

> Open Space Maintenance Service Standards

October 2017



Ballarat Cemeteries



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Table of Contents

Introduction.....	1
Open Space Assets.....	2
Inspection Frequency.....	3
Performance Criteria.....	4
Response Times.....	4
Standards Of The Works For Each Asset.....	5
All Grassed Areas.....	6
Lawns.....	7
Turf.....	8
General Grass Areas.....	9
Fire Cut.....	10
Garden Beds.....	11
Rose Garden Beds.....	12
Re-vegetation Garden Beds.....	13
Bushland.....	14
Pedestrian Paths.....	15
Park Furniture.....	16
Trees.....	17
Drainage.....	18
Irrigation.....	19
Weeding.....	20
Mulching.....	20
Mowing.....	20
Edging.....	20
Pest And Disease Control.....	20
Litter Control.....	21
Cleaning.....	21
Cemetery Activities.....	21

Introduction

Ballarat Cemeteries operates internal crews to support three main functions associated with the service delivery of its core business. The three functions are Operations-Cremation, Operations-Burial and Operations-Asset Management/Grounds and are spread across two sites. The 'Old Ballarat Cemetery' situated in Macarthur Street Ballarat and the 'New Ballarat Cemetery' situated in Doveton Street North Ballarat. These crews work to prescribed standards and also respond to client requests, Funeral Director and Stonemason activities and reactive and remedial works.

Specialist tasks are supported by contractors including weed spraying, rubbish collection, plumbing, electrical, property maintenance and road repairs.

These Standards have been developed for staff, Trust Members, contractors, community and management to understand, articulate and implement for consistency the delivery and maintenance of Ballarat Cemeteries Core Operational activities.

These Standards are for the provision of routine and specialist cemetery and horticultural services that effectively provide for the standard of service delivery and level of maintenance the Trust believes will meet community expectations.

Tasks that are included within this Specification include, but are not limited to, some or all of the following:

- Maintenance and cleaning of Chapel
- Maintenance of Crematorium
- Maintenance of garden beds including annuals
- Maintenance and cleaning of all cemetery furniture, structures and landscape features
- Maintenance of internal paths, roads and car parks
- Maintenance of drainage and irrigation
- Removal of graffiti
- Memorabilia and Litter control
- Management and pruning of trees
- Management of native vegetation
- Management of weeds
- Inspection, maintenance and repairs to amenity assets
- Maintenance of Lawn graves and turf management
- Management of water features
- Delivery of burial services
- Reporting and responding to inquiries, requests, complaints, etc..
- Regular review, consultative and planning meetings



Remembering The Past, Caring For The Present, and Planning For The Future

Open Space Assets

Open Space assets are generally recognised as the various burial and memorial areas, landscaped and amenity areas, vacant land and natural bushland. Open Space assets may include, but are not limited to, some or all of the following additional assets:



The Staff are responsible for the care and preservation of these assets to ensure that they are always functional, safe for the public, and their condition remains at the level specified. Assets are maintained by performing a range of activities which typically may include, but are not limited to, some or all of the following:

- | | | | |
|-----------------|------------|-----------------------|--------------|
| ✓ Weeding | ✓ Cleaning | ✓ Rose Memorials | ✓ Pruning |
| ✓ Mowing/Edging | ✓ Spraying | ✓ General Maintenance | ✓ Irrigation |

These activities will be performed to differing standards according to the type, location, condition or usage of the asset.

As a guide the following asset details have been collated.

Total Area of Cemetery	Approx 588,742 sq m
Area of Open Space Fire control	Approx 195,897 sq m
Area of Grass maintained	Approx 16,500 sq m
Area of Turf maintained	Approx 101,161 sq m
Area of Lawn maintained	Approx 1816 sq m
Number of Roses	2,700

Inspection Frequency

Staff shall inspect all areas to ensure the provision of a pleasant and safe environment and carry out works required to maintain and enhance the peaceful tranquillity associated with visitor expectations.

Different activities can be inspected at different frequencies depending on the special safety needs and the status of the location. However, the following minimum frequencies are to be met.

ASSET	ASSET BREAKDOWN	INSPECTION CYCLE
Turf Areas	Lawns Turf	Weekly
	Grassland Fire Cuts	Fortnightly
		Monthly
		Annually
Garden Beds	Feature Garden Beds General Garden Beds Rose Garden Beds	Fortnightly Monthly Fortnightly
Paths, Roads and Carparks	Paths, Access Roads, Car Parks Type - Unmade	Monthly Annually
	Sealed roads	
Outdoor Furniture	Seats, bollards,, shelters,	Annually
Water Features	Informal Water Features / Fountains	Annually
Trees	Park Trees formative pruning OH&S Inspection	Six Monthly
		Annually
Drainage	Pits, Drains, Agricultural pipes	Six Monthly
Irrigation	Sprinklers, Solenoid Valves ,Pipes	Weekly (in season)
Buildings/Structures	Shelters, Bridges, Buildings	Annually

NOTE: All these inspections would only note minor items that crews would attend to as a matter of course, but log major items for work scheduling through Capital Works

Performance Criteria

The performance of the Crew shall be measured against the following performance criteria:

WORKS	ASSESSMENT	PERFORMANCE MEASURE
Routine maintenance	Random inspection by Operations Manager	Assets maintained as per Standards.
Reliability and Quality of service	Operating records/Timesheets.	Response time and quality to the overall satisfaction of the Supervisor.
Community response to the service provided	Complaints received or comments made by public.	Service provided to a satisfaction level in accordance with standard.

Response Times

Staff shall respond to any request to make safe, repair or rectify any condition it is required to attend to under the guidelines in accordance with the response times below.

Staff may be advised of a requirement, by advice or complaint from a member of the public either directly or through the office or by its own inspections or observations.

REQUEST	DESCRIPTION	RESPONSE TIME
EMERGENCY	The condition has caused or the potential to immediately cause serious injury to person or property.	Immediately
URGENT	If the condition is not attended to within the specified period it will have the potential to cause injury to persons or property.	24 hours
COMPLAINTS	Issues relating to poor performance or safety standards.	24 hours
GENERAL MAINTENANCE	Routine maintenance not considered 'Emergency' or 'Urgent'.	10 Days
IRRIGATION MAINTENANCE	Routine maintenance not considered 'Emergency' or 'Urgent'.	3 Days

Standards Of The Works For Each Asset

Maintenance Standards answer the question of when maintenance work needs to be carried out on different Assets and define the overall desired standard for each Asset.

The Maintenance Standards are specified in a variety of ways including the following:

- a) A terminal or threshold condition which will activate a maintenance response (mow when height exceeds 80 mm);
- b) A frequency for performing work
- c) A response time (actioned after public request or complaint)

While maintenance standards should be followed, any defect that may affect the safe operation and usage of the cemetery shall be attended to even if it is inside the maintenance standard specified.

The ground staff are responsible for the regular inspection, maintenance and upkeep of all the lawn areas, garden beds, trees, roses, furniture, landscape features annual plantings in road entrances, paths, drainage systems and other elements on which maintenance works are carried out in accordance with these standards.

Inspection and maintenance frequencies are of a minimum nature and any intermediate defects are to be remedied as per response times.

Management and staff shall carry out regular reviews of all the assets and record their defects and general condition in order to maintain these assets to an acceptable standard and to assist in the development of the Capital Works Program.

Maintenance standards for each area reflect the activity associated with that area. However there should be an understanding of the maintenance standard set for adjacent areas which might be of a lesser standard but have an impact on presentation.

All Grassed Areas

Are areas of lawn, turf and grass within both the cemetery sites of varying standards and sizes that range from intensive formal lawns through to extensive open space areas.

Staff shall be responsible for the mowing of turf areas, weeding, edging, litter control, surface finish, turf management, irrigation, drainage, and all other assets adjacent to or that form part of turf areas, including nature strips.

Turf works include preparing areas for sowing or re-sowing and the establishment of turf on sown or re-sown areas, maintaining the health and physical appearance of turf, irrigating to maintain optimum soil moisture levels, fertiliser applications to maintain optimum nutrient levels in the soil, soil conditioning, aeration of soils, topdressing to maintain level and safe walking surfaces and controlling turf pests, weeds and diseases.

(i) Mowing

Staff are to ensure that any mowing or turf trimming operation is carried out in a manner which does not damage or cause damage to any turf area, horticultural display, shrub, tree, amenity or facility within or adjacent to the work site.

Staff are responsible for carrying out works with due regard to maintaining public safety at all times.

(ii) Surface Finish

The surface of all turf areas shall be even and free of holes where practical and any protruding objects or other items which may cause injury to any person or equipment. Particular attention is to be paid to settlement of burial sites and vehicle wheel marks. Staff are responsible for filling or lowering any area of turf and altering the level of any in-ground watering system to comply with the above requirement.

(iii) Turf Management

Turf management involves a range of specialist operations to varying degrees, such as aeration, fertilising, over seeding, etc. Staff are to follow a program that reflects the needs, complexities and all other aspects of turf management, consideration is to be given to use, profile, irrigation presence, seasonal factors etc. with regard to turf areas.

All works are to be carried out in accordance with accepted turf management industry standards and practices.

Lawns

'Lawns' generally include small to medium areas of turf located at high profile locations. The lawns are maintained to reflect a high standard and precise attention to detail. Typically the sites include lawns at locations such as:

- Crematorium courtyards
- Babies Lawn
- Information kiosk at the 'Old Cemetery'

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Weekly.
Mowing	Mow when height (when 5% of total area) exceeds 80 mm by cutting to minimum 45 mm height to achieve a regular cut finish.
Weeding	Control of undesirable weeds as determined by the Supervisor.
Edging	<p>Edge when turf has grown greater than 50mm over greater than 50% of the turf edge.</p> <p>No single/isolated clump intrusion greater than 100 mm.</p> <p>Mechanical edging only, Chemical edging permitted to maximum width 50mm only with Supervisors prior approval.</p> <p>Where no formal edge exists a smooth even continuous edge is to be maintained.</p>
Litter Control	Remove all visible litter when noticed. Remove aged floral tributes before each mowing cycle. Remove memorabilia in accordance with trust policy. .
Surface Finish	Repair all visible ruts and ground subsidence deeper than 50mm.
Reporting	Report all visible defects to the Supervisor.

Turf

Areas range in size from medium to large areas located predominantly within the Lawn Beam and Headstone memorial areas Eg Birdsong Gardens, Tandra Lawn, Tandra Memorial, Lawns K,L,H,G and F.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Fortnightly.
Mowing	Mow when height (when 5% of total area) exceeds 100 mm by cutting to minimum 50 mm height to achieve a regular cut finish.
Weeding	Control of undesirable weeds as determined by the Supervisor.
Edging	Edge when turf has grown greater than 50mm over greater than 50% of the turf edge. No single/isolated clump intrusion greater than 100 mm. Mechanical edging only, Chemical edging permitted to maximum width 50mm only with Supervisors prior approval. Where no formal edge exists a smooth even continuous edge is to be maintained.
Litter Control	Remove all visible litter.
Surface Finish	Repair all visible ruts and ground subsidence deeper than 50mm..
Reporting	Report all visible defects to the Supervisor.
Turf Management	Healthy turf and capable of withstanding normal pedestrian traffic. Maintain greater than 90% cover excluding significantly shade affected areas.

General Grass Areas

'General Grass Areas' areas range in size from small to large areas located predominantly 'Open Ground' and Monumental areas and nature strips outside the Trust's property. These areas typically do not have irrigation and tend to grow at a slower rate than Turf areas.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Monthly.
Mowing	Mow when height (when 5% of total area) exceeds 120 mm by cutting to minimum 50 mm height to achieve a regular cut finish.
Weeding	Control of undesirable weeds as determined by the Supervisor.
Edging	Edge when turf has grown greater than 50mm over greater than 50% of the turf edge. No single/isolated clump intrusion greater than 150 mm. Mechanical and Chemical edging permitted to maximum width 100mm Where no formal edge exists a smooth even continuous edge is to be maintained.
Litter Control	Remove all visible litter.
Surface Finish	Repair all visible ruts greater than 50mm .
Reporting	Report all visible defects to the Supervisor.

Fire Cut

'Fire Cut' areas are larger areas of undeveloped open space and road reserve. The pony paddock and the block of vacant land in Havelock Street are also included. The fire cut sites are to be maintained to a standard which adds to the visual experience of these larger open spaces with fire prevention in mind.

Staff are required to integrate mowing in Open General Grass Areas with that in adjacent Open Grassland to ensure a transitional blend between the different assets.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out within the regulatory timeframe and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Annually.
Mowing	Mow when height (when 10% of total area) exceeds 500 mm by cutting to minimum 100 mm length to achieve a regular cut finish. Generally this would be mid/late November
Reporting	Report all visible defects to the Supervisor.
Turf Management	Not required.

Garden Beds

“Garden Beds” feature prominently throughout the cemetery and are both small and extensive in size. With a high aesthetic profile. Most garden beds at the crematorium provide memorial sites and are visited frequently.

Staff shall be responsible for all garden bed maintenance including, but not limited to, plant maintenance, weeding, edging, irrigation, litter control, mulching, drainage and all other assets adjacent to or that form part of the garden beds. All maintenance works shall be carried out so as not to compromise the integrity of the intent of the design for the garden bed or site.

No weeds in garden beds shall complete their life cycle by producing seed.

All shrubs and trees adjacent to paths, car parks, roadways, etc. shall be maintained to ensure clear sight lines and give consideration to safety.

All work is to be carried out in accordance with accepted horticultural industry standards and practices.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Fortnightly.
Weeding	Weed when coverage of any one bed exceeds 20% or height exceeds 100 mm or a single weed occupies a spread area greater than 100 cm ²
Mulching	Replenish when depth excluding humus less than 20mm or reduce when depth excluding humus exceeds 150mm after 2 weeks settlement, or when coverage less than 100% with approved mulch.
Litter Control	Remove all visible litter.
Plant Maintenance	Remove when plant condition less than 50%. Annuals are required to be planted biannually, however the number of plantings will be determined by budget allocation. Removal of significant spent flowers. Or by direction of supervisor.
Edging	Edge when turf has grown greater than 50 mm over greater than 25% of the garden edge or intrudes into bed and disrupts continuity of edge (where not formally edged). Chemical edging only with prior approval to a maximum width of 50mm.
Reporting	Report all visible defects to the Supervisor.
Planting	Replace when plant number less than 80% or plant coverage less than 80% of design intent. Replace per program approved by the Supervisor.

Rose Garden Beds

“Rose Garden Beds” feature prominently throughout the crematorium. There are a significantly large number of plants, mostly standards, which have provided memorial options for many years. The demand for rose memorials has declined over the years to a point where the ongoing maintenance has become an issue. Rose garden memorial sites are visited frequently.

Staff shall be responsible for all Rose garden bed maintenance including, but not limited to, plant maintenance, pruning, spraying, weeding, edging, irrigation, litter control, and mulching. All maintenance works shall be carried out so as not to compromise the integrity of the intent of the design for the rose garden bed or site.

No weeds in garden beds shall complete their life cycle by producing seed.

All work is to be carried out in accordance with accepted horticultural industry standards and practices.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Fortnightly
Weeding	Weed when coverage of any one bed exceeds 10% or height exceeds 100 mm or a single weed occupies a spread area greater than 100 cm ²
Mulching	Replenish when depth excluding humus less than 20mm or reduce when depth excluding humus exceeds 150mm after 2 weeks settlement, or when coverage less than 100% with approved mulch.
Litter Control	Remove all visible litter.
Plant Maintenance	Remove spent flowers on a fortnightly cycle through the flowering season. Winter prune all plants at the appropriate time. Spray plants with approved fungicide/insecticide to ensure healthy condition.
Edging	Edge when turf has grown greater than 50 mm over greater than 25% of the garden edge or intrudes into bed and disrupts continuity of edge (where not formally edged). Chemical edging only with prior approval to a maximum width of 50mm.
Reporting	Report all visible defects to the Supervisor.
Planting	Replace only plants which have a memorial placed at that location. Replaced plant should be the same cultivar or be approved by memorial holder.

Re-vegetation Garden Beds

'Re-vegetation Garden Beds' include a range of both small and larger landscaped areas. They are the result of deliberate planting and construction within defined boundaries. Revegetation Garden Beds generally consist of native trees and shrubs grown in a self sufficient manner, usually as screen plantings and are also located in memorial sections Eg Poets Walk, Dreamtime and selected roadsides.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Quarterly
Weeding	Weed when coverage of any one bed exceeds 25% or height exceeds 150mm or a single weed occupies a spread area greater than 150 cm ²
Mulching	Replenish when depth excluding humus less than 20mm or reduce when depth excluding humus exceeds 150mm after 2 weeks settlement, or when coverage less than 100% with approved mulch.
Litter Control	Remove all visible litter.
Plant Maintenance	Remove when plant is dead.
Reporting	Report all visible defects to the Supervisor.
Infill Planting	Replace when plant number less than 70% of design intent. Replace within 6 months or as per program approved by the Supervisor.

Bushland

'Bushland' areas constitute part or all of a stand of remnant Indigenous species. Bushland areas are managed and maintained for their "natural" experience and conservation values.

Staff shall not carry out any activities other than litter control and fire protection within areas defined as bushland areas unless directed by the Supervisor. Suitably qualified contractors will be engaged from time to time to carry out works directed towards controlling and eradicating invasive weeds whilst protecting and reinforcing the existing indigenous species.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Annually
Weeding	Contractor as directed by the Supervisor.
Litter Control	Remove all visible litter .
Reporting	Report all visible defects to the Supervisor.

Pedestrian Paths

Pedestrian Paths are generally located throughout the site in general. and include all designated pathways including walkways, standing areas, steps and courtyards. and consist of various materials including timber, crushed rock, Lilydale toppings, granitic sand, concrete, brick, etc.. Typically paths, provide all-weather access and are defined by their surface material and usage, and are a result of deliberate construction.

Staff are responsible for the regular inspection, maintenance and upkeep of all pedestrian pathways.

Pedestrian pathways shall be fully operational at all times, effectively drained of all surface water and maintained in a sound condition that ensures the safe passage of pedestrians.

The maintenance of Paths, shall include but not be limited to the following tasks that should be performed on a regular basis:

- regular attention to potholes, depressions, cracks, steps, erosion and surface finish
- grading and replacement of gravel/sand materials to maintain correct pavement shape
- attention to drainage
- attention to edging
- attention to safety and hazard
- attention to weeding

Potholes or depressions in an unsealed gravel or fine crushed rock pavement shall be filled with the same material as that in the existing pavement.

Staff shall maintain all paths and pedestrian areas in a moss/mould free, non slippery, stable surface condition.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Monthly.
Surface Finish	Grade gravel surfaces when rutting, potholing and corrugations exceeds 75 mm over 20% of pavement surface.
Weeding	Weed when coverage exceeds 15% or height exceeds 50mm or a single weed occupies a spread area greater than 100 cm ²
Litter control	Collect as noticed
Reporting	Report all visible defects to the Supervisor.
Edging	Where no formal edge exists a smooth even continuous edge is to be maintained to a vegetation clearance.

Park Furniture

'Park Furniture' is generally located throughout the cemetery and includes signs, seats, bins, bollards, fences, gates, hand rails, etc. The constructed components are to be maintained to a high standard and safety reflecting the quality of the environment they are located within.

Staff are responsible for the regular inspection, maintenance and upkeep, including the safety, of all Trust furniture.

All park furniture shall be regularly inspected to ensure that it remains clean, safe and maintained in good repair at all times.

Signs are to be maintained so they are clear & legible, graffiti free, upright and in a safe condition

All furniture shall be kept clean at all times from the accumulation of dirt, grease, cobwebs, graffiti, etc. and the surrounds shall be cleared of vegetation (weeds and long turf).

Any graffiti is to be removed immediately. If difficult to remove engage city council graffiti task force with the approval of the Supervisor.

Staff shall undertake minor repairs to outdoor furniture as required. Repairs may include replacing and securing worn or loose components and fixings and sanding of splintered surfaces on seats and repainting etc.

Maintenance Standards:

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Monthly.
Cleaning	Clean when stains, grease, graffiti or build up of dirt cobwebs or other contaminants etc. appear.
Painting	Paint when the painted surface is worn, cracked or lifting or when cleaning fails to remove graffiti.
Repairs	Ensure all Trust furniture is fully operational and in good repair.
Litter Control	Remove all visible litter, debris and unwanted objects.
Reporting	Report all visible defects to the Supervisor.

Trees

'Trees' are located throughout the Trust's two cemetery sites and range in age, species, form, vigour, etc. They add much character to the site and generally provide significant amenity.

Staff are responsible for the regular inspection, maintenance and upkeep of all trees.

Staff should as far as practicable deal with all tree related problems, but limiting their involvement to the extent of their ability and resources.

Tree works include such things as pruning, height clearances, removals, planting, pest and disease control, debris removal etc.

Fallen or damaged limbs are required to be inspected within 2 hours of notification and works will be programmed based on priority.

All work shall be performed so as to maintain a well balanced tree and pruned in a manner that is as aesthetically pleasing as practicable to maintain the shape and character of the tree.

Tree removals are only to be made with approval of the Operations Manager.

All debris shall be removed from the work site within 48 hours. Debris includes all stubs, limbs, branches, twigs, leaves, chips and sawdust created as a result of any tree pruning works.

Whenever possible tree prunings shall be chipped and the mulch and will be stored for later use.

Sawn Timber/Log Wood unsuitable to be chipped shall be cut/stacked safely and neatly on site to be removed within 48 hours.

No debris is to be left hanging or wedged in any tree.

Staff are responsible for carrying out works with due regard to maintaining public safety at all times. Training will be provided to ensure staff possess the relevant qualifications to perform work tasks safely.

Maintenance Standards:

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Reactive, Internal 6 monthly. Risk Assessment Annually
Pruning	Formative pruning 6 monthly. Respond to Operations Managers requests from concerns.
Weeding	Maintain a weed free environment around base Methods compatible with tree health only. Only acceptable herbicide is glyphosate.
Litter Control	Remove all visible litter in tree and around base.
Mulching	Approved, consistent material around tree. Mulch to a minimum of 700mm radius to avoid ground compaction by mowers..

Drainage

'Drainage' systems include all pits, pipes, agricultural drains, brick spoon drains and swale drains. The Trusts drainage system will extend to where it connects with or enters the general storm water system.

Staff shall inspect and keep clean and operating all pits, grates, underground stormwater pipes, subsoil drains and open drains that service each location and carry out works necessary to ensure the ongoing functioning of the system free of litter, siltation, debris, etc.

Staff shall be responsible for the maintenance and condition of all open drains within the properties. All open drains shall be kept in a tidy condition free of weeds, silt, and rubbish and mown where the surface is designed for such.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Six Monthly.
Cleaning	Clean when siltation on bottom of pit is greater than 50mm and/or obstructions greater than 50mm dimension. Pit outlet area reduced by more than 10%.
Repairs	Replace and repair all damaged and dangerous pit covers.
Litter control	Collect all litter when noticed.
Reporting	Report any problems which may arise following rain events to the Operations Manager.

Irrigation

'Irrigation' includes all the pipes, fittings, sprinkler heads, pumps, control valves, Computerised Control System, etc. installed within the Trust's properties necessary to allow the automatic and specific manual irrigation of various turf areas and garden beds.

Staff are responsible for the safe and effective operation of irrigation systems to ensure that the maintenance standards are achieved on the various assets.

Staff are responsible for the maintenance, replacement associated with sprinkler heads, pop-up sprinklers, solenoid valves and other items subject to wear and tear. Where required, the work includes adjusting the level of sprinklers to match existing ground levels to ensure their efficient use and that no hazard is presented to the public.

Damaged sprinkler heads should be replaced and operating within 24 hours. The following specific tasks shall be performed at regular intervals:

- Check general condition and operation of sprinkler system
- Check sprinkler heads to ensure efficient operation
- Ensure all sprinkler heads are maintained free of turf and level with the surrounding turf
- Ensure local sprinkler control systems are correctly set and fully operational
- Program and reprogram all controllers as necessary
- Report within one (1) hour any damage, defects or any situation that may render the irrigation system inoperable.

All plumbing works associated with the mains supply shall be carried out by an appropriately qualified Plumber.

Maintenance Standards

Staff shall ensure that the maintenance tasks described in this Clause are carried out and that the assets are maintained at the following minimum standards:

ACTIVITY	MAINTENANCE STANDARD
Inspection Cycle	Weekly (in season).
Surface Finish	As per adjacent Turf/Garden Bed Asset.
Weeding	To ensure effective operation of the irrigation system and visibility of sprinkler heads and valve boxes.
Repairs	Adjust, repair, test, replace when parts are non-operative, defective or worn. Ensure all irrigation systems are fully operational and in good repair.
Reporting	Report problems which you are not able to rectify to the Operations Manager.
Litter Control	Remove all visible litter, debris and unwanted objects.

Weeding

Staff are responsible for the systematic control, removal, and disposal of all weeds, using chemical, mechanical, or physical methods appropriate to the site to ensure weed control to a specified level of control or period of work. Weeding by chemical means is restricted to the use of Chemicals approved by the Operations Manager/Supervisor and used in accordance with the manufacturer's instructions. The use of brushcutters to control weeds is acceptable under some situations however care should be taken not to damage trees or monuments.

Mulching

Staff are responsible for the transport, placement, and containment of approved woodchips, mulch or other surface material and the maintenance of a minimum and maximum specified depth of cover at all times, free of weed species. This includes material placed for aesthetic, water conservation, and weed control measures in garden beds and planting situations.

Wherever possible staff are to utilise our recycled mulch or mulch produced by arboriculture companies in all garden mulching projects. Where all mulch produced by the arboriculture companies has been exhausted, the purchase of mulch is then permitted.

There are certain exceptions to this where the recycled mulch would seem out of character with the area.

Mowing

Staff are responsible for the mowing of all grass areas to a specified standard by use of appropriate equipment.

The sward is to be cut cleanly and brought to an even condition and height. There shall be no areas of turf where the top growth has been scalped by the mowing operation back to bare earth or shorter than the specified minimum length.

Flower spikes and seed heads shall be considered as part of the turf height as specified in the maintenance standard, as determined by the Supervisor. De-stalking of flower spikes and seed heads may be required outside of the specified mowing standards to maintain aesthetic quality of the cemetery throughout the entire year, as determined by the Supervisor. Destalking is also required to ensure minimal seed dispersal into garden areas.

High profile areas will require an intensive maintenance regime all year.

Edging

Staff are responsible for the mechanical reduction in length and spread of grass and associated broad leaf plants from turf areas where intrusion onto lawn beams, pathways, road gutters and garden beds occurs. Chemical edging with approved chemicals may only occur where their use has been deemed appropriate by the Operations Manager/Supervisor.

Edging includes the control of vegetation around poles, seats, fences, boundaries structures, etc. and the removal of all remnant material from paths etc. Mechanical edging shall preferably be vertical and chemical edging to the specified width.

Pest And Disease Control

Staff are responsible to maintain the appearance and health of vegetation. Control of pests and diseases by chemical means is restricted to the use of Chemicals approved by the Supervisor.

Litter Control

Staff are responsible for the collection, removal and disposal of all unwanted material i.e. rubbish, litter, debris, floral tributes and trinkets. All areas of the cemeteries shall be kept clear of litter and rubbish at all times. Scattered litter and rubbish shall be collected and disposed of at the time it is found by Staff.

Public rubbish bins are placed at various locations throughout the cemetery and are emptied according to schedule. Generally they will be emptied on a Monday however staff shall take into account the increased frequency and level of work associated with the control of litter during the holiday periods and/or special days of significance.

Particular attention is to be paid to the hazards associated with the collection and disposal of general waste and appropriate procedures used.

Cleaning

Staff are responsible for the physical or mechanical wiping, scrubbing, washing of public amenity areas. using approved chemicals and equipment to achieve a clean, sanitary and hygienic area for visitor use. Cleaning includes the removal of all debris or rubbish not dealt with by Litter Control.

Cemetery Activities

GRAVE FINISHING

Staff are responsible for the general condition and presentation of a new grave immediately before and after a service. The timely backfilling and level of presentation is included in the 'burial to backfill' procedure manual. Topdressing will be required after a period of settlement



Ballarat *Cemeteries*

For personal guidance and assistance please telephone our office to arrange an appointment.



03 5332 1469



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