

Communications

- 6-31 Effective communication during an emergency is critical to controlling the emergency and minimising the impact of the emergency.
- 6-32 Team Communications
- i. Primary control is via direct personal contact. Should this not be feasible, communications during emergency situations may occur via telephone. As the telephone system has no battery backup in case of power failure, Hub Managers are equipped with mobile phones. Hand held UHF Radios are also available.
- 6-33 Local Stakeholders
- i. The Hub Manager will consult with local stakeholders and update the status during the event of an emergency (as outlined in Table 7-1 Neighbouring Business and Facilities to Notify)
 - ii. Any relevant feedback from these groups will be communicated to the Emergency Control Organisation by the Hub Manager and considered during the ERP review.
 - iii. Where offsite effects may affect local stakeholders, the following shall be immediately notified. Along with this, where these effects may have wider implications (e.g. township), clear direction must be given at the time of contacting the emergency services.

Stakeholder	Direction from Site	Name	Contact NumberA
CHS Broadbent.	East of Site		0427 511 599
Private Residence	South of Site	J Southcoat	02 6752 5137
Johnstone Concrete	North of Site	Mitch	0427 540 212
Johnstone Concrete	North of Site	Rob or Mel	0428 911 054

- 6-34 Emergency Services
- i. In all emergencies beyond the site capacity the appropriate emergency authorities are to be requested. This contact will be normally made by the Chief Warden, however any persons on site may be nominated or elect to contact emergency services directly.
- 6-35 In all emergencies beyond the site capacity the appropriate emergency authorities are to be contacted.
- 6-36 In the event of the potential for or actual serious or material environmental harm the Environmental Protection Authority is to be contacted.
- 6-37 For any event where external agencies have responded following release of material, the following agencies must be contacted:
- i. Fire and Rescue NSW – 000 / 1300 729 579
 - ii. EPA – 131 555
 - iii. Moree Plains Shire Council – 1300 369 511
 - iv. Ministry of Health – 02 9391 9000
 - v. WorkCover Authority –13 10 50

(See Appendices F – Notification of External Agencies. In addition, contact IPF Safety Specialist and Ammonia Distribution Manager for advice).