4373-2007 Pruning of amenity trees.

The Contractor will then self audit each work zone when works are completed and once satisfied that the zones are compliant advise the Supervisor in the monthly contact meeting.

The Supervisor will inspect each street within the maintenance zone to ensure that works are compliant and meet the required standards. Non-compliant trees will be provided to the Contractor in a report no more than 8 weeks after they have notified the Supervisor of the completion of the work zone.

Non-compliant trees must be addressed within 4 weeks and the costs to undertake additional pruning on non-compliant trees is to be borne by the Contractor.

If the clearance space of an individual tree or group of trees is unable to be maintained within the programmed cycle, non-complying groups or individual trees may require additional pruning with these costs to be borne by the Contractor.

Trees located on private, State and Federal land are not included within the Street Tree Pruning and Maintenance Service.
Unscheduled (Reactive) Tree Works – Designated and Non-Designated Streets

In addition to the Street Tree Pruning and Maintenance program the Contractor will also be required to undertake unscheduled tree works (Reactive). Reactive works typically arise from community requests or following storm events and can include tree and stump removal.

Reactive works are provided to the Contractor via the City’s Customer Request Management System (CRMS) currently Lotus notes and through direct contact with the Supervisor.

The Contractor must provide hardware and software that will enable direct interface with Lotus Notes. The Contractor is responsible for managing works with the program and is also responsible for closing resident requests and providing feedback to the City via the request system.

The Contractor will be responsible for:

- Opening the requests in CRMS or email, when sent by the Supervisor directly, within 24 hours of receiving them.
- Undertaking the requested works within the specified time frame listed in Table 2 and in accordance with the Pruning and Maintenance Specifications as detailed in Table 1.
- Entering the tree works in the Tree Management System once completed.
- Closing the request in CRMS within 24 hours of completing the tree works or emailing the Supervisor when the works were requested through direct contact.

These works will then be undertaken by the Contractor in accordance with all relevant Regulations and Standards. These include but are not limited to:

- AS 4373-2007 Pruning of amenity trees.
### Table 1 – Pruning and Maintenance Specifications

<table>
<thead>
<tr>
<th>Works Type</th>
<th>Target Trees</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electric Lines Clearance Pruning</td>
<td>All Trees under and/or adjacent to:</td>
<td>• Meet the clearance requirements as defined in the Electricity Safety (Electric Line Clearance) Regulations 2010 for foliage and branches, less than 100mm in diameter.</td>
</tr>
<tr>
<td></td>
<td>• Transmission line High voltage conductors</td>
<td>• For structural branches greater than 100mm, prune to the established spacing and refer locations to the Supervisor for investigation into possible engineering solutions.</td>
</tr>
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<td></td>
<td>• Low voltage conductors</td>
<td>• The Contractor must account for regrowth of the trees to ensure that trees remain within specified clearance requirements between the scheduled cycles. Proposed changes to the cyclic pruning program must be authorised by the Supervisor prior to Works commencing.</td>
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<tr>
<td></td>
<td>• Aerial Bundled Cable Transformers</td>
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<td></td>
<td>• Power poles</td>
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<td></td>
<td>• Tram lines</td>
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<td></td>
<td>• Service wires (excl. insulated cables)</td>
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<tr>
<td></td>
<td>• Communication cables</td>
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<tr>
<td>Crown Clean</td>
<td>All Trees</td>
<td>Removal of the following material:</td>
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<tr>
<td></td>
<td></td>
<td>• All deadwood and/or dying branches of greater than 25 mm diameter</td>
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<td></td>
<td></td>
<td>• All broken, hanging, damaged or cracked branches.</td>
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<td></td>
<td></td>
<td>• Crossing limbs less than 100 mm in diameter.</td>
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<td></td>
<td></td>
<td>• Branch stubs of greater than 25 mm diameter</td>
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<tr>
<td></td>
<td></td>
<td>• Diseased tissue, mistletoe or parasites</td>
</tr>
<tr>
<td>Works Type</td>
<td>Target Trees</td>
<td>Specifications</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Crown Lifting</td>
<td>All Trees</td>
<td>Pruning of street trees to achieve the above ground level height clearances listed below:</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note that the clearance requirements are indicative and structural branches must not be removed to achieve these clearances without the Supervisors permission.</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>At Footpaths</td>
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<td></td>
<td></td>
<td>At Nature strips</td>
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<td>At Driveways</td>
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<td>At Roadways</td>
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<td>At Roadways</td>
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<tr>
<td></td>
<td></td>
<td>At Traffic Lights</td>
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<td>Street Names</td>
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<tr>
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<td></td>
<td>Vehicles</td>
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<td></td>
<td>approaching an intersection (including driveways) must be visible to pedestrians and other vehicles from these distances</td>
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<td></td>
<td>Road signage &amp; traffic control devices</td>
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<td></td>
<td>Street lights</td>
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<tr>
<td>Works Type</td>
<td>Target Trees</td>
<td>Specifications</td>
</tr>
<tr>
<td>----------------------------------</td>
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<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
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</tbody>
</table>
| Property Clearance Pruning       | All Trees overhanging property lines | • Branches overhanging private property pruned to a minimum height of 3 metres at the property line. Branches/Foliage in contact with buildings shall where possible, be pruned to achieve a 3 metre clearance.  
• Customer requests for additional property clearance carried out in accordance with Supervisor’s authorisation. |
| Remedial (Restorative) Pruning   | Nominated trees      | • Undertaken on trees that have lost their natural form and structure through storm damage, inappropriate pruning practices, mechanical damage, dieback or otherwise damaged. |
| Crown Thinning                   | Nominated trees      | • Reduces crown density and can involve the improvement of congested branch architecture                                                      |
| Crown Reduction                  | Nominated trees      | • Reduces crown height and/or crown spread by reducing the length of a branch with a final cut at a branch union inside the crown.  
• The retained branch should be >1/3 the diameter of the removed branch. |
| Fallen and Hanging Branches      | Nominated trees      | • Removal of fallen, hanging and damaged branch tissue from a tree including branch stubs, split or unstable material.  
• Also removal of foreign objects and materials from tree canopies. |
| Removal of Dead Trees            | Nominated trees      | • Removal of all dead street trees up to 200 mm trunk diameter at 1.4 metres from ground level. Includes removal of stumps.                        |
| Pest and Disease Management      | Nominated trees      | • The removal of mistletoe.  
• The monitor and report to the Supervisor on any trees affected by pests and diseases that may require some form of control. The pests and diseases include but are not limited to Elm Leaf Beetle, Dutch Elm Disease, Cherry Slug, Anthracnose, Gum Leaf Skeletonizer, Myrtle Rust and Sycamore Lacewing. Identified bee and wasp nests are to be referred to the Supervisor. |
Table 2 – Specified time frames for Reactive tree works

<table>
<thead>
<tr>
<th>CRMS Works Description</th>
<th>Time Frame*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection of Fallen Branches</td>
<td>2 days</td>
</tr>
<tr>
<td>Damaged Council Trees</td>
<td>7 days</td>
</tr>
<tr>
<td>Dangerous Tree</td>
<td>1 day</td>
</tr>
<tr>
<td>Dead Trees Removal</td>
<td>28 days</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>21 days</td>
</tr>
<tr>
<td>Over Hanging Branches – Council Trees Obstructing Footpath and Roads</td>
<td>28 days</td>
</tr>
<tr>
<td>Pests and Disease in Council Tree</td>
<td>28 days</td>
</tr>
<tr>
<td>Removals</td>
<td>49 days</td>
</tr>
<tr>
<td>Tree Pruning – Council Tree Overhanging Into Private Property</td>
<td>21 days</td>
</tr>
<tr>
<td>Tree Pruning – General</td>
<td>21 days</td>
</tr>
<tr>
<td>Tree Stump Removal</td>
<td>14 days</td>
</tr>
<tr>
<td>Trees Obscuring Traffic Light, Street Lights, Traffic Signs, etc.</td>
<td>14 days</td>
</tr>
<tr>
<td>Wire Clearance Pruning – Street Power lines and Property Service Wire</td>
<td>21 days</td>
</tr>
</tbody>
</table>

*The City reserves the right to amend these timeframes.
5.2.4 Service Standards

The Contractor will ensure that all Street Tree Pruning and Maintenance works, both scheduled and unscheduled, have due regard to the pruning objectives as well as each tree’s age, shape, size, character, condition and situation. All pruning will be performed in a manner to meet the functional requirements of the objectives whilst maintaining a well-balanced tree that is aesthetically pleasing that contributes to the streetscape.

General

The Contractor:

- Shall ensure that all Street Tree Pruning and Maintenance works both scheduled and unscheduled are performed by a person with appropriate horticultural or arboricultural training and/or experience.
- Shall, where Arboricultural or Australian standards exist, implement those industry standards.
- Will recognise that the Supervisor may direct the suspension of work at any time where, in the opinion of the Supervisor, that work creates a hazard or nuisance to the public, personnel working on the site, or property owners in the vicinity of the work and the City will not be liable for any costs resulting from suspension of the works.
- Will ensure that no spillage or discharge of oil, fuel or any other pollutant occurs during servicing, fuelling or works operations.
- Will keep all drains unobstructed and free from litter and debris.
- Will take all necessary measures to leave the work site in a clean, tidy and safe condition for pedestrians and road users. All paved areas, kerb and channel, roads and footpaths must be cleaned so as to leave the site in an original or better condition.
- Will enter each Street Tree Pruning and Maintenance event, including tree removal, in the Tree Maintenance System.
- Will provide the Supervisor in a monthly report detailing all Street Tree Pruning and Maintenance works both scheduled and unscheduled undertaken in that month.
Tree Pruning and Maintenance

The Contractor:

- Must not remove any more than 25% of a tree’s canopy or healthy branches of greater diameter than 100 mm without the approval of the Supervisor.
- Will remove all dead wood greater than 25mm in diameter.
- Will not remove live branches less than 40 mm in diameter unless to meet a specific clearance or other functional or aesthetic requirement. This means leaving epicormic growth or smaller branches to provide greater canopy coverage where possible.
- Will maintain a live crown ratio (LCR) of 60% if possible when pruning is completed, i.e. no more than the lower 40% of the tree shall be clear of branches (for maturing trees). See the Crown Lifting requirements in Table 1 for clearance heights.
- Will ensure that pruning devices are kept sharp, clean and hygienic while equipment such as hooks, spurs or spikes that will wound the bark and conductive tissues shall not be used on any tree that is to be retained. Exceptions will include the necessity to perform an aerial rescue of an injured worker.

To ensure that pruning is appropriate for the species and tree/site conditions, it is important to have a clear understanding of the specific needs of the tree and the objectives for pruning.

Only suitably qualified and experienced arborists are to undertake pruning on the City’s trees.

5.2.5 Service Standards for Pruning Trees near Electric Lines

Trees located on City managed land and growing in the vicinity of electric lines must be managed in accordance with the Pruning and Maintenance Specifications for All Trees as detailed in Table 1. The City is negotiating with Energy Safe Victoria for an exemption to these Regulations and is currently pruning to the established clearances for structural branches.

Contractors performing tree pruning and maintenance works around electric lines will comply with the following regulations and standards:

- Code of Practice on Electrical Safety for Work on or Near High Voltage Electrical Apparatus (the Blue Book 2012).

In addition to the above, the Contractor undertaking the tree works will hold the following qualifications as a minimum:
The Contractor will require the following additional qualifications where climbing is required to undertake pruning and removal works around electric lines:

- National Course Code AHCARB204A: Undertake standard climbing techniques (Previously RTF 2027A)
- National Course Code AHCARB306A: Undertake aerial rescue (Previously RTF 3702A)

The Contractor shall:

- Ensure that only qualified Live Linesmen prune branches growing within the specified clearances from high voltage power lines.
- With the Supervisors consent arrange with United Energy or CitiPower (or appropriate power company) for an electrical shutdown or the power company to arrange pruning when branches are touching high voltage conductors or other such hazards as may create an unsafe situation.
- Be responsible for any and all costs associated with a power shutdown or the hire of Live Linesmen.
- Be familiar with SP AusNet’s A Guide to Living with transmission Line Easements 2012 document and will undertake any remedial pruning activities required to ensure that The City’s trees comply with that Policy.
- Pay for any costs associated with power shutdowns or suppressions.
5.2.6 Service Standards for Pruning Trees not near Electric Lines

Trees not located underneath electric lines are to be maintained in accordance with the Pruning and Maintenance Specifications for All Trees as detailed in Table 1.

Pruning work shall be undertaken with due regard for the species, age, form, size, condition and position of each tree. The distribution of foliage, amount to be removed and wound size should also be considered. Any pruning operation known to be detrimental to long-term tree health is not appropriate.

The Contractor undertaking the tree works will hold the following qualifications as a minimum:

- National Course Code AHC30810: Certificate III in Horticulture (Arboriculture) (Previously RTF30203) or suitable experience and in the process of obtaining qualifications
- National Course Code AHCMOM304A: Operate Machinery and Equipment (previously RTC2307)
- National Course Code AHCARB205A: Operate and maintain chainsaws (previously RTC2304A)
- National Course Code TILILC2005A: Licence to operate a boom-type elevating work platform (boom length 11 meters or more) (previously TILILC508A) or Victorian Course Code NUE260: Electrical Systems Identification & Powerline Clearance Distances
- National Course Code HLTFA211A: Provide basic emergency life support (previously Level 1 First Aid) with all crews having at least one staff member with National Course Code HLTFA311A: Apply first aid (Previously Level 2 Workplace First Aid)

The Contractor will require the following additional qualifications where climbing is required to undertake pruning and removal works around electric lines:

- National Course Code AHCARB204A: Undertake standard climbing techniques (Previously RTF 2027A)
- National Course Code AHCARB306A: Undertake aerial rescue (Previously RTF 3702A)

5.2.7 Service Standards for Tree Removal

During the Tree Pruning and Maintenance program the Contractor will remove all dead street trees up to 200 mm trunk diameter at 1.4 metres from ground level. Tree removal includes the removal of the stump.

Dead trees larger than 200 mm trunk diameter measured at 1.4 m up from ground level are to be reported to the Supervisor.
Except in the cases detailed in Clause 5.2.9 Service Standard for Emergency Tree Removals, removal of dead trees larger than 200 mm trunk diameter measured at 1.4 m must be approved by the Supervisor. Affected residents will be notified in writing at least 2 weeks prior to the tree removal by the Supervisor.

The Contractor will remove and dispose of all tree components (trunk, branches, and leaves).

Once the tree has been removed, stumps must be highlighted with two (2) hardwood stakes looped with hazard tape or a witch’s hat nailed to stump.

The Contractor will enter the tree removal details into the Tree Management System database.

### 5.2.8 Service Standards for Stump Removal

The Contractor must check the details and location of all underground Authority services (See Clause 5.1.1) prior to tree/stump removal and must pay for any costs associated with any damage to Authority services.

All tree stumps must be ground out 14 days after tree removal or stump identification unless otherwise approved by the Supervisor.

Stumps must be ground to a minimum depth of 400 mm ensuring that all woody roots >100mm in diameter are ground out completely so as to allow for re-levelling of soil.

Grindings must be removed from the site and the hole backfilled with a clean sandy loam, lightly compacted in layers. The Contractor will be responsible for rectify any subsidence that occurs as a result of insufficient compaction.

The final level must be the same as the surrounding soil and in circumstances where excessive quantities of earthworks are required to level the site an agreement must be sought from the Supervisor to achieve an appropriate outcome.

The disturbed surfaces in and around the stump hole must be seeded with an appropriate grass seed mix, so as to create a uniform sward of grass. This is required when stumps are located in garden beds or borders.

The site must be completely reinstated and left in a clean and safe condition.

Any damage caused to private property, City property, or Authority services must be reported to the Supervisor within 24 hours.

### 5.2.9 Service Standards for Emergency Tree Removals

The Contractor, without prior authorisation from the Supervisor, shall immediately remove trees that have been identified as posing immediate risk of damage to property or personal safety (i.e. as a result of storm or vehicle damage, decay or severe weakness). As the Contractor prepares to undertake this emergency action, the Contractor will make every effort to contact...
the Supervisor. The Contractor shall ensure that the surrounding area is safe/secure and if appropriate continually monitor the area while preparing for the tree removal.

Where possible, photographs shall be taken of a tree before it is removed as documentary evidence of the danger and a tree report prepared for the Supervisor.

5.2.10 Service Standards for Emergency Services

The Contractor shall provide staff and relevant equipment (including hazard signs, barricades, fencing, lights, sand bags etc.), to respond to emergency situations pertaining to the assets within the scope of this Contract, day or night, 24 hours a day, 52 weeks per year. The Contractor shall immediately arrange the necessary staff, plant, signage or other materials to contain the emergency, make safe the area, undertake temporary repairs and minimise further risk. The Contractor must be on the site and equipped to deal with the emergency within 30 minutes of being notified of the emergency.

The Contractor will record the details of the request and action taken and such records shall be made available to the Supervisor for inspection upon request.

The Contractor must provide a minimum of one staff member at all times to respond to after hours service requests. However, the number of staff and the relevant skills required by such staff shall be anticipated by the Contractor to ensure compliant response to call-outs (especially where emergency events can be reasonably foreseen).

The Emergency Call-out service shall afford proper attention to all cleaning and maintenance demands resulting from emergencies both during normal work hours, and after hours, including storm damage, stormwater flooding, accident, vandalism, and theft. The Contractor shall ascertain the nature of the Emergency and treat the circumstances to make the site or the situation safe until full repairs or reinstatement can occur.

While on after hours Emergency Call-out stand-by, the Contractor must be able to be contacted immediately by mobile phone or pager via the central communication system employed by the City. After hours Emergency Call-out stand-by must cover all hours outside the normal hours that will generally be from 4:00 pm to 7:00 am.

The Contractor must be available and have a contact number for all emergency work on a 24-hour basis, 7 days per week. The Contractor’s contact number will be made available to the Supervisor and the Contractor will liaise and work with such groups as required meeting all emergency services relating to open space services.

The Contractor must liaise with and co-operate with other Emergency Service Organisations including the Victoria Police, the Metropolitan Fire Brigade and the State Emergency Service.
### Table 3: Activity Table – Street Tree Pruning and Maintenance Services

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>WORKLOAD</th>
<th>PERFORMANCE CRITERIA / MEASURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Tree Pruning and Maintenance including scheduled and unscheduled (Reactive) works</td>
<td>Approximately 6000 trees located in Designated Streets requiring scheduled works. Approximately 21 000 trees located in Non-Designated Streets requiring scheduled works. Approximately 3,000 trees requiring unscheduled (Reactive) works across both Designated and Non-Designated Streets arising from CRMS requests or direct requests from the Supervisor.</td>
<td>• Compliance with Clause 5.2 and associated Sub-Clauses of the Specification. • Works completed within the agreed timeframe. • Compliance with OH&amp;S requirements.</td>
</tr>
</tbody>
</table>
# APPENDIX 1

## CERTIFICATE OF PRACTICAL COMPLETION

**Contract: 2014/012 – STREET TREE PRUNING AND MAINTENANCE SERVICES**

<table>
<thead>
<tr>
<th>KPI</th>
<th>Measure</th>
<th>Complete Yes / No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Condition of Trees</td>
<td>Audit accords with specified Key Performance Indicators</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Works Requests Completed On Time</td>
<td></td>
</tr>
<tr>
<td>2. Budget</td>
<td>Invoice in accordance with Contract Price</td>
<td></td>
</tr>
<tr>
<td>3. Scheduling</td>
<td>Actual work carried out to agreed schedules</td>
<td></td>
</tr>
<tr>
<td>4. Reporting</td>
<td>Reports delivered on time and to required standards</td>
<td></td>
</tr>
<tr>
<td>5. Community Satisfaction</td>
<td>Complaints &amp; Requests resolved within specified</td>
<td></td>
</tr>
<tr>
<td>6. Risk Management</td>
<td>Incident and OH &amp; S Management Processes in place</td>
<td></td>
</tr>
<tr>
<td>6. Contract Deliverables</td>
<td>All delivered and to required standard and in accord with the Tender documents</td>
<td></td>
</tr>
</tbody>
</table>

I, Mark Phillips (*Contract Supervisor*), certify that all of the required work has been completed under the contract and that required information and reports have been provided. I am satisfied that _______________________________ (*Contractor*) has properly performed all of its obligations under this contract.

I, Mark Phillips (*Contract Supervisor*) am not satisfied that _______________________________ (*Contractor*) has fulfilled their obligations under this contract for the reasons specified below.

**Basis for issue/non issue of Certificate of Practical Completion:**

_________________________  ___________________________  _____________________________

Contract Supervisor:  Signature:  Date:
Street Tree Pruning and Maintenance Services, Part B – Non Designated Streets

Specification

Contract Number: T17018
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1. PRELUDE

The City of Stonnington is tendering for Street Tree Pruning and Maintenance Service- Part B Non Designated Streets (Contract No. T17018). The contract will have a single term of three years and 6 months (3.5 years) beginning in January 2017.

The City wishes to engage a specialised contractor to provide a programmed street tree pruning and maintenance service and unscheduled tree works (Reactive) in Non Designated streets.

The Street Tree Pruning and Maintenance Service is broken into two parts: Part A (Designated Streets) and Part B (Non Designated Streets). Designated Streets are typified by avenues of large deciduous trees growing in close proximity to high voltage electric lines or tram lines and generally located on arterial roads. All other streets are Non Designated Streets. Locations of Non Designated Streets are defined in Map 1.

This contract is for Part B – Non Designated Streets. It is primarily, but not only, for the pruning and maintenance of street trees in residential streets and streets with Low Voltage Powerlines. It should be noted that there is also some pruning and maintenance of street trees in arterial roads and the pruning and maintenance of street trees in locations with High Voltage Powerlines and Tramways lines included in this contract.

Street Tree Pruning and Maintenance Service, Part B Non Designated Streets involves the scheduled (Programmed) pruning and maintenance and unscheduled (Reactive) pruning and maintenance of Council street trees in Non Designated Streets. It excludes trees included in the Specialised Pruning Program contract (topiary trees and newly planted trees on a maintenance contract).

Scheduled pruning and maintenance aims to:

- Maintain Electric Line Clearances (according to Council’s Electric Line Clearance Management Plan)
- Reduce tree related risk through crown maintenance pruning and dead tree removal
- Maintain sight and infrastructure clearances

Unscheduled (Reactive) tree works predominately arise from community requests or follow storm events. Requests include fallen branch and tree pick-up, tree and stump removal and property clearance pruning.

In developing this tender document The City has made a genuine attempt to accurately determine its tree stock. The inventory lists and quantities in the payment schedule and attachments are based on this information, however, the onus is on the Tenderers to determine and verify the full extent of the works to be undertaken.
2. INTRODUCTION

2.1 General

The City of Stonnington covers an area of approximately 26 square kilometres running east to west from Punt Road to Warrigal Road and from north to south between the Yarra River and Gardiner’s Creek to Dandenong Road. The City has an economically and culturally diverse population of 107,941 (as of 2015) across the suburbs of Prahran, Windsor, South Yarra, Toorak, Armadale, Malvern, Malvern East, Glen Iris and Kooyong.

The streets of Stonnington are dominated by deciduous species with a high proportion of mature trees in avenue plantings.

The majority of Stonnington residents have greatly appreciate having uniform, healthy and well maintained streetscapes and readily become involved in street tree related issues.

Trees managed by the City of Stonnington must be maintained in a safe, healthy and aesthetically appealing condition.

2.2 List of Quantities

The City of Stonnington’s Tree Management System (TMS) indicates there are approximately 55,500 trees located throughout the municipality of which approximately:

- 23,500 are located in open spaces.
- 32,000 are located in streets.
  - 14,000 are located in street under electric lines.
  - 18,000 are located in streets not under electric lines.
2.3 Stonnington Best Value

Best Value Legislation

In December 1999, the State Government introduced the Best Value (Principles) Act 1999 ('Best Value Legislation').

The six Best Value principles contained in the Best Value Legislation require:

- Best quality and value for money;
- Responsiveness to community needs;
- Accessibility of services to those who need them;
- Continuous improvement;
- Community consultation on all services and activities; and
- Regular community reporting on Council’s achievements.

The Stonnington Best Value Model

To comply with Best Value Legislation, Council has developed The Stonnington Best Value Model to monitor and evaluate each service. The Contractor will:

- Fully inform itself with respect to the Best Value Legislation and the Stonnington Best Value Model.
- Support Council to comply with the requirements of the Best Value Legislation and the Stonnington Best Value Model with respect to the Services.
3. DEFINITIONS

In this Specification, unless inconsistent with the context or otherwise defined below, terms have the meaning as defined in the General Conditions forming part of the Contract Documents:

**Arborist** means – the person who possesses the technical competence gained through experience and related training (training to AQF Level 3 arboriculture) to provide for or supervise the management of trees and other woody plants in residential, commercial and public landscapes.

**AS 4373-2007** means - the Australian Standard AS 4373-2007 Pruning of amenity trees

**AS 4970-2009** means - the Australian Standard AS 4970-2009 Protection of trees on development sites

**Branch Bark Ridge** means – the raised or furrowed bark in the branch union that marks where the branch wood and trunk wood meet. It is formed by compaction or expansion as the girth of the branch and trunk increase.

**Branch Collar** means - the trunk tissue that forms a swelling around the base of a branch between the main stem and the branch.

**City** means – the municipality of the City of Stonnington as bound by Punt Road to the west and Warrigal Road to the east, the Yarra River and Gardiner's Creek to the north and Dandenong Road to the south.

**Clearance** means – the distance between a tree crown and a fixed, adjacent object including the ground, a building, streetlights or electric wires.

**Co-dominant Stem (branch)** means – a stem (or branch) growing at about the same rate, with a similar diameter as another stem (or branch) originating at the same union and lacking normal branch attachment.

**Contractor** means - the person/organisation engaged to undertake tree works.

**Consultant Arborist** means - the person who possesses the technical competence gained through experience and related training (AQF Level 5 arboriculture) to provide advice on the management of trees and other woody plants in residential, commercial and public landscapes.

**City Assets** means - any item the City owns, leases or controls within streets, parks, reserves and all other property (including trees).

**CRMS** means - Customer Request Management System that is used to record all customer requests.

**Crown** means – the portion of the tree consisting of branches and foliage and any part of the trunk from which branches arise.
Crown Clean (previously Sanitation Pruning) means - the removal of dead, broken, rubbing or diseased tissue, branch stubs, hanging branches and foreign objects from the crown.

Crown Lifting means – the removal of lower branches to provide long-term, vertical clearance for vehicles, pedestrians and sight lines.

Crown Thinning means – the removal of selected branches without modifying the size of a tree.

Customer Service means - the courteous, conscientious, capable and timely provision of services to all customers.

Customer Request means – the general or specific comment, inquiry, request or complaint regarding service provision or asset management.

Cyclic Tree Maintenance Program means - the scheduled pruning program for all trees located in Open Spaces including parks, reserves, gardens, playgrounds, squares, City owned properties, car parks, the golf course and other areas for which the City is responsible. Excludes street trees.

DBH means Diameter at Breast Height, it is a measure of the diameter of a tree at 1.4 m above the ground

Debris means - all timber, limbs, branches, twigs, leaves, sawdust and woodchips, tree roots and soil etc. generated as a result of tree works.

Designated Streets means – streets containing trees that require pruning as per the Street Tree Pruning and Maintenance program part a. Designated Streets are typified by avenues of large deciduous trees growing in close proximity to high and low voltage (HV and LV) power lines and/or tram lines. Designated Streets are defined in Map 2 of the Street Tree Pruning and Maintenance specification and exclude trees within the Specialised Pruning program.

Emergency means - any incident, situation or circumstance, which has caused, or if not attended to has the potential to cause injury, damage, nuisance or compromise public safety.

Emergency Services (Emergency Response Service) means - any request or need to perform urgent work both inside and outside of Normal Operating Hours, to rectify a situation, which has caused, or (if not attended to) has the potential to cause injury, damage nuisance or compromise public safety.

Formative Pruning means – pruning method generally performed on young and establishing trees that influences the orientation and spacing of branches to enhance form and improve structure, or directionally shape trees.

GIS means - Geographical Information System

Hanging Branches means – any unattached, cut or broken branches that are caught in the crown.
**Hazardous Materials** means - any liquid, chemical or agent that may cause harm, damage, detriment or destruction to humans, plants, animals and/or property including endangering the integrity of soil strata, waterways and the organisms contained within, as well as City and private assets.

**Live Crown Ratio (LCR)** means - the height of the living crown over total height of the tree. Live crown ratio should be at least 60% when pruning is completed, i.e. no more than the lower 40% of the tree shall be clear of branches (for maturing trees).

**Local Law** means – the City's Local Law 2008 (No. 1) made pursuant to the Local Government Act 1989.

**Maintenance Zone** means - specified zones that generally reflect road configuration, land-use and neighbourhood characteristics, as well as tree species composition.

**Native** means - any plant that is found growing naturally anywhere within Australia.

**Natural Target Pruning** means – the removal of branches, stems and stubs such that the final cuts are achieved according to the principles of branch attachment and compartmentalisation. Typically uses 3 cuts: top cut, under cut, final cut.

**Non Designated Streets** means – streets containing trees that require pruning as per the Street Tree Pruning and Maintenance program part b. Non Designated streets are all other streets that are not Designated Streets. Non Designated Streets are divided into 48 Maintenance Zones and are defined in Map 1 of the Street Tree Pruning and Maintenance specification. Non Designated Streets may contain high and low voltage power lines and tram lines and exclude trees within the Specialised Pruning program.

**Open Space** means - any parks, reserves, gardens, playgrounds, squares, City owned properties, car parks, the golf course and other outdoor areas for which the City is responsible.

**Parks and Reserves** means - the areas made up of parks, playgrounds, gardens, squares, reserves, medians, verges, roundabouts and other areas for which the City is responsible.

**Pathogenic Organism** means - any organism (including insect, fungal and bacterial) that causes damage or disease.

**Public Realm** means – the external public spaces accessible to the public as well as those private spaces that contribute physically or visually to the public realm such as vegetation within private residences seen by those in public spaces.

**Reactive Tree Maintenance** means - unscheduled tree works, usually arising from community requests or following storm events, includes tree and stump removal.
Reduction Pruning means - the pruning of branch ends to lower internal lateral branches or stems with the aim to reduce the height and/or spread of the entire or section of the crown.

Reinstatement means - the act of returning turf or other objects back to optimal condition. This may include re-establishment of naturestrips.

Significant Tree/s means - trees listed by the City of Stonnington, identified by Heritage Victoria or those coming under the jurisdiction of the City of Stonnington Local Law 2008 (No.1).

Street Tree/s means - any tree growing or located within the streetscape including tree islands, naturestrips, roundabouts, street pavements, or partial street closures. It excludes those trees within open spaces.

Structural Branches means – elongated branches that form a permanent framework which supports the crown.

Structural Root Zone (SRZ) means - the zone at the base of the trunk that contains tree roots responsible for maintaining the structural stability of the tree as defined in AS4970. This is the minimum clearance distance from the centre of the tree’s trunk to preserve stability.

Supervisor means - a City arborist or nominated City Officer.

Tree/s means – Trees owned and managed by the City.

Tree Attribute Data means the attributes, such as tree age, DBH, tree species, health and structural condition collected for the Tree Management System

TMS means – Tree Management System (currently MS Access linked to MapInfo) which is a database used to record information relating to all trees owned and managed by the City. Information includes, but is not limited to, species, size, condition and maintenance activities.

Tree Support Systems means – engineered systems that may assist in redistributing mechanical stress to tree structure when pruning alone is insufficient. Tree support systems are used to provide supplemental support to leaders, individual limbs, and/or the whole plant.

Vegetation Management Plan means – a documentation that outlines how the City will maintain its tree population to achieve compliance with the Electricity Safety (Electric Line Clearance) Regulations 2010.

Works means – all services contained within this Contract Document.
4. **CONTRACTORS RESPONSIBILITIES**

The Contractor’s Responsibilities include:

- Performing the Services and related works detailed in this Specification in accordance with the requirements of the Contract Documents.
- Providing all labour, plant, equipment, depot, facilities, consumables and other resources of sufficient capacity, suitability and expertise to meet the requirements of the Contract.
- Undertaking community consultation process with respect to the City’s notification processes relating to the Services detailed in this Contract.
- Providing a high standard of Customer Service to both the City and the community.
- Ensuring that CRMS is managed within the expected timeframes at all times.
- Ensuring that all Contractors’ staff have relevant formal qualifications and licences, training and experience to undertake their responsibilities in a competent manner.
- Ensuring that all Sub-Contractors’ staff have relevant formal qualifications and licences, training and experience to undertake their responsibilities in a competent manner in accordance with all relevant legislation and Codes of Practice.
- Liaising and meeting with the City’s representatives, other Contractors, representatives of other organisations and members of the public in relation to the management and maintenance of trees.
- Ensuring that all goods used and Services performed in the Contract, not otherwise specified, are in accordance with best practice and all relevant Australian Standards and Codes of Practice.
- Ensuring that its activities and the activities of its staff and sub-Contractors do not bring the City into disrepute, but contribute to the enhancement of the City’s good reputation.
- Ensuring its vehicles, plant and equipment are maintained in good order and are clean and fit for purpose for which they are used.
- Ensuring that, in performing the Services, the City’s streetscapes are judiciously protected, maintained and enhanced to best reflect the needs and wishes of the community.
- Working closely with other Contractors to ensure that the Services are provided in accordance with the stated objectives.
- Developing/implementing continuous improvement strategies for the Services.
- Always acting in the best interests of the City.
4.1 Planning and Scheduling Services

4.1.1 Annual Operational Plan

The Contractor will, in conjunction with the Supervisor, by the 31st of January each year, submit an annual Service Management Plan detailing a Program of Services, for the next twelve months. The Service Management Plan will include an up-to-date Risk Management Plan and Occupational Health & Safety Manual.

The Service Management Plan will include:

- A detailed plan of the proposed service delivery for the next year and after the first year a review of the previous year’s Services undertaken;
- Details of the quality assurance program for the Contract and after the first year a review of the performance of the previous year’s quality assurance program;
- A staff register, detailing current staff; qualifications and licences, training undertaken and after the first year a review of the previous year’s staff performance;
- Details of any sub-contractors employed to assist in the provision of the service. To include details of the works that they will undertake, their Insurance details, Risk Management Plans and OH&S Management System;
- A detailed Risk Management Program providing evidence of ongoing and active risk management procedures & practices employed to manage public liability, occupational health & safety, maintenance of equipment, etc.

The Risk Management Plan will demonstrate the following:

- The adoption and implementation of a comprehensive risk management policy;
- A fully functioning risk register;
- A documented risk strategy;
- A system of risk assessments for the various operations performed by the Contractor in providing the service;
- A process of annual review of risk management performance.

The Occupational Health & Safety Manual will include:

- OH&S Policy
- OH&S Management System
- OH&S Planning, updating legislation requirements and promotion
- Implementation of OH&S responsibilities
• Specific OH&S Policies & Procedures
• Implementation of measurement & evaluation procedures & practices
• Third party accreditation
• Management Plan or Occupational Health & Safety Manual or System

4.2 Integration with Other City Services

This Contract is integrated with other contracts/agreements that together shall manage and maintain the City’s Public Realm. Contracts / agreements include:

• Street Tree Pruning and Maintenance Services, Part A – Designated Streets
• Specialised Pruning
• Open Space Tree Maintenance
• Tree Planting & Establishment
• Tree Root Maintenance
• Turf Maintenance and Mowing
• Horticultural & Infrastructure Maintenance
• Property & Asset Maintenance

Internal units that have an association with the City’s Tree Management include:

• Recreation Services
• Traffic Engineering
• Infrastructure Design
• Regulatory Services
• Statutory Town Planning
• Asset Management
• Waste Management
4.2.1 Other Tree Pruning and Maintenance Contracts

Tree pruning and maintenance contracts include:

<table>
<thead>
<tr>
<th>Contract Name and Description</th>
<th>Contract Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Tree Pruning and Maintenance Services, Part A - Designated Streets (Contract No. 2014/012)</td>
<td></td>
<td>Involves scheduled pruning of Council street trees to maintain Electric Line Clearances (according to Council's Electric Line Clearance Management Plan), sight and infrastructure clearances, crown maintenance and dead tree removal. This also includes unscheduled tree works (Reactive), within the Designated Streets, usually arising from community requests or following storm events. Excluding trees within the Specialised Pruning Program.</td>
</tr>
<tr>
<td>Specialised Pruning - (Contract No. 2014/013)</td>
<td></td>
<td>Scheduled formative pruning of specified trees and the regular shaping of topiary trees. the exact locations of topiary trees and trees requiring formative pruning are available upon request.</td>
</tr>
<tr>
<td>Open Space Pruning and Tree Maintenance - (Contract No. 2014/014)</td>
<td></td>
<td>Cyclic pruning of trees located within City managed facilities, such as Parks, Gardens and Reserves, Kindergartens, Community Centres, Aquatic centres, Depots and Offices.</td>
</tr>
<tr>
<td>Tree Planting and Establishment (Contract No. 2014/015)</td>
<td></td>
<td>Tree planting throughout streets and open space. Newly planted trees are on a two year maintenance cycle and are not included in Street Tree Pruning and Maintenance Services Part A or Part B</td>
</tr>
<tr>
<td>Tree Root Maintenance (Contract No. 2014/016)</td>
<td></td>
<td>Root pruning and tree root barrier installation</td>
</tr>
</tbody>
</table>

4.2.2 Capital Works Contracts

Capital Works in the Public Realm may be carried out by contractors or, agents of, or employees of, the City.
The Contractor will be provided with a program of intended capital works at the commencement
of each financial year and will be given appropriate notification by the Supervisor of capital works
being undertaken. The Contractor is required to cooperate to help ensure the successful
completion of the City’s Capital Works Program.

4.2.3 Works by Other Authorities

The Contractor may be required to support/cooperate with other Authorities who from time to
time may undertake works on the City’s Trees or in the vicinity of the City’s Trees.

4.3 Contractor’s Facilities, Plant and Equipment

4.3.1 Depot, Office and Storage Facilities

The Contractor shall be responsible for establishing and maintaining a Depot / Office at a location
within reasonable proximity to the City and of a standard that is acceptable to the Supervisor for
the duration of this Contract.

4.3.2 Vehicles, Plant and Equipment

The Contractor must provide, operate and maintain in good working condition and repair, the
vehicles, plant and equipment necessary to perform the Services and must display the City’s logo
and signage that identifies the Contractor as the deliverer of the Services on behalf of the City.

Plant and equipment shall be serviced and be in prime operational condition:

- Major plant including trucks and utilities, to be used in performing the Services shall
  be retained no longer than 10 years and will be no older than 5 years unless written
  approval is first obtained from the Supervisor. Proof of purchase date will be
  required at the commencement of the Contract unless written approval is first
  obtained from the Supervisor.

- Minor plant including chainsaws and blowers shall be retained no longer than 2
  years.

The Contractor must ensure all vehicles, plant and equipment used for the provision of the
Service:

- Do not cause undue noise, and pollution standards meet the requirements of the
  Environmental Protection Authority

- Are driven/used:
  - In accordance with the speed limits displayed;
o In accordance with the relevant Acts and legislation; and

- In such a way as not to put any users of the public realm in any danger.
- Are never overloaded by carrying or towing loads beyond legal capacity
- Are always operated with all guards and safety devices in place
- Have no other markings of an advertising or soliciting nature - unless these are first approved in writing by the Supervisor
- Are only used/operated in conjunction with documented hazard identification, risk assessment and risk control processes

The Contractor must promptly notify the Supervisor regarding any accidents or damage involving vehicles, plant and equipment used in providing the Services.

4.3.3 Equipment to Be Used

The Contractor must:

- Provide the Supervisor with a list of all equipment the Contractor intends to use at least 14 days prior to the commencement of Services
- Not commence the Services until the Supervisor has approved the use of this equipment
- Obtain the approval of the Supervisor prior to the use of any replacement equipment not already approved during the life of the Contract

4.4 Quality Assurance System

The Tender Submission must include a comprehensive Quality Assurance System detailing how the Contractor will:

- Accurately record all Services performed by the Contractor
- Accurately (internally) monitor/audit/verify all Services performed by the Contractor in accordance with the Key Performance Indicators and Activity Table as stated in the Contract
- Minimise the (external) monitoring required by the City
- Link quantity and quality of Services performed to each claim for payment submitted to the Supervisor
4.5 **Work Standards / Processes**

All goods used and Services provided in the performance of the Service, which are not otherwise specified, must comply / conform with all Legislative requirements and to any applicable Australian Standards.

4.5.1 **Environmental Initiatives**

The Contractor shall work to implement environmental initiatives during the life of the Contract in cooperation with the Supervisor. Innovation in environmental management shall be a topic of each Contract Meeting and shall be used to progress the implementation of initiatives that shall include the following:

- Carbon sequestration
- Fuel efficient vehicles, plant and equipment
- Use of least hazardous or poisonous pesticides
- Biological pest & disease control
- Targeted fertiliser application

4.6 **Staffing / Sub Contractors**

The Contractor, its staff and sub-contractors must at all times carry out their duties and behave in a manner that complies with the City’s Code of Ethics and Equal Employment Opportunity Policy and Human Rights Charter based on Freedom, Respect, Equality and Dignity.

The Contractor must ensure:

- That the Contract Coordinator must have as a minimum AQF Level 5 qualification in arboriculture or be suitably qualified and experienced to the satisfaction of the Supervisor.
- Adequate numbers of sufficiently trained, qualified and experienced staff to perform the Services in accordance with the requirements of the Contract.
- All persons managing, handling or otherwise engaged in the application of pesticides will have received appropriate training and be suitably qualified in accordance with relevant legislative requirements.
- Staff will have the relevant permits and licences where required by any legislative requirement and shall only operate machinery and perform work that relates to the licence or permit in their possession.
- Staff qualifications, licences and permits are kept up to date in a log and valid with a staff training program in place to sustain and improve their qualifications.
• All staff shall undertake training in Customer Service.

• An up-to-date record of all staff training and qualifications and licences is maintained by the Contractor and available to the Supervisor on request.

• Staff, working on-site, wear Supervisor approved uniforms, badging and personal protective equipment required to safely provide the Services - including the operation of plant and equipment.

• Staff / Contractors do not solicit for any work outside the Services in the course of performing the Services, or under the guise of acting for or on behalf of the City.

4.6.1 Core Contract Staff

Core Contract Staff are those staff deployed to the Contractor permanently and don’t include temporary or casual staff unless they are deputising in a permanent position.

Core Contract Staff shall remain bound to work on projects in the City of Stonnington. They are not to be deployed to other contracts or projects during the life of this Contract without the written approval of the Supervisor.

Please note Core Contract Staff shall always be replaced by temporary or casual staff when they are on leave.

4.7 Data Reporting and Administration

The Contractor must:

• Submit to the Supervisor for approval at the commencement of the Contract the detailed format of the records to be kept and reports to be submitted.

• Supply the necessary systems that are compatible and integrate with the Tree Management System and Customer Request Management System.

• Accurately complete, maintain and update all relevant records on a monthly basis

• Protect all data provided to, or collected by the Contractor from harm by, without limitation:
  o Preventing unauthorized updating or access
  o Employing appropriate backup and recovery processes
  o Minimising the risk of accidental damage
4.7.1 Tree Management System (TMS)

The City operates a Tree Management System and the Contractor will be required to integrate with this system (via a Web Service), or any system the City chooses to adopt to ensure its efficient and effective operation, in accordance with the Supervisor’s directions.

This includes:

- Supplying the necessary computer hardware to accommodate the City’s Tree Management System.
- Maintaining the City’s comprehensive tree inventory.
- Recording details of maintenance activities carried out on street trees as part of the Street Tree Pruning and Maintenance Contract.
- Maintaining an ongoing history in relation to each tree serviced during the term of the Contract.
- Uploading / synchronising Tree Attributes, Inspection and works data collected / recorded into Stonington’s Tree Database via Web Services weekly.

During tree inspections and program and reactive works the Contractor shall accurately add, update and complete Tree Attribute Data. This includes:

- Deactivating trees when they are removed as part of program or reactive works
- Updating Tree Attribute Data on existing trees (height, DBH, age category and health, structure and presence of overhead cables)
- Logging inspection data, including name of inspector and date
- Logging works data, including type of work and date
- Adding existing trees that do not appear on the database
- Deactivating trees that appear in the data but do not exist in the field

All costs associated with updating / synchronising to the City’s Tree Management System and the recording of all information / data, other than the cost of any relevant licence fees, will be borne by the Contractor.

4.7.2 Customer Management Request System (CRMS)

The City operates a Customer Request Management System and the Contractor will be required to work directly with this system or any system the City chooses to adopt to ensure its efficient and effective operation.
All costs associated with linking the Contractor to and operating with the City's Customer Request System, other than the cost of any relevant licence fees will be borne by the Contractor.

4.7.3 Communications

The Contractor must provide telephone, facsimile and e-mail links between their depot / office and the City. The Supervisor must also be able to directly contact any Contractor work site via a mobile telecommunications device.

4.7.4 Return of Data

All data/Contract material must be returned to the City one (1) month prior to the termination of the Contract, except for any data collected after the date on which such data is returned, which must be returned within seven (7) days after the termination of the Contract.

4.8 Meetings, Reports and Reporting

The Contractor will ensure the Supervisor is kept fully informed (in a timely manner) of all relevant matters / happenings with respect to the Service.

4.8.1 Contract Meetings

The Contractor shall attend and fully support all Contract meetings held by the Supervisor, including:

- Monthly Contract Meetings
  - Assessment of a monthly service report regarding compliance with the Contract
  - Discuss the progress of customer requests, discuss audit scores, staff training and the management of OH&S issues
  - Discuss the Services provision, Specification compliance, Services programs, Contract issues and any changes to the scope or provision of the Service, etc.

- Annual Contract Meetings
  - Review the total Services for compliance including reviewing the total Services and recommending any alterations to the extent or delivery of the Services.
  - An Annual Review of the Contract Specification will be undertaken and any alterations or inclusions will be at a revised schedule of rates, which is in addition to all existing schedules.
• Other meetings convened as the need may arise to discuss and resolve matters requiring immediate attention.

• OH&S Inspections
  
  o OH&S inspections of Contractors staff and subcontractors shall be carried out on a random basis to ensure that relevant processes and procedures are available and in place.

4.8.2 Reporting Topics

The Contractor shall provide accurate and timely written reports, as requested by the City, on a range of topics, including:

<table>
<thead>
<tr>
<th>Topics</th>
<th>Reporting Time-Frames</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure damage</td>
<td>Within 4 hours</td>
</tr>
<tr>
<td>Public Liability Issues</td>
<td>Within 4 hours</td>
</tr>
<tr>
<td>Injury, incident, vandalism, misbehaviour, illegal behaviour</td>
<td>Within 4 hours</td>
</tr>
<tr>
<td>Hazard assessments</td>
<td>Within 1 hour</td>
</tr>
<tr>
<td>Occupational Health and Safety</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Notifiable Accident or Injury</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Public complaints, requests, inquiries and comments</td>
<td>Within 48 hours</td>
</tr>
<tr>
<td>Local law breaches</td>
<td>Within 24 hours</td>
</tr>
<tr>
<td>Any other matter that may lead to litigation or otherwise adversely affect the interests of the City</td>
<td>Within 24 hours</td>
</tr>
</tbody>
</table>

All reports requested by the Supervisor must be in the format specified by the Supervisor.

4.8.3 Annual Report

The Annual report shall include:

• The Service Management Plan detailing a Program of Services, for the next twelve months, including; a detailed plan of the proposed service delivery for the next year and after the first year a review of the previous year’s Services undertaken.

• Details of the Quality Assurance System for the Contract and after the first year a review of the performance of the previous year’s Quality Assurance System.

• A staff register, detailing current staff; qualifications and licences, training undertaken and after the first year a review of the previous year’s staff performance.
• Details of any sub-contractors employed to assist in the provision of the service. To include details of the works that they will undertake, their Insurance details, Risk Management Plans and OH&S Manual.

• A detailed Risk Management Plan providing evidence of ongoing and active risk management procedures & practices employed to manage public liability, occupational health & safety, maintenance of equipment, etc.

• Up-to-date Occupational Health & Safety Manual.

4.8.4 Monthly Service Report

During the first week of each month the Contractor will present the Supervisor with a monthly service report. The report will provide details of the completed works within Designated and/or Non Designated streets in addition to Reactive tree works for the previous month, as well as an update of any changes to the Annual Operational Plan. The monthly service report will include:

• An executive summary providing a brief overview of the implementation of the Service Management Plan and a comparison with the services being performed.

• Internal audit results.

• OH&S work-site audit results.

• An organisational chart showing the human resources deployment to the Contract.

• Any changes to staffing and / or staff qualifications and licences.

• A list of plant, machinery and equipment deployed to the Contract and the service details.

• Any changes to plant and equipment during the month.
  o Full details of any sub-contractors deployed to the Contract, including:
    o Insurance cover
    o OH&S Management System
    o Safe systems of work relevant to the tasks performed
    o Details of prior relevant experience & referees

• Any industrial relations issues relating to the operation of the Contract.

• Interruptions to the service and associated reasons.

• Details of completed and outstanding Supervisor requests and proposed completion dates.

• Full details of customer complaints and/or requests made directly to the Contractor.
• Full details of accidents, incidents and/or near misses, including the contact details of those involved.
• Staff training carried out during the month.
• Potential service delivery innovations.
• Any alterations or additions to the Service Management Plan, Risk Management Plan or Occupational Health & Safety Manual.
• Any other operations relevant to the Contract.

4.8.5 Contractor Monthly Audits

The Contractor shall carry out a monthly audit of the following to establish levels of compliance using the City’s audit format. Audits shall be carried out on:

• Pruning compliance and tree removal compliance
• OH&S work site compliance

4.9 General Clauses

4.9.1 Advertising

The Contractor must not allow advertising or sponsorship of any kind within the Public Realm. Any request to erect or display advertising must be referred to the Supervisor. The Contractor shall not advertise items, materials, political parties or issues, etc on any plant, equipment, etc. involved in the performance of the Services pursuant to this Contract.

4.9.2 Stationery

The Contractor must:

• Pay for all postage costs incurred in performing the Services.
• Provide all stationery necessary for the performance of the Services.
• Any stationery provided by the Contractor must be in a form determined by the Supervisor.

4.9.3 Transition to Contract

Currently, the City’s Street Tree Pruning and Maintenance Service, Part B – Non Designated Streets is provided by Active Tree Services on a contract that expires on 31st December 2016.
Unless the Contractor is the current service provider a three (3) week transition period prior to the commencement of the Contract will be provided. The Supervisor will facilitate all discussions between the Contractor and Active Tree Services.

The Contractor must develop and implement a transition plan in conjunction with the Supervisor to ensure minimum disruption to the Services and ensure that the Services commence on 1 January 2014.

4.9.4 Expiry of Contract

At the expiry or termination of the Contract the Contractor must:

- Submit a summary of all reports, which the Contractor is required to submit under the terms of this Contract
- Undertake an inspection of Trees with the Supervisor
- Hand over to the Supervisor all documentation regarding the Service

4.9.5 Existing Condition of Service

It is the Tenderer's responsibility to ascertain the current standard / condition of the Service at the time of submitting their Tender and detail (cost in) any specific actions in achieving compliance with the Specification and Activity Tables.

4.10 Performance Assessment

The Supervisor’s assessment of the Contractor’s performance will be based on the Contractor’s compliance to the requirements set out in the Specification and Activity Tables. And will be captured via:

- Inspections by the Supervisor.
- Field Audits.
- Inspection by the Supervisor in conjunction with the Contractor on request by the Supervisor.
- Complaints received by the City from the general public.
- Service Inspection Reports and other Contractor reports received by the Supervisor.
- Completion of activities contained in the Street Tree Pruning and Maintenance Contract.
4.10.1 Auditing and Non-Compliance

The Supervisor or authorised representative will undertake auditing of the specified service to ensure that it is compliant with the standards as outlined in the specification. Audits will be based on the information provided by the Contractor.

Works that are identified as being non-compliant with the specifications will be recorded and forwarded to the Contractor to be rectified within one (1) month unless otherwise arranged with the Supervisor. The costs associated with meeting compliance with the specifications to be borne by the Contractor.

4.10.2 Key Performance Indicators:

- Completion of the Programmed Street Tree Pruning and Maintenance Service within the set timeframe. Payments will be withheld until works are completed.
- Completion of all works, including both the Programmed Street Tree Pruning / Maintenance and Reactive Tree Maintenance to specified service standards.
- Adherence to OH&S requirements.
- Customer feedback.

4.10.3 Certificate of Practical Completion

On receiving the monthly Contractor Invoice and prior to release of payment the Supervisor will verify whether the Contractor has complied with the requirements of the Contract. On verification of full compliance with the Contract, payment will be approved by the Supervisor.

In the event that the Contract Supervisor cannot verify full compliance with the Contract, payment will be withheld until such time as either:

- Verification can to authenticated
- The issue of a notice to comply
- A reduced payment shall be made in accordance with conditions outlined in the Contract Documents
5 SCOPE OF SERVICES

5.1 General Requirements for these Services

The Contractor:

- Must provide for all the necessary labour, plant and equipment, materials, management/administration, servicing costs, including overheads and profit for carrying out all the services to be provided under this Contract and to ensure that the City’s trees are not harmed by the works undertaken.

- Must be available to respond to general enquires relating to the provision of the services and become actively involved in the preservation and enhancement of the City’s trees.

- Must ensure that appropriate materials/consumables are always available to undertake Emergency Services throughout the City and that the depot/office facility is accessible to the Supervisor at all times.

- Must provide up-to-date data for the Customer Relationship Management System (CRMS) and Tree Management System (TMS).

- Must keep themselves informed of new industry developments and techniques and implement these in consultation with the Supervisor;

- Must ensure that all goods used and works performed in the Contract, not otherwise specified, shall be in accordance with good arboricultural practices and Australian Standards where such exist.

- Must conduct all operations with the least possible obstruction and inconvenience to the public; including providing parking access for vehicles by the end of each working day and 24 hour access for pedestrians.

- Is responsible for the removal of all debris from work sites including all timber limbs, branches, twigs, leaves, wood chips, sawdust, tree roots and soil generated as a result of the specified tree service.

Any proposed changes to the specified services must be authorised by the Supervisor prior to Works commencing.

The City:

- Does not guarantee the Contractor any set quantities of work and reserves the absolute right to amend any indicative workload indicators.

- Retains the right to bundle works together and ask for a job specific quotation for such works.
5.1.1 Utility Service Locations and Protection

The Contractor:

- Is responsible for locating and mapping of underground services (Dial-Before-you-Dig) and all traffic management associated with the specified services.

- Shall maintain documented evidence of underground service checks that have been made prior to commencing of works. Such evidence shall be available for the Supervisor as required.

- The services that are located and mapped should be, but are not limited to the following:
  
  o Electricity
  o Gas
  o Water
  o Telecommunications (Telstra, Optus, NBN, etc.)
  o Pay TV
  o WAG
  o Sewerage
  o City and Private Drainage Systems.

- Understand that Dial-Before-you-Dig plans are indicative only and that care still needs to be taken to find the exact location of the services.

- Understand that each asset owner can provide further information on their particular requirements in regard to safe digging practices around their underground network.

- Shall be financially responsible to the asset owner in the event that above ground or underground services are damaged.

5.1.2 Safety of Work

The Contractor shall ensure that works and operations are conducted in accordance with Supervisor approved plans including:

- Ensuring that all works are performed in such a manner as to ensure the safety of the public and the operators performing the work.
• Ensuring that during the works that the site is maintained in a safe, clean and tidy condition. Ensure all footpaths, property entrances, vehicle crossovers and carriageways must remain clear and accessible free of spoil (mud) at all times.

• Ensuring that all debris shall be removed on a progressive basis and the site shall be left clean and safe at the end of each day.

• Ensuring that all debris contaminated with infectious materials must be disposed of in an approved manner.

• Complying with the provision of all Acts and Regulations that affect the cartage of material and the movements, weights and measurements of vehicles on roads.

• Protecting private property, the City’s assets, electricity, gas and water infrastructure, telecommunications infrastructure and any other service authority assets.

• Complying with all rules, regulations and Acts which are relevant to the works and the Common Law duty of care.

• Being responsible at all times for all material and debris that falls on any path as a result of operations or transport.

• Removing all materials stored near paths that could constitute a hazard to pedestrians or traffic.

• Providing assistance at all times and without charge to the drivers or passengers of any vehicles or pedestrian who may be delayed, obstructed or in difficulties whilst passing the works.

• Recognising that in the event that the Contractor neglects to provide or maintain such side-tracks and passing places, warnings, lights and barriers as specified or neglects to remove obstructions or repair breakages, the Supervisor may proceed to carry out such works as are necessary, and the cost will be deducted from any monies that may be or become due and payable to the Contractor.

• Not conducting any activities on any inbound traffic lanes/out bound traffic lanes with a clearway restriction during peak hour times (7:00 am–9:30 am and 4:00 pm–7:00 pm), without permission of the Supervisor.

• Repairing and/or replacing all fences, signs, gates, buildings, turf, vegetation or other property which have been removed or damaged while carrying out works under this contract, at the Contractor’s expense.

• Demonstrating that any claims for repairs and rectification works of this nature have been settled to the satisfaction of the affected property owner prior to the completion of the works.
• Ensuring that operators hold as a minimum the National Course Code HLTFA211A: Provide basic emergency life support (previously Level 1 First Aid) with all crews having at least one staff member with National Course Code HLTFA311A: Apply first aid (Previously Level 2 Workplace First Aid)

• Ensuring a mobile telecommunications device shall be available on site to call for medical help in case of emergency accidents.

5.1.3 Traffic & Pedestrian Management

The Contractor must ensure:

• Pedestrian safety, including when the work area encroaches upon footpath, walkway or crossover areas.

• Maximum effort is made to separate pedestrians from the work area via the use of protective barricades, fencing, and bridges, together with warning and guidance devices and signs, so that the passageway for pedestrians is safe and well defined.

• Whenever pedestrian walkways are provided across excavations, they shall be provided with suitable barricades or handrails.

• Footbridges are safe, strong, and free of bounce and sway, free of cracks, holes, and irregularities that could cause tripping.

• Ramps are provided at the entrance and exit of all raised footbridges, again to prevent tripping.

• Adequate illumination and reflectorisation is provided during hours of darkness.

• All walkways are maintained at least 1.2 metres clear width except in areas of unusually heavy pedestrian traffic such as business districts, where the minimum clear width shall be 2.4 metres.

• Alternate walkways are provided where walks are closed by construction, preferably within the nature strip.

• Where it is necessary to divert pedestrians into the Roadway, barricading or channelling devices shall be provided to separate pedestrian walkway from adjacent vehicular traffic lane. At no time pedestrians are diverted into a portion of a street used concurrently by moving vehicular traffic.

• Appropriate signs are provided at locations where adjacent alternate walkways cannot be provided at the limits of construction and in advance of the closure at the nearest intersection to divert pedestrians across the street.

• Barricades are installed to prevent passage of visually impaired people from inadvertently entering a closed area.
- Pedestrian walkways shall be wheelchair accessible at all times.
- Pedestrian access shall be maintained to all properties adjacent to the work site.
- All signs used by the Contractor shall comply with and be erected in accordance with AS1742.3:2002 – Manual of uniform traffic control devices – Traffic control devices for works on roads.
- Relevant staff have the following qualifications:
  - Victorian Course Code VBQU507: Implement and Monitor Operational Traffic Management Plans (previously BCCCM303C) or National Course Code RIIOHS302A: Implement traffic management plan
  - Victorian Course Code VBQU506: Use stop-slow bat to control traffic (previously BCCCM2013C)

5.1.4 Road Closures

The Contractor is responsible for all road closures where the Contractor considers that the closure of a road or part of a road is required to ensure a safe work site for both the public and Contractors.

The Contractor shall inform the Supervisor of when the road closures are to take place. The Supervisor is to approve all proposed road closures.

The Contractor must ensure they are:

- Complying with all temporary road blockage or closure signage requirements under the relevant regulations, including giving adequate advance notice to all emergency services concerned of any such planned temporary road blockages or closures.
- Using only standard traffic signs in good condition.
- Providing properly trained traffic controllers to direct traffic.
- Ensuring that signage and traffic control devices are accordance with AS1742.3:2002 – Manual of uniform traffic control devices – Traffic control devices for works on roads.

5.1.5 Hours of Operation

Services under this Contract shall be carried out between the hours of 7.00 am and 6.00 pm, Monday to Friday except public holidays (Normal Operating Hours) unless involving Emergency Services. Prior approval will be required from the Supervisor for working outside Normal Operating Hours. Approval can be sought for working between the hours of 9.00 am and 6.00 pm on weekends and public holiday.
In a residential area, the use of any motorised equipment shall be as per section 48A (5) of the Environment Protection Act 1970. Motorised equipment shall be not be used before 7.00 am and after 8.00 pm Monday to Friday, and not before 9.00 am and after 8.00 pm on weekends and public holidays.

5.1.6 Contact with the Public

When members of the public inquire about the works, the Contractor shall attempt to answer their query in a polite and positive manner. If the Contractor cannot provide sufficient information or the person is inquiring about extra works, then the Contractor shall refer them to the Supervisor.

The Contractor’s staff must be sensitive to the fact that the multicultural diversity within the Municipal District may create some language and understanding difficulties.

The Contractor’s staff must carry means of identification and maintain a clean and presentable appearance.

5.2 Services: Street Tree Pruning and Maintenance including Reactive Works

The City wishes to engage a specialised contractor to provide a Programmed Street Tree Pruning and Maintenance Service and unscheduled tree works (Reactive) in Non Designated Streets, as described in general terms in the following section.

5.2.1 Designated and Non Designated Streets

The City of Stonnington Street Tree Pruning and Maintenance Service is broken into two Parts, Parts A and B. This contract is for Part B – Non Designated Streets. It is primarily, but not only, for the pruning and maintenance of street trees in residential streets and streets with Low Voltage Powerlines. It should be noted that there is also some pruning and maintenance of street trees in arterial roads and the pruning and maintenance of street trees in locations with High Voltage Powerlines and Tramways lines included in this contract.

The Designated Streets are streets located across the City that have been identified by the City of Stonnington as streets containing trees that require a more intensive approach to achieve compliance with the Electric Line Clearance Regulations 2015. They are primarily, although not exclusively arterial roads with uniform Plane Tree avenues.

The Non - Designated streets include all other streets across the city. These streets have been identified as requiring a less intensive approach to achieving compliance with the Electric Line Clearance Regulations 2015. The Non Designated streets are divided into 48 tree maintenance zones. A biennial pruning and maintenance program for these 48 maintenance zones has been developed such that all zones are visited within the two year cycle. Any proposed changes to the pruning programs must be authorised by the Supervisor at the commencement of the contract.
Trees within the Non Designated Streets must comply with the Pruning and Maintenance Specifications for All Trees as detailed in Table 1. The Contractor must account for regrowth of the trees to ensure that trees remain within specified clearance requirements between the scheduled cycles.

### 5.2.2 Street Tree Pruning and Maintenance Services, Part B – Non Designated Streets

The Street Tree Pruning and Maintenance Service, Part B – Non Designated streets involves scheduled pruning of City street trees to maintain Electric Line Clearances (according to The City’s Electric Line Clearance Management Plan), sight and infrastructure clearances, crown maintenance and dead tree removal.

In addition to the pruning and maintenance program in Non Designated Streets the Contactor will also be required to undertake unscheduled tree works (Reactive). Reactive works typically arise from community requests or following storm events and can include tree and stump removal. Reactive works are provided to the Contractor via the City's Customer Request Management System (CRMS) and through direct contact with the Supervisor. Reactive Works are governed by a service standard that requires the Works to be completed within a specified time frame. The specified time frames are listed in Table 2.

Locations of Designated Streets are defined in Map 2 and locations of Non Designated Streets are defined in Map 1.

Topiary trees and young trees within the Specialised Pruning program are not included in the Designated Street Tree Pruning and Maintenance Service. However, as young trees come off the Specialised Pruning Program they will be included in this service. Details of these trees will be provided to the Contractor at the start of each financial year.

All scheduled pruning and maintenance works and all reactive works undertaken are to be entered into the Tree Management System and provided in a monthly report.
Map 1: Non Designated Streets
Map 2: Designated Streets
5.2.3 Process

Scheduled Tree Works – Non Designated Streets

The Contractor will be responsible for inspecting and determining the works required within each maintenance zone and will generate a schedule of works required based on achieving compliance with the Pruning and Maintenance Specifications as detailed in Table 1.

Inspections must be performed by an arborist with a minimum AQF Level 5 qualification or who is suitably qualified and experience to the Supervisor’s satisfaction.

If, during either the inspection process or during pruning or maintenance works, the Contractor notes a tree that requires a higher level of inspection, a Tree Assessment Report (see Appendix 2) should be completed and returned to the Supervisor at the following monthly contract meeting. If an urgent inspection is required, the Supervisor should be contacted directly within.

Pruning objectives include compliance with the following:

- City of Stonnington’s Electric Line Clearance Management Plan 2016 (as required by the Electricity Safety (Electric Line Clearance) Regulations 2015)
- VicRoads Road Management Plan 2014.

These works will then be undertaken by the Contactor in accordance with all relevant Regulations and Standards. These include but are not limited to:

- AS 4373-2007 Pruning of amenity trees.

The Contractor will then self audit each work zone when works are completed and once satisfied that the zones are compliant advise the Supervisor in the monthly contact meeting.

The Supervisor will inspect each street within the maintenance zone to ensure that works are compliant and meet the required standards. Non-compliant trees will be provided to the Contractor in a report no more than 8 weeks after they have notified the Supervisor of the completion of the work zone.

Non-compliant trees must be addressed within 4 weeks and the costs to undertake additional pruning on non-compliant trees is to be borne by the Contractor.

If the clearance space of an individual tree or group of trees is unable to be maintained within the programmed cycle, non-complying groups or individual trees may require additional pruning with
these costs to be borne by the Contractor.

Trees located on private, State and Federal land are not included within the Street Tree Pruning and Maintenance Service.

**Unscheduled (Reactive) Tree Works**

In addition to the Street Tree Pruning and Maintenance program the Contractor will also be required to undertake unscheduled tree works (Reactive). Reactive works typically arise from community requests or following storm events and can include tree and stump removal.

Reactive works are provided to the Contractor via the City’s Customer Request Management System (CRMS) and through direct contact with the Supervisor.

The Contractor must provide hardware and software that will enable direct interface with CRMS. The Contractor is responsible for managing works with the program and is also responsible for closing resident requests and providing feedback to the City via the request system.

The Contractor will be responsible for:

- Opening the requests in CRMS or email, when sent by the Supervisor directly, within 24 hours of receiving them.
- Undertaking the requested works within the specified time frame listed in Table 2 and in accordance with the Pruning and Maintenance Specifications as detailed in Table 1.
- Entering the tree works in the Tree Management System once completed.
- Closing the request in CRMS within 24 hours of completing the tree works or emailing the Supervisor when the works were requested through direct contact.

These works will then be undertaken by the Contractor in accordance with all relevant Regulations and Standards. These include but are not limited to:

- AS 4373-2007 Pruning of amenity trees.

**Damaged or fallen branches or trees**

When a Reactive request is received for a damaged or fallen branch or tree the Contractor must arrange for pick-up of the branch or tree within the specified timeframe set out in Table 2. If the Contractor is informed that the request is urgent, works should be arranged as a priority. When
picking up a fallen branch, the contractor must assess the tree’s health and structure and undertake any further works identified from this inspection.
### Table 1 – Pruning and Maintenance Specifications

<table>
<thead>
<tr>
<th>Works Type</th>
<th>Target Trees</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electric Lines Clearance Pruning</strong></td>
<td>All Trees under and/or adjacent to:</td>
<td>• Meet the clearance requirements as defined in the Electricity Safety (Electric Line Clearance) Regulations 2015 for foliage and branches, less than 100mm in diameter.</td>
</tr>
<tr>
<td></td>
<td>Transmission line High voltage conductors</td>
<td>• For structural branches greater than 100mm, prune regrowth to the established separation and refer locations to the Supervisor for investigation into possible engineering solutions.</td>
</tr>
<tr>
<td></td>
<td>Low voltage conductors</td>
<td>• The Contractor must account for regrowth of the trees to ensure that trees remain within specified clearance requirements between the scheduled cycles. Proposed changes to the cyclic pruning program must be authorised by the Supervisor prior to Works commencing.</td>
</tr>
<tr>
<td></td>
<td>Aerial Bundled Cable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transformers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Power poles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tram lines</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service wires (excl. insulated cables)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Communication cables</td>
<td></td>
</tr>
<tr>
<td><strong>Crown Clean</strong></td>
<td>All Trees</td>
<td>• All deadwood and/or dying branches of greater than 25 mm diameter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• All broken, hanging, damaged or cracked branches.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Crossing limbs less than 100 mm in diameter.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Branch stubs of greater than 25 mm diameter.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Diseased tissue, mistletoe or parasites.</td>
</tr>
<tr>
<td>Works Type</td>
<td>Target Trees</td>
<td>Specifications</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Crown Lifting</td>
<td>All Trees</td>
<td>Pruning of street trees to achieve the above ground level height clearances listed below: Note that the clearance requirements are indicative and structural branches must not be removed to achieve these clearances without the Supervisor's permission.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>At Footpaths</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 2.5 metres vertical clearance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>At Nature strips</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 2.5 metres vertical clearance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>At Driveways</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 3.5 metres vertical clearance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>At Roadways</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 4 metres vertical clearance over local roads.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 4.5 metres vertical clearance over main roads.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>At Traffic Lights</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Pruned around traffic lights and signage to provide clear and easy visibility by motorists.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Street Names</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Visible from 50m in either direction.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Vehicles approaching an intersection (including driveways) must be visible to pedestrians and other vehicles from these distances</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Speed Limit (km/hr)  Distance (m)</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 40  40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 50  60</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 60  80</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 80  120</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 100 180</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Vegetation is to remain clear from signage at all times.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Street lights</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 1.0 metre clearance. In addition, the tree will be sufficiently to allow triangulated illumination of the road below the street light.</td>
</tr>
<tr>
<td>Works Type</td>
<td>Target Trees</td>
<td>Specifications</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>-----------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Property Clearance Pruning         | All Trees overhanging property lines | - Branches overhanging private property pruned to a minimum height of 3 metres at the property line. Branches/Foliage in contact with buildings shall where possible, be pruned to achieve a 3 metre clearance.  
- Customer requests for additional property clearance carried out in accordance with Supervisor’s authorisation. |
| Remedial (Restorative) Pruning     | Nominated or Identified trees      | - Undertaken on trees that have lost their natural form and structure through storm damage, inappropriate pruning practices, mechanical damage, dieback or otherwise damaged. |
| Crown Thinning                     | Nominated trees                    | - Reduces crown density and can involve the improvement of congested branch architecture                                                                                                                     |
| Crown Reduction                    | Nominated trees                    | - Reduces crown height and/or crown spread by reducing the length of a branch with a final cut at a branch union inside the crown.  
- The retained branch should be >1/3 the diameter of the removed branch.                                                                                     |
| Fallen and Hanging Branches        | Nominated trees                    | - Removal of fallen, hanging and damaged branch tissue from a tree including branch stubs, split or unstable material.  
- Also removal of foreign objects and materials from tree canopies.                                                                                             |
| Removal of Dead Trees              | Nominated trees                    | - Removal of street trees as nominated by the Supervisor. Includes removal of stumps.                                                                                                                           
- All dead street trees up to 200 mm trunk diameter at 1.4 metres from ground level can be removed without referral to the Supervisor. Includes removal of stumps. |
| Pest and Disease Management        | Nominated trees                    | - The removal of mistletoe.  
- The monitor and report to the Supervisor on any trees affected by pests and diseases that may require some form of control. The pests and diseases include but are not limited to Elm Leaf Beetle, Dutch Elm Disease, Cherry Slug, Anthracnose, Gum Leaf Skeletonizer, Myrtle Rust and Sycamore Lacewing. Identified bee and wasp nests are to be referred to the Supervisor. |
Table 2 – Specified time frames for Reactive tree works

<table>
<thead>
<tr>
<th>CRMS Works Description</th>
<th>Time Frame*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Branches left by contractor</td>
<td>2 days</td>
</tr>
<tr>
<td>Collection of Fallen Branches</td>
<td>2 days</td>
</tr>
<tr>
<td>Damaged Council Trees</td>
<td>2 days</td>
</tr>
<tr>
<td>Pests and Disease in Council Tree</td>
<td>28 days</td>
</tr>
<tr>
<td>Tree Pruning – Council Tree Overhanging Into Private Property</td>
<td>21 days</td>
</tr>
<tr>
<td>Tree Pruning – General</td>
<td>21 days</td>
</tr>
<tr>
<td>Trees Obscuring Traffic Light, Street Lights, Traffic Signs, etc.</td>
<td>14 days</td>
</tr>
<tr>
<td>Wire Clearance Pruning – Street Power lines and Property Service Wire</td>
<td>21 days</td>
</tr>
<tr>
<td>Tree Stump Removal</td>
<td>14 days</td>
</tr>
<tr>
<td>Dangerous Tree</td>
<td>1 day</td>
</tr>
<tr>
<td>Dead Trees Removal</td>
<td>28 days</td>
</tr>
<tr>
<td>Removals</td>
<td>49 days</td>
</tr>
<tr>
<td>Over Hanging Branches – Council Trees Obstructing Footpath and Roads</td>
<td>28 days</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>21 days</td>
</tr>
</tbody>
</table>

*The City reserves the right to amend these timeframes.
5.2.4 Service Standards

The Contractor will ensure that all Street Tree Pruning and Maintenance works, both scheduled and unscheduled, have due regard to the pruning objectives as well as each tree's age, shape, size, character, condition and situation. All pruning will be performed in a manner to meet the functional requirements of the objectives whilst maintaining a well-balanced tree that is aesthetically pleasing that contributes to the streetscape.

General

The Contractor:

- Shall ensure that all Street Tree Pruning and Maintenance works both scheduled and unscheduled are performed by a person with appropriate horticultural or arboricultural training and/or experience.
- Shall, where Arboricultural or Australian standards exist, implement those industry standards.
- Will recognise that the Supervisor may direct the suspension of work at any time where, in the opinion of the Supervisor, that work creates a hazard or nuisance to the public, personnel working on the site, or property owners in the vicinity of the work and the City will not be liable for any costs resulting from suspension of the works.
- Will ensure that no spillage or discharge of oil, fuel or any other pollutant occurs during servicing, fuelling or works operations.
- Will keep all drains unobstructed and free from litter and debris.
- Will take all necessary measures to leave the work site in a clean, tidy and safe condition for pedestrians and road users. All paved areas, kerb and channel, roads and footpaths must be cleaned so as to leave the site in an original or better condition.
- Will enter each Street Tree Pruning and Maintenance event, including tree removal, for both scheduled (Programmed) and unscheduled (Reactive) works in the Tree Maintenance System.
- Will provide the Supervisor in a monthly report detailing all Street Tree Pruning and Maintenance works both scheduled and unscheduled undertaken in that month.
Tree Pruning and Maintenance

The Contractor:

- Must not remove any more than 25% of a tree’s canopy or healthy branches of greater diameter than 100 mm without the approval of the Supervisor.
- Will remove all dead wood greater than 25 mm in diameter.
- Will not remove live branches less than 40 mm in diameter unless to meet a specific clearance or other functional or aesthetic requirement. This means leaving epicormic growth or smaller branches to provide greater canopy coverage where possible.
- Will maintain a live crown ratio (LCR) of 60% if possible when pruning is completed, i.e. no more than the lower 40% of the tree shall be clear of branches (for maturing trees). See the Crown Lifting requirements in Table 1 for clearance heights.
- Will ensure that pruning devices are kept sharp, clean and hygienic while equipment such as hooks, spurs or spikes that will wound the bark and conductive tissues shall not be used on any tree that is to be retained. Exceptions will include the necessity to perform an aerial rescue of an injured worker.

To ensure that pruning is appropriate for the species and tree/site conditions, it is important to have a clear understanding of the specific needs of the tree and the objectives for pruning.

Only suitably qualified and experienced arborists are to undertake pruning on the City’s trees.

5.2.5 Service Standards for Pruning Trees near Electric Lines

Trees located on City managed land and growing in the vicinity of electric lines must be managed in accordance with the Pruning and Maintenance Specifications for All Trees as detailed in Table 1.

Contractors performing tree pruning and maintenance works around electric lines will comply with the following regulations and standards:

- Code of Practice on Electrical Safety for Work on or Near High Voltage Electrical Apparatus (the Blue Book 2012).

In addition to the above, the Contractor undertaking the tree works will hold the following qualifications as a minimum:

- Certificate II in ESI – Powerline Vegetation Control
- National Course Code AHC30810: Certificate III in Horticulture (Arboriculture) (Previously RTF30203) or suitable experience and in the process of obtaining qualifications
- National Course Code AHCMOM304A: Operate Machinery and Equipment (previously RTC2307)
- National Course Code AHCARB205A: Operate and maintain chainsaws (previously RTC2304A)
- National Course Code TLILIC2005A: Licence to operate a boom-type elevating work platform (boom length 11 meters or more) (previously TLILIC508A) or Victorian Course Code NUE260: Electrical Systems Identification & Powerline Clearance Distances
- National Course Code HLTFA211A: Provide basic emergency life support (previously Level 1 First Aid) with all crews having at least one staff member with National Course Code HLTFA311A: Apply first aid (Previously Level 2 Workplace First Aid)

The Contractor will require the following additional qualifications where climbing is required to undertake pruning and removal works around electric lines:

- National Course Code AHCARB204A: Undertake standard climbing techniques (Previously RTF 2027A)
- National Course Code AHCARB306A: Undertake aerial rescue (Previously RTF 3702A)

The Contractor shall:

- Ensure that only qualified Live Linesmen prune branches growing within the specified clearances from high voltage power lines.
- With the Supervisors consent arrange with United Energy or CitiPower (or appropriate power company) for an electrical shutdown or the power company to arrange pruning when branches are touching high voltage conductors or other such hazards as may create an unsafe situation.
- Be responsible for any and all costs associated with a power shutdown or the hire of Live Linesmen.
- Be familiar with SP AusNet’s A Guide to Living with transmission Line Easements 2012 document and will undertake any remedial pruning activities required to ensure that The City’s trees comply with that Policy.
- Pay for any costs associated with power shutdowns or suppressions.

5.2.6 Service Standards for Pruning Trees not near Electric Lines

Trees not located underneath electric lines are to be maintained in accordance with the Pruning
and Maintenance Specifications for All Trees as detailed in Table 1.

Pruning work shall be undertaken with due regard for the species, age, form, size, condition and position of each tree. The distribution of foliage, amount to be removed and wound size should also be considered. Any pruning operation known to be detrimental to long-term tree health is not appropriate.

The Contractor undertaking the tree works will hold the following qualifications as a minimum:

- National Course Code AHC30810: Certificate III in Horticulture (Arboriculture) (Previously RTF30203) or suitable experience and in the process of obtaining qualifications
- National Course Code AHCMMOM304A: Operate Machinery and Equipment (previously RTC2307)
- National Course Code AHCARB205A: Operate and maintain chainsaws (previously RTC2304A)
- National Course Code TLILIC2005A: Licence to operate a boom-type elevating work platform (boom length 11 meters or more) (previously TLILIC508A) or Victorian Course Code NUE260: Electrical Systems Identification & Powerline Clearance Distances
- National Course Code HLTFA211A: Provide basic emergency life support (previously Level 1 First Aid) with all crews having at least one staff member with National Course Code HLTFA311A: Apply first aid (Previously Level 2 Workplace First Aid)

The Contractor will require the following additional qualifications where climbing is required to undertake pruning and removal works around electric lines:

- National Course Code AHCARB204A: Undertake standard climbing techniques (Previously RTF 2027A)
- National Course Code AHCARB306A: Undertake aerial rescue (Previously RTF 3702A)

5.2.7 Service Standards for Tree Removal

During the Tree Pruning and Maintenance program the Contractor will remove all dead street trees up to 200 mm trunk diameter at 1.4 metres from ground level. Tree removal includes the removal of the stump.

Dead trees larger than 200 mm trunk diameter measured at 1.4 m up from ground level are to be reported to the Supervisor.

Except in the cases detailed in Clause 5.2.9 Service Standard for Emergency Tree Removals, removal of dead trees larger than 200 mm trunk diameter measured at 1.4 m must be approved by the Supervisor. Affected residents will be notified in writing at least 2 weeks prior to the tree removal by the Supervisor.
The Contractor will remove and dispose of all tree components (trunk, branches, and leaves).

Once the tree has been removed, stumps must be highlighted with two (2) hardwood stakes looped with hazard tape or a witch's hat nailed to stump.

The Contractor will enter the tree removal details into the Tree Management System database.

5.2.8 Service Standards for Stump Removal

The Contractor must check the details and location of all underground Authority services (See Clause 5.1.1) prior to tree/stump removal and must pay for any costs associated with any damage to Authority services.

All tree stumps must be ground out 14 days after tree removal or stump identification unless otherwise approved by the Supervisor.

Stumps must be ground to a minimum depth of 400 mm ensuring that all woody roots >100mm in diameter are ground out completely so as to allow for re-leveling of soil.

Grindings must be removed from the site and the hole backfilled with a clean sandy loam, lightly compacted in layers. The Contractor will be responsible for rectify any subsidence that occurs as a result of insufficient compaction.

The final level must be the same as the surrounding soil and in circumstances where excessive quantities of earthworks are required to level the site an agreement must be sought from the Supervisor to achieve an appropriate outcome.

The disturbed surfaces in and around the stump hole must be seeded with an appropriate grass seed mix, so as to create a uniform sward of grass. This is required when stumps are located in garden beds or borders.

The site must be completely reinstated and left in a clean and safe condition.

Any damage caused to private property, City property, or Authority services must be reported to the Supervisor within 24 hours.

All costs associated with the removal/grinding of stumps will be borne by the Contractor.

5.2.9 Service Standards for disposal of debris, woodchips and logs

All woodchips/mulch produce by the Contractor during works will be used within the City of Stonnington or disposed of by the Contractor. All costs associated with the disposal of woodchips/mulch, including the cost of delivering and tipping woodchips/mulch to a site within the City of Stonnington, will be borne by the Contractor.

All costs associated with the disposal of any logs produced during works will be borne by the Contractor.
5.2.10 Service Standards for Emergency Tree Removals

The Contractor, without prior authorisation from the Supervisor, shall immediately remove trees that have been identified as posing immediate risk of damage to property or personal safety (i.e. as a result of storm or vehicle damage, decay or severe weakness). As the Contractor prepares to undertake this emergency action, the Contractor will make every effort to contact the Supervisor. The Contractor shall ensure that the surrounding area is safe/secure and if appropriate continually monitor the area while preparing for the tree removal.

Where possible, photographs shall be taken of a tree before it is removed as documentary evidence of the danger and a tree report prepared for the Supervisor.

5.2.11 Service Standards for After Hours Call-outs and Emergency Services Call-outs

After Hours Services

The after hours call-out service is on a six-month rotation between the Contractors responsible for Designated Streets and Contractors responsible for Non Designated Streets. Unless an alternative agreement with the Supervisor is made, the Contractor responsible for Non Designated streets will be responsible for the after hours call-out service between 1st July and 31st December each year. The Contractor responsible for Designated streets will be responsible for the after hours call-out service between 1st January and 30th June each year.

The Contractor responsible for the after hours call-out service shall:

- Respond to after hours emergency situations pertaining to trees in all streets (both Designated and Non Designated).

- Provide staff and relevant equipment (including hazard signs, barricades, fencing, lights, sand bags etc.), to respond to emergency situations pertaining to the assets within the scope of this Contract. The Contractor shall immediately arrange the necessary staff, plant, signage or other materials to contain the emergency, make safe the area, undertake temporary repairs and minimise further risk. The Contractor must be on the site and equipped to deal with the emergency within 30 minutes of being notified of the emergency.

- Record the details of the request and action taken and such records shall be made available to the Supervisor for inspection upon request.

- Provide a minimum of one staff member at all times to respond to after hours service requests. However, the number of staff and the relevant skills required by such staff
shall be anticipated by the Contractor to ensure compliant response to call-outs (especially where emergency events can be reasonably foreseen).

- Be able to be contacted immediately by mobile phone or pager via the central communication system employed by the City. After hours call-out stand-by must cover all hours outside the normal hours that will generally be from 4:00 pm to 7:00 am.

The Contractor must be available and have a contact number on a 24-hour basis, 7 days per week, 52 weeks per year. The Contractor’s contact number will be made available to the Supervisor.

**Emergency services**

The Emergency Call-out service shall afford proper attention to all cleaning and maintenance demands resulting from emergencies both during normal work hours, and after hours, including storm damage, stormwater flooding, accident, vandalism, and theft. The Contractor shall ascertain the nature of the Emergency and treat the circumstances to make the site or the situation safe until full repairs or reinstatement can occur.

The contractor shall provide staff and relevant equipment (including hazard signs, barricades, fencing, lights, sand bags etc.), to respond to emergency situations pertaining to the assets within the scope of this Contract. The Contractor shall immediately arrange the necessary staff, plant, signage or other materials to contain the emergency, make safe the area, undertake temporary repairs and minimise further risk. The Contractor must be on the site and equipped to deal with the emergency within 30 minutes of being notified of the emergency.

The Contractor must liaise with and co-operate with other Emergency Service Organisations including the Victoria Police, the Metropolitan Fire Brigade and the State Emergency Service.
Table 3: Activity Table – Street Tree Pruning and Maintenance Services

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>WORKLOAD</th>
<th>PERFORMANCE CRITERIA / MEASURES</th>
</tr>
</thead>
</table>
| Street Tree Pruning and Maintenance including scheduled and unscheduled (Reactive) works | Approximately 25,000 trees located in Non-Designated Streets requiring scheduled works. Approximately 3,000 trees requiring unscheduled (Reactive) works across both Designated and Non Designated Streets arising from CRMS requests or direct requests from the Supervisor. | • Compliance with Clause 5.2 and associated Sub-Clauses of the Specification.  
• Works completed within the agreed timeframe.  
• Compliance with OH&S requirements. |
APPENDIX 1

CERTIFICATE OF PRACTICAL COMPLETION

Contract:
T17018 – STREET TREE PRUNING AND MAINTENANCE SERVICES, PART B – NON DESIGNATED STREETS

Contractor: ________________________________

<table>
<thead>
<tr>
<th>KPI</th>
<th>Measure</th>
<th>Complete Yes / No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduling</td>
<td>Programmed and Reactive works completed on time.</td>
<td></td>
</tr>
<tr>
<td>Condition of Street Trees</td>
<td>Audit results accordance with Service Standards in the Contract Specification</td>
<td></td>
</tr>
<tr>
<td>Budget</td>
<td>Invoices in accordance with the contract price</td>
<td></td>
</tr>
<tr>
<td>Reporting</td>
<td>Reports delivered on time and to required standards</td>
<td></td>
</tr>
<tr>
<td>Community Satisfaction</td>
<td>Assessed by the number of complaints received about the contractor and/or their work and their ability to resolve these issues effectively and in a timely way</td>
<td></td>
</tr>
<tr>
<td>Risk Management</td>
<td>The number of OH&amp;S accidents/incidents kept to a minimum and managed as per the documented management process</td>
<td></td>
</tr>
<tr>
<td>Data Management</td>
<td>Tree Management System database is maintained and tree attribute data is updated as required and removed trees are made past in the data.</td>
<td></td>
</tr>
</tbody>
</table>

I, Mark Phillips (Contract Supervisor), certify that all of the required work has been completed under the contract and that required information and reports have been provided. I am satisfied that _______________________________ (Contractor) has properly performed all of its obligations under this contract.

I, Mark Phillips (Contract Supervisor) am not satisfied that _______________________________ (Contractor) has fulfilled their obligations under this contract for the reasons specified below.

Basis for issue/non issue of Certificate of Practical Completion:

______________________________  ________________________________  ________________________________
Contract Supervisor:           Signature:                      Date:
## APPENDIX 2

### TREE ASSESSMENT REPORT

**Assessment Date:**

_______________________________

**Conducted By:**

_______________________________

**Address:**

<table>
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<tr>
<th>Address</th>
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**Species:**

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**Asset ID:**

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<tr>
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**Immediately hazardous (Y/N):**

<table>
<thead>
<tr>
<th>Immediately hazardous (Y/N)</th>
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</thead>
<tbody>
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<td></td>
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**DBH:**

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<td></td>
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</tbody>
</table>

### Observations

<table>
<thead>
<tr>
<th>Observations</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tree dead 100%</td>
<td>Poor Structure</td>
</tr>
<tr>
<td>Deadwood over 50%</td>
<td>Poor Form</td>
</tr>
<tr>
<td>Deadwood up to 50%</td>
<td>Poor Vigour</td>
</tr>
<tr>
<td>Decay and Fungal Bodies</td>
<td>Pest and Disease</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

**Recommendation**

<table>
<thead>
<tr>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Further inspection</td>
</tr>
<tr>
<td>Removal</td>
</tr>
<tr>
<td>Other</td>
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**Comments:**

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| Ad content                  | During the coming month (April 2018) Council will be pruning street trees in South Yarra and Toorak (streets bounded by Chapel Street, Toorak Road, Orrong Road and Yarra River) plus street trees in Ardrie Road, Bellevue Avenue, Berrima Avenue, Chadstone Road, Chapman Street – Malvern East, Canberra Grove, Elizabeth Street and Glenview Avenue – Malvern and Chatsworth Road and Commercial Road – Prahran. Pruning is in accordance with our obligations under the \textit{Electric Line Clearance Regulations 2015}. The works are designed to improve the health of the trees and to maintain safe clearances from power lines, roadway signage, vehicles and pedestrians. |
|                           | This work is expected to commence on or around the 1\textsuperscript{st} April and continue for approximately four (4) to six (6) weeks. Works will begin no earlier than 14 days from the date of this notice, and will occur no later than 60 days from the date of this notice. If works do not occur within the timeframes specified, Council will renotify. |
|                           | Council apologises for any inconvenience caused while these necessary works are completed. |
|                           | Please contact City of Stonnington on 8290 1333 if you have any questions. |
Dispute Resolution Procedures;
Electricity Safety (Electric Line Clearance) Regulations 2015

This staged procedure is to be followed for the resolution of disputes relating to cutting or removal of trees where it relates to electric line clearance.

| Stage 1. – Individual tree request not being addressed, |
| Dispute to be referred to Senior Arborist, City of Stonnington for resolution. |
|**Name:** Mark Phillips |
|**Position:** Senior Arborist |
|**Address:** City of Stonnington  
293 Tooronga Road  
Glen Iris, Victoria 3146 |
|**Telephone:** (03) 8290-2064 |
|**Email Address:** mphillip@stonnington.vic.gov.au |

| Stage 2. – Multiple requests not being addressed or non-resolution of Stage 1 dispute. |
| Dispute to be referred to Manager Parks and Environment; |
|**Name:** Simon Holloway |
|**Position:** Manager, Parks and Environment |
|**Address:** City of Stonnington  
293 Tooronga Road  
Glen Iris, Victoria 3146 |
|**Telephone:** (03) 8290-2055 |
|**Email Address:** shollowa@stonnington.vic.gov.au |

| Stage 3 – Non-resolution of Stage 2 dispute. |
| Dispute to be referred to General Manager Assets and Services; |
|**Name:** Simon Thomas |
|**Position:** General Manager, Assets and Services |
|**Address:** City of Stonnington  
293 Tooronga Road  
Glen Iris, Victoria 3146 |
|**Telephone:** (03) 8290-2000 |
|**Email Address:** sthopmas@stonnington.vic.gov.au |

| Stage 4 - External dispute resolution procedure to occur if the dispute cannot be resolved via the above process; |
If the dispute is not solved during the above, the dispute will be referred in writing to the: |
|**Energy & Water Ombudsman (Victoria Limited)**  
GPO Box 469  
MELBOURNE VIC 3001  
Phone: 1800 500 509 |

The determination of the ombudsman will be binding on the responsible person.