



Electric Line Clearance Management Plan

2024-2025



Mildura Rural City Council

Table of Contents

Definitions	6
About Council	7
Council's Vision	7
Electric Line Clearance Management Plan (ELCMP)	
9 (2) Preparation of the Plan	7
9 (4) (a) Responsible Person details	9
9 (4) (b) Individual responsible for the preparation of the Plan	9
9 (4) (c) Persons responsible for carrying out the Plan	9
9 (4) (d) Emergency contacts	10
9 (4) (e) Objectives of the management plan	10
9 (4) (f) the land to which the management plan applies	11
9 (4) (h & i) Location of trees and Identification of trees	11
9 (4) (j) Management procedures for compliance	12
- (i) Maintaining minimum clearance	12
- (ii) Additional sag and sway allowances	14
9 (4) (k) AS 4373 compliance	14
9 (4) (l) Alternative compliance mechanisms	16
9 (4) (m) Approval for alternative compliance	17
- (i) The responsible person holds	17
- (ii) Is in effect	17
9 (4) (n) Plan performance assessment	17
9 (4) (o) Audit process	17
9 (4) (p) Qualification requirements	20
9 (4) (q) Notification and consultation procedures	22

9 (4) (r) Dispute resolution procedures	22
10 (1) Availability of the Plan	24
11(2) Exemptions	24

SCHEDULE 1 – CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 2 – CLEARANCE RESPONSIBILITIES Division 1 – ROLES OF RESPONSIBLE PERSONS

4. Exception to minimum clearance space for structural branches around insulated low voltage electric lines	25
5. Exception to minimum clearance space for small branches around insulated low voltage electric lines	25
6. Exception to minimum clearance space for small branches growing under uninsulated low voltage electric lines in low bushfire risk areas (LBRA)	25
7. Exception to minimum clearance space for structural branches around uninsulated low voltage electric lines in low bushfire risk areas	25
9. Responsible person may cut or remove hazard tree (incorporating Sch.13 and Sch.14)	25

SCHEDULE 1 – CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 2 – CLEARANCE RESPONSIBILITIES DIVISION 2 – MANNER OF CUTTING AND REMOVING TREES

10. A responsible person cutting a tree to achieve compliance must, as far as practicable, cut the tree in accordance with AS 4373 as published or amended from time to time	26
11. Cutting or removal of indigenous or significant trees must be minimised:	26
12. Cutting or removing habitat for threatened fauna	27
13. Restriction on timing of cutting or removal if notification is required	27
14. Restriction on urgent cutting of trees	27
15. Restriction on urgent removal of trees	27

**SCHEDULE 1 – CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 2 –
CLEARANCE RESPONSIBILITIES DIVISION 3 – NOTIFICATION, CONSULTATION AND
DISPUTE RESOLUTION**

**16. Responsible person must provide notification before cutting or removing certain
trees _____28**

**17. Responsible person must publish notice before cutting or removing certain trees
_____28**

**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
_____28**

**21. Duty relating to assisting to determine the allowance for cable sag and sway
_____29**

**SCHEDULE 1 – CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 3 –
MINIMUM CLEARANCE SPACES DIVISION 2 – ALTERNATIVE COMPLIANCE
MECHANISMS**

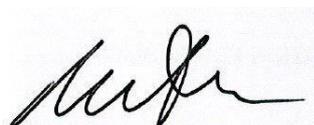
31. Application for approval of alternative compliance mechanism _____29

32. Formal safety assessment of alternative compliance mechanism _____29

Revision list/Version Control

Version	Date	Author	Reason/ Description
V16	February 2024	Wade Vincent	Annual Plan Review – Update to 9 (4) (b) Name, Address and Telephone number of the individual responsible for the preparation of the management plan
V15	February 2023	Wade Vincent	Annual Plan Review – Update to Schedule 1 publishing notice information
V14	February 2022	Wade Vincent	Annual Plan review
V13	February 2021	Wade Vincent	Annual Plan review
V12	October 2020	Wade Vincent	Update to reflect changed inspection spreadsheet
V11	March 2020	Wade Vincent	Annual Plan Review
V10	March 2019	Wade Vincent	Update based on advice from ESV review
V9	March 2018	Gareth Tyson	Update based on advice from ESV review
V8	March 2017	Gareth Tyson	Update based on advice from ESV review
V7	March 2016	Gareth Tyson	Update based on advice from ESV review
V6	September 2015	Trevor Watts	Annual Plan Review
V5	July 2014	Trevor Watts	Annual Plan Review
V4	March 2013	Trevor Watts	Annual Plan Review
V3	March 2012	Trevor Watts	Annual Plan Review

Authorised by:



Martin Hawson

Chief Executive Officer

Date: 18 February 2024

Definitions

AS 4373-2007	Australian Standard – Pruning of amenity trees, as published or amended from time to time.
CFA	Country Fire Authority
Council	In this document 'Council' refers to the Mildura Rural City Council
Declared Areas	The area Council is responsible for vegetation clearance from power lines.
ELCMP	Electric Line Clearance Management Plant (this document).
EVC	Ecological Vegetation Class.
HBRA	High Bushfire Risk Area
LBRA	Low Bushfire Risk Area
Responsible Person	A person or organization that has responsibility for keeping the whole or any part of a tree clear of an electric line under Subdivision 1 or Division 2 or Part 8 of The Act.
Sag	Refers to the vertical displacement of an electric line cable below the pint at which the cable is attached.
Span distance	the distance between the points at which an electric line span is attached to the 2 adjacent supporting structures
SOP	Council's Safe Operating Procedures
Sway	Refers to the horizontal displacement of an electric line cable.
SWMS	Council's Safe Work Method Statements.
The Act	Refers to the <i>Electricity Safety Act 1998</i> .
The Code	Refers to the prescribed Code of Practice and related provisions under the <i>Electricity Safety (Electric Line Clearance) Regulations 2020</i>

About Council

Mildura Rural City Council was created as a new municipality on 20 January 1995 following the amalgamation of the former City of Mildura and the Shires of Mildura and Walpeup.

The municipality covers an area of 22,330 square kilometers with the population being approximately 60,000. The municipality has a regional flavour given its distance from Melbourne and its borders to New South Wales and South Australia.

The Mildura Rural City is a strong, viable region with a diverse economic base focused on irrigation, dryland farming, value added industries and tourism.

Council's Vision

Council's vision for the people of our community is to be the most liveable, people-friendly community in Australia.

Electric Line Clearance Management Plan

Electricity safety (Electric Line Clearance) Regulations 2020 – Prescribed Code of Practice and related provisions

9(2) Preparation of the Plan –

Before 31 March in each year, a responsible person must ensure that a management plan relating to compliance with the Code for the next financial year is prepared

The Electric Line Clearance Management Plan (ELCMP) ensures that Mildura Rural City Council continues to improve its practices to inspect, manage and maintain clearance of vegetation from Powercor's Electricity Network, including notification, consultation and negotiation with affected persons in accordance with the *Electricity Safety Act 1998* and the *Electricity Safety (Electric Line Clearance) Regulations 2020*, while maintaining the Council's tree assets.

The formal review of the ELCMP is conducted prior to March 31st each year and updated for the next financial year. During this process the following are revised;

- The relevant Regulations, Codes and Standards are updated to the latest version, if required;
- Any internal processes and procedures are updated to ensure compliance with any regulatory changes;
- Council's performance in maintaining compliance during the previous year;
- Any changes required to improve performance.

After the formal review and amendment process has been completed, authorisation of the ELCMP is required from the **Chief Executive Officer**. It is then made available at Council's Benetook Depot at 2 Adams Street, Mildura and on the Council website. It is the responsibility of the responsible person named in (4b) to ensure that the ELCMP has been authorised and that the most recent versions are available with superseded documents removed (**see Appendix 1 Electric Line Clearance Process**).

A calendar reminder is scheduled in Council's Electronic Appointment system which is activated annually.

This document will be submitted to Energy Safe Victoria within 14 working days by the responsible person, should this be requested.

During the business hours of 8am to 4.30pm, this plan is available upon request from the Benetook Depot at:

Benetook Depot
2 Adams Street
MILDURA VIC 3500

It is also available on the Mildura Rural City Council website and can be found at:

<http://www.mildura.vic.gov.au/Publications/Council-Plans-Strategies>.

Relevant Documents reviewed:

Acts	
<i>Aboriginal Heritage Act 2006 and 2016 amendment</i>	Provides for the protection of Aboriginal cultural heritage in Victoria.
<i>Electricity Safety Act 1998</i>	Makes further provision to the safety of electricity supply and use, the reliability and security of electricity supply, and the efficiency of electrical equipment.
<i>Flora and Fauna Guarantee Act 1988</i>	Establishes a legal and administrative structure to enable the protection and conservation of Victoria's native flora and fauna.
<i>Occupational Health and Safety Act 2004</i>	Creates a legislative framework to give effect to securing the health, safety and welfare of employees and other persons at work.
<i>Planning and Environment Act 1987</i>	Establishes a legal and administrative structure to enable and promote the conservation of Victoria's native flora and fauna
<i>Road Management Act 2004</i>	Provides a statutory framework for the management of the road network and its various facilities.
<i>Road Safety Act 1986</i>	Sets out the general obligations of road users to provide for safe, efficient and equitable road use.
Regulations	
<i>Aboriginal Heritage Regulations 2007 and Amendment Regulations 2016</i>	Specifies the circumstances in which a cultural heritage management plan is required and the areas of cultural sensitivity
<i>Electricity Safety (Electric Line Clearance) Regulations 2020</i>	To prescribe the standards and practices to be observed in tree cutting/ removal in the vicinity of electric lines and keeping trees clear of the lines.
<i>Planning and Environment Regulations 2015</i>	Prescribes the manner and form for the application and recording and approval for permits under the Act.
Standards	
<i>AS 4373-2007 Pruning of Amenity Trees</i>	Provides a guide defining uniform tree pruning

	procedures and practices in order to minimize the adverse or negative impact of pruning on trees.
<i>AS 2303-2015 Tree Stock for landscape use</i>	Specifies tree stock for landscape use with criteria enabling quality tree stock to be identified for landscape use.

9 (4) (a) Name, Address and Telephone number of the responsible person

Name:	Mildura Rural City Council
Address:	108/116 Madden Avenue PO Box 105 MILDURA VIC 3502
Telephone No:	(03) 5018 8100
Facsimile No:	(03) 5021 4127
Name of Chief Executive Officer :	Martin Hawson
Email Address:	martin.hawson@mildura.vic.gov.au

9 (4) (b) Name, Address and Telephone number of the individual responsible for the preparation of the management plan

Name:	Thomas Stevenson
Position:	Manager Parks and Recreation
Address:	108/116 Madden Avenue PO Box 105 MILDURA VIC 3502
Telephone No:	(03) 5018 8100
Facsimile No:	(03) 5021 4127
Email Address:	thomas.stevenson@mildura.vic.gov.au

9 (4) (c) Name, Address and Telephone number of the person responsible for carrying out the management plan

Name:	Dean Umback
Position:	Parks and Gardens Coordinator
Address:	108/116 Madden Avenue PO Box 105 MILDURA VIC 3502
Telephone No:	(03) 5018 8100
Facsimile No:	(03) 5021 4127
Email Address:	Dean.umback@mildura.vic.gov.au

9 (4) (d) Telephone number of a person who can be contacted in an emergency

Name: Council's after hours emergency number
Telephone No. 1800 241 540

9 (4) (e) Objectives of the management plan

The following are identified as the key objectives of this plan to fulfil council's commitment to maintain the space between the vegetation and power lines (clearance space) under its responsibility and fulfil its duties as set out in the *Electricity Safety (Electric Line Clearance) Regulations 2020*:

- Public Safety;
- Compliance with the *Electricity Safety (Electric Line Clearance) Regulations 2020 and Code of Practice*;
- Electrical Safety;
- Minimise fire risks associated with contact between vegetation and electricity network;
- Continuity of electricity supply to council Residents;
- Provision of a safe workplace for employees and service providers;
- Vegetation management systems to maximise environment and amenity value of the council's trees;
- Protection of areas of important vegetation which may be deemed as such, based on those areas containing botanically, historically or culturally important vegetation or vegetation of outstanding aesthetic or ecological significance, and/or the habitat or rare or endangered species; and
- Community satisfaction with the manner in which necessary works required are carried out.

Council has developed a set of Key Performance Indicators (KPIs) to monitor the overall vegetation management performance. Relevant processes will be monitored and audited by the responsible person to ensure that the objectives of the plan are being implemented and actioned. This will be done utilizing the ELCMP Inspection Record Sheet (**see Appendix 5 (i and ii)**) and Compliance Audit Sheet (**see Appendix 6(i and ii)**)

Commitment to these objectives is provided through councils Urban Tree Policy (**see Appendix 17**) and the implementation of any resulting identified actions including;

- Annual inspection of all vegetation in the vicinity of electric lines that are the responsibility of council;
- Training of staff required to inspect trees for vegetation clearance, see **paragraph 9(4)(p)**;
- Annual review of council's Safe Operating Procedures (SOP's), Safe Work Procedures (SWP's) and the use of Safe Works Method Statements (SWMS);
- Contractor induction through the MRCC Rapid Induct program for Contractors. (**see Appendix 13**)– *Contractor Occupational Health & Safety Compliance Policy*)
- Ensuring contractors have appropriate qualifications, training, experience, insurances and procedures in place, see **paragraph 9(4)(p)**;
- Pruning is undertaken in accordance with AS 4373-2007 'Pruning of Amenity trees' as a minimum;
- Compliance to these commitments will be determined through regular audits conducted by an arborist with the required qualifications as specified in **paragraph 9(4)(p)**

9 (4) (f) Land to which the management plan applies

The attached maps (**see Appendix 2 and 3**) delineate the Declared Areas for power line pruning by the Mildura Rural City Council, within its municipal boundaries. This ELCMP relates only to the areas

identified as the Declared Areas on the maps. The overhead power lines that are required to be kept clear of vegetation are predominantly on the road reservations of the streets shown. Council will annually contact the CFA to ensure that there has been no change to council's declared areas to ensure HBRA/LBRA boundary information is accurate.

9 (4) (h and i) Significant vegetation located within the declared areas

Under the Code, vegetation may be considered significant if it is native, listed in a planning scheme to be of ecological, historical or aesthetic significance, a tree of cultural or environmental significance or provides habitat for threatened fauna.

Both the Mildura and Red Cliffs declared areas consist of an eclectic mix of planted natives, exotics, evergreen and deciduous street trees which enhance the amenity of the municipality. There are no areas of remnant native vegetation which require additional management practices to those detailed in this ELCMP.

Vegetation of ecological significance does not exist within the declared areas as these are predominately urban environments. Vegetation of botanical significance exist primarily in urban parks and not affected by overhead electric lines and therefore not relevant to the Management Plan.

Historically and culturally significant vegetation within the declared areas affected by overhead electric lines and are detailed (**see Appendix 4**). Council will engage a qualified Arborist service to access and/or identify trees prior to any tree of importance or significance being removed.

Mildura Rural City Council as the responsible person shall identify a significant tree within the declared areas by referring to the following:

- Declared area maps (**see Appendix 2 and 3**) for both Red Cliffs and Mildura
- Heritage Register within the meaning of the Heritage Act 1995.
<http://vhd.heritagecouncil.vic.gov.au>
- Victorian Aboriginal Heritage Register established under section 144 of the Aboriginal Heritage Act 2006. Council will be notified by Victorian Aboriginal Heritage Council of any changes to the Victorian Aboriginal Heritage Register which is not a publicly accessible register because it contains culturally sensitive information. Applicants may apply online for access or advice using the Aboriginal Cultural Heritage Register and Information System (ACHRIS) established under section 144 of the Aboriginal Heritage Act 2006.
<https://applications.vic.gov.au/apps/achris/public/request-for-access/enter>
- Flora or a habitat of fauna listed as threatened in accordance with section 10 of the Flora and Fauna Guarantee Act 1998
- Flora listed in the Threatened Flora List with a conservation status of "endangered" or "vulnerable".
- A habitat of fauna which is listed within the Threatened Invertebrate Fauna List with conservation status in Victoria of "vulnerable", "endangered" or "critically endangered".

- Flora or a habitat of fauna listed as threatened in accordance with section 10 of the Flora and Fauna Guarantee Act
<https://www.environment.vic.gov.au/conserving-threatened-species/flora-and-fauna-guarantee-act-1988> or
- Flora listed in the Threatened Flora List
https://www.environment.vic.gov.au/data/assets/pdf_file/0021/50478/Advisory-List-of-Rare-or-Threatened-Plants-in-Victoria-2014.pdf with a conservation status in Victoria of “endangered” or “vulnerable” or
- A habitat of fauna which is listed in the Threatened Invertebrate Fauna List
https://www.environment.vic.gov.au/data/assets/pdf_file/0016/50452/Advisory_List_of_Threatened_Invertebrate_Fauna_2009_FINAL_Sept_2009.pdf with a conservation status in Victoria of “vulnerable”, “endangered” or “critically endangered” and
- Threatened Vertebrate Fauna List
https://www.environment.vic.gov.au/data/assets/pdf_file/0014/50450/Advisory-List-of-Threatened-Vertebrate-Fauna_FINAL-2013.pdf
- https://swift.net.au/cb_pages/threatened_flora_mildura_rural_city_council.php
- https://www.swift.net.au/cb_pages/threatened_fauna_mildura_rural_city_council.php

The tree identified in the above Acts, Lists or Registers are reviewed annually by council to ensure their accuracy and updated information provided to Electric Line Clearance Personnel.

9 (4) (j) Management procedures for Compliance -

MRCC implements an annual program of inspecting and cutting trees throughout the declared areas to maintain clearance between vegetation and electrical assets (see Appendix 2 and 3).

Timeframe	Task	Responsible Person
Prior to 31st of March	Prepare Electric Line Clearance Management Plan	Manager Parks & Recreation
October each year	Inspect the Red Cliffs and Mildura declared areas for trees which require cutting to maintain compliance with the Code.	Senior Street Tree Maintenance Officer/ External Contractor
January - March	Carry out cutting of identified Vegetation	External Supplier
March	Complete compliance audit of completed cutting	Senior Street Tree Maintenance Officer/ External Contractor
April	Compile paper records and enter into council's electronic records management system	Parks & Gardens Team Leader - Trees

Table 1 provides an overview of the Electric Line Clearance process undertaken including timeframes

There are approximately 10,000 – 12,000 street trees in the declared area that have power lines above or nearby which may require clearance pruning.

An ELCMP is prepared by council prior to the 31st of March each year.

Following the plan being developed an inspection is completed of the Red Cliffs and Mildura declared areas to identify trees which require cutting under the Code.

The inspections are undertaken by the **Parks & Gardens Senior Street Tree Maintenance Person or External Contractor** each October.

An Inspection Recording Sheet (**see Appendix 5(i and ii)**) has been developed and shall be used to record trees that require cutting in order to maintain the required clearance.

Each inspection shall be fully documented with each site visited recorded on the Inspection Record Sheet, including residential addresses, parks and reserves.

After the completion of the inspection, the identified works are zoned and put out to external suppliers for an electronic quote via council's Vendor Panel process. Based on a number of selection criteria, the work is awarded to one or more external suppliers for completion, generally between January and March pending the volume of work.

The external suppliers are required to complete sections of the inspection paperwork detailing the date that each individual tree was trimmed and the initials of the cutting crew.

As this completed paperwork is returned for each section, the external supplier will receive payment. A final payment is withheld until it can be demonstrated through a quality audit that the works have been completed to the required standard.

This audit will be completed by the **Parks & Gardens Senior Street Tree Maintenance Person or External Contractor** at the end of the contracted works.

Spot audits will be undertaken by the **Parks & Gardens Team Leader – Trees** and the **Parks & Gardens Senior Street Tree Maintenance Person** during the course of works.

For any identified or reported clearance intrusions within declared areas outside of the scheduled inspection a reactive inspection shall be completed and:

- *If the tree is deemed to require urgent attention, action will be undertaken to complete the necessary clearance within 14 days; or*
- *If the tree is determined not to require urgent attention yet still intruding within the minimum clearance space, action will be undertaken to complete the necessary works within 30 days.*

Where council identifies or receives notification that vegetation outside the declared area has encroached within the minimum clearance space, council's **Parks & Gardens Team Leader - Trees** shall advise the appropriate responsible person.

Records shall be kept of all works including programmed inspections, identified or reported clearance intrusions either inside or outside of the declared areas.

MRCC has developed an Urban Tree Policy (**see Appendix 17**) for the management of urban trees including those located adjacent to power lines on council land. This includes the identification of some unsuitable tree species beneath power lines and contains provisions for removals as required.

Council would generally not undertake engineering solutions except in cases where underground power line programs were identified for high priority projects to improve street amenity. These projects would be subject to funding and joint partnership arrangements.

9 (4) (j) (ii) (A) Additional sag and sway allowances

Specify the method for determining an additional distance that allows for cable sag and sway (incorporating Reg. 9 (4) Sch. 21)

To date, council have not been able to source any records that may have been retained regarding the measuring of span length and the calculating of additional say and sway requirements.

As per the 2020 Regulations 'Part 2 Section 9 (i) (ii) note 2' allowances for conductor sag & sway are documented in Powercor's internal guidelines which are publicly available in the Powercor Electric Line Clearance Management Plan (ELCMP) to assist with determining additional distances allowing for sag & sway of powerline conductors, noting Part 3 Section 25 (2) (b) that an additional distance is only required if the span distance is greater than 100 meters in low bushfire risk areas (LBRA).

The majority of Powercor span distances are less than 100 meters in the Mildura Rural City Council LBRA Declared Area and no additional distance is required. Powercors council Liaison Officer can be contacted if council requires further assistance to determine the distance to allow for conductor sag and sway for specific individual LBRA spans greater than 100 meters or HBRA spans. A copy of the approved Powercor ELCMP is available from the Powercor website, which includes the Vegetation Clearance Chart Guidelines in Ref: J chapter 8

<https://www.powercor.com.au/keeping-you-safe/bushfire-mitigation/vegetation-management/>

The minimum clearance space required is detailed under Schedule 1 of the Electricity Safety (Electric Line Clearance) Regulations 2020 – Code of Practice for Electric Line Clearance and summarised in the attached tables (**see Appendix 10**).

All completed audits and swag and sway span lengths are kept at all times in Mildura Rural City Councils Street Tree Maintenance/ Electric Line Clearance folder. These records will be maintained for 5 years.

9 (4) (k) AS 4373 compliance

The procedures to be adopted if it is not practicable to comply with the requirements of AS4373 while cutting a tree in accordance with the Code (incorporating Sch.9)

The Municipal Association of Victoria advises council to ensure the latest version of AS4373 is being referenced.

All tree pruning works must comply with AS 4373, as far as reasonably practicable. In this instance, 'as far as reasonably practicable' in reference to AS 4373 means that which is, or was at a particular time, reasonably able to be done to ensure that the trees health, safety and amenity are not compromised. This assessment of 'reasonably practicable' will consider hazard reduction of works, habitat, tree species, age and condition, location, timing of works while considering and weighing up all relevant matters including;

- 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.
- 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.
- What the person concerned knows, or ought reasonably to know about:
- The hazard or the risk – must have adequate knowledge to determine the hazards or risks
- Ways of eliminating or minimizing the risk – must have adequate knowledge in relation to alternative measures.
- The availability and suitability of ways to eliminate or minimize the risk – are other resources or techniques available to complete works to the standard.
- After assessing the extent of the risk and the available ways of eliminating or minimizing the risk, the cost associated with available ways of eliminating or minimizing 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.

Where pruning to the Standards would result in;

- A safety risk to the workers performing vegetation clearance;
- A breach in the safe approach distances;
- Potential safety risk to the public;
- Minimal mitigation of fire risk; or
- Unacceptable damage to the amenity and structural integrity of the tree;

Alternative methods to assist in complying with AS 4373 may need to be considered:

- a suppression,
- shut down or
- live- linesmen to complete clearance;
- Submitting an exemption application for specific locations;
- Increased inspection and pruning cycles;
- Tree removal and replacement with a more suitable alternative;
- Tree removal with no replacement.

Where alternative methods are to be implemented, including tree removal, notification will be provided to any affected persons no less than 14 business days prior to works except when emergency works are deemed necessary. Further community consultation opportunities will be provided where removal works are to be completed on multiple trees in the one street.

Where it is cost prohibitive or approval is not granted to apply an alternative compliance mechanism, the tree may be removed by Mildura Rural City Council and a more suitable species planted.

Tree workers shall only undertake activities for which they have been trained, assessed and deemed competent to enable them to perform safely. They should comply with the minimum qualifications as outlines in **paragraph 9(4)(p)** and hold appropriate certificates for both themselves and their equipment that legally entitles them to undertake the work. Part of this training will include an awareness of the appropriate AS4373 Standards and applies to both internal and external staff engaged in vegetation clearances. Identification of contractor qualifications is presently undertaken as

part of the contractor engagement process, it is expected that a level of understanding of AS 4373 is part of the selection criteria.

The process for selection of appropriate plant & equipment involves the following considerations:

- access to site
- voltage of overhead conductors - equipment suitably insulated and tested
- proximity of vegetation to conductors
- configuration of equipment
- reach/ height of equipment
- cutting tools proportional to material to be cut.

Once each of these points has been considered, the best fit for the task should be selected. Availability may also be a defining factor. Where the best fit is not available other options may be considered however must still be able to achieve acceptable pruning standards in a safe manner.

Compliance to AS 4373 Standards will be determined through the inspection conducted prior to the summer period by the **Parks & Gardens Senior Street Tree Maintenance Person or External Contractor**. Should results be unsatisfactory, this will be indicated and remedial or corrective works to rectify any non-compliance will be undertaken as soon as practical.

Should non-compliance to AS 4373 be identified on multiple occasions without reasonable justification, training refreshers will be investigated for internal staff responsible for pruning trees. Contractors that do not comply with AS 4373 will be requested to provide evidence of refresher training and/or alternatively demonstrate an understanding by all staff onsite of AS 4373. Further non-compliance could potentially result in the loss of contract.

When vegetation pruning methods are unable to comply with the requirements of AS 4373, the contractor will consult with the **Parks & Gardens Team Leader - Trees** to seek approval on the pruning method to be undertaken. The **Parks & Gardens Team Leader - Trees** will make the final decision on the method of pruning. AS 4373 and the definition of “as far as practicable” will be explained to personnel at induction prior to commencement of works. Every action will be taken to ensure that vegetation pruning methods taken minimize the extent of pruning and the effects of such pruning on vegetation. The process above is not required when a tree is being trimmed back to established practices for that tree.

9 (4)(l) Alternate compliance mechanisms

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

- Covered in schedules 31 and 32 of Code

9 (4)(m) Approval of alternative compliance

The details of each approval for an alternative compliance mechanism that:

- (i) The responsible persons hold*

(ii) Is in effect

- Covered in schedules 31 and 32 of Code

9 (4)(n) Plan performance assessment

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

Council shall use its internal audit process as well as its customer complaint system to identify any issues arising from conflict between overhead services and vegetation. It shall record details in relation to the following:

- Number of trees in breach of the code at time of annual inspection.
- Number of customer requests for pruning within declared areas received and actioned between pruning cycles.
- Number of requests for pruning from electricity providers within declared areas.
- Number of emergency clearances undertaken on trees within the declared areas undertaken by both council and electricity provider.
- Number of cuts not meeting the standard including failure to adhere to required clearances, identified during annual audit at the completion of each cutting cycle.
- Compliance with designated cutting schedule

Data collected will be used to:

- Ensure compliance with the code.
- Improve inspection process and identification of trees in breach of the code.
- Improve quality of cutting.
- Improve compliance with assigned regrowth rates for each species.
- Reduce the need for emergency pruning.
- Reduce customer and service provider requests for pruning.
- Improve completion times for cutting cycle.
- Identify and report non-compliance for vegetation outside the declared areas to relevant authority.

9 (3)(o) Audit Process

Details of the audit process that must be used to determine the responsible person's compliance with the Code

An internal audit shall be carried out by council's **Parks & Gardens Senior Street Tree Maintenance Person or External Contractor** on completion of each cutting cycle to ensure that all requirements outlined in the ELCMP are being met and any non-conformity with the Code are identified.

On completion of the inspection process for each declared area council's **Parks & Gardens Team Leader – Trees** shall engage a suitably qualified contractor to undertake cutting works. The **Parks & Gardens Team Leader – Trees** or the **Parks & Gardens Senior Street Tree Maintenance Person** shall inspect the work carried out by the contractor throughout the period that active cutting is taking place. A record of these inspections shall be kept, citing any evidence of sub-standard pruning

practice, non-compliance with required clearance spaces or non-conformance with Council's OH&S requirements or the Code.

Council is committed to ensuring that no employee, contractor, volunteer or community member suffers an injury or illness through their involvement with council, its business or undertakings.

To achieve this commitment, council has implemented an Occupational Health & Safety Policy (**see Appendix 12**). As part of this system, Council has developed a series of Safe Operating Procedures (SOP's) (see blank example **Appendix 9**), Safe Work Procedures (SWP's) (see blank example **Appendix 7**) and Safe Work Method Statements (SWMS)(see blank example **Appendix 8**) to guide staff on Councils' approved methods for performing tasks whilst minimising risk. Council have also adopted and will provide to Contractors an *MRCC ELC Emergency Procedure* (**see Appendix 14**)

All staff employed by council undertake a standard induction when they commence employment. The induction outlines their responsibility to take reasonable care for their own health and safety, ensure that their acts and omissions do not affect the health and safety of those around them and comply with any reasonable instruction given by council in accordance with the relevant legislation. Council's *Occupational Health and Safety Policy* (**see Appendix 12**) outlines these responsibilities. Council also has a *Contractor Occupational Health & Safety Compliance Policy* (**see Appendix 13**) that provides guidance to the requirements for contractors to Council.

Staff required to undertake tree clearance works will also require the minimum qualifications for the task as outlined in **paragraph 9(4)(p)**. They will also complete an onsite Safe Work Method Statement (SWMS) (**see Appendix 8**) prior to undertaking any works. The SWMS identifies site specific hazards and measures to control or reduce the risk. All personnel working onsite are required to 'sign-on' to the SWMS to signify that they recognise the identified hazards and understand their control methods. This includes both Council employees, contractors and sub- contractors. Safe Operating Procedures (SOP's) (**see Appendix 9**) relevant to the job are listed on the SWMS.

On completion of the annual cutting cycle council's **Parks & Gardens Senior Street Tree Maintenance Person** or an **External Contractor** shall audit five (5) streets in each declared area. This quantity of trees will be selected at random from the inspection record and audited against the audit criteria.

Council has developed an Audit template (**see Appendix 6(i and ii)**) which shall be used as the Audit record.

The Audit shall include:

- Tree location/address
- Date inspected for initial clearance
- Date of notification
- Required clearance (minimum clearance plus allowance for sag and sway)
- Date pruned for clearance
- Actual clearance achieved (measured at time of audit)
- Date site audited
- Comments

In addition to the audit record a photo shall be taken of each tree at the time of the audit to record the level of compliance with the code.

A site shall be considered non-conforming where:

- Notification of cutting was not provided at least 14 days prior to works.
- Cutting was undertaken before 14 days or after 60 days' notice.
- Notification was not provided either in the form of a written notice or via publication of a notice in the local newspaper.
- The required clearance has not been provided in accordance with the code.
- The pruning quality is considered to be substandard.

Where clearance distance on audited trees has not been achieved further cutting shall be undertaken to ensure compliance with the code.

Where the audit process identifies gross non-compliance with the code in relation to achieving minimum clearance space the audit shall be extended to include additional 10% of the trees identified for action. Where the extended audit identifies further gross non-compliance the entire declared areas shall be re-inspected and further cutting works undertaken until the requirements of the code are met.

In addition Council shall audit its performance against identified or reported clearance intrusions in accordance with the agreed cutting response times.

- Urgent cutting completed within 14 days.
- Non urgent cutting completed within 30 days.

As part of such works council will record all audits, and when the cutting or removal was undertaken, identify why the cutting/removal was required and record when the last inspection of the tree occurred. All records will be filed at the council office in the ELCMP folder for a period not less than 5 years and shall be kept by council and available at;

Benetook Depot
2 Adams Street
Mildura.

Council shall review its management plan prior to 31st March each year and make necessary changes to ensure compliance with the relevant code or amendments to the code. Council will also conduct and minute monthly meetings with contractors undertaking all works. The minutes of meetings will be kept at all times in council's Street Tree Maintenance/ Electric Line Clearance folder, these records will be maintained for 5 years.

During these monthly meetings all personnel shall be communicated to both verbally and where required in writing of performance outcomes, this will be recorded and maintained for 5 years.

Further to vegetation clearances from electric lines inspections, worksite and safety audits may be conducted at any time to ensure;

- Appropriate qualifications of persons completing works;
- Safe Work Method Statements (SWMS) (**see Appendix 8**) have been completed and are site specific;
- The appropriate SWP's and SOP's are being followed; (**see Appendix 8 and 9**)
- Suitable traffic management is in place and a traffic management plan can be provided;
- Equipment is suitable for works in the vicinity of powerlines:
- A minimum of five complete street tree audits for each area will be undertaken to ensure compliance and quality requirements are being met. These audits will be carried out by **Parks**

& Gardens Team Leader – Trees and the Parks & Gardens Senior Street Tree Maintenance Person.

Internal or external staff completing any action that poses an unacceptable safety risk, or does not comply with the relevant Acts, Regulations, Codes, Policy's and/or Standards for the works they are undertaking, will be informed of such a breach, and depending on the severity of the incident, the result may involve a warning, review of procedures and safe work systems, further training, counselling, review of plant and equipment suitability, possible dismissal or cease of contract.

9 (4)(p) Qualification requirements

The qualifications and experience that the responsible person must require of the persons who are to carry out inspection, cutting or removal of trees in accordance with the Code

Mildura Rural City Council requires that all tree work is conducted by suitably qualified arborists who will have qualifications in arboriculture as set out below*.

The council requires suitable experience, expertise, quality management, OH&S systems and environmental management systems of its contractors and internal staff to ensure they comply with Council's requirements and Industry Standards as set out below.

*Council will ensure that all staff and contractors performing hazard inspections around electric lines will have:

- The qualification of Certificate V in Arboriculture.
- At least 3 years field experience in assessing trees.

*Council will ensure that all staff and contractors performing pruning and removal works around electric lines conform to:

- 'Pruning of Amenity Trees' Australian Standards AS4373-2007.
- Electrical Systems Identification & Power Line Clearance Distances – VIC.

Council has a panel of contractors varying in specialized fields of Arboriculture who carry out a regular hazardous tree inspection program.

The training course that ESV approves for the management of vegetation around electrical assets for non-electrical workers is the National UET20319 Certificate II in ESI Power Line Vegetation Control.

In accordance with Regulation 319, tree clearing, of the Electricity Safety (Installations) Regulations 2009 an Authorised Person means a person who holds a current certificate specifying satisfactory completion of a training course in tree clearing, approved by Energy Safe Victoria (ESV).

An Authorised Person in the context of this training approval statement means a Vegetation Management Worker as prescribed on the ESV website in the procedure - ESV Electrical Safety Rules for Vegetation Management Work Near Overhead Power Lines by Non-Electrical Workers.

The training course that ESV approves is the National UET20319 Certificate II in ESI Power Line Vegetation Control and the ESV prescribed refresher training.

The UET 20319 Certificate II in ESI Power Line Vegetation Control must be delivered by a Registered Training Organization.

All of councils employees ESI training will kept and maintained on MRCC Parks & Waste Skills and qualifications register and all staff training records are held on personnel files. A copy of the Contractor's staff training matrix and certificates are requested annually as part of the tender process and stored in council's Electronic Record Management System.

In addition to the above staff may also need to hold the following qualifications dependent on their work requirements: (See *MRCC ELC Skills and Training Matrix Appendix 11*)

- National EWP Licence.
- Chipper Operations Certificate.
- Chainsaw Operations Certificate.
- First Aid- Level 2
- CPR
- Certificate III in Arboriculture AHC30816 or suitable experience and in the process of obtaining qualifications
- Basic Worksite Traffic Management, Control Traffic With A Stop-Slow Bat, Implement Traffic Management Plan.

Induction training of all council employees and contractors shall be undertaken prior to commencing or accessing the site. All employees and contractors must be inducted into the safety requirements for the contract and the site prior to being permitted to undertake works on the site.

As a minimum, the Council/Contract Induction topics shall cover:

- Council Induction requirements
- Council Safety, Quality and Environmental Policies
- Site Management.

Inductions shall be coordinated by the council's **OH&S team**.

Any persons who commence work during the life of the contract must undergo the same site induction training prior to commencing work on site.

Any employees or contractors identified to not have current training, qualification or authorisations as required will be stood down from working on the Program and will only be permitted to return to work for the council when the deficiencies are rectified and at the **OH&S Officer's** discretion.

Contractors for council are also required to maintain these minimum qualifications along with the completion of the online induction. Non-compliance consequences are outlined in the *Contractor Occupational Health & Safety Compliance Policy (see Appendix 12)*. All internal and external staff are required to have completed the appropriate training and qualifications for the works they are undertaking. Any personnel onsite that are not suitably qualified, will be informed of such a breach and requested to leave the site. Depending on the severity of the incident, the result any involve a warning, review of procedures and safe work systems, further training, counselling and possible dismissal or cease of contract or employment.

9 (4) (q) – Notification and consultation procedures

Council will ensure adequate notice is given to affected persons in regard to programmed line clearance works. Notification of council's program of works will be undertaken in accordance with the *Electricity Safety (Electric Line Clearance) Regulation's 2020*. Where council intends to cut or remove a tree that is on public land or within the boundary of a private property which the responsible person neither occupies nor owns or where the tree is of cultural or environmental significance council as the responsible person will give notice of the intended cutting or removal to all affected persons in accordance with the regulations.

Prior to the commencement of programmed works, a notice will be given by publication in a newspaper circulating generally in the locality of the land in which the tree is to be cut or removed at least 14 days and no more than 60 days before the intended works. (see **Appendix 18**). If time to complete expires, and if it is anticipated that the works will not be finalized prior to the end of the 60 day period, re notification would occur

By maintaining the annual inspection and cutting program and allowing for growth for individual species no urgent pruning or clearing should be required. In the case of urgent cutting or removal being required, council will ensure that the process identified under "**Emergency Cutting and Pruning**" is followed, in accordance with the requirements of the Code.

For urgent cutting or removal Mildura Rural City Council will, as soon as practicable after completing the cutting or removal, give written notice of that cutting or removal. Notification of urgent works must detail where and when the cutting or removal was undertaken, why the cutting or removal was required and the date of the last inspection of the span of the electric line in relation to which the cutting or removal. A record of the notification of urgent cutting or removal will be retained for 5 years.

9 (4) (r) – Dispute Resolution procedures

In regard to trees that are part of a dispute, if the vegetation is identified as being not compliant, the vegetation will be treated and cleared as per the urgent pruning process.

All enquiries should be managed to avoid disputes or complaints if reasonable to do so and the Mildura Rural City Council Customer Complaints Policy (see *Complaints Resolution Process Appendix 16*) shall be complied with. Disputes should be resolved as per the following process however at any stage an affected person may choose to raise a complaint with Council in writing.

For the purposes of dispute resolution, the following Responsible Person may be contacted in conformance with the requirements set out in this section.

Name:	Dean Umback
Position:	Parks & Gardens Coordinator
Address:	108/116 Madden Ave. Mildura.
Telephone:	03 50188100
e-mail:	dean.umback@mildura.vic.gov.au

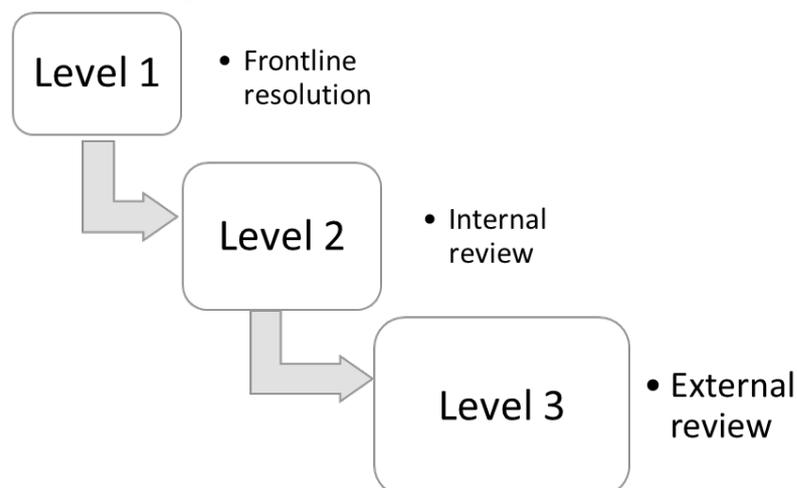
The policy is available for viewing on Council's website:

www.mildura.vic.gov.au

Or may be requested in person at council's Customer Support counter located at

105 Madden Avenue
Mildura VIC 3500

Should there be any complaints in relation to the handling of council's responsibilities in maintaining vegetation clearances, the following process will be followed:



Level 1 – Frontline Resolution

- Where possible, frontline staff will resolve issues as quickly as possible.
- If council is not the right organization to resolve the complaint, the issue will be referred to the organization that can better assist.
- Complaints will be acknowledged within 2 days and council will endeavor to have issues resolved within 20 days. If this is not possible to resolve within 20 days, the person making the complaint will be contacted and updated on the case.
- If the complaint cannot be resolved by frontline staff, the case will be escalated to Level 2 or Level 3 depending on the specific circumstances.

Level 2 – Internal Review

- The seriousness of some complaints or a customer's dissatisfaction with how their matter has been dealt with may warrant the complaint being dealt with at a senior management level.
- Depending on the merits and requirements of each circumstance, the Level 2 internal review will provide for an independent internal investigation, an assessment, review or a resolution.

Level 3 – External Review

- When a person is dissatisfied with the outcome of the Level 2 internal review process, referral for a Level 3 external review may be appropriate. This would involve an external

review body, such as:

- Victorian Ombudsman;
- Local Government Investigations and Compliance Inspectorate;
- Victorian Equal Opportunity and Human Rights Commission;
- Office of the Commissioner for Privacy and Data Protection;
- Freedom of Information (FOI) Commissioner;
- Independent Board-based Anti-corruption Commission.

10 Obligations relating to management plans

10 (2) *The responsible person must provide a copy of the management plan to ESV within 14 days after a written request*

10 (6) *A responsible person must ensure that a copy of the management plan is:*

- Published on the responsible person's Internet site

It is the responsibility of council's **Parks & Gardens Team Leader - Trees** to ensure that the ELCMP has been reviewed, updated, authorised and the latest version made available prior to 31 March each year.

Council's most recent ELCMP approved is available from council's website:

<http://www.mildura.vic.gov.au/Publications/Council-Plans-Strategies>

11 Exemptions

11 (2) *A responsible person who receives an exemption must ensure that a copy of the exemptions is:*

- Published on the responsible person's Internet site

A responsible person who is granted an exemption under this regulation must comply with the conditions (if any) of the exemption

- Available for inspection at the responsible person's principal office in the State during normal business hours

Council currently have no exemptions in place.

SCHEDULE 1- CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 2- CLEARANCE RESPONSIBILITIES Division 1- ROLES OF RESPONSIBLE PERSONS

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

Council has not chosen to adopt the minimum clearance exception relating to structural branches around low voltage insulated electric lines.

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

Council has not chosen to adopt the minimum clearance exception relating to small branches around low voltage insulated electric lines.

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

Council has not chosen to adopt the minimum clearance exception relating to structural branches around low voltage uninsulated electric lines within the Low Bushfire Risk Area.

7. Exception to minimum clearance space for structural branches around uninsulated low voltage electric lines in low bushfire risk areas

Council has not chosen to adopt the minimum clearance exception relating to structural branches around low voltage uninsulated electric lines within the Low Bushfire Risk Area.

9. Responsible person may cut or remove hazard tree (incorporating Sch. 13 and Sch. 14)

In the event that a tree is 'likely to fail' and 'will contact an electric line if this occurs', this tree becomes a hazard tree for the purpose of this ELCMP.

A hazard tree may be a tree that;

- Has or is likely to fail and will contact an electric line if this occurs;
- Regrowth into clearance space before next scheduled visit;
- Vegetation in High Bushfire Risk Area found in clearance space after the declared high bushfire risk season.

An identified hazard tree will be inspected by the **Parks & Gardens Senior Street Tree Maintenance Person** as the highest of priorities (**see Appendix 15**). If they are unavailable, a member of the tree crew with a minimum of Certificate 4 Horticulture and/or Arboriculture and 3 years field experience will be required to complete the inspection. If this is not possible, an external contractor with the minimum qualification outlined in **paragraph 9(4)(p)** for the Auditor role, will be used. This assessment will consider tree species, health, height, defects, failure location and type, and how the foreseeable local weather conditions may affect the trees situation. It will also be determined if the tree is one listed in **paragraph 9(4)(g)**. The results of this assessment will be stored in councils Electronic Record Management System.

Once it has been confirmed that the tree is in fact a hazard to the electric lines, if the tree is not council's tree, the responsible person will be contacted. Where possible, initial contact will be made by a door knock followed by a letter drop requesting they make contact with council. If a contact number is available for the premises, this will be used.

If the tree is one council has responsibility for, council will perform the necessary work to provide clearance if it is safe to do so.

Under Schedule 13 of the Regulations, in the case of Urgent works, council will not prune or cut a tree for clearance, further than 1 meter from the minimum clearance space for a specified span. This will be made known to the tree workers prior to the commencement of clearance during an on-site 'tool-box' meeting.

For the purpose of compliance with Schedule 14 of the Regulations, council must not remove a tree unless; it has fallen or become damaged and requires removal to keep minimum clearance space for the span, or; an arborist with the minimum qualifications for an Auditor in **paragraph 9(4)(p)** has inspected the tree and assessed its suitability for retention in the foreseeable future and advised that the tree is likely to imminently fall into contact with an electric line.

In the case of urgent tree pruning or removal, it is not required that publication of a written notice be provided, or consultation be undertaken prior to cutting and/or removal.

It should be noted that council retains the ability to remove and replace its tree assets as it sees fit for reasons other than electric line clearance.

SCHEDULE 1- CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 2- CLEARANCE RESPONSIBILITIES DIVISION 2- MANNER OF CUTTING AND REMOVING TREES

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

- Covered in regulation 9(4)(j)

11. Cutting or removal of indigenous or significant trees must be minimised:

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

For any trees listed in **paragraph 9(4)(g)** that require cutting or removal, consultation will occur between the inspecting arborist and Council's Heritage Advisor if the tree is of historical or aesthetic significance, or; the council's **Environmental Sustainability Officer** if the tree is native or of ecological, cultural or environmental significance.

Once internal consultation has been completed, trees listed in **paragraph 9(4)(g)** will only be considered for removal if pruning to AS4373 will make the tree unviable, or to make an unsafe situation safe.

Any tree that has been identified as being native, listed in a planning scheme to be of ecological, historical or aesthetic significance, and trees of cultural or environmental significance will be recorded in council's Electronic Management system. From this, a specific 'Significant Tree Register' will be developed to provide easier reference for staff and contractors.

All inspection records and resulting decisions will be recorded and stored in councils Electronic Record Management system.

12. *Cutting or removing habitat for threatened fauna*

Council's declared areas are comprised predominantly of urban streets with vegetation which has been planted. As Mildura Rural City Council has been maintaining the vegetation clear of Electric Lines for a long period of time, each annual pruning cycle only results in removal of small tree parts. As a result removal of habitat for threatened fauna is not likely to occur in the Mildura and Red Cliffs declared areas. Council currently doesn't have habitat trees within its declared areas that require electrical line clearance maintenance.

If it is found that a tree contains occupied habitat the following process will be implemented to manage the tree/s;

- As soon as a tree is identified as the habitat of a possibly threatened species, the operator must stop work and inform their supervisor, or council, and seek clarification of the threatened species and the breeding season of that species.
- Council will engage a suitably qualified Arborist to inspect trees identified as "important" and provide a detailed report prior to any removal application.
- Works will be scheduled outside of breeding season where practicable.
- Translocation of the fauna if not practical to undertake outside of the breeding season.
- Cutting only to occur when not practicable to cut or remove outside the breeding season.
- If any occupied habitat is found, details including Location etc. will be recorded in council's electronic Record Management system.

Cutting or removal of habitat for threatened fauna is only to occur to achieve Code compliance or to make an unsafe situation safe. Council will notify all staff and contractors immediately once trees for habitat and fauna are identified. This will be done in either writing or verbally.

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

- Covered in schedule 15 and 16

14. *Restriction on urgent cutting of trees*

- Covered in schedule 8

15. *Restriction on urgent cutting of trees*

- Covered in schedule 8

SCHEDULE 1- CODE OF PRACTICE FOR ELECTRIC LINE CLEARANCE PART 2- CLEARANCE RESPONSIBILITIES DIVISION 3- NOTIFICATION, CONSULTATION AND DISPUTE RESOLUTION

16. Responsible person must provide notification before cutting or removing certain trees (incorporating schedule 12)

Not applicable to the Mildura Rural City Council as clearance works do not affect contiguous private property.

17. Responsible person must publish notice before cutting or removing certain trees (incorporating schedule 12)

When pruning or removal works are scheduled, council provides notice in the Sunraysia Daily, a locally circulating newspaper. This notification will describe the purpose of the pruning and/or removal are to maintain vegetation clearances from electrical lines and will be advertised a minimum 14 days prior to the expected dated of works starting. (**see Appendix 18**). The time period for clearance works will be for a total of 60 days. Specified dates and locations will not be provided.

If it is anticipated that the works will not be finalised prior to the end of the 60 day period, a second notice will be advertised in the Sunraysia Daily.

Council will also be utilising social media to inform local residents when to expect tree pruning or removals.

This notification applies to council in the case of urgent pruning or removal as described in Schedule 8.

When the time period for pruning has been identified, the **Parks & Gardens Team Leader – Trees** will liaise with the Media and Communications team who will publish notification in the Sunraysia Daily and on social media. The Customer Support Coordinator will also be advised to ensure any front counter enquiries can be appropriately responded to.

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

Powercor are the responsible Distribution Business and owner of assets located within the declared areas which MRCC is responsible for. Where concerns are raised in relation to the safety of maintenance activities associated with maintaining vegetation clearances inside of the declared area MRCC will make contact with Powercor. The **Parks & Gardens Team Leader – Trees** will be responsible for contacting Powercor's Other Responsible Person (ORP) Officer to discuss concerns. Final recommendations will be provided to the **Parks & Gardens Team Leader – Trees** from the ORP Officer in an email to be recorded in council's electronic Record Management system.

Leo Hourigan, ORP Officer:

- Phone: 03 9683-4851
- Email: lhourigan@powercor.com.au

Powercor

- Phone: 132 206 (24 hours)

21. *Duty relating to assisting to determine the allowance for cable sag and sway*

- Covered in regulation 9(4)(i)(ii)

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 mechanism*

The Mildura Rural City Council currently holds no approvals for alternative compliance mechanisms.

32. *Formal safety assessment of alternative compliance mechanism*

The Mildura Rural City Council currently has no alternative compliance mechanism in effect.

Table of Contents - Appendices

Appendix 1 - Electric Line Clearance Process _____ 31

Appendix 2 – Mildura declared areas _____ 32

Appendix 3 – Red Cliffs declared areas _____ 33

Appendix 4 – Historically and culturally significant vegetation _____ 34

Appendix 5 – Inspection Record Sheet _____ 35

Appendix 6 – Compliance Audit Sheet _____ 36

Appendix 7 – SWP – Blank Safe Work Procedure _____ 37

Appendix 8 – SWMS – Blank Safe Work Method Statement _____ 38

Appendix 9 – SOP – Blank Safe Operating Procedure _____ 40

Appendix 10 – Sag and Sway clearance _____ 41

Appendix 11 – MRCC ESI Skills and Training Matrix _____ 46

Appendix 12 – Occupational Health & Safety Policy _____ 45

Appendix 13 – Contractor Occupational Health & Safety Compliance Policy _____ 48

Appendix 14 – ELC Emergency Procedure _____

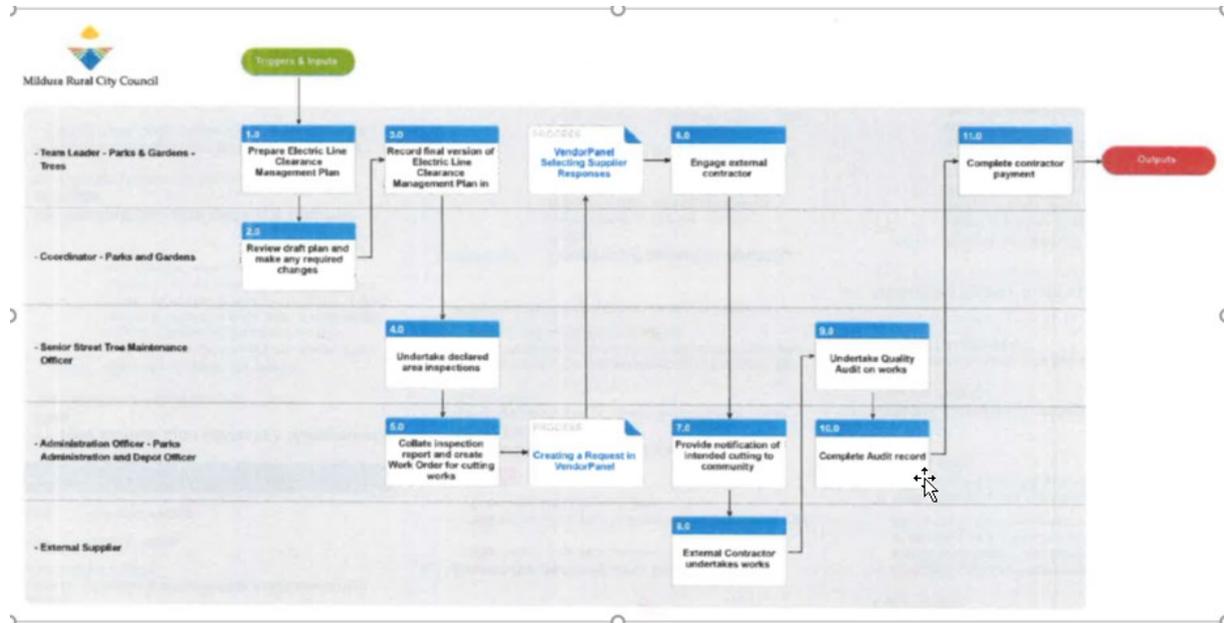
Appendix 15 - Hazard Tree Process _____ 55

Appendix 16 – Complaint Resolution Process _____ 57

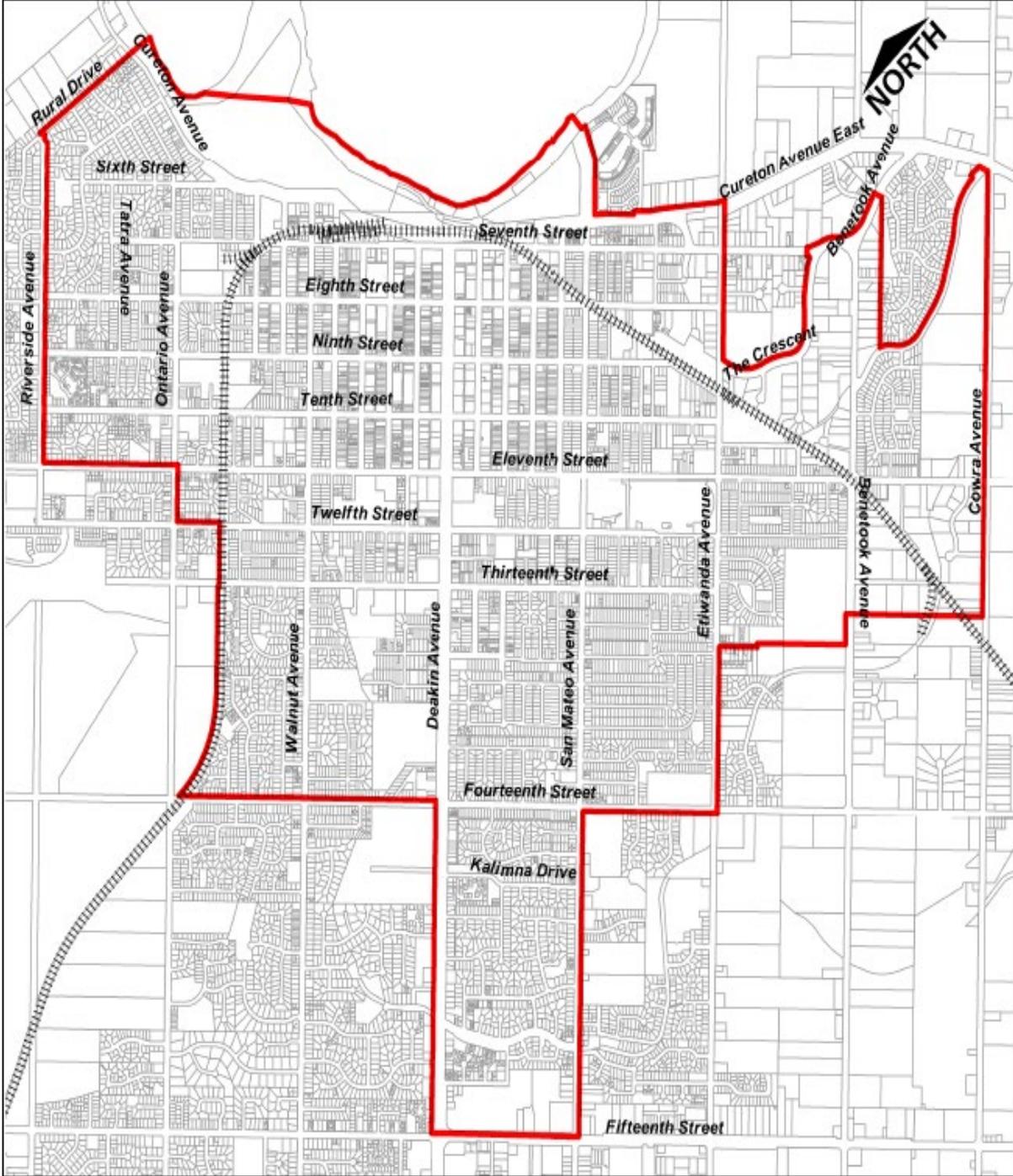
Appendix 17 – Urban Tree Policy _____ 58

Appendix 18 – Notice to be published _____ 59

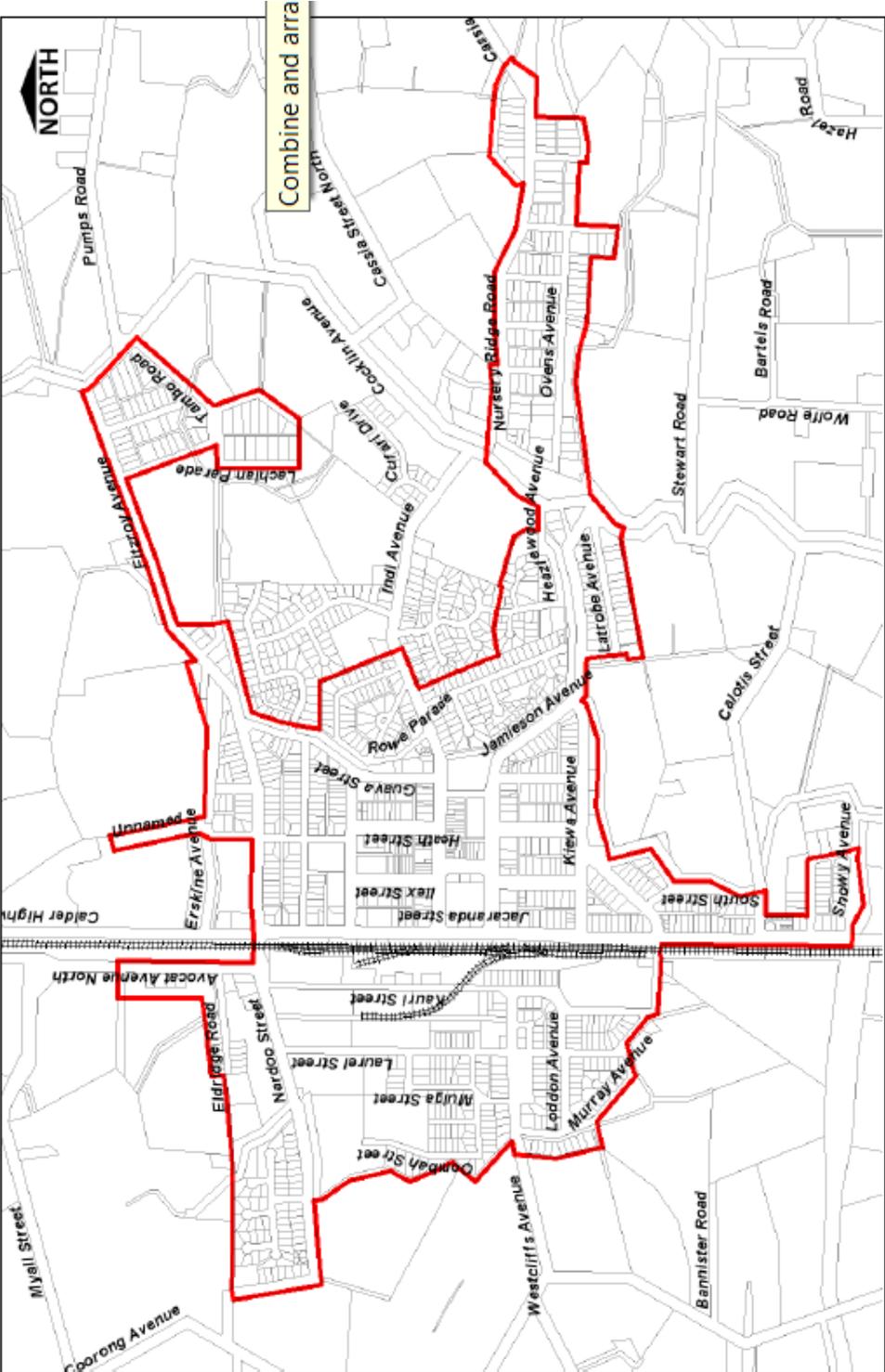
Appendix 1 – Electric Line Clearance Process



Appendix 2 – Mildura Declared area – Low Bushfire Risk Area



Appendix 3 – Red Cliffs declared area – Low Bushfire Risk Area



Appendix 4 – Historically and culturally significant Vegetation

Trees located within the vicinity of overhead electric lines listed under Victorian Heritage Register

Location	Tree Species
Deakin Avenue median & nature strips between 7 th Street & 8 th Street, Mildura	Various palm, exotic and native tree species
Mildura Riverfront, George Chaffey bridge to Lock 11, Mildura	Eucalyptus camaldulensis
Near corner of 13 th St & Ontario, Mildura	Washingtonia filifera
South side of 13 th St & East of Ontario Ave, Mildura	Phoenix dactylifera
West side of Ontario Avenue & Nth of 11 th St, Mildura	Washingtonia filifera
Mildura railway lawns opposite Grand Hotel, Mildura	Washingtonia filifera

Appendix 6 – Compliance Audit Sheet

(i) MRCC Audit

MRCC Power line Clearance Audit

Tree location	
Date of inspection	
Date of notification to adjoining land owner/occupier	
Method of notification	Letter () Newspaper () Other () None ()
Tree species	Regrowth rating
Required clearance (including regrowth allowance)	
Date pruning completed	
Actual clearance distance achieved	

Date of audit	
Audit completed by: (name and position)	
Current qualifications	
Clearance at time of audit	
Minimum clearance provided in accordance with regulations	Rating () Yes () No ()
Additional clearance provided in accordance with re-growth rating	Rating () Yes () No ()
Pruning quality (comments)	

(ii) Contractor Audit

Tree ID	Address	Species	Powerline Type	Span Length (approx)	Required Clearance	Compliance	Works	Priority	Comments	Inspected	Date	LATITUDE	LONGITUDE	Easting	Northing
34300/3496		Eucalyptus formanii	Low Voltage	45-64m	1500mm	Yes	No works	None	Audited tree. Poor pruning history and structure	LHA	12-Nov-20	-34.3093217	142.191149	609602.654	6202903.95
34299/3496		Melia azedarach	Low Voltage	<45m	1000mm	No	Minor pruning	High	Audited tree.	LHA	12-Nov-20	-34.3087863	142.191131	609601.653	6202965.56
34288/CLIFFS 3496		Olea europaea	Low Voltage, High Voltage (<66kV)	<45m	1000mm, 1500mm	Yes	No works	None	Audited tree	LHA	12-Nov-20	-34.3120978	142.18703	609220.011	6202600.54
34297/CLIFFS 3496		Angophora costata	Low Voltage, High Voltage (<66kV)	<45m	1000mm, 1500mm	No	Removal required	High	Audited tree. Requires high priority pruning away from transformer on pole.	LHA	12-Nov-20	-34.3121213	142.186972	609214.607	6202598
34296/CLIFFS 3496		Acacia pendula	Low Voltage, High Voltage (<66kV)	<45m	1000mm, 1500mm	Yes	No works	None	Audited tree. Group of three. Poorly pruned.	LHA	12-Nov-20	-34.3121556	142.186867	609204.936	6202594.3
34295/CLIFFS 3496		Callistemon 'Kings Park Special'	Low Voltage, High Voltage (<66kV)	<45m	1000mm, 1500mm	Yes	No works	None	Audited tree. Group of three.	LHA	12-Nov-20	-34.3121838	142.186769	609195.848	6202591.28

Appendix 7 – Blank Safe Work Procedure (SWP)

Safe Work Method		Check Points/Notes

REFERENCE NUMBER: SWP***	WORK ACTIVITY:
PLANT &/OR EQUIPMENT REQUIRED:	
PERSONAL PROTECTIVE EQUIPMENT REQUIRED:	
NUMBER OF STAFF REQUIRED:	1 Person Operations

	SAFE WORK PROCEDURE	<i>Corporate OHS</i>
--	----------------------------	----------------------



<i>Date</i>				Work Order Numbers
Name	Signature	Name	Signature	
<i>Date</i>				Work Order Numbers
Name	Signature	Name	Signature	
<i>Date</i>				Work Order Numbers
Name	Signature	Name	Signature	

Appendix 9 – Blank Safe Operating Procedure (SOP)

SAFE OPERATING PROCEDURE

REFERENCE NUMBER: SOP***	WORK ACTIVITY: Operation and Care of
PLANT &/OR EQUIPMENT REQUIRED:	
PERSONAL PROTECTIVE EQUIPMENT REQUIRED:	
NUMBER OF STAFF REQUIRED:	1 Person Operation

Safe Operating Method	Check Points/Notes

CONTROLLED DOCUMENT
Procedure No: SOP***

MRCCOHS-039/2
Effective Date: September 2013

Page 1 of 2
Authorised by: OH&S

Training required prior to commencing task:

Special Considerations:

Prepared By: Corporate OH&S	Effective Date:
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CONTROLLED DOCUMENT
Procedure No: SOP***

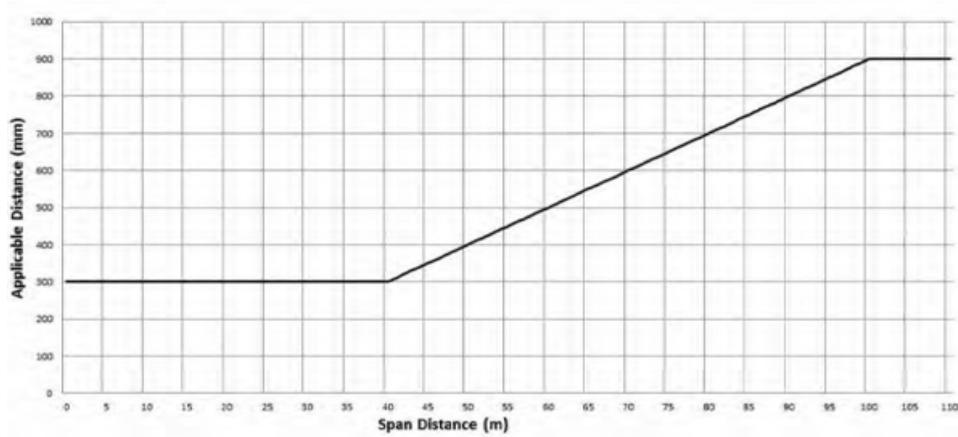
MRCCOHS-039/2
Effective Date: September 2013

Page 2 of 2
Authorised by: OH&S

Appendix 10 – Sag and Sway clearances

**Minimum Clearance Spaces Surrounding a Powerline (All Areas)
Aerial Bundled Cable or Insulated Cable**

MINIMUM CLEARANCE SPACES IN ALL DIRECTIONS	
Near the pole	300mm
Centre 2/3rds	Refer to Graph 1



GRAPH 1

These clearances in this section allow for sag and sway of the conductors. Refer to Schedule 2 of the Code for further details.

The direction of the clearance space from around the conductors are illustrated below

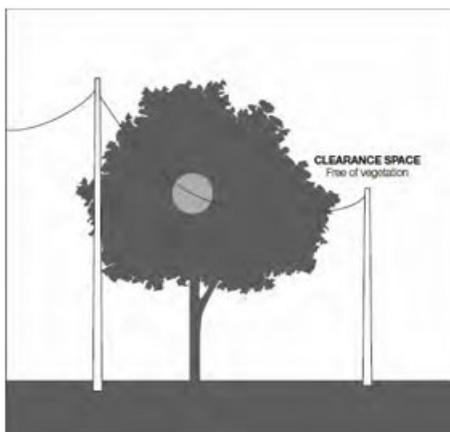
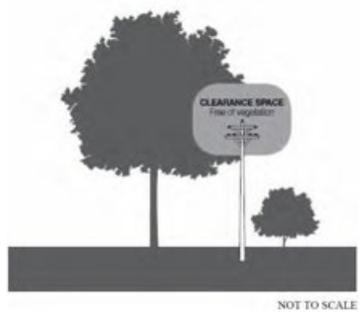


FIGURE 3—INSULATED ELECTRIC LINES IN ALL AREAS AND UNINSULATED HIGH VOLTAGE ELECTRIC LINES (OTHER THAN 66 000 VOLT ELECTRIC LINES) IN LOW BUSHFIRE RISK AREAS

Classes 24 and 26, Graphs 1 and 3



Minimum clearance spaces surrounding a powerline
Low bushfire risk areas low voltage uninsulated

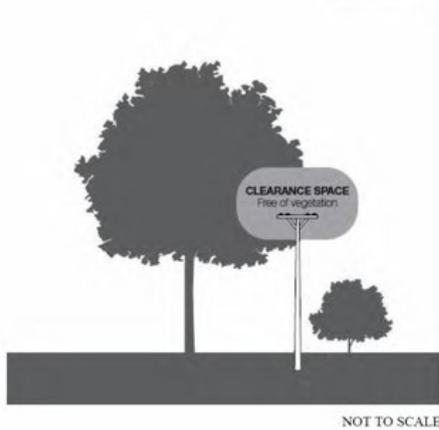
MINIMUM CLEARANCE SPACES IN ALL DIRECTIONS	
Near the pole	1000 mm*
Centre 2/3rds	Refer to Graph 2

GRAPH 2

The Clearances in the above graph allow for sag and sway for spans up to 100m. For Spans greater than 100m an allowance for sag and sway is required. To determine the distance required to allow for sag and sway, Council will seek information from Powercor and provide to the relevant persons.

FIGURE 4—UNINSULATED LOW VOLTAGE ELECTRIC LINES IN A LOW BUSHFIRE RISK AREA

Clause 25, Graph 2

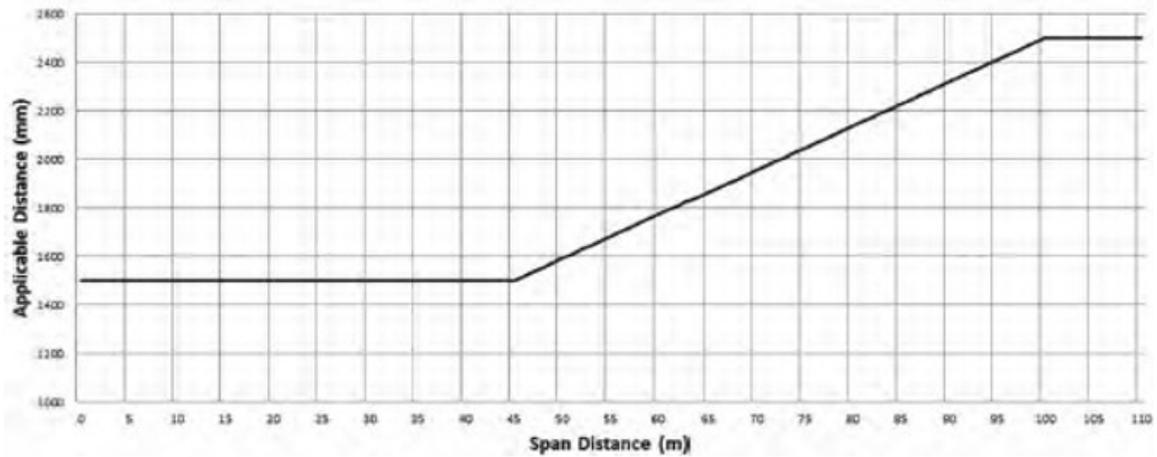


Minimum clearance spaces surrounding a powerline

Uninsulated electric line (other than 66kv electric lines) in low bushfire risk area

MINIMUM CLEARANCE SPACES IN ALL DIRECTIONS	
Near the pole	1500 mm*
Centre 2/3rds	Refer to Graph 3

GRAPH 3



*The Clearances in the above graph allow for sag and sway for spans up to 100m. For Spans greater than 100m and allowance for sag and sway is required. Council will seek information from Powercor and provide to the relevant persons.

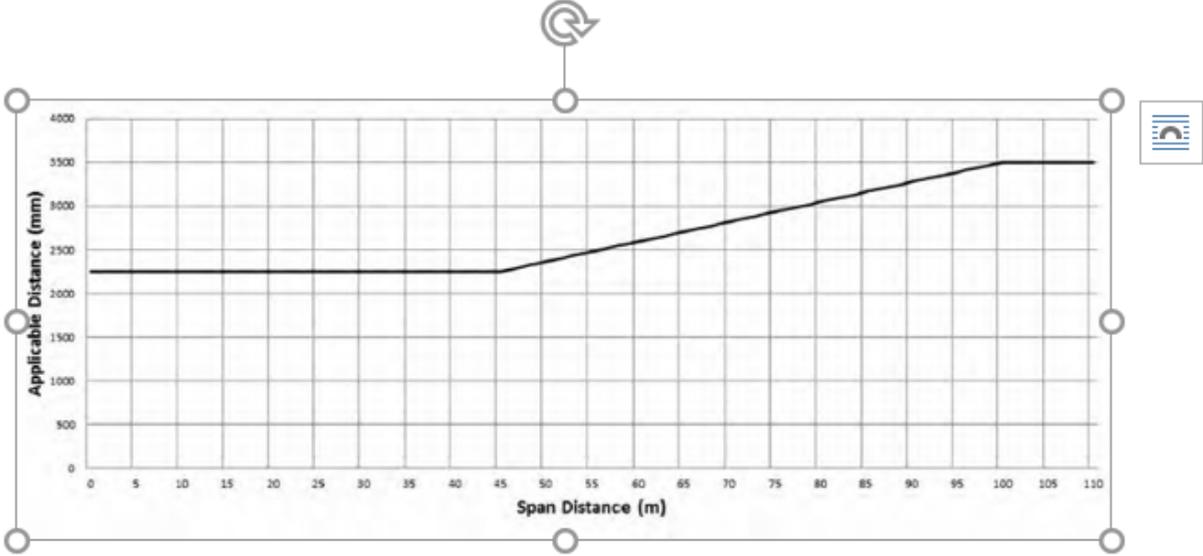
Minimum clearance space surrounding a powerline

Uninsulated 66kv in LBRA

MINIMUM CLEARANCE SPACES IN ALL DIRECTIONS	
Near the pole	2250 mm*
Centre 2/3rds	Refer to Graph 4

Graph 4

*The Clearances in the below graph allow for sag and sway for spans up to 100m. For Spans greater than 100m and allowance for sag and sway is required. To determine the distance required to allow for sag and sway, Council will seek information from Powercor and provide to the relevant persons.



Appendix 11 – MRCC ESI Skills and Training Matrix

MRCC ESI Skills and Training Matrix							
			Qualification / Competency Standard Unit (CSU) number	MRCC Staff	Contractor	Inspector/Auditor	
Qualifications							
Qualifications	Certificate II in ESI - Powerline Vegetation - EWP stream	UET20319		M	M		
	- Apply OHS regulations, codes & practices in the workplace	UEENEE101A		M	M		
	- Comply with sustainability, environmental & incidental response policies & procedures	UETTDREL13A		M	M		
	- Work safely near live electrical apparatus as a non-electrical worker	UETTDREL14A		M	M		
	- Plan the removal of vegetation up to vegetation exclusion zone near live apparatus	UETTDRCV23A		M	M		
	- Use elevated platform to cut vegetation above ground near	UETTDRCV25A		M	M		
	- Monitor safety compliance of vegetation control work in an ESI environment	UETTDRCV27A		M	M		
	- Apply pruning techniques to vegetation control live near electrical apparatus	UETTDRCV33A		M	M		
	***Certificate II in ESI - Powerline Vegetation Assessor module						
	- Assess vegetation and recommend control measures in an ESI environment	UETTDRCV24C				M*	
- Recognise Plants	AHPCPM201A				M*		
***Safe Approach Distances							
		UETTDREL14				M*	
Licence							
Licence	Licence to operate a boom-type elevating work platform (boom length 11 metres or more) (or equivalent)	TLILIC005		M	M		
	Operate Elevated Work Platform (0 to 11 metres) (or equivalent)	RIIHAN301B		M	M		
Initial training							
Initial training	Operate and maintain chainsaws (or equivalent)	AHCARB205A		M	M	M	
	Operate a Wood Chipper	FWPHAR2206		M	M	M	
	Level 2 First Aid			M	M	M	
	Control traffic with stop-slow bat	RIIWH205D		M	M		
	Implement traffic management plan	RIIWH302D		M	M		
	Manual Handling			M	M		
Frequency Training²							
1 Year	Provide cardiopulmonary resuscitation	HLTAID001		C	C	C	
1 Year	Certificate II in ESI - Powerline Vegetation - EWP stream - Refresher	UET20319					
1 Year	Perform EWP controlled descent escape	UETTDRRF08B		C	C		
1 Year	Perform EWP rescue	UETTDRRF03B		C	C		
1 Year	Provide first aid in an ESI environment	UETTDRRF10B		C	C		
1 Year	Safe Approach Distances	UETTDREL14				C	
3 Yearly	Control traffic with stop-slow bat	RIIWH205D		C	C	C	
3 Yearly	Implement traffic management plan	RIIWH302D		C	C	C	
3 Yearly	Manual Handling			C	C		
3 Yearly	Level 2 First Aid			C	C	C	
Preferred							
	Certificate III Arboriculture	AHC30816		M	M		
	Certificate V Arboriculture	AHC50516				M	
Other							
	White Card			M	M	M	
Legend							
M - Mandatory							
C - Conditional - If an employee requires this training for the works being performed and has the initial training, refresher is mandatory							
D - Desirable							
*** Either qualification acceptable to undertake inspection of trees for ESI compliance							

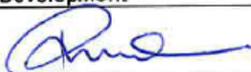
Appendix 12 – Occupational Health & Safety Policy



Mildura Rural City Council

Occupational Health & Safety Policy

Policy – OP142

Prepared	Reviewed	Approved	Date
OH&S	SMT	CEO	June 2021
Records Manager File: 18/02/01		To be reviewed: June 2023	
Document Owner: Manager Organisational Development		Review Frequency: Every 2 years	
CEO Signature: 			

1. The purpose of this policy is

To provide a work environment for employees, contractors, volunteers, customers and visitors that is safe and without risk to health.

2. Policy Statement

Council is committed to working towards achieving ZERO HARM by focusing on four key areas:

1. **Leadership** – provide direction and support in the pursuit of improved workplace health and safety standards
2. **Systematic approach** – provide an organised and consistent approach to all OHS matters across our organisation
3. **Active OHS Culture** – ensure continued improvement in performance occurs
4. **Workplaces and equipment** – ensure there is within the workplace a deep understanding of the nature of hazards with Council work, activities and undertakings.

3. Principles

Council will achieve this by:

- Implementing, maintaining and reviewing our Occupational Health and Safety Management System
- Continual and effective improvement of OHS performance, through the setting and review of objectives and targets, which relate to key aspects of the business

- Elimination of, or reduction of risks, as far as reasonably practicable, to employees, contractors and others that may be affected by the undertakings of Council
- Complying, as a minimum, with all relevant OHS laws and regulations
- Maintaining a culture of employee consultation and team work in all aspects of health and safety
- Developing and maintaining an effective program to ensure all employees are trained to carry out their work in a safe manner
- Encouraging the identification and reporting of hazards
- Requiring all employees to accept responsibility for their own actions and to behave in a manner that reflects safe work practices and to report workplace incidents and injuries
- Working closely with employees, contractors, and other stakeholders, as Council recognises the value of these partnerships in improving its OHS performance

Council will provide adequate and appropriate resources to implement this policy and will ensure it is properly communicated and understood. OHS performance will be regularly reviewed as part of our commitment to continuous improvement.

4. Who is responsible for implementing this policy?

The roles and responsibilities for Occupational Health and Safety at Mildura Rural City Council are defined in MRCCOHS-002, this includes:

- Chief Executive Officer
- General Managers
- Managers
- Workers and volunteers
- Contractors and sub-contractors
- Customers and visitors

5. Definitions

Act	<i>Occupational Health and Safety Act 2004 (Vic)</i>
Regulations	<i>Occupational Health and Safety Regulations 2017 (Vic)</i>
Management	Includes General Managers, Managers, Team Leaders, Coordinators and Supervisors that are responsible for managing employees
Employee	a person employed under a contract of employment or contract of training
Volunteer	a person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses)

Contractor	An organisation, or individual, including all their employees and sub-contractors, with a contractual agreement with Council to provide a specific service or range of services in accordance with the contract terms and the defined scope of contract. This includes Labour Hire Agencies.						
Hierarchy of Control	<p>Lists the ways of controlling risks, ranked from the highest level of protection and reliability to the lowest. The most desired control is the elimination of the risk; the least desired control is the use of personal protective equipment. A combination of two or more controls may be considered to achieve the best possible risk reduction.</p> <table border="0"> <tr> <td>1. Elimination</td> <td>4. Engineering controls</td> </tr> <tr> <td>2. Substitution</td> <td>5. Administrative controls</td> </tr> <tr> <td>3. Isolation</td> <td>6. Personal Protective Equipment & Clothing</td> </tr> </table>	1. Elimination	4. Engineering controls	2. Substitution	5. Administrative controls	3. Isolation	6. Personal Protective Equipment & Clothing
1. Elimination	4. Engineering controls						
2. Substitution	5. Administrative controls						
3. Isolation	6. Personal Protective Equipment & Clothing						

6. Legislation and other references

6.1 Legislation

For further information related to this policy see:

- Occupational Health & Safety Act 2004 (Vic)
- Occupational Health & Safety Regulations 2017 (Vic)

6.2 Documents

This Policy is implemented in conjunction with the following documents:

- MRCCOHS-002 - Management Responsibilities for Health and Safety

6.3 Risk Assessment Reference

Risk Category	✓	Risk Category	✓
Asset Management Committees		Financial Sustainability	
Compliance – Legal & Regulatory		Human Resource Management	
Contract Management		Leadership & Organisational Culture	✓
Contract Tendering & Procurement		Occupational Health & Safety	✓
Corporate Governance		Organisational Risk Management	
Environmental Sustainability		Project Management	
		Public Image and Reputation	

Appendix 13 – Contractor Occupational Health & Safety Compliance Policy



Mildura Rural City Council

Contractor Occupational Health & Safety Compliance Policy

Policy – OP097

Prepared	Reviewed	Approved	Date
OH&S	Health & Safety Committee and SMT	CEO	June 2022
Records Manager File: 18/02/01		To be reviewed:	June 2024
Document Owner: Manager Organisational Development		Review Frequency: Every 2 years	
CEO Signature: 			

1. The purpose of this policy is

To set guidelines that ensure Council complies with its duty as an employer under the Victorian Occupational Health & Safety Act 2004 when engaging contractors to provide services for or on behalf of Council.

2. Policy Statement

Mildura Rural City Council is committed to providing its employees with a working environment that is safe and without risks to health and safety.

This commitment extends to contractors, and any contractor whose safety management system fails to meet Council's Occupational Health & Safety standards must not be engaged to undertake Council work.

3. Principles

3.1 Contractors

All Contractors/sub-contractors required to carryout work on Council property must be registered and compliant in Council's online Contractor Manager system.

3.2 Online Contractor Manager system

Council has implemented an online Contractor Manager system to evaluate and manage each Contractor's documentation.

3.2 Contractor Safety Management System (SMS) Assessment

Contractors must upload their company contact details, relevant insurance certificates of currency, Health and Safety (OH&S) Policy and safety management system relevant to the works to be undertaken.

The Contractor Manager system requires the Contractor to answer a series of questions and provide documentation where required.

The documents in each Contractor application will either be "Verified" or "Rejected". If rejected, an email advising what is required to comply will be referred back to the contractor for review and updating.

The minimum documentation required:

- Public Liability Insurance certificate of currency (minimum \$10 million)
- Product Liability Insurance certificate of currency (minimum \$10 million)
- Health & Safety (OH&S) Policy (signed & dated)
- Incident/Injury reporting form (template)
- Staff Induction Register (inducted into Contractors safety policies and procedures)
- Staff Training Register (eg: licences, training certificates)
- Safe Work Method Statement (SWMS) or Job Safety Analysis (JSA) (for completed work to be undertaken or similar)
- Contractor formally acknowledges that their staff will comply with Council's General Safety Rules and abide by Supplier Code of Conduct.
- 3 x Referees for similar works

Other documentation may be required and will be determined by completing the online application and answering Yes or No to the series of questions asked of each contractor.

3.3 Contractor On-Site Inspection

All contractors who are engaged to perform any works will be subject to an on-site inspection of their Safety Management System to validate that they are working in accordance with their approved system, the OH&S Act and Regulations.

Regular site visits will be undertaken on Council controlled sites to validate ongoing conformance with safety management systems, depending on the nature and duration of works.

Contractors are required to keep all relevant OH&S documentation onsite and make available for inspection to a Council Officer on request.

All visits are recorded on the Job Safety Observation Checklist, then recorded in Council's Electronic Document Management System on file 03/01/20.

If there is an immediate high risk identified as part of a site inspection, the Council officer must direct the works to stop, work cannot resume until the contractor rectifies the risk.

3.4 Notification of Works to Commence

To facilitate the programming of on-site OH&S review of the Contractor's safety management system, the Occupational Health & Safety Team must be notified of planned contractor works, contractor/s engaged, location, date and time of commencement, project manager and contact number.

A standard "Notification of Works" template is available on the OH&S Templates page on Council's Intranet system or notification can be in the form of an email to the OH&S Team and relevant key stakeholders, providing it includes the above information.

Notification by the project manager must be sent to all relevant stakeholders at least **twenty four (24) hours** prior to works commencing, with the exception of exemptions in 3.10 below.

3.5 Prequalified Contractor Status

Only Prequalified Contractor's that are "Compliant" in Council's Contractor Manager system are permitted to be engaged for Council works.

This can be confirmed by viewing the Contractor Manager system on Council's Intranet system.

3.6 Safe Work Method Statements & Safety Coordination Plan

Contractors must complete Safe Work Method Statements for all high risk construction work, retain these for the duration of the works onsite and make available to a Council Officer on request.

In addition to providing documentation to be prequalified, contractors must also provide the following documentation if:

Work valued >\$350K	Submit to the contract superintendent a Health & Safety Coordination Plan in accordance with the OH&S Regulations 2017 (Part 5.1, Subdivision 2 – Duties of principal contractors).
-------------------------------	---

3.7 Contractors employing Sub-Contractors

Contractors are only permitted to employ sub-contractors that have been assessed and approved in Council's Contractor Manager system. Contractors will be responsible for ensuring their sub-contractors adhere to all OH&S legislation and regulations.

3.8 Period Contracts – ie: long term service contracts

Safety Management Systems documentation will be assessed at tender evaluation stage, and the successful contractor/s will be required to upload their documentation into Council's Contractor Manager system. The Contractor's Safety Management System will be reviewed inline with Council's Contractor On-Site Inspections process when engaged to carryout work.

3.9 Induction of Contractors

All Contractors, contractor workers and sub-contractors must complete the MRCC online OH&S Contractor Induction prior to commencing any work for Council, at their expense.

All Contractors should print their MRCC OH&S Induction card when they have successfully completed their online induction.

Contractors are required to carry and produce this Induction Card at any time when requested by a Council Officer. Only contractors who have completed the MRCC OH&S Induction will be permitted to work on Council sites.

Contractors are required to complete the MRCC online OH&S Contractor re-induction every two (2) years, at their expense.

3.10 Exemptions

Exemption for Out of Hours Emergency Works

The only exception to the policy principles will be when a contractor is required to provide services for urgent out of hours emergency situations. Preferences should still be given to Prequalified contractors should they be available to respond.

3.11 Contractor Non-Conformance

Safety System Non-Conformance

Non-conformance with approved contractor safety management systems will be categorised in accordance with WorkSafe definitions, and handled in the following manner:

(a) Minor (OH&S procedural breach that would/did not cause injury or hospitalisation)

- Issue Non-Conformance Notice that includes action required to remedy identified issues, and completion date.
- Monitor conformance on-site at completion date.
- Two (2) procedural non-compliance notices will escalate to the significant non-conformance process as set out below.

(b) Significant (OH&S breach that could/did cause injury or require hospitalization)

- Issue Non-Conformance Notice requesting immediate action required to remedy identified issues.
- Full assessment review of contractor's safety management system undertaken
- If a contractor records one (1) significant non-compliance notice, any subsequent non-compliance will escalate to the severe non-compliance process as set out below.

(c) Severe (OH&S breach that had the potential to cause fatality)

- Contract works will be suspended pending a full investigation, which may lead to the contract being terminated and the contractor permanently excluded from working with Council.

3.12 Council Staff Non-Conformance

All staff must conform to this policy without exception, with breaches handled in accordance with the following process:

1. Engagement of non-Prequalified contractor will be brought to the attention of the relevant Manager, who will counsel the officer involved and reiterate the correct process.
2. A second breach by the same officer will be reported to the relevant General Manager, who will counsel the staff member in consultation with their Manager, and place a record on the officer's personal file in accordance with Step 1 of Council's Discipline Policy.

3. A third breach by the same officer will be reported to the CEO, and Step 2 of the Discipline Policy will be enacted, and Step 3 Implement Actions & Penalties will be enacted should there be any further breach.

4. Who is responsible for implementing this policy?

- | | |
|--|---|
| General Manager | ○ Provide assurance that this policy is communicated, understood and followed by all staff responsible for the engagement of contractors. |
| Managers | ○ Ensure all their staff are aware of the process to engage a contractor, prior to engagement, all contractors have had their safety management system approved by the OH&S Team and that they are compliant in our Contractor Manager system. . |
| Principal/Contract Superintendent | ○ Engages only compliant Prequalified Contractor/s and is responsible for managing the contractor/s works. Ensure no works commence until the safe work method statement relevant to the works has been completed, signed by all workers and a copy provided to you by the contractor. |
| Procurement & Fleet Team | ○ Report ALL breaches of this policy to the relevant Manager. |
| OH&S Team | <ul style="list-style-type: none"> ○ Maintains the online Contractor Manager system ○ Ensures the Contractor Manager system is maintained. ○ Conduct an assessment of contractor safety management systems in accordance with this policy ○ Recommend contractors for inclusion/exclusion from the Contractor Manager system. ○ Make timely recommendations to tender evaluation panels on the OH&S capacity of contractors tendering for high risk works. ○ Report ALL breaches of this policy to the relevant Manager |

5. Definitions

- | | |
|--------------------------------|---|
| Act | <i>Victorian Occupational Health and Safety Act 2004</i> |
| Regulations | <i>Victorian Occupational Health and Safety Regulations 2017</i> |
| Council controlled site | Any Council worksite where a Council Officer has the management responsibility for the control of works being carried out. |
| High Risk | Likely to result in failure, harm or injury. |
| High Risk Works | As defined in the Occupational Health & Safety Regulations 2017 – Chapter 5 – Hazardous Industries - Part 5.1 Construction – 322 What is high risk construction work?
Any of the following construction work:
(a) where there is a risk of a person falling more than 2 metres; |

- (b) on telecommunications towers;
- (c) involving demolition;
- (d) involving the removal or likely disturbance of asbestos;
- (e) involving structural alterations that require temporary support to prevent collapse;
- (f) involving a confined space;
- (g) involving a trench or shaft if the excavated depth is more than 1.5 metres;
- (h) involving a tunnel;
- (i) involving the use of explosives;
- (j) on or near pressurised gas distribution mains or piping;
- (k) on or near chemical, fuel or refrigerant lines;
- (l) on or near energised electrical installations or services;
- (m) in an area that may have a contaminated or flammable atmosphere;
- (n) involving tilt-up or precast concrete;
- (o) on or adjacent to roadways or railways used by road or rail traffic;
- (p) at workplaces where there is any movement of powered mobile plant;
- (q) in an area where there are artificial extremes of temperature;
- (r) in, over or adjacent to water or other liquids where there is a risk of drowning;
- (s) involving diving.

Low Risk Works	Any inspection, maintenance or modification works on a Council facility, asset or work-site that does not include tasks associated with the above high risk works.
Safety Management System (SMS)	Overall management system that includes organisational structure, planning activities, responsibilities, practices, procedures, processes and resources for developing, implementing, achieving, reviewing and maintaining the OH&S Policy, and managing the risks of the organization. <i>AS/NZS 4801:2001 OH&S Management Systems</i>
Safe Work Method Statement (SWMS)	SWMS is a document that <ul style="list-style-type: none"> o Identifies high risk construction work; and o States the hazards & risks to health or safety of that work; and o Sufficiently describes measures to control those risks; and o Describes the manner in which the risk control measures are to be implemented
Health & Safety Coordination Plan (HSCP)	HSCP is a document that includes <ul style="list-style-type: none"> o A list of the names, positions and responsibilities of all persons who will have specific responsibilities for health & safety on the construction site; and o The arrangements for the coordination of the health & safety of persons engaged to perform construction work; and o The arrangements for managing occupational health & safety incidents when they occur; and o Any site safety rules, with the arrangements for ensuring that all persons at the workplace are informed of the rules.

Contractor	Any service provider engaged by Council, whether via the contract, quotation or purchase order procurement systems.
Sub-Contractor	A contractor employed by the principle contractor to complete work on their behalf.
Prequalified Contractor	A Contractor or sub-contractor who has submitted proof of insurances, and their safety management system has been assessed as "Compliant" and approved by the OH&S Team.
Procedural Breach	Failure to follow OH&S policy/procedure or have all required safety system documentation on site.
Principal/ Contract Superintendent	Any Council officer who engages suppliers of works or services.

6. Legislation and other references

6.1 Legislation

For further information related to this policy see:

- *Victorian Occupational Health & Safety Act 2004*
- *Victorian Occupational Health & Safety Regulations 2017*

6.2 Documents

This Policy is implemented in conjunction with the following documents:

- WorkSafe Victoria – Working Safely in the General Construction Industry - A Handbook for the Construction Regulations February 2008 Edition No. 1
- Notification of Works Form
- Job Safety Observation Checklist

6.3 Risk Assessment Reference

Risk Category	✓	Risk Category	✓
Asset Management Committees		Financial Sustainability	
Compliance – Legal & Regulatory	✓	Human Resource Management	
Contract Management	✓	Leadership & Organisational Culture	
Contract Tendering & Procurement	✓	Occupational Health & Safety	✓
Corporate Governance		Organisational Risk Management	✓
Environmental Sustainability		Project Management	✓
		Public Image and Reputation	✓

Appendix 14 – ELC Emergency Procedure

MRCC ELC Emergency Procedure

Purpose

The purpose of this procedure is to provide a process for a planned response to an emergency situation when a contact or leakage occurs with overhead electric supply lines or other associated equipment.

Scope

The Mildara Rural City Council (MRCC) is required to maintain vegetation clearance from above ground electrical conductors within the MRCC Declared Area, under the Electrical Safety Act 1988 and the Electrical Safety (Electric Line Clearance) Regulations 2000. When conducting work in the vicinity of energised electric lines, health and safety is a priority.

This procedure specifically relates to the emergencies relating to electrical incidents whilst undertaking electrical line clearance operations.

Procedures

If machinery, plant or equipment come into contact with overhead power lines or there is electrical arcing or flash over the following procedure should occur.

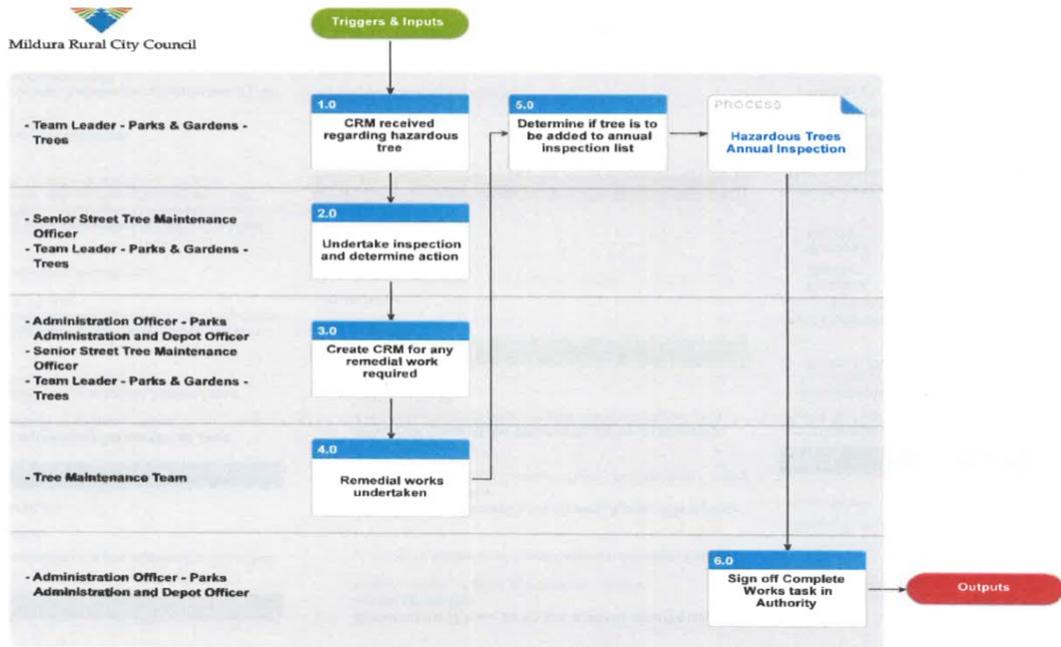
- 1 DANGER.**
 - Remain calm and not panic.
 - Check for electrical hazards
 - Stop and touch potential. Stay clear by at least 8 metres.
 - Danger to yourself or others

IF ELECTRICAL HAZARDS EXIST PROCEED TO STEP 2
- 2 RESPONSE.** In the event of a medical emergency use DRABCD
- 3 CONTACT.** In the event of a medical emergency call 000.
 - If the power requires isolation contact the asset owner immediately.
Emergency: 132-432
 - Provide the address and nearest pole number.
 - Assume that all power lines are energised and capable of a fatal shock.
 - A competent person should remain in control until emergency services or the asset owner arrives.
- 4 SECURE.**
 - Secure the site / area with barrier tape/bollards.
 - Ensure no one enters and continue to monitor the area
 - Contact your supervisor
- 5 INJURY.**

If electrocution or injury occurs, unauthorised, unequipped person should not attempt to rescue a person receiving an electric shock.

Appendix 15 – Report of Hazardous Tree Procedure

Appendix 7 – Report of Hazardous Tree Procedure





Complaints Resolution Process

Mildura Rural City Council aims to achieve service excellence across all areas, for every customer. We recognise that all members of our community expect us to provide a personalised, responsive service. We work to meet those expectations by:

- listening to you;
- making sure our services are easy for you to access and use;
- responding appropriately to your needs; and
- maintaining a continual focus on improving our service standards.

At all times, we encourage you to offer us feedback on both the services we offer, and the way they are delivered. By telling us what we're doing well, and where you would like to see an improvement, you help us stay connected with the community and continue to meet your needs.

What is a complaint?

A complaint is an expression of dissatisfaction with—

- the quality of an action taken, decision made, or service provided by a council or its contractor
- a delay or failure in providing a service, taking an action, or making a decision by Council or its contractor

A complaint is when we fail to respond to a request for service, or to properly address a service quality guarantee. For example, if you call to lodge a complaint about a cracked footpath, this is a request. If Council fails to address the matter within the time or in the manner specified, and makes no steps to rectify this, you have the right to lodge a complaint.

What is not a complaint?

A complaint is not:

- a request for service;
- a request for information or an explanation of a policy or procedure;
- a disagreement with a policy of the Council;
- an appeal or request for internal or external review of a Council decision;

- an expression concerning the general direction and performance of Council or its Councillors;
- an expression of dissatisfaction with the behaviour of a Councillor;
- reports of damaged or faulty infrastructure; or
- reports about neighbours, noise, dogs, nuisances, unauthorised building work or similar issues that fall into the regulatory aspect of Council services.

Complaint Resolution Process

Council has adopted a four-tiered approach to complaint handling. Decisions or processes that have separate statutory or other legislative appeal processes such as planning, local laws (including parking infringements) and building or health services can not be dealt with through this process.

Frontline Resolution

Many complaints can be resolved at first contact and frontline staff are trained and empowered to resolve complaints where ever possible.

Investigation

Some complaints because of their nature will not be able to be resolved by frontline staff. When this occurs the matter will be referred to the Complaints Officer who will conduct an impartial investigation into the matter and provide the customer with a resolution within the specified time frame.

Internal Review

In the event that a customer is dissatisfied with the resolution provided by the Complaints Officer, they may request an internal review of the decision. Internal reviews will be conducted by the Complaints Coordinator.

In some situations, the customer may also be able to request a review by the Internal Ombudsman whose role is to conduct impartial reviews of the complaint handling process and to investigate the administrative practices of the Council.

External Review

Where a customer remains dissatisfied with the outcome of their complaint they will be referred to an appropriate external review body.

How to make a Complaint

You can lodge a complaint in writing, over the telephone, by email, in person or online.

Mail: Mildura Rural City Council
PO BOX 105
MILDURA VIC 3502

Telephone: (03) 5018 8100

Email: complaints@mildura.vic.gov.au

In person: Deakin Avenue Service Centre
78 Deakin Avenue, Mildura

Madden Avenue Service Centre
108 Madden Avenue, Mildura

Ouyen Service Centre
79 Oke Street, Ouyen

Online: www.mildura.vic.gov.au/complaints

Policy & Principles

Council's Customer Complaints Policy CP048 provides the framework for our complaints resolutions process and applies broadly to all complaints relating to our services and areas of responsibility. Complaints that fall within the scope of this policy will be considered in the context of seven principles:

1. Commitment

Council is committed to resolving the complaints it receives. Council's culture recognises people's right to complain and considers complaint handling to be part of its core business of serving the community and improving service delivery.

2. Accessibility

People can easily find out how to complain to Council, and Council actively assists them with the complaint handling process.

3. Transparency

The complaint handling system clearly sets out how to complain, where to complain, and how the complaint will be handled. The steps taken to respond to a complaint are recorded and will stand up to scrutiny.

4. Objectivity and Fairness

Under the complaint handling system, complainants and Council staff are treated with respect and courtesy, and complaints are judged on merit and fact.

5. Confidentiality

The complaint handling system protects the personal information of people making a complaint, and Council staff are informed only on a 'need to know' basis and otherwise in accordance with Council's Privacy and Data Protection Policy. Complaints made by people who wish to remain anonymous will be handled to the extent that it is possible to do without further contact with the complainant.

6. Accountability

Council is accountable, both internally and externally, for our decision making and complaint handling performance. Council provides explanations and reasons for decisions, and ensures that its decisions are subject to appropriate review processes.

7. Continuous Improvement

Council regularly analyses complaint data to find ways to improve how it operates and how it delivers its services. Council then implements these changes.

Mildura Rural City Council Privacy Collection Statement

Mildura Rural City Council collects personal and/or health information for municipal purposes as specified in the *Local Government Act 1989*.

The information collected in Complaint Forms is used only for the purposes specified (primary purpose) and is not passed on to third parties.

Council may disclose this information but only if authorised or required by law. Council may not be able to process your complaint unless sufficient information is given.

Should you need to change or access your personal details, or you require further information regarding Council's Privacy Policy please contact Council's Privacy Officer.

Appendix 17 – Urban Tree Policy

It is also available on the Mildura Rural City Council website and can be found at:

<http://www.mildura.vic.gov.au/Publications/Council-Plans-Strategies>.

Appendix 18 – Notice to be published in the Sunraysia Daily

Tree Pruning in Mildura and Red Cliffs for Power Line Clearance

Council will be undertaking tree pruning around power lines in Mildura and Red Cliffs over the coming weeks, subject to weather conditions. Council will not commence works any earlier than 14 days from the time of notification.

Council is required to maintain vegetation clearance around power lines in compliance with the Electricity Safety (Electric Line Clearance) Regulations 2020 (VIC) and the Code of Practice for Electric Line Clearance set out in the Schedule to the Regulations.

Notice is hereby given by Mildura Rural City Council, pursuant to Clause 16 of the Code of pruning works on trees which may be on Council nature strips, Council owned land and/or within the boundaries of Council owned and maintained properties in the Mildura and Red Cliffs townships.