



Appendix E Procedure for Notifying Agencies of a Pollution Incident

If there is a risk of Material Harm to the Environment, the Authorities must be notified in the order listed below.

Table 11 Procedure for notifying agencies of pollution incident

Authority	Name	Contact	After Hours Contact
Emergency Services	Fire and Rescue NSW NSW Police NSW Ambulance Service	000*	N/A
* Only ring 000 if the incident presents an immediate threat to human health or property and requires Emergency Services. If the incident does not require an initial combat agency or once the 000 call has been made, notify as listed below			
EPA	Pollution Line	131 555	N/A
Ministry of Health	Public Health Unit – Parramatta ¹	02 9840 3603 or 02 98403708	
	Public Health Unit – Northern Sydney Area ²	02 9477 9400	
WorkCover	Information Line	131 050	
Hills Shire Council ¹	Customer Contact Centre	02 9843 0555	0412 705 090
Hornsby Council ²	Customer Contact Centre	02 9847 6666	N/A
Blacktown City Council ³	Customer Contact Centre	(02) 9839 6000	
Fire and Rescue	Operational Communications	1300 729 579	

¹ This number is to be used for Bella Vista, Norwest, Showground and Castle Hill Worksites

² This number is to be used for Cherrybrook, Cheltenham and Epping Worksites.

³ This number is to be used for Rapid Transit Rail Facility, Cudgegong Road, Kellyville, Rouse Hill worksites.

- Determine the Local Government Area(s) relevant to the incident and only notify relevant Council(s).
- Although the EPA's Incident Notification Protocol identifies 000 as the contact number for Fire and Rescue NSW, NRT has been advised that the number listed here should be used for pollution incident notifications and that 000 must only be used for emergency calls.

When notifying authorities that a pollution incident has occurred, the following information must be provided:

- ▲ The time, date, nature, duration and location of the incident
- ▲ The location of the place where pollution is occurring or is likely to occur
- ▲ The nature, the estimated quantity or volume and the concentration of any pollutants involved, if known
- ▲ The circumstances in which the incident occurred (including the cause of the incident, if known)
- ▲ The action taken or proposed to be taken to deal with the incident and any resulting pollution or threatened pollution, if known.

If the information required to be included in a notice of a pollution incident under items (c), (d) or (e) is not known when the initial notification is made but becomes known afterwards, that information must be notified immediately after it becomes known.