



**ACT**  
Government

Transport Canberra and  
City Services

## FREEDOM OF INFORMATION COVERSHEET

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI reference: TCCSFOI 22-038

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents	Published
4. Additional information identified	No
5. Fees	n/a
6. Processing time (in working days)	20 days
7. Decision made by Ombudsman	n/a
8. Additional information identified by Ombudsman	n/a
9. Decision made by ACAT	n/a
10. Additional information identified by ACAT	n/a

**From:** [Locke, Suzanne](#) on behalf of [CMTEDD FOI](#)  
**To:** [TCCS\\_FreedomOfInformation](#)  
**Subject:** FW: Freedom of Information request  
**Date:** Monday, 21 March 2022 11:24:51 AM  
**Importance:** High

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OFFICIAL

Good morning team

Could you please advise if there has been any progress on this?

Thanks

Sue

**Sue Locke | Freedom of Information Coordinator | Information Access Team**

Phone: 02 6207 5583 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 5, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | [act.gov.au](http://act.gov.au)

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**From:** Locke, Suzanne **On Behalf Of** CMTEDD FOI

**Sent:** Tuesday, 8 March 2022 10:42 AM

**To:** TCCS\_FreedomOfInformation <[TCCS.FOI@act.gov.au](mailto:TCCS.FOI@act.gov.au)>

**Subject:** FW: Freedom of Information request

OFFICIAL

Good morning team

Could you please advise if TCCS hold documents for this application. And if so, should this request be fully or partially transferred to TCCS?

Thanks

Sue

**Sue Locke | Freedom of Information Coordinator | Information Access Team**

Phone: 02 6207 5583 | Email: [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 5, 220 London Circuit, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | [act.gov.au](http://act.gov.au)

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**From:** [no-reply@act.gov.au](mailto:no-reply@act.gov.au) <[no-reply@act.gov.au](mailto:no-reply@act.gov.au)>

**Sent:** Tuesday, 8 March 2022 9:59 AM

**To:** CMTEDD FOI <[CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)>

**Subject:** Freedom of Information request

**CAUTION:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

#### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title: Mr

First Name: 

Last Name: 

Business/Organisation: ACT Resident

Address: 

Suburb: 

Postcode: [REDACTED]  
State/Territory: ACT  
Phone/mobile: [REDACTED]  
Email address: [REDACTED]

**Request for information**

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

1. Documents relating to queries, decisions, assessments, advice (or other documents) regarding the gum tree (Argyle apple) on the nature strip of [REDACTED] between the period 01/01/2010 to present day. 2. Documents relating to the criteria the ACT government applies in assessing trees with regard to safety, health or any other criteria in making assessments on when trees should be pruned, removed or otherwise. 3. In meeting this FOI request please include documents within 'Fix my Street'; correspondence with Minister or MLA's offices; correspondence between Minister or MLA's offices and ACT Government directorates; any documentation on this matter between me [REDACTED] and the ACT Government, Ministers or MLAs.

I do not want to access the following documents in relation to my request::

Thank you.  
Freedom of Information Coordinator



**ACT**  
Government

Transport Canberra and  
City Services

By email: [REDACTED]

Dear [REDACTED]

### **Freedom of Information Request - Reference 22-038**

I refer to your application for access to government information received by Transport Canberra and City Services (TCCS) on 21 March 2022 by transfer from the Chief Minister, Treasury and Economic Development Directorate. It is my understanding that you are seeking access to the following government information under the *Freedom of Information Act 2016*:

1. Documents relating to queries, decisions, assessments, advice (or other documents) regarding the gum tree (Argyle apple) on the [REDACTED] [REDACTED] between the period 01/01/2010 to present day.
2. Documents relating to the criteria the ACT government applies in assessing trees with regard to safety, health or any other criteria in making assessments on when trees should be pruned, removed or otherwise.
3. In meeting this FOI request please include documents within 'Fix my Street'; correspondence with Minister or MLA's offices; correspondence between Minister or MLA's offices and ACT Government directorates; any documentation on this matter between me [REDACTED] and the ACT Government, Ministers or MLAs.

A decision is due on your access application by 20 April 2022.

#### **Authority**

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the FOI Act.

#### **Decision on access**

In accordance with the FOI Act, a search was conducted of records held by TCCS and 14 records were found to be relevant to your application.

You will note that the oldest records identified in this search are dated from 2014 and refer to fix my street requests. Copies of the relevant fix my street requests in 2014 or earlier were not found. I note that the retention period of this type of record is 5 years. I am confident that the searches undertaken are sufficient and no additional records are held.

In reviewing the information within these documents, I have found, on balance, it is in the public interest to provide you with full access to the relevant records. My

decision is detailed in the below statement of reasons.

A list of records is in the schedule at Attachment A, and the relevant records are enclosed at Attachment B.

### **Statement of Reasons**

In making my decision on disclosing government information, I must identify all relevant factors in schedule 1 and 2 of the FOI Act and determine, on balance, where the public interest lies. In reaching my access decision, I have taken the following into account:

#### ***Factors favouring disclosure in the public interest (Schedule 2, Section 2.1)***

- Schedule 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2.1(a)(iii) - inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.

#### ***Factors favouring non-disclosure (Schedule 2, Section 2.2)***

- Schedule 2.2(a)(ii) - prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*.

In reviewing the information identified as relevant to your request, I have identified personal information belonging to third parties, including [REDACTED]. I have considered that this information was provided to TCCS by you, in using a shared email address or through inclusion by you in emails to TCCS. While I find that schedule 2.2(a)(ii) is relevant, I find that it carries little weight as the information is already available to you and is unlikely to prejudice the privacy of the third parties.

### **Charges**

Pursuant to *Freedom of Information (Fees) Determination 2018* no fee is applicable to this application as the total number of pages is within the fee-free threshold.

### **Online publishing – disclosure log**

Under section 28 of the Act, TCCS maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents will be published in the TCCS disclosure between 3 – 10 business days from the date of this decision.

Your personal information, and the personal information of third parties, will not be published. You may view the TCCS' disclosure log at [https://www.cityservices.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log).

**Ombudsman review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek an Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in TCCS' disclosure log or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision, you may write to the Ombudsman at:  
The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

**ACT Civil and Administrative Tribunal (ACAT) review**

Under section 84 of the Act, if a decision is made under section 82 on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision.

Further information may be obtained from ACAT at:  
ACT Civil and Administrative Tribunal  
Level 4, 1 Moore Street  
GPO Box 370  
CANBERRA CITY ACT 2601  
Telephone: (02) 6207 1740  
[www.acat.act.gov.au](http://www.acat.act.gov.au)

If you have any queries concerning the directorate's processing of your request, or would like further information, please contact the TCCS FOI team on (02) 6207 2987 or email to [tccs.foi@act.gov.au](mailto:tccs.foi@act.gov.au).

Yours sincerely



Meghan Oldfield  
Information Officer

20 April 2022

## FREEDOM OF INFORMATION REQUEST SCHEDULE

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: [https://www.cityservices.act.gov.au/about-us/freedom\\_of\\_information/disclosure-log](https://www.cityservices.act.gov.au/about-us/freedom_of_information/disclosure-log)

Reference Number		Description				
22-038		Records regarding the gum tree (Argyle apple) on the nature strip of [REDACTED]				
Reference number	Page number	Description	Date	Status	Reason for non-release or deferral	Open Access release status
1	1 - 4	2014 - MIN14-1416 - Original correspondence	2014	Full disclosure	Not applicable	Documents not to be published on the <a href="#">TCCS Disclosure Log</a>
2	5 - 6	For your action, please [REDACTED] FW_ [REDACTED] - Tree removal request [DLM=Sensitive]	17 March 2017	Full disclosure	Not applicable	
3	7 - 9	[REDACTED] - tree removal request - [REDACTED] [SEC=UNOFFICIAL]	22 March 2022	Full disclosure	Not applicable	
4	10 - 14	Contacted [REDACTED] - Ongoing issues with having resolving status of a dangerous tree	6 May 2017	Full disclosure	Not applicable	
5	15 - 16	Contacted [REDACTED] Attachment	17 March 2017	Full disclosure	Not applicable	
6	17 - 19	Contacted [REDACTED]	24 February 2017	Full disclosure	Not applicable	
7	20	MIN17-0758 - Original Correspondence	19 July 2017	Full disclosure	Not applicable	

8	21 – 24	MIN17-0758 - Original Correspondence	19 July 2017	Full disclosure	Not applicable
9	25	MIN17-0758 - Copy of Signed Sent Ministerial	31 August 2017	Full disclosure	Not applicable
10	26 - 28	Case_00156650_Salesforce - [REDACTED]	30 March 2022	Full disclosure	Not applicable
11	29 - 30	Case_00165925_Salesforce - [REDACTED]	31 March 2022	Full disclosure	Not applicable
12	31 - 32	Case_170303-000318_CRM - [REDACTED]	Multiple	Full disclosure	Not applicable
13	33 - 34	Multiple - Case_210302-002450_CRM - [REDACTED]	Multiple	Full disclosure	Not applicable
14	35 - 39	Tree Assessment Guideline copy	28 April 2021	Full disclosure	Not applicable

Total number of documents: 14





**ACT**  
Government

Territory and Municipal Services

*PACS*  
*Ministerial resp not requested*

Received by Directorate: 12/8/2014  
TRIM Number: MIN 14/1216  
Due to MACS: 8/14  
Due to Minister's Office: 8/14

*Dept'l response.*

**TAMS**  
**MINISTERIAL CORRESPONDENCE/BRIEF REQUEST FORM**

Minister for Territory and Municipal Services  
 Chief Minister

Priority:  Urgent  Normal

Due Date (if specific):

CORRESPONDENT: [REDACTED]

SUBJECT/Topic: *Request for tree pruning.*

To:

- Roads and Public Transport (Roads ACT/Public Transport)
- Parks and City Services
- Business Enterprise Services
- Directorate Services
- Canberra Connect

**REQUEST:**

<input type="checkbox"/> Reply to correspondence	<input type="checkbox"/> Briefing/Information Brief	<input type="checkbox"/> Event/Arrangements Brief
<input checked="" type="checkbox"/> Departmental Response	<input type="checkbox"/> Verbal Briefing	<input type="checkbox"/> Speech/Speaking Notes
<input type="checkbox"/> Appropriate Action	<input type="checkbox"/> Advisory Note	<input type="checkbox"/> Media Release
<input type="checkbox"/> Information Only	<input type="checkbox"/> Input	<input type="checkbox"/> Media Alert

**MEETING/EVENT:**

Time: \_\_\_\_\_ Date: \_\_\_\_\_

Further Information: *TAMS to contact the writer ASAP.* Date: \_\_\_\_\_

Territory and Municipal Services DLO

## Bourne, Sarah

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**From:** McLennan, Logan on behalf of RATTENBURY  
**Sent:** Friday, 8 August 2014 12:10 PM  
**To:** Bourne, Sarah  
**Subject:** FW: Tree pruning

Hi Sarah

Can you please ask TAMS to follow up with the constituent directly?

Thanks, Logan.

---

**From:** BOURKE  
**Sent:** Friday, 8 August 2014 11:22 AM  
**To:** RATTENBURY  
**Subject:** FW: Tree pruning

Hi Logan

Can we please refer this enquiry to your office.

Regards

Jane Bryan | Adviser and Office Manager

Office of Dr Chris Bourke MLA | Member for Ginninderra | Government Whip | [www.chrisbourke.com.au](http://www.chrisbourke.com.au)

P +61 2 6205 2244 | GPO Box 1020 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

Follow Chris Bourke on  

---

**From:** [REDACTED]  
**Sent:** Friday, 8 August 2014 9:45 AM  
**To:** BOURKE  
**Cc:** [REDACTED]  
**Subject:** Re: Tree pruning

Morning Chris,

Just following up on this issue that is unresolved from March this year. Thank you for your email below with advice indicating the job should be completed within 6 weeks (around May 14).

There has been no development on this issue and I am writing to see if you are able to assist in resolving this. TAMS appears to have incorrectly linked my wife's contact details to others jobs as she has received a number of calls about other jobs in area unrelated to others, but no contact on the status of the job we have lodged.

As we are [REDACTED] and given the shape of the trees large limbs that are of concern we think there is a risk of injury to children and their families as well as our own. This is a particular concern for one which is hit by garbage trucks and buses that pass under it and the other lateral limb in high winds.

To be clear we do not wish the tree to be removed, just two of the large limbs to be removed that are a safety concern.

I would be happy to provide you, your staff or the relevant department with more details at their convenience.

[REDACTED]

On 23 May 2014, at 2:19 pm, BOURKE <bourke@parliament.act.gov.au> wrote:

Hi [REDACTED]

It looks like the tree was assessed for needing a prune end March, with a view of doing the job in 6 weeks, then every 6 months. I suspect they are behind schedule.

If you would like to chase them up, the most direct and quickest route is via Fix My Street, quoting the tree job number below.

[www.act.gov.au/fixmystreet](http://www.act.gov.au/fixmystreet)

or Ph: 132281

If you encounter any problems please let us know.

Regards

Jane Bryan | Adviser and Office Manager  
Office of Dr Chris Bourke MLA | Member for Ginninderra  
P +61 2 6205 2244 | GPO Box 1020 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

*Follow Chris Bourke on* <image002.jpg> <image004.jpg>

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**From:** [REDACTED]  
**Sent:** Wednesday, 21 May 2014 3:40 PM  
**To:** BOURKE  
**Cc:** [REDACTED]  
**Subject:** Tree pruning

Hi Chris

I received a phone call from you today and I mentioned that we had put in a request for a tree to be pruned on our nature strip. My husband has been following this up and the details are below. It's not a huge issue in the scheme of things, but here is the email to you as promised!

Thank you very much for your call - it is much appreciated!

Regards  
[REDACTED]

Begin forwarded message:

**From:** [REDACTED]  
**Subject:** RE: Tree ref no [SEC=UNCLASSIFIED]  
**Date:** 31 March 2014 9:48:38 am AEDT  
**To:** [REDACTED]

UNCLASSIFIED

31.3.14

Sally

Assesed as requiring pruning

H 6 wk

M 6 months

L 6 months >

-----Original Message-----

From: [REDACTED]

Sent: Monday, 17 March 2014 14:45

To: [REDACTED]

Subject: RE: Tree ref no [SEC=UNCLASSIFIED]

UNCLASSIFIED

Record of conversation:

Heather 17 mar 14

MSG sent to tree depot on 24.2.14

Tree job no 825932

-----Original Message-----

From: [REDACTED]

Sent: Monday, 17 March 2014 14:01

To: [REDACTED]

Subject: Tree ref no

Ref no: [REDACTED]

I think I called Canberra Connect 13 22 81

xo

[REDACTED]

[REDACTED]

-----  
This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
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**From:** [TCCS Ministerial](#)  
**To:** [Allen, Richard](#)  
**Subject:** For your action, please Richard re DLO17/172 FW: [REDACTED] - Tree removal request [DLM=Sensitive]  
**Date:** Friday, 17 March 2017 4:01:00 PM  
**Attachments:** [REDACTED].msg  
**Importance:** High

---

Hi Richard

Please find attached a DLO's request for your action.

Please contact the constituent and advise MACS of the outcome by 23 March 17.

Thank you

Regards

*Cuc*

(Ms) Cuc Lam | Ministerial Liaison Officer

Phone 02 6207 6620 | Email: [Cuc.Lam@act.gov.au](mailto:Cuc.Lam@act.gov.au)

Governance and Business Solutions | Transport Canberra and City Services Directorate | ACT Government

496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Hodshon, Gerard  
**Sent:** Friday, 17 March 2017 3:07 PM  
**To:** TCCS Ministerial  
**Subject:** [REDACTED] Tree removal request [DLM=Sensitive]

Can I be informed of the outcome please.

Ta

Gez

## TCCS Ministerial Correspondence / Brief Request Form

<b>TRIM Number:</b>
<b>Date due MACS:</b>
<b>Date Due Deputy Director-General:</b>
<b>Date due MINISTER'S OFFICE:</b>
<b>Priority: Urgent / Normal</b>
<b>Critical Date:</b>

**Subject:**

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**To:**

- Roads ACT
- Light Rail
- City Presentation
- Director-General
- Capital Works
- Deputy Director-General
- ACTION
- Other

**Response by:**

- Minister
- Chief Minister
- Director General TCCS
- Chief of Staff
- Other:

**Action Required:**

- Reply to correspondence
- Directorate Input
- Media Alert / Media Release (in consultation with Communications)
- Information brief
- Dept Officer to attend
- Speech / Speaking Notes (in consultation with Communications)
- Information only / NFA
- Functions Brief (inc arrangements brief) (in consultation with Communications)
- Phone constituent
- Questions and Answers
- For appropriate action
- Other

**Meeting / Event:**

Time: \_\_\_\_\_ Date: \_\_\_\_\_  
 \_\_\_\_\_ Event Contact/Organiser: \_\_\_\_\_  
 Equipment: \_\_\_\_\_

**Further Information:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

From: [REDACTED] [Hodshon, Gerard](#)  
To: [REDACTED] [TCCS Ministerial](#) [REDACTED]  
[REDACTED] UNOFFICIAL]  
Date: [REDACTED] Wednesday, 22 March 2017 1:27:08 PM

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Hello [REDACTED]

Can an officer from TCCS please contact this constituent, grant a tree inspection. [REDACTED]

Can I be informed of the outcome, via email.

Many thanks [REDACTED]  
Gez [REDACTED]

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**From:** FITZHARRIS  
**Sent:** Wednesday, 22 March 2017 1:23 PM  
**To:** Hodshon, Gerard  
**Subject:** FW: Termite Policy [SEC=UNOFFICIAL]

Hi Gez, [REDACTED]

[REDACTED] has just called and said that what he really needs is for someone to remove the tree, not to be linked to the termite policy. [REDACTED]

Can this please be [looked into](#) again?

Cheers, [REDACTED]

Charlotte

---

**From:** Conolly, Jenny [REDACTED]  
**Sent:** Wednesday, 22 March 2017 9:09 AM  
[REDACTED]  
[REDACTED]; FITZHARRIS [REDACTED]  
**Subject:** Termite Policy [SEC=UNOFFICIAL] [REDACTED]

Good Morning [REDACTED]

I have attached [a link below](#), which will take you to the Transport Canberra and City Service's webpage. Here you will find information on our termite policy. It is the responsibility of the [resident](#) to engage a qualified pest control operator to inspect the naturestrip tree for termites. [REDACTED]

'Nests will be considered as a possible source of termite attack if they are located within 60 metres of structures under attack and the termites in the nest are of the same species as those identified in the infested area. Residents requesting termite inspections of trees on land managed by TAMS, will be responsible for the cost of the inspection if no termite nests are found'

<http://www.tccs.act.gov.au/city-living/wildlife/pest-insects/termites>

Thank you

**Jenny Conolly**

Invasive Species Officer (Pest and Weeds)  
City Services  
62071167

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**From:** [REDACTED]  
**Sent:** Wednesday, 15 March 2017 5:42 PM  
**To:** BERRY <[BERRY@act.gov.au](mailto:BERRY@act.gov.au)>  
**Cc:** [REDACTED]  
**Subject:** Dangerous tree removal [SEC=UNCLASSIFIED]

Dear Minister Berry,

I write to you in your capacity as our local ACT Member on the advice of your office on 14 March 2017.

I write seeking your assistance in resolving the removal of a dangerous tree at the front of our property on Government land (ACT Canberra Connect [REDACTED]). The tree is located on [REDACTED].

The tree is a large Argyle apple eucalypt which over the past five to six years has dropped several large limbs onto the road and our property, two smaller limbs which have fallen are currently caught in its crown. We have become particularly concerned with the risk posed by the tree when a pest inspector identified the tree as the source of a large termites nest. The nest is at the base of the tree and we are concerned further weakens the tree.

We and our neighbours have young children and we are concerned for their safety and that of vehicles on our properties. Furthermore, the tree is [REDACTED] which places the [REDACTED] community at risk from falling limbs or the tree coming down in strong winds as we have seen recently. Given that the trees base has been compromised by a large termite nest we are concerned this could occur without warning.

I raised this matter through Canberra Connect on 3 March 2017 and having not had a response followed up on 14 March 2017. I was advised a response was sent on 3 March 2017, however we did not receive this. The response indicated crews are currently busy and they will assess the risk



posed by this Government tree in due course. While I appreciate the large clean-up work that is being conducted as a result of the recent storms I question the rationale of not assessing and resolving a potential safety matter as a priority to trees that are already down particularly given injury or damage has only been avoided to date by luck of children and vehicles not being under the tree when limbs have fallen.

These views and concerns are shared by our neighbours, including [REDACTED]  
I have attached a letter from the [REDACTED] of the school to this effect.

We would be grateful for your assistance in having the relevant Department address this matter as a higher priority than that currently afforded to it, and any advice on when and how this may be resolved. [REDACTED]

I have copied this letter to our neighbours at [REDACTED] and the Catholic Education Archdiocese of Canberra and Goulburn.

We are grateful for your assistance with regard to this matter.

Kind regards, [REDACTED]

[REDACTED]

[REDACTED]

**From:** TCCS\_Ministerial  
**To:** Hodshon, Gerard  
[redacted] Ongoing issues with having resolving status of a  
[redacted] [SEC=UNOFFICIAL]  
**Date:** [redacted]  
**Attachments:** [IMG\\_1253.jpg](#)  
[IMG\\_1251.jpg](#)

---

Hi Gez

Please see Richard's email below advising that TCCS has contacted [redacted].

Regards

*Cuc* [redacted]

(Ms) Cuc Lam | Ministerial Liaison Officer

Phone 02 6207 6620 | Email: [Cuc.Lam@act.gov.au](mailto:Cuc.Lam@act.gov.au)

Governance and Business Solutions | Transport Canberra and City Services Directorate | ACT Government  
496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Allen, Richard  
**Sent:** Thursday, 6 April 2017 2:16 PM  
**To:** TCCS\_Ministerial  
**Subject:** FW: Please advise, Richard FW: DLO17/172, ongoing issues with having resolving status of [redacted] tree [SEC=UNOFFICIAL]

Further to this request, Lachlan Taylor spoke with [redacted] today to explain why the tree would not be removed and also to request the stacked timber in the area of the naturestrip tree be removed. [redacted] was happy with the response and said he would comply with the clear [redacted] est.

Richard

---

**From:** Allen, Richard  
**Sent:** Wednesday, 5 April 2017 1:45 PM  
**To:** TCCS\_Ministerial  
**Subject:** FW: Please advise, Richard FW: DLO17/172, ongoing issues with having resolving status of [redacted] [SEC=UNOFFICIAL]

Hi Cuc/Meaghan

Just an update, Lachlan Taylor has also inspected the site today and provided additional photos. Lachlan now has an accurate alignment on the verge width and is trying again to contact [redacted] this afternoon. The large pile of wood stored near the tree appears to be on government land in addition to other structures which require government approval to be located on the verge. If you zoom in on the second pic you can see the wood storage. This, together with the other timber lying [redacted] [redacted] will be advised to move the storage of timber.

Lachlan will report back later today with further info about the job.

---

**From:** TCCS\_Ministerial

**Sent:** Friday, 24 March 2017 2:31 PM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** FW: DLO17/172, ongoing issues with having resolving status of a dangerous tree

**Importance:** High

Hi Richard [REDACTED]

Please see DLO's question below and advise him of the answer. [REDACTED]

Thank you

Regards [REDACTED]

Cuc

(Ms) Cuc Lam | Ministerial Liaison Officer [REDACTED]

Phone 02 6207 6620 | Email: [Cuc.Lam@act.gov.au](mailto:Cuc.Lam@act.gov.au)

Governance and Business Solutions | Transport Canberra and City Services Directorate | ACT Government  
496 Northbourne Avenue, Dickson | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

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**From:** Hodshon, Gerard

[REDACTED] ay, 24 March 2017 1:59 PM

**To:** Marcantonio, Laura

**Cc:** TCCS\_Ministerial [REDACTED]

**Subject:** RE: DLO17/172, ongoing issues with having resolving status of a dangerous tree  
[SEC=UNOFFICIAL] [REDACTED]

Has [REDACTED] been contacted again advising the tree will not be removed?

---

**From:** Marcantonio, Laura

**Sent:** Friday, 24 March 2017 1:45 PM

**To:** Hodshon, Gerard

**Cc:** TCCS\_Ministerial

**Subject:** DLO17/172, ongoing issues with having resolving status of a dangerous tree  
[SEC=UNOFFICIAL] [REDACTED]

Gez [REDACTED]

An officer from TCCS inspected the tree on 21 March 2017. The inspection determined the tree remains structurally sound with no evidence of termites and does not require removal.

[REDACTED] was referred to the termite policy by the Invasive Species officer who indicated that residents are responsible for termite inspection. [REDACTED] discovered as a result of the inspection, the nest can be treated at the time. The cost for the inspection rests with the resident until it is determined the tree on Government land houses the nest and that treatment will not be effective.

Once treated the termites usually do not return. Please note the pictures attached showing the

location of a large wood storage area which may also house termites.

---

**From:** [REDACTED]  
**Sent:** Friday, 24 March 2017 10:20 AM  
**To:** Conolly, Jenny; FITZHARRIS  
**Cc:** Allen, Richard; BERRY; [REDACTED]; [enquiries@cg.catholic.edu.au](mailto:enquiries@cg.catholic.edu.au)  
**Subject:** Ongoing issues with having resolving status of a dangerous tree  
**Importance:** High

Jenny, Minister Fitzharris, [REDACTED]

Thank you for your email and policy advice. As discussed on the phone with Jenny the policy attached aligns with the actions we have taken, and those of the pest inspector we engaged [REDACTED] who found the termites, treated them and billed the ACT Government for this treatment. [REDACTED]

The issue that remains unresolved and I have sought be addressed through the below correspondance is the matter of the safety risk posed by the tree and the request by the residents and [REDACTED] in [REDACTED] for its assessment and removal.

I seek written confirmation of the actions being taken by the ACT Government on this matter and a sense of when this will be actioned/ addressed.

I still have not had a written response or advice from either the ACT Government or the two MLA's offices I have spoken to on this matter (City of Canberra), specifically on who or how this matter will be addressed. I note the advice during my phone call of 22 [REDACTED] Minister Fitzharris's office (on the advice of Minister Berry's office) from one of the staffers that the tree would be removed. I missed the lady full name but I think it was Charlotte. I welcome this advice and seek its confirmation [REDACTED]

I find it a concern [REDACTED] more than three weeks has passed without a response addressing the concern [REDACTED] of those in the street.  
We appreciate any efforts to resolve this matter.

I have copied in those involved in this matter for their awareness.

Kind regards

[REDACTED]  
[REDACTED]

On 22 Mar 2017, at 9:08 AM, Conolly, Jenny <[JENNY.CONOLLY@act.gov.au](mailto:JENNY.CONOLLY@act.gov.au)> wrote:

Good Morning [REDACTED], [REDACTED]

I have attached a link below, which will take you to the Transport Canberra and City Service's webpage. Here you will find information on our termite policy. It is the responsibility of the resident to engage a qualified pest control operator to inspect the naturestrip tree for termites.

'Nests will be considered as a possible source of termite attack if they are located within 60 metres of structures under attack and the termites in the nest are of the same species as those identified in the infested area. Residents requesting termite inspections of trees on land managed by TAMS, will be responsible for the cost of the inspection if no termite nests are found'

<http://www.tccs.act.gov.au/city-living/wildlife/pest-insects/termites>

Thank you

**Jenny Conolly**

Invasive Species Officer (Pest and Weeds)  
City Services  
62071167

---

**From:** [REDACTED]  
**Sent:** Wednesday, 15 March 2017 5:42 PM  
**To:** BERRY <[BERRY@act.gov.au](mailto:BERRY@act.gov.au)>  
**Cc:** [REDACTED]; [enquiries@cg.catholic.edu.au](mailto:enquiries@cg.catholic.edu.au); [REDACTED]  
**Subject:** Dangerous tree removal [SEC=UNCLASSIFIED]

Dear Minister Berry,

I write to you in your capacity as our local ACT Member on the advice of your office on 14 March 2017.

I write seeking your assistance in resolving the removal of a dangerous tree at the front of our property on Government land (ACT Canberra Connect Job reference [REDACTED] refers). The tree is located on the nature strip at [REDACTED] which is our residential address.

The tree is a large Argyle apple eucalypt which over the past five to six years has dropped several large limbs onto the road and our property, two smaller limbs which have fallen are currently caught in its crown. We have become particularly concerned with the risk posed by the tree when a pest inspector identified the tree as the source of a large termites nest. The nest is at the base of the tree and we are concerned further weakens the tree.

We and our neighbours have young children and we are concerned for their safety and that of vehicles on our properties. Furthermore, the tree is opposite a busy primary school which places the school community at risk from falling limbs or the tree coming down in strong winds as we have seen recently. Given that the trees base has been compromised by a large termite nest we

are concerned this could occur without warning.

[REDACTED]

I raised this matter through Canberra Connect on 3 March 2017 and having not had a response followed up on 14 March 2017. I was advised a response was sent on 3 March 2017, however we did not receive this. The response indicated crews are currently busy and they will assess the risk posed by this Government tree in due course. While I appreciate the large clean-up work that is being conducted as a result of the recent storms I question the rationale of not assessing and resolving a potential safety matter as a priority to trees that are already down particularly given injury or damage has only been avoided to date by luck of children and vehicles not being under the tree when limbs have fallen.

These views and concerns are shared by our [REDACTED]  
I have attached a letter from the Principal of the school to this effect.

[REDACTED]

We would be grateful for your assistance in having the relevant Department address this matter as a higher priority than that currently afforded to it, and any advice on when and how this may be resolved.

I have copied this letter to our neighbours at [REDACTED] and the Catholic Education Archdiocese of Canberra and Goulburn.

[REDACTED]

We are grateful for your assistance with regard to this matter.

[REDACTED]

Kind regards,

[REDACTED]

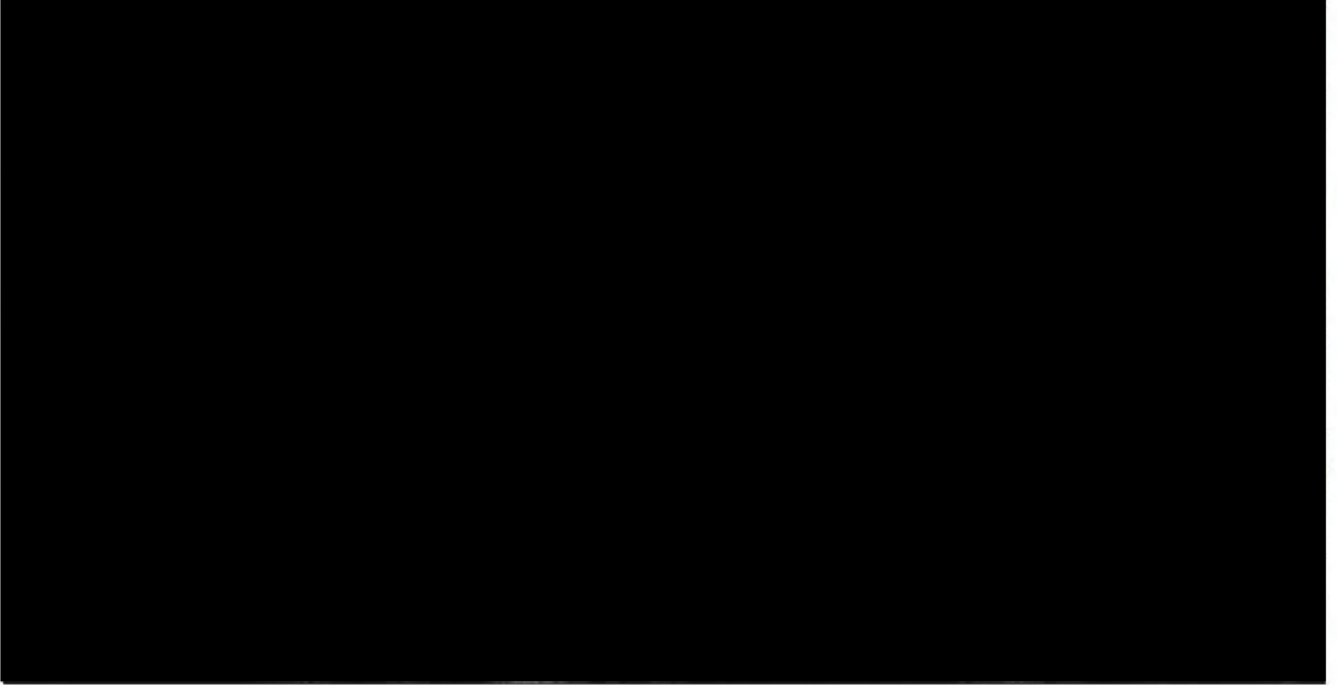
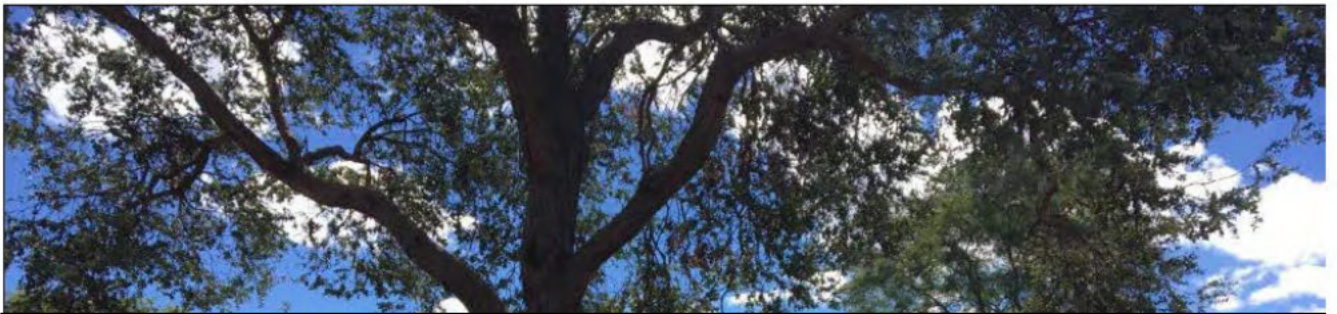
|

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**From:** [FITZHARRIS](#)  
**To:** [Hodshon, Gerard](#)  
**Cc:** [Thompson, Blair](#)  
**Subject:** [REDACTED] Tree removal request  
**Date:** Friday, 17 March 2017 11:48:43 AM  
**Attachments:** [SRU4RMFD4-117031509420.pdf](#)  
[image001.png](#)  
[image002.jpg](#)  
**Importance:** High

---

Hi Gez,

Can someone please contact [REDACTED] ASAP about this tree?

Cheers,

Charlotte

---

**From:** BERRY  
**Sent:** Thursday, 16 March 2017 1:02 PM  
**To:** FITZHARRIS  
**Subject:** FW: Dangerous tree removal [SEC=UNCLASSIFIED]

Hi Charlotte,

Has your office received any correspondence from [REDACTED]?

I assume it falls under Meegan's portfolio...

Thanks,

**Briony Roelandts** | Office Manager  
Phone: +61 2 6205 0233 | Email: [briony.roelandts@act.gov.au](mailto:briony.roelandts@act.gov.au)

---

**Office of Yvette Berry MLA** | Member for Ginninderra  
Deputy Chief Minister  
Minister for Education and Early Childhood Development  
Minister for Housing and Suburban Development  
Minister for the Prevention of Domestic and Family Violence  
Minister for Women  
Minister for Sport and Recreation  
Phone: +61 2 6205 0233 | Email: [berry@parliament.act.gov.au](mailto:berry@parliament.act.gov.au)  
[Facebook](#) | [Twitter](#) | [www.yvetteberry.com.au](http://www.yvetteberry.com.au)



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**From:** [REDACTED]  
**Sent:** Wednesday, 15 March 2017 5:42 PM

To: BERRY <[BERRY@act.gov.au](mailto:BERRY@act.gov.au)>

Cc: [REDACTED] [enquiries@cg.catholic.edu.au](mailto:enquiries@cg.catholic.edu.au) [REDACTED]  
[REDACTED]

Subject: [REDACTED]

Dear Minister Berry, [REDACTED]

I write to you in your capacity as our local ACT Member on the advice of your office on 14 March 2017.

I write seeking your assistance in resolving the removal of a dangerous tree at the front of our property on Government land (ACT Canberra Connect [REDACTED] refers). The tree is located on the nature strip at [REDACTED] which is our residential address.

The tree is a large Argyle apple eucalypt which over the past five to six years has dropped several large limbs onto the road and our property, two smaller limbs which have fallen are currently caught in its crown. We have become particularly concerned with the risk posed by the tree when a pest inspector identified the tree as the source of a large termites nest. The nest is at the base of the tree and we are concerned further weakens the tree.

We and our neighbours have young children and we are concerned for their safety and that of vehicles on our properties. Furthermore, the [REDACTED] which places the school community at risk from falling limbs or the tree coming down in strong winds as we have seen recently. Given that the trees base has been compromised by a large termite nest we are concerned this could occur without warning. [REDACTED]

I raised this matter through Canberra Connect on 3 March 2017 and having not had a response followed up on 14 March 2017. I was advised a response was sent on 3 March 2017, however we did not receive this. The response indicated crews are currently busy and they will assess the risk posed by this Government tree in due course. While I appreciate the large clean-up work that is being conducted as a result of the recent storms I question the rationale of not assessing and resolving a potential safety matter as a priority to trees that are already down particularly given injury or damage has only been avoided to date by luck of children and vehicles not being under the tree when limbs have fallen.

[REDACTED]  
These views and concerns are shared by our [REDACTED].  
I have attached a letter from the Principal of the school to this effect.  
[REDACTED]

We would be grateful for your assistance in having the relevant Department address this matter as a higher priority than that currently afforded to it, and any advice on when and how this may be resolved.  
[REDACTED]

I have copied this letter to our neighbours at [REDACTED] and the Catholic Education Archdiocese of Canberra and Goulburn.

We are grateful for your assistance with regard to this matter.

Kind regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

24 February 2017

[REDACTED]

[REDACTED]

[REDACTED]

Dear [REDACTED]

Thank you very much for notifying the school on Thursday 23.2.17 of the termite infestation in the gum tree [REDACTED], and of the likely removal after ACT Government approval.

We appreciate that you are mindful of the welfare of the children and the safety of school community members who travel along [REDACTED]

We would be grateful if you could notify the school of the date of the tree removal, so we can inform the school community and make the necessary arrangements.

Yours sincerely,

[REDACTED]

MIN17/0758  
\* Due to MACS: 31 July 17  
MO: 3 Aug  
\* Relates to DLO17/172

**Lam, Cuc**

---

**From:** Hodshon, Gerard  
**Sent:** Wednesday, 19 July 2017 11:10 AM  
**To:** TCCS\_Ministerial  
**Subject:** MINISTERIAL [REDACTED]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Cuc

Hello

For Minister's response please.

ACTION  
Light Rail

---

Capital Works  
City Presentation  
Roads ACT

Regards  
Gez

Gerard Hodshon | Directorate Liaison Officer  
P 02 6205 1597 | [REDACTED]  
Transport Canberra and City Services | ACT Government  
Legislative Assembly | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** FITZHARRIS  
**Sent:** Wednesday, 19 July 2017 9:37 AM  
**To:** Hodshon, Gerard  
**Cc:** [REDACTED]  
**Subject:** CORRO [REDACTED] - Tree

Hi Gez,

Where are we at with this issue? It seems that a Ministerial response would be greatly appreciated by [REDACTED]

Hanna

---

**From:** [REDACTED]  
**Sent:** Tuesday, 18 July 2017 4:59 PM  
**To:** FITZHARRIS  
**Cc:** [REDACTED]  
**Subject:** RE: Ongoing issues with resolving status of a dangerous tree [SEC=UNOFFICIAL]

UNOFFICIAL

UNOFFICIAL

Minister Fitzharris,

I write in regard to the below enquiries from March of this year. As was the case in March I have still not had a written response or advice from either the ACT Government the MLA's offices on this matter.

I was contacted by a gentlemen from TAMS by phone in around April who advised they would be ordering the report from the pest inspector to determine the damage to the tree and if it posed a safety risk and would be advised by your office shortly after that. I have received no further contact from TAMS and no contact from your office.

Mister Berry's Office advised me over the phone today that this matter had been referred to your office for resolution.

Grateful your advice as this has been over four months since I raised this matter.

I can be contacted during work hours on [REDACTED] or outside work hours on my mobile on [REDACTED]

Regards,

---

**From:** [REDACTED]  
**Sent:** Friday, 24 March 2017 10:20 AM  
**To:** Conolly, Jenny; FITZHARRIS  
**Cc:** Allen, Richard; Berry; [REDACTED] [enquiries@cg.catholic.edu.au](mailto:[REDACTED]@cg.catholic.edu.au)  
**Subject:** Ongoing issues with having resolving status of a dangerous tree  
**Importance:** High

Jenny, Minister Fitzharris,

Thank you for your email and policy advice. As discussed on the phone with Jenny the policy attached aligns with the actions we have that taken, and those of the pest inspector we engaged [REDACTED] who found the termites, treated them and billed the ACT Government for this treatment.

The issue that remains unresolved and I have sought be addressed through the below correspondance is the matter of the safety risk posed by the tree and the request by the residents and school in [REDACTED] for its assessment and removal.

I seek written confirmation of the actions being taken by the ACT Government on this matter and a sense of when this will be actioned/ addressed.

I still have not had a written response or advice from either the ACT Government or the two MLA's offices I have spoken to on this matter (Berry & Fitzharris), specifically on who or how this matter will be addressed. I note the advice during my phone call of 22 March to Minister Fitzharris's office (on the advice of Minister Berry's office) from one of the staffers that the tree would be removed. I missed the lady full name but I think it was Charlotte. I welcome this advice and seek its confirmation.

I find it a concern that more than three weeks has passed without a response addressing the concerns raised of those in the street.

We appreciate any efforts to resolve this matter.

I have copied in those involved in this matter for their awareness.

Kind regards

[REDACTED]

On 22 Mar 2017, at 9:08 AM, Conolly, Jenny <[JENNY.CONOLLY@act.gov.au](mailto:JENNY.CONOLLY@act.gov.au)> wrote:

Good Morning [REDACTED]

I have attached a link below, which will take you to the Transport Canberra and City Service's webpage. Here you will find information on our termite policy. It is the responsibility of the resident to engage a qualified pest control operator to inspect the naturestrip tree for termites.

'Nests will be considered as a possible source of termite attack if they are located within 60 metres of structures under attack and the termites in the nest are of the same species as those identified in the infested area. Residents requesting termite inspections of trees on land managed by TAMS, will be responsible for the cost of the inspection if no termite nests are found'

<http://www.tccs.act.gov.au/city-living/wildlife/pest-insects/termites>

Thank you

**Jenny Conolly**  
Invasive Species Officer (Pest and Weeds)  
City Services  
62071167

---

**From:** [REDACTED]  
**Sent:** Wednesday, 15 March 2017 5:42 PM  
**To:** BERRY <[BERRY@act.gov.au](mailto:BERRY@act.gov.au)>  
**Cc:** [REDACTED]; [enquiries@cg.catholic.edu.au](mailto:enquiries@cg.catholic.edu.au); [REDACTED]  
**Subject:** Dangerous tree removal [SEC=UNCLASSIFIED]

Dear Minister Berry,

I write to you in your capacity as our local ACT Member on the advice of your office on 14 March 2017.

I write seeking your assistance in resolving the removal of a dangerous tree at [REDACTED] on Government land (ACT Canberra Connect [REDACTED] refers). The tree is located [REDACTED]

The tree is a large Argyle apple eucalypt which over the past five to six years has dropped several large limbs onto the road and our property, two smaller limbs which have fallen are currently caught in its crown. We have become particularly concerned with the risk posed by the tree when a pest inspector identified the tree as the source of a large termites nest. The nest is at the base of the tree and we are concerned further weakens the tree.

We and our neighbours have young children and we are concerned for their safety and that of vehicles on our properties. Furthermore, the tree is [REDACTED] which places [REDACTED] at risk from falling limbs or the tree coming down in strong winds as we have seen recently. Given that the trees base has been compromised by a large termite nest we are concerned this could occur without warning.

I raised this matter through Canberra Connect on 3 March 2017 and having not had a response followed up on 14 March 2017. I was advised a response was sent on 3 March 2017, however we did not receive this. The response indicated crews are currently busy and they will assess the risk posed by this Government tree in due course. While I appreciate the large clean-up work that is being conducted as a result of the recent storms I question the rationale of not assessing and resolving a potential safety matter as a priority to trees that are already down particularly given injury or damage has only been avoided to date by luck of children and vehicles not being under the tree when limbs have fallen.

These views and concerns are shared by [REDACTED]. I have attached a letter from the [REDACTED] to this effect.

We would be grateful for your assistance in having the relevant Department address this matter as a higher priority than that currently afforded to it, and any advice on when and how this may be resolved.

I have copied this letter to [REDACTED] and the Catholic Education Archdiocese of Canberra and Goulburn.

We are grateful for your assistance with regard to this matter.

Kind regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

I

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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

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**ACT**  
Government

Transport Canberra and  
City Services

[REDACTED]

Dear [REDACTED]

Thank you for your email of 18 July 2017 to the Minister for Transport and City Services, Ms Meegan Fitzharris MLA about a tree [REDACTED] your house at [REDACTED] and your concerns about the Government's failure to contact you about the tree. I am responding to you on behalf of the Minister, as the matters you have raised are managed by Transport Canberra and City Services.

With regard to the termite issue, I understand that six trees near your home were tested by an authorised contractor in January 2017 and termites were found in the nature strip tree outside your home. The termites were subsequently treated and the contractor sought reimbursement of the costs from Government, in line with the Government's termite policy.

In relation to your ongoing concerns, I can advise that my office referred your enquiry of 15 March 2017 to Transport Canberra and City Services (TCCS) who I understand subsequently contacted you regarding the issues you raised. I am advised that an officer from TCCS assessed the tree on 5 April 2017 and concluded that the tree is structurally sound and healthy and does not present a risk to the community. I understand the TCCS officer spoke with you following this inspection and outlined his findings.

If there are further issues you wish to raise on this matter, please contact Access Canberra on 13 22 81 or Fix My Street at [www.accesscanberra.act.gov.au/app/forms/fixmystreet/](http://www.accesscanberra.act.gov.au/app/forms/fixmystreet/)

Thank you for raising the matter. I trust the information provided is of assistance.

Yours sincerely

Emma Thomas  
Director-General

31 August 2017



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## Case: 00156650

Case Owner Nicole Small

### Case Overview

Case Number	00156650	AC Case Number	00413303
Feedback Type	Operations	Job Type	Fallen Branch
Status	Assigned	Technical Officer Required?	No
Sub Status	Unresolved	Suburb	████████
Priority		Storm Damage	Yes
Prioritisation Status		Claim Region	
Response Required?	No	Depot Region	North
Correspondence History	No		

Subject Fix My Street > Grass, trees & shrubs > Trees & shrubs > Pruning

ACTCCS Description **More Information**  
 Tree is dropping limbs onto street and property. During the storm limbs fell onto house ██████████  
 ████████ Tree has been previously reported as dangerous. Tree poses a risk to property, cars on street and public.

**Is it causing traffic or cyclists to swerve?**  
No

**Could it cause a trip, fall or injury?**  
Yes

**Why does the tree need pruning?**  
Broken branches

**What needs to be pruned?**  
Tree

**Was this caused by a recent storm?**  
Yes

**Is the tree/shrub growing from private or public land?**  
Public

**Is it blocking a road or laneway?**  
No

### Resident Details

Account Name	████████	Contact Email	████████████████████
Contact Phone	████████		

### Tree Details

Asset ID	Communicated with the Customer?	Yes
	Communication	Emailed re completion

Comment

**Claims**

ACTIA/TAMS Identification No.		Claim Number
Claims Case		Claim Amount Threshold
Is Claim Being Honoured?		Claim Amount

**Assessment Details**

Assessor		Diameter at Brest Height (DBH)
Date Assessed		Tree Height
Calling Card	No	Work Comments

**Field Work Comments**

Field Work Comments: Work completed 9/2/22 - refer 165925 16/3 - hanger removed.

**Equipment Required**

Chipper	Yes	Mini Tower	No
Crane Truck	No	Pole Saw	No
Flying Crew	No	Travel Tower	No
Gang	No	Climber	No

**Work Type**

Removal	No	Line of Site	No
GP/DW	No	Lift	No
Branch Pick Up	Yes	No Action	No
Habitat Prune	No	Streetlight Pruning	
Mulch		Log	

**Case Details**

Source	Access Canberra	Incident Address	[REDACTED]
Case Origin	FMS Form	ACTCCS Latitude	[REDACTED]
Date/Time Opened	25/01/2022 11:43 AM	ACTCCS Longitude	[REDACTED]
Date/Time Closed			

**System Information**

Created By: AC TCCS Integration, 25/01/2022 11:43 AM  
 Last Modified By: Nicole Small, 30/03/2022 11:49 AM

**Contact Information**

Account Name	[REDACTED]	Primary Phone	[REDACTED]
Birthdate		Email	[REDACTED]

**Address Information**

Billing Address

**System Information**Created By AC TCCS Integration, 25/01/2022  
11:43 AMLast Modified By AC TCCS Integration, 25/01/2022  
11:43 AM**Activity History****Email: Job Closed**

Name	[REDACTED]
Task	✓
Due Date	1/03/2022
Assigned To	Nicole Small
Last Modified Date/Time	1/03/2022 9:40 AM
Additional	[REDACTED]
CC:	
BCC:	nicole.small@act.gov.au
Attachment:	
Subject:	Job Closed
Body:	
Dear	[REDACTED]
Comments	<p>Thank you for submitting your tree-related request and for your patience while we inspected the situation and undertook works resulting from the recent storm.</p> <p>Your incident [REDACTED] has now been resolved and all appropriate action has been taken.</p> <p>Thank you for your inquiry.</p> <p>Kind Regards, ACT Government, Urban Treescapes</p> <p>ref: _00D6F2VEqH._5008wvI53:ref</p>

**Case History**

30/03/2022 11:49 AM

User Nicole Small  
Action Changed Sub Status from Updated to Unresolved.

1/03/2022 2:42 PM

User TCCS Service Account  
Action Changed Status from Case Closed to Assigned. Changed Sub Status from Resolved to Updated.

1/03/2022 9:59 AM

User Nicole Small  
Action Changed Case Owner from Trees to Nicole Small.

1/03/2022 9:39 AM

User Nicole Small  
Action Changed Sub Status from Unresolved to Resolved. Changed Status from Unassigned to Case Closed.

25/01/2022 11:43 AM

User AC TCCS Integration  
Action Changed Sub Status to Unresolved. Changed Case Owner from AC TCCS Integration to Trees. Deleted Medium in Priority. Changed Case Origin to FMS Form. Changed Case Record Type from TCCS General to Trees. Created.



- [Close Window](#)
- [Print This Page](#)

## Case: 00165925

Case Owner Trees

### Case Overview

Case Number	00165925	AC Case Number	
Feedback Type	Operations	Job Type	Fallen Branch
Status	Case Closed	Technical Officer Required?	No
Sub Status	Resolved	Suburb	██████
Priority	Medium	Storm Damage	Yes
Prioritisation Status		Claim Region	
Response Required?	No	Depot Region	North
Correspondence History	No		
Subject	Storm Damage - 3/1/22 - Day Sheet		
ACTCCS Description	Storm damage from 3 January 2022 - works completed on day sheet from 9 February 2022		

### Resident Details

Account Name Contact Email  
 Contact Phone

### Tree Details

Asset ID Communicated with the Customer? No  
 Communication Comment No contact information

### Claims

ACTIA/TAMS Identification No. Claim Number  
 Claims Case Claim Amount Threshold  
 Is Claim Being Honoured? Claim Amount

### Assessment Details

Assessor Diameter at Brest Height (DBH)  
 Date Assessed Tree Height  
 Calling Card No Work Comments

### Field Work Comments

Field Work Comments Chipped


**Equipment Required**

Chipper	Yes	Mini Tower	No
Crane Truck	No	Pole Saw	No
Flying Crew	No	Travel Tower	No
Gang	No	Climber	No

**Work Type**

Removal	No	Line of Site	No
GP/DW	No	Lift	No
Branch Pick Up	Yes	No Action	No
Habitat Prune	No	Streetlight Pruning	
Mulch		Log	

**Case Details**

Source		Incident Address	
Case Origin	Email	ACTCCS Latitude	
Date/Time Opened	18/02/2022 3:55 PM	ACTCCS Longitude	
Date/Time Closed	18/02/2022 3:55 PM		

**System Information**

Created By Nicole Small, 18/02/2022 3:55 PM Last Modified By Nicole Small, 18/02/2022 3:55 PM

**Case History**

18/02/2022 3:55 PM

User Nicole Small  
Action Changed Case Owner from Nicole Small to Trees. Created.

REFERENCE_NO	DATE_CREATED	CREATED_BY	THREAD_ENTRY_TYPE	TEXT
				Dear [REDACTED]  As a result of recent wind damage, Transport Canberra and City Services tree maintenance crews are currently concentrating on making damaged trees safe and clearing tree debris from roads, driveways and footpaths. Tree maintenance teams will then commence a more comprehensive cleanup of fallen material and fallen trees and recommence work on existing jobs.  Thank you for your enquiry. We will attend to your job ASAP.
170303-000318	2017-03-03 10:22:45	Vicki Deckert	Staff Account	We appreciate your patience. Dear [REDACTED]  As a result of recent wind damage, Transport Canberra and City Services tree maintenance crews are currently concentrating on making damaged trees safe and clearing tree debris from roads, driveways and footpaths. Tree maintenance teams will then commence a more comprehensive cleanup of fallen material and fallen trees and recommence work on existing jobs.  Thank you for your enquiry. We will attend to your job ASAP.
170303-000318	2017-03-14 11:39:50	Damien Woodcock	Staff Account	We appreciate your patience. First name [REDACTED] Surname [REDACTED] Phone [REDACTED] (W) Organisation:  Incident location: [REDACTED]  Topic: Other
170303-000318	2017-03-03 10:16:20	Samantha Brooker	Note	IAMS Ref:
170303-000318	2018-07-03 13:50:42	Chris Fleming	Note	No work required at time of inspection.  There is an argyle apple gum tree at the front of the property and it is dropping very large limbs on the road. Also a pest company ([REDACTED]) came out advising there is termites in the tree.  This tree is across from the school and the school sent him a letter to have it removed urgently.  [REDACTED] wants to know when this will be done as he needs to let the school know who will need to shut roads and divert parents from the street when it is being removed etc.  [REDACTED] wants this request to be considered as urgent due to it rotting and the large limbs falling. A few months ago they had a large limb fall on their house but nothing was ever done about this tree.
170303-000318	2017-03-03 10:16:20	Samantha Brooker	Customer Proxy	Thank You.

There is an argyle apple gum tree at the front of the property and it is dropping very large limbs on the road. Also a pest company ( ) came out advising there is termites in the tree.

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Thank You.

170303-000318 Resolved

Public trees - Municipal

Page

North

Tree Assessment

No

TECHNICAL\_OFFI

CER_REQUIRED	FOLLOW_UP	DATE_CREATED	DATE_LAST_UPDATED	INCIDENT_ID	ACTUAL_ADDRESS	POWER OUTAGE REQUIRED
No	Yes	3/3/2017 10:16:20 AM	7/4/2018 1:40:37 PM			No

FIRST NAME	SURNAME	EMAIL ADDRESS	HOME PHONE	MOBILE PHONE	OFFICE PHONE	SUBURB
		null			null	



REFERENCE_NO	INCIDENT_STATUS	SUBJECT	SUBURB	DEPOT_REGION	DESCRIPTION
210302-002450	Resolved	FixMyStreet Submission: Grass, trees & shrubs &gt; Trees & shrubs &gt; Pruning	[REDACTED]	Belconnen	<p>Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?</p> <p>It is the large limb which has fallen on top of a trailer and has been mostly moved off the road. What is the issue?</p> <p>Pruning</p> <p>Is the tree/shrub growing from private or public land?</p> <p>Private / leased land</p> <p>What needs to be pruned?</p> <p>Tree</p> <p>Why does the tree need pruning?</p> <p>Broken branches</p> <p>Is it blocking a road or laneway?</p> <p>Yes</p> <p>Is it causing traffic or cyclists to swerve?</p> <p>Yes</p> <p>Could it cause a trip, fall or injury?</p> <p>Yes</p> <p>Was this caused by a recent storm?</p> <p>No</p> <p>Please provide more information</p> <p>Tree continues to drop limbs. Recently dropped 6m+ limb onto vehicle and road. We have previously asked that it be trimmed but ACT Govt declined to address the issue. Correspondence with ACT Govt and Ministers can be provided. Job ref: [REDACTED]</p> <p>Phone Number [REDACTED]</p> <p>Verify Email Address [REDACTED]</p>

TREE_INCIDENT_TYPE	STORM_DAMAGE	TECHNICAL_OFFICER_REQUIRED	FOLLOW_UP	DATE_CREATED	DATE_LAST_UPDATED
Fallen Branch / Tree	No	No	No	3/2/2021 6:48:00 PM	3/10/2021 2 04:55 PM

INCIDENT_ID	ACTUAL_ADDRESS	CLOSEST_ADDRESS	POWER OUTAGE REQUIRED	FIRST NAME	SURNAME
9967381	[REDACTED]	[REDACTED]	No	[REDACTED]	[REDACTED]

EMAIL ADDRESS	HOME PHONE	MOBILE PHONE	OFFICE PHONE	SUBURB
null	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

REFERENCE_NO	DATE_CREATED	CREATED_BY	THREAD_ENTRY_TYPE	TEXT
210302-002450	2021-03-02 18:48 00	Administrator	Rule Response Template	<p>Positional data at time of incident submissions was: &lt;br /&gt; &lt;br /&gt; Google Address: &lt;br /&gt; &lt;br /&gt;</p> <p>Thank you for your correspondence which has been received and referred to the relevant ACT Government business unit.</p> <p>If you have requested a response you should expect to be contacted within 10 working days.</p> <p>Your reference number is: &lt;br /&gt;</p>
210302-002450	2021-03-02 18:48 00	Administrator	Rule Response	Tree on Govt land. Not for City Rangers
210302-002450	2021-03-05 06:36:23	Leonie Allen	Note	no work required
210302-002450	2021-03-10 14 04 55	Tom Dukic	Note	<p>Can you provide any additional information about the location of the job to help us find the issue (i.e., intersections, buildings, landmarks, features)?</p> <p>It is the large limb which has fallen on top of a trailer and has been mostly moved off the road.</p> <p>What is the issue?:</p> <p>Pruning</p> <p>Is the tree/shrub growing from private or public land?:</p> <p>Private / leased land</p> <p>What needs to be pruned?:</p> <p>Tree</p> <p>Why does the tree need pruning?:</p> <p>Broken branches</p> <p>Is it blocking a road or laneway?:</p> <p>Yes</p> <p>Is it causing traffic or cyclists to swerve?:</p> <p>Yes</p> <p>Could it cause a trip, fall or injury?:</p> <p>Yes</p> <p>Was this caused by a recent storm?:</p> <p>No</p> <p>Please provide more information</p> <p>Tree continues to drop limbs. Recently dropped 6m+ limb onto vehicle and road. We have previously asked that it be trimmed but ACT Govt declined to address the issue. Correspondence with ACT Govt and Ministers can be provided. &lt;br /&gt; &lt;br /&gt;</p> <p>Phone Number: &lt;br /&gt;</p> <p>Verify Email Address: &lt;br /&gt;</p>
210302-002450	2021-03-02 18:48 00	null	Customer	

# Guidance Notes

Document ID	Title
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	TRANSPORT CANBERRA AND CITY SERVICES
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	April 2018
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## Background

Transport Canberra and City Services (TCCS) is the ACT Government agency responsible for managing Canberra's urban trees and employs a team of suitably skilled staff to carry out this task.

Ensuring public safety is not compromised by the presence of trees within the urban area is a high priority for TCCS and decisions relating to the management of trees are based on meeting this objective. TCCS employs a team of skilled and experienced staff to undertake tree assessments and determine the appropriate management action.

## The Assessment Process

Trees in the urban areas of Canberra are inspected in response to requests from the community, to maintain tree health and identify potential hazards that could pose a risk to public safety.

Trees in high use areas such as district parks and shopping centres are regularly inspected to identify structural defects and/or other risk factors and address them in a timely manner.

When a member of the public expresses concerns regarding public safety or the health of a tree on public land, a site visit is programmed and the subject tree or trees are assessed by qualified staff.

The assessment considers safety concerns to persons, property and services. To do this, the assessor considers the potential target (person, property, etc) and the duration of occupancy of a target within the target zone. Other factors include whether a target can be moved or excluded (i.e. through the creation of a natural or built barrier/exclusion zone) from the target zone if required.

A visual tree assessment is then carried out on the tree itself. Trees are inspected from the ground. Any observed or suspected health defects in trees are examined more closely through techniques such as an aerial inspection, sonic tomograph, sounding or probing to ascertain the likelihood of failure and the level of risk that is present. No invasive testing is carried out during the initial inspection.

An assessment of a tree/s will include, but is not limited to, an assessment of:

- the structure and stability of the tree/s;
- the presence and extent of any factors/defects/wounds;
- the identification of pests or diseases;
- a determination of tree health (canopy density and distribution, presence of epicormic shoots, presence and density of dead branches within the canopy);
- the habitat value or ecological benefit of the tree/s;
- the heritage or cultural significance of the tree; and
- the amenity value of the tree and its significance in the landscape.

## Assessment Tools

In addition to their qualifications and experience in the field, assessors may utilise the following assessment tools, or a combination of them, when assessing public trees:

- Visual Tree Assessment (VTA)
- Quantified Tree Risk Assessment (QTRA)
- Risk matrix: the likelihood and consequence of tree failure
- International Society of Arboriculture - Tree Risk Assessment Qualification (TRAQ)
- International Society of Arboriculture - Basic Tree Risk Assessment

## Urban Tree Maintenance

Based on the outcomes of the inspection, a number of maintenance options can be programmed including:

- No work required
- More extensive assessment required (including aerial inspections, sonic tomograph etc)
- Scheduled/increased monitoring of the tree
- Tree pruning to maintain safe, healthy trees, to satisfy requirements for free pedestrian and vehicle movement and maintain sight lines and clearance for traffic lights and street signs
- Tree removal
- Lopping (only as a method of reducing risk to allow the retention of a tree for habitat purposes)

TCCS takes a conservative approach to the removal of public trees. The management decision will take into account the assessment outcomes, the benefits of the tree/s to the urban environment and relevant government policy (including the *ACT Climate Change Strategy*, *Canberra's Living Infrastructure Plan*, the *Nature Conservation Act 2014*, the *Tree Protection Act 2005* and the *Urban Forest Strategy 2020-2045*).

Factors to be considered following an assessment of the tree are exposure to hazards, the extent of tree hazard, the environmental impact of the proposed maintenance, available resourcing and the appropriate prioritisation of works, and the cumulative impacts of management responses on our canopy cover.

## Monitoring

Public trees that are identified as requiring more frequent monitoring will be noted and a monitoring schedule will be developed. The frequency and level of detail of future monitoring will be determined on a tree by tree basis depending on the issues identified in the initial inspection and the location of the tree.

## Pruning

Pruning is carried out when required to enhance public safety and urban amenity and to improve or maintain tree health. Priority is given to trees in areas of high public use, such as streets, carparks, shopping centres and picnic areas.

Pruning work on all our trees is restricted to the reduction and elimination of hazards. Pruning work can only be done by our employees or representatives and will be in line with approved, professionally accepted arboriculture practices such as outlined in the *Australian Standard for Pruning of Amenity Trees (AS4373-2007)* and the minimum industry standards for arboriculture and vegetation management workers.

Qualified staff may carry out the following pruning activities:

- Formative pruning of young trees in the first five years following planting.
- Pruning to avoid interference with streetlights and other services.
- Removal of lower branches to give clear pedestrian and traffic access as well as clear sight lines, particularly for vehicles entering and leaving driveways or approaching intersections.
- Removal of lower branches on main roads and major streets.
- Removal of large deadwood, or diseased, cracked, hollow or otherwise unsound wood.

Root pruning is to be avoided and only carried out when deemed necessary. The need for root pruning will be assessed on a case by case basis in relation to the structural root zone of the tree and species tolerance to root disturbance.

## Removal

TCCS adopt a conservative policy towards the removal of trees on public land.

**Trees are considered for removal on a case-by-case basis following an inspection by qualified staff when:**

- they are dead (and provide no habitat or ecological benefit), damaged or in irreversible decline
- they constitute a traffic hazard/other identifiable hazard to public safety which cannot be corrected by pruning
- they are interfering with above or below-ground services such as power lines or water pipes and mitigating measures are ineffective
- the tree is an unsuitable species for where it is planted, for example, poplars and willows near stormwater lines
- they are part of a dense planting which requires thinning to promote the health of the remaining tree.
- they were designated as temporary in the original landscape design and have reached the end of their intended life span.

### **Trees are not removed due to:**

- householder preference for no street tree or for a different species
- appearance (unless this is related to very poor tree health)
- solar access
- concerns about leaf litter, twigs, fruit or seed material, or droppings from wildlife
- insects or animals, including bees and possums
- release of pollen, i.e. allergies or asthma
- householder desire to improve or allow a view
- tree roots protruding above the ground or competing with lawns or garden beds.

If it is necessary to remove a living tree from a nature strip, regardless of whether the tree was planted by the ACT Government or the householder, the resident will be notified. Consultation will be more extensive where a group of trees are to be removed. Where the site and surrounding services allow, a tree of an appropriate species will be replanted in a similar location.

### **Habitat retention**

Mature native trees which are dead, damaged or in irreversible decline may be pruned and retained in the landscape where they:

- provide habitat for wildlife such as through hollows
- are a remnant of the original vegetation of the ACT, or have regenerated from one
- are in a location where they do not constitute an identifiable hazard to public safety.

Habitat trees are created by pruning the main branches to leave a 'totem' with exposed hollows to provide habitat for birds and animals. In certain cases, artificial hollows and/or nest boxes may be added to enhance habitat.

### **Mitigating measure**

Mitigating measures can also be implemented in response to the assessment of the tree/s. These may include, but are not limited to:

- Establishment of exclusion zones under the canopy of trees, for example, landscaping treatments, physical barriers, fencing or the erection of signage in the area.
- Physically removing a target from the target zone, for example, moving a seat or redirecting a path or road.
- Upgrades or repairs to infrastructure, for example, aged/damaged underground pipes.
- Root pruning and root barriers