

**TOWNSVILLE CITY COUNCIL
EMERGENCY RESPONSE
MANUAL for
SPILL INCIDENTS-
OIL & CHEMICAL
Impacting the Environment**



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STATEMENT OF INTENT

The Townsville City Council is a professional corporate organisation with a responsibility to protect and enhance the environment of Townsville.

In order to meet this responsibility, the actions and response of Townsville City Council staff in emergency situations, is vitally important. This manual is designed to provide guidance to existing and new staff in emergency situations.

The Emergency Response Manual shall now become part of your work ethos and I encourage staff to submit any ideas on how this manual can be improved or extended. All staff is required to make themselves familiar with this manual, in order to ensure that Townsville City Council staff respond to emergency situations in a professional and efficient manner.

B.Guthrie

Chief Executive Officer

1.0 Introduction

The Emergency Response Manual (Spill Incidents) (**ERMSI**) forms part of Council's Integrated Environmental Management System (**IEMS**) which aims to promote and facilitate Best Environmental Management Practice (**BEMP**) in the Townsville Region.

The Manual is designed to provide all Townsville City Council (**TCC**) Staff with a guide as to the expected response in an incident, accident or potential emergency situation for spill events. ERMSI is sub-ordinate to TCC's Emergency Response Plan 2003/2004.

This document, while drafted in the Environmental Management Services (**EMS**) section, is a dynamic corporate document subject to constant review and change.

For this reason, any suggestions from individual staff members or departments, that can improve the response procedures, are welcomed.

2.0 Townsville City Council Corporate Structure

CORPORATE SERVICES

CORPORATE INFO & SUPPORT -
GOVERNMENT OF COUNCIL
LAND INFO SERVICES
FLINDERS MALL MANAGEMENT
HUMAN RESOURCES
ITCOMM SERVICES
LEGAL SERVICES
PUBLIC RELATIONS
PROPERTY SERVICES BUSINESS UNIT
RISK MANAGEMENT (PROPERTY)
TOWNSVILLE CBD PROMOTIONS

ENGINEERING SERVICES

ENGINEERING SERVICES EXEC UNIT
CITIWATER TOWNSVILLE
CITIWORKS TOWNSVILLE
FLEET SERVICES

PLANNING & DEVELOPMENT SERVICES

DEVELOPMENT SERVICES
STRATEGIC PLANNING
TOWN PLANNING SERVICES

ENVIRONMENTAL SERVICES

CITIWASTE TOWNSVILLE
HEALTH SERVICES
ENVIRONMENTAL MANAGEMENT SERVICES
PARKS SERVICES

FINANCIAL SERVICES

FINANCIAL ACCOUNTING
FINANCIAL OPERATIONS

COMMUNITY & CULTURAL DEVELOPMENT SERVICES

COMMUNITY SERVICES
GALLERY SERVICES
LIBRARY SERVICES
PERFORMING ARTS

3.0 Incident Reporting and Investigation

3.1 Duty to Notify

All Council staff has a "Duty to Notify" under the Environmental Protection Act (**EP Act**), 1994 - Section 36. (1)

Incident reporting is not only a legislative obligation but also a prerequisite if TCC is to identify and implement effective corrective and preventative action which will minimise harm to community health and the environment.

All staff is required to report incidents, accidents, emergencies and situations ("near misses") which may lead to mishaps in the future.

3.2 Environmental Incident Log Books and Incident Reports

Each TCC department, section and operation should keep an **Environmental Incident Log Book** where all complaints, spills and other incidents are recorded and is available for audit/inspection. Environmental Incident Reports of a substantial nature are to be forwarded to the Integrated Environmental Management Systems Coordinator (**IEMS&SC**), EMS ASAP for entry into a data base which forms part of the annual corporate environmental reporting requirements for the Environmental Protection Agency (**EPA**).

3.3 Incident Investigation

Incidents of a **substantial*** nature are to be reported to the IEMS&SC, EMS, immediately for investigation/referral/corrective action assessment and reporting (CAR).

Contact	Business Hours phone/fax	A/H phone	Mobile phone
IEMS&SC	4727 9313	4724 0536	0418 199 988

- Incidents extending off-site from a TCC operation/facility.
- Incidents that have the potential to constitute a breach of License conditions (EP Act 1994).
- Transport incidents on TCC roads/drains/parks as defined in Section B7 & B8.
- Marine Pollution incidents at Magnetic Harbour should be reported to Maritime Safety Queensland (**MSQ**).

- **TCC Emergency Response Manual (Spill Incidents) A-4**

4.0 After Hours Staff and Contact Numbers

4.1 Townsville City Council

Name	Position	Work Phone	A/H Phone	Mobile Phone
Cr. Tony Mooney	Mayor	4727 9200	4725 4027	
Cr Ann Bunnell Division 4	Deputy Mayor & Chair Sustainable Development Committee	4727 9203	4772 4692 ph/f	0419 641 189
Cr. David Mather Division 9	Chair City Infrastructure Committee		4771 2683	
Cr. Jenny Hill Division 1	Chair Community Safety Committee		4779 1213	0418 886 992
Cr. Jack Wilson Division 3	Lifestyle and Community Development Committee		4771 6114	0419 647 003
Cr Dale Parker Division 5	Chair Corporate Governance Committee		4725 2475	0418 756 692
Cr. John Robertson Division 8	Neighbourhood & Strategic Planning Committee		4725 6083	
Cr. Les Walker Division 7			4778 2394	0418 747 870
Cr. Fay Barker Division 2			4721 5766	0418 709 855
Cr. David Crisafulli Division 10			4775 3904	0419 197 947
Cr. Nonda Pass Division 6			4779 2567	0408 981 642
Brian Guthrie	Chief Executive Officer	4727 9100	4775 7352	0427 170316
Paul Askern	Director Corporate Services	4727 9210	4774 1214	0417 700 322
Dolan Hayes	Public Relations Manager	4727 9300	4729 0531	0417 778 268
Peter Foxwell	Director Environmental Services	4727 9227	4775 2433	0419 739 664
Grant Steen	Manager Health Services	4727 9584	4779 0252	0418 791 939
Gavin Hammond	Principal Environmental Health Officer	4727 9581		0418 193 506

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4.0 After Hours Staff and Contact Numbers continued

4.1 Townsville City Council continued

Name	Position	Work Phone	Work Fax	A/H Phone	Mobile Phone
Ian Kuhl	Co-ordinator Solid Waste Management	4772 5663	4771 3277		0407 135 645
Darren Alsemgeest	Co-ordinator Preventative Health & Administration	4727 9583	4727 9054		0419 703 978
George Kidd	Operations Foreperson	4771 2544	4771 3277		0408 769 356
Greg Bruce	Manager Environmental Management Services	4727 9311	4727 9315	4772 7953	0407 169 773
Mark Davis	IEMS & Sustainability Coordinator	4727 9313	4727 9313	4724 0536	0418 199 988
Tristram Denyer	Operations Coordinator Parks Services	4727 8334	4727 8929	4725 3290	0407 023 292
Dawson Wilkie	Director Engineering Services	4727 9230	4727 9051		0418 724 019
Russell Plant	Manager Citiworks	4727 8400	4727 8921		0417 604 694
Mark Ryan	Operations Engineer	4727 8449	4727 8927		0418 709 803
Glenn Hewton	Graduate Environmental Scientist	4727 8466	4727 8927		0408 774 353
Henry Fracchia	Manager Citiwater	4727 8760	4727 8927		0407 626 947
Grant Brinkman	Acting Operations Engineer	4727 8779	4727 8927		
Noel McIntyre	Workplace Health & Safety Co-ordinator	4727 8890	4727 8926	4774 0765	0417 618 417
Nimal Jayasinghe	Manager Property Services	4727 8876	4727 8922		0407 118 574

Townsville City Council Emergency Response Manual (Spill Incidents) – Road/Rail/Transport into Drains

B-1 MINOR SPILL INCIDENTS

1.1 Minor Spill Incident Definition

A minor spill is defined as a spill where:

- The amount or nature of the released/potentially released substance can not cause serious harm to community health or the environment
- The material is identified as a substance with minor hazardous properties and commonly encountered on roads
- Clean up of the material is considered part of maintaining the integrity of TCC's infrastructure: Citiworks

1.2 Lead Section: TCC – Citiworks

1.3 Notification

Authority (ORDER OF CONTACT)	Contact	Telephone		Pager/Mobile
		Day	After Hours	
(1) TCC – A/H	Garbutt Operation Centre (GOC)	4727 8999	4727 8999	
(2) TCC – A/H	Staff members Citiworks and Environmental Health Services on call as notified to GOC			
(3) TCC – Business Hours	Citiworks	4727 8951	0418 181 875	0418 181 875 on-call
	Health Services Peter Quinlan or Gavin Hammond	4727 9003 4727 9576 or 4227 9581		GOC 4727 8999
(4) TCC – Business & A/H	IEMS & Sustainability Coordinator	4727 9313	4724 0536	0418 199 988 0438 760 145

Townsville City Council Emergency Response Manual (Spill Incidents) – Road/Rail/Transport into Drains

2.0 Response Procedure

2.1 Notification, Incident Attendance and Reporting – Office Hours

Any TCC staff member receiving notification of the spill will immediately notify Citiworks.

The Technical Officer Customer Service (**TOCS**) or after hours on-call supervisor will ensure that a trained crew is dispatched to initiate an appropriate clean-up procedure as per Citiworks operational manual. If the spill of an even relatively harmless substance is large enough to enter stormwater drains, creeks or waterways, the TOCS and the IEMS&SC must be informed immediately.

2.2 Notification and Incident Attendance – After Hours

After hours notification should be directed to the TCC GOC which holds a regularly updated staff call-out roster.

The GOC staff will notify the Citiworks staff members on call at the time.

The staff member from Citiworks will attend with a trained crew and initiate appropriate clean-up operations in co-operation with Police (**QPS**) and Fire Service (**QFRS**- if these are on site). If the spill of an even relatively harmless substance is large enough to enter drains, creeks or waterways, GOC, TOCS and IEMS&SC must be informed immediately for advice and direction.

The IEMS&SC will inform the EPA as required (in the cases of illegal dumping, deliberate discharges, etc).

2.3 Incident Waste Clean-up and Disposal

The cost for removal of waste from clean-up operations of an incident is the responsibility of the company responsible for causing the incident. Spill material must be cleaned up dry with Vantassel approved universal absorbent such as granules of activated wood bark, natural zeolite (kitty litter), diatomaceous earth, peat/carbon or bentonite as directed.

Townsville City Council Emergency Response Manual (Spill Incidents) – Road/Rail/Transport into Drains

2.4 Incident Waste Clean up and Disposal continued

The clean-up waste must be immediately removed to:

- ◆ Vantassel Landfill in the event of harmless, non-hazardous materials
- ◆ To the designated TCC spill-waste storage facility at the Garbutt Depot.

As an Emergency Spill Storage Facility this should not be used for storing unlabelled containers of hazardous substances.

2.5 Temporary storage of Spill waste at TCC spill-waste storage facility- Garbutt Depot

The key to the emergency spill storage unit can be obtained from Security Gatehouse personnel for Spill Waste ONLY.

The GOC gatehouse staff requires all TCC or QFRS staffs to **sign the key register** and **complete a waste deposit declaration**.

The waste declaration must identify the following details and a copy should be sent to the IEMS&SC:

- ◆ Nature of the waste to be deposited
- ◆ Nature, time, date and location of the incident which led to the waste to be stored
- ◆ Details of company or persons involved in incident and clean-up
- ◆ Anticipated length of storage

2.6 Incident Recording

All minor incidents and subsequent CAR's must be recorded in the Citiworks Incident Log Book kept at Citiworks business premises at Dalrymple Road. An incident report must be prepared for all larger incidents and a copy forwarded ASAP to the IEMS&SC.

Townsville City Council Emergency Response Manual (Spill Incidents) – Road/Rail/Transport into Drains

B-2 MAJOR CHEMICAL SPILL INCIDENTS

1.1 Major Spill Incident Definitions

A major spill is defined as a spill where:

- The amount or toxic nature of the chemical released/potentially released can cause serious harm to community health or the environment
- The chemical incident has the potential to threaten the integrity of Council infrastructure.

2.0 Lead Agency: QFRS

2.1 Notification

Authority	Contact	Telephone		Pager/Mobile
		Day	After Hours	
QFRS	Communications Centre	4771 6511	4771 6511	
QPS/POLICE	Communications Centre	4759 9777		
RACE	Townsville Centre	24 hours contact:		0417 608 288
EPA	Graham Poacher	4722 5353	1800 897 092	Pager # 93922 Mob: 0407132686
TCC	Garbutt Operation Centre	4727 8999	4727 8999	
TCC – Manager Citiworks	Russell Plant	4727 8400		0417 604 694
TCC - Manager Health Services	Grant Steen	4727 9584		0418 791 939
TCC – A/H	Staff members Citiworks and Environmental Health Services on call as notified to GOC			
EMS – IEMS&SC	Mark Davis	4727 9313		0418 199 988

Townsville City Council Emergency Response Manual (Spill Incidents) – Chemicals

2.3 Expert Advice

The State Emergency Services (**SES**)-run Response Advice for Chemical Emergencies (**RACE**) will provide expert advice during the event of a chemical incident or emergency. RACE may be contacted directly by the QPS/Police and/or QFRS Communications Centres.

2.4 Co-ordination and Clean-up

The QFRS is responsible for the co-ordination and clean up of chemical spills. QFRS staff are trained and equipped to respond to chemical emergencies.

2.5 Road Closures, Traffic Management and Evacuations

The QPS/Police is responsible for traffic management and the co-ordination of any evacuation measures necessary.

2.6 Incident Investigation (Environmental Aspects)

The EPA, as the Administering Authority of the EP Act 1994, is responsible for the investigation of potential environmental harm emanating from a chemical spill, except where responsibility is devolved to local government.

Joint EPA/TCC investigation is often necessary depending of the location or circumstances.

The IEMS&SC will advise if TCC involvement is warranted. Generally this will be the case if the incident occurs/emanates from TCC operations, presents a risk to the Community or Council infrastructure.

TCC also has jurisdiction if an incident involves an Environmentally Relevant Activity (**ERA**) facility licensed by Health Services.

Townsville City Council Emergency Response Manual (Spill Incidents) – Chemicals

2.7 Waste Disposal

TCC is responsible for the provision of incident waste storage and advice in appropriate disposal facilities available in Townsville.

A secure spill-waste storage facility for the **temporary** storage of incident waste is located at TCC's Garbutt Depot.

TCC will assist, providing machinery for earthworks, absorbent materials (eg. sawdust) on QFRS's request and emergency storage.

2.8 Temporary storage of Spill waste at TCC spill-waste storage facility - Garbutt Depot

The key to the emergency spill storage unit can be obtained from GOC Security Gatehouse personnel.

The Gatehouse staff will require all TCC, QFRS or EPA staffs to sign the key registers and complete a waste deposit declaration.

The waste declaration must identify the following details:

- ◆ Nature of the waste to be deposited
- ◆ Nature, time, date and location of the incident which led to the waste to be stored
- ◆ Details of company or persons involved in incident and clean-up
- ◆ Anticipated length of storage

2.9 Incident Recording

All major incidents require the preparation of an Incident report. The report must include details of subsequent corrective action and a copy is to be forwarded ASAP to the IEMS&SC.

Townsville City Council Emergency Response Manual (Spill Incidents) – Chemicals

3.0 Response Procedure

3.1 Notification and Incident Attendance – Office Hours

Any TCC member receiving notification of a chemical spill will immediately notify the Manager Citiworks and the IEMS&SC.

The IEMS&SC will ensure that all relevant Authorities have been notified and attend on Council's behalf if necessary.

The IEMS&SC will inform the Managers EMS, Health Services, Citiworks and the Director Environmental Services of all details of the incident and actions taken.

Initially verbal reports will be followed by a written report within 24 hours.

If the incident occurs at a Council facility, the Manager Citiworks will ensure that a trained crew of his staff are on stand-by to assist in the clean up if required.

3.2 Notification and Incident Attendance – After Hours

After hours notification should be directed to the TCC GOC which holds a regularly updated staff call-out roster.

The GOC staff will notify Citiworks staff member and Health Services coordinator on call at the time.

A staff member from Health Services will attend initially if so requested by QPS/Police or the QFRA and call in the IEMS&SC if their attendance is required.

Townsville City Council Emergency Response Manual (Spill Incidents) – Chemicals

3.3 Chemical Incident Waste Clean-up and Disposal

The cost for removal of waste from clean-up operations of an incident is the responsibility of the company responsible for causing the incident.

Chemical incident waste must be cleaned up and treated as recommended by the QFRS and the EPA.

A key for this facility will be held at the GOC and will be provided to the QFRS if necessary.

3.4 Licensed Operators for the Removal and Treatment of Chemical Waste collection vehicles, bins etc., to be stored and cleaned on approved premises; such premises is to comply with all Council requirements, including Planning and Engineering Services (Trade Waste Inspector).

- **NQRR**, 77-97 Enterprise Road, Bohle Phone: 4774 7333 Waste Treatment
- **CHEMTRANS**, 13 Pilkington St, Garbutt Phone: 4779 0699 Transport (Hazardous Material)
- **J.J. Richards**, 638 Ingham Rd, Bohle Phone: 4774 5555 Transport/Regulated Waste Treatment
- **Citiworks** Phone: 4727 8951
- **Markwell**, 563 Ingham Road. Bohle Phone: 4774 7300

3.5 Spill Equipment at Garbutt Depot Store: Boom and floats, pallet bags of ABSORB absorbent,

Map of Councillor Divisions: www.townsville.qld.gov.au/yourcouncil/people/councillors.asp

5.0 ABBREVIATIONS

BEMP	Best Environmental Management Practice
CAR	Corrective Action Report
EMS	Environmental Management Services, TCC
EPA	Environmental Protection Agency/ <i>Act 1994</i>
<i>EPP(W/A/N)</i>	<i>Environmental Protection (Water/Air/Noise) Policy(s) 1997</i>
ERA	Environmentally Relevant Activity
ERMSI	Emergency Response Manual (Spill Incidents), TCC
GOC	Garbutt Operations Centre, TCC
IEMS	Integrated Environmental Management Systems
IEMS&SC	Integrated Environmental Management & Sustainability Coordinator
NBH	Nelly Bay/Magnetic Harbour
NQRR	North Queensland Resource Recovery PL
QFRS	Queensland Fire & Rescue Service
QPS	Queensland Police Service
RACE	Response Advice for Chemical Emergencies
SES	State Emergency Service
TCC	Townsville City Council
TOCS	Technical Officer Customer Service- Citiworks