







### Introduction

- Overview
- Unit Responsibilities
- Delivery of Services
- Opportunities and Challenges
- Case Study Rosalind Park Tree Failure



# About the City of Greater Bendigo

- Covers an area of 3000 Square Kilometres
- Population of over 100,000 people
- A combination of Urban and Rural Centres
- Second fastest growing municipality in Regional Victoria
- Aim is to be "the Best Regional City in Australia"



### Parks and Natural Reserves Unit

A large team with diverse skills and experience

Provides Specialised Service Delivery in,

- Arboriculture
- Intensive Horticulture
- Passive and Natural Reserves
- Sportsfield Management
- Contract and Project Management



## Unit Responsibilities

- Provide a safe network of assets
- Meet the needs of our users
- Protect and enhance the natural environment
- Conserve our heritage and sites of significance
- Provide high levels of customer service







## Key Business Drivers

- Efficient and effective delivery of Services
- Finite Resources Physical and Financial
- Large scope of responsibilities
- Service Delivery Plan
- "A Business that does nice things"



## **Opportunities**

- Unit priorities and outcomes
- Effective and efficient use of finite resources
- Increasing awareness of Unit's role
- Effective Communication Internal and External
- Changing Technology
- Project Management







# Challenges

- Increasing costs
- Supply versus Demand
- Meeting customer needs
- Population Growth
- Sustainable Asset Management







## Case Study – Rosalind Park Tree Failure

- Failure of Large Specimen Tree Eucalyptus angophoroides (Apple Topped Box)
- Tree was between 60 and 100 years old
- Tree was 26 Metres high
- Inspected in September 2013 as part of Proactive Tree Maintenance Program
- Species not indigenous to the Bendigo Region



## Case Study – Rosalind Park Tree Failure

- Death of Child and Serious Injuries to Mother
- Significant Media Publicity
- Significant focus on operations of Parks and Natural Reserves Unit
- Large amount of external pressure on team members
- Increased attention on Tree Management



### Rosalind Park Tree Failure – Outcomes

- Coroners Inquest
- Review of Tree Management Processes
- Record Keeping and Documentation is essential
- The need for Qualified Team Members
- Welfare of Team Members
- Opportunities Educational and Resourcing







#### **Future Directions**

- Existing assets consolidation and improvement
- Asset protection and maintenance initiatives
- Setting achievable and sustainable goals
- Succession planning
- The use of contracted services
- "Working smarter, not harder"





