Kyogle Council

Pollution Incident Response Management Plan

AUGUST 2016

Kyogle Sewerage System –Licence Number 832
Woodenbong Sewerage System – Licence Number 833
Bonalbo Sewerage System – Licence Number 834

1 INTRODUCTION

The Department of Environment and Climate Change (DECC) licenses Kyogle Council's sewerage systems in the villages of Kyogle, Bonalbo, and Woodenbong (Licence Numbers 832, 834, and 833 respectively). These licences relate to the sewerage systems as a whole for each licence.

This **INCIDENT MANAGEMENT PLAN** must be understood by all water and sewerage staff, indoor and outdoor, and anyone working in and around water and sewer services. The aim of this document is to assist operationally when dealing with incidents ranging from minor interruptions of routine activities to major emergencies that place the public and environment in danger.

2 DEFINITIONS:

Routine Activity

In this protocol, a Routine Activity is any event or situation that usually occurs during the normal course of a working day. This includes routine operation, preventative and planned maintenance, housekeeping and so on.

Capital Works Activity

Capital Works is any activity associated with the design, construction, installation, commissioning or testing of new plant, equipment and/or instruments.

The Responsible Person

The responsible person is the water and sewer staff member who initially witnesses or becomes aware of an incident and is referred to in this protocol as the **'Responsible Person'.** All incidents will have a responsible person.

Coordinator

Where the protocol mentions the Coordinator, it refers to the Overseer or Officer who assumes control and has responsibility for operation of the asset or activity. Coordinator can also be taken to mean the rostered On Call Officer if the incident occurs after hours.

Incident

Incidents are defined as an unexpected event or occurrence which may occur while carrying out routine maintenance or capital works that satisfies any one of the following:

- there is a non-trivial threat to life and limb; or
- there is a non-trivial threat to public health; or
- there is a risk or potential risk of material harm to the environment; or
- there is real or potential damage to property; or
- there is an overflow incident; or
- normal conditions i.e. routine operation cannot be resumed within 4 hours

Description and likelihood of hazards

The main hazard identified for Kyogle Councils licenced sewerage systems for the villages of Kyogle, Bonalbo and Woodenbong is an overflow event. Kyogle Council has undertaken a Sewer Overflow Investigation Report in accordance with the *Protection of the Environment Operations (PEO) Act, 1997*. The *Water Services Sewer Overflow Investigations Report* contains detailed risk assessment associated with overflows within the Kyogle, Bonalbo and Woodenbong licenced sewerage systems. The *Water Services Sewer Overflow Investigations Report* is attached as Appendix 1.

Table 1 in contains the identified hazard descriptions and the likelihood of the incident occurring.

Table 1

Hazard	Likelihood	Control
Minor reticulation overflow	Likely	CCTV, relining, cleaning program, CAR system, service levels
Significant reticulation overflow affecting more than three properties	Moderate	CCTV, relining, cleaning program, CAR system, service levels
Overflow of untreated effluent to a water course	Unlikely	See *Water Services Sewer Overflow Investigations Report*, designed overflows.
STW overflow during wet weather	Likely	Bypass, primary treatment, designed overflow
STW overflow during dry weather	Rare	Bypass, primary treatment, designed overflow.
Treatment plant chemical spill	Rare	Bunding and appropriate storage of hazardous chemicals, chemical register, MSDS.
Trade Waste Discharge to the environment	Rare	*Trade Waste Policy*, trade waste agreements, monitoring

Pre-emptive actions to be taken

To assist in mitigating the risk to human health and potential material harm to the environment Kyogle Council has implemented the following documents to assist pre-empting incidents and reducing the risk to human health and potential material harm to the environment within the sewerage licence areas.

1. *Water Services Sewer Overflow Investigations Report*
2. Protocol for the recording and notification of sewerage overflows
3. *Pollution Incident Response Management Plan*

Kyogle Council's licenced sewerage systems for the villages of Kyogle, Bonalbo and Woodenbong include designed overflow discharge points to reduce the impact to human health and potential material harm to the environment. *The Water Services Sewer Overflow Investigations Report* (Appendix 1) contains a detailed risk assessment associated with these designed overflow discharge points.

Immediate notification

Overflow inside a child care centre or school or in close proximity to schools, public municipal parks where significant usage for a recreational activity is being undertaken where it is assessed there be high risk of exposure of children to the overflow incident

Inventory of Pollutants

Inventory of potential pollutants such as chemicals held at Kyogle, Bonalbo and Woodenbong licenced sewerage treatment plants are attached. Appendix 2

Safety equipment

First response safety equipment that is immediately available to authorised personnel responding to an incident on a licenced sewerage site which may be used to reduce the identified potential risk to staff and community within the licenced area.

List of Kyogle Council first response safety equipment immediately available to incident responders within the Kyogle, Bonalbo and Woodenbong sewerage systems is attached as Appendix 3.

Contact details
A list of contact details and escalation levels are identified in section 7.

Communicating with neighbours and local community
Kyogle Council has the following resources available to provide effective communication to the community within the Kyogle Council Local Government area; door knocking, letter box drop, website, Facebook, radio, local newsletter and local newspaper Express Examiner. The media used to provide effective communication would be determined by the Incident Response Protocol.

Escalation levels of communicating with neighbours and local community has been identified in the protocols of section 4 *Incident Response Protocols.*

Minimising harm to persons on the premises
Early detection, notification, Councils customer action request (CAR) system and implementing the appropriate incident response protocol will minimise harm to persons on the premises to which an incident has occurred. Incident response protocols are identified in section 4.

Maps
Maps of the identified sewer system licenced village areas of Kyogle, Bonalbo and Woodenbong. Detailed maps of the Kyogle, Bonalbo and Woodenbong licenced sewerage systems are included in the *Water Services Sewer Overflow Investigations Report* attached (Appendix 1).

Kyogle staff has on site access to electronic maps of the entire sewerage system for each village.

Actions to be taken during or immediately after a pollution incident
Actions to be taken during or immediately after a pollution incident are identified in the protocols of section 4 Incident Response Protocols.

Resolving an Incident or overflow Incident
An incident is considered to be 'resolved' once 'normal' operating or working conditions are resumed. This means that the problem has been fixed, the investigation is complete and all of the relevant/required details have been recorded.

Staff training
All water and sewer operational staff are trained in responding to pollution incident as per the Incident Response Protocols of this plan and supplied the documentation outlined in section Information For Sewerage Operators.

3 Operationally dealing with an Incident

All Incidents
All Incidents are notified in accordance with the procedure below:

1. Arrange for emergency services as required (personal safety and safety of others)
2. **The relevant operational Coordinator is to be notified of all incidents as soon as practicable (if the incident occurs outside working hours, the On-Call Officer is to be notified)**;
3. Notify appropriate authorities promptly and without delay in accordance with incident protocols.
4. Assist the Coordinator to resolve the incident ensuring that 'normal' operating or working conditions are resumed;
5. Supply the operational Coordinator with written details of the incident at the commencement of the next working day.
6. The operational Coordinator to inform the Urban Services Manager

Assistance may be obtained from fitters, electricians, engineers, supervisors, supervisors of other sections, emergency services such as Ambulance, Fire Brigade or Police, etc. as necessary.

Above all, the Responsible Person is accountable for ensuring their safety and the safety of others that may be nearby.

Internal Escalation Protocol

The internal notification protocol is followed in conjunction with ***operationally dealing with an incident***

Escalation levels

1. Operational Overseer and On-Call Officer;
2. Urban Services Manager;
3. Director of Infrastructure Services

Note*: The Mayor and General Manager are to be notified by the Director Assets & Infrastructure Services of any incidents that endanger or actually injure the public, or when the media might become involved.*

A maximum time limit of 15 minutes applies at any level in the notification process. If any person cannot be contacted for 15 minutes, the incident must be escalated to the next level.
If the Responsible Person feels it necessary, the process may be escalated more quickly (See Table 3 for Contact List).

4 INCIDENT RESPONSE PROTOCOLS

NON TRIVIAL THREAT TO LIFE AND LIMB INCIDENT

The **Responsible Person** must:

Remove their self from the risk/danger area

Assess whether assistance from emergency services such as Ambulance, Fire Brigade or Police is required

If emergency assistance is required, **emergency services** must be contacted immediately by;

- Dialling **000** (you may also dial 112 on your mobile phone wherever there is a mobile service);
- Asking for Ambulance, Fire Brigade, Police, Hazardous Materials (HAZMAT), Emergency Services or a combination;
- Giving a clear description of the location, including the nearest crossroad and identifiable landmarks; and
- Giving a clear description of the incident, how many are injured, what damage is done etc.
- Remaining on the line until the operator advises they have made contact in case further information is required.
- Notify the Incident to the Operational Overseer and On-Call Officer if out of hours.
- Notify appropriate authorities promptly and without delay. (See Table 3 for Contact List)

Escalate the incident as soon as possible to the Director Assets & Infrastructure Services, who will determine the media requirements. The Responsible Person may escalate through the process more quickly if they feel it is necessary. (See Table 3 for Contact List)

Secure the site to prevent others from entering the danger area until emergency services or Council staff arrive at the scene. No items should be moved unless it is obvious that they are life threatening or that moving them will not destabilise the site. The Responsible Person must obtain assistance as necessary to secure the site.

Assist the Coordinator to resolve the incident ensuring that 'normal' operating or working conditions are resumed; Supply the Coordinator with written details of the incident (Incident Report Form)

NON TRIVIAL RISK TO PUBLIC HEALTH INCIDENT

The **Responsible Person** must:

Notify the overseer and On-Call Officer (if out of hours) of the Incident;

Obtain assistance as necessary to secure the site and minimise the risk;

Carry out the procedure for the control of overflows/bypasses/spills (unidentified substances, chemical, fuel, etc.) at the site in the following way:

For toxic substances or unidentified substances:

- Seek medical attention for those who may be affected.
- Seal off area and vacate the site.
- Contact HAZMAT on 000 (or 112 on mobile) and explain the details of the spill.
- Contact the Fire Brigade, Police or Emergency Services or a combination to assist;
- Determine their expected time of arrival on site.

- Do not attempt to collect or stop the leak.
- Contact the Operational overseer and On-Call Officer (if out of hours) and give details of what is happening.
- Notify appropriate authorities promptly and without delay. (See Table 3 for Contact List)

Escalate the incident as soon as possible to the Director Assets & Infrastructure Services, who will determine the media requirements

Supply the Coordinator with written details of the Incident (use Incident report form).

The **Coordinator** must:

Notify Northern Rivers Area Health Service (See Table 3 for Contact List);

Resolve incident with the assistance of all relevant agencies to ensure that 'normal' operating or working conditions are resumed;

IF THERE IS RISK OR POTENTIAL RISK OF MATERIAL HARM TO THE ENVIRONMENT
The **Responsible Person** must:

Notify the Overseer and On-Call Officer (if out of hours) of the incident;

Obtain assistance as necessary to secure the site and minimise the impact on the environment;

Carry out the procedure for the control of overflows/bypasses/spills (sewerage, chemical, fuel, etc.) at the site in one of the following ways:

For Toxic substances or unidentified substances:

- Refer to Non Trivial Risk to Public Health Incident

For Potentially Harmful Environmental substances:

- Attempt to stop the flow at the leaking container/source by placing sand or soil in the shape of a bund or levee.
- If possible, place absorbent type materials over the spill to soak up the substance and store in a container.
- If a large spill, provide bund or cut off walls at points along the flow direction to prevent the substance escaping into waterways, this may have to be done in several spots to store the quantity spilled.
- Seek advice from senior staff on method of removal that could involve using specialist contractors.

Assist Coordinator to resolve incident ensuring that 'normal' operating or working conditions are resumed;

Supply the Coordinator with written details of the incident.

The **Coordinator**

Is to report the incident to the Urban Services Manager who will report to the EPA within 7 days in accordance with Part 5.7 of the Protection of the Environment Operations Act 1997;

The **Urban Services Manager**

Shall escalate the incident as required to the Director Assets & Infrastructure Services.

Shall notify all relevant authorities of incidents causing or threatening material harm to the environment immediately after the Urban Services Manager becomes aware of the incident in accordance with the requirements of Part 5.7 of the Act; (See Table 3 for Contact List)

Shall escalate any incident causing or threatening material harm to the Director Assets & Infrastructure Services as soon as possible, who will if required; contact the General Manager and the Mayor to determine the media requirements necessary.

IF THERE IS REAL OR POTENTIAL DAMAGE TO PROPERTY/ASSETS

The **Responsible Person** must:

Notify the overseer and On-Call Officer (if out of hours) of the incident;

Obtain assistance as necessary to secure the site and minimise the damage and prevent any further damage;

Assist the Operational Team Leader / On-Call Officer to resolve the incident ensuring that 'normal' operating or working conditions are resumed;

Supply the Operational Team Leader / On-Call Officer with written details of the Incident.

Notify appropriate authorities promptly and without delay. (See Table 3 for Contact List)

The **Urban Services Manager**

Will escalate the incident as soon as possible to the Director Assets & Infrastructure Services, who will if required; contact the General Manager and the Mayor to determine the media requirements of the situation;

Contact the Manager of Finance as soon as possible to report the incident and organise an inspection of the site for insurance purposes (See Table 2 for Contact List).

IF THERE IS OVERFLOW INCIDENT

Minor reticulation overflow;

These can occur in any part of the system, and are usually associated with system failure, due to breakdowns such as blockage of the sewer caused by tree roots or damaged mains. The public normally reports these when a minor overflow is detected or a service difficulty is experienced. This event refers to a minor overflow associated with the blockage, where the sewerage is contained within one or two premises, or the general vicinity of the overflow point, eg manhole.(*This is considered a potential health risk depending on location and extent of the overflow)*

Overflow Protocol

1. Notify the overseer and On-Call Officer (if out of hours) of the incident
2. Notify residents in the affected area
3. Carry out the works required to resolve the issue. Return serviced area to normal operating condition.
4. Complete the *Incident Action Recording Water and Sewerage Supply* form and return the coordinator or overseer
5. Commence immediate notification if overflow inside a child care centre or school or in close proximity to schools, public municipal parks where significant usage for a recreational activity is being undertaken where it is assessed to be high risk of exposure of children to the overflow incident.

Significant reticulation overflow affecting more than three properties;

Again, these can occur in any part of the system, and are usually associated with system failure due to breakdowns such as blockage of the sewer caused by tree roots or damaged mains. The public normally reports these when a minor overflow is detected, or a service difficulty is experienced. This event refers to a significant overflow associated with the blockage, where the sewerage cannot be contained in the immediate vicinity of the overflow point. For example an overflow due to a blockage in a trunk main where a constant flow of sewerage occurs for a significant period of time during the course of removing the blockage. (*This is considered a potential health risk depending on location and extent of the overflow)*

Overflow Protocol

1. Notify the overseer and On-Call Officer (if out of hours) of the incident
2. Notify residents in the affected area
3. Use the **Incident Action Recording Water and Sewerage Supply** form to assist in determining the appropriate incident response
4. Follow the determined incident response protocol
5. Immediate notification if overflow inside a child care centre or school or in close proximity to schools, public municipal parks where significant usage for a recreational activity is being undertaken where it is assessed to be high risk of exposure of children to the overflow incident.

Overflow of untreated effluent to a water course;

This can occur in any part of the system such as a manhole or pump station, or by a designed overflow, such as the overflow to Fawcetts Creek to relieve the Chauvel Street pump station in Kyogle. Dry weather overflows are caused by system breakdowns such as blockage of the sewer mains, or by pump station faults due to events such as a power failure. Wet weather overflows are primarily due to excess stormwater entering the system and flows exceeding pipe or pump capacity. Directed overflows from the reticulation system occur in wet weather and are designed to provide relief points in the system when excessive rainfall from storm events enters the sewerage system.

(*This is considered a potential health risk depending on location and extent of the overflow)*

Overflow Protocol

1. Notify the overseer and On-Call Officer (if out of hours) of the incident
2. Notify residents in the affected area (if any)
3. Use the *Incident Action Recording Water and Sewerage Supply* form to assist in determining the appropriate incident response.
4. Follow the determined incident response protocol.

SEWER TREATMENT WORKS OVERFLOWS

STW overflow during wet weather;

This occurs when sewerage is received at the sewerage treatment works (STW) and discharged without receiving some or all of the designed treatment processes. During wet weather bypasses may occur because of excess stormwater entering the system. Sewerage that is capable of being treated by the sewerage treatment works process is treated, and any additional sewerage bypasses some or all of the treatment processes.

(This is considered a potential health risk and contributes to an overall increased health risk during and following rain events along with the input of contaminated stormwater)

Overflow Protocol

1. Notify the overseer and On-Call Officer (if out of hours) of the incident
2. Notify residents in the affected area (if any)
3. Use the **Incident Action Recording Water and Sewerage Supply** form to assist in determining the appropriate Incident response.
4. Follow the determined incident response protocol.

STW overflow during dry weather;

Sewerage is received at the sewerage treatment works and discharged without receiving some or all of the designed treatment processes. During dry weather, bypasses may occur because of equipment failure or power loss to the sewerage treatment works, or excessive flows through the reticulation.

(This is considered a potential health risk especially if disinfection is compromised)

Overflow Protocol

1. Notify the overseer and On-Call Officer (if out of hours) of the Incident
2. Notify residents in the affected area (if any)
3. Use the **Incident Action Recording Water and Sewerage Supply** form to assist in determining the appropriate incident response.
4. Follow the determined incident response protocol.

IF NORMAL SERVICES CANNOT BE RETURNED WITHIN 4 HOURS

The **Responsible Person** must:

Notify the Operational Team Leader / On-Call Officer of the Incident;

Obtain assistance as necessary to return services to normal;

Assist the Operational Team Leader / On- Call Coordinator to resolve Incident ensuring that 'normal' operating or working conditions are resumed;

Supply the Operational Team Leader / On-Call Officer with written details of the Incident.

The **Operational Team Leader / On-Call Officer** is to
Advise Administrative Staff of the situation so they may provide information to customer inquiries;

The **Urban Services Manager** will

Escalate the incident as required to the Director Assets & Infrastructure Services, who will if necessary contact the General Manager and the Mayor to determine any media requirements.

5 INFORMATION TO SEWERAGE OPERATORS

To enable Council staff to easily reference the information required to ensure this document is followed, each Sewerage Operator is to be provided with,

- A full copy of the **PIRMP** document to be kept at the STW with a copy of the DECC Sewerage System Licence; and,
- A single laminated a4 size sheet with **table 3 List of Contacts** and**,**
- A single laminated a4 size sheet with the **Brief Step by Step Guideline**
- Multiple copies of the **Incident Action Recording Water and Sewerage Supply** form.

Council's Water and Sewerage Overseer is to ensure that all staff have the required information, that the necessary information is completed and Protocols are followed.

6 PIRMP REVIEW AND TESTING

This Protocol is to be tested on an annual basis (at least once every 12 months).

It is recommended that the testing is carried out by the operators, using a desktop simulation with practical exercisers or through an incident drill. All contacts, including names and numbers, are to be reviewed and updated as required.

Table 2

REVIEW / TEST	COMMENTS	BY WHOM	DATE OF ACTION
TEST	REVIEW REQUIRED	SHANE NOON	28 AUGUST 2015
LAST TEST	REVIEW REQUIRED	SHANE NOON	3 JULY 2016
REVIEW	TOTAL DOCUMENT	SHANE NOON	19 AUGUST 2016
REVIEW	AMENDMENTS	SHANE NOON	23 AUGUST 2016
TEST	OPERATIONAL	SHANE NOON	24 AUGUST 2016
REVIEW	AMENDMENTS	SHANE NOON	2 MARCH 2018

7 CONTACT LISTINGS

TABLE 3 – ESCALATION CONTACT LIST

A maximum time limit of 15 minutes applies at any level in the notification process. If any person cannot be contacted for 15 minutes, the Incident must be escalated to the next level.

ESCALATION LEVELS

1. Coordinator / Team Leader or On-Call Officer [After Hours];

2. Urban Services Manager;

3. Director Assets & Infrastructure Services.

***Note**: The Mayor and General Manager are to be notified by the Director Assets & Infrastructure Services of any incidents that endanger or actually injure the public, or when the media might become involved.*

ESCALATION CONTACT LIST

LEVEL	POSITION	NAME	MOBILE	DEPARTMENT
1	W&S OPERATOR	ROBERT BUTCHER	0428 248 904	BONALBO W&S
	W&S OPERATOR	PAUL HERNES	0427 269 019	BONALBO W&S
	W&S OPERATOR	ASH WALMSLEY	0447 409 841	WOODENBONG W&S
	W&S OPERATOR	STEPHEN REEVES	0429904890	KYOGLE W&S
	W&S OPERATOR	MARK DOOLAN	0429 771 475	KYOGLE W&S
	W&S OPERATOR	TRAVIS WARREN	0428 164 175	KYOGLE W&S
	AFTER HOURS CALL CENTRE		02 6626 6800	AFTER HOURS
2	OVERSEER	JOHN MURRAY	0427 437 621	
3	URBAN SERVICES MANAGER	SHANE NOON	0418501357	KYOGLE COUNCIL
4	DIRECTOR	TONY LICKISS	0409062065	KYOGLE COUNCIL
5	GENERAL MANAGER	GRAHAM KENNETT	0427 921 605	KYOGLE COUNCIL

KYOGLE COUNCIL DEPARTMENTAL RECOURSES

DESCRIPTION	NAME	MOBILE	PHONE	EMAIL
EMERGENCY AFTER HOURS			02 6626 6800	
ROADS	DERRYN NIX	0429 464 227	02 6632 0253	derryn.nix@kyogle.nsw.gov.au
FACILITIES	KEN MOORE	0427 909 100	02 6632 0252	ken.moore@kyogle.nsw.gov.au
ENVIRONMENTAL	DAVID BELL	0427 400 073	02 6632 0246	david.bell@kyogle.nsw.gov.au
BONALBO DEPOT	ROD COWLEY	0438 629 510	02 6623 0577	rodney.cowley@kyogle.nsw.gov.au
KYOGLE DEPOT	ROB JAMES	0428 486 189	02 6632 0303	robert.james@kyogle.nsw.gov.au

COUNCIL CONTACTS

DESCRIPTION	PHONE	EMAIL
COUNCIL OFFICE HOURS CONTACT	02 6632 1611	council@kyogle.nsw.gov.au
COUNCIL EMERGENCY AFTER HOURS	02 6626 6800	

EXTERNAL AGENCIES AND AUTHORITIES

DESCRIPTION	NAME	MOBILE	PHONE	EMAIL
KYOGLE COUNCIL EMERGENCY AFTER HOURS			02 6626 6800	
FIRE AND RESCUE			000	
EPA HOTLINE			131 555	
EPA GRAFTON			02 6640 2500	north.coast@epa.nsw.gov.au
WORKCOVER AUTHORITY			131 050	
KYOGLE HOSPITAL			02 66321833	
NSW FOOD AUTHORITY			1300 552 406	
NORTHERN RIVERS AREA HEALTH SERVICE	TONY KOHLENBERG	(04) 1456-9526	02 6620 7525	Tony.kohlenberg@ncahs.health.nsw.gov.au
DPI WATER	CHRIS HENNESSEY	0429 863 123	02 6627 0113	chris.hennessy@water.nsw.gov.au
DPI			1800808095	biosecurity@dpi.nsw.gov.au
ESENTIAL ENERGY	FAULTS AND EMERGENCIES		132 080	
DEPARTMENT OF COMMERCE LISMORE			02 6626 5600	

LOCAL SERVICES AND CONTRACTORS

DESCRIPTION	NAME	MOBILE	PHONE	EMAIL
PUMP OUT SERVICES				
	BALLINA PUMPING SERVICE	0437 963 976	02 6683 4843	ballinapumping@bigpond.com
	SUMMERLAND ENVIRONMENTAL	0429 662 127	02 6687 2880	summerland@solo.com.au
SCADA	ALLAN MARTIN	0429 040 185	02 4967 5955	alan.martin@indratel.com.au
ELECTRICAL	MARTIN	0429 490 211		
	NEAL NUGENT	0422 844 458		neal_nugent@hotmail.com
	G&S ELECTRICAL		02 6621 3168	

MEDIA CONTACT LIST

DESCRIPTION	NAME	MOBILE	PHONE	EMAIL
ABC NORTH COAST				abcnorthcoast@your.abc.net.au news.lismore@abc.net.au
RADIO 900 2LM / 100.9 ZZZ FM			02 662 2433	zzz2lm@bigpond.net.au

8 INCIDENT MANAGEMENT PROTOCOL

BRIEF STEP BY STEP GUIDELINE

This brief step by step guideline does not replace, but is to be used in conjunction with, the *Incident Management Protocol*.

Responsible Person

The person who initially witnesses or becomes aware of an incident is the **Responsible Person** to carry out the following steps;

1. Advise the Overseer as soon as possible with details of reportable incidents or to request assistance.
2. Initiate incident response protocols
3. If there is a potential risk or risk to the environment take action to minimize the effect.

Overseer / Coordinator

It is the responsibility of the Overseer / Coordinator to carry out the following steps;

1. Advise the Manager.
2. Coordinate works and incident response protocols.

Manager

The Urban Services Manager will escalate the incident as required to the Director Assets & Infrastructure Services, who will if required, contact the General Manager and the Mayor to determine any media requirements and will;

1. Ensure that incident response protocols are implemented.
2. Provide a written report to the EPA in accordance with licence conditions

KYOGLE COUNCIL
INCIDENT ACTION RECORDING
WATER & SEWERAGE SUPPLY

Location Detail:
System Name: Kyogle ☐ Bonalbo ☐ Woodenbong ☐
Street Number:_____ GIS, Longitude:_____
Street:_____ GIS, Latitude:_____
Mapped Identifiable feature:_____
Date:__/__/20__ Referred to Via: Phone☐ Two-Way☐ Mobile☐ In-Tray☐ On Call☐ In Person☐

Owner Details If Known:
Name:_____
Address:_____
_____Phone: _____
Occupier Consent to enter Yes ☐ No ☐ Not Required ☐ Signature:_____

Inspection Details:
Inspecting Officer: _____ Inspection Date /Time: _____/_____/_____ ____: ___ am/pm
Weather at the time: Dry ☐ Wet ☐ Other ☐ Describe Environment _____

WATER		SEWERAGE		TREATMENT & OTHER	
Broken Main	☐	Broken Main	☐	CCP Exceedance	☐
Broken Service	☐	Broken Service	☐	Odour Issues	☐
Faulty Hydrant	☐	Blocked Main	☐	Taste Issues	☐
Faulty Meter	☐	Internal / House Blockage	☐	Turbidity Issue(Dirty water)	☐
Faulty Valve	☐	Boundary / Gully Trap	☐	Other Water quality Issue	☐
Faulty Tap	☐	Pump Blockage	☐	Locate Service	☐
Low Pressure	☐	Manhole Height	☐	Damage Issue	☐
Faulty Pump	☐	Well Flooded	☐	Frivolous Request	☐
Electrical Fault	☐	Sewerage Overflow	☐	Not Council Responsibility	☐
Scada Alarm	☐	Manhole Surcharge	☐	Other; Describe Issue	☐
Power loss	☐	Pump Station Discharge	☐		
		Power loss	☐		
		Faulty Pump	☐		
		Electrical Fault	☐		
		Scada Alarm	☐		

Type of CCP Exceedance_____
Other: _____

Any Overflow / Surcharge Discharging To The Environment : Yes ☐ No ☐
Minor sewer reticulation overflow ☐ Significant sewer reticulation overflow affecting more than three properties ☐
Overflow of untreated effluent to a water course ☐ Leaking service ☐
STW overflow ☐ Burst Main ☐
Cause of Discharge: _____Volume of discharge: _____Litres. [Estimated] or [Recorded Flow]

NOTIFICATION CHECK LIST:
Is Notification Required Yes ☐ No ☐ Comments: _____
Residents Yes ☐ [Provide Details Over Page] _____
Supervisor Required Yes ☐ No ☐ _____
Other Agencies Require Notification Yes ☐ No ☐ :- [Supervisor To Notify Other Agencies If Required ASAP. [Fluoride CCP <72 hrs Form 5]] Supervisors Decision On Notification Of Other Agencies: Yes ☐ Not Required ☐
DECC [EPA] 131555 Yes ☐ Who _____ Comments:_____
NRAHS (02) 66207525 Yes ☐ Who _____ _____
DWE (02) 66416564 Yes ☐ Who _____ _____

Action Taken or Recommended Solution:
Supervisor: _____ Date /Time Work Started: _____/_____/_____ ____: ___ am/pm
Details of pipe work: Type:_____ Size:_____ Depth:_____
Description of Work:

Faulty Item Repaired	☐	Mains Flushed	☐		
Faulty Item Replaced	☐	Meter Tested	☐	Description of Cleanup Works:	
Services Marked	☐	Pump Removed for Service	☐		
Main Hand Rodded	☐	Main Jet Rodded	☐		
Manhole Repaired	☐	Manhole Lid Raised / Lowered	☐	Other:	
Junction Replaced	☐	Electrician Required	☐		
Discharge recorded	☐	Boundary / Gully Trap Plunged	☐		
Adjusted Dosing Rate	☐	Faulty Item Replaced	☐		
Report provided	☐	No Action Required	☐		

Date /Time Work Completed: _____/_____/_____ ____: ___ am/pm

Follow Up or Comments:
Is Further Action Required Yes ☐ No ☐ Comments: _____
_____ _____ __/__/20__ _____
Council Officer Signature Date

Office Use:
Internal Reference Number: _____ Entered ☐

APPENDIX ONE

The *Water Services Sewer Overflow Investigations Report* is located at each licenced sewerage treatment plant and electronically within the Kyogle Councils document system shown below.
K:\Management Documents\Water Services Management System\SEWER GENERAL\EPA Sewer Overflow Investigations Report.pdf

APPENDIX TWO

Pollutant list on licenced sites

Pollutant	Licenced Site	Storage
Bio Solids	Kyogle, Bonalbo and Woodenbong	Contained areas
Raw Sewerage	Kyogle, Bonalbo and Woodenbong	Sewerage system
Aluminium Sulphate	Kyogle	Bunded Tank Max 20Kl
Enviro Sewerage	Kyogle	Tank Max 20Kl
N-Fix	Kyogle, Bonalbo and Woodenbong	20l storage container Max 100L
Chlorine, (Tablets)	Bonalbo and Woodenbong	Plastic storage bucket. Max100 tablets

APPENDIX THREE

Sewerage licenced sites safety first response equipment list.

First Response Safety Equipment	Licenced Site
PIRMP	Kyogle, Bonalbo and Woodenbong
Mobile phone	Kyogle, Bonalbo and Woodenbong
Radio	Kyogle, Bonalbo and Woodenbong
First aid kit	Kyogle, Bonalbo and Woodenbong
Gloves	Kyogle, Bonalbo and Woodenbong
Eye protection	Kyogle, Bonalbo and Woodenbong
Face Masks	Kyogle, Bonalbo and Woodenbong
Gas detector	Kyogle, Bonalbo and Woodenbong
Overalls	Kyogle, Bonalbo and Woodenbong
Safety boots	Kyogle, Bonalbo and Woodenbong
Safety shower	Kyogle, Bonalbo and Woodenbong
Spill kits	Kyogle, Bonalbo and Woodenbong
Confined space emergency trailer	Kyogle
Jet rodder	Kyogle, Bonalbo
Excavation equipment mechanical	Kyogle, Bonalbo and Woodenbong
Sand	Kyogle, Bonalbo and Woodenbong
Shovel	Kyogle, Bonalbo and Woodenbong
Work truck and tools	Kyogle, Bonalbo and Woodenbong
Sample testing equipment	Kyogle, Bonalbo and Woodenbong
Sample collecting equipment	Kyogle, Bonalbo and Woodenbong
Pump truck	Contractor see contacts list
Mechanical pump	Kyogle, Bonalbo and Woodenbong

APPENDIX FOUR

Detailed sewerage system maps are stored electronically within the Kyogle Councils document system shown below .
Map info: M:\MAP_DATA\WORKSPAC\WASTE_WATER-SEWER.
Staff have electronic access to maps through mobile tablets which is located in the work vehicle.