



Pollution Incident Response Management Plan

EPL 7643

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Version History

Version Number	Date	Description of Amendments	Authorisation
1	29/08/2012	Development of PIRMP	Team Leader – Culture
2	12/03/2013	New Fire and Rescue contact number	Team Leader – Culture
3	04/06/2014	New Ministry of Health Public Health Unit Number. Changes relating to new IMS system. Addition of Risk Assessment.	Team Leader – Culture
4	18/05/2015	Position titles updated.	Team Leader – Culture
5	24/05/2016	New contact no. NSW Public Health Unit	Team Leader – Culture
6	26/06/2017	Update to Central Coast Council Position titles updated. Branding and references updated. Update of reporting processes	Environmental Management Coordinator - Governance
7	20/07/2021	New CCC Template Update position titles and processes to reflect new Council restructure and WHS/EMS requirements. Update Test Log	Matthew Barnett - Team Leader – Environmental Infrastructure Catchments

Distribution

A copy of this plan will be retained by the Team Leader – Environmental Infrastructure Catchments, additional copies will be located with each of the weed spray vehicles and in the chemical storage shed. The controlled copy will be retained in Councils Record Management System and displayed on CHIP, where it can be accessed by all personnel as necessary. A public version of this plan will also be placed on Central Coast Council's web site at www.centralcoast.nsw.gov.au

Testing History

Testing and Review Log					
Date	Persons Involved	Circumstance	Testing Method	Amendments	Authorisation
30/05/2014	-Brett Whyte -Drew -Ross -Stewart Newman -Matt Daniel	Licence Annual Return	Desktop review	Changes to internal notification methods.	Brett Whyte- Team Leader - Culture
18/05/2015	Brett Whyte	Licence Annual Return	Desktop review	Risk assessment updated	Brett Whyte- Team Leader - Culture
26/6/2017	Joanne Mack	Licence Annual Return and Compliance review	Review of incidents and complaints. Compliance review <i>POEO Act</i>	Variation of licence to Central Coast Council. Update of all positions	Brett Whyte- Team Leader - Culture
20/07/2021	-Colleen Birch -Matt Barnett -James Lawson -Ben Fullagar	Licence Annual Return	Desktop review	Update position titles and processes to reflect new Council restructure and WHS/EMS requirements.	Matthew Barnett - Team Leader – Environmental Infrastructure Catchments

Definitions

EPA	Environment Protection Authority
EPL	Environment Protection Licence
Immediately	Promptly and without delay
Notifiable Incident	A pollution incident causing or threatening material harm (actual or potential harm to the health or safety of human beings or to ecosystems that is not trivial, or results in actual or potential loss or property damage of an amount, exceeding \$10,000).
PIRMP	Pollution Incident Response Management Plan
POEO ACT	<i>Protection of the Environment Operations Act 1997</i>
Pollution Incident	An incident or set of circumstances during or as a consequence of which there 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.
Relevant Authority	Environment Protection Authority, NSW Health (Public Health Unit), Safe Work NSW, Central Coast Council and Fire and Rescue NSW
SDS	Safety Data Sheet

Introduction

Under the *Biosecurity Act 2015* Central Coast Council (Council) is responsible for the management and control of weeds on all land that is under Council's care and control. In order to meet this requirement, Council implements an integrated weed management approach for the removal and control of weeds.

One of the primary techniques utilised for weed control is the application of herbicides. In most cases, the risks of using herbicides can be minimised by exercising due care and carrying out the control programs in an environmentally responsible manner. In some circumstances, Council is required to apply herbicides directly to aquatic weeds or within the riparian zone which has the potential to result in pollution of waters and impact on non-target species.

As a result, Council holds an Environment Protection Licence under the *Protection of the Environment Operations Act 1997* (POEO Act) for the application of herbicides to the waterways of Central Coast Council Local Government Area. The licence contains conditions which aim to minimise the environmental impacts of herbicide application, prevent water pollution and ensure the implementation of best practice weed management.

Under the POEO Act, licensees are required to prepare a *Pollution Incident Response Management Plan*. These plans are designed to ensure that pollution incidents are minimised through the identification of risks and the development of planned actions to minimise and manage those risks, and to ensure that emergency response procedures are developed and implemented in the event that an incident occurs.

This plan has been prepared in accordance with the requirements contained in the *POEO Act* and the details prescribed by the *Protection of the Environment Operations (General) Regulation 2009*.

Objectives

The objectives of this plan are to ensure:

- The effective management of pest flora (weeds), in order to reduce the negative impacts of weeds on the environment.
- That the risks associated with the use of herbicides are mitigated, to ensure the protection of workers, the community and the environment.
- That Council's weed management practices are ecologically, socially and financially sustainable.
- That a comprehensive and timely response to all pollution incidents occurs, including the effective communication of the incident to the relevant authorities and those who may be affected by the impacts of the incident.
- Compliance with all legislative requirements.

Scope

This PIRMP applies to all staff, contractors and volunteers working in any waterway within the Central Coast Council LGA. The plan applies to any activity involving the application of herbicides carried out by or on behalf of Council including storage, handling, transportation and disposal of herbicides.

Council's Annual Weed Control Program identifies the types of weeds and the waterways which will be targeted each financial year. Additionally, routine works will target management of weed and unwanted vegetation within waterways, trunk drainage and Storm Water Quality Improvement Devices (SQIDs).

Legal Requirements

Pesticide Act 1999

Under the *Pesticides Act 1999*, Council has a responsibility to:

- Only use pesticides which are registered by the Australian Pesticides and Veterinary Medicines Authority (APVMA).
- Take all reasonable steps to determine all the risks involved in using a pesticide and taking appropriate action to avoid and minimise those risks.
- Only use pesticides in accordance with the label instructions unless an APVMA off-label permit is obtained and complied with or a lower application rate is used than recommended on the label (unless the label instructions or an EPA pesticide control order specifically prohibits use at lower rates).
- Store pesticides in a container appropriate to the chemical being stored with an approved label.
- The *Pesticides Regulation 2017* makes it compulsory for all people who use pesticides for commercial or occupational purposes to make a record of their pesticide use. The record must be made within 24 hours of use and kept for three years. The record needs to contain information about:
 - Who applied the pesticide?
 - What was applied?
 - When, how and where it was applied.
 - What it was applied to.
 - The quantity that was applied
 - If the pesticide was applied outdoors by spray equipment: an estimate of wind speed and direction.
- Ensure that all staff that use pesticides as part of their job, are trained in the use of pesticides. This training must be renewed every five years. The minimum level of competency in pesticide use required under the Regulation is Australian Qualifications Framework Level 2 (AQF2).

Protection of the Environment Operations Act 1997

Under the *POEO Act*, Council has a responsibility to:

- Prevent pollution relating to air, water, land, noise and waste disposal.
- Immediately notify Councils Occurrence Hotline 4350 5789 (EPA, Council, Public Health Unit, SafeWork NSW, and Fire & Rescue NSW) of pollution incidents which involve actual or potential material harm to the health or safety of people or to the environment.
- Obtain an Environment Protection Licence for the carrying out of non-scheduled activities for the purpose of regulating water pollution which may result from the activity and comply with the conditions outlined in the licence.
- Prepare a Pollution Incident Response Management Plan for the licence, to be publicly displayed on Councils website.
- Complete an Annual Return for the licensed premise.

Biosecurity Act 2015

- The primary object of this Act is to provide a framework for the prevention, elimination and minimisation of biosecurity risks posed by biosecurity matter, dealing with biosecurity matter, carriers and potential carriers, and other activities that involve biosecurity matter, carriers or potential carriers.
- The other objects of this Act are as follows:
 - (a) to promote biosecurity as a shared responsibility between government, industry and communities,
 - (b) to provide a framework for the timely and effective management of the following:
 - (i) pests, diseases, contaminants and other biosecurity matter that are economically significant for primary production industries,
 - (ii) threats to terrestrial and aquatic environments arising from pests, diseases, contaminants and other biosecurity matter,
 - (iii) public health and safety risks arising from contaminants, non-indigenous animals, bees, weeds and other biosecurity matter known to contribute to human health problems,
 - (iv) pests, diseases, contaminants and other biosecurity matter that may have an adverse effect on community activities and infrastructure,
 - (c) to provide a framework for risk-based decision-making in relation to biosecurity,
 - (d) to give effect to intergovernmental biosecurity agreements to which the State is a party,
 - (e) to provide the means by which biosecurity requirements in other jurisdictions can be met, so as to maintain market access for industry.

Work Health and Safety Act 2011

Under the *WH&S Act*, Council must ensure that:

- Risks to health and safety associated with using, handling, generating or storing a hazardous chemical at a workplace are identified and managed.
- All hazardous chemicals used, handled or stored at the workplace are labelled correctly.
- A current safety data sheet (SDS) for a hazardous chemical is readily accessible to a person at the workplace.

- A register of hazardous chemicals used, handled or stored at the workplace is prepared and kept at the workplace and is regularly maintained to ensure the information in the register is up to date.
- A manifest is prepared and maintained if the quantity of the hazardous chemicals or group of hazardous chemicals used, handled or stored at the workplace exceeds the manifest quantity. Council must also that the regulator is given written notice to the regulator.
- Appropriate safety signage is displayed.
- Where there is a risk from a spill or leak of a hazardous chemical, provision is made in each part of the workplace where the hazardous chemical is used, handled, generated or stored for a spill containment system.

Roles and Responsibilities

The Unit Manager Environmental Management/Section Manager – Environmental Infrastructure is responsible for ensuring that:

- Adequate resources are provided for the implementation of this plan.
- Workers are trained and competent in undertaking their roles in relation to this plan.
- Providing the website with an annual weeds management program.
- Ensuring annual notifications and newspaper notifications are sent to residents.

The Team Leader/Technical Officer – Environmental Infrastructure Catchments is responsible for:

- Authorising this plan including all subsequent amendments.
- Initiating this plan where required.
- Acting as the 24-hour contact person.
- Completing of the Annual Return and renewal of the EPL.
- Recording and documenting any complaints received.

The Environmental Management Coordinator is responsible for:

- Assisting the Technical Officer with preparation and review of this plan.
- Assisting the Technical Officer with preparation of the EPL Annual Return.
- Responding to and investigating environmental incidents.
- Providing advice regarding legal and requirements that relate to this plan.

The Crew Leaders are responsible for:

- Ensuring that Workers carry out activities in accordance with the procedures outlined in this plan by undertaking regular inspections.
- Undertaking site assessments to determine the methodology and herbicide required.
- Providing written notification at least 7 days prior to the application of the herbicide to recreational waters.
- Notifying the Occurrence Hotline in the event of a pollution incident.

Workers are responsible for:

- Carrying out activities in accordance with the procedures outlined in this plan.
- Participating in the testing and review of this plan.
- Participating in training as required.
- Only using chemicals that are listed on the Chemical Register and nominated for use by their workgroup.
- Complying with the requirements of the SDS and Chemical Assessment listed in the Chemical Register.
- Reporting all safety and environmental incidents to the Team Leader – Environmental Infrastructure Catchments.
- Reporting all environmental complaints to the Team Leader – Environmental Infrastructure Catchments.

Risk Management and Hazard Identification

- The hazards and risk associated with the application of herbicides are identified in the Risk Assessment.

The following methods will be utilised to identify additional hazards/risks:

- Use of Council's Risk Assessment Form. This form is completed by a Risk Assessor prior to works commencing and identifies the hazards and controls associated with Work Activities.
- Use of Council's Occurrence Line (PH 02 4350 5789). This system is utilised by Council Workers to report hazards, non-conformances and incidents.

Training

Herbicide Mixing, Application, Transport and Storage

- All Workers who mix or apply herbicides or calibrate equipment used to apply herbicides must hold Australian Qualifications Framework Level 3 (AQF 3) or above. AQF 3 requires the following units of competency to be attained:
 - *AHCCHM303A (Prepare and Apply Chemicals), and*
 - *AHCCHM304A (Transport, Handle and Store Chemicals).*
- Workers with AQF 3 must be audited by a Worker with Australian Qualifications Framework Level 4 (AQF 4) or above.
- Proof of training must be carried by Workers at all times such as a certificate, card, permit or licence.
- A refresher course must be completed every 5 years to ensure competency.
- All Contractors engaged by Council to apply herbicides are required to comply with the same training requirements as outlined above.

Council's Bushcare Volunteers can only use hazardous chemicals where a detailed risk assessment has been completed and approved by the Unit Manager. This risk assessment must document the

risk controls, training requirements, access to SDS and emergency procedures. Refer to WHS Standard Operating Procedure Chemical Management.

Induction Training

- All Council Workers participate in Induction Training relating to roles and responsibilities regarding Council's operational responsibilities.
- Site induction is undertaken by the Crew Leader using the Form Site Induction. Inductions involve a review of Risk Assessments, operating procedures, SWMS and other site specific matters relevant to the work activity.
- All Workers that apply or mix herbicides in or around waterways will be required to undertake training in relation to the procedures outlined in this plan to ensure that they are aware of their roles and responsibilities.
- The objectives of providing training and updates will be to:
 - Create awareness of the potential hazards associated with the activity which may cause for harm to Workers the community and the environment, and the controls implemented to minimise the risk,
 - Ensure Workers understand the procedures which must be implemented in the event of a pollution incident, and
 - Ensure Workers understand the internal and external incident reporting requirements.

Record Keeping

- A record of training attendance and competencies for each staff member is maintained in Council's Record Management System. This system provides an automatic alert to the relevant Supervisor when Workers are due for refresher training or licence renewals.
- All Forms are recorded in Council's Record Management System.
- All Risk Assessments are recorded in Council's Record Management System.
- All eForms and paper-based forms are stored within Councils Record Management System.

Procedure

Step 1 Undertake a Site Assessment

A site assessment is required prior to undertaking weed control in order to determine the most appropriate method to be utilised. This will be undertaken by the Crew Leader and the following aspects should be considered:

- Identify the type of weeds.
- Establish the exact location and extent of the weeds.
- Identify any hazards/risk associated with the site.

This will be recorded on the Risk Assessment, Chemical Treatment Record (eform or hardcopy).

Step 2 Determine the Methodology

The appropriate method of weed control will be determined using the information obtained from the site assessment. An integrated weed management approach is the most effective method used

to control weeds. It involves a sustainable approach to long-term management of weeds using a combination of the following techniques:

- Weed prevention.
- Community education.
- Mechanical control.
- Chemical control.
- Biological control.

Where the use of chemicals is considered, the hierarchy of control must be implemented as outlined below:

- 1. Elimination:** Where possible, alternative weed control methods should be utilised.
- 2. Substitution:** Where possible, replace the chemical with a less toxic/hazardous chemical.
- 3. Minimisation:** Minimise the amount of chemical used (e.g. by increasing efficiency, dilution, or recycling of the chemical). Where possible, schedule works outside of peak use times to minimise potential impacts on the community.
- 4. Engineering controls:** Reduce the risk of chemicals or their by-products entering the environment or affecting the health and safety of staff and the community (e.g. through PPE, staff training, safe work procedures).

Step 3 Selection of Herbicide

- Only herbicides registered by the Australian Pesticides and Veterinary Medicines Authority for use in aquatic environments will be used to control weeds in and around waterways. If the product is to be used for a purpose or in a manner that is not included on the approved label, an Off-Label Permit will be obtained from the Australian Pesticides and Veterinary Medicines Authority.
- The herbicide selected will be based on the type of weed.
- Council currently uses two chemicals in waterways:
 - *Glyphosate 360*, and
 - *Metsulfuron Methyl*.

Step 4 Notification

- The annual Weeds Control Program will be displayed on Council's website at all times.
- Twice yearly the Unit Manager will publish a notice in the newspaper circulating in the locality notifying of the intention to apply herbicides to the waters which includes the following details as a minimum:
 - a) what herbicides are to be applied;
 - b) when the herbicides are to be applied;
 - c) a warning not to use, drink or swim in the water until further notice;
 - d) that further information can be obtained from the licensee, and
 - e) the licensee's name and contact phone number or contact email address.
- For adjoining 'Sensitive Receivers' notification via the most practicable means (fax, email, door knock or letterbox drop) will be undertaken for the following:
 - School or pre-school,
 - Kindergarten,
 - Childcare,

- Hospital,
- Community Health Centre,
- Nursing Home,
- Any place declared to be a sensitive place by the EPA.

Step 5 Quantity of Herbicide Applied

Herbicides can potentially impact the environment if mixed incorrectly. To minimise the risk of this occurring the following controls must be in place at all times:

- All herbicides must be mixed in accordance with the instructions on the label (unless an Off-Label Permit is obtained).
- The required amount of herbicide will be calculated and mixed accordingly to minimise waste. If any herbicide is left after the work is complete, it will be disposed of or stored in a bunded area temporarily for re-use.
- If the herbicide is mixed and the weather conditions are not suitable for spraying, mixed herbicide will be stored in a bunded area until conditions become suitable.

Council's Daily Equipment Checklist must be completed prior to decanting the herbicide into the spray truck, to identify any potential faults in hoses or connections. When decanting the herbicide into the spray vehicles, a spill kit will be readily accessible to be used in the event of a spill and staff trained in the deployment of the kit.

Step 6 Transportation of Herbicides

- The quantity of herbicide transported will be limited to the amount used each day.
- Herbicides will be stored on transport vehicles in line with the manufacturers recommendations (label) and a current vendor SDS
- Spill kits will be located on each of the spray vehicles and must be inspected regularly to ensure they are adequately stocked to manage the type and capacity of potential spills.

Step 7 Application of Herbicides

Prior to Use

- Prior to the application of herbicides, review the Risk Assessment and document any additional risks or hazards.
- Make an assessment of weather conditions to determine if works can proceed. Weed spraying will not be undertaken in unsuitable weather conditions.
- Warning signs must be displayed at access points to the site and attached to the spray vehicle, stating "WARNING, Water may contain dangerous chemicals. The public is advised not to use, drink or swim until further notice. For further information contact Central Coast Council on 1300 463 954".
- Weed spraying must not be undertaken adjacent to certified organic farms registered with Council unless the property owner has not controlled the noxious weed/s. These farmers will have their boundaries marked as organic farms at all times. Warning signs must be in plain English and must include:
 - Purpose use (e.g. weed/s being treated).
 - Proposed dates of use.
 - Locations of use.

- Potential risks.
- Contact details of Council (During and after business hours).
- The signs will be regularly monitored to ensure they remain in place and are visible to the public until the works are complete and the area is deemed safe.

During Use

- Herbicides must be applied in accordance with the directions on the label (unless an Off-Label Permit is obtained from the Australian Pesticides and Veterinary Medicines Authority).
- Warning signs must be maintained to ensure they remain in place and visible to the public until the water is safe for use.
- Appropriate PPE must be worn at all times when applying herbicides. Specific PPE requirements will be included in the SDS for the chemical and may include:
 - Cotton or disposable overalls.
 - 2 x impervious boots or shoes (one pair is to remain clean and to be used before/after herbicide use).
 - PVC Gauntlet gloves.
 - Half face respirator.
 - RQ2000 respirator fitted with RC86 cartridges or equivalent.
 - Wadders (if required).
 - Lifejacket (if applying using a boat).
 - Washable hat.
 - Sunglasses/goggles.
 - Sunscreen.

After Use

- Remove all clothing and shoes worn whilst applying the herbicides and place in a plastic bag.
- Ensure that contaminated clothing is placed in the designated bins located in chemical storage shed at the Depot or appropriate designated area.
- Once a full load is available, wash all contaminated clothing separately using the designated washing machines/dryers at the Depot and dispose of any disposable items appropriately.
- Warning signs must not be removed until the water is safe for use.

Step 8 Records of herbicides applied

- The Chemical Treatment Record Form must be completed after each individual job
- The completed Chemical Treatment Record Form must be submitted on-line or hard copy returned to the Team Leader – Infrastructure Catchments at the end of each week.
- The Team Leader – Infrastructure Catchments will audit and authorise the *Chemical Treatment Record Forms* and ensure that the completed forms are registered into Councils Record Management System.
- The forms must include the following details:
 - Location of where the herbicide was applied and the area of water covered by the application.

- Date of herbicides application.
- Type of weeds treated.
- Name of herbicide applied and formulation/mixing details.
- The amount of herbicide used.
- The wind speed (m/s) and direction at the time of the herbicide application.
- The air temperature at the time of the herbicide application.
- The tide level at the time of the herbicide application (where applicable).
- Humidity (where applicable).
- Rainfall over the 24 hour period prior to and following the herbicide application.
- Names of person(s) applying the herbicide and name of their Supervisor.
- The date and time of any query by any person in relation to the herbicide application.
- The method by which any such query was made.
- The name and contact details of the person making any such query.
- The nature of any such query.
- Any action taken in relation to any such query.
- The completed *Chemical Treatment Record Forms* must be retained for at least 4 years.
- All chemicals used or stored by Council workers or volunteers on a Council worksite must be listed on the Chemical Register. The chemical storage shed at the Depot will contain a maximum of the following:
 - 400L of Glyphosate 360,
 - 1kg of Metsulfuron Methyl.

Step 9 Wash Down of Spray Trucks

- Spray tanks are to be triple rinsed and cleaned thoroughly using clean water on a weekly basis or prior to a change in chemical used. Any herbicide rinseates are to be disposed of at a licenced facility in accordance with permit.
- Apply a neutralising agent in accordance with the relevant SDS where required.
- All areas within the vehicle that may have been exposed to chemicals (such as handles, vinyl seats, steering wheel, and any buttons are to be cleaned with a cloudy ammonia solution or ISO wipes once a week.

Step 10 Disposal of Herbicides

All empty containers must be triple rinsed as soon as they are empty and recycled by Drummuster. Containers which cannot be recycled will be marked to prevent re-use and disposed of at licenced landfills.

Step 11 Storage of Herbicides

Herbicides must be stored:

- In the original container or
- In containers that are labelled correctly in accordance with *Code of Practice: Labelling of Workplace Hazardous Chemicals*.
- Hazardous chemicals must be stored with a current GHS compliant label.

- In an area protected from the weather and with adequate ventilation.
 - In a bunded area which is appropriate to the herbicide being stored and greater than 110% of the capacity of chemicals stored. The bund must be regularly monitored to ensure it is intact and is free from contamination.
 - With appropriate HAZCHEM signage displayed where the herbicide is stored to identify the potential risks.
 - Separately from non-compatible hazardous chemicals.
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- The volume of herbicides stored should be kept to a minimum, taking into consideration usage and shelf life.
 - An up-to-date SDS must be easily accessible where herbicides are stored.
 - If the amount of herbicides stored exceeds placard or manifest quantities the quantity and type of chemical stored must be detailed in Council's Manifest.

Step 12 Maintenance of Plant & Equipment

- All plant & equipment will be maintained and serviced regularly in accordance with Councils Fleet Management System.
- The Daily Equipment Checklist must be completed prior to commencing works including checking hoses and connections prior to use.
- All equipment used to apply herbicides will be calibrated as required.

Emergency Response

Pollution Complaints

- Complaints can be made by phoning Central Coast Council on 1300 463 954. This number can be obtained from the signage displayed whilst applying the herbicide as well as the public notifications.
- Records must be kept of all complaints made to Council in relation to pollution arising from any of the activities associated with the Environment Protection Licence. The record must include details of the following:
 - The date and time of the complaint.
 - The method by which the complaint was made.
 - Any personal details of the complainant which were provided by the complainant or.
 - The nature of the complaint.
 - Any action taken in relation to the complaint, including any follow-up contact with the complainant.
 - If no action was taken, the reasons why no action was taken.
- The record of a complaint must be retained for at least 4 years after the complaint was made.
- The record must be produced to any authorised officer of the EPA who asks to see them.

Emergency Response

Each emergency situation will be assessed and responded to in a manner which is appropriate for the circumstances of the incident, using the process outlined below. The relevant Crew Leader is responsible for activating this plan in the event of an incident.

In the event that an incident occurs, the first step is to undertake a risk assessment of the site to determine if there is a risk to people, property and/or the environment and implement immediate corrective actions to prevent further harm in accordance with the relevant SDS.

The primary control which should be implemented is to isolate the pollution source. Once this is completed the spill kit must be utilised to contain the spill and once contained the contaminated material should be disposed of at an approved waste management facility.

Incident Reporting & Investigation

CCC employees, including contractors and volunteers, have the duty to immediately report all environmental incidents via Council's Occurrence Hotline on (02) 4350 5789 (available 24/7).

If the incident presents an immediate threat to human life or property '000' must be called first. If the incident does not present an immediate threat to human life or property or once '000' has been called, then the Environmental Incident Hotline must be notified **IMMEDIATELY**.

An environmental incident is:

- 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.
- This can also include an occurrence or set of circumstances, as a consequence of which an adverse impact upon other receivers such as flora/fauna, public or human health, land, air, items of heritage significance, water or generate excessive noise which has occurred, is occurring or is likely to occur.

If unsure as to whether it is a reportable incident, consult with the Environmental Management Coordinator **IMMEDIATELY**. If the incident occurs outside of standard operating hours when the Environmental Management Coordinator is not available, **IMMEDIATELY** contact the Occurrence Hotline on 4350 5789. External reporting will be carried out by the Environmental Incident Hotline.

Authority	Contact Details
Central Coast Council Environmental Incident Hotline	4350 5789
EPA Environment Line	131 555

NSW Health Public Health Unit	BH: Kerry Spratt 0412 014 430 Adam McEwan 0414 193 976 or if neither available: 4320 9730 AH: On-call Environmental Health Officer: 4320 2111
Safework NSW	131 050
Fire and Rescue NSW (if 000 call not required)	1300 729 579
NSW Food Authority (Shellfish Program)	Anthony Zammit: 1300 552 406 (BH); 0407 078 269 (AH) If unavailable, contact: Grant Webster: 0407 947 730 (AH)

Investigations will be undertaken with the relevant staff to determine the cause of the incident and identify response actions assigned via Councils Response Action System, to ensure that the incident does not re-occur.

All response actions will be reviewed to determine if the actions were 'effective' or 'ineffective'. Where the action is determined to be 'not effective', additional response actions will be identified and assigned via the Response Action System.

Communication

Communication is an important aspect of managing any response to a pollution incident. The mechanisms used and the information provided to stakeholders will depend on the circumstances of the pollution incident.

The objective of communication is to ensure that those potentially affected by a pollution incident know what has happened, how they may be affected by the incident, what they can do avoid potential harm, and to explain what Council is doing to respond to the incident.

- Following a pollution incident, the occupiers of neighbouring premises will be notified via a letterbox drop/door knock. An assessment of who should be notified will be undertaken by the Occurrence Hotline.

In most cases, a pollution incident will be confined to a particular location and notification to stakeholders can be handled by the erection of warning signage. Where the incident is not confined to a particular area and/or may have a significant impact upon the environment the following types of communication mechanisms are to be considered when selecting an appropriate means of providing stakeholder notification:

- Phoning stakeholders.
- Emailing stakeholders.

- Issuing of media releases.
- Posting of notices on Council's website.
- Posting of notices on Council's social media accounts.

Testing and Review

This plan will be reviewed and tested annually prior to submission of the Annual Return to ensure that the plan is accurate and up-to-date, and that the plan is capable of being implemented in a workable and effective manner.

In addition, the plan will be reviewed and tested:

- Within one month of any pollution incident (or near miss) occurring.
- When legislative requirements are changed.
- When there is a change in work processes.

The scenarios tested will be obtained from the hazards identified in the Risk Assessment and those with the highest risks will be tested as a priority. Two methods will be utilised which include undertaking desktop reviews and practical drills. The results will be detailed in the Testing and Review Log.