Scope of Services

Service Package – Landscaping & Irrigation

1 Scope of Services

This package covers routine and preventive maintenance of landscaped areas, irrigation systems, trees and palms, built landscape assets, lawn presentation, hedge maintenance, pest and termite identification and treatment coordination across the precinct.

Included services

- Mowing, edging, pruning, mulching, planting and replacements.
- Maintenance of lawns to the mowing and edging presentation standard in this Scope of Services and the Annexure.
- Weed and invasive-species management, including identification and treatment of clover, invasive grasses and other contaminating species in turf and landscape areas.
- Hedge trimming and maintenance to a consistent, high-quality presentation standard.
- Identification, monitoring, treatment and reporting of termite or other pest activity affecting landscaped areas, trees, timber landscape assets and associated structures within the package scope.
- Operation, inspection and basic repair of irrigation systems.
- Dethatching, aeration, fertilising and lawn renewal.
- Arborist inspections, tree risk management and reactive tree make-safe.
- Cyclone preparation and clean-up for landscaped areas.
- Green-waste collection, removal and appropriate disposal.
- Operate and adjust irrigation systems to minimise water waste while maintaining healthy turf, trees and garden beds.
- Review and adjust irrigation programs in response to seasonal conditions, rainfall, soil moisture, plant requirements, weather forecasts and observed site conditions.
- Promptly identify and rectify leaks, overspray, runoff, broken sprinklers and other irrigation faults that cause water waste.

- Monitor irrigation water consumption using available water meters, submeters and controller data.
- Include monthly water-consumption data, significant variances, identified causes, corrective actions taken and any outstanding risks or recommended improvements in the monthly performance report to DWC.
- During the wet season apply an approved turf growth regulator.

Excluded / interfacing

- Building fabric, roofs, lifts, HVAC and general technical services.
- Marine infrastructure and lagoon pumps.
- General cleaning, waste and pest control, except for vegetation-related clean-up and green waste.
- Treatment of termites within buildings or other assets outside the package scope, except for immediate make-safe action, notification and referral under the Contract.

2 Service Level Agreement (SLA)

Tier	Definition / trigger	Response	Make safe	Rectify
P1	Life-safety risk, hazardous tree failure, major irrigation leak causing public hazard	30 min	2 hours	4 hours
P2	Significant irrigation failure, rapid landscape decline, confirmed active termite damage affecting a public asset, or major public amenity impact	2 hours	4 hours	24 hours
P3	Standard reactive landscape fault	8 business hours	2 business days	5 business days
P4	Planned or seasonal landscape works	2 business days (acknowledge)	n/a	30 days or agreed program date

3 Standards

1. The contractor shall maintain all landscaped areas to a standard consistent with a premium tourism precinct, with strong emphasis on visual consistency, plant health and safe public access.
2. Lawns, garden beds, feature planting, trees, edging and irrigated areas must present as neat, healthy, well-shaped and free of excessive weeds, bare patches, irrigation damage, plant stress, uncontrolled growth, contaminated turf species and avoidable decline.
3. Lawns must be mown to an even, consistent height; edges must be sharply defined, neat and aligned with adjoining paths, kerbs, garden beds, structures and fixtures. The finished surface must be free of visible clippings, scalping, uncut strips, wheel marks and damage to trees, plants, irrigation components or public assets.
4. Catchers shall be used at all times when mowing lawns in public-facing areas, unless otherwise approved by the Corporation for a specific operational reason. The contractor must remove clippings from hard surfaces, drains, garden beds and public areas immediately following mowing and edging.
5. Turf areas shall be maintained at a height generally between 25 mm and 50 mm, with lawn not to exceed 75 mm at any time throughout the precinct unless otherwise approved by the Corporation following extreme weather or other exceptional circumstances.
6. Lawns must be managed to prevent and control contamination by clover, invasive grasses and other undesirable species. The contractor must identify emerging infestations, apply approved control measures, and restore affected turf areas as necessary to retain a consistent turf presentation.
7. Hedges must be maintained in a dense, healthy, evenly shaped and consistent condition. Trimming must produce clean lines, controlled height and width, clear pedestrian sightlines and a uniform appearance appropriate to a premium public precinct. Dead, damaged, diseased or protruding growth must be removed promptly.
8. The contractor must inspect landscape areas, trees, timber landscape assets and associated structures for signs of termite or other pest activity. Suspected or confirmed activity must be recorded, photographed, risk assessed, made safe where necessary and treated by a suitably qualified and licensed provider in accordance with applicable requirements. The contractor must notify DWC promptly where activity may affect a building, structural asset or public safety.

9. Landscape presentation must support the Corporation's brand and visitor experience, with premium public areas maintained to a display-standard appearance at all times.
10. Tree assessment and pruning activities shall be informed by AS 4373 Pruning of amenity trees.
11. Irrigation and landscape works shall be carried out with due regard to relevant workmanship and installation standards, including AS/NZS 3500 Plumbing and drainage where irrigation interfaces with plumbing services, and AS 4419 Soils for landscaping and garden use where soil replacement or improvement forms part of the services.
12. A planned maintenance task is not complete merely because an inspection has occurred. Where a defect is identified, the Contractor must record the defect, photograph it, apply an interim control where required, assign a risk priority, and create or link a corrective work order with a defined rectification date.
13. Where the same asset, component, location or failure mode has generated three or more reactive work orders in a rolling 12-month period, the Contractor must submit a root-cause analysis and recommended corrective, renewal or redesign solution within 10 business days.
14. All plant, vehicles, tools and equipment used to deliver the Services must be clean, tidy, well maintained, safe and professionally presented at all times. Equipment must be selected, operated and maintained to minimise noise, vibration, exhaust emissions, fumes, oil leaks and other impacts on visitors, residents, nearby businesses and the waterfront environment. Defective, excessively noisy, poorly maintained or visually unpresentable equipment must not be used within the Precinct.
15. Use data from DWC-installed soil-moisture probes to manage irrigation scheduling and maintain suitable soil-moisture levels for turf, trees and garden beds. Review probe readings together with rainfall, weather conditions, seasonal demand, plant health and irrigation-controller data to determine when irrigation is required and how much water should be applied.
16. The Contractor must prepare and maintain a wet-season turf growth regulator program identifying the product, APVMA registration, target turf areas, application rate, timing, method, weather conditions, operator competency, exclusion zones and environmental controls.
17. Apply products strictly in accordance with the manufacturer’s label, Safety Data Sheet, APVMA conditions and DWC directions. Do not exceed label application rates or intervals.
18. Apply only to actively growing, healthy turf at the desired mowing height. Coordinate application with mowing in accordance with product-label requirements. Use calibrated equipment to achieve

consistent coverage and avoid overlapping spray passes, striping, uneven growth suppression, turf damage or visual variation.

19. Do not apply where heavy rain, rain within the label-specified withholding period, strong wind, waterlogged soil, standing water, excessive heat, turf stress or other unsuitable conditions could reduce effectiveness or create an environmental risk.
20. Establish exclusion zones and prevent public access until the product has dried, or for any longer label-specified re-entry period. Display temporary warning signage where treatment occurs in public areas.
21. Protect drains, kerbs, lagoon edges, water bodies, beach areas and sensitive landscaping from spray drift, wash-off and contaminated runoff. Do not wash application equipment or discharge residues into stormwater drains, waterways, lagoons or public areas.
22. Record each application in the CMMS, including date, location, product, batch details, application rate, weather conditions, operator, treated area, irrigation or rainfall timing, and any follow-up mowing or observed turf response.

4 Specification

1. Landscape maintenance shall be based on display-quality presentation standards suitable for a premium tourism precinct, including neat edges, healthy lawns, balanced planting forms, controlled growth and consistent visual quality across visitor-facing areas.
2. Mowing and edging programs must be planned around seasonal growth, weather, events and site condition so that turf consistently meets the stated height, appearance and cleanliness standard.
3. Weed and invasive-species management must use approved integrated practices that include early identification, targeted treatment, prevention of spread and restoration of turf or planted areas where required.
4. Hedge maintenance must use suitable methods and equipment to preserve plant health, avoid tearing or scalping, and maintain the intended line, form, density, height and clearance.
5. Termite management must include routine visual identification, recording of evidence, targeted treatment by appropriately qualified personnel, post-treatment monitoring, and escalation of material damage or building-interface risks to DWC.
6. Tree pruning shall preserve tree health, public safety, clearance and visual quality.

7. Irrigation systems shall be managed proactively to maintain plant health and presentation while avoiding overspray, ponding, dry patches, erosion and waste.
8. Preventative maintenance programs shall identify irrigation leaks, blocked emitters, failed controllers, unstable trees, trip hazards and declining planting condition before these become visible defects or safety issues.
9. Reduce, suspend or isolate irrigation during the wet season and periods of adequate rainfall, and progressively increase watering during the dry season or prolonged dry conditions where required to maintain landscape health.
10. Record meter readings at the required frequency, identify material increases or abnormal consumption patterns, investigate suspected leaks, faults, overspray, unauthorised use or ineffective irrigation programming, and promptly implement corrective action.
11. Adjust irrigation programs to avoid overwatering, water stress, runoff, ponding and unnecessary water consumption. Investigate and report readings that indicate irrigation-system faults, leaks, inadequate coverage, poor infiltration, excessive drainage or abnormal soil-moisture trends.

5 Frequency

Refer to Annexure – Landscaping & Irrigation Frequency.

6 Operations and Reporting

The contractor shall establish and maintain work programs and all inspection, maintenance and incident records required for the services under this Scope of Services. The contractor shall provide a monthly report covering service delivery, KPI performance, irrigation issues, arborist findings, weed and invasive-species treatments, hedge-maintenance activities, termite activity and treatment status, cyclone readiness and corrective actions.

7 Equipment and Resources

The contractor shall provide all labour, supervision, plant, equipment, consumables, systems and records necessary to deliver the services safely, efficiently and professionally. Termite treatments must be undertaken by personnel appropriately qualified and licensed for the relevant work.

8 Measurement and Payment

Payment for routine services shall be on a fixed price basis. Approved non-routine works may be paid using the Schedule of Rates or another pricing mechanism expressly approved under the Contract. No additional mark-up shall apply except as expressly provided in the Contract.

9 Condition Reporting

The contractor must submit a quarterly asset-condition report for irrigation zones and controllers, high-profile turf areas, hedges and identified termite-affected landscape assets.

10 Performance Management and Abatements

10.1 KPIs

KPI Category	Measure	Target
Landscape presentation	Audit score against specification	≥ 95%
Irrigation faults	Critical faults attended within SLA	100%
Preventive maintenance	Scheduled tasks completed on time	95%
Tree risk management	Annual inspections completed by due date	100%
Turf standard	Lawn height, edging and condition compliant	95%
Weed and invasive-species control	Identified infestations treated within agreed program	≥ 95%
Hedge presentation	Hedges meet shape, density and clearance standard	≥ 95%

10.2 Monthly Performance Rating

- Acceptable performance: all KPIs achieved.
- Underperformance: one KPI not achieved in a month.
- Serious underperformance: two or more KPIs not achieved in a month, or repeated failure of the same KPI in two consecutive months.

10.3 Abatements

1. Missed urgent response SLA: 2% of the Monthly Fixed Package Fee for each verified failure.

2. Preventive maintenance below 95% in a month: 3% of the Monthly Fixed Package Fee.
3. Failure to maintain presentation standards after notice: 2% of the Monthly Fixed Package Fee for the affected month.