



POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

2012

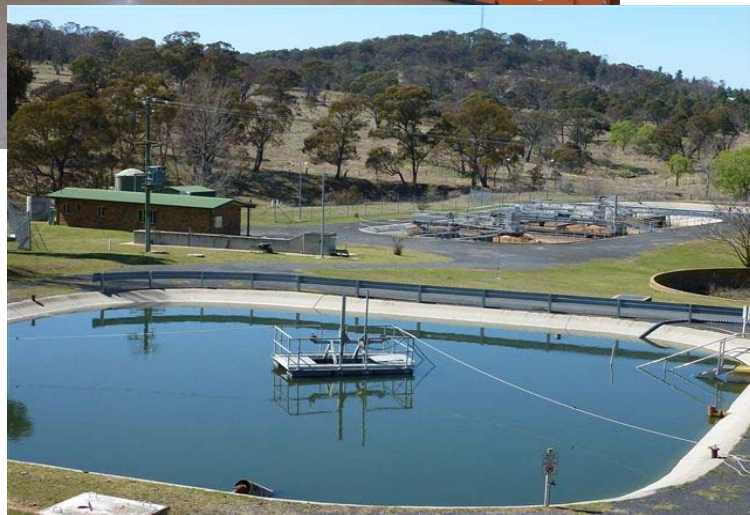


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1.0 Introduction

The purpose of this Pollution Incident Response Management Plan (PIRMP) is to assist Uralla Shire Council to comply with the new requirements introduced by the Protection of the Environment Legislation Amendment Act 2011 (POELA Act). The POELA Act introduces several changes to improve the way pollution incidents are reported, managed and communicated to the general community. The Act includes a new requirement under Part 5.7A of the Protection of the Environment Operations Act 1997 (POEO Act) to prepare, keep, test and implement a pollution incident response management plan.

The objectives of these plans are to:

- Ensure comprehensive and timely communication about a pollution incident to staff at the premises, the Environment Protection Authority (EPA), other relevant authorities specified in the Act (such as NSW Ministry of Health, WorkCover NSW, and Fire and Rescue NSW) and people outside facility who may be affected by the impacts of the pollution incident.
- Minimise and control the risk of a pollution incident at the facility by requiring identification of risks and the development of planned actions to minimise and manage those risks.
- Ensure that the plan is properly implemented by trained staff, identifying persons responsible for implementing it, and ensuring that the plan is regularly tested for accuracy, currency and suitability.

This document has been prepared by Uralla Shire Council for the control and management of incidents which have the potential for environmental damage from **water and sewerage services**. This PIRMP covers two facilities with an environmental protection licence controlled by Uralla Shire Council: Uralla Sewage Treatment Plant and Uralla Water Treatment Works, as well as the Bundarra Water Treatment Plant. It is also to be used as the basis for Council's involvement in response with other agencies where the situation demands.

This incident response management initiative specifies the necessary controls and actions required for the rapid response to incidents which can result in loss of service or possible damage to the environment. The aim is to rapidly restore services with priority for the safeguard of life in the first instance, secondly the environment and lastly property. The plan will be reviewed periodically and updated as required.

For the most efficient action to occur, all personnel involved in incident management should be aware of the information and provisions within the plan prior to any incident occurring. To achieve this end, desktop simulations of the management of incidents will be held initially with all staff followed by annual testing at the time of review. Response to any incident must be rapid if the safety of the public and the environment are to be protected. Decisions need to be made quickly but appropriately so that the response is in keeping with the scale of incident. In this regard, it is better to have an early "over-response" with subsequent downgrading than to have an early "under-response" with a later upgrading of the incident.

1.1 Legislative Requirements

The specific requirements for pollution incident response management plans are set out in Part 5.7 A of the POEO Act and the Protection of the Environment Operations (General) Regulation 2009 (POEO (G) Regulation). 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 98B).
- Licensees must keep the plan at the premises to which the environment protection licence relates.
- Licensee must test the plan in accordance with the POEO (G) Regulation (clause 98E).
- 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).

2.0 Definition of pollution incident

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

A pollution incident is required to be notified if there is a risk of material harm to the environment which is defined in section 147 of the POEO Act as:

- Harm to the environment is material if:
 - It involves actual or potential harm to the health or safety of human beings or to ecosystem that is not trivial, or
 - It results in actual or potential loss or property damage of an amount, or amounts in aggregate, exceeding \$10,000 (or such other amount as is prescribed by the regulations), and
- Loss includes the reasonable costs and expenses that would be incurred in taking all reasonable and practicable measures to prevent, mitigate or make good harm to the environment.

3.0 Description and likelihood of hazards

The sites covered by this plan were assessed by individual risk assessments. The risk rating table is shown below:

Risk Rating					
Likelihood	Consequences				
	Insignificant	Minor	Moderate	Major	Catastrophic
Rare	L	L	M	M	H
Unlikely	L	L	M	M	H
Possible	L	M	H	H	H
Likely	M	M	H	H	VH
Almost Certain	M	H	H	VH	VH

The risk rating is used to determine risk treatments. Risk treatments can range from immediate corrective action for ‘Very High’ risks to manage by routine procedures for ‘Low’ risks. The table below shows the risk rating and action priorities:

Risk Rating		Action Required and Timing
VH	Very High Risk	Immediate corrective action
H	High Risk	Prioritised action required
M	Medium Risk	Planned action required
L	Low Risk	Manage by routine procedures

The main hazards to human health or the environment associated with the different Council services undertaken are as shown in Table below:

Council Service	Hazard	Likelihood	Risk Rating
Sewerage System	Raw sewage surcharges from mains or pump stations.	Likely	High
	Break in trunk sewer rising main resulting in discharge into Rocky Creek.	Unlikely	Medium
	Overflows of non-compliant sewage into nearby waterways.	Unlikely	Low
Water Supply	Discharge of highly concentrated alum liquid into Kentucky Creek.	Unlikely	Low
	Chemical contamination of potable water by overdosing.	Unlikely	Medium
	Spill of stored chemicals.	Possible	High
	Break in water trunk mains.	Possible	Medium

The identification of hazards, inventory of pollutants and pre-emptive actions to be taken for individual site are given below.

3.1 Sewerage Treatment Plant

Uralla Shire Council operates the Uralla Sewerage Treatment Plant located at Mt Chocolate Road and holds Licence Number 1626 from EPA for the premises.

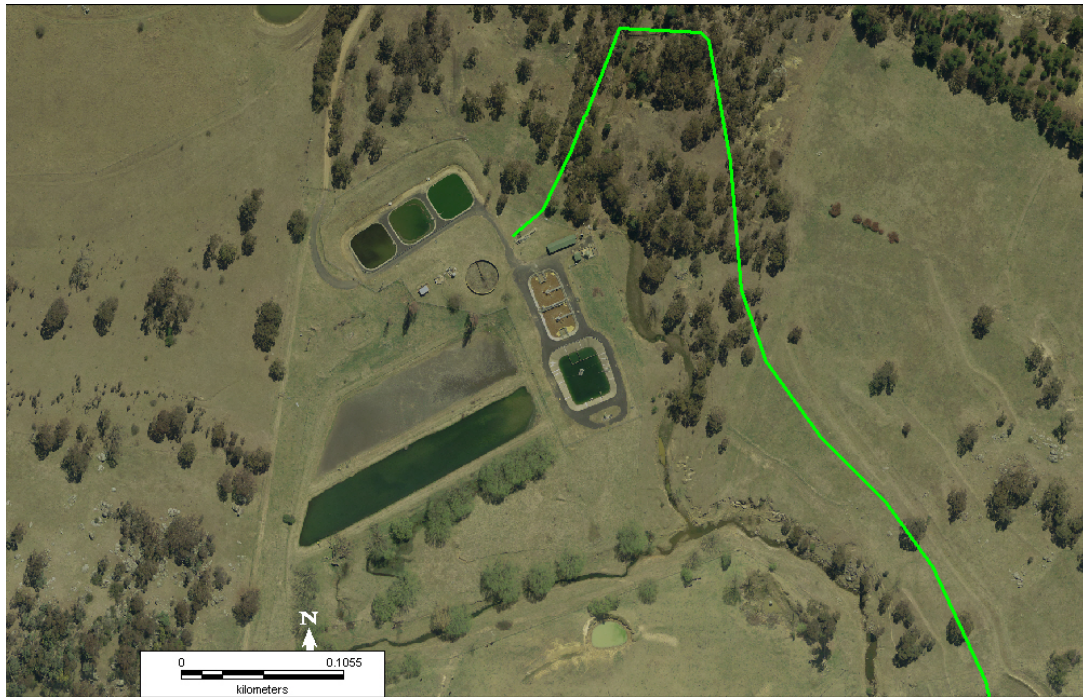


Figure 3-1 Aerial photograph of Uralla Sewerage Treatment Plant, Mt Chocolate Road.

Note: Sewerage rising main location is shown by green line.

The potential pollutants identified in relation to this system are as follows:

3.1.2 Sewerage System Pollutant Register

POLLUTANT	HAZARD / RISK	VOLUME / AMOUNT	LOCATION	REFERENCE
Raw sewage.	Human health hazard, risk to aquatic life and environment.	Unknown	Anywhere in the Uralla serviced area.	
Untreated sewer discharge into Rocky Creek due to break in sewer trunk main.	River water contamination, human health, aquatic life and environment hazard.	Unknown	Rocky Creek then Gwydir River if not contained quickly.	
Non-compliant sewage overflows from catch balance tank into adjacent Chinamans Gully then Rocky Creek.	Minor health hazard to cattle, risk to aquatic life.	Average inflow of 550 kL/day into Rocky Creek.	Uralla Sewerage Treatment Plant	



Figure 3-2 Catch Balance Tank



Figure 3-3 Outflow from plant into Chinamans Gully

3.1.3 Sewer Pollutant Risk Register

Consequences and level of risk from the identified pollutants are given in table below:

Uralla Shire Council –Pollution Incident Response Management Plan

Pollutant Risk Register – Uralla Sewage Treatment Plant.

ID	Hazard / Action	Risk Description: (what could happen, impact cause)	Consequence rating	Likelihood rating	Level of risk/ priority	Risk treatments, controls, pre-emptive mitigation measures or response	Effectiveness / Residual Risk / Actions	Responsibility (risk, control, or task owner, etc.)
1	Sewer surcharge from mains and pump stations.	Surcharge of raw sewage into local waterways (Uralla Creek) and/or buildings or dwellings.	Major	Likely	High	Routine inspection of mains and pumping stations. Control of storm water infiltration.	Effective Residual (MED)	Site Supervisor
2	Sewer discharge	Break in trunk sewer rising main resulting in discharge of untreated sewage into Rocky Creek.	Major	Unlikely	Medium	Routine inspections. Consider fitting alarm for low flow into STP. Isolate break by plugging line and pumping sewage from an upstream manhole for transport by tanker to STP.	Effective Residual (MED)	Sewer Staff
3	Sewer overflow	Overflow of effluent from catch balance tank into Chinamans Gully.	Minor	Unlikely	Low	Monthly sampling/testing. Diversion of major effluent overflows into on-site storage.	Effective Residual (LOW)	Sewer Staff

3.1.4 Incident Response Resources, Safety Equipment & PPE

Council provides the following incident response equipment and PPE at the Uralla Sewerage Treatment Plant.

EMERGENCY EQUIPMENT				
ITEM/S	HAZARD / RISK	DESCRIPTION	LOCATION	COMMENTS / PROCEDURE REFERENCE
Vehicles & Trailers	Fire, Chemical spills	Vehicles fitted out with emergency response equipment and materials.	Council Depot, Depot Road off John Street.	
Fire fighting / Spills	Fire and Chemical spills	Fire extinguisher Fire blanket Water tanker First aid kits	Uralla STP site office and Council Depot	
Signs & traffic control items	Fire, Chemical spills,	Barrier board sets with lights Warning signs; prepare to stop, workmen ahead, stop/slow, night and day signs Road closed signs Traffic cones	Council Depot	
General equipment / materials	Sewer overflow, Chemical spill	Containment booms Pumps Shovels Floodlights Brooms Torches, batteries, wands Disinfectants PPE for all weather conditions, day & night	Uralla Sewerage Treatment Plant and Council Depot	

3.2 Uralla Water Treatment Plant

Uralla Shire Council operates the Uralla Water Treatment Plant at Waterworks Road Uralla and holds Licence Number 1629 from EPA for the premises. The potential pollutants identified are as follows:

3.2.1 Water Supply System Pollutant Register

The following pollutants are stored or present at the Uralla Water Treatment Plant or may be released following rupture of storage tanks or during a major main break.

POLLUTANT	HAZARD / RISK	VOLUME / AMOUNT	LOCATION	REFERENCE
Liquid alum.	Rupture of alum tank or common line. Highly concentrated liquid alum into Kentucky Creek. Risk to flora and fauna.	Maximum discharge possible is 22,000 litres.	Uralla Water Treatment Plant	
Various chemicals stored on site.	Excess dosing of chemicals due to plant malfunction or operator error. Health risk to consumers.	Soda Ash - 2 tonnes Fluoride - 500 litres and 500kg storage of NaF. Polymer - 1000 litres Chlorine - 3000 litres maximum.	Uralla Water Treatment Plant	
Chlorine/ Fluoride	Health risk to staff from spill.	Chlorine - 3000 litres of sodium hypochloride. Fluoride - 500 litres	Uralla Water Treatment Plant	
PAC	Fire, health risk to staff.	1000 kg in storage. 1200 litres in solution.	Uralla Water Treatment Plant	
Sediment	High sediment loads deposited into waterways due to erosion from major main breaks. Risk to aquatic life.	Unknown	Anywhere within the Uralla water supply area.	

3.2.2 Water Pollutant Risk Register

Consequences and level of risk from the identified pollutants are given in the table below. It also provides pre-emptive mitigation measures to an identified pollutant.

Uralla Shire Council –Pollution Incident Response Management Plan

Pollutant Risk Register – Uralla Water Treatment Plant

ID	Hazard / Action	Risk Description: (what could happen, impact cause)	Consequence rating	Likelihood rating	Level of risk/ priority	Risk treatments, controls, pre-emptive mitigation measures or response	Effectiveness / Residual Risk / Actions	Responsibility (risk, control, or task owner, etc.)
1	Liquid Alum	Surcharge of highly concentrated liquid alum into Kentucky Creek from ruptured tank or common line.	Minor	Unlikely	Low	Routine inspections. Provide bunding around tanks to contain spill.	Effective Residual (LOW)	Water Supervisor
2	Stored Chemicals	Excess dosing of chemicals increasing risk to health of consumers. Fire risk from chemicals.	Moderate	Unlikely	Medium	Routine Inspections. Treated water tested daily and monthly sampling of water entering Kentucky Creek.	Effective Residual (LOW)	Water Staff
3	Chlorine	Health effects to staff from chlorine spill.	Minor	Possible	Medium	Mechanical ventilation, proper signage emergency shower and PPE.	Effective Residual (MED)	Water Staff
4	Main breaks	Potentially dangerous to human health (persons on life support systems may be deprived of an essential water supply). Sediment due to erosion from high velocity discharge.	Minor	Likely	Medium	Information required on location of persons on dialysis. Routine inspections and programmed replacement of old mains.	Effective Residual (LOW)	Director of Engineering Services/Water Staff

3.2.3 Incident Response Resources, Safety Equipment & PPE

Council provides the following incident response equipment and PPE at the Uralla Water Treatment Plant.

EMERGENCY EQUIPMENT				
ITEM/S	HAZARD / RISK	DESCRIPTION	LOCATION	COMMENTS / PROCEDURE REFERENCE
General Equipment/ Materials	Surcharge of highly concentrated liquid alum into Kentucky Creek. Risk to aquatic life.	Pump First aid kit PPE for all weather conditions, day & night	Pump at Council Depot, remainder at Uralla Water Treatment Plant.	
Chemical spills/Fire fighting	Chemical overdosing, spills and fire	Emergency shower Fire extinguisher Fire blanket Water tanker First aid kit	Uralla WTP.	
Signs & traffic control items	Main breaks.	Barrier board sets with lights Warning signs; prepare to stop, workmen ahead, stop/slow, night and day signs Road closed signs Traffic cones	Some items at Uralla WTP. All are available at the Council Depot.	

3.3 Bundarra Water Treatment Plant

Uralla Shire Council owns and operates the Bundarra Water Treatment Plant premises at Goldfinch Street Bundarra. No EPA licence is required since there is no discharge of backwash water from the site. The potential pollutants identified on-site are as follows:

3.3.1 Water Pollutant Register

The following potential pollutants are stored or present at the Bundarra Water Treatment Plant.

POLLUTANT	HAZARD / RISK	VOLUME / AMOUNT	LOCATION	REFERENCE
Liquid alum.	Rupture of alum tank.	Maximum inflow possible is 10,000 litres.	Bundarra Water Treatment Plant	
Various chemicals stored on site.	Excess dosing of chemicals. Health risk to consumers. As Bundarra uses treated water for backwash, possibility of heavily dosed water into on-site ponds.	Soda Ash - 2 tonnes Fluoride – 100 litres and 75 kg storage of NaF. Chlorine - 1000 litres maximum.	Bundarra Water Treatment Plant	
Chlorine/ Fluoride spill	Health risk to staff.	Chlorine - 3000 litres of sodium hypochloride. Fluoride - 500 litres	Bundarra Water Treatment Plant	

3.3.2 Water Pollutant Risk Register

Consequences and level of risk from the identified pollutants are given in the table below. It also provides pre-emptive mitigation measures to an identified pollutant.

Pollutant Risk Register – Bundarra Water Treatment Plant

ID	Hazard / Action	Risk Description: (what could happen, impact cause)	Consequence rating	Likelihood rating	Level of risk/priority	Risk treatments, controls, pre-emptive mitigation measures or response	Effectiveness / Residual Risk / Actions	Responsibility (risk, control, or task owner, etc.)
1	Stored Chemicals	Excess dosing of chemicals increasing risk to health of consumers. Fire risk from chemicals.	Moderate	Possible	High	Routine inspections. Provide bunding around tank to contain spill. Treated water is tested daily. Install on-line monitoring system.	Effective Residual (LOW)	Water Staff
2	Chlorine	Health effects to staff from chlorine spill.	Minor	Unlikely	Low	Mechanical ventilation, proper signage, emergency shower and PPE.	Effective Residual (LOW)	Water Staff
3	Main breaks	Potentially dangerous to human health (persons on life support systems may be deprived of an essential water supply). Sediment due to erosion from high velocity discharge.	Minor	Likely	Medium	Routine inspections and programmed replacement of old mains.	Effective Residual (MED)	Director of Engineering Services/Water Staff

3.3.3 Incident Response Resources, Safety Equipment & PPE

Council provides the following incident response equipment and PPE at Bundarra:

EMERGENCY EQUIPMENT				
ITEM/S	HAZARD / RISK	DESCRIPTION	LOCATION	COMMENTS / PROCEDURE REFERENCE
General Equipment/ Materials	Incorrect dosing of chemicals.	Pump First aid kit PPE for all weather conditions, day & night	Pump stored at Bundarra Depot, remainder at Bundarra Water Treatment Plant	
Chemical spills/Fire fighting	Chemical spills and fire	Fire extinguisher Fire blanket Water tanker First aid kit Emergency shower	Bundarra WTP.	
Signs & traffic control items	Main breaks	Barrier board sets with lights Warning signs; prepare to stop, workmen ahead, stop/slow, night and day signs Road closed signs Traffic cones	All at Bundarra Depot.	

4.0 Contact Details

4.1 Council personnel responsible for the sites

The table below outlines the council personnel responsible for the sites:

Title	Name	Contact	Contact (after hours)
Director of Engineering Service	Robert Bell	6778 6309	0427 215 970
Water and Sewer Supervisor Uralla	Paul Byrnes	0427 784 304	0427 784 304
Water and Sewer Supervisor Bundarra	Mick McLennan	0428 406 517	0428 406 517
Council emergency call-out number	Staff on duty		0427 784 982

4.2 Notification of external parties

The following table outlines the contact details and correct sequence for notification in the event of a pollution incident. It complies with the changes to Part 5.7 of the POEO Act which took effect from 6 February 2012 and require the occupier of premises to immediately notify each relevant authority when material harm to the environment is caused or threatened.

The Director of Engineering Services will, after notifying the General Manager, carry out the notifications required below.

Firstly, call 000 if the incident presents an immediate threat to human health or property. If the incident does not require an initial combat agency, or once the 000 call has been made, notify the relevant authorities in the following order:

EPA	Environment Line.	131 555
Ministry Of Health	Public Health Unit, Tamworth Office.	6764 8000 (diverts to Public Health Officer on call after hours)
WorkCover Authority		13 10 50
Fire and Rescue NSW	Pollution Incident Notification hotline.	1300 729 579

5.0 Communicating with neighbours and the local community

In the event of a notifiable incident, neighbouring properties will be door knocked or phoned to be advised of the situation.

- The Sewerage Treatment Plant has adjacent vacant rural properties downstream. Owners of stock on these properties will be notified of a sewage overflow.
- In the event of non compliant sewer overflow into Gwydir River, downstream users and adjacent properties will be notified.
- Water Treatment Plant has no immediate neighbours likely to be affected. In the event of polluted water discharge into Kentucky Creek, downstream users and adjacent properties will be notified.
- If there is any likelihood that they may be affected, sensitive premises like the hospital, McMaugh Gardens Aged Care Centre, Grace Munroe Aged Care Centre at Bundarra, schools and pre-schools will be notified.
- In the case of a major incident, media notification shall be issued from the General Manager’s Office usually by the Executive Assistant. In his absence it will be necessary for the Director of Engineering Services to issue the media releases. The text of an initial media release should include:
 - What the incident is.
 - Where the incident is.
 - How long the incident is likely to last.
 - What precautions the public should take.
 - Who to contact for information.

The media release shall be issued to all or any of the following by fax or email:

Media	Phone	Fax
2TM/ FM 92.9	6765 7055	6762 0008
Prime 2AD	6772 1144	6772 9942
NBN Tamworth	6762 1990	6762 1995
ABC Tamworth	6760 2411	6760 2499
Armidale Express	6776 0500	6776 0570

In the case where there is significant change to information supplied in the initial media release, it will be necessary to issue an updated media release detailing the significant changes. Examples of such changes may include increased or decreased duration of the incident, escalation of response due to re-evaluation of the incident, increased danger to the public or a protraction of the effects of the incident.

It will also be necessary to issue a **final media release** to inform the public of the completion of the incident.

6.0 Minimising harm to persons on the premises

Minimising the risk of harm to any persons who will be on the premises or who are likely to be on the premises should an incident occur is a major priority. For detail information on workers safety policy, refer to Uralla OHS Management System (Jan 2010), reference UINT/2009/269.

7.0 Actions to be taken during or immediately after a pollution incident

As soon as the Site Manager recognises an incident, the following actions should be taken:

- Evaluate the scale of response required.
 - Routine - a normal crew can handle the incident.
 - Significant - help is required on-site but the Site supervisor can still manage the incident.
 - Major - off-site co-ordinator is required.
- Notify the Director of Engineering Services immediately and fill in an Incident Log form (included at page 19).
- Site Manager should take immediate pre-emptive action as prescribed in Appendix A.
- Director of Engineering Services will assume the role of Incident Manager or appoint a suitable person as Incident Manager who will establish and maintain clear and effective command, communication and control of the incident site. Decisions need to be speedy, clear, concise and decisive. Incident log should keep record of all actions taken.
- Director of Engineering Services should immediately contact the external parties as required (see Section 4.2).
- Site Manager should notify the neighbouring properties and any other sensitive premises likely to be affected (see section 5.0). For major incidents, the media should be notified in accordance with the communication procedure in Section 5.0.
- When the need arises, Director of Engineering Services shall liaise with external agencies on a plan of action for all damage to be repaired with the minimum disruption to customers.
- Consideration for post pollution incident actions such as clean up, rehabilitation program etc should be undertaken.

8.0 Staff Training

Historically, there has been a low occurrence of major pollution incidents resulting from the operation of Council's water and sewerage systems. Notwithstanding, Council will review this management plan after 12 months and test the plan at the time of the review. A desktop simulation will be carried out to make staff aware of the potential pollutants, the consequent effects of a pollution incident and the procedure for response should an incident occur.

Further reviews of this plan are to be undertaken at intervals not exceeding three years.

For most efficient action, all personnel involved in incident management should become aware of the information and provisions within this Plan prior to any incident occurring.

To achieve this end, training in incident management will be held initially with all water and sewerage staff and then periodically with other staff likely to be nominated as Incident Managers or Site Managers.

URALLA SHIRE COUNCIL INCIDENT LOG FORM

Date: / /

Time: am/pm

Site Location: _____

Nature of Incident: _____

Event: _____

Potential Site Hazards / Safety Problems: _____

Potential Environmental Impact: _____

Other Agencies Involved: _____

Work Plan / Course of Action: _____

Technical Actions to Date: (Summarise what has been done, Location and changes to valves or pumps, System alterations) _____

Other Comments: _____

Document Control

Document Number:

Title: Pollution Incident Response Management Plan

Author: Uralla Shire Council

Issue	Date	Revision Description	Authorised by
Final Draft	12 October 2012	Final DRAFT for Comment.	
Rev1	14 December 2012	External notifications changed in accordance with email advice from EPA dated 13.12.12.	R. Bell
Rev2	10 December 2013	Flowchart showing procedure for dealing with pollution incidents included in Appendix B.	R. Bell

Operational & Management Reviews

The Director of Engineering Services will review this PIRMP at least annually or within 30 days of any pollution incident to ensure it is appropriate and is being / can be implemented effectively. Changes may arise from a change of operations, Council internal audits or after incident reviews, EPA audits, Combat Agency direction or from other opportunities for improvement.

Controlled copies of this PRIMP will be updated. Council's Engineering Department will maintain records of any review / document changes.

The revised document will be forwarded to the relevant Council staff for renewed endorsement. The planned target dates (or frequencies) at which the PIRMP will be subject to formal review and the personnel who will participate in the review are identified in the table below:

Planned Review Date	Scope	Review By	Review Record Ref no. Date
30 September 2013.	Test, Review & Update	Director of Engineering Services	
by 30 September 2015.	Test, Review & Update	Director of Engineering Services	

Endorsement of PIRMP

General Manager

/ /
Date

Director of Engineering Services

/ /
Date

Appendix A - General Incident Management Procedures

Basic Instructions

Site Manager:

The first responsible council officer on site shall assume the role of Site Manager. This will normally be the team leader or the person sent to investigate a report from the public.

On assuming site command, the Site Manager shall immediately:

1. **Recognise** there is an incident.
2. **Evaluate** the scale of response required. This may be:
 - A. Routine - a normal crew can handle the incident.
 - B. Significant - help is required on-site but the Site Manager can still manage the incident.
 - C. Major - off-site co-ordination is required by an Incident Manager.
3. **Declare** the incident and notify the Director of Engineering Services or hand over off-site co-ordination of the incident to an appointed Incident Manager from the list of Trained Incident Managers.

The Site Manager shall then establish and maintain clear and effective command, communication and control of the incident site. Decisions need to be speedy, clear, concise and decisive. A Site Incident Log shall be kept as a record of all actions taken.

Consideration should be given to any special aspects of the incident that need attention. A list of mandatory considerations is included in the manual as Site Guide and repeated on the inside of the Site Manager's Guide card inside the front cover of this manual.

The Site Manager shall remain on site and manage council's response efforts at the site until relieved of duty or the position is handed over to another person with their acceptance of the delegation. A full briefing on the nature of the incident, severity, planned action, actions taken, effectiveness of actions, current situation, expected duration of the incident, and other relevant details shall be given by the Site Manager to his relief person prior to handing over control of the incident.

The Site Manager is meant to control and co-ordinate and shall only take part in response actions if the situation necessitates this by requiring urgent safety and health action, and then only while this is absolutely necessary.

The Site Manager shall maintain a Site Incident Log which must be presented at the debrief for major incidents or handed to the Director of Engineering Services for inclusion in official records in the case of other incidents. Forms can be provided to facilitate the record keeping.

The Site Manager shall provide update information to the Incident Manager on a frequent and regular basis (as mutually agreed) to ensure information flow to council stakeholders is maintained.

When the need arises, the Site Manager shall liaise with external agencies on a plan of action for all damage to be repaired with the minimum disruption to customers. Also, when the need arises,

the Site Manager shall upgrade or downgrade the incident as the situation changes. This may have to be effected through the Incident Manager but in any case, the General Manager's Executive Assistant should be notified so that an updated media release can be issued.

Control Handover Procedure for Site Manager:

The Incident Manager for significant and major incidents shall normally be the Director of Engineering Services or a suitable person nominated by the Director.

The Incident Manager shall clearly accept the management of the incident before taking control. If a nominated person declines to accept the incident or is not available, the Site Manager shall choose another person from a list of trained incident managers.

On obtaining the acceptance of the control of the incident by the nominated person, the Site Manager shall quickly brief this person on the nature of the incident, actions taken on the site, equipment currently available, what assistance is required, what off-site co-ordination has been arranged, how contact can be made, and other relevant detail.

The Incident Manager shall then assume control and inform the Site Manager when contact is to be made, frequency of contact, how contact is to be effected, what circumstances may necessitate additional contact, any special instructions

Note: It will be necessary to hand over site control to other authorities where control of the incident is clearly within their domain (e.g. incidents requiring SES, police or fire brigade attendance). In this case the council's Site Manager shall brief the responsible person from the other authority as above and liaise with and assist the other authority as required.

Incident Manager:

The Incident Manager's immediate actions are:

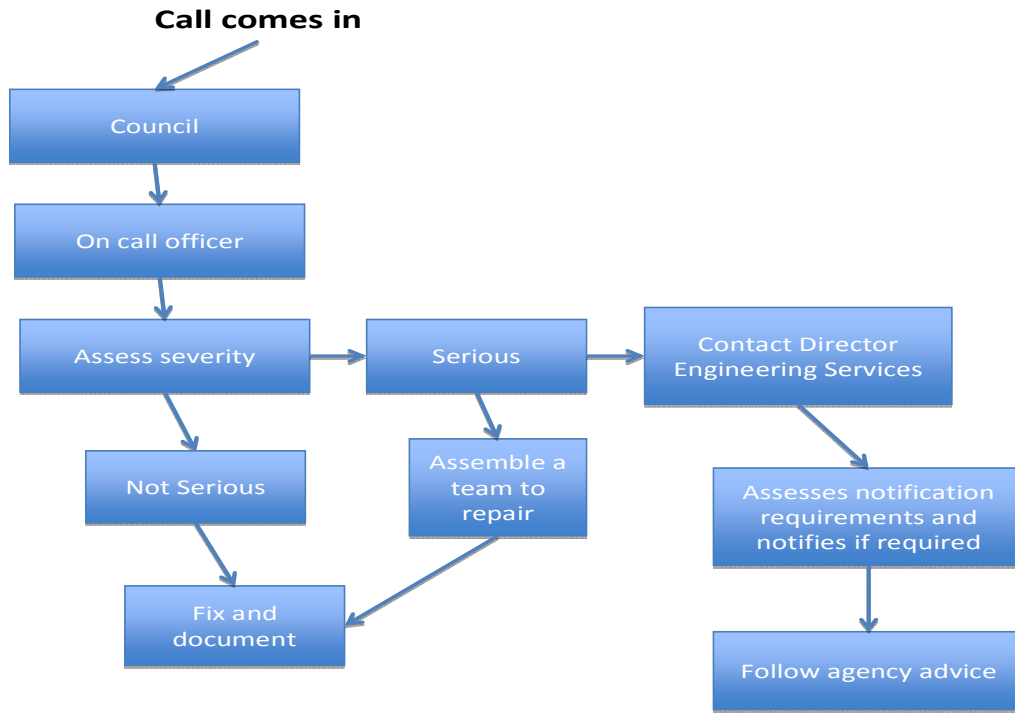
On assuming command, the Incident Manager shall immediately:

1. Take control. Decisions need to be speedy, clear, concise and decisive.
2. Set up a command centre (Incident Co-ordination Centre). The Council Chamber has been designated for use as a command centre in major incidents.
3. Conscript office personnel and assign sector tasks to them.
4. Establish clear and effective communications lines.
5. Initiate an Incident Log (see forms at page 19).

Consideration should be given to any special aspects of the incident that need attention. A list of mandatory considerations is included in the Incident Guide manual. It is important to consider all impacts, back-up support personnel, resources co-ordination, and financial / budget requirements.

Appendix B – On-site management procedures for potential pollution incidents.

Flowchart showing procedure for dealing with water and sewer pollution incidents



Examples of response to typical incidents:

1. Sewage surcharges from mains, manholes or pumping stations:

Warning: Sewage surcharges can have a serious health and environment component and legal action could be initiated under the Environmental Offences and Penalties Act. Swift action to contain the surcharge is necessary.

Immediate Actions:

1. Use a spill containment kit and/or construct temporary earth banks to contain the surcharged material with the primary aims to:
 - (a). Prevent material getting to creeks or into dwellings.
 - (b). If (a) above is not able to be achieved, contain surcharge to a specific location within the creek or to a single property.

Consider double bunding around surcharge point or in a creek if already polluted. Pumping to nearest downstream manhole may be necessary.

2. Notify EPA immediately if the surcharge involves significant quantities of sewage escaping to a creek or if there is a likelihood of such happening. (A minor discharge of a few litres of sewage in a creek is not required to be notified to EPA).
3. Have photographs taken at various stages.
4. Arrange for ongoing water quality tests in creek upstream and downstream of surcharge.
5. Notify media outlets of contamination in creek.
6. Arrange for removal of solids and concentrated sewage, general cleanup, and decontamination to make the affected area safe before closing the incident.
7. Arrange follow up check and water quality testing to ensure there is no harm to the environment or prolonged effects.

2. Break in trunk main adjacent to Rocky Creek:

Warning: *Although buried, the trunk main crosses several deep gullies and is vulnerable to erosion from major storm flows which could expose the main and subject it to fracture. The discharge of raw sewage from a sewer main directly into a watercourse which drains to Rocky Creek will have serious health and environmental components. Legal action could be initiated under the Environmental Offences and Penalties Act.*

Immediate Actions:

1. Isolate the break and place a plug in the line upstream of the break.
2. Notify the EPA immediately of the situation.
3. Arrange for a suitable tanker to periodically pump out the upstream manhole(s) to avoid a surcharge at that location. Sewage removed from the system will be transported and deposited at the Sewerage Treatment Plant.
4. Depending on stream flows, disinfection at the discharge source may be required.
5. When water levels allow, affect temporary repairs to the main.
6. Replace damaged section of main and ensure protection is reinstated or upgraded to minimise damage from future flood events.

3. Water Supply Service

- **Surcharge of highly concentrated liquid alum into watercourse.**
- **Chemical Spills at WTP.**

Immediate Actions

1. Follow SWMS advice if ingested or inhaled. Use emergency shower if skin is exposed to some chemicals.
2. Use or wear appropriate PPE.
3. Contain spill to immediate area if possible.
4. Call NSW Fire Brigade for assistance to neutralise chemicals and clean up.

- **Algal Blooms:**

Warning: *Algal blooms can be highly toxic and thus have a health and environment component. Council may be exposed to legal action. Swift action to contain the problem is necessary.*

Immediate Actions:

1. Assume the algal bloom is toxic.
2. Shut down the Water Treatment Plant **and** the outlet from the clear water reservoir.

- **Trunk Water Main Breaks:**

Warning: *Trunk water main breaks can be potentially dangerous to human health in that persons on life support systems may be deprived of an essential water supply. In addition, flow from the break may have a high velocity resulting in potential for damage to adjacent infrastructure increasing over time and there may be environmental pollution caused by the eroded material. On some mains the valves may have to be shut slowly to avoid further damage to the main from induced water hammer.*

Immediate Actions:

1. Expose the break in the trunk main and excavate loose material around the main.
2. Locate the nearest valves which when turned off will isolate the break in the main.
3. Slowly close the valves.
4. Seek information from the local medical community as to the location of persons on life support systems and make arrangements for temporary relocation, if necessary.