



Pollution Incident Response Management Plan (PIRMP)

**Talbingo Water Treatment Plant
2023**

SNOWY VALLEYS COUNCIL

POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN (PIRMP)

LICENCE NUMBER: 11195

Approved by: Quentin Adams

Position/Title: Manager Utilities & Waste Business Signature: _____

Date: 26/05/2023

PURPOSE:

Snowy Valleys Council holds an Environment Protection Licence with the NSW Environment Protection Authority (EPA) for Talbingo Raw Water Treatment Plant. As per the Protection of the Environment Operations Act 1997 (the POEO Act), the holder of an Environment Protection Licence must prepare, keep, test and implement a pollution incident response management plan (PIRMP) that complies with Part 5.7A of the POEO Act in relation to the activity to which the licence relates.

If a pollution incident occurs in the course of an activity so that material harm to the environment (within the meaning of section 147 of the POEO Act) is caused or threatened, the person carrying out the activity must immediately implement this plan in relation to the activity required by Part 5.7A of the POEO Act.

The objectives of the plan are to:

- communicate in a timely manner and with sufficient detail about a pollution incident to relevant authorities and people outside the facilities who may be affected by the impacts of the pollution incident;
- minimise and control the risk of any pollution incident occurring at the facilities by requiring identification of risks and the development of planned actions to minimise and manage those risks; and
- ensure that the plan is properly implemented by trained staff, identifying persons responsible for implementing it, and ensuring that the plan is regularly tested for accuracy, currency and suitability.

A copy of this plan will be kept at the licensed premises, or where the activity takes place in the case of mobile plant licences and be made available on request by an authorised EPA officer and to any person who is responsible for implementing this plan.

Parts of the plan will also be made available on Council's publicly accessible website <http://www.snowyvalleys.nsw.gov.au>

This management plan is to be continually updated and reviewed by Laxmi Pandey, Water/Wastewater Engineer, Snowy Valleys Council.

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1 Introduction

The Talbingo Water Treatment Plant (WTP) is a direct filtration plant. It supplies water to the township of Talbingo. The raw water is drawn from Jounama Creek, treated then stored in the water treatment plant reservoir

The chemicals used in the treatment of the water are as follows

Coagulation: The coagulation chemical is Aluminum Sulphate, commonly referred to as Alum. The chemical is stored in a 4.5 kilolitre bunded storage tank.

pH adjustment: Sodium carbonate soda ash (dry chemical batched on-site)

Chlorination: Gaseous chlorination. Chemical stored in 70 kg bottles

The Talbingo water filtration plant is located in Elizabeth Street on the southern side of Talbingo. The filter backwash water is piped from the water plant to the sludge lagoons located near-by at the Talbingo waste transfer station. After settling, the majority of the supernatant is released to a tree area where it is dispersed.

1.1 EPL Details

This Pollution Incident Response Management Plan applies to Talbingo water filtration plant and associated sludge lagoon.

Environment Protection Licence (EPL) Details	
Name of licensee:	SNOWY VALLEYS COUNCIL ABN 53 558 891 887
EPL number:	11195
Premises name and address:	TALBINGO RAW WATER TREATMENT PLANT, ELIZABETH STREET, TALBINGO NSW 2720
Company or business contact details	Name: Ken Gouldthorp Position or title: General Manager Business hours contact number/s: 02 6941 2567 After hours contact number/s: 0483 120 900 Email: kgouldthorp@svc.nsw.gov.au
Website address:	http://www.snowyvalleys.nsw.gov.au/
Scheduled activity/activities on EPL:	N/A
Fee-based activity/activities on EPL:	Miscellaneous licensed discharge to waters (at any time) 0-20 ML maximum annual volume of discharge authorised

For site plans, refer to Section 7.1 Appendix 1 - .

2 Pollution Incident Response Management Plan

Pollution incident response management plans (PIRMPs) are plans all holders of environment protection licences (licensees) are required to prepare in accordance with section 153A of the Protection of the Environment Operations Act 1997 (POEO Act). By preparing and implementing a PIRMP that meets the requirements specified under the legislation, Council will:

- minimise the risk of a pollution incident occurring as a result of their licensed activities, as they would have identified risks and the actions they propose to take to minimise and manage those risks
- have established clear and effective notification, action and communication procedures to ensure the right people are notified, warned and quickly provided with updates and information they may need to act appropriately, including
 - people who may need to be involved in incident responses – including staff at the premises; the Environment Protection Authority (EPA); and other relevant authorities (such as Fire and Rescue NSW, NSW Health and local councils)
 - industrial, commercial and residential neighbours and other members of the community
- have properly trained staff and up-to-date incident management information available to ensure the potential impact of a pollution incident is minimised.

Talbingo water filtration plant and associated sludge lagoon operate under Environmental Protection Licence (EPL) No. 11195 granted by the NSW Environment Protection Authority (EPA). The licence is renewed annually on 1 June.

2.1 Potential Hazards

During water treatment, chemicals and by-products are produced which, if spilt or incorrectly managed, may contaminate the environment or threaten human health. A register of the chemicals is contained in Section Description and likelihood of hazards.

The potential hazards to the environment include;

- Infrastructure failure due to age
- Communications failure
 - Mechanical break down
 - Power outage
- Chemical spill – potentially caused by:
 - Tank/storage failure
 - Delivery incident
 - Damage to chemical reticulation
 - Vandalism
 - Bund Failure
 - Inappropriate chemical use

A detailed assessment of risks is provided in Section 7.4 Appendix 4

2.2 Incident Response and Contact details

This section details the response requirements in the event of an incident. In all situations:

Pollution incident – person/s responsible

PIRMP activation	Name of person responsible: Quentin Adams Position or title: Manager Utilities & Waste Business Business hours contact number/s: 0417 645 862 After hours contact number/s: 0417 645 862 Email: gadams@svc.nsw.gov.au OR Name of person responsible: Edward Greig Position or title: Water & Wastewater Engineer Business hours contact number/s: 02 6941 2526 After hours contact number/s: 0437 951 365 Email: egreig@svc.nsw.gov.au
Notifying relevant authorities Notification should be made by a person with an appropriate level of authority within the company	Name of person responsible: Edward Greig Position or title: Water & Wastewater Engineer Business hours contact number/s: 02 6941 2526 After hours contact number/s: 0437 951 365 Email: egreig@svc.nsw.gov.au
Managing response to pollution incident	Name of person responsible: David Sam Position or title: Coordinator Utilities - Works Business hours contact number/s: 02 6941 2430 After hours contact number/s: 0436 279 959 Email: dsam@svc.nsw.gov.au Or Matthew Souter/FRANK MCCORRY, Operator WTP Contact Number BAH : 0429 945 452 Water / Wastewater On-Call Team 0419 478 335

The 24 hour emergency number for Snowy Valleys Council is 0427 470 555

During working hours, these calls are taken by staff on the Snowy Valleys Council Switch. If the call is after hours, the call is redirected to Snowy Works and Services Duty Officer, who informs appropriate personnel of issues and incidents.

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2.2.1 Human health or Safety Incident

If there is immediate threat to Human health or Safety, call triple zero “000” and implement the following process:

1. Implement the **Emergency Work Instruction**
2. If required, evacuate the site. Move to Emergency Evacuation Area
3. Office hour contacts for council staff are:

Contact	Phone	Mobile
Council administration	02 6941 2555	0427 470 555 (After Hours)
After hours, water & wastewater emergencies		0427 470 555
Director Infrastructure & Works	02 6941 2402	0408 658 128
Manager Utilities & Waste Business		0417 645 862
Environmental Health Officer	02 6941 2532	0429 314 050
Coordinator People & Culture (HR)	02 6941 2574	0437 620 028
Public Health Unit Murrumbidgee and Southern Local Health Districts (NSW Health)	02 5943 2044	0428 693 374
DPIE Water, Albury Office	02 6024 8854	0429 308 954
NSW Department of Primary Industries, Fisheries, Albury Office	02 6042 4213	

2.2.2 Pollution incident

Pollution incidents posing material harm to the environment should be notified to each 'relevant authority' as defined in section 148(8) of the POEO Act. 'Relevant authority' means:

1. The appropriate regulatory authority (ARA) for the activity under the POEO Act (usually the EPA or local authority) – the local authority is a local council of an area under the (Local Government Act, 1993).
2. The EPA, if it is not the ARA – phone Environment Line on 131 555
3. the Ministry of Health via the local Public Health Unit –see www.health.nsw.gov.au/publichealth/infectious/phus.asp (Public Health Act, 1993)

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4. the WorkCover Authority – phone 13 10 50
5. the local authority if this is not the ARA
6. Fire and Rescue NSW – phone 000

For details of other contacts that might be required see Section 7.6 Appendix 6 - Additional Emergency Contacts.

In all situations where there is damage and/or loss to private property or a member of the public due to an incident related to this plan contact:

Council's Risk Management Officer **(02) 6941 2513 or 0436 014 129**
Coordinator Safety & Systems **(02) 6941 2410 or 0427 814 411**

The incident response required depends on the type of incident that has occurred. The following is a list of safe work method statements to be implemented in the event of a related incident:

TSC - Chemical Spill Response (MMS code/Reporting Units-115- SWS-AS-03-SPILL)

2.3 Communicating with neighbours and the local community

Impacts on the community due to treatment incidents are variable and depend on location, volumes of spills or other factors. Communication methods will be used on a case by case basis and in all situations Snowy Valleys Council will attempt to provide early warning to directly affected premises by phone call or site visit. Early warning is to include details of what the imminent incident is how those affected can prepare and respond, and provide important advice such as avoiding contact and use of affected waterways.

Where early warning is not possible Snowy Valleys Council will provide notification and communication during and after an incident to advise those affected with information, advice and updates. Notification and communication methods will be determined on a case by case basis and the following methods may be

- Phone calls
- Media releases (radio/television/newspaper/internet/social media as required)
- Site visits/door knocking
- Letter drop
- Warning signs

In the event of a chemical into stormwater or waterway, Snowy Valleys Council staff is to go to prominent and/or high use areas of the affected waterway and erect signage. The signs are to warn water users of the contamination and advise them to avoid the area until the contamination has cleared. Contaminated land is to be disinfected and monitored.

Regular communication and notification (see Appendix 7) is to be provided until the incident and clean-up of the impacted site and affected areas has been completed. Snowy Valleys Council is to take signs down and advise the public that regular activities can be resumed by (as required):

- Phone calls
- Media releases (radio/television/newspaper/internet/social media as required)
- Letter drops

- Other methods as the situation requires

2.2.1 Incidents at the Talbingo Water Treatment Plant

The Talbingo Water Treatment Plant is located on the Eastern Side of Talbingo Township. The chemicals used on-site that pose a danger to the community are gaseous chlorine. However, if an incident did occur and any community members or neighbours were affected then the processes listed in Section 2.2 above would be implemented as required.

2.4 Incident Investigation

All emergencies must be investigated. For all other incidents, the manager (with guidance from review personnel) will decide whether an incident investigation will be conducted. When an incident investigation is required, the relevant manager is responsible for:

- Forming the investigation team
- Co-ordinating the investigation

Note: The *Investigation Guideline (SWS-SOP-04)* and Accident and Incidents Document can be used when conducting the investigation.

A de-brief is to be conducted for all emergency incidents. However, the responsible manager may also initiate de-briefs for other incidents where they feel it is appropriate. The ***Incident and Accident Form (SWS-SOP-04-F01)*** can be used to assist this process.

2.5 Pre-emptive actions to be taken

2.5.1 Physical and preventative measures

First priority for pre-emptive measures is to eliminate substances that can become potential pollutants. If this is not possible, physical barriers should be installed to prevent pollutants from entering the environment such as bunding and spill drainage containment. At Talbingo WTP, all chemical storages are bunded to ensure that if the storage fails the pollutant is contained.. Additionally, the Talbingo WTP has multiple alarm systems to alert operators of conditions that may result in incidents. These alarms are:

- Chlorine plant fail alarm
- Chlorine Leak alarm
- High & low chlorine level alarms

2.5.2 Preventative monitoring and maintenance

Snowy Valleys Council uses monitoring and preventative maintenance to reduce the potential for incidents at the WTP. These are separated in the following timeframes:

- Daily
- Weekly
- Monthly to Annually
- Longer term (capital works and maintenance programs)

Daily

The WTP is to be attended daily and the following inspected:

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- Maintenance requirements
- Chemical quantities
- Plant performance data
- Housekeeping issues that requiring attention
- Vandalism and/or thefts
- Issues with bunds
- Check bund valves are closed
- Alarms workings

Monthly to Annually

The following is to be checked monthly for the reticulation and pump stations

- Alarm testing – power fail, critical float

The following is to be checked or conducted every three months:

- All valve operations - exercising, maintenance
- Inlet Valves - exercising, maintenance
- Isolation Valves - exercising, maintenance
- Spray locks with silicone spray and operate locks

The following is to be checked or conducted every twelve months:

- Backup Batteries - (December)
- Fire Extinguishers
- Vermin/Insect Protection

The following is to be checked or conducted annually:

- Painting
- Pump Performance Testing (SCX6 and Draw-down tests)
- RPZ Testing
- Team Training - New Technologies and Upgrades
- Condition assessment of above ground rising mains
- Bund integrity (WTP)

2.5.3 Pre-emptive documentation

Reticulation breaks or distribution issues can result in spills if not acted upon. Therefore the following Activity Spec are to be used to address issues before overflows occur:

Sewer Activity Spec - Operate and Maintain Wells (SEWWELLO)

2.6 Staff training

All staff required to implement this plan and associated documents must have training in its use and be inducted into it. This is to ensure they are aware of the content, processes and requirements of this plan and can competently implement it if necessary. Additionally, relevant staff will be involved in an annual exercise/drill to test the implementation of the plan. In the event of a significant incident, an investigation and debrief will be conducted, documentation updated (if required) and staff will be re-inducted.

All, desktop exercises, drills and incidents are to be registered into Council's Data Works, and training records will be sent to Human Resources and Organisational Development for filing.

2.7 Making Plans available

A copy of each plan will be maintained at the premises to which the relevant licence relates, or where the relevant activity takes place, so that it is readily available to those responsible for its implementation and to an authorised officer on request.

Some sections of the plans must be made publicly available within 14 days after they have been prepared by:

- placing them in a prominent position on a publicly accessible website of the licensee
- providing copies of them, without charge, to any person who makes a written request for a copy if the licensee does not have a website.

A publicly accessible website could include a website established to promote the licensee's activities or products.

The information to be made available to the public:

- must include the procedures for contacting the relevant authorities including the EPA, local council, NSW Ministry of Health, WorkCover NSW, and Fire and Rescue NSW
- must include the procedures for communicating with the community described in Sections 3.3.6 and 3.4.2 above
- may be exclusive of any personal information within the meaning of the Privacy and Personal Information Protection Act 1998.

2.8 Testing plans

The plan will be tested routinely at least once every 12 months. The testing is to be carried out in such a manner as to ensure that the information included in the plan is accurate and up to date, and that each plan is capable of being implemented in a workable and effective manner. The two usual methods of testing are undertaking desktop simulations and practical exercises or drills. Testing must cover all components of the plan, including the

- effectiveness of training.
- Environmental guidelines
- Preparation of pollution incident response management plans

Plans must include details such as:

- the manner in which they are to be tested and maintained
- the dates on which they have been tested and the name of the staff members who carried out the testing
- the dates on they are updated.

Plans must also be tested within one month of any pollution incident occurring in the course of an activity to which a licence relates to assess, in the light of that incident, whether the information included in the plan is accurate and up to date, and the plan is still capable of being implemented in a workable and effective manner.

2.9 Implementing plans

If a pollution incident occurs in the course of an activity at the premises so that material harm to the environment (within the meaning of section 147) is caused or threatened, the person carrying out the activity will immediately implement any pollution incident management response that was developed to meet the requirements of the POEO Act.

3 Responsibility

General Manager of Snowy Valleys is responsible for the implementation of this Plan.

4 Bibliography

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Available at: <http://www.legislation.nsw.gov.au/fullhtml/inforce/act+10+1991+cd+0+N>

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5 Dictionary

Pollution incident:

Means an incident or set of circumstances during or as a consequence of which there is or is likely to be a leak, spill or other escape or deposit of a substance, as a result of which pollution has occurred, is occurring or is likely to occur. It includes an incident or set of circumstances in which a substance has been placed or disposed of on premises, but it does not include an incident or set of circumstances involving only the emission of any noise (see the POEO Act 1997).

Harm to the environment:

Harm to the environment is material if:

- (i) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
- (ii) it results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (or such other amount as is prescribed by the regulations), and

Loss: includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment.

6 Table of Amendments

Amendment	Authorised by	Approval reference	Date
Version 1	Vincent Ridley	436904	16/10/2014
Version 2	Vincent Ridley	259051	24/11/2015
Version 3	E Greig		29-07-2017
Version 4	E Greig		11.09.2017
Version 5	E Greig		22.10.2018
Version 6	E Greig		27.05.2019
Version 7	A Quentin		10.06.2020
Version 8	A Quentin		3.06.2021
Version 9	A Quentin		30.05.2022
Version 9 RB	A Quentin		9.12.2022
Version 10	A Quentin		19.04.2023

Annual PIRMP Test History

Revision	Test Date	Conducted By
Version 4	17.08.2017	Edward Greig
Version 4	19.07.2018	Edward Greig, David Sam, Frank McCorry
Version 6	25.06.2019	David Sam, Frank McCorry, Edward Greig
Version 7	30.06.2020	David Sam / Mathew Suiter
Version 8	21.06.2021	Frank McCorry, David Sam
Version 9	11.07.2022	Matt Suiter, David Sam
Version 10	20.06.2023	Matt Suiter, David Sam, Mat King

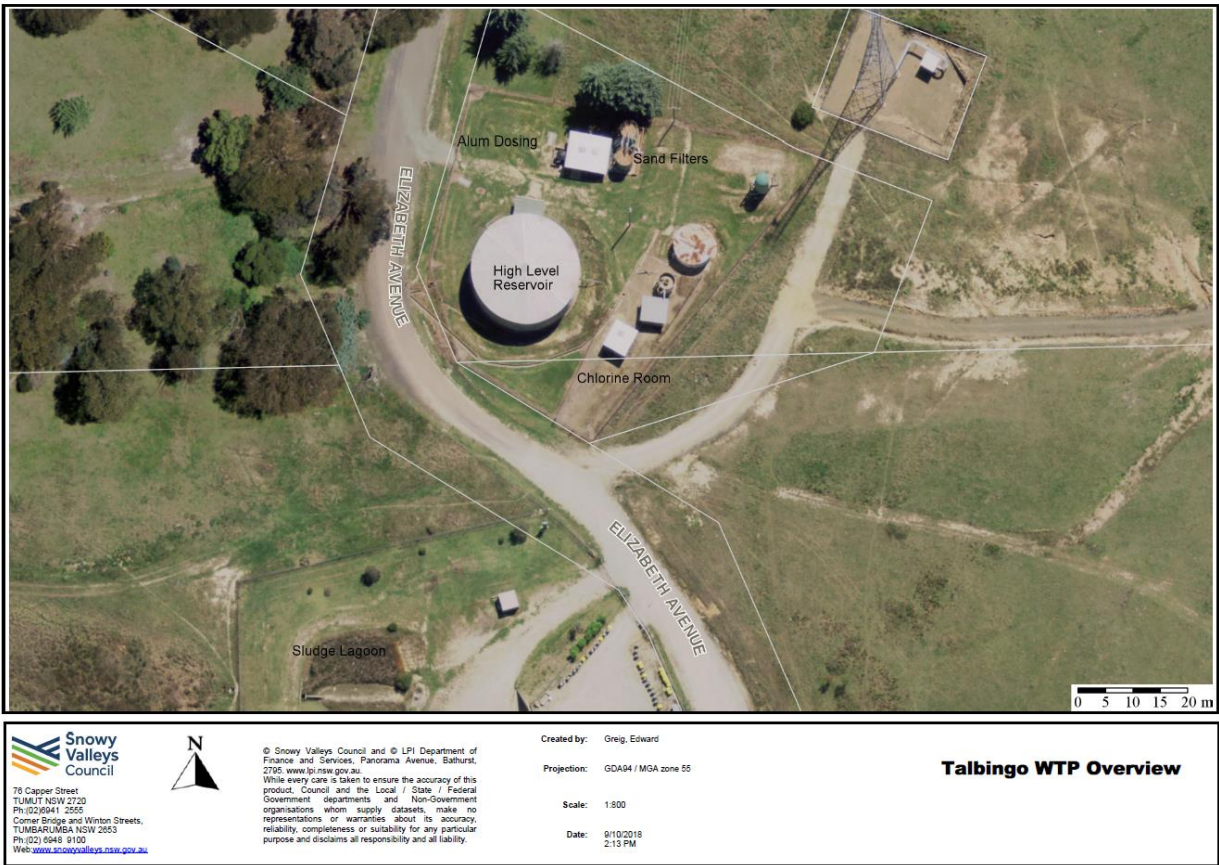
7 Appendices

- Appendix 1 – Site Plans
- Appendix 2 – Site Chemical Register
- Appendix 3 – Personal Protective Equipment (PPE)
- Appendix 4 - Risk Assessment and actions
- Appendix 5 - Action Plans to minimize harm
- Appendix 6 - Additional Emergency Contacts
- Appendix 7- Notification Letter and Incident Reporting Template
- Appendix 8 – Pollution Incident Actions

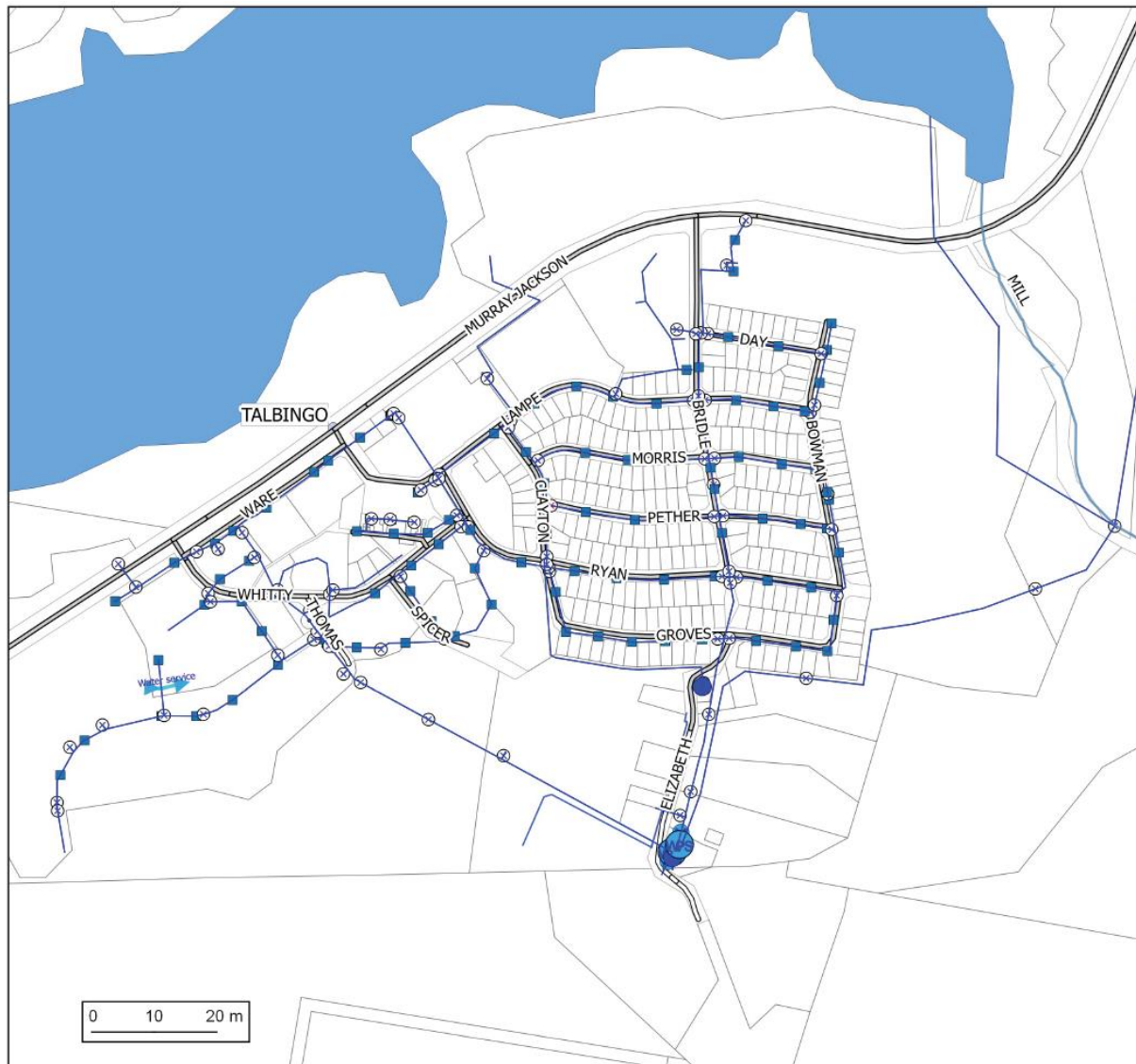
7.1 Appendix 1 - Maps

The plans include a detailed map (or set of maps) showing the location of the premises, the surrounding area that is likely to be affected by a pollution incident, the location of potential pollutants on the premises, the location of any stormwater drains on the premises, and the discharge locations of the stormwater drains to the nearest watercourse or water body.

Figure 1: Talbingo Water Treatment Plant



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Talbingo Sewerage system extents

Legend	
WatLine	
—	TSC Treat WatPipe
—	TSC Raw WatPipe
WatPoint	
■	TSC WatHyd
●	TSC WatBore
⊗	TSC WatValve
⊕	TSC WatPump
●	TSC WatRes
⊕	TSC WatReticMet

Map Printed 2018-10-19T17:00:12

Projection: GDA 94

DISCLAIMER: No responsibility is taken for any errors or omissions that may be contained within any map and associated data in any form. No guarantee is given as to the accuracy of the information contained within any map or data. Onsite asset locations should be arranged before proceeding with any excavations. You should NOT rely solely on this information especially if you are buying a property. Building on a property and/or making a final decision. It is recommended that you seek legal advice before proceeding. Any data from the LPI is used under license from the Land & Property Information.

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7.1 Appendix 2 - Site chemical Register

Inventory of pollutants- *To be confirmed*

Date of register: 31/05/2021

Folder Reference	Chemical Name	Manufacturer	Maximum Volume of Chemicals Stored	Location Where Chemical is Stored
1	Aluminium Sulphate (Alum)	Nowra Chemicals	4500 Lts	Alum Bund
2	Bostik PVC Pipe Cement - Blue	BOSTIK	1 Lt	Workshop
3	Bostik PVC Pipe Cement - Green	BOSTIK	1 Lt	Workshop
4	Bostik PVC Priming Fluid	BOSTIK	1 Lt	Workshop
	Chlorine Gas	ORICA	2 x 79kg cylinders	Chlorine Room
	Aluminum reagent set	HACH	1 x 100 Asorbic acid packs: 1 x 100 AluVer 3 Aluminium reagent; 1 x 100 Bleaching 3 reagent	Laboratory
10	DPD Free Chlorine Reagent	HACH	4 x (100 x 10ml packs)	Laboratory
11	DPD Total Chlorine Reagent	HACH	4 x (100 x 10ml packs)	Laboratory
16	Methylated Spirits	DIGGERS	1 Lt	Laboratory
17	Mineral Stabiliser	HACH	500 ml	Laboratory
18	Ammonia solutuon	Amlar	2.5Ltr	Laboratory
31				

7.2 Appendix 3 – Safety equipment

This section list the standard Personal Protective Equipment (PPE) items required:

Water Treatment Plant

The following items are to be kept at the Tumut Water Treatment Plant:

- Ear/hearing protection
- Sun screen
- Apron/disposal overalls
- Rubber Gloves
- Safety glasses
- First aid kit

Water reticulation response

The following items are to be kept on the water reticulation emergency maintenance vehicle:

- Asbestos kit
- Goggles/eye protection
- Hearing protection
- Apron/disposable overalls
- Rubber gloves
- Gumboots
- Confined space entry equipment
- First aid kit

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7.3 Appendix 4 –Risk assessment and incident actions

Likelihood A IMPROBABLE - May occur only in exceptional circumstances B REMOTE - Could occur at some time C OCCASIONAL - Might occur at some time D FREQUENT - Will probably occur in most circumstances E CONTINUOUS - Is expected to occur in most circumstances Refer also to Councils Hazards, Risks and Controls Guidelines	Consequences 1. INSIGNIFICANT - No injuries, minimal level of pollution, Employee grievances dealt with on site, Loss <5% of job cost, service, business failure resulting in delay < 1 week and costs, plant/equipment loss < \$1,000 2. MINOR - First aid treatment, limited/localised impact, Employee grievances dealt with by senior management, loss 5-10% of job cost, business failure resulting in delay < 1 month and costs, plant/equipment loss < \$10,000 3. MODERATE - Medical treatment & several days off work, significant pollution requiring outside assistance, Employee grievances taken to the union, loss 10-20% of job cost, non-compliance with legislation/Licence conditions, business failure resulting in delay < 3 months and costs, plant/equipment loss < \$50,000 4. MAJOR - long term illness/serious injury, significant pollution requiring outside assistance & long term environ damage, threatened industrial action, loss 20-70% of job cost, loss of production capability, order placed on Council by Authorities, business failure resulting in delay < 6 months and costs, plant/equipment loss < \$100,000 5. CATASTROPHIC - Death or permanent disability/illness, serious permanent environmental damage, Actual industrial action, loss >70% of job cost, potential prosecution by Authorities, business failure resulting in delay > 6 months and costs, plant/equipment loss > \$100,000	Rating L = Low M = Medium H = High V = Very High X = Extreme		Likelihood				
			Consequence	A	B	C	D	E
			1	L	L	L	M	H
			2	L	L	M	H	V
			3	M	M	H	V	X
			4	H	H	V	X	X
			5	V	V	X	X	X

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No	Risk	Impact	Risk LxC = Rating	Controls
Water Treatment Plant				
TALWTP1	Chemical spill due to Tank/storage failure	Land contamination, possibly enter a waterway	B2 = M	<ul style="list-style-type: none"> ▪ Bunding ▪ Alarms ▪ Inspection and maintenance of tanks
TAL;WTP2	Chemical spill During delivery	Land contamination, possibly enter a waterway	B2 = M	<ul style="list-style-type: none"> ▪ SWMS ▪ PPE ▪ Supervision during delivery ▪ Emergency spill kits
TALWTP3	Chemical spill due to Damage to chemical reticulation	Land contamination, possibly enter a waterway	A3 = M	<ul style="list-style-type: none"> ▪ Appropriate supervision of contractors ▪ Shut off valves for chemicals
TALWTP4	Chemical spill due to Vandalism	Land contamination, possibly enter a waterway	A3 = M	<ul style="list-style-type: none"> ▪ Site security fences
TALWTP5	Chemical spill due to Bund failure	Land contamination, possibly enter a waterway	B3 = M	<ul style="list-style-type: none"> ▪ Bund inspections ▪ Annual bunding tests ▪ Maintenance and renewal

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No	Risk	Impact	Risk LxC = Rating	Controls
TALSTP6	Chemical truck incident outside of bunded area	Land contamination, possibly enter a waterway	B3 = M	<ul style="list-style-type: none"> ▪ Only use transport companies with evidence of driver licensing and training ▪ Emergency spill kits ▪ Operator onsite during deliveries (or at minimum direct contact with deliver in exceptional circumstances)

7.4 Appendix 5 - Minimising harm to persons on the premises

To address the risk of wastewater overflows, Snowy Valleys Council has a number of management actions comprising of one or more of the following:

- Further detailed Investigations of very high and extreme risks
- Augmentation of Water Assets to Increase Capacity
- Planned Maintenance of Existing Assets
- Planned Renewal of Existing Assets
- Telemetry Monitoring of Water Infrastructure
- Continuous Improvement of Water System Operations
- Emergency Response Procedure to Power Failures
- Incident Response Protocol

SNOWY VALLEYS COUNCIL

7.5 Appendix 6 - Additional Emergency Contacts

SNOWY VALLEYS COUNCIL	
GENERAL MANAGER	6948 9101 / 6941 2567
KEN GOULDTHORP	0483 120 900
DIRECTOR INFRASTRUCTURE & WORKS	02 6941 2402
	0408 658 128
MANAGER TECHNICAL SERVICES	02 6948 9135
GLEN MCGRATH	0458 223 002
MANAGER UTILITIES & WASTE BUSINESS	
QUENTIN ADAMS	0417 645 862
WATER & WASTEWATER ENGINEER	02 6941 2526
EDWARD GREIG	0437 951 365
MANAGER UTILITIES, OPEN SPACE & FACILITIES	02 6941 2429
BRAD BEED	0427 955 876
COORDINATOR UTILITIES - WORKS	02 6941 2430
DAVID SAM	0436 279 959
WORKSHOP	02 6941 2412
	0408 467 128
WATER PLANT OPERATOR	02 6949 5208
FRANK MCCORRY/MATTHEW SOUTER	0429 945 452
ELECTRICIAN	0418 979 173
IT DEPARTMENT ON CALL CONTACT 1	0428 424 493
IT DEPARTMENT ON CALL CONTACT 2	0488 030 843
WASTEWATER PUMPOUT CONTRACTORS	
TOXFREE	1800 429 628
SOUTHEAST WASTE RECOVERY	0428 409 669
CLEANAWAY	1800 774 557
CLEANAWAY OFFICE (ORANGE)	02 96 042 611
A MURRAY & SONS	02 6947 1973
BENNETTS PLUMBING	02 6947 1143
HANDYBIN	
BELLETES	02 6947 2223

SNOWY VALLEYS COUNCIL

AMBULANCE	000
	131 233
FIRE BRIGADES - TUMUT	02 6947 1202
POLICE STATIONS - TUMUT	02 6947 7199
RURAL FIRE SERVICE	02 6981 4222
DISTRICT MANAGER	0419 460 880
STATE EMERGENCY SERVICES (SES)	132 500
HOSPITALS - TUMUT	02 6947 0800
SERVICE NSW – (ROADS & MARITIME SERVICES - RMS)	132 701
DPE WATER	02 9338 6600
Patrick Freeman	0429 308 954
WaterNSW	1800 061 069
TELSTRA EMERGENCY (SERVICE ENQUIRIES)	1300 835 787
TRANSGRID	1800 027 253
Regional Office Wagga Wagga	02 6922 0222
ELECTRICITY (ESSENTIAL ENERGY)	132 080
NATIONAL PARKS AND WILDLIFE SERVICE	02 69 477 000
NSW Environment Protection Authority (EPA)	131 555
NSW HEALTH	02 5943 2044
Tony Burns	0428 693 374
FISHERIES (Dept. Primary Industries)	69 479 028
FORESTRY NSW	69 473 911
RSPCA	66 513311
	0411 785 242
WIRES	02 69 495 999
Snowy Mountains animal rescue Team (SMART)	02 69 491 491
COUNCIL INCIDENTS, HAZARDS & ACCIDENTS	0417 470 555
SafeWork NSW	131 050
Waste Recycling Centre (Valmar)	02 6947 4150

7.6 Appendix 7 – Notification Letter and Incident Reporting Template



CHEMICAL SPILL IN VICINITY OF PROPERTY

Dear Resident,

This notice is to inform you that there has been a chemical spill in the vicinity of your property.

The cause of this event is being rectified and any contaminated area will be cleaned and disinfected as soon as possible. In the meantime you are requested to avoid any area that may have been contaminated with chemicals.

For further information regarding this matter please contact Snowy Valleys Council on (02) 69 412 555 or for after hours on 0427 470 555.

Yours faithfully,

Ken Gouldthorp
General Manager

Leading, engaging and supporting strong and vibrant communities

Tumbarumba Office: Bridge St (PO Box 61), Tumbarumba NSW 2653 • P 02 6948 9100 • tumbaadmin@snowyvalleys.nsw.gov.au
Tumut Office: 76 Capper St, Tumut NSW 2720 • P 02 6941 2555 • tumutadmin@snowyvalleys.nsw.gov.au

SNOWY VALLEYS COUNCIL

PART A

Report to Environmental Incident Hotline LOCATION OF INCIDENT



Recent changes to Part 5.7 of the *Protection of the Environment Operations Act 1997* (POEO Act) specify new requirements relating to the notification of pollution incidents. For more information go to the **EPA website** (www.epa.nsw.gov.au/pollution/notificationprotocol.html)

<input type="checkbox"/> Project	<input type="checkbox"/> Facility	<input type="checkbox"/> Activity	<input type="checkbox"/> Location/Name: <input type="text"/>
STREET NUMBER <input type="text"/>		STREET NAME <input type="text"/>	
SUBURB <input type="text"/>		NEAREST CROSS STREET <input type="text"/>	
WHERE DID THE INCIDENT OCCUR <input type="text"/>			
SECTION/UNIT RESPONSIBLE FOR THE SITE <input type="text"/>			

<input type="checkbox"/> Sewage <ul style="list-style-type: none"><input type="checkbox"/> break in mains<input type="checkbox"/> pumping station (sewage or chemical)<input type="checkbox"/> sewage treatment plant<input type="checkbox"/> other (ponds etc) <input type="text"/>	Cause <ul style="list-style-type: none"><input type="checkbox"/> blockage<input type="checkbox"/> mechanical failure<input type="checkbox"/> electrical failure or power outage<input type="checkbox"/> rainfall inundation<input type="checkbox"/> trade waste incident<input type="checkbox"/> break in main<input type="checkbox"/> other <input type="text"/>
<input type="checkbox"/> Waste <ul style="list-style-type: none"><input type="checkbox"/> waste from Council project/facility/activity<input type="checkbox"/> dumped waste<input type="checkbox"/> asbestos only	
<input type="checkbox"/> General <ul style="list-style-type: none"><input type="checkbox"/> spill/overflow (chemical, fuel, substance etc) - additional detail required below<input type="checkbox"/> vegetation – disturbance / damage<input type="checkbox"/> general – (heritage, water, wildlife etc)<input type="checkbox"/> other <input type="text"/>	

DESCRIPTION OF INCIDENT

ACTION TAKEN TO CONTAIN / MANAGE THE INCIDENT

Were photos taken: YES ☐ NO ☐ Were samples taken: YES ☐ NO ☐

DETAILS OF PERSON REPORTING THE INCIDENT

NAME <input type="text"/>		DATE <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
PHONE <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	MOBILE <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
DEPARTMENT SECTION <input type="text"/>		

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SNOWY VALLEYS COUNCIL

PART B

Report to Environmental Incident Hotline INVESTIGATION



The appropriate Section Supervisor/Manager is responsible for completion of Part B of the incident report.

IMMEDIATE ACTION BY SUPERVISOR/MANAGER

Will the incident:

1. Require assistance from other agencies to contain, isolate or cleanup?
If "Yes" call 000 immediately.

YES ☐ NO ☐ NOT SURE ☐

2. Pose any actual or potential harm to human health that is not trivial?
• Is it located within 100m of a school, childcare centre, aged care home?
• Could it impact on users of public areas such as ovals, reserves, waterways?
• Could the impact spread and potentially harm occupants of nearby properties?

YES ☐ NO ☐ NOT SURE ☐

3. Pose any actual or potential harm to ecosystems that is not trivial?
• Could the incident flow / impact on a water body or drainage system?
• Could the incident flow / impact on environmentally sensitive land?

YES ☐ NO ☐ NOT SURE ☐

4. Result in actual or potential loss or property damage of an amount over \$10,000?

YES ☐ NO ☐ NOT SURE ☐

If you answered 'YES' to any of the above then the incident should be considered as a notifiable "pollution event". There is a **duty to notify** the EPA, Ministry of Health, WorkCover and Fire and Rescue NSW immediately after becoming aware of a pollution incidents where material harm is caused or threatened. Failure to do so is an offence (*Protection of the Environment Operations Act 1997*)

AGENCY NOTIFICATIONS

If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities in the following order:

NSW EPA (EPA Environment Line: 131 555)

Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF EPA REPRESENTATIVE

TIME AND DATE

EPA REFERENCE NUMBER

ACTIONS REQUIRED BY EPA

NSW Health – Local Public Health Unit (See www.health.nsw.gov.au/publichealth/infectious/phus.aspl)

Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF PHU REPRESENTATIVE

TIME AND DATE

PHU REFERENCE NUMBER

ACTIONS REQUIRED BY LOCAL PHU

WorkCover Authority (WorkCover: 13 10 50)

Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF WORKCOVER REPRESENTATIVE

TIME AND DATE

WORKCOVER REFERENCE NUMBER

ACTIONS REQUIRED BY WORKCOVER

Fire & Rescue NSW (Emergency Hotline: 000)

Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF FIRE & RESCUE REPRESENTATIVE

TIME AND DATE

FIRE & RESCUE REFERENCE NUMBER

ACTIONS REQUIRED BY FIRE & RESCUE

CONTINUES ON REVERSE

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SNOWY VALLEYS COUNCIL

OTHER NOTIFICATIONS TO CONSIDER INCLUDE:

- ☐ Internal contacts eg Environmental Health Officer
- ☐ Media
- ☐ NSW Food Authority
- ☐ Shellfish programs
- ☐ River users eg boat hiring companies
- ☐ Marine education centres
- ☐ Other

PRELIMINARY INVESTIGATION

Notes from discussions with relevant operational staff

Any further observations or comments by Supervisor / Manager

CATEGORISATION BY AUTHORISED OFFICER

- ☐ **Minor**
No notification required
 - Incident affects small area only (eg single property) AND
 - Incident is easy to clean up without additional assistance, AND
 - There is no risk of material harm to humans or the environment.
- ☐ **Moderate**
Notify EPA and Local PHU only
 - Incident affects more than one property OR
 - There is a risk of pollution or material harm to the environment BUT
 - Cleanup can be completed without assistance AND
 - There is no danger to humans.
- ☐ **Major**
Notification required - Notify EPA, Local PHU, Workcover and Fire & Rescue
 - Potential or actual harm to humans and the environment AND/OR
 - Assistance is required with cleanup from other agencies.
- ☐ **Council Responsible**
Incident occurred as a direct result of Council activity or function.
- ☐ **Response by Council**
Incident occurred on Council land, or land under Council care and control BUT Council did not cause the incident.
- ☐ **Technical Licence Breach**
Relating to technical compliance such as exceedence of permissible discharge volume or environmental monitoring limits.

DETAILS OF APPROPRIATE SECTION SUPERVISOR/MANAGER REPORTING THE INCIDENT

NAME		DATE	
<input type="text"/>		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
PHONE	MOBILE		
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
DEPARTMENT SECTION			
<input type="text"/>			



MINOR INCIDENT MANAGEMENT

**Record all
details in
REFLECT AND
OPERATOR LOG**

**1. OPERATOR,
W/WW TEAM**

**AS SOON AS
POSSIBLE**



**2. COORDINATOR UTILITIES
- WORKS**



3. ENGINEER W/WW

1. Risk Assessment

Assess if spill, overflow, power failure is likely to be detrimental to health, environment, safety or welfare of anyone.

2. Contain Spill

3. Notification to Coordinator Utilities- Works
Both verbal and email.

4. Fix problem / Choke per standard procedure.
Call in additional resources if required. Clean up affected area.

5. Provide barriers to minimise further impact
Disinfect, sand cover, and signage.

6. Notification to Coordinator Utilities- Works
On completion and record all details of incident management.

1. Notify Engineer W/WW

2. Monitors situation as appropriate

3. Checks operator / staff records for completeness.

1. Monitors situation as appropriate.

2. Note incident for W&S Performance Reporting.





MODERATE INCIDENT MANAGEMENT

Record all
details in
**REFLECT AND
OPERATOR LOG**

**1. OPERATOR,
W/WW TEAM**
**AS SOON AS
POSSIBLE**



**2. COORDINATOR
UTILITIES - WORKS**



3. ENGINEER W/WW



**4. MANAGER UTILITIES &
WASTE BUSINESS**

1. Immediately notify Coordinator Utilities- Works Both verbal and email (if nearby).

2. Risk Assessment

Assess if spill, overflow, power failure is likely to be detrimental to health, environment, safety or welfare of anyone.

3. Contain Spill

Arrange for waste tankers, bypass pumps.

4. Fix problem / Choke per standard procedure.

Call in additional resources if required.
Notify neighbours by door knock if overflow likely to impact on health, safety or welfare of anyone.
Clean up affected area.

5. Provide barriers to minimise further impact

Disinfect, sand cover, and signage.

6. Notification to Coordinator Utilities- Works

On completion and record all details of incident management.

1. Immediately notify Engineer W/WW

Both verbal and email (if nearby).

2. Attend Site

Coordinate actions with operator and others.
Arrange sampling if necessary.

3. Checks operator / staff records for completeness.

1. Immediately notify Manager Utilities & Waste Business and Executive Director Infrastructure.

2. Immediately notify NSW EPA and NSW Health
Monitor situation as appropriate, attend site if necessary. Coordinate with Works Officer - Utilities. Obtain details for records.

3. Final Notification to Manager Utilities & Waste Business, Executive Director Infrastructure, NSW Health and NSW EPA .

4. Prepare Incident Response details for EPA Annual Return.

1. Notify SafeWork NSW as appropriate.

2. Notify General Manager as appropriate.

3. Liaise with Executive Director Infrastructure and Engineer W/WW as appropriate.

MAJOR INCIDENT MANAGEMENT

Record all
details in
**REFLECT AND
OPERATOR LOG**

**1. OPERATOR,
W/WW TEAM**
**AS SOON AS
POSSIBLE**



**2. COORDINATOR
UTILITIES - WORKS**



3. ENGINEER W/WW



**4. MANAGER UTILITIES &
WASTE BUSINESS**

1. Notify SafeWork NSW
2. Liaise with Executive Director Infrastructure and General Manager (who will liaise with Mayor and Council)
3. Organise media releases as appropriate.

1. Immediately notify Coordinator Utilities- Works and Engineer Water & Wastewater.
Both verbal and email (if nearby).

2. Risk Assessment
Assess if spill, overflow, power failure is likely to be detrimental to health, environment, safety or welfare of anyone.

3. Contain Spill
Arrange for waste tankers, bypass pumps.

4. Fix problem / Choke per standard procedure.
Call in additional resources if required.
Notify neighbours by door knock if overflow likely to impact on health, safety or welfare of anyone.
Clean up affected area.

5. Provide barriers to minimise further impact
Disinfect, sand cover, and signage.

6. Notification to Coordinator Utilities- Works
On completion and record all details of incident management.

1. Immediately notify Engineer W/WW
Both verbal and email (if nearby).

2. Immediately notify Emergency Services
Verbal

2. Attend Site
Coordinate actions with operator and others.
Arrange sampling if necessary. Immediately notify and downstream water users.

3. Checks operator / staff records for completeness.

1. Immediately notify Manager Utilities & Waste Business and Executive Director Infrastructure.

2. Immediately notify NSW EPA and NSW Health, DPIE Water
Monitor situation as appropriate, attend site if necessary. Coordinate with Works Officer - Utilities. Obtain details for records.

3. Final Notification to, Executive Director Infrastructure, NSW Health, NSW EPA and DPIE Water

4. Prepare Incident Response details for EPA Annual Return.