

KNOX CITY COUNCIL

ELECTRIC LINE CLEARANCE

MANAGEMENT PLAN

2026 – 2027

(In accordance with Electric Line Clearance Regulations 2020)

Version: 10
KX Reference: D26-93792
Authorised By: Grant Thorne - Director Infrastructure

Signature:



Date Amended: 1st April 2026

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9 (2)

Electric Line Clearance Management Plan 2026/2027 Submitted By:

Name: Knox City Council

Date: March 2026

The current plan will be available on the Knox City Council website on the 1st April every year. In addition, a hard copy is available by contacting Council's Customer Service Team on 9298 8000, the plan will be sent within 14 days of the request.

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

9(3) (a)

Name, address and Telephone Number of the Responsible Person

Name: **Knox City Council**

Address: 511 Burwood Highway, Wantirna South, 3152

Telephone No. (03) 9298 8000

Facsimile No.: (03) 9800 3096

Chief Executive Officer Bruce Dobson

9(3) (b)

Name, Position, Address and Telephone Number of the Person who was responsible for the Preparation of the Plan.

Name: **Grant Thorne**

Position: Director 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

9(3) (c)

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

Name: **Sam Jones**
Position: Coordinator Urban Forest and City Presentation
Business Address: 14 Henderson Road, Knoxfield, 3180
Telephone No.: (03) 9298 8430
Facsimile No.: (03) 9800 3214
Email Address: Sam.Jones@knox.vic.gov.au

9(3) (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 - Trees)

EMERGENCY TELEPHONE No: 9298 8013 or 0419887822

After hours

Name: **After Hours Duty Officer**

EMERGENCY TELEPHONE No: 9298 8000 or 041880516

9(3) (e)

The objectives of the management plan

The following are identified as the key objectives of this plan in fulfilling our stated mission and the duties set out in the Electricity Safety (Electric Line Clearance) Regulations 2020.

- 1 Compliance with the Electricity Safety (Electric Line Clearance) Regulations 2020. This is achieved by preparing a management plan relating to compliance with the Regulations for the next financial year on or before 31 March each year. This would include supplying a copy of the management plan to ESV on request within 14 days.
- 2 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, with a view to reducing staff exposure to related risks.
- 3 Minimise potential fire starts as a result of vegetation contact with powerlines by maintaining statutory clearances as per Electric Line Clearance Regulations 2020.
- 4 Ensuring 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 within the HBRA declared area.
- 5 Provision of a safe working place for employees and contractors.
- 6 Management of vegetation to maximise the environment, biodiversity and amenity value of the Council's trees.
- 7 Protection of 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.
- 8 Community satisfaction with the manner in which the necessary works area carried out.

Implementation of the plan objectives:

Objective 1 – 8 will be implemented (i.e. KPI's) as per the tender conditions in Contract 2967 – Pruning and General Arboriculture Services. In addition, Council have a proactive and reactive inspection program as described in Council's [Street Tree Assessment Management Plan](#) – available on the Knox City Council website.

9(3) (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 (Appendix A). The Predominant category of trees subject to the plan is suburban street trees of a mixture of indigenous, native and exotic.

- There are approximately 82,000 street trees.
- These trees are located in 2500 streets covering 770 kilometres.

This plan is not applicable to trees located on private property and State or Federal Government land. The area of Knox to be included in this year's contract pruning program 2026-2027 can be seen in appendix D.

High Bushfire Risk Areas (HBRA) sites within Knox can be seen in appendix A. This GIS layer is updated/checked annually by council's GIS Department in conjunction with the CFA.

The GIS layer in appendix A can be accessed on Council's GIS system and is available to all Council staff.

9(3) (g)

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) Native

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

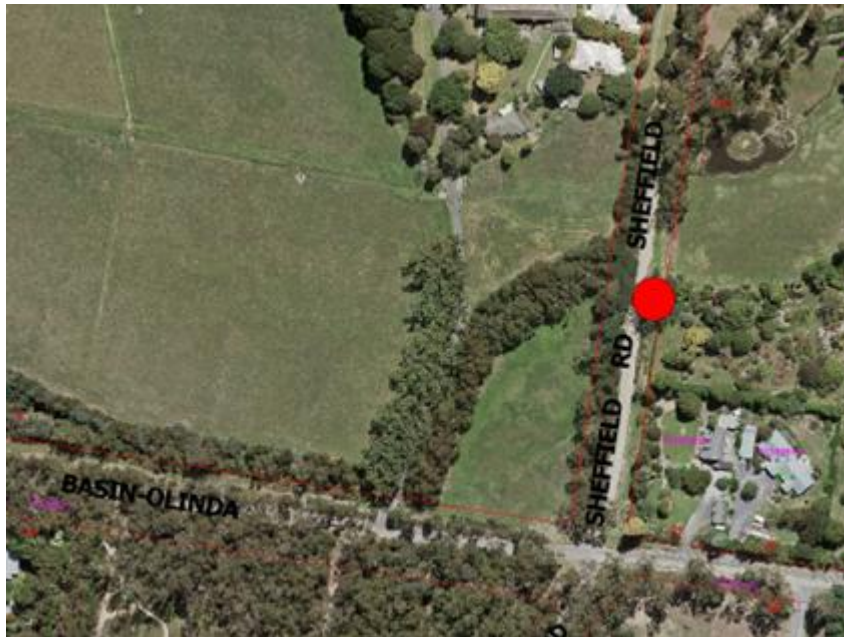
- Exotic, the tree originates from outside Australia
- Native, the tree originates from within Australia
- Indigenous, the tree originates from within the boundary of the City of Knox

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 layer has also been provided to Council's line clearance contractors. In addition to Council's Tree Planting Palette, which contains a list of trees with indigenous origin.

With regard to road reserve and parklands, the location of trees of indigenous origin and significance has been identified in Council's ['Sites of Significance in Knox'](#) publication, which has also been made available to Council's line clearing contractors.

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

There is currently one significant (State) tree that is in proximity to powerlines (low voltage). The tree (*Quercus robur*) is located in a road reserve in Sheffield Road, The Basin (see Appendix F) - the tree is listed on [National Trust Register](#). This tree will be 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. The actual locations of individual trees cannot be identified due to cultural awareness of the aboriginal community; however, the general location is corner of Wellington Road and Stud Road, Rowville. This information is also been shared with Councils line clearing contractor to aid in identification.

9(3) (h)

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

Primarily trees referred to in 9(3)(g) that are affected by the Plan are identified via the methods above – shared street tree GIS layer in conjunction with Council's Green Streets Policy, Site of Biological Significance publication and planning scheme overlays within the Knox City Council Planning Scheme.

With regard to tree identification the following is noted:

- Indigenous trees via GIS layer in conjunction with Council's Tree Planting Palette and Site of Biological Significance publication;
- Planning Scheme overlays provided to Citywide via GIS layer – see Appendix B;
- Culturally significant trees are classed in accord with the [Aboriginal Heritage Register](#) which can 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 periodically by Council to ensure their accuracy.

Additionally, 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.

With regard to identifying habitat trees, Council's contractors inspect each tree for signs of active habitation. Given that trees within the declared area are mostly in residential streets it is unlikely that there will be many spans falling into this category.

Once spans over 45m are identified, the inspector will inspect these sites separately and apply the following rules:

1. Non-Significant Vegetation

Council will apply the maximum additional clearance for the specified voltage and fire risk area.

2. Significant Vegetation

Where significant vegetation exists, Council may choose to use the calculations specified in the 2020 Electrical Line Clearance Regulations.

The additional clearance requirements for each tree will be identifiable by the job type. Works falling into this category are to be logged as "Wire Clearance – 45m+ Span" by the inspector. This will identify the additional pruning requirements to pruning teams on a case-by-case basis. In these instances, the Sag and Sway Table located in Appendix G shall be used to calculate the appropriate distance for lines greater than 45m and up to 100m.

If there are issues with the above process or clearance cannot be maintained or the line exceeds 100m the DB's and or Railway suppliers will be contacted to ensure specific sag and sway allowances are made.

The relevant contacts are as follows:

UNITED ENERGY

Contact Name: Jason Craig
Position: Vegetation Liaison Officer
Phone Number: 0402386940 or (03) 8846 9709
Email: JCraig@powercor.com.au

AUSNET

Contact Name: Will Kerry
Position: ORP Liaison Officer
Phone Number: 0438962450 or (03) 9238 6353
Email: will.kerry@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.

9(3) (j)

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, Council has a subscription 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 a reasonably practicable when undertaking pruning activities to clear vegetation from electrical assets.

'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, considering 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 & 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-Trees 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 Council 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 measures 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.

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 rework's

audits. 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 www.knox.vic.gov.au

9(3) (k)

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.

9(3) (l)

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.

9(3) (m)

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 clearance schedules including:

- Mapping the inspection and pruning program against the zone maintenance progress.
- 100% 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 however are tracked and audit by the Proactive Arborist.

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 completed zone. This audit covers both powerline clearance 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 recorded and shared with the line clearing contractor for rectification as reworks. See appendix J

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

9(3) (n)

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 Contractors as well as a final 100% compliance audit at the completion of the nominated zones.

The Project Officer-Trees oversees the auditing cycle with the Proactive Arborist. The Proactive Arborist conducts monthly audits of the line clearing 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.

- 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.
- 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.
- End of Zone Compliance Audits – Are used to record quality at the completion of the nominated zone. Council arborists inspects the entire zone and log 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-Trees & Proactive Arborist follows up with Contractor staff for progress/tracking. Updates are also provided by the Contractor on request and monthly basis.
5. Closure occurs when notification from 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-Trees oversees the auditing undertaken by the team and discusses any noncompliance or improvement with 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.

9(3) (o)

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 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 too:

Grounds Person

- Certificate 2 - ESI in Powerline Vegetation Control.

Tree Cutter / Pruner

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

Inspector

- Certificate II - ESI in Powerline Vegetation Control.
- Minimum Certificate III Horticulture / Arboriculture inc. perform a ground-based tree defect evaluation unit of competency, or an equivalent qualification.
- UETTDRC24A - Assess vegetation and recommend control measures in an ESI environment or equivalent if not included in the above.
- 5 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 “Authorised persons” as indicated in the Electrical Safety Regulations 2009r. 318 and r.319. An Authorised Person has undertaken appropriate Safe approach distance training and is aware of limitations when working around powerlines as per the Blue Book.

9(3) (p)

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

Covered in schedules 15, 16, 17 &18 of the Code

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

9(3)(q)

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 – Trees, Knox City Council,
102 Lewis Road Wantirna South 3152

If the dispute cannot be resolved directly with Council the person making the complaint will be referred to the Ombudsman's Office for further information and advice www.ombudsman.vic.gov.au. **WATER AND ENERGY OMBUDSMAN DETAIL**

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.

9(4)

A method for determining an additional distance that allows for cable sag and sway may provide for different additional distances to be determined for different parts of a span of an electric line.

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

10(5) (a)

A responsible person must ensure that a copy of the management plan is: published on the responsible person's Internet site

This ELCMP will be published on the public notices page on the Knox website 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 Infrastructure and Manager Green Spaces and Environment
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, 3 working days before end of March.

The Project Officer-Trees is responsible for the process of drafting, submitting to the Coordinator Urban Forest and City Presentation who will then submit to the Director and coordinating publishing on the website. The website publication will be initiated at the time of making hard copies.

10(5) (b)

**A responsible person must ensure that a copy of the management plan is:
Available for inspection at the responsible person's principal office in the State
during normal business hours**

The plan is available for viewing at Knox City Council Operations centre, 14 Henderson Road Scoresby between the hours of 7am – 4pm.

To view the plan an appointment should be made by contacting the Project Officer Trees 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. 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 - Trees and stored ready for viewing.

11(6) (a)

A responsible person who receives an exemption must ensure that a copy of the exemption is- published on the responsible person's internet site.

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

11(6) (b)

A responsible person who receives an exemption must ensure that a copy of the exemption is - available for inspection at the responsible person's principal office in the State during normal business hours.

To date Knox City Council has not applied for or received an exemption

PART 2

Clearance Responsibilities

Division 1 - Roles of responsible person

(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-Trees and involves information and input from the Proactive Arborist. As previously stated, Knox City Council has committed to annual inspections of all tree assets within the vicinity of HV electrical conductors and within HBRA areas along with biennial inspection of all tree assets within the vicinity of LV electrical conductors through its Electric Line Clearance program. Records of these inspections are recorded within an electronic database.

1. Inspection completed by appropriately qualified inspector.
2. The tree is assessed to see if the works require removal of branches greater than 300mm to achieve required clearances.
3. The tree is assessed to consider weather 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.
5. The voltage or cable type is recorded.
6. A health & risk assessment is complete on the tree along with any additional comments and recorded within the database.

Collection of this information allows specific trees to be identified, by species and location. The qualifying branch size, reduced clearance and risk assessment identifies trees which don't meet the required clearances however pose a low or acceptable level of risk given:

- Branches greater than 300mm typically have low or no movement and can represent a large proportion of an existing tree.
- Cables are insulated which reduces the risk of issues associated with contact with vegetation.

It should be noted that where branches greater than 300mm exist however can be pruned or removed to code without adversely affecting tree health or structure or amenity value then this option should override the exception.

(5)

Exception to minimum clearance space for small branches around insulated low voltage electric lines.

Knox City Council does not currently wish to apply exceptions to this section of the plan. Small branches <10mm found to be within the clearance space during inspection or where raised reactively shall be pruned to regulation clearances.

Knox City Council may apply exceptions on certain trees under this section of the management plan. It is to be used in situations where tree species, age or pruning technique make unacceptable growth within clearance space unlikely within the pruning timeframes.

This process is to be managed by the Project Officer-Trees and involves information and input from the Proactive Arborist. As previously stated, Knox has committed to annual inspection of all tree assets within the vicinity of HV electrical conductors or located in HBRA areas and bi-annual inspection of all tree assets within the vicinity of LV electrical through its Electric Line Clearance program. The following processes are implemented: Records of inspections are recorded within an electronic database and Councils data base system. The inspection shall identify trees meeting the aforementioned exception by the following process.

(6)

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 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-Trees and involves information and input from the Proactive Arborist. As previously stated, Knox has committed to annual inspection of all tree assets within the vicinity of HV electrical conductors or located in HBRA areas and bi-annual inspection of all tree assets within the vicinity of LV electrical through its Electric Line Clearance program. The following processes are implemented: Records of inspections are recorded within an electronic database and Councils database 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 greater than 300mm, where the resulting clearance from uninsulated LV is no more than 500mm inside the minimum clearance space.
3. The tree is also assessed to consider weather 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". Trees not meeting these criteria in this field defaults to "NO".
5. The voltage or cable type is recorded.
6. The number of spreaders in the span is to be listed in the comments field of the database to ensure the correct amount of spreaders are fitted to the span.
7. A health & risk assessment is complete on the tree along with any additional comments and recorded within the database.

Note: The vast majority of the declared area is identified as LBRA and the sections of HBRA are audited on a specific program. As these exceptions do not apply in HBRA areas it is assumed that all trees identified to have branches within the clearance space are within the LBRA area.

Collection of this information allows specific trees to be identified, by species, size and location. The qualifying branch size, reduced clearance and risk assessment identifies trees which don't meet the required clearances however pose a low or acceptable level of risk given:

- Branches greater than 300mm typically have low or no movement and can represent a large proportion of an existing tree.
- Low voltage electric lines have a lower risk of issues associated with contact with vegetation especially where spreaders are installed.

(7)

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.

(8)

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 Certificate Level III in Arboriculture, including the "Assess Trees" module, 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 database system. Once completed, this report is to be submitted to the Project Officer-Trees 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 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 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.

Covered in regulation 9(3)(i)

**SCHEDULE 1- Code of practice for electric line clearance
PART 2- Clearance responsibilities
DIVISION 2 – Manner of cutting and removing tree(9)**

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.

This information is covered in Regulation 9(3)(j).

(10)

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(3)(g)(i) - 9(3)(g)(iii)** of this plan. Contractors 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 Proactive Arborist prior to zone pruning or reactively by a Council appointed Inspecting 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-Trees. 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 database system.

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.
4. Recorded information is reviewed by the Project Officer-Trees, 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 by 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-Trees is notified upon completion and the works plan closed out and stored in councils electronic database system.

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

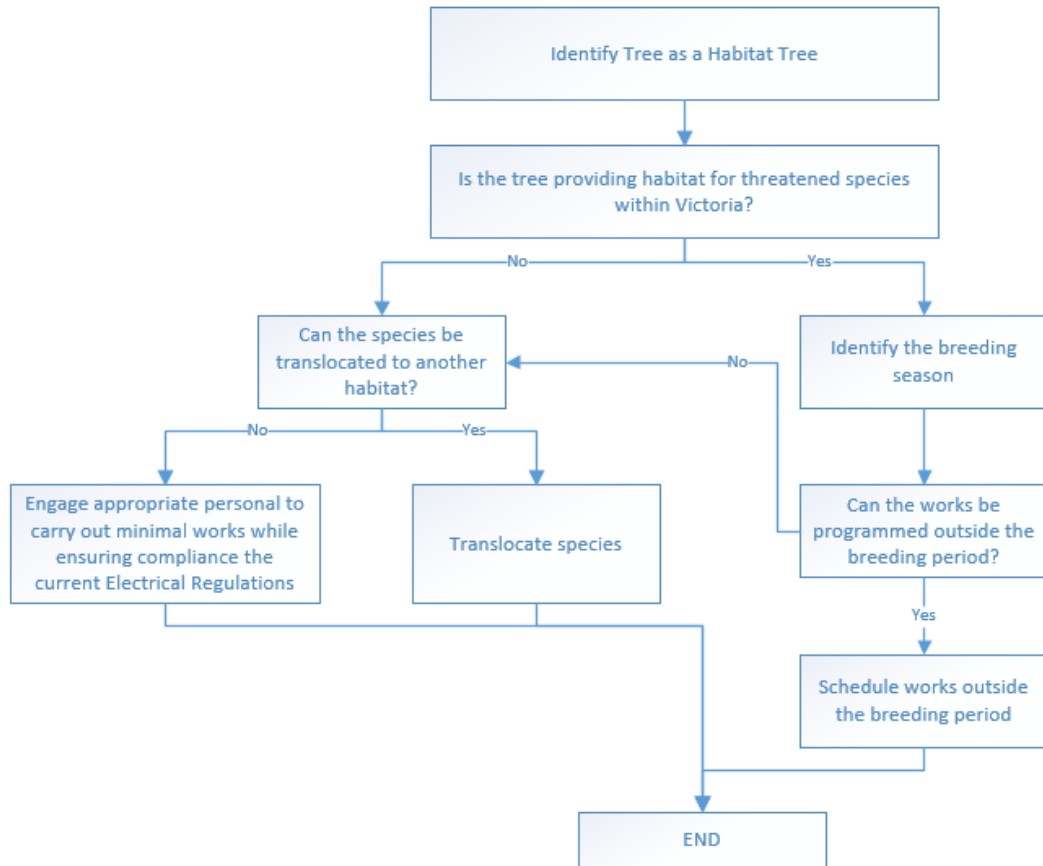
- Hazard tree
- Regrowth into clearance space before the next scheduled visit
- Vegetation in HBRA found to be in clearance after declaration.

The above process may be expedited in lieu of a site visit by the Project Officer-Trees 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.

(11)

Cutting or removing habitat for threatened fauna

As stated in regulation 9(3)(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:



(12)

Restriction on timing of cutting or removal if notification is required

This has been covered in Schedule 15 & 16

(13)

Restriction on urgent cutting of trees

This has been covered in Schedule 8

(14)

Restriction on urgent cutting of trees

This has been covered in Schedule 8

SCHEDULE 1- Code of practice for electrical line clearance
PART 2- Clearance Responsibilities
Division 3 Notification, Consultation and Dispute Resolution

(15)

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. Where applicable the notification takes 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 where tree maintenance will affect a private land holder, 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.

(16)

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 tree removals.
- 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/

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 impacted by pruning or removal works 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.

(19)

Dispute resolution

This is covered in Regulation 9(3)(q)

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: Jason Craig
Position: Vegetation Liaison Officer
Phone Number: 0402386940 or (03) 8846 9550
Email: Jcraig@powercor.com.au

Ausnet

Contact Name: Will Kerry
Position: ORP Liaison Officer
Phone Number: 0438962450
Email: will.Kerry@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

SCHEDULE 1- Code of practice for electric line clearance
PART 3- Minimum clearance spaces
Division 2- Alternative 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.

(32)

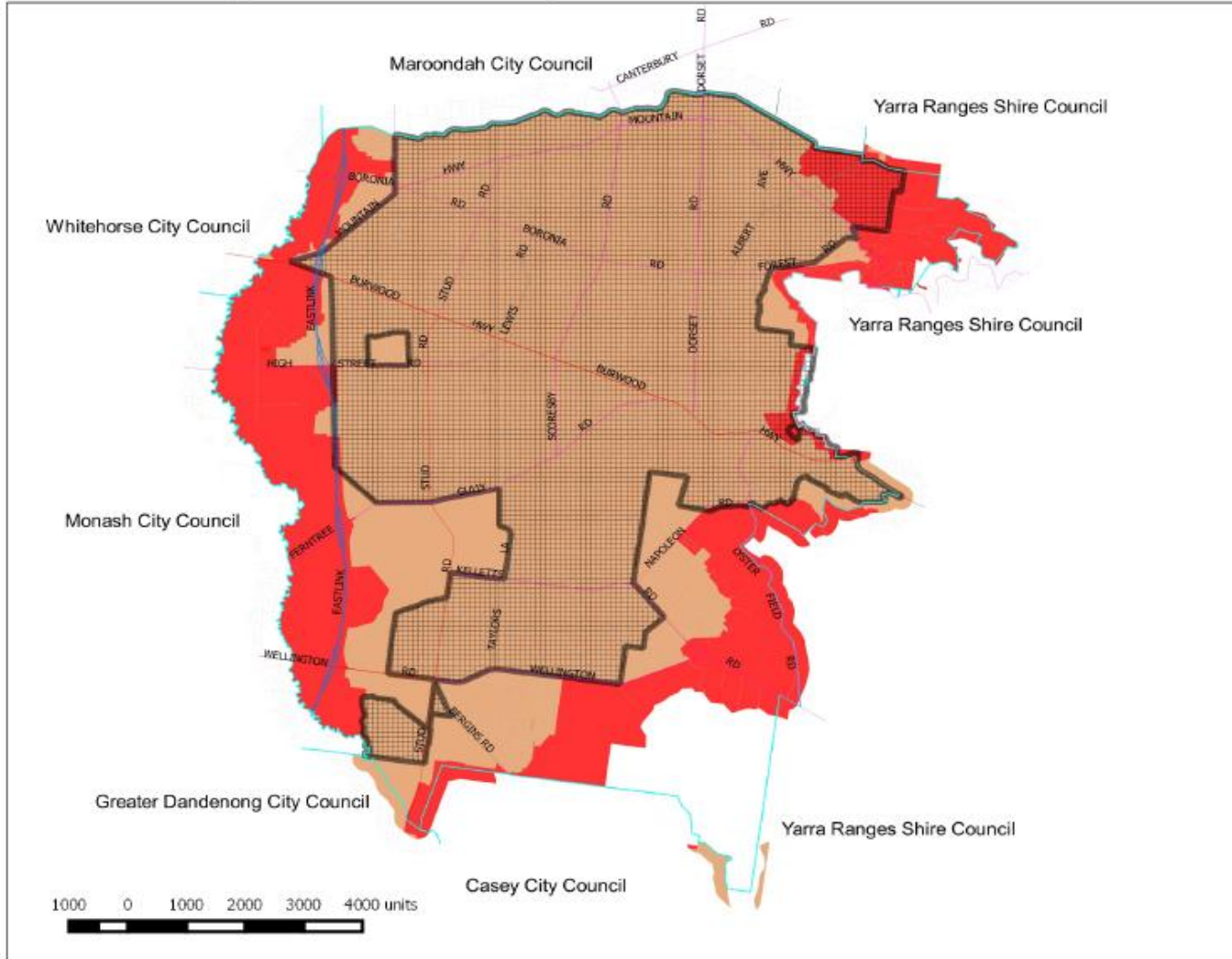
Formal safety assessment of alternative compliance mechanism.

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



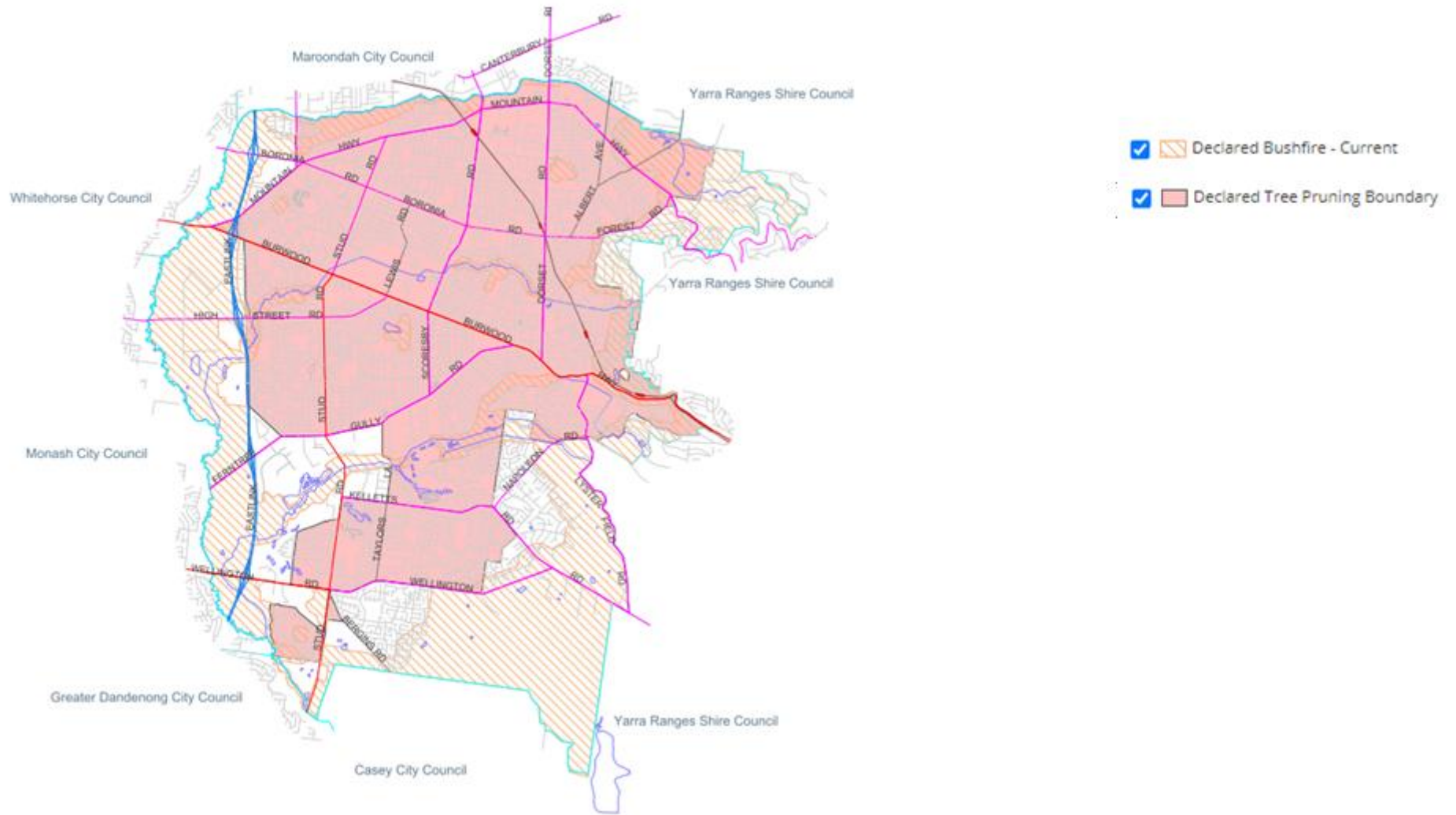
Legend

Emergency Management

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

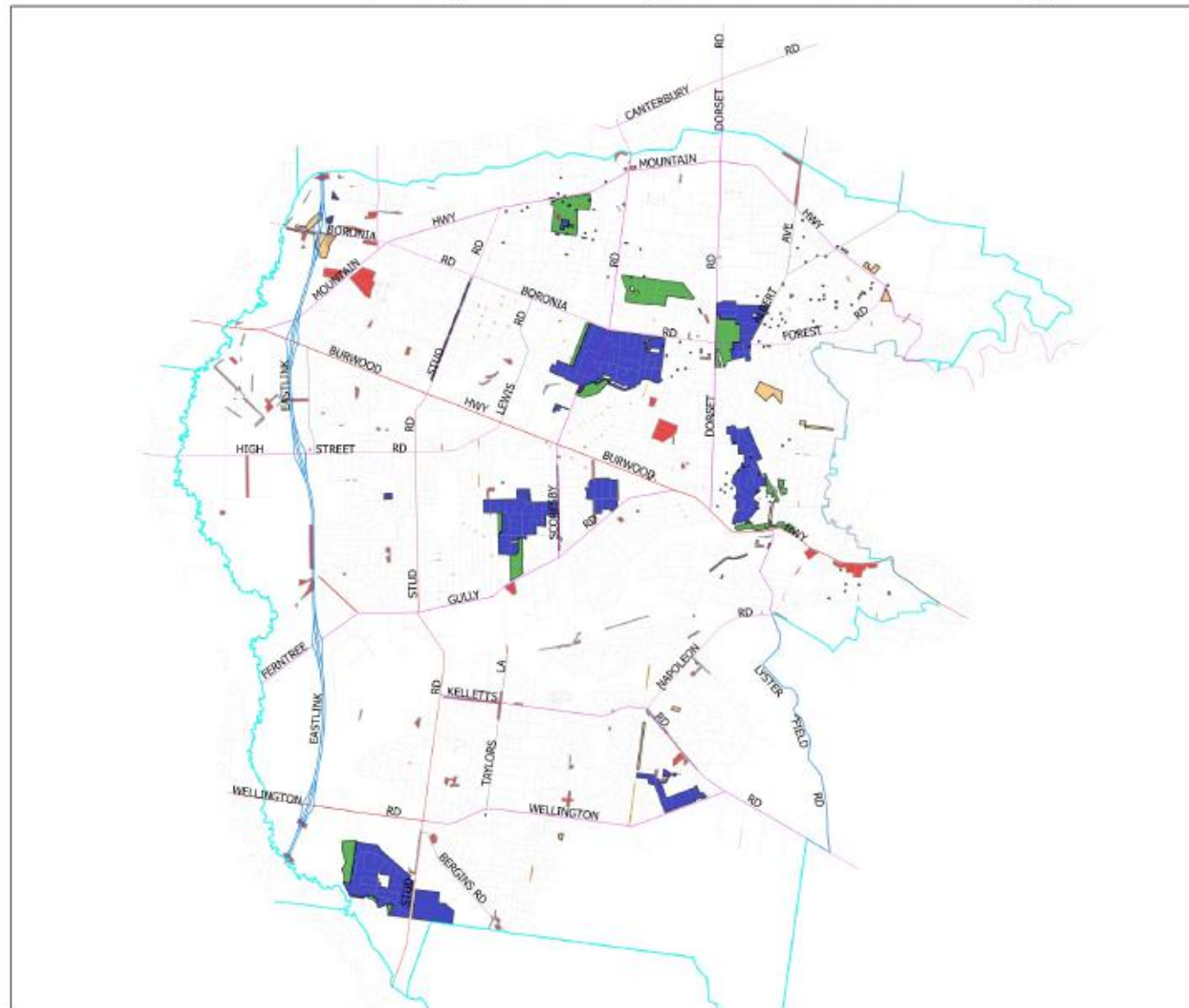
Disclaimer:
 Roads and Side Boundaries - State of Victoria,
 Green City Council
 Planning Service Information - DELWP, Knox
 City Council
 Aerial Photography - Aerial Photos January 2013
 © Lexis Corporation Limited
 No Recourse Water Drainage Information
 No Recourse Water

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 named entities in respect to inaccurate, erroneous, omissions or for a claim based on this information.
2. Planning information should be used only as a means of general reference. For accurate current information please obtain a Planning Certificate from the Department of Infrastructure.
3. This report contains information from Vicmap Property Copyright State of Victoria. The State of Victoria does not warrant the accuracy or complete terms of information in this product. Any person using or relying on this information does so on the basis that the State of Victoria shall bear no responsibility or liability whatsoever for any errors, faults, omissions or omissions in the information.
4. Drainage and Road layout information has been provided to Council on a yearly basis by No Recourse Water for indicative purposes only. Where No Recourse Water Drainage and Road layout mapping is critical, please contact No Recourse 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 Database Information - DEW, Knox
 City Council
 Aerial Photography - APM (from January 2013
 - unless otherwise stated)
 Melbourne Water Geospatial Information -
 Melbourne Water

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 means of preliminary investigation, for accurate planning information please obtain a Planning Certificate from the Department of Infrastructure.
3. This print contains information from: Mapping Property (Copyright State of Victoria). The State of Victoria does not warrant the accuracy or completeness of information in this product. Any person relying on, or using, or the information does so on the basis that the State of Victoria shall bear no responsibility or liability whatsoever for any errors, omissions, defects or omissions in the information.
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 D

YEARLY PRUNING AREA & ZONES

Zone Pruning by contractor					
Zone	Prune Date	Year	Zone	Prune Date	Year
1	July	2021	14B	July	2022
2	July	2021	14C	July	2022
3	July	2021	14D	August	2022
4	August	2021	32	August	2022
5	August	2021	38	September	2022
6	September	2021	20	September	2022
7	September	2021	26	September	2022
8	October	2021	27	October	2022
36	October	2021	28A	October	2022
9	November	2021	28B	October	2022
10	November	2021	35	October	2022
11A	December	2021	34	November	2022
11B	December	2021	31	November	2022
11C	January	2021	37	November	2022
12A	January	2022	17A	December	2022
12B	February	2022	17B	December	2022
13	February	2022	18	December	2022
14A	March	2022	19	January	2023
15A	March	2022	21	January	2023
15B	April	2022	22	February	2023
16A	April	2022	23	February	2023
16B	May	2022	24	March	2023
HBRA	August	2022	25	March	2023
Blackwood Park Road	June	2022	14E	April	2021
			29	April	2021
			30	May	2021
			33	May	2021
			HBRA	August	2021
			Blackwood Park Road	June	2021

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
BLACKWOOD PARK	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
MOUNT VIEW ROAD	BORONIA

ROAD	
BLIND CREEK LANE	WANTIRNA SOUTH
BOGAN COURT	BORONIA
BORONIA ROAD	BORONIA
BOTANY COURT	WANTIRNA
BOWER COURT	FERNTREE GULLY
BRADMAN COURT	BORONIA
BRETT PLACE	FERNTREE GULLY
BUCHANAN STREET	BORONIA
BUNJIL WAY	KNOXFIELD
BURKE ROAD	FERNTREE GULLY
BURSTON ROAD	BORONIA
BURWOOD HIGHWAY	FTG, UPPER FERNTREE GULLY, WANTIRNA
BURWOOD-EASTLINK IN RAMP ON	WANTIRNA
BUTLERS ROAD	FERNTREE GULLY
CAITLYN COURT	WANTIRNA SOUTH
CALDER WAY	WANTIRNA SOUTH
CANDLEBARK QUADRANT	ROWVILLE
CANTER STREET	ROWVILLE
CARMEL AVENUE	FERNTREE GULLY
CARNARVON AVENUE	THE BASIN
CARRARA ROAD	ROWVILLE
CASEY COURT	WANTIRNA
CASSINIA CLOSE	KNOXFIELD
CASTLEWOOD DRIVE	BORONIA
CASTRICUM PLACE	FERNTREE GULLY
CASUARINA AVENUE	BORONIA
CATHAY STREET	FERNTREE GULLY
CATHIES LANE	WANTIRNA SOUTH
CHALMERS GROVE	FERNTREE GULLY
CHARLES COURT	WANTIRNA SOUTH
CHERRY AVENUE	BAYSWATER
CHESTNUT AVENUE	FERNTREE GULLY
CHURCH STREET	THE BASIN
CLEMATIS AVENUE	FERNTREE GULLY
CLONDARA DRIVE	ROWVILLE
CLOVER COURT	BORONIA
CLOW AVENUE	UPPER FERNTREE GULLY
CONDOS COURT	WANTIRNA SOUTH
CONYERS STREET	THE BASIN
COPPELIA STREET	WANTIRNA SOUTH
COPPICE COURT	BORONIA
CREST COURT	THE BASIN
CROXTETH WAY	WANTIRNA

MOUNT VIEW ROAD	THE BASIN
MOUNTAIN GATE DRIVE	FTG, BAYSWATER, BORONIA, THE BASIN, WANTIRNA
MUSK GROVE	UPPER FERNTREE GULLY
MYRTLE CRESCENT	FERNTREE GULLY
NAPOLEON ROAD	FERNTREE GULLY, LYSTERFIELD
NARAMBI CLOSE	FERNTREE GULLY
NARCISSUS AVENUE	BORONIA
NEAL COURT	BAYSWATER
NEAL STREET	BAYSWATER
NELSON STREET	FERNTREE GULLY
NORTHAM ROAD	WANTIRNA
NORVEL ROAD	FERNTREE GULLY
OAKMONT CLOSE	ROWVILLE
OLD BELGRAVE ROAD	UPPER FERNTREE GULLY
OLD FOREST ROAD	THE BASIN
OLD ORCHARD DRIVE	WANTIRNA SOUTH
OLIVEBANK ROAD	FERNTREE GULLY
OLIVER COURT	FERNTREE GULLY
OPIE STREET	FERNTREE GULLY
ORCHID CLOSE	FERNTREE GULLY
ORMONDE ROAD	FERNTREE GULLY
PALOMA COURT	BORONIA
PAPERBARK PLACE	KNOXFIELD
PARK BOULEVARD	FERNTREE GULLY
PAVITT LANE	THE BASIN
PEAK CRESCENT	WANTIRNA
PEPPERMINT GROVE	KNOXFIELD
PERRA STREET	FERNTREE GULLY
PERRA STREET	FERNTREE GULLY
PINEHILL DRIVE	ROWVILLE
PLEASANT ROAD	FERNTREE GULLY
POLICE ROAD	ROWVILLE
QUARRY ROAD	FERNTREE GULLY, UPPER FTG
R O W Y	UPPER FERNTREE GULLY
RACHELLE DRIVE	WANTIRNA
RAILWAY AVENUE	UPPER FERNTREE GULLY
RAILWAY ROAD	FERNTREE GULLY
RALPH COURT	FERNTREE GULLY
RAMONA COURT	BORONIA
RANKIN ROAD	BORONIA
RANKIN ROAD	FERNTREE GULLY
RAWDON COURT	BORONIA
REDFERN COURT	BORONIA

CUMBERLAND AVENUE	BAYSWATER
DAFFODIL ROAD	BORONIA
DALY COURT	ROWVILLE
DANDENONG CREEK TRAIL	BAYSWATER
DANDENONG CREEK TRAIL	WANTIRNA
DAVA COURT	FERNTREE GULLY
DAWSON STREET	UPPER FERNTREE GULLY
DAYAN DRIVE	WANTIRNA SOUTH
DEAN COURT	WANTIRNA
DEBRA STREET	ROWVILLE
DEBSON CLOSE	BORONIA
DERWENT DRIVE	BAYSWATER
DOBSON LANE	THE BASIN
DORCAS STREET	BORONIA
DORIAN AVENUE	FERNTREE GULLY
DORRIGO DRIVE	BORONIA
DORSET ROAD	BAYSWATER
EASTON COURT	FERNTREE GULLY
EDWARD STREET	UPPER FERNTREE GULLY
ELDALE COURT	WANTIRNA
ELDER GROVE	BORONIA
EMICA PARADE	KNOXFIELD
ESTHER COURT	BORONIA
FAIRWAY DRIVE	ROWVILLE
FAITH STREET	FERNTREE GULLY
FALDO COURT	ROWVILLE
FERN ROAD	UPPER FERNTREE GULLY
FERNDALE ROAD	UPPER FERNTREE GULLY
FERNY CREEK AVENUE	UPPER FERNTREE GULLY
FINMERE CRESCENT	UPPER FERNTREE GULLY
FLORIDA DRIVE	FERNTREE GULLY
FOREST OAK DRIVE	UPPER FERNTREE GULLY
FOREST ROAD	BORONIA, FTG, THE BASIN
FORMBY CLOSE	WANTIRNA
GARSTON COURT	WANTIRNA
GEORDY CLOSE	WANTIRNA SOUTH
GEORGE KNOX DRIVE	ROWVILLE
GEORGE STREET	WANTIRNA SOUTH
GILJA COURT	BORONIA
GLASS ROAD	UPPER FERNTREE GULLY
GLENBURN ROAD	BORONIA
GLENFERN ROAD	FERNTREE GULLY
GLENFERN ROAD	UPPER FERNTREE GULLY
GLENWOOD GROVE	KNOXFIELD
GRAMMAR PARADE	WANTIRNA
GREENVIEW COURT	ROWVILLE

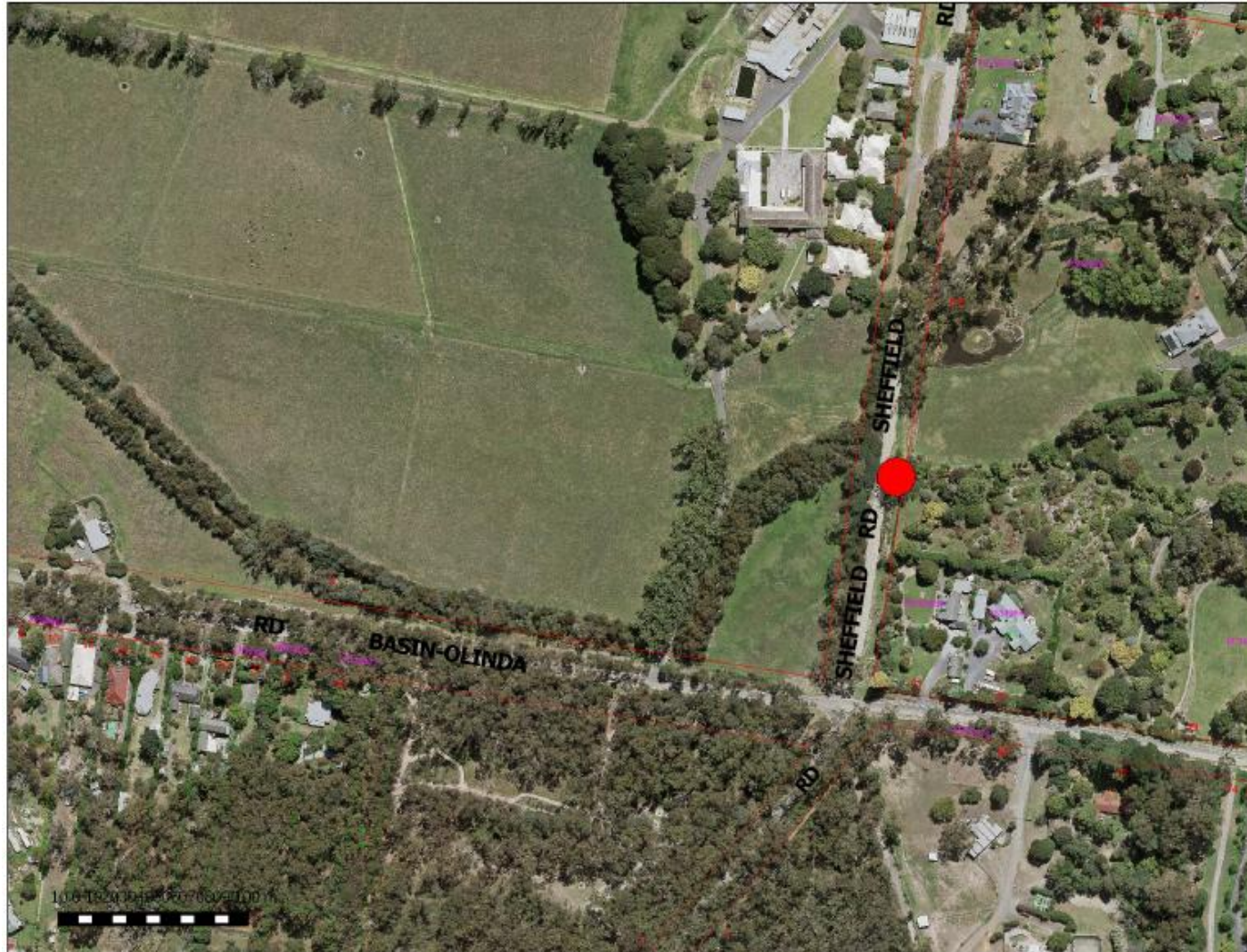
RICDANIC DRIVE	BAYSWATER
RIPARIAN WAY	FERNTREE GULLY
ROLLINGS ROAD	UPPER FERNTREE GULLY
RONA STREET	FERNTREE GULLY
ROSALIE COURT	WANTIRNA SOUTH
ROSE STREET	UPPER FERNTREE GULLY
RUSTIC DRIVE	BORONIA
RYAN COURT	FERNTREE GULLY
SALLY CLOSE	WANTIRNA SOUTH
SASSAFRAS COURT	BORONIA
SAXONWOOD COURT	FERNTREE GULLY
SCHNEIDER STREET	FERNTREE GULLY
SCHOOL ROAD	TREMONT
SCORESBY ROAD	BAYSWATER
SEABY AVENUE	UPPER FERNTREE GULLY
SEASCAPE CLOSE	FERNTREE GULLY
SEGARTA CIRCUIT	FERNTREE GULLY
SELKIRK AVENUE	WANTIRNA
SHARNA COURT	FERNTREE GULLY
SHEFFIELD ROAD	THE BASIN
SHIRLEY COURT	BORONIA
SOLWAY CLOSE	FERNTREE GULLY
SPRINGFIELD ROAD	BORONIA
ST DAVIDS DRIVE	WANTIRNA
ST ELMO AVENUE	FERNTREE GULLY
ST THOMAS AVENUE	WANTIRNA
STEPHANIE CLOSE	FERNTREE GULLY
STEPHENSON COURT	ROWVILLE
STEWART STREET	BORONIA
STIRLING STREET	FERNTREE GULLY
STOCKTON AVENUE	FERNTREE GULLY
STRAUGHAN CLOSE	LYSTERFIELD
STRINGYBARK DRIVE	FERNTREE GULLY
STUART STREET	THE BASIN
STUD ROAD	ROWVILLE
SUGAR GUM COURT	UPPER FERNTREE GULLY
SUNSHINE STREET	ROWVILLE
TABILK COURT	WANTIRNA
TALASKIA ROAD	UPPER FERNTREE GULLY
TALDRA DRIVE	FERNTREE GULLY
TANGLEWOOD ROAD	ROWVILLE
TARA COURT	WANTIRNA
TATHRA COURT	BORONIA
TECOMA STREET	FERNTREE GULLY
TETOORA CLOSE	ROWVILLE
THE CROFT	LYSTERFIELD

GYMEA AVENUE	ROWVILLE
HAMPDEN COURT	ROWVILLE
HANCOCK DRIVE	FERNTREE GULLY
HANSEN ROAD	BORONIA
HARCOURT ROAD	BORONIA
HAROLD STREET	WANTIRNA
HARRISON STREET	THE BASIN
HATHERLY GROVE	FERNTREE GULLY
HAVELOCK ROAD	BAYSWATER
HAZELWOOD ROAD	BORONIA
HEDGELEY CLOSE	WANTIRNA SOUTH
HENDERSON ROAD	KNOXFIELD
HIGH STREET ROAD	WANTIRNA SOUTH
HILLTOP ROAD	UPPER FERNTREE GULLY
HIMALAYA ROAD	FERNTREE GULLY
HOLLYOAK COURT	FERNTREE GULLY
HOLSTEIN COURT	ROWVILLE
HOSKIN STREET	BAYSWATER
HOVEA COURT	BORONIA
HUGHES ROAD	UPPER FERNTREE GULLY
HUNTINGDALE COURT	ROWVILLE
HUTTON AVENUE	FERNTREE GULLY
IDEAL COURT	ROWVILLE
ILLAWARRA AVENUE	ROWVILLE
INCHCAPE AVENUE	WANTIRNA
JACOBUS WALK	FERNTREE GULLY
JARRAH COURT	BORONIA
JEAN STREET	UPPER FERNTREE GULLY
JEANBART COURT	WANTIRNA SOUTH
JENOLA PARADE	WANTIRNA SOUTH
JIM ABERNETHY MEMORIAL DRIVE	BAYSWATER
JOAN AVENUE	FERNTREE GULLY
JOHNS STREET	UPPER FERNTREE GULLY
JONATHON COURT	WANTIRNA SOUTH
JULIE CLOSE	WANTIRNA SOUTH
KAREN COURT	WANTIRNA
KARRI COURT	BORONIA
KAY COURT	BORONIA
KEATS COURT	BORONIA
KELLY STREET	BAYSWATER
KEVIN AVENUE	FERNTREE GULLY
KIA-ORA PARADE	FERNTREE GULLY

THE GLEN	FERNTREE GULLY
THE LOOKOUT	LYSTERFIELD
THE STRAND	LYSTERFIELD
THE TERRACE	LYSTERFIELD
TIMMOTHY DRIVE	WANTIRNA SOUTH
TI-TREE AVENUE	BAYSWATER
TOLHURST AVENUE	BORONIA
TORRESDALE DRIVE	BORONIA
TOWNLEY PLACE	UPPER FERNTREE GULLY
TREFOIL STREET	FERNTREE GULLY
UNDERWOOD ROAD	FERNTREE GULLY
UNIVERSITY ROAD	BAYSWATER
VAN HAASTER COURT	ROWVILLE
VANDEVEN COURT	FERNTREE GULLY
VARLEY COURT	FERNTREE GULLY
VAUGHAN ROAD	FERNTREE GULLY
VERBENA AVENUE	THE BASIN
WADI STREET	BORONIA
WAKLEY CRESCENT	WANTIRNA SOUTH
WALBUNDRY AVENUE	FERNTREE GULLY
WANTIRNA ROAD	WANTIRNA
WARRENWOOD CLOSE	FERNTREE GULLY
WATERFORD PARK AVENUE	KNOXFIELD
WATERS AVENUE	UPPER FERNTREE GULLY
WATERSEdge CLOSE	KNOXFIELD
WATKINS COURT	FERNTREE GULLY
WATTLETREE ROAD	BORONIA, FTG
WAYNE AVENUE	BORONIA
WEBB COURT	ROWVILLE
WEBSTER COURT	BAYSWATER
WEDMORE ROAD	BORONIA
WELLINGTON ROAD	LYSTERFIELD
WELLINGTON ROAD	ROWVILLE
WELLS AVENUE	BORONIA
WILLIAM STREET	UPPER FERNTREE GULLY
WILLOW ROAD	UPPER FERNTREE GULLY
WINDSOR CLOSE	BORONIA
WOODLEA PLACE	FERNTREE GULLY
WOODVALE ROAD	BORONIA
WOODVIEW PLACE	KNOXFIELD
WRIGHT STREET	THE BASIN

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 (From January 2013)
- unless otherwise stated
- No Reserve Water Drainage Information -
- No Reserve 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 claims based on this information.
2. Planning information should be used only as a means of general reference and not as a basis for any other information. For access to planning information please contact 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 their own basis. The State of Victoria shall bear no responsibility or liability for whatsoever for any errors, faults, defects or omissions in the information.
4. Drainage and Road 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 Road 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"> Additional Clearance for Sag & Sway is applicable to the middle two thirds of the span only. Additional Clearance for Sag & Sway is applicable to <u>uninsulated</u> LV, HV & 66kV electric lines only. 	

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"> Additional Clearance for Sag & Sway is applicable to the middle two thirds of the span only. Additional Clearance for Sag & Sway is applicable to <u>uninsulated</u> LV, HV & 66kV electric lines only. 	

Table 1: Sag & Sway Clearance Chart

SPAN LENGTH	LV, 6.6kV, 11kV, 22kV & SWER				66kV								
	LV ABC	AAC	COPPER, ACSR CdCu		AAC	ACSR							
0 – 40	A – REQUIRED CLEARANCE WITHIN 20m OF POLE (metres)												
	0.3	1.5	1.5	1.5	2.25	2.25							
40 – 70	B – REQUIRED CLEARANCE BEYOND 20m OF POLE (metres)												
	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			<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <th>ACSR</th> <th>CdCu</th> </tr> <tr> <td>20</td> <td>30</td> </tr> <tr> <td>23</td> <td>38</td> </tr> </table>		ACSR	CdCu	20	30	23	38	10		37
ACSR	CdCu												
20	30												
23	38												
500 – 600				13		52							
600 – 750				19									
750 & OVER				25									

LEGEND: 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	
Total			170	

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])

Part A: Assessment		
<input type="checkbox"/> Operations	<input type="checkbox"/> Contractor(s)	
Unit Assessed: <input type="checkbox"/> Construction <input type="checkbox"/> Tree crew <input type="checkbox"/> Parks Passive <input type="checkbox"/> Works <input type="checkbox"/> Bushland Team members:	Name of Contractor(s) (if applicable, under Unit):	
Officer(s) Assessing Worksite:		
Project / Works Detail(s):	Process(es) / Task(s) Assessed:	
Order Nos.:		
Date:	Time:	Worksite / Location / Address:
Worksite Employee(s) / Contractor(s) involved with this Assessment:		
Supervisor Name(s):		
Worker Name(s):		
High Risk Construction Work (HRCW) Identified on Worksite – Safe Work Method Statement (SWMS) required. <input checked="" type="checkbox"/> if applicable		
<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)
		Y	N	NR	
	<input checked="" type="checkbox"/> Select – Knox Employee(s) OR Contractor(s)				
	<input checked="" type="checkbox"/> Appropriate – Y / N / NA				
1.0	OHS Management				
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	**Contractor(s) – Liability / WorkCover Insurance available?			X	Submitted annually – see KX
2.0	Plant / Equipment / Tool				
2.1	Plant Pre-start Checklist completed?				
2.2	Current Competencies, Licences (Including High Risk Work), Certificates, Tickets to tasks?				
2.3	Licenced 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	Plant (Working Near Overhead Powerlines) - 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	Plant (Digging Near Underground Assets) - Clear and Safe access around Excavation / Trench? - Trenches and/or Manholes Shored, Unattended – Barricaded / Covered? - <i>Dial Before You Dig (> 300 mm)? Clearance for No Go Zone?</i> - <i>Excavation (> 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 >500 mm from edge of trench?</i> - <i>Spotter provided?</i> - Personnel trained on the Emergency Rescue Procedure				
3.0	Prevention of Falls				
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 Scaffolder			X	NA
4.0	Incident Notification / Emergency Preparedness and Response				
4.1	- Incident Notification Procedure in place? - Emergency Response Procedure / Contact List - Personnel aware?				

Part B	Control(s) Identified	Unit (Assessed) Contractor (Sighted)			Comment(s)
		Y	N	NR	
	<input checked="" type="checkbox"/> Select – Knox Employee(s) <u>OR</u> Contractor(s)				
	<input checked="" type="checkbox"/> Appropriate – Y / N / NA				
4.2	First Aider / Kit (Contents adequate) onsite?				
4.3	Fire Extinguishers– Available and inspected (6 th monthly)?				
5.0	Traffic Management Plan – Council Roads				
5.1	TMP available and site set up correctly?				
5.2	VicRoads Approved Memorandum of Authorisation (MOA) available, (if applicable)?				

6.0	Hazardous Substances / Dangerous Goods				
6.1	<ul style="list-style-type: none"> - MSDS available and current (< 5yr expiry?) - Application in accordance to SWP / SDS (e.g. nozzle type, no off target damage, correct spraying conditions, not too calm not too windy)? - Containers labelled? - Spill Control Kits available? 				
7.0	Personal Protection				
7.1	<ul style="list-style-type: none"> - <i>Minimum: Hi-vis Vests / Long Sleeved Shirts and Pants, Safety Boots, Safety Glasses / Visor</i> - Additional PPE in accordance to SWMS / SWP / JSA / TGS (e.g. <i>Head / Hearing Protection / Gloves</i>), if applicable - Heat and UV Protection (<u>Aug – May</u>)? 				
8.0	Environment				
8.1	Dust control measures in place?				
8.2	Housekeeping <ul style="list-style-type: none"> - Worksite free from obstruction, accumulation of rubbish? - Stockpiled material confined to nominated area? - <i>Plant / Equipment cleaned and maintained, HSDG stored safely, Slips / Trips / Falls Hazards removed?</i> 				
8.3	Noise Management <ul style="list-style-type: none"> - Quieter Plant, Noise Suppressors fitted / or works carried out between agreed times and Council requirements / by-laws - Noise and Vibration levels kept to minimum and monitored? 				
8.4	Waste Management <ul style="list-style-type: none"> - What is the Waste procedure onsite? - Are there designated bins or returned to depot? 			X	NA
9.0	Fire Danger Rating (Nov – Apr) and Total Fire Ban				
9.1	<ul style="list-style-type: none"> - Fire Danger Rating (Nov-April)? – Not allowed if Total Fire Ban is in force - 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? <ul style="list-style-type: none"> o 9L <u>water</u> filled Knapsack or charged Fire Extinguisher? o Permit to Work documented (if applicable)? 				
10.0	Hazardous Manual Handling				

10.1	Mechanical Means available / Assistance provided / Correct Manual Handling Techniques followed, adherence to Task SWP?				
11.0	No Smoking Policy				
11.1	KCC Smoking policy and procedures adhered to			X	NA
12.0	**Contractor Process(es) / Task(s) NOT performed by Operations				
12.1	Confined Space - SWMS available and signed by all on-site Personnel? - All Personnel for task qualified, certificates sighted / available? - Atmospheric Testing Devices available and calibrated? - Rescue Equipment available, Drill conducted? - Confined Space Entry Permit implemented?			X	NA

12.2	Elevated Work Platform (EWP) – Powerline Clearance - SWMS available and signed by all on-site Personnel? - Licenced Operator with Full body Harness? - Pre-start check completed? - Registered Energy Safe Victoria (ESV) Spotter (Dogman / Rigger) - Limits of approached determined by Team? - Used on level ground?				
12.3	High Risk Construction Work - SWMS available and signed by all on-site Personnel? - High Risk Work Licence(s) available?			X	NA
12.4	Traffic Management Plan – VicRoads - Site specific traffic management plan selected / Traffic Management Company engaged? - All Traffic Controllers qualified? - VicRoads Approved Memorandum of Authorisation (MOA) and consent available?				
12.5	Removal or Disturbance of Asbestos - Licensed Asbestos Removalist (AAH – Contact Operations, Site Controller) - Asbestos Control Plan (can be taken as preparation of a SWMS) available?			X	NA
12.6	Other High Risk Construction Work(s) – Please Specify SWMS / HRW Licence			X	NA
12.7	Health and Safety Coordination Plan for Construction Project (≥ \$350,000)			X	NA

APPENDIX J

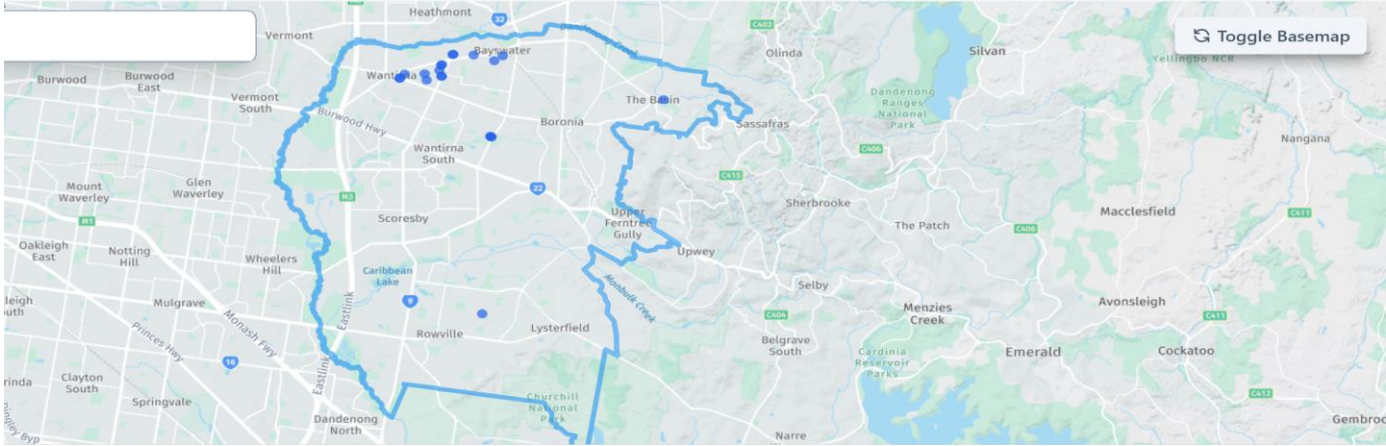
Knox End of Zone captured rework

Equipment: Storm Event: Team: Open Works: Exclude Trees with Open Works

[Apply Filter](#) [Clear Filter](#)

[Toggle Map](#) [Create Project](#) [CSV Export](#)

[Use Area](#) [Remove Area\(s\)](#)



The map displays a geographical area with a blue boundary line enclosing a region. Several blue dots are scattered within this boundary, representing specific rework locations. The map includes labels for various suburbs and landmarks, such as Burwood, Wantirna, Scoresby, and Dandenong. A 'Toggle Basemap' button is visible in the top right corner of the map area.

APPENDIX K

Knox Notification Card's (Adhoc)



The graphic features a blue hawk perched on a green leafy branch. The text 'knox your city' is in the top left, 'Knox Parks' is in large blue letters, and 'Tree Inspection Service' is written vertically. A blue circle at the bottom left says 'We inspected your tree today'. The Knox City Council logo is at the bottom right.

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
 T 9298 8000
 E knoxcc@knox.vic.gov.au
 f [knoxcouncil](#)
 t [knoxcc](#)
 @ [knoxcouncil](#)
 Interpretor
 131 450
 National Relay Service
 133 677

KNOX018/18-014

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 or contact Council on 9298 8000.



APPENDIX M

Forestry Data Capture



APPENDIX N

Intramaps Street Trees

MODULES

- General Enquiry
- Customer Service
- Planning
- Council Reports
- Assets
- Engineering
- Emergency Management
- Traffic

LAYERS

- Assets
- Street Trees
- Bridges and Culverts
- Playgrounds.
- School Crossings
- Footpath Hierarchy
- Traffic Control Devices
- Bus Stops/Shelters
- Inspection Zones
- Roadside Responsibility
- Car Parks
- Leases And Licenses
- Council Buildings

PHOTO - 21 FEB 2016

Knox City Council

[Knox IntraMaps FAQs](#)
Latitude to IntraMaps - Layer Locations



APPENDIX O

Tree Pruning – Social Media Content Plan

Date	Channel	Content	Image	Link
29/05/2024 (two weeks before first notification)	Facebook	<p>**COMMUNITY NOTICE**</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	https://www.knox.vic.gov.au/treepruning
29/05/2024	Twitter	<p>Tree pruning is happening across our city, keeping trees healthy and powerlines clear of vegetation. More info via ow.ly/OtDe30bPfPp</p>		https://www.knox.vic.gov.au/treepruning
Ongoing (14 days prior to new zone)	Facebook	<p>**COMMUNITY NOTICE**</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 ow.ly/OtDe30bPfPp</p>	n/a	https://www.knox.vic.gov.au/treepruning
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: ow.ly/OtDe30bPfPp</p>	n/a	https://www.knox.vic.gov.au/treepruning

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



CUSTOMER COMPLAINT HANDLING

PROCEDURE

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

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.

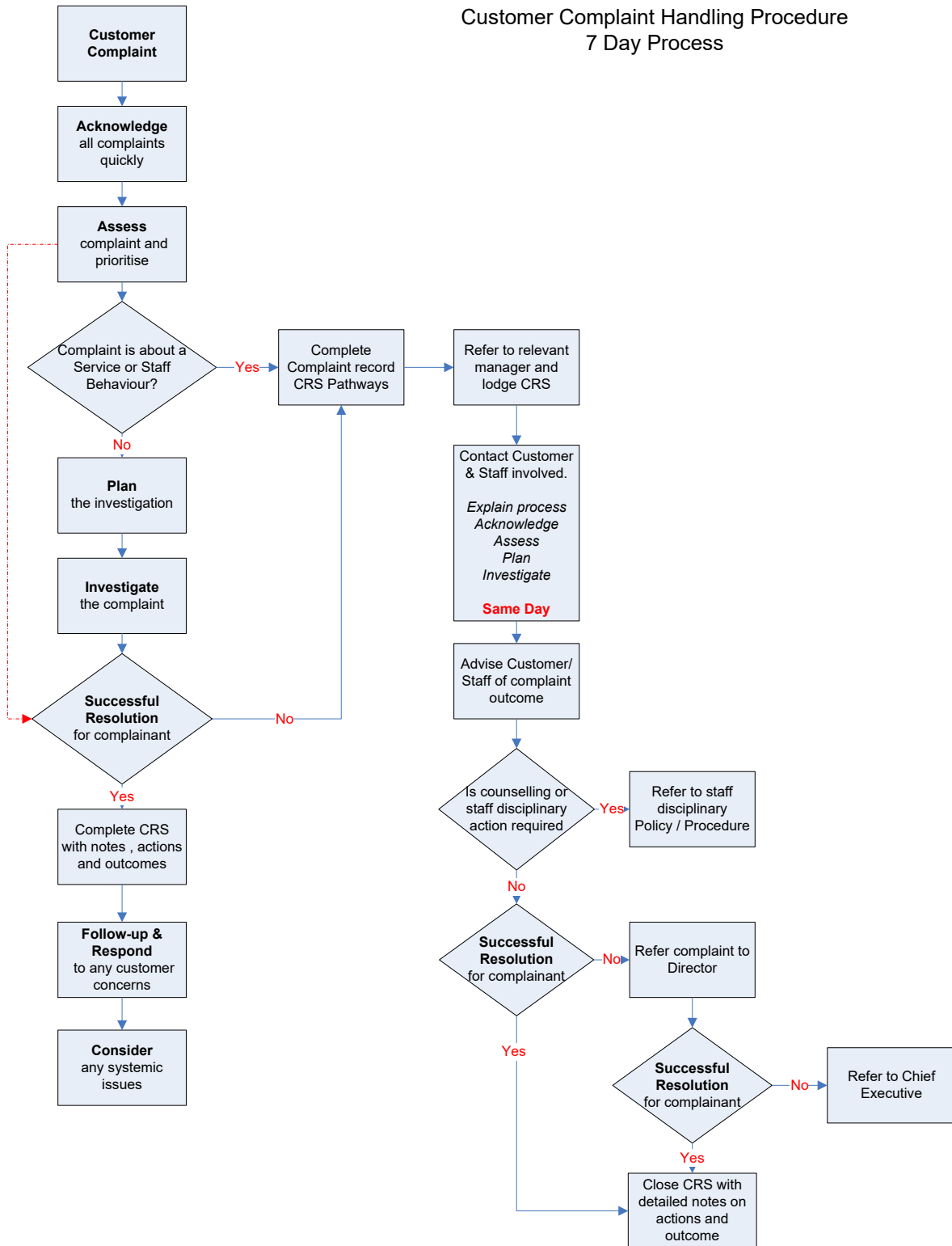
Where a Manager/Director cannot resolve a complaint it will be referred to the Chief Executive for resolution. The Chief Executive Officer also has the discretion to appoint an independent Ombudsman to mediate the process from within the Office of the Commonwealth Ombudsman. Alternatively complainants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

4.2 RELATED DOCUMENTS

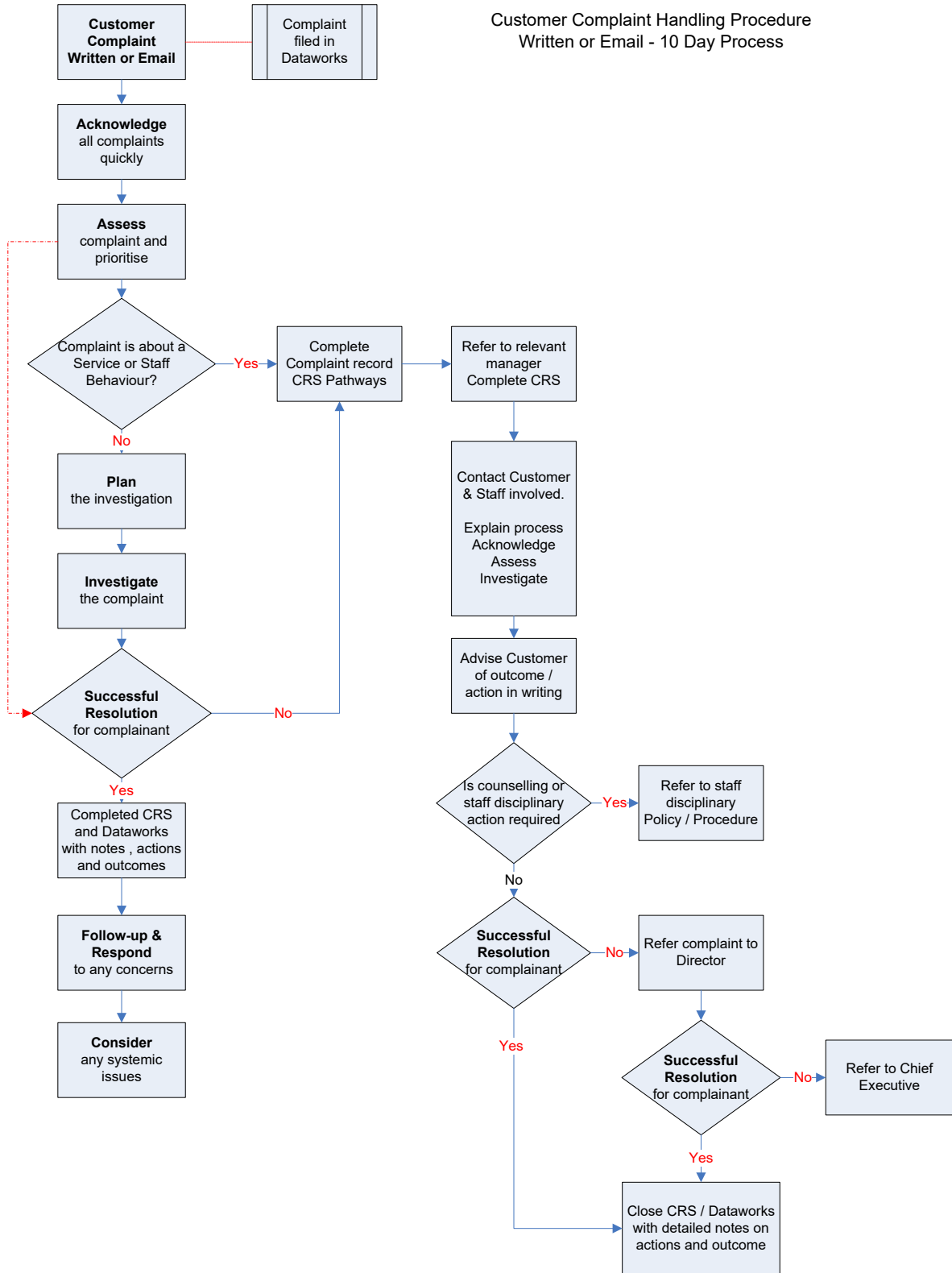
- Staff code of conduct
- Staff Disciplinary Policy & Procedures
- Customer Service Standards

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

Customer Complaint Handling Procedure 7 Day Process



Customer Complaint Handling Procedure
Written or Email - 10 Day Process



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:

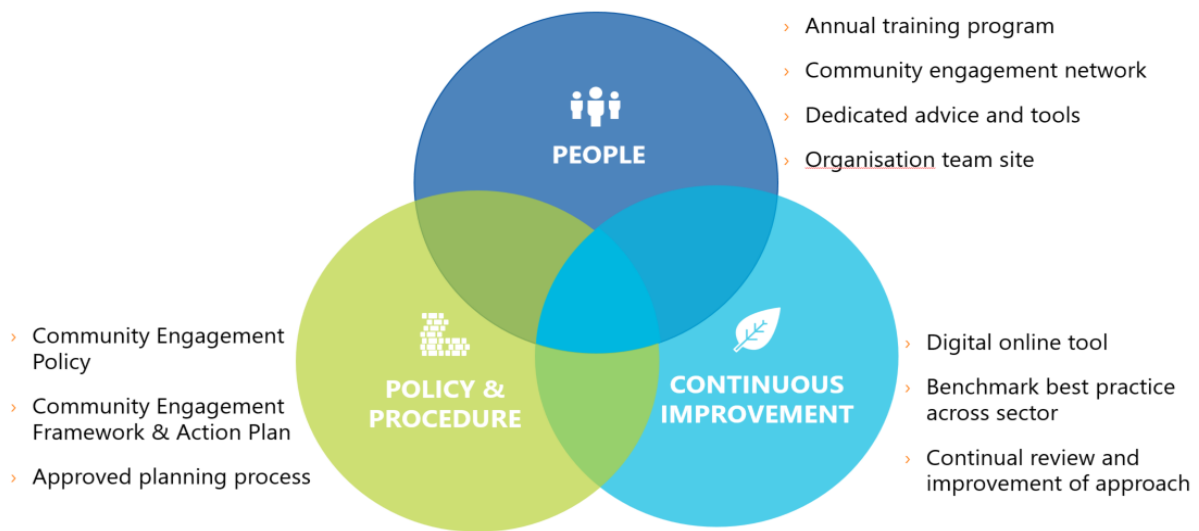
- a community engagement process must have a clearly defined objectives and scope
- participants in community engagement must have access to objective, relevant and timely information to inform their participation
- participants in community engagement must be representative of the persons and groups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

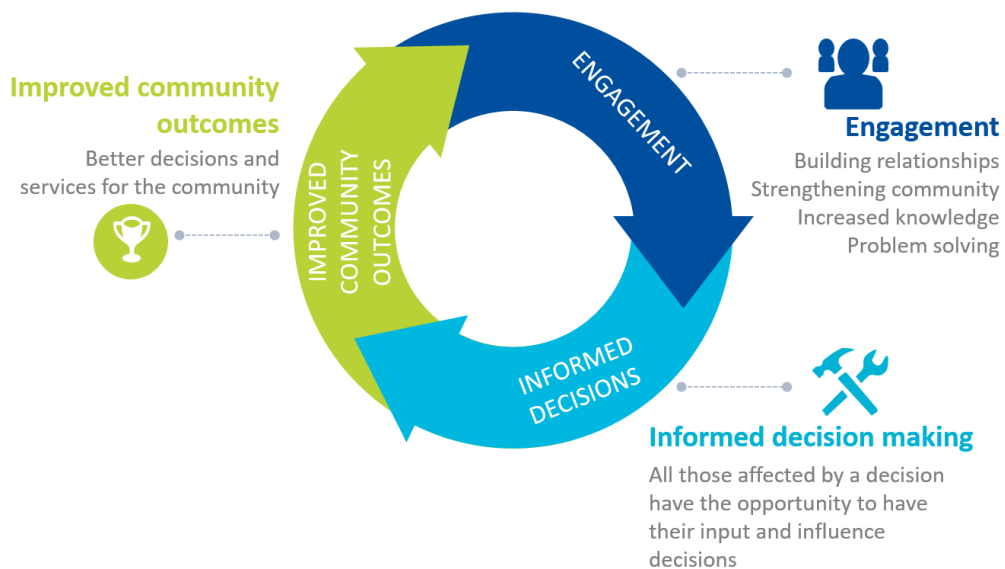
3. Scope and responsibilities

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:

Councillors	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 issue when making a decision.
Council Management	Champion better practice community engagement through policy, process and leadership. Monitor implementation and compliance with this policy
Community Engagement Team	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.
Officers	Responsible for adhering to this Policy to ensure good engagement practices and continual improvement of decisions for our community.
Consultants and Volunteers	Responsible for adhering to this Policy to ensure good engagement practices and continual improvement of decisions for our community

4. Definitions

Council	Means Knox City Council, whether constituted before or after the commencement of this Policy.
Councillor/s	An elected representative of the municipality.
Council Staff	Employee - Any permanent, part-time, temporary or casual employee of Council. Contractor/Agency/Labour Hire Worker - Any contractor/agency/labour hire worker who provides services or undertakes work on behalf of Council. Volunteer/s 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.
Community	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.
Community Engagement	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.
Community Engagement Advocates	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.
Community Engagement Framework	The Community Engagement Framework outlines the community engagement activities Council will undertake within its community engagement program.
Community Engagement Plan	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.
Community Engagement Spectrum	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.
Deliberative Engagement	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
IAP2	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 respect people’s time, listen in order to understand viewpoints and value community input to inform our decision making.	<ul style="list-style-type: none"> • Council will actively engage and ensure community input is included in decision making.
We are adaptable and flexible to evolving circumstances	<ul style="list-style-type: none"> • Council will respond to newly identified stakeholders and changing community needs throughout the engagement process.
We work with others , integrate across teams and sectors to strengthen outcomes for the community.	<ul style="list-style-type: none"> • 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. • Where possible, Council will work across teams to ensure effective and comprehensive community engagement. • Council will foster best practice and facilitate a whole of Council approach by facilitating a cross organisational community of practice.
We are open, honest and transparent at all times and are clear to what extent the community can influence outcomes.	<ul style="list-style-type: none"> • Council will design and implement its community engagement processes using the Knox Community engagement approach based on the IAP2 best practice framework. • Council will undertake planned community engagement processes and activities to maximise participation of those impacted by a decision.
We include all stakeholders affected and interested in the decision and seek to engage with those representative of our community.	<ul style="list-style-type: none"> • Council will communicate its commitment to the Community Engagement Policy and processes to the community. • Council will engage with those representative of the community to enhance community engagement processes and outcomes.
We are resourceful , engage early and often, have a clear purpose and are sensitive to what has happened in the past.	<ul style="list-style-type: none"> • Council will consider a diverse range of community engagement methods, adopting a prevention and early intervention approach.
We reflect and inform our community of the outcome. We report back indicating how community input has been used.	<ul style="list-style-type: none"> • Council will review engagement activities to continually improve its practices. • Council will report back to our community in a timely manner about how their input was considered within the final outcome. • Council will, as far as practicable, collate community engagement output data in the document management system to support integrated planning and service delivery.

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

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

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.