

Draft Tree Vandalism Management Policy **FAQs**



Central
Coast
Council

Frequently asked questions

When will the policy come into effect?

Council will review all submissions following the public exhibition period. The policy will then be finalised, and a report put back to Council with a recommendation to adopt the policy. If adopted the policy is then in force. This process can take up to 8 weeks to complete.

How do I report tree and vegetation vandalism to Council?

You can report an incident through the following options:

- Online at https://centralcoastcouncil.custhelp.com/app/report_problem
- Email: ask@centralcoast.nsw.gov.au
- Contact Council's customer service team
Phone: 1300 463 954

What happens if the trees or vegetation is not on public land that is managed by Council?

Council will advise you in writing of the correct land authority to contact and provide you their contact details. You will need to report the matter directly as the land authority will need to be able to contact you. Council cannot provide your details to another agency under privacy law.

What happens if the trees or vegetation is on private land that is outside Council's delegated responsibility?

Council will advise you in writing of the correct land authority to contact and provide you their contact details. You will need to report the matter directly as the land authority will need to be able to contact you. Council cannot provide your details to another agency under privacy law.

How long will it take Council to investigate my report?

Council is unable to provide time frames for when compliance investigations will be completed, as each circumstance is different. It is not unusual for investigations to take several months to complete.

What if the tree or vegetation is damaged by accident?

All investigations consider a range of factors to determine the appropriate compliance action. Council will consider all the facts prior to determining a compliance action.

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Will I be told the outcome of the investigation?

You will be advised that the investigation has been completed. However - Council is required to operate in accordance with the current NSW privacy legislation, therefore all investigations are confidential.

Customers can lodge a formal GIPA if they wish to seek the outcome of the investigation, however it is unlikely that Council would disclose this information.

Will there be fines issued to people illegally removing or damaging trees or vegetation?

Yes – However there are a range of compliance actions available to Council that can be used depending on the circumstances. These are determined by authorised Council Officers as part of the investigation process.

If I'm fined is there an appeals process?

Yes - You can write to the State Debt Recovery Office stating the reasons why you would like the fine cancelled. Or you can elect to have the matter heard at Court.

Who can help me with this policy?

Council's duty planner can assist you with your enquiries, please contact Council's Customer Service Team on 1300 463 954