


# **KNOX CITY COUNCIL**

## **ELECTRIC LINE CLEARANCE**

## **MANAGEMENT PLAN**

**2022 – 2023**

**(In accordance with Electric Line Clearance Regulations 2020)**

Version:	7.0
KX Reference:	D22-74123
Authorised By:	Grant Thorne – Director Infrastructure
Signature:	
Date Amended:	1 <sup>st</sup> April 2022

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## **Regulation 9 (2) – Preparation of a Management Plan**

Knox Project Officer – Arboriculture Services, the Coordinator – Urban Forest and City Presentation and the Manager of Operations or a delegated authority will review and amend the Plan annually – the requirement to commence the review will be placed into the parks calendar on February 1<sup>st</sup> annually for action. The amended document will be submitted to the Director Infrastructure for review and authorisation prior to the 31st March each year.

The preparation of this document will include a review of all processes and procedures and their effectiveness in meeting the plan objectives. Where requested, the plan will be sent within 14 days to the regulatory authority.

The superseded document will be removed from Council's website and Operations Centre and replaced with the new document on 1<sup>st</sup> April each year.

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## **Regulation 9 (3) – Preparation of a Management Plan**

*The following sections are as per Regulation 9(3) (Management Plans) of the Electricity Safety (Electric Line Clearance) Regulations 2020.*

### **(a) Name, address and Telephone Number of the Responsible Person**

Name:	<b>Knox City Council</b>
Address:	511 Burwood Highway, Wantirna South, 3152
Telephone No.	(03) 9298 8000
Facsimile No.:	(03) 9800 3096
Chief Executive Officer	Bruce Dobson

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### **(b) Name, position, address and telephone number of the person who was responsible for the preparation of the plan**

Name:	<b>Grant Thorne</b>
Position:	Director of Engineering and Infrastructure
Business Address:	511 Burwood Highway, Wantirna South, 3152
Telephone No.:	(03) 9298 8100
Facsimile No:	(03) 9800 3096
Email Address:	Grant.thorne@knox.vic.gov.au

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**(c) Name, position, address and telephone number of the persons who are responsible for carrying out the plan.**

Name: **Oliver Vido**  
Position: Operations Manager  
Business Address: 14 Henderson Road, Knoxfield 3180  
Telephone No.: (03) 9298 8128  
Facsimile No.: (03) 9800 3214  
Email Address: Oliver.Vido@knox.vic.gov.au

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**(d) The telephone number of a person who can be contacted in an emergency that requires clearance of an electric line that the responsible person is required to keep clear of trees or parts of trees.**

Business Hours

Name: **Teri Hawke** (Project Officer – Arboriculture Services)  
EMERGENCY TELEPHONE No: 9298 8013 or 0419887822

After hours

Name: **After Hours Duty Officer**  
EMERGENCY TELEPHONE No: 9298 8000 or 0418 805 166

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**(e) The objectives of the management plan**

- 1 Compliance with Electricity Safety (Electric Line Clearance Regulations 2020).
- 2 To prepare a management plan with regard to Electricity Safety (Electric Line Clearance Regulations 2020) for the next financial year on or before 31 March each year.
- 3 Where requested, to provide a copy of the Management Plan to ESV within 14 days.
- 4 Ensure Electrical Safety of the public and those undertaking any work associated with vegetation clearance of overhead electric lines by continually improving safe working practices and procedures.
- 5 Minimise potential fire starts as a result of vegetation contact with powerlines by maintaining statutory clearances as per Electric Line Clearance Regulations 2020.
- 6 Ensure that vegetation does not adversely affect the reasonable continuity of electricity supply provided to the community, by conducting biennial inspections of all trees close to power lines within the declared area and annual inspections of all trees close to

power lines in High Bushfire Risk Areas (HBRA areas) within the HBRA declared area.

- 7 Provide a safe working place for employees and contractors.
- 8 Manage vegetation to maximise the environmental benefits, biodiversity and amenity value of Council's tree assets.
- 9 Protect areas with important vegetation which may be deemed as such on the basis of those areas containing botanically, historically or culturally important vegetation or vegetation of outstanding aesthetic or ecological significance, and/or the habitat of rare or endangered species; achieved by managing the tree population in accordance with Knox City Council Policy and procedure.
- 10 Ensure community satisfaction with the manner in which the necessary works area carried out.

Note that objectives one to eight will be delivered as defined in the specification of Contract 2357 – Pruning and General Arboriculture Services; and under the proactive and reactive inspection programs detailed in Council's [Street Tree Assessment Management Plan](#).

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**(f) The land to which the management plan applies by the inclusion of a map:**

This Management Plan applies to all trees on land managed by Knox City Council (see appendix A) and includes all street trees and reserve trees within the municipality.

Knox maintains a GIS system wherein these boundaries are specified and these boundaries are provided to Council's line clearance contractors spatially along with other key data required to deliver line clearance works within the municipality.

The majority of trees subject to the plan are Council's street trees (approximately 72,000) which can be found in 2460 streets covering 770 kilometres within the municipality.

These trees are a mix of native, exotic and indigenous species and are managed to meet the requirements of the Electric Line Clearance Regulations 2020 under Council's zone pruning program. The areas covered under the zone pruning program in 2022-23 can be seen in appendix D.

This plan is not applicable to trees located on private property and State or Federal Government land.

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**(g) The location of hazard bush fire risk areas and low bush fire risk areas:**

High bushfire risk areas (HBRA) within Knox can be seen in appendix A. This data is stored in Council's GIS system and is reviewed annually by Council's Research and Mapping department in conjunction with the CFA. The data is updated where required, and provided to contractors undertaking line clearance works within the municipality.

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**(h) The location of each area that the responsible person knows contains a tree that the responsible person may need to cut or remove to ensure compliance with the Code and that is:**

(i) Indigenous

The tree population within the area to which the plan applies is a mixture of street trees planted on nature strips and parks/reserve trees with a balance of native, indigenous and exotic species. For the purpose of this plan the origin of these species are defined as follows:

- Exotic, the tree originates from outside Australia
- Native, the tree originates from within Australia
- Indigenous, the tree originates from within the boundary of the City of Knox

Trees of indigenous origin and areas of biological significance are identified in Council's '[Sites of Biological Significance in Knox](#)' publication. Sites of Biological Significance are also available in spatial form on Council's GIS system.

Council's Vegetation Protection Overlay (VPO) identifies areas containing significant indigenous vegetation and management measures required for pruning or removal of native vegetation under Council's Planning Scheme.

With regard to the street tree population, Council has a GIS street tree layer containing attributes such as Genus and Species – the fields required to determine the origin of a species.

The information above has been made available to Council's line clearance contractor.

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

Trees of historical significance managed and protected under Council's Heritage Overlay (HO) which defines the management measures required for pruning or removal of significant vegetation under Council's Planning Scheme. Trees of ecologic system are captured under the Vegetation Protection Overlay (VPO) of the planning scheme. Areas of aesthetic value

are covered under Council's planning scheme through the Significant Landscape Overlay (SLO). All overlays define limitations on pruning and removal works relevant to the overlay. This data is available on Council's GIS system and has been provided to Council's line clearance contractor.

Knox is home to one significant tree that is in proximity to powerlines (low voltage) and is listed on the [National Trust Register](#). The tree (*Quercus robur*) is located in a road reserve in Sheffield Road, The Basin (see Appendix F) - and is stored in the contractor's database as a tree of significance.



(iii) A tree of cultural or environmental significance

Trees of environmental significance have been addressed in (i) in the context of indigenous trees. With regard to cultural significance there are a number of aboriginal sites throughout the municipality. One of these sites hosts a tree of significance however the exact location cannot be identified as directed by Knox aboriginal community; however, the general location is corner of Wellington Road and Stud Road, Rowville. This information is also stored on the contractor's database to aid in identification.

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**(i) The means which the responsible person is required to use to identify a tree specified in paragraph (g);**

Trees referred to in paragraph G that are affected by the Plan are viewed and managed spatially utilising GIS layers related to Sites of Biological Significance, the [Knox Planning scheme](#) landscape overlays (see appendix B) and Council's street tree asset register. Further guidance is also available through Council's [Green Streets Policy](#), [Street Tree Asset Management Plan](#) and the document - [Sites of Biological Significance in Knox](#)'. All of these items are available to Council's line clearance contractor.

Additionally:

- Culturally significant trees are classed in accord with the [Aboriginal Heritage Register](#) which can be accessed by members of the public via an application process;
- Historical, cultural, aesthetic significant trees via the [National Trust](#) website, accessible to member of the public;
- Flora or a habitat of fauna listed as threatened in accordance with section 10 of the Flora and Fauna Guarantee Act 1988; or
- Flora listed in the Threatened Flora List with a conservation status in Victoria of "endangered" or "vulnerable"; or
- A habitat of fauna which is listed in the Threatened Invertebrate Fauna List with a conservation status in Victoria of "vulnerable", "endangered" or "critically endangered".

The trees identified in the above Acts, Lists or Registers are reviewed at least once every 12 months by Council to ensure their accuracy.

Council will identify the location of further vegetation as specified in section G of the Plan through review of the Heritage Register, Victorian Aboriginal Heritage Register, Threatened Flora List, Threatened Invertebrate Fauna List and Threatened Vertebrate Fauna List which will be centrally located on [Sites of Biological Significance in Knox](#).

With regard to identifying habitat trees, Council's contractor inspects each tree for signs of active habitation. If there are signs of habitation, the tree is identified as a habitat tree in the contractor's database. Given that trees within the declared area are mostly in residential streets it is unlikely that there will be a large number of spans falling into this category.

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**(j) The management procedures that the responsible person will adopt to ensure compliance with the Code**

- (a) Council manages its electrical line clearance responsibilities under the zone pruning component of contract 2357 – Pruning and General Arboricultural Services as defined below.

Under Contract 2357 the municipality is divided into 49 Zones (see appendix D) which are pruned biennially such that a complete pruning cycle takes place over a two year period. Data is shared spatially by Council and the contractor and the contractor is provided with all Council GIS layers required to deliver the works under the requirements of Electricity Safety (Electric Line Clearance Regulations 2020).

The works process is as outlined below.

- At contract commencement Contractor receives Council GIS data for all aspects of the program.
- The contractor provides written notice (see appendix L) supplied by Council to all properties within a zone a minimum of fourteen (14) days and a maximum of one (1) month prior to commencement of the work. Council also posts these upcoming works on their facebook and twitter social media platforms (see appendix O).
- The contractor undertakes an inspection of all trees within the upcoming zone, captures the data below and returns it to Council a minimum of two weeks before zone pruning commences:
  - Inspection date
  - Inspector
  - Tree health
  - Tree structure
  - Works Priority (as per Council's Electrical Line Clearance Management Plan - ELCMP)
  - Voltage/Cable type (if any)
  - Structural branches within clearance space LBRA only (yes/no=yes=further inspection)
  - Structural branches within road clearance (yes/no=yes=further inspection)
  - Works required - if line clearance works are required the minimum clearance space is determined in accordance with graphs 1 - 6 and figures 1 - 5 of the Code as per Electricity Safety (Electric Line Clearance Regulations 2020).
  - Comments
- Council's Proactive arborist inspects any trees the contractor has flagged for further inspection, and returns the data with these further inspections approved, disapproved or modified to meet Council requirements prior to zone pruning commencement.
- The contractor completes the zone pruning works and returns the completion data to Council.
- A full inspection of the completed zone is undertaken by Council's Proactive arborist who will refer any missed works back to the contractor for completion (see appendix j). This audit ensures that:
  - Powerline clearance is compliant with the code/Council specification, ensuring minimum clearance space is maintained and considers regrowth in accordance with graphs 1 - 6 and figures 1 - 5 of the Code as per Electricity Safety (Electric Line Clearance Regulations 2020).
  - Quality of works are to *AS4373 – 2007 Pruning of amenity trees*
  - Trees are pruned to the Council specification.

- Once the contractor completes the reworks the Proactive arborist audits a percentage of the works to ensure that the zone is complete and the final data is added to Council's Asset Management System.
- Additionally, Council's Proactive arborist conducts alternate zone audits monthly (reviewing the zone pruning area from the previous year for that month) to ensure that any regrowth impacting or likely to impact powerlines is addressed reactively to ensure that clearances are maintained.

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(b) Once spans over 45m are identified in HBRA areas or over 100m in LBRA areas, the inspector will assess these sites separately and apply the following rules:

1. Non-Significant Vegetation - Council will apply the minimum clearance space in consideration of regrowth for the specified voltage and fire risk area.
2. Significant Vegetation - Where significant vegetation exists Council will utilise the calculations specified in the 2020 Electrical Line Clearance Regulations to ensure compliance with the clause 11 of the code.

If the clearance requirements cannot be determined or clearance cannot be maintained, Council will contact the distribution business or Rail Company to determine the specific sag and sway requirements as per Electricity Safety (Electric Line Clearance Regulations 2020) and record the provided sag and sway requirements against the asset in Council's Asset Management System.

The relevant contacts are as follows:

### **UNITED ENERGY**

Contact Name: Leo Hourigan  
 Position: Vegetation Liaison Officer  
 Phone Number: 0429 219 839 or (03) 8846 9350  
 Email: [LHourigan@powercor.com.au](mailto:LHourigan@powercor.com.au)

### **Ausnet**

Contact Name: Spencer Few  
 Position: ORP Liaison Officer  
 Phone Number: 0439 563 262 or (03) 9238 6353  
 Email: [spencer.few@ausnetservices.com.au](mailto:spencer.few@ausnetservices.com.au)

### **METRO TRAINS**

Contact Name: Katrina Lewis  
 Position: Tree Clearing & Conformance Officer  
 Phone Number: 1800 800 007

Email: metrocustomer.feedback@metrotrains.com.au

Appendix C highlights the Distributions Companies areas throughout Knox.

For further information see 9(4) (n) and 9(4) (o).

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**(k) The procedures to be adopted if it is not practicable to comply with the requirements of AS 4373 while cutting a tree in accordance with the code**

To ensure the latest version of *AS4373 - 2007 Pruning of amenity Trees* is being referenced, both Council and the contractor have subscriptions to the SAI Global standard association. Notifications of new or amended standards are forwarded to the organisations when they are released.

Council's objective is that both internal and external staff prune in accord with *AS4373 - 2007 Pruning of amenity Trees* as far as reasonably practicable when undertaking pruning activities to clear vegetation from electrical assets. If power line clearances cannot be achieved adhering to *AS4373 - 2007 Pruning of amenity Trees* direction can be given by Council's Proactive Arborist. The Proactive Arborist will work closely with the contractor to provide guidance on pruning where required to achieve compliance.

'Reasonably practicably' in relation to *AS4373 - 2007 Pruning of amenity Trees* means that which is, or was at a particular time, reasonably able to be done in relation to ensuring continued tree health and future tree safety, taking into account and weighing up all relevant matters including:

- (a) The likelihood of the hazard or the risk concerned occurring – will the action create a defect, hazard, loss of tree health or aesthetic value in the present or future.
- (b) The degree of harm that might result from the hazard or the risk - what will the impact be on the tree or future safety of the public.
- (c) What the person concerned knows, or ought reasonably to know about:
  - (i) The hazard or the risk – must have adequate knowledge to determine the hazards risks
  - (ii) Ways of eliminating or minimising the risk – must have adequate knowledge in relation to alternative measures.
- (d) The availability and suitability of ways to eliminate or minimise the risk – are other resources or techniques available to complete works to the standard.
- (e) After assessing the extent of the risk and the available ways of eliminating or minimising the risk, the cost associated with available



ways of eliminating or minimising the risk, including whether the cost is grossly disproportionate to the risk – does the cost required to complete works to the standard grossly outweigh the value of the tree.

Contractors completing pruning works are required to follow Pruning procedure guidelines outlined in *AS 4373- 2007 Pruning of amenity Trees* section 5.

- 1.1 Equipment - Contractors completing pruning works are required to select the appropriate plant and equipment in order to complete works.
- 1.2 Disinfection - Where there is a risk of the spread of disease from one tree to another, pruning tools shall be disinfected between trees.
- 1.3 Pre-cutting - To avoid splitting or tearing of the branch collar or trunk, branches should be pre-cut or undercut.
- 1.4 Final Cuts
  - a. Final cut shall be made as close as possible to the branch collar without cutting into the branch collar or leaving protruding stub.
  - b. In the absence of a visible collar, the branch bark ridge shall be used to determine the angle of the cut when removing a branch.
  - c. When removing codominant stem, the stem bark ridge shall be used to determine the angle of cut.
  - d. When making reduction cuts, the branch bark ridge shall be used as a guide to the angle & position of the final cut.
  - e. Bark at the edge of all final cuts shall remain firmly attached.

Contractors when completing pruning works must remove the minimum necessary to achieve the aim of the pruning as far as reasonably practicable, which includes removing no more than 30% of foliage and not removing large structural branches.

Where this cannot be achieved, the site or trees are to be referred to Council's Proactive Arborist or Project Officer- Arboriculture Services to make an assessment on whether or not it is reasonably practicable to deviate from *AS4373 – 2007 Pruning of amenity trees*.

Council ensures staff are appropriately trained and are aware of the principles of *AS4373 – 2007 Pruning of amenity trees* by:

- Providing access to the document at the worksite.
- Referencing the standard in its internal procedures.
- Referencing the standard in tender documents for contractors
- Ensuring internal staff and contractors are trained or are supervised by persons with Arboriculture or ESI certificate level training.

Where pruning to achieve clearance will not allow compliance with *AS - 4373 2007 Pruning of amenity trees* or Councils Road Management Plan, Knox may elect to:

- Increase the pruning frequency to minimise the required pruning.
- Remove scaffold/ parent limbs initially to minimise future required pruning.
- Remove trees where the resulting pruning would leave trees unsuitable for retention.

Where the above situations occur, the Proactive Arborist is notified. Where trees are to be removed, the affected resident is contacted either in person or by a written notification card.

To verify that appropriate cutting standards are being achieved, Council has implemented a quality auditing process. The audit has both a numerical measure as well as comments about specific issues. The following is considered: quality of cuts, appropriateness of pruning, clearance requirements and post site clean-up are reviewed (see Appendix H for the audit template). Audits are undertaken by Council arborists during the course of and after completion of set works on both internal teams and contractors.

Where pruning does not meet the requirements teams may be required to return to sites to rectify works or be provided instruction about future improvements this is also provided to the contractor in the form of a reworks audit. The reworks audit is issued once the Proactive Arborist has inspected all trees within the allocated zone for compliance.

All decisions made will have due regard to the Knox City Council Sustainable City Plan, the Significant Vegetation to Road Sites Strategy and Council's Streetscape Policy, these can be found at [Knox City Council](#).

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**(I) A description of each alternative compliance mechanism in respect of which the responsible person has applied, or proposes to apply, for approval under clause 31 of the code**

Knox City Council has not applied for any alternative compliance mechanisms from Energy Safe Victoria to date. Where required, Council may investigate the use of alternative compliance mechanisms to protect mature vegetation that is unable to be pruned to comply with the Code of Practice.

Alternative compliance mechanisms that may be considered may include but are not limited to:

- Aerial Bundling of cable.
- Redirection of existing powerlines.
- Installation of spreaders.
- Undergrounding of existing powerlines.

Any tree identified as requiring an alternative compliance mechanism will be managed with a clear, documented and sound justification to support the

application to Energy Safe Victoria. Mechanisms will only be requested following a full investigation of all options that may be available to ensure compliance.

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**(m) The details of each approval for an alternative compliance mechanism that:**

- (i) The responsible person holds; and**
- (ii) is in effect.**

At present Knox Council has not applied for any alternative compliance mechanisms.

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**(n) A description of the measures that must be used to assess the performance of the responsible person under the management plan**

Knox Council has a number of internal systems in place to monitor the progress of inspection and compliance schedules including:

- Mapping the inspection and pruning program against the zone maintenance progress.
- Post works auditing and issuing of reworks upon zone completion.
- Customer feedback and levels of customer requests relating to powerlines.

External systems such as audits from local DB's in relation to non-compliance sites and outages are not regularly received or tracked at present, however it is a potential improvement for the future.

Utilising historical data, a range of benchmarks for intervention of non-compliance has been established.

- For internal audits, the supervising officer undertakes an audit of all streets within the submitted completed zone. This audit covers both powerline clearance ensuring minimum clearance space and regrowth and quality of works to *AS4373 – 2007 Pruning of amenity trees* and ensures all trees are pruned to Council specifications. Trees identified as not meeting council specifications are logged on Council's asset management system and shared with the contractor for rectification as reworks (see appendix J).
- A further internal audit is undertaken on a monthly basis to help track quality and compliance with this plan. A score of 155 out of 170 minimum

compliance benchmark is in place. This audit covers both clearance and quality of works to AS4373 – 2007 (see appendix H).

This process is performed by Council arborists; a range of performance related penalties apply within our externally contracted service, while works by internal staff are subject to individual performance management.

Furthermore:

- Analysis of work types, job numbers and works priorities completed per zone per visit are also used to give insight into the number of trees reaching intervention levels between pruning cycles. Review of works completed over consecutive visits can show trends in the performance of the current ELCMP.
- If supplied, compliance and outage results from DB's are another useful tool to help monitor the performance of the plan. This will be measured on a number of events basis/month or year. Significant increases between periods would also warrant investigation.
- Council and the contractor meet on a monthly basis (or more frequently where performance issues are identified) to discuss the performance of the contract and key areas for improvement. Records of these meeting are shared with the contractor and stored in Councils Records system.

Performance procedures relating to keeping vegetation clear of powerlines are identified in sections (e) to (i) of this Management Plan.

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#### **(o) Details of the audit processes that must be used to determine the responsible person's compliance with the Code**

Knox City Council undertakes regular audits of the contractor as well as a final compliance audit at the completion of the nominated zones. The contractor also undertakes its own internal auditing during pruning as well as at completion of the nominated zones.

The Project Officer- Arboriculture Services oversees the auditing cycle with the Proactive Arborist. The Proactive Arborist conducts audits of the contractor during pruning and is also responsible for the final end of zone completion audit.

There are 3 types of audits currently utilised by Knox City Council to ensure service quality during zone pruning works.

- Safety Audits – Are used to ensure correct OH&S onsite and to ensure correct traffic/pedestrian control is being used as well as appropriate controls are in place for powerline tree trimming – see Appendix I. These are conducted on a monthly basis and are saved in Knox City Councils contract database.

- Quality Audits – Are used to ensure tree trimming is performed as per AS - 4373 2007 *Pruning of amenity trees* as well as items such as site clean-up - see Appendix H. These are completed every two months and saved in Knox City Councils contract database.
- End of Zone Compliance Audits – Are used to record quality at the completion of the nominated zone. The Proactive Arborist inspects the entire zone and logs any works not undertaken to be completed as reworks - see Appendix J.

Items identified during auditing are actioned as follows:

1. Non-compliance identified.
2. Reworks plotted onto Council Asset system.
3. Reworks occur within 14 days.
4. Project Officer- Arboriculture Services & Proactive Arborist follows up with contract staff for progress/tracking. Updates are also provided and logged during monthly meetings.
5. Closure occurs when notification from the contractor confirms all jobs have been done. Another compliance audit is then undertaken by the Proactive Arborist to confirm works have been completed.

The Project Officer- Arboriculture Services is responsible and oversees the auditing undertaken by the team and discuss issues of noncompliance or improvement with the contractor. All audits are saved in Knox City Councils contract database. Results from these auditing categories are used to improve safety of team and quality of works completed. Audit results are discussed at team meetings and monthly meetings with internal staff and contractors.

Council's Proactive Arborist also undertakes monthly alternate zone inspections where trees identified as having grown within or are likely to grow within the clearance zone before the next programmed cycles are identified. These trees are then issued to Council's reactive contractors to ensure compliance over the two year period.

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**(p) The qualifications and experience that the responsible person must require of the persons who are to carry out the cutting or removal of trees**

Employees and contractors working for or on behalf of Knox City Council conducting inspections, cutting or removal of trees are required to hold or provide proof that they are enrolled in an approved course for the following qualifications but not limited to:

Grounds Person

- Certificate 2 - ESI in Powerline Vegetation Control.

#### Tree Cutter / Pruner

- Certificate 2 - ESI in Powerline Vegetation Control.
- Minimum Certificate 3 Horticulture / Arboriculture.

#### EWP Operator and EWP Safety Observer

- UETTDRVC33 - Apply pruning techniques to vegetation control near live electrical apparatus
- UETTDRVC25 – Use elevated platform to cut vegetation above ground level near live electrical apparatus
- TLILIC0005 – Licence to operate a boom-type elevating work platform (EWP licence)

#### Tree Climber and Climber Safety Observer

- UETTDRVC21 - Use climbing techniques to cut vegetation above ground near live electrical apparatus
- UETTDRVC33 - Apply pruning techniques to vegetation control near live electrical apparatus
- UETTDRVC34 - Undertake release and rescue from a tree near live electrical apparatus
- AHCARB204 - Undertake standard climbing techniques

#### Inspector

- Certificate 2 - ESI in Powerline Vegetation Control.
- Minimum Certificate III Horticulture / Arboriculture including perform a ground-based tree defect evaluation unit of competency, or an equivalent qualification.
- UETTDRVC24A - Assess vegetation and recommend control measures in an ESI environment or equivalent if not included in the above.
- 3 years industry experience.

The Certificate 2 ESI covers many aspects of the required training such as Chainsaw use, OH&S principles, First Aid, pruning techniques and EWP licences. Additional staff may be required to hold training in:

- Traffic management.
- Chipper operation/induction.
- Chemical application (A.C.U.P or similar).
- Tree Climbing.

All Electrical Line Clearance crews are acting as “Qualified persons” as indicated in the Electrical Safety (General) Regulations 2019 as approved by ESV specifying satisfactory completion of a training course in tree clearing as per clause 616 of the Regulations. A Qualified Person holds a current Certificate 2 - ESI in Powerline Vegetation Control and is aware of limitations when working around powerlines as per the Blue Book.

All contractors are required to provide evidence of appropriate qualifications and training prior to the commencement of work and report on updates to training via monthly and annual reports. Each monthly report details the induction status and current authorisation status of all staff. A copy of the contractor's training matrix is also provided to Council when updated. Contractor's training authorisation cards may be spot checked during monthly OHS inspections and should unqualified persons be found working within the municipality they will be stopped from working immediately until evidence of up to date training is provided.

All records are stored in the Knox City Council document management system.

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**(q) Notification and consultation procedures, including the form of the notice to be given in accordance with Division 3 of Part 2 of the Code**

As outlined in schedules 15, 16, 17 & 18 of the Code

For an example of social media notification, please see - Appendix O.

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**(r) Dispute resolution procedures**

If a dispute arises during the process of consultation/negotiation between affected land owners and the Council, regarding proposed clearing/pruning/alternative construction activities, it shall be resolved in accordance with [Council's Complaint Procedure](#) and council's internal Customer Complaint Handling Procedure (see Appendix P).

The person responsible for resolving official disputes between Council and members of the public relating to the issues discussed in the Plan is:

Teri Hawke, Phone (03) 9298 8013  
Project Officer – Arboriculture Services, Knox City Council,  
14 Henderson Road Knoxfield 3152

If the dispute cannot be resolved directly with Council the person making the complaint will be referred to the [Energy and Water Ombudsman's Office](#) (EWOV) for further information and advice.

Notwithstanding the nature of the dispute and the need to resolve the dispute in accordance with Council's Complaint Procedure, Council's duty to maintain the clearance space in accordance with the Plan shall not be compromised.

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## **Regulation 10 – Obligations relating to management plans**

This ELCMP will be published on the Street Tree Management page of the Knox website [www.knox.vic.gov.au](http://www.knox.vic.gov.au).

The process to which the ELCMP will be updated on the website each year is listed below:

1. Draft of the new plan completed.
2. Draft sent to Coordinator Urban Forest and City Presentation.
3. Amendments made as required.
4. Draft sent to Director of Engineering & Infrastructure and Manager - Operations for review.
5. Amendments made as required.
6. Send amended plan to Director for approval.
7. After plan is approved, send to Public Relations department for publication to website, 5 working days before end of March.

The Project Officer- Arboriculture Services is responsible for the process of drafting and updating all current references and providing the plan to the Coordinator Urban Forest and City Presentation who will then submit to the Director for approval. Once approved, the Project Officer–Arboriculture Services will coordinate publishing of the plan on the website. The website publication will be initiated at the time of making hard copies.

The plan shall be available for viewing at Knox City Council Operations centre, 14 Henderson Road Knoxfield between the hours of 7am – 4pm except Friday 3.30pm.

To view the plan an appointment should be made by contacting the Coordinator Urban Forest and city presentation via customer service BH 9298-8000. After an appointment is made, a meeting room can be booked for viewing the plan.

To ensure that the most up to date copy is available, the following controls are put in place:

1. After approval to publish the plan is given, all existing hard copies are destroyed keeping the electronic copies for 5 years.
2. A hard copy of the new plan is then created and filed.
3. The updated plan has currency and revision dates printed on the cover.



After approval to publish the plan is given by the Director, all publications are then initiated by the Project Officer – Arboriculture Services and stored ready for viewing.

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## **Regulation 11 – Exemptions**

**A responsible person who receives an exemption must ensure that compliance of the exemption is met and a copy of the exemption is published on the responsible person's internet site and monitored.**

To date Knox has not applied for or received an exemption.

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## **Schedule 1 - code of practice for Electric Line Clearance Part 2 – Clearance responsibilities, Division 1 – Role of responsible persons**

### **(4) Exception to minimum clearance space for structural branches around insulated low voltage eclectic lines**

Council plans to apply exceptions on certain trees under this section of the management plan. It is to be used in situations where existing tree branches meeting the criteria are within the clearance space and it is not reasonably practical to prune these branches. The branches in this situation pose an acceptable level of risk, within set criteria.

This process is to be managed by the Project Officer – Arboriculture services and involves information and input from the inspector delivering works under the line clearance contract. Records of these inspections are stored within the contractor's electronic database and on Council's Asset Management System. The inspection shall identify trees meeting the aforementioned exception by the following process.

1. Inspection completed by appropriately qualified inspector.
2. The tree is assessed to see if the works require removal of branches that are wider than 130mm within the minimum clearance space to achieve required clearances.
3. The tree is assessed to consider whether removal of these limbs would affect the structure, health or amenity of the tree.
4. If removal of limbs meeting these criteria is not achievable then the tree shall be recorded in the database. This is completed by selecting "YES" in the field named "Structural branches within clearance space". In this case Council's Proactive arborist undertakes a further inspection to determine whether pruning works a feasible or an exception will be applied. Trees not meeting these criteria in this field defaults to "NO".

5. The voltage or cable type is recorded in the “WIRES” field. If the span length is less than 40m the branch must be more than 150mm from the line. If the span is greater than 40m the branch must be at least 300mm from the line.
6. A health & risk assessment is complete on the tree along with any additional comments and recorded within the database. Any tree subject to an exception will be inspected at 14 month intervals to ensure still complies with exception requirements. These inspections will be recorded on Council's Asset Management System and included in the alternate zone inspection program.

---

#### **(5) Exception to minimum clearance space for small branches around insulated low voltage electric lines**

Knox City Council does plan to apply exceptions to this section of the plan where small branches (<10mm) are found to be within the clearance space during alternate zone inspections or reactively in instances where Council's Arborist determines that:

- A branch is less than 10mm in diameter when it enters the minimum clearance space of an insulated low voltage electric line; and
- Council's database confirms that the branch has been removed from the minimum clearance space within the last twelve months

The exception will be recorded against the tree asset on Council's Asset Management System.

---

#### **(6) Exception to minimum clearance space for small branches growing under uninsulated low voltage electric lines in low bushfire risk areas**

The process for exception to minimum clearance space for small branches under uninsulated low voltage electric lines in low bushfire risk areas as outlined in Part 2, Division 1, Clause 6 of Schedule 1 of the Code is as follows:

- A tree is identified that has structural branches within the clearance zone
- A suitably qualified arborist determines that:
  - The branch is less than 10mm in diameter when it enters the minimum clearance space, and is no more than 500 millimetres inside the minimum clearance space;

- The point at which the branch originates is below the height of the electric line; and
- The line is an uninsulated, low voltage cable, located in a low bushfire risk area; and
- In the case of a branch that comes within the minimum clearance space within the middle two thirds of the span, the span is fitted with —
  - (i) one conductor spreader if the length of the span does not exceed 45 metres
  - (ii) 2 conductor spreaders if the length of the span exceeds 45 metres; and
- Council's Asset Management System records confirm that the branch has been assessed by a suitably qualified arborist in the last 14 months; and
- An assessment of the risk posed by the branch and any mitigation works are undertaken and recorded in Council's Asset Management System.

---

**(7) Exception to minimum clearance for structural branches around uninsulated low voltage electric lines in low bushfire risk areas**

Knox City Council plans to apply exceptions on certain trees under this section that meet the requirements for an exception as outlined in Part 2, Division 1, Clause 7 of Schedule 1 of the Code.

The process for exception to minimum clearance space for structural branches around uninsulated low voltage electric lines in Low Bushfire Risk Area is;

- A tree is identified that has structural branches within the clearance zone
- A suitably qualified Arborist determines that:
  - the branch is greater than 130mm in diameter when it enters the minimum clearance space,
  - the branch enters the clearance space by no more than 500mm,
  - the branch does not have a visible structural defect that cause the branch to fail and make contact with the electric line.,
  - the line is an uninsulated, low voltage cable, and
    - the branch is located in the first or last sixth of the span, or
    - the span is 45m or less in length and is fitted with one spreader, or

- the span is greater than 45m in length and is fitted with two spreaders.
- A risk assessment of the tree and branch is undertaken and any risks identified are mitigated.
- The inspection is stored against the tree Asset in Council's Asset Management System and flagged for inspection during alternate zone auditing.

This process is to be managed by the Project Officer - Arboriculture Services and involves information and input from the inspector contracted to provide the planned electric line clearance program and the Council's Proactive Arborist.

---

**(8) A responsible person who owns or operates a transmission line must:**

Knox City Council does not currently maintain any transmission lines as these are maintained by the power company. Power Companies are to notify Council's Responsible Officer of all pruning works within the City of Knox.

---

**(9) Responsible person may cut or remove hazard tree**

If through routine inspection of the cyclic program or otherwise a person identifies a tree under Council's management within the declared area is:

- Likely to fall onto or otherwise come into contact with an electric line.
- Regrowth into the clearance space before the next scheduled visit.
- Vegetation in a HBRA area found to be within clearance after declaration of the fire season.

Council will arrange for an assessment to be undertaken by a suitably qualified arborist who has:

- The qualification of National Certificate Level III in Arboriculture, including the "Perform a ground-based tree defect evaluation" unit of competency or an equivalent qualification; and
- At least 3 years of field experience in assessing trees.

This may be conducted by an internal or external resource. The assessment will confirm the likelihood of contact with an electric line having regard to foreseeable local conditions. Factors such as: tree health, defects, size of

failure, target potential, significance, fauna and habitat are considered in the assessment. The details of the assessment will be recorded on the contractor's database or by a written inspection report which is saved to Council's Asset Management System. Once completed, this report is to be submitted to the Project Officer- Arboriculture Services for review within 48 hours.

Where Hazard trees are identified as requiring pruning or removal, affected persons are notified as soon as practical. This is completed either in person or using council's works notification card (refer to appendix K).

If line clearance works on trees are completed under the Urgent conditions listed in Schedules (13) & (14), trees will not be cut further than 1 metre from the minimum clearance space around the electric line except where an unsafe situation cannot be made safe. Where this is the case, pruning will be undertaken further than 1 metre from the minimum clearance space to the extent that safety is restored. Vegetation management personnel will be instructed to cut to no more than 1m greater than the specified minimum clearances when the works are issued.

As the asset owner of the trees covered under this plan, council reserves the right to remove hazard trees where they cannot be made safe or be retained as useful assets.

Once works are completed the works are logged onto the contractor's database, or within internal daily work lists. Tree pruning personnel are to provide confirmation of completion of the work to the issuing officer. Outcomes of the works are then provided to third parties including local authorities, distribution businesses or general public who raised the case.

Should Council or contractors working on behalf of Council in the course of works identify a hazard tree belonging to another party, Council will notify the owner and the distribution business of the tree via telephone, e-mail or card with 48 hours to make them aware of the risk and their obligations under these regulations.

A responsible person cutting a tree must, as far as practicable cut the tree in accordance with AS4373 as published or amended from time to time as noted in 9(3) (i).

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## **Schedule 1 - code of practice for Electric Line Clearance Part 2 – Clearance responsibilities, Division 2 – Manner of cutting and removing trees**

**(10) A responsible person cutting a tree to achieve compliance must, as far as practicable, cut the tree in accordance with AS 4373 as published or amended at the time.**

Refer to 9(4) (k).

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**(11) Cutting or removal of:**

- **Native Trees**
- **Trees listed in a planning scheme to be ecological, historical or aesthetic significance.**
- **Trees of cultural or environmental significance**

Areas containing native trees, trees listed in a planning scheme to be of ecological, historical or aesthetic significant and trees of cultural or environmental significance within Knox are identified in regulation 9(4)(h) of this plan. The contractor will be made aware of these areas through inclusion of this information on their databases, and changes or additions will be addressed and documentation provided in monthly meetings.

Trees within the vicinity of electrical conductors in these areas are assessed by the contractor prior to zone pruning or reactively buy a Council Arborist following a request from a third party using the following procedure.

1. The site/s are assessed by an appropriately qualified inspector nominated by the Project Officer-Arbiculture Services. This may be an internal or external resource.
2. The present situation is documented including: number and type of trees requiring cutting, and removal. This may include photos and aerial maps as well as entry into the contractors database or Knox lifecycle program.
3. Scope of works required make the vegetation compliant with the current specifications is outlined. If the pruning of tree to compliance results in the tree being unhealthy or unviable the tree will be programmed for removal as determined by suitably qualified Arborist.
4. Recorded information is reviewed by the Project Officer- Arbiculture Services, and Coordinator Urban Forest and City Presentation to assess potential impacts to the vegetation. Depending on the type of significance, other internal & external stake holders such as Council's Planning department, Heritage Victoria, etc. may also be engaged to provide feedback about management options.
5. Strategies to minimise impacts to this vegetation are considered and may include: increased pruning frequency, altered timing of pruning, equipment used for access, and consideration of an engineering solution.

6. A strategy is confirmed and recorded works plan which is approved the Coordinator Urban Forest and City Presentation.
7. The approved works plan is then forwarded to the internal or external resource allocated to perform the works.
8. The Project Officer- Arboriculture Services is notified upon completion and the works plan closed out and stored in councils document management system.

If vegetation in these areas identified is found to be unsafe, that is:

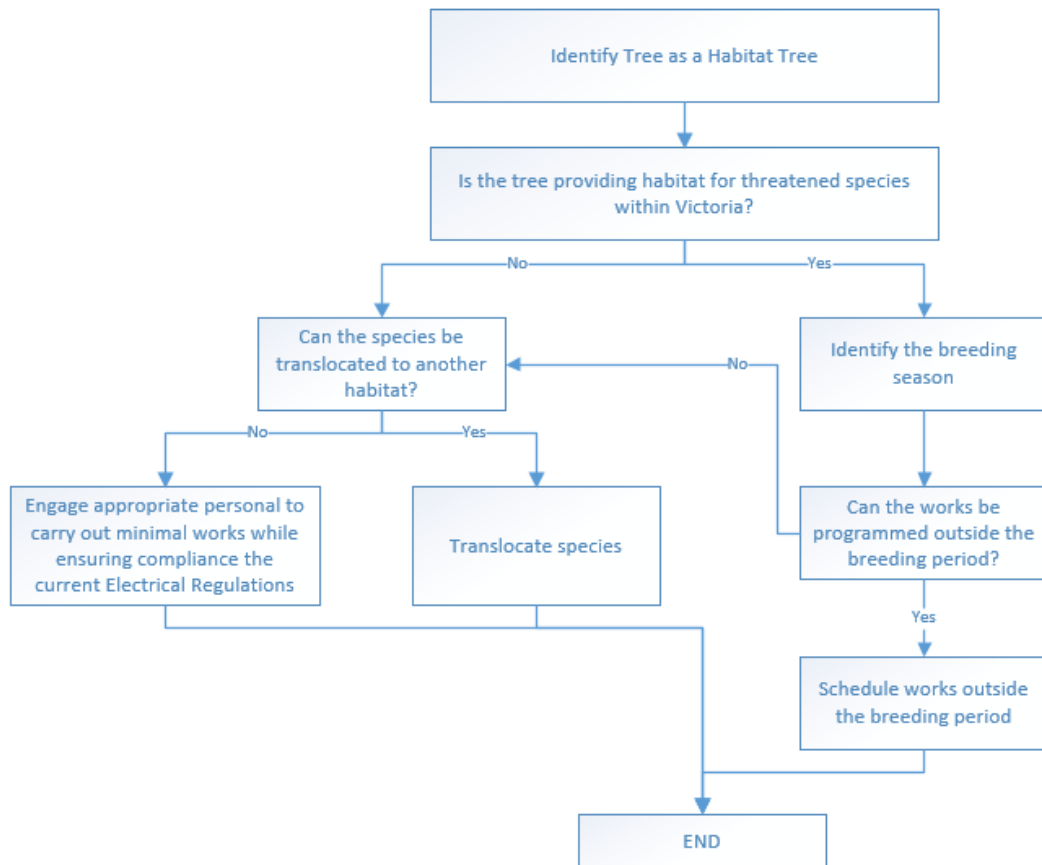
- Hazard tree
- Regrowth into clearance space before the next scheduled visit
- Vegetation in HBRA found to be in clearance after declaration.

The above process may be expedited in lieu of a site visit by the Project Officer- Arboriculture Services and the nominated inspector. Works are identified, recorded and issued immediately to a works crew. Identified works should aim to make the situation safe in the first instance and be subject to further review of future management strategies. Notification to relevant stakeholders should occur within 48hrs of issue of works.

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## **(12) Cutting or removing habitat for threatened fauna**

As stated in regulation 9(4)(iii) Knox does not currently have records of any threatened fauna which may be affected by the implementation of this plan. Should threatened fauna be identified, the following process shall be followed:




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**(13) Restriction on timing of cutting or removal if notification is required**

This has been covered in Schedule 15 & 16

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**(14) Restriction on urgent cutting of trees**

Refer to Schedule 8.

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**(15) Restriction on urgent removal of trees**

Refer to Schedule 8.

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## **Schedule 1 - code of practice for Electric Line Clearance Part 2 – Clearance responsibilities, Division 3 – Notification, Consultation and Dispute Resolution**

### **(16) Responsible person must provide notification before cutting or removing certain trees**

Knox City Council will notify all affected parties including private residents of any tree maintenance undertaken which may affect the land holder or change the streetscape within that area. The notification take the form of a postcard delivered a minimum 14 days before and no more than 60 days prior to works being undertaken.

In addition to the postcard, Council will update the community via the social media platforms Facebook & Twitter. – refer to Appendix O for Council's social media plan.

Knox City Council will notify all affected parties including private residents of any tree maintenance proposed to be undertaken on a tree of cultural or environmental significance which may affect the land holder or change the streetscape within that area. The notification would be in a letter form delivered before works are undertaken identifying all actions taken to minimise the impact of these works on any tree of cultural or environmental significance. In addition to this Council staff will liaise with land holders to ensure they have an understanding of the works to be completed and implications if any.

---

### **(17) Responsible person must publish notice before cutting or removing certain trees**

To ensure notification of persons who may be affected by cutting or removing trees for the purposes of clearance of the electric lines Knox has implemented a range of methods including:

- A notification card (Appendix K) is placed in letter boxes for unscheduled works and removals. It is issued by the persons completing the works (internal staff or contractors).
- Every household within each upcoming zone is to be letter dropped by the current contractor notifying the residents of the upcoming pruning. (Appendix L) This gives the ability to provide weekly updates and maps of the areas currently being worked in.
- Regular monthly posts through Councils social media forums Facebook & Twitter, will inform the public of the location of proactive tree pruning within the municipality. Refer Appendix O

The use of social media to inform the public regarding upcoming Electric Line Clearance works is in line with the Council Communication engagement policy. Refer Appendix Q

- The pruning schedule is available on Council's website [knox.vic.gov.au/](http://knox.vic.gov.au/)

This range of notification allows general notification as well as more accurate and timely notification for changes in planned works and emergencies. Unless specified by a notification card, the works to be notified are tree cutting works to Australian standards so that regulation clearances can be achieved.

These mechanisms satisfy Schedule (12) notification of tree pruning to be provided to all residents at least 14 days but no more than 60 days prior to the planned day that pruning or removal is to occur. It also allows for updates to be posted in the case that schedules have been delayed or placed on hold.

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## **Schedule 1 - code of practice for Electric Line Clearance Part 2 – Clearance responsibilities, Division 4 – Additional duties of responsible persons**

### **(20) Duty relating to the safety of cutting or removal of trees close to an electric line**

All Contractors completing line clearance works for Council shall hold the qualification of Cert II ESI – Power line Vegetation Control. This training instructs operators to follow safety guidelines and limits set within either;

- ESV - Electrical Safety Rules for Vegetation Work near Overhead Powerlines by Non-electrical workers (Electrical Safety Rules)
- Greater clearances or rules set by the asset owner.

If operators have concern with the cutting or removal of a tree for which council has the cutting responsibility, then it shall cease work and consult with the relevant asset owner. This shall be identified onsite, during the site or hazard assessment for the tree/ span in question.

The contact details for the relevant assets within Knox's Declared Area are listed below.

### **UNITED ENERGY**

Contact Name:	Leo Hourigan
Position:	Vegetation Liaison Officer
Phone Number:	0429 219 839 or (03) 8846 9550
Email:	LHourigan@powercor.com.au

### Ausnet

Contact Name: Spencer Few  
Position: ORP Liaison Officer  
Phone Number: 0439 563 262  
Email: spencer.few@ausnetservices.com.au

### METRO TRAINS

Contact Name: Katrina Lewis  
Position: Tree Clearing & Conformance Officer  
Phone Number: 1800 800 007  
Email: metrocustomer.feedback@metrotrains.com.au

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## **Schedule 1 - code of practice for Electric Line Clearance Part 2 – Clearance responsibilities, PART 3 –Minimum clearance spaces**

### **Division 2 – Alternate compliance mechanisms**

#### **(31) Application for approval of alternative compliance mechanisms.**

Where an alternative compliance mechanism is required Council will apply to Energy Safe Victoria for approval. The application will include the procedures to be adopted for the commissioning, installation, operating, maintaining, and decommissioning an alternative compliance mechanism.

This application will take into consideration published standards, location, minimum clearance space, and a copy of a written argument.

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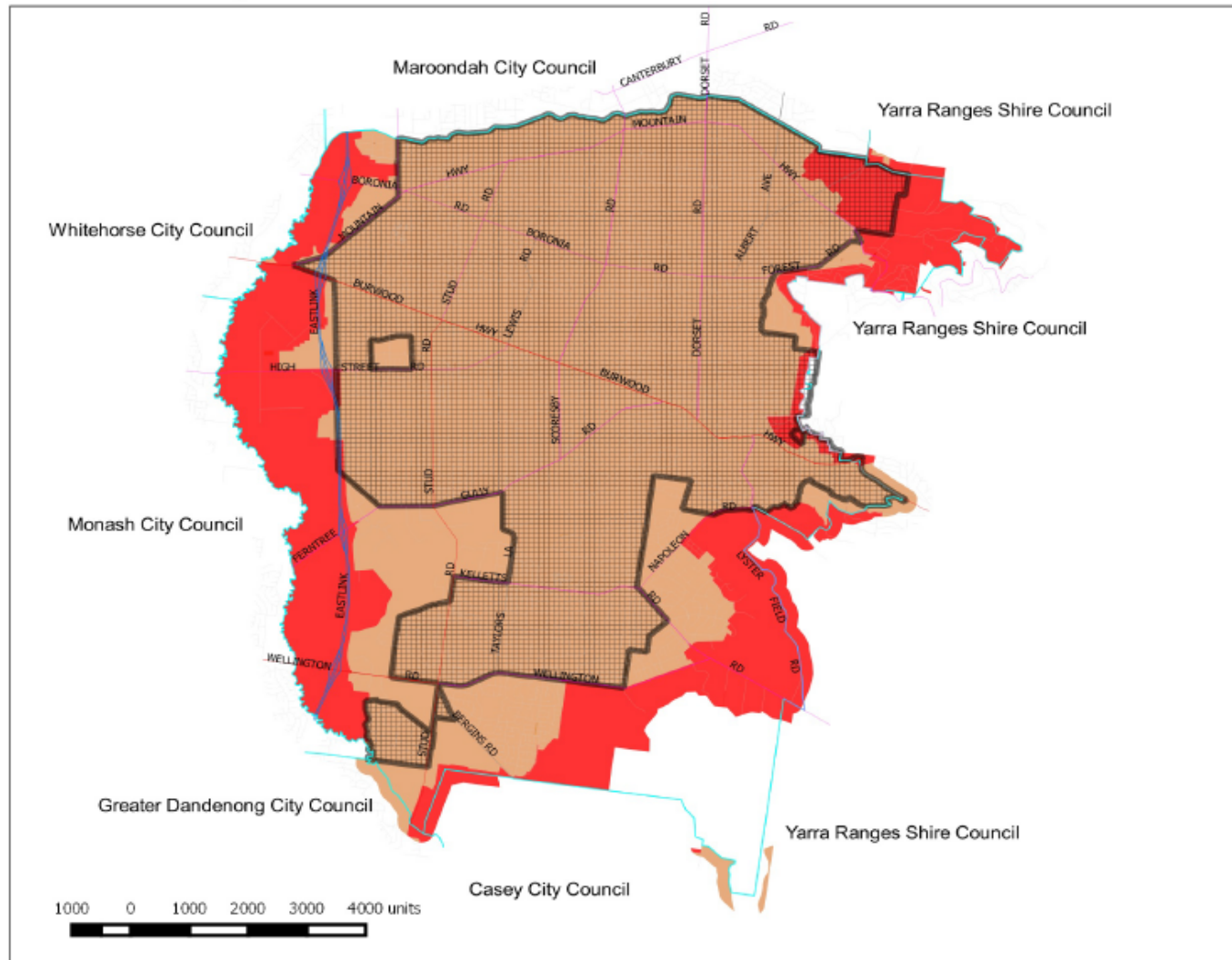
#### **(32) Formal safety assessment of alternative compliance mechanism**

If Council decides to apply for an alternative compliance mechanism a formal safety assessment will be undertaken to identify any hazards associated with the request to the requirements of Energy Safe Victoria.

## APPENDIX A

Knox Declared Area  
Including HBRA & LBRA sites

### High Bushfire Risk Area, Low Bushfire Risk Area & Declared Areas



#### Legend

##### Emergency Management

- Declared Tree Pruning Boundary
- CFA Fire Hazard - High
- CFA Fire Hazard - Low

Disclaimer:  
Roads and Side Boundaries - State of Victoria,  
Knox City Council  
Planning Technical Information - DEWSP, Knox  
City Council  
Aerial Photography - Aerial ( flown January 2013  
- unless otherwise stated)  
No Guarantee of Accuracy of Information -  
No Guarantee of Accuracy of Information -  
No Guarantee of Accuracy of Information

1. Whilst every endeavour has been made to ensure that the mapping information is current and accurate, no responsibility or liability is taken by Knox City Council or any of the above organisations in respect to inaccuracy, errors, omissions or for actions based on this information.

2. Planning information should be used only as a source of preliminary information. For accurate planning information please obtain a Planning Certificate from the Department of Infrastructure.

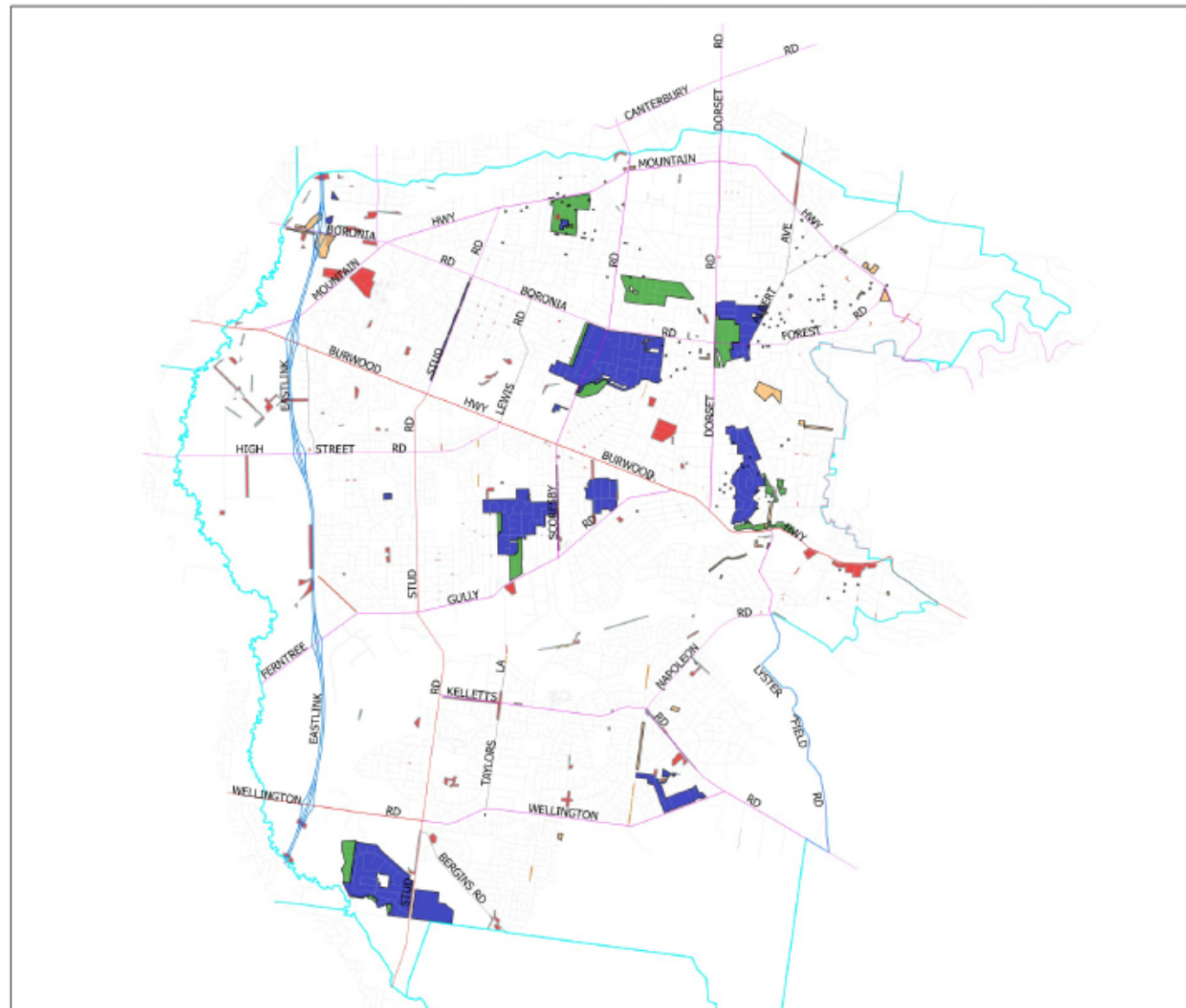
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4. Drainage and flood extent information has been provided to Council on a yearly basis by Melbourne Water for public use purposes only. Where the latest Melbourne Water drainage and flood extent mapping is critical, please contact Melbourne Water.



## APPENDIX B

### Knox City Council - Vegetation Protection Overlays



#### Legend

- Vegetation Protection Overlay 1 (VPO1)
- Vegetation Protection Overlay 2 (VPO2)
- Vegetation Protection Overlay 3 (VPO3)
- Vegetation Protection Overlay 4 (VPO4)

Disclaimer:  
 Roads and Title Boundaries - State of Victoria,  
 Knox City Council  
 Planning Scheme Information - DS.MP, Knox  
 City Council  
 Aerial Photography - Aerial (from January 2013  
 - unless otherwise stated)  
 Melbourne Water Drainage Information -  
 Melbourne Water

1. While every endeavour has been made to ensure that the mapping information is current and accurate, no responsibility or liability is taken by Knox City Council or any of the above organisations in respect to inaccuracy, errors, omissions or for actions based on this information.
2. Planning information should be used only as a means of preliminary investigation. For accurate mapping information please obtain a Planning Certificate from the Department of Infrastructure.
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4. Drainage and flood control information has been provided to Council on a yearly basis by Melbourne Water for indicative purposes only, where the latest Melbourne Water drainage and flood control mapping is critical, please contact Melbourne Water.



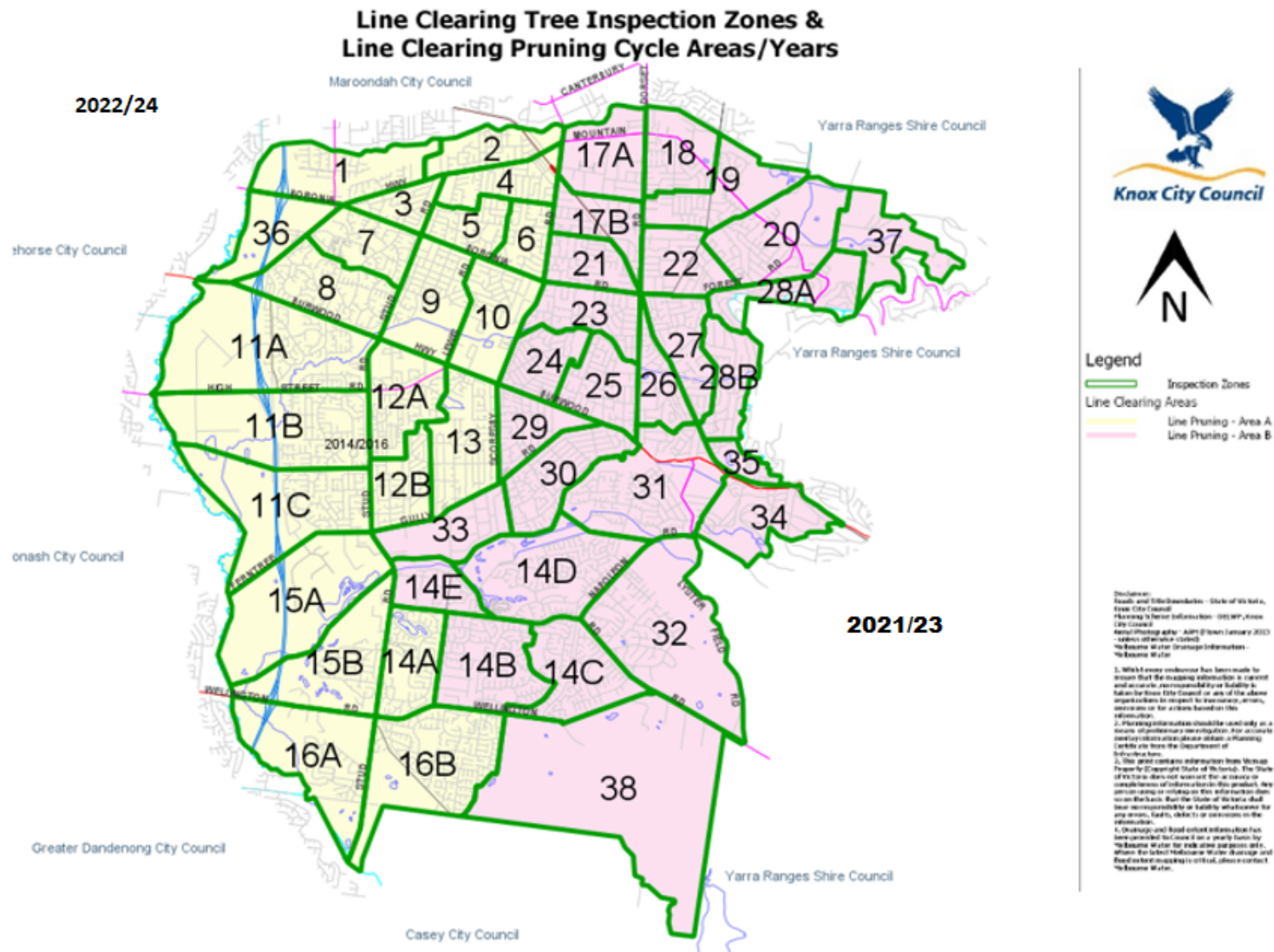
## APPENDIX C

### POWER DISTRIBUTION



## APPENDIX D

## YEARLY PRUNING AREA & ZONES





## APPENDIX D

### YEARLY PRUNING AREA & ZONES

Zone Pruning by contractor					
Zone	Prune Date	Year	Zone	Prune Date	Year
1	July	2023	14B	July	2022
2	July	2023	14C	July	2022
3	July	2023			
4	August	2023	32	August	2022
5	August	2023	38	September	2022
6	September	2023	20	September	2022
7	September	2023	26	September	2022
14D	September	2023	27	October	2022
8	October	2023	28A	October	2022
36	October	2023	28B	October	2022
9	November	2023	35	October	2022
10	November	2023	34	November	2022
11A	December	2023	31	November	2022
11B	December	2023	37	November	2022
11C	January	2023	17A	December	2022
12A	January	2024	17B	December	2022
12B	February	2024	18	December	2022
13	February	2024	19	January	2023
14A	March	2022	21	January	2023
15A	March	2022	22	February	2023
15B	April	2022	23	February	2023
16A	April	2022	24	March	2023
16B	May	2022	25	March	2023
HBRA	August	2022	14E	April	2023
Blackwood Park Road	June	2022	29	April	2023
			30	May	2023
			33	May	2023
			HBRA	August	2023
			Blackwood Park Road	June	2023

## APPENDIX E

### KNOX DECLARED HBRA STREETS (incl. streets without overhead powerlines)

Street	Suburb
ACACIA ROAD	FERNTREE GULLY, UPPER FTG
ACADEMY DRIVE	THE BASIN
AGORA BOULEVARD	FERNTREE GULLY
ALANA COURT	WANTIRNA SOUTH
ALANDOWN CLOSE	KNOXFIELD
ALBATROSS DRIVE	ROWVILLE
ALBERT STREET	UPPER FERNTREE GULLY
ALEXANDER CRESCENT	FERNTREE GULLY
ALIDA COURT	FERNTREE GULLY
ALISON AVENUE	BORONIA
ALLORA AVENUE	FERNTREE GULLY
AMERSHAM DRIVE	WANTIRNA
ANGUS CLOSE	WANTIRNA
APPLE GROVE	BAYSWATER
APPLEWOOD DRIVE	KNOXFIELD
ARCADIA AVENUE	BORONIA
ARCADIA AVENUE	THE BASIN
ARMSTRONG ROAD	BAYSWATER
ARMY ROAD	BORONIA
AUBREY GROVE	BORONIA
AUGUSTA ROAD	THE BASIN
AVINGTON CRESCENT	BORONIA
AVOCA WAY	WANTIRNA SOUTH
AVON COURT	FERNTREE GULLY
BAMBIL COURT	BORONIA
BARCLAY AVENUE	UPPER FERNTREE GULLY
BARRETT STREET	UPPER FERNTREE GULLY
BARTON AVENUE	FERNTREE GULLY
BASIN-OLINDA ROAD	THE BASIN
BAYSWATER ROAD	BAYSWATER
BEECH CLOSE	FERNTREE GULLY
BELLAIR AVENUE	UPPER FERNTREE GULLY
BELLRISE COURT	BORONIA
BEMBOKA COURT	WANTIRNA SOUTH
BENBOW CRESCENT	BORONIA
BERESFORD DRIVE	BORONIA
BERGINS ROAD	ROWVILLE
BIRCH CRESCENT	WANTIRNA SOUTH
BIRDWOOD AVENUE	FERNTREE GULLY

Street	Suburb
KILCUNDA DRIVE	ROWVILLE
KING STREET	BAYSWATER
LADYS WALK	FERNTREE GULLY
LADYS WALK	TREMONT
LAKEWOOD DRIVE	KNOXFIELD
LEAMON COURT	FERNTREE GULLY
LITTLE JEAN STREET	UPPER FERNTREE GULLY
LITTLE OPIE STREET	FERNTREE GULLY
LIVERPOOL ROAD	BORONIA
LIVERPOOL ROAD	KILSYTH SOUTH
LOCKSLEY PLACE	THE BASIN
LOWAN COURT	FERNTREE GULLY
LUCAS CLOSE	BORONIA
LYDFORD ROAD	FERNTREE GULLY
LYONES PARADE	UPPER FERNTREE GULLY
LYRIC COURT	THE BASIN
LYSTERFIELD ROAD	LYSTERFIELD
MAIDA AVENUE	BAYSWATER
MANUKA DRIVE	FERNTREE GULLY
MARKET STREET	BORONIA
MARLBOROUGH ROAD	BAYSWATER
MARONG COURT	BORONIA
MATTHEWS COURT	FERNTREE GULLY
MAYFAIR DRIVE	FERNTREE GULLY
MCMAHONS ROAD	FERNTREE GULLY
MELANIE CLOSE	WANTIRNA SOUTH
MELROSE COURT	BORONIA
MERRICKS CLOSE	FERNTREE GULLY
MICHELLAN COURT	BAYSWATER
MILAN STREET	WANTIRNA
MILBREY CLOSE	WANTIRNA SOUTH
MILLER ROAD	THE BASIN
MINDARA AVENUE	ROWVILLE
MISTHILLS COURT	FERNTREE GULLY
MOAMA PLACE	ROWVILLE
MONCOE STREET	BORONIA
MONICA COURT	FERNTREE GULLY
MONT ALBERT ROAD	FERNTREE GULLY
MORLEY COURT	BORONIA
MOUNT DANDENONG TOURIST ROAD	UPPER FERNTREE GULLY

BLACKWOOD PARK ROAD	FERNTREE GULLY	MOUNT VIEW ROAD	BORONIA
BLIND CREEK LANE	WANTIRNA SOUTH	MOUNT VIEW ROAD	THE BASIN
BOGAN COURT	BORONIA	MOUNTAIN GATE DRIVE	FTG, BAYSWATER, BORONIA, THE BASIN, WANTIRNA
BORONIA ROAD	BORONIA	MUSK GROVE	UPPER FERNTREE GULLY
BOTANY COURT	WANTIRNA	MYRTLE CRESCENT	FERNTREE GULLY
BOWER COURT	FERNTREE GULLY	NAPOLEON ROAD	FERNTREE GULLY, LYSTERFIELD
BRADMAN COURT	BORONIA	NARAMBI CLOSE	FERNTREE GULLY
BRETT PLACE	FERNTREE GULLY	NARCISSUS AVENUE	BORONIA
BUCHANAN STREET	BORONIA	NEAL COURT	BAYSWATER
BUNJIL WAY	KNOXFIELD	NEAL STREET	BAYSWATER
BURKE ROAD	FERNTREE GULLY	NELSON STREET	FERNTREE GULLY
BURSTON ROAD	BORONIA	NORTHAM ROAD	WANTIRNA
BURWOOD HIGHWAY	FTG, UPPER FERNTREE GULLY, WANTIRNA	NORVEL ROAD	FERNTREE GULLY
BURWOOD-EASTLINK IN RAMP ON	WANTIRNA	OAKMONT CLOSE	ROWVILLE
BUTLERS ROAD	FERNTREE GULLY	OLD BELGRAVE ROAD	UPPER FERNTREE GULLY
CAITLYN COURT	WANTIRNA SOUTH	OLD FOREST ROAD	THE BASIN
CALDER WAY	WANTIRNA SOUTH	OLD ORCHARD DRIVE	WANTIRNA SOUTH
CANDLEBARK QUADRANT	ROWVILLE	OLIVEBANK ROAD	FERNTREE GULLY
CANTER STREET	ROWVILLE	OLIVER COURT	FERNTREE GULLY
CARMEL AVENUE	FERNTREE GULLY	OPIE STREET	FERNTREE GULLY
CARNARVON AVENUE	THE BASIN	ORCHID CLOSE	FERNTREE GULLY
CARRARA ROAD	ROWVILLE	ORMONDE ROAD	FERNTREE GULLY
CASEY COURT	WANTIRNA	PALOMA COURT	BORONIA
CASSINIA CLOSE	KNOXFIELD	PAPERBARK PLACE	KNOXFIELD
CASTLEWOOD DRIVE	BORONIA	PARK BOULEVARD	FERNTREE GULLY
CASTRICUM PLACE	FERNTREE GULLY	PAVITT LANE	THE BASIN
CASUARINA AVENUE	BORONIA	PEAK CRESCENT	WANTIRNA
CATHAY STREET	FERNTREE GULLY	PEPPERMINT GROVE	KNOXFIELD
CATHIES LANE	WANTIRNA SOUTH	PERRA STREET	FERNTREE GULLY
CHALMERS GROVE	FERNTREE GULLY	PERRA STREET	FERNTREE GULLY
CHARLES COURT	WANTIRNA SOUTH	PINEHILL DRIVE	ROWVILLE
CHERRY AVENUE	BAYSWATER	PLEASANT ROAD	FERNTREE GULLY
CHESTNUT AVENUE	FERNTREE GULLY	POLICE ROAD	ROWVILLE
CHURCH STREET	THE BASIN	QUARRY ROAD	FERNTREE GULLY, UPPER FTG
CLEMATIS AVENUE	FERNTREE GULLY	R O W Y	UPPER FERNTREE GULLY
CLONDARA DRIVE	ROWVILLE	RACHELLE DRIVE	WANTIRNA
CLOVER COURT	BORONIA	RAILWAY AVENUE	UPPER FERNTREE GULLY
CLOW AVENUE	UPPER FERNTREE GULLY	RAILWAY ROAD	FERNTREE GULLY
CONDOS COURT	WANTIRNA SOUTH	RALPH COURT	FERNTREE GULLY
CONYERS STREET	THE BASIN	RAMONA COURT	BORONIA
COPPELIA STREET	WANTIRNA SOUTH	RANKIN ROAD	BORONIA
COPPICE COURT	BORONIA	RANKIN ROAD	FERNTREE GULLY
CREST COURT	THE BASIN	RAWDON COURT	BORONIA

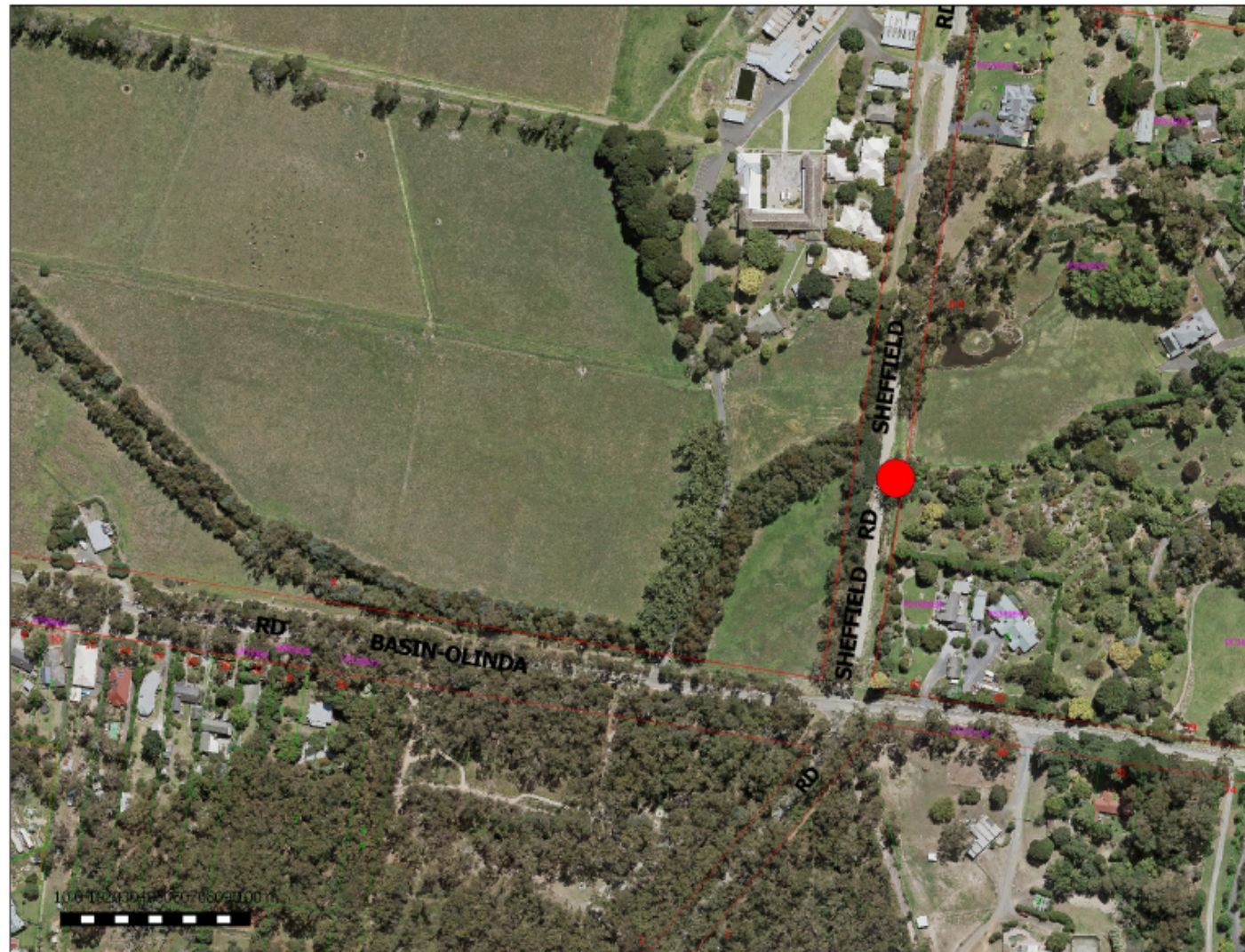
CROXTETH WAY	WANTIRNA	REDFERN COURT	BORONIA
CUMBERLAND AVENUE	BAYSWATER	RICDANIC DRIVE	BAYSWATER
DAFFODIL ROAD	BORONIA	RIPARIAN WAY	FERNTREE GULLY
DALY COURT	ROWVILLE	ROLLINGS ROAD	UPPER FERNTREE GULLY
DANDENONG CREEK TRAIL	BAYSWATER	RONA STREET	FERNTREE GULLY
DANDENONG CREEK TRAIL	WANTIRNA	ROSALIE COURT	WANTIRNA SOUTH
DAVA COURT	FERNTREE GULLY	ROSE STREET	UPPER FERNTREE GULLY
DAWSON STREET	UPPER FERNTREE GULLY	RUSTIC DRIVE	BORONIA
DAYAN DRIVE	WANTIRNA SOUTH	RYAN COURT	FERNTREE GULLY
DEAN COURT	WANTIRNA	SALLY CLOSE	WANTIRNA SOUTH
DEBRA STREET	ROWVILLE	SASSAFRAS COURT	BORONIA
DEBSON CLOSE	BORONIA	SAXONWOOD COURT	FERNTREE GULLY
DERWENT DRIVE	BAYSWATER	SCHNEIDER STREET	FERNTREE GULLY
DOBSON LANE	THE BASIN	SCHOOL ROAD	TREMONT
DORCAS STREET	BORONIA	SCORESBY ROAD	BAYSWATER
DORIAN AVENUE	FERNTREE GULLY	SEABY AVENUE	UPPER FERNTREE GULLY
DORRIGO DRIVE	BORONIA	SEASCAPE CLOSE	FERNTREE GULLY
DORSET ROAD	BAYSWATER	SEGARTA CIRCUIT	FERNTREE GULLY
EASTON COURT	FERNTREE GULLY	SELKIRK AVENUE	WANTIRNA
EDWARD STREET	UPPER FERNTREE GULLY	SHARNA COURT	FERNTREE GULLY
ELDALE COURT	WANTIRNA	SHEFFIELD ROAD	THE BASIN
ELDER GROVE	BORONIA	SHIRLEY COURT	BORONIA
EMICA PARADE	KNOXFIELD	SOLWAY CLOSE	FERNTREE GULLY
ESTHER COURT	BORONIA	SPRINGFIELD ROAD	BORONIA
FAIRWAY DRIVE	ROWVILLE	ST DAVIDS DRIVE	WANTIRNA
FAITH STREET	FERNTREE GULLY	ST ELMO AVENUE	FERNTREE GULLY
FALDO COURT	ROWVILLE	ST THOMAS AVENUE	WANTIRNA
FERN ROAD	UPPER FERNTREE GULLY	STEPHANIE CLOSE	FERNTREE GULLY
FERNDALE ROAD	UPPER FERNTREE GULLY	STEPHENSON COURT	ROWVILLE
FERNY CREEK AVENUE	UPPER FERNTREE GULLY	STEWART STREET	BORONIA
FINMERE CRESCENT	UPPER FERNTREE GULLY	STIRLING STREET	FERNTREE GULLY
FLORIDA DRIVE	FERNTREE GULLY	STOCKTON AVENUE	FERNTREE GULLY
FOREST OAK DRIVE	UPPER FERNTREE GULLY	STRAUGHAN CLOSE	LYSTERFIELD
FOREST ROAD	BORONIA, FTG, THE BASIN	STRINGYBARK DRIVE	FERNTREE GULLY
FORMBY CLOSE	WANTIRNA	STUART STREET	THE BASIN
GARSTON COURT	WANTIRNA	STUD ROAD	ROWVILLE
GEORDY CLOSE	WANTIRNA SOUTH	SUGAR GUM COURT	UPPER FERNTREE GULLY
GEORGE KNOX DRIVE	ROWVILLE	SUNSHINE STREET	ROWVILLE
GEORGE STREET	WANTIRNA SOUTH	TABILK COURT	WANTIRNA
GILJA COURT	BORONIA	TALASKIA ROAD	UPPER FERNTREE GULLY
GLASS ROAD	UPPER FERNTREE GULLY	TALDRA DRIVE	FERNTREE GULLY
GLENBURN ROAD	BORONIA	TANGLEWOOD ROAD	ROWVILLE
GLENFERN ROAD	FERNTREE GULLY	TARA COURT	WANTIRNA
GLENFERN ROAD	UPPER FERNTREE GULLY	TATHRA COURT	BORONIA
GLENWOOD GROVE	KNOXFIELD	TECOMA STREET	FERNTREE GULLY
GRAMMAR PARADE	WANTIRNA	TETOORA CLOSE	ROWVILLE

GREENVIEW COURT	ROWVILLE	THE CROFT	LYSTERFIELD
GYMEA AVENUE	ROWVILLE	THE GLEN	FERNTREE GULLY
HAMPDEN COURT	ROWVILLE	THE LOOKOUT	LYSTERFIELD
HANCOCK DRIVE	FERNTREE GULLY	THE STRAND	LYSTERFIELD
HANSEN ROAD	BORONIA	THE TERRACE	LYSTERFIELD
HARCOURT ROAD	BORONIA	TIMMOTHY DRIVE	WANTIRNA SOUTH
HAROLD STREET	WANTIRNA	TI-TREE AVENUE	BAYSWATER
HARRISON STREET	THE BASIN	TOLHURST AVENUE	BORONIA
HATHERLY GROVE	FERNTREE GULLY	TORRESDALE DRIVE	BORONIA
HAVELOCK ROAD	BAYSWATER	TOWNLEY PLACE	UPPER FERNTREE GULLY
HAZELWOOD ROAD	BORONIA	TREFOIL STREET	FERNTREE GULLY
HEDGELEY CLOSE	WANTIRNA SOUTH	UNDERWOOD ROAD	FERNTREE GULLY
HENDERSON ROAD	KNOXFIELD	UNIVERSITY ROAD	BAYSWATER
HIGH STREET ROAD	WANTIRNA SOUTH	VAN HAASTER COURT	ROWVILLE
HILLTOP ROAD	UPPER FERNTREE GULLY	VANDEVEN COURT	FERNTREE GULLY
HIMALAYA ROAD	FERNTREE GULLY	VARLEY COURT	FERNTREE GULLY
HOLLYOAK COURT	FERNTREE GULLY	VAUGHAN ROAD	FERNTREE GULLY
HOLSTEIN COURT	ROWVILLE	VERBENA AVENUE	THE BASIN
HOSKIN STREET	BAYSWATER	WADI STREET	BORONIA
HOVEA COURT	BORONIA	WAKLEY CRESCENT	WANTIRNA SOUTH
HUGHES ROAD	UPPER FERNTREE GULLY	WALBUNDRY AVENUE	FERNTREE GULLY
HUNTINGDALE COURT	ROWVILLE	WANTIRNA ROAD	WANTIRNA
HUTTON AVENUE	FERNTREE GULLY	WARRENWOOD CLOSE	FERNTREE GULLY
IDEAL COURT	ROWVILLE	WATERFORD PARK AVENUE	KNOXFIELD
ILLAWARRA AVENUE	ROWVILLE	WATERS AVENUE	UPPER FERNTREE GULLY
INCHCAPE AVENUE	WANTIRNA	WATERSEdge CLOSE	KNOXFIELD
JACOBUS WALK	FERNTREE GULLY	WATKINS COURT	FERNTREE GULLY
JARRAH COURT	BORONIA	WATTLETREE ROAD	BORONIA, FTG
JEAN STREET	UPPER FERNTREE GULLY	WAYNE AVENUE	BORONIA
JEANBART COURT	WANTIRNA SOUTH	WEBB COURT	ROWVILLE
JENOLA PARADE	WANTIRNA SOUTH	WEBSTER COURT	BAYSWATER
JIM ABERNETHY MEMORIAL DRIVE	BAYSWATER	WEDMORE ROAD	BORONIA
JOAN AVENUE	FERNTREE GULLY	WELLINGTON ROAD	LYSTERFIELD
JOHNS STREET	UPPER FERNTREE GULLY	WELLINGTON ROAD	ROWVILLE
JONATHON COURT	WANTIRNA SOUTH	WELLS AVENUE	BORONIA
JULIE CLOSE	WANTIRNA SOUTH	WILLIAM STREET	UPPER FERNTREE GULLY
KAREN COURT	WANTIRNA	WILLOW ROAD	UPPER FERNTREE GULLY
KARRI COURT	BORONIA	WINDSOR CLOSE	BORONIA
KAY COURT	BORONIA	WOODLEA PLACE	FERNTREE GULLY
KETHE CONTRACTOR COURT	BORONIA	WOODVALE ROAD	BORONIA
KELLY STREET	BAYSWATER	WOODVIEW PLACE	KNOXFIELD
KEVIN AVENUE	FERNTREE GULLY	WRIGHT STREET	THE BASIN
KIA-ORA PARADE	FERNTREE GULLY		



## APPENDIX F

### Significant Tree Location - The Basin Melways Reference: 65 J7



#### Legend



Disclaimer:  
Roads and Title Boundaries - State of Victoria,  
Knox City Council  
Planning Scheme Information - DELWP, Knox  
City Council  
Aerial Photography - Aerial (filmed January 2013)  
- unless otherwise stated  
- No Known Water Drainage Information -  
- No Known Water

1. Whilst every endeavour has been made to  
ensure that the mapping information is correct  
and accurate, no responsibility or liability is  
taken by Knox City Council or any of the above  
organisations in respect to inaccuracy, errors,  
omissions or for actions based on this  
information.

2. Planning information should be used only as a  
source of general information. For access to  
mapping information please obtain a Planning  
Certificate from the Department of  
Infrastructure.

3. This map contains information from Vicmap  
Property (Copyright State of Victoria). The State  
of Victoria does not warrant the accuracy or  
completeness of information in this product. Any  
person using or relying on this information does  
so on the basis that the State of Victoria shall  
have no responsibility or liability for any errors,  
faults, defects or omissions in the  
information.

4. Drainage and flood extent information has  
been provided to Council on a yearly basis by  
Melbourne Water for indicative purposes only,  
where the latest Melbourne Water drainage and  
flood extent mapping is critical, please contact  
Melbourne Water.

## APPENDIX G

### Sag & Sway table supplied by Ausnet

LBRA – Additional Clearance for Sag & Sway Requirements	
Spans 0-99m in length	Additional clearance for Sag & Sway is not required
Spans 100m or greater in length	Additional clearance for Sag & Sway required; refer to Sag & Sway Clearance Chart, table 1.
<ul style="list-style-type: none"> <li>Additional Clearance for Sag &amp; Sway is applicable to the middle two thirds of the span only.</li> <li>Additional Clearance for Sag &amp; Sway is applicable to <u>uninsulated</u> LV, HV &amp; 66kV electric lines only.</li> </ul>	

HBRA – Additional Clearance for Sag & Sway Requirements	
Spans of any length	Additional clearance for Sag & Sway required; refer to Sag & Sway Clearance Chart, table 1.
<ul style="list-style-type: none"> <li>Additional Clearance for Sag &amp; Sway is applicable to the middle two thirds of the span only.</li> <li>Additional Clearance for Sag &amp; Sway is applicable to <u>uninsulated</u> LV, HV &amp; 66kV electric lines only.</li> </ul>	

Table 1: Sag & Sway Clearance Chart

SPAN LENGTH	LV, 6.6kV, 11kV, 22kV & SWER				66kV	
METRES	LV ABC	AAC	COPPER, ACSR CdCu	STEEL	AAC	ACSR
0 – 40	<b>A – REQUIRED CLEARANCE WITHIN 20m OF POLE (metres)</b>					
	0.3	1.5	1.5	1.5	2.25	2.25
	<b>B – REQUIRED CLEARANCE BEYOND 20m OF POLE (metres)</b>					
40 – 70	0.6	2	2	2	3.5	3.5
70 – 120	0.9	4	3	3.5	5	4
120 – 160		5	3.5	5	7	7
160 – 200		7	5	6	9	9
200 – 250		11	7	6	13	11
250 – 300			10	6		13
300 – 350			13	6		18
350 – 400			16	7		24
400 – 500			ACSR 20	10		37
500 – 600			CdCu 30	13		52
600 – 750			23	19		
750 & OVER			38	25		

<b>LEGEND:</b> LV ABC	Low Voltage Aerial Bundled Cable	ACSR	Aluminium Conductor Steel Reinforced
AAC	All Aluminium Conductor	CdCu	Cadmium Copper Conductor
COPPER	Copper Conductor	STEEL	Steel Conductor, Galvanised or Aluminium Clad

- If the conductor type cannot be determined then the greatest clearance applied to each span length and voltage shall apply.
- The clearances stated in the Sag & Sway Clearance Chart are inclusive of the minimum clearance distance in accordance with the Electricity Safety (Electric Line Clearance) Regulations. When using this chart to extend the minimum clearance space to allow for conductor sag and sway please be aware that the minimum clearance distance is included in the stated chart distances.

## APPENDIX H

### Knox Quality Control Audit Sheet

#### Knox Quality Control Audit



Location	
Assessor	
Date	
Number of Trees	
Contractor	

	Targets	Rating	Max Score	Score
1	Tidy site (no debris left)	Yes+5 No-0	5	
2	No Pruning undertaken but required	Yes (Pruned)+15 or No Pruning -15	15	
3	Footpath Clearance Maintained	Yes(or not applicable)+15 Insufficient+5 No Works -10	15	
4	Road Clearance Maintained	Yes(or not applicable)+15 Insufficient+5 No Works -10	15	
5	Wires - Compliance to ELCP	Yes(or not applicable)+15 Insufficient+5 No Works -10	15	
6	Deadwood Removed	Yes or <20mm +10 No -10	10	
7	Formative Pruned	Yes(or not applicable)+15 Insufficient+5 No Works -10	15	
8	Pruning to AS 4373	Yes +15 No(minor) -5 No(major) -10	15	
9	Early formative Pruning (small trees only)	Yes(or not applicable)+15 Insufficient+5 No Works -10	15	
10	Co-dominant stems removed/suppressed	Yes(or not applicable)+15 Insufficient+5 No Works -10	15	
11	Street signs-Clear	Yes (or NA) +10 No 0	10	
12	Street lights-Clear	Yes (or NA) +10 No 0	10	
13	Stakes removed as required	Yes (or NA) +5 No 0	5	
14	Site left as found (no damage)	Yes +10 No -10	10	
15	Hazardous tree not actioned/reported	NA 0 Yes -45	0	
<b>Total</b>			<b>170</b>	

**Acceptable 155-170**

**Improvement Required 130-154**

**Unacceptable <130**

Rectification Location	Comments



## APPENDIX I

### Knox Safety Audit Sheet

### Worksite OHS Assessment – Trees

*(This form is to be used when conducting Operations' Worksite OHS Assessment on Employee[s] and Contractor[s])*

<b>Part A: Assessment</b>		
<input type="checkbox"/> <b>Operations</b>	<input type="checkbox"/> <b>Contractor(s)</b>	
<b>Unit Assessed:</b> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <input type="checkbox"/> <b>Construction</b>  <input type="checkbox"/> <b>Works</b> </div> <div> <input type="checkbox"/> <b>Tree crew</b>  <input type="checkbox"/> <b>Bushland</b> </div> <div> <input type="checkbox"/> <b>Parks Passive</b>  <input type="checkbox"/> <b></b> </div> </div> <b>Team members:</b>	<b>Name of Contractor(s) (if applicable, under Unit):</b>	
<b>Officer(s) Assessing Worksite:</b>		
<b>Project / Works Detail(s):</b>  <b>Order Nos.:</b>		<b>Process(es) / Task(s) Assessed:</b>
<b>Date:</b>	<b>Time:</b>	<b>Worksite / Location / Address:</b>
<b>Worksite Employee(s) / Contractor(s) involved with this Assessment:</b> <b>Supervisor Name(s):</b>  <b>Worker Name(s):</b>		
<b>High Risk Construction Work (HRCW) Identified on Worksite – Safe Work Method Statement (SWMS) required. <input checked="" type="checkbox"/> if applicable</b>		
<input type="checkbox"/> Risk of person falling > than 2 m	<input type="checkbox"/> Worksite with any movement of powered mobile plant	<input type="checkbox"/> On or adjacent to roadways or railways used by road or rail traffic
<input type="checkbox"/> On / near: - Energised electrical installations or services; - Pressurised gas distribution mains or piping; - Chemical, fuel or refrigerant lines; or - Telecommunications towers	<input type="checkbox"/> Involving: - A trench, shaft if the excavated depth is > 1.5 m; or - A tunnel.	<input type="checkbox"/> Involving: - Removal or Disturbance of Asbestos (Asbestos Control Plan); - A Confined space; - An area that may have a contaminated or flammable atmosphere; or - Use of explosives.
<input type="checkbox"/> Involving: - Structural alterations that require temporary support to prevent collapse; - Demolition; or - Tilt-up or precast concrete	<input type="checkbox"/> Involving: - In, over or adjacent to water or other liquids where there is a risk of drowning; - Diving; or - An area where there are artificial extremes of temperature.	<input type="checkbox"/> Other(s), Please Specify: ..... .....

*\*Note: If SWMS is not required, ensure there are Safe Work Procedures (SWPs) in place before work starts*

**Comment(s):**

Nonconformity and Corrective Action documented as result of this Assessment (Part B)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, Supervising Officer to complete Corrective Actions by (Date):		
Supervising Officer Responsible:		

Part B	Control(s) Identified	Unit (Assessed) Contractor (Sighted)			Comment(s)
	<input checked="" type="checkbox"/> Select – Knox Employee(s) <u>OR</u> Contractor(s)				
	<input checked="" type="checkbox"/> Appropriate – Y / N / NA	Y	N	NR	
<b>1.0</b>	<b>OHS Management</b>				
1.1	Supervision – Personnel Supervised / Inducted?				
1.2	Toolbox for activities today conducted / documented?				
1.3	SWMS / SWP / JSA / for task(s) available / signed?				
1.4	Records of Inspections and/ or Audits available?			X	NA
1.5	<b>**Contractor(s)</b> – Liability / WorkCover Insurance available?			X	Submitted annually – see KX
<b>2.0</b>	<b>Plant / Equipment / Tool</b>				
2.1	Plant Pre-start Checklist completed?				
2.2	Current Competencies, Licences (Including High Risk Work), Certificates, Tickets to tasks?				
2.3	Licensed Dogman onsite for any crane activities?			X	NA
2.4	Electrical Safety - RCD for Portable Power Boards / Circuits checked by LE? - Equipment, leads Test / Tag current by LE? - Extension leads on stands?			X	NA
2.5	<b>Plant (Working Near Overhead Powerlines)</b> - Current evidence of Cert II ESI Powerline Vegetation Control? - <i>Registered Energy Safe Victoria (ESV) Spotter (Dogman / Rigger)</i> - No Go Zones adhered to or PTW from Asset Owner obtained (if required) - Ausnet – Extec Services Pty Ltd to be contacted on (03) 59417333				
2.6	<b>Plant (Digging Near Underground Assets)</b> - Clear and Safe access around Excavation / Trench? - Trenches and/or Manholes Shored, Unattended – Barricaded / Covered? - <i>Dial Before You Dig (&gt; 300 mm)? Clearance for No Go Zone?</i> - <i>Excavation (&gt; 1500 mm) – WorkSafe Notification (3 days prior), Ladder for safe ingress / egress, Shoring / Batters / Steps in place for Trenches / Drainage Pits?</i> - <i>Spoil Stockpile &gt;500 mm from edge of trench?</i> - <i>Spotter provided?</i> - Personnel trained on the Emergency Rescue Procedure				
<b>3.0</b>	<b>Prevention of Falls</b>				
3.1	Unsafe Areas sign posted and barricaded?			X	NA
3.2	Ladder(s) – - Marked Industrial Grade (AS 1892 – Portable Ladders Series)? - Fibreglass ladders for Electrical Work? - Maintained, clean and in good condition? - Used on solid and stable surface - Extension ladder places at 4:1 slope, Secured both top and bottom or held by a second worker / Stepladder fully opened with spreader engaged			X	NA
3.3	Scaffold (> 4m) erected, altered, checked (periodically) or dismantled by Licensed Scaffolders			X	NA
<b>4.0</b>	<b>Incident Notification / Emergency Preparedness and Response</b>				
4.1	- Incident Notification Procedure in place? - Emergency Response Procedure / Contact List				

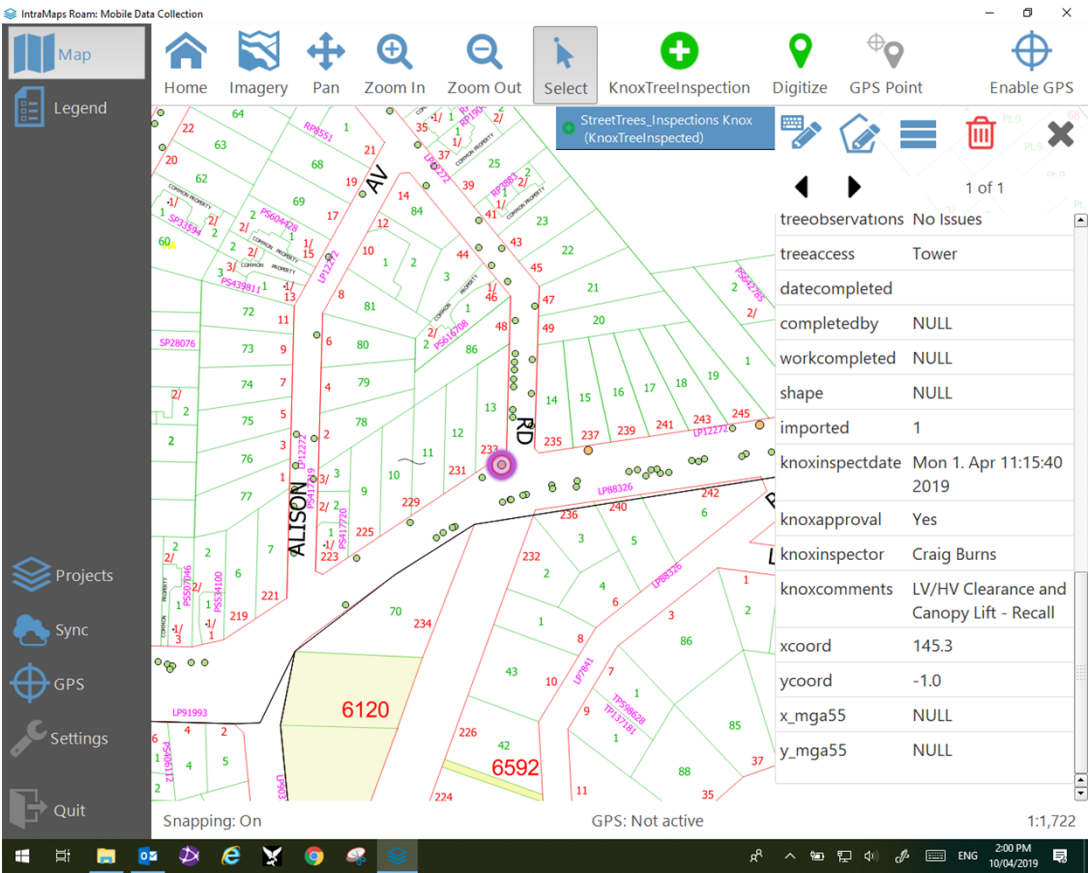
Part B	Control(s) Identified	Unit (Assessed) Contractor (Sighted)			Comment(s)
	<input checked="" type="checkbox"/> Select – Knox Employee(s) OR Contractor(s)				
	<input checked="" type="checkbox"/> Appropriate – Y / N / NA	Y	N	NR	
	- Personnel aware?				
4.2	First Aider / Kit (Contents adequate) onsite?				
4.3	Fire Extinguishers– Available and inspected (6 <sup>th</sup> monthly)?				
<b>5.0</b>	<b>Traffic Management Plan – Council Roads</b>				
5.1	TMP available and site set up correctly?				
5.2	VicRoads Approved Memorandum of Authorisation (MOA) available, (if applicable)?				
<b>6.0</b>	<b>Hazardous Substances / Dangerous Goods</b>				
6.1	<ul style="list-style-type: none"> <li>- MSDS available and current (&lt; 5yr expiry?)</li> <li>- Application in accordance to SWP / SDS (e.g. nozzle type, no off target damage, correct spraying conditions, not too calm not too windy)?</li> <li>- Containers labelled?</li> <li>- Spill Control Kits available?</li> </ul>				
<b>7.0</b>	<b>Personal Protection</b>				
7.1	<ul style="list-style-type: none"> <li>- <i>Minimum: Hi-vis Vests / Long Sleeved Shirts and Pants, Safety Boots, Safety Glasses / Visor</i></li> <li>- Additional PPE in accordance to SWMS / SWP / JSA / TGS (e.g. <i>Head / Hearing Protection / Gloves</i>), if applicable</li> <li>- Heat and UV Protection (<u>Aug – May</u>)?</li> </ul>				
<b>8.0</b>	<b>Environment</b>				
8.1	<b>Dust</b> control measures in place?				
8.2	<b>Housekeeping</b> <ul style="list-style-type: none"> <li>- Worksite free from obstruction, accumulation of rubbish?</li> <li>- Stockpiled material confined to nominated area?</li> <li>- <i>Plant / Equipment cleaned and maintained, HSDG stored safely, Slips / Trips / Falls Hazards removed?</i></li> </ul>				
8.3	<b>Noise Management</b> <ul style="list-style-type: none"> <li>- Quieter Plant, Noise Suppressors fitted / or works carried out between agreed times and Council requirements / by-laws</li> <li>- Noise and Vibration levels kept to minimum and monitored?</li> </ul>				
8.4	<b>Waste Management</b> <ul style="list-style-type: none"> <li>- What is the Waste procedure onsite?</li> <li>- Are there designated bins or returned to depot?</li> </ul>			X	NA
<b>9.0</b>	<b>Fire Danger Rating (Nov – Apr) and Total Fire Ban</b>				
9.1	<ul style="list-style-type: none"> <li>- <b>Fire Danger Rating (Nov-April)? – Not allowed if Total Fire Ban is in force</b></li> <li>- <b>Generating HEAT and/or SPARK? Chainsaw, Trimmer, Mower, Welding, Grinding, Soldering, Gas Cutting, Heating Bitumen? If yes, risk controls are in place as per SWMS / SWP?</b> <ul style="list-style-type: none"> <li>o 9L <u>water</u> filled Knapsack or charged Fire Extinguisher?</li> <li>o Permit to Work documented (if applicable)?</li> </ul> </li> </ul>				

<b>10.0</b>	<b>Hazardous Manual Handling</b>				
10.1	Mechanical Means available / Assistance provided / Correct Manual Handling Techniques followed, adherence to Task SWP?				
<b>11.0</b>	<b>No Smoking Policy</b>				
11.1	KCC Smoking policy and procedures adhered to			X	NA
<b>12.0</b>	<b>**Contractor Process(es) / Task(s) NOT performed by Operations</b>				
12.1	<b>Confined Space</b> <ul style="list-style-type: none"> <li>- SWMS available and signed by all on-site Personnel?</li> <li>- All Personnel for task qualified, certificates sighted / available?</li> <li>- Atmospheric Testing Devices available and calibrated?</li> <li>- Rescue Equipment available, Drill conducted?</li> <li>- Confined Space Entry Permit implemented?</li> </ul>			X	NA

12.2	<b>Elevated Work Platform (EWP) – Powerline Clearance</b> <ul style="list-style-type: none"> <li>- SWMS available and signed by all on-site Personnel?</li> <li>- Licenced Operator with Full body Harness?</li> <li>- Pre-start check completed?</li> <li>- Registered Energy Safe Victoria (ESV) Spotter (Dogman / Rigger)</li> <li>- Limits of approached determined by Team?</li> <li>- Used on level ground?</li> </ul>				
12.3	<b>High Risk Construction Work</b> <ul style="list-style-type: none"> <li>- SWMS available and signed by all on-site Personnel?</li> <li>- High Risk Work Licence(s) available?</li> </ul>			X	NA
12.4	<b>Traffic Management Plan – VicRoads</b> <ul style="list-style-type: none"> <li>- Site specific traffic management plan selected / Traffic Management Company engaged?</li> <li>- All Traffic Controllers qualified?</li> <li>- VicRoads Approved Memorandum of Authorisation (MOA) and consent available?</li> </ul>				
12.5	<b>Removal or Disturbance of Asbestos</b> <ul style="list-style-type: none"> <li>- Licensed Asbestos Removalist (AAH – Contact Operations, Site Controller)</li> <li>- Asbestos Control Plan (can be taken as preparation of a SWMS) available?</li> </ul>			X	NA
12.6	<b>Other High Risk Construction Work(s) – Please Specify</b> SWMS / HRW Licence			X	NA
12.7	<b>Health and Safety Coordination Plan for Construction Project (≥ \$350,000)</b>			X	NA

Knox End of Zone captured rework

APPENDIX J



## APPENDIX K

### Knox Notification Card's (Adhoc)



**knox**  
your city

**Knox Parks**

Tree Inspection Service



**We inspected your tree today**



Knox City Council

**I came to inspect a tree today.**

My name is \_\_\_\_\_

Your reference number is \_\_\_\_\_

I found that:

☐ No works are needed because \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

We will arrange for the following works:

☐ Tree removal - species \_\_\_\_\_  
because \_\_\_\_\_  
\*stumps are removed within 4 weeks of tree removal

☐ Property clearance pruning

☐ General prune (involves the removal of dead, dying, defective or diseased branches)

☐ Canopy lift

☐ Other \_\_\_\_\_


We aim to complete tree works within 4-12 weeks. However, please be aware that works are prioritised in consideration of public safety and extreme weather events may delay completion times for low risk works.

**If you have questions, please call us on 9298 8000.**

**knox**  
your city

Knox City Council  
511 Burwood Highway  
Wantirna South, VIC 3152  
[knox.vic.gov.au](http://knox.vic.gov.au)

T 9298 8000  
E [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)  
f [knexcouncil](https://www.facebook.com/knexcouncil)  
t [knoxcc](https://twitter.com/knoxcc)  
@ [knexcouncil](https://www.instagram.com/knexcouncil)  
i [knexcouncil](https://www.knexcouncil.vic.gov.au)  
Interpreter  
131 450  
National Relay Service  
133 677

 Knox City Council

9298 8000

## APPENDIX L

Knox Pruning Notification Cards  
Delivered to all households prior to pruning the zone.

# Street tree pruning notification



Dear resident, on behalf of Council, Citywide service solutions will soon be undertaking street tree pruning works in your area.

Street trees will be pruned so that;

- Powerlines are kept clear of vegetation as specified in Electricity Safety (Electric Line Clearance) Regulations
- Roads and footpaths are trafficable and road signage is visible
- Dead branches greater than 20mm are removed
- Young trees are shaped to ensure an optimal future form

Street tree pruning will occur no sooner than 14 days and no later than 60 days after issue of this notice. (16 June 2017)

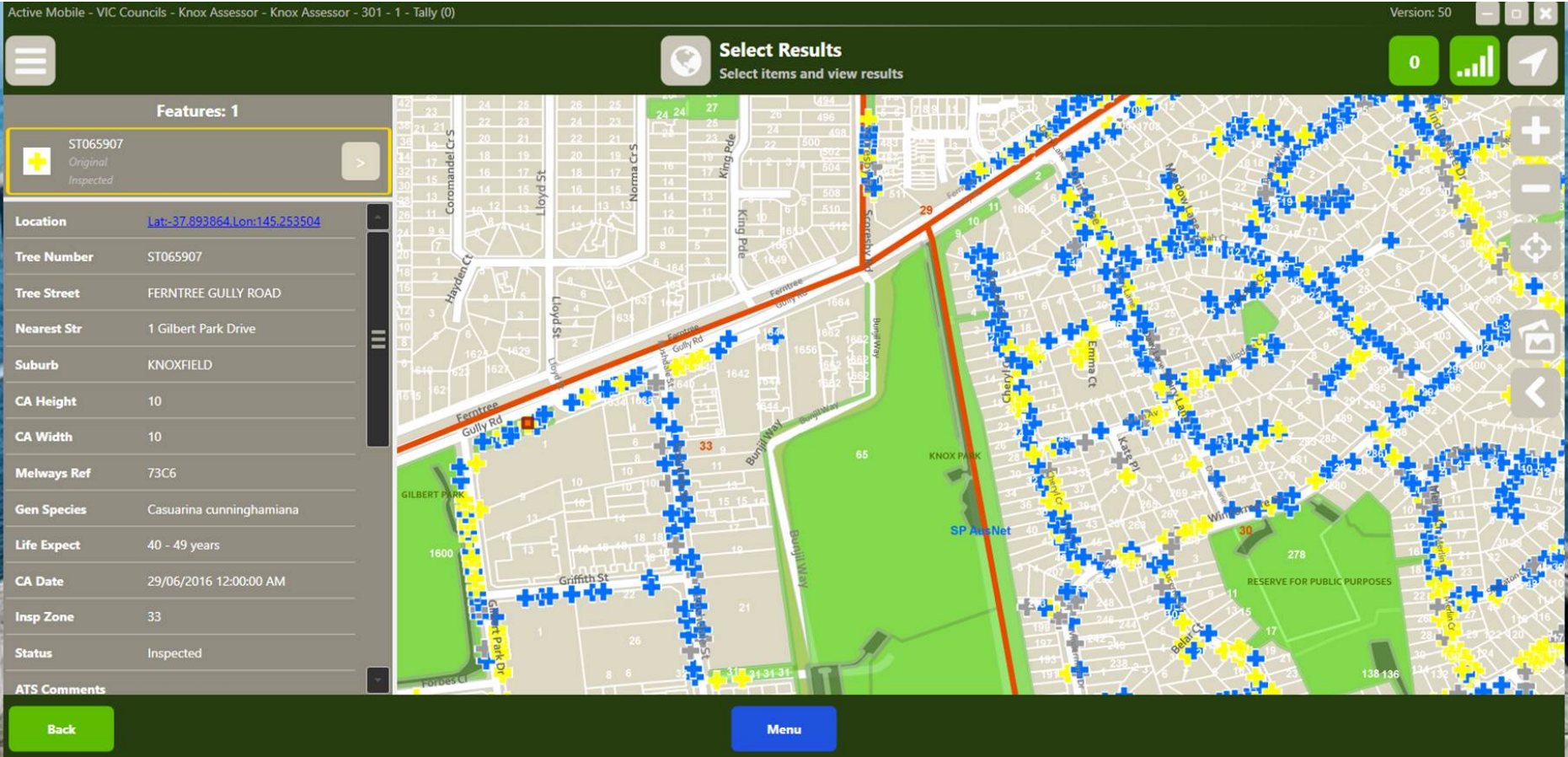
For more information on our street tree pruning program or to learn more about street trees please visit our website [knox.vic.gov.au/trees](http://knox.vic.gov.au/trees) or contact Council on 9298 8000.





APPENDIX M

THE CONTRACTOR Data Capture





## APPENDIX N

## Intramaps Street Trees

The screenshot displays the IntraMaps web application interface. On the left, a sidebar contains two sections: 'MODULES' and 'LAYERS'. The 'MODULES' section lists various services like General Enquiry, Customer Service, Planning, Council Reports, Assets (highlighted), Engineering, Emergency Management, and Traffic. The 'LAYERS' section lists map features such as Assets, Street Trees (checked), Bridges and Culverts, Playgrounds, School Crossings, Footpath Hierarchy, Traffic Control Devices, Bus Stops/Shelters, Inspection Zones, Roadside Responsibility, Car Parks, Leases And Licenses, and Council Buildings. The main map area shows a detailed view of a residential street with a grid of green triangles representing street trees. Orange markers are placed along the roads, and various alphanumeric codes (e.g., AR62352, AR4237, AR62374, AR4771) are visible. A search bar at the bottom features tabs for ADDRESS SEARCH, COUNCIL BUILDING SEARCH, RESERVES SEARCH, STREET TREE SEARCH, and SEGMENT SEARCH. The IntraMaps logo and Knox City Council logo are positioned at the bottom of the page.

## APPENDIX O

# Tree Pruning – Social Media Content Plan

Date/Time	Channel	Content	Image	Link
29/05/2017 (two weeks before first notification)  11am	Facebook	<p><b>**COMMUNITY NOTICE**</b></p> <p>Tree inspection and pruning are continuing to happen across our city to make sure vegetation is healthy and complies with Electrical Line Clearance Regulations.</p> <p>As part of our efforts to notify residents we continue to letterbox drop, as well as keep you informed across social media, and via information on our website.</p> <p>You can read more online, (LINK), or contact our Customer Service Team on 9298 8000.</p>	n/a	<a href="https://www.knox.vic.gov.au/treepruning">https://www.knox.vic.gov.au/treepruning</a>
29/05/2017 11am	Twitter	<p>Tree pruning is happening across our city, keeping trees healthy and powerlines clear of vegetation. More info via <a href="https://ow.ly/OtDe30bPfPp">ow.ly/OtDe30bPfPp</a></p>		<a href="https://www.knox.vic.gov.au/treepruning">https://www.knox.vic.gov.au/treepruning</a>
Ongoing  (14 days prior to new zone)	Facebook	<p><b>**COMMUNITY NOTICE**</b></p> <p>Tree pruning works are happening in zone XXX (eg. Wantirna) in (month) to make sure vegetation is healthy and complies with Electrical Line Clearance Regulations. More info via <a href="https://ow.ly/OtDe30bPfPp">ow.ly/OtDe30bPfPp</a></p>	n/a	<a href="https://www.knox.vic.gov.au/treepruning">https://www.knox.vic.gov.au/treepruning</a>
Ongoing  (14 days prior to new zone)	Twitter	<p>Tree pruning is happening in zone XXX (eg. Wantirna Sth) in (month), keeping powerlines clear of vegetation. Info via: <a href="https://ow.ly/OtDe30bPfPp">ow.ly/OtDe30bPfPp</a></p>	n/a	<a href="https://www.knox.vic.gov.au/treepruning">https://www.knox.vic.gov.au/treepruning</a>

<b>Ongoing</b> <b>(14 days prior to HBRA pruning)</b>	Facebook	<p><b>**COMMUNITY NOTICE**</b></p> <p>In preparation for summer, annual tree pruning is happening in Ferntree Gully, Lysterfield, Rowville, The Basin, Upper Gully, Wantirna &amp; Wantirna South in accordance with Electrical Line Clearance Regulations. Info via: <a href="https://ow.ly/OtDe30bPfPp">ow.ly/OtDe30bPfPp</a></p>	<b>n/a</b>	<a href="https://www.knox.vic.gov.au/treepruning">https://www.knox.vic.gov.au/treepruning</a>
<b>Ongoing</b> <b>(14 days prior to HBRA pruning)</b>	Twitter	<p>Annual tree pruning keeps powerlines clear of vegetation in preparation for summer. Info via: <a href="https://ow.ly/OtDe30bPfPp">ow.ly/OtDe30bPfPp</a></p>	<b>n/a</b>	<a href="https://www.knox.vic.gov.au/treepruning">https://www.knox.vic.gov.au/treepruning</a>

## CUSTOMER COMPLAINT HANDLING



### PROCEDURE

<b>Developed by:</b>	Coordinator Customer Service	<b>Directorate:</b>	Corporate Development
<b>Approved by:</b>	EMT	<b>Responsible Officer:</b>	Kath Oakley
<b>Approval Date:</b>	22/07/2010	<b>Version Number:</b>	Version 1 Draft
<b>Review Date:</b>			

#### 1. PURPOSE

At Knox City Council we are committed to encouraging and listening to customer feedback, remain connected to the community and deliver high quality services for those who live, work or visit the City of Knox.

Knox City Council aims to achieve service excellence across all Council services and provide personalised, responsive service by listening to customers, acting on what they tell us and recording feedback for continuous improvement.

The purpose of this procedure is to provide staff with the 'tools' for managing complaints successfully and includes:

1. A step by step process (flow chart) for managing complaints.
2. Guidelines for how best to resolve complaints at first point of contact.
3. Two brochures are available: Customer Service at Knox and a Customer Feedback form for staff to use when customers ask about the complaint process at Knox.

#### 2. SCOPE

This procedure applies to all Council staff, however some Departments will have supplementary processes due to the nature of the service or regulatory issues.

Customers and staff complaining about improper conduct by Council Officers or Council and requesting coverage under the Whistleblowers Protection Act will be referred to the Director – Corporate Development and the issue managed according to Council's adopted guidelines and procedures.

#### 3. DEFINITION

##### Who is a customer?

A customer is any individual or organisation having dealings with Knox City Council.

What is a complaint?

A complaint is an expression of dissatisfaction with a decision, service experience or behavior of a Council employee.

**A customer complaint occurs when a customer considers:**

1. The service experience provided by the council officer or contractor has been unsatisfactory.
2. The Council service is being delivered in an unsatisfactory manner.
3. The communication process has been unsatisfactory.
4. The policy deployment of Council is unacceptable or unsatisfactory.
5. A staff member's behaviour or attitude has been inappropriate or unprofessional.

**What is not a complaint?**

1. A request for service (unless there has been no response to a first request for service).
2. A request for information or an explanation of a policy or procedure.
3. Disagreement with a policy and/or decision of the Council.
4. Reports of damaged or faulty infrastructure.

Many issues are called 'complaints' because a customer is unhappy about a situation and is requesting something to be done.

Actions taken to resolve many 'complaints' are an everyday part of organisational life and will be followed-up outside the formal complaints handling process.

## **4. COMPLAINTS HANDLING PROCESS**

Council's complaint handling procedure is made available to assist with the resolution of complaints in a positive and fair manner. This is based on the premise that:

- Customers have a right to raise concerns and complaints.
- Customers will be provided with information on the complaint handling process.
- Staff are passionate about service excellence and will encourage customer feedback about products, service experiences and communication.
- Staff acknowledges every complaint as an opportunity to build on the confidence and trust of customers in Council's processes, people, communication and services.
- Staff will be treated fairly, and provided with feedback and training as part of the complaint handling process.

Complaints will be managed confidentially, in accordance with Privacy Legislation, and in a fair and open manner for all concerned parties - staff and customers.

In-person and telephone complaints will be recorded in the Customer Request System (CRS) and written complaints will be recorded in Dataworks and assigned to Council's Customer Request System (CRS). Complaints regarding staff service behavior will be managed fairly and sensitively by using a confidential code in CRS with restricted access. In areas where CRS is not accessible, an alternative approach will be implemented to record complaints.

Council will be supportive when staff have experienced distressing customer behaviour and will also make the People Assist Program available.

In situations where a customer has become abusive and been requested more than once to cease the offensive behaviour, then staff can confidently terminate the telephone call or request the customer leave the service area.

## **4.1 Guidelines for Managing Complaints at First Point of Contact**

### **Listen without interrupting**

- Listening without interruption will assist in diffusing the customer's emotions.
- Listen for vital information and take notes.
- Let the customer conclude their explanation then ask questions to clarify the situation but avoid denying or arguing.

### **Welcome the feedback**

- Communicate with empathy and welcome the feedback – "I appreciate you bringing this to our attention, I'm sorry for the inconvenience this has caused".
- Later, if the problem is our mistake, then an apology may be necessary.

### **Express empathy**

- Further calm the customer by communicating empathy – an understanding of the customer's anger, frustration or disappointment.
- Once you have communicated that you appreciate the customer's problem and acknowledge their feelings, the more willing they will be to participate calmly in working on a solution to the problem.

### **Confirm understanding**

- Once the customer has calmed down, summarise the information you have obtained, ask any additional questions and confirm understanding of the problem.

- Record the notes in CRS (or alternative location).

### **Explain what you can do and explore alternatives**

- Explain to the customer what you can do.
- Discuss alternative courses of action and the benefits or drawbacks for the customer of the alternatives.
- Reach an agreement on a course of action.
- Give the customer confidence that something will be done by explaining to them who will do what, by when and how

### **Take action immediately and follow up**

- Take action immediately and implement the solution
- If there are any delays or changes to the information provided keep the customer informed
- Keep your commitments to the customer
- If required follow up with the customer and express appreciation for bringing the issue to your attention

### **Referring a complaint to next level of management**

Complaints may need to be referred upwards in the following circumstances:

1. If the customer requests to deal with the Manager after refusing your offer to assist.
2. You have been unsuccessful in negotiating a successful solution with the customer.
3. The customer's request is outside your delegated authority.
4. In order to diffuse the customer's emotional state you have decided to refer the customer to a member of the Management Group.
5. A complaint about individual staff behavior has been received.

Remember if the customer asks to speak with the Manager, explain you would like a chance to help them first; promising that if you can't handle the issue to their satisfaction you will then refer them to the Manager.

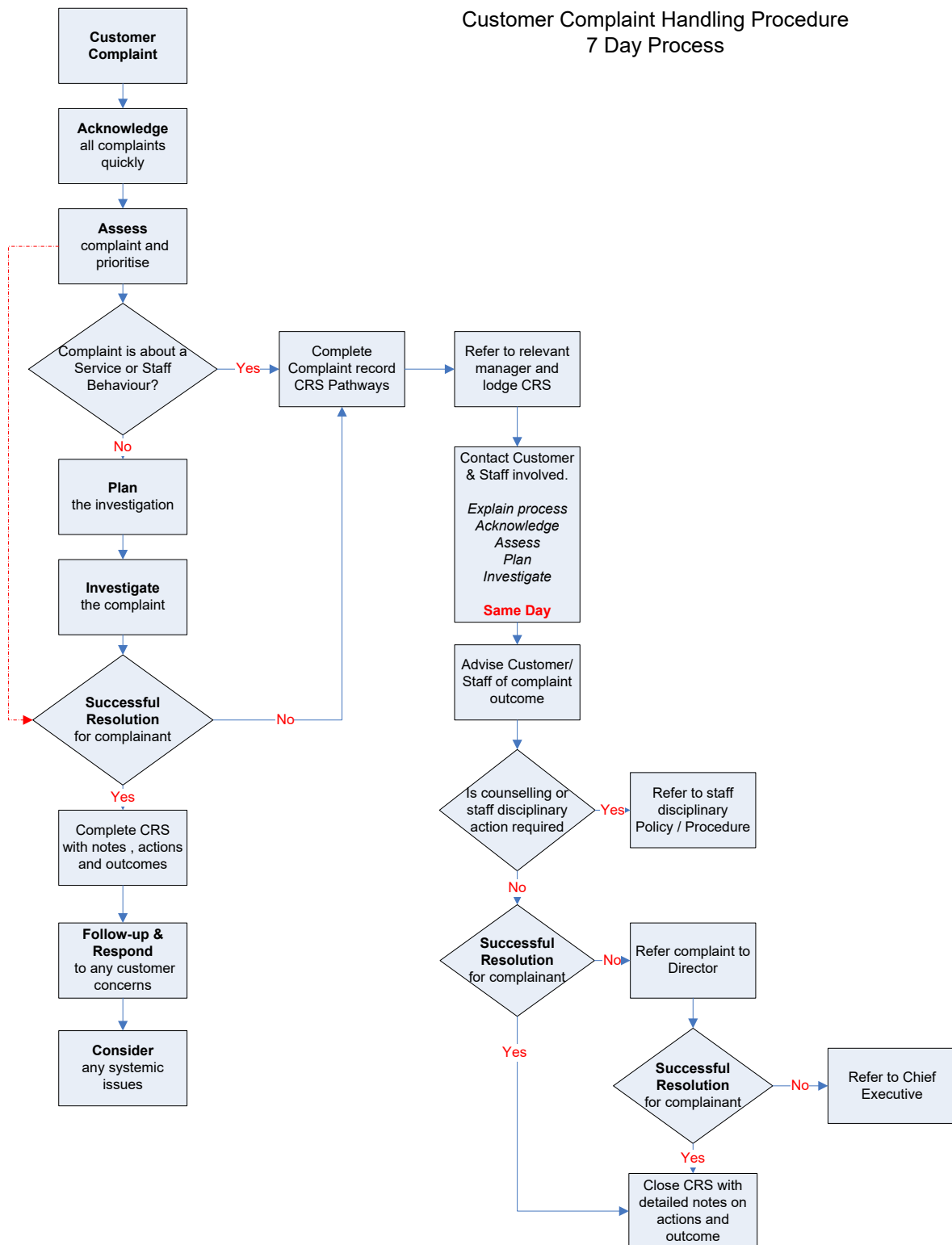
Where a Manager/Director cannot resolve a complaint it will be referred to the Chief Executive for resolution. The Chief Executive Officer also has the discretion to appoint an independent Ombudsman to mediate the process from within the Office of the Commonwealth Ombudsman. Alternatively complainants can contact the Ombudsman's office for further information and advice.

## **4.2 RELATED DOCUMENTS**

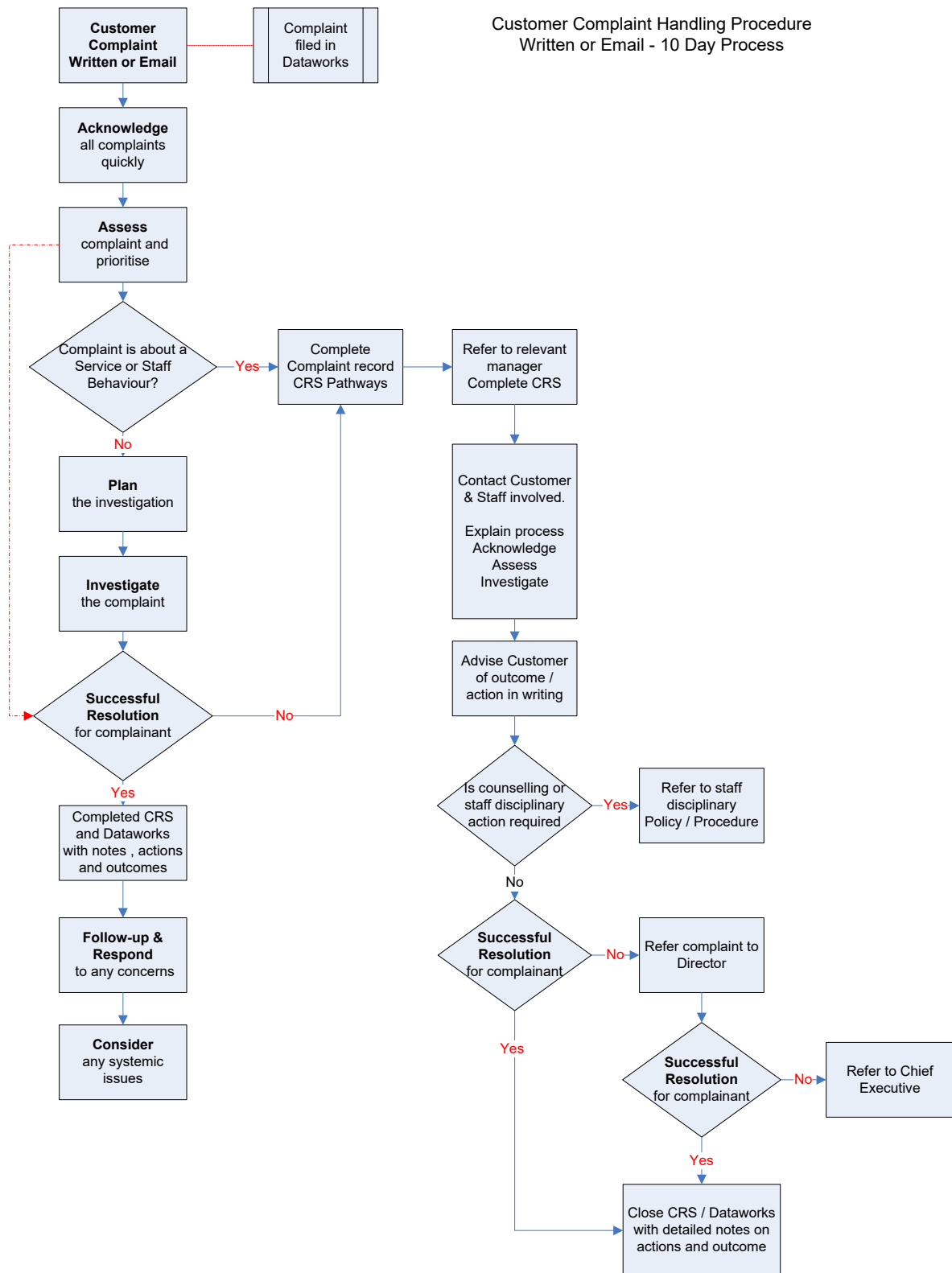
- Staff code of conduct
- Staff Disciplinary Policy & Procedures
- Customer Service Standards



- Customer Service at Knox – brochure
- Customer Feedback Form – brochure
- Whistleblowers Protection Act







## APPENDIX Q

### Community Engagement Policy

Policy Number:	2007/10	Directorate:	Office of CEO
Approval by:	Council	Responsible Officer:	Strategy & Business Intelligence
Approval Date:	22/2/2021	Version Number:	3
Review Date:	23/9/2023		

#### 1. Purpose

The purpose of this Policy is to define and direct a considered, fit for purpose Council approach to community engagement. Our Policy aims to establish principles to guide engagement practices that results in improved decisions and services for the community. This includes good governance and transparency in decision making.

Community engagement values and acknowledges the skills, views and expertise in the community. This leads to strengthened local democracy, better community outcomes and an increase in community trust.

The Policy is designed to support compliance with the Local Government Act 2020 requirements for community engagement.

#### 2. Context

Knox City Council is committed to effective, fit for purpose and open community engagement. Having the opportunity to have a say and be listened to tells us we are valued. It gives us a sense of ownership of processes and outcomes and adds to our sense of feeling that we are part of our community.

Our community is shifting and evolving. The Knox community is represented by a diverse group of people with their own values and community connections. Figures from the 2016 Census show that in the Knox community:

- people are getting older
- cultural diversity is increasing
- there is more variety in the types of housing we are living in
- people are becoming more educated
- people are working closer to home.

The changing nature of the Knox community emphasises the importance of an ongoing dialogue between community and Council. Councillors play an important role in engaging with the community through all stages of the decision making process.

The *Local Government Act 2020* requires all Councils to adopt and maintain a community engagement policy developed in consultation with the municipal community. The policy must be capable of being applied to Council's local laws, budget and policy development. The policy is required to describe the type and form of community engagement, include a process for informing the community of the outcome of the engagement and include deliberative engagement practices capable of being applied to the development of the Community Vision, Council Plan, Financial Plan and Asset Plan.

The Act also outlines the need for all Councils to have a community engagement process with the following principles:

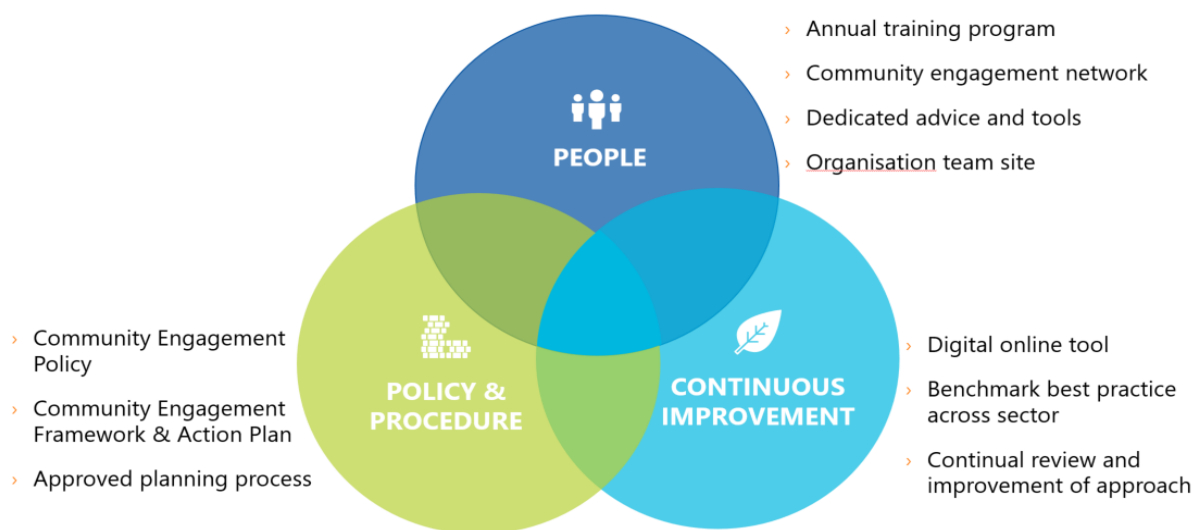
- a community engagement process must have a clearly defined objectives and scope
- participants in community engagement must have access to objective, relevant and timely information to inform their participation
- participants in community engagement must be representative of the persons and groups affected by the matter that is the subject of the community engagement

- participants in community engagement are entitled to reasonable support to enable meaningful and informed engagement
- participants in community engagement are informed of the ways the community's input will influence Council decision making.

The Community Engagement Policy aims to support the strategies included in the Community and Council Plans, with a strong focus on strategies relating to increased transparency and confidence in decision making across all levels of government and increased engagement participation from across all sectors of the community.

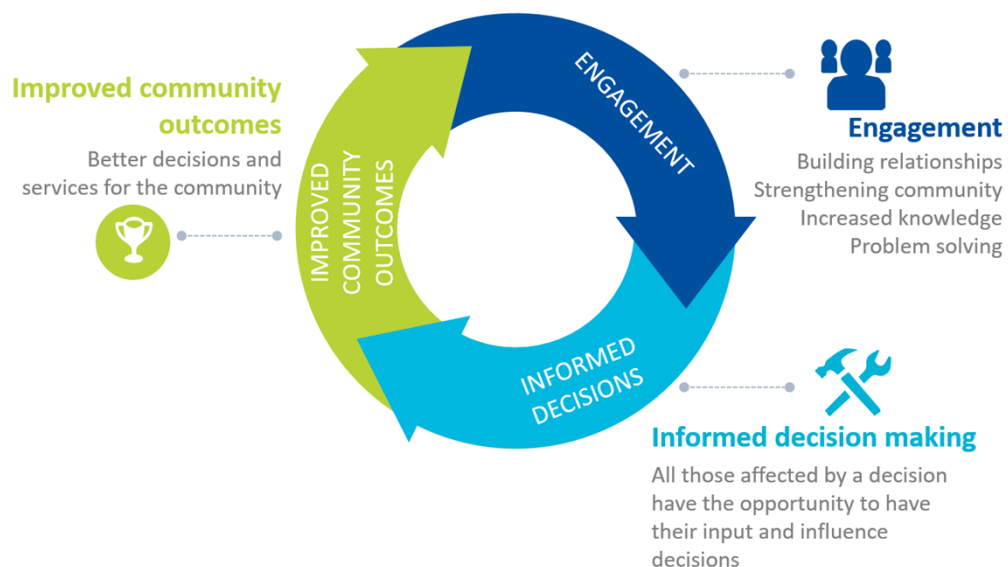
### 3. Scope and responsibilities

Knox City Council's community engagement approach links our people, policy and continuous improvement together to achieve the best outcomes for our community. This is shown as follows:



Community engagement takes place for many different reasons. Some community engagement involves opportunities for the community to contribute to the decision making process. Other opportunities arise when Council facilitates relationship building between and with stakeholders such as community groups. Community engagement also aims to strengthen the capacity of Council and the community to increase our knowledge, problem solve, support each other or change behaviours.

Community engagement in Knox will lead to:



This Policy applies to all Council Staff & Councillors who undertake community engagement on behalf of Council.  
This includes:

<b>Councillors</b>	responsible for endorsing a community engagement policy every four years. Involved throughout all stages of the decision making process. Ensure that matters under consideration are informed by the planned level of community engagement. Balance the range of stakeholder views and concerns on an issue when making a decision.
<b>Council Management</b>	champion better practice community engagement through policy, process and leadership. Monitor implementation and compliance with this policy
<b>Community Engagement Team</b>	responsible for preparing and engaging with staff and the community on the Policy and related framework and Action Plan. This includes the implementation of the Action Plan.
<b>Officers</b>	responsible for adhering to this Policy to ensure good engagement practices and continual improvement of decisions for our community.
<b>Consultants and Volunteers</b>	responsible for adhering to this Policy to ensure good engagement practices and continual improvement of decisions for our community

## 4. Definitions

<b>Council</b>	Means Knox City Council, whether constituted before or after the commencement of this Policy.
<b>Councillor/s</b>	An elected representative of the municipality.
<b>Council Staff</b>	<b>Employee</b> - Any permanent, part-time, temporary or casual employee of Council. <b>Contractor/Agency/Labour Hire Worker</b> - Any contractor/agency/labour hire worker who provides services or undertakes work on behalf of Council. <b>Volunteer/s</b> A member of the public when contributing directly to a Council program/service/event and who: is registered as a Council volunteer; or is part of any count with regard to volunteer hours contributed to Council programs/services/events. For the purposes of this Policy a volunteer also includes students on work/student placement.
<b>Community</b>	Broadly defined as those who have an interest in or are affected by the business of Council and the way it operates and includes: residents and landowners, businesses, workers, organisations and visitors.
<b>Community Engagement</b>	Any process that values and facilitates community input to help Council make better-informed decisions. It recognises that if the community is going to be affected by a decision, it needs to be engaged in the decision-making process in some way.
<b>Community Engagement Advocates</b>	A cross organisation peer support group comprising Council staff trained and certified in IAP2, fostering best practice and facilitating a whole of Council approach to community engagement.
<b>Community Engagement Framework</b>	The Community Engagement Framework outlines the community engagement activities Council will undertake within its community engagement program.
<b>Community Engagement Plan</b>	A Plan that is developed in conjunction with a project plan, which outlines the community engagement stages, level of community participation in decision making, objectives, techniques, stakeholders and deliverables.
<b>Community Engagement Spectrum</b>	A tool designed to assist with the selection of the level of participation from less active to more active involvement. The spectrum includes the levels: inform, consult, involve, collaborate and empower. It defines the community's role and the formulation of the community engagement goal and promise which drives the engagement process. It is based on the IAP2 Spectrum.
<b>Deliberative Engagement</b>	Engagement where citizens are provided with a high level of inclusion and influence on a decision that affects them. Participants are representative of their community and are given the time to consider options and discuss an issue/s in depth before coming to a considered view. They are fit for purpose, suit individual budgets and can range in the number of participants. Examples of deliberative practices can include citizens juries or panels, polling, mapping and deliberative workshops
<b>IAP2</b>	The International Association for Public Participation is a world-wide association of members who seek to promote and improve the practice of public participation.

## 5. Council Policy

## 5.1 Objectives

- To support informed decision making, governance and active civic participation and democracy by ensuring that all community engagement activities conducted by Council are in line with the principles outlined in section 5.2.
- To acknowledge the diversity of skills, views and expertise in the community and involve the community, where appropriate, in Council decision-making processes.

## 5.2 Approach

Council will use the following approach to ensure effective community engagement in line with the principles detailed in the Local Government Act 2020:

Approach	How this will be achieved
We <b>respect</b> people's time, <b>listen</b> in order to understand viewpoints and value community input to inform our decision making.	<ul style="list-style-type: none"> <li>• Council will actively engage and ensure community input is included in decision making.</li> </ul>
We are <b>adaptable</b> and <b>flexible</b> to evolving circumstances	<ul style="list-style-type: none"> <li>• Council will respond to newly identified stakeholders and changing community needs throughout the engagement process.</li> </ul>
We <b>work with others</b> , integrate across teams and sectors to strengthen outcomes for the community.	<ul style="list-style-type: none"> <li>• Council will support and train staff on systems and processes to support community engagement. Council to work with consultants to ensure they are aware of the Policy and related procedures.</li> <li>• Where possible, Council will work across teams to ensure effective and comprehensive community engagement.</li> <li>• Council will foster best practice and facilitate a whole of Council approach by facilitating a cross organisational community of practice.</li> </ul>
We are open, honest and <b>transparent</b> at all times and are clear to what extent the community can influence outcomes.	<ul style="list-style-type: none"> <li>• Council will design and implement its community engagement processes using the Knox Community engagement approach based on the IAP2 best practice framework.</li> <li>• Council will undertake planned community engagement processes and activities to maximise participation of those impacted by a decision.</li> </ul>
We include all stakeholders affected and interested in the decision and seek to engage with those <b>representative</b> of our community.	<ul style="list-style-type: none"> <li>• Council will communicate its commitment to the Community Engagement Policy and processes to the community.</li> <li>• Council will engage with those representative of the community to enhance community engagement processes and outcomes.</li> </ul>
We are <b>resourceful</b> , engage early and often, have a clear <b>purpose</b> and are sensitive to what has happened in the past.	<ul style="list-style-type: none"> <li>• Council will consider a diverse range of community engagement methods, adopting a prevention and early intervention approach.</li> </ul>
We <b>reflect</b> and inform our community of the outcome. We report back indicating how community input has been used.	<ul style="list-style-type: none"> <li>• Council will review engagement activities to continually improve its practices.</li> <li>• Council will report back to our community in a timely manner about how their input was considered within the final outcome.</li> <li>• Council will, as far as practicable, collate community engagement output data in the document management system to support integrated planning and service delivery.</li> </ul>

## 5.3 IAP2 Model

Council will use the IAP2 model of engagement to guide planning and implementation of community engagement activities.

### Council's engagement level (IAP2 model)

Goal	Style	Examples
------	-------	----------

Inform	To provide stakeholders with balanced and objective information to assist them in understanding the problem, alternatives and solutions	One way communication 'Here's what's happening'	Ads, factsheets, websites
Consult	To obtain stakeholder feedback on analysis, alternatives and/or decisions	Obtaining feedback 'Here are some options, what you think?'	Surveys, focus groups
Involve	To work directly with stakeholders throughout the process to ensure that their concerns and aspirations are consistently understood	Participatory process to identify issues and views 'Here's a problem, what ideas do you have?'	Advisory committees, workshops
Collaborate	To partner with stakeholders in each aspect of the decision from development to solution	Working together 'Let's work together to solve this problem'	Partnerships, participatory decision making
Empower	Shared leadership of community-led projects with final decision-making at the community level	Building community capacity to be change leaders 'You care about this issue and are leading an initiative, how can we support you?'	Facilitation of networks, campaigns

Source: Adapted from Tamarack Institute and IAP2

#### 5.4 When to engage

Council will determine the need for community engagement considering the following:

Impact level	Description	Criteria (one or more may apply)	Examples
Level 1	High impact LGA wide  <b>Community engagement plan essential</b>  <b>Include deliberative engagement practices</b>	<ul style="list-style-type: none"> <li>Legislative requirements (as listed above)</li> <li>Expected high level of interest from the community</li> <li>High level of political interest</li> <li>Potential to impact on regional or state strategies or direction</li> <li>Any changes that impact on the health, safety and wellbeing of the broader community (not including immediate risk)</li> <li>Significant environmental changes or impacts</li> <li>Need to understand community values and priorities to inform policies, planning or service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Strategic plans</li> <li>Significant Council policies, plans or by-laws</li> <li>Major changes to city-wide services e.g. waste services or childcare</li> <li>Masterplans</li> <li>Customer facing IT solutions</li> </ul>
Level 2	High impact in a local area  <b>Community engagement plan essential</b>	<ul style="list-style-type: none"> <li>Removal or significant changes to a facility or service to a local community/user group</li> <li>High level of community or sectional interest</li> <li>Potential for impact on property values</li> </ul>	<ul style="list-style-type: none"> <li>Upgrades to Reserves and Open Space</li> <li>Playground upgrades</li> <li>Major local road work</li> <li>Significant changes to car parking</li> <li>Change of use and major upgrades to buildings and</li> </ul>

Impact level	Description	Criteria (one or more may apply)	Examples
			<ul style="list-style-type: none"> <li>infrastructure</li> <li>Involves heritage</li> <li>Naming/re-naming of parks or buildings</li> </ul>
Level 3	Lower impact LGA wide  <b>Community engagement plan desirable</b>	<ul style="list-style-type: none"> <li>Potential for some community or sectional interest.</li> <li>Potential for some, although not significant impact on regional/state strategies or direction</li> <li>Minor changes to recurring large scale programs</li> <li>Need to build community action around an issue</li> <li>Potential opportunity to establish partnerships to address an issue</li> <li>More information is needed to reach a decision</li> </ul>	<ul style="list-style-type: none"> <li>Minor changes to processes</li> <li>Minor changes to services e.g. events such as Knox Festival or Sorry Day</li> <li>Minor impacts vulnerable groups</li> <li>Non-contentious changes to fees and charges</li> </ul>
Level 4	Lower impact in a local area  <b>Community engagement plan optional</b>	<ul style="list-style-type: none"> <li>Minor changes to facility or services at a local level</li> <li>Minor works</li> </ul>	<ul style="list-style-type: none"> <li>Normal road works</li> <li>Development of local programs</li> <li>Landscaping</li> </ul>

## 5.6 When community engagement activities may not occur

There may be times when community engagement activities do not occur. An example of this is when the health, safety and wellbeing of the community is affected and Council needs to respond quickly, such as in an emergency. Other examples include legislative requirements, situations where Council has no jurisdiction over the decision or when confidentiality and privacy issues limits meaningful discussion.

## 5.7 Community Engagement Plan endorsement

Council staff completing Community Engagement Plans will seek endorsement from their Director for Level 1 plans. All Councillors will be advised of Level 1 plans. All plans will be developed in consultation with the Community Engagement Team and Senior Managers. Ward Councillors will be engaged, for Ward specific projects.

## 5.8 How we will engage

The community engagement process at Knox City Council involves five steps:

1. *Define* – the impact, objectives and engagement level for the project.
2. *Select* – which parts of the community Council will engage with.
3. *Plan* – the engagement tools to be used.
4. *Manage* – the risk and approvals required for community engagement activities (see 6.6 of Policy).
5. *Report* – review the engagement activity.

Knox City Council's Community Engagement Planning Toolkit provides more detail on each step.

## 5.9 Evaluation and review of the community engagement process

Reporting back to the community on decisions and evaluating and reviewing the community engagement approach will be key responsibilities of those managing the community engagement process. Evaluation of the community engagement process will include assessment of robustness, inclusiveness and level of information and transparency.

# 6. References

## 6.1 Knox City Council Community & Council Plan 2017-2021

- Goal 8: We have confidence in decision making



## 6.2 Relevant Legislation

- *Local Government Act 2020* Part 3 – Council decision making
- *Privacy and Data Protection Act 2014*
- *Equal Opportunity Act 2010*
- *Public Health and Wellbeing Act 2008*
- *Planning and Environment Act 1987*

## 6.3 Charter of Human Rights

This policy has been assessed against the rights contained within the *Charter of Human Rights and Responsibilities Act 2006* and is deemed compatible with the Charter.

## 6.4 UN Rights of the Child

- Standard 7 –Child Safe Standards. Article 12 – Right to engage as active citizens.

## 6.5 Related Council Policies

- Councillor Code of Conduct
- Staff Media Policy
- Councillor Media Policy
- Staff Social Media Policy

## 6.6 Related Council Documents and Procedures

- Community Engagement Framework & Action Plan
- Community Engagement Planning Process
- Communications Planning Procedure

# 7. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this policy. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.