

Service Level Manual – Core Activities Open Space 2025

Glenorchy City Council



**Glenorchy
City Council**

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INTRODUCTION

Glenorchy City Council (GCC) is responsible for the operation and management of the local road network and related assets which include the road pavement, kerb and channeling, footpaths, street furniture, road signage and the like.

The Glenorchy community expects GCC's infrastructure to be maintained to an acceptable and affordable level and intervention levels have been developed to provide guidance in relation to this.

Glenorchy City Council must also comply with relevant industry standards and guidelines to ensure its Statutory and Risk Management obligations are met.

This document sets out the manner in which GCC will meet its various obligations and identifies a benchmark level of service to be provided.

The Local Government Road Hierarchy (produced by the Tasmanian Government) assists in informing road design criteria and determining appropriate traffic management infrastructure. In addition it provides a means for prioritising capital works and both proactive and reactive maintenance requests.

DOCUMENT CONTROL

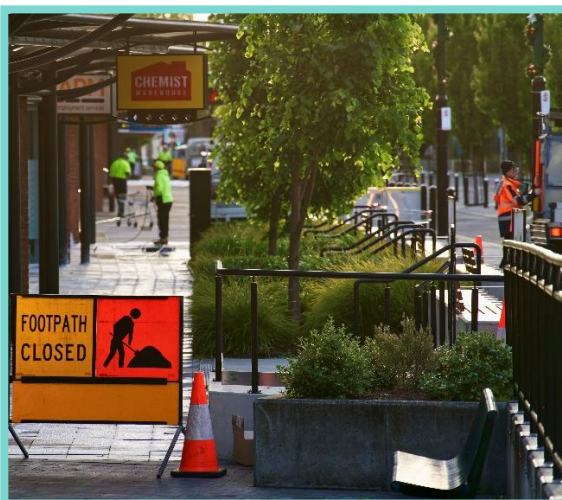
Version control

Version	Author	Date	Approved
1	T Horton	20/11/2025	

REFERENCE DOCUMENTS

- Glenorchy City Council, Transportation Condition Assessment Rating Manual (TCARM)
- Workplace Health Safety Act 2012
- Local Government Association Tasmania (LGAT) Municipal Standards
- Manual of Uniform Traffic Control Devices, Part 3 Traffic Control for Works on Roads AS1742.3 2019
- Austroads Guides to Temporary Traffic Management
- Roads and Jetties Act 1935
- Local Government (Highways) Act 1982
- GCC Playground strategy
- AS 16630:2021 Permanently installed outdoor fitness equipment – Safety requirements and test methods
- AS 4685.0:2017 Playground equipment and surfacing. Part 0: Development, installation, inspection, maintenance and operation
- AS 4685.1:2021 Playground equipment and surfacing. Part 1: General safety requirements and test methods
- AS 4685.2:2021 Playground equipment and surfacing. Part 2: Additional specific safety requirements and test methods for swings
- AS 4685.3:2021 Playground equipment and surfacing. Part 3: Additional specific safety requirements and test methods for slides (EN 1176-3:2017 MOD) (Revision of AS 4685.3:2014) Part 3 of current playground requirements.
- AS 4685.4:2021 Playground equipment and surfacing. Part 4: Additional specific safety requirements and test methods for cableways
- AS 4685.5:2021 Playground equipment and surfacing. Part 5: Additional specific safety requirements and test methods for carousels
- AS 4685.6:2021 Playground equipment and surfacing. Part 6: Additional specific safety requirements and test methods for rocking equipment
- AS 4685.11:2014 Playground equipment. Part 11: Additional specific safety requirements and test methods for spatial network
- GCC Vegetation Control specifications V1.4

SERVICE ACTIVITY - Footpath and Paver Cleansing



Project No.	Activity code	Sub-Activities	Intervention Level*	Work Activities	Hierarchy	Response Times
Allocated number from annual budget	2225	Reactive pressure cleaning	Reported to Council or noted by staff inspection. - High profile areas - Other areas	Assess and prioritise upon receiving customer request.	High Medium	< 1day <3 days
		Programmed high pressure cleaning	Areas may be stipulated by GCC for additional pressure cleaning.	Footpaths are cleansed with high pressure and brush equipment utilizing cleaning agents.	Medium	As per GCC contract 1017 specifications.

N.B. This activity will be predominately conducted by contractors. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Footpath and Paver Cleansing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

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4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY - Graffiti Removal



Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget	2146	Remove Graffiti Programmed Graffiti Removal	Graffiti reported to Council: Offensive graffiti High profile areas Other areas High profile areas, check daily e.g. CBD and GASP Graffiti "hotspots" i.e. areas that are frequently graffitied and identified through Council's reporting systems	Assess and prioritize on receiving customer request. Assess, remove or paint out graffiti as required Check "hotspot" areas weekly and action as required	High High Medium Low	<1 day <2 day <4 days <7 days Daily as per program

N.B. There will be occasions where contractors will need to be engaged to paint out or remove graffiti. This may affect response times due to their availability.

ACTIVITY GUIDELINES – Graffiti Removal

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

-
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
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 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY - Playground Inspections



Project No.	Activity code	Sub-Activities	Activities	Hierarchy	Response Times
Location based number from annual budget.	2177	Weekly inspections Annual inspections conducted by external auditor	Note any parts/repairs required and document Check component wear, compliance to current Australian Standards and conduct impact attenuation testing.	Programmed	Inspections Conducted weekly local, neighborhood play spaces. Minimum of twice weekly for district and regional play spaces.

SERVICE ACTIVITY - Playground Equipment Maintenance



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Litter Removal	Reported or noted on inspection	Activity Guidelines	High Medium	1 day 5 days
	2179	Softfall replacement	Noted on inspection compliance to Australian Standards required**	Maintain Softfall levels.	Mandatory requirement for all play spaces.	As required or programmed every 3 months
	2180	Equipment repairs	Reported, (noted on inspection) potential noncompliance to standards	Repair damage / vandalism. Make safe	High Medium Low	1 day 5 days 15 days
	2153	Check signage	Noted, if signs are missing or in poor repair condition	Replace or clean	All	10 days
	2146	Graffiti removal	Graffiti noted on inspection or reported to Council: <ul style="list-style-type: none"> • Offensive graffiti • High profile areas • Other areas 	Assess and prioritize: Remove immediately. Remove or paint out graffiti Remove or paint out graffiti	High Medium Low	<1 day < 2days <1 week

*Activities part of Maintenance Schedule **Australian Standards must be complied with.

ACTIVITY GUIDELINES – Playground Inspections and Playground Equipment Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
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 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
9. Worksites shall be reinstated and tidied upon completion of the work activity.
10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.

11. Ensure site is made safe on the interim whilst work activities are being planned.

PLAYGROUND HEIRARCHY:

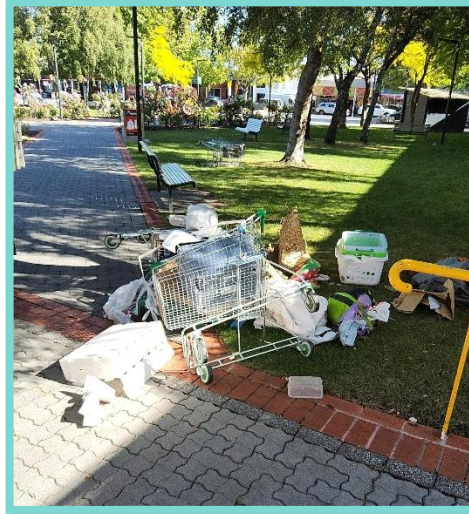
Local - This level of play space is ideally located within a collector district area whereby walking to a destination up to 500 meters would be acceptable for most if not all ages and abilities.

Neighbourhood - Neighbourhood play spaces consider broader 'suburbs' and thus the need to provide for a more diverse range of opportunities and offer a wider range of opportunity for children primarily in the 0-12 age groups. They would be no more than approximately 1-2 kilometres from homes.

District – These play spaces tend to serve wider catchments and sited where special features such as a water body, a cluster of sporting facilities, civic areas, or historic site are located. Usually amenities such as water, car parking, toilets, barbecues, and rubbish bins etc. will be within the space also.

Regional - Regional play spaces are similar to district but with additional components that would attract both local and regional visitors. This may be in the form of an adventure playground, water park, or unique aspect such as additional space for larger community events such as carnivals and concerts.

SERVICE ACTIVITY - Litter Collection



Project No.	Activity Code.	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2171	Remove litter and Debris	Programmed collection Reported and actioned.	Activity Guidelines	High	1 day
					Medium	5 days

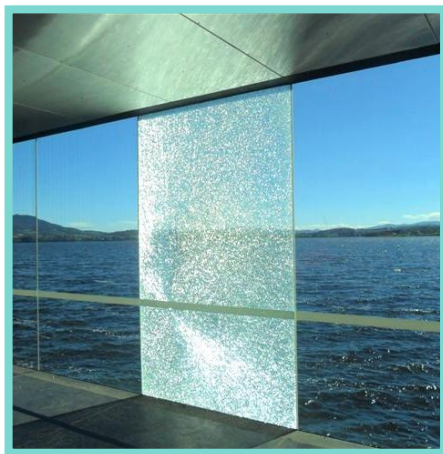
*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES – Litter Collection

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
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 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.

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- Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY - Vandalism Repairs



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy *	Response Times*
Location based number from annual budget.	2117	Vandalism Repairs - Damaged fencing - Broken glass - Equipment damaged - Turf damage*	Reported or noted on inspection.	Activity Guidelines.	Make safe	Within 4 hours
				Assess and make safe.	High	1 day
				Initiate repairs.	Medium	5 days
					Low	10 days

* Dependent upon location some turf damage may not be repaired.

** All assessments made within 1 day

ACTIVITY GUIDELINES - Vandalism Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
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- Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.

SERVICE ACTIVITY – Open Space Mowing



Project no.	Activity Code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2164	Mow wicket	As prescribed in the GCC vegetation control specifications.	Activity guidelines and GCC vegetation control specifications.	Open space grading, maintain acceptable levels	Program to comply with specifications
	2169	Mow playing surface				
	2170	Mow perimeter				
	2172	Mow lawns				
	2206	Slashing				
	2154	Vegetation control				

ACTIVITY GUIDELINES – Open Space Mowing

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
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 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.

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- Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Mowing activities will be undertaken in compliance with the GCC vegetation control specifications.

SERVICE ACTIVITY - Brush Cutting



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2239	Brush cutting fence lines, steep slopes, areas mowers can't get to	As prescribed in specifications	Activity Guidelines and GCC vegetation control specifications	High Medium Low	2 days 10 days 20 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Brush Cutting

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:

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- Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Brushcutting activities will be undertaken in compliance with the GCC vegetation control specifications.
 13. Conservation, native flora and declared weed sites have been identified and appropriate planning undertaken.

SERVICE ACTIVITY - Hedge Trimming



Project No.	Activity code	Sub-Activities	Intervention Level*	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2119	Hedge Trimming	Reactive Maintenance Program based on requests	Activity Guidelines	High, Medium	10 days
					Low	40 days

*Activities part of Maintenance Schedule

ACTIVITY GUIDELINES - Hedge trimming

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist

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- Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Trim hedge to the appropriate clearance distances e.g. footpaths 1.2m
 13. All plant material should be removed from site.

SERVICE ACTIVITY - Tree Maintenance



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Time
Location based number from annual budget.	2122	Street tree maintenance	Reported hazard	Activity Guidelines	Inspection	< 1 day
	2121	Reserves tree Maintenance	Reported or noted on inspection	Inspect, ensure site is safe and plan works	High	3 days
	2267	Nature strip and tree hazard reduction.			Medium/Low	6 days
	2259	Tree removal				

*Subject to Australian Standards "Pruning of amenity trees"

ACTIVITY GUIDELINES - Tree Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTMM) Part 10 – *Supporting Guidance*.

-
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
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 - Safety Data Sheets (SDS), for any hazardous materials on site.
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 - Records are to be kept of any herbicide/pesticide application.
 5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Permits for tree work have been obtained, if required.
 13. Tree work is to be undertaken by suitably qualified staff.
 14. All plant material should be removed from site.

SERVICE ACTIVITY - Fence Maintenance and Repairs



Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times**
Location based number from annual budget.	2218	Repair Fence/Gates	Reported or noted during Inspections	Activity Guidelines	High	3 days
					Medium	10 days
					Low	20 days

** Assessment within 4 hours of reporting.

ACTIVITY GUIDELINES - Fence Maintenance and Repairs

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
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 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.

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- Records are to be kept of any herbicide/pesticide application.
 - 5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 - 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 - 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 - 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 - 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 - 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 - 11. Ensure site is made safe on the interim whilst work activities are being planned.
 - 12. Remove damaged or unserviceable posts and fencing material.
 - 13. Realign existing serviceable posts
 - 14. Excavate holes and install new posts as required to the correct or designed alignment



SERVICE ACTIVITY - Herbicide/Insecticide Application

Project No.	Activity code	Sub-Activities	Intervention Level *	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2123	Herbicide spraying	Reported or All areas done at least twice a year	Activity Guidelines	High	5 days
	2123	Insecticide spraying		Spray, fence lines	Medium	20 days
	2156	Elm Leaf spraying		Broad leaf turf areas	Low	60 days
					All	Twice per year

ACTIVITY GUIDELINES – Herbicide/Insecticide Application

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.

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- Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Use manufacturers recommended chemical/water mix ratios.
 13. Ensure chemicals are used according to the manufacturer's guidelines, spray designated areas
 14. Flush tank and clean equipment at approved locations

SERVICE ACTIVITY - Irrigation Systems



Project No.	Activity code	Sub-Activities	Intervention Level	Repair Activities	Hierarchy	Response Times
Location based number from annual budget.	2132	Irrigation system check.	Reported or noted during regular inspections	Activity Guidelines	High	< 2 hours
	2129	Repair irrigation system			Medium	6 months
	2130	Irrigation repair and maintenance			Low	Once per year
	2131	Irrigation of sports field				

ACTIVITY GUIDELINES - Irrigation Systems

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.
4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.

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- Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Check and flush out system including sprinkler heads as per requirements.
 13. Repair any faults as per regulations set out.

SERVICE ACTIVITY – BBQ Facilities Maintenance



Project No.	Activity codes	Sub-Activities	Intervention Level	Repair Activities	Response Times
Allocated number from annual budget	2124	Clean/Repair	Reported or noted during regular inspections	Inspections of Furniture (inc. BBQ)	Low use - Weekly High use - Twice Weekly
	2183	Patrols and Inspections	Scheduled activity.	Clean outdoor furniture	Monthly or As Required
	2044	Parks & Reserves BBQs		Repair outdoor furniture	As Required
				Cleaning picnic shelters	Weekly
		Cleaning BBQ		Low use - Weekly High use - Twice Weekly Tolosa Park Huts checked when booked.	

Activity Guidelines - BBQ Facilities Maintenance

1. A scope of works shall be completed for the activity for programming purposes. Level of resource requirements and documentation shall be pre-determined e.g. service locations, plant requirements.
2. Work undertaken will be compliant with Local Government Association Tasmania (LGAT) – Municipal Standards as a minimum.
3. Worksites will be assessed for traffic management requirements using Austroads Guide to Temporary Traffic Management (AGTTM) Part 10 – *Supporting Guidance*.

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4. All documentation for the worksite will be onsite and available on request, inclusive of, but not exclusive to:
 - Pre-start checklist
 - Safe Work Method Statements (SWMS), as required due to high-risk work.
 - Safe Operating Procedures (SOPS) for plant operational guidance.
 - Temporary Traffic Management (TTM) and its associated diary, as required.
 - Any relevant procedural guidelines.
 - Safety Data Sheets (SDS), for any hazardous materials on site.
 - Before You Dig Australia (BYDA), service location documents.
 - Records are to be kept of any herbicide/pesticide application.
 5. A pre-start check list will be completed before activities and will be completed daily for the duration of works.
 6. All services identified during the BYDA process will have its location verified prior to any major site excavations commencing. This activity will be conducted by hand (shovel only) or vacuum truck.
 7. Machinery will be maintained and kept in a safe working condition. Staff operating plant will have completed a documented familiarisation session for specific plant items as required. Any damaged or faulty equipment must be isolated immediately, tagged out, and reported to the Workshop for assessment and repair
 8. Work teams shall use high visibility clothing and appropriate PPE, as outlined within relevant standard operating procedures for plant and work sites.
 9. Worksites shall be reinstated and tidied upon completion of the work activity.
 10. Contractor (when applicable) has completed GCC induction, safety checklist, relevant site induction, provided all SWMS, SOP's. traffic management plans and complied with any other GCC instructions.
 11. Ensure site is made safe on the interim whilst work activities are being planned.
 12. Ensure site is made safe on the interim whilst work activities are being planned.
 13. Sharps container is available for syringes etc.
 14. Pick up litter
 15. Clean Outdoor Furniture
 16. Ensure hard standing area/pavement is suitable for use and in good repair.
 17. Check for vandalism, breakages etc.

18. Clean BBQ plates where provided, ensure adequate firewood where required

HIERARCHIES

OPEN SPACE

Fence Maintenance	
High	Major access areas, high profile Parks and Reserves
Medium	Regional areas, lower access, small suburban parks
Low	Rural, Bush land reserves

Brush cutting, Herbicide spraying	
High	Large potential Fire hazard; urban areas, high visible areas
Medium	Regional areas, low use areas, walkways etc
Low	Rural areas, or can be placed into regular programmed maintenance

Vandalism	
High	Those items that pose an immediate threat to the public in high use area e.g. broken glass, needles
Medium	Acts of vandalism that do not pose an immediate risk to the public, and that can be made safe or isolated from the public e.g. broken toilet, broken door
Low	Acts of vandalism that pose little or no risk to the public and can be placed into a regular maintenance program, e.g. dug up turf

Litter Collection	
High	Reported large amounts of rubbish in prominent areas, e.g. CBD, major parks and reserves
Medium	Programmed maintenance

Tree Maintenance	
High	High target zones, major streets, high volume of traffic areas. Immediate danger to surrounding areas, cars, pedestrians, houses, shops. Large tree failure, fallen of major limb failure, roads and footpaths blocked.
Medium	Trees in parks and reserves that can be isolated. Those have low target zones around them.
Low	Any tree that poses no immediate threat and can be placed into a programmed maintenance schedule and monitored.

Playground & Cycle way maintenance	
High	Item causing a dangerous situation to the public e.g. broken glass, broken swing
Medium	No danger to public but may escalate or cause other problems, vehicle barriers, worn bolts in swings. Area can be isolated from the public.

Low	Nuisance problems, general aesthetics, long grass, graffiti. Can be placed into a regular maintenance program.
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Outdoor furniture maintenance	
High	High- Broken and damaged equipment that can no longer be used by the public safely
Low	Low- Minor damage that can be repaired fully or temporary and does not effect furniture safety

Hedge trimming	
High/Medium	High/Medium- hedges in high volume traffic areas that impact on the safety of pedestrians and other traffic.
Low	Low- Hedges in low traffic areas with less influence on the safety of pedestrians and other traffic

Roundabout Traffic Island maintenance	
High	Roundabouts in high profile high use area areas, such as the CBD areas of Glenorchy, Moonah and Claremont
Medium	those roundabouts that have low maintenance planting and are in more urban areas.
Low	Region areas with low maintenance aspects

Garden Bed Maintenances	
High	Class 1 garden beds that are highly visible and, have planting arrangements that require constant maintenance e.g. rose gardens
Medium	Class 2 garden beds in prominent areas that have a mixture of high and low maintenance plants e.g. natives and roses
Low	Class 3 garden beds in all areas that have low maintenance plants e.g. natives and agapanthus.

VEGETATION CONTROL SPECIFICATIONS

General guidelines

- Mowing heights shall be decided upon when areas are accessed and graded. Turf shall be placed under minimal stress from mowing practises. Sound horticultural practises are to be used in turf care to deter loss of grass coverage and the imminent weed infestation that follows.
- Grades 2, 3, and 4 (section 6) shall be mown regularly to avoid large amounts of clippings left on reserves. Where possible clippings shall be broadcast over the area to avoid formation of clumps and wind rows.
- Litter shall be removed from all reserves before mowing commences.
- Parks and reserves shall be trimmed by brush cutting at least every third cut. Herbicides shall not be used in place of trimming on areas graded 1, 2, 3, and 4, except for the control of wire and timber fence lines.
- When herbicide spraying has been undertaken, vegetation shall be trimmed to a practicable height within four weeks of application.
- Machinery shall be kept in good operational condition to maintain serviceability and quality of finish.
- The impact of machinery and condition of areas shall be reviewed prior to work commencing to avoid damage to the site e.g. during wet weather.
- Mowing operations and irrigation programs shall be aligned to maintain a good standard of cut.
- When imposed, water restrictions shall be complied with.
- Washing of mowers shall take place to avoid carrying weed seed or pathogens between areas. Where disease and fungus infections are detected, washing the mower shall take place before moving to another area to mow.
- Sites with a known noxious weed infestation shall be managed as per the applicable biosecurity obligations. A management plan shall be established for the above-mentioned sites.
Programmed renovation of sports fields shall be developed with sporting rosters and leaseholds being taken into consideration. A period of three weeks rest for the ground is preferable for major renovation works. Materials (seed, top dressing media and fertilizers etc.) for use during renovations shall be determined by suitably qualified or experienced staff.

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- Turf species shall be determined by considering such elements as drought tolerance, wear tolerance and the required mowing heights for that particular field.
 - Regular soil analysis of sports fields is recommended to determine fertiliser requirements etc. for turf renovations. Required materials can then be budgeted and work programs developed.
 - All sports turf and lawn areas (grades 1, 2, 3) shall be kept 90% weed free at all times. Selective herbicide use is preferable but, in some instances, a “total kill” may be required.
 - Sports fields shall have divots replaced weekly. Checks for holes and ruts left in turf surfaces shall be weekly and filled immediately on detection to avoid risk of injury to facility users.
 - Marking of lines on sports fields shall be white unless otherwise specified. Lines shall be kept in a visibly bold condition with a width ranging between 75mm to 100mm. Lines shall be marked the day before the ground is to be used for play and remarked as required/requested during play.
 - Council shall monitor and action accordingly, risk management and quality assurance when contractors are engaged to carry out vegetation control. The abovementioned elements will be included in contractual agreements entered into by council.
 - Mowing frequencies may vary however the preferred service level would be to maintain vegetation heights within the cut height ranges within this document.
 - Areas may be assessed for application suitability of growth regulators.

Grading of areas:

Grade 1 – Turf wicket areas

- Turf wickets shall be mown with a cylinder mower during the cricket season. During the off-season a smaller catcher type mower may be used.
- Except for wicket rollers and tractor mounted scarifier (Spring renovations), no heavy machinery or mowers are to be taken onto the wicket square area.
- Wicket areas are to be kept 100% weed free at all times.
- Wickets shall be kept free of older grass “crowns” where possible. The method of removal may be determined and carried out during the off-season.

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- The Curator shall determine mowing heights. This includes both the wicket in use and the surrounds. Length shall be determined by standards preferred by Cricket Australia.
 - Clippings shall be removed from wicket areas at all times.
 - Wickets shall be prepared and marked to meet Cricket Australia requirements.
 - During the off-season the centre wicket area will be mowed at a height determined under the discretion of the curator. Turf may be cut higher than the outfield to promote plant health and turf coverage.
 - Light scarifying or grooming of the wicket block during the growing and cricket season will be undertaken at intervals determined by the curator to prevent thatch build up.
 - Wicket table shall be covered during cricket season as per Cricket Tas By-laws. Covers shall be removed by Council staff as early as possible by appropriate numbers of staff if weather permits (see cover removal SOP). A minimum of 2 staff during calm conditions and a minimum of 4 staff during breezy conditions. In the event of heavy winds, covers are to remain secured to wicket to prevent the risk of injury. Discretion of the curator shall be used in determining if covers are to be put down during extreme weather events. If considered a risk to safety, covers shall not be applied to wicket if there is any risk of injury. This scenario shall be communicated to relevant stakeholders.

Grade 2 – Sportsfields

- Sports fields shall be cut using cylinder mowers or rotary mowers deemed suitable for turf care. In the instance of post renovation, where a course top dressing material has been used and in wet weather, where it is necessary to cut grass regardless of weather conditions.
- Areas used for cricket that have adequate irrigation available may be cut to a maximum height of 20mm. In the instance of international and national use, grounds may be cut to 15mm.
- Sports fields other than cricket grounds shall be maintained at heights between 20mm and 30mm. Grounds shall be mown regularly to avoid clipping build up on turf surface.
- Sports fields shall be monitored and maintained with the intent of keeping them 100% weed free.

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- Sport fields shall be mown in varied directions. Lines may be mown into turf surface and cricket grounds to be used for one day matches may be given a “one day cut” i.e. mowed in a different direction within the 30m line to the area outside the line, to create a contrast on the turf.
 - Where gravel is used for baseball/softball diamonds, it shall be kept 100% weed free at all times.

Grade 3 – Lawn areas

- Lawn areas mown with walk behind plant shall be kept at a height between 35mm and 60mm.
- Use of catcher mowers is preferable.
- Utility mowers may be used provided residual lawn clippings a minimal amount of is residual on turf surface.
- When sowing of new grass is required a species suitable for that area shall be selected, after an assessment of the area.
- Edge shall be kept with use of brush cutters and footpath edges shall be kept neat with lawn edging small plant.
- Footpaths shall be cleared of clippings and debris after area is mown.

Grade 4 – Council reserve areas

- Grass heights shall be maintained <100mm.
- Reserves that fall into this grade shall be mown with larger tractor drawn rotary mowers (e.g. stealth mowers) and smaller machines fitted with cutting decks (e.g. approx. 30 h.p. Kubota’s).
- Where larger and smaller mowers are used on the same reserve, mowing heights shall be set the same to provide an even cut.
- Brush cutters shall be used to trim edges and herbicides may be used to treat fence lines.

Grade 5 – Open space, hazard management areas and road verges

- These reserves are generally the rougher undeveloped areas within the Municipality.

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- Mowing heights shall be <100mm. Height may be altered at the operator's discretion to suit a particular area (except for hazard management areas).
 - Edges shall be trimmed with brush cutters and self-propelled mowers.
 - Herbicides may be used to manage weed infestation and in areas where mowing and brushcutting is difficult and presents risk to staff.
 - Weed growth shall be monitored and controlled to avoid establishment of invasive weeds in these areas. A long term weed management plan will be developed to eradicate infestations either collectively or a particular species as required.
 - Weed growth shall be monitored and controlled to avoid establishment of invasive weeds in these areas. A long term weed management plan will be developed to eradicate infestations either collectively or a particular species as required.
 - Sites on urban interface areas may require that a hazard management area be maintained at a prescribed distance for the protection of buildings and property from bushfire. The dimensions of hazard management areas will be determined by an accredited assessor holding a nationally accredited qualification in AS 3959:2018 Construction of buildings in bushfire-prone areas using the relevant codes of practise. Council will ensure that the prescribed minimum width of a hazard management area on Council managed land is no less than that required for BAL-29 rated development to be achieved on the lot once the owner of the lot has undertaken their best efforts.
 - Rural road verges and hazard management areas will be maintained utilising the GCC Works Program.