Trade Waste Management Plan

GLADSTONE REGIONAL COUNCIL

Acknowledgement of Country

Gladstone Regional Council would like to acknowledge the traditional custodians of this land, the Bailai, the Gurang, the Gooreng Gooreng and the Taribelang Bunda people.

We pay respect to their Elders past, present and emerging.

Gladstone Regional Council is committed to cultivating a culture of inclusion and connectedness, acknowledging that our communities are richer when diversity is embraced.

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1 Introduction

A. Trade Waste is water-borne waste from business, trade or manufacturing premises, other than waste that is a Prohibited Substance, human waste or Stormwater.

B. The *Water Supply (Safety & Reliability) Act 2008* (the WS Act) prohibits the unauthorised discharge of Trade Waste into the sewerage system. The options for generators of Trade Waste are to:

- obtain approval from Council to discharge to the sewerage system, or
- have it treated at an authorised treatment facility, or
- obtain an environmental authority under the Environmental Protection Act (the EP Act) to treat the waste before discharge to the environment.

C. Water-borne wastes are produced by a variety of industrial, commercial and domestic activities. The EP Act provides a general prohibition against the pollution of the environment by the discharge of such wastes, except where the person or agency holds an environmental authority permitting such discharge.

D. All discharges to receiving waters are required to be treated to a standard that will maintain or enhance receiving water quality and environmental values.

E. Gladstone Regional Council provides a sewerage system primarily for transporting and treating domestic sewage. Payment for this service is collected through sewerage charges on each rateable property. This system may also be used, with the approval of Council, for the acceptance and treatment of Trade Waste. As Trade Waste imposes an additional load on the sewerage system, and hence an additional cost for treatment, Trade Waste charges apply.

F. Council is required to meet conditions of licences issued by the Department of Environment and Science (DES) for its sewerage systems including the disposal and reuse of treated effluent and biosolids. Council is also required by the WS Act to consider the effect of Trade Waste on the sewerage system and the environment before issuing a Trade Waste approval.

G. Under the EP Act, Council is responsible for any pollution from Stormwater outfalls under its control. The discharge of Trade Waste to stormwater is prohibited under section 79 of the *Local Government Act 2009* (the LG Act).

H. The concentration of contaminants in Trade Waste (e.g. organics, fats and grease, heavy metals, solvents etc) can exceed that of domestic sewage and cause risk of overload at treatment facilities Trade Waste may also:

- pose a serious risk to the safety and health of sewerage workers;
- damage sewerage system infrastructure;
- inhibit biological processes at the treatment plant;
- accumulate in biosolids, making their reuse difficult or impracticable; or
- pass through the plant untreated, resulting in environmental contamination or impact on recycled water quality.

I. To ensure the continued protection of our people, assets and the environment, Council will conditionally accept Trade Waste into its sewerage system provided:

a) It does not contain a Prohibited Substance;

b) It does not contain substances in amounts that are or may be toxic or hazardous to sewerage infrastructure, treatment processes, personnel or the environment;

c) It does not contain substances that limit downstream recycling of effluent or reuse of biosolids;

d) Where necessary and practicable, it has been pre-treated on-site using 'best practicable treatment' to ensure Sewer Admission Limits are not exceeded; and

e) The system is of adequate capacity to effectively collect, transport and treat trade waste.

J. Discharge of waste containing substances in amounts liable to be toxic or hazardous to the sewerage system, treatment process, personnel or the environment is prohibited.

2 Definitions

Agreement
The form of Trade Waste Approval issued to Category B Approval Holders.

Annual Trade Waste Approval Fee
An annual cost-recovery fee for issue and renewal of an approval (permit or agreement) for Trade Waste to be discharged into Council's sewer.

Active Grease Arrestor
A plumbing appliance installed in a Trade Waste drainage system to intercept FOG from a wastewater discharge. The design incorporates air entrainment, hydromechanical separation, interior baffling, and/or barriers in combination or separately.

Arrestor
An apparatus designed to intercept and retain silt, sand, oil, grease, sludge and other substances in a waste discharge.

Applicant
Person or firm applying to Council for Trade Waste Approval or Tankered Waste Approval.

Approval Holder
In this plan a reference to Approval Holder means the Property Owner or Generator who is approved to discharge Trade Waste to sewer.

Authorised Agent
Person or firm appointed by the owner to act on their behalf. Notification of such appointment is to be lodged in writing with Council.

Authorised Person
A person authorised by the service provider under the *Water Supply (Safety and Reliability) Act 2008* chapter 2, part 3, division 4.

Best Practice Environmental Management
Best Practice Environmental Management of an activity is the management of the activity to achieve an on-going minimisation of the activity's environmental harm, through cost-effective measures assessed against the standards currently used nationally and internationally for the activity.

Bi-annual Volumetric Consumption Charge
A bi-annual utility charge for the sewerage service provided by Council to the relevant property.

Biochemical Oxygen Demand
Biochemical Oxygen Demand or BOD5 is defined as the amount of oxygen utilised by micro-organisms in the process of decomposition of organic material in wastewater over a period of 5 days at 20°C. In practical terms, BOD is a measure of the biodegradable organic content of the waste or more simply the 'organic strength' of the liquid.

Biosolids
The treated solids (sludge) mainly organic, produced by sewage treatment.

Category A Trade Waste
Trade Waste having characteristics of "discharge less than domestic strength and less than 20 kL/d" (refer to Section 5.)

Category B Trade Waste
High strength, any volume Trade Waste (refer to Section 5.)

Chemical Oxygen Demand
This is a measure of the oxygen required to oxidise organic material in wastewater by a strong chemical oxidant. COD is a measure of the organic and inorganic content, both biodegradable and non-biodegradable, of the waste, or more simply, the organic and inorganic strength of the liquid.

Commercial Swimming Pool
A swimming pool for which an entry fee is charged and/or is not located at a private residence.

Cooling Water
Water used for contact or noncontact cooling, including water used for equipment cooling, evaporative cooling tower makeup, and reduction of effluent heat content.

Council
In this plan a reference to Council means the Gladstone Regional Council or any person appointed or authorised by the Gladstone Regional Council to act on behalf of Council as the case may require.

Deemed Quality Tankered Waste
Waterborne waste of the well-characterised types listed in Table 7, which are deemed acceptable for discharge at Council's nominated tankered waste discharge locations.

Discharge
In this plan a reference to Discharge means a Trade Waste discharge.

Discharge Factor (Trade Waste)
The ratio of the volume of Trade Waste discharged into the sewerage system to the volume of water purchased from Council, expressed as a percentage.

Trade Waste Discharge Factor = (Volume of Trade Waste / Volume of Water Purchased) x 100

Discharge factors may be greater than 100% if water is added to the waste stream as part of the production process. For standard discharge factors, refer to Appendix C.

Domestic Sewage
Faecal matter and urine of human origin and liquid household wastes from water closet pans, sinks, baths, basins and similar fixtures designed for use in private dwellings.

Effluent
The treated wastewater from a Sewage Treatment Plant.

Food Service Business
A business involved in the preparation and sale of food and beverages that generates more than 250 L/day of Trade Waste. Includes all businesses that are a licensable food business under section 48 of the *Food Act 2006*.

Formal Compliance Action
Compliance enforcement action in relation to Trade Waste Approvals that relies on regulatory powers (most often under the Water Supply (Safety and Reliability Act)).

Good Operating Practice (GOP)
In respect of the design, construction, management, operation, maintenance, upgrade and repair of the Approval Holder's Infrastructure, the exercise of that degree of skill, care and diligence, and the adoption of those practices, methods and acts, that would reasonably be expected from an

experienced operator of a comparable facility or infrastructure under comparable circumstances, and includes (with limitation) taking reasonable steps to ensure that:

- the design, construction, management, operation, maintenance, upgrade and repair of the Infrastructure complies with Applicable Laws and is otherwise in accordance with relevant industry standards and practices;
- adequate materials, resources and supplies are available and employed;
- sufficient, adequately experienced and trained operating personnel:
- are available to manage and operate the Infrastructure properly and efficiently, taking into account any manufacturer guidelines and specifications for components of the Infrastructure; and
- are capable of responding to abnormal conditions;
- preventative, routine and non-routine maintenance and repairs of the Infrastructure are performed on a basis that ensures reliable, long-term and safe operation, taking into account any manufacturer guidelines and specifications;
- appropriate monitoring and testing is done to ensure the Infrastructure is functioning as designed and to provide assurance that the Infrastructure will function properly under both normal and abnormal conditions; and

the Infrastructure is operating in a manner that:

- is safe;
- does not unnecessarily damage the environment;
- does not cause damage to the Infrastructure over and above normal wear and tear; and
- does not damage or interfere with the operation of any utility services or the Urban Utilities Infrastructure or other infrastructure; and
- there is a periodic identification and assessment of risks associated with the operation and maintenance of the Infrastructure; and
- all necessary Authorisations are obtained, complied with and maintained.

Groundwater
Water which can be recovered from an underground geological formation.

Heavy Metals
Metals of high atomic weight, which in certain concentrations can exert a toxic effect.

Human Waste
Bodily fluids and excretions including faeces and urine.

Informal Compliance Action
An initial informative and collaborative approach to the resolution of non-compliances, which does not rely on regulatory powers. It is Council's practice to take Informal Compliance Action to resolve non-compliances before relying on Formal Compliance Action unless immediate action is necessary to avoid operational, environmental health and safety hazards.

Permit
The form of Trade Waste Approval issued to Category A Approval Holders.

Property Owner
Owner of property as defined in the *Local Government Act 2009*. In the context of this TWMP, the owner of the premises upon which the Trade Waste is generated.

pH
This is the measure of acidity or alkalinity of the waste based on the activity of hydrogen ions.
pH 7 is neutral, below 7 is acidic and above 7 is alkaline. Expressed mathematically pH = - log[H+].

Premises
A lot as defined in section 10 of the *Sustainable Planning Act 2009*, or for a lot under the *Body Corporate and Community Management Act 1997* or the *Building Units and Group Titles Act 1980* – the common property for the lot.

Prohibited Substance
A substance prescribed in Schedule 1 of the *Water Supply (Safety & Reliability) Act 2008* and section 79 (4) of the *Local Government Act 2009*.

Properly Made Submission
An application or submission that is timely, made on the relevant form (or in the format allowed) and incorporates all of the information required for Council to commence the necessary process of assessment (such information usually being requested on a form prepared for the purpose).

Quick Break Detergents
Detergents which emulsify oil and grease then break the emulsion in less than one (1) hour.

Recycling of Wastewater
Reuse of wastewater in the process that generated it, the reprocessing the wastewater to develop a new product, or using the wastewater (whether on or off the site where it is generated).

Regulated Waste
Non–domestic waste as mentioned in Schedule 9 of the *Environmental Protection Regulation 2008* (whether or not it has been treated or immobilised) and includes:

- for an element – any chemical compound containing the element; and
- anything that has contained the waste.

Residual Waste
The solids that are removed from wastewater by treatment. Fats, oils and greases of food origin and oil and silt of mineral origin retained in grease, oil and silt arrestors are particular Residual Wastes.

Service Area
The local government area of Gladstone Regional Council, including unsewered areas.

Sewage
The wastewater from the community including all faecal matter, urine, household and commercial wastewater that contain human waste.

Sewerage or Sewerage System
System of sewer(s) and ancillary works that conveys the contents to a sewage treatment works or other place of disposal.

Stormwater
Stormwater is rainwater that runs off land and moves away from the area where it originally falls. In urban or built up areas, it includes rain that runs off surfaces where water cannot penetrate such as roofs, driveways and roads.

Stormwater Drainage
A drain, channel, pipe, chamber, structure, outfall or other work used to receive, store, transport or treat storm water

Suspended Solids
Insoluble solid matter suspended in wastewater that can be separated by laboratory filtration and is retained on a filter.

Tankered Waste
Wastewater transported from the waste generator (source) to a nominated Council discharge location via authorised tanker operations. Tankered Waste must be either Deemed Quality Tankered Waste or meet the Sewer Admission Limits for Trade Waste.

Total Dissolved Solids
Salts dissolved in wastewater.

Trade Waste
Waterborne waste from business, trade or manufacturing property, other than:

a) Human Waste;

b) Stormwater; or

c) Prohibited Substances.

Trade Waste Agreement
Trade Waste approval for the discharge of liquid waste classified as Category B. It states the terms and conditions to be met by the Trade Waste generator and the owner with respect to the discharge of Trade Waste into Council's sewerage system.

Trade Waste Approval
Written approval by Council for a person to discharge Trade Waste to Council's sewerage system. See Trade Waste Permit and Trade Waste Agreement.

Trade Waste Generator
Any person, owner, occupier, company or body of a business, trade or manufacturing property whose activity produces or has the potential to produce Trade Waste.

Trade Waste Permit
Trade Waste approval for the discharge of liquid waste classified as Category A. It states the terms and conditions to be met by the Trade Waste generator and the owner with respect to the discharge of Trade Waste into Council's sewerage system.

3 Trade Waste Management Plan

3.1 Purpose

A. This management plan sets out how Council provides a sustainable trade waste service in a manner that safeguards public health and the environment and meets its obligations under policy, legislation and relevant environmental authorities.

3.2 Objectives

A. Council's objectives under this management plan are:

a) To transport, treat and dispose of liquid waste in an environmentally sustainable manner.

b) To prevent harm or injury to employees or the public.

c) To safeguard the sewerage system against damage, blockage or surcharges.

d) To protect the quality of treated wastewater and biosolids for recycling and reuse.

e) To exclude contaminants that may:

- Lead to non-compliance with Council's environmental authorities;
- Cause physical damage to infrastructure or inhibit treatment processes;
- Render effluent or biosolids unacceptable for reuse or disposal;
- Cause damage to the environment.

f) To equitably recover costs associated with acceptance of Trade Waste.

g) To improve operation and planning for the sewerage system by understanding the composition and volume of discharges.

h) To encourage water efficiency, waste minimisation and cleaner production, including waste prevention, recycling, and pre-treatment.

B. To achieve its stated objectives, Council is guided by the principles developed in national guidelines and standards, including: The National Water Quality Management Strategy – Guidelines for Sewerage Systems, 1994 (ARMCANZ and ANZECC), and Australian Sewage Quality Management Guideline, 2012 (WSAA).

3.3 Management Plan Instruments

A. The objectives will be achieved using a combination of management plan instruments, including:

a) Sewer admission limits (concentration/mass limits for Trade Waste);

b) Conditional Trade Waste approvals (permits and agreements);

c) Electronic waste tracking;

d) Cost reflective pricing;

e) Compliance monitoring programs;

f) Effluent improvement programs;

g) Regulatory Notices.

4 Management of Trade Waste

4.1 Head of Power

A. It is an offence under the WS Act to discharge Trade Waste to sewer without Council's approval.

B. To the extent that Council permits the discharge of trade waste to sewer, its management is regulated by Queensland legislation including the WS Act and the EP Act (a more comprehensive list of relevant legislation is contained in Appendix A).

C. Under the WS Act, Council may conditionally approve the discharge of trade waste to sewer in its service territory.

D. Council is required to meet Environmental Authority conditions issued by the Department Environment and Science (DES). Council is also required by the WS Act and *Environmental Protection (Water) Policy 2009* to assess and consider the effect of Trade Waste discharges on the sewerage system and the environment before issuing approvals.

E. Under the EP Act, Council is responsible for any pollution from stormwater outfalls under its control. The discharge of Trade Waste to stormwater is prohibited under the LG Act. The storm water system must only be used for the disposal of uncontaminated stormwater runoff.

4.2 Environmental Authority

A. Council is granted Environmental Authorities by the Queensland Department of Environment and Science, which contain conditions regarding the discharge of pollutants. A change to an Environmental Authority condition may require that changes be made to Trade Waste Approval conditions granted by Council.

4.3 Delegation of Authority

A. Delegations are described within Council's Register of Delegations (Exercise of Statutory Powers). The General Manager Customer Experience and the Manager Development Services are delegated powers under the Water Supply (Safety and Reliability) Act 2008, as follows:

   a) Section 180, 181 – To give an approval to discharge trade waste.

   b) Section 182 – To suspend or cancel trade waste approval.

   c) Section 184 – To suspend or cancel approval without giving a show cause notice.

4.4 Trade Waste Approvals

A. Council approval must be obtained before Trade Waste is discharged from any property to the sewerage system. It is the responsibility of the Trade Waste Generator to obtain approval from Council using the application form provided for the purpose. However, because the Property Owner is invoiced for the bi-annual volumetric consumption charges, the Property Owner must complete the relevant section of the form acknowledging and agreeing to the business use of the premises and subsequent fees and charges associated.

B. Council grants two types of approval:

   a) Trade Waste Permits (Permit) are used to regulate low strength discharges (Category A).

b) Trade Waste Agreements (Agreement) are established between Council and businesses to regulate high strength wastes (Category B).

C. Where more than one generator is located on a property, a separate application must be submitted for each Trade Waste Generator (with the Property Owner to sign the form for each).

D. The Trade Waste Generator is responsible for:

a) Trade Waste application submission, permits, agreements, renewals, and compliance with approval conditions;

b) payment of annual Trade Waste approval fees and charges;

c) notifying Council of any changes to Trade Waste discharge, occupier details, and any breaches of approval conditions;

d) submission of self-monitoring reports to Council.

E. The Property Owner is responsible for:

a) Compliance with Trade Waste Approval conditions, including by the occupier of the property;

b) completing Property Owner sections of Trade Waste application forms;

c) payment of volumetric consumption charges;

d) notifying Council of any changes to Trade Waste discharge, occupier details, and any breaches of permit or agreement conditions.

5 General Conditions of Approval

5.1 Trade Waste Conditions

A. A Trade Waste Approval provides conditional approval to discharge Trade Waste to Council's sewerage system. General Conditions are described in this section and must be complied with by Approval Holders except to the extent they are altered by Specific Conditions.

B. Specific Conditions apply according to the assessment of risk presented by certain business types and individual sites and may be more or less stringent than the General Conditions.

5.2 Details to be Correct

A. A Trade Waste Approval will be invalidated where any information or detail included in it is altered or incorrect.

B. The Approval Holder must, without delay, provide Council with written notice of any incorrect information included in a Trade Waste Approval.

5.3 Duty to Comply

A. Approval Holders must make all parties involved in Trade Waste activities (including owners, officers, agents, contractors and employees) aware of their obligations under the relevant Trade Waste Approval prior to the discharge of Trade Waste.

B. Trade Waste discharged under a Trade Waste Approval must comply with every condition of the relevant Trade Waste Approval and every provision of this TWMP except to the extent that they are altered by the Specific Conditions.

C. Council will determine in its absolute discretion whether the Approval Holder has complied with approval conditions.

D. The Approval Holder must take all precautions reasonably practicable to ensure that no person, other than a person acting for or on behalf of or with the consent of the Approval Holder, discharges any matter from the Premises into the sewer.

E. For the purposes of Trade Waste Approvals, every discharge from the relevant Premises into the sewer will be taken to have been a discharge by a person acting for or on behalf of, or with the consent of, the Approval Holder.

5.4 Trade Waste Approval Term and Renewal

A. Trade Waste Approvals are assessed, issued and renewed at Council's sole discretion.

B. Trade Waste Approvals are issued for a period of 12 months, expiring on 30 June each year.

C. Council will notify the Owner of the upcoming expiry and may conduct an inspection of the Premises and a review of the approval prior to renewal.

D. The issue of a Trade Waste Approval does not entitle an Approval Holder to a renewal of the approval and changed conditions may apply to renewed approvals.

5.5 Amendment to Trade Waste Approval

A. Approval Holders must promptly advise Council of any change to the details provided at the time of application for Trade Waste Approval, including any change to:

   a) name, address and contact details;

   b) the nature of the Occupier's trade or business on the Nominated Premises;

   c) the volume, flow rate or composition of Trade Waste;

   d) Trade Waste generating processes.

Note: Items c) and d) may require reassessment of approval conditions and payment of fees per 13.3.

B. Amendments to Trade Waste Approvals shall be made by email to: info@gladstone.qld.gov.au

5.6 Voluntary Cancellation of Trade Waste Approvals

A. To cancel a Trade Waste Approval, the Approval Holder must notify Council in writing (email preferred) and provide details of:

   a) the proposed cancellation date;

   b) a contact person and their contact details;

   c) the forwarding address for any final charges;

B. Notification may be provided to info@gladstone.qld.gov.au

C. Trade Waste charges will continue to apply until Council provides written acknowledgement of the Approval Holder's notice to the Approval Holder.

Note: It is a local government requirement that drainage no longer in use (specifically including pre-treatment devices) be serviced, cleaned and sealed in accordance with Queensland plumbing and drainage regulations.

Note: Annual Renewal Charges apply to all renewals, including for fractions of a year. Pro-rata credits or refunds do not apply.

5.7 Prohibitions, Restrictions and Sewer Admission Limits

5.7.1 Prohibited Substances

A. No person shall discharge or cause to be discharged into Council's sewerage infrastructure Prohibited Substances listed in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008* (refer Appendix B).

5.7.2 Restricted Substances

A. No person shall discharge or cause to be discharged into Council's sewer any restricted substance at concentration or mass load greater than the relevant Sewer Admission Limits (Appendix B).

5.7.3 Regulated and Residual Wastes Prohibition

A. The discharge of unprocessed Regulated Waste and Residual Waste into Council's sewerage infrastructure is prohibited. Such waste must be removed from the site and disposed of in accordance with the requirements of the *Environmental Protection Act 1994* and its subordinate regulations.

5.7.4 Stormwater and Surface Water Prohibition

A. The discharge of uncontaminated stormwater, surface water and roof run-off into Council's sewerage infrastructure is prohibited. The Approval Holder must ensure that the incidence of Stormwater infiltration or discharge into their Trade Waste infrastructure, including that caused by design, method of construction, or connection, is strictly controlled and kept to a minimum.

5.7.5 Groundwater Prohibition

B. Discharge of groundwater to the sewerage system is prohibited under Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*. Accordingly, groundwater extracted during construction activities (e.g. building, road construction, vacuum excavation, mining etc.) is not permitted to be discharged to Council's sewerage system directly or indirectly.

5.7.6 Prohibition on Transformation of Solid Waste

A. Wastewater arising from liquefaction or pulverisation of solid waste by physical (e.g. pulping, macerating) or chemical means (e.g. dissolving solid waste in highly acidic or alkaline solutions) are not permitted to be discharged to the sewerage system. Examples of such processes are provided below:

5.7.6.1 Macerators

A. Macerators and any similar devices used for pulverising of solid waste are not permitted to be connected to Council's sewerage system unless specifically allowed within a Trade Waste Approval. Solid waste includes, but is not limited to sanitary napkins, surgical waste, disposable nappies, mache bedpan/urine containers, food waste, disposable products and animal waste.

B. Specific approval to use mache bedpan or urine container macerators in health care businesses may be granted by Council.

5.7.6.2 Food waste disposal units

A. The installation of food waste disposal units (also known as garbage grinders) in commercial premises is not permitted. Existing installations in hospitals and nursing homes may be permitted, provided that wastewater is discharged through an adequately sized grease arrestor.

B. If the hospital or nursing home's kitchen is refurbished, the food waste disposal unit must be removed.

5.7.6.3 Alkaline hydrolysis waste

A. In this process, human or animal tissue is broken down using alkaline solutions at elevated temperatures and pH. The wastewater generated by this process is not allowed to be discharged to the sewerage system.

5.7.7 Disposable Solid Products

A. Any disposable solid products, including those marketed as “flushable” (e.g. wet wipes, cleaning wipes, cat litter), are not permitted to be disposed to the sewerage system unless they conform to Australian Standard AS/NZS 3824 Flushable Products.

5.7.8 Trade Waste Enzymes and Additives

A. Enzymes and additives (including biological cultures) may be permitted for use in pre-treatment systems if assessed and approved by Council. Applicants must demonstrate that the product will not adversely impact the sewerage system, public health or the environment.

B. Whereas certain enzymes and additives may be authorised for use in connection with the sewerage system, the use of such products in pre-treatment infrastructure and drainage cannot be a substitute for pre-treatment device maintenance.

5.7.9 Genetically Modified Organisms (GMOs)

A. The use of genetically modified organisms (GMOs) is regulated under the *Gene Technology Act 2000* (Commonwealth Legislation) and *Gene Technology Act 2016* (Queensland).

B. Any person wishing to discharge commercial products containing genetically modified organisms must first obtain approval from the Gene Technology Regulator, Canberra. Council may then grant approval for discharge to sewerage.

C. Laboratories and other facilities which culture, package or transport GMOs should have in place procedures and pre-treatment equipment to ensure that no live GMOs are discharged to sewerage.

5.7.10 Prohibition on Point of Discharge

A. No person, except Council and its authorised agents, shall discharge any Trade Waste into a manhole or other opening in a sewer other than through an approved connection, unless otherwise approved in writing by Council.

5.7.11 Dilution Prohibition

A. Dilution of Trade Waste discharge, as a partial or complete substitute for adequate pre-treatment to achieve compliance with Sewer Admission Limits, is prohibited unless the dilution is expressly authorised as a condition of a Trade Waste Approval.

5.7.12 Bypass Prohibition

A. Bypass of commercial or industrial wastewater to the sewerage system is prohibited. Council may take enforcement action against the Approval Holder, unless:

   a) the bypass was unavoidable because it was done to prevent loss of life, injury or severe property damage or loss.

   b) the bypass was a Force Majeure event

c) the Approval Holder submitted notices as required under clause 5.15 of this document.

5.8 Limitation, Suspension or Discontinuance

5.8.1 Conditions of limitation, suspension or discontinuance

A. Council may, at its sole discretion, limit the volume of Trade Waste taken, or suspend, or discontinue the taking of Trade Waste if:

a) the Trade Waste fails to meet the relevant Trade Waste Approval conditions;

b) it is necessary to carry out capital works or planned maintenance or other works relating to Council Infrastructure; or

c) emergency or other unplanned maintenance relates to Council Infrastructure;

d) a circumstance beyond Council's reasonable control prevents it from, or restricts it in operating any component of Council Infrastructure, or operating at full capacity;

e) it is necessary to prevent actual or imminent damage to the property of, or to avoid actual or imminent injury or harm to, any person;

f) it is required for compliance with any Legislative Requirements;

g) a Force Majeure occurs; or

h) a party ceases to hold any permit, licence, permission, approval or consent necessary for the lawful operation of Council Infrastructure or the Approval Holder's private infrastructure, as the case may be.

5.8.2 Notice of planned reduction

A. Council will give the Approval Holder notice, as soon as is reasonably practicable, of any planned reduction, suspension or discontinuance.

B. If there is an emergency, an unintended reduction, suspension or discontinuance or a Force Majeure (collectively, an Unintended Event), Council will give the Approval Holder notice of the Unintended Event within a reasonable time of its occurrence. Council will, at its sole discretion, determine whether an emergency exists.

5.8.3 Risk during reduction

A. The Approval Holder retains all risk in Trade Waste that is not taken by Council during any limitation, suspension or discontinuance under this section 5.8.

5.9 Indemnity

A. The Approval Holder shall indemnify Council and its personnel and keep Council and its personnel indemnified from and against all claims relating to:

a) breach of the relevant Trade Waste Approval by the Approval Holder;

b) personal injury or death;

c) loss of or damage to third party property; or

d) any negligent or unlawful act or omission or any wilful misconduct of the Approval Holder or any of the Approval Holder's personnel, that arise out of or in connection with the discharge

of Trade Waste, and the Approval Holder releases and discharges Council and its personnel from any liability arising from or in connection with all such claims.

5.10 Ensuring Access to Carry Out Inspections

A. Under the WS Act, Trade Waste Officers may enter an Approval Holder's land or Premises at any reasonable time, but in an emergency at any time, to determine that any Trade Waste Approval condition, or notice issued hereunder, is being met. Council may:

   a) measure Trade Waste flows;

   b) place monitoring equipment on site;

   c) take Trade Waste effluent samples;

   d) inspect pre-treatment systems, fittings and works; or

   e) inspect and obtain copies of records kept relating to the on-site management of Trade Waste, Regulated Waste and Residual Waste – including maintenance records for all equipment used to treat, sample or discharge Trade Waste.

B. Approval Holders and any Occupier must ensure there is no unreasonable delay in giving Council officers access. Under normal circumstances, Council officers will arrange mutually convenient site visiting times.

C. Any temporary or permanent obstruction to safe and easy access to the facility to be inspected or sampled must be promptly removed by Approval Holders at the written or verbal request of Council.

D. The costs of ensuring safe access shall be borne by the Approval Holder.

E. Where an Approval Holder has security measures in place, the Approval Holder shall make necessary arrangements so that Council officers are permitted to enter without delay for the purpose of performing their responsibilities.

5.11 Design and Construction of Infrastructure

A. The Approval Holder is solely responsible for the design and construction of the Approval Holder's Trade Waste related infrastructure.

B. The Approval Holder's Trade Waste related infrastructure must be capable of discharging Trade Waste in compliance with the relevant Trade Waste Approval.

5.11.1 Backflow prevention

A. Public water supply must be protected from direct or in-direct connection with a potentially polluted water source. Control must be achieved by installing compliance backflow prevention devices. Backflow prevention requirements are set out in AS/NZS 3500 Part 1: Water Services, Appendix F Types of Backflow Protection.

5.11.2 Multi-activity premises

A. Waste streams generated by different activities shall not be combined prior to pre-treatment, except where specific approval is provided by Council.

Example: Wastewater from a laundry, hairdresser or a mechanical workshop should not be discharged into a grease arrestor due to interference with pre-treatment.

5.12 Discharge and Pre-Treatment

A. The Approval Holder must ensure that Trade Waste:

   a) is only discharged from approved Trade Waste generating processes;

   b) is within the approved quantity, quality and rate of discharge limits specified in the relevant Trade Waste Approval.

B. Pre-treatment facilities shall be provided, operated by a qualified operator, and maintained in good operating condition at the Approval Holder's expense.

C. Approval Holders may be required to submit operational plans, wastewater analysis, and contingency plans, and meet other necessary requirements to verify Good Operating Practice for their pre-treatment equipment.

5.13 Monitoring Facilities

A. Approval Holders must provide a sampling location that allows for collection of samples representative of the Approval Holder's Trade Waste discharge.

B. Council may require the Approval Holder to construct and maintain in good operating condition, at the Approval Holder's sole expense, flow monitoring, contaminant monitoring and sampling facilities.

C. The location of the monitoring facilities shall be subject to approval by Council.

D. The monitoring facilities may be required to include a security enclosure that can be locked with a Council provided lock.

E. The Approval Holder shall provide immediate, clear, safe access to Council to the monitoring or metering facilities.

F. Domestic wastewater shall be kept segregated from Trade Waste until the Trade Waste has passed through any required pre-treatment system or device and the Approval Holder's sample point.

G. Unless otherwise described in the Trade Waste Approval, the monitoring facility provided at Category B Premises shall:

   a) be located on the Trade Waste line within the Premises' boundary in an area that is accessible at all times;

   b) incorporate a 240-Volt external power supply suitable for powering sampling and monitoring equipment;

   c) incorporate an electromagnetic (mag-flow type) flow meter with pulse output to enable flow-proportional composite sampling.

   d) ensure the flow meter or its readout is accessible to Council meter readers without requirement to provide notice to the Owner or Occupier.

   e) incorporate a standard water supply outlet with compliant backflow prevention (i.e. Part 1 AS 3500 and AS 2845.3); and

   f) avoid requirements for confined space entry.

5.14 Protection of Monitoring and Metering Equipment

A. Approval Holders must ensure adequate security to prevent interference with on-site monitoring or metering equipment.

5.15 Notification of Failure, Spill or Breach of Conditions

A. If an Approval Holder is unable to comply with any Trade Waste Approval condition due to equipment failure, accident or human error, or there is a reasonable likelihood of the same, the Approval Holder must notify Council.

B. Notice must be given:

   a) by telephone as soon as possible, and where requested;

   a) in writing, within 7 Days, setting out:

      i) the nature and cause of the failure, incident or breach;

      ii) analysis results and flow measurements (where relevant);

      iii) corrective and preventative actions.

   The telephone number for providing notice is **07 4970 0700 (Council Customer Service Centre)**

C. The email address for providing notice is:

   info@gladstone.qld.gov.au (title email with “Notice of Trade Waste Breach”).

5.16 Good Operating Practice

A. The Approval Holder must operate and maintain their Infrastructure in accordance with Good Operating Practice at all times. Good Operating Practice has the meaning provided in 2 Definitions.

5.17 Ensuring Proper Disposal of Residual and Regulated Wastes

A. The Approval Holder must ensure that pre-treatment Residual Waste is removed by an authorised waste transporter in accordance with environmental and waste management legislation.

B. The Approval Holder must ensure that the waste transporter engaged to remove Residual Waste from pre-treatment devices records the service using a DES approved waste tracking “way”.

5.18 Ensuring Water Conservation

A. Council may exercise its discretion and not approve Trade Waste solutions that are wasteful.

5.19 Ensuring Proper Chemical Storage

A. Chemical storage areas and bunds (including fuel-dispensing areas) must not be directly connected to Council Infrastructure (i.e. any leaks or spillage or overflows cannot drain to sewer).

B. Hazardous waste contained or collected in such areas cannot be discharged to Council Infrastructure unless written approval is granted by Council.

5.20 Prompt Payment of Charges and Fines

A. Approval Holders must pay Council the charges or other amounts referred to in Trade Waste Approval conditions, calculated in accordance with Council's schedule of Trade Waste fees and charges.

B. Payments shall be made in accordance with Council's accounts receivable terms and conditions.

C. Approval Holders are liable for all fines and penalties arising from any breach of their legislative obligations, including under the EP Act, the WS Act and the Plumbing and Drainage Act.

D. Any unpaid charges, or other amounts payable to Council because of a Trade Waste Approval, shall bear interest in accordance with Council policy.

E. Council may charge any costs associated with recovering any unpaid amount, including the costs of a collection agent or legal costs, to the Approval Holder.

5.21 Keeping and Provision of Records

5.21.1 Recordkeeping - Approval Holders

A. Approval Holders must ensure that all records of information pursuant to their Trade Waste Approval are retained and made available for inspection and copy by Council.

B. Records may include:

   a) service records for pre-treatment system maintenance;

   b) test records for any backflow prevention, stormwater diversion, first flush other systems nominated within Trade Waste Approval conditions;

   c) self-monitoring data and reports;

   d) the date, place, method and time of Trade Waste effluent sampling;

   e) Regulated Waste disposal dockets or certificates;

C. These records must remain available for inspection by Council for a period of at least two (2) years.

5.21.2 Recordkeeping - Council

A. Council will maintain records of Trade Waste data, management documents and customer correspondence within its corporate recordkeeping systems.

B. All records shall be archived in accordance with Council recordkeeping policies and the requirements of the Public Records Act 2002 and its associated Records Governance Policy:

https://www.qgcio.qld.gov.au/documents/records-governance-policy

5.22 Confidentiality

5.22.1 General

A. Council operates and maintains databases for the purpose of administering its Trade Waste business. These databases contain commercial-in-confidence information relating to Trade Waste Approval Holders and Occupiers.

B. All Approval Holder information and data on file with Council Trade Waste, excluding personal contact details, shall be available to the public and regulatory agencies without restriction unless the Approval Holder specifically requests and is able to demonstrate to the satisfaction of Council that the release of such information would divulge information, processes or methods that would be detrimental to the Approval Holder's competitive position. Any such claim must be made at the time of submittal of the information by marking relevant pages "Confidential".

5.22.2 Waste tracking information

A. Council may provide waste tracking information to waste industry participants engaged in the servicing of pre-treatment devices or the movement of Regulated Waste, including such details as your:

a) business identification details;

b) pre-treatment device identification (location, details and QR2 Code);

c) pre-treatment maintenance conditions

d) compliance status

for the purpose of ensuring compliance with approval conditions.

6 Permits and Agreements (Approvals)

A. Council issues two forms of Trade Waste Approval:

   a) **Category A Permits** and apply General Conditions without modification. Category A discharges must conform to the quality and quantity criteria outlined in 7.2;

   b) **Category B Agreements** and apply the General Conditions, except were they are modified by Specific Conditions. Category B criteria are outlined in 8.1.

B. Trade Waste Approvals are not transferable.

6.1 Category A Permits

A. Council may issue a Trade Waste Permit if an applicant demonstrates compliance with Category A requirements[1].

B. Category A Permits shall contain terms and conditions which include but are not limited to:

   a) duration of the approval

   b) business name and location of the Trade Waste Generators discharging on site;

   c) the type of Trade Waste generating processes that are approved;

   d) a statement that the Trade Waste must comply with this TWMP, including Council's Sewer Admission Limits;

   e) the approved quantity and maximum instantaneous rate of discharge;

   f) the method for estimating or measuring discharge volume;

   g) details of any pre-treatment required;

   h) conditions for maintenance of, and removal of waste from, pre-treatment equipment including the frequency of cleaning and waste transporters to be used;

   i) records to be kept concerning the cleaning and maintenance of pre-treatment equipment;

   j) waste tracking responsibilities of the Approval Holder.

   k) any condition from the TWMP that Council wishes to highlight within the Permit.

   l) any other conditions considered by Council to be appropriate.

6.2 Category B Agreements

A. A Trade Waste Generator producing Category B Trade Waste may be issued with a Trade Waste Agreement.

B. In addition to the terms and conditions applicable to Category A Permits, Category B Agreements will contain:

   a) duration of the approval

   b) details of any Specific Conditions that modify the General Conditions

   c) pre-treatment requirements

[1] Compliance with Category A can be demonstrated by confirming all Generator types on the property are listed in Table 2, each has the prescribed pre-treatment equipment and the daily discharge does not exceed 20 kL/d (discharge can usually be estimated from the potable water purchased).

d) contaminant limits

e) type and location of flow measurement

f) location of sampling points, frequency and the type of sampling required.

g) requirement for self-monitoring plans, specifying:

- location of monitoring
- nominated test parameters
- type and frequency of monitoring
- reporting method
- required laboratory accreditations

and may contain:

h) records to be reported and kept by the applicant (including self-monitoring data)

i) times during which discharge is permitted

j) housekeeping related practices/conditions

k) list of substances or waste specifically excluded or restricted from discharge to sewer

l) any other matters as may be necessary in the opinion of Council.

7 Category A (Low Risk) Trade Waste

7.1 General

A. This chapter describes the characteristics of Category A (Low Risk) Trade Waste and the approval conditions required for its discharge to sewer. Information on minimum pre-treatment requirements for discharges in this classification are included.

7.2 What is Category A Trade Waste?

A. Category A Trade Waste means discharges where:

a) the Trade Waste meets the quality and quantity criteria listed in Table 1, and

b) the Trade Waste generating activities are low risk business types listed in Table 2, and

c) the Trade Waste volume discharged from the property is less than 20 kL/d.

Table 1 Category A Discharge Criteria

Category A	
Parameters	**Criteria for Category**
Total Suspended Solids (TSS)	<300 mg/L
Chemical Oxygen Demand (COD)	<600 mg/L
Oil & Grease (OILG)	<200 mg/L
Total Hydrocarbons (THC)	<20 mg/L
Total Nitrogen (N)	<80 mg/L
Total Phosphorous (P)	<15 mg/L

B. The philosophy of Category A Trade Waste discharges is that:

a) these discharges arise from sources where the use of prescribed basic pre-treatment is deemed to produce a discharge that conforms to Category A criteria.

b) the Approval Holder installs the prescribed basic pre-treatment equipment according to the Trade Waste generating activity (Table 2).

c) the Approval Holder properly operates and maintains the equipment.

d) the Approval Holder adheres to the General Conditions and requirements of this TWMP.

7.3 What Business Types are Nominally Category A?

A. Properties on which Trade Waste Generators are limited to activities listed in Table 2 are nominally Category A, provided the total daily discharge volume is less than 20 kL/d.

Table 2 Category A Trade Waste Generating Activities

Activity Generating Trade Waste	Pre-treatment Type Required (refer to reference below)
Animal care – pounds/ boarding kennels/ cattery/ mobile wash	2, 3, 8AB
Auto-dismantler (wrecker) Mechanical workshop	2, 4D Refer to "Mechanical Workshop"
Bakery Wholesale Retail	 1, 2, 5CG or 6CG or 8G 1, 2, 5CG or 6CG (if required)
Boutique, craft or artisan foods	1, 2, 6G (if required)
Beautician (including personal care, nail salon, podiatry, tanning)	2
Boiler blowdown	5C
Butcher Wholesale (<20 kg BOD/day) Retail	 1, 2 1, 2
Cooling tower – evaporative with drain to sewer <500 L/h	Nil
Crafts – ceramic, pottery, jewelry, gemstones etc. (including at educational facilities, clubs etc) Flows < 250 L/d Flows 250-1000 L/d Flows 1000-5000 L/d	 Nil 10 7, 10
Dental surgery or technical specialist Plaster casts made at site Mercury amalgam used or removed	 10 12
Dry cleaning Separator water Boiler blowdown	 Solvent removal (see Note) Refer to "Boiler Blowdown"
Fish co-op	2, 3, 8
Florist	2 (in sinks and floor wastes)
Food Service with Food Licence (e.g. where located at child care, kindergarten, hotel, tavern, motel, garden centre, theatre, cinemas, club, sports club, commercial or public swimming pool, tourist attraction, caravan park, school and education facility, marina, residential care, retail, offices, retirement village, welfare home etc).	1, 2 (in sinks and floor wastes), 11H
Funeral parlour/Morgue/Autopsy table	2, 3F
Hairdresser	2, 3K (in sinks and floor wastes)
Jewelry shop Miniplater Ultrasonic washing Precious stone cutting	 Nil Nil 10
Laboratory	6 (dilution pit) or 7L
Laundry or laundromat <20 kL/day (local not industrial)	5C, 9J
Mechanical workshop (not industrial) (includes fitting, turning, repairs, maintenance, reconditioning)	2, 4D
Medical centre/physiotherapy Plaster casts Laboratory	 10 Refer to "Laboratory"
Mobile garbage bin washing	2 (may drain through grease arrestor)
Nursing home/Welfare home Food service Boiler blowdown Cooling tower Laundry Hairdressing Beautician	 Refer to "Food Service" Refer to "Boiler Blowdown" Refer to "Cooling Tower" Refer to "Photographic" Refer to "Hairdressing" Refer to "Beautician"
Optical service	8B
Panel beating and detailing Mechanical workshop	 Refer to "Mechanical Workshop"

Photographic and graphic arts (<5000 L/day)	6 (dilution) or 7L
Pet shop (retail) Animal care	2, 3 Refer to “Animal Care”
Plants (retail nursery)	2, 3
Radiator repair Mechanical workshop	 2, 4D
School/Educational (not tertiary) Crafts Cooling towers Photographic Science laboratory	 Refer to “Crafts” Refer to “Cooling Tower” Refer to “Photographic” Refer to “Laboratory”
Service station Bowsers Car wash Mechanical workshop Food Service	 Nil forecourt drainage to sewer Refer to “Vehicle Washing” Refer to “Mechanical Workshop” Refer to “Food Service”
Stone working	8B
Swimming pool/spa/hydrotherapy (commercial or public) ≤ 55,000 L capacity (includes ornamental ponds) > 55,000 L capacity	 Nil, flow limited to <2 L/s 6 (balancing pit), flow limited to <2 L/s
Vehicle washing Car wash (hand, drive-thru, conveyor) External truck wash (no internal tanker or flatbed washes) Residential wash bays	 2, 4D 2, 4D 2, 4D
Veterinary surgery Animal care	2, 3 Refer to “Animal Care”

Reference to Pre-Treatment Type Required			
1	Passive grease arrestor*	**7**	General purpose pit
2	Dry basket arrestor with fixed screens	**8**	Solids settlement pit / silt arrestor
3	Screens or sink strainers	**9**	Lint screen (max. 2 mm aperture size)
4	Mineral oil water separators:	**10**	Plaster arrestor
5	Cooling pit or heat exchanger	**11**	Active grease arrestor**
6	Balancing, dilution, neutralising pit/tank	**12**	Amalgam trap

Reference to Pre-treatment Notes			
A	Only if animals furl in a sandpit	**G**	Where necessary (seek Trade Waste advice)
B	Minimum capacity of one-hour detention	**H**	If applicable (seek Trade Waste advice)
C	Sized to reduce wastewater temp. to 38°C	**J**	Washing machine internal screens acceptable
D	Sized according to the influent flow rate	**K**	Hair traps (in waste from wash basins)
E	Total Recoverable Hydrocarbons only	**L**	Where available at site
F	At drainage outlet		

* Minimum capacity 550 L, maximum capacity 5000 L

** Only permitted as a stand-alone device if authorised type and installation approved by Council.

Note 1: At dry-cleaning premises, separator water must be treated on-site by an appropriate treatment unit or removed from the premises by a licensed contractor.

Note 2: Active arrestors shall be of a make and type that conforms to [American Standard] PDI G101 Testing and Rating Procedure for (Hydromechanical) Grease Interceptors

Note 3: The quality of Trade Waste from some commercial activities using prescribed pre-treatment devices may exceed Council’s sewer acceptance limits. As a higher level of pre-treatment is not cost-effective, such waste is deemed to comply if the discharger installs and properly operates and maintains the required pre-treatment equipment.

7.4 Pre-treatment Requirements for Category A

7.4.1 General

A. Where business types listed in Table 2 properly install, operate and maintain the prescribed pre-treatment equipment, their discharge is deemed to comply with Category A Sewer Acceptance Limits.

7.4.2 Pre-Treatment Maintenance Requirements

A. Basic Pre-Treatment Devices must be serviced in accordance with manufacturer's recommendations but not less frequently than described below:

Passive Grease-Silt Arrestors:

a) At least once every 13 weeks, unless otherwise specified by Council. Permissible variances shall conform to AS 5215 Passive Grease Arrestors.

Oil-Silt Arrestors:

a) Triple interceptor types - at least once every 6 months, unless otherwise specified by Council.

b) Plate separator types – at the frequency specified by the manufacturer, unless otherwise specified by Council.

c) Other types, including hydrocyclones - at the frequency specified by the manufacturer, unless otherwise specified by Council.

B. More frequent servicing may be a condition of the Trade Waste Approval. For existing undersized Grease Arrestors, Council may apply increased cleanout frequency conditions in accordance with AS 5215 Passive Grease Arrestors.

7.4.3 Where a Pre-treatment Device is Shared

A. Where Trade Waste generators share the use of a pre-treatment device, the following information must be provided with the hydraulic plan submitted to Council for approval:

a) the size of the arrestor;

b) details of the loading to be discharged by each Trade Waste Generator;

c) the names of the businesses and shop numbers sharing the arrestor.

d) the responsibility of each individual party towards

- on-going operation and maintenance of the facility; and
- pro-rata payment of the appropriate charges.

7.4.4 When Required Pre-treatment is Not Installed

Where a required pre-treatment device is not or cannot be installed, Council may, at its sole discretion:

a) require the Approval Holder to show cause why an appropriate arrestor cannot be installed; and

b) apply a charge equal to the average pre-treatment service cost paid by Trade Waste Generators of a similar type and scale.

7.5 Specific Requirements for Food Service Businesses

7.5.1 General Pre-Treatment Requirements

A. All food service businesses must install the basic pre-treatment devices described below:

   a) Screens - must be provided in all sinks in food preparation areas. While a fixed screen is the preferred device, it is recognised that some businesses may experience problems with the installation of these screens. In such situations, sink strainers must be used.

   b) Basket Arrestors - must be installed in any floor waste located in the food preparation and handling area.

7.5.2 When Food Service Businesses Require a Grease Arrestor

A. Licensable Food Service Businesses (per section 48 of the *Food Act 2006*) that are permanently connected to sewer and generate more than 250 L/day of Trade Waste must install a properly sized and authorised:

   a) passive grease arrestor, or

   b) active grease arrestor (if the requirement in (a) has been suspended in accordance with 7.5.4).

7.5.3 When No Grease Arrestor is Required

A. Where a food service business can demonstrate that it:

   a) generates less than 250 L/day of Trade Waste; or

   b) is not a Licensable Food Business per section 48(2) of the *Food Act 2006*

   Council may suspend the requirement to install a Grease Arrestor. Such suspension may be temporary.

Note: A food service business may demonstrate the volume of Trade Waste generated by applying a fraction (i.e. 90%) to input water metering or by installing sub-metering to the Trade Waste generating area.

7.5.4 When a Grease Arrestor Cannot be Installed

A. Council may agree to suspend the requirement for a passive grease arrestor where the justification includes that the Premises:

   a) is heritage listed and constrained for that reason; or

   b) there is insufficient access, space or drainage fall to install an arrestor;

B. Where a relaxation is approved under this clause 7.5.4, the Approval Holder shall:

   a) pay an equivalent arrestor fee in accordance with 7.4.4, and

   b) employ waste minimisation practices, and

   c) install in-sink basket arrestors; or

   d) install and maintain a properly sized and authorised Active Grease Arrestor.

Note: Any relaxation is not transferable. If the type or scale of the activity changes, or if the premises is renovated or refurbished, the relaxation will lapse.

7.5.5 Selection, Sizing, Installation and Maintenance of Passive Grease Arrestors

A. Passive grease arrestors must be selected, sized, installed and maintained in accordance with Australian Standard AS 5215 Passive Grease Arrestors.

B. Existing non-compliant pre-treatment devices need not be replaced retrospectively, except where required by Council.

C. The minimum capacity for new or replacement grease arrestors is 550 L.

D. The maximum allowable capacity of any individual grease arrestor is 5000 L.

E. Council may consent to non-standard arrestor sizing if a request and justification is made in writing by a registered professional engineer or qualified hydraulic consultant representing the applicant (write to developer@gladstone.qld.gov.au).

7.5.6 Waste Minimisation Practices

A. Food service businesses must employ waste minimisation methods to reduce or eliminate to the extent practical the discharge of contaminants to the sewerage system.

B. Cutlery, crockery and cooking appliances should be scraped to the waste bin before washing, to minimise the amount of waste discharged to the sewerage system.

C. Floors must be dry swept before washing, if any floor waste is located in food preparation and handling areas.

D. Council may require the Approval Holder to provide a Waste Minimisation Plan to demonstrate their waste minimisation practices, including product substitution, good housekeeping, inventory control, employee education and other steps as necessary to minimise the waste load.

7.5.7 Bin Wash and Garbage Compaction Areas

A. Bin wash areas that drain to sewer must be roofed and bunded to prevent the ingress of stormwater to the sewerage system. A dry basket arrestor with a fixed screen is to be fitted to all floor wastes that drain to the sewerage system.

7.5.8 Active Grease Arrestors (disposal of fat and oil)

A. FOG collected in Active Grease Arrestors must be emptied daily (or as recommended by the manufacturer) into a purpose designed container for removal by an authorised recycler in accordance with 0.

7.5.9 Potato Peelers

A. Where possible, Trade Waste from potato peelers should not pass through a passive grease arrestor. This prevents solids accumulation and starch fermentation occurring in the arrestor.

7.5.10 Food Waste Digesters

A. Food waste digesters must not be installed without Council approval.

B. Food waste digesters shall be the subject of case-by-case assessment. Approval may not be given.

C. Where food waste digesters are installed, they must meet the following conditions:

a) All food waste digester installations must comply with the Plumbing Code of Australia and Queensland plumbing and drainage regulations, and their installation constitutes regulated plumbing works.

b) Food waste digesters must be installed upstream of a properly sized compliant grease arrestor.

c) All food waste digester installations must include metering for calculation of volume discharged and a downstream inspection and sampling port that provides access to a representative sample of the discharge.

d) Discharges from food waste digesters must comply with all provisions of this TWMP.

e) Food waste digesters must be maintained in accordance with manufacturers' recommendations.

D. Food waste digester discharges may incur additional Category B charges.

E. Conditions of approval will include performance validation and regular self-monitoring of effluent from both the digester unit and the downstream pre-treatment device.

7.6 Discharges of Wastewater from Vessels, Vehicles and Aircraft

7.6.1 Vessels

A. Where wastewater discharged is limited to galley and toilet wastes, vessels are permitted to discharge via approved "pump out" facilities at ports and marinas.

B. The waste discharged from these facilities must meet Sewer Admission Limits for Category A.

C. The operator of such facilities must hold a Category A Trade Waste Permit.

Note: The discharge of untreated bilge water or water containing hydrocarbons is prohibited.

7.6.2 Buses, Aircraft, Recreation Vehicles

A. Waterborne galley and toilet waste from buses, aircraft and recreational vehicles may be discharged via approved "pump out" facilities at transport depots, terminals and caravan parks.

B. The waste discharged from these facilities must meet Sewer Admission Limits for Category A.

C. The owner of the premises on which such receival facilities are located must hold a Category A Trade Waste Permit.

8 Category B Trade Waste

8.1 What is Category B Trade Waste?

A. Category B Trade Waste means discharges that:

a) exceed the quality and quantity criteria listed in Table 3, or

b) the Trade Waste generating activity is not a Category A activity listed in Table 2, or

c) the Trade Waste volume is greater than 20 kL/d.

Table 3 Category B Discharge Category Criteria

Category B	
Parameters	**Criteria for Category**
Total Suspended Solids (TSS)	>300 mg/L
Chemical Oxygen Demand (COD)	>600 mg/L
Oil & Grease (OILG)	>200 mg/L
Total Hydrocarbons (THC)	>20 mg/L
Total Nitrogen (N)	>80 mg/L
Total Phosphorous (P)	>15 mg/L
Charges	Annual permit fee plus volumetric charges and excess pollutant charges.

B. The philosophy of Category B Trade Waste discharges is that:

a) Category B discharges present risks that may require Specific Conditions (including for flow limitation, management of contaminants and monitoring programs).

b) The Applicant applies for Trade Waste Approval in writing, providing the information requested in 9.4.

c) Council assesses the application and conditionally approves or rejects the discharge, in accordance with its Trade Waste Policy and this TWMP.

d) The Approval Holder adheres to the General Conditions and the Specific Conditions described in their Trade Waste Approval.

8.2 What Business Types are Nominally Category B?

A. The table below lists Trade Waste activities that nominally generate Category B Trade Waste.

Table 4 Category B Trade Waste Activities

All properties where the total daily discharge exceeds 20 kL are Category B		
Abattoir	Felt manufacture	Pharmaceuticals manufacture
Acid pickling	Fertiliser manufacture	Plants nursery (open areas)
Adhesive/latex manufacture	Fibreglass manufacture	Plaster manufacture
Aluminium processing	Filter cleaning	Poultry abattoir and processing
Anodising	Flour mill	Printing
Bitumen and tar	Food processing*	Recycling – all types
Bottle washing	Foundry	Rubber production
Brewery*	Fruit and vegetable processing*	Saleyards
Cannery	Galvanising	Seafood processing
Cardboard, carton and paper manufacture	Glass manufacture	Slipway
Carpet manufacture	Glue manufacture	Smallgoods manufacture
Caustic degreasing	Grease trap waste disposal	Soft drink manufacture
Cereals manufacture	Honey processing*	Starch manufacture
Chemicals manufacture	Hospital (Public or Private)	Sugar refinery
Chemicals repackaging	Ice cream manufacture*	Tanker washing (Internal)
Condiments/sauces manufacture*	Industrial waste treatment	Tannery
Confectionery manufacture*	Ink manufacture	Textile manufacture
Contaminated site treatment Facility	Laboratory - Commercial	Timber processing
Cooling towers (industrial process)	Laboratory agricultural or animal health research	Tip leachate
Cosmetics and perfumes manufacture	Laboratory nuclear medicine and radioisotope (where excess to Radiation Safety Act)	Truck washing regular (internal) Truck transporting hazardous material (internal and external)
Cyanide hardening	Laboratory (workplace) including: ▯ Pharmaceutical production ▯ Chemical manufacturing	Water treatment backwash or “clean in place”
Dairy products processing*	Leather finishing	Waxes/polishes
Detergent/soaps mixing and/or manufacture	Liquid wastewater treatment facility	Wine and spirit bottling
Drum washing	Metal finishing and processing	Winery/distillery
Education – tertiary/university	Mirror manufacture	Wool processing
Edible oils and fats manufacture	Oil recycling	
Egg processing	Oil refinery	
Electroplating	Paint manufacture	
Feather washing	Paint stripping*	
Fellmonger	Pet food processing	

* Small scale operations may be considered Category A. Contact Council Trade Waste for guidance.

Note: Table 4 is not exhaustive.

9 Applying for Trade Waste Approval

9.1 General

A. A Trade Waste application must be submitted by the Trade Waste Generator (with signed agreement from the Property Owner) to obtain Council approval for any Trade Waste discharge.

B. If more than one Trade Waste Generator exists on a property, forms must be completed for each individual generator. Each will receive a Trade Waste Approval subject to Council's assessment.

9.2 When to Apply for Trade Waste Approval

A. Applications should be lodged prior to commencement of trading or discharge. Examples of appropriate times for lodging applications include:

   a) during processing of a building application for new premises or extensions intended for industrial or commercial usage;

   b) change in occupancy or ownership of such premises;

   c) after shop fit-out of such premises;

   d) when applying to strata title such premises;

   e) where Trade Waste is generated without Trade Waste Approval;

   f) where a material change to the Trade Waste generating process occurs.

9.3 How to Apply for Trade Waste Approval

A. All applications to discharge Trade Waste must be properly made on the form provided for the purpose. Application forms and advice may be obtained in person, by appointment only, from:

   Development Services - Gladstone Regional Council,
   Goondoon Street, Gladstone QLD
   or by telephoning (07) 4970 0700.

B. Council officers can advise on the applicable approval category, pre-treatment options and other application requirements.

C. All applications submitted must be accompanied by:

   a) the application fee (and annual fee if already operating);

   b) a copy of the plumbing approval for new premises (mandatory) and existing premises (if available);

   and provide the following information and details:

   c) Applicant's full name, address and contact details;

   d) Site owner's full name, address and contact details, if different to the applicant;

   e) Contact person and contact details for the premises, if different to the applicant;

   f) Address of the business where discharge to sewerage system will occur;

   g) Proposed date of commencement of discharge to the sewerage system;

   h) Type of process/activity generating Trade Waste;

   i) Hours of business operation;

j) Proposed pre-treatment equipment including:

- type and model
- size (usually expressed in litres capacity)

D. Applications for Category B Trade Waste Approval require additional information to enable assessment and processing, as described in 9.4.

9.4 Additional Requirements for Category B Applications

A. Category B Trade Waste places a higher than anticipated load on sewerage infrastructure. For consideration of the effect of these discharges on the sewerage system, Category B applicants must provide additional information about the proposed discharge. Table 5 describes details the applicant must provide, unless Council advises otherwise.

B. Additional information should be attached to the Trade Waste Application Form.

Table 5 Information required for Category B Applications

a) Proposed rate of Trade Waste discharge, including daily volume and instantaneous flow rate;

b) Physical and chemical characteristics of the proposed discharge, including:

i) nature of source
ii) expected maximum and average concentrations of pollutants before and after pre-treatment, confirmed by either of:
- provide from similar system addressing similar waste stream
- supply sample analysis data of the proposed waste quality*
- as advised by equipment supplier (provide evidence)
- supported and recommended by consultant (provide evidence)
- data temperature and pH

c) Site plan, including:

i) Trade Waste pre-treatment facilities
ii) roofed and bunded areas
iii) areas subject to stormwater first flush or diversion valves
iv) internal wastewater drainage
v) location of sampling points
vi) proposed connection point to the sewerage system

d) Location of flow measurement point and proposed methods of metering;

e) Flow diagram of any proposed pre-treatment facilities;

f) Nature and chemical composition of all hazardous substances stored or used on site, including:

i) details of storage facilities;
ii) relevant SDS;
iii) arrangements for the disposal of wastes not discharged to the sewerage system;

g) Any relevant environmental impact assessments or consultants' reports (if applicable);

h) Any additional details as requested by Council.

* Applicants must ensure that analytical tests are carried out by laboratories that hold National Association of Testing Authorities (NATA) registration for the class of test(s) or specific test(s) for substances specified in an application.

9.5 Assessment of Trade Waste Approval Applications

9.5.1 General

A. On receipt of an application, Council will commence the process of assessment and conditional approval in accordance with this TWMP.

B. Council is authorised to approve or refuse applications for Trade Waste Approval, including by considering the effect a proposed discharge may have on the sewerage system, employee health and safety, the value of downstream products and the receiving environment.

C. In determining the acceptance of Trade Waste to the sewerage system, Council shall consider the factors listed in Table 6:

Table 6 Factors for consideration during assessment of approvals

- the compliance of the proposed Trade Waste discharge with Sewer Admission Limits;
- the adequacy of the pre-treatment process(es) to treat the waste to a level acceptable for discharge to the sewerage system;
- the potential for the proposed discharge to impact on public or employee health;
- the possible impacts the discharge may have on the environment;
- the possible impact of the discharge on sewerage infrastructure or treatment processes;
- the capacity of the sewerage system (reticulation and treatment components) to accept the quality and quantity of Trade Waste proposed for discharge;
- the impact on the ability of the sewerage system to meet required Environmental Authorities;
- the potential impacts of the discharge on management practices for effluent and biosolids produced from the sewage treatment process;
- the adequacy of the proposed maintenance program of pre-treatment facilities and the discharge monitoring program (if applicable);
- the adequacy of chemical storage and handling facilities, and the proposed safeguards for preventing the chemicals entering to the sewerage system;
- the potential for stormwater ingress into the sewerage system and adequacy of controls;
- waste minimisation and water conservation programs;
- the potential to support economic growth.

D. Following consideration of the information provided, the assessing officer will determine appropriate risk mitigations (Conditions) and, where appropriate, prepare the Trade Waste Approval.

E. Where a waste is assessed to be non-sewerable, an approval will not be issued and alternative arrangements for disposal of the wastewater must be made.

9.5.2 Referral of Complex Assessments

A. Council may refer complex approval assessments to an external agency for advice and guidance. For the period of this TWMP, complex assessments may be referred to specialists at Urban Utilities (the Central SEQ Distributor-Retailer).

B. Where required, referrals shall be emailed to technology@urbanutilities.com.au

C. Urban Utilities will provide advice in relation to approval conditioning and Trade Waste management in accordance with the standards of service agreed between Council and Urban Utilities.

D. Notwithstanding Urban Utilities' provision of advice, Council shall retain sole discretion to conditionally approve or refuse discharge of trade waste to its sewerage system.

10 Determining Discharge Quantity

10.1 Category A

A. The volume of Trade Waste discharged from a Category A property will be estimated as the water consumption at the property multiplied by an industry relevant Trade Waste Discharge Factor (Appendix C). The discharge factor represents the proportion of water consumed at the property which is discharged as Trade Waste.

B. Council will adopt standard industry Trade Waste discharge factors. The factors are provided in Appendix C but may be varied on a case-by-case basis to more accurately represent the business. A generator may apply for a review of their discharge factor if they believe the business exhibits non-standard water use. Where no discharge factor is listed for a business type, Council will work with the Approval Holder to assign an agreed estimate.

10.2 Category B

10.2.1 Trade Waste Meters

A. All Category B Trade Waste Generators shall install an approved and properly calibrated Trade Waste meter (usually an ultrasonic or magflow type).

B. Trade Waste meters must be maintained as per the manufacturer's recommendations. Maintenance and calibration records must be kept for at least five (5) years and must be submitted to Council on request.

C. Council may exempt the installation of a Trade Waste Meter if the generator or Property Owner can show cause why a meter cannot be installed. An alternative means of volume discharged shall be required.

10.2.2 Meter Failure

A. If the meter used for calculation of Trade Waste charges fails, readings from the previous four (4) billing periods may be averaged and used to calculate the charges. If the failure occurs before four billing periods have elapsed, available data will be used.

11 Determining Discharge Quality

11.1 Category A

A. Category A Approval Holders that discharge Trade Waste through properly sized and maintained pre-treatment equipment are deemed to comply with Category A discharge criteria.

B. Council's routine Category A compliance strategies will focus on:

   a) Initial inspections – to confirm business type and categorisation;

   b) Adoption of Australian Standard AS 5215 Passive Grease Arrestors – to ensure effective selection, sizing, installation and maintenance requirements.

   c) Adoption of electronic waste tracking – to ensure visibility of pre-treatment maintenance and correct disposal of residual wastes.

C. These activities are undertaken at no additional cost to the Approval Holder. Where additional inspection or testing is required due to identified non-compliance, the Trade Waste generator will be charged for these services at cost recovery rates.

11.2 Category B

A. For charging purposes, self-monitoring by the Trade Waste Generator will be applied to collect quality data for calculation of excess discharge fees (minimum 3 sampling events per quarter).

B. Where pre-treatment is conditioned to meet limits for specified parameters, self-monitoring may be required for those parameters, or a suitable surrogate, to confirm satisfactory pre-treatment.

C. Where a Special Condition approves discharge of a parameter above the Sewer Admission Limits, self-monitoring may be applied to ensure compliance.

D. Self-monitoring requirements will be described in the Trade Waste Agreement.

E. The Trade Waste generator shall meet all costs of self-monitoring.

F. Council may also inspect the premises, collect and analyse samples to monitor compliance with Agreement conditions. The cost of these activities is covered by the annual Trade Waste charge.

G. Where self-monitoring is not done and/or additional inspection and testing is required to be done by Council as a result of non-compliance, Council will charge the Trade Waste generator as prescribed in Council's Register of Regulatory fees.

12 Inspection and Monitoring

A. Council officers may inspect the premises of Trade Waste Generators.

B. Inspections may include, but are not be limited to:

   a) Trade Waste connections and generating areas,

   b) pre-treatment facilities, service histories and standby equipment,

   c) concentration and volume measurement,

   d) bunding facilities and drainage routes from chemical storage areas,

   e) stormwater collection and disposal systems,

   f) work practices

Note: Inspections shall not include residential or domestic areas on the property.

12.1 Inspection Chambers and Gauging Facilities

A. Category B waste shall be discharged to Council's sewerage system through a suitable inspection chamber with facilities in accordance with the General Conditions provided in 5.13.

B. Pre-treatment devices on all premises discharging Trade Waste must have an inspection opening provided within the property at finished ground level.

C. If a property generates Trade Waste but does not discharge it to Council's sewerage system, a suitable inspection point must be installed on all sewer-connected drainage (including the sanitary drain). It must be in an accessible location within the property boundary prior to connection to the sewer. This enables inspections to ensure Trade Waste is not being discharged to sewer.

13 Trade Waste Charges

A. Trade Waste fees and charges are levied under sections 94 and 97 of the *Local Government Act 2009*. Council determines charges for Trade Waste as part of its the annual review of regulated fees and charges. Charges under this Act can be amended at any time.

B. Trade Waste charges for the current financial year can be found on Council's website: www.gladstone.qld.gov.au

13.1 Annual Renewal Charges

A. Annual Renewal Charges are fixed Trade Waste Approval charges invoiced to the Trade Waste Generator.

B. Annual Renewal Charges are billed at least one month prior to the anniversary date of the approval (30 June each year).

13.2 Discharge Charges

A. Discharge Charges are charges proportional to the quality and quantity of Trade Waste discharges and are invoiced to the Property Owner.

B. Discharge Charges are:

   a) invoiced biannually for Category A, or in accordance with the relevant Category B Agreement;

   b) inclusive of any excess discharge fees if Category A parameter limits are exceeded.

C. Property Owners must contact Council as soon as possible if payment cannot be made by the due date or if there are any queries relating to an account.

13.2.1 Calculating Discharge Charges

13.2.1.1 Category A

A. The Category A discharge charge is calculated from the volume of Trade Waste discharged in the relevant period, as follows:

   $C = (Q \times F) \times K$

   Where: C is the Category A discharge charge for the 6-month period ($)
   Q is the volume of water consumed at the property in the period (kL)
   F is the Trade Waste Factor for the relevant business type (% from Appendix C)
   K is the unit charge rate for Category A discharge ($/kL)

B. The unit charge rate (K) reflects sewerage system operating costs based on domestic strength sewerage. Category A Property Owners will be required to pay additional charges (in accordance with Category B discharge charges) if their Trade Waste discharge exceeds Category A limits.

13.2.1.2 Category B

A. The Category B discharge charge is a quantity and quality charge calculated from the volume of Trade Waste discharged and self-monitoring data from the relevant period, as follows:

$C = Q.A + Q.(X_1.C_1/1000 + X_2.C_2 /1000 + ...)$ for chargeable parameters N_1, N_2 etc

Where: C = is the total consumption charge for the relevant period ($)
Q is the total discharge volume for the relevant period (kL)
A is the unit charge for volume ($/kL)
N_1, N_2 = are the pollutants to be charged for.
X_1, X_2 = are the average concentrations of pollutants N_1, N_2 (mg/L)
C_1, C_2 = are the unit charges for pollutants N_1, N_2 ($/kg)

B. Mass load charges will be made for Chemical Oxygen Demand, Suspended Solids, Phosphorus and Nitrogen.

13.3 Approval Related Fees & Charges

13.3.1 Annual Approval & Renewal Fees

A. Annual Approval Charges are applied to each Trade Waste Generator to cover administration, inspections and compliance testing for each approval.

13.3.2 Inspection and Analysis Fees

A. The annual approval fees in all categories allow for routine inspections and one quality compliance analysis by Council. Where additional inspections and laboratory analysis are required because of non-compliance or Specific Conditions, full costs may be recovered by Council.

B. The cost of inspection shall be based on the charge out rate for the relevant Council staff involved and include time spent on site and travel to and from the site.

C. The full cost of any laboratory analysis carried out by the Council will also be recovered from the Trade Waste Generator.

14 Managing Stormwater and Prohibited Waters

14.1 General

A. The discharge of Stormwater and surface water into the sewerage system is prohibited. The Approval Holder must ensure that the incidence of Stormwater discharge via Trade Waste drainage, including that caused by design, method of construction, or connection, is strictly controlled and kept to a minimum.

B. To prevent Stormwater ingress from open Trade Waste generating areas, acceptable solutions are provided in 14.2 to 14.4.

14.2 Roofing and Overhang

A. A roofing solution must have overhang, outwards from the vertical above either a bund wall or the ground contour grading apex, to prevent Stormwater incursion into the Trade Waste generating area. The minimum roof overhang required is a length equal to 25% of the height of the roof from the finished ground level.

B. Where partially sheeted above ground level, the roof overhang required is a horizontal length equal to 25% of the height of the open wall space.

14.3 Demand Driven Diversion Systems

A. Wastewater from wash bays may be discharged as Trade Waste via a demand driven diversion system provided the discharge meets Sewer Admission Limits.

B. Diversion systems used in connection with the sewerage system must be manufactured in accordance with Australian Standard ATS 5200.0465 and carry the Watermark symbol.

C. When the Trade Waste generating activity (e.g. wash-down) ceases, the system must automatically close the Trade Waste drainage and divert any Stormwater to Stormwater drainage.

D. The Approval Holder must ensure that an accredited testing agency (or an agent of the manufacturer) inspects and certifies the correct operation of the system annually. Test reports must be kept and be made available to Council on request.

E. The Approval Holder must ensure the diversion system is maintained in good operating condition.

14.4 First-flush Diversion Systems

A. First-flush water resulting from the first 10mm of rainfall in an unroofed Trade Waste generating area is deemed to be Trade Waste. Such Trade Waste may be discharged to sewer no sooner than 4 hours after cessation of the rainfall event, provided it meets Sewer Admission Limits.

B. The system design must ensure that adequate first-flush capacity (area x 10 mm) is maintained during normal Trade Waste generating activities.

C. First-flush water from non-Trade Waste generating areas, such as roofs, Stormwater infrastructure, parks and gardens is not Trade Waste and must not be discharged to sewer.

14.5 Discharge of Seepage Water

A. Seepage Water is water that seeps from the ground into that part of a structure built below ground level. Examples include - tunnels for traffic, landfill cells, underground carparks, basements, and lift wells.

B. Water that meets the definition of Seepage Water may be approved for discharge to the sewerage system, subject to Council assessment of sewer capacity and seepage water quality requirements.

14.6 Discharge of Landfill Leachate or Waste Treatment Waters

A. The discharge of leachate from municipal landfills to the sewerage system may be considered under controlled conditions, especially if there is no other viable option for managing this waste.

B. Leachate from landfill sites and wastewater from waste treatment or disposal facilities are Category B Trade Waste and shall not be discharged to sewer without a Trade Waste approval.

C. On-site pre-treatment to reduce contaminant levels (specifically including ammonia) to Sewer Admission Limits may be required.

D. Self-monitoring conditions shall include routine analysis of leachate discharge for per and polyfluoro-alkyl substances (PFAS) by methods that produce data suitable for assessment against regulatory requirements.

E. The applicant, when seeking approval to discharge leachate to sewer, must demonstrate that a Prohibited Waters Management Plan (refer 14.7) has been developed and implemented.

   The plan shall address:

   a) segregation of potentially contaminated areas from uncontaminated areas (especially with respect to PFAS and other Chemicals of Emerging Concern);

   b) prevention of Prohibited Waters entering into leachate collection sumps or the sewerage system.

F. Only the excess leachate after on-site management will be considered for discharge to the sewerage system.

14.7 Prohibited Waters Management Plan

A. Council may request an Approval Holder to prepare a Prohibited Waters Management Plan describing the methods by which prohibited forms of water are prevented from entering the sewerage system. Prohibited waters include: groundwater, floodwater, stormwater, roof water, subsoil water and surface water.

14.8 Collecting Stormwater for Use in Trade Waste Generating Activities

A. Where Stormwater (or another alternative water source) is used to supply Trade Waste generating activities, the system must employ:

   a) a compliant Trade Waste flow meter, or

   b) include sub-metering of the Stormwater supplied to Trade Waste generating areas.

B. Where the Approval Holder fails to install or maintain a meter, Council may estimate the discharge volume from the stormwater collection area (e.g. roof area) and the Gladstone long-term average annual rainfall (i.e. 0.856 m x area in m^2).

C. Under the WS Act, excess Stormwater collected during rain events (i.e. that cannot be stored for later use) must not be disposed to sewer.

14.9 Service station forecourts and refuelling points

A. New Premises - the discharge of wastewater including run-off from new service station forecourts and other refuelling points (e.g. transport depots, bus depots) is prohibited.

B. Existing Premises - the discharge of wastewater and run-off from existing service stations and other refuelling areas may be approved, provided appropriate pre-treatment and discharge control requirements are adhered to.

C. If a refuelling area is refurbished, then the discharge from this area must be disconnected from the sewerage system.

15 Tankered Waste

15.1 General

A. For reasons of public health, environmental protection and efficiency, Council conditionally accepts tankered waste (including sewage and trade waste) from within its service area for discharge at nominated WWTPs.

B. The management of tankered waste is a shared responsibility of Council (the Receiver), tanker companies (the Transporter) and waste generators (the Generator).

15.2 What is Tankered Waste?

A. Tankered Waste is wastewater collected within Council's service area and carried by tanker for discharge at a Council nominated discharge location, subject to the wastewater meeting the conditions for discharge described in this Part **Error! Reference source not found.**.

B. Tankered Waste is divided into two management categories, namely:

1. Deemed Quality Waste
2. Special Disposal Waste

15.2.1 What is Deemed Quality Waste?

A. Deemed Quality Waste is waterborne waste of the well-characterised types listed in Table 7. These types are deemed acceptable for discharge at Council's nominated tankered waste discharge locations under a general approval (the Tankered Waste Approval).

Table 7 Deemed Quality Tankered Waste – Criteria

Waste Type	Definition	Notes
Sullage Waste	Clarified waterborne waste collected from septic tanks or small residential onsite treatment plants.	Deemed Quality tankered waste must be sourced from the waste generation types described at left. For guidance, the collection of the contents of a household grease arrestor (~50L) along with the contents of a household septic tank (~1600L) is acceptable. Domestic waste from work camps is characterised as Deemed Quality Tankered Waste. Council may require trade waste pre-treatment devices to be installed and maintained upstream of holding tanks.
Holding Tank Waste	Waterborne waste pumped from holding tanks accumulating kitchen and domestic waste (only) from non-sewered premises.	
Septic Waste	Waterborne waste pumped from septic tanks or on-site treatment systems.	
Grey Water	Wastewater generated from domestic activities such as laundry, dishwashing and bathing.	
Black Water	Wastewater containing faecal matter and urine – sewage	
Portable Toilet Waste	Waste collected from portable toilets.	

B. The philosophy of Deemed Quality Waste is that:

a) The Transporter of Deemed Quality Waste must hold a Tankered Waste Approval.

b) These wastewater types can be easily identified by the Transporter.

c) Transporters that hold a Tankered Waste Approval are authorised to identify and carry Deemed Quality Waste to Council's discharge locations without providing prior notice.

15.2.2 What is Special Disposal Waste?

A. Where a Generator's waste is not one of the types listed in Table 7 and the Generator seeks to dispose of the waste to sewer via tankering, the wastewater is Special Disposal Waste (a form of Trade Waste).

B. The philosophy of Special Disposal Waste is that:

   a) The Transporter of Special Disposal Tankered Waste must hold a Tankered Waste Approval.

   b) These wastewaters are a form of Trade Waste and must be identified as such by the approved Transporter.

   c) Prior to disposal via tankering, the Generator must obtain a Special Disposal Approval from Council.

   d) The Transporter must advise the Generator of the requirement for Special Disposal Approval and shall not carry the waste for discharge until such approval has been provided.

   e) The Transporter must hold evidence of the relevant Special Disposal Approval at the time of discharge to any Council discharge location and shall make this available on request.

15.3 Tankered Waste Approval

A. The owner or owner's representative of a Transporter seeking to discharge Tankered Waste at a Council discharge location must apply for and be granted a Tankered Waste Approval prior to any discharge.

Note: the applicant Transporter must hold an Environmental Authority for regulated waste transport in Queensland (ERA57 – refer to Department of Environment and Science for details).

15.4 How to Apply for Tankered Waste Approval

A. All applications for Tankered Waste Approval must be properly made on the form provided for the purpose. Application forms and advice may be obtained from:

   Trade Waste Section - Gladstone Regional Council,
   Goondoon Street, Gladstone QLD
   or by telephoning (07) 4970 0700.

B. Council officers can advise on the relationship between Tankered Waste Approvals, Trade Waste Approvals and Special Disposal Approvals, and other application details.

C. All applications for Tankered Waste Approval must provide the following information:

   a) Applicant’s full name, address and contact details;

   b) Contact details of the Transporter’s representative (if different to above);

   c) Business name, ABN and address of the Transporter;

   d) A declaration that the Transporter holds an Environmental Authority for regulated waste transport in Queensland (ERA57 – refer to Department of Environment and Science).

   e) A declaration that the Transporter agrees to enter into an Agent’s Agreement under Section 90 of the *Environmental Protection Regulation 2019*, which transfers responsibility for trackable waste reporting from Council to the Transporter.

f) A declaration that the Transporter agrees to track all Tankered Waste movements using the State Government approved electronic waste tracking "way" known as WasteID (an Amtac application) when it is available.

g) A declaration that the Transporter will comply with all relevant legislation while undertaking Tankered Waste activities.

D. Applications for Special Disposal Approval are similar to applications for Trade Waste Approval and require additional information to enable assessment and processing, as described in Section 15.5

Note: For clarity, a Transporter is only required to apply for Tankered Waste Approval once. Generators may be required to apply for Special Disposal Approval on each disposal occasion.

15.5 Information Requirements for Special Disposal Approval

A. Where a Transporter determines that wastewater for collection requires a Special Disposal Approval, the Generator of the waste must apply for a Special Disposal Approval (a form of Trade Waste Approval).

B. The following information must be provided to Council to enable processing of the Special Disposal Approval:

a) Applicant's full name, address and contact details (the Generator);

b) Address of the site from which the wastewater is generated;

c) Business name, ABN and address of the Transporter;

d) Site owner's full name, address and contact details, if different to the applicant;

e) Contact person and contact details for the premises, if different to the applicant;

f) Proposed date of commencement of discharge to the sewerage system;

g) Type of process/activity generating liquid waste;

h) Proposed pre-treatment equipment;

i) Proposed discharge volume (kL/day and total);

j) Physical and chemical characteristics of the proposed discharge, including expected maximum and average concentrations of pollutants before and after pre-treatment.

k) Any additional details as requested by Council.

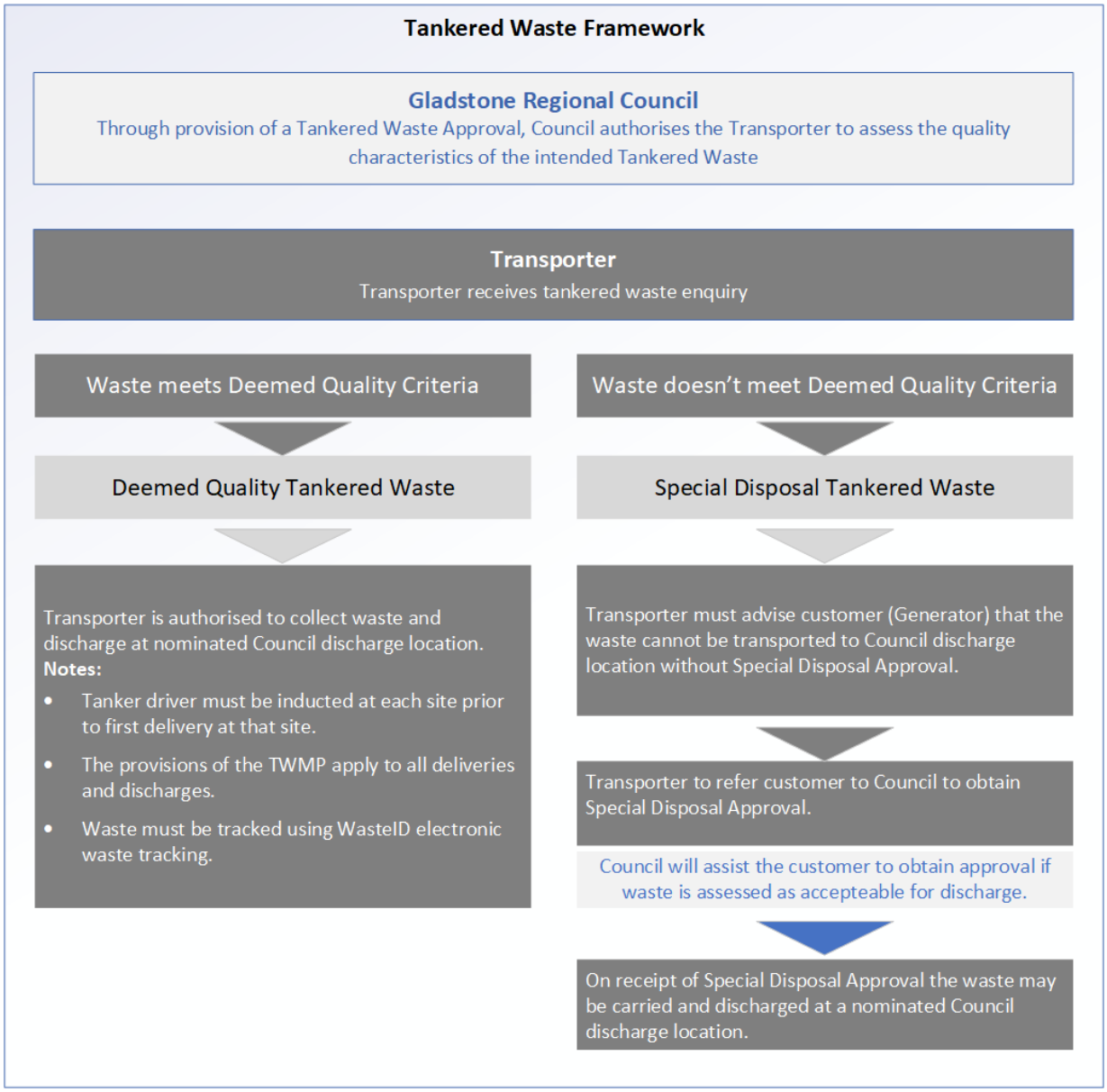
Note: Applicants must ensure that analytical tests are carried out by laboratories that hold National Association of Testing Authorities (NATA) accreditation for the class of test(s) or specific test(s) for substances specified in an application.

Note: This Special Disposal Approval information can be provided on a Trade Waste Application form.

15.6 Schematic of Tankered Waste Approval Framework

A. Figure 1 describes the responsibilities of the Generator, Transporter and Receiver (Council) of Tankered Waste prior to its delivery to a tankered waste discharge site.

Figure 1 Authorised Assessment of Waste Prior to Delivery



15.7 Assessment of Special Disposal Approval

A. On receipt of an application for Special Disposal Approval (from a Generator), Council will commence the process of assessment and conditional approval in accordance with this TWMP.

B. Council is authorised to approve or refuse applications for Trade Waste Approval, including by considering the effect a proposed discharge may have on the sewerage system, employee health and safety, the value of downstream products and the receiving environment.

C. In determining the acceptance of Special Disposal Waste to the sewerage system, Council shall consider the factors listed in 9.5 for the acceptance of Trade Waste (i.e. Tankered Waste will not be accepted if it would not be accepted as Trade Waste).

D. Following consideration of the information provided, the assessing officer will determine appropriate risk mitigations (Conditions) and, where appropriate, prepare the approval.

15.8 Specific Conditions of Tankered Waste Approval

15.8.1 Applicant to Hold Account

The Transporter must have applied for and obtained an approved debtor account with Council.

15.8.2 Applicant to Hold ERA57

A. The Transporter must hold an Environmental Authority for regulated waste transport in Queensland (ERA57).

Note: Refer to Department of Environment and Science for details.

15.8.3 Applicant to Enter into Agent's Agreement with Council

A. The Transporter must enter into an Agent's Agreement under Section 90 of the Environmental Protection Regulation 2019, which passes the responsibility for trackable waste reporting to the Transporter on behalf of Council.

Note: This enables electronic waste tracking to function seamlessly.

15.8.4 Transporter to Employ WasteID (Electronic Waste Tracking)

A. The Transporter must employ the Queensland Government approved WasteID "way" of electronic waste tracking and reporting (from when it becomes available).

Note: This ensures all transporters and Council are using an efficient uniform waste tracking system.

15.8.5 Duration and renewal of Tankered Waste Approval

A. Tankered Waste Approvals are issued for a specified time period, not exceeding five (5) years.

B. Tankered Waste Approvals are assessed, issued and renewed at Council's sole discretion.

15.8.6 Amendment of Tankered Waste Approval Details

A. Council may amend a Tankered Waste Approval at the direction of the Regulator.

B. Amendments to a Tankered Waste Approval can also be requested at any time by the approval holder by contacting Council. Amendments will be limited to changes of contact and company details.

15.8.7 Suspension or cancellation of Tankered Waste Approval

A. Council may suspend or cancel a Tankered Waste Approval in the following circumstances:

   a) The approval holder has breached a condition of the approval or the TWMP;

   b) The approval holder has breached the law;

   c) If Council has been given a notice by the Regulator prohibiting the giving of the approval;

   d) To protect the interests of public health or safety;

   e) To prevent environmental harm; or

   f) To prevent damage to Council's sewerage system.

15.8.8 No transfer of Tankered Waste Approvals

A. Tankered Waste Approvals are not transferable.

15.8.9 Responsibility to Assess Waste Characteristics

A. It is the responsibility of Tankered Waste Approval Holders (Transporters) to properly assess waste sources and quality characteristics before carrying waste for discharge.

16 Powers of Gladstone Regional Council

16.1 To Make Trade Waste Approval Decisions

A. Council will assess the information provided by the applicant on the applicant's Trade Waste Approval application form and hydraulic services design plan. Council will determine, at its sole discretion, whether or not to issue a Trade Waste Approval.

B. Council may refuse to accept any Trade Waste to its sewerage system that it reasonably believes would cause interference or obstruction to its stated Trade Waste objectives. In these situations, the Trade Waste application will be refused, and the applicant will be notified of the grounds of refusal.

16.2 To Impose Trade Waste Approval Conditions

A. Council may, at its sole discretion, include in a Trade Waste Approval such conditions as are reasonably necessary to:

   a) protect worker health and safety;

   b) prevent pass-through or Interference;

   c) protect against damage to Council's assets;

   d) protect the quality of the water body receiving treated effluent;

   e) facilitate Council's biosolids and effluent re-use strategies;

   f) address any other matter that Council regards as material.

16.3 To Vary Trade Waste Approval Terms and Conditions

A. Without limiting Council's power to vary a Trade Waste Approval, Council may negotiate with the Approval Holder and subsequently vary the Trade Waste Approval for any reason including, but not limited to, the following examples:

   a) to incorporate any new or revised federal, state, or local statutory requirements;

   b) to address significant alterations or additions to the on-site operations, processes, or Trade Waste volume or character since the date of Trade Waste Approval issuance;

   c) a change in Council's sewerage infrastructure that requires either a temporary or permanent reduction or elimination of the approved Trade Waste discharge;

   d) information indicating that the approved compliant Trade Waste discharge poses a threat to Council's sewerage infrastructure, Council personnel, or the receiving waters;

   e) violation of any terms or conditions of the Trade Waste Approval;

   f) misrepresentations or failure to fully disclose all relevant facts in the Trade Waste Approval application or in any required reporting;

   g) to correct typographical or other errors in the Trade Waste Approval; or

   h) to reflect a transfer of land ownership or owner/occupier relationships.

16.4 To Have Access

A. Under the WS Act, Council Trade Waste Officers have the right to access or enter an Approval Holder's land and premises to conduct regular Trade Waste inspections and sampling events.

16.5 To Install Monitoring and Other Equipment

A. Council shall have the right to set up on an Approval Holder's land or premises, or require installation of, such devices as are necessary to conduct sampling events and/or metering of the on-site operations relating to the Trade Waste discharge.

16.6 To Issue Notices

A. Council may give any notice under any law or this TWMP to an Approval Holder and any persons acting under the Trade Waste Approval.

B. Where Council finds that an Approval Holder has breached (or continues to breach) or failed to comply with (or continues to fail to comply with) any provision of this TWMP or a Trade Waste Approval condition or order issued hereunder, Council may issue a Trade Waste notice to remedy the non-compliance.

C. Submission of any report in response to a Trade Waste notice in no way relieves the Approval Holder of liability for any breach occurring before or after receipt of a Trade Waste notice.

D. Issuance of a Trade Waste non-compliance notice shall not be a bar against, or a prerequisite for, taking any other action against the Approval Holder. The ultimate responsibility is on the Approval Holder to comply with laws and the requirements stated in Council's Trade Waste notices.

16.7 To Recover Costs

A. Where Council finds that Trade Waste was or is being discharged in breach of any provision of a Trade Waste Approval condition or order issued herein, Council may impose an additional charge for:

   a) Trade Waste quantity and quality;

   b) additional Trade Waste inspections, wastewater sampling and analysis;

   c) removing excess contaminants from Council's sewerage infrastructure;

   d) non-routine cleaning or maintenance of Council's infrastructure;

   e) preparing administrative enforcement remedies detailed previously in this clause;

   f) any other associated task reasonably undertaken by Council to determine whether or not damage referred to in this clause has been caused by Trade Waste discharged from the Approval Holder's premises or to restore Council's sewerage infrastructure to a reasonable state for continued service to the community.

B. This clause applies in respect of damage that occurs or is discovered during the term of a Trade Waste Approval or after it expires, and any additional Trade Waste charge levied under this clause is a debt due and payable on demand to Council. Issuance of an additional Trade Waste charge shall not be a bar against, or a prerequisite for, taking any other action against the Approval Holder.

C. If the Approval Holder fails to comply with Trade Waste Approval conditions and as a result or by reason, directly or indirectly, of that failure, Trade Waste discharged causes damage to a sewer or Council's sewerage infrastructure, Council may make good that damage and recover the reasonable cost of so doing from the Approval Holder.

D. Any authority or right given to Council in this clause is in addition to the authority and power given to Council as a sewerage service provider under the WS Act.

17 Improvement and Enforcement

17.1 Purpose and Scope

A. In order to ensure that Council continues to comply with its requirements under law and meet its Trade Waste objectives, processes and penalties have been adopted for remedying non-compliance Trade Waste Approval conditions.

B. Council may utilise any one, combination, or all enforcement remedies provided in this Part 17 in response to any Trade Waste related non-compliances.

17.2 Enforcement Processes

A. Council's policy position is that it will initially take an informative and collaborative approach to the resolution of non-compliances. This means Council will take Informal Compliance Action in the first instance, unless an assessment of the seriousness of the non-compliance indicates that Formal Compliance Action is required.

17.3 Self-Monitoring as a Remedy for Non-Compliance

A. If analysis of any sample obtained by Council or by an Approval Holder (e.g. under self-monitoring) shows non-compliance with a Trade Waste discharge limit set forth in this TWMP or the Approval Holder's Trade Waste Approval, Council may impose self-monitoring requirements on the Approval Holder.

B. The Approval Holder shall perform the required self-monitoring at the frequency, location and manner required by Council.

C. The analyses shall be performed by a laboratory that holds NATA (National Association of Testing Authorities) accreditation for the specified tests, and at the sole expense of the Approval Holder.

D. Nothing in this clause shall be taken to limit the authority of Council to impose self-monitoring as an approval condition.

17.4 Non-Compliance Audit and Resampling Fee

A. If analysis of any sample obtained by Council or by an Approval Holder (e.g. under self-monitoring) shows non-compliance with a Trade Waste discharge limit set forth in this TWMP or the Approval Holder's Trade Waste Approval, Council may require the Approval Holder to pay non-compliance audit and resampling fees to Council equivalent to the labour and on-costs incurred by Council.

17.5 Effluent Improvement Programs

17.5.1 What is an Effluent Improvement Program?

A. An Effluent Improvement Program (EIP) is a temporary agreement between a non-compliant Approval Holder and Council that provides an opportunity for the Approval Holder to return to compliance without formal enforcement action.

B. Upon determination that an Approval Holder is in non-compliance with conditions or limits within its Trade Waste Approval, or any provision of this TWMP, and needs to plan, construct, or acquire equipment necessary to remedy the non-compliance, Council may at its sole discretion require the Approval Holder to enter into an EIP which will, on the effective date of the EIP, amend the Approval Holder's approval.

17.5.2 How is an Effluent Improvement Plan Applied?

A. The EIP shall contain the terms and conditions under which the Approval Holder must operate during its term and shall provide specific dates for achieving compliance with each term and condition for the acquisition and installation of required equipment.

B. Council shall not enter into an EIP with an Approval Holder until such time as all fees owed to Council are paid in full.

C. Failure to comply with an EIP may result in Council commencing compliance action which could result in suspension or cancellation of a Trade Waste Approval.

17.5.3 Improvement Program Progress Reports

A. The following conditions shall apply to any Improvement Program required under this TWMP:

   a) The program shall contain progress increments in the form of dates for the commencement and completion of major events leading to the construction and operation of additional pre-treatment or other facilities required to meet requirements (such events include, but are not limited to, establishing budget, hiring an engineer or hydraulic consultant, completing preliminary and final plans, executing contracts for works, commencing and completing construction, and starting routine operation).

   b) No Improvement Program shall exceed two years, or any individual increment exceed six months.

   c) The Approval Holder shall submit a progress report to Council no later than fifteen (15) working days following each date in the program, including as a minimum, whether or not it complied with the increment of progress, the reason for any delay, and if appropriate, the actions being taken by the Approval Holder to return to the program.

   d) In no event shall more than six (6) months elapse between progress reports.

17.6 Formal Compliance Enforcement Actions

A. There are two main options for Formal Compliance Action:

a) Formal Compliance Action to suspend or cancel the Trade Waste Approval under section 182 of the Water Supply Act; or

b) The issue of a Penalty Infringement Notice for offences under section 191 and section 193(1) of the Water Supply Act.

17.6.1 Suspension or Cancelation of Approval (s.182 Water Supply Act)

17.6.1.1 The Grounds

A. An Authorised Person may suspend or cancel a Trade Waste Approval if Council determines that an Approval Holder has:

a) Contravened a condition of a Trade Waste Approval; or

b) Contravened a provision of the WS Act; or

c) The Trade Waste Approval is no longer appropriate.

B. On these grounds, Council may serve upon the Approval Holder a Show Cause Notice that complies with section 463 of the WS Act.

C. If a Trade Waste Officer determines that urgent action is necessary in the interests of public health or safety, to prevent environmental damage, or prevent damage to the sewerage system, Council may serve upon the Approval Holder an Information Notice for the immediate suspension or cancelation of the Trade Waste Approval.

D. Council may select any means of service that is reasonable under the circumstances.

17.6.1.2 Approval Holder Submissions

A. In response to a Show Cause Notice, an Approval Holder may make written submissions to show cause as to why Council should not proceed with the proposed action to suspend or cancel the Trade Waste Approval.

B. All written submissions should be made with 15 business days of the date on the notice, and in accordance with section 463 of the Water Supply Act.

C. Instructions on where to send submissions shall be provided on the Show Cause Notice.

17.6.1.3 Council's Consideration and Decision

A. Council will consider any Properly Made Submissions made by the Approval Holder in response to a Trade Waste notice.

B. Based on the Properly Made Submissions, and all other relevant material, Council will consider whether it is still satisfied that the proposed action should be taken, and:

d) If Council is not satisfied that the proposed action should be taken, Council shall provide the Approval Holder with notice to that effect.

e) If Council is satisfied that the proposed action should be taken, Council shall issue, within 30 business days of making its decision, an Information Notice suspending or cancelling the Approval Holder's approval.

17.6.2 Penalty Infringement Notice (s. 191 and s. 193(1) Water Supply Act)

A. Discharge of Trade Waste into Council's sewerage system without approval is an offence under section 193(1) of the WS Act. It is also an offence under section 191 of the WS Act to "interfere with a service provider's infrastructure" without the service provider's consent.

B. The processes for taking Formal Compliance Action for an offence under section 191 generally mirror the processes applicable for offences under 193(1) of the WS Act. Both sections of the WS Act are identified in the State Penalties Enforcement Regulation 2014 as infringement notice offences.

C. An Authorised Person may elect to issue a Penalty Infringement Notice (PIN) as an alternative to Formal Compliance Action described in clauses 17.6.1 and 17.6.2 above.

17.6.2.1 The Scenarios

A. There are a number of practical scenarios where a person may breach section 193(1) of the WS Act, including:

   a) An Approval Holder has had their approval suspended or cancelled and the Approval Holder or a Trade Waste generating tenant continues to discharge Trade Waste; or

   b) An Owner of a commercial property is disposing of Trade Waste, or allowing a Trade Waste generating tenant to discharge Trade Waste, but refuses to apply for Trade Waste Approval; or

   c) The Trade Waste being discharged is not of the type authorised under the Trade Waste Approval.

17.6.2.2 Council's Consideration and Decision

A. There are two options for commencing Formal Compliance Action for a breach of section 193(1) of the WS Act:

   a) The Authorised Person may issue the person who discharges Trade Waste with a PIN, following the process described in Council's policies.

   b) The Authorised Person may refer the matter to Legal Services for commencement of District Court enforcement proceedings or a Magistrates Court prosecution.

18 Records and Reporting

A. Council will employ a waste database for the purpose of maintaining information on waste generation within Council's local government area. The database will list information on wastes routinely produced by commerce and industry, by location, volume and character.

B. The database will contain information generated through the assessment, conditioning, monitoring and enforcement of Trade Waste Approvals.

C. The waste database will facilitate the local recycling and reuse of waste and will assist the Council in waste management planning and reporting. Council will report annually on the implementation of its TWMP to the Department of Environment and Science and the Department of Regional Development, Manufacturing and Water through the Total Management Planning process.

19 Implementation

A. This plan will take effect from 1 July 2022 or at a later date as adopted by Council.

B. Some of the elements of the TWMP to be implemented by Council have prerequisite activities or lead times that mean their completion will, by necessity, occur after 1 July 2022.

For example: implementation of an electronic waste tracking system, to support tankered waste and trade waste compliance, requires a procurement activity and installation of QR2 codes on pre-treatment devices, tankers and waste receival points – alternative approved ways of reporting will be employed in the meantime.

Appendix A - Selected Legislation Relevant to Trade Waste

Legislation/Regulation	Key matters in relation to Trade Waste
Australian Standard AS/NZS 3500	• Plumbing works associated with Trade Waste must conform to the Plumbing and Drainage Act, the Plumbing and Wastewater Code, AS3500 and the Plumbing Code of Australia. • Provides details of backflow requirements. • Provides fixture unit ratings for grease arrestor sizing and selection.
End of Waste Code – Biosolids (ENEW07359617)	• Waste to which the Code applies. • Persons to whom the Code applies • Resource Producer requirements. • PFAS monitoring and product quality requirements. • Approved uses of classified biosolids. • Conditions of biosolid use.
Environmental Protection Act 1994	• Environmentally Relevant Activities. • Environmental harm and nuisance. • General Environmental Duty. • Connection to Environmental Policies. • Great Barrier Reef protection measures. • Environmental duties.
Environmental Protection Regulation 2008	• Environmentally relevant activities. • Regulatory requirements for environmental management decisions. • Categorisation of commercial and industrial waste (Cat 1 and Cat 2 Regulated Waste). • Waste tracking obligations and Agents' Agreements for Trackable Waste reporting. • Storage and treatment of waste. • Schedule 9 – Regulated waste and waste that is not regulated waste. • Schedule 11 – Trackable waste and waste codes. • Schedule 13 – Prescribed information for waste tracking. • Schedule 17 – Disposal and treatment codes for waste tracking.
Environmental Protection (Water and Wetland Biodiversity) Policy 2009	• Management goals and water quality objectives for waters • Appropriate treatment before release to sewer. • Schedule 1 - Environmental values and water quality objectives for waters.
Gene Technology (Queensland) Act 2016	• Application of Commonwealth gene technology laws • Functions and powers of Commonwealth regulator and other authorities and officers. • Provisions for licensing and approval of GMOs.
Local Government Act 2009	• Power to make a Local Law • Power to levy rates and charges • Cost recovery fees • Overdue rates and charges are a charge against rateable land • Stormwater drains (no connection of sewerage) • No Trade Waste or prohibited substances in stormwater drain.

	• List of Prohibited Substances • Powers of Authorised Persons. • Appointing Authorised Persons.
Plumbing and Drainage Act 2018	• All plumbing works associated with Trade Waste must conform to the Plumbing and Drainage Act, the Plumbing and Wastewater Code, AS3500.2 and the Plumbing Code of Australia.
Plumbing and Drainage Regulation 2019	• Definitions of Permit Work, Notifiable Work, Minor Work and Unregulated Work • Codes and code requirements (esp. association with the Queensland Plumbing and Wastewater Code). • Permits (details associated with Local Government Plumbing Permits). • Plumbing assessment and compliance procedures. • Inspecting, enforcing and certifying (permit work and notifiable work). • Registers to be kept (esp. backflow prevention)
Radiation Safety Act 1999	• Licences • Radiation Safety Standards and Certificates of Compliance • Disposal of radioactive material (esp. to sewer) • Banned radiation sources and practices.
Radiation Safety Regulation 2021	• Radiation sources. • Disposal of radioactive material (esp. to sewer). • Radiation dose limits. • Schedule 3 – Disposal of radioactive materials to sewer.
Waste Reduction and Recycling Act 2011	• Waste levies. • Process for making End of Waste Codes.
Water Supply (Safety & Reliability) Act 2008	• Registration of Service Providers. • General powers of service providers and authorised persons. • Authorised Persons. • Trade Waste and Seepage Water approvals. • Offences (including discharging particular substances). • Suspension and cancelation criteria. • Notices and cost recovery. • Schedule 1 provides a list of Prohibited Substances.

Appendix B - Sewer Admission Limits

B.1 Purpose and Scope

These trade waste Sewer admission Limits define the quality standards for trade waste approved for discharge into Council's sewerage infrastructure. Site-specific variations to the Sewer Admission Limits may be approved at Council's sole discretion and such variations will be documented in Trade Waste Approval conditions.

These Sewer Admission Limits conform to the Australian Sewage Quality Management Guideline 2012 (WSAA) and the requirements of the *Water Supply (Safety and Reliability) Act 2008*.

B.2 Prohibited Substances

No person, whether the person is an approval holder or not, shall introduce or cause to be introduced into Council's sewerage infrastructure Prohibited Substances as listed below and detailed in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*.

1. A solid or viscous substance in a quantity, or of a size, that can obstruct sewerage, or interfere with the operation of sewerage. Examples of solids or viscous substances that are prohibited substances if of a size or in the quantity mentioned in item 1 –
    a) ash, cinders, sand, mud, straw and shavings
    b) metal, glass and plastics
    c) paper and plastic dishes, cups and milk containers whether whole or ground by garbage grinders
    d) rags, feathers, tar and wood
    e) whole blood, paunch manure, hair and entrails
    f) oil and grease.
    g) cement laden wastewater, including, wash down from exposed aggregate concrete surfaces
2. A flammable or explosive solid, liquid or gaseous substance, including petrol.
3. Floodwater, rainwater, roof water, stormwater, subsoil water and surface water.

Note: Where stormwater is collected and used as a substitute for potable water and then used to generate trade waste, the water will no longer be considered stormwater or groundwater.

4. A substance that, given its quantity, is capable alone, or by interaction with another substance discharged into sewerage, of –
    a) inhibiting or interfering with a sewage treatment process; or
    b) causing damage or a hazard to sewerage; or
    c) causing a hazard for humans or animals; or
    d) creating a public nuisance; or
    e) creating a hazard in waters into which it is discharged; or

f) contaminating the environment in places where effluent or sludge from a sewage treatment plant is discharged or reused.

Example of substance under item 4 – substance with a pH lower than 6.0 or greater than 10.0 or having another corrosive property.

5. A substance at a temperature of more than –

   a) If the local government has approved a maximum temperature for the substance - the approved maximum temperature; or

   b) If paragraph (a) does not apply, 38°C.

B.3 Restricted Substances

No person shall introduce or cause to be introduced into Council's sewerage infrastructure any restricted substance at concentration or mass load greater than the relevant Sewer Admission Limit listed below, unless specifically approved by Council.

For trade waste discharge volumes greater than 20kL/day, Council may apply specific limits (generally lower than the limits described below and inclusive of mass load conditions).

Any substance not listed in the Sewer Admission Limits is a restricted discharge and must not be discharged at measurable concentrations unless specifically approved by Council.

Medical, pathological, infectious, etiologic and cytotoxic wastes

Infectious or hazardous wastes deemed to pose a threat to public health and safety may not be discharged to the sewer without approval from Council. Etiologic or infectious agents or substances must be rendered inactive and non-infectious prior to discharge if the waste is deemed to pose a threat public health and safety or can become an etiologic agent subsequent to discharge to sewer.

Clinical and related waste should be managed in accordance with the requirements of the *Waste Reduction and Recycling Act 2011* and the *Environmental Protection (Waste Management) Regulation 2000*.

No person shall discharge solid wastes from any hospital, clinic, surgery, laboratory or any other medical or veterinary facility to the sewers including but not limited to hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, paper and plastic items of a disposable nature and any noticeable portion of human or animal anatomy.

Discharging liquid wastes including faeces and body fluids to sewer from a hospital, clinic, office or surgery of a medical or veterinary facility or laboratory, convalescent or nursing home or health transport facility is permitted in accordance with the *Environmental Protection (Waste Management) Regulation 2000.*

No unwanted, unused or expired pharmaceuticals shall be deposed of to the sewerage system, except in accordance with federal and state regulations.

Genetically engineered organisms

Dischargers must notify and obtain the written permission of Council prior to the discharge of genetically engineered organisms. Council, if not already in receipt of information from the Office of the Gene Technology Regulator (OGTR) about such an application will refer the application to OGTR for comment. OGTR has issued guidelines on the disposal of genetically engineered organisms. For further information contact:

Office of the Gene Technology Regulator
MDP54 GPO Box 9848,
Canberra ACT 2601
Email: ogtr@health.gov.au
Phone: 1800 181 030

Halogenated Aromatic Hydrocarbons

(including Includes arochlors, polychlorinated biphenyls and poly brominated biphenyls).

Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. Discharges must contain less than the limit of detection for these chemicals.

Pesticides – Organochlorine Types

Because of their stability, persistence and ability to bioaccumulate in animal tissue, these compounds have been severely restricted by health and environmental regulators. Discharges must contain less than the limit of detection for these chemicals.

Radioactive Material

Radioactive material discharged to sewer must comply with requirements and discharge standards specified in the *Radiation Safety Act 1999* and its associated regulations, as updated from time to time.

Other Substances

Other substances to be controlled in discharges to sewer are those which:

- are persistent, accumulative or toxic
- pass through a treatment plant untreated or partially treated and affect the receiving environment
- are deleterious to the sewerage system, employees of Council or the public
- inhibit process efficiency or make collection and treatment of wastewater more expensive
- could lead to contamination of the wastewater treatment products.

B.4 General Acceptance Limits

Parameter	Limit	Units	Remarks
Temperature	≤38	^{0}C	Higher temperatures: · cause increased damage to sewer structures · increase the potential for anaerobic conditions to form in the wastewater · promote the release of gases such as H2S and NH3 · can adversely affect the safety of operations and maintenance personnel
pH	6.0 – 10.0	pH units	Extremes of pH: · can adversely affect biological treatment processes · can adversely affect the safety of operations and/or maintenance personnel · cause corrosion of sewer structures · increase the potential for the release of toxic gases such as H2S and HCN
Biochemical Oxygen Demand (BOD_5)	300	mg/L	High BOD can: · overload the treatment process · increase the potential for the generation of sulphides in the wastewater
Chemical Oxygen Demand (COD)	600	mg/L	High COD can: · overload the treatment process · increase the potential for the generation of sulphides in the wastewater
Total Organic Carbon (TOC)	600	mg/L	High TOC can: · overload the treatment process · increase the potential for the generation of sulphides in the wastewater
Suspended Solids (SS)	300	mg/L	High SS can: · cause sewer blockages · overload the treatment processes
Total Dissolved Solids (TDS)	4000	mg/L	High TDS reduces effluent reuse options and may contribute to soil salinity
Total Oil and Grease (hexane extraction)	200	mg/L	Grease and Oil: · can cause sewer blockages · may adversely effect the treatment processes · may impair the aesthetics of the receiving water
Gross Solids	non faecal gross solids shall have a maximum linear dimension of less than 20 mm and a quiescent settling rate of less than 3 m/hr	mg/L	Gross solids can cause sewer blockages
Colour	limited such as not to give any discernible colour in treatment works discharge		Colour may cause: · aesthetic impairment of receiving water · adverse effects on lagoon treatment processes Where potential for such problems exists, a level of colour which is tendered not noticeable after 100 dilutions may be used as a guideline
Odour	not detectable in 1% dilution or causing an odour problem in sewerage system		
Chlorine (as Cl_2)	10	mg/L	Chlorine: · can adversely affect the safety of operation and maintenance personnel · can cause corrosion of sewer structures
Sulphate (as SO_4)	1000	mg/L	Sulphate: · may adversely affect sewer structures · may increase the potential for the generation of sulphides in the wastewater

Parameter	Limit	Units	Remarks
Sulphite (as SO_2)	100	mg/L	Sulphite has potential to release SO2 gas and thus adversely affect the safety of operations and maintenance personnel. It is a strong reducing agent and removes dissolved oxygen thereby increasing the potential for anaerobic conditions to form in the wastewater.
Surfactants – Anionic (MBAS)	500	mg/L	MBAS is a measure of anionic surfactants. High MBAS can: · adversely effect the efficiency of activated sludge plants · impair the aesthetics of receiving waters
Boron (as B)	100	mg/L	Boron is not removed by conventional treatment. High concentrations in effluent may restrict irrigation applications.
Bromine (as Br_2)	10	mg/L	High concentrations may adversely affect the safety of operations and maintenance personnel.
Fluoride (as F)	30	mg/L	Fluoride is not removed by conventional sewage treatment, however, pre-treatment can easily and economically reduce concentrations to below 20 mg/L.
Cyanide (CN)	5	mg/L	Cyanide may produce toxic atmospheres in the sewer and adversely affect the safety of operations and maintenance personnel.
Sulphide (S)	5	mg/L	Sulphides in wastewater may: . cause corrosion of sewer structures . generate odours in sewers which could cause public nuisance . result in sewer gases which could adversely affect the safety of operations and maintenance personnel

Notes:

The total mass load and the capacity of the sewerage system to accept the load shall be considered for each application.

Council may in some circumstances accept waste containing higher concentrations of these substances. Additional charges for treatment may apply.

B.5 Metals

Parameter	Concentration Limit (mg/L)	Daily Mass Load (g/day)^			
		Gladstone	Boyne Island, Tannum Sands	Agnes Water, Calliope, South Trees	Yarwun
Aluminium (Al)	100	50	10	5	1
Arsenic (As)	5	1	0.2	0.1	0.02
Cadmium (Cd)	2	0.15	0.03	0..015	0.003
Chromium (Cr) Total Hexavalent	 20 1	 5 0.25	 1 0.05	 0.5 0.025	 0.1 0.005
Cobalt (Co)	10	5	1	0.5	0.1
Copper (Cu)	10	5	1	0.5	0.1
Iron (Fe)	100	50	10	5	1
Lead (Pb)	10	7.5	1.5	0.75	0.15
Manganese (Mn)	100	50	10	5	1
Mercury (Hg)	0.05	0.05	0.01	0.005	0.001
Molybdenum (Mo)	10	5	1	0.5	0.1
Nickel (Ni)	10	3	0.6	0.3	0.06
Selenium (Se)	5	0.25	0.05	0.025	0.005
Silver (Ag)	5	0.25	0.05	0.025	0.005
Tin (Sn)	10	5	1	0.5	0.1
Zinc (Zn)	10	5	1	0.5	0.1

^ The Daily Mass Load Limits have been developed in accordance with the relative treatment capacities and loads to each Wastewater Treatment Plant.

Catchment	Factor
Gladstone	1
Boyne Island, Tannum Sands	0.2
Agnes Water, Calliope, South Trees	0.1
Yarwun	0.02

Dischargers who exceed Council's Daily Mass Load (DML) limits will be required to take measures to meet the DML. This may involve treating to a lower concentration than indicated above.

For discharges below the DML, hexavalent Cr must be reduced to trivalent Cr.

B.6 Organic Compounds

Parameter	Limit	Units	Remarks
Aldehydes			
Formaldehyde	30	mg/L	
Acetaldehyde	5	mg/L	
Propionaldehyde	5	mg/L	
Dimethyl sulphide	1	mg/L	
Butyl Carbitol	1000	mg/L	Not greater than 2 mg/L at WWTP influent
Ketones			
Acetone	400	mg/L	
Methyl ethyl ketone	100	mg/L	
Pesticides			
Total (includes insecticides, herbicides, fungicides)	1.0	mg/L	
Organophosphorus (total)	0.1	mg/L	
Per and poly-fluoro alkyl substances (PFAS)	0.20	µg/L	
Petroleum hydrocarbons			
Total	30	mg/L	
C_6-C_9	5	mg/L	
Benzene	0.04	mg/L	
Toluene	0.5	mg/L	
Ethyl benzene	1.0	mg/L	
Xylene (total)	1.0	mg/L	
Phenolic compounds			
Total phenols	100	mg/L	
Pentachlorophenol	5	mg/L	
Polynuclear Aromatic Hydrocarbons (PAHs)	5	mg/L	
Volatile organic compounds			
Halogenated (total)	1	mg/L	
Trichloromethane (chloroform)	0.1	mg/L	
Tetrachloroethene (perchloroethylene)	0.01	mg/L	
Trichloroethene (trichloroethylene)	0.1	mg/L	

Appendix C - Trade Waste Discharge Factors

C.1 General

A Trade Waste Discharge Factor (DF) is the proportion of water supplied to a property via the head meter that is discharged to the sewerage system as Trade Waste (i.e. not including domestic wastewater). Standard Discharge Factors provide an estimate of discharges and shall be applied unless site specific information is provided for the purpose of review.

Discharge factors range from 0 to 100% and, in some circumstances, may be greater than 100% (e.g. when water enters the production process other than from water purchases - such as in milk used for cheese-making).

Seasonal variations can occur throughout the year. The discharge factor method considers seasonal variations and aims to deliver fair estimates across the year.

Discharge factors are only adjusted in 5% increments (i.e. the discharge factor is rounded-off to the nearest 5%).

For consistency and validation, Discharge Factors listed in this TWMP have been adopted from the New South Wales Liquid Waste Regulation Guideline 2021.

C.2 Review of Discharge Factors

Council or the Property Owner may initiate a review of the applied Trade Waste Discharge Factor if it is believed unrepresentative of the site.

The Property Owner can initiate a review by contacting Council and completing a Discharge Factor Variation Application Form. Information supporting the application must be attached to the application. Council may also request additional information.

This information shall be supplied at the applicant's cost, and may include:

a) Metering data,

b) Smart-metering data,

c) Process schematics,

d) Details of employee numbers and shift arrangements,

e) Details of cooling tower water usage

f) Details of irrigation or other water diversions from sewer.

The Property Owner will be informed in writing of the outcome of Council's review.

Where a discharge factor is varied from the standard DF (see table below), the Property Owner will be advised in writing of the variation. The variation will be effective from the next billing period and will not be applied retrospectively. The applicant will also be advised in writing if Council does not believe the information provided justifies a variation to the discharge factor.

C.3 Trade Waste Discharge Factors

Industry/Business Type	Trade Waste Discharge Factor
Bakery (bakery products only)	25%
Bed & Breakfast	NA
Brewery/Distillery	80%
Butcher	90%
Car Wash	70%
Carpet Cleaner	90%
Club (no irrigation)	30%
Commercial Laundry/Drycleaner/Laundromat	75%
Concrete Batching Plant	5%
Crafts/Stonemason	80%
Dentists	80%
Education – Primary School	10%
Education – High School	25%
Education - Tertiary	Requires Review
Engineering Works/Workshop	70%
Fast Food	80%
Fishery	90%
Food Processor	90%
Hairdresser/Salon	50%
Hospital	30%
Hotel/Tavern/Night Club	25%
Nursery/Landscaping	20%
Nursing Home	50%
Outdoor Sports Club	To be calculated (10%)
Panel Beating/Spray painting	70%
Printing	85%
Restaurant	50%
Service Station	20%
Shop/Shopping Centre/Showroom	30%
Swimming Pool Complex	30%
Takeaway	50%
Utility (electricity, telephone, water, sewerage)	90%
Veterinary Clinic	20%
Workshop – mechanical/engineering	70%

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