

Waste Transport Pollution Incident Response Management Plan (PIRMP)

Revision Date	Revision Description	Author	Approved
2021-08-18	Original Version	P. Caruana	B. Williams

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1.0 SCOPE

Environment Treatment Solutions Pty Ltd (**ETS**) holds an Environment Protection Licence with the NSW Environment Protection Authority (EPA) for the transport of trackable waste licence Number 13157.

As per the Protection of the Environment Operations Act 1997 (the POEO Act), the holder of an Environment Protection Licence must prepare, keep, test and implement a pollution incident response management plan (PIRMP) that complies with Part 5.7A of the POEO Act in relation to the activity to which the licence relates.

If a pollution incident occurs in the course of an activity so that material harm to the environment (within the meaning of section 147 of the POEO Act) is caused or threatened, the person carrying on the activity must immediately implement this plan in relation to the activity required by Part 5.7A of the POEO Act.

A copy of this plan is kept where the activity takes place. The plan is made available on request by an authorised NSW EPA Officer and to any person who is responsible for implementing this plan. Parts of the plan is accessible on the ETS Australia website and by providing a copy of the plan to any person who makes a written request. The sections of the plan that are required to be publicly available are set out in clause 98D of the Protection of the Environment Operations (General) Regulation 2009.

NOTE: This plan has been developed in accordance with the Protection of the Environment Operations Act 1997 and the Protection of the Environment Operations (General) Regulation 2009 and the Protection of Environment (Waste) Regulation 2014.

This Pollution Incident Response Management Plan (PIRMP) covers the key actions to minimise the occurrence of a pollution incident and manage a pollution incident if one occurs (during and after a pollution incident).

This document has been prepared for managing the impact to human health (employees and nearby neighbours) and the environment (onsite and offsite).

2.0 DEFINITIONS

Not applicable to this procedure.

3.0 FLOWCHART

Refer to 4.7.1

4.0 ACTIVITY

4.1 Environment Protection Licence (EPL) details

The following details the EPL Details for ETS:

Name of Licensee:	ENVIRONMENTAL TREATMENT SOLUTIONS PTY LTD
ABN:	36 126 020 451
EPL Number:	13157
Does the company have multiple sites for garaging waste transporter vehicles?	Yes <input checked="" type="checkbox"/> or No <input type="checkbox"/> ETS has three locations used for garaging vehicles
Premises Name and Address:	PO BOX 356 MINTO NSW 2566
Company or business contact details:	1300 133 583
Name of Person Responsible:	Brad Williams
Position:	Branch Manager
Business Hours Contact Number:	P. 1300 133 583 M. 0429 655 325
After hours Contact Number:	M. 0429 655 325
Email:	brad.williams@envirotreat.com.au
Website Address:	https://www.envirotreat.com.au
Scheduled activity / activities on EPL:	Transport of Trackable Waste
Fee based activity / activities on EPL:	Transport of Category 1 Trackable Waste Transport of Category 2 Trackable Waste

4.2 Pollution Incident – Person/s Responsible

The following contact details are 24- hour contacts including alternative person should the primary contact be unavailable.

PIRMP Activation (Primary Contact)	
Name of Person Responsible:	Tom Maynard
Position:	Projects & Logistics Manager Operations
Business Hours Contact Number:	P. 1300 133 583 M. 0425 436 484
After hours Contact Number:	M. 0425 436 484
Email	tom.maynard@envirotreat.com.au

PIRMP Activation (Secondary Contact)	
Name of Person Responsible:	Brad Williams
Position:	Branch Manager

PIRMP Activation (Secondary Contact)	
Business Hours Contact Number:	P. 1300 133 583 M. 0429 655 325
After hours Contact Number:	M. 0429 655 325
Email	brad.williams@envirotreat.com.au

Licensees must notify all of the appropriate Regulatory Authorities about the incident. These may include the organisations at Section 4.3.

Notifying Relevant Authorities	
Name of Person Responsible:	Helen McCarthy
Position:	Environment and Sustainability Manager (REMONDIS)
Business Hours Contact Number:	P. 07 3715 545 M. 0417513576
After hours Contact Number:	M. 0417513576
Email	helen.mccarthy@remondis.com.au

Managing Response to Pollution Incident	
Name of Person Responsible:	Helen McCarthy
Position:	Environment and Sustainability Manager
Business Hours Contact Number:	P. 07 3715 545 M. 0417513576
After hours Contact Number:	M. 0417513576
Email	helen.mccarthy@remondis.com.au

4.3 Notification to Relevant Authorities

As part of Part 5.7A of the POEO Act, in case of a pollution incident that causes or threatens to cause material harm to the environment, the relevant authorities are to be contact and include:

In addition refer to additional contacts in Attachment No. 6

Notification of Relevant Authorities	
Fire & Rescue NSE and/or Rural Fire Services	000 (first notification)
Environment Protection Authority	131 555
Health NSW – Local Hospital	Refer to 6.1
SafeWork NSW	131 050
Local Council	Refer to 6.2
Sydney Water	13 20 92

4.4 Notification of Neighbours and the Local Community

Notification of the local community is to be led by the incident controller from emergency services (NSW Police Force or Fire & Rescue NSW / Rural Fire Service)

4.5 Description of Likelihood of Hazards and Associate Risk Assessment

ETS operates an Integrated Health, Safety, Environment and Quality Management System. Risk assessments are conducted based on the requirements of RE-H&S-PR-011 HSEQ Risk Management Procedure.

A specific risk assessment for Environmental Protection Licence 13157 has been developed and is routinely updated. Please see a member of the Environment or ETS Management Teams for a copy of this.

4.6 Pre-emptive Actions to be Taken

ETS Australia Pty Ltd has implemented pre-emptive actions to minimise or prevent the risk of harm to human health or the environment. These are outlined below.

4.6.1 Managing Regulated Waste

The following controls are implemented for all transport of regulated waste.

1. Daily checks on ETS vehicles prior to leaving the licenced facility.
2. All waste is to be transported in a safe and secure manner in accordance with the requirements of the Heavy Vehicle National Law.
3. All waste is to be appropriately segregated and transported as per the Australian Dangerous Goods Code (ADG Code).
4. ETS vehicles are to have a manifest on hand and correctly placard vehicle for easy identification should an incident occur as per the ADG Code.
 - a. In most cases of work conducted under Environment Licence 13157 the manifest will take the form of the waste tracking certificates (paper or electronic).
5. All ETS vehicles are to carry a copy of the Dangerous Goods Initial Emergency Response Guide.
6. All staff are to be trained in the relevant Safe Work Method Statements & Standard Operation Procedures.
7. Daily de-brief occurs with ETS drivers to alert them of the risks associated with the waste to be collected and necessary precautions.

As well as the above actions, regular maintenance is carried out on the vehicles and the safety equipment to ensure it remains compliant and operational.

4.6.2 Obtaining Relevant Safety Data sheets

SDS may be requested from the manufacturer, importer or supplier of a hazardous chemical and many manufacturers and importers make electronic copies of SDS available on their websites.

SDS are supplied:

- When the hazardous chemical is first supplied to the workplace
- The first time a hazardous chemical is supplied after an SDS has been amended.
- A hazardous chemical is taken to be first supplied to a workplace if the supply is the first in five years.

4.6.3 Collections and Deliveries

The following controls are implemented in the planning and undertaking of the transport of trackable waste:

- Plan trips including roads/routes and timing to identify safest option;
- Use dangerous goods code, relevant legislation, manufacturer instructions, and the SDS to guide transportation of goods.
- Separate and segregate loads according to compatibility and legislative guides;
- Ensure collection and deliveries of dangerous goods occurs within bunded areas;
- Ensure goods being transported are labelled and appropriate warning signs displayed on vehicles consistent with the requirements of the ADG Code;
- Check and ensure that loads are secured appropriately;
- Briefing prior to trip;
- Dangerous goods training for drivers.

4.6.4 Chemical Spills and Leaks

The following preventative equipment is available in the vehicles in the event of a spill or leak:

- Adequate quantities of emergency response kits suitable to the material being transported and potential spills associated with the vehicles (e.g hydrocarbon spill) are available in the vehicles;
- PPE specified in the Safety Data Sheet is available;

4.6.5 Fire

The following controls are implemented to prevent and mitigate a potential fire:

- Provision of firefighting equipment in vehicles;
- Training drivers in firefighting and emergency response;
- Avoid loading or offloading vehicles near sources of heat or sparks;
- Avoid smoking during transportation, delivery and or collection of dangerous/hazardous goods.

4.6.6 Safety equipment

The following safety equipment / devices is used to minimise the risks to human health or the environment and to contain or control a pollution incident.

Product Name	Location of where the equipment is stored	Minimum Maintenance Requirements
Fire Extinguisher	Inside Cab	6 Monthly inspection
Hydrocarbon Spill Kit	Toolbox / Cab	Annual inspection
PPE	Inside Cab	Daily pre-start
First Aid Kit	Inside Cab	6 Monthly
Safety Signage	Vehicles	Daily pre-start

It is expected that the risk assessment of the regulated waste transported identified any PPE and/or safety equipment required in relation to the regulated waste being transported and that this is carried on a job specific basis.

4.7 Actions During a Pollution Incident

If an evacuation is required of the area or any neighbouring facilities, this shall be completed in accordance with the emergency services.

4.7.1 General controls for managing any pollution incident

Where any pollution incident occurs consider the following controls:

- Visually assess the situation.
- Contact emergency services as required
- Review the Safety Data Sheet and follow all outlined requirements in the relevant section. This may include:
 - Section 4—First aid measures
 - Section 5—Firefighting measures
 - Section 6—Accidental release measures
 - Section 8—Exposure controls and personal protection
 - Section 11—Toxicological information
 - Section 12—Ecological information
- If safe and possible to do so, undertake immediate measures that prevent further impacts from the pollution incident;
- When safe to do so, notify your Supervisor/Manager as per Section 4.8.3.
- Take direction from the Appropriate Regulatory Authorities/Supervisor Manager

4.7.2 General controls for managing a spill event

In the event of a pollution incident that will cause harm to the environment or human health due to the spill of a hazardous chemical, consider the following:

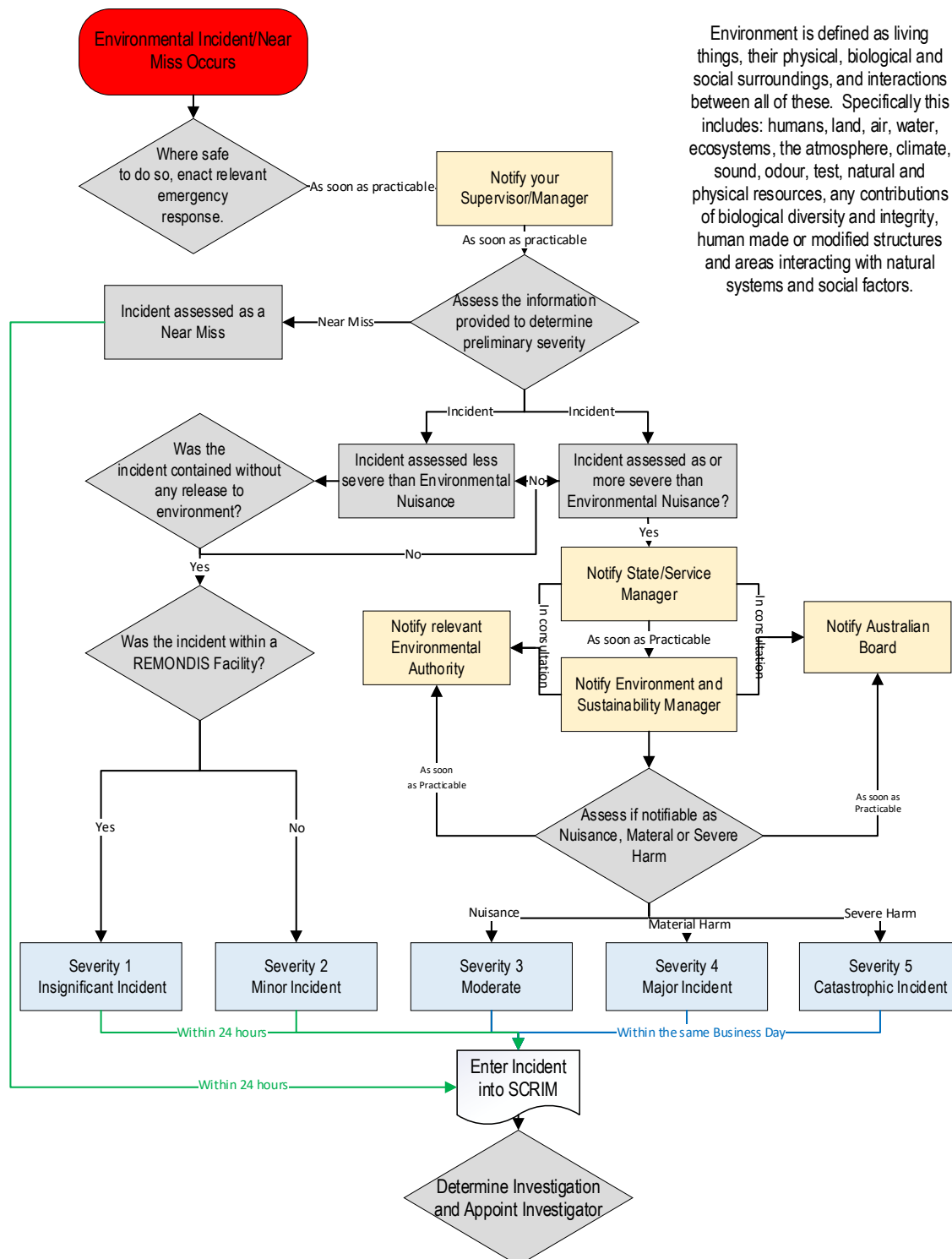
1. Confirm material involved;
2. Review the Safety Data Sheet and follow all outlined requirements in the relevant section. This may include:
 - Section 4—First aid measures
 - Section 5—Firefighting measures
 - Section 6—Accidental release measures
 - Section 8—Exposure controls and personal protection
 - Section 11—Toxicological information
 - Section 12—Ecological information
3. If material is a risk to human health through inhalation, move to the open air and remove yourself from the substance release area;
4. If material can be safely cleaned up, assess and don suitable protective personal equipment set out in Section 8 of the Safety Data Sheet;
5. Prevent entry of chemical / material into drain or waterway using the spill control kits provided. Block any 'at risk' drains and divert any fast flowing liquid spills away from any sensitive areas;
6. Place barriers across the storm water drains;
7. Don't walk through spills;
8. Clean up spill using absorbent pads and / or material in the spill kits provided.

4.8 Notifying of a Pollution Incident

In the event of a pollution incident, please following the flowchart below for the expected notifications both internal and external to ETS. The person reporting the pollution incident should provide the following key details:

- Their name and contact details;
- Location of the pollution incident/emergency;
- Nature of the pollution incident/emergency; and
- Details of any assistance required.

Licensees are required to report pollution incidents '**immediately**' (without delay) to the Relevant Regulatory Authorities as stated in Section 6.



Environmental Nuisance	Environmental Nuisance is unreasonable interference or likely interference with a use, an attribute or a function of the environment.
Material Environmental Harm	Material Environmental Harm interference with an environmental value that is: not trivial or negligible, may be either on REMONIDS premises or otherwise, that causes actual or potential loss, property damage or damage costs above the relevant State threshold amount (QLD - \$5,000, NSW - \$10,000, VIC - \$10,000, WA - \$100,000) or as set out in an associated regulation.
Severe Environmental Harm	Severe environmental harm means environmental harm that: is irreversible, of a high impact or on a wide scale; is significant or in an area of high conservation value or special significance, or results in actual or potential loss, property damage or damage costs of an amount, or amounts in aggregate exceeds the Material Harm Threshold Amount

4.9 Actions Post a Pollution Incident

Depending on the severity of an incident, an incident investigation and report will be completed regarding the Pollution Incident to find the root cause of the incident and implement the corrective actions to prevent the incident occurring. The incident will be reported in the SCRIM Incident Management system.

If ETS are notified of the pollution incident by the public, a complaint will be registered in the SCRIM Incident Management reporting system.

Within a month following the incident, the PIRMP will be reviewed and tested. ETS will continue to liaise with the relevant Regulatory Authorities to reduce the likelihood of the pollution incident occurring.

The Incident will be discussed at the toolbox meeting forum with all staff and contractors regarding the incident investigation, key outcomes and follow up on the completing of the corrective actions.

4.10 Staff Training

Staff will be trained in various aspects of the Health, Safety, Environment Management System and the PIRMP to create awareness and understanding.

The objective of the training program is to ensure all staff and contractors are aware of the key steps to manage a pollution incident including the right actions during and immediately after incident pollution along with eliminating pollution incidents.

Refer to the ETS Training Matrix detailing our training and schedule.

Training will be completed in various forums:

- Toolbox Meetings.
- Specific Internal and External Training.
- Dangerous Goods Training.

A toolbox presentation outlining the key components of the PIRMP will be presented to all relevant ETS Staff.

Training / Certification	Frequency
Risk Assessment & SOP Refresher	Every 12 Months
PIRMP	Yearly (or within 1 month of incident)
Spill Response	Every 12 Months
Fire Training	2 Yearly
Dangerous Goods Licence (if applicable)	5 Yearly
Vehicle Licence	5 Yearly
First Aid – CPR (if applicable)	Yearly
First Aid (if applicable)	3 Yearly

4.11 Testing and Updating of the PIRMP

4.11.1 PIRMP Testing

The PIRMP will be tested every 12 months as per the requirement. The testing of the PIRMP is to be carried out in such a manner as to ensure that the information included in the plan is accurate and up to date, and that each plan is capable of being implemented in a workable and effective manner.

Testing will involve undertaking desktop simulations of incidents and if necessary, completing exercises or drills. Testing will need to cover all the components of the PIRMP, including the effectiveness of the training.

Plans must be tested within one month of any pollution incident occurring in the course of an activity to which a licence relates to assess. In the light of that incident, whether the information included in the plan is accurate and up to date, and the plan is still capable of being implemented in a workable and effective manner.

PIRMP Testing will be reported in SCRIM and recorded at the back of this document.

Once the testing is completed, it is imperative that the PIRMP is reviewed and changes completed.

Date Tested	Tested By	Details of Test	Findings of Test including issues Identified	Next Scheduled Testing Date (within 12 months from current test)

4.11.2 PIRMP Update Details

Date Update Occurred	Reason for Update	Details of Updates	Date the updated version completed	Date of completion

5.0 REFERENCES

- Refer to TRA-SWMS IMS0019a.
- RE-H&S-PR-012 Hazard & Incident Reporting & Investigation Procedure
- Protection of the Environment Operations Act 1997
- Protection of the Environment Operations (General) Regulation 2009
- Environment Protection Licence 13157
- EPA's Guideline: Pollution Incident Response Management Plans
- RE-H&S-PR-011 HSEQ Risk Management Procedure
- ETS Training Matrix

6.0 ATTACHMENTS

- 6.1 Contacts for Public Health
- 6.2 Contacts for local council in Sydney Metro.
- 6.3 NSW Environment Line

6.1 Contact Details for Public Health

Postcode	Health Unit	Phone	After Hours
2050	Camperdown	02 9515 9420	02 9515 6111 (ask for public health officer)
2250	Gosford	02 4320 9730	02 4320 2111 (ask for public health nurse)
2077	Hornsby	02 9477 9400	02 9477 9123 (ask for public health officer)
2036	Population Health	02 9700 3225	1300 076 267 (option 1)
1871	Liverpool	02 8778 0855	02 9828 3000 (ask for public health officer)
2287	Newcastle	02 4924 6477	02 4924 6477 (ask for public health officer)
2150	Parramatta	02 9840 3603	02 9845 5555 (ask for public health officer)
2751	Penrith	02 9382 8333	02 9382 2222 (ask for public health nurse)
2500	Wollongong	02 4221 6700	02 4222 5000 (ask for public health officer)
2640	Albury	02 6080 8900	02 6080 8900 (ask for public health officer)
2795	Bathurst	02 6330 5880	0428 400 526
2880	Broken Hill	08 8080 1499	08 8080 1333 (ask for public health officer)
2830	Dubbo	02 6809 8979	02 6885 8666 (ask for public health officer)
2580	Goulburn	02 4824 1837	02 6080 8900 (ask for public health officer)
2480	Lismore	02 6620 7585	0428 882 805
2444	Port Macquarie	02 6589 2100	0428 882 805
2348	Tamworth	02 6764 8000	02 6764 8000 (ask for public health officer)

6.2 Contacts for Local Councils in the Sydney Metro

SYDNEY METRO			
Postcode	Council	Phone	Email
2216	Bayside Council	1300 581 299	council@bayside.nsw.gov.au
2148	Blacktown City Council	02 9839 6000	council@blacktown.nsw.gov.au
2780	Blue Mountains City Council	02 4780 5000	council@bmcc.nsw.gov.au
2134	Burwood Council	02 9911 9911	council@burwood.nsw.gov.au
2570	Camden Council	02 4654 7777	mail@camden.nsw.gov.au
2560	Campbelltown City Council	02 4645 4000	council@campbelltown.nsw.gov.au
2200	Canterbury Bankstown Council	9707 9000	council@cbc.nsw.gov.au
2047	City of Canada Bay Council	02 9911 6555	council@canadabay.nsw.gov.au
2150	City of Parramatta Council	1300 617 058	council@cityofparramatta.nsw.gov.au
2112	Council of the City of Ryde	02 9952 8222	cityofryde@ryde.nsw.gov.au
2000	Council of the City of Sydney	02 9265 9333	council@cityofsydney.nsw.gov.au
2160	Cumberland Council	02 8757 9000	council@cumberland.nsw.gov.au
2176	Fairfield City Council	02 9725 0222	mail@fairfieldcity.nsw.gov.au
1481	Georges River Council	02 9330 6400	mail@georgesriver.nsw.gov.au
2756	Hawkesbury City Council	02 4560 4444	council@hawkesbury.nsw.gov.au
2131	Inner West Council	02 9392 5000	council@innerwest.nsw.gov.au

2072	Ku-ring-gai Council	02 9424 0000	kmc@kmc.nsw.gov.au
2066	Lane Cove Municipal Council	02 9911 3555	lccouncil@lanecove.nsw.gov.au
2170	Liverpool City Council	1300 362 170	lcc@liverpool.nsw.gov.au
2088	Mosman Municipal Council	02 9978 4000	council@mosman.nsw.gov.au
2060	North Sydney Council	02 9936 8100	council@northsydney.nsw.gov.au
2099	Northern Beaches Council	1300 434 434	council@northernbeaches.nsw.gov.au
2750	Penrith City Council	02 4732 7777	council@penrithcity.nsw.gov.au
2031	Randwick City Council	1300 722 542	council@randwick.nsw.gov.au
2135	Strathfield Municipal Council	02 9748 9999	council@strathfield.nsw.gov.au
2232	Sutherland Shire Council	02 9710 0333	ssc@ssc.nsw.gov.au
2110	The Council of the Municipality of Hunters Hill	02 9879 9400	council@huntershill.nsw.gov.au
2077	The Council of the Shire of Hornsby	02 9847 6666	hsc@hornsby.nsw.gov.au
2153	The Hills Shire Council	02 9843 0555	council@thehills.nsw.gov.au
2022	Waverley Council	02 9083 8000	waver@waverley.nsw.gov.au
2067	Willoughby City Council	02 9777 1000	email@willoughby.nsw.gov.au
2571	Wollondilly Shire Council	02 4677 1100	council@wollondilly.nsw.gov.au
2028	Woollahra Municipal Council	02 9391 7000	records@woollahra.nsw.gov.au

REGIONAL NSW			
Postcode	Council	Phone	Email
2640	Albury City Council	02 6023 8111	info@alburycity.nsw.gov.au
2350	Armidale Regional Council	1300 136 833	council@armidale.nsw.gov.au
2478	Ballina Shire Council	02 6686 4444	council@ballina.nsw.gov.au
2715	Balranald Shire Council	03 5020 1300	council@balranald.nsw.gov.au
2795	Bathurst Regional Council	02 6333 6111	council@bathurst.nsw.gov.au
2550	Bega Valley Shire Council	02 6499 2222	council@begavalley.nsw.gov.au
2454	Bellingen Shire Council	02 6655 7300	council@bellingen.nsw.gov.au
2712	Berrigan Shire Council	03 5888 5100	mail@berriganshire.nsw.gov.au
2671	Bland Shire Council	02 6972 2266	council@blandshire.nsw.gov.au
2799	Blayney Shire Council	02 6368 2104	council@blayney.nsw.gov.au
2825	Bogan Shire Council	02 6835 9000	admin@bogan.nsw.gov.au
2840	Bourke Shire Council	02 6830 8000	bourkeshire@bourke.nsw.gov.au
2839	Brewarrina Shire Council	02 6830 5100	breshire@brewarrina.nsw.gov.au
2880	Broken Hill City Council	08 8080 3300	council@brokenhill.nsw.gov.au
2482	Byron Shire Council	02 6626 7000	council@byron.nsw.gov.au
2866	Cabonne Council	02 6392 3200	council@cabonne.nsw.gov.au
2652	Carrathool Shire Council	02 6965 1900	council@carrathool.nsw.gov.au
2259	Central Coast Council	02 4350 5555	ask@centralcoast.nsw.gov.au
2836	Central Darling Shire Council	08 8083 8900	council@centraldarling.nsw.gov.au
2325	Cessnock City Council	02 4993 4100	council@cessnock.nsw.gov.au
2790	City of Lithgow Council	02 6354 9999	council@lithgow.nsw.gov.au
2463	Clarence Valley Council	02 6643 0200	council@clarence.nsw.gov.au
2835	Cobar Shire Council	02 6836 5888	mail@cobar.nsw.gov.au
2450	Coffs Harbour City Council	02 6648 4000	coffs.council@chcc.nsw.gov.au

2701	Coolamon Shire Council	02 6930 1800	council@coolamon.nsw.gov.au
2829	Coonamble Shire Council	02 6827 1900	council@coonambleshire.nsw.gov.au
2590	Cootamundra-Gundagai Regional Council	1300 459 689	mail@cgrc.nsw.gov.au
2794	Cowra Shire Council	02 6340 2000	council@cowra.nsw.gov.au
2830	Dubbo Regional Council	02 6801 4000	council@dubbo.nsw.gov.au
2420	Dungog Shire Council	02 4995 7777	shirecouncil@dungog.nsw.gov.au
2710	Edward River Council	03 5898 3000	council@edwardriver.nsw.gov.au
2537	Eurobodalla Shire Council	02 4474 1000	council@esc.nsw.gov.au
2646	Federation Council	02 6033 8999	council@federationcouncil.nsw.gov.au
2871	Forbes Shire Council	02 6850 2300	forbes@forbes.nsw.gov.au
2827	Gilgandra Shire Council	02 6817 8800	council@gilgandra.nsw.gov.au
2370	Glen Innes Severn Council	02 6730 2300	council@gisc.nsw.gov.au
2580	Goulburn Mulwaree Council	02 4823 4444	council@goulburn.nsw.gov.au
2644	Greater Hume Shire Council	02 6036 0100	mail@greaterhume.nsw.gov.au
2680	Griffith City Council	02 6962 8100	admin@griffith.nsw.gov.au
2380	Gunnedah Shire Council	02 6740 2100	council@infogunnedah.com.au
2404	Gwydir Shire Council	02 6724 2000	mail@gwydir.nsw.gov.au
2711	Hay Shire Council	02 6990 1100	mail@hay.nsw.gov.au
2594	Hilltops Council	02 6380 1200	mail@hilltops.nsw.gov.au
2360	Inverell Shire Council	02 6728 8288	council@inverell.nsw.gov.au
2663	Junee Shire Council	02 6924 8100	customerserviceteam@junee.nsw.gov.au
2440	Kempsey Shire Council	02 6566 3200	ksc@kempsey.nsw.gov.au
2474	Kyogle Council	02 6632 1611	council@kyogle.nsw.gov.au
2877	Lachlan Shire Council	02 6895 1900	council@lachlan.nsw.gov.au
2284	Lake Macquarie City Council	02 4921 0333	council@lakemac.nsw.gov.au
2705	Leeton Shire Council	02 6953 0911	council@leeton.nsw.gov.au
2480	Lismore City Council	1300 878 387	council@lismore.nsw.gov.au
2343	Liverpool Plains Shire Council	02 6746 1755	lpssc@lpssc.nsw.gov.au
2656	Lockhart Shire Council	02 6920 5305	mail@lockhart.nsw.gov.au
2320	Maitland City Council	02 4934 9700	info@maitland.nsw.gov.au
2428	Mid-Coast Council	02 6591 7222	council@midcoast.nsw.gov.au
2850	Mid-Western Regional Council	1300 765 002	council@midwestern.nsw.gov.au
2400	Moree Plains Shire Council	02 6757 3222	council@mpsc.nsw.gov.au
2710	Murray River Council	1300 087 004	admin@murrayriver.nsw.gov.au
2716	Murrumbidgee Council	1300 676 243	mail@murrumbidgee.nsw.gov.au
2333	Muswellbrook Shire Council	02 6549 3700	council@muswellbrook.nsw.gov.au
2447	Nambucca Shire Council	02 6568 2555	council@nambucca.nsw.gov.au
2390	Narrabri Shire Council	02 6799 6866	council@narrabri.nsw.gov.au
2700	Narrandera Shire Council	02 6959 5510	council@narrandera.nsw.gov.au
2821	Narromine Shire Council	02 6889 9999	mail@narromine.nsw.gov.au
2300	Newcastle City Council	02 4974 2000	mail@ncc.nsw.gov.au
2787	Oberon Council	02 6329 8100	council@oberon.nsw.gov.au
2800	Orange City Council	02 6393 8000	council@orange.nsw.gov.au
2870	Parkes Shire Council	02 6861 2333	council@parkes.nsw.gov.au
2444	Port Macquarie-Hastings Council	02 6581 8111	council@pmhc.nsw.gov.au

2324	Port Stephens Council	02 4980 0255	council@portstephens.nsw.gov.au
2620	Queanbeyan-Palerang Regional Council	1300 735 025	council@qprc.nsw.gov.au
2470	Richmond Valley Council	02 6660 0300	council@richmondvalley.nsw.gov.au
2529	Shellharbour City Council	02 4221 6111	council@shellharbour.nsw.gov.au
2541	Shoalhaven City Council	02 4429 3111	council@shoalhaven.nsw.gov.au
2330	Singleton Council	02 6578 7290	ssc@singleton.nsw.gov.au
2630	Snowy Monaro Regional Council	1300 345 345	council@snowymonaro.nsw.gov.au
2720	Snowy Valleys Council	1800 069 280	info@svc.nsw.gov.au
2340	Tamworth Regional Council	02 6767 5555	trc@tamworth.nsw.gov.au
2666	Temora Shire Council	02 6980 1100	temshire@temora.nsw.gov.au
2372	Tenterfield Shire Council	02 6736 6000	council@tenterfield.nsw.gov.au
2533	The Council of the Municipality of Kiama	02 4232 0444	council@kiama.nsw.gov.au
2484	Tweed Shire Council	02 6670 2400	tsc@tweed.nsw.gov.au
2337	Upper Hunter Shire Council	02 6540 1100	council@upperhunter.nsw.gov.au
2583	Upper Lachlan Shire Council	02 4830 1000	council@upperlachlan.nsw.gov.au
2358	Uralla Shire Council	02 6778 6300	council@uralla.nsw.gov.au
2650	Wagga Wagga City Council	1300 292 442	Council@wagga.nsw.gov.au
2354	Walcha Council	02 6774 2500	council@walcha.nsw.gov.au
2832	Walgett Shire Council	02 6828 1399	admin@walgett.nsw.gov.au
2824	Warren Shire Council	02 6847 6600	Council@warren.nsw.gov.au
2357	Warrumbungle Shire Council	02 6849 2000	info@warrumbungle.nsw.gov.au
2810	Weddin Shire Council	02 6343 1212	mail@weddin.nsw.gov.au
2648	Wentworth Shire Council	03 5027 5027	council@wentworth.nsw.gov.au
2577	Wingecarribee Shire Council	02 4868 0888	information.management@wsc.nsw.gov.au
2500	Wollongong City Council	02 4227 7111	council@wollongong.nsw.gov.au
2582	Yass Valley Council	02 6226 1477	council@yass.nsw.gov.au

6.3 NSW Environment Line

Environment Line

The Environment Line responds to queries about environmental issues and pollution in New South Wales.

Contact details

- Phone: 131 555 to report pollution or environmental incidents (for the cost of a local call within NSW (mobiles excluded))
- 1300 361 967 or 9995 5555 for publication requests and general enquiries
- 9995 5000 EES and EPA switch
- National relay service for hearing impaired customers: 133 677
- Fax: (02) 9995 5911
- Email: info@environment.nsw.gov.au
- Street address: 4 Parramatta Square, 12 Darcy St Parramatta NSW 2124
- Postal address: Locked Bag 5022, Parramatta NSW 2124

Opening hours: 8:30 am-5:00 pm, Monday-Friday. General information inquiries are handled during business hours. Reports of pollution incidents where either EPA or OEH has a direct regulatory role, and reports relating to motor vehicles, are taken 24 hours a day, seven days a week.

Report pollution

The Environment Line accepts reports of pollution and environmental incidents where the EPA or EES have a direct regulatory role, and reports relating to motor vehicles external link 24 hours a day, 7 days a week.

- Phone: 131 555

Find out which agency is responsible

Request information or publications

Many of our publications can be downloaded from our publications page or copies obtained through Shop NSW external link.

To make a general enquiry about national parks, environment and conservation, and heritage, or find out if printed versions of publications are available:

- phone 1300 361 967 for national parks publications
- phone 131 555 for Environment, Energy and Science and EPA publications, or
- submit an online request.

Relative Information Requirements

- Who observed the incident - names and contact details
- What is the issue, for example dust, noise, odour or illegal dumping
- When it happened - the time and date, how long it lasted, if it has happened before
- Where it happened - the address and nearest cross streets
- How it has impacted your health or comfort or damaged your property
- Other information such as weather conditions, descriptions of people that may have been responsible for the incident
- Evidence such as photos or videos