

CONDOBOLIN WATER TREATMENT PLANT POLLUTION INCIDENT RESPONSE MANAGEMENT PLAN

August 2022

LACHLAN SHIRE COUNCIL



Document Control

Version	Author	Reviewer	Approved for Issue	
			Name	Date
Draft v1	B. Douglas	L Greentree	K Fernando	29/08/2012
Final	B. Douglas		B. Douglas	30/08/2012
Update V3	J. Harris	S. Siregar	S. Siregar	27/02/2020
Update V3.1	J. Harris	S. Siregar	S. Siregar	30/08/2021
Update V3.2	J. Harris	S. Siregar	S. Siregar	24/08/2022

Foreword

The Pollution Incident Response Management Plan (PIRMP) for the Condobolin Water Treatment Plant (WTP) is a document that has been developed to be used by Lachlan Shire Council in the operation and management of incidents at the Condobolin WTP. The purpose of this plan is to ensure that, where possible, pollution incidents are avoided but if they do occur they are managed appropriately to minimise the effects on the environment and to human health.

This PIRMP addresses the requirements under the POELA Act 2011.

The objectives of the plan are to:

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

This management plan is to be continually updated and reviewed by Council's, Manager Utilities, Lachlan Shire Council and Councils Work Health and Safety (WHS) committee.

Contents

Foreword	3
Contents	4
Introduction.....	7
1.1 Water Treatment Plant.....	7
1.2 Scope of the PIRMP	7
2 Context of the Assessment.....	9
2.1 Background.....	9
2.2 Council Commitment.....	10
2.3 Regulatory and Formal Requirements.....	11
3 Assessment of the Risks	12
3.1 Risk Assessment Workshop	12
4 Preventative Actions to be Undertaken	16
5 Inventory of Pollutants and MDS	21
5.1 Inventory of Treatment Chemicals.....	21
5.2 Chemical Usage	21
5.3 Other Pollutants Onsite	21
6 Safety Equipment	23
6.1 List of PPE Equipment Onsite	23
6.2 List of Monitoring Devices.....	24
7 Roles, Responsibilities and Contact Details.....	25
7.1 Stakeholder Responsibilities and Engagement	25
7.2 Council Procedures for Contacting Staff to Respond to a Possible Incident.....	26
7.3 List of Contact Details.....	27
8 Communicating with Neighbours and the Community.....	28
8.1 Incident Classification.....	28
8.2 Notification Process.....	29
8.3 Workplace Incidents	31
8.4 Investigation of Incidents and Emergencies.....	31
9 Minimising Harm to Persons on the Premises	32
9.1 Attendance Register	32
9.2 Site Induction.....	32
9.3 Evacuation Procedure.....	32

9.4	Muster Location.....	32
10	Maps	33
11	Actions to be Undertaken During or Immediately After a Pollution Incident.....	35
11.1	Minor Incident Action Plan.....	35
11.2	Moderate Incident Action Plan.....	36
11.3	Major Incident Action Plan	37
12	Evaluation, Audit and Review for Continuous Development.....	38
12.1	Evaluation and Review	38
12.2	Auditing	38
13	References	39
14	Appendices	40
	Appendix A – MSDS	40
	Appendix B – Plans	45
	Appendix C – Training / Education Register.....	46
	Appendix D – Incident Reporting Form	53
	Appendix E – Audit Log Form	56
	Appendix F – Telemetry System Alarm Listing	57

Figures

Figure 1.1 - Condobolin WTP - Location of WTP	8
Figure 4.1 - Photo Chlorination Room.....	19
Figure 4.2 - Photo ACH Tank and Bund	19
Figure 4.3 - Photo Sodium Silicate Storage	20
Figure 4.4 - Photo PAC Storage.....	20
Figure 8.1 - Incident Communication Protocols Condobolin WTP	30
Figure 10.1 - Condobolin WTP - Location of WTP	33
Figure 10.2 - Condobolin WTP - Location of Stored Chemicals.....	34
Figure 11.1 - Minor Incident Action Plan.....	35
Figure 11.2 - Moderate Incident Action Plan	36
Figure 11.3 - Major Incident Action Plan.....	37

Tables

Table 2.1: Formal and Regulatory Requirements.....	11
Table 3.1: Definitions of Likelihood	12
Table 3.2: Definitions of Impact	12
Table 3.3: Risk Analysis Criteria	13

Table 3.4: Risk Register Condobolin WTP 14

Table 4.1: Preventative Measures at each Site 17

Table 5.1: Pollutant List 22

Table 6.1: PPE Listing 23

Table 6.2: List of Monitoring Devices 24

Table 7.1: Stakeholder Responsibilities and Engagement 25

Table 7.2: Stakeholder Contact Details 27

Introduction

The township of Condobolin is located 463 km due west of Sydney and 100 km west of Parkes at an elevation of approximately 220 m above sea level. Condobolin currently has a population of approximately 2850 people.

Condobolin is in the Lachlan Shire Local Government Area (LGA). Lachlan Shire Council owns and operates the water treatment plant servicing the town.

1.1 Water Treatment Plant

The Condobolin WTP comprises the following treatment /process units:

- Raw water pump station
- Clarifiers
- Dual Media filters
- Chemical storage and dosing facilities
- Distribution system including pipelines and reservoirs

The WTP operates under an Environmental Protection Licence (EPL) 430.

1.2 Scope of the PIRMP

The scope of the plan is as follows:

- Description and likelihood of hazards
- Pre-emptive actions to be taken
- Inventory of pollutants
- Safety equipment
- Contact details
- Communicating with neighbours and the local community
- Minimising harm to persons on the premises
- Maps showing the location of scheme components
- Actions to be taken during or immediately after a pollution incident
- Staff training

Figure 1.1 - Condobolin WTP - Location of WTP



2 Context of the Assessment

2.1 Background

A new provision requirement under the *Protection of the Environment Legislation Amendment Act* (POELA) 2011 is the requirement to prepare, keep, test and implement a pollution incident response management plan for each environmental protection licence that Council holds.

The objectives of these plans are to:

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

The NSW EPA defines a ‘pollution incident’ as follows;

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

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:

- a) harm to the environment is material if:
- b) it involves actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or
- c) 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
- d) 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.

Industry is now required to report pollution incidents *immediately* to the EPA, NSW Health, Fire and Rescue NSW, WorkCover NSW and the local council. ‘Immediately’ has its ordinary dictionary meaning of promptly and without delay. These strengthened provisions will ensure that pollution incidents are reported directly to the relevant response agencies so they will have direct access to the information they need to manage and deal with the incident in as fast a time as is practical.

The NSW EPA requires a plan to be implemented for all existing licenses by the 1st of September 2012. Council holds the EPL 430 for the Condobolin WTP.

2.2 Council Commitment

Lachlan Shire Council is committed to protecting the health of the public, the environment and its workers. This commitment has been formalised and is contained in Council's Management Plan and Budget 2011/12. Council's charter is shown below.

COUNCIL'S CHARTER

The Local Government Act contains a Charter for Local Government which describes the approach to supplying services and activities. It charges local government with a number of responsibilities:

- to provide directly or on behalf of other levels of government, after due consultation, adequate, equitable and appropriate services and facilities for the community and to ensure that those services and facilities are managed efficiently and effectively
- to exercise community leadership
- to exercise its functions in a manner that is consistent with and actively promotes the principles of multiculturalism
- to promote and to provide and plan for the needs of children
- to properly manage, develop, protect, restore, enhance and conserve the environment of the area for which it is responsible, in a manner that is consistent with and promotes the principles of ecologically sustainable development
- to have regard to the long term and cumulative effects of its decisions
- to bear in mind that it is the custodian and trustee of public assets and to effectively account for and manage the assets for which it is responsible
- to engage in long-term strategic planning on behalf of the local community
- to exercise its functions in a manner that is consistent with and promotes social justice principles of equity, access, participation and rights
- to facilitate the involvement of councillors, members of the public, users of facilities and services and council staff in the development, improvement and co-ordination of local government
- to raise funds for local purposes by the fair imposition of rates, charges and fees, by income earned from investments and, when appropriate, by borrowings and grants
- to keep the local community and the State government (and through it, the wider community) informed about its activities
- to ensure that, in the exercise of its regulatory functions, it acts consistently and without bias, particularly where an activity of the council is affected
- to be a responsible employer.

Council's Work Health and Safety Policy can be found on their website.

2.3 Regulatory and Formal Requirements

The regulatory and formal requirements applicable to the scheme are shown in **Table 2.1**. These legislative, licensing requirements and guidelines are to be met to ensure the protection of public health and environmental health and to satisfy WH&S requirements. This management plan addresses how these requirements are to be met.

Table 2.1: Formal and Regulatory Requirements

Parameter	Instrument	Administered by
Overall Scheme Operation	Water Management Act 2000	NSW EPA
	Local Government Act 1993	NSW Office of Water
Public Health	Environment Operations Act 2011	NSW EPA NSW Health
Environmental Health	Section 55 Protection of the Environment Operations Act 2011 Environment Protection Licence 430	NSW EPA
WHS	<i>Work Health and Safety Act 2011</i> (WHS Act) and the WHS Regulations.	WorkCover Authority of NSW
Plumbing	All pipe work is to be installed in accordance with AS/NZS 3500 (Plumbing and Drainage Code: Standards Australia 1996-2003)	Lachlan Shire Council

The Manager of Utilities, at Lachlan Shire Council, is responsible for the review and evaluation of this plan and for meeting the regulatory and other requirements.

3 Assessment of the Risks

3.1 Risk Assessment Workshop

A risk assessment was undertaken at Condobolin on the 13th of August 2012. The objective of the assessment was to:

- identify the hazards,
- identify hazardous events
- assessment of the likelihood of the event and other factors that may increase the likelihood
- assess the impacts
- assess the overall risk.

Shown in **Table 3.1**, **Table 3.2** and **Table 3.3** are the criteria used in the assessment.

As can be seen in **Table 3.4**, the residual risks are all low with just a few being considered as moderate.

Table 3.1: Definitions of Likelihood

Level	Likelihood	Description
A	Almost certain	- The event is expected to occur often (several times per year)
B	Likely	- The event will probably occur often (once every 1-3 years)
C	Possible	- The event might occur at some time (once every 3 to 10 years)
D	Unlikely	- The event could occur at some time (once every 20 years)
E	Rare	- The event may occur only in exceptional circumstances (once every 100 years)

Table 3.2: Definitions of Impact

Level	Classification	Example Definition Human Health	Example Definition Environment
1	Insignificant	No detectable human health illness.	No detectable environmental impact.
2	Minor	Short term, low level illness affecting a small population	Localised, short term environmental impact.
3	Moderate	Short term, low level illness affecting a large population	Localised, medium term environmental impact.
4	Major	Severe illness or death affecting a small population	Severe long-term environmental impact.
5	Catastrophic	Severe illness or death affecting a large population	Severe permanent environmental impact.

Table 3.3: Risk Analysis Criteria

Likelihood	Impacts				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
Almost Certain – A	Low	Moderate	High	Very High	Very High
Likely – B	Low	Moderate	High	Very High	Very High
Possible – C	Low	Moderate	Moderate	High	Very High
Unlikely – D	Low	Low	Moderate	High	Very High
Rare – E	Low	Low	Low	Moderate	High

Table 3.4: Risk Register Condobolin WTP

	Contaminant	Description of the Hazardous Event	Human Health (Public Health)	Environmental Risks	Likelihood Almost certain - several times per year Likely - once every 1 - 3 years Moderate - once every 3 - 10 years Unlikely - once every 20 years Rare - once every 100 years	Events or Circumstances that would exacerbate or increase likelihood	Impact Insignificant Minor Moderate Major Catastrophic	Assessed Risk Low Moderate High Very High	Pre-emptive Actions (Existing Controls)
1	Chlorine	Major gas leak	✓	✓	Unlikely		Major	High	The installation does not currently comply with AS/NZS 2927:2001 wrt safety equipment, alarm/warning system, signage and available buffer distance to local residences
2	Chlorine	Minor gas leak eg leaking pipe	✓		Unlikely	Wind direction towards house	Major	High	Pressure relief valves, operator trained
3	Chlorine	Major gas leak eg tank failure	✓		Unlikely	Wind direction towards house	Major	High	Suitable trolley, valve outlet caps, valve protection covers, operator trained
4	Chlorine	Gas leak due to fire	✓		Rare	Wind direction towards house	Major	Moderate	Fire potential is very low
5	ACH	Major leak - tank or fitting failure		✓	Unlikely	Sump valve left open (valve was found to be missing during the site inspection)	Minor	Low	Bund provided - 12,300 L (Bund currently does not have available capacity of 110% of tank volume and distances between tank wall and bund walls are insufficient. Bund walls should be increased

6	ACH	Minor spill - transfer of chemical from truck to tank		✓	Possible	Sump valve left open (valve was found to be missing during the site inspection)	Minor	Low	Dosing pump monitored via telemetry
7	Sodium Silicate	Major leak - tank or fitting failure		✓	Likely		Minor	Low	Bulky bin (steel bars surround bin)
8	Sodium Silicate	Minor spill - pipe or pump failure		✓	Possible		Minor	Possible	Dosing pump monitored via telemetry
9	PAC	Minor spill - bag ruptures		✓	Possible		Insignificant	Low	
10	Sodium Fluoride	Minor spill - bag ruptures		✓	Possible		Insignificant	Low	PPE, SCBA, kept in a room, trained operator
11	Sodium Fluoride	Sabotage	✓	✓	Rare		Major	Low	Locked room, treatment plant fenced. Operation monitored on SCADA

4 Preventative Actions to be Undertaken

The preventative actions or measures to manage and minimise the risk to human health and the environment involve a multiple barrier approach. The multiple barriers, in order of preference, are as follows;

- Elimination
- Substitution
- Isolation
- Engineering means
- Administrative
- Personal Protection Equipment

These are readily broken down to the following

- Appropriate design of the facilities
- Appropriate operation and monitoring and
- Appropriate education and training

The identified current preventative actions are shown in Table 4.1. The additional preventative actions that have been identified. Photos of the existing measures are shown in Figures 4.1 – 4.6.

Once the additional preventative actions that have been identified have been undertaken the risk is expected to reduce from a HIGH category to a MODERATE category.

A listing of the telemetry alarms provided at each site is shown in Appendix G.

Table 4.1: Preventative Measures at each Site

Site	Potential Hazards	Existing 'Preventative' Actions	Proposed New Measures
Chlorination System 2x 920 kg 5x 70 kg	Release of gas - Major	Suitable trolley, Valve outlet caps, Valve protection covers, SCBA, PPE Operator training Backup personnel MSDS Staff check daily	1. Gas detector to be provided and connected to the telemetry system 2. Fire alarm system for the chlorination room 3. Wind sock for the chlorination room 4. Weigh scales 5. Auto shut off valves 6. Mechanical ventilation 7. Provide alternative assembly area to allow for wind direction changes 8. Emergency management plan
	Release of gas – Minor	Pressure relief valves, SCBA PPE Operator training Backup personnel MSDS Staff check daily	1. Gas detector to be provided and connected to the telemetry system 2. Fire alarm system for the chlorination room 3. Wind sock for the chlorination room
ACH 13,000 L	Major leaks	Bund 12,300 L Safety shower	None required

		MSDS Staff check daily	
	Minor Leaks – Transfer between tanker and storage	Concrete hardstand Staff check daily	Extend bund to 4 th side
Sodium Silicate 2 x 1000 L	Major leaks	Bulky bin Staff check daily	Provide bund
	Minor Leaks – Transfer between tanker and storage	Dose pump is monitored via telemetry Staff check daily	Provide bund
PAC 2 x 400 kg	Minor Spills	SCBA, PPE Operator training MSDS	None required
Sodium Fluoride	Minor spills	SCBA, PPE Operator training MSDS	None required

Figure 4.1 - Photo Chlorination Room



Figure 4.2 - Photo ACH Tank and Bund



Figure 4.3 - Photo Sodium Silicate Storage



Figure 4.4 - Photo PAC Storage



5 Inventory of Pollutants and MDS

5.1 Inventory of Treatment Chemicals

The stored chemicals onsite are as listed in Table 5.1.

5.2 Chemical Usage

The chemicals used in the treatment of the water is as follows:

- ACH for coagulation prior to filtration
- Chlorine is used as a disinfectant. The levels of free chlorine in the water are continuously monitored to ensure that sufficient chlorine is available for disinfection and that levels remain at the end use point so as to provide a residual disinfectant dose. The amount of chlorine added will be controlled by the SCADA to ensure that the concentration in the reclaimed water remains within these design and critical limits.
- Powdered Activated Carbon for coagulation prior to filtration
- Sodium Silicate for coagulation prior to filtration
- Sodium Fluoride as an additive to the water.

MSDS are included in Appendix B.

5.3 Other Pollutants Onsite

The other potential pollutants onsite are:

- The waste from the clarifiers and from backwashing of the filters is a potential pollution source. Council's EPL. There are no volume or quality restrictions on these releases.

Table 5.1: Pollutant List

Chemical	Location	Chemical Name and Formula	Typical Analysis	Use	Amount Stored
Chlorine Gas	Chlorine Room	Cl		Disinfectant used in water treatment.	2 x 920 kg 5 x 70 kg
ACH		Aluminium chlorohydrate (ACH) Al ₂ (OH) ₅ Cl	23-24% Al ₂ O ₃ or 40-41% w/w ACH SG 1.33 83-84% basicity 8.5% w/w Cl	Coagulant used in water treatment.	13,000 L in a tank
Sodium Silicate	Storage Shed	Multifloc SE 287 coagulant enhancer		Coagulant used in water treatment.	2 x 1000 L
PAC	Storage Shed	Powdered activated carbon		Coagulant used in water treatment.	2 pallets ~ 900 kg
Sodium fluoride	Fluoridisation Room	NaF		Additive to drinking water.	
Clarifier and filter backwash	Clarifier and filter		TBA	By-product of water treatment process	

6 Safety Equipment

Safety equipment and other devices that are onsite will minimise the risks to human health or the environment and contain or control a pollution incident. These will include any PPE, MSD sheets, monitoring devices and spill containment facilities/equipment.

6.1 List of PPE Equipment Onsite

The following PPE safety equipment is provided onsite:

Table 6.1: PPE Listing

Personal Protective Equipment	Location
Protective gloves	Outside Fluoridisation room
Goggles	Outside Fluoridisation room
Safety glasses	Outside Fluoridisation room
SCBA	Outside chlorination room
Apron	Outside Fluoridisation room

6.2 List of Monitoring Devices

The following monitoring devices are present onsite:

Table 6.2: List of Monitoring Devices

System	Monitoring Devices
Current Alarms	Chemical General Alarm Clear Water Overflow Alarm Intrusion Alarm Phase Fail Alarm Pump Number 1 Failed Alarm Pump Number 2 Failed Alarm Telemetry 240V Fail Alarm Telemetry Battery Low Alarm
Proposed Alarms Chlorination System Fluoride Dosing	Chlorine Gas Detector Weigh scales Smoke detector Fire alarm Wind direction Dosing Pump Flow meter

A listing of the telemetry alarms provided at each site is shown in Appendix G.

7 Roles, Responsibilities and Contact Details

7.1 Stakeholder Responsibilities and Engagement

Condobolin Shire Council has committed to operating its WTP in a responsible manner. Effective stakeholder engagement is necessary to fulfil this commitment. **Table 7.1** presents the stakeholders involved in the operation of the WTP, sets out their roles, the communication expected to occur to achieve safe operation of the plant. Further information on the operation of the system and communication protocols is addressed later in this plan.

Table 7.1: Stakeholder Responsibilities and Engagement

Stakeholder	Responsibility	Communicates with	Reason
Lachlan Shire Council Director Infrastructure Services	Overall scheme operation/ responsibility	Manager Utilities	Management of operations staff
		NSW Health	Health advice, reporting incidents
		NSW EPA	Reporting on Licence compliance, reporting incidents
		Community of Condobolin	Advice where required during incidents
		WorkCover	Reporting of injuries and accidents where required.
Manager Utilities	Management of scheme operation and maintenance, emergency response	Council operators and Director Infrastructure Services	Management of operations staff, reporting issues regarding operation, maintenance and compliance to Council, resolving site issues,
	Construction works near water pipelines	Construction companies	Council approval needed for any excavation in road reserves to minimise risks to pipelines.
Council WTP operators and W&S crews	Day to day operation of WTP and transport system, response to emergencies	Manager of Utilities	Communicates issues regarding operation, maintenance and compliance
Police /Fire Brigade/HAZMAT/ Ambulance/ SES	Response to emergencies	Director Infrastructure Services	Response to spills, injuries, accidents

7.2 Council Procedures for Contacting Staff to Respond to a Possible Incident

During normal office hours – 8.30am to 4.30pm Monday to Friday

Residents contact the Lachlan Shire Council Office on (02) 6895 1900. The Customer Service Officers collect the details of the incident (including contact details of the person making the report) and immediately notify the relevant officers on their mobile telephone. For Condobolin following hierarchy is followed for notification.

Water Operator – Plumbing Officer – Sewer Operator – Overseer Condobolin – Engineer Water and Sewer - Manager Utilities - Director Infrastructure Services.

The Customer Service Officers call those on the list until an operator answers and takes the incident details. The Operator then responds immediately to the incident.

After hours – 4.30pm to 8.30am weekdays and all day Saturday and Sunday

Residents contact the Lachlan Shire Council Office on (02) 6895 1900, they are referred to the On-Call Overseer on 0428 954 445. The On-Call Overseer collects the details of the incident (including contact details of the person making the report) and immediately notify the relevant officers on their mobile telephone. For Condobolin following hierarchy is followed for notification.

Water Operator – Plumbing Officer – Sewer Operator – Overseer Condobolin – Engineer Water and Sewer - Manager Utilities - Director Infrastructure Services.

The On-Call Overseer call those on the list until an operator answers and takes the incident details. The Operator then responds immediately to the incident.

7.3 List of Contact Details

The contact details of the stakeholders are listed below in Table 7.2.

Table 7.2: Stakeholder Contact Details

Name	Position and Organisation	Phone	Email
Lachlan Shire Council	After Hours Officer	0428 954 445	
	Greg Tory General Manager	(02) 6895 1900 0427 073 770	greg.tory@lachlan.nsw.gov.au
	Adrian Milne Director of Infrastructure Services	(02) 6895 1900 0428 431 035	adrian.milne@lachlan.nsw.gov.au
	Shaula Siregar Manager Utilities	(02) 6895 1900 0447 732 264	shaula.siregar@lachlan.nsw.gov.au
	Jennifer Harris Engineer - Utilities	(02) 6895 1900 0439 687 086	jennifer.harris@lachlan.nsw.gov.au
Environment Protection Authority	EPA Pollution Line	131 555	
	North West - Dubbo	(02) 6883 5300 Option 3	
NSW Public Health Unit	Bathurst Office	(02) 6330 5880	
	On Call Public Health Officer	0428 400 526	
DPIE Water	Brendan Miller	0437 426 482	brendan.miller@dpie.nsw.gov.au
	Joe Fuller	0428 443 790	joe.fuller@dpie.nsw.gov.au
Emergency Services	Police Ambulance Fire Brigade Rural Fire Service State Emergency Service HAZMAT	000	
Poisons Information Line		13 11 26	
State Emergency Service	NSW State Headquarters	13 25 00	
Local Emergency Management Committee	Lachlan Shire LEMO Adrian Milne	(02) 6895 1900 0428 431 035	

8 Communicating with Neighbours and the Community

To determine the appropriate communication strategy for an incident the incident needs to be categorised. Once categorised the agreed communication strategy can be deployed.

8.1 Incident Classification

- **Minor Risk Incident:** managed by routine procedures/work practices.
 - Incident affects small area only AND
 - Incident is easy to clean up without additional assistance AND
 - There is no risk of material harm to humans or the environment
- **Moderate Risk Incident:** further investigation may be required and assessment of management options; in the short term, operations and maintenance adjusted to reduce the consequences, likelihood and exposure.
 - Incident affects more than one property OR
 - There is a risk of pollution or material harm to the environment BUT
 - Clean up can be completed without assistance AND
 - There is no danger to humans
- **Major Risk Incident:** further detailed investigation and assessment of management options is required; immediate review and adjust operations and maintenance to reduce the consequences, likelihood and exposure; clean-up and notification procedures become high priority.
 - Potential or actual harm to humans and the environment AND/OR
 - Assistance is required with cleanup from other agencies

The following examples are shown;

- Minor Incident – an incident with a low risk to health and the environment such as;
 - Minor spills of ACH, sodium silicate, PAC and sodium fluoride
 - Power failure WTP
 - Overflow from the filters, clarifiers
- Moderate Incident - an incident with a medium risk to health and the environment such as;
 - Major spill of ACH (bund and tank ruptured)
 - Minor chlorine gas leaks
- Major Incident - an incident with a high risk to health and the environment such as;
 - Major spill of ACH (bund and tank ruptured) raining – ACH leaves the site
 - Chlorine gas cylinder leak
 - Chlorine gas system leakage
 - Earthquake or structural collapse causing significant damage

8.2 Notification Process

The following incident notification process will be undertaken for the identified incident levels;

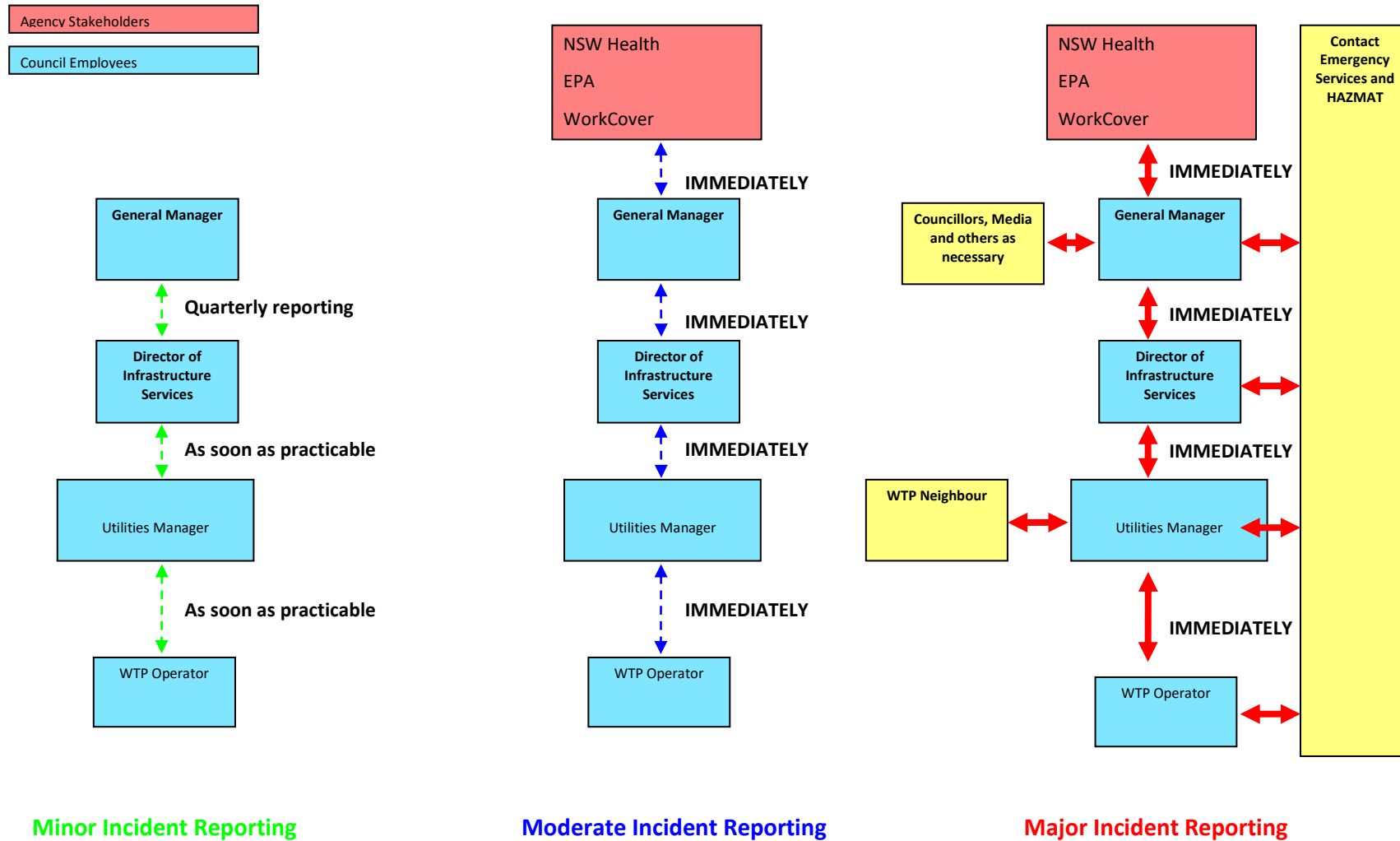
- **Minor Incident**
 - The WTP operator will report MINOR incidents to the Manager Utilities - within 24 hours of the minor incident occurring.
 - The Manager Utilities will record MINOR incidences in the PIMRP.
- **Moderate Risk Incident – NOTIFIABLE**
 - The WTP operator will report Medium Incidents to the Manager of Utilities – **IMMEDIATELY**
 - The Manager of Utilities will report Medium Incidents to the Director of Infrastructure Services - **IMMEDIATELY**
 - The Director of Infrastructure Services will report MODERATE Risk SIGNIFICANT incidences IMMEDIATELY to the EPA, General Manager, NSW HEALTH and WorkCover if required.
- **Major Risk Incident - NOTIFIABLE**
 - The WTP operator will report Medium Incidents to the Manager of Utilities, HAZMAT and Emergency Services as required – **IMMEDIATELY**
 - The WTP operator will communicate with the neighbours to the plant– **IMMEDIATELY**
 - The Manager of Utilities will report High Risk Incidents to the Director of Infrastructure Services - **IMMEDIATELY**
 - The Director of Infrastructure Services will report MAJOR Risk SIGNIFICANT incidences **IMMEDIATELY** to the EPA, General Manager, NSW HEALTH and WorkCover if required.

This is shown schematically in **Figure 8.1**.

This procedure will form part of the operator, contractor and user training and awareness.

Incident reporting includes communicating the incident and documenting the incident.

Figure 8.1 - Incident Communication Protocols Condobolin WTP



8.3 Workplace Incidents

The following incidents and injuries must be reported to WorkCover:

- Notifiable incidents involving a fatality or a serious injury or illness
- Notifiable incidents involving a fatality or serious injury or illness to other people at your workplace
- Notifiable incidents that present a serious risk to health and safety at your workplace (dangerous incidents)
- Other incidents involving an injury or illness where workers compensation is payable

8.4 Investigation of Incidents and Emergencies

Following any incident or emergency situation, an investigation will be undertaken and all involved staff should be debriefed, to discuss performance and address any issues or concerns.

The investigation will consider factors such as:

- What was the initiating cause of the problem?
- How was the problem first identified or recognised?
- What were the most critical actions required?
- What communication problems arose and how were they addressed?
- What were the immediate and longer-term consequences?
- How well did the protocol function?

9 Minimising Harm to Persons on the Premises

9.1 Attendance Register

An attendance register is in place at the WTP. All visitors are signed in and out of the site.

9.2 Site Induction

Visitors are inducted to the site by the WTP operator.

9.3 Evacuation Procedure

Move to the muster location.

9.4 Muster Location

The muster location is shown in Figure 9.1.

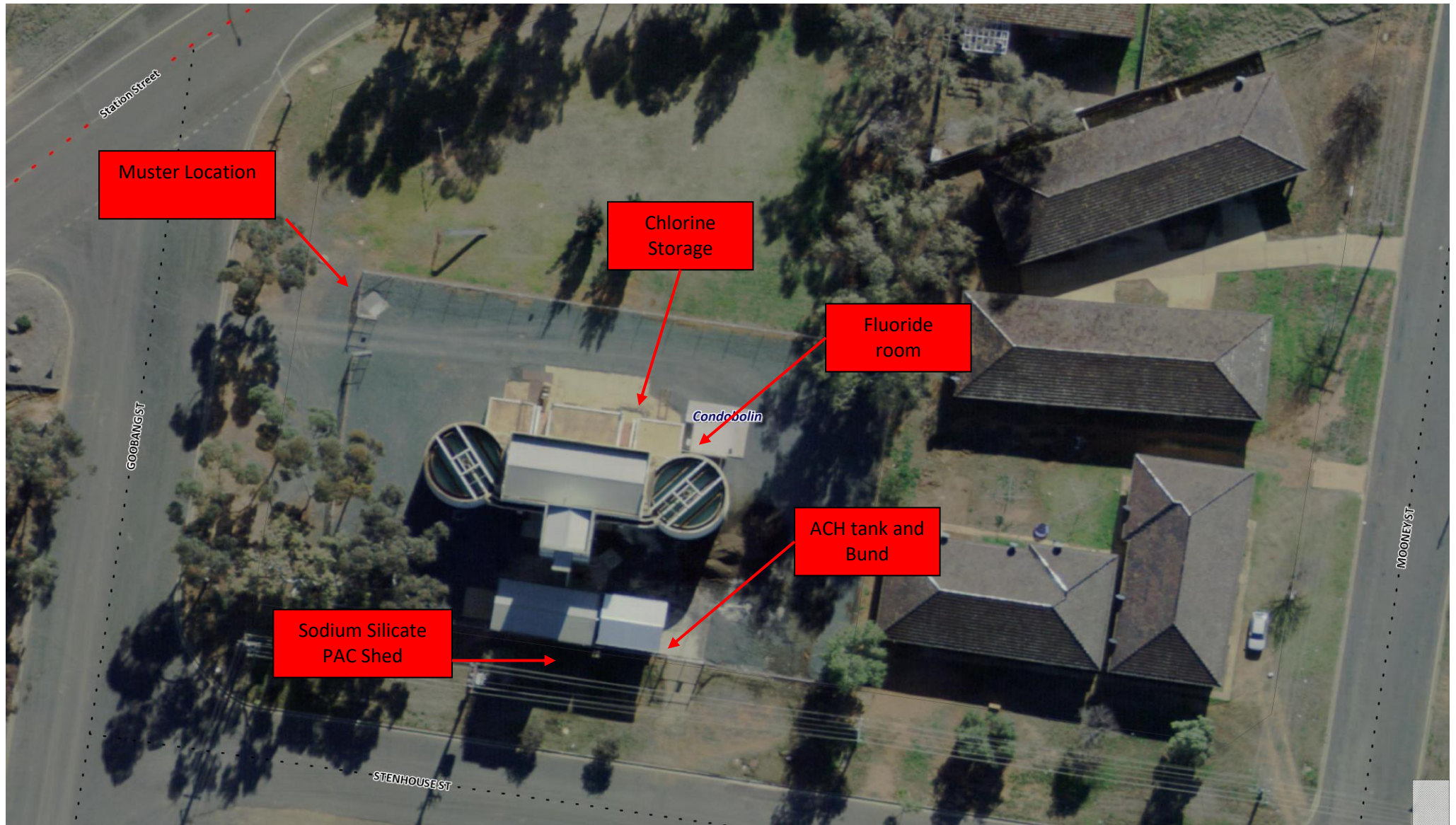
Figure 9.1 Condobolin WTP Muster Location



Figure 10.1 - Condobolin WTP - Location of WTP



Figure 10.2 - Condobolin WTP - Location of Stored Chemicals

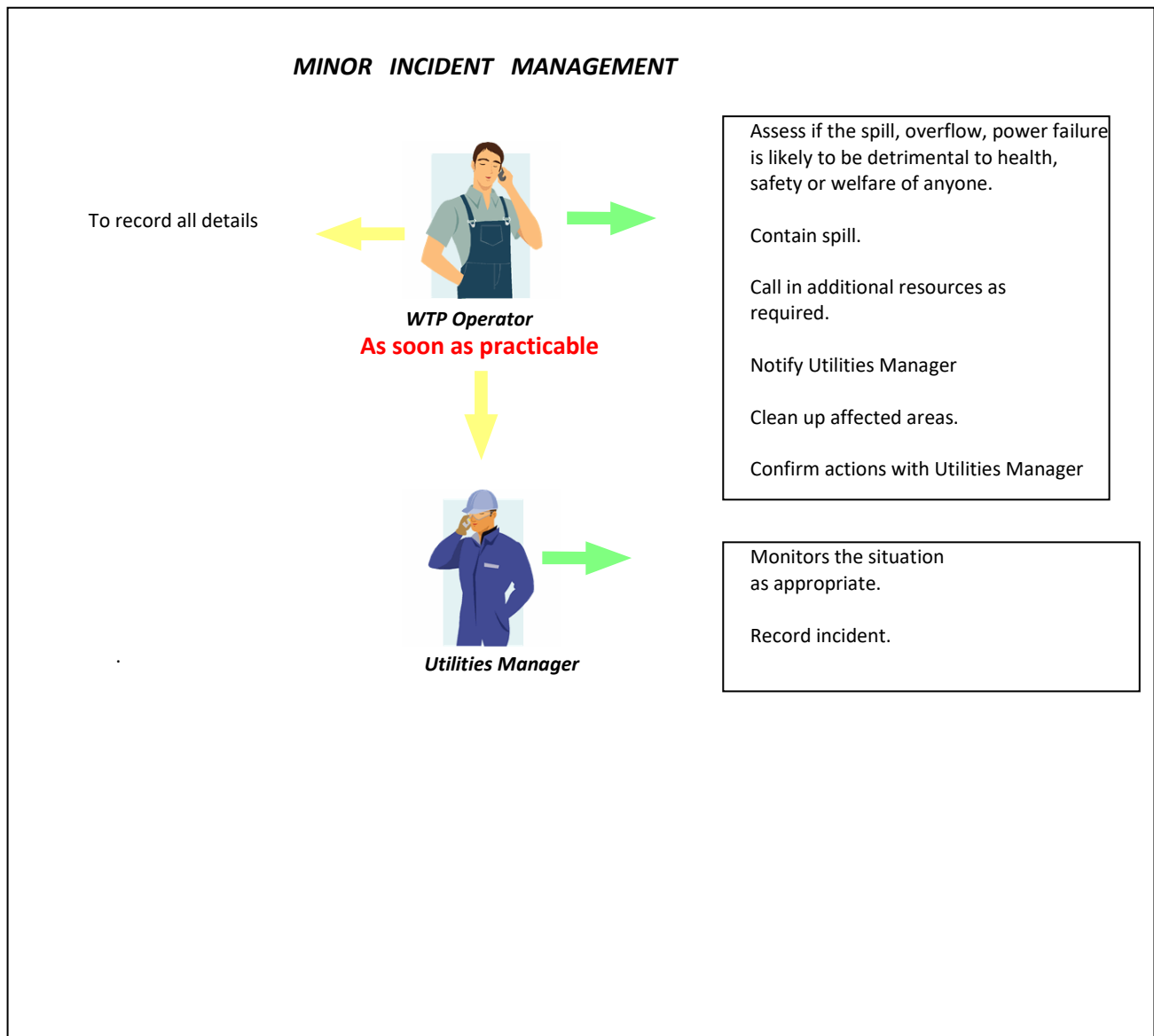


11 Actions to be Undertaken During or Immediately After a Pollution Incident

11.1 Minor Incident Action Plan

The action plan for the following minor incidents is shown in **Figure 11.1**:

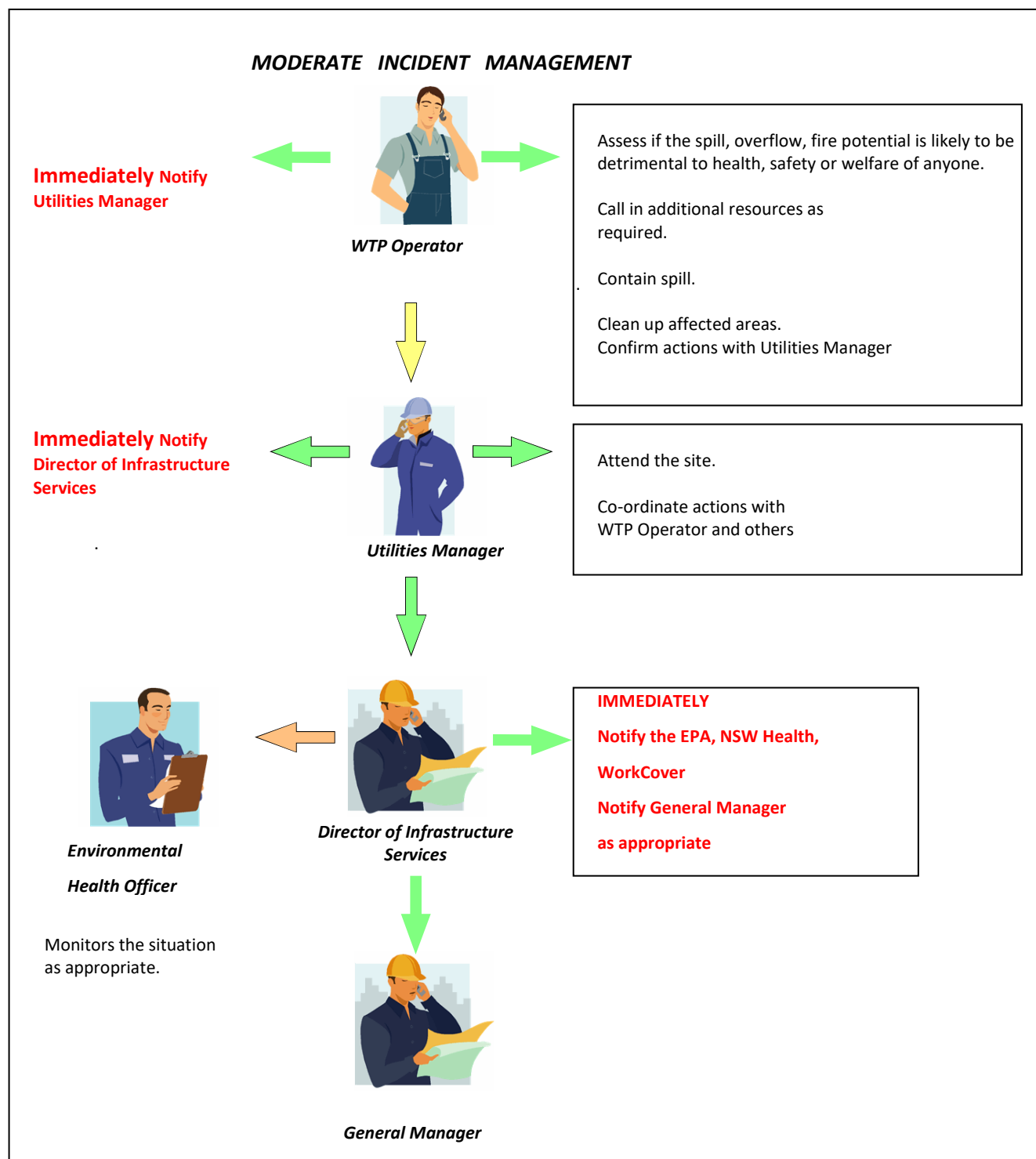
Figure 11.1 - Minor Incident Action Plan



11.2 Moderate Incident Action Plan

The action plan for the following incidents is shown in Figure 11.2:

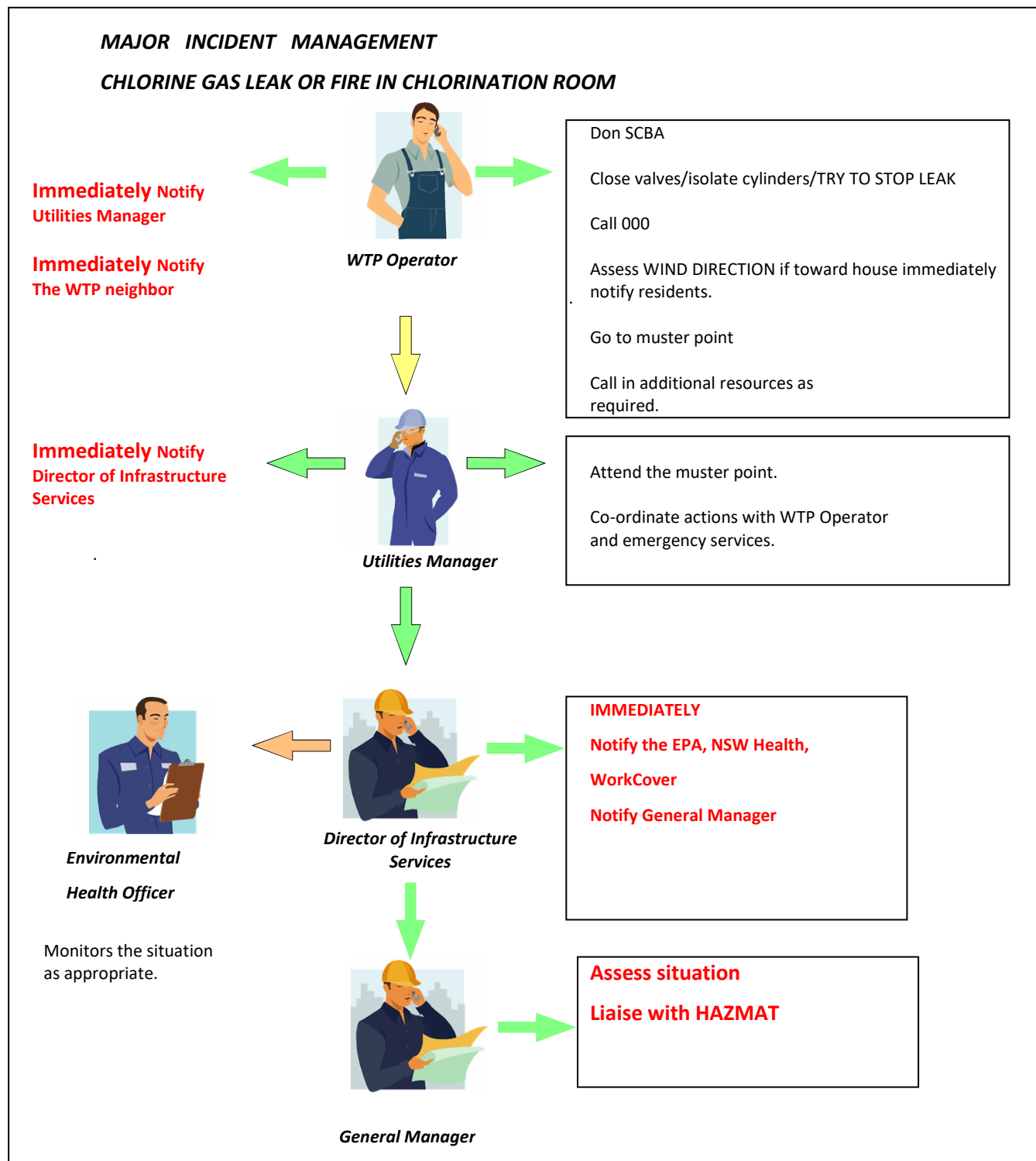
Figure 11.2 - Moderate Incident Action Plan



11.3 Major Incident Action Plan

The action plan for the following significant incidents is shown in **Figure 11.3**:

Figure 11.3 - Major Incident Action Plan



12 Evaluation, Audit and Review for Continuous Development

12.1 Evaluation and Review

A systematic review of the plan will be undertaken by the Utilities Manager annually or within one month of an incident occurring at the plant. The evaluation will:

- Assess the relevance of the risk assessment against the current state of the plant
- Identify any emerging problems and trends
- Assess the communication between Council, Council operational staff and regulators
- Assist in determining priorities for improving procedures
- Assessment of incidents and responses determined
- Determine when and what is to be audited in the next six months

Evaluation of results described above will be documented and the plan updated.

Evaluation will be reported to the Council stakeholders.

12.2 Auditing

Auditing of the pollutant inventory is to be done annually.

An audit may also be triggered by a significant incident or if the process chemical is changed.

13 References

1. POELA Act 2011
2. POEO Act 1997
3. EPL – Section 55 Protection of the Environment Operations Act 1997

14 Appendices

Appendix A – MSDS

SAFETY DATA SHEET



Revision date: 11-Mar-2022

Revision Number 11

1. IDENTIFICATION OF THE MATERIAL AND SUPPLIER

Product identifier

Product Name CHLORINE
Product Code(s) 000031088201

Other means of identification

UN number 1017
CAS No. 7782-50-5
Synonyms Liquefied chlorine, Liquid chlorine, Diatomic chlorine, Chlorine cylinder (used)
Pure substance/mixture Substance
Formula Cl₂

Recommended use of the chemical and restrictions on use

Recommended use Disinfection, water treatment, bleaching, metal recovery, neutralising agent, oxidant.
Uses advised against No information available.

Supplier

Ixom Operations Pty Ltd
ABN: 51 600 546 512
Level 8, 1 Nicholson Street
Melbourne 3000
Australia

Telephone Number: +61 3 9906 3000

Emergency telephone number

Emergency telephone number 1 800 033 111 (ALL HOURS)

Please ensure you refer to the limitations of this Safety Data Sheet as set out in the "Other Information" section at the end of this Data Sheet.

2. HAZARDS IDENTIFICATION

GHS Classification

Classified as dangerous goods in accordance with the Australian Code for the Transport of Dangerous Goods by Road and Rail (ADG).

AU07 UN 1017 CHLORINE has a subsidiary risk 5.1, as well as 8. Despite this, when transported in cylinders, pressure drums, MEGCs or tanks, chlorine gas is not considered incompatible with dangerous goods of Class 8 or 9, or Division 6.1, or combustible liquids.

Classified as a hazardous chemical in accordance with the criteria of Safe Work Australia - Globally Harmonized System (GHS).

Safety Data Sheet



Hazardous, NON-Dangerous Goods

1. MATERIAL AND SUPPLY COMPANY IDENTIFICATION

Product name: **ALCHLOR® GOLD**

Recommended use: Specialist coagulant in the treatment of water and wastewater; some miscellaneous applications.

Supplier: DGL Manufacturing Pty Ltd
ABN: 24 167 987 064
Street Address: 11 Boden Road
Seven Hills 2147 NSW
Telephone: (02) 9624 1333
Email: Sales@dglgroup.com

Emergency Telephone number: (02) 9624 1333 (Bus Hours: Mon - Fri; 8:30am - 4:30pm, AEST)

2. HAZARDS IDENTIFICATION

This material is hazardous according to the criteria of Safe Work Australia GHS 7.



Signal Word
Warning

Hazard Classification
Specific Target Organ Toxicity (Single Exposure) - Category 3 Respiratory Tract Irritation

Hazard Statement
H335 May cause respiratory irritation.

Prevention Precautionary Statements
P102 Keep out of reach of children.
P103 Read carefully and follow all instructions.
P261 Avoid breathing dust, fume, gas, mist, vapours or spray..
P271 Use only outdoors or in a well-ventilated area.

Response Precautionary Statements
P101 If medical advice is needed, have product container or label at hand.
P304+P340 IF INHALED: Remove person to fresh air and keep comfortable for breathing.
P312 Call a POISON CENTER/doctor if you feel unwell.

Storage Precautionary Statements
P403+P233 Store in a well-ventilated place. Keep container tightly closed.
P405 Store locked up.

Disposal Precautionary Statement
P501 Dispose of contents/container in accordance with local, regional, national and international regulations.

Poison Schedule:

Product Name: **ALCHLOR® GOLD**

Reference No: **Water solution of
Aluminium chlorohydrate.**

Issued: 2022-05-20

Version: 5

Page 1 of 7

Safety Data Sheet



Hazardous, NON-Dangerous Goods

1. MATERIAL AND SUPPLY COMPANY IDENTIFICATION

Product name: **MULTIFLOC® SE 287**

Recommended use: Coagulant enhancer.

Supplier: DGL Manufacturing Pty Ltd
ABN: 24 167 987 084
Street Address: 11 Boden Road
Seven Hills 2147 NSW
Telephone: (02) 9624 1333
Email: Sales@dglgroup.com

Emergency Telephone number: (02) 9624 1333 (Bus Hours: Mon - Fri; 8:30am - 4:30pm, AEST)

2. HAZARDS IDENTIFICATION

This material is hazardous according to the criteria of Safe Work Australia GHS 7.



Signal Word
Warning

Hazard Classifications

Skin Corrosion/Irritation - Category 3
Eye Damage/Irritation - Category 2B
Specific Target Organ Toxicity (Single Exposure) - Category 3 Respiratory Tract Irritation
Acute Hazard to the Aquatic Environment - Category 3

Hazard Statements

H315 Causes skin irritation.
H320 Causes eye irritation.
H335 May cause respiratory irritation.
H402 Harmful to aquatic life.

Prevention Precautionary Statements

P102 Keep out of reach of children.
P103 Read carefully and follow all instructions.
P261 Avoid breathing dust, fume, gas, mist, vapours or spray..
P264 Wash hands, face and all exposed skin thoroughly after handling.
P271 Use only outdoors or in a well-ventilated area.
P273 Avoid release to the environment.
P280 Wear protective gloves/protective clothing including eye/face protection.

Response Precautionary Statements

P101 If medical advice is needed, have product container or label at hand.
P304+P340 IF INHALED: Remove person to fresh air and keep comfortable for breathing.
P305+P351+P338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
P312 Call a POISON CENTER/doctor. Poisons Information Centre: Phone 13 1126 from

Product Name: **MULTIFLOC® SE 287**

Reference No: **Water solution of sodium silicate.**

Issued: 2022-05-20

Version: 3

Page 1 of 6



Safety Data Sheet
Activated Carbon (Non-DG)
Revision 5, Date 01 Jan 20

1. IDENTIFICATION

Product Name	Activated Carbon (Non-DG)
Other Names	Activated Carbon - High Density Skeleton (AO - HDG); Activated Carbon made of Coal; AquaSorb 6200; Carbon; Coconut Based Granular Activated Carbon; EcoSorb OG; PICATIFF TA55; Pureo C-300 4x8; Pureo K86 PAC; Steam activated Carbon
Uses	Adsorbent - for industrial, professional and consumer use.
Chemical Family	No Data Available
Chemical Formula	C
Chemical Name	Activated Carbon
Product Description	A porous, amorphous, high surface area adsorbent material composed largely of elemental Carbon. *This product, which is manufactured from a naturally occurring raw material(s), contains <10% total crystalline silica (quartz, CASRN 14808-60-7).

Contact Details of the Supplier of this Safety Data Sheet

Organisation	Location	Telephone
Redox Ltd	2 Swettenham Road Minto NSW 2566 Australia	+61-2-97333000
Redox Ltd	11 Mayo Road Wiri Auckland 2104 New Zealand	+64-9-2606222
Redox Inc.	3960 Paramount Boulevard Suite 107 Lakewood CA 90712 USA	+1-424-676-3200
Redox Chemicals Sdn Bhd	Level 2, No. 8, Jalan Sapir 33/7 Seksyen 33, Shah Alam Premier Industrial Park 40400 Shah Alam Selangor, Malaysia	+60-3-6614-2111

Emergency Contact Details

For emergencies only; DO NOT contact these companies for general product advice.

Organisation	Location	Telephone
Poisons Information Centre	Westmead NSW	1800-251625 131126
Chemcall	Australia	1800-127406 +64-4-9179888

2. HAZARD IDENTIFICATION

Poisons Schedule (Aust) Not Scheduled

Globally Harmonised System

Hazard Classification NOT hazardous according to the criteria of the Globally Harmonised System of Classification and Labelling of Chemicals (GHS)

Signal Word None

Redox Ltd

Corporate Office Sydney
Locked Bag 15 Minto NSW 2566 Australia
2 Swettenham Road Minto NSW 2566 Australia
All Deliveries: 4 Holmes Road Minto NSW 2566 Australia

Phone +61 2 9733 3000
Fax +61 2 9733 9111
E-mail sydney@redox.com
Web www.redox.com
ABN 92 000 762 345

Australia
Adelaide
Brisbane
Melbourne
Perth
Sydney

New Zealand
Auckland
Christchurch
Hawke's Bay
UK
London

Malaysia
Kuala Lumpur
USA
Los Angeles
Oakland
Mexico
Sanfillo



Form 21047, Revision 3, Page 1 of 8, Document 25220236, Printed 08 Nov 22 4:01 PM

Safety Data Sheet



1. IDENTIFICATION OF THE MATERIAL AND SUPPLIER

Product Name: SODIUM FLUORIDE

Other name(s): FluorSAFE

Recommended Use of the Chemical and Restrictions on Use Water fluoridation, steel degassing, wood and adhesive preservative, electroplating, glass manufacture, disinfectant.

Supplier: Ixom Operations Pty Ltd
ABN: 51 600 546 512
Street Address: Level 8, 1 Nicholson Street
East Melbourne Victoria 3002
Australia

Telephone Number: +61 3 9906 3000
Emergency Telephone: 1 800 033 111 (ALL HOURS)

Please ensure you refer to the limitations of this Safety Data Sheet as set out in the "Other Information" section at the end of this Data Sheet.

2. HAZARDS IDENTIFICATION

Classified as Dangerous Goods by the criteria of the Australian Dangerous Goods Code (ADG Code) for Transport by Road and Rail: DANGEROUS GOODS.

This material is hazardous according to Safe Work Australia; HAZARDOUS CHEMICAL.

Classification of the chemical:

Acute Oral Toxicity - Category 3
Skin Irritation - Category 2
Eye Irritation - Category 2A

SIGNAL WORD: DANGER



Hazard Statement(s):

H301 Toxic if swallowed.
H315 Causes skin irritation.
H319 Causes serious eye irritation.

Precautionary Statement(s):

Prevention:

P264 Wash hands thoroughly after handling.
P270 Do not eat, drink or smoke when using this product.
P280 Wear protective gloves / protective clothing / eye protection / face protection.

Product Name: SODIUM FLUORIDE
Substance No: 000031020001

Issued: 14/02/2020
Version: 7

Page 1 of 7

Appendix B – Plans

Appendix C – Training / Education Register

PIRMP	Completion Date	Person(s) responsible	Personnel
Induction			

Water and Sewerage
Staff Training Program

Training Code	Position	Manger Utilities	Eng Water and Sewer	Water Operator in Charge Condo	Sewer Operator In Charge Condo	Plumbing Officer Condo	Plant Operator Reticulation Gang Member 1 - Relief Water and Sewer Operator	Plant Operator Retic Gang Member 2 - Relief Water and Sewer Operator	Sewer Operator Lake Cargelligo/Pl ant Operator Level 1	Relief Water and Sewer Operator
	Common Training Components									
1	001	Supervisor Orientation								
2	008	Corporate Welcome								
3	002	Corporate Work Health and Safety Training								
4	604	Construction Induction Certificate								
5	207	Identifying Hazards								
6	007	The 4 R's Training - rights, role, responsibilities and risk								
7	204/6 09	Manual Handling Workcover Accredited Course								
8	636	Working with hieghts								
9	200	Senior First Aid								
10	201	Senior First Aid Refresher								
11	605/6 06	Introduction to Traffic Control - Stop / Slow								
12		Introduction to traffic Control at Worksites - Erecting Signs								
13	607	Traffic Control at Worksites - Select /								

		Modify TCP								
14		Traffic Control at Worksites - Design/Audit TCP								
15	621	Bonded Asbestos Removal and Disposal - Workcover Accredited Class B								
16		Bonded Asbestos Removal and Disposal Supervisory Training - Workcover Accredited Class SB								
17	1201	Infection Control + Preventing Needle Stick Injury								
18	622	Environmental Awareness, Erosion and Sediment Control								
19	206	Fire Safety								
20	618	Friction Cutter / Chainsaw Part 1								
21	623	Telemetry System - Basic (Operator Level)								
22		Telemetry System - Intermediate (OMR)								
23		Telemetry System - Advanced (System Configuration)								
24	810/8 13	Computers - Introduction to Windows and Microsoft Office								
25		Computers - Intermediate/Advanced Microsoft Office								
26		Computers - ClearScada, CITECT and GE								

		Fauci/Allen Bradley PLC programming training									
27		Computers - CivilCad/AutoCAD (depends on package purchased by Council)									
28		Read and Interpret Plans - surveying and general									
29		Surveying - Use Automatic Level, calculate RL's and contours + setout of works									
30		Surveying - Use Dual Grade Laser Levels and Pipe Laser Levels									
31		Electrical Switchboard Safety									
32	1600	Class C Drivers License									
33	1602/1603	MR / HR Drivers License									
34	1606	R Riders License									
35	1604	Heavy Combination HC License									
36	611	Backhoe Loader									
37	612	Skid Steer Loader (bobcat, trencher)									
38	616	Crane									
39	615	Dogman									
40	614	Elevated Work Platform									
41	610	Forklift									
42	613	Excavator									
43	623	Confined Spaces									
44	624	Confined Spaces - refresher									
45	633	Underground cable locations (Telstra Copper									

	Cable Locating)									
	Supervisors Training Components									
46	209	WHS for Supervisors/Managers								
47	208	Risk Assessment for Supervisors								
48	005	Dealing with Difficult People / Conflict Resolution								
49	210	Team Building for Supervisors/Managers								
50	211	Equal Employment Opportunity Awareness								
51	212	Effectively Manage Grievances and Complaints								
52		Gathering Information								
53	213	Privacy and Personal Information								
	Water Specific Training Components									
54	634	NOW Water Operators Certificate Part 1 - Chemical Dosing Systems								
55	635	NOW Water Operators Certificate Part 2 - Water Treatment Operations								
56		Cert III - Water Industry Operations								
57		Cert IV - Water Industry Operations								

58		NSW Health Fluoride Operators Certificate								
59		Algal Assessment and Treatment Techniques								
60	603	Chemical Safety Awareness - Chlorine gas, Hypo, PACL, HCL Acid, Soda Ash, Caustic Soda, Activated Silica, PAC, Sodium Hydroxide, Potassium Permanganate								
61		Chemical Safety Operator Training - Chlorine gas, Hypo, PACL, HCL Acid, Soda Ash, Caustic Soda, Activated Silica, PAC, Sodium Hydroxide, Potassium Permanganate								
62	634	NOW Water Treatment Update Seminars								
63		Plumbing and Drainers License								
64		Polyethelene Fusion Welding								
		Sewer Specific Training Components								
65		NOW Sewer Operators Certificate Part 1 - Wastewater Treatment Operations								
66		NOW Sewer Operators Certificate Part 2 -								

	Advanced Treatment									
67	Cert III - Water Industry Operations									
68	Cert IV - Water Industry Operations									
69	High Pressure Mains Jet Cleaning Operation									
70	NOW Wastewater Treatment Update Seminars									
71	Overview of Liquid Trade Waste Regulation									
72	Liquid Trade Waste Regulation									

	ESSENTIAL TO BE ABLE TO PERFORM DUTIES
	BENEFICIAL BUT NOT ESSENTIAL TO PERFORM DUTIES
	NOT REQUIRED

Appendix D – Incident Reporting Form

PART A

Report to Environmental Incident Hotline LOCATION OF INCIDENT

PLACE YOUR
COUNCIL LOGO
HERE

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

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

☐ Sewage

- ☐ break in mains
- ☐ pumping station (sewage or chemical)
- ☐ sewage treatment plant
- ☐ other (ponds etc)

☐ Waste

- ☐ waste from Council project/facility/activity
- ☐ dumped waste
- ☐ asbestos only

☐ General

- ☐ spill/overflow (chemical, fuel, substance etc)
- additional detail required below
- ☐ vegetation - disturbance / damage
- ☐ general - (heritage, water, wildlife etc)
- ☐ other

Cause

- ☐ blockage
- ☐ mechanical failure
- ☐ electrical failure or power outage
- ☐ rainfall inundation
- ☐ trade waste incident
- ☐ break in main
- ☐ other

DESCRIPTION OF INCIDENT

ACTION TAKEN TO CONTAIN / MANAGE THE INCIDENT

Were photos taken: YES ☐ NO ☐

Were samples taken: YES ☐ NO ☐

DETAILS OF PERSON REPORTING THE INCIDENT

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

Water Directorate © Copyright 2012



PART B**Report to Environmental Incident Hotline
INVESTIGATION**PLACE YOUR
COUNCIL LOGO
HERE

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

IMMEDIATE ACTION BY SUPERVISOR/MANAGER**Will the incident:**1. Require assistance from other agencies to contain, isolate or cleanup?
If "Yes" call 000 immediately.YES ☐ NO ☐ NOT SURE ☐

2. Pose any actual or potential harm to human health that is not trivial?

YES ☐ NO ☐ NOT SURE ☐

• Is it located within 100m of a school, childcare centre, aged care home?

• Could it impact on users of public areas such as ovals, reserves, waterways?

• Could the impact spread and potentially harm occupants of nearby properties?

3. Pose any actual or potential harm to ecosystems that is not trivial?

YES ☐ NO ☐ NOT SURE ☐

• Could the incident flow / impact on a water body or drainage system?

• Could the incident flow / impact on environmentally sensitive land?

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

YES ☐ NO ☐ NOT SURE ☐If you answered 'YES' to any of the above then the incident should be considered as a notifiable "pollution event". There is a **duty to notify** the EPA, Ministry of Health, WorkCover and Fire and Rescue NSW immediately after becoming aware of a pollution incidents where material harm is caused or threatened. Failure to do so is an offence (*Protection of the Environment Operations Act 1997*)**AGENCY NOTIFICATIONS**

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

NSW EPA (EPA Environment Line: 131 555)Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF EPA REPRESENTATIVE

TIME AND DATE

EPA REFERENCE NUMBER

ACTIONS REQUIRED BY EPA

NSW Health – Local Public Health Unit (See www.health.nsw.gov.au/publichealth/infectious/phus.asp)Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF PHU REPRESENTATIVE

TIME AND DATE

PHU REFERENCE NUMBER

ACTIONS REQUIRED BY LOCAL PHU

WorkCover Authority (WorkCover: 13 10 50)Contacted: ☐ YES ☐ NO

Reason not contacted:

NAME OF WORKCOVER REPRESENTATIVE

TIME AND DATE

WORKCOVER REFERENCE NUMBER

ACTIONS REQUIRED BY WORKCOVER

Fire & Rescue NSW (Emergency Hotline: 000)Contacted: ☐ YES ☐ NO


Reason not contacted:

NAME OF FIRE & RESCUE REPRESENTATIVE

TIME AND DATE

FIRE & RESCUE REFERENCE NUMBER

ACTIONS REQUIRED BY FIRE & RESCUE

CONTINUES ON REVERSE 

Water Directorate © Copyright 2012



OTHER NOTIFICATIONS TO CONSIDER INCLUDE:

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

PRELIMINARY INVESTIGATION

Notes from discussions with relevant operational staff

Any further observations or comments by Supervisor / Manager

CATEGORISATION BY AUTHORISED OFFICER

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

DETAILS OF APPROPRIATE SECTION SUPERVISOR/MANAGER REPORTING THE INCIDENT

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

Appendix E – Audit Log Form

Auditor/ reviewer comment (System deficiency and non-compliances)	Scheme response	Corrective actions to prevent reoccurrence	Timetable for corrective/preventive action	Person(s) responsible	Completion Date

The report must be signed by the Utilities manager.

Appendix F – Telemetry System Alarm Listing

Water or Sewer	Site	Digital Point	SMS Text	Condo Water SMS	Condo Sewer SMS	Dialler Water Alarm	Dialler Sewer Alarm	LSC Comments
s	Boona Road SPS	Intrusion Alarm	Boona Road SPS Intrusion Alm	0	1	0	0	
s	Boona Road SPS	Phase Fail Alarm	Boona Road SPS Phase FailAlm	0	1	0	0	
s	Boona Road SPS	Pump Number 1 Failed Alarm	Boona Road SPS P1 Fail Alarm	0	1	0	0	
s	Boona Road SPS	Pump Number 2 Failed Alarm	Boona Road SPS P2 Fail Alarm	0	1	0	0	
s	Boona Road SPS	Wet Well High Level Alarm	Boona Road SPS WetWell Hi Lvl	0	1	0	1	
s	Camp Drafts SPS	Intrusion Alarm	Camp Drafts SPS Intrusion Alm	0	1	0	0	
s	Camp Drafts SPS	Phase Fail Alarm	Camp Drafts SPS Phase FailAlm	0	1	0	0	
s	Camp Drafts SPS	Pump Number 1 Failed Alarm	Camp Drafts SPS P1 Fail Alarm	0	1	0	0	
s	Camp Drafts SPS	Wet Well High Level Alarm	Camp Drafts SPS WetWell Hi Lvl	0	1	0	1	
s	Caravan Park 1 SPS	Intrusion Alarm	Caravan Park 1 SPS Intrusion Alm	0	1	0	0	
s	Caravan Park 1 SPS	Phase Fail Alarm	Caravan Park 1 SPS Phase FailAlm	0	1	0	0	
s	Caravan Park 1 SPS	Pump Number 1 Failed Alarm	Caravan Park 1 SPS P1 Fail Alarm	0	1	0	0	
s	Caravan Park 1 SPS	Pump Number 2 Failed Alarm	Caravan Park 1 SPS P2 Fail Alarm	0	1	0	0	
s	Caravan Park 1 SPS	Wet Well High Level Alarm	Caravan Park 1 SPS WetWell Hi Lv	0	1	0	1	
s	Caravan Park 2 SPS	Intrusion Alarm	Caravan Park 2 SPS Intrusion Alm	0	1	0	0	
s	Caravan Park 2 SPS	Phase Fail Alarm	Caravan Park 2 SPS Phase FailAlm	0	1	0	0	
s	Caravan Park 2 SPS	Pump Number 1 Failed Alarm	Caravan Park 2 SPS P1 Fail Alarm	0	1	0	0	
s	Caravan Park 2 SPS	Wet Well High Level Alarm	Caravan Park 2 SPS WetWell Hi Lv	0	1	0	1	
w	CMF Condobolin WTP	Telemetry 240V Fail Alarm	CMF Condobolin WTP - 240V Fail	1	0	1	0	
w	CMF Condobolin WTP	Telemetry Battery Low Alarm	CMF Condobolin WTP - Batt Low	1	0	0	0	
w	Condoblin Bore	Telemetry Battery Low Alarm	Condoblin Bore - Batt Low	1	0	0	0	
w	Condoblin Bore	Phase Fail Alarm	Condoblin Bore Phase FailAlm	1	0	0	0	
w	Condoblin Bore	Intrusion Alarm	Condoblin Bore Intrusion Alm	1	0	0	0	
w	Condoblin Bore	Pump Number 1 Failed Alarm	Condoblin Bore P1 Fail Alarm	1	0	0	0	
w	Condoblin Bore	Telemetry Power Fail Alarm	Condoblin Bore - 240V Fail	1	0	1	0	
s	Condobolin NEW STW	Eff. Decanter Failed Alarm	Condobolin NEW STW Decant Fail	0	1	0	0	

s	Condobolin NEW STW	Intrusion Alarm	Condobolin NEW STW Intrusion Alm	0	1	0	0	
s	Condobolin NEW STW	Rotor Number 1 Failed Alarm	Condobolin NEW STW Rotor1 Fail	0	1	0	0	
s	Condobolin NEW STW	Rotor Number 2 Failed Alarm	Condobolin NEW STW Rotor2 Fail	0	1	0	0	
s	Condobolin NEW STW	Rotor Number 3 Failed Alarm	Condobolin NEW STW Rotor3 Fail	0	1	0	0	
s	Condobolin NEW STW	Sludge Pump Failed Alarm	Condobolin NEW STW Sldg Pmp Fail	0	1	0	1	
s	Condobolin NEW STW	Telemetry 240V Fail Alarm	Condobolin NEW STW - 240V Fail	0	1	0	1	
s	Condobolin NEW STW	Telemetry Battery Low Alarm	Condobolin NEW STW - Batt Low	0	1	0	0	
s	Condobolin OLD STW	Effluent Pump 1 Fail Alarm	Condobolin OLD STW Eff P1 Fail	0	1	0	0	
s	Condobolin OLD STW	Effluent Pump 2 Fail Alarm	Condobolin OLD STW Eff P2 Fail	0	1	0	0	
s	Condobolin OLD STW	Effluent Pump 3 Fail Alarm	Condobolin OLD STW Eff P3 Fail	0	1	0	0	
s	Condobolin OLD STW	Intrusion Alarm	Condobolin OLD STW Intrusion Alm	0	1	0	0	
s	Condobolin OLD STW	Phase Fail Alarm	Condobolin OLD STW Phase FailAlm	0	1	0	1	
s	Condobolin OLD STW	Sludge Pump Failed Alarm	Condobolin OLD STW Sldg Pmp Fail	0	1	0	1	
s	Condobolin OLD STW	Sump Pump Failed Alarm	Condobolin OLD STW Sump Pmp Fail	0	1	0	1	
s	Condobolin OLD STW	Telemetry 240V Fail Alarm	Condobolin OLD STW - 240V Fail	0	1	0	1	
s	Condobolin OLD STW	Telemetry Battery Low Alarm	Condobolin OLD STW - Batt Low	0	1	0	0	
w&s	Condobolin Res REP	Intrusion Alarm	Condobolin Res REP Intrusion Alm	1	0	1	0	
w&s	Condobolin Res REP	Reservoir Overflow Alarm	Condobolin Res REP Overflow Alm	1	0	1	0	
w&s	Condobolin Res REP	Telemetry Power Fail Alarm	Condobolin Res REP - 240V Fail	1	0	1	0	
w	Condobolin RWPS	Dry Well Level Alarm	Condobolin RWPS DryWell Lvl Alm	1	0	1	0	
w	Condobolin RWPS	Intrusion Alarm	Condobolin RWPS Intrusion Alm	1	0	0	0	
w	Condobolin RWPS	Pump Number 1 Failed Alarm	Condobolin RWPS P1 Fail Alarm	1	0	0	0	
w	Condobolin RWPS	Pump Number 2 Failed Alarm	Condobolin RWPS P2 Fail Alarm	1	0	0	0	
w	Condobolin RWPS	Telemetry Power Fail Alarm	Condobolin RWPS - 240V Fail	1	0	1	0	

s	Condobolin STW SPS	Intrusion Alarm	Condobolin STW SPS Intrusion Alm	0	1	0	0	
s	Condobolin STW SPS	Phase Fail Alarm	Condobolin STW SPS Phase FailAlm	0	1	0	0	
s	Condobolin STW SPS	Pump Control General Alarm	Condobolin STW SPS Pump Control	0	1	0	0	
s	Condobolin STW SPS	Telemetry 240V Fail Alarm	Condobolin STW SPS - 240V Fail	0	1	0	1	
s	Condobolin STW SPS	Telemetry Battery Low Alarm	Condobolin STW SPS - Batt Low	0	1	0	0	
s	Condobolin STW SPS	Wet Well High Level Alarm	Condobolin STW SPS WetWell Hi Lv	0	1	0	1	
w	Condobolin WTP	Chemical General Alarm	Condobolin WTP Chemical Alm	1	0	1	0	
w	Condobolin WTP	Clear Water Overflow Alarm	Condobolin WTP CWT Overflow	1	0	1	0	
w	Condobolin WTP	Intrusion Alarm	Condobolin WTP Intrusion Alm	1	0	0	0	
w	Condobolin WTP	Phase Fail Alarm	Condobolin WTP Phase FailAlm	1	0	1	0	
w	Condobolin WTP	Pump Number 1 Failed Alarm	Condobolin WTP P1 Fail Alarm	1	0	0	0	
w	Condobolin WTP	Pump Number 2 Failed Alarm	Condobolin WTP P2 Fail Alarm	1	0	0	0	
w	Condobolin WTP	Telemetry 240V Fail Alarm	Condobolin WTP - 240V Fail	1	0	1	0	
w	Condobolin WTP	Telemetry Battery Low Alarm	Condobolin WTP - Batt Low	1	0	0	0	
w	Fifield Pump STN	Intrusion Alarm	Fifield Pump STN Intrusion Alm	1	0	0	0	
w	Fifield Pump STN	Phase Fail Alarm	Fifield Pump STN Phase FailAlm	1	0	0	0	
w	Fifield Pump STN	Pump Number 1 Failed Alarm	Fifield Pump STN P1 Fail Alarm	1	0	0	0	
w	Fifield Pump STN	Pump Number 2 Failed Alarm	Fifield Pump STN P2 Fail Alarm	1	0	0	0	
w	Fifield SF Res	Intrusion Alarm	Fifield SF Res Intrusion Alm	1	0	0	0	
w	Fifield SF Res	Reservoir Low Level Alarm	Fifield SF Res Low Lvl Alm	1	0	1	0	
w	Fifield SF Res	Reservoir Overflow Alarm	Fifield SF Res Overflow Alm	1	0	1	0	
s	Football club SPS	Intrusion Alarm	Football club SPS Intrusion Alm	0	1	0	0	
s	Football club SPS	Phase Fail Alarm	Football club SPS Phase FailAlm	0	1	0	0	
s	Football club SPS	Pump Number 1 Failed Alarm	Football club SPS P1 Fail Alarm	0	1	0	0	
s	Football club SPS	Wet Well High Level Alarm	Football club SPS WetWell Hi Lvl	0	1	0	1	
s	Gum Bend Lake SPS	Intrusion Alarm	Gum Bend Lake SPS Intrusion Alm	0	1	0	0	

s	Gum Bend Lake SPS	Phase Fail Alarm	Gum Bend Lake SPS Phase FailAlm	0	1	0	0	
s	Gum Bend Lake SPS	Pump Number 1 Failed Alarm	Gum Bend Lake SPS P1 Fail Alarm	0	1	0	0	
s	Gum Bend Lake SPS	Wet Well High Level Alarm	Gum Bend Lake SPS WetWell Hi Lvl	0	1	0	1	
s	Lachlan St SPS	Dry Well Flooded Alarm	Lachlan St SPS DryWell Flood Alm	0	1	0	1	
s	Lachlan St SPS	Intrusion Alarm	Lachlan St SPS Intrusion Alm	0	1	0	0	
s	Lachlan St SPS	Phase Fail Alarm	Lachlan St SPS Phase FailAlm	0	1	0	1	
s	Lachlan St SPS	Pump Number 1 Failed Alarm	Lachlan St SPS P1 Fail Alarm	0	1	0	0	
s	Lachlan St SPS	Pump Number 2 Failed Alarm	Lachlan St SPS P2 Fail Alarm	0	1	0	0	
s	Lachlan St SPS	Telemetry 240V Fail Alarm	Lachlan St SPS - 240V Fail	0	1	0	1	
s	Lachlan St SPS	Telemetry Battery Low Alarm	Lachlan St SPS - Batt Low	0	1	0	0	
s	Lachlan St SPS	Wet Well High Level Alarm	Lachlan St SPS WetWell Hi Lvl	0	1	0	1	
s	Moulder St SPS	Intrusion Alarm	Moulder St SPS Intrusion Alm	0	1	0	0	
s	Moulder St SPS	Phase Fail Alarm	Moulder St SPS Phase FailAlm	0	1	0	1	
s	Moulder St SPS	Pump Number 1 Failed Alarm	Moulder St SPS P1 Fail Alarm	0	1	0	0	
s	Moulder St SPS	Pump Number 2 Failed Alarm	Moulder St SPS P2 Fail Alarm	0	1	0	0	
s	Moulder St SPS	Wet Well High Level Alarm	Moulder St SPS WetWell Hi Lvl	0	1	0	1	
w	Murrin Bridge Res	Intrusion Alarm	Murrin Bridge Res Intrusion Alm	1	0	0	0	Murrin Bridge to be disabled
w	Murrin Bridge Res	Reservoir Low Level Alarm	Murrin Bridge Res Low Lvl Alm	1	0	1	0	Murrin Bridge to be disabled
w	Murrin Bridge Res	Reservoir Overflow Alarm	Murrin Bridge Res Overflow Alm	1	0	1	0	Murrin Bridge to be disabled
s	Officer Parade SPS	Intrusion Alarm	Officer Parade SPS Intrusion Alm	0	1	0	0	
s	Officer Parade SPS	Phase Fail Alarm	Officer Parade SPS Phase FailAlm	0	1	0	0	
s	Officer Parade SPS	Pump Number 1 Failed Alarm	Officer Parade SPS P1 Fail Alarm	0	1	0	0	
s	Officer Parade SPS	Pump Number 2 Failed Alarm	Officer Parade SPS P2 Fail Alarm	0	1	0	0	
s	Officer Parade SPS	Wet Well High Level Alarm	Officer Parade SPS WetWell Hi Lv	0	1	0	1	
s	Race Club SPS	Intrusion Alarm	Race Club SPS Intrusion Alm	0	1	0	0	
s	Race Club SPS	Phase Fail Alarm	Race Club SPS Phase FailAlm	0	1	0	0	

s	Race Club SPS	Pump Number 1 Failed Alarm	Race Club SPS P1 Fail Alarm	0	1	0	0	
s	Race Club SPS	Wet Well High Level Alarm	Race Club SPS WetWell Hi Lvl	0	1	0	1	
w&s	RMF Condobolin OFF	Telemetry 240V Fail Alarm	RMF Condobolin OFF - 240V Fail	1	0	1	0	
w&s	RMF Condobolin OFF	Telemetry Battery Low Alarm	RMF Condobolin OFF - Batt Low	1	0	0	0	
s	Soccer Club SPS	Intrusion Alarm	Soccer Club SPS Intrusion Alm	0	1	0	0	
s	Soccer Club SPS	Phase Fail Alarm	Soccer Club SPS Phase FailAlm	0	1	0	0	
s	Soccer Club SPS	Pump Number 1 Failed Alarm	Soccer Club SPS P1 Fail Alarm	0	1	0	0	
s	Soccer Club SPS	Wet Well High Level Alarm	Soccer Club SPS WetWell Hi Lvl	0	1	0	1	
s	SRA Cottage SPS	Intrusion Alarm	SRA Cottage SPS Intrusion Alm	0	1	0	0	
s	SRA Cottage SPS	Phase Fail Alarm	SRA Cottage SPS Phase FailAlm	0	1	0	1	
s	SRA Cottage SPS	Pump Number 1 Failed Alarm	SRA Cottage SPS P1 Fail Alarm	0	1	0	0	
s	SRA Cottage SPS	Pump Number 2 Failed Alarm	SRA Cottage SPS P2 Fail Alarm	0	1	0	0	
s	SRA Cottage SPS	Wet Well High Level Alarm	SRA Cottage SPS WetWell Hi Lvl	0	1	0	1	
s	SRA Hall SPS	Intrusion Alarm	SRA Hall SPS Intrusion Alm	0	1	0	0	
s	SRA Hall SPS	Phase Fail Alarm	SRA Hall SPS Phase FailAlm	0	1	0	0	
s	SRA Hall SPS	Pump Number 1 Failed Alarm	SRA Hall SPS P1 Fail Alarm	0	1	0	0	
s	SRA Hall SPS	Pump Number 2 Failed Alarm	SRA Hall SPS P2 Fail Alarm	0	1	0	0	
s	SRA Hall SPS	Wet Well High Level Alarm	SRA Hall SPS WetWell Hi Lvl	0	1	0	1	
s	Willow Bend SPS	Intrusion Alarm	Willow Bend SPS Intrusion Alm	0	1	0	0	
s	Willow Bend SPS	Phase Fail Alarm	Willow Bend SPS Phase FailAlm	0	1	0	0	
s	Willow Bend SPS	Pump Number 1 Failed Alarm	Willow Bend SPS P1 Fail Alarm	0	1	0	0	
s	Willow Bend SPS	Pump Number 2 Failed Alarm	Willow Bend SPS P2 Fail Alarm	0	1	0	0	
s	Willow Bend SPS	Wet Well High Level Alarm	Willow Bend SPS WetWell Hi Lvl	0	1	0	1	



Public Works
NSW Water Solutions

Level 13 McKell Building

2-24 Rawson Place

Sydney NSW 2000

www.publicworks.nsw.gov.au