

Statistical data relating to the survey to remove process.

Under the current tree management guideline, the community survey to remove process is offered to residents where the tree score (scored by Council's qualified arborists using the International Society of Arboriculture (ISA) Tree Risk Assessment (TRAQ) methodologies) meets the eligibility criteria and the resident is not satisfied with the decision for Council to retain and manage the tree. The resident does not have to accept the offer for the community survey and the resident may decide not to proceed with the removal process at any stage.

Eligibility criteria for the survey to remove process:

A native species that scores less than 8,000 points;

An exotic species that scores less than 4,000 points.

2014-2023 Prior to current guideline	
Number of survey to remove offered to a resident	23

2021 Survey to remove	
Number of survey to remove offered to a resident	25
Number of requests that have had the survey conducted (paid the \$500 administration fee)	9
Accepted community survey (75% or greater acceptance)	9
Denied approval as a result of the community survey response	0

2022 Survey to remove	
Number of survey to remove offered to a resident	18
Number of requests that have had the survey conducted (paid the \$500 administration fee)	3
Accepted community survey (75% or greater acceptance)	3
Denied approval as a result of the community survey response	0

2023 Survey to remove	
Number of survey to remove offered to a resident	17
Number of requests that have had the survey conducted (paid the \$500 administration fee)	1
Accepted community survey (75% or greater acceptance)	1
Denied approval as a result of the community survey response	0

Management of Trees on Council Owned or Controlled Land Guideline

Procedure Identifier: ENV-001-006-G
Approved by: General Manager, Infrastructure & Operations
Date of Approval: 15 June 2021
Effective Date: 15 June 2021
Review Date: 15 June 2024
Version: 4

Scope

This guideline outlines the relevant stakeholders and processes involved in the assessment, pruning, removal and alteration of trees, including vegetation, on Redland City Council (Council) owned or controlled land.

This guideline supersedes and replaces PR-3109-001-004 Management of trees on Council managed land and PR-3109-001-002 Tree removal on Council managed land.

Purpose

To specify the role Council undertakes in the assessment, pruning, removal, replacement and alteration, including the illumination of trees and vegetation on Council owned or controlled land.

Actions and Responsibilities

Parks and Conservation Services Unit (PCSU)

Responsible for pruning, removal or alteration assessments and approvals of all trees or vegetation using this guideline. PCSU is also responsible for referring any potentially dangerous or hazardous trees to the Risk and Liability Services Team using the assessment criteria outlined *under section Requests for Pruning, Removal and Alteration Assessment Criteria*, including providing reports on trees as requested by the Risk and Liability Services Team.

Risk and Liability Services Team

All referrals from either the affected persons or the PCSU will be managed and assessed by Council's Risk and Liability Services Team (including any claims for compensation related to trees on Council owned or controlled land).

General Counsel

Provides legal advice to the Risk and Liability Services Team.

Civic and Open Space Asset Management (COSAM)

Develops business processes and systems for asset management planning, and as required develops and reviews appropriate policies, strategies and plans in conjunction with the PCSU and Risk and Liability Services Team.

Liability Claims of Damage

All claims regarding damage that is alleged to have been caused by a tree/s on Council owned or controlled land both above and below ground level, will be referred to Council's Risk and Liability Services Team directly for investigation.

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Council Officers (unless authorised) are not authorised to discuss liability or claims of damage against Council with the public. This includes but not limited to suggesting a claim is made or discussing an existing claim. Any requests initiated by an affected person should be referred to Council's Risk & Liability Services Team.

Complaints Management

All complaints from the affected persons will be managed and assessed by Council's 'Complaints Management Team.

Tree Pruning, Removal and Alteration

Trees in an urban environment make a valuable contribution to the sustainability, health and visual amenity of a community while also contributing to biodiversity, shade and local wildlife. Redland City Council provides for the planting, maintenance and, when required, removal of trees on Council controlled land such as streets, parks, conservation areas and road reserves. Council is committed to maintaining and managing the urban forest to the best possible balance of safety, amenity and cost.

As a guiding principle, Council seeks to retain and manage trees on Council land so that they contribute to the community and the local ecosystem.

Requests for Pruning, Removal and Alteration process

- All requests are to be forwarded to the PCSU via the Council Property & Rating System (P&R) as a 'CROP'
- Requests will then be assessed and processed in accordance with this guideline
- Tree removal requests will be processed and actioned outlined under *Tree Removal Request Process*

Requests for Pruning, Removal and Alteration Assessment Criteria

Council will consider the pruning, removal or alteration of trees with the following criteria to be followed:

Approved criteria for assessment	Not approved criteria for assessment
<ul style="list-style-type: none"> ✓ For street trees along road corridors to provide the correct standard of canopy height in alignment with AustRoads standards. ✓ For street trees to meet traffic visibility requirements in alignment with the above standards ✓ For street and park trees along bike, pedestrian pathways and trails to provide the correct standard of canopy heights for public safety and permitted activities ✓ For trees within parks or bushland areas which pose potential risk to property, pedestrian pathways or trails. ✓ For trees with growth defects, structural faults, damaged tree sections, dysfunctional dead and diseased tree sections and to provide clearance from structures. ✓ To enhance the health and structure of the tree or to reduce failure potential. 	<ul style="list-style-type: none"> ✗ Trees or adjacent vegetation within a conservation or environmental area unless the tree has the potential to impact Council/private infrastructure or a pedestrian pathway/trail within the fall radius of its canopy. ✗ To discourage native wildlife habitation, feeding, roosting, nesting or passage through a tree or group of trees. ✗ To enhance the view from a certain standpoint. ✗ To address casting of shadows or impact on the effectiveness of solar panels ✗ To prevent debris accumulation. ✗ To satisfy a personal preference or benefit private interests over the community.

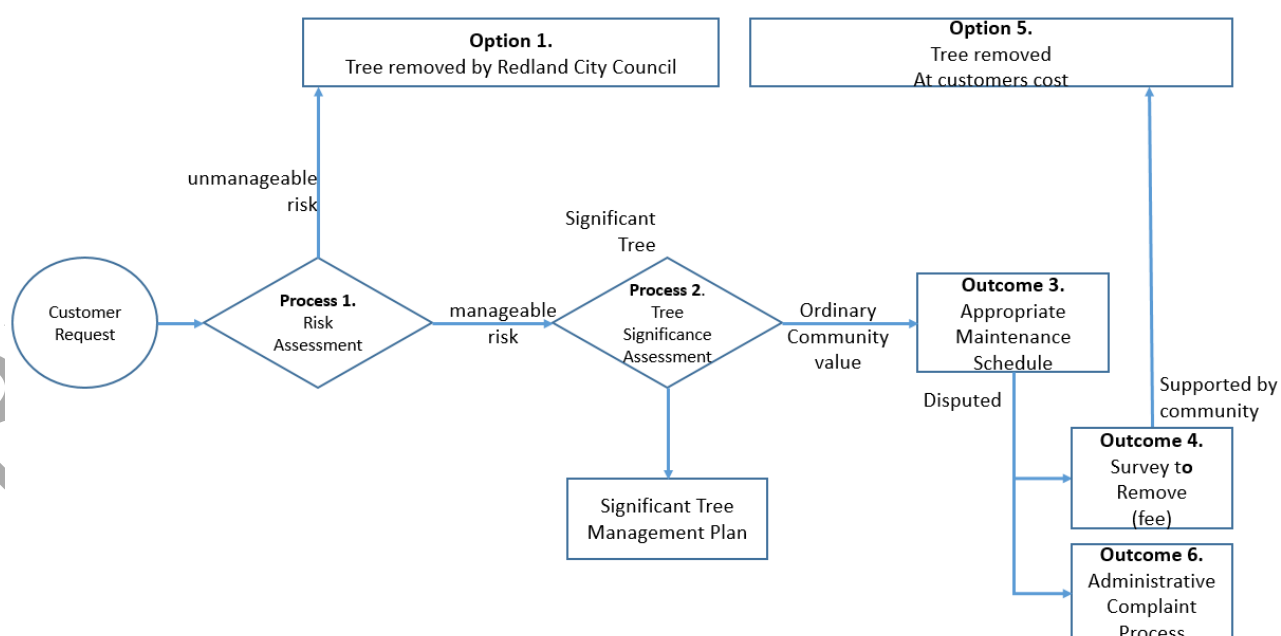
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Approved criteria for assessment	Not approved criteria for assessment
<ul style="list-style-type: none"> ✓ To protect public service infrastructure and to avoid future conflict with infrastructure through formative and directional pruning. ✓ To address exposed /or underground tree roots to reduce or prevent conflict with adjacent infrastructure. ✓ To address exposed tree roots to reduce risk to pedestrians within foot trafficable locations. 	

Tree Removal Request Process

There are six key steps to assess a request for removal of a tree on Council controlled land:

- The tree is assessed for risk by a qualified assessment officer;
- If the tree is unhealthy or the risks to safety and property cannot be -reasonably managed, the tree will be scheduled for removal;
- If the tree is deemed of significant value then it will be placed on a significant tree management plan;
- If the resident disputes a decision to retain a tree of significant value, and where the tree represents no health and safety risks or other risks, the resident may request a review of their case from Councils Complaints Management team. Reviews that find in favour of Council but remain contested may be referred by the affected person to the Ombudsman;
- If the tree is deemed of normal community value, it will be placed on a routine maintenance schedule according to the condition and behaviour of the tree;
- If the resident disputes a decision to retain a tree of normal community value, and where the tree represents no health and safety risks, two options exist for further action. These are detailed in the flow chart below



Management of Trees on Council Owned or Controlled Land Guideline

Process 1 – Risk Assessment

Council's qualified arborists are to use the International Society of Arboriculture (ISA) Tree Risk Assessment Form (TRAQ).

The TRAQ system combines the likelihood of failure of the tree, the likelihood of impact of the failure and the consequences of failure to develop an overall tree risk rating.

Assessment is based on:

- Site factors
- Tree health
- Species profile
- Wind load factors
- Tree defects
- Risk categorisation

Outcome 1 - Tree removed by Redland City Council

If a risk assessment at process one determines a tree is an unmanageable risk then the tree will be removed by Redland City Council.

Process 2 - Tree Significance Assessment

If it is determined that any risks associated with the tree are manageable, then the significance of a public tree will determine how it is to be managed. Council tree assessment officers are to assign the tree a score using the RCC Standardised Tree Assessment Method. Trees evaluated using the method will be deemed to be significant if they are:

- Exotic species scoring 4000 points or more;
- Native species scoring 8000 points or more; or
 - Trees scoring below these thresholds will be deemed of ordinary community value.

If the tree is deemed of significant value then it will be placed on a 'Significant Tree Management Plan' such a plan is to be documented and stored in Council's document management system. Ongoing maintenance or removal decisions under the management plan will be determined by a Council arborist or suitably qualified person and remain at the discretion of Redland City Council, giving consideration to the health, risks and reasonable cost of maintenance. Significant trees are not eligible for removal via a public survey to remove.

If the tree is deemed of ordinary community value, it will be placed on a routine maintenance schedule according to its condition and behaviour at the discretion of Redland City Council.

Outcome 2 – Significant Tree Management Plan

If the tree is deemed to be a 'Significant Tree', Council Officers will be required to follow the 'Significant Tree Management Plan'.

Outcome 3 – Appropriate Maintenance Schedule

Following Process 2, if a risk assessment deems the tree to be a manageable risk an appropriate maintenance schedule will be undertaken which may include pruning, installation of a root barrier device or monitoring.

Outcome 4 – Survey to remove tree (fee)

In the event that a member of the public affected is not satisfied with the decision to retain a tree, then that person may request (provided that the tree is not a significant tree) a Tree Removal Survey (once only) in regard to that tree.

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This is a community consultation process used to determine if the removal of the tree is supported by the community of the immediate local area. The Tree Removal Survey documentation will be supplied by the PCSU. A full cost recovery fee is charged to a person requesting a Tree Removal Survey, the amount of which is fixed in the Schedule of Fees and Charges and is subject to change.

Once the fee is received Council undertakes a survey of the surrounding community. To warrant removal the survey requires 75% or greater of the respondents to agree with the request to remove. Council will advise the affected person requesting the survey the outcome of the survey. If the survey does not receive the required level of support then Council continues to maintain and manage the tree with an appropriate maintenance schedule. If the survey does receive the required level of support then action is taken as per outcome 5.

Outcome 5 – Tree removed at affected person's cost

If the survey receives the required level of support:

- Council provides applicant with written approval for removal of the tree.
- Council provides applicant with approved prequalified tree contractors' details for resident to obtain quotation for tree removal.
- Applicant initiates and pays contractor directly for removal of tree and stump grinding.
- Applicant notifies Council of the date of the removal of the tree and the contractor details.

Outcome 6 – Administrative Complaint process

If the affected person is not satisfied with any element of the process, it remains open to them to have their case submitted for administrative review once only at no cost to the resident. Such a review will be assessed in accordance with both Council's Internal Dispute Resolution Process and the Complaints Management Process governed by Section 268 (1) of the Local Government Act 2009 (Qld). The review will primarily be investigated by the Administrative Review Coordinator, Corporate Governance. If the outcome of such a review is further disputed, then the matter may be referred by the affected person to the Queensland Ombudsman's Office.

If the affected person has followed Council's 'Tree Removal Request Process, up to and including referral to the Queensland Ombudsman's Office, and it has been determined that the tree is to be retained, then it is not open to the person to submit repeated requests. Where the record shows that the matter has been determined by the full and proper process, and a repeat request is submitted for the same tree, then the request is to be closed and annotated to that effect. The affected person is to be sent a formal Council letter, signed by the delegated officer (Group Manager City Operations), stating that the full process is complete in respect to the matter and no further action will be taken unless at the discretion of Council with regard to the changing state of the tree over time.

Risk & Liability Process

Risk and Liability Services Team will undertake a Risk review using the Tree Risk Assessment Template. This will determine whether the tree presents an unmanageable risk to safety or property, including private/third party businesses, Council or Utility Service Providers. Where the Risk and Liability Services Team are assessing Council's risk in relation to a particular tree/s, City Operations Group Council Officers will provide specialist advice with regard to the health of the tree(s) and relevant historical information, where available, including species, structure and characteristics, date of planting and previous maintenance undertaken.

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In conducting the risk and liability assessment, the following general principles apply:

- For the risk assessment to recommend tree removal, it must be established that a risk to safety or property exists that cannot be practically or cost effectively mitigated by undertaking remedial or maintenance work in relation to the tree.
- There must be a clear and unacceptable financial risk, or a strong possibility that Council will be liable at either statute or common law for future damages and such damages are likely to occur.

Once completed the Service Manager Risk and Liability Services Team will present the finding of this assessment to the Parks and Conservation Service Manager and make a recommendation as to whether the risks presented are manageable or unmanageable.

Definitions

Term	Definition
Alteration	Any action that modifies, adds to, or takes away from the natural form of a tree or vegetation, including the addition of artificial objects, including but not limited to lighting
Affected Person	The specific person who requests the assessment, investigation or alterations
CEO	Chief Executive Officer of Redland City Council
Council owned or controlled land	Includes land, built facilities, natural assets (including park and street trees) sporting fields and hard courts owned by Council or controlled by Council under a trustee lease from the State of Queensland
P&R	Council's Property & Rating System
CROP	Customer Requests Operations
CMS	Complaint Management System
ISA	International Society of Arboriculture
Pruning	Includes the action of cutting off a branch, limb or remaining parts of a tree or vegetation both above and below ground level
Stakeholders	Includes businesses, community groups, residents, government and non-government agencies within close proximity to the trees and vegetation situated on Council owned or controlled land
Resident	Refers to a member of the public or customer of Redland City Council
Significant Tree Management Plan	Formal documented process outlining Councils risk management strategies to ensure the health and structure of the significant tree is determined to be a manageable risk

Reference Documents

Local Government Act 2009 (Qld)

Local Government Regulation 2012 (Qld)

Land Protection (Pest and Stock Route Management) Act 2002 (Qld)

Council officers will implement tree pruning in alignment with the following:

Australian Standard 4373-2007 "Pruning of amenity trees".

Australian Standard 4970-2009 "Protection of trees on development sites".

Arboriculturally accepted and justifiable best practice

Neighbourhood Disputes (Dividing Fences and Trees) Act 2011 (Qld)

Biosecurity Act 2014 (QLD)

Austrroads Guide to Road Design Part 6B: Roadside Environment

Redland Pest Management Plan 2012-2016

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Council Tree Assessment Officers will assess tree significance in alignment with:

Redland City Council Standardised Tree Assessment Method

Associated Documents

ENV-001-P Natural Environment Policy ([A199738](#))

Document Control

Only an ELT member (of the relevant Department/Group) can approve amendments to this document.

Any requests to change the content of this document must be forwarded to relevant Service Managers(s).

Approved documents must be submitted to the Corporate Meetings and Registers Team for registration.

Version Information

Version Number	Date	Key Changes
1	November 2018	New Guideline – Management of Trees on Council Owned or Controlled Land
2	February 2021	Updated to new template –administrative update only – no approval required and review date remains unchanged
3	April 2021	Added new tree removal process as presented to Councillors at the workshop 19 th of January 2021. Tree removal survey amended to now be managed by RCC with the resident paying fee for survey and full cost to remove tree if successful. Outlined complaints review process.
4	June 2021	Reviewed to add more detail to the tree removal process and outcomes, flow of document, grammatical changes

Tree Maintenance, Management and Planting on Council Controlled Land

Scope

This guideline applies to Redland City Council officers involved with tree maintenance, management and planting on Council land.

Purpose

The purpose of this guideline is to guide the decision making processes and procedures in relation to tree maintenance, management and planting on Council controlled land.

Definitions

Nil

Actions and Responsibilities

The Environment Policy (POL-2644) details Council's commitment to protect, maintain and enhance the health of the City's bushland, natural areas, significant and native vegetation; koala population; waterways, foreshores, coasts and Moreton Bay, and; biological diversity, maintaining viability of ecosystems and enhancing habitat.

In accordance with Environment Policy POL-2644, all trees on Council controlled lands contribute to Redland's urban streetscapes and environment. As such,

1. Tree removal on Council controlled land is only considered under the following circumstances:

- (a) The tree is dead;
- (b) The tree is unhealthy and in decline;
- (c) The tree has poor union structure or poor general structure;
- (d) The tree is a recognised class 1 declared weed species (e.g. the Cadaghi and the Tipuana). *Note - not all weed species (declared or not declared) are approved for removal, as some trees can still positively contribute to streetscapes;*
- (e) The tree is causing damage to infrastructure. *Note - not all trees causing infrastructure damage are approved for removal, as this depends on the level of damage; and*

CMR Team use only

Department:
Group:
Approved:

Effective date:
Version: 2.1
Review date:
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- (f) Where a tree does not meet the above circumstances and a person would like a tree removed for perceived safety reasons:
- i. The person conducts community engagement in accordance with Tree Removal on Council Managed Land Procedure – PR--3109-001-002;
 - ii. The outcome of the community engagement in support of the removal of the tree is in accordance with Tree Removal on Council Managed Land Procedure – PR--3109-001-002; and
 - iii. The person pays a Council approved contractor for the cost of removal of the tree.

2. Tree pruning on Council controlled land is only considered under the following circumstances:

- (a) Pruning street trees along major road corridors for the correct standard of height for street trees;
- (b) Pruning street and park trees along bike and pedestrian pathways for the correct standard of heights for public safety;
- (c) Pruning of parks trees at regional parks for public safety;
- (d) Pruning of trees in Streetscapes for amenity and safety reasons; and
- (e) Pruning of trees which have been identified by officers that they need regular pruning practices for public safety.

3. When planting street trees consideration is given to the following circumstances:

- (a) Commitment to the Vegetation Enhancement Policy POL-2609; and
- (b) Recognition of the individual circumstances relating to the street in relation to physical characteristics, amenity and safety.

Reference Documents

This Guideline has been developed to support the application and administration of Environment Policy POL-2644.

Associated Documents

Vegetation Enhancement Policy POL-2609
Management of Trees on Council Land Procedure PR-3109-001-004
Tree Removal on Council Managed Land Procedure – PR-3109-001-002
Street Tree Planting Procedure PR-2609-001-001

Document Control

- Only the General Manager Infrastructure and Operations can approve amendments to this guideline. Please forward any requests to change the content of this document to the Manager City Spaces.
- Approved amended documents must be submitted to the Office of the Chief Executive Officer to place the document on the Policy, Guidelines and the Procedures Register.

Version Information

Version No.	Date	Key Changes
1	July 2013	New guideline to guide the decision making processes and procedures in relation to tree maintenance, management and planting on Council controlled land.

Management of Trees on Council Owned or Controlled Land

Scope

This guideline outlines the relevant stakeholders and processes involved in the assessment, pruning, removal and alteration of trees, including vegetation, on Redland City Council (Council) owned or controlled land.

This guideline supersedes and replaces PR-3109-001-004 Management of trees on Council managed land and PR-3109-001-002 Tree removal on Council managed land.

Purpose

To specify the role Council plays in the assessment, pruning, removal, replacement and alteration, including the illumination of trees and vegetation, and the process by which a risk managed tree is referred for further assessment.

Definitions

Alteration: Any action that modifies, adds to, or takes away from the natural form of a tree or vegetation, including the addition of artificial objects, including but not limited to lighting

Affected Person: The specific person who requests the assessment, investigation or alterations

CEO: Chief Executive Officer of Redland City Council

Council owned or controlled land – Includes land, built facilities, natural assets (including park and street trees) sporting fields and hard courts owned by Council or controlled by Council under a trustee lease from the State of Queensland

P&R – Council's Property & Rating System

CROP – Customer Requests Operations

CMS - Complaint Management System

ISA - International Society of Arboriculture

Pruning – Includes the action of cutting off a branch, limb or remaining parts of a tree or vegetation both above and below ground level

Stakeholders – Includes businesses, community groups, residents, government and non-government agencies within close proximity to the trees and vegetation situated on Council owned or controlled land

Actions and Responsibilities

- **Parks and Conservation Services Unit (PCSU)** – Responsible for pruning, removal or alteration assessments and approvals of all trees or vegetation using this guideline. PCSU will also be responsible for referring any potentially dangerous or hazardous trees to the Risk and Liability Services Team using the assessment criteria outlined in this guideline, including providing reports on trees as requested by the Risk and Liability Services Team
- **Risk and Liability Services Team** – All referrals from either the affected persons or the PCSU will be managed and assessed by Councils' Risk and Liability Services Team (including any claims for compensation related to trees on Council owned or controlled land)
- **General Counsel** – Provide legal advice to the Risk and Liability Services Team
- **Review Panel** – Responsible for the Internal Dispute Resolution Process which will assess and determine an outcome. The Review Panel will comprise of:
 - Group Manager City Operations;
 - Group Manager Corporate Governance; and
 - General Counsel.
- **Civic and Open Space Asset Management (COSAM)** – Develop business processes and systems for asset management planning, and as required develop and review appropriate policies, strategies and plans in conjunction with the PCSU and Risk and Liability Services Team

Tree Pruning and Alteration

Council supports vibrant and liveable communities where commercial areas, streets and pathways are friendly, inclusive, promote a sense of place, and have social and cultural connections supporting liveability and vitality which enhance locality, amenity and activity.

Requests for Alteration and Tree Pruning

- All requests are to be forwarded to the PCSU via the Council Property & Rating System (P&R) as a 'CROP';
- Requests will then be assessed in accordance with this guideline.

Implementation – Alteration

- Council's assessment and approval is required before any private individual or entity is permitted to undertake alteration, including any lighting or illumination of street trees or vegetation on Council owned or managed land, such as but not limited to streetscapes or connecting pathways, parks or reserves, civic centres or commercial areas.
- All requests for alterations are to be reviewed and approved by the Group Manager City Operations.
- Approval conditions may include but not be limited to conditions and requirements relating to:
 - the payment of costs by the applicant for the alteration associated with installation, maintenance, operation and insurance;
 - hours of lighting operation;
 - duration of the period of the approval.

Implementation – Tree Pruning

A Trees & Landscape officer from the PCSU may:

- Reassign the request to other Council departments or stakeholders for assessment; or
- Liaise within Traditional Owners Quandamooka Yoolooburrabee Aboriginal Corporation (QYAC); or
- Issue the request to a Trade Arborist or Tree Assessment officer for assessment.

This activity will be undertaken using the criteria in Table One.

Table One: Tree Pruning Criteria

Council will consider pruning:	Council will not undertake pruning:
<ul style="list-style-type: none">• Street trees along road corridors to provide the correct standard of canopy height in alignment with the above standards.• Street trees to meet traffic visibility requirements in alignment with the above standards.• Street and park trees along bike, pedestrian pathways and trails to provide the correct standard of canopy heights for public safety and permitted activities• Trees within parks or bushland areas to reduce failure impact potential to property, pedestrian pathways or trails.• Trees with growth defects, structural faults, damaged tree sections, dysfunctional dead and diseased tree sections and to provide clearance from structures.• To enhance the health and structure of the tree or to reduce failure potential.• To protect public service infrastructure and to avoid future conflict with infrastructure through formative and directional pruning.• Exposed /or underground tree roots to reduce or prevent conflict with adjacent infrastructure.• Exposed tree roots to reduce risk to pedestrians within foot trafficable locations.	<ul style="list-style-type: none">• Of a tree or adjacent vegetation within a conservation or environmental area unless the tree has the potential to impact Council/private infrastructure or a pedestrian pathway/trail within the fall radius of its canopy.• That discourages native wildlife habitation, feeding, roosting, nesting or passage through a tree or group of trees.• To enhance the view from a certain standpoint.• To aid in the function of solar panels by reducing or through preventing shade.• To prevent debris accumulation.• To merely satisfy a personal preference or benefit private interests over the community.

Outcome of request Tree Pruning / Alteration

In the event tree pruning or alteration is denied, Council will advise the affected person of the decision and the reasons why the pruning / alteration was denied by formal written correspondence.

A record of the resultant decision is to be noted in P&R. Any pruning activities undertaken to a tree are to be recorded in Council's asset management system.

Tree Removal

Requests for Removal

All requests for a tree removal are to be forwarded to the PCSU through P&R as a CROP. A Council officer from the PCSU will initially go on-site to assess the tree. The Council officer will assess the tree using the tree removal criteria detailed in Table Two.

Table Two: Tree Removal Criteria

1. Tree Structure / Hazard / Public Safety The structural condition of the tree poses a current or imminent high risk to person or property that cannot be managed by accepted sound / arboricultural practices.	2. Tree Significance Value The costs of maintaining or remediating the tree to a low risk level, or reasonable life expectancy are greater than the value and significance of the tree.
3. Tree Health / Longevity The tree is in irreversible decline and cannot be retrenched using relevant Australian Standards.	4. Tree Behaviour / Property Damage The roots or other parts of the tree are causing, measurable damage or safety risk, to a person or property, and cannot be abated or remedied, nor further damage be prevented in future through accepted arboricultural treatment, or reasonable redesign.

Forum for Request

Requests to remove trees on Council owned or controlled land may be received from the following:

- Requests from residents;
- Requests from community stakeholder;
- Requests from business or public entity stakeholder;
- Observations by Council staff;
- Requests by Council staff or Councillors.

Implementation / Tree Removal Criteria

The removal of a tree on Council controlled land is guided by the points in Table Two. At least one of the criteria must be met to justify the removal of a tree.

Referral to Risk and Liability Services Team

If after a Council officer from the PCSU makes an assessment of the tree and identifies that either Criteria 1 or 4 exist, the assessor recommends and actions a task for removal of the tree.

If there is a claim from the affected person that either Criteria 1 or 4 exist, or any other danger to a person or property, and the assessor does not believe Criteria 1 and 4 exist, the assessor must refer the claim to the Risk and Liability Services Team for assessment. Risk and Liability Services Team will undertake a Risk review using the Tree Risk Assessment Template. This will determine whether the tree presents an unreasonable risk to safety or property, including private/third party businesses, Council or Utility Service Providers.

In conducting the risk assessment, the following general principles apply:

- For the risk assessment to recommend tree removal, it must be established that a clear and unacceptable risk to safety or property exists that cannot be mitigated by undertaking remedial or maintenance work in relation to the tree.
- There must be a clear and unacceptable financial risk, or a strong possibility that Council will be liable at either statute or common law for future damages and such damages are likely to occur.

Once completed the Service Manager Risk and Liability Services Team will present the finding of this assessment to the Parks and Conservation Service Manager and a decision will be made to determine if Criteria 1 and 4 applies.

Liability Claims of Damage

All claims regarding damage that has already occurred by a tree/s on Council owned or controlled land both above and below ground level will be referred to Council's Risk and Liability Services Team directly for investigation.

Due to the potentially significant costs involved, Council staff should not communicate with a member of the public in a manner that may suggest or encourage a claim against Council.

Where the Risk and Liability Services Team are assessing Council's risk in relation to a particular tree/s, City Operations Group staff will provide specialist advice with regard to the health of the tree/s and relevant historical information, where available, including species, structure and characteristics, date of planting and previous maintenance undertaken.

Review Panel

If the Risk and Liability Services Team and the PCSU dispute if Criteria 1 and 4 exists, the process will be escalated to the Review (Panel) which will consist of the following members:

- Group Manager City Operations;
- Group Manager Corporate Governance;
- Council's General Counsel.

All relevant documents containing the history of the dispute will be supplied to the Panel so that the panel may:

- Consider all documents and history of dispute;
- Review any risk assessment of the tree, performed by Risk and Liability Services Team with appropriate technical input from Parks and Conservation Service Team;
- Determine maintenance and/or tree removal specifications.

To enable the Panel to appropriately consider the matter, both the PCSU and Risk and Liability Services Team will be given the opportunity to formally present their position to the panel. This should be supported with the appropriate documentation. The representatives should then be excused allowing the Panel to consider the matter and make an independent decision.

The Panel may undertake additional consultations with other relevant internal and external parties such as the Divisional Councillor or affected member of the public or group.

CMR Team use only

A record of all material used by the Review Panel will be kept with the claim against Council by the Risk and Liability Services Team.

Outcome of Tree Removal Decision

In the event none of the criteria are met, and the tree removal is denied, Council will note comments on the CROP and advise the affected person by written communication of the decision and the reasons why tree removal was denied.

A record of this must also be noted on Council's P&R.

Escalation Process- Tree Removal Survey

In the event the affected person is not satisfied with the decision and reasoning of the Panel decision or the Panel itself cannot make a determination, the Panel (only) may initiate a Tree Removal Survey. This is a community consultation process used to determine if the removal of the tree is supported by the community of the local area.

The Tree Removal Survey documentation will be supplied by the PCSU.

The Parks and Conservation officer selects the area of the local community (approved by the Group Manager City Operations), relevant to the particular tree in question as per the Survey Category table. The Parks and Conservation officer conducts the survey, requiring a signature of one adult, per premises of local area community members, who are in support/non-support of the removal of the tree.

Table 3: Survey Category Requirements

Category	Survey requirements
1. Non-significant Council / resident planted street tree of 5 metres or less in height.	Parks and Conservation officer is to engage 30 to 50 of the surrounding residents as specified in a highlight map provided by the Council officer.
2. Semi-mature to mature non-significant street tree of 5 to 20m in height that may or may not be remnant.	Parks and Conservation officer is to engage 80 to 100 of the surrounding residents as specified in a highlight map provided by the Council officer.
3. Mature, remnant, significant street or reserve tree of native or historical value, 50+ years of age and environmental value.	Parks and Conservation officer to engage 200 to 250 surrounding residents as specified in a highlight map provided by the Parks and Conservation officer.

The Tree Removal Survey must show a clear majority (over 75%) of persons (one adult per premises) in the identified local area, signing their support to remove the tree before any action is undertaken for removal. All premises in the identified local area which are not recorded (signed by an owner or resident of that premises) in the completed survey, are taken as to not support removal of the tree.

CMR Team use only

Public notification (Tree Removal Sign)

A Tree Removal Sign will be installed by the PCSU. The Parks and Conservation officer will install the Tree Removal Survey Sign in a position that affords an unobstructed view of the sign, adjacent to the tree, for a 14 calendar day period, for public notification.

Tree removal and replacement

- The Divisional Councillor is advised by the Group Manager City Operations of the results of the community consultation.
- If the tree is deemed to require removal in accordance with the outcomes of community consultation, the Tree Assessment officer will organise removal in line of tree removal operations.
- The Parks and Conservation officer will liaise with the resident to select a replacement species and location. Councils Landscapes team will plant the replacement tree and maintain the new tree is established.
- Parks and Conservation officer to close CROP with details of actions and outcome.
- Parks and Conservation officer will record both the removed tree and the replacement tree in Council's asset management system as it becomes available. Minimum details are to include location, date, tree species and size.

Complaint review

Should it be required, a review will be assessed in accordance with both Council's Internal Dispute Resolution Process outlined below, and the Complaints Management Process governed by the Section 268 (1) of the Local Government Act 2009 (Qld). The review will primarily be investigated at a Service Manager level either by Legal Services, Risk and Liability Services Team or PCSU as appropriate. If this decision is then appealed, it will be necessary for the Panel to then conduct a review of the decision, before referral to the Queensland Ombudsman's Office.

Reference Documents

- *Local Government Act 2009 (Qld)*
- *Local Government Regulation 2012 (Qld)*
- *Land Protection (Pest and Stock Route Management) Act 2002 (Qld).*

Council officers will implement tree pruning in alignment with the following:

- *Australian Standard 4373-2007 "Pruning of amenity trees".*
- *Australian Standard 4970-2009 "Protection of trees on development sites".*
- *Arboriculturally accepted and justifiable best practice*
- *Neighbourhood Disputes (Dividing Fences and Trees) Act 2011 (Qld).*
- *Biosecurity Act 2014 (QLD)*
- *Austrroads Guide to Road Design Part 6B: Roadside Environment*
- *Redland Pest Management Plan 2012-2016*

Associated Documents

- Nil

Document Control

- The General Manager Infrastructure and Operations can approve amendments to this guideline. Please forward any requests to change the content of this document to the Parks and Conservation Unit in the first instance.
- Approved documents must be submitted to the Corporate Meetings & Registers Team for registration on the Policies, Guidelines and the Procedures Register.

Version Information

Version No.	Date	Key Changes
1	November 2018	New Guideline – Management of Trees on Council Owned or Controlled Land

Tree Removal on Council Managed Land

Version Information

Scope

This procedure applies to Redland City Council officers involved in the removal of dead or hazardous trees on council managed land.

Council only removes trees after assessment and application of sound arboricultural principles by suitably qualified staff.

Purpose

The purpose of this procedure is to provide guidance to staff on the assessment, removal and replacement of dead or hazardous trees on Council managed land in accordance with Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.

Definitions

Australian Standards – Are published documents setting out specifications and procedures designed to ensure products, services and systems are safe, reliable and consistently perform the way they were intended to.

CRCS – CRM code for customer requests in Operations and Maintenance.

Environmental weed – Introduced plants that have naturalised and invaded bushland, beaches and waterways, threatening the natural environment.

Hazard – A source of potential harm or a situation with the potential to cause loss.

Pest Management Plan – Council document that provides clear direction and responsibility for the management of pests in Redland City.

Proclaim – Customer request management (CRM) system is the software package used to record and track customer requests.

Significant Tree – Any tree that possess one or more of the qualities of being old, large (generally a trunk circumference of 2 metres or more at a point of 1 meter above the ground), rare, visually outstanding, historical, culturally important, landmark, unique or a remnant from the original vegetation that once existed in an area.

Structural fault – Defect in the tree causing it to pose a threat to public or property

Vegetation Enhancement Strategy – Council document that provides clear specification for native species revegetation practices undertaken by Council, community, developers, Energex and other stakeholders to improve habitat value and management.

CMR Team use only

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Group: City Spaces
Approved: General Manager Infrastructure & Operations
Date of Approval: 27.11.2013

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Actions and Responsibilities

Trees and Landscape Team – Liaison with residents; inspection of tree; correct Workplace Health and Safety procedures followed; removal undertaken to Australian Standards; correct job details recorded in CRCS.

Administration Team – Administer customer request management as per Redland City Council guidelines.

Procedure

1. Requests to remove dead or hazardous trees on Council managed land can be received through, but not limited to –
 - 1.1 Complaints from residents; and
 - 1.2 Visual observations by Redland City Council staff.
2. All requests are to be forwarded to the Trees & Landscape (T&L) officer through the CROP system.
3. T&L officer to undertake on-site inspection of tree, observing, but not limited to –
 - 3.1 If tree is dead or has structural faults;
 - 3.2 Is a recognised weed species as per the Pest Management Plan; and
 - 3.3 Is causing damage to infrastructure.
4. Tree removal will be considered in accordance with the circumstances as listed in Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.
5. Trees will not be removed for reasons such as –
 - 5.1 Leaf litter;
 - 5.2 Termites;
 - 5.3 Minor damage to assets;
 - 5.4 Medical conditions (e.g. allergies);
 - 5.5 Height of tree;
 - 5.6 Perception or fear of tree falling during a storm event;
 - 5.7 Perceived structural damage to properties due to subsidence from trees changing the soil moisture conditions;

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5.8 Shade interfering with the function of solar panels;

5.9 Exposed roots or roots damaging infrastructure; and

5.10 Personal preferences of tree species.

6. If the tree is deemed not to require removal by the T&L officer and the person would still like the tree removed for perceived safety reasons, the person may conduct community consultation to determine if the removal of the tree is supported by the community of the local area:-

6.1 The results of T&L officer's investigation and proposed solutions are reported to the relevant Divisional Councillor for their information, by the Manager City Spaces;

6.2 Tree Removal Survey

6.2.1 The person obtains a Tree Removal Survey Form from the Parks and Conservation Unit;

6.2.2 The person conducts a survey of the local community (as determined by the Manager City Spaces to be relevant to the particular tree in question – as per the Survey Category), to obtain the names, addresses and signatures of one adult per premises of local area community members, who are in support of the removal of the tree;

Survey Category

(i) Non significant Council/resident planted street tree - tree 5 metres or less in height.
Resident is to engage 30 to 50 of the surrounding residents as specified in a highlight map provided to the resident by the Council Officer.

(ii) Semi-mature to mature non significant street tree - 5 to 20m in height that may or may not be remnant.
Resident is to engage 80 to 100 of the surrounding residents as specified in a highlight map provided to the resident by the Council Officer.

(iii) Mature, remnant, significant street or reserve tree of native or historical value, 50+ years of age and environmental value.
Residents are to engage 200 to 250 surrounding residents as specified in a highlight map provided to the resident by the Council Officer.

6.2.3 The Tree Removal Survey Form is returned to the Parks and Conservation Unit, within 14 calendar days from the time it was collected, with a clear majority (over 75%) of persons (one adult per premises) in the identified local area, signing their support to remove the tree;

CMR Team use only

Note – All premises in the identified local area which are not recorded (signed by an owner or resident of that premises) in the returned survey, are taken as to not support the removal of the tree.

Note – On submission of the survey, Council officers may conduct random auditing of the community members surveyed.

6.3 Tree Removal Sign (Public Notification)

6.3.1 The person obtains a Tree Removal Sign from the Parks and Conservation Unit;

6.3.2 The person places the Tree Removal Sign in an unobstructed position facing the road, adjacent to the tree, during the 14 calendar days from when the Tree Removal Survey Form is collected from the Parks and Conservation Unit to when the form is returned (see 6.2.3).

Note – During the 14 day period, Council officers may conduct random auditing of the street regarding the placement of the sign.

6.4 The person provides pre-payment as determined by the Manager City Spaces, for the cost of the removal of the tree;

6.5 The Divisional Councillor is advised by the Manager City Spaces of the results of the community consultation.

7. If the tree is deemed to require removal by the T&L officer or in accordance with the outcomes of community consultation and prepayment of costs (as per section 6), undertake tree removal operations observing correct WH&S procedures and safe work method statements, work to be completed to the AS 4373-2007 Pruning of amenity trees:-

7.1 For removal of significant trees, the T&L officer must seek the approval of the Service Manager Parks and Conservation first. All relevant stakeholders must be advised of significant tree removals using the Advice to Stakeholders form.

8. If the tree doesn't require removal, if necessary, undertake tree operations to make the tree safer. The work is to be completed to the AS 4373-2007 Pruning of amenity trees.

9. Select replacement species as per the Vegetation Enhancement Strategy and Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.

9.1 Plant tree and maintain until new tree is established.

10. Advise administration to close CRCS with details of actions and outcome.

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Reference Documents

- Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.
- *Work Health and Safety Act 2011 (QLD)*
- *Work Health and Safety Regulation 2011 (QLD)*
- *Land Protection (Pest and Stock Route Management) Act 2002*
- Workplace Health and Safety Policy POL- 3040
- AS 2727 – 1997 Chainsaws - Guide to safe working practices

Associated Documents

- Vegetation Enhancement Strategy 2007
- Pest Management Plan 2006 - 2010
- Safe Work Method Statement - Using an Elevated Work Platform for Tree Operations
- Safe Work Method Statement – Using a Chainsaw for Tree Operations
- Safe Work Method Statement – Using a mobile chipper
- AS 4373-2007 Pruning of amenity trees
- Advice to Stakeholders Form
- Tree Removal Survey Form

Document Control

- Only the General Manager Infrastructure and Operations can approve amendments to this guideline. Please forward any requests to change the content of this document to the Manager City Spaces.
- Approved amended documents must be submitted to the Office of the Chief Executive Officer to place the document on the Policy, Guidelines and Procedures Register.

Version Information

Version No.	Date	Key Changes
3	November 2013	Legislation update: <ul style="list-style-type: none">• <i>Work Health and Safety Act 2011</i>• <i>Work Health and Safety Regulation 2011</i>

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Tree Removal on Council Managed Land

Scope

This procedure applies to Redland City Council officers involved in the removal of dead or hazardous trees on council managed land.

Council only removes trees after assessment and application of sound arboricultural principles by suitably qualified staff.

Purpose

The purpose of this procedure is to provide guidance to staff on the assessment, removal and replacement of dead or hazardous trees on Council managed land in accordance with Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.

Definitions

Australian Standards – Are published documents setting out specifications and procedures designed to ensure products, services and systems are safe, reliable and consistently perform the way they were intended to.

CRCS – CRM code for customer requests in Operations and Maintenance.

Environmental weed – Introduced plants that have naturalised and invaded bushland, beaches and waterways, threatening the natural environment.

Hazard – A source of potential harm or a situation with the potential to cause loss.

Pest Management Plan – Council document that provides clear direction and responsibility for the management of pests in Redland City.

Proclaim – Customer request management (CRM) system is the software package used to record and track customer requests.

Significant Tree – Any tree that possess one or more of the qualities of being old, large (generally a trunk circumference of 2 metres or more at a point of 1 meter above the ground), rare, visually outstanding, historical, culturally important, landmark, unique or a remnant from the original vegetation that once existed in an area.

Structural fault – Defect in the tree causing it to pose a threat to public or property

Vegetation Enhancement Strategy – Council document that provides clear specification for native species revegetation practices undertaken by Council, community, developers, Energex and other stakeholders to improve habitat value and management.

CMR Team use only

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Group: Operations & Maintenance
Approved: Acting General Manager, Customer Services
Date of Approval: 17/12/2010

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Actions and Responsibilities

Trees and Landscape Team – Liaison with residents; inspection of tree; correct Workplace Health and Safety procedures followed; removal undertaken to Australian Standards; correct job details recorded in CRCS.

Administration Team – Administer customer request management as per Redland City Council guidelines.

Procedure

1. Requests to remove dead or hazardous trees on Council managed land can be received through, but not limited to –
 - 1.1 Complaints from residents; and
 - 1.2 Visual observations by Redland City Council staff.
2. All requests are to be forwarded to the Trees & Landscape (T&L) officer through the CROP system.
3. T&L officer to undertake on-site inspection of tree, observing, but not limited to –
 - 3.1 If tree is dead or has structural faults;
 - 3.2 Is a recognised weed species as per the Pest Management Plan; and
 - 3.3 Is causing damage to infrastructure.
4. Tree removal will be considered in accordance with the circumstances as listed in Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.
5. Trees will not be removed for reasons such as –
 - 5.1 Leaf litter;
 - 5.2 Termites;
 - 5.3 Minor damage to assets;
 - 5.4 Medical conditions (e.g. allergies);
 - 5.5 Height of tree;
 - 5.6 Perception or fear of tree falling during a storm event;

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- 5.7 Perceived structural damage to properties due to subsidence from trees changing the soil moisture conditions;
- 5.8 Shade interfering with the function of solar panels;
- 5.9 Exposed roots or roots damaging infrastructure; and
- 5.10 Personal preferences of tree species.
6. If the tree is deemed not to require removal by the T&L officer and the person would still like the tree removed for perceived safety reasons, the person may conduct community consultation to determine if the removal of the tree is supported by the community of the local area:-
- 6.1 The results of T&L officer's investigation and proposed solutions are reported to the relevant Divisional Councillor for their information, by the Manager City Spaces;
- 6.2 Tree Removal Survey
- 6.2.1 The person obtains a Tree Removal Survey Form from the Parks and Conservation Unit;
- 6.2.2 The person conducts a survey of the local community (as determined by the Manager City Spaces to be relevant to the particular tree in question – as per the Survey Category), to obtain the names, addresses and signatures of one adult per premises of local area community members, who are in support of the removal of the tree;
- Survey Category
- (i) Non significant Council/resident planted street tree - tree 5 metres or less in height.
Resident is to engage 30 to 50 of the surrounding residents as specified in a highlight map provided to the resident by the Council Officer.
- (ii) Semi-mature to mature non significant street tree - 5 to 20m in height that may or may not be remnant.
Resident is to engage 80 to 100 of the surrounding residents as specified in a highlight map provided to the resident by the Council Officer.
- (iii) Mature, remnant, significant street or reserve tree of native or historical value, 50+ years of age and environmental value.
Residents are to engage 200 to 250 surrounding residents as specified in a highlight map provided to the resident by the Council Officer.
- 6.2.3 The Tree Removal Survey Form is returned to the Parks and Conservation Unit, within 14 calendar days from the time it was collected, with a clear majority (over

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75%) of persons (one adult per premises) in the identified local area, signing their support to remove the tree;

Note – All premises in the identified local area which are not recorded (signed by an owner or resident of that premises) in the returned survey, are taken as to not support the removal of the tree.

Note – On submission of the survey, Council officers may conduct random auditing of the community members surveyed.

6.3 Tree Removal Sign (Public Notification)

6.3.1 The person obtains a Tree Removal Sign from the Parks and Conservation Unit;

6.1.2 The person places the Tree Removal Sign in an unobstructed position facing the road, adjacent to the tree, during the 14 calendar days from when the Tree Removal Survey Form is collected from the Parks and Conservation Unit to when the form is returned (see 6.2.3).

Note – During the 14 day period, Council officers may conduct random auditing of the street regarding the placement of the sign.

6.4 The person provides pre-payment as determined by the Manager City Spaces, for the cost of the removal of the tree;

6.5 The Divisional Councillor is advised by the Manager City Spaces of the results of the community consultation.

7. If the tree is deemed to require removal by the T&L officer or in accordance with the outcomes of community consultation and prepayment of costs (as per section 6), undertake tree removal operations observing correct WH&S procedures and safe work method statements, work to be completed to the AS 4373-2007 Pruning of amenity trees:-

7.1 For removal of significant trees, the T&L officer must seek the approval of the Service Manager Parks and Conservation first. All relevant stakeholders must be advised of significant tree removals using the Advice to Stakeholders form.

8. If the tree doesn't require removal, if necessary, undertake tree operations to make the tree safer. The work is to be completed to the AS 4373-2007 Pruning of amenity trees.

9. Select replacement species as per the Vegetation Enhancement Strategy and Tree Maintenance, Management and Planting on Council Controlled Land Guideline GL-2644-010.

9.1 Plant tree and maintain until new tree is established.

10. Advise administration to close CRCS with details of actions and outcome.

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Reference Documents

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Workplace Health and Safety Regulations 2008 (QLD)
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Workplace Health and Safety Policy POL- 3040
AS 2727 – 1997 Chainsaws - Guide to safe working practices

Associated Documents

Vegetation Enhancement Strategy 2007
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- Approved amended documents must be submitted to the Office of the Chief Executive Officer to place the document on the Policy, Guidelines and the Procedures Register.

Version Information

Version No.	Date	Key Changes
3	August 2013	Change 'petition' to 'survey' for tree removal community consultation to avoid confusion with official requirements of a petition being presented to Council.

CMR Team use only

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