Pollution Incident and Emergency Response Management Plan

Tamworth Regional Council

Tamworth Wastewater Treatment System

June 2025 - Version 9.0

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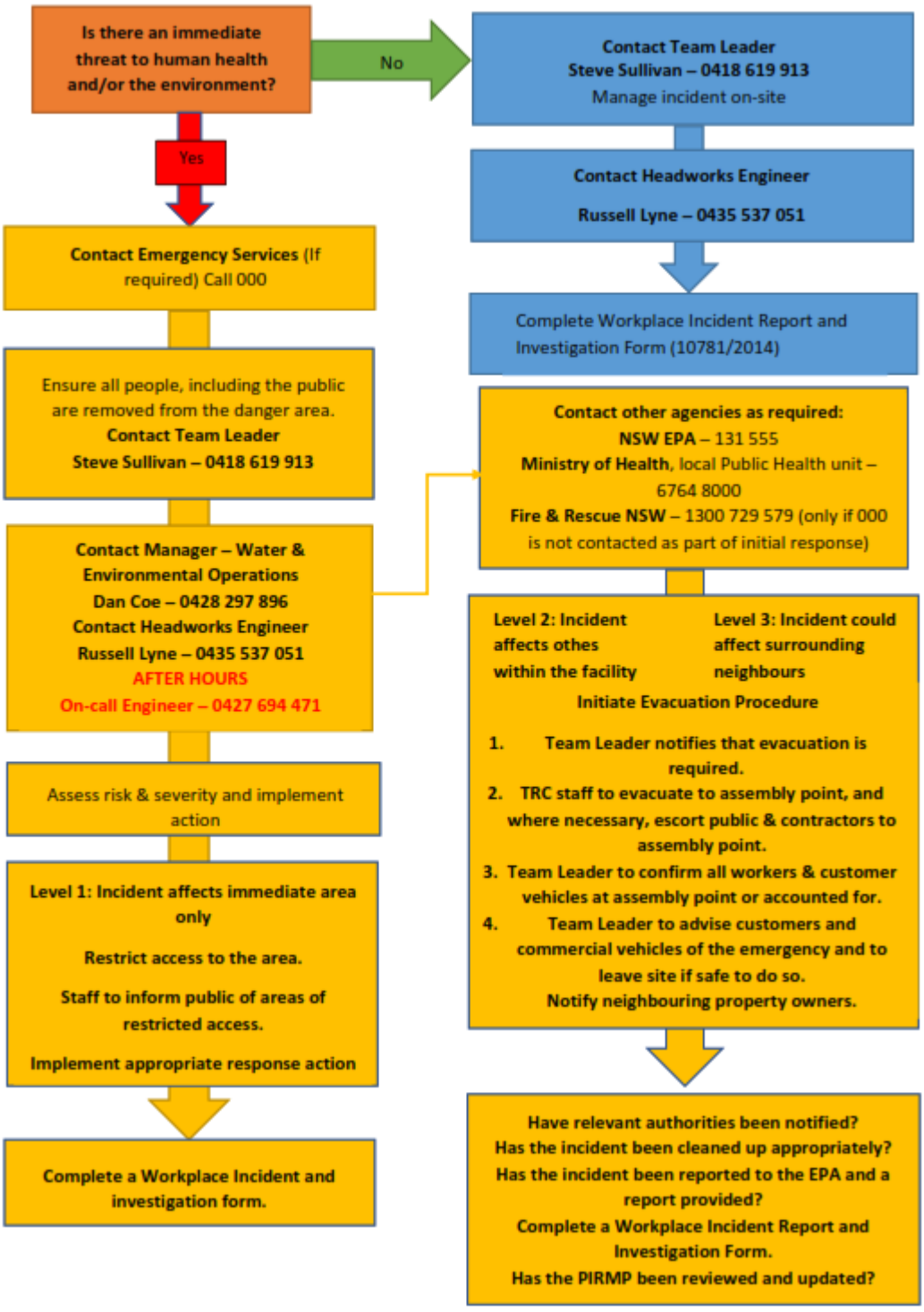

Is there an immediate threat to human health and/or the environment?
No
Contact Team Leader
Steve Sullivan – 0418 619 913
Manage incident on-site
Yes
Contact Headworks Engineer
Russell Lyne – 0435 537 051
Contact Emergency Services (If required) Call 000
Complete Workplace Incident Report and Investigation Form (10781/2014)
Ensure all people, including the public are removed from the danger area.
Contact Team Leader
Steve Sullivan – 0418 619 913
Contact other agencies as required:
NSW EPA – 131 555
Ministry of Health, local Public Health unit – 6764 8000
Fire & Rescue NSW – 1300 729 579 (only if 000 is not contacted as part of initial response)
Contact Manager – Water & Environmental Operations
Dan Coe – 0428 297 896
Contact Headworks Engineer
Russell Lyne – 0435 537 051
AFTER HOURS
On-call Engineer – 0427 694 471
Level 2: Incident affects othes within the facility
Level 3: Incident could affect surrounding neighbours
Initiate Evacuation Procedure
1. Team Leader notifies that evacuation is required.
2. TRC staff to evacuate to assembly point, and where necessary, escort public & contractors to assembly point.
3. Team Leader to confirm all workers & customer vehicles at assembly point or accounted for.
4. Team Leader to advise customers and commercial vehicles of the emergency and to leave site if safe to do so.
Notify neighbouring property owners.
Assess risk & severity and implement action
Level 1: Incident affects immediate area only
Restrict access to the area.
Staff to inform public of areas of restricted access.
Implement appropriate response action
Complete a Workplace Incident and investigation form.
Have relevant authorities been notified?
Has the incident been cleaned up appropriately?
Has the incident been reported to the EPA and a report provided?
Complete a Workplace Incident Report and Investigation Form.
Has the PIRMP been reviewed and updated?

Introduction

Scheme Overview

The Tamworth Wastewater Treatment System (WWTS) includes the sewage reticulation system within Tamworth city, the transfer of sewage to, and treatment at, the Westdale Wastewater Treatment Plant (WWTP), and the transfer and disposal of recycled effluent at the Tamworth Effluent Reuse Farm, as shown in Figure 1.

Sewage is transferred to the Westdale WWTP via three mains:

Abattoir Main: industrial process water and domestic sewage;
Swan St Main: domestic sewage; and
Plain St Main: industrial process water and domestic sewage.

There is storage within the sewerage network including emergency storage facilities.

At the Westdale WWTP, the wastewater is treated as follows:

- Pre-treatment of flows from the Abattoir Main occurs with mechanical screening and de-gritting, settlement, and trickling filters.
- All flows up to 4.6 times average dry weather flow (ADWF):
    - Primary: Full mechanical screening and de-gritting;
    - Secondary: Intermittently Decanted Aeration Lagoons; and
    - Tertiary: Maturation lagoons.
- Flows greater than 8 times ADWF: manual screening, de-gritting, and maturation pond.

Treated effluent, or recycled effluent, is transferred to the Effluent Storage Dam (ESD) at the Effluent Reuse Farm (ERF) for use in farm irrigation. Irrigation is by controlled access spray irrigation. Some effluent is retained on-site at the WWTP where it is chlorinated and used for process water and controlled access irrigation. Emergency discharge can occur via an effluent overflow channel to the Wallamore Anabranch river discharge.

FIGURE 0-1: SITE LOCATION

Purpose

This Pollution Incident Response Management Plan (PIRMP) has been prepared to comply with the requirements introduced by the *Protection of the Environment Legislation Amendment Act 2011* (POELA Act) that requires all holders of environment protection licences to prepare a PIRMP. Industry is required to report pollution incidents immediately to the NSW Environment Protection Authority (EPA), NSW Health, Fire & Rescue NSW, WorkCover NSW and the local council.

The purpose of this PIRMP is to assist employees and management of the **TAMWORTH SEWAGE TREATMENT SYSTEM** to identify the potential risk of a pollution incident occurring, introduce measures to mitigate that risk AND to give direction in making quality decisions should a pollution incident occur. This PIRMP contains guidance in determining the appropriate pre-emptive actions needed to 'prevent material harm' to the environment

The Pollution Incident and Emergency Response Management Plan for the Tamworth Wastewater Treatment System has been prepared by Tamworth Regional Council (TRC) and Atom Consulting, and has since been revised by Tamworth Regional Council staff and management The main purposes of this document are:

- To exist as the immediate guide for TRC employees in the case of an incident or emergency involving the Tamworth WWTS;
- To comply with 'Preparation of Pollution Incident Response Management Plans' under Part 5.7A of the POEO Act and the Protection of the Environment Operations (General Regulation, 2009); and
- To comply with Element 6 of the Framework for Management for Recycled Water Quality and Use in the Australian Guidelines for Water Recycling (2006).

Objective and Scope

It is **Tamworth Regional Council's** (TRC) intent to prevent all foreseeable pollution incidents that might impact on the environment and the safety of employees, facility users and neighbours, through the implementation of standard operational procedures, undertaking routine site activity inspections, regular training of personnel in the implementation of operational procedures and through emphasising & supporting proactive incident prevention reporting.

However, it is recognised that pollution incidents are not totally preventable. Therefore, this PIRMP has been developed to achieve the following objectives:

- Reduce the likelihood of a pollution incident occurring at the facility through identification of risks and the development of planned actions to minimize and manage those risks.
- Ensure comprehensive and timely communication about a pollution incident to all staff at the premises, the EPA, other relevant authorities specified in the Act (such as NSW Ministry of Health, WorkCover NSW, and Fire & Rescue NSW) and people outside the facility who may be affected by the impacts of the pollution incident.
- Ensure that the PIRMP is properly implemented by trained staff, identifying persons responsible for implementation and ensuring that the PIRMP is regularly tested for accuracy, currency and suitability.
- Provide guidance on how to respond to an environmental pollution incident and how to record and report such an event.

This PIRMP contains guidance in determining the appropriate actions to take to prevent a pollution incident, injury or property damage and how to respond should a pollution incident occur. The PIRMP also includes provisions for record keeping, testing, reporting and document revision.

Copies of the emergency contacts list as contained in the PIRMP are to be made available in each of the work vehicles and items of plant at the Westdale WWTP.

Additionally, any regular site contractors should receive appropriate general training on the existence and use of this document. This should be organised by the Operations Environmental Officer on an annual basis. This should also include training in the structure and procedures for communication with Council staff during incidents.

Legislative Context

The specific requirements for PIRMPs are set out in Part 5.7A of the *Protection of the Environment Operations Act 1997* (POEO Act) and the Protection of the Environment Operations (General) Regulation 2022 (POEO (G) Regulation 2). In summary, this provision requires the following:

- All holders of environment protection licences must prepare a pollution incident response management plan (section 153A, POEO Act).
- The plan must include the information detailed in the POEO Act (section 153C) and be in the form required by the POEO (G) Regulation (clause 72).

- Licensees must keep the Plan at the premises to which the Environment Protection Licence relates or, in the case of trackable waste transporters and mobile plant, where the relevant activity takes place (section 153D, POEO Act).
- Licensees must test the plan in accordance with the POEO (G) Regulation (clause 75).
- If a pollution incident occurs in the course of an activity so that material harm to the environment is caused or threatened, licensees must immediately implement the Plan (section 153F, POEO Act).

Revision History

VERSION	DATE	AUTHOR / REVIEWER	DETAILS
1.1	December 2012	Tamworth Regional Council	Comments provided by Council.
2.1	June 2013	ATOM Consulting	Review and update of document.
3.0	November 2017	Anthony Allwell	Review and update as per Action Plan (LOGICUS, March 2017).
4.0	June 2018	Anthony Allwell	Review and update as per Action Plan (LOGICUS, March 2018).
5.0	January 2020	Moss Environmental	Review and update as per Action Plan (LOGICUS, March 2019).
6.0	June 2020	Moss Environmental	Update recommendations from PIRMP exercises
7.0	April 2023	Kate Perryman	Review and update as per Action Plan (LOGICUS, December 2022)
8.0	April 2024	Kate Perryman	Review and update as per Action Plan (LOGICUS, December 2023)
9.0	June 2025	Benjamin Croxon	

Document Register

VERSION	DATE ISSUED	LOCATION	ISSUED BY
V1.1	December 2012	Main Office	Tamworth Regional Council
V2.1	June 2013	Main Office	Tamworth Regional Council
V3.0	November 2017	Main Office	Anthony Allwell

V4.0	June 2018	Main Office	Anthony Allwell
V5.0	January 2020	Moss Environmental	Moss Environmental
V6.0	June 2020	Moss Environmental	Moss Environmental
V7.0	May 2023	Main Office	Kate Perryman
V9.0	November 2025	Main Office	Benjamin Croxon

Regulatory Compliance

Table 0-1 and

Table 0-2 below detail how this Pollution Incident and Emergency Response Management Plan complies with the regulations and guidelines stated above.

TABLE 0-1. REQUIREMENTS OF THE POEO REGULATION.

Requirements of the POEO (G) Regulation	Incident and Emergency Response Plan
3.3.1 Descriptions and likelihood of hazards [clause 98C (1)(a) and (b)]	Section 0 - Description and Likelihood of Risks
3.3.2 Pre-emptive actions to be taken [clause 98C(1)(c)]	Section 0 - Pre-emptive Actions
3.3.3 Inventories of pollutants [clause 98C(1)(d) and (c)]	Section 0 - Pollutant Inventory
3.3.4 Safety equipment [clause 98C(1)(f)]	Section 0 - Locations of Emergency Equipment
3.3.5 Contact details [clause 98C(1)(g) and (h)]	Section 0 - Pollution Notification Protocol
3.3.6 Communicating with neighbours and the local community [clause 98C(1)(i)]	Section 3.2 - Communication with Neighbours and the Community
3.3.7 Minimising harm to persons on the premises [clause 98C(1)(j)]	Section 0 - Emergency Operating Plans
3.3.8 Maps [clause 98C(1)(k)]	Section 0 - Maps
3.3.9 Actions to be taken during or immediately after a pollution incident [clause 98C(1)(l)]	Section 0 Incident Response Process (What to do first)
3.3.10 Staff training [clause 98C(1)(m)]	Section 0 - Training

TABLE 0-2. REQUIREMENTS OF THE AUSTRALIAN GUIDELINES FOR WATER RECYCLING (ELEMENT 6).

AGWR Element 6 Requirements	Incident and Emergency Response Plan
2.6.1 Communication	
Define communication protocols with the involvement of relevant agencies and prepare a contact list of key people, agencies and stakeholders.	Section 0 - Pollution Notification Protocol
Develop a public and media communications strategy.	Section 3.2 - Communication with Neighbours and the Community
2.6.2 Incident and Emergency Response Protocols	
Define potential incidents and emergencies and document procedures and response plans with the involvement of relevant agencies.	Section 0 - Description and Likelihood of Risks Section 0 - Incident Response Process (What to do first)
Train Employees and Regularly Test Emergency Response Plans.	Section 0 - Training
Investigate any incidents and emergencies and revise protocols as necessary.	Section 0 - Review of Document

How to use this Plan

This PIRMP is divided into 3 parts:

Part 1 – Emergency Plans

This part contains Emergency Operating Plans and can be used in an emergency situation.

Part 2 – Response Protocols

This part describes the three incident and emergency levels and the process by which an incident is escalated. Roles and responsibilities are detailed for each level.

Part 3 – Preparation Measures

This part details required preparatory measures, including training, document reviews, forms and checklists. Maps, a risk assessment and pollution inventory is also included.

Facility covered by this PIRMP

This PIRMP relates specifically to the Tamworth Wastewater Treatment System which incorporates activities of EPA Licence EPL 1600.

PIRMP Distribution

A copy of this PIRMP is to be kept at the premises to which the relevant Environmental Protection Licences (EPL's) relate, or where the relevant activity takes place, so that it is readily available to those responsible for its implementation and to any Authorised Officer on request.

The master copy of this PIRMP is to be maintained by the Operations Environmental Officer - Water & Environmental Operations (TRC) who will be responsible for the distribution of the PIRMP and the annual review.

A copy of this PIRMP is also to be retained by the Manager – Water & Environmental Operations

A copy of this PIRMP is to be available at each of the following locations at the Westdale WTP:

- Team Leader Office.
- On Call Vehicle

Hazmat Box at front entry of site

In addition, copies of the emergency contacts list as contained in the PIRMP are to be made available in each of the work vehicles and items of plant at the Westdale WWTP.

Additionally, any regular site contractors should receive appropriate general training on the existence and use of this document. This should be organised by the **Headworks Engineer - Water** on an annual basis.

PIRMP Review

The PIRMP is to be reviewed annually by the Operations Environmental Officer - Water & Environmental Operations (TRC) in conjunction with relevant Council staff including the Manager – Water & Environmental Operations

When revisions are made to the PIRMP, the revised document will be re-distributed and redundant copies collected and discarded. The date of issue and revision number is to be recorded on the title page of the document for future reference.

PIRMP Training

To ensure that this PIRMP is properly followed in the event of a pollution incident, training programs shall be provided to relevant **Council Employees**. The objectives of the training program shall be as follows:

a) *To ensure that **Council Employees** are knowledgeable of their roles and responsibilities concerning this PIRMP.*

b) *To ensure that **Council Employees** are knowledgeable of the PIRMP's procedures to affect a safe and appropriate response to pollution incidents.*

Relevant **Council Employees** will receive training in the PIRMP appropriate to the level of their expected involvement, including site operational staff, supervisors, management and on-call personnel. The following section provides the general training program which is to be implemented in support of this PIRMP.

This process should also identify appropriate site personnel to provide general PIRMP awareness training for contractors, with particular attention given to the control structure and communication procedures for the site.

PART 1 - Emergency Plans

This part contains Emergency Operating Plans and can be used in an emergency situation.

Incident Response Process (What to do first)

In the event of an incident the steps summarised in Table 0-1 and Figure 0-1 should be followed.

TABLE 0-1. INCIDENT RESPONSE PROCESS.

Step	In the Event of a Pollution Incident		Reference
1	Take any necessary immediate action	If necessary, contact emergency services if immediate threat or actual impact to human health / property has occurred or is likely. This should be undertaken by ANY member of staff without delay. Provide any emergency assistance to injured personnel. Reduce the probability of any additional injuries or damage.	Section 0 - Pollution Notification Protocol
2	Identify and assess incident severity	Level 1 - Routine Incident.	Section 0 Level 1: Incident
		Escalate to Level 2 - Major Incident.	Section 0 Level 2: Major Incident
		Escalate to Level 3 - Emergency if incident is severe with broad impacts anticipated to have an extended recovery period, declare an emergency and form an Emergency Response Team.	Section 0 Level 3: Emergency
3	Notify	Notify **Headworks Engineer and Manager – Water & Environmental Operations**, and implement the Environmental Protection Authority notification protocol if there is a pollution incident where "a material harm to the environment is caused or threatened".	Section 0 - Pollution Notification Protocol
4	Manage the incident	Implement relevant Emergency Operating Plans.	Section 0 - Emergency Operating Plans
5	Reporting	Complete site incident / debrief report.	Section 0 - Emergency Operating Plans

Step	Following a Pollution Incident	Reference

1	Have the relevant authorities been notified?
2	Has the incident been cleaned up appropriately?
3	Has the EPA been notified of the incident and a report submitted? Section 3.1
4	Has a Workplace Incident Report and Investigation Form been completed?
5	Has the IERP been reviewed and updated?

NOTE: When making an emergency call to 'Triple Zero' (000) with regard to an incident at the Westdale WWTP, a site location statement should be used such as:

"Westdale Wastewater Treatment Plant. Travel north-west along Wallamore Road for approximately 3.5 kilometres from the intersection of Dampier Street. The facility is located on the right-hand side of Wallamore Road. Proceed to the front gate and press the intercom buzzer".

OR

"Swan Street Wastewater Treatment Plant. Travel north-west along Manilla Road for approximately 350 metres from the intersection of Jewry Street. Travel west along Marius Street for approximately 800 metres and turn right into Swan Street. The facility is located on the left-hand side of Swan Street. Proceed to the front gate".

Evacuation Assembly Areas

With specific regard to the Westdale Wastewater Treatment Plant, the facility has a designated **primary** evacuation assembly point, being the front gate (located near Wallamore Road).

In the event of an incident requiring the evacuation of the facility, all Council Employees, any contractor's / staff and facility users are to immediately leave the facility by the designated route and report to the designated primary evacuation assembly point.

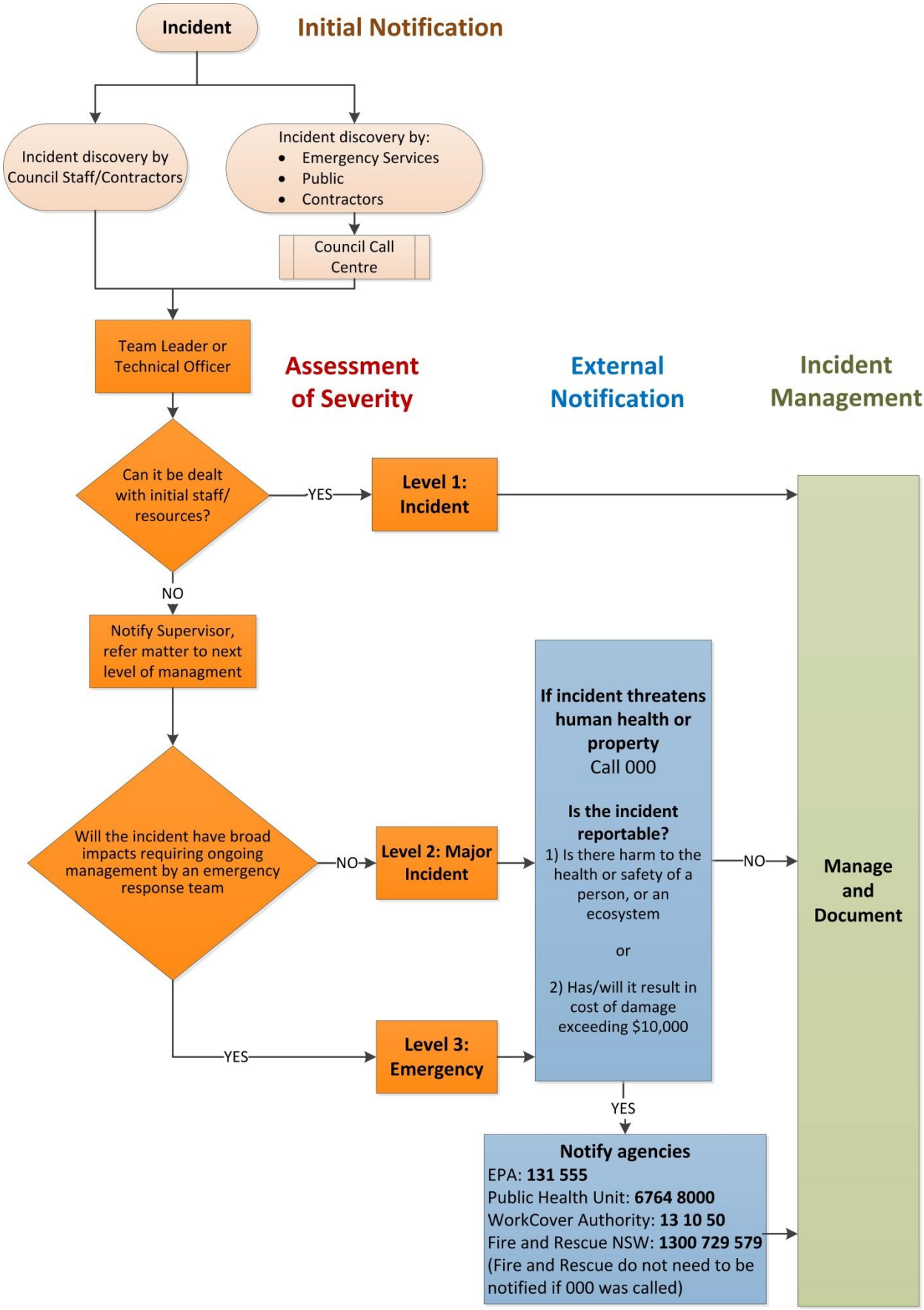
On arrival at the designated evacuation assembly point all persons will remain until the **Team Leader (TRC)** has determined the status of all personnel and;

- Accounted for all; or
- Prepared a list of names and / or numbers of missing personnel /facility users and location last seen.

For the purposes of this PIRMP the following evacuation assembly points are applicable:

- For the Westdale Wastewater Treatment Plant, the Primary Assembly Point is at the main entry to the Westdale Wastewater Treatment Plan near Wallamore Road;
- For the former Swan Street Wastewater Treatment Plant, the Primary Assembly Point is at the main entry to the Swan Street Wastewater Treatment Plant near Swan Street.

FIGURE 0-1. INCIDENT RESPONSE DIAGRAM.



Communication

Pollution Notification Protocol

To provide for the safety of employees, facility users and the wider community, along with ensuring appropriate pollution incident response, the early warning and notification of pollution incidents is required. The prompt notification of an incident can often greatly assist in ensuring that the risk of injury, death, damage or environmental harm is minimized.

In this regard the following incident notification procedures are to be implemented, depending on the level of severity of the incident **Error! Reference source not found.**

The Notification of Pollution Incidents (- Damstra Safety Portal (vaultgrc.com)) document below has been adopted by TRC and is based on the EPA notification protocol (available at http://www.environment.nsw.gov.au/pollution/notificationprotocol.htm).

Notification of Pollution Incidents

It is a legal requirement for pollution incidents to be notified to agencies immediately when they occur.

When does the notification requirement apply?

The notification requirement applies to any pollution incident where a "material harm to the environment is caused or threatened".

This requirement means that any incident which involves harm to the health or safety of a person, or an ecosystem, must be notified unless it is trivial. Incidents which result in a cost or damage exceeding $10,000 must also be notified under this requirement.

Who is required to action the notification requirement?

The Council has the duty to notify under the legislation. This duty is to be performed by the person who Manages the division carrying out the activity when the pollution incident occurs, that being the Manager – Water & Environmental Operations The contact phone number for this position is available in **Appendix B.**

If the relevant Manager cannot be located then the incident must be immediately referred to the Director, or any other member of the Executive Team to action the notification, that being the **Director - Water and Waste.** The contact phone number for this position is available in **Appendix B.**

If the Manager, nor any member of the Executive Team, can be located promptly or without delay, then the staff member who has identified the incident has the duty to notify the relevant agencies in the manner described below.

TABLE 0-1: POLLUTION INCIDENT SEVERITY

Description of the Incident	Severity	Refer to
Pollution incident could affect only those in the immediate vicinity	Level 1	3.1.1. Minor Incidents
Pollution incident could affect others within the site at the Tamworth Wastewater Treatment Ground	Level 2	3.1.2. Major Incidents
Pollution incident could affect surrounding neighbours	Level 3	3.1.2. Major Incidents

It is the general practice that **ALL** incidents will be notified immediately to the **Manager – Water Operations** so that an assessment of the level of response required can be made. Being the main responsible for the communication plan, the Manager must be able to receive communications even during after-hour shifts and weekends. In case of emergency and threaten to the environment and human health, a triple zero "000" must precede that notification and should be done by ANY member of the staff.

3.1.1. MINOR INCIDENTS

Minor incidents are likely to affect only the immediate vicinity, and will generally not require the notification of incident response agencies. Examples of such incidents may include small chemical spills or individual medical emergencies. Note, however, that TRC may self-report these incidents to the EPA and this will be decided by Manager – Water & Environmental Operations (TRC), who will be notified in any situation.

3.1.2. MAJOR INCIDENTS

A major incident is where there is an immediate threat to human health and/or the environment, and where material harm to the environment is caused or threatened. Major incidents can be further described as:

- A pollution incident which could affect others on-site at the **Tamworth Wastewater Treatment Plant**; and / or
- A pollution incident which could affect surrounding neighbours.

Immediate action should be taken to ensure the safety of people and containment of pollution, if it is safe to do so.

Where a major incident occurs, **immediately** contact the person who is to implement the pollution notification protocol summarised below .

Notification Protocol

If the incident threatens human health or property, call 000.

As soon as it is safe to do so, the following agencies must be notified:

- EPA 131 555;
- Ministry of Health via the local Public Health Unit **02 6764 8000**;
- SafeWork NSW **13 10 50**;
- Council (Environmental Services) **6767 5555**;
- Fire and Rescue NSW **1300 729 579** if not called for initial emergency response on **000**.

Notification Process for Minor Incidents

If, at the time of making the notification, it is believed that some of the above authorities do not need to attend the incident, you may provide that advice. However, the authorities must be notified and all of the information regarding the incident must be passed on to the authorities. It is the responsibility of each authority to decide whether they need to attend the incident.

Communication with Neighbours and the Community

In the event of an incident such as a chlorine gas leak, neighbouring properties will be notified through the 'Whispir' system. The **Team Leader / Headworks Engineer** will notify the **Manager – Water & Environmental Operations** and / or the **Director - Water and Waste** in such an event, and the message will then be relayed to surrounding residents.

Further information via the 'Whispir' system or visit to surrounding residents will also be made when the incident is no longer of concern or normality has been restored.

Wider Community

Council will use the following methods of communication as appropriate to the circumstance:

- Council website;
- Media releases to local radio stations;
- Media releases to local newspapers; and
- Door-knocking.

Council's **Communications Manager** will be responsible for the co-ordination of media interaction with regard to such an emergency event, and will also assume the responsibility of public information dissemination in consultation with the **Manager – Water & Environmental Operations** and / or the **Director - Water and Waste.**

In an event where an emergency incident occurs outside of normal hours, consideration must be given to providing the passing of responsibilities to the Communications Manager, who will be in charge of communications with Neighbours, the wider community and social media. This person is to be available for this role even in after-hour shifts, weekends or public holidays. The current designated Communications Manager is:

Communications Manager Karlee Cole 0431 682 2488

AFTER HOURS COMMINCATIONS **6767 5730**

A series of pre-emptively drafted messages have been developed for likely incident types, which can be relayed to affected residents and/or the wider community. These are available in Appendix E.

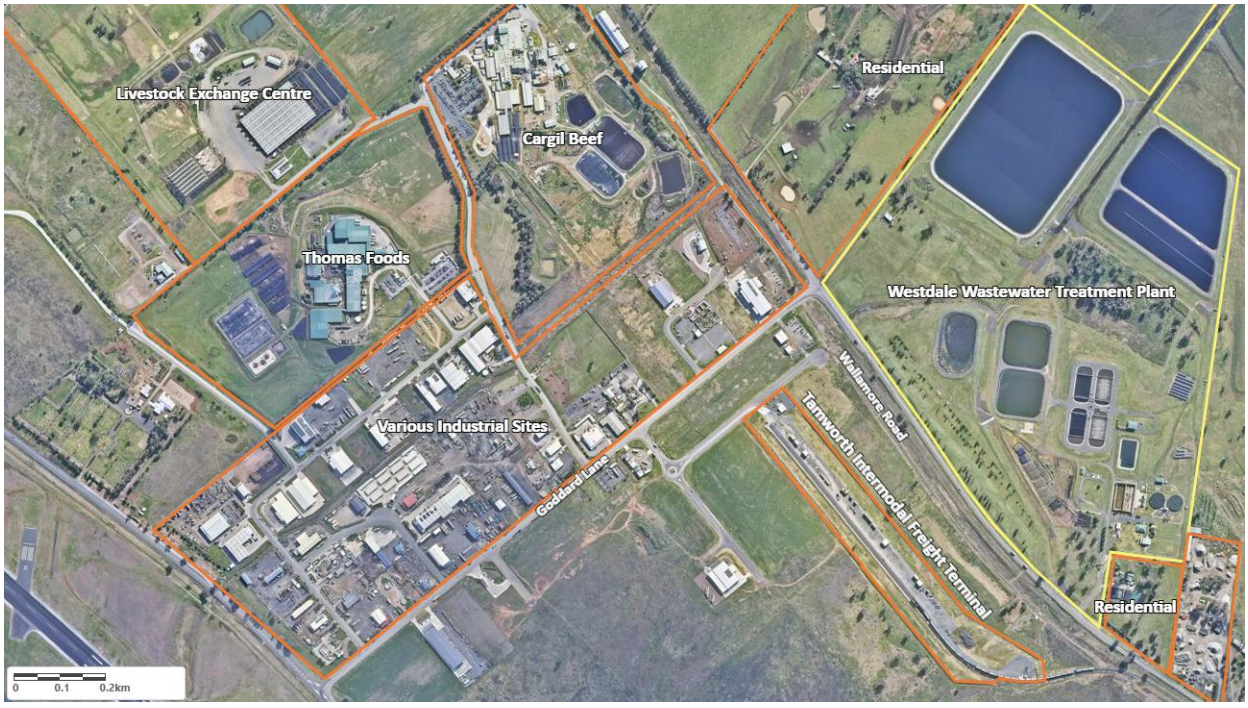


FIGURE 0-1: SITE NEIGHBOURS

TABLE 0-2: NEIGHBOURING PROPERTIES CONTACT DETAILS

Neighbouring Properties	Occupier	Phone Number
Phoenix Street, Westdale	Thomas Foods	6764 9900
Lot 11 Goddard Lane, Tamworth	Fulton Hogan	6761 5066
Phoenix Street, Westdale	Teys Australia / Cargil Beef Abattoir Australia	6764 6700
7 Phoenix Street, Westdale	Tamworth Regional Livestock Exchange	6764 9700
Tamworth Intermodal Freight Terminal	Tamworth Regional Council	
268 Wallamore Road, Westdale	Residential	
428 Wallamore Road, Westdale	Residential	
468 Wallamore Road, Westdale	Residential	
468a Wallamore Road, Westdale	Residential	
470 Wallamore Road, Westdale	Residential	
1 Marathon Street, Westdale	Primary Production	

Facility Evacuation

Site evacuation procedures for the Tamworth Wastewater Treatment Plant are provided in the Site Emergency Response Plan and shown in **Appendix A**.

4.1. General Requirements

Most MINOR pollution incidents will not require the evacuation of all, or in most instances, even part of the facility. However, it is acknowledged that any MAJOR incident may require the facility to be evacuated.

In the event of a MAJOR incident evacuation of Council Employees, any contractor's and staff, facility users and ancillary co-located operations is of the utmost importance.

In order to achieve a safe and timely evacuation, it is critical that an early warning of the pollution situation be communicated, and action implemented to remove Council Employees, contractor's staff and facility users from the hazard area.

In this regard the Site Evacuation Procedure (contained within the Site Emergency Response Plan, see (**Appendix C**), must be implemented once a decision is made to evacuate the facility.

Whilst the need for evacuation will be dependent upon the nature and scale of an incident it is of primary importance that personnel or public health is not put at risk at any time during a pollution incident.

The decision to evacuate (in part of full) is to be made by the Manager- Water & Environmental Operations and supported by facility personnel OR as directed by a responding Emergency Service.

4.2. Stages of Evacuation

There are two stages of evacuation that are applicable to the facility being;

- Stage One: Immediate Area – The evacuation of persons in immediate danger; and
- Stage Two: Total Facility – A complete evacuation of the Facility by all people.

In the event of a Total Facility Evacuation, the Facility is not to be re-entered unless instructed to do so by the **Manager- Water & Environmental Operations** OR as directed by a responding Emergency Service Officer.

4.3. Priority of Evacuation

The Manager- Water & Environmental Operations is responsible for prioritising the order in which people are evacuated from the site of the incident. Generally, the following priorities apply:

- Ambulatory;
- Semi-ambulant (people requiring some physical assistance);
- Non-ambulant (people who need to be physically moved or carried);
- Aggressive, violent or resistive people.

The above priority for evacuation is for guidance only - the emergency may dictate otherwise.

Where a person refuses to comply with a direction given by the Manager- Water & Environmental Operations the following action is to be initiated:

- Ensure that the person has been clearly advised that they are required to evacuate the facility because of an emergency situation that may be life threatening;
- Notify the Officer-in-Charge of the attending Emergency Service.

4.4. Mobility Impaired Persons

A register is to be maintained of site personnel who may have a permanent or temporary disability that would impede their ability to self-evacuate if required.

A staff member who works with a person with a disability shall be appointed as that person's carer during an emergency. The procedures for assisting mobility-impaired persons should be discreetly discussed with the individual concerned.

All staff should be trained in methods of assisting mobility-impaired persons during an emergency.

4.5. Evacuation Assembly Areas

The facility has a designated **primary** and a **secondary** evacuation assembly point.

In the event of an incident requiring the evacuation of the facility, all Council Employees, any contractor's / staff and facility users are to immediately leave the facility by the designated route and report to the designated primary evacuation assembly point.

Should the primary evacuation assembly point be in a hazardous area or is unsuitable due to the nature of the threat, employees and facility users will then be directed to proceed to the designated secondary evacuation assembly point.

On arrival at the designated evacuation assembly point all persons will remain until the Manager-Water & Environmental Operations has determined the status of all personnel and;

- Accounted for all; or
- Prepared a list of names and / or numbers of missing personnel /facility users and location last seen.

4.6. Post Evacuation Assembly Point

Once the facility has been evacuated to the Primary or Secondary Assembly Point and the presence of all personnel and facility users confirmed, (if need be) arrangements will be made by the Manager- Water & Environmental Operations for Council Employees and contractor's staff to be transported / moved to a Post Evacuation Assembly Point.

Incident debriefing and incident investigation will be undertaken at the Post Evacuation Assembly Point. Further management instructions will also be provided.

Emergency Operating Plans

Emergency Response Procedures have been developed for:

- Westdale Wastewater Treatment Plant ;
- Swan Street Wastewater Treatment Plant; and
- Water and Sewerage Operations and Worksites .

These procedures provided a first response to incidents (Levels 1 to 2). For Level 2 - Major Incidents and Level 3 - Emergencies, Emergency Operating Plans (EOP) have been developed which contain further guidance. These plans should be implemented where appropriate.

The following Emergency Operating Plans are included in this section:

0 Major Asset Failure

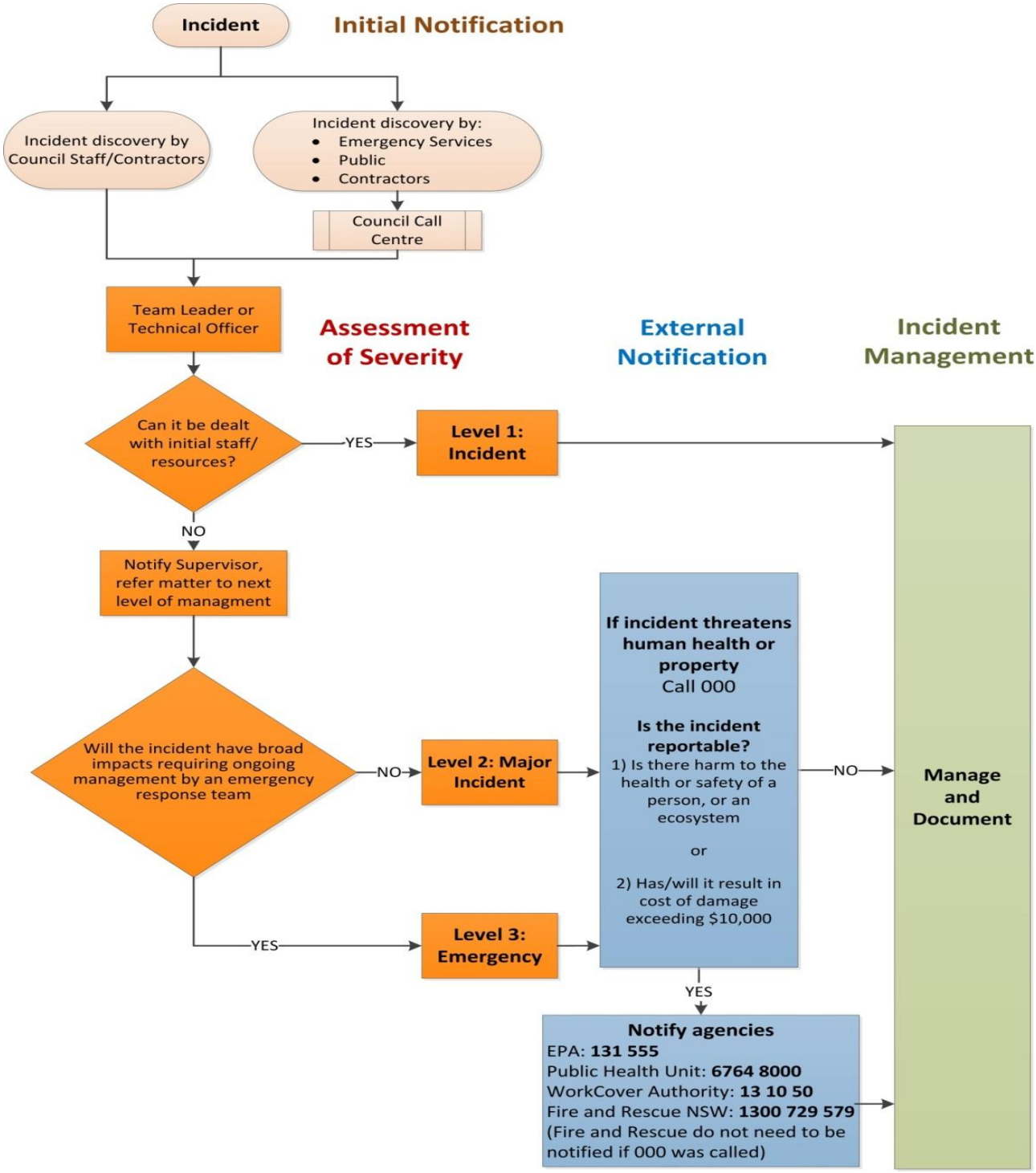
0 Bomb Threat / Criminal Acts / Security Threats

0	Power Failure
0	Critical Limit Non Conformance at WWTP
0	Dangerous Goods or Chemical Spill /Leak
0	Fire or Explosion
0	Building / Office Problem
0	Recycled Water Health Emergency
0	Natural Disaster
4.10	Outbreak of Illness

Each EOP has been designed as a 1-page “Rip and Run” document. Each plan provides guidance on appropriate actions has includes space for notes to be recorded during an emergency. The Notification Protocol is duplicated on the page of plans as appropriate.

Major Asset Failure

Summary	This emergency operating plan applies to the failure or imminent failure of a major asset		Notes
Initiation and Notification	Initiate this EOP if any of there is a failure or suspected failure of a major asset including: maturation pond; treatment plant process or civil structure; major equipment; trunk main; pumping station or sewer main or pump station in sensitive location. Use the Pollution Notification Protocol (flowchart over) if there is the potential for a leak or a spill to the environment. Refer to Section 3 for full notification details.		
Equipment Identified	• Backhoe. • Generator. • Pump.		
Specific Activities:	I. Assess the problem	1. Shutdown affected assets and assess damage. 2. Make area safe. 3. Check welfare of staff and public, provide aid.	
	II. Isolate and fix the problem	4. Alert appropriate staff and emergency response personnel. 5. Communicate and liaise with customers. 6. Communicate with regulators and authorities. 7. Liaise with Emergency Services and assist. 8. Provide temporary supply or reconfigure delivery system if possible. 9. Provide emergency equipment (pumps, generators, manual systems, local needs etc).	
	III. Monitoring	10. A monitoring program may need to be developed in relation to the specific failure of the asset.	
	IV. Recovery and return to safety	11. Conduct repairs and begin planning for permanent repairs or replacement assets. 12. Disinfect and make safe for access as appropriate.	
	V. Report of findings	13. Complete forms as appropriate: • on the Vault Health & Safety Portal (- Damstra Safety Portal (vaultgrc.com))	


Incident
Initial Notification
Incident discovery by Council Staff/Contractors
Incident discovery by:
Emergency Services
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Bomb Threat / Criminal Acts / Security Threats

Summary	This emergency operating plan applies to bomb threats, criminal act or security threats.	
Initiation and Notification	Notify Police (000). Notify direct Supervisor. Use the Pollution Notification Protocol if there is the potential for a leak or a spill to the environment. Refer to Section 3 for full notification details.	
Equipment Identified	• Phone threat checklist. • Communications equipment. • Remote access IT equipment.	
Specific Activities:	I. Assess the problem	1. Assess damage / level of threat to affected assets. 2. Check welfare of staff and public, provide aid. 3. Check functionality of affected area.
	II. Isolate and fix the problem	4. Alert appropriate staff and emergency response personnel. 5. Communicate with Manager / Director. 6. Communicate and liaise with customer. 7. Communicate with regulators and authorities. 8. Liaise with Emergency Services and assist. 9. Provide temporary supply or reconfigure delivery system if required. 10. Provide emergency equipment (pumps, generators, manual systems, local needs etc).
	III. Monitoring	11. Monitor the system to maintain network operation and WWTP process if possible. Alternative operation and more frequent monitoring may be required during the event. More frequent monitoring is likely to be required and additional parameters may need to be monitored until the process is stable again.
	IV. Recovery and return to safety	12. Conduct necessary repairs and begin planning for permanent repairs or replacement assets if required.

	V. Report of findings	13. Record details of incident on Incident Report Form (- Damstra Safety Portal (vaultgrc.com)) on the Vault Health & Safety Portal located on the Milo webpage.

PHONE THREAT CHECKLIST - REMEMBER TO KEEP CALM

WHO RECEIVED THE CALL

Name (Print) _____ Signature _____

Telephone No. Called _____ Date Call Received _____ Time Received _____

GENERAL QUESTIONS TO ASK THE CALLER

What is it?

When is the bomb to explode? OR
When will the substance be released?

Where did you put it?

What does it look like?

When was it put there?

How will the bomb explode? OR
How will the substance be released?

Did you put it there?

Why did you put it there?

BOMB THREAT QUESTION

What type of bomb is it?

What is in the bomb?

What will make the bomb explode?

CHEMICAL/BIOLOGICAL THREAT QUESTIONS

What kind of substance is in it?

How much of the substance is there?

How will the substance be released?

Is the substance a liquid, powder or gas?

EXACT WORDING OF THREAT

ANALYSIS OF CALLER'S THREAT

Sex:	Male ☐	Female ☐								
Accent:	Australian ☐	Middle Eastern ☐	British ☐	Asian ☐	Other (specify) ☐					
	American ☐	European ☐	Irish ☐							
Voice:	Angry ☐	Calm ☐	Loud ☐	Giggling ☐	Other (specify) ☐					
	Child ☐	Obscene ☐	Soft ☐							
Speech:	Fast ☐	Slow ☐	Slurred ☐	Distinct ☐	Muffled ☐					
	Stutter ☐	Lisp ☐	Distorted ☐	Clear ☐	Other ☐					
Threat Language:	Well Spoken ☐	Irrational ☐	Abusive ☐	Message read by caller ☐	Other (specify)					
	Incoherent ☐	Taped ☐								
Background Noise:	None ☐	TV/Radio ☐	Train ☐	Traffic ☐	Music ☐					
	Construction ☐	Sirens ☐	Aircraft ☐	Voices ☐	Other ☐					

Duration of Call _____ Did the caller appear familiar with the area? YES ☐ NO ☐ Estimated Age _____

Comments from person receiving the call: _____

Alert your supervisor. If your supervisor is unavailable, **call Triple Zero (000).**

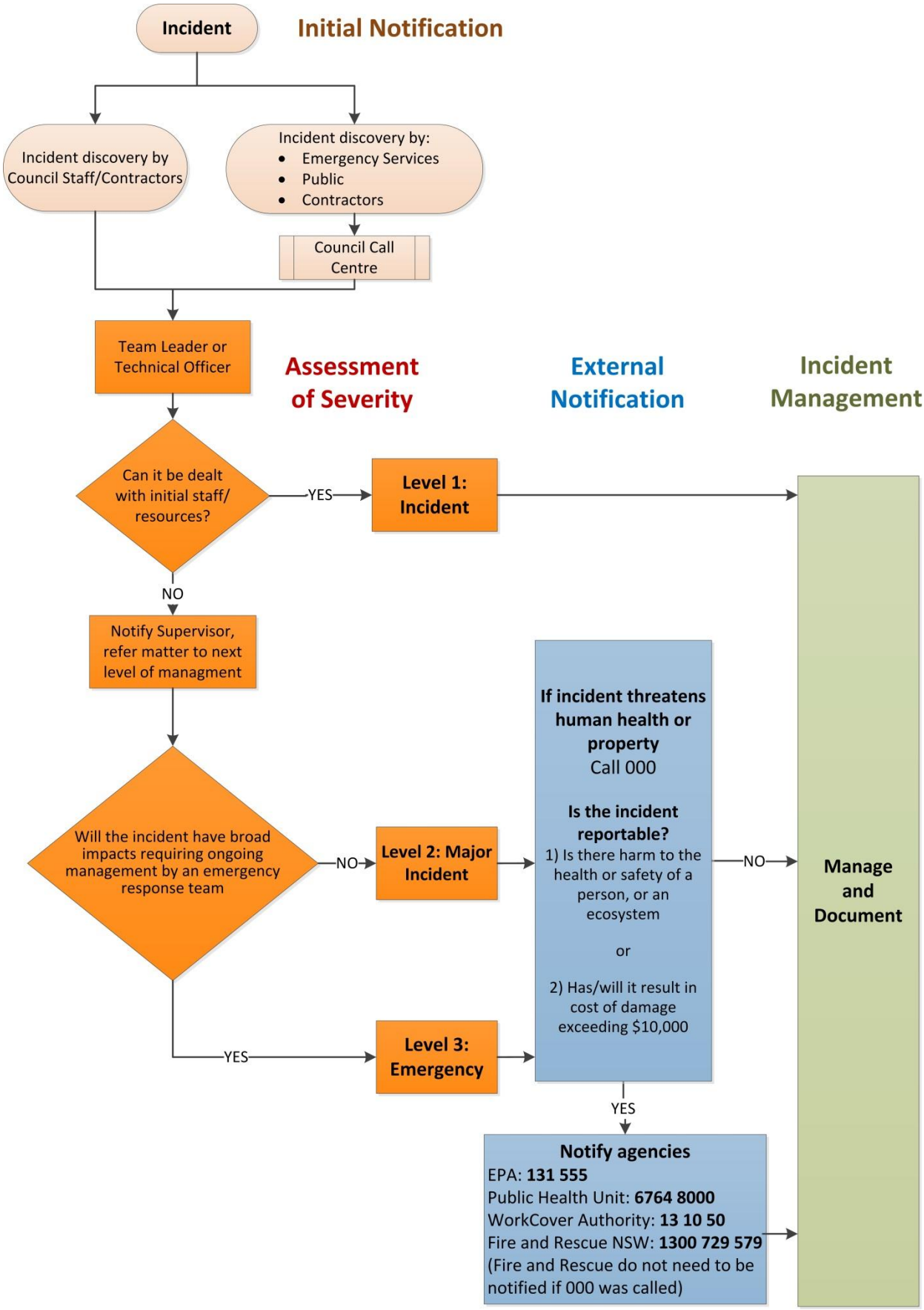
- DO NOT HANG UP -

Phone threat checklist

Power Failure

Summary	This emergency operating plan applies to power failure at the WWTP or in the collection network		Notes
Initiation and Notification	Communicate with Manager. Use the Pollution Notification Protocol (flowchart over) if there is the potential for a leak or a spill to the environment. Refer to Section 3 for full notification details. Communicate with regulators and authorities as appropriate.		
Equipment Identified	• Generators. • Radios. • Sandbags / spill kit if surcharge possible during extended outage.		
Specific Activities	I. Assess the problem	1. Make area safe. 2. Check welfare of staff and public, provide aid. 3. Confirm generator at Westdale WWTP has started if power failure at the plant. 4. Determine the extent of the power failure and the likely outage time.	
	II. Isolate and fix the problem	1. Deploy generators as appropriate. 2. For an extended outage consider: • Management of pump station surcharges and communication with community to reduce inflows. • Maintenance of biomass at plant (generator for blowers).	
	III. Monitoring	3. Monitor the collection system to minimise surcharge impacts. 4. Monitoring WWTP system to maintain network operation and WWTP process if possible. Alternative operation and more frequent monitoring may be required during the event.	
	IV. Recovery and return to safety	5. Undertake any remediation work (spill management). 6. At WWTP more frequent monitoring is likely to be required and additional parameters may need to be monitored to confirm the process is stable.	
	V. Report of findings	7. Complete forms as appropriate: • Incident Report Form and Incident and Investigation (- Damstra Safety Portal (vaultgrc.com)).	

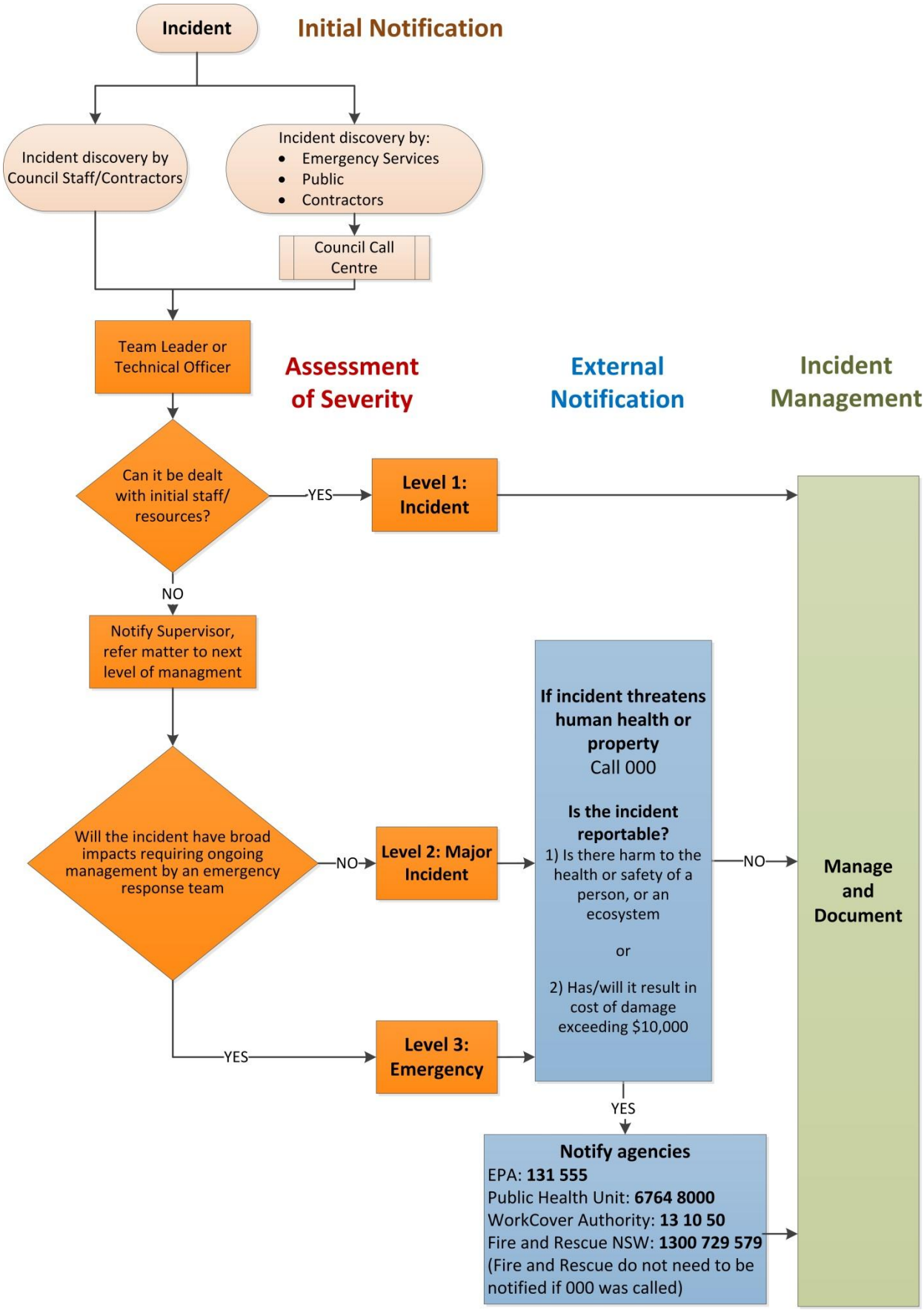
• Incident Record Form B: Overflow from Reticulation System or Sewage Treatment Plant (Form B – Technology One).	


Incident
Initial Notification
Incident discovery by Council Staff/Contractors
Incident discovery by:
Emergency Services
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Critical Limit Non Conformance at WWTP

Summary	This emergency operating plan applies whenever a critical limit is reached as the process may no longer be achieving the required treatment to minimise the risk to human or environmental health		Notes
Initiation and Notification	Alert the Headworks Engineer. Communicate and liaise with external authorities (e.g. NSW Health, EPA) as appropriate.		
Equipment Identified	See specific SOPs for managing critical limit failures.		
Specific Activities	I. Assess the problem	1. Identify how far through the process the poor water quality is. 2. Consider if supply to the farm dam should be ceased. 3. Consult the specific SOP for managing critical limit failures.	
	II. Isolate and fix the problem	4. Identify the cause of the Critical Control Point (CCP) excursion. This may be because of process failure, illegal dumping, equipment failure or storm events. 5. It may require expertise outside Council to be sought e.g. NOW Officers, consultants.	
	III. Monitoring	6. Monitoring the CCP until it returns to acceptable value. More frequent testing is likely to be required and additional parameters may need to be monitored until the process is stable again. 7. Additional monitoring should also be considered to rule out monitoring equipment failure.	
	IV. Recovery and return to safety	8. Once the process has stabilised, return to normal operations.	

	V. Report of findings	9. Complete forms as appropriate: • Incident Report Form) and Incident and Investigation (- Damstra Safety Portal (vaultgrc.com)). • Incident Record Form A: Sewage Treatment Plant Bypass (Form B-Technology One).	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Incident discovery by Council Staff/Contractors
Incident discovery by:
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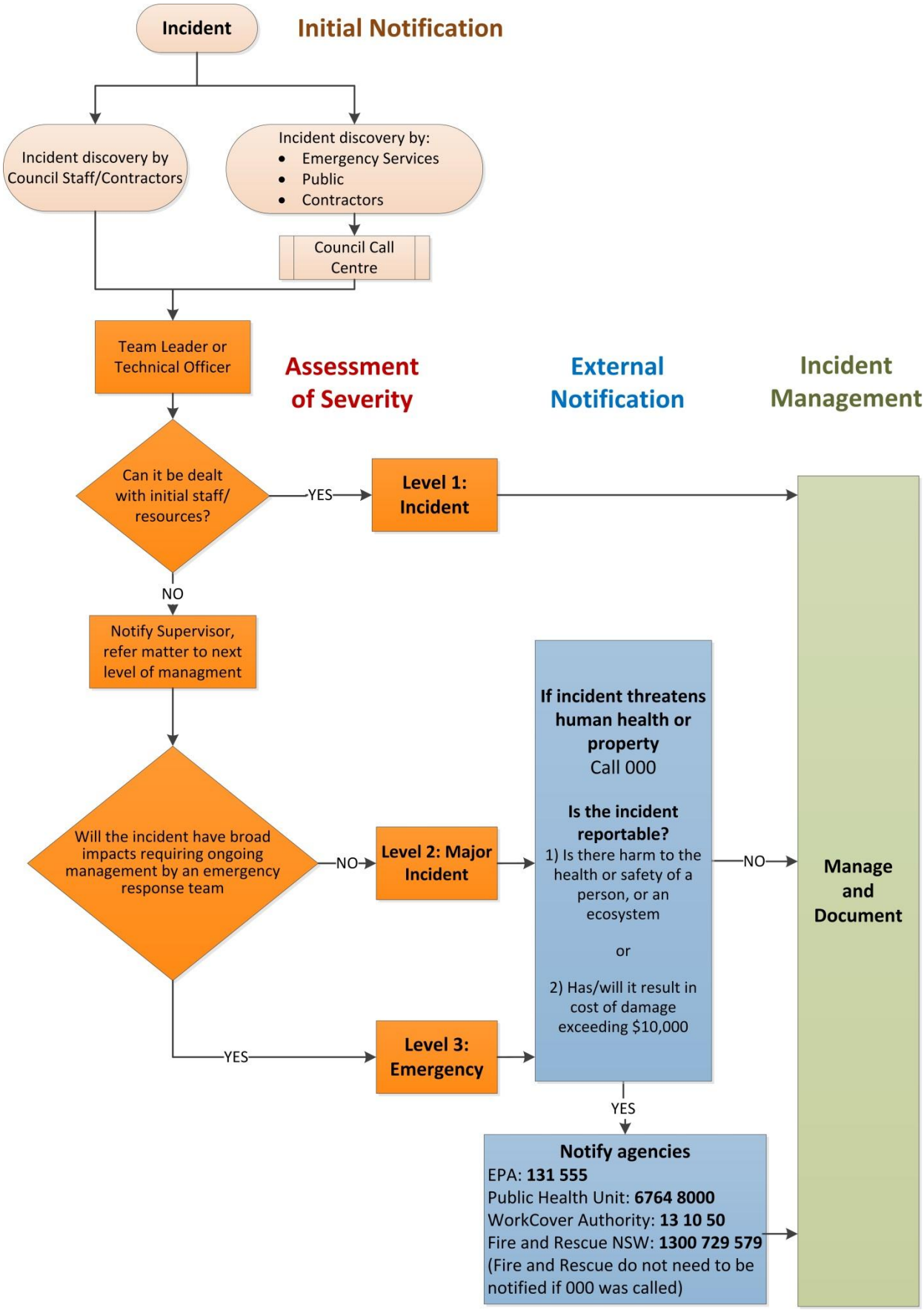
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Dangerous Goods or Chemical Spill /Leak

Summary	This emergency operating plan applies to a spill including sludge spill, hazardous chemical spill or oil spill.		Notes
Initiation and Notification	Alert Supervisor. Use the Pollution Notification Protocol (flowchart over) if there is the potential for a leak or a spill to the environment. Refer to Section 3 for full notification details.		
Equipment Identified	• Spill Containment Kit. • PPE.		
Specific Activities	I. Assess the problem	1. Keep upwind. 2. Avoid all contact with material. 3. Immediately notify supervisor. 4. Warn nearby persons, provide aid 5. Keep all ignition sources away. 6. Assess seriousness of incident type based on quantity and type of leaking / spilled substance (e.g. major chemical leak from delivery tanker).	
	II. Isolate and fix the problem	7. Shutdown affected assets. 8. Make area safe. 9. Activate spill containment systems and procedures.	
	III. Monitoring	10. Review need for environmental / process monitoring	
	IV. Recovery and return to safety	11. Liaise with Emergency Services and assist with containment and clean up. 12. Notify other relevant authorities (e.g. EPA / Ambulance). 13. Contact Manager - Water Operations or Headworks Engineer.	

		14. Decide with the relevant authority how to manage and secure the site.	
	V. Report of findings	15. Record details of incident on Incident Report Form and Incident and Investigation (- Damstra Safety Portal (vaultgrc.com)).	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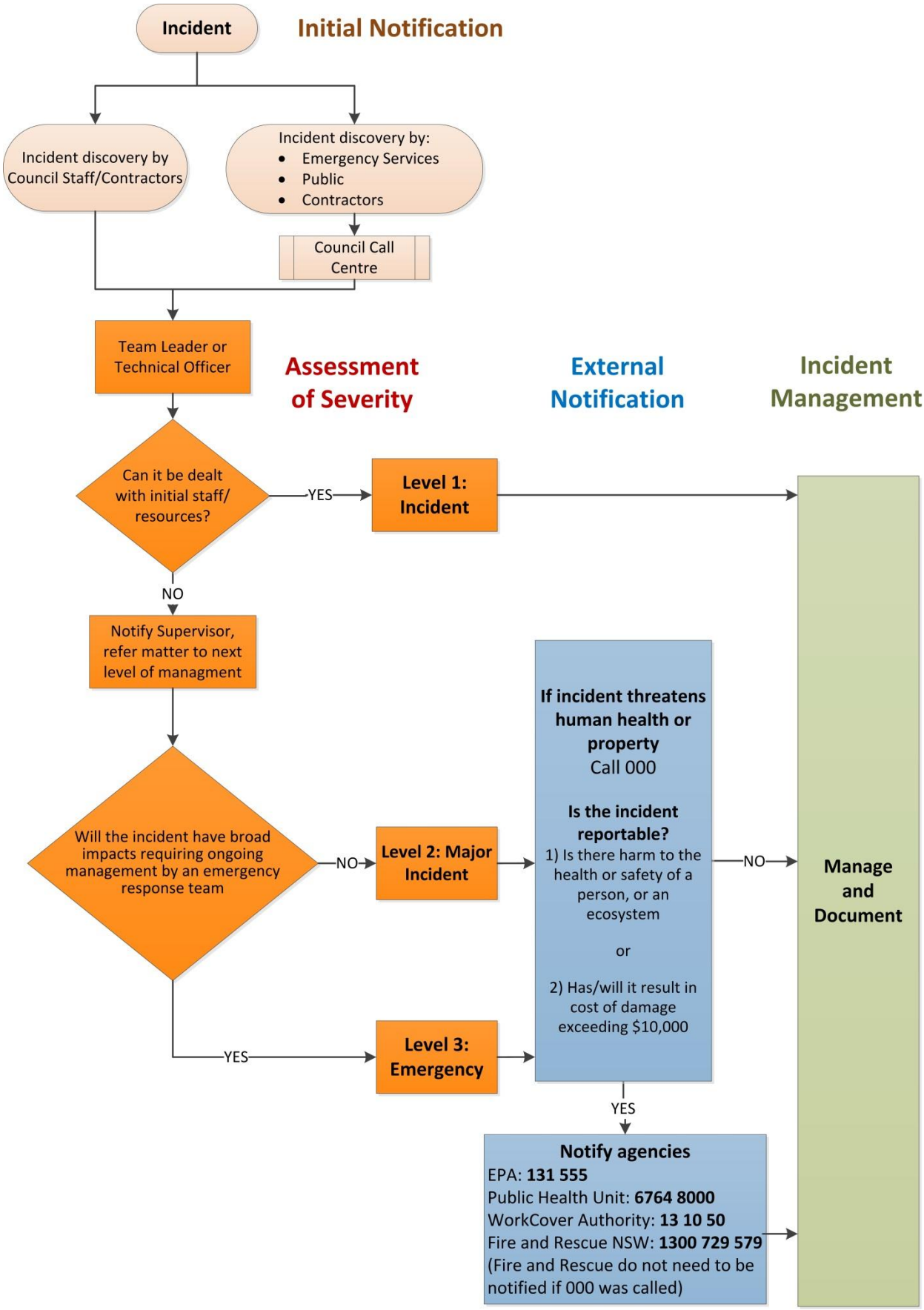
Initial Notification
Incident discovery by Council Staff/Contractors
Incident discovery by:
Emergency Services
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Fire or Explosion

Summary	This emergency operating plan applies to a fire or where smoke is identified	Notes
Initiation and Notification	Raise the alarm. Warn anyone in danger and evacuate people away from immediate area. At Westdale WWTP, the assembly point is at Assembly Point A (Western boundary fence). Call Fire Brigade. Use 000. Use the Pollution Notification Protocol (flowchart over) if there is the potential for a leak or a spill to the environment. Refer to Section 3 for full notification details. Then use emergency contact list MSF-007 (5217/2004).	
Equipment Identified	• Fire blankets. • Fire extinguishers. • Fire hoses. • PPE. • Traffic management equipment.	
Specific Activities	I. Assess the problem 1. Determine the extent and nature of the fire if safe to do so. 2. Verify the presence of all personnel / contractors / visitors at this point	
	II. Isolate and fix the problem 3. Warn traffic of any hazard which affects traffic (use lights, warning signs, etc). 4. Take any practical steps to contain the hazard.	
	III. Monitoring 5. Take any practical steps to prevent the hazard from spreading.	
	IV. Recovery and return to safety 6. Contact Manager - Water Operations or Headworks Engineer. 7. Decide with the relevant authority how to manage and secure the site.	

	V. Report of Findings	8. Record details of incident on Incident Report Form Incident and Investigation (- Damstra Safety Portal (vaultgrc.com)).	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Incident discovery by Council Staff/Contractors
Incident discovery by:
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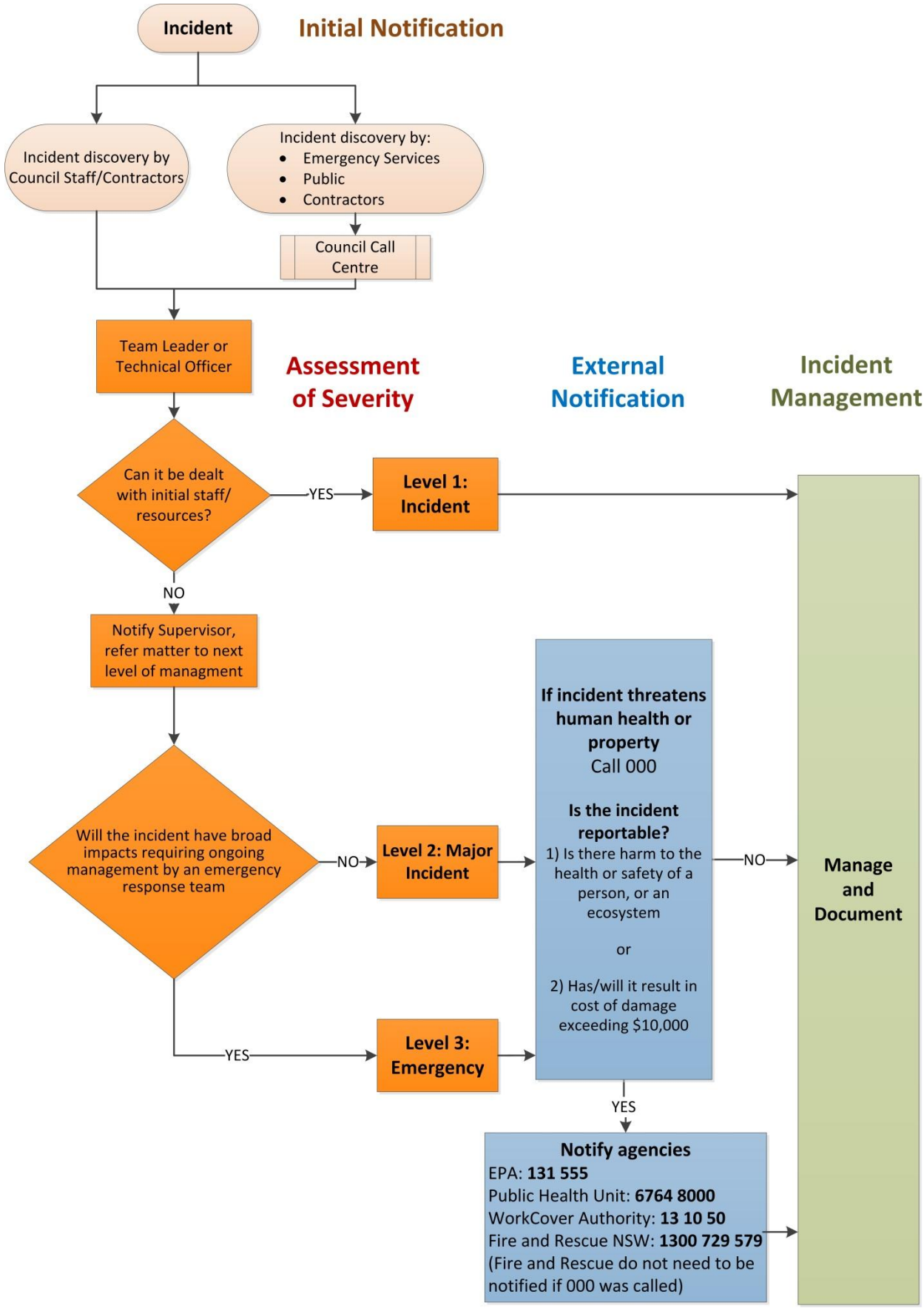
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Building / Office Problem

Summary	This emergency operating plan applies when a building has been affected by an incident (e.g. flooding or collapse)		Notes
Initiation and Notification	Contact ambulance if there are injured people (000). Contact direct Supervisor.		
Equipment Identified	First aid kit. Communications equipment (mobile phone, radio).		
Specific Activities	I. Assess the problem	1. Make area safe. 2. Check welfare of staff and public, provide aid. 3. Communicate and liaise with Police / Emergency Services and assist with investigation.	
	II. Isolate and fix the problem	4. Isolate and fix the problem as appropriate (if safe to do so).	
	III. Monitoring	5. Monitor the problem to determine if it has been fixed.	
	IV. Recovery and return to safety	6. Conduct repairs and begin planning for permanent repairs or replacement assets.	
	V. Report of findings	7. Record details of incident on Incident Report Form Incident and Investigation (- Damstra Safety Portal (vaultgrc.com)).	

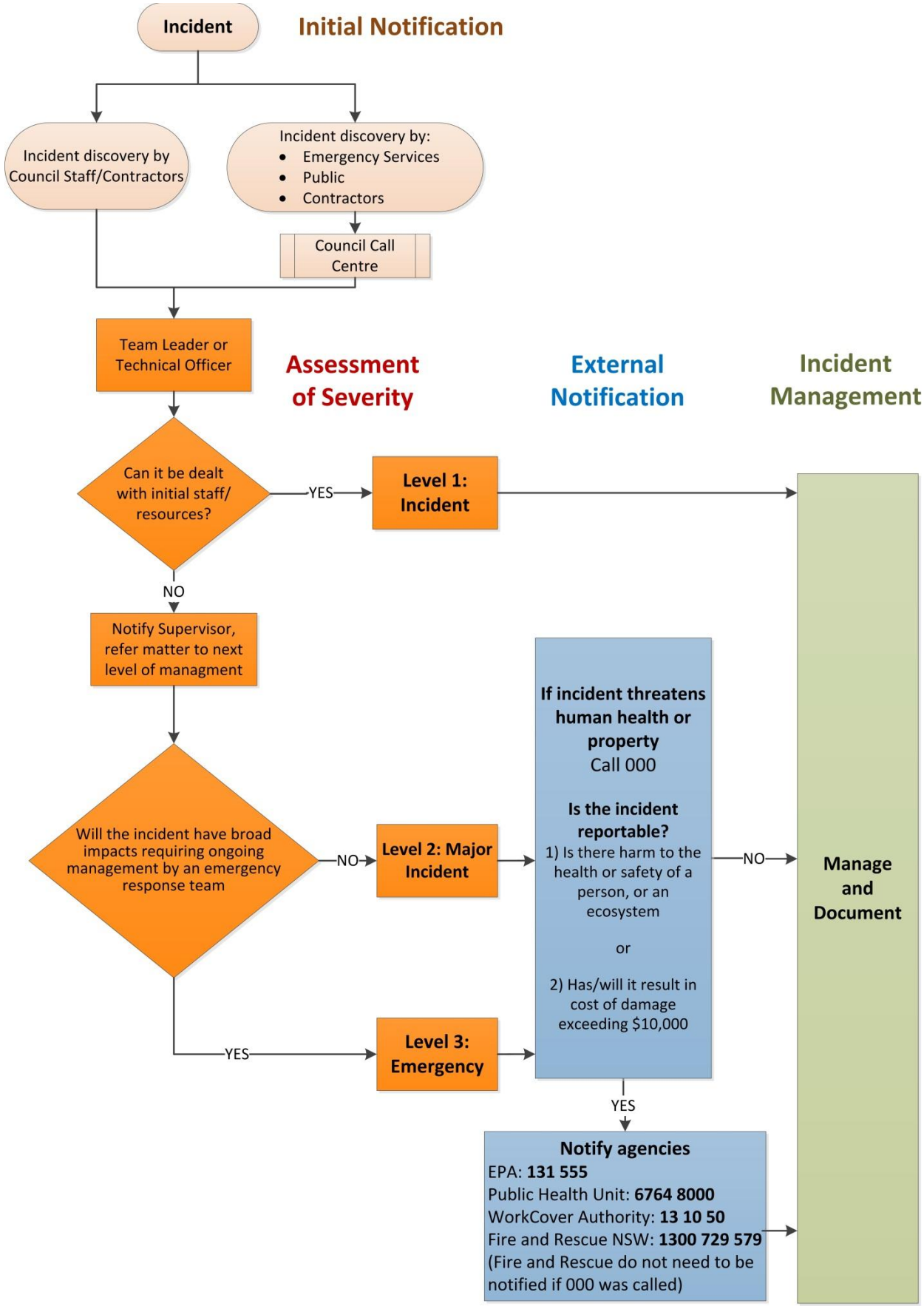

Incident
Initial Notification
Incident discovery by Council Staff/Contractors
Incident discovery by:
Emergency Services
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Recycled Water Health Emergency

Summary	This emergency operating plan applies if human health may have been impacted by recycled water for example a cross connection.		Notes
Initiation and Notification	Contact direct Supervisor and advise of the incident. Contact Local Public Health Unit.		
Equipment Identified	• Plumbing equipment. • Disinfectant. • Water testing equipment (chlorine meter, conductivity meter).		
Specific Activities	I. Assess the problem	1. Determine the source and extent of the contamination. 2. Communicate and liaise with police / Emergency Services, NSW Health and assist with investigation.	
	II. Isolate and fix the problem	3. Isolate and fix the problem as appropriate.	
	III. Monitoring	4. Test water supplies to determine the extent of the contamination and effectiveness of repairs.	
	IV. Recovery and return to safety	5. Conduct repairs and begin planning for permanent repairs or replacement assets.	
	V. Report of findings	6. Record details of incident on Incident Report Form and Incident and Investigation (-	

	Damstra Safety Portal (vaultgrc.com)).	

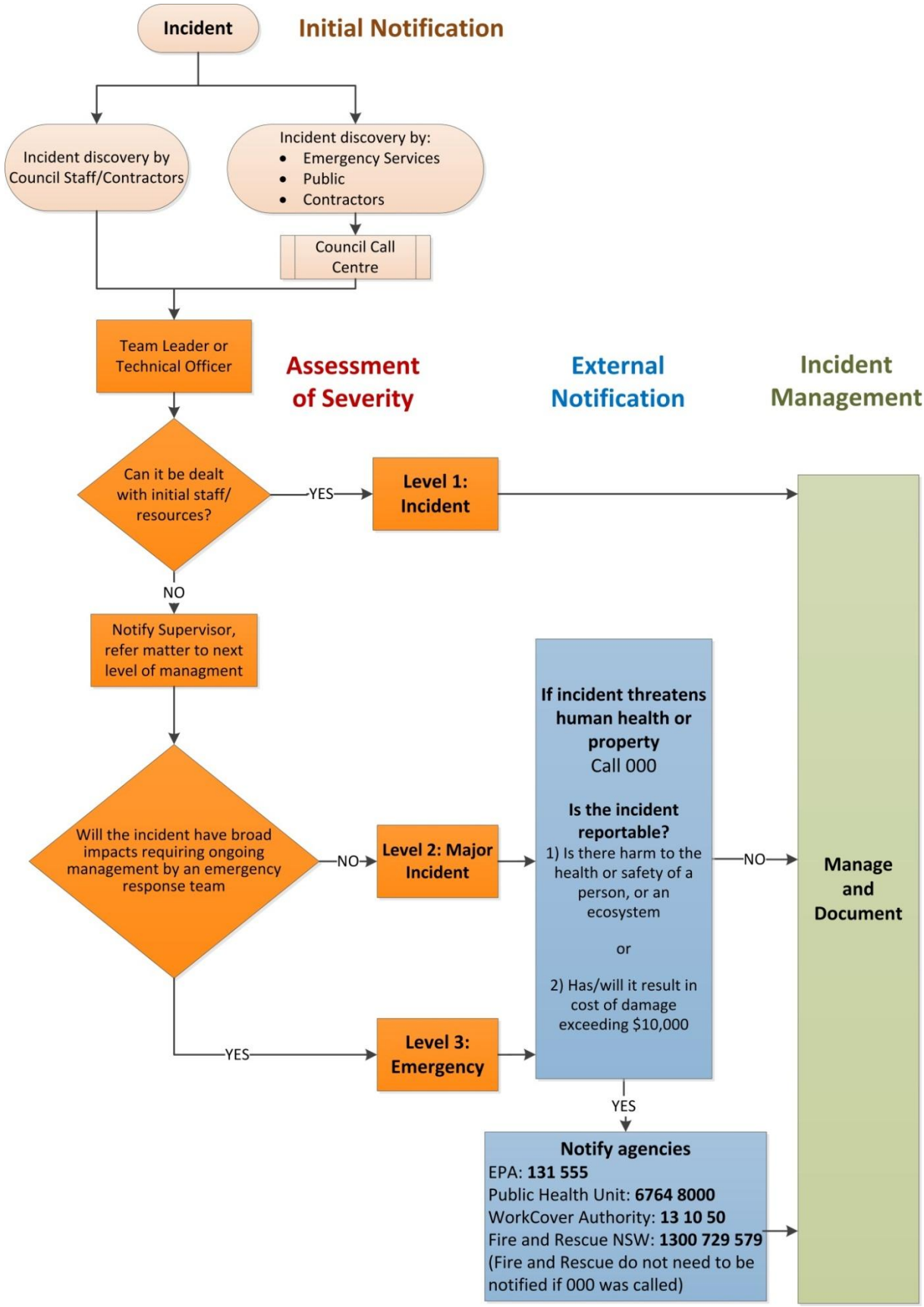
NOTIFICATION PROTOCOL



Natural Disaster

Summary	This emergency operating plan apply to floods, bushfire, earthquake, landslide, bushfire, wind, hail, lightning, drought	
Initiation and Notification	Communicate with Manager - Water & Environmental Operations. Use the Pollution Notification Protocol if there is the potential for a leak or a spill to the environment *(*Refer Section 3). Communicate with customers. Communicate with regulators and authorities as appropriate.	
Equipment Identified	• Generator. • Backhoe. • Radios. • Pumps.	
Specific Activities	I. Assess the problem 1. Shutdown affected assets and assess damage. 2. Make area safe. 3. Check welfare of staff and public, provide aid.	
	II. Isolate and fix the problem 4. Liaise with Emergency Services and assist. 5. Provide emergency equipment (pumps, generators, manual systems etc). Consider what may be required to maintain the critical system units – e.g. pumps at pump stations, blowers at WWTP.	
	III. Monitoring 6. Monitor the system to maintain network operation and WWTP process if possible. Alternative operation and more frequent monitoring may be required during the event. More frequent monitoring is likely to be required and additional parameters may need to be monitored until the process is stable again. 7. If repairs have been made, monitor the scheme to determine if repairs have been successful.	

	IV. Recovery and return to safety	8. Conduct repairs and begin planning for permanent repairs or replacement assets.	
	V. Report of findings	9. Record details of incident on Incident Report Form and Incident and Investigation (- Damstra Safety Portal (vaultgrc.com)).	

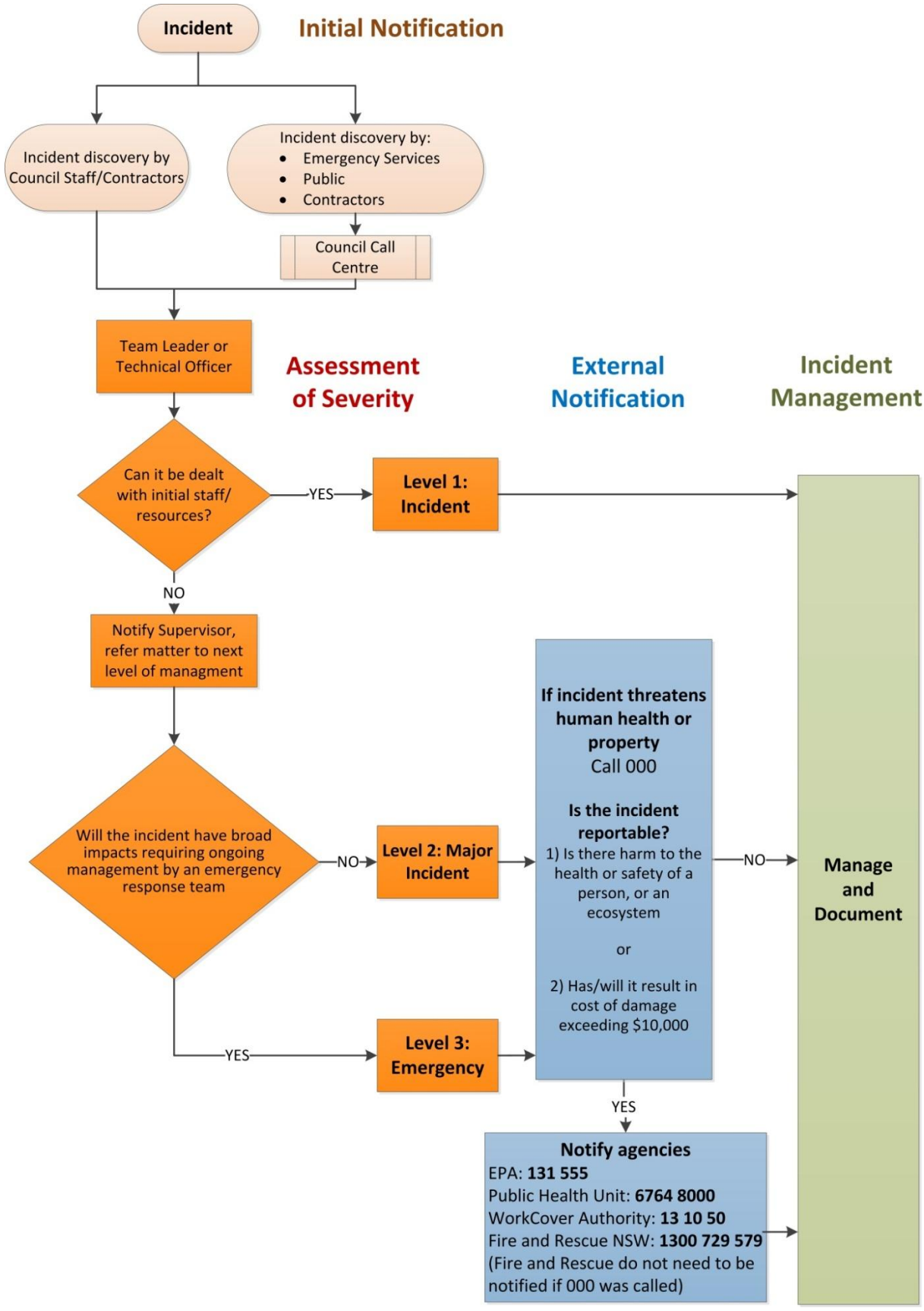

Incident
Initial Notification
Incident discovery by Council Staff/Contractors
Incident discovery by:
Emergency Services
Public
Contractors
Council Call Centre
Team Leader or Technical Officer
Assessment of Severity
External Notification
Incident Management
Can it be dealt with initial staff/ resources?
YES
Level 1: Incident
NO
Notify Supervisor, refer matter to next level of managment
Will the incident have broad impacts requiring ongoing management by an emergency response team
NO
Level 2: Major Incident
YES
Level 3: Emergency
If incident threatens human health or property
Call 000
Is the incident reportable?
1) Is there harm to the health or safety of a person, or an ecosystem
or
2) Has/will it result in cost of damage exceeding $10,000
NO
YES
Notify agencies
EPA: 131 555
Public Health Unit: 6764 8000
WorkCover Authority: 13 10 50
Fire and Rescue NSW: 1300 729 579
(Fire and Rescue do not need to be notified if 000 was called)
Manage and Document

Outbreak of Illness

Summary	This Emergency Operating Plan should be used if there is an increased pathogen load to the plant		Notes
Initiation and Notification	Notifications may be provided by the Local Area Health Service (LAHS) advising of an outbreak, trade, and investment (Primary Industries) advising of an animal disease outbreak, or Council being aware through the media that there was a health outbreak		
Equipment Identified	Water sampling equipment.		
Specific Activities	I. Assess the problem	1. Test influent bacterial loads to assess the severity of the problem. Compare these loads with the design loads and verification monitoring to determine if the WWTP can treat the wastewater. 2. If the plant is not capable of treating the wastewater, decide if alternative treatment is possible (e.g. temporary alum/Fe dosing of maturation ponds). 3. Expertise outside Council may need to be sought e.g. NOW Officers, consultants.	
	II. Isolate and fix the problem	4. Ensure plant is capable of meeting critical limits. 5. Consider if pathogen testing of maturation ponds should be undertaken. 6. Consider if additional treatment should be undertaken.	
	III. Monitoring	7. Monitor critical control points, maturation ponds and Effluent Storage Dam to ensure that recycled effluent is suitable for use.	
	IV. Recovery and return to safety	8. Conduct repairs and begin planning for permanent repairs or replacement assets.	
	V. Report of findings	9. Record details of incident on Incident Report Form and Incident and	

Investigation (- Damstra Safety Portal (vaultgrc.com)).	

NOTIFICATION PROTOCOL



PART 2 – Response Protocols

This part describes the three incident and emergency levels and the process by which an incident is escalated. Roles and responsibilities are detailed for each level.

Response Levels

Level Classification

Depending on the severity of an event, a response may be handled at different levels within Council. For the Westdale WWTP and Effluent Reuse Scheme, a three-tiered structure has been developed.

Level 1 - **Incident** - a small event which can be addressed by normal work crews.

Level 2 **Major incident** - an event which is escalated to the next level of management

Level 3 - **Emergency** - a serious event with broad impacts anticipated to have an extended recovery period requiring coordination by a management team. It may have an external combat agency as the lead for the initial emergency response.

TABLE 0-1. EXAMPLES OF EACH RESPONSE LEVEL

Specific Examples	Minor Incident (Level 1)	Major Incident (Level 2)	Emergency (Level 3)
Sewerage main	Minor main break or blockage with highly localised consequence	Minor main break or blockage with spill to waterway.	Main failure with environmental impact or requiring alternate housing or toilet facilities. Spill to properties.
Sewage plant / pump station	Contained overflow, pump choke, minor plant breakdown	Short contained overflow to waterway, Plant breakdown.	Biological failure, failure that threatens treatment process or threatens overflow from SPS.
Safety	Injury needing first aid	Part of site declared unsafe and closed to staff.	Injury needing hospitalisation. Site / equipment declared unsafe and closed to staff and public.
Chemical spill	Contained minor spill	Spill with potential harm to the health of humans or to the ecosystem.	Major spill; with health, safety or environmental impacts.
Criminal acts	Minor vandalism to facilities	Trespass / break in at facility.	Fraud / theft by employees. Criminal charges against water business managers, threats received and taken seriously.
Major asset failure (incl. power failure, fire or explosion)	N/A	Short outage, little effect. Minor fire extinguished by staff.	Outage, short sewage discharge. Fire causing some damage or injury.
Natural disaster	N/A	Local flooding or small fire causing minor asset damage. Local storm damage.	Bushfire, major storm, or significant flooding threatening assets.
Building / office / IT / business systems	Minor damage	Short term loss of part of office. Minor outage of key system.	Evacuation of office;, partial damage / loss of office, loss of major SCADA.
Civil action / Media	Complaints received and routinely dealt with	Verbally aggressive complainant.	Protest action / threats. Angry or physical action taken towards staff.
Staff absence	N/A	Localised illness. Other staff can cover.	Loss of a number of staff causing re-prioritising of work. Industrial action reducing maintenance.

Escalating Incidents

When an incident occurs, the most senior staff member on-site becomes the **Incident Site Coordinator**.

The decision making process used to determine whether an event is a routine, major incident or emergency is as follow:

The **Incident Site Coordinator** will contact the relevant Supervisor:

- If the incident is manageable with normal operational resources, and that it should not be escalated further ..... **Level 1: Incident**
- Refer the matter to the next level of management..... **Level 2: Major Incident**
- Declare an emergency and activate an Emergency Response Team **Level 3: Emergency**

If the supervisor considers the incident is manageable, he / she should continually monitor the event and refer to management if the situation changes.

Level 1: Incident

Level 1 incident or routine incidents (which occur frequently) should be resolved by a wastewater maintenance crew or by wastewater process operators. Level 1 Incidents require attention but have little operational effect.

An **Incident Site Coordinator** is responsible for the incident site operation, control and response.

FIGURE 0-1. LEVEL 1: INCIDENT ORGANISATIONAL STRUCTURE

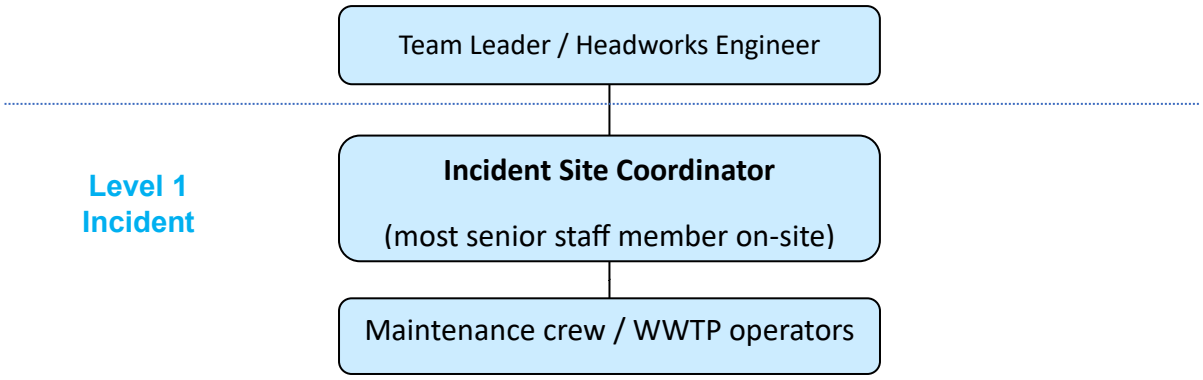


TABLE 0-2. LEVEL 1: INCIDENT SITE COORDINATOR ROLE

Role	Incident Site Coordinator
Undertaken by	Most senior staff member on-site
Reports to	Team Leader / Headworks Engineer
Manages	Maintenance crew / Wastewater process operators
Responsibilities	Ensure the safety of all personnel and those of other organisations; Manage Council's activity at the incident site; Ensure the incident is controlled by making the site safe; Does not put themself or any other person in danger by tackling an incident outside their capability.
Notify	1. Alert emergency services if necessary and ensure they have access to the site and are given any information they need. 2. Follow notification protocols if the incident is reportable (See Section 0).
Actions	3. Determine the scale of incident, considering: ○ Severity of incident (e.g. damage to property, roads, environment); ○ Injures; including nature and number; ○ Whether water business assets are affected; ○ Whether there are any customers affected. 4. Coordinate all Council teams at site. 5. Liaise with Customer Services, Council's Corporate Communications Officer. 6. Control access to site for all Council employees.
Escalate	Grade incident as situation changes and advise Control Room / Emergency Manager of appropriate action and escalate to a Level 2 - Major Incident if unable to be dealt with on site by staff / resources.
Reporting	Maintain a Site Incident Log Record details of incident on Incident Report Form -BeSafe Safety Portal (vaultgrc.com).

Level 2: Major Incident

Incidents are escalated to a Level 2 - Major Incidents when they are unable to be dealt with by initial on site staff or resources. Level 2 - Major Incidents can be handled with normal operational resources and do not require an ongoing management by an emergency response team.

The *most senior staff member* responding to the incident should take on the role of **Incident Operations Coordinator**.

Key triggers for a major incident are:

- Serious injuries affecting the operation of a wastewater asset, depot or office;
- WWTP process or equipment failure;
- Environmental Impacts;
- Health issues;
- Local flooding or minor building fires;
- Bomb threat / search;
- Vandalism;
- Limited industrial action, communications / IT failure, power outages.

FIGURE 0-2. LEVEL 2: MAJOR INCIDENT ORGANISATIONAL STRUCTURE

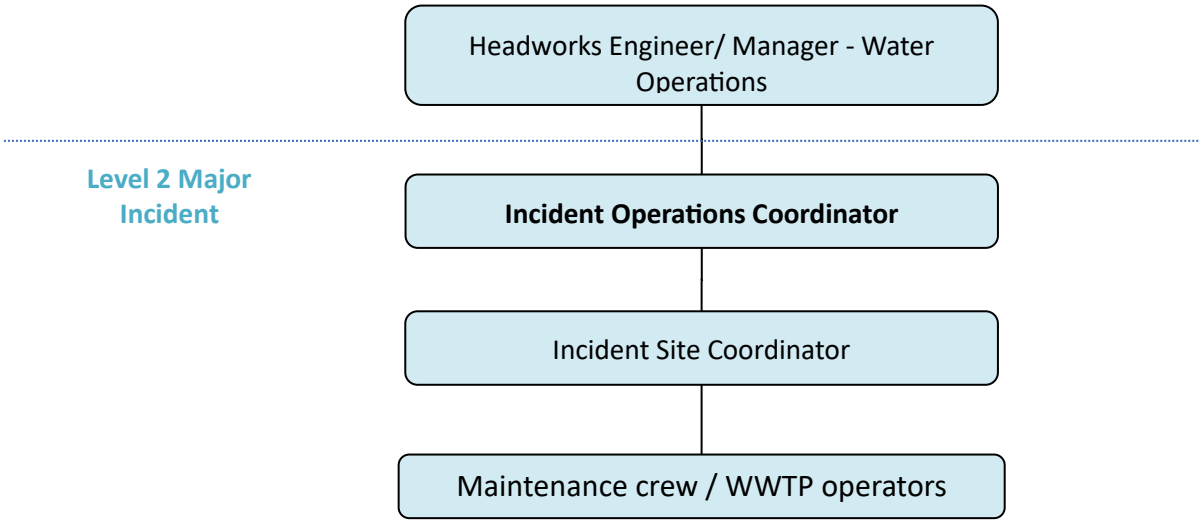


TABLE 0-3. LEVEL 2: INCIDENT OPERATIONS ROLE

Role	Incident Operations Coordinator
Summary	Responsible for incident site operation, control, and response.
Undertaken by	The most senior staff member responding to the incident. Generally, the Team Leader or Headworks Engineer.
Reports to	Headworks Engineer / Manager - Water Operations.
Manages	Incident Site Coordinator.
EOP	Refer to relevant Emergency Operating Plan where applicable.
Responsibilities	Ensure the safety of all personnel and those of other organisations; Provide and manage any additional needed staff / resources; Does not put themself or any other person in danger by tackling an incident outside their capability.
Notify	1. Alert emergency services if necessary and ensure they have access to the site and are given any information they need. 2. Follow notification protocols if the incident is reportable (See Section 3).
Actions	3. Determine scale of incident. 4. Determine initial response required (including alerting emergency services). 5. Establish clear command and communications. 6. Ensure the **Incident Site Coordinator** has secured the site. 7. Remain at the incident (or at a distance if the site is unsafe) until such time that emergency resources arrive and facilitate emergency services' access to the site. Liaise and assist. 8. Provide additional staff / resources as needed. 9. Manage the Council's own staff and resources on site or delegate to **Incident Site Coordinator.** 10. Ensure that the **Incident Site Coordinator** provides situation updates. 11. Grade incident as situation changes and advise Control Room / Emergency Manager of appropriate action.
Escalate	Grade incident as situation changes and advise Control Room / Emergency Manager of appropriate action. Escalate to Level 3 - Emergency (if necessary).

Reports	Maintain a Site Incident Log. Record details of incident on Incident Report Form and Incident and Investigation -BeSafe Safety Portal (vaultgrc.com).

Level 3: Emergency

A Level 3 - Emergency is a serious incident with broad impacts anticipated to have an extended recovery period requiring coordination by a management team. It may have an external combat agency as the lead for the initial emergency response. Key triggers for an Emergency and activating an **Emergency Response Team** are:

- Injuries, fatality, or significant ongoing threat; serious supply or service problem; serious infrastructure damage (whether owned by Council or others); investigation by statutory authorities; recurring related incidents;
- Serious injuries, affecting the operation of a wastewater asset, depot or office; major building fires; health issues;
- Significant or widespread impact on supply and service operations; significant asset failure or sabotage;
- Spill / emission which requires external resources to mitigate; high volume spill impacting the environment; contamination / failure of a depot storage system;
- Disruption requiring corporate / external resources to address; communications / IT failure; significant power outage;
- WWTP process or equipment failure.

Emergency Response Team (ERT)

The Emergency Response Team will be led by the **Emergency Manager,** the most senior person appropriate to the emergency (e.g. the **Manager – Water and Environmental Operations** in the case of a supply incident).

In the event that an incident is escalated to a Level 3 - Emergency, the **Emergency Manager** should notify his / her direct manager (e.g. **Director - Water and Waste**).

The **Emergency Manager** will appoint and convene his / her own **Emergency Response Team** that will include:

- An **Operations Coordinator**, who will liaise with the Incident Site Coordinator;
- A **Logistics Coordinator**, who will source and coordinate additional resources and skills; and
- The **Support and Administration Coordinator** will coordinate log keeping, depot liaison and business needs.

TABLE 0-4 LEVEL 3: EMERGENCY RESPONSE TEAM

Role	Emergency Response Team
Summary	Key responsibilities of the Team are to manage the operational and business implications of an incident.
Responsibilities	• Restoration of operations; • Liaison with external agencies; • Co-ordination of resources; • Management of communications; • Notification to General Manager.
EOP	Refer to relevant Emergency Operating Plan where applicable.
Notify	1. Confirm that emergency services have been alerted, have access to the site and have been given any information they need. 2. Confirm that notification protocols have been followed if the incident is reportable (See Section 3).
Actions	3. Commence and maintain group logs and information boards. 4. Ensure all key officers have been briefed and ongoing communication protocols established and implemented. 5. Ensure appropriate functional specialists have been activated and briefed. 6. Advise the Director - Water and Waste and establish a communication strategy and updates protocols (may include a communications liaison officer to the Emergency Operations Centre or site). 7. Review incident for impact on customers. Establish and maintain regular liaison with customers. 8. Advise and maintain regular liaison with a designated contact at all appropriate regulators. 9. Determine and continually review operating rules and decision-making processes for the ERT, including support resources. 10. Under the direction of the Emergency Manager, conduct regular reviews (every 2 hours or better) and assess the issues identified, provide updates and progress reports on actions taken, and

	contribute to the development and implementation of the overall response strategies. 11. Ensure that all members of the ERT are appraised of major new developments; 12. Establish and continually update relevant personnel / management. 13. Monitor the morale and welfare of affected staff and ensure all necessary support, counselling, and relief is organised. 14. Plan for team member breaks every four hours, and, in the event of prolonged emergency, relief shifts every twelve hours.
Termination	The decision to terminate an emergency will be made by the Emergency Manager in consultation with the Site Coordinator and a Senior Executive.
Reporting	Complete forms as appropriate: • Incident Report Form and Incident and Investigation -BeSafe Safety Portal (vaultgrc.com) • Incident Record Form A: Sewage Treatment Plant Bypass (Technology One Work Order • Incident Record Form B: Overflow from Reticulation System or Sewage Treatment Plant Technology One Work Orders

Activation of the Emergency Operations Centre

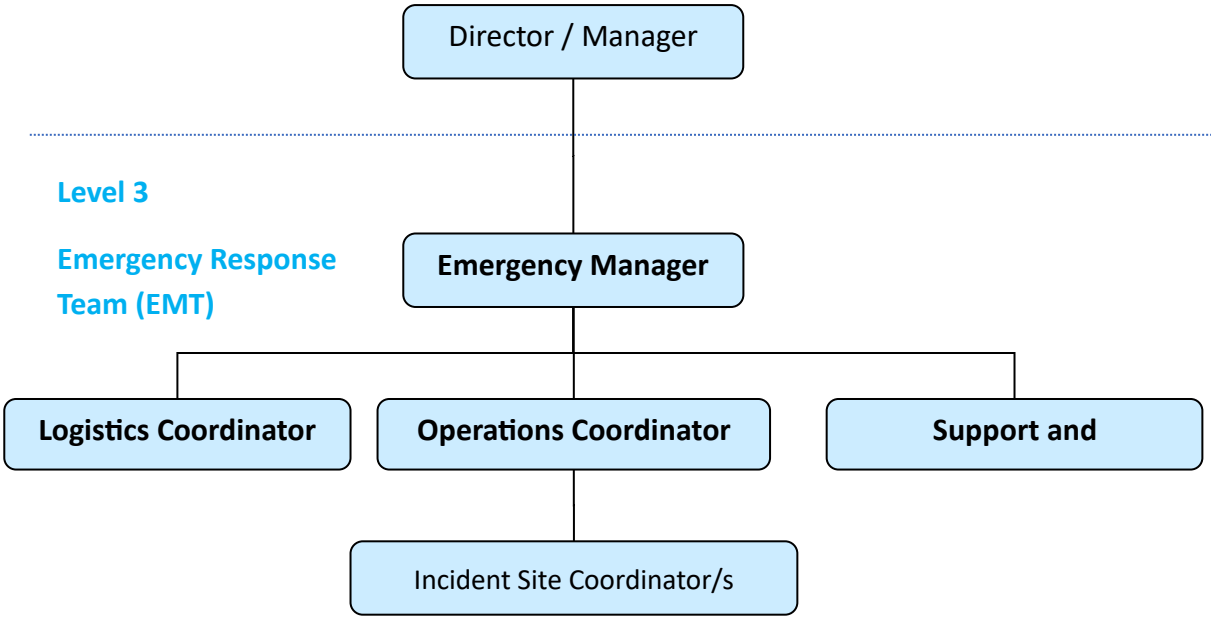
At any time, during a Level 3 - Emergency event, the **Emergency Manager** may elect to establish an Emergency Operations Centre. This may be done if significant issues are present or if the emergency requires co-ordination of internal and external resources from two or more facilities or locations and / or cannot be managed at a local depot or facility.

The location of an Emergency Operations Centre should, where possible, be identified in advance and be equipped with facilities on hand to enable it to be activated quickly.

Typical locations for an Emergency Operations Centre would be the WWTP operations Control Centre or council meeting room.

If the incident takes place in a facility such as a treatment works, the Emergency Operations Centre should be set up in a meeting room with close access to the Control Room.

FIGURE 0-3. LEVEL3: EMERGENCY RESPONSE TEAM ORGANISATIONAL STRUCTURE



Emergency Manager

Who: This role is usually filled by the relevant Duty Manager.

Responsibility: Manage the overall incident from available resources.

Specific actions include:

- Appoint and coordinate an Emergency Response Team;
- Assess operational and business implications;
- Identify support requirements (especially non-operational, e.g. Communications);
- Inform, advise and liaise with Executive;
- Ensure regular flow of information to the ERT (when activated);
- Maintain log;
- Conduct incident debrief on termination.

Emergency Operations Coordinator

Who: This role is usually filled by the Control Room or service crew supervisor.

Responsibility: Provide support to the **Emergency Manager** from available resources.

Specific actions include:

- Receive briefing and role allocation, and co-ordinate own group;
- Establish communications channels and protocols with **Emergency Manager** and Incident **Site Coordinator**, then obtain detailed situation update and assessment;
- Identify additional resources required if indicated;
- Assess incident details and collate appropriate reference material (system maps, directories, operating procedures etc);
- Review technical / operational implications and solution options, then provide instructions and advice accordingly to incident site team;
- Maintain master event log – issue regular update copies to Emergency Response Team;
- Assess impact on operability of the Council's facilities, and consider contingency options to maintain services
- Provide advice, information updates, and resource support to the Emergency Response Team;
- Co-ordinate inputs of specialists and other technical advisors;
- Advise Communications personnel on the technical content of media releases;
- Act as liaison point with regional emergency services' staff;
- Handle communication with other external groups as advised by the Communications personnel (e.g. emergency services and the regulator);
- Stand down as instructed and contribute to debrief / investigation.

Emergency Logistics Coordinator

Who: For operational emergencies this role will normally be filled by the senior specialist area supervisor.

Responsibility: Source and co-ordinate additional resources required at the incident site, or elsewhere.

Specific actions include:

- Liaise with emergency services' command (away from site);
- Liaise with other Council operations and external providers of services or equipment;

- Liaise with Council centralised functions which may be able / required to provide support (e.g. IT or Communications).

Emergency Support and Administration Coordinator

Who: The **Emergency Manager** will appoint an individual to this role as he / she sees fit.

Responsibility: Sources administration support to the ERT and plans longer term implications.

Specific actions include:

- Assess long term operations impact;
- Develop strategies to restore / resume disrupted business functions;
- Co-ordinate restoration and resumption of normal operations;
- Provide log-keeping and administrative support to the Emergency Response Team.

Termination and Recovery

Termination

The decision to terminate an emergency will be made by the **Emergency Manager** in consultation with the Site Coordinator and senior executive. Issues they will consider will be the attendance of emergency services at the site, and the impact on customers and the water business.

Termination may proceed if the following have been attended to:

- Injured persons have been hospitalised or otherwise taken care of;
- Next-of kin of staff who have been injured, have been advised and taken care of;
- Staff suffering from trauma have entered a counselling program;
- Any spills and leaks have been stopped, contained and recovered;
- The incident site is free of flammable or toxic vapours;
- Any fire has been extinguished, there is no possibility of fire starting again, and the fire brigade has given the all clear;
- A head count has been carried out by the Council's Incident Site Coordinator, taking account of all staff and visitors to the premises where the incident occurred;
- All relevant evidence has been preserved to the satisfaction of police and / or SafeWork NSW;
- All immediate restorations / repairs have been effected to restore services/supply;
- Any offenders have departed the site, or have been apprehended by police;
- Unidentified or suspicious packages have been removed by the police.

Recovery

The aim of the recovery phase is to identify, document and manage through to a satisfactory conclusion all operational and strategic issues, including the welfare of staff, members of the public and Council-owned assets, which will enable the return to a normal level of function.

The recovery phase may continue for a period of time after an emergency has been terminated, and will require ongoing attention from management and staff until all issues arising from the emergency have been resolved.

TABLE 0-5. ISSUES TO BE CONSIDERED DURING RECOVERY.

Area	Considerations
Customer needs	Immediate needs and wants (welfare, health, and convenience); Alternative service arrangements, until normal operations reinstated (bottled water, portable toilets etc.); Public communications advising customers of alternate arrangements; Other assistance to customers affected by the incident (e.g. insurance etc.); Assistance to next of kin.
Staff needs	Staff rehabilitation; Welfare of staff and next of kin; Staff communications strategy.
Community and stakeholder reaction	Damage to community profile; Actions to restore goodwill; Two-way communications strategy; External public relations strategy; Media relations arrangements.
Environmental impact	Impact on drainage system and water catchment areas; Impact on other public infrastructure (roads, railways, power lines etc.); Isolation and containment measures; Rehabilitation and clean-up.
Business operations restoration	Repair or replacement of damaged facilities and / or equipment; Additional resources required to support business operations; Replenishment of all emergency equipment used in the emergency; Strategy to restore revenue losses; Co-operation with other agencies (especially telecoms and electricity utilities).
Regulators and compliance with their reporting requirements	SafeWork NSW; Department of Health; Local Authorities; Emergency Services; Environment Protection Agency (EPA); Council policies and procedures.

PART 3 – Preparation Measures

This part details required preparatory measures, including training, document reviews, forms and checklists.

Preparing for an Emergency

Training

To evaluate the effectiveness of the IERP and to ensure that procedures and practices in this IERP are adequate and are being implemented properly, drills should be conducted regularly. The objectives of the training program are:

- To ensure that TRC employees are knowledgeable of their roles and responsibilities concerning this PIRMP.
- To ensure that TRC employees are knowledgeable of the PIRMP's procedures to effect a safe and appropriate response to incidents and emergencies.

Training level

TRC employees will receive training in the IERP appropriate to the level of their expected involvement.

Training on the IERP will help determine what works and what does not so that revisions can be made accordingly.

Training may include:

General Awareness: May include an identification and discussion of the different risks involved in the plant operations, possible causes, recognition of the chemicals used in the plant and its dangers and possible consequences for the environment, workers and surrounding population health.

Orientation Sessions: These should include basic instructions and explanation of the IERP and Action Plan procedures.

Table Top Workshops: Where employees are presented with a fabricated major event. They verbally respond to a series of questions and evaluate whether their response matches the IERP.

Functional Exercises: Are designed to simulate a real major event. A team of simulators is trained to develop a realistic situation.

Full Scale Drills: Emergency response personnel and equipment are actually mobilised and moved to a scene. A problem is presented to the response personnel and they respond as directed by the IERP and Emergency Response Co-ordinator at the scene.

Specific Training Courses: This may include courses such as fire extinguisher use, evacuation management, first aid, and chemical handling courses as appropriate.

Training frequency

PIRMP Training will be conducted annually or when:

- New employees commence;
- New equipment or materials are used; and
- Procedures are updated or revised.

Training and testing of the plan at the table-top level or higher must occur every 12 months. The testing must cover all components of the plan including the effectiveness of the training.

Review of Document

This document should be reviewed every year with the contact list updated every 3 months.

Other triggers for review include:

- Within 1 month of an emergency (regulatory requirement);
- Within 2 months of a change in the WWTP or recycled water operation;
- Immediately upon change in contact information.

Pre-emptive Actions

Checks

Table 0-1 summarises the forms and checklists undertaken to ensure environmental and health and safety precaution are in place at the Westdale Sewerage Scheme.

TABLE 0-1. SUMMARY OF CHECKLISTS

Reference	Checklist	Position Responsible for Implementation and Review
MSF-067	Weekly Activities Sheet for a list of all routine checks conducted at the Westdale Wastewater Treatment Plant.	Head Works Engineer
149013/2016	Emergency Evacuation Exercise Observers' Checklist	Head Works Engineer
181402/2016	First Aid Kit Checklist	Team Lead
MSF-144	Work Verification Record	Team Lead
10775/2014	Small to Medium Plant Checklist (SF482)	Team Lead
10784/2014	Workplace Induction Form	Team Lead
MSF-022	Westdale STP – Site Specific Induction	Team Lead
MSF-162	Swan Street STP – Site Specific Induction	Team Lead
MSF-013	Plant Hired Check	Team Lead
10778/2014	Toolbox – Staff Meeting Record	Head Works Engineer
84294/2014	Confined Space Entry Permit	Head Works Engineer
28860/2014	Isolation Permit	Head Works Engineer
MSF-158	"Take 5" Safety Talk	Head Works Engineer

	Westdale WWTP – process performance testing. Daily test log-sheet for plant. The results are manually plotted daily against upper and lower limits and the results are entered into a spreadsheet for review.	Head Works Engineer
	Westdale WWTP daily running sheet for daily checks of plant performance.	Head Works Engineer

Pre-emptive Actions

Refer to Section 0 - Description and Likelihood of Risks for a list of pre-emptive actions that need to be undertaken to reduce the likelihood of risks leading to an emergency or inhibiting an effective response to an incident or emergency.

Documented Procedures and Practices

Table 0-2 summarises the Standard Work Practices that are undertaken to reduce the likelihood of risks identified in Section 0 - Description and Likelihood of Risks.

TABLE 0-2. DOCUMENTED PROCEDURES AND PRACTICES

Reference	Document	Position Responsible for Implementation and Review
MSF-128	Westdale Wastewater Treatment Plant Emergency Response Procedure	Manager – Water and Waste Operations
MSF-172	Running Sheet Water and Sewer – single site	Head Works Engineer
MSF-173	Running Sheet Water and Sewer – multiple sites	Manager – Water and Waste Operations
MSF-181	Emergency Response Procedure - Water and Sewerage Operations and Worksites	Manager – Water and Waste Operations
RS-HS-SP-006-SF221	Undertaking Support Activities for an Emergency Service	All senior staff on site
Generic Wastewater Procedures		
SWMS-008	Confined Spaces	Head Works Engineer
SWP-21007	Traffic Control	Head Works Engineer
SWP-31022	Pipe Laying	Head Works Engineer
PROC. 15.0	Isolation, Lock-Out, Tag-Out	Head Works Engineer
SWP-21004	Portable Ladders	Head Works Engineer

Reference	Document	Position Responsible for Implementation and Review
SWP-21002	Manual Handling	Head Works Engineer
SWP-21003	Syringes and Needles	Head Works Engineer
SWP-21006	Power Tools	Head Works Engineer
SWP-18016	Arc Welding	Head Works Engineer
SWP-18017	Compressed Air and Air Tools	Head Works Engineer
SWP-18019	Cranes	Head Works Engineer
SWP-18024	Oxygen and Acetylene Gas	Head Works Engineer
SWP-31023	Laser Safety	Head Works Engineer
SWP-18030	Electrical Works – Low Voltage	Head Works Engineer
SWP-18031	Electrical Works – High Voltage	Head Works Engineer
SWP-21005	Personal Protective Equipment	Head Works Engineer
SWP-18052	Safety Harnesses and Fall Arrestors	Head Works Engineer
SWP-21014	Working Alone	Head Works Engineer
SWP-41009	Excavations	Head Works Engineer
SWP-31024	Lifting Manhole Covers	Head Works Engineer
SWMS-007	Work Carried Out Near Pressurised Gas Mains	Head Works Engineer
Wastewater Distribution Procedures		
SWP-31019	Wastewater Operations – Sewer Main – Construction	Head Works Engineer
SWP-31021	Wastewater Operations – Sewer Main – Maintenance	Head Works Engineer
SWP-31025	Wastewater Operations – Sewer Main – Inspection	Head Works Engineer
SWP-31029	Wastewater Operations – Emergency Response and Call-Outs	Head Works Engineer
SWP-31018	Wastewater Operations – Sewer Main – Low Pressure Sewer Installation	Head Works Engineer

Reference	Document	Position Responsible for Implementation and Review
SWP-2106	Wastewater Operations – Sewer Main – CCTV Camera Operations	Head Works Engineer
Wastewater Headworks Procedures		
SOP-3.1	Swan Street Sewer Pump Station	Head Works Engineer
SOP-3.2	Main Inlet Pump Station	Head Works Engineer
SOP-3.3	Main Inlet Screens	Head Works Engineer
SOP-3.4	Grit Removal, Screenings and Grit Handling	Head Works Engineer
SOP-3.5	Industrial Pump Station and Package Screens Grit Removal	Head Works Engineer
SOP-3.6	Primary Sedimentation Tanks	Head Works Engineer
SOP-3.7	Trickling Filters	Head Works Engineer
SOP-3.8	Aerobic Digester	Head Works Engineer
SOP-3.9	IDALS Operation	Head Works Engineer
SOP-3.10	Effluent Transfer Pump Station (ETPS) Operation	Head Works Engineer
SOP-3.11	Reclaimed Effluent System	Head Works Engineer
SOP-3.12	Iron Salt Dosing	Head Works Engineer
SOP-3.13	Sodium Hypochlorite Dosing	Head Works Engineer
SOP-3.14	Supplementary Carbon Dosing	Head Works Engineer
SOP-3.15	Polymer Dosing	Head Works Engineer
SOP-3.16	Odour Control	Head Works Engineer
SOP-3.17	Sample Collection from Auto-sampler	Head Works Engineer
SOP-3.18	Sample Collection from Mixed Liquor and RAS	Head Works Engineer
SOP-3.19	ETPS Pipeline Filling	Head Works Engineer
SOP-3.20	500kVA Generator Load Test	Head Works Engineer

Reference	Document	Position Responsible for Implementation and Review
SOP-3.21	Reuse Farm Control Pond Flocculation Treatment	Head Works Engineer
SWP-4301	Wastewater -Pump Stations – Routine Pump Station Maintenance	Head Works Engineer
SWP-4302	Wastewater -Pump Stations – Lifting Pumps for Repair	Head Works Engineer
SWP-4303	Wastewater -Pump Stations – Removing Blockages from Pumps	Head Works Engineer
SWP-4304	Wastewater -Pump Stations – Lifting Pumps for Repair at Specific Locations	Head Works Engineer
SWP-4305	Wastewater -Pump Stations – Decanting Ferric Sulphate	Head Works Engineer

Locations of Emergency Equipment

Table 0-3 lists the location of existing equipment that may needed to be used in an emergency. Additional equipment can be sourced through Regional Plant Hire and Transpacific. Equipment locations are included in Appendix D.

TABLE 0-3. LOCATION OF EMERGENCY EQUIPMENT

Equipment	Source / Location	Responsible Person	Telephone No.
2 utes (one with 900kg hand crane)	Various	Headworks Engineer / Team Leader – Wastewater Headworks	0429 777 124 / 0418 619 913
Personnel Protective Equipment (gloves safe goggles ear plugs)	Utes / WWTP	Team Leader – Wastewater Headworks	0429 777 124 / 0418 619 913
Breathing Apparatus		Team Leader – Wastewater Headworks	0429 777 124 / 0418 619 913
Spill Kits	Fuel Shed at Westdale WWTP	Headworks Engineer / Team Leader – Wastewater Headworks	0429 777 124 / 0418 619 913
Boat	Westdale WWTP Sludge Lagoons	Headworks Engineer / Team Leader – Wastewater Headworks	0429 777 124 / 0418 619 913
Sandbags	Council Stores	Warehouse Supervisor Senior Store person Technical Officer – Plant and Supply	6767 5103 6767 5110 6767 5140 / 0409 314 658
Disinfectant	Council Stores	Warehouse Supervisor Senior Store person Technical Officer – Plant and Supply	6767 5103 6767 5110 6767 5140 / 0409 314 658
Submersible Pump	Westdale WWTP Storeroom	Team Leader – Wastewater Headworks	0418 619 913
Honda Pumps	Westdale WWTP Storeroom	Team Leader – Wastewater Headworks	0418 619 913
Lay Flat Pipe	Westdale WWTP Storeroom	Team Leader – Wastewater Headworks	0418 619 913

Equipment	Source / Location	Responsible Person	Telephone No.
Traffic Management Equipment	Plant and Fleet	Warehouse Supervisor Senior Store person Technical Officer – Plant and Supply	6767 5103 6767 5110 6767 5140 / 0409 314 658
Heavy Equipment (including sucker truck, graders backhoes)	Plant and Fleet	Warehouse Supervisor Senior Store person Technical Officer – Plant and Supply	6767 5103 6767 5110 6767 5140 0409 314 658
Generator (trailer mounted)	Westdale WWTP	Headworks Engineer / Team Leader – Wastewater Headworks	0429 777 124 0418 619 913
Diesel Powered Pump on Trailer (3” line)	Westdale WWTP	Headworks Engineer / Team Leader – Wastewater Headworks	0429 777 124 0418 619 913
Windsock	Westdale WWTP	Headworks Engineer / Team Leader – Wastewater Headworks	0429 777 124 0418 619 913

Forms and Checklists

Situation Report (SITREP)

To be used when receiving a report from the first crew member / supervisor attending a scene. SITREPs should be provided by the Initial Crew on a regular basis or whenever the status of the incident changes.

Name of person receiving this call:……

Date ……Time: ……..am/pm

Caller's Name: Contact details: Mobile Tel Radio
Have you made contact with the person who reported the incident? Yes / No
Confirm Location: Street: Suburb: Nearest cross street:
Severity of the incident: (eg damage to property, roads, environment etc) Name and nature of any injuries:
Water business assets affected: (i.e. pipes, valves, pumping station etc)
Are any customers affected? (eg Flooding, loss of supply etc) Yes / No
Current action being taken (eg Have ambulance, police, fire service etc been called?)
Current resources on site (eg Number of local water utility staff / resources) Estimate of staff / resources required:
Actions proposed to be taken:

Emergency Response Team First Advice

The points below are to assist the Emergency Team Member who took the first alert call to report to the first meeting of the Emergency Response Team. It forms the first entry on the Master Log for the event.

Record the following:

- Nature of Incident;
- Customer Request Management System (CRMS) Number;
- Location;
- Date;
- Time.

Obtain any answers to as many of the questions below as you can.

- What has happened?
- Who is responding to the incident and how?
- Are there injuries or fatalities? If so inform Emergency Services.
- Are all wastewater staff accounted for? Initiate action if necessary?
- Is there:
    - WWTP and recycled water infrastructure damage?
    - Other water assets / services that will be affected as a consequence?
    - Non-water business infrastructure damage?
    - Private infrastructure damage?
    - Service disruption?
    - Public Health consequences?
    - Environmental consequences?
- Review available information and initiate action if necessary.
- Is the Incident Site Coordinator coping with the situation? (Review and initiate action if necessary).
- What support is required from the Council as a whole? Initiate necessary action if necessary.
- Which managers have been notified? Operations / Executive / Communications / General Manager / Mayor.

Emergency Response Team Initial Actions

The following table summarises what should be done by the first team members to arrive at the control room after activation, pending the full formal team start up.	
Assembly	• If the Emergency Operations Centre is to be activated, available staff will help set up the room. • Convene as directed as soon as possible, or at the time specified, and advise own staff of your whereabouts / delegation of normal duties.
Activation of the Emergency Operations Centre	• Gather any necessary equipment and material – especially system maps and asset details. • Plug in and allocate telephone lines and advise all interested groups (including switchboard) of the numbers being used. • Set up a fax machine, and arrange printing, copying, and email access. • Issue role checklists, other reference material, general stationery etc. • Set up incident log whiteboards and brief team. • Arrange security and access control.
Organisation	• Check attendance of all mobilised resources. • Confirm key appointments, i.e. Incident Site Coordinator and ERT group Co-ordinators. • Organise team-seating arrangements and phones. • Consider need for additional specialist and support resources, and facilities. • Provide full briefing for mobilised staff, and specify the intended course of action, authorisation levels, and priority tasks / areas of responsibility.
Communication	• Establish communications with the incident site and obtain latest situation report. • Ensure authorities and emergency services are notified, if not already done by the site team, and all key internal and external stakeholders.
Response	• Log and assess the known facts (keep personal logs), consider the key issues and implications, and arrange for provision of any immediate site support needs, including the need for a senior management visit. • Develop initial response strategies (operations, communications, and stakeholder liaison), and consider immediate next steps, including priority tasks for each group.

- Commence team operations and set schedule for next review session.

Emergency Management Start-up meeting Agenda

This meeting should take no more than 10 minutes before action commences.

Provide notepads/pens/pencils for attendees.

Emergency Manager to Chair

Attendees: Emergency Response Team: Operations Coordinator, Logistics Coordinator, Planning and Administration Coordinator + (optional) Relevant executive, Council Communications Officer.

Minutes are to be kept by a Log Keeper as nominated by the Planning and Administration Coordinator.

Emergency Response Team Leaders calls meeting to order.

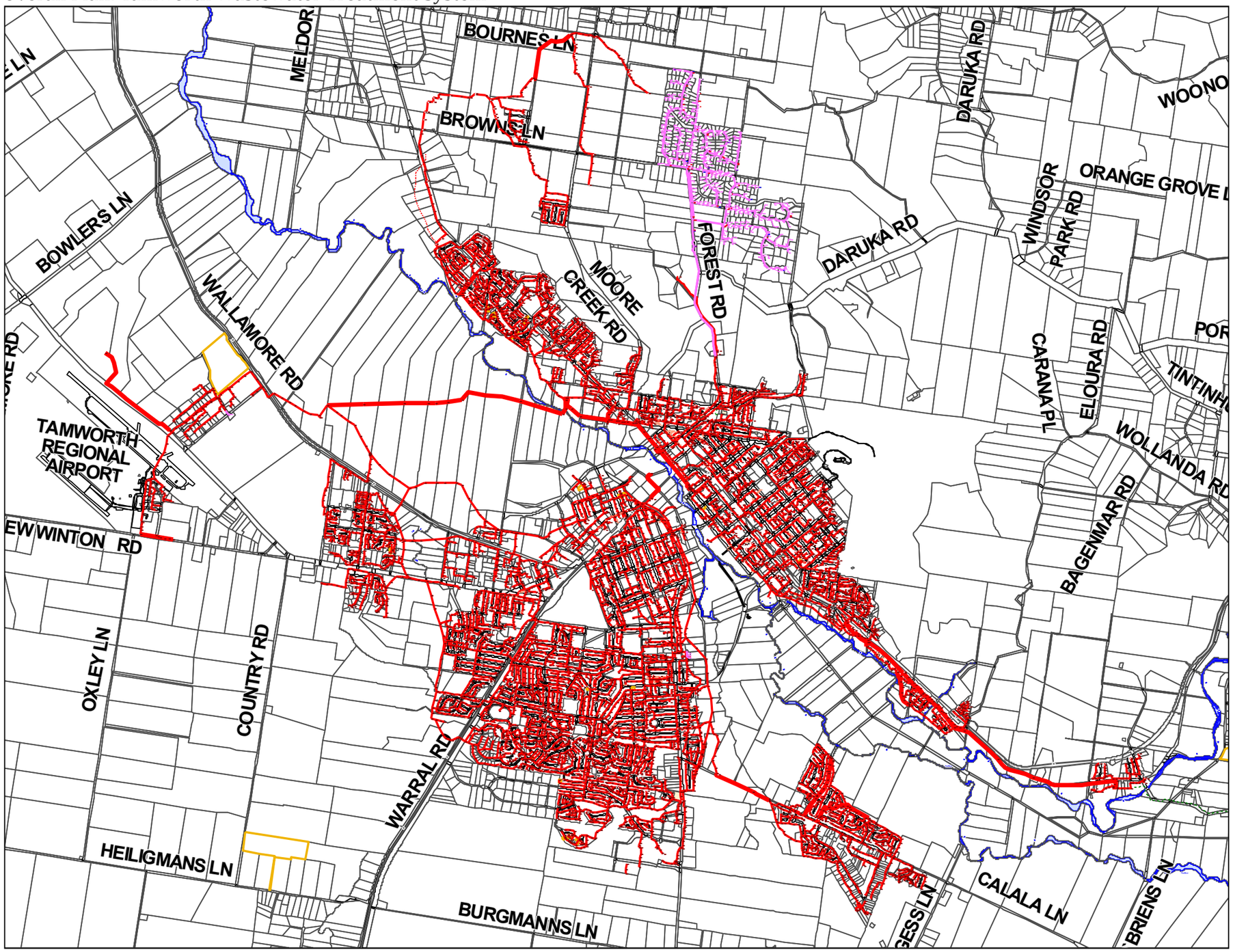
1.	Outline of Emergency	ERT Leader (2 minutes)
2.	Outline roles of Emergency Response Team members	ERT Leader (1 minute)
	Re-read your position checklist and keep checking to ensure all your responsibilities are covered.	
3.	Review all known information to date	Operations Coordinator and Communications Coordinator
4.	Review staffing arrangements on site	Operations Coordinator
5.	Review all known actions to date	Operations Coordinator
6.	Consider immediate actions	ERT Leader to lead / All
7.	Allocate which team members inform stakeholders (e.g. Internal / Regulators / Contractor corporate etc)	ERT Leader to lead / All
8.	Any questions / comments	All
9.	Time of next report-back meeting	ERT Leader

Maps

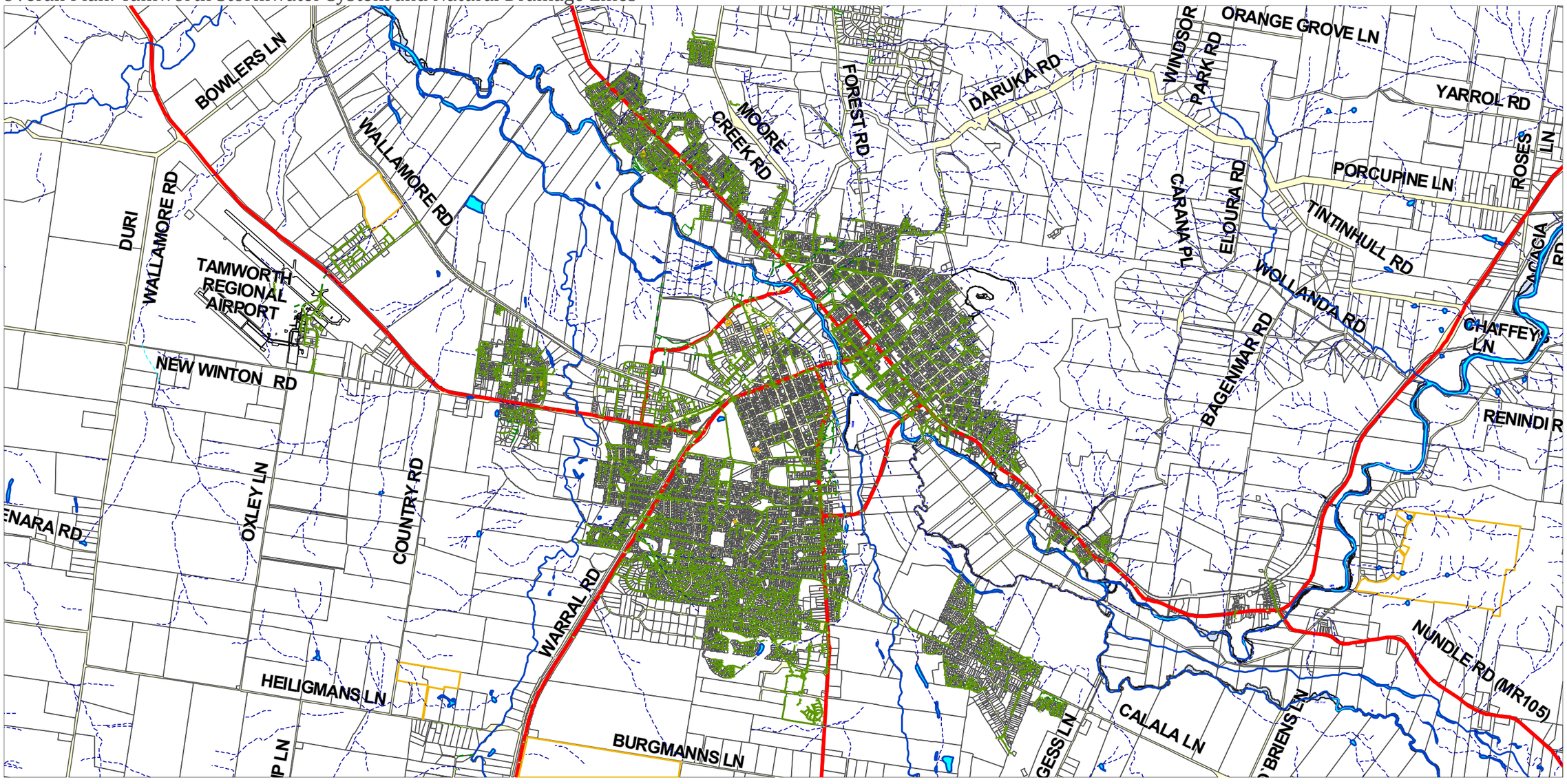
Westdale Waste Water Treatment Plant aerial view

Effluent Reuse Farm Aerial View

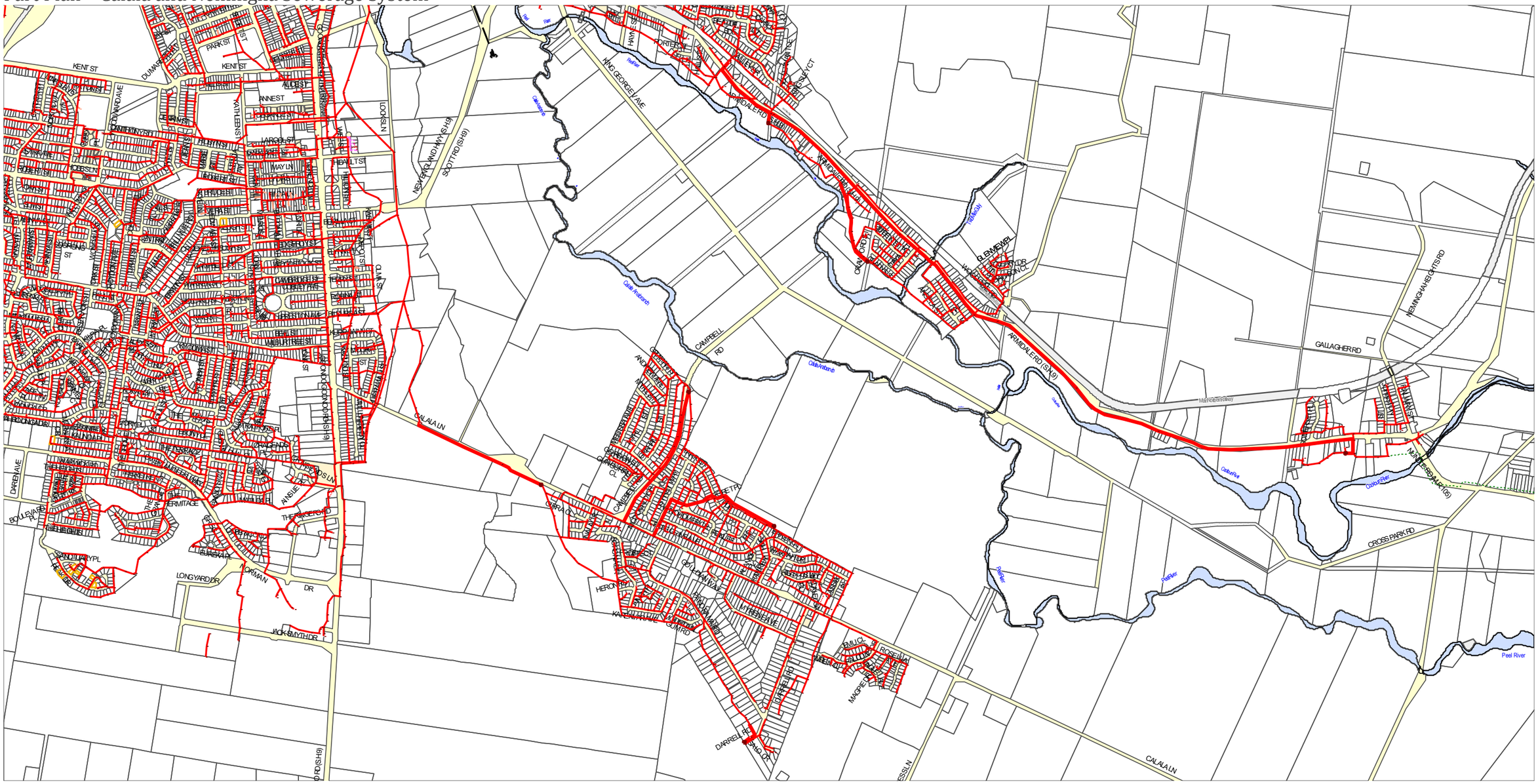
Overall Plan: Tamworth Wastewater Treatment System



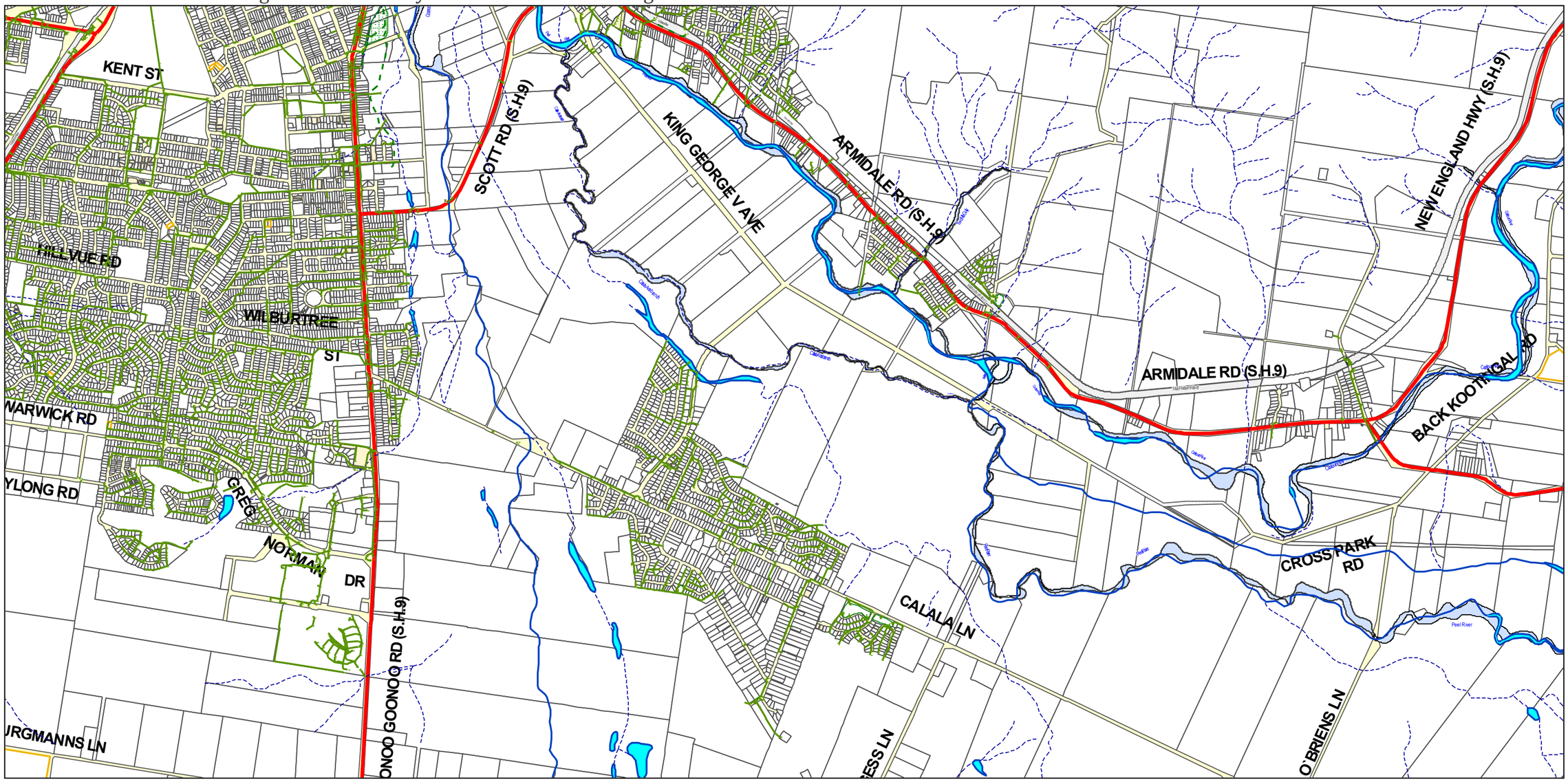
Overall Plan: Tamworth Stormwater System and Natural Drainage Lines



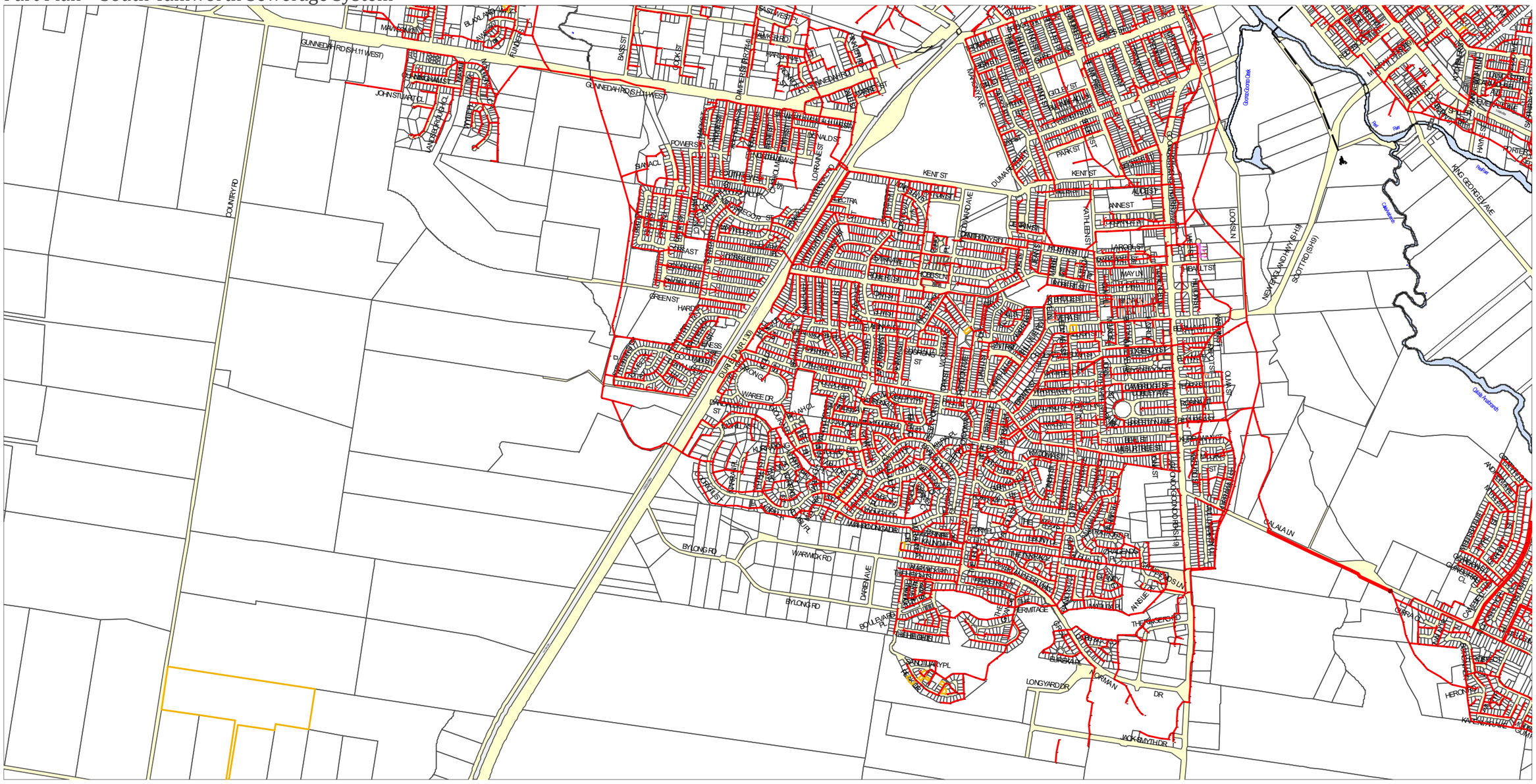
Part Plan – Calala and Nemingha Sewerage System



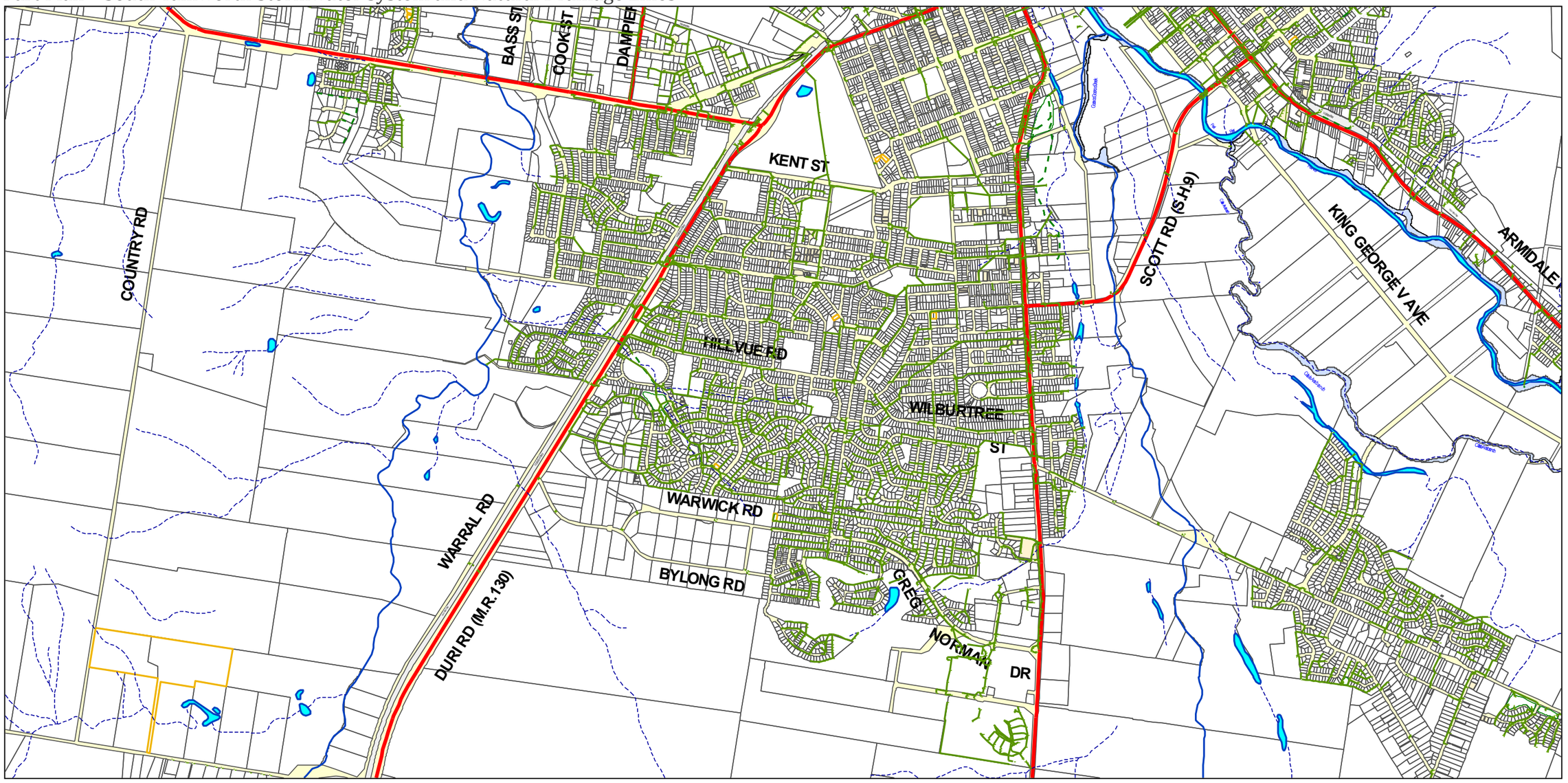
Part Plan – Calala and Nemingha Stormwater System and Natural Drainage Lines



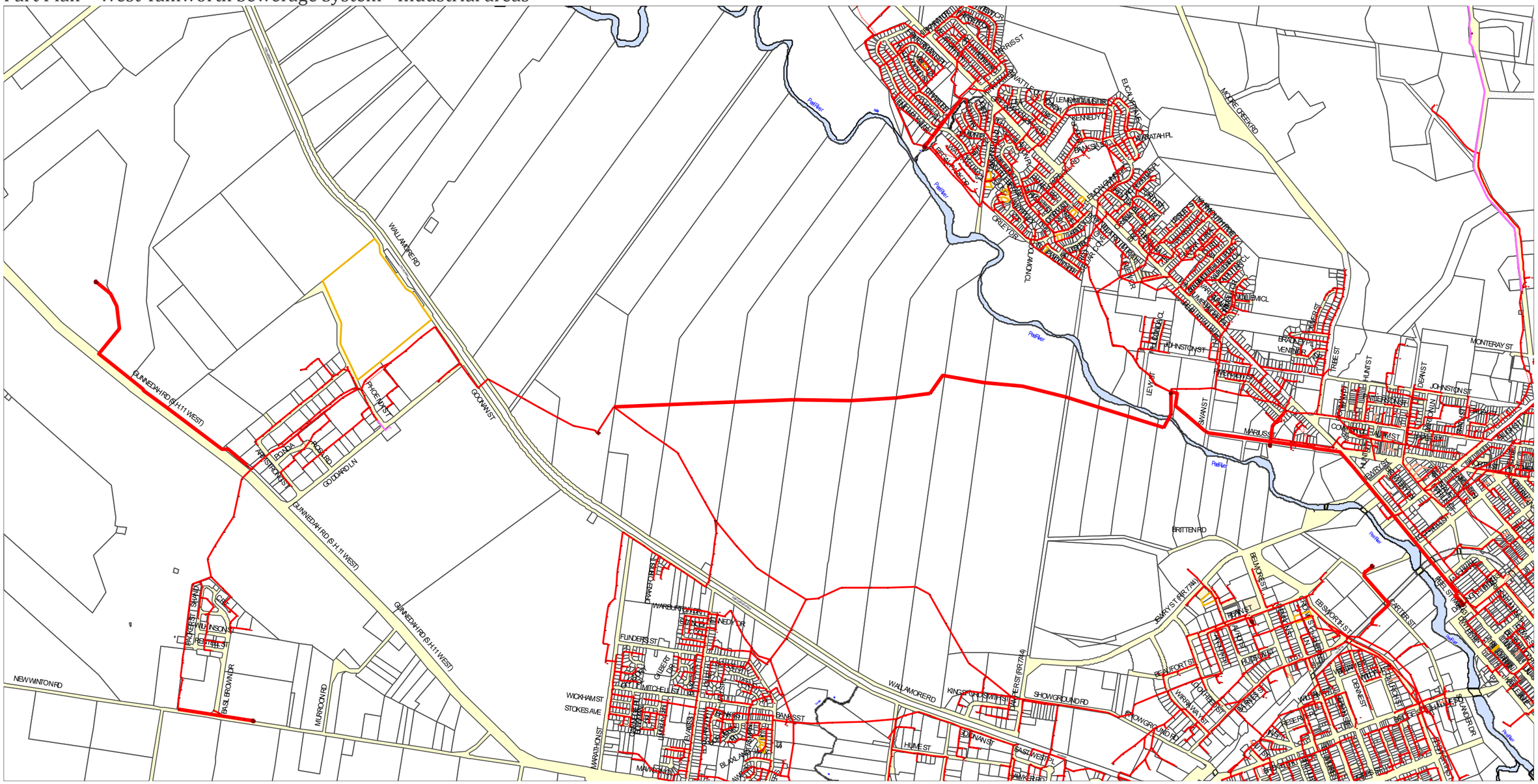
Part Plan – South Tamworth Sewerage System



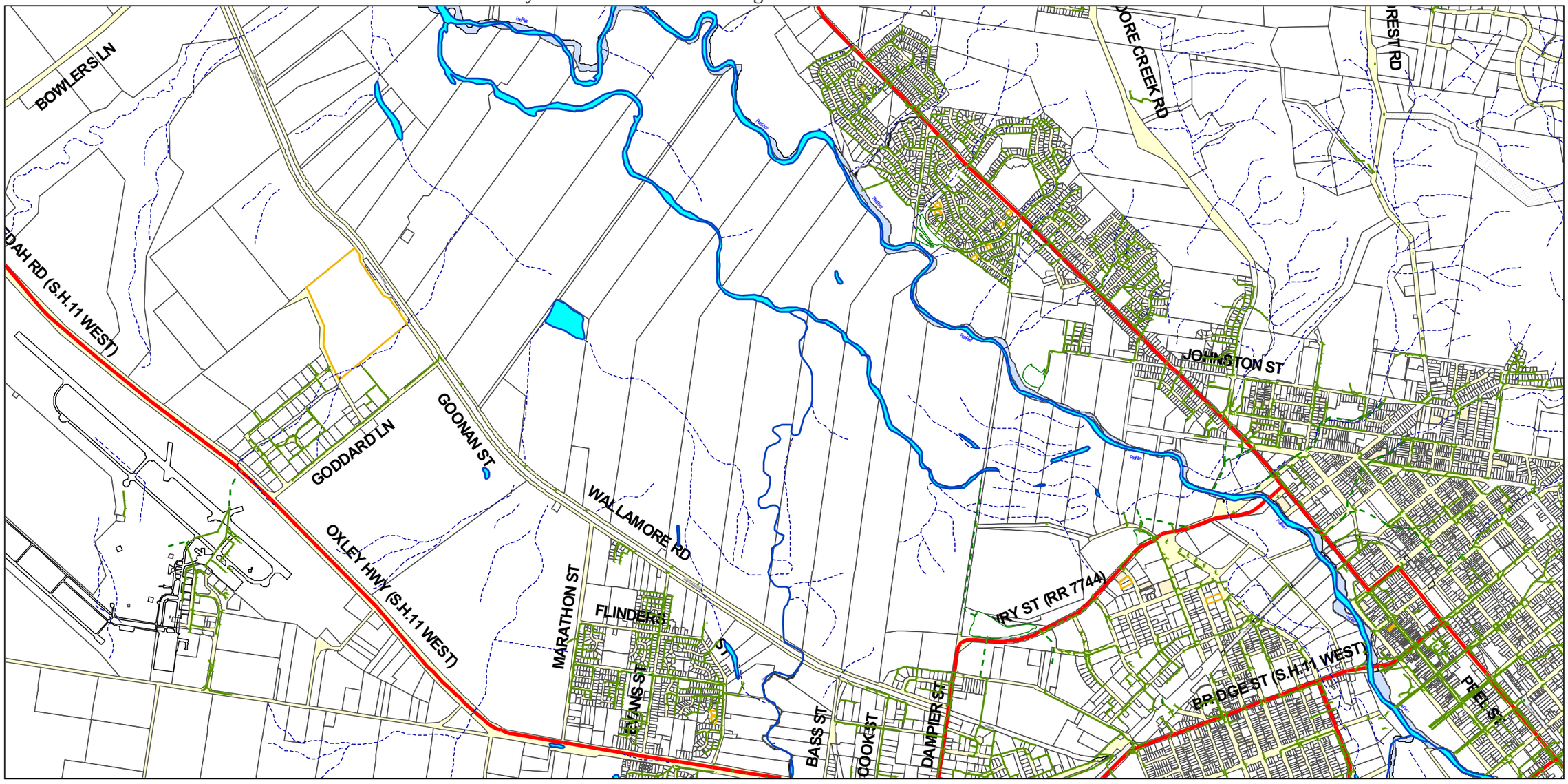
Part Plan – South Tamworth Stormwater System and Natural Drainage Lines



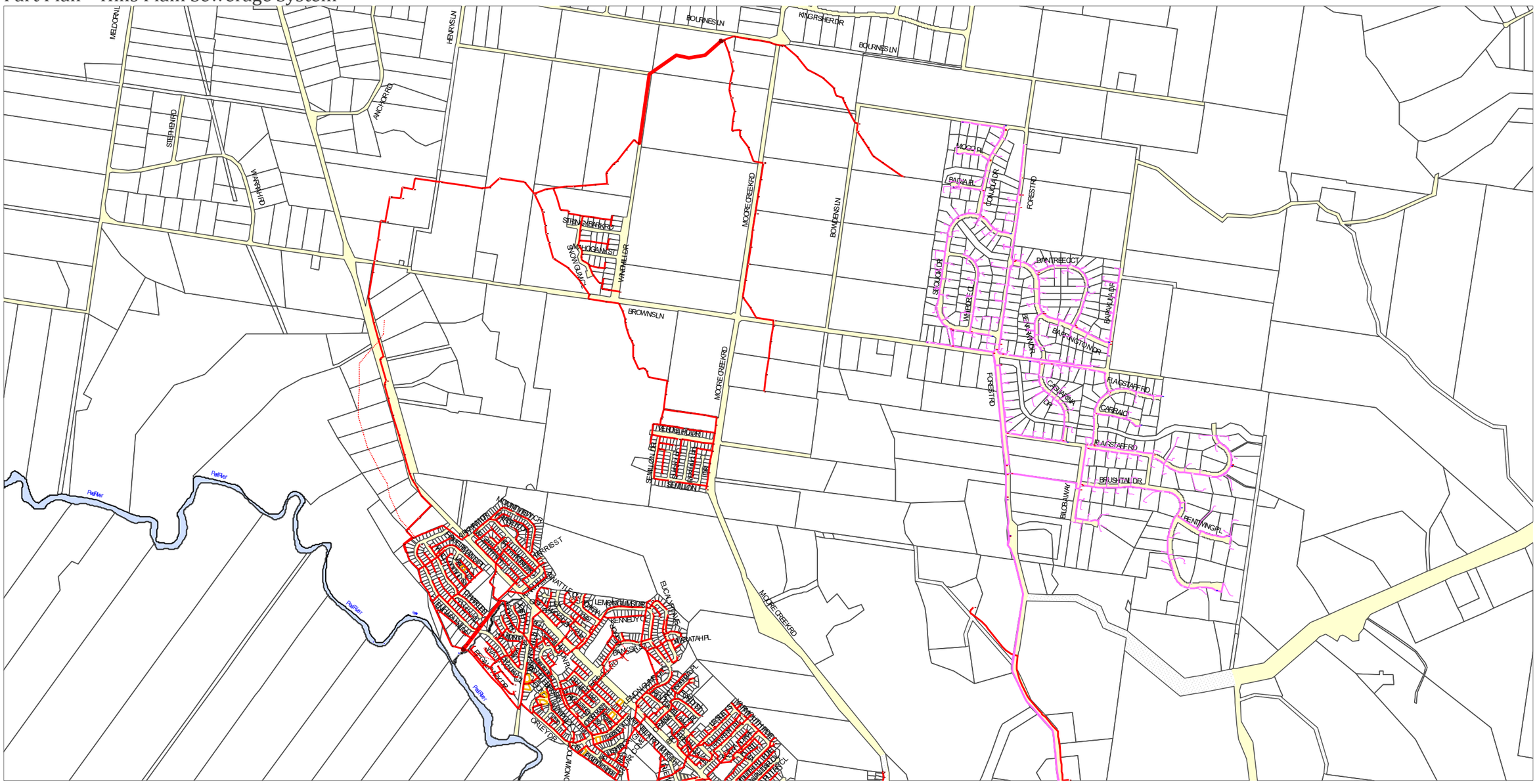
Part Plan – West Tamworth Sewerage System - Industrial areas



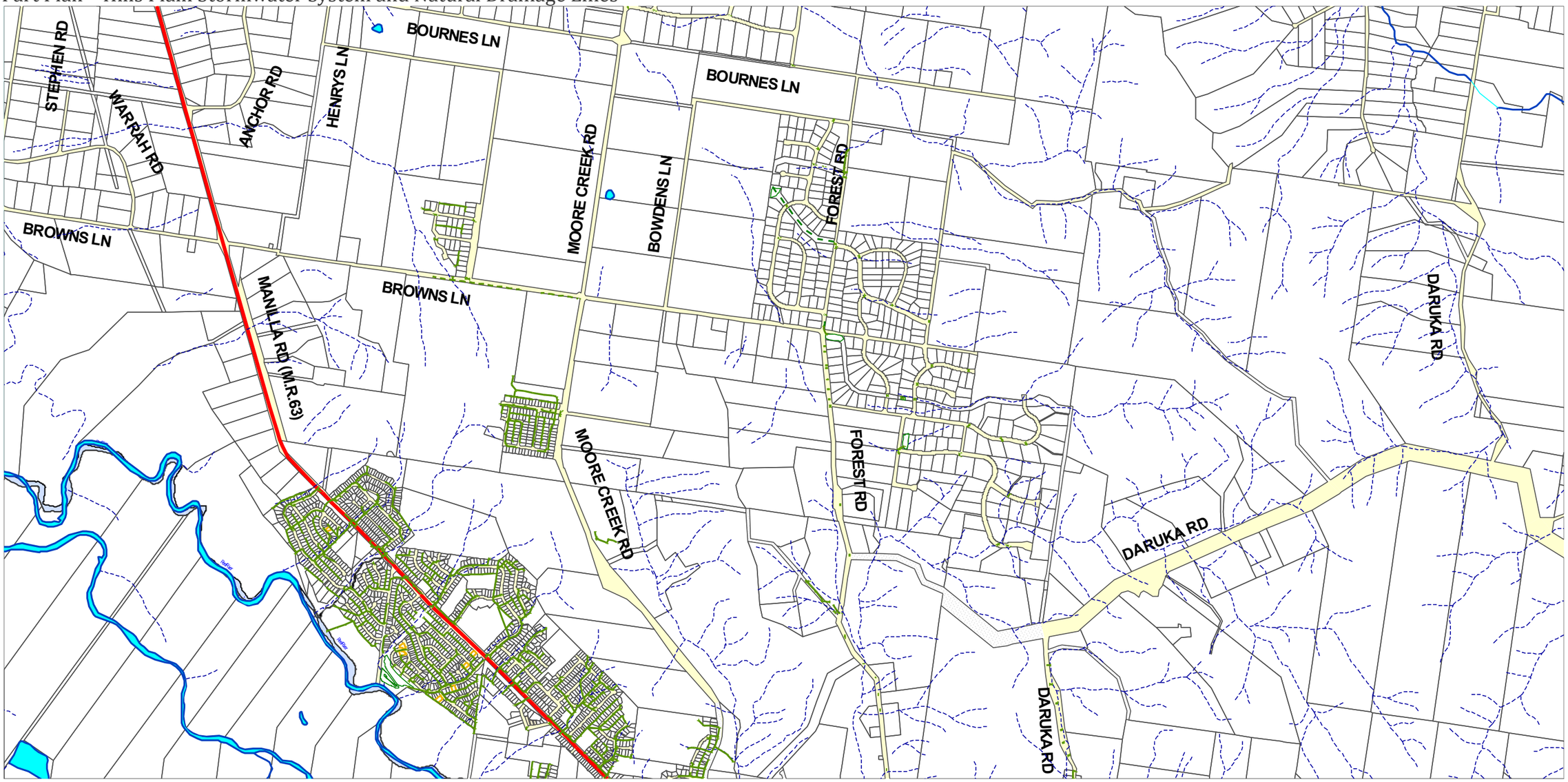
Part Plan – West Tamworth - Industrial areas Stormwater System and Natural Drainage Lines



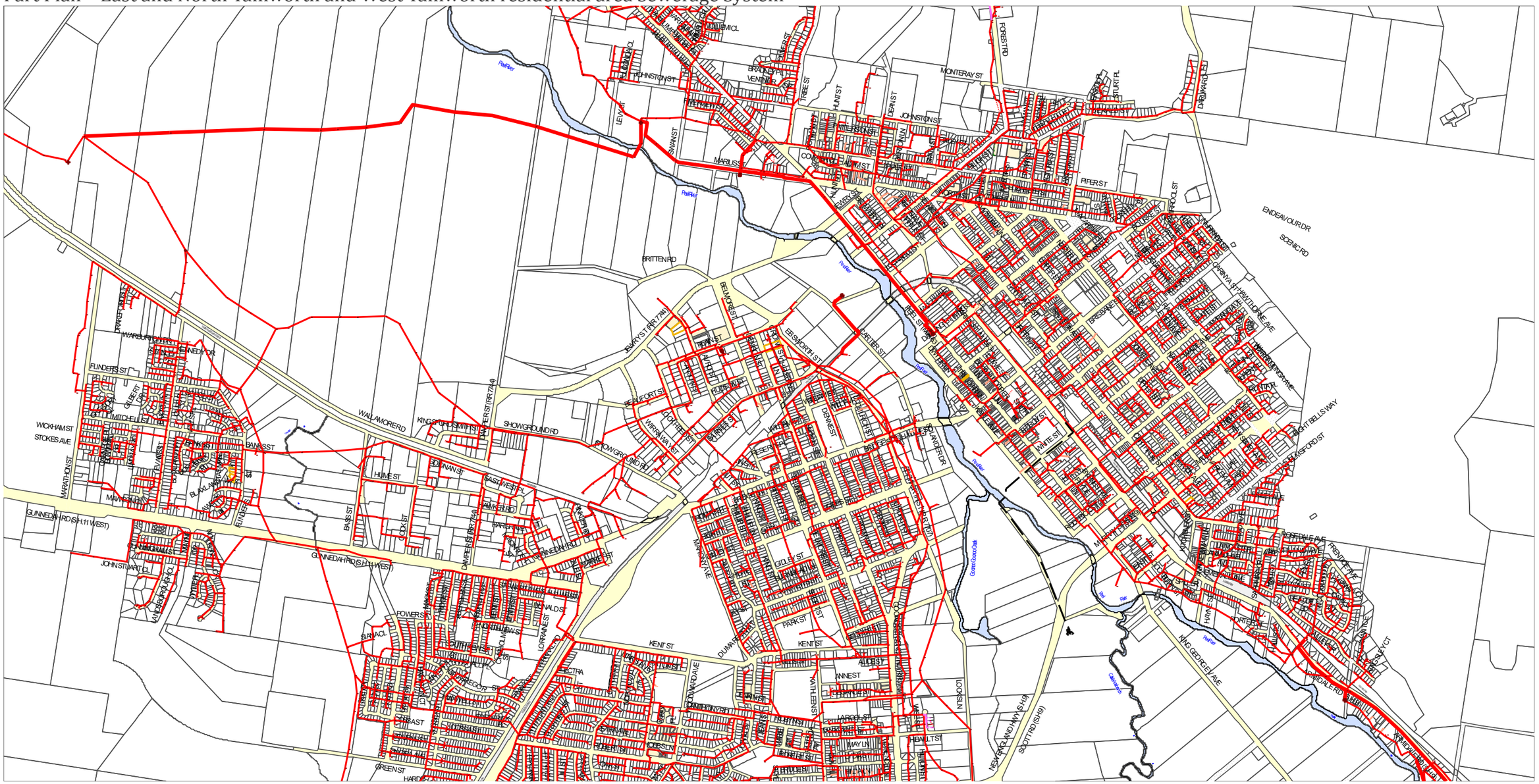
Part Plan – Hills Plain Sewerage System



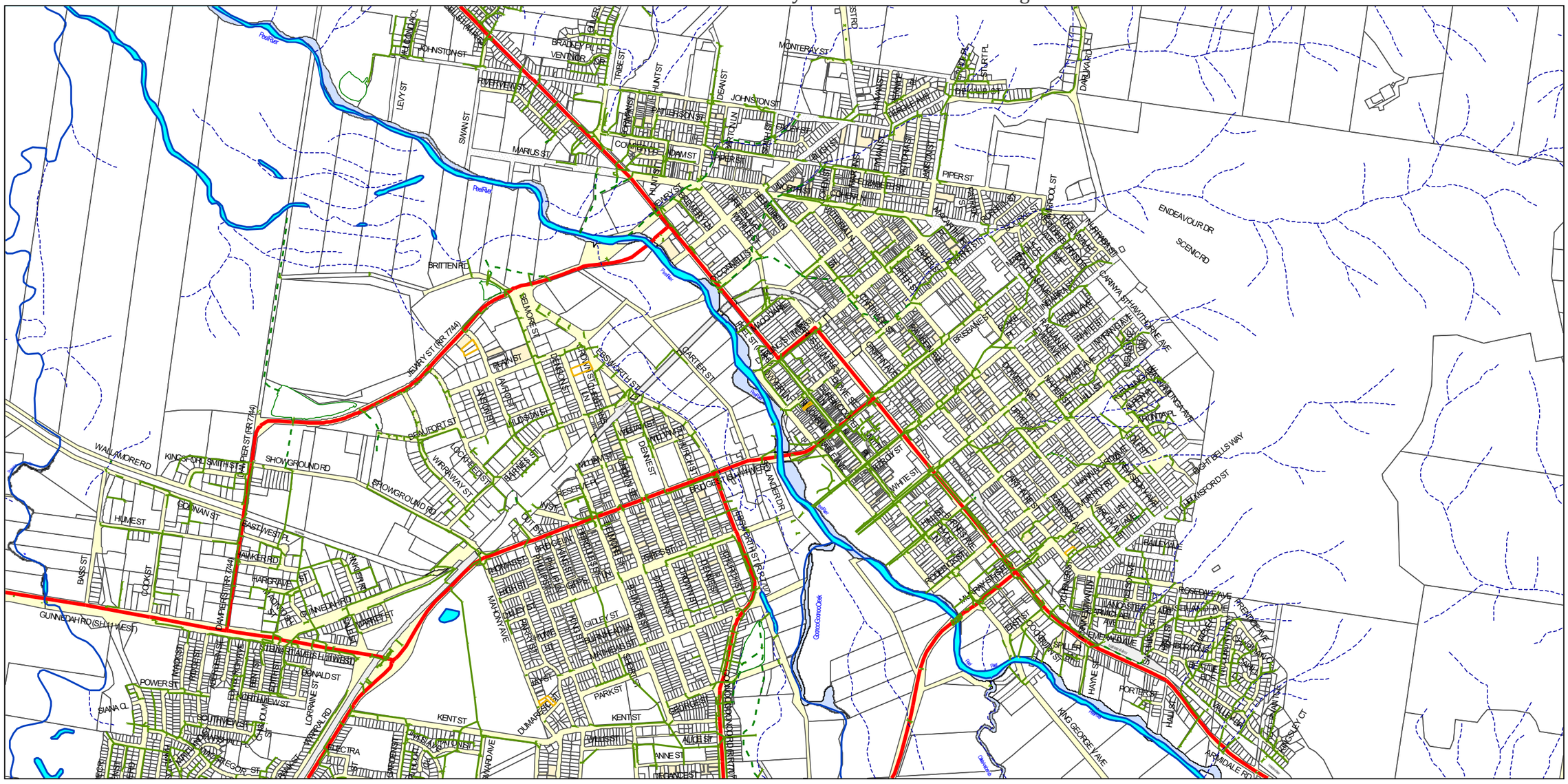
Part Plan – Hills Plain Stormwater System and Natural Drainage Lines



Part Plan – East and North Tamworth and West Tamworth residential area Sewerage System



Part Plan – East and North Tamworth and West Tamworth Residential Area Stormwater System and Natural Drainage Lines



Description and Likelihood of Risks

This section meets the requirements of clause 98C (1) (a) and (b) of POEO (G) Regulation. General pre-emptive actions are also documented in Section 0.

TABLE 0-1. RISK ASSESSMENT

Hazard	Hazardous Event	Impact	Likelihood	Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating

Pathogen / nutrients	Pipe break / blockage in sewer catchment	Potential health impacts if public contact the sewage Potential environmental impacts if released to local aquatic environments	Preventative measures and pre-emptive actions mean the management of these breaks and chokes make the likelihood of public health and environmental impacts rare. Council records approximately 300 breaks and chokes per year. This is slightly higher than the state average per 100km of main. These do not result in the impact recorded in the previous column.	Medium	Asset Management Plan Strategic Business Plan Pipeline Replacement Program SWP-31017 – Wastewater Operations - Call Outs and Emergency Response	Low
Pathogen /	Pipe break	Potential health	Preventative measures	Low	Asset Management Plan	Low

Hazard	Hazardous Event	Impact	Likelihood	Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating
nutrients	in the main that runs under the Peel River	impacts if public contact the sewage Potential environmental impacts if released to local aquatic environments	and pre-emptive actions mean the management of these breaks and chokes make the likelihood of public health and environmental impacts rare. Regular checks are undertaken to assess the integrity of this section of main to reduce the risk of failure.		Strategic Business Plan Pipeline Replacement Program SWP-31017 – Wastewater Operations - Call Outs and Emergency Response	
Pathogen / nutrients	Maintenance on sewerage system	Potential health impacts if public contact the sewage Potential environmental impacts if released to local aquatic environments	Unlikely event, Council has procedures for managing this	Low	Asset Management Plan Strategic Business Plan 3-1 Swan Street Pump Station SOP SWP-31017 - Waste Water Operations – Call Outs and Emergency Response SWP-4303 – Removing Blockages from Pumps SWP-4301 – Routine Pump Station Maintenance	Low

Hazard	Hazardous Event	Impact	Likelihood		Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating
Pathogen / nutrients	Overflow from the reticulation during dry weather	Potential health impacts if public contact the sewage Potential environmental impacts if released to local aquatic environments	SPS 1A	Unlikely	Medium	Asset Management Plan Strategic Business Plan Emergency Storage in Pump Stations SWP-31017 - Waste Water Operations – Call Outs and Emergency Response	Low
			SPS 1C	Unlikely			
			SPS 2	Unlikely			
			SPS 2C	Unlikely			
			SPS 3	Moderate			
			SPS 3C	Rare			
			SPS 4C	Rare			
			SPS 5	Rare			
			SPS 6	Unlikely			
			SPS 8	Moderate			
			SPS 10	Rare			
			SPS 11	Rare			
			Swan Street WWTP	Moderate			
			Westdale WWTP	Moderate			
Pathogen / nutrients	Overflow from the reticulation during wet weather	Potential health impacts if public contact the sewage	SPS 1A	Rare	Medium	Asset Management Plan Strategic Business Plan Emergency Storage in Pump Stations SWP-31017 - Waste Water Operations – Call Outs and Emergency Response	Low
			SPS 1C	Rare			
			SPS 2	Rare			
			SPS 2C	Rare			
			SPS 3	Unlikely			

Hazard	Hazardous Event	Impact	Likelihood		Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating
		Potential environmental impacts if released to local aquatic environments	SPS 3C	Rare			
			SPS 4C	Rare			
			SPS 5	Rare			
			SPS 6	Rare			
			SPS 8	Unlikely			
			SPS 10	Rare			
			SPS 11	Rare			
			Swan Street WWTP	Unlikely			
			Westdale WWTP	Unlikely			
Sodium hypochlorite	Spill	Potential environmental impact Potential health impact	It would be rare for the spill to have any impact off site.		Low	Chemical is stored in a bunded area with no drains. SOP 3-13 - Sodium Hypochlorite Dosing	Low
Ferric Sulphate	Spill	Potential environmental impact	It would be rare for the spill to have any impact off site		Low	SOP 3-12 - Iron Salt Dosing SWP-4305 - Decanting Ferric Sulphate	Low

Hazard	Hazardous Event	Impact	Likelihood	Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating
Acetic acid	Spill	Potential environmental impact Potential health impact	It would be rare for the spill to have any impact off site	Low	SOP 3-14 - Supplementary Carbon Dosing	Low
Polymer	Spill	Potential environmental impact	Polymer is not currently used on site	Low	SOP 3-15 - Polymer Dosing	Low
Pathogens / nutrients	Broken pipe at WWTP	Impacts likely to be confined to site	Rare	Low	Maintenance / Daily Checklist	Low
Pathogens / nutrients	Asset failure (IDAL / Maturation pond)	Overland flooding, potential environmental impacts if released to local aquatic environments	Rare	Low	Asset Management Plan Strategic Business Plan SOP 3-9 - IDALS	Low

Hazard	Hazardous Event	Impact	Likelihood	Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating
Odour	Malodorous smell around inlet works	Usually confined to inlet works – nearest neighbour is 100m away from boundary	Rare to extend beyond site	Low	SOP 3-2 - Main Inlet Pump Station SOP 3-3 - Main Inlet Screens SOP 3-5 - Industrial Pump Station and Package Screen and Grit Removal SOP 3-16 - Odour Control SWP-4104 - Inlet Works Cleaning and Maintenance	Low
Pathogens / nutrients	Effluent dam failure	Overland flooding, potential environmental impacts if released to local aquatic environments	Rare	Low	SWMS for Dam Safety Checks SWP-4112 - Sludge Lagoon Maintenance and Operations	Low
Pathogens / nutrients	Flooding of effluent dam failure leading to spill	Overland flooding, potential environmental impacts if released to local aquatic environments	Rare	Low	Level monitoring of dam Operator checks of dam SOP 3-10 - Effluent Transfer Pump Station SOP 3-19 - Refilling Effluent Transfer to Farm Dam Rising Main.	Low

Hazard	Hazardous Event	Impact	Likelihood	Risk Rating	Preventative Measures and Pre-emptive Actions	Residual Risk Rating
Pathogens / nutrients	Broken pipe on farm	Overland flooding, potential environmental impacts if released to local aquatic environments	Rare	Low	See Farm OEMP for procedures	Low

Pollutant Inventory

This section meets the requirements of clause 98C (1)(d) (e) and (f) of the POEO(G) Regulation.

TABLE 0-1. POLLUTANT INVENTORY

Item	Location	Maximum Quantity (L)	Type of Containment	Pollutant Form	MSDS/SDS
Sodium Hypochlorite 13%	Chemical storage Westdale WWTP	3,500	Chlorine	Liquid chlorine	Yes
Ferrous Chloride (20-30%)	Chemical storage Westdale WWTP	4,000	Corrosive, harmful to aquatic life	Liquid	Yes
Acetic Acid	Chemical storage Westdale WWTP	10,000	Carboxylic acid	Liquid	Yes
Polymer	Chemical storage Westdale WWTP	Not currently used			Yes
Effluent	Westdale WWTP Effluent Reuse Farm Effluent Reuse Rising Main	430ML (approx) 1500ML 1.2ML (approx)	Pathogens, PFAS, Heavy Metals, Pesticides, Herbicides, PCBs, TDS	Liquid	-
Biosolids	Westdale WWTP Sludge Lagoons Westdale WWTP	62000m^3 (approx) 10500m^3	Pathogens, PFAS, Heavy Metals, Pesticides, Herbicides, PCBs	Solid	-

Item	Location	Maximum Quantity (L)	Type of Containment	Pollutant Form	MSDS/SDS
	Sludge Drying Area				
Grit and Screenings	Westdale WWTP	2m^3	Biological	Solid	-
Petrol	Westdale WWTP fuel	40	Hydrocarbon	Liquid	Yes
Omethoate (Le-Mat)	Effluent Reuse Farm - Main shed	100	Pesticide	Liquid	Yes
Trifluralin (Trilogy)	Effluent Reuse Farm - Main shed	160	Herbicide	Liquid	Yes
Glyphosate (Roundup, Ripper)	Effluent Reuse Farm - Main shed	200	Herbicide	Liquid	Yes
Spinnaker (Imazethapyr)	Effluent Reuse Farm - Main shed	40	Herbicide	Granule	Yes
2,4-Db (Buttress)	Effluent Reuse Farm - Main shed	80	Herbicide	Liquid	Yes
2,4-D Amine (Amicide)	Effluent Reuse Farm - Main shed	80	Herbicide	Liquid	Yes
2,4-D Ester (Estercide)	Effluent Reuse Farm - Main shed	40	Herbicide	Liquid	Yes
Picloram / 2,4-D (Tordon 75d)	Effluent Reuse Farm - Main shed	40	Herbicide	Liquid	Yes
Bromoxynil / Diflufenican (Jaguar)	Effluent Reuse Farm - Main shed	40	Herbicide	Emulsifiable concentrate	Yes

Item	Location	Maximum Quantity (L)	Type of Containment	Pollutant Form	MSDS/SDS
Fluroxypr (Starane Advance)	Effluent Reuse Farm - Main shed	120	Herbicide	Liquid	Yes
MCPA (MCPA 500)	Effluent Reuse Farm - Main shed	160	Herbicide	Liquid	Yes
Haloxyfop (Verdict)	Effluent Reuse Farm - Main shed	100	Herbicide	Emulsifiable concentrate	Yes
Paraquat (Gramoxone)	Effluent Reuse Farm - Main shed	120	Herbicide	Soluble Concentrate	Yes
Alpha-Cypermethrin (Dominex Duo / Alpha Duo)	Effluent Reuse Farm - Main shed	120	Insecticide	Liquid	Yes
Chlorpyrifos (Lorsban)	Effluent Reuse Farm - Main shed	120	Insecticide	Liquid	Yes
Haloxyfop (Firepower)	Effluent Reuse Farm - Main shed	120	Herbicide	Liquid	Yes
Diruron	Effluent Reuse Farm - Main shed	40	Herbicide	Liquid	Yes
Imazomox and Imazapyr (Intervix)	Effluent Reuse Farm - Main shed	120	Herbicide	Soluble Concentrate	Yes
Clopyralid (Lontrel)	Effluent Reuse Farm - Main shed	60	Herbicide	Granules	Yes

Item	Location	Maximum Quantity (L)	Type of Containment	Pollutant Form	MSDS/SDS
Clethodim (Select)	Effluent Reuse Farm - Main shed	60	Herbicide	Liquid	Yes
Alpha-Cypermethrin (Fastac Duo)	Effluent Reuse Farm - Main shed	120	Insecticide	Liquid	Yes
Pirimicarb (Pirimor)	Effluent Reuse Farm - Main shed	80	Insecticide	Dispersible Granule	Yes

Safety data sheets for chemicals are recorded in the red SDS folder at Westdale WWTP.

Post-Pollution Incident Activities

This section of the PIRMP identifies activities necessary to support Council staff and contractor's staff during and following a pollution incident and those activities necessary to restore operations at the **Westdale Waste Water Treatment Plant.**

After any incident, a **Workplace Incident Report and Investigation Form** (FRM-Workplace Incident Report and Investigation; TRIM Template Reference SF6289) must be completed and referred to the **Manager - Water Operations (TRC)**.

Recovery Operations

The recovery of facility operations and services will depend on the extent of damage suffered by the facility.

The **Team Leader - Wastewater Headworks** and **Headworks Engineer (TRC)**, in collaboration with the **Manager – Water & Environmental Operations (TRC)** will need to prioritise activities that can be accomplished with available staff and resources.

Immediately following the emergency phase of an incident, the **Manager – Water & Environmental Operations (TRC)** will develop an operational recovery plan.

Incident Investigation

A pollution incident must be investigated as soon as possible following its occurrence. The investigation is designed to determine why the incident occurred and what precautions can be taken to prevent a recurrence.

The **Manager - Water & Environmental Operations (TRC)** is responsible for ensuring that an incident investigation is conducted following all pollution incidents that occur at the facility.

Small Incidents

For small incidents, the **Team Leader (Wastewater Headworks)** will normally conduct the investigation.

Critical Incidents

For major pollution incidents where material harm to the environment is caused or threatened statutory authorities and emergency response agencies will generally be involved in conducting the investigation.

The **Headworks Engineer (TRC)** and **Manager - Water & Environmental Operations (TRC)** will assist the authorities as needed.

Documentation

Documentation of response activities is of critical importance following a pollution incident. All records and forms used during the incident to document activities must be retained for future reference.

Following a pollution incident or emergency situation, the **Headworks Engineer (TRC)** will have the responsibility for collecting all records and forms used during the incident. These will be used for several purposes, such as incident investigation, insurance claims and potential legal actions.

The **Headworks Engineer (TRC)** must prepare a report documenting activities that took place during a major pollution incident, including the PIRMP Pollution Incident Reporting Form.

The report of the **Headworks Engineer (TRC)** and all related documentation will be submitted to the **Manager - Water & Environmental Operations (TRC)** for review and necessary follow-up actions.

The **Manager – Water & Environmental Operations (TRC)** will make any necessary follow up reports to the **EPA or other Agencies.**

Incident Impact Assessment

Following an incident, an assessment of the impact that has occurred to the facility, the environment and equipment must be conducted.

The major goal of this assessment will be to determine the extent of damage to facilities and / or the environment resulting from the incident, and identify repairs or restoration that must be initiated to minimise further damage and restore the facility for operational use or to rehabilitate the environment.

The **Manager – Water Operations (TRC)** will have the primary responsibility for conducting the damage assessment following an incident.

Assistance will be obtained as needed from facility employees and outside organizations, such as ecologists, engineers and clean up contractors.

Incident Debriefing

The purpose of incident debriefing is to inform employees about any hazards that may still remain on the facility property following the incident and to identify unsafe conditions that may still exist.

After Action Review and PIRMP Update / Amendment

An After Action Review (AAR) must be completed within 30 days of any pollution incident and will include a review of the PIRMP and responses undertaken.

The AAR will analyse the actions that took place during the pollution incident (both good and bad) and will seek to identify opportunities to improve the effectiveness of the PIRMP, through Prevention, Preparation, Response and Recovery procedures in place for the facility.

The AAR findings will identify actions to be implemented, including any amendments and / or modifications to the PIRMP.

13. Compliance auditing

To verify the implementation of this PIRMP and assure that all the preventive and preparation measures are being taken, 12 monthly site audits are to take place. The audits will aim to:

- Minimise the likelihood of a pollution incident occurring;
- Identify non-conformance with EPA licence conditions and to implement corrective actions where necessary;
- Identify non-conformance with the PIRMP and the implementation of corrective actions.

Audits are to check, but not limited to, the following:

- Identification of hazards on site
- Advances in the training program
- Location and state of the Emergency Equipment
- Accessibility: Cleanness of the internal roads and entrances
- Availability of printed PIRMP copies in the different work areas of the Tamworth Wastewater Treatment System and on-call vehicles.
- Proper storage of hazardous chemicals and their respective MSDS
- Exits illumination and signage
- Changes in the local area in the past 2 months (new service station, child care centre, hospital, roads, rail, infrastructure)

APPENDIX A: SITE EMERGENCY RESPONSE PLAN

Record Keeping - Your completed form must be registered into ECM	**Doc Set ID:**
ECM Quick Add Profile: IMS – Site Emergency Response Plan ECM Document Set ID to be recorded on original form and forwarded to Records.	

SITE EMERGENCY RESPONSE PLAN

PROJECT/SITE: Westdale Wastewater Treatment Plant (EPL 12430)

ASSEMBLY POINT LOCATION: Front wall of building / front gate

MANAGER: Dan Coe

TEAM LEADER or SUPERVISOR: Steve Sullivan

Position	Name	Details
Emergency Contacts	**Fire**	Phone: **000** or **112** from mobiles
	Ambulance	
	Police	
	Poisons Information	Phone **13 11 26**
Warden		Phone:
First Aid Officer	Steve Sullivan	Phone: 0418 619 931
Risk and Safety Officers	Jenna Cady	Phone: 6767 5286
	Lisa Finlay	Phone: 6767 5458; Mob: 0447 267 144
Nearest Medical Centre *(Nominate for Site)*	North West Health, Calala	Address:
		Phone: (02) 6768 3222
Nearest Hospital *(Nominate for Site)*	Tamworth Base Hospital	Address: Dean Street, North Tamworth
		Phone: (02) 6767 7700
Electrical Emergency *(Nominate Supplier for Site)*	Essential Energy	Phone:13 23 91
Gas Emergency *(Nominate Supplier for Site)*	Jemena Gas	Phone: 131 909
Client Contact *(for contract works)*		Phone:

Refer to the specific process to manage the following emergency event:

SITE EVACUATION

MEDICAL RESPONSE

FIRE/BUSHFIRE RESPONSE

ENVIRONMENTAL EMERGENCIES

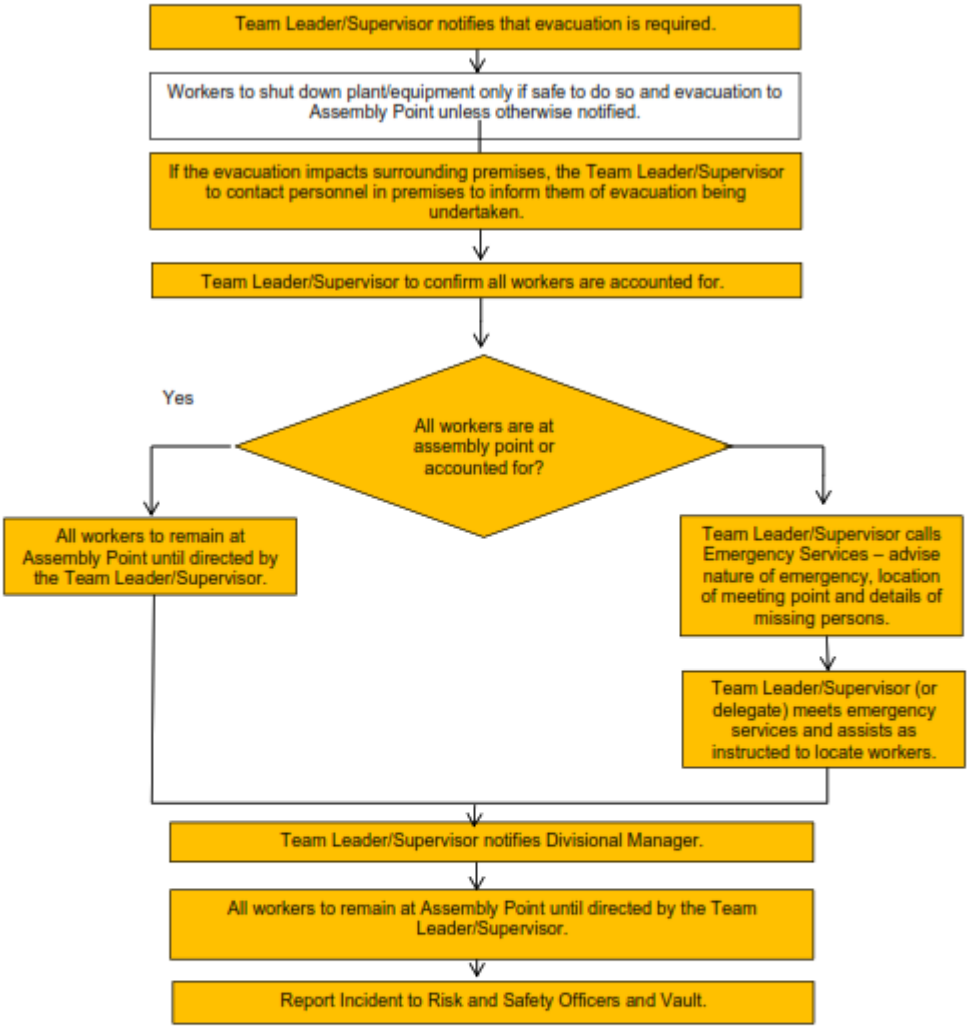
AGGRESSIVE ENCOUNTERS WITH MEMBERS OF THE PUBLIC

Date Last Reviewed	ECM Doc Set ID	Revision Status	Next Scheduled Review Date	Page
May 2022	Doc Set Id 61	Revision 7	May 2024	1 of 6

This printed copy of an electronic document is uncontrolled and was printed on 24 October 2023

SITE EVACUATION

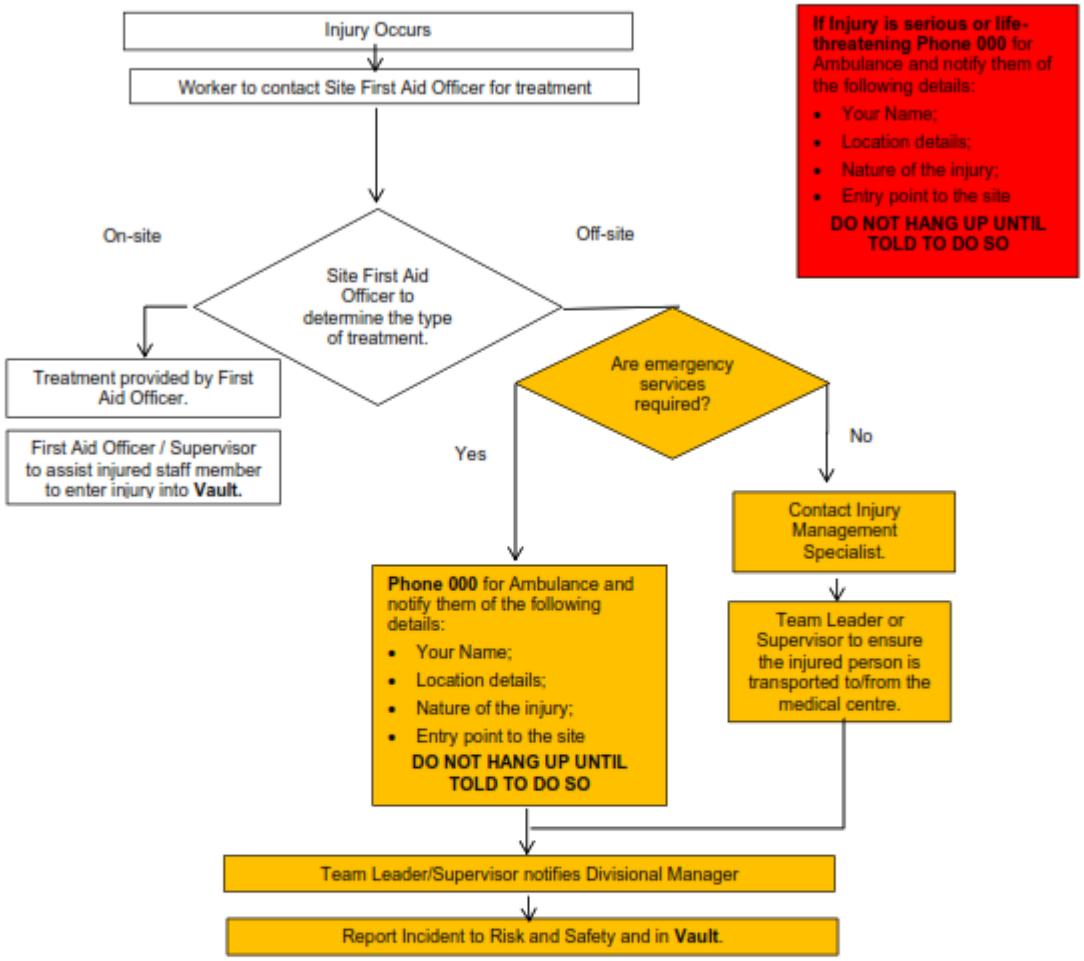
(The following process may also be applied for a gas mains leak, chemical spill)



Site specific information:

MEDICAL RESPONSE

(The following process may also be applied following a workplace injury or a motor vehicle accident)



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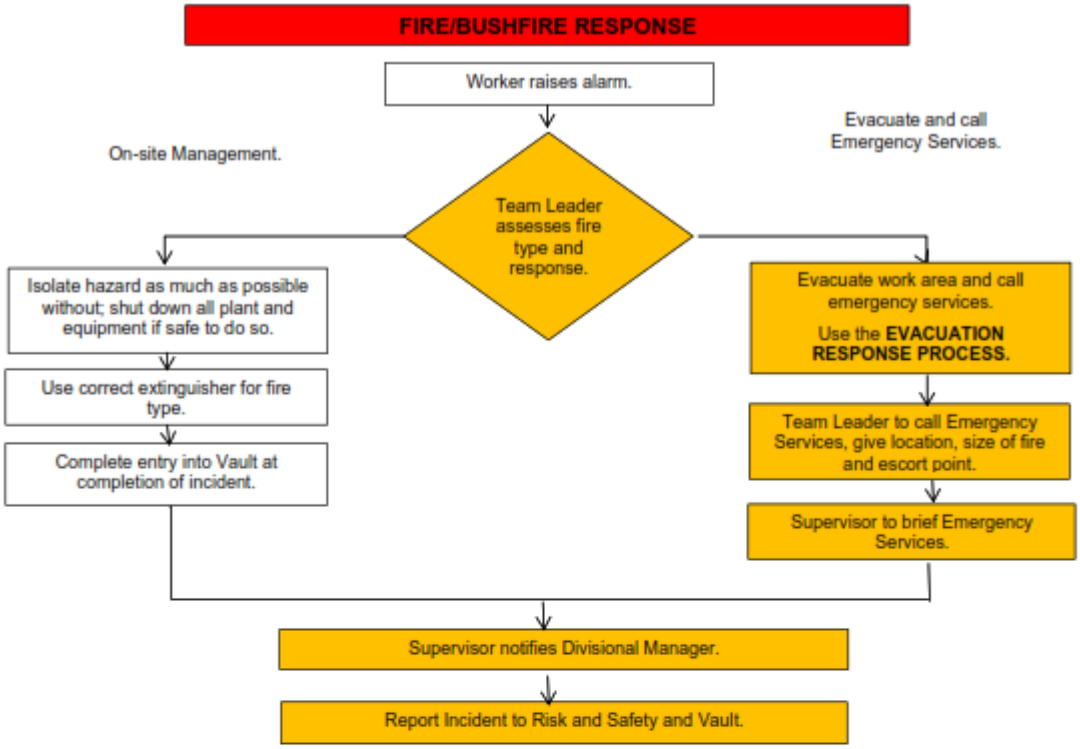
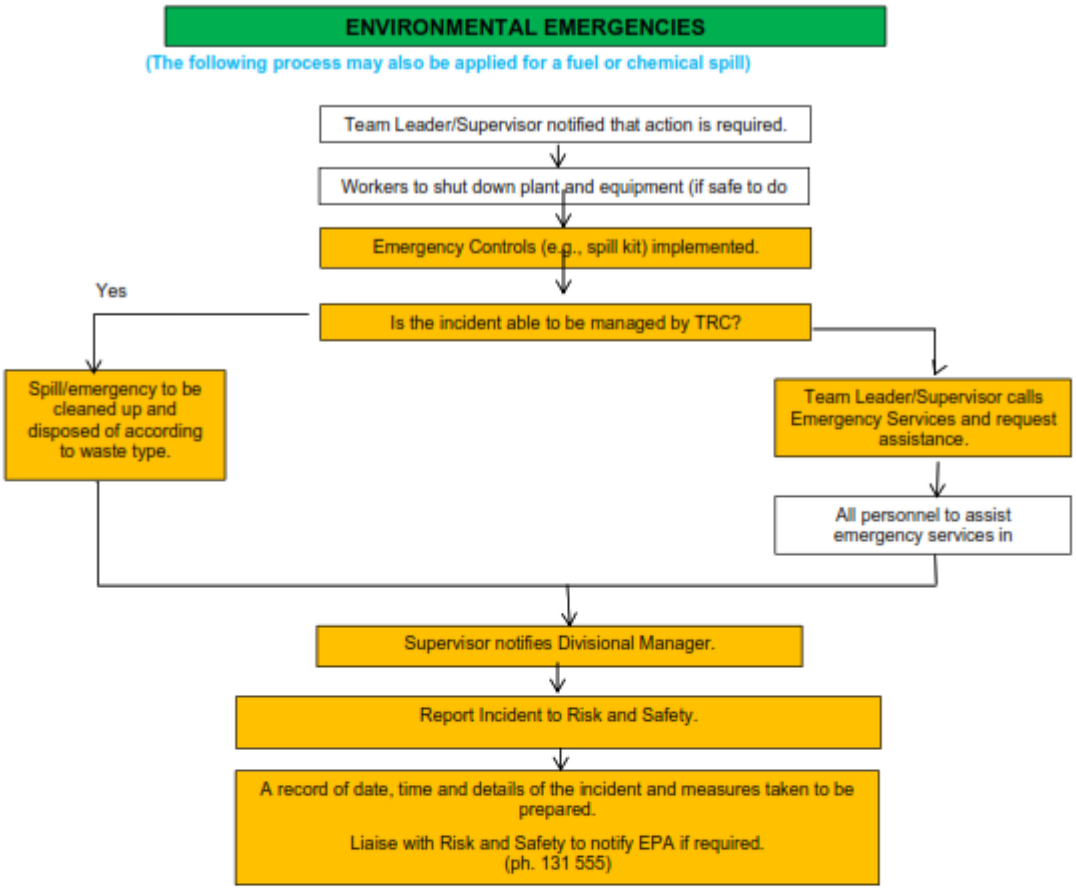


Points to remember with FIRE:

- Know where the fire extinguishers/equipment are;
- Always ensure that fire equipment is not obstructed by any item of plant or equipment;
- Always ensure that ignition sources (e.g., smoking) is kept away from any stored or used flammable substances;
- Use the PASS method:
  Pull the Pin,
  Aim at the base of the Fire,
  Squeeze handle, and
  Spray from side to side.
- When using a Fire Extinguisher always have an escape route.

Site specific information:

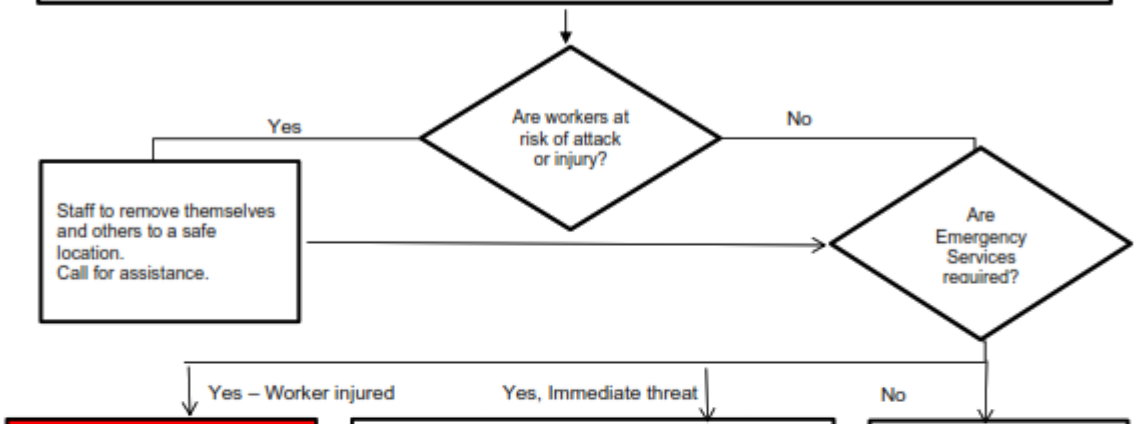


Site specific information:

AGGRESSIVE ENCOUNTERS WITH MEMBERS OF THE PUBLIC

Member of the public exhibits' aggressive behaviours towards TRC worker. Aggressive behaviour includes abusive language, threats, intimidation or acts of violence. Behaviours may include:

- Hostile of threatening gestures;
- Threatening or offensive behaviours;
- Verbal abuse, raised voice or obscenities including racist and sexual comments;
- Physical violence against a person (hitting, kicking, seizing, pushing or punching);
- Physical violence against a TRC asset or property.



Yes – Worker injured

Refer to Medical Emergency Plan
If Injury is serious or life-threatening **Phone 000** for Ambulance and notify them of the following details:

- Your Name;
- Location details;
- Nature of the injury;
- Entry point to the site

DO NOT HANG UP UNTIL TOLD TO DO SO

Yes, Immediate threat

Phone 000 for Police and notify them of the following details

- Your Name
- Location Details
- Entry point to the site
- What is occurring / has occurred
- The identity of the assailant (if known)

Manage / diffuse aggressive behaviour by;

- Remaining as calm as possible
- Communicating assertively
- Maintaining a safe personal distance
- Telling them that you will end the interaction if the
- aggressive behaviour does not cease
- Remove yourself from the situation

No

Manage / diffuse aggressive behaviour by;

- Remaining as calm as possible
- Communicating assertively
- Maintaining a safe personal distance
- Telling them that you will end the interaction if the
- aggressive behaviour does not cease
- Remove yourself from the situation

- Notify Supervisor
- Supervisor notifies Divisional Manager.
- Report Incident to Risk and Safety and record in Vault (date, time and details of the incident and measures taken to be prepared).
- Health and Wellbeing are notified in the event of an injury, incident or near miss to assist with access to Employee Assistance Program (EAP) and associated processes if required.

Site / Division Specific Details

- <inclusion of other site-specific details such as safe place location, contact person etc>
- Workers who interact with clients and the public have been provided relevant training in preventing, managing and responding to aggressive behaviours.
- An exercise and drill are undertaken each year.
- When interacting with clients or members of the public, ensure access to a means of communication to call for support (i.e., mobile phone, two-way, security button)

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APPENDIX B: Contact Details

Position	Phone number
Director – Water and Waste	0408 292 587
Manager – Water Operations	0428 297 896
Communications Manager	0431 682 2488
Communications - After Hours incident contact	0431 682 2488

APPENDIX C: SITE EVACUATION PROCEDURE

APPENDIX D: LOCATIONS OF EMERGENCY EQUIPMENT

APPENDIX E: EMERGENCY MESSAGES

Community Message Proforma

1. *What has happened / what we (Council) know?*
2. *What we (Council) does not yet know?*
3. *What we (Council) is / is preparing to do?*
4. *What we (Council) need the community to do?*