

JR Richards & Sons



WASTE and RECYCLING SERVICES

Pollution Incident Response Management Plan

Issue 9 (Nov 2025)

Prepared by

JR Richards & Sons

QHSE Department

Web Site: www.jrrichards.com.au

General

Name of Licensee: J.R. & E.G. Richards Pty Ltd
EPL Number: 20589
Site Name: Grafton MRF
Address: 704 Armidale Rd, South Grafton, NSW
2428

Company / Business Contact Details

JR Richards contact: 1300 579 278
Complaints Line: 1800 574 357

Website: <https://www.jrrichards.com.au/>

Notifying Pollution Incidents

A pollution incident means 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. It includes an incident or set of circumstances in which a substance has been placed or disposed of on premises, but it does not include an incident or set of circumstances involving only the emission of any noise.

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 out the activity must immediately implement this plan in relation to the activity required by Part 5.7A of the POEO Act.

What must be Notified:

Material harm to the environment, involving actual or potential harm to health or safety of human beings or ecosystems, OR actual or potential loss for property damage exceeding \$10 000.

The following environmental incidents must be notified:

- All environmental incidents where material harm (as above) has resulted, and external agencies are involved (Police, Fire, etc).
- Uncontrolled fire in a stockpile or MRF shed.

Depot staff or Drivers can report incidents or hazards using the usual reporting system, which may lead to activation of the PIRMP at the discretion of those appropriately trained.

All incidents must be reported to 1800 JR HELP (1800 574 357)

The following must be contacted:

- Fire + Rescue - 000 as appropriate, if there is an immediate threat to people or environment.

Otherwise, the following must be contacted, in order:

- EPA 131 555.
- NSW Health (Lismore Public Health Unit 02 6620 7585).
- Fire + Rescue – 000.
- SafeWork NSW – 131 050.
- Local Council (Clarence Valley Council 02 6643 0200).

Also, neighbours must be contacted, in keeping with the procedures below.

For any notifications, the Notifications Worksheet must be used as a record.

Information to be given is:

- The time, date, nature, duration and location of the incident.
- Location of where the pollution is or is likely to occur.
- The nature, and quantity and concentration of pollutants (if known).
- The circumstances in which the incident occurred.
- The actions, taken or proposed.

Communicating with Neighbours and the Community

Complaints Line

The Complaints Line (1800 574 357) is posted on the JR Richards website at <https://www.jrrichards.com.au/documents/>.

Establishing Priorities

Management shall contact Council (on the adjoining site) and arrange resources to contact neighbouring properties. Priorities shall be established to determine affected neighbours, based on:

- Distance and direction from the source.
- Location of neighbours adjacent downstream water courses.
- Wind direction and strength.
- Height and magnitude of emissions.

Details of how Neighbours will be informed, including Early Warnings and Regular Updates

The Notifications Worksheet (see Appendices) contains addresses and contact details of neighbours to be informed of a pollution incident.

Use a printed Notifications Worksheet, when notifying the Authorities and neighbours, and make notes as a record. A copy must be attached to the Incident Report.

Warnings and progress updates shall be provided at key stages during the management of an incident; or if any new risks arise, depending on the length of the incident.

Procedures for Communicating with the Community

Once the PIRMP has been activated, resources shall contact the neighbours to advise of the incident (and provide updates) either by door knocking, telephoning or through letter box drops.

A risk assessment shall be carried out, prior to approaching any property.

Specific Information to be Provided

The specific information includes:

- Type of pollutant.
- Prevailing winds.
- Height and magnitude of air emission.
- Location of any onsite fallout or offsite impacts.
- Likelihood of the pollutant reaching ground level.
- Possible impacts on any sensitive receptors.
- Actions taken or proposed.

Appendix 1. Notifications Work Sheet

Brief Sheet	
Time and date of Incident	
Nature of the incident:	
Duration of the incident:	
Location of the incident:	
Nearest cross street:	
Location of where pollution is likely to occur:	
Circumstances in which the incident occurred:	
Actions taken or proposed:	

Date:	Details	Notes
Authority: EPA		
Number:	131 500	
Time:		
Call Receiver:		
Reference No.:		
Notifier:		
Authority: NSW Health		
Number:	02 6620 7585	Lismore Public Health Unit
Time:		
Call Receiver:		
Reference No.:		
Notifier:		
Authority: SafeWork NSW		
Number:	131 050	
Time:		
Call Receiver:		
Reference No.:		
Notifier:		
Local Council		
Number:	02 6643 0200	Clarence Valley Council
Time:		
Call Receiver:		
Reference No.:		
Notifier:		
FIRE + Rescue		
Number:	000	
Time:		
Call Receiver:		
Reference No.:		
Notifier:		



Neighbouring Community					
Address	Phone	Details	Name	Time	Comments
704 Armidale Rd	0418 591 240				
704 Armidale Rd	0428 403 989				
704 Armidale Rd	6643 0888				
704 Armidale Rd	6643 0200				
765 Armidale Rd, Braunstone	Door knock				
825 Armidale Rd, Braunstone	Door knock				
830 Armidale Rd, Braunstone	Door knock				

Appendix 2. Public Health Unit List ([Link](#))

Public Health Unit – Referral List at July 2020					
Postcode	PHU	Postcode	PHU	Postcode	PHU
2000-2002	Randwick PHU	2379-2382	Tamworth PHU	2717	Broken Hill PHU
2004-2009	Camperdown PHU	2386-2390	Tamworth PHU	2720	Albury PHU
2010-2011	Randwick PHU	2395-2396	Dubbo PHU	2721	Bathurst PHU
2012-2017	Camperdown PHU	2397-2411	Tamworth PHU	2722	Albury PHU
2018-2036	Randwick PHU	2415	Newcastle PHU	2725	Albury PHU
2037-2050	Camperdown PHU	2420-2430	Newcastle PHU	2726	Goulburn PHU
2052	Randwick PHU	2431	Port Macquarie PHU	2727-2733	Albury PHU
2055-2114	Hornsby PHU	2439-2456	Port Macquarie PHU	2734	Broken Hill PHU
2115-2118	Parramatta PHU	2460-2466	Lismore PHU	2735-2736	Albury PHU
2119-2122	Hornsby PHU	2469-2474	Lismore PHU	2737-2739	Broken Hill PHU
2123-2125	Parramatta PHU	2475	Tamworth PHU	2745	Penrith PHU
2126	Hornsby PHU	2476-2490	Lismore PHU	2747-2751	Penrith PHU
2127-2128	Parramatta PHU	2500-2502	Wollongong PHU	2752	Liverpool PHU
2129-2140	Camperdown PHU	2505-2508	Wollongong PHU	2753-2760	Penrith PHU
2141-2157	Parramatta PHU	2515-2522	Wollongong PHU	2761-2770	Parramatta PHU
2158-2159	Hornsby PHU	2525-2530	Wollongong PHU	2773-2786	Penrith PHU
2160-2161	Parramatta PHU	2533-2535	Wollongong PHU	2787	Bathurst PHU
2162-2190	Liverpool PHU	2536-2537	Goulburn PHU	2790-2800	Bathurst PHU
2191-2196	Camperdown PHU	2538-2541	Wollongong PHU	2803	Goulburn PHU
2197-2200	Liverpool PHU	2545-2551	Goulburn PHU	2804-2806	Bathurst PHU
2203 -2204	Camperdown PHU	2555-2578	Liverpool PHU	2807	Goulburn PHU
2205	Randwick PHU	2579-2587	Goulburn PHU	2808-2810	Bathurst PHU
2206	Camperdown PHU	2588-2590	Albury PHU	2820-2831	Dubbo PHU
2207	Randwick PHU	2594	Goulburn PHU	2832-2834	Broken Hill PHU
2208	Camperdown PHU	2611	Goulburn PHU	2835	Dubbo PHU
2209-2210	Randwick PHU	2618-2633	Goulburn PHU	2836	Broken Hill PHU
2211-2214	Liverpool PHU	2640-2647	Albury PHU	2839-2840	Broken Hill PHU
2216-2234	Randwick PHU	2648	Broken Hill PHU	2842-2844	Dubbo PHU
2250-2252	Gosford PHU	2649-2672	Albury PHU	2845-2847	Penrith PHU
2256-2263	Gosford PHU	2675	Albury PHU	2848-2849	Bathurst PHU
2264-2267	Newcastle PHU	2680-2681	Albury PHU	2850-2852	Dubbo PHU
2278-2338	Newcastle PHU	2700-2714	Albury PHU	2864-2877	Bathurst PHU
2339-2356	Tamworth PHU	2715	Broken Hill PHU	2878-2880	Broken Hill PHU
2357	Dubbo PHU	2716	Albury PHU	2890-2891	Wollongong PHU
2358-2361	Tamworth PHU			2898-2899	Randwick PHU
2365	Tamworth PHU				
2369-2372	Tamworth PHU				
				PHU Details	
				Albury PHU (Murrumbidgee & Southern NSW LHD) PO Box 3095, Albury NSW 2640 Phone: (02) 6080 8900 Fax: (02) 6933 9220 (secure)	
				Bathurst PHU (Far West & Western NSW LHD) PO Box 143, Bathurst NSW 2795 Phone: (02) 6330 5880 Fax: (02) 6332 3137 (secure)	
				Broken Hill PHU (Far West & Western NSW LHD) PO Box 457, Broken Hill NSW 2880 Phone: (08) 8080 1420 Fax: (08) 8080 1196 (secure)	
				Camperdown PHU (Sydney LHD) PO Box 374 Camperdown NSW 1450 Phone: (02) 9515 9420 Fax: (02) 9515 9467 (secure)	
				Dubbo PHU (Far West & Western NSW LHD) PO Box 4061, Dubbo NSW 2830 Phone: (02) 6809 8979 Fax: (02) 6809 7963 (secure)	
				Gosford PHU (Central Coast LHD) PO Box 361, Gosford NSW 2250 Phone: (02) 4320 9730 Fax: (02) 4320 9746 (secure)	
				Goulburn PHU (Murrumbidgee & Southern NSW LHD) Locked Mail Bag 11, Goulburn NSW 2580 Phone: (02) 4825 4944 Fax: (02) 4822 5038 (secure)	
				Hornsby PHU (Northern Sydney LHD) Hornsby-Ku-ring-gai Hospital, Palmerston Road, Hornsby NSW 2077 Phone: (02) 9485 6911 Fax: (02) 9485 6093 (secure)	
				Lismore PHU (Mid North Coast & Northern NSW LHD) PO Box 498, Lismore NSW 2480 Phone: (02) 6620 7585 Fax: (02) 6620 2552 (secure)	
				Liverpool PHU (South Western Sydney LHD) PO Box 38, Liverpool NSW 1871 Phone: (02) 9794 0855 Fax: (02) 9794 0838 (secure)	
				Newcastle PHU (Hunter/New England LHD) Locked Mail Bag 10, Wallsend NSW 2287 Phone: (02) 4924 6477 Fax: (02) 4924 6048 (secure)	
				Parramatta PHU (Western Sydney LHD) Locked Mail Bag 7118, Parramatta BC NSW 2124 Phone: (02) 9840 3603 Fax: (02) 9840 3591 (secure)	
				Penrith PHU (Nepean Blue Mountains LHD) PO Box 63, Penrith, NSW 2751 Phone: (02) 4734 2022 Fax: (02) 4734 3444 (secure)	
				Port Macquarie PHU (Mid North Coast & Northern NSW LHD) PO Box 126, Port Macquarie NSW 2444 Phone: (02) 6589 2120 Fax: (02) 6589 2390 (secure)	
				Randwick PHU (South Eastern Sydney LHD) Locked Mail Bag 88, Randwick NSW 2031 Phone: (02) 9382 8333 Fax: (02) 9382 8314 (secure)	
				Tamworth PHU (Hunter/New England LHD) Locked Mail Bag 9783, NEMC NSW 2348 Phone: (02) 6764 8000 Fax: (02) 4924 6048 (secure)	
				Wollongong PHU (Illawarra Shoalhaven LHD) Locked Mail Bag 9, Wollongong NSW 2500 Phone: (02) 4221 6700 Fax: (02) 4221 6759 (secure)	

Appendix 3. Local Council Contacts

Council	PHONE	Council	PHONE	Council	PHONE
Albury City Council	02 6023 8111	Georges River Council	02 9330 6400	Northern Beaches Council	1300 434 434
Armidale Regional Council	1300 136 833	Gilgandra Shire Council	02 6817 8800	Oberon Council	02 6329 8100
Ballina Shire Council	1300 864 444	Glen Innes Severn Council	02 6730 2300	Orange City Council	02 6393 8000
Balranald Shire Council	03 5020 1300	Goulburn Mulwaree Council	02 4823 4444	Parkes Shire Council	02 6861 2333
Bathurst Regional Council	02 6333 6111	Greater Hume Shire Council	02 6036 0100	Council of the City of Parramatta	1300 617 058
Bayside Council	02 9562 1666	Griffith City Council	02 6962 8100	Penrith City Council	02 4732 7777
Bega Valley Shire Council	02 6499 2222	Gunnedah Shire Council	02 6740 2100	Port Macquarie-Hastings Council	02 6581 8111
Bellingen Shire Council	02 6655 7300	Gwydir Shire Council	02 6724 2000	Port Stephens Council	02 4980 0255
Berrigan Shire Council	03 5888 5100	Hawkesbury City Council	02 4560 4444	Queanbeyan-Palerang Regional Council	1300 735 025
Blacktown City Council	02 9839 6000	Hay Shire Council	02 6990 1100	Randwick City Council	1300 722 542
Bland Shire Council	02 6972 2266	Hilltops Council	02 6380 1200	Richmond Valley Council	02 6660 0300
Blayney Shire Council	02 6368 2104	The Council of the Shire of Hornsby	02 9847 6666	Council of the City of Ryde	02 9952 8222
Blue Mountains City Council	02 4780 5000	Municipality of Hunters Hill	02 9879 9400	Shellharbour City Council	02 4221 6111
Bogan Shire Council	02 6835 9000	Inner West Council	02 9392 5000	Shoalhaven City Council	02 4429 3111
Bourke Shire Council	02 6830 8000	Inverell Shire Council	02 6728 8288	Singleton Council	02 6578 7290
Brewarrina Shire Council	02 6830 5100	Junee Shire Council	02 6924 8100	Snowy Monaro Regional Council	1300 345 345
Broken Hill City Council	08 8080 3300	Kempsey Shire Council	02 6566 3200	Snowy Valleys Council	1300 275 782
Burwood Council	02 9911 9911	The Council of the Municipality of Kiama	02 4232 0444	Strathfield Municipal Council	02 9748 9999
Byron Shire Council	02 6626 7000	Ku-ring-gai Council	02 9424 0000	Sutherland Shire Council	02 9710 0333
Cabonne Council	02 6392 3200	Kyogle Council	02 6632 1611	Council of the City of Sydney	02 9265 9333
Camden Council	02 4654 7777	Lachlan Shire Council	02 6895 1900	Tamworth Regional Council	02 6767 5555
Campbelltown City Council	02 4645 4000	Lake Macquarie City Council	02 4921 0333	Temora Shire Council	02 6980 1100
City of Canada Bay Council	02 9911 6555	Lane Cove Municipal Council	02 9911 3555	Tenterfield Shire Council	02 6736 6000
Canterbury Bankstown Council	9707 9000	Leeton Shire Council	02 6953 0911	The Hills Shire Council	02 9843 0555
Carrathool Shire Council	02 6965 1900	Lismore City Council	02 6625 0500	Tweed Shire Council	02 6670 2400
Central Coast Council	1300 463 954	City of Lithgow Council	02 6354 9999	Upper Hunter Shire Council	02 6540 1100
Central Darling Shire Council	08 8083 8900	Liverpool City Council	1300 362 170	Upper Lachlan Shire Council	02 4830 1000
Cessnock City Council	02 4993 4100	Liverpool Plains Shire Council	02 6746 1755	Uralla Shire Council	02 6778 6300
Clarence Valley Council	02 6643 0200	Lockhart Shire Council	02 6920 5305	Wagga Wagga City Council	1300 292 442
Cobar Shire Council	02 6836 5888	Maitland City Council	02 4934 9700	Walcha Council	02 6774 2500
Coffs Harbour City Council	02 6648 4000	Mid-Coast Council	02 6591 7777	Walgett Shire Council	02 6828 1399
Coolamon Shire Council	02 6930 1800	Mid-Western Regional Council	1300 765 002	Warren Shire Council	02 6847 6600
Coonamble Shire Council	02 6827 1900	Moree Plains Shire Council	02 6757 3222	Warrumbungle Shire Council	02 6849 2000
Cootamundra-Gundagai Regional Council	1300 459 689	Mosman Municipal Council	02 9978 4000	Waverley Council	02 9083 8000
Cowra Shire Council	02 6340 2000	Murray River Council	1300 087 004	Weddin Shire Council	02 6343 1212
Cumberland Council	02 8757 9000	Murrumbidgee Council	1300 676 243	Wentworth Shire Council	03 5027 5027
Dubbo Regional Council	02 6801 4000	Muswellbrook Shire Council	02 6549 3700	Willoughby City Council	02 9777 1000
Dungog Shire Council	02 4995 7777	Nambucca Valley Council	02 6568 2555	Wingecarribee Shire Council	02 4868 0888
Edward River Council	03 5898 3000	Narrabri Shire Council	02 6799 6866	Wollondilly Shire Council	02 4677 1100
Eurobodalla Shire Council	02 4474 1000	Narrandera Shire Council	02 6959 5510	Wollongong City Council	02 4227 7111
Fairfield City Council	02 9725 0222	Narromine Shire Council	02 6889 9999	Woollahra Municipal Council	02 9391 7000
Federation Council	02 6033 8999	Newcastle City Council	02 4974 2000	Yass Valley Council	02 6226 1477
Forbes Shire Council	02 6850 2300	North Sydney Council	02 9936 8100		

