



Redland
CITY COUNCIL

MINUTES

GENERAL MEETING

Wednesday, 7 May 2014

The Council Chambers
35 Bloomfield Street
CLEVELAND QLD

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The Mayor is the Chair of the General Meeting. The following Portfolios are included in the General Meeting and Council's nominated spokesperson for that portfolio as follows:

PORTFOLIO	SPOKESPERSON
1. Community & Environmental Health and Wellbeing; Animal Management; Compliance & Regulatory Services	Cr Wendy Boglary
2. Economic Development, Governance, Service Delivery, Regulations and Emergency Management	Mayor Karen Williams supported by the Deputy Mayor Alan Beard
3. Tourism and CBD Activation	Cr Craig Ogilvie
4. Commercial Enterprises (Water, Waste, RPAC, etc)	Cr Kim-Maree Hardman
5. Open Space, Sport and Recreation	Cr Lance Hewlett
6. Corporate Services	Cr Mark Edwards
7. Planning and Development	Cr Julie Talty
8. Infrastructure	Cr Murray Elliott
9. Environment; Waterways and Foreshores	Cr Paul Gleeson
10. Arts, Culture and Innovation	Cr Paul Bishop

1 DECLARATION OF OPENING

The Deputy Mayor declared the meeting open at 9.30am and acknowledged the Quandamooka people, who are the traditional custodians of the land on which Council meets.

The Deputy Mayor also paid Council's respect to their elders, past and present, and extended that respect to other indigenous Australians who are present.

2 RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

Cr A Beard	Deputy Mayor & Councillor Division 8
Cr W Boglary	Councillor Division 1
Cr C Ogilvie	Councillor Division 2
Cr K Hardman	Councillor Division 3
Cr L Hewlett	Councillor Division 4
Cr M Edwards	Councillor Division 5
Cr J Talty	Councillor Division 6
Cr M Elliott	Councillor Division 7
Cr P Gleeson	Councillor Division 9
Cr P Bishop	Councillor Division 10

EXECUTIVE LEADERSHIP GROUP:

Mr B Lyon	Chief Executive Officer
Mr N Clarke	General Manager Organisational Services
Mrs L Rusan	General Manager Community & Customer Services
Mr G Soutar	General Manager Infrastructure & Operations
Mrs D Corbett-Hall	Acting Chief Financial Officer

LEAVE OF ABSENCE

Moved by: Cr M Elliott

Seconded by: Cr J Talty

That leave of absence be granted for Mayor Karen Williams as she is representing Council at the LGAQ 3rd Finance Summit, Sunshine Coast.

CARRIED 10/0

Cr Williams was absent from the meeting.

MINUTES:

Mrs J Parfitt

Team Leader Corporate Meetings & Registers

3 DEVOTIONAL SEGMENT

Fr Nicholas Whereat, Anglican Parish of Waterloo Bay (St James' Church Wellington Point and St George's Church Birkdale) and member of the Ministers' Fellowship, led Council in a brief devotional segment.

4 RECOGNITION OF ACHIEVEMENT – JUNE CRAVEN

Cr Wendy Boglary, on behalf of Council, acknowledged the passing in April of Mrs June Craven, who for the past 22 years has raised funds for the Cancer Council. Such were her achievements that in 2009 she won Redlands Inspiring Senior Award and in 2013 was the recipient of Rotary International's 'Paul Harris Fellowship' Award. June will be sadly missed as a friend and at future fundraising events.

5 RECEIPT AND CONFIRMATION OF MINUTES**5.1 GENERAL MEETING MINUTES 23 APRIL 2014****COUNCIL RESOLUTION**

Moved by: Cr P Gleeson

Seconded by: Cr M Edwards

That the minutes of the General Meeting of Council held on 23 April 2014 be confirmed.

CARRIED 10/0

Cr Williams was absent from the meeting.

5.2 SPECIAL MEETING MINUTES 29 APRIL 2014**COUNCIL RESOLUTION**

Moved by: Cr M Elliott

Seconded by: Cr W Boglary

That the minutes of the Special Meeting of Council held on 29 April 2014 be confirmed.

CARRIED 10/0

Cr Williams was absent from the meeting.

6 MATTERS OUTSTANDING FROM PREVIOUS COUNCIL MEETING MINUTES

There are no matters outstanding.

7 PUBLIC PARTICIPATION**MOTION TO ADJOURN MEETING**

Moved by: Cr P Bishop

Seconded by: Cr J Talty

That Council adjourn the meeting for a 15 minute public participation segment.

CARRIED 10/0

Cr Williams was absent from the meeting.

1. Ms L Callaghan, resident of Cleveland, addressed Council in relation to the proposed RSL memorial park.
2. Ms K Murphy, resident of Thornlands, addressed Council in relation to the conduct of Councillors.

MOTION TO RESUME MEETING

Moved by: Cr M Elliott

Seconded by: Cr P Bishop

That the meeting proceedings resume.

CARRIED 10/0

Cr Williams was absent from the meeting.

8 PETITIONS AND PRESENTATIONS

Nil

9 MOTION TO ALTER THE ORDER OF BUSINESS

Nil

10 DECLARATION OF MATERIAL PERSONAL INTEREST OR CONFLICT OF INTEREST ON ANY ITEMS OF BUSINESS

Nil

11 REPORTS TO COUNCIL**11.1 PORTFOLIO 2 (MAYOR KAREN WILLIAMS)
(SUPPORTED BY DEPUTY MAYOR CR BEARD)****ECONOMIC DEVELOPMENT, GOVERNANCE, SERVICE DELIVERY,
REGULATIONS AND EMERGENCY MANAGEMENT****11.1.1 QUARTERLY CORPORATE PERFORMANCE REPORT****Datworks Filename: GOV Corporate Performance Reporting****Attachment: [March 2014 Quarterly Operational Plan](#)****Authorising Officer:****Nick Clarke
General Manager Organisational Services****Responsible Officer****Luke Wallace
Group Manager Corporate Governance****Author:****Trevor Green
Principal Advisor Corporate and Democratic
Governance**

PURPOSE

The purpose of this report is to provide a progress report against the Operational Plan 2013/14 for the third quarter, from 1 January to 31 March 2014.

BACKGROUND

The *Local Government Act 2009* (the Act) requires Council to adopt an Operational Plan each year. The Operational Plan 2013/14 forms an important part of Council's strategic planning and sets out the work Council plans to deliver towards achievement of the Corporate Plan 2010-2015.

The Act also requires the Chief Executive Officer to present a written assessment of the Council's progress towards implementing the annual operational plan at meetings of Council, at least quarterly.

ISSUES

The attached report provides a progress report against the Operational Plan 2013/14 for the third quarter, from 1 January to 31 March 2014. The report provides a status update for each project, together with a comment outlining progress for the quarter. It also provides an update on projects which were carried forward from the Operational Plan 2012/13, as they were not complete as at 30 June 2013. The information in the report has been provided by Departments responsible for each specific project.

Status of projects

The report includes the status of each project, together with comments from the relevant area of Council. Each project is categorised as follows:

Completed	The project has been fully completed.
On track	The project is progressing on time and on budget and is on track for delivery by 30 June 2014.
Monitor	There are issues with timeframes and/or budget but it is still expected that with close monitoring the project can be delivered by 30 June 2014.
Concern	There are significant delays or budget issues and it is unlikely that the project will be delivered by 30 June 2014.
Cancelled	The project has been cancelled or is recommended for cancellation.

Summary

A summary of the status of projects is shown below:

Status	Carried forward 2012/13	Operational Plan 2013/14	Total
Completed	3	6	9
On track	2	35	37
Monitor	1	6	7
Concern	0	0	0
Cancelled	1	2	3
Total	7	49	56

Strategic Implications

Council's Operational Plan 2013/14 is an important statutory plan which sets out Council's plans to deliver the Corporate Plan 2010-2015 to achieve the vision, outcomes and goals of the Redlands 2030 Community Plan. The Operational Plan 2013/14 includes a wide range of projects which directly contribute to the delivery of Council's agreed outcomes. Tracking progress against this plan provides a useful assessment of Council's performance in delivering against its plans.

Legislative Requirements

The *Local Government Regulation 2012* (section 174) states that "*the chief executive officer must present a written assessment of the local government's progress towards implementing the annual operational plan at meetings of the local government held at regular intervals not more than 3 months.*" Under the same section of the regulation, Council is allowed to amend the plan at any time before the end of the financial year.

Risk Management

The risk of not delivering against Council's operational plan is that Council does not achieve the commitments set out in the longer term corporate and community plans. Each project would have associated risks which would be managed by the relevant area of Council.

Financial

The Operational Plan 2013/14 is funded from the annual budget.

People

Projects listed in the Operational Plan 2013/14 are managed by the individual area in Council responsible for the project. The status and comments of projects in the attached report have been provided by the relevant officer for each project and compiled by Council's Corporate Governance Group. Although the delivery of the plan itself is dependent on staff resources and some projects relate to people issues, there are no direct impacts on people resulting from this report.

Environmental

Some projects within the Operational Plan 2013/14 directly contribute to Council's environmental commitments; however, this report does not have any direct environmental impacts.

Social

Some projects within the Operational Plan 2013/14 directly contribute to Council's social commitments; however, this report does not have any direct social impacts.

Alignment with Council's Policy and Plans

Council's Operational Plan 2013/14 outlines planned activities and projects against the nine outcomes in the Corporate Plan 2010-2015. As such, it is a key planning document and consistent with both the Corporate Plan 2010-2015 and the Redlands 2030 Community Plan.

CONSULTATION

The Corporate Governance Group has prepared the attached report in consultation with relevant officers and managers within Council. The status and comments have been provided by the officers involved in delivering the particular projects within the Operational Plan 2013/14.

OPTIONS

1. That Council notes the quarterly corporate performance report.
2. That Council notes the quarterly corporate performance report, but requests additional information to be provided after this meeting.

OFFICER'S RECOMMENDATION/ COUNCIL RESOLUTION

Moved by: Cr P Gleeson
Seconded by: Cr J Talty

That Council resolves to note the Quarterly Corporate Performance Report.

CARRIED 10/0

Cr Williams was absent from the meeting.

11.2 PORTFOLIO 4 (CR KIM-MAREE HARDMAN)**COMMERCIAL ENTERPRISES (WATER, WASTE, RPAC ETC)****11.2.1 TRADE WASTE POLICY AND ENVIRONMENTAL MANAGEMENT PLAN**

Dataworks Filename: WW Policy - WW Policy Review

Attachments:

[POL-1234 Trade Waste Policy](#)

[POL-1235 Trade Waste Discharge Charge
Remission for Concealed Water Leaks Policy](#)

[POL-3027 Application of Wastewater Charges Policy](#)

[TWEMP - Trade Waste Environmental
Management Plan](#)

Authorising Officer:



Gary Soutar
General Manager Infrastructure & Operations

Responsible Officer:

Bradley Taylor
Group Manager Water & Waste Infrastructure

Author:

Helen Walker
Senior Trade Waste Officer

PURPOSE

The purpose of this report is to seek Council approval to amend the following policies:

- POL-1234 Trade waste Policy
- POL-3027 Application of Wastewater Charges Policy

The proposed amendments are as follows:

- Remove the trade waste component from POL-3027 and adding it to the trade waste policy.
- Formalise the practice of allowing a remission for trade waste customers who have experienced a concealed leak on their property into policy, POL-1235 Trade waste Charge Remission Policy.
- Amend the trade waste environmental management plan (TWEMP).
- Satisfy auditor recommendations

BACKGROUND

At the General Meeting of 29 April 2009, Council resolved to:

1. Continue the audit process and re-categorise customers as appropriate;

2. Prepare a full mass load model of trade waste and residential loads at all wastewater treatment plants (WWTPs);
3. Provide consideration to providing additional resources to the trade waste activity in the 2009/10 operational budget;
4. Not charge new re-categorised customers above deemed-to-comply limits up to July 2010. This would not apply to customers who were already Category 2 before July 2008; and
5. Provide consideration to a permanent, deemed-to-comply condition for small businesses (restaurants) that has carried out best practice to reduce their trade waste.

Re-categorisation took place with many customers moving to the deemed-to-comply condition. The TWEMP was not updated during Allconnex Water's time as an overall TWEMP for the three councils was being formulated.

Other physical conditions for trade waste fixtures are requested to be added to the TWEMP. These conditions are in practice and agreed with other service providers in line with the Australian Sewage Quality Management Guidelines.

Updated legislative acts have also been included:

- POL-3027 - adding that wastewater charges do not apply to land that is zoned Conservation Sub-Area CN1 in the Redlands Planning Scheme.
- Added 'lot' to the way sewerage units are assigned to non residential community title scheme properties.

COMMUNITY TITLE SCHEMES

Dwelling unit	25 units
Buildings other than dwelling units	
First pedestal/lot	25 units
Each additional pedestal	20 units

- Added clear definition of Community Service Organisations

ISSUES

Additions to the TWEMP include:

- The benefits of cleaner production
- Changes to the use of premises and requirement to leave the pre-treatment apparatus cleaned out and/or serviced
- Responsibility to the owner to install and maintain sub-meters if an owner sub-meter is used for billing purposes
- Reduction of the pedestal allowance to 75 kL/pa per pedestal to calculate as an allowance for billing purposes
- Deemed-to-comply to the sewer admission limits where no data analysis is available to calculate quality charges for small businesses
- Minimum grease arrestor size is required to be 1000 litres and an internal protective coating installed during manufacture of the arrestor

- Preference of one pre-treatment device per discharger
- Specification of the distance within “3 meters” of the pre-treatment device that a hose tap with associated RPZ device be installed for cleaning purposes
- devices that macerate or pulverise waste will not be accepted
- Home business requirements
- Addition of the following appendices:
 - Appendix 3 – charging parameters, contact details;
 - Appendix 4 – sampling collection methodology;
 - Appendix 5 – examples of category 1 and 2 business types;

STRATEGIC IMPLICATIONS

RCC’s aim is to protect their workers, protect the wastewater system and the environment.

The addition of the above issues will give staff a clear direction when deciding to approve pre-treatment devices as well as clear direction for pedestal allowance for billing purposes. Adding cleaner production benefits to the TWEMP will give our customers a clearer understanding of the benefits of working clean within their business. Customers who are encouraged to work cleaner, be more environmentally conscious to improve business processes to reduce and reuse resources help to reduce wastewater pollutants that impact Redland City Council’s (RCC’s) WWTPs and receiving waters.

Legislative Requirements

- *Water Supply (Safety and Reliability) Act 2008*
Chapter 2 Infrastructure and service
Part 6 Trade waste and seepage water approvals

“The sewerage service provider may give an approval only if the sewerage service provider is satisfied:

- (a) Having regard to the amount, type and strength of the proposed discharge, the discharge will not harm the sewerage or the health and safety of anyone working on the sewerage; and
- (b) The sewage treatment plant to treat the discharge is capable of treating the discharge to an acceptable standard.

Also, if the sewerage service provider has a relevant environmental plan, the provider may give a trade waste approval only if satisfied the proposed discharge into the sewerage is consistent with the plan.

relevant environmental plan means an environmental plan about trade waste management under the *Environmental Protection (Water) Policy 2009*, section 22.”

- *Environmental Protection (Water) Policy 2009*

Part 6 Environmental plans

- “(2) The local government or entity must develop and implement an environmental plan about trade waste management to control trade waste entering its sewerage services.
- (3) The local government or other entity must consider including in the plan:
- (a) requirements for waste prevention, treatment and recycling before the release of trade waste to a sewer may be authorised; and
 - (b) provisions about the effect of trade waste on:
 - (i) the receiving environment into which the trade waste is released; and
 - (ii) the end use of waters to which trade waste is being released; and
 - (iii) the materials used to construct the local government’s or entity’s sewerage service; and
 - (iv) the health and safety of people working on the sewerage service; and
 - (v) the treatment capabilities of wastewater treatment plants; and
 - (c) a process for carrying out regular reviews of the quantity and content of trade waste entering the sewerage service.”

Risk Management

Trade waste monitoring is clearly based on risk to the environment, WWTPs and its workers as well as RCC complying with legislation. RCC uses the Australian Sewage Quality Management Guidelines to provide risk management assessments for existing and new trade waste customers.

Financial

To clearly define the reduction of the pedestal allowance to 75kl/pa per pedestal would eliminate any undercharging of the discharge volume for trade waste billing.

The emphasis on cleaner production and the unacceptability of macerators would help to reduce the cost of maintenance to sewerage pump stations and WWTPs.

A clear definition of clubs and community service organisations will ensure all commercial operators are billed and other organisations are charged correctly.

People

Staff would have clear direction for decision-making purposes for approval of pre-treatment devices and billing. Installing taps with associated RPZ device within 3 metres of pre-treatment devices as well as cleaning the apparatus also gives staff the opportunity to wash their hands after sampling to prevent harmful bacteria if any substance should touch the skin.

Cleaner production benefits also help staff to encourage customers to work cleaner providing benefits to the customer and RCC as well as the environment.

Environmental

Some pollutants of trade waste inevitably are released to the environment, creeks and bay. Clearly defining cleaner production benefits and pre-treatment requirements help reduce adverse impacts and assist RCC meet their general

environmental duty to prevent or minimise harm and help council to meet its vision outcomes of a healthy natural environment, green living and embracing the bay.

Social

By providing clearly defined requirements for pre-treatment devices and better monitoring of the types of businesses discharging to the sewer network helps to prevent overflows which could be a health risk to the community.

Alignment with Council's Policy and Plans

The TWEMP aligns with RCC's trade waste policy POL-1234 and Redlands 2030 Community Plan.

CONSULTATION

Consultation took place with the following:

- RCC's Commercial Plumbing Assessment Team
- Service Manager Scientific Services
- Rating Services officers
- Senior Trade Waste Officer

OPTIONS

1. To accept additions and changes to the trade waste, wastewater policies, TWEMP and to accept the formalisation of Trade Waste Discharge Charge Remission for Concealed Water Leaks and to reflect updated legislative act references.
2. To reject changes and additions to the TWEMP could cause billing confusion as well as the inability for the Plumbing Assessment team to enforce minimum requirements for pre-treatment devices. To reject additions to the trade waste, wastewater policies and Trade Waste Discharge Charge Remission would not provide clear guidelines for charging purposes.

OFFICER'S RECOMMENDATION/ COUNCIL RESOLUTION

Moved by: Cr K Hardman

Seconded by: Cr P Gleeson

That Council resolves to approve the updated Wastewater and Trade Waste policies and Trade Waste Environmental Management Plan.

CARRIED 10/0

Cr Williams was absent from the meeting.

11.3 PORTFOLIO 7 (CR JULIE TALTY)**PLANNING & DEVELOPMENT****11.3.1 DECISIONS MADE UNDER DELEGATED AUTHORITY FOR CATEGORY 1, 2 & 3 DEVELOPMENT APPLICATIONS**

Datworks Filename: Reports to Council - Portfolio 7 Planning and Development

Attachment: [Decisions Made Under Delegated Authority 06.04.14 to 19.04.14](#)

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer: David Jeanes
Group Manager City Planning & Assessment

Author: Michelle Knips
Group Technical Support Officer

PURPOSE

The purpose of this report is for Council to note that the decisions listed below were made under delegated authority for Category 1, 2 and 3 development applications.

This information is provided for public interest.

BACKGROUND

At the General Meeting of 27 July, 2011, Council resolved that development assessments be classified into the following four Categories:

Category 1 – Minor Complying Code Assessments and Compliance Assessments and associated administrative matters, including correspondence associated with the routine management of all development applications;

Category 2 – Complying Code Assessments and Compliance Assessments and Minor Impact Assessments;

Category 3 – Moderately Complex Code & Impact Assessments; and

Category 4 – Major and Significant Assessments.

The applications detailed in this report have been assessed under:-

- Category 1 criteria - defined as complying code and compliance assessable applications, including building works assessable against the planning scheme, and other applications of a minor nature, including all accelerated applications.

- Category 2 criteria - defined as complying code assessable and compliance assessable applications, including operational works, and Impact Assessable applications without submissions of objection. Also includes a number of process related delegations, including issuing planning certificates, approval of works on and off maintenance and the release of bonds, and all other delegations not otherwise listed.
- Category 3 criteria that are defined as applications of a moderately complex nature, generally mainstream impact assessable applications and code assessable applications of a higher level of complexity. Impact applications may involve submissions objecting to the proposal readily addressable by reasonable and relevant conditions. Both may have minor level aspects outside a stated policy position that are subject to discretionary provisions of the Planning Scheme. Applications seeking approval of a plan of survey are included in this category. Applications can be referred to Development and Community Standards Committee for a decision.

OFFICER'S RECOMMENDATION/ COUNCIL RESOLUTION

Moved by: Cr J Talty
Seconded by: Cr M Edwards

That Council resolves to note this Report.

CARRIED 10/0

Cr Williams was absent from the meeting.

11.3.2 APPEALS LIST CURRENT AS AT 22 APRIL 2014

Datworks Filename: Reports to Council - Portfolio 7 Planning & Development

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer:

David Jeanes
Group Manager City Planning & Assessment

Author:

Chris Vize
Service Manager Planning Assessment

PURPOSE

The purpose of this report is for Council to note the current appeals.

BACKGROUND

Information on appeals may be found as follows:

1. Planning and Environment Court

- a) Information on current appeals and declarations with the Planning and Environment Court involving Redland City Council can be found at the District Court web site using the "Search civil files (eCourts) Party Search" service: <http://www.courts.qld.gov.au/esearching/party.asp>
- b) Judgements of the Planning and Environment Court can be viewed via the Supreme Court of Queensland Library web site under the Planning and Environment Court link: <http://www.sclqld.org.au/qjudgment/>

2. Department of State Development, Infrastructure and Planning (SDIP)

The DSDIP provides a Database of Appeals (<http://services.dip.qld.gov.au/appeals/>) that may be searched for past appeals and declarations heard by the Planning and Environment Court.

The database contains:

- A consolidated list of all appeals and declarations lodged in the Planning and Environment Courts across Queensland of which the Chief Executive has been notified.
- Information about the appeal or declaration, including the appeal number, name and year, the site address and local government.

ISSUES

1.	File Number:	Appeal 1963 of 2009 (MC010715)
	Applicant:	JT George Nominees P/L
	Application Details:	Preliminary Approval for MCU for neighbourhood centre, open space and residential uses (concept master plan). Cnr Taylor Rd & Woodlands Dve, Thornlands.

Appeal Details:	Applicant appeal against refusal.
Current Status:	The appellant has submitted amended plans to all parties. Council and co-respondents are considering the amended plans.
Hearing Date:	Listed for review 16 May 2014.

2.	File Number:	Appeal 2675 of 2009. (MC010624)
Applicant:		L M Wigan
Application Details:		Material Change of Use for residential development (Res A & Res B) and preliminary approval for operational works 84-122 Taylor Road, Thornlands
Appeal Details:		Applicant appeal against refusal.
Current Status:		Council has filed an application in pending proceeding seeking a declaration that the development application was not correctly applied for, and therefore the appeal should be struck out.
Hearing Date:		Matter to be heard on 9 May 2014.

3.	File Number:	Appeal 4521 of 2013 (MCU012995)
Applicant:		D Polzi and ML Polzi
Application Details:		Material Change of Use for a Landscape Supply Depot
Appeal Details:		Submitter appeal against development permit approval.
Current Status:		Mediation held 10 April 2014.

4.	File Number:	Appeal 4564 of 2013 (ROL005669)
Applicant:		Ausbuild Projects Pty Ltd
Application Details:		Reconfiguration of Lots (6 into 259) and Material Change of Use (Dwelling Houses)
Appeal Details:		Applicant appeal against refusal.
Current Status:		Listed for review on 5 May 2014.

OFFICER'S RECOMMENDATION/ COUNCIL RESOLUTION

Moved by: **Cr J Talty**
Seconded by: **Cr C Ogilvie**

That Council resolves to note this Report.

CARRIED 10/0

Cr Williams was absent from the meeting.

12 MAYORAL MINUTE

Nil

13 NOTICES OF MOTION TO REPEAL OR AMEND RESOLUTIONS

Nil

14 NOTICES OF MOTION

14.1 NOTICE OF MOTION – CR OGILVIE

14.1.1 REQUEST FOR BRIEFING REPORT – COMPLIANCE AUDIT PROGRAM

In accordance with notice given 29 April 2014, Cr Ogilvie moved the motion as amended:

COUNCIL RESOLUTION

Moved by: Cr C Ogilvie

Seconded by: Cr P Bishop

That Council resolves that a briefing report be prepared for Councillors detailing the results of the recent compliance audit program that has been done on the club facilities on Council controlled lands in the Redlands.

CARRIED 10/0

Cr Williams was absent from the meeting.

15 URGENT BUSINESS WITHOUT NOTICE

Nil

16 MEETING CLOSURE

There being no further business, the Deputy Mayor declared the meeting closed at 10.01am.

Signature of Chairperson: _____

Confirmation date: _____



Redland City Council

Operational Plan

Quarterly Performance Report

March 2014



Summary

Outcome	Complete	On Track	Monitor	Concern	Cancelled	Total
1 Healthy natural environment	0	6	1	0	0	7
2 Green living	2	3	0	0	0	5
3 Embracing the bay	0	3	1	0	0	4
4 Quandamooka Country	0	4	0	0	0	4
5 Wise planning and design	1	6	1	0	1	9
6 Supportive and vibrant economy	1	3	1	0	0	5
7 Strong and connected communities	0	6	1	0	0	7
8 Inclusive and ethical governance	3	2	0	0	1	6
9 An efficient and effective organisation	2	4	2	0	1	9
Total:	9	37	7	0	3	56

On Track:

The project is progressing on time and on budget and is on track for delivery by 30 June.

Monitor:

There are issues with timeframes and/or budget but it is still expected that with close monitoring the project can be delivered by 30 June.

Concern:

There are significant delays or budget issues and it is unlikely that the project will be delivered by 30 June.

1. Healthy natural environment

Strategies

- 1.1 Increase biodiversity by taking informed action to protect, enhance and manage our local ecosystems
- 1.2 Stop the decline in population of the koala and other species at risk through advocacy, protecting and restoring vital habitat and increasing community engagement and action
- 1.3 Protect our natural environment by restoring degraded landscapes, contaminated land and managing fire, pests and other hazards
- 1.4 Improve residents' understanding, respect and enjoyment of the local environment through stewardship and partnerships
- 1.5 Coordinate effective management of the conservation estate on all (private and public) lands in Redlands, through a combination of incentives and various tenure and management arrangements to restore, maintain and plant new habitat
- 1.6 Address the decline in the health of Redlands waterways and improve water quality, aquatic populations and their biodiversity

Project	Op Plan Ref	Lead	Status	Comment
S Manage and improve Redland waterways through a range of measures including removal of water weeds, planting of waterway buffers in riparian areas and treatment of erosion sites across the catchment	6	City Spaces	On Track	Waterweed maintenance completed on a monthly basis across 41 sites utilising chemical, physical and biological methods. Reduction in riparian plantings due to the lack of rainfall over the summer months. This will increase over autumn. A variety of erosion control works from revegetation, use of matting/fibre logs and use of rock have been undertaken across Hilliards, Coolnwynpin and Erapah Creek Catchments. Rubbish has been removed from 106 sites on three occasions totalling 27.93m3.
S Protect and enhance local ecosystems through production of a Conservation Policy Map and Healthy Natural Environment Report	1	Environment & Regulation	Monitor	Currently working on conservation mapping through Planning Scheme work. The healthy Natural Environment Report will not be progressed at this stage.
S Manage the koala population and other threatened species through a range of measures including increased habitat, community education and partnerships	2	Environment & Regulation	On Track	Very few koala food trees were planted this quarter, only seven, due to the Christmas break and extreme dry weather conditions. The annual koala community planting is scheduled for 4 May 2014. The wildlife rescue service and ambulance ran for all three months offering advice and rescues of sick and injured koalas.
S Implement Council's Pest Management Plan	4	Environment & Regulation	On Track	The Pest Management Plan Working Group is meeting regularly. Currently scoping digitising of fox management data.

1. Healthy natural environment

Project	Op Plan Ref	Lead	Status	Comment
S Manage the conservation estate by completing a review of Council's land holdings and making recommendations regarding acquisitions or disposals, through the development of a consolidated Healthy Natural Environment Policy and by developing a natural environment decision support system that integrates environmental data into Council's planning and decision making	5	Environment & Regulation	On Track	The ongoing work on the collection of environmental data in a consistent way is progressing well with the use of volunteer workers. The consolidated policy has been developed including a report to committee and is currently on hold awaiting approval to proceed.
S Actively engage the community in the local environment through ongoing development of Council/private partnerships to improve environmental outcomes and work with volunteers to deliver programs that enhance community access, respect and enjoyment of the natural environment	7	Environment & Regulation	On Track	This quarter saw two new land for wildlife participants sign up, four new koala conservation agreements, four new waterways extension properties and 11 new your backyard garden participants. Service was also provided to existing properties in various environmental projects.
S Restore and enhance the environment through various means including Birkdale and Giles Road landfill capping, the installation of gas and groundwater wells at selected sites, a city wide risk rating review and funding prioritisation of all closed landfills	3	Water & Waste Infrastructure	On Track	Improvements to the gas and leachate monitoring being is being carried out, as well as a terms of reference in market for risk and priority assessment.

2. Green living

Strategies

- 2.1 *Achieve sustainability through strong leadership and innovation, and by effective planning and managing our services, assets and resources*
- 2.2 *Promote, support and encourage commitment to green living in our community by improving residents' understanding of climate change and achieving greater water, energy and waste conservation and efficiency*
- 2.3 *Promote a 'go local' attitude towards working, socialising, shopping, playing and supporting local production of food*
- 2.4 *Provide and maintain safe and attractive routes for people to walk and cycle throughout the city and to connect to nearby regional centres*
- 2.5 *Achieve greater use of public transport by advocating for improved access to innovative and high quality services*
- 2.6 *Conserve energy and water, improve efficiency and reduce greenhouse gas emissions resulting from Council's energy consumption*
- 2.7 *Keep Redlands clean and green through programs that increase community participation in practical and positive local action to build a sense of ownership and an increasing pride in our city*
- 2.8 *Implement Council's waste management strategy by applying best practice principles in pricing, public awareness, resource management, recycling and recovery*
- 2.9 *Protect our community and the natural environment by managing environmental harm and nuisance caused by industry, business and development from past and present activities*

Project	Op Plan Ref	Lead	Status	Comment
S Promote public transport use through coordination of the Southern Moreton Bay Islands network integration with Translink, ongoing upgrades to bus stops across the city to improve disabled access and by commencing implementation of the Redlands Integrated Local Transport Plan Review	10	City Infrastructure	On Track	All new 2013/14 bus shelters have been installed. The bus stop minimum boarding point upgrades have commenced. The Disability Discrimination Act compliance audit is 80% complete.
S Encourage opportunities for walking and cycling throughout the city through a range of programs including Cycling and Pedestrian (Active Transport) Strategy, Moreton Bay Cycleway, Parks and Trails Program and Redlands Cycling and Walking Guide	9	City Infrastructure	On Track	A full review of the Redlands Cycling and Pedestrian Strategy has been proposed for 2014/15 operational budget submission. Construction has commenced on the Moreton Bay Cycleway (MBC) Victoria Point. Stage 1 of the MBC Masthead Drive to Wharf Street is 80% complete. The cycling and walking guide which has been delayed due to final checking, is to be printed by end of June 2014.
S Organise Redlands 'Good Gardening Expo' to promote residents growing their own food and encourage residents to grow their own food	8	Environment & Regulation	On Track	The event scheduled for 13 April 2014.

2. Green living

Project	Op Plan Ref	Lead	Status	Comment
S Evaluate and report on the feasibility of establishing a supply of compressed natural gas (CNG) to Council's South Street depot for fuelling vehicles.	11	Fleet Services	Completed	Completed Q1.
S Deliver Council's Waste Management Strategy by investigating and reporting on the feasibility of a regional waste transfer station, investigating and reporting on the feasibility of an upgrade of Birkdale transfer station and by completing a new Solid Waste Strategy	12	Water & Waste Infrastructure	Completed	The feasibility study on using a facility at Logan and closing the Redland Bay facility has been completed. The feasibility study on upgrading the Birkdale facility has also been completed. The feasibility studies and the Solid Waste Strategy are to be presented to Council in May 2014.

3. Embracing the bay

Strategies

- 3.1 *Address the social, cultural and economic needs of island communities by partnering with residents and other tiers of government to deliver infrastructure, facilities and services*
- 3.2 *Better manage our foreshores through coordinated planning with a special focus on resilience to the impacts of flooding and storm tides*
- 3.3 *Ensure the ongoing health of the bay by managing creeks, wetlands and storm water and by protecting natural areas surrounding the bay*
- 3.4 *Promote enjoyment of the bay by improving access for environmentally sensitive recreation activities, education, economic opportunities and ecotourism*
- 3.5 *Build partnerships with marine research, education institutions and the private sector to develop future research projects and education programs that will improve the health of the bay*
- 3.6 *Support management of the marine park and advocate for a new national park covering a substantial area of North Stradbroke Island*

Project	Op Plan Ref	Lead	Status	Comment
S Protect and manage foreshores through completion of a city wide coastal process study and development of a shoreline erosion management plan for Norfolk Beach, Coochiemudlo Island and Thorneside Esplanade	14	City Infrastructure	On Track	The City Wide Coastal Process Study and the Thorneside Esplanade project postponed have been postponed to a future year. The Norfolk Beach Council workshop is completed. The development of the implementation plan for Norfolk Beach will commence in the next quarter.
S Maintain and enhance access to the bay through the finalisation of pre-planning for the Macleay Island car park and the maintenance of cross-bay transport links	15	City Infrastructure	Monitor	The detailed design is currently on hold, subject to an additional report being requested by Council re staging development and cost estimates.
S Deliver key projects identified in the SMBI 2030 Community Plan (including SMBI Information and Communication Strategy, SMBI Land Exchange and SMBI Disaster Resilience Centre) and provide an annual progress report to the community	13	Community & Cultural Services	On Track	The first South East Queensland Island Forum was successfully undertaken in February to build inter-island cooperation. The economic development work is focussing on tourism.
S Implement the land exchange program and use other mechanisms including zoning, land acquisition and voluntary transfers to achieve more sustainable land use on Southern Moreton Bay Islands (carried forward 2012/13)	C/F	Environment & Regulation	On Track	Currently finalising land exchanges and voluntary land exchanges. The project is progressing and is on track.

4. Quandamooka Country

Strategies

- 4.1 *Improve community understanding and promote respect for the Quandamooka peoples' relationship with the land and waters of Redlands*
- 4.2 *Negotiate Council's rights and interests with respect to Native Title land with the Traditional Owners of the land through an Indigenous Land Use Agreement*
- 4.3 *Strengthen partnerships in natural and cultural resource management with local Aboriginal organisations, in particular management of the North Stradbroke Island holiday parks*
- 4.4 *Advocate for the application of Indigenous landscape values in state planning in line with DRO7 the SEQ Regional Plan and work with the local Aboriginal community to protect sites and landscapes of significance to their heritage and wellbeing*
- 4.5 *Work with local Traditional Owners and Elders and apply creative and educational techniques to improve employees', residents' and visitors' understanding of the heritage, achievements and aspirations of local Aboriginal people*
- 4.6 *Build on Council's partnership with local Aboriginal organisations to strengthen shared planning, service delivery, advocacy and decision making, using the Quandamooka Aboriginal Community Plan to guide our management of assets and services*
- 4.7 *Support the Quandamooka Forum in its negotiations with Queensland and Commonwealth Government*
- 4.8 *Acknowledge the living culture of local Aboriginal people by formally recognising Traditional Owners in Council ceremonies by observing cultural protocols, promoting traditional knowledge and increasing the profile of Aboriginal heritage through signage, cultural, tourism and community events*
- 4.9 *Work with Traditional Owners of North Stradbroke Island / Minjerribah to establish an Indigenous-focused knowledge centre in Dunwich to encourage local cultural and economic development opportunities and educate the wider community*

Project	Op Plan Ref	Lead	Status	Comment
S Support community education and awareness through a range of programs including: review of communication material to ensure community have access to information about Quandamooka Country; and development and delivering a program of cultural awareness for Council staff, in consultation with the local Aboriginal community	19	Communication, Engagement & Tourism	On Track	A presentation was given to the Quandamooka Elders Forum in February. The website material has been improved with links to Quandamooka history. An International Women's Day event was held on NSI with a poster and flyer, media release and social media promotion. Joint Council and Quandamooka Yoolooburrabee Aboriginal Cooperation (QYAC) branding has been developed (including QYAC logo) on flyer, media release and social media for the NSI fire response and recovery (Help Straddie Heal campaign).
S Provide coordination and governance over implementation of Council's Indigenous Land Use Agreement (ILUA) in partnership with the Quandamooka people	16	Corporate Governance	On Track	The commitments within the ILUA are being progressed through regular meetings of the Consultative Committee and the Capital Works Committee. Out of session meetings are also being conducted between the two parties to progress and fulfill the commitments. The next Consultative Committee meeting is scheduled for 14 May 2014.

4. Quandamooka Country

Project	Op Plan Ref	Lead	Status	Comment
S Develop a Cultural Heritage Policy and Guideline	17	Corporate Governance	On Track	The policy and guideline will be developed following the Aboriginal cultural heritage training that Quandamooka Yoolooburrabee Aboriginal Corporation is developing and providing to RCC in the coming months. The Mayor, CEO, relevant senior staff and operational staff will undertake the training to gain a comprehensive understanding of the local cultural heritage framework.
S Partner with local Aboriginal organisations through participation in the Quandamooka Forum, coordination of partnership activities with Council and other levels of government and monitoring progress of the new Quandamooka Aboriginal Community Plan	18	Corporate Governance	On Track	RCC continue to regularly participate and contribute to the Quandamooka Forum each month. Various departments within RCC attend and present their business to the Forum and this has been worthwhile in promoting the work of Council to the Aboriginal organisations represented at the Forum.

5. Wise planning and design

Strategies

- 5.1 *Prepare and put in place a new planning scheme for the Redlands that reflects the aspirations and expectations outlined in the Community Plan and Corporate Plans, state interests, recognised in the SEQ Regional Plan and the legal obligations of the Sustainable Planning Act 2009*
- 5.2 *Manage population growth in a compact settlement pattern, having defined the sustainable carrying capacity of the city and limits to population growth*
- 5.3 *Advocate strongly to all levels of government about the impacts of an increased population on the city and the region's liveability and natural systems*
- 5.4 *Review Council's and the community's climate change preparedness, ensuring all risks are understood and plans are activated to deal with expected outcomes*
- 5.5 *Plan and develop a network of accessible centres that provide a wide range of retail, commercial and community services along with local employment opportunities*
- 5.6 *Manage the built environment in a way that creates accessible and user-friendly spaces and maintains our local character and identity, ensuring all new developments use high quality design that reflects our sub-tropical climate, promotes health, community, harmony and wellbeing*
- 5.7 *Support a sustainable future for rural areas by developing and implementing a rural strategy that recognises the city's heritage, economic, environmental and scenic values and promotes sustainable rural industries and activities*
- 5.8 *Plan and advocate to connect the city's communities with improved public transport including a road, ferry, cycling and walking network that provides safe and efficient movement within the city and the region and supports physical activity; and promote efficient and environmentally responsible private transport*
- 5.9 *Promote housing diversity, choice and affordability to address the city's current and future needs, incorporating medium density housing within and around the city's centres and transport nodes*
- 5.10 *Maintain the quality and liveability of residential areas and protect natural resources*
- 5.11 *Provide for 'place making' throughout the city through creative and inclusive master planning, local area planning, public art and heritage planning and precinct character planning processes to manage development at a local level*
- 5.12 *Plan, provide and advocate for essential physical and social infrastructure that supports community wellbeing, and manage Council's existing infrastructure assets to ensure current service standards are maintained or improved*
- 5.13 *Enhance the city's liveability and enable people to enjoy outdoor activities, social gatherings and community events through planning, providing and managing high quality parks and open spaces*

Project	Op Plan Ref	Lead	Status	Comment
5 Progress the review of the Redlands Transport Plan	23	City Infrastructure	Completed	Completed Q1.

5. Wise planning and design

Project	Op Plan Ref	Lead	Status	Comment
S Review Infrastructure Asset Management Plans for transport, marine and stormwater and review Council's Priority Infrastructure Plan	24	City Infrastructure	On Track	The 2014/15 review has been completed in preparation for Council's overall Asset Management Plan. The 2015/16 review is currently underway for completion by the end of September 2014. The Priority Infrastructure Plan is currently underway, however Council is awaiting the outcome of State reforms.
S Support 'place making' via a range of measures including: investigations of the Native Title 'land bank'; advocacy for a coordinated plan for North Stradbroke Island; review and incorporation of European cultural heritage into planning scheme; finalisation of local areas plans, structure plans and master plans; and support local entrepreneurs delivering place making	22	City Planning & Assessment	On Track	The joint land use planning investigations with the State and Quandamooka Land Council is progressing on North Stradbroke Island. The draft program of local area plans has been prepared and is to be presented to a subsequent Council workshop. Currently reviewing options regarding European cultural heritage provisions in the new planning scheme.
S Undertake site assessments on 52 specific mainland parcels to consider conversion to commercial use as outlined in Council's Open Space Strategy	26	City Spaces	On Track	Parcels of public open space have been identified and are currently being assessed against the Redlands Planning Scheme.
S Continue to implement Council's Open Space Strategy and undertake an assessment of existing open space for possible land use re-assignment	27	City Spaces	On Track	Assessments are being undertaken with a report being developed for Council.
S Develop strategic and heritage master plans for North Stradbroke Island cemeteries in partnership with the Community (carried forward 2012/13)	C/F	City Spaces	Monitor	The project has been rolled into the cemetery review (28), for a business plan to look at future management options.
S Align the priorities, implementation and funding of the community facilities program with the CAPEX and Long Term Asset Management Plans (carried forward 2012/13)	C/F	Community & Cultural Services	Cancelled	There are no immediate community facilities projects in the capital expenditure program that require alignment.
S Prepare a new planning scheme compliant with the Sustainable Planning Act 2009 for first state interest review	20	Planning Scheme Review	On Track	The planning scheme drafting team has been assembled and preparation of content is progressing to schedule. A number of background studies required to address State Planning Interests have been progressed during this period.
S Improve sewerage services at Dunwich and Victoria Point through a program to reline problem sewer mains	25	Water & Waste Operations	On Track	Renovation of the existing sewer manholes is completed. A minor rain event in March 2014 indicates a reduction in inflow infiltration.

6. Supportive and vibrant economy

Strategies

- 6.1 *Bolster the local economy and local employment by providing business support to local companies, promoting social enterprise and providing opportunities for creativity, diversity and entrepreneurial activity*
- 6.2 *Market the distinctive image of the Redlands by encouraging low impact businesses that are knowledge-based and creative to establish in the city*
- 6.3 *Promote significant redevelopment of Cleveland and Capalaba as principal regional activity centres delivering mixed-use centres that provide opportunities for economic investment and local employment*
- 6.4 *Bring new business to the Redlands by promoting the city as a sustainable business locale, promoting Redland's advantages and advocating for the relocation of a major state government department*
- 6.5 *Develop partnerships with TAFE and other education providers to promote more tertiary education courses in the Redlands and training that supports local business needs*
- 6.6 *Promote Redlands as a high quality tourism destination and encourage the development of sustainable nature-based, heritage and eco tourism*

Project	Op Plan Ref	Lead	Status	Comment
S Engage with business leaders, the community and other stakeholders to review Council's Economic Development Strategy 2008-2012, deliver outcomes from the Council of Mayor's SEQ Economic Development Strategy in partnership with other SEQ Councils and finalise and commence implementation of the SMBI Community Economic Development Strategy	29	City Planning & Assessment	On Track	The Economic Development Strategy will go to a Councillor workshop on 22 April 2014. If Councillors agree to the proposed strategy framework, it will go out for community comment during early to mid May 2014.
S Promote Cleveland and Capalaba as principal regional activity centres by commencing activation of the Capalaba Central Business District (CBD) Master Plan and implementing the Cleveland Central Business District (CBD) Activation Work Plan under the management of the Cleveland CBD Revitalisation Committee	30	City Planning & Assessment	On Track	The Cleveland CBD Workplan now sits with the Priority Development Area within Council. However, Strategic Economic Development will still undertake the work of ensuring that Cleveland is promoted as a Principal Activity Centre. In addition to this, Capalaba will continue to be promoted as a Principal Activity Centre through this department. The importance of both centres to the city will be highlighted through the Economic Development Strategy.
S Investigate and report on Smart Work Centre options	31	City Planning & Assessment	Completed	Completed Q1.
S Develop and implement a tourism development action plan	33	Communication, Engagement & Tourism	On Track	A strategy and action plan will be formed after the Economic Development Strategy which is due out in April 2014.
S Monitor and report on local procurement spending by Council	32	General Counsel	Monitor	The local spend for Q3 was 21.04%, which is slightly up by .64% from Q2.

7. Strong and connected communities

Strategies

- 7.1 Promote festivals, events and activities for people to come together, developing connections and networks to improve community spirit and enhance 'sense of place'
- 7.2 Provide access to quality services, facilities and information that meet the needs of all age groups and communities, especially disadvantaged and vulnerable people
- 7.3 Increase community safety, health and wellbeing by planning and delivering programs, services, partnerships, regulations and education
- 7.4 Increase the participation of people from all age groups and backgrounds in local heritage, the arts and cultural expression
- 7.5 Increase the physical activity participation of residents and deliver programs and incentives that strengthen opportunities for sport and recreation
- 7.6 Provide practical programs, support and guidance to the community sector in its delivery of highly valued support services and community projects
- 7.7 Increase children and young people's active participation in community life and support their social, cultural and physical development
- 7.8 Support the Ageing Well in the Redlands Program, to enable active participation in all aspects of community life
- 7.9 Actively participate in multi-agency forums to support the health and wellbeing of Indigenous residents of the Redlands and work with Aboriginal and Torres Strait Island communities in the Redlands to develop initiatives that respond to their aspirations
- 7.10 Minimise the impact of disasters by improving community preparedness and our capacity to respond effectively to support the community when disasters occur

Project	Op Plan Ref	Lead	Status	Comment
S Undertake business planning for cemeteries and report on outcomes	28	City Spaces	On Track	A brief has been approved by CEO and a formal project to develop a business plan is included in the 2014/15 operational budget. Preliminary information is being gathered for this project now.
S Provide access to quality services by implementing the recommendations from the community halls review (e.g. booking and promotional efficiency program)	34	City Spaces	On Track	There has been continuous improvement in our processes, with the recent appointment of the Community Venues Coordinator. This role is looking at improvements in efficiencies and increased usage of council halls.
S Increase community participation in recreational and other events by reviewing the operation of Redlands Showgrounds and implementing improvements and by facilitating increased community access to school facilities (e.g. pools, playing fields and halls)	38	City Spaces	On Track	There has been continuous improvement in our processes for all Council venues. The Victoria Point State High School lighting project is almost complete, with the noise fence still to be constructed. The facility is to be open for use by 30 June 2014.

7. Strong and connected communities

Project	Op Plan Ref	Lead	Status	Comment
S Facilitate the Redlands Domestic Violence Consortium to advocate for a domestic violence service for the Redlands	36	Community & Cultural Services	On Track	The Redlands Domestic and Family Violence Action Group has been formed. A candlelight remembrance ceremony is planned for May 2014.
S Complete community and state government consultation and adopt local laws in accordance with the model local laws framework	35	Corporate Governance	Monitor	The report to propose to make the draft laws has been placed on the agenda of the council general meeting for 2 April 2014. The next step in the process is for the draft model local laws to be referred to the State Government for a state interest check.
S Improve the preparedness and safety of the Redlands community, particularly those most vulnerable, by developing and commencing implementation of a Redlands Community Resilience Program	39	Emergency Management	On Track	A temporary Organisational Disaster Resilience officer has been employed until July 2014. Work continues in engagement of the community and development of ongoing community based disaster management plans with the specific goal to increase the preparedness and resilience of the community in regard to disaster events.
S Develop an environmental health report, policy and strategy to assess the state of community and environmental health in Redlands, establish a strategic approach to environmental health and target resources where they are most needed	37	Environment & Regulation	On Track	The project is on track for completion at the end of the financial year.

8. Inclusive and ethical governance

Strategies

- 8.1 *Embed the visions and goals of the Redlands 2030 Community Plan into our planning, operations and culture and develop effective reporting and monitoring arrangements to show how we are progressing on implementation of the Community Plan and this Corporate Plan*
- 8.2 *Provide accessible information through different media to let residents know about local issues and how to get involved in programs and make a positive contribution to their community*
- 8.3 *Establish and maintain effective partnerships with local, regional and national organisations and governments to deliver the visions and goals of the community*
- 8.4 *Deliver broad, rich and deep engagement that reaches residents of all ages, backgrounds and locations, enabling them to contribute their views about plans and decisions affecting them and developing community leadership*
- 8.5 *Be transparent and consistent in the way we manage the organisation, its risks and obligations and ensure we are delivering against our priorities*
- 8.6 *Implement a comprehensive enterprise approach to risk management across the organisation*
- 8.7 *Ensure Council resource allocation is sustainable and delivers on Council and community priorities*
- 8.8 *Provide clear information to citizens about how rates, fees and charges are set and how Council intends to finance the delivery of the Community Plan and Corporate Plan*

Project	Op Plan Ref	Lead	Status	Comment
§ Produce and publish an updated quarterly Council magazine and undertake planning for a comprehensive review of Council's websites	40	Communication, Engagement & Tourism	On Track	No magazine was distributed this quarter. The next issue will be distributed in April 2014.
§ Develop a communication plan for the Federal referendum on the constitutional recognition of local government and support Councillors with community engagement and awareness	41	Communication, Engagement & Tourism	Completed	Completed Q1.
§ Review council strategies and report to executive management and Council on the status and progress of all corporate strategies to ensure appropriate resource allocation and satisfactory monitoring and reporting arrangements	42	Corporate Governance	Cancelled	This project will be rescheduled immediately after adoption of the 2015-2020 Corporate Plan to ensure appropriate alignment of council strategies.

8. Inclusive and ethical governance

Project	Op Plan Ref	Lead	Status	Comment
S Complete a review of the CEO's delegations and prepare a report for Council to endorse delegations that are still necessary and/or propose new approaches to support robust and decisive decision making in the organisation that removes red tape and ensures legislative compliance	44	Corporate Governance	Completed	Project completed in Q3.
S Complete a review of Council's strategic risk register incorporating input from councillors and management (carried forward 2012/13)	C/F	Corporate Governance	Completed	
S Deliver the internal audit plan focusing on significant operational risks of Council and report on progress	43	Internal Audit	On Track	Currently there are five reviews completed or near completion for which reports will be issued over the next month or two. An Information Technology review is planned for May 2014.

9. An efficient and effective organisation

Strategies

- 9.1 *Deliver excellent leadership throughout the organisation for the benefit of the community*
- 9.2 *Recruit and retain high quality staff and promote the organisation as an employer of choice*
- 9.3 *Actively promote diversity in the workforce and ensure flexibility is incorporated into work practices to support staff in achieving a healthy work/life balance*
- 9.4 *Provide a safe place for staff to work in and support the health and wellbeing of our people*
- 9.5 *Ensure robust long term financial planning is in place to protect the financial sustainability of Council*
- 9.6 *Implement long term asset management planning that supports innovation and sustainability of service delivery, taking into account the community's aspirations and capacity to pay for desired service levels*
- 9.7 *Develop our procurement practices to increase value for money within an effective governance framework*
- 9.8 *Work 'smarter' across departments, in multi-disciplinary teams to achieve continuous improvement and effective co-ordination*
- 9.9 *Manage security of and access to Council information*
- 9.10 *Use information management, mapping and communication technology to meet Council and community expectations*
- 9.11 *Develop and improve systems to support modern and flexible delivery of services*

Project	Op Plan Ref	Lead	Status	Comment
S Deliver phase one of the Integrated Customer Contact Centre and prepare for the implementation of phase two	48	Community & Cultural Services	Monitor	Currently working through procurement of call/contact centre software, increasing resource allocation through recruitment program, reviewing complexity of business procedures and internal processes for service standards. Active call management is in place to manage queue length and call wait times.
S Integrate asset management plans into the ten year financial strategy so that asset management drivers are fully reflected in Council's financial planning	47	Corporate Governance	Monitor	Asset management plans continue to be revised and updated with 10 year financial strategy as a driver. Realistically this work will not be completed by 30 June but will continue until the asset management plans are at the appropriate standard.
S Review Council's property portfolio and identify potential development projects, acquisition and disposal opportunities (carried forward 2012/13)	C/F	Environment & Regulation	On Track	Currently scoping the review of procedures and guidelines.

9. An efficient and effective organisation

Project	Op Plan Ref	Lead	Status	Comment
§ Develop a social enterprise procurement policy, strategy, guidelines and standards (carried forward 2012/13)	C/F	Financial Services	Completed	The procurement team has now transitioned over to General Council and a complete review of the Procurement Policy, Strategy and Guideline is being undertaken by General Council.
§ Implement a new individual performance management system	45	Human Resources	On Track	Implementation of the MyGoals performance appraisal program is underway and on track for completion by 30 June 2014. Training and information sessions for managers and staff continue to be rolled out and Human Resources are providing additional support to teams as required.
§ Deliver project to reduce hazards of work	46	Human Resources	On Track	The Senior Advisor Safety Performance continues to work with RCC groups to develop a risk register and risk controls.
§ Negotiate and deliver a Certified Agreement (carried forward 2012/13)	C/F	Human Resources	Completed	All parties agreed to a Memorandum of Understanding (MOU) to continue with the 2013 Certified Agreements. The MOU has been signed by all parties.
§ Implement the Information Management Strategy	49	Information Management	On Track	The Electronic Document Record Management System Project is on schedule. The Property and Rates Project has been completed. Windows 7 upgrade, replacement activity - server, storage and network, consolidation and standardisation (software and database) are slightly behind schedule due to resources being prioritised onto priority projects.
§ Improve project tracking to enable accurate and timely reporting of progress against project milestones and benefits realisation	50	Project Management	Cancelled	The Portfolio Management Office have been understaffed for the majority of the financial year and as such have focussed their efforts on project intake and review for the 2014-15 budget. A thorough business process review exercise will be necessary before project milestone and benefit realisation reporting can be contemplated. This exercise will be undertaken in 2014/15.

Trade waste

Version Information

Head of Power

The *Environmental Protection Act 1994*.

The *Local Government Act 2009* allows for the levying of utility charges and general charges.

The *Water Supply (Safety & Reliability) Act 2008* includes powers for regulating trade waste discharges to sewerage systems.

South-East Queensland Water (Distribution and Retail Restructuring) Act 2009.

Policy Objective

To ensure the provision of a liquid waste disposal service for domestic, commercial and industrial waste in accordance with the principles of environmental sustainability and in a manner which safeguards public health, employee safety and is consistent with council's legal responsibilities and obligations.

The policy will also assist council to meet all legislative environmental requirements relating to the disposal and reuse of effluent and sludge from its wastewater system and assist in the control of pollution from stormwater outfalls under its control. This is measured through the annual environmental audit.

To establish the framework for applying charges determined at the annual budget meeting.

Policy Statement

Council will commit Redland Water:

1. to develop, implement and adequately resource the administration and enforcement of a trade waste environmental management plan which:
 - (a) fulfils all council's legal requirements and obligations and minimises its liability under the Environmental Protection Act, regulations and policies.
 - (b) establishes adequate controls, systems, objectives, policy instruments and discharge standards which:
 - protect the health and safety of employees;
 - protect all wastewater infrastructure;
 - exclude non-biodegradable and potentially harmful substances that may cause the treatment process to fail or render effluent or sludge unacceptable for reuse or disposal;
 - consider the requirements for waste prevention, recycling and pre-treatment measures; and
 - prevent any other detriment to the environment.
2. to recover the cost of services to commerce and industry including the cost of conveyance, treatment and any damage to the wastewater system.

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3. to provide operational data on the volume and composition of industrial effluent to assist in the operation of the wastewater system and the design of augmentations or new wastewater systems.
4. to categorise trade waste generators according to risk.
5. to apply the following methodology for charging of trade waste charges. These charges are levied against the property owner.
 - (a) Generator charge for each generator of trade waste.
 - (b) Volumetric and strength charges in accordance with risk categorization.

Volume is to be determined by metered water consumption less pedestal allowance and/or discharge factor.

Strength charges are to be determined as detailed in the Trade Waste Environmental Management Plan.

NB: it is essential that all discharge/discount factors are approved by the Group Manager.

Trade waste approvals and any billing changes to business must be signed off by the relevant Service Manager/Group Manager.

Not for profit and service organisations

No volumetric or strength trade waste charges apply.

To qualify under this category evidence must be received to demonstrate that the organisation is a community organisation meeting all the following criteria:

- Be a not-for-profit entity
- Have only charitable purposes that are for the public benefit
- Not have a disqualifying purpose (the purpose of engaging in, or promoting activities that are unlawful or contrary to public policy or the purpose of promoting or opposing a political party or a candidate for political office Charities Act 2013)
- Not be an individual, a political party or a government agency

Examples are churches, Girl Guides, Scouts and Meals on Wheels.

Regular use of a commercial kitchen (4 times or more per week) is deemed to be commercial use and all trade waste charges apply whether a not-for-profit/service organisation or not.

Home Businesses

Businesses working from home which are full time enterprises are considered to be trade waste dischargers and charges according to category will apply.

Part time Category 2 type home businesses such as cooking meals will be considered trade waste dischargers and trade waste charges will apply.

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Part time Category 1 type home businesses such as hairdressers, jam makers, sandwich makers and green caterers working up to 3 days a week are not considered to be trade waste generators.

Discharge Factor

Customers may apply for a discharge factor reduction to the volume measured through a water meter where there is no trade waste meter. Evidence must be provided by the customer of the volume of water that does not enter the wastewater network to calculate the discharge factor.

All existing agreed discharge factors prior to April 2014 will continue until a new charging methodology is approved.

Allocation Factor

Where multiple trade waste generators exist on one property and where no individual meters are installed, it is necessary to provide trade waste allocations and category types to calculate a single charge to the property owner. Allocations are developed in consultation with the property owner. Where there are separate meters and the property owner chooses to read and provide readings within the required timeframes for billing, these readings are used to calculate trade waste charges. Separate meters must be in accordance with Redland City Council standard.

All existing agreed allocation factors prior to April 2014 will continue until a new charging methodology is approved.

Application of charges

A property becomes subject to trade waste charges effective from the trade waste approval and/or business start date.

In accordance with the Water Supply (Safety and Reliability) Act 2008 Chapter 2 Infrastructure and service Part 6 Trade waste and seepage water approvals, RCC reserves the right to amend, suspend and cancel trade waste approvals as outlined in the Act.

Version Information

Version number	Date	Key Changes
2	April 2014	<ul style="list-style-type: none">• Amendment of references to legislation.• Inclusion of objective for developing charging framework.• Inclusion of categorization of trade waste generators.• Inclusion of charging methodology.• Inclusion of considerations for Not for Profit organizations, home businesses, discharge factors, allocation factors, and application of charges.

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Trade waste discharge charge remission for concealed water leaks

Version Information

Head of Power

The *Environmental Protection Act 1994*.

The *Local Government Act 2009* allows for the levying of utility charges and general charges.

The *Water Supply (Safety & Reliability) Act 2008* includes powers for regulating trade waste discharges to sewerage systems.

South-East Queensland Water (Distribution and Retail Restructuring) Act 2009.

Policy Objective

To allow a remission for trade waste discharge charges in circumstances where a concealed water leak has accelerated metered water consumption used to calculate discharge charges for trade waste generators.

All water that does not enter the sewer system is not transported and treated and therefore does not attract a trade waste discharge charge.

Policy Statement

Council will commit to allowing a remission for trade waste discharge charges for discharge water that does not enter the sewer system due to a concealed water leak on the property whilst maintaining the owner's responsibility for maintenance of the internal water service and conservation of water.

Evidence must be received from a licensed plumber that the leak was concealed and has been fixed. Evidence can be in the form of a report or plumber's invoice.

Trade waste discharge will be re-calculated either by previous water meter consumption averages or by customer supplied water meter reads after the leak was fixed.

Only one (1) remission every three (3) years will be allowed per property, for each property owner, unless extenuating circumstances exist.

Trade waste discharge charge remission calculations must be signed off by the relevant Service Manager/Group Manager.

In accordance with the *Water Supply (Safety and Reliability) Act 2008* Chapter 2 Infrastructure and service Part 6 Trade waste and seepage water approvals, RCC reserves the right to amend, suspend and cancel trade waste approvals as outlined in the Act.

CMR Team use only

Department: Infrastructure & Operations
Group: Water & Waste Infrastructure
Approved: General Meeting
Date of Approval:

Effective date:
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Review date:
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policy document



Corporate POL-1235

Version Information

Version number	Date	Key Changes
1	April 2014	<ul style="list-style-type: none">New policy.

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Application of Wastewater Charges

Version Information

Head of Power

Section 94 of the *Local Government Act 2009* gives council the power to levy utility charges.

Sections 193 and 195 of the *Body Corporate and Community Management Act 1997* give Council the power to charge utility charges to each owner of each lot.

Water Supply (Safety and Reliability) Act 2008.

South-East Queensland Water (Distribution and Retail Restructuring) Act 2009.

Policy Objective

The objective of this policy is to establish the framework for applying the charges determined at the annual budget meeting.

Policy Statement

Council is committed to applying the following methodology for the charging of wastewater service charges. These charges are levied against the property owner.

Wastewater charges do not apply to rateable land that has been identified as having an insurmountable drainage constraint such that it is unlikely a development permit, or permits, for the erection of a dwelling house on the land would be granted, including some rateable land that has been identified as having significant conservation values. All rateable land included in this category identified with insurmountable drainage problems or conservation values is zoned Conservation Sub-Area CN1 in the Redlands Planning Scheme.

This category also includes all rateable land on the Southern Moreton Bay Islands that is vacant and has been included within the Open Space zone of the Redlands Planning Scheme.

Wastewater charges do not apply where sewer infrastructure is located greater than 25 meters from property boundary or has physical constraints preventing practical servicing with sewerage to the property.

Charges

1. Pedestal-based wastewater charges

- The methodology for applying wastewater charges is per sewer unit.
- The number of sewer units is determined on a lot and/or pedestal or equivalent pedestal (urinal) basis. For the purpose of this policy, one urinal is equivalent to one pedestal.

Single unit dwelling

Per lot

25 units

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Department: Infrastructure & Operations
Group: Water & Waste Infrastructure
Approved: General Meeting
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Wastewater charges are applied on a per lot basis except where adjoining lots in the same ownership name are amalgamated for rating purposes and either:

- the main roof structure of an occupied dwelling is constructed over the adjoining boundary line of those lots; or
- one of the adjoining lots would, if sold separately, be unable to lawfully accommodate a dwelling; or
- one of the adjoining lots would not be issued a building permit unless an existing approved structure was removed;

Then wastewater charges will be applied against such adjoining lots as if they were one lot. All other adjoining lots will be charged wastewater charges on a per lot basis.

Unimproved land

Each lot 25 units

Motels

First pedestal 25 units

Each additional pedestal 10 units

Retirement villages/nursing homes

Under one assessment:

First pedestal: 25 units

Pedestal contained within a hospital or hostel 20 units

Pedestal contained within dwelling units 15 units

Clubs and community service organisations

Clubs with poker machines:

First pedestal 25 units

Each additional pedestal 20 units

Clubs without poker machines 30 units

Community service organisations 10 units

To qualify under this category evidence must be received to demonstrate that the organisation is a community organisation meeting all the following criteria:

- be a not-for-profit entity;
- have only charitable purposes that are for the public benefit;
- not have a disqualifying purpose (the purpose of engaging in, or promoting activities that are unlawful or contrary to public policy or the purpose of promoting or opposing a political party or a candidate for political office *Charities Act 2013*);
- not be an individual, a political party or a government agency.

Examples are churches, Girl Guides, Scouts and Meals on Wheels.

Caravan parks

Per site charges for caravan or camp site not connected to sewer 10 units

Per site charges for caravan or camp site connected to sewer 15 units

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Community title schemes

Dwelling unit	25 units
Buildings other than dwelling units:	
First pedestal or lot	25 units
Each additional pedestal	20 units

No direct connection to sewer

Each lot	10 units
----------	----------

Multiple dwelling properties, non-community title schemes

Each dwelling unit	25 units
--------------------	----------

All other buildings or categories not listed above including schools (public and private), shopping centres, hotels, commercial and industrial buildings

First pedestal	25 units
Each additional pedestal	20 units

2. Trade waste charges

Trade waste charges are in addition to other wastewater charges. Trade waste charges comprise a generator charge, and volume and strength charges based on risk. Trade waste charges are calculated in accordance with the **Trade Waste Policy POL-1234**.

3. Application of charges

A property becomes subject to wastewater charges effective from the date that the service is deemed available. Charges will be applied pro rata from that date.

Version Information

Version number	Date	Key Changes
2	April 2014	<ul style="list-style-type: none">• Inclusion of charging policy for unsewered land or land which cannot be developed.• Inclusion of definition of community service organization.• Removal of detail for Trade Waste charging with transfer to POL-1234.

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REDLAND CITY COUNCIL

TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

**REDLAND CITY COUNCIL
TRADE WASTE ENVIRONMENTAL
MANAGEMENT PLAN**

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REDLAND CITY COUNCIL TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

1.0 INTRODUCTION

This plan has been developed to provide information for business and industry on trade waste management methodology and requirements. It details the minimum requirements for pre-treatment equipment and includes recommendations on cleaning requirements and cleaner production to help:

- safeguard public health and the environment;
- prevent harm or injury to sewerage employees;
- exclude harmful substances that could compromise the integrity of the sewerage system;
- equitably recover the cost of trade waste services to commerce and industry;
- provide operational data on the volume and composition of industrial and commercial effluent;
- encourage waste minimisation and cleaner production;
- promote water conservation;
- assist RCC meet its statutory obligations;
- conform with the Australian Sewage Quality Management Guidelines.

Trade waste is defined as: “*any liquid waste other than domestic waste discharged to sewer*”.

Liquid wastes are produced by a variety of industrial, commercial and domestic activities. *The Environmental Protection Act 1994* 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. All discharges to receiving waters require treatment to a standard that will maintain or enhance receiving water quality and environmental values.

Liquid waste generated by industry, small business and commercial enterprises is referred to as trade waste. *The Water Supply (Safety & Reliability) Act 2008* prohibits the unauthorised discharge of wastes, other than domestic sewage, into the sewerage system. The options for producers of trade waste are to have it treated at an approved treatment facility, obtain approval from Redland City Council (RCC) to discharge to the sewerage system or to obtain an environmental authority under the *Environmental Protection Act 1994* to treat the waste themselves before discharge to the environment.

A person must not discharge trade waste into (a) stormwater drainage; or (b) sewerage other than under a permit or approval issued or given by a local government under the *Local Government Act 2009*.

RCC provides a sewerage system primarily for the transport and treatment of domestic sewage. Redland Water (RW), a commercial business unit of RCC, is responsible for sewerage management. Payment for this service is collected through wastewater 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, trade waste charges are applied as an additional wastewater charge.

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RCC is required to meet the conditions of the environmental authority (licence), issued by Environment and Heritage Protection for its sewerage system including the disposal and reuse of treated effluent and biosolids. RCC is also required by the *Water Supply (Safety & Reliability) Act 2008* and the *Environmental Protection (Water) Policy 1997* to fully assess the effect of trade waste on the sewerage system and the environment before issuing a trade waste approval.

Under the *Environmental Protection Act*, RCC is held responsible for any pollution from stormwater outfalls under its control. The discharge of trade waste to stormwater drainage is prohibited under the *Local Government Act 2009*. It would also be a failure of the person's general environmental duty under the *Environmental Protection Act*. The stormwater system must only be used for the disposal of uncontaminated stormwater runoff.

A person must not carry out any activity that causes, or is likely to cause, environmental harm unless the person takes all reasonable and practicable measures to prevent or minimise the harm.

Domestic sewage consists mostly of water which, after treatment to reduce biodegradable material, suspended solids and nutrients, can be disposed of in accordance with its environmental authority requirements. RCC is actively seeking opportunities to reuse and recycle treated effluent and biosolids.

Trade waste may have an organic strength many times that of domestic sewage and may overload the treatment facility. Trade waste may also contain a variety of other substances such as high levels of fats and grease, heavy metals, organic solvents and chlorinated organic substances which sewerage systems are not designed to treat. These substances may:

- pose a serious risk to the safety and health of sewerage workers;
- damage the infrastructure of the sewerage system;
- 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.

To ensure the continued protection of our environment and waterways, RCC'S policy is to accept, subject to conditions, biodegradable waste into the sewerage system provided that:

- the system is of adequate capacity to effectively collect, transport and treat the waste; and
- all practicable waste minimisation, recycling and reuse options have been applied by the trade waste generator.

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. RCC may consider the acceptance of trade waste containing toxic or hazardous substances and non-degradable pollutants to sewer only after the waste has been pre-treated by on-site "best practicable treatment" to ensure sewer admission limits are not exceeded.

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In order to maintain community confidence in RCC’s wastewater operations, and in line with national practice, trade waste approvals are available for public scrutiny. Commercially confidential details will be withheld.

2.0 DEFINITIONS

Act	Act means the <i>Water Supply (Safety & Reliability) Act 2008</i> and any other Act or Regulation attached to it pertinent to trade waste.
Additional charge	A charge for an additional load to the sewerage system.
Additional load	A waste discharge that exceeds the Sewer Admission Limits Agreement. See “Trade waste agreement”.
Allowance	A factor that is determined by council and which is subject to change when required.
Annual charge	A utility charge for a category of trade waste for the cost to council of: administration of the trade waste service; and audit inspection and testing of premises.
Approval / Approved	Means approved by council.
Arrestor waste	Refer “Regulated waste”.
Arrestor	An apparatus designed to intercept and retain silt, sand, oil, grease, sludge and other substances in a waste discharge.
BCCMA	<i>Body Corporate and Community Management Act 1997</i>
Biosolids	The treated solids (sludge), mainly organic, produced by sewage treatment.
BOD	Biochemical oxygen demand. Test to determine oxygen requirement for biochemical degradation of organic and inorganic material.
BUGTA	<i>Building Units and Group Titles Act 1980</i>
Cleaner production	Methods used to remove pollutants before they can enter the trade waste stream. For example, pre cleaning plates with paper towels before washing.
COD	Chemical oxygen demand. Test to determine organic and inorganic material that is subject to oxidation by a strong chemical oxidant.
Council	In this plan a reference to council means RW acting on behalf of RCC or any person appointed or authorised by RCC to act on behalf of council as the case may require.
Deemed to Comply	Deemed to comply to sewer admission limits
Domestic sewage	The liquid or liquid borne waste discharged to sewer from a toilet, shower, sink, bath, or similar fixtures designed for use in private dwellings.
Effluent	The liquid discharged following a wastewater treatment process.

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Generator	Refer "Trade waste generator".
Generator identification number	On application by a person on the approved form, RW must assign the person a generator identification number.
Grease trap waste	Refer "Regulated Waste".
Grease trap	Refer "Arrestor".
Human wastes	Human faecal substances and urine.
Inspection chamber	An access constructed in a drainage system to facilitate inspecting, testing or the clearance of obstructions.
Interceptor trap	Refer "Arrestor".
Interceptor waste	Refer "Regulated waste".
Owner	As defined in the <i>Local Government Act 2009</i> .
Premises	A lot as defined in section 1.3.5 of the <i>Integrated Planning Act 1997</i> , or for a lot under <i>BCCMA</i> or <i>BUGTA</i>) – the common property for the lot.
Premises group	The land comprised in 2 or more premises, all the owners of which have mutual rights and obligations under <i>BCCMA</i> or <i>BUGTA</i> for the purpose of their respective ownerships, and includes the common property forming part of: <ul style="list-style-type: none"> (a) if the premises are lots included in a community titles scheme under <i>BCCMA</i> – the scheme land for the scheme; or (b) if the premises are lots under <i>BUGTA</i> – the parcel of which the premises form part.
Prohibited substances	Any object or substance that is not approved by RCC, in writing, that is thrown, deposited or discharged into the sewer or an opening, pipe or receptacle connected to sewer, other than domestic sewage.
RCC	Redland City Council
Redland Water	A commercial business unit of RCC responsible for water distribution and sewerage management.
Regulated waste	Non-domestic waste as mentioned in Schedule 7 of the <i>Environmental Protection Regulation 1998</i> (whether or not it has been treated or immobilised) and includes; <ul style="list-style-type: none"> (a) for an element – any chemical compound containing the element and (b) anything that has contained the waste.
RW	Redland Water
Sewage	Wastewater from the community including all faecal matter, urine, household and commercial wastewater that contains human waste.
Sewerage or sewerage system	Infrastructure used to receive, transport and treat sewage or effluent, and consisting of some or all of the following; <ul style="list-style-type: none"> (a) sewers (b) access chambers (c) vents (d) engines (e) pumps (f) structures (g) machinery (h) outfalls (i) works not mentioned in (a) to (h)

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Stormwater drainage	A drain, channel, pipe, chamber, structure, outfall or other work used to receive, store, transport or treat stormwater.
Surfactants	The key ingredient of detergents, soaps, emulsifiers, wetting agents and penetrants. Anionic surfactants react with a chemical called methylene blue to form a blue-chloroform-soluble complex; the intense colour is proportional to concentration.
Trade waste	The water-borne waste from business, trade or manufacturing premises, other than: (a) waste that is a prohibited substance; or (b) human waste; or (c) stormwater.
Trade waste approval	Written approval by RCC for a person to discharge trade waste to RCC's wastewater system. It states the terms and conditions to be met by the trade waste generator and the owner/authorised agent with respect to the discharge of trade waste into RCC's wastewater system.
Trade waste generator	Any person, owner, occupier, company or body whose activity produces or has the potential to produce trade waste.
Trade Waste Officer	Trade Waste Officer means a person holding appointment as a trade waste officer of RCC.

REDLAND CITY COUNCIL TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

3.0 TRADE WASTE POLICY

3.1 PURPOSE

To provide a liquid waste disposal service for domestic, commercial and industrial waste in accordance with the principles of environmental sustainability and in a manner which safeguards public health and is consistent with RCC's responsibilities and obligations under Queensland legislation.

3.2 OBJECTIVES

- To safeguard public health and the environment.
- To prevent harm or injury to sewerage employees.
- To safeguard the sewerage system against damage, blockage or surcharging.
- To exclude non-biodegradable and potentially harmful substances that may:
 - lead to non-compliance with the conditions of RCC's environmental authority issued by the Department of Environment Heritage & Protection;
 - cause the treatment process to fail;
 - render effluent or biosolids unacceptable for reuse or disposal;
 - cause physical damage to infrastructure; or
 - cause any other detriment to the environment.
- To equitably recover the cost of services to commerce and industry, including the cost of conveyance, treatment and disposal and maintenance and repair of damage to the sewerage system.
- To provide operational data on the volume and composition of industrial and commercial effluent to assist in the operation of the sewerage system, the design of augmentations or new sewerage systems, and waste management reporting.
- To encourage waste minimisation and cleaner production, including waste prevention, recycling, and pre-treatment.
- To promote water conservation.
- To assist RCC meet its statutory obligations.
- To conform with the Australian Sewage Quality Management Guidelines, Acceptance of Trade Wastes (industrial wastes), Agriculture and Resource Management Council of Australia and New Zealand and Australian and New Zealand Environment and Conservation Council, November 1994.

3.3 PROCESS

RCC aims to achieve these objectives by a process which is transparent, equitable, accountable, abreast of best practice, and responsive to changing community needs and concerns.

3.4 POLICY INSTRUMENTS

The objectives will be achieved using a combination of policy instruments, including:

- sewer admission limits (acceptable concentration limits for sewerable wastes);
- conditional trade waste approvals;
- "user pays" pricing; and
- effluent improvement programs.

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4.0 CONTROL OF TRADE WASTE

A list of legislation relevant to trade waste control and acceptance to sewer is given in Appendix 1. This is not, nor is it intended to be, a complete listing of all legislation pertaining to the control of trade waste.

It is an offence to discharge trade waste to the sewer unless a trade waste approval has been issued (*Water Supply (Safety & Reliability) Act 2008*). A sewerage service provider may give a person approval to discharge trade waste into the sewerage infrastructure; (see section 180).

A trade waste approval is a written approval stating the requirements and conditions under which a discharge is allowed. Two types of approvals are referred to in this plan – category 1 and category 2 wastes. Trade waste generators are classified as either category 1 or 2 depending on the waste load imposed on the sewer.

It is illegal for a person to discharge waste (including trade waste) other than uncontaminated stormwater to stormwater drainage (*Local Government Act 2009*).

4.1 SUSPENSION OR CANCELLATION OF TRADE WASTE APPROVAL

Grounds and procedures for suspension or cancellation of a trade waste approval are defined in section 182 of the *Water Supply (Safety & Reliability) Act 2008*.

Terms and conditions of a trade waste approval in respect of any matter occurring before the suspension or cancellation, including the payment of charges owing, shall continue to have force and effect after the suspension or cancellation of the trade waste approval.

4.2 PENALTIES AND RECOVERY OF COSTS

RCC may prosecute any person who commits a breach of the *Water Supply (Safety & Reliability) Act 2008*, the *Local Government Act 2009* or the *Environmental Protection Act 1994* and its subordinate legislation, or who refuses or neglects to comply with any direction or requirement pursuant to the above legislation, or other relevant legislation. Penalties are set out in the above legislation, and include substantial fines.

RCC may recover costs of repairing the damaged sewerage system from anyone causing damage to the sewerage system by discharging unauthorised material, making an unauthorised connection or interfering with infrastructure.

5.0 SEWER ADMISSION LIMITS

Any waste discharged to RCC's sewer shall comply at all times with the trade waste sewer admission limits as set out in Appendix 2 unless otherwise specified in the trade waste approval. These limits are subject to periodic review.

The sewer admission limits, unless otherwise specified in the trade waste approval, are absolute maximums.

The trade waste stream and domestic waste stream should, wherever practicable, discharge separately to the sewer. Where there is a common sanitary drain,

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allowance for the domestic component will be made to estimate the actual trade waste component strength.

Trade waste generators are encouraged to implement waste minimisation practices and install best practice pre-treatment processes to reduce both the volume and the contaminant load of wastes discharged to sewer.

The dilution of trade waste with water to achieve compliance with the sewer admission limits is prohibited. RCC has obligations to avoid sewer overflows and consequently may impose an additional charge or limit for additional discharges to sewer.

5.1 EFFLUENT IMPROVEMENT PROGRAMS

For Category 1 waste, an approved pre-treatment system and maintenance program should provide a satisfactory effluent to comply with sewer admission limits.

RCC, at its discretion, may reach agreement with a Category 2 trade waste generator for the acceptance of waste to sewerage that exceeds the sewer admission limits. Additional charges (section 7.1.2) may apply for such parameters.

Where such an agreement is made, the trade waste generator is to prepare an effluent improvement program for approval. This program would include:

- a description of the effluent quantity and quality;
- provision for monitoring and reporting waste quantity and quality;
- an examination of waste prevention and recycling options;
- an examination of options for the conservation of water;
- a program involving the development of waste reduction and pre-treatment aimed at reducing contaminant levels over a period of not more than 3 years to the prescribed admission limits. An action program must be provided, including expected outcomes, timelines and milestones;
- preparation of a report for Council, including a summary of achievements and options.

Existing category 2 trade waste generators required to develop an effluent improvement program will be advised of this requirement in writing. If the generator has not completed a satisfactory effluent improvement program, the generator is required to show cause and request an extension of time with reasons. RW may issue a new trade waste approval, subject to conditions that:

- (a) a satisfactory effluent improvement program be submitted within 28 days; and
- (b) that the trade waste approval may be varied after submission of the effluent improvement program as necessary to enforce the implementation of the program.

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5.2 CLEANER PRODUCTION

Category	Benefit
Financial	<ul style="list-style-type: none"> • Reduction in waste treatment, raw materials and other operating costs. • Reduction in potential environmental liabilities and avoidance of statutory compliance costs. • May lead to insurance savings/improved credit rating as a result of reduction in risks and liabilities. • May provide enhanced access to capital from financial institutions and lenders. • Will often find low capital projects that provide significant return, many projects will pay back within short time frames.
Legal	<ul style="list-style-type: none"> • Ability to meet statutory obligations. • Provide evidence of due diligence.
Organisational	<ul style="list-style-type: none"> • Protection of public and employee health and safety. • Increased productivity. • Increased staff motivation via employee participation in idea generation and implementation. • Support of employees, communities, customers and the public.
Technical	<ul style="list-style-type: none"> • Increased process efficiency. • It may encourage innovation in design.
Community	<ul style="list-style-type: none"> • Assists a company to meet the requirement being increasingly demanded of industry by the community, that industry should accept environmental responsibility and, in return, the community is likely to grant industry “right to operate”.
Market based/ promotional	<ul style="list-style-type: none"> • Reduces consumer risks associated with products containing hazardous materials. • Demonstrates a company is willing to accept the challenge of continuous improvement and to operate in an ecologically sustainable manner. • Better public image and ability to have credible “green marketing”. • Potential for increased share price and market share.
Environmental	<ul style="list-style-type: none"> • Efficient use of resources. • Reduction in waste emissions.

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6.0 DISCHARGE CATEGORIES

All trade waste accepted to sewer will be classified according to the following 2 categories for the purposes of a trade waste approval and charging.

Parameter	Category 1 low strength and volume	Category 2 high strength and volume
Biochemical oxygen demand (BOD ₅), mg/L	<600	>600
Chemical oxygen demand (COD), mg/L	<1500	>1500
Suspended solids, mg/L	<600	>600
Total oil & grease mg/L	<200	>200
Total Nitrogen, mg/L N	<150	>150
Total Phosphorus, mg/L P	<50	>50
Volume, kL/annum	Subject to approved drainage design.	Subject to approved drainage design.
Charges	See section 7.1.1.	See section 7.1.1.

Acceptance of any waste is conditional on compliance with the sewer admission limits or unless otherwise approved. It is the responsibility of the trade waste generator to ensure limits are not exceeded.

In the event of any significant change in discharges by a category 1 generator, the waste will be treated as a category 2 waste for the purposes of charging and monitoring.

7.0 WASTEWATER CHARGES AND FEES FOR TRADE WASTE

Trade waste charges are in addition to other wastewater charges. Wastewater charges are based on sewer units derived from the number of toilet pedestals and urinals rated on the property. Trade waste charges are based on effluent and wastes entering the sewerage system and treatment.

Wastewater charges are levied under sections Chapter 2 Part 7 of the *Local Government (Finance, Plans & Reporting) Regulation 2010* made under the *Local Government Act 2009*. Charges to be levied for the ensuing financial year will be determined by council resolution passed before or at the same time as the budget in any financial year. Wastewater and trade waste charges for the current financial year are listed in council's annual budget resolutions and are also available from RCC at www.redland.qld.gov.au.

7.1 WASTEWATER CHARGES FOR TRADE WASTE

7.1.1 METHODOLOGY

The trade waste discharge is divided into 2 categories for administration and treatment for charging purposes (Section 6).

A trade waste generator charge is applied to all categories as a minimum charge for recurring administration and overhead costs associated with trade waste control.

Accounts for trade waste discharged to sewer will be:

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- (a) forwarded 4 times a year;
- (b) a debt due by the owner of the property (who may not necessarily be the trade waste generator);
- (c) obligations for payment of charges are in accordance with payment of rates;
- (d) recoverable in the same manner as general rates.

7.1.2 GENERAL TRADE WASTE CHARGES

Charges are based on the actual quality and quantity of waste and discharge for the period, not on figures described in the trade waste approval.

Charges will be determined as follows:

Category 1 Trade Waste Generators:

- A *Trade Waste Generator* charge which is a charge for access to the sewer.
- A *Trade Waste Discharge Treatment* charge which is a quantity charge on the total annual volume of trade waste discharged to the sewer to be calculated as follows:

$$C = Q \times k$$

where:

- C is the annual charge (\$)
- Q is the annual volume (kL) which is determined as defined in section 11.1, and
- k is the unit charge rate (\$/kL). The unit charge, k, incorporates both volume and load costs based on domestic strength sewage, is based on the total cost of providing and maintaining the sewerage system for the total annual wastewater flow to the sewerage plant(s).

Category 2 trade waste generators:

- A *Trade Waste Generator* charge which is a charge for access to the sewer.
- A *Trade Waste Discharge Treatment* charge which is a quantity and quality charge on the total annual discharge of trade waste to the sewer. Quality charges shall be made for BOD₅ (or alternatively COD), total suspended solids (TSS), total Nitrogen (TN), total Phosphorus (TP), total oil and grease (TOG). The calculation is as follows:

$$C = \frac{Q \times a + Q \times X_{BOD} \times N_{BOD} + Q \times X_{TSS} \times N_{TSS} + Q \times X_{TKN} \times N_{TN} + Q \times X_{TP} \times N_{TP} + Q \times X_{TOG} \times N_{TOG}}{1000}$$

where:

- C is the total annual charge (\$);
- Q is the total annual discharge volume (kL) which is determined as defined in section 11.2;
- a is the category 2 unit charge for volume (\$/kL). This is the unit charge for the volume component only and should not be confused with “k” (Category 1) which is a volume-based charge which reflects the total cost of operation and treatment for the sewerage system for both volume and mass load based on domestic strength sewage;

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- X_{BOD} , X_{TSS} , etc, are the average concentrations of the pollutants BOD, TSS, etc (mg/L); and
- N_{BOD} , N_{TSS} , etc, are the unit charges for the pollutants BOD, TSS, etc (\$/kg).

All Category 2 customers are charged at “deemed-to-comply” except for customers who were already Category 2 before July 2008. It is assumed that Category 2 customers meet sewer admission limits and are not charged over-limit strength.

For deemed-to-comply customers, TN is charged up to 50mg/L and TP is charged up to 10mg/L instead of 150 and 50 mg/L respectively as these strengths would be more closely related to domestic strength.

Deemed to comply parameters are

Parameter	Strength
Biochemical oxygen demand (BOD ₅), mg/L	600
Chemical oxygen demand (COD), mg/L	1500
Suspended solids, mg/L	600
Total oil & grease mg/L	200
Total Nitrogen, mg/L N	50
Total Phosphorus, mg/L P	10

Deemed to comply customers may prefer to provide NATA accredited sampling results to RCC, which could be lower than the above parameters, for charge calculation.

7.1.3 ADDITIONAL CHARGES FOR OVER LIMIT DISCHARGE

This charge applies:

- (a) where council agrees to accept to sewerage, waste which has properties in excess of those defined in the general limits (Schedule 1, Appendix 2) of the sewer admission limits and the conditions of such acceptance are defined in the trade waste approval;

or

- (b) where a trade waste generator discharges waste to sewer in excess of the limits defined in the trade waste approval or the sewer admission limits (Appendix 2) without approval to exceed the limits;

or

- (c) where in a specific case of a Category 1 generator that does not have a grease arrestor, an additional charge based on concentrations of pollutants is added to the volume charge of the generator. The period of this charge is subject to approval.

This charge shall apply to each non-complying parameter in addition to the general charges under section 7.1.2.

The formula for calculation shall be:

$$\text{Charge} = (\text{actual} / \text{approved})^d \times \text{charge rate} (\$/\text{kg}) \times \text{kg pollutant}$$

where

- **d** is a constant to be determined by Council;
- the minimum ratio for (actual / approved) is 1.0;

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- *approved* means the sewer admission limit value or other negotiated value defined in the trade waste approval;
- *actual* means the actual quantity or concentration value which has been admitted to the sewer (same units as *approved*); and
- an example of the *charge rate* and *kg pollutant* is shown in the Category 2 charges calculation in section 7.1.2 where N is the *charge rate* and $Q \times X \div 1000$ is the *kg pollutant*.

The period of the charge will be the time period, based on the sampling frequency, over which the limits are considered by RW to have been exceeded. Sampling charges are to be borne by the discharger.

7.1.4 EQUIVALENT ARRESTOR CHARGES

This charge applies where an existing waste stream requires the installation of an arrestor to provide best practice pre-treatment for Category 2 wastes, but site-specific conditions do not allow for appropriate devices to be installed.

In addition to the normal Category 2 charges (section 7.1.2), a charge equal to the average cost paid by other trade waste generators of similar waste type and quantity, to have arrestors regularly cleaned, may apply.

7.1.5 CHARGES FOR FOOD WASTE DISPOSAL UNITS

Trade waste generators with food waste disposal units (garbage grinders, fruit and vegetable peelers) shall be charged an amount based on the power of the motor. This charge will apply in addition to general charges under section 7.1.2.

	Rated Power, watts	Units[#]
Category A	< 400	2C
Category B	400-700	6C
Category C	700-1000	8C
Category D	1000-1500	12C
Category E	1500-2000	14C
Category F	> 2000	16C

C is equivalent to the annual domestic sewage unit charge.

7.2 TRADE WASTE FEES

7.2.1 CHARGING

Trade waste fees may be charged in accordance with council's debtor management policies.

7.2.2 INSPECTION AND ANALYSIS FEES

The trade waste charges in all categories (section 7.1.2) allow for routine inspections and quality compliance analyses. Where additional inspections and laboratory analyses are required because of non-compliance with trade waste approval conditions, full costs will be recovered from the owner of the property.

Inspection fees shall be based on the time spent on site and travel to and from the site.

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7.2.3 APPLICATION FEES

No application fee applies.

7.2.4 ANNUAL CHARGE

An annual charge shall be charged for all category discharges. The charge will be subject to annual review.

7.2.5 SEPTIC TANK AND OTHER LIQUID WASTE FEES

Licensed waste transporters (section 13) and other persons disposing of septic tank, portable toilet or other approved liquid waste to the sewer or sewage treatment plant under approved conditions shall be charged on a calculated volume basis (\$/kL) which takes account of both the volume and strength of the waste.

7.3 CHANGES TO THE USE OF PREMISES

The owner of premises subject to a trade waste approval shall notify council in writing within 20 working days of any change to the premises that affects the trade waste approval.

When the owner of premises the subject of the trade waste approval notifies council of a change to the premises caused by the cessation of business, the owner of the premises shall also give council verification that any pre-treatment apparatus, no longer being used, has been cleaned out and/or serviced.

7.4 REFUNDS ON CESSATION OF DISCHARGE

If a holder of an approval ceases to discharge between billing periods, a refund will be offered for the annual charge on a pro rata basis. Should the owner of the premises fail to notify RCC of a change of ownership, termination of a business or demolition of a building within 20 working days of the occurrence of such an event, no refund will be granted.

7.5 TRADE WASTE AND OWNER WATER SUB-METERS

If required for trade waste billing, sub-meters are to be fitted at the property owners' expense and in a position where they may be easily and safely read.

7.6 DAMAGED, MISSING OR INACCURATE METERS

Where a trade waste or owner sub water meter is found to have been removed/damaged/ reading inaccurately or has ceased to register, the generator is to have this meter replaced or repaired at their cost and at the direction of council.

Should this meter affect the calculation of a discharge charge, the current reading will not be used. Instead the charge will be calculated using the highest of any historical data (based over the previous 3 years) relating to that meter or to an industry average: whichever is the highest.

8.0 APPLICATION PROCEDURES

Any person wishing to discharge trade waste to sewer must make written application for an approval to discharge. Applicants should contact RCC's Trade Waste Office

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for advice on the type of application required and the procedures for obtaining approval. (Appendix 3).

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

- during the processing of a building application for new premises or extensions intended for industrial and/or commercial usage;
- change in tenancy of such premises;
- change of ownership of such premises;
- shop fit-outs of such premises;
- during the processing of an application to strata title such premises;
- existing premises where trade waste is generated and no trade waste approval has been issued; or
- where a change in process technology occurs.

Liquid waste disposal contractors wishing to discharge septic tank, portable toilet waste or other approved holding tank or liquid waste to the sewer or wastewater treatment plant must be licensed (section 13) and must apply for an approval.

An application form and advice on how to complete the form, may be obtained in person from RCC or at www.redland.qld.gov.au.

Failure to provide all required information will result in delays in approvals.

Any plumbing and drainage work associated with the installation of any treatment process shall be in accordance with the *Plumbing and Drainage Act 2002*, *Standard Plumbing and Drainage Regulation 2003*, National Plumbing and Drainage Code (AS/NZS 3500), and all work must be carried out by a licensed plumber and drainer.

General advice on treatment and disposal options for non-sewerable waste may be obtained from RCC, however advice should also be sought from appropriately licensed liquid waste disposal contractors and private consultants.

9.0 APPROVALS

9.1 APPROVAL CATEGORY 1 AND 2

A trade waste generator producing waste assessed as suitable for sewer discharge and classified as Category 1 or 2 may be issued with a trade waste approval and shall remain in force for the specified period unless cancelled. Trade waste approvals are not transferable.

The approval states the terms and conditions the holder of the approval must observe to discharge trade waste to Council's sewerage. These may include, but are not limited to:

- expiry/renewal date;
- generator identification number;
- the location of the premises and nature of the occupancy;
- the type and composition of trade waste that may be discharged;
- a statement that the quality of waste shall comply with the sewer admission limits as specified in Appendix 2 and details of any allowed variations;

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- additional charges in accordance with 7.1.3;
- the quantity of trade waste that may be discharged;
- the rate of discharge, including maximum rate of discharge;
- the time when trade waste may be discharged;
- the period for which trade waste may be discharged;
- the method for estimation or measurement of discharge volume;
- provisions for measurement and sampling of discharge prior to entry to sewer;
- details of any pre-treatment required;
- conditions for maintenance of, and removal of waste from, pre-treatment equipment including the frequency of cleaning;
- records to be kept concerning the cleaning and maintenance of pre-treatment equipment;
- a statement that trade waste charges apply and shall be paid in accordance with section 7, and
- any other conditions considered by council to be appropriate.

When the trade waste applicant is not the owner of the premises, a copy of the approval will also be supplied to the owner because of the owner's responsibilities for payment of trade waste charges.

9.2 Approval Category 2 – SEPARATELY METERED

A very large trade waste generator producing waste assessed as suitable for sewer discharge and classified as category 2 will be issued with a written trade waste approval. The approval shall remain in force for the specified period unless cancelled. Trade waste approvals are not transferable.

The approval states the terms and conditions the holder of the agreement must observe to discharge trade waste to sewerage. These include the above approval conditions with additional conditions, if required, as follows:

- details of self regulation monitoring program including;
 - sampling point
 - frequency of sampling
 - method of sample collection and type of sample to be collected
 - analyses required
 - methods of analyses
 - requirement for a NATA accredited laboratory, data transfer and availability to Council;
- type, design and location of flow measuring equipment and requirements for calibration;
- methods to be used for estimation of data lost due to failure of sampling program or flow measurement instrumentation;
- provision for measurement and sampling of discharge prior to entry to sewer;
- records to be kept concerning the cleaning and maintenance of pre-treatment equipment and disposal of waste;
- the obligation of the trade waste generator concerning any variations to operation or treatment processes that may affect discharge quantity or quality including change of business type.

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When the trade waste generator is not the owner of the property, a copy of the approval will also be forwarded to the owner because of the owner's responsibility to pay trade waste charges. Commercial confidential details will be withheld.

10.0 INSPECTION AND MONITORING

For the purpose of monitoring and auditing the conditions of discharge, RW shall routinely and randomly inspect all premises occupied by the holder of a trade waste approval.

Inspections will include, but may not be limited to, the following:

- check of all chemical storage areas to ensure that they are properly bunded and are not improperly connected to sewer;
- that there are no illegal stormwater connections to the trade waste system or sewerage;
- that there are no illegal trade waste connections to stormwater or sewer and that there is no potential for trade waste to overflow improperly to sewer, stormwater or waterways;
- pre-treatment facilities are regularly and properly serviced and standby equipment is available where necessary;
- monitoring of strength and flow is undertaken as required under the trade waste approval;
- work practices do not result in a breach of the trade waste approval or legislation.

10.1 INSPECTION CHAMBERS AND/OR GAUGING FACILITY

Category 2 waste shall be discharged to the sewerage system via a suitable inspection chamber and/or gauging facility. The inspection chamber and/or gauging facility shall be located on the trade waste discharge line in an area which is accessible at all times to council's officers thus allowing for sampling and/or monitoring equipment to be installed and operated.

A suitable 240 volt power outlet and a standard water supply outlet with back-flow prevention device installed within 3 metres of the grease arrestor in accordance with AS3500 Part 1, AS2845.3 and approved at all gauging facility sites.

For new Category 1 and 2 installations, the trade waste discharge line shall be separate from the domestic waste discharge line. For existing installations retrofitting is not required except where it may be done during any proposed upgrading or alterations to the installation.

Where a commercial or industrial premise generates trade waste but does not discharge trade waste to the sewerage system, suitable inspection access shall be installed on the sanitary drain, in an accessible location, prior to leaving the property and/or connecting into the sewer. This is to enable monitoring of waste discharges.

Arrestor trap installations and other pre-treatment devices on premises discharging category 1 waste shall have inspection access provided externally to the building, within the premises, at finished ground level.

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11.0 DETERMINATION OF DISCHARGE QUANTITY

11.1 CATEGORY 1 AND 2

In the absence of an approved trade waste flow meter, the volume of trade waste discharged shall be estimated from total metered water consumption, less an allowance for domestic waste based on 75 kL/annum per pedestal and an allowance for water consumed on the property, based on a discharge factor.

Investigations have established a basis for estimation of the proportion of water consumption discharged as trade waste by various types of trade and manufacturing processes. These will form the basis of the initial fraction applied when an approval is issued. Where there is no fraction available, 100% discharge will be assumed.

Where individual trade waste generators have information that would indicate a departure from these bases, application may be made for reconsideration of the fraction used.

High volume Category 1 trade waste generators may, and are encouraged to, install an approved flow measurement device to be calibrated as specified in the approval conditions.

Additional charges, 7.1.3, may be applied for over limit waste discharges.

11.2 CATEGORY 2 (separately metered trade waste)

The volume of trade waste discharged to the sewer shall be measured by an approved flow measurement device calibrated as specified in the approval. This should be located on the trade waste discharge stream, which should be separate from the domestic waste discharge stream.

Where the flow measured includes domestic waste, an allowance of 75 kL/annum per pedestal shall be made.

Trade waste generators exempt from installing a flow measurement device shall have the volume of discharge estimated as under section 11.1.

Additional charges may be applied for over limit waste discharges 7.1.3.

12.0 DETERMINATION OF DISCHARGE QUALITY

12.1 CATEGORY 1

Quality measurements for Category 1 discharges are required for compliance checks only. This shall be done as part of the inspection and monitoring program. The cost shall be covered by the annual trade waste charge except where additional inspection and testing is required because of non-compliance. Additional charges are levied to the holder of the approval as prescribed in section 7.1.3.

12.2 CATEGORY 2

Quality measurements are required for both charging and compliance purposes for large heavy customers such as food manufacturers and chemical industries that are not deemed to comply, and must be consistent with RCC inspection and monitoring results.

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For charging purposes, an approved self monitoring system by the trade waste generator shall be used to collect sufficient data to enable the average mass load for the designated charging period to be calculated. Where pre-treatment is required to meet sewer admission limits for specified parameters, self monitoring will be required for those parameters, or a suitable surrogate, to confirm satisfactory pre-treatment.

Requirements for self monitoring and auditing shall be specified in the approval.

The holder of the approval shall meet all costs of self monitoring.

RCC shall inspect the premises and collect and analyse samples for overall assessment of compliance with sewer admission limits and approval conditions as part of its inspection and monitoring program. The cost is covered by the annual trade waste charge. Where additional inspection and testing is required to be done as a result of non-compliance, the costs will be levied to the holder of the approval as prescribed in section 7.1.3.

12.3 DEEMED TO COMPLY

For small discharges such as restaurants where no data analysis is available to provide an accurate charge, 'Deemed to comply' to sewer admission limits will be used to calculate quality charges.

13.0 REQUIREMENTS FOR SPECIFIC WASTES

13.1 REGULATED, TANK AND ARRESTOR WASTES

Removal of regulated waste shall only be by approved waste transporters licensed by the *Environmental Protection Act, Environmental Protection Regulation 1998* and transported, stored, treated or disposed of in accordance with the requirements of the *Environmental Protection Regulation 1998* and the *Environmental Protection (Waste Management) Regulation 2000*.

No person shall discharge or cause to be discharged directly or indirectly to sewerage, wastes from any waste transport vehicle without a trade waste approval.

Removal and disposal of septic tank waste, portable toilet waste and holding tank waste shall only be done by a licensed waste transporter. Such waste may be disposed of to sewerage in accordance with trade waste approval conditions.

Waste from grease and oil arrestors, other than treated effluent from approved installations (section 13.2), shall not be disposed of to the sewerage system. Such wastes shall be disposed of in a manner and/or at an approved site in accordance with requirements of the *Environmental Protection Act* and the *Environmental Protection Regulation 1998* and the *Environmental Protection (Waste Management) Regulation 2000*.

All waste transporters shall maintain records to account for all waste collected and disposed of within or outside Redland city.

Trade waste charges in accordance with Section 7.2.5 are invoiced to the transporter for wastes received at RW's designated waste disposal sites.

Advice on the disposal of non-sewerable liquid waste may be obtained from RCC.

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13.2 ARRESTOR MAINTENANCE AND INSTALLATIONS

Where arrestor installations are required to pre-treat waste before discharging to sewer, they must be of an approved design and capacity. Trade waste drainage and wastepipes are to be installed using trade waste approved materials. (AS/NZS 3500.2:2003 – Section 2.4)

Maintenance and cleaning of arrestors shall be carried out at least every 3 months or by approval, within a specified time period complying with conditions of the trade waste approval and must be carried out by an approved waste transporter under the *Environmental Protection Act 1994* and the *Environmental Protection Regulation 1998*.

Applications for the extension of the minimum maintenance period may be lodged with RW.

Where it is intended that several trade waste generators share the use of an arrestor, the following information is required on the approval application plan:

- the size of the arrestor;
- details of the loading to be discharged by each trade waste generator;
- the names of the businesses and shop number(s) sharing the arrestor;
- measuring and servicing agreements between generators for charging purposes.

Guidance on the sizing and installation of arrestors is available from

- Pre-treatment Guidelines for Trade Waste Discharges;
- The Standard Plumbing and Drainage Regulation 2003 sections 39 and 40;
- Redland Water;
- sewerage inspector;
- private hydraulic consultants.

13.2.1 GREASE ARRESTORS

The maximum capacity of an individual grease arrestor shall be 5000 litres, the minimum size is 1000 litres. Where the design capacity requirement is greater than 5000 litres, these will be assessed on a case by case basis. Each arrestor is to be a discrete installation separately treating a defined waste stream.

All concrete grease, acid and silt arrestors shall be protected by an internal acid resistant protective coating that is installed:

- (a) during the manufacture of the arrestor; and
- (b) prior to the delivery and installation of the arrestor; and comprised of:
 - a spray-on protective coating; or
 - an epoxy protective coating; or
 - a liner made from a durable material.

One pre-treatment device per discharger is preferred.

Where it is not practicable to install one pre-treatment device per discharger and several trade waste generators must share the use of a grease arrestor, the following

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information is required to be clearly tabled on the plan submitted with the application for approval:

- the size of the arrestor;
- details of the loading to be discharged by each trade waste generator;
- the names of the businesses and shop number(s) sharing the arrestor.

NB. Please see pre-treatment guidelines for sizing details www.redland.qld.gov.au for these proposed installations.

Grease arrestors must be located to allow appropriate access for inspection, pump out and cleaning, fitted with vents, a full length and width opening that may require gas tight covers and frames. Where practicable and within 3 metres, a hose cock with suitable backflow prevention is to be provided for cleaning. The location must be approved prior to installation.

The use of solvents, enzymes, mutant or natural bacterial cultures, odour control agents or pesticides in grease arrestors is prohibited unless specifically approved. Conditional approval may be given to allow the trade waste generator to demonstrate that the product to be used does not adversely impact on the sewerage system or the environment.

Maintenance cleaning of grease arrestors shall be carried out on a regular basis in accordance with conditions of the trade waste approval by a waste transporter licensed under the *Environmental Protection Act 1994* and the *Environmental Protection Regulation*. The maintenance period may be changed at any time at the discretion of council.

In a situation where a grease arrestor is required for pre-treatment but cannot be installed because of specific site constraints, an additional charge (section 7.1.3) will apply.

13.2.2 MINERAL OIL ARRESTORS

Appropriately sized mineral (petroleum) oil arrestors for the treatment of oily wastewater will be approved in most circumstances. Acceptable methods include:

- vertical plate separators;
- coalescing plate separators;
- membrane technology;
- diffused air flotation (DAF);
- chemical precipitation;
- hydrocyclones;
- triple stage interceptors; and
- other apparatus/methods.

Special maintenance schedules and maintenance procedures are required. Each application will be assessed on the nature of the oily waste to be treated, the proposed treatment method and site location. Removal of oily waste shall be done by a waste transporter licensed under the *Environmental Protection Act 1994* and the *Environmental Protection Regulation 1998*.

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Subject to recommendations by the manufacturers of plate separators, “Quick Break Detergents” should be used with plate separation units.

13.2.3 OTHER ARRESTOR APPLICATIONS

Arrestor installations may be used for trade waste treatment applications such as:

- oil and grease (non petroleum)
- oil and grease (petroleum)
- cooling
- neutralisation
- silt separation
- other specific applications approved by council.

Each application will be assessed on the nature of the waste to be treated, the proposed treatment method, site location and potential effluent quality.

Maintenance cleaning of arrestors shall be carried out on a regular basis in accordance with conditions of the trade waste approval by a waste transporter licensed under the *Environmental Protection Act* and the *Environmental Protection Regulation*. The frequency of cleaning shall be at the discretion of council.

In a situation where an arrestor is required for pre-treatment but cannot be installed because of specific site constraints an additional charge (section 7.1.3) may be applied if the discharge is acceptable to sewer.

13.3 ENZYMES / MICRO-ORGANISMS

13.3.1 ENZYME AND BACTERIAL CULTURES

Enzyme and mutant or natural bacterial cultures may be permitted for use in certain biological pre-treatment systems by way of specific approval. Applicants will need to demonstrate the product does not adversely impact on the sewerage system, the environment and minimum arrestor servicing is maintained.

13.3.2 GENETICALLY MODIFIED ORGANISMS (GMOs)

The use of genetically modified organisms (GMOs) is regulated under the *Gene Technology Act 2000* (Commonwealth legislation) and the *Gene Technology Act 2001* (Queensland legislation).

Any person wishing to discharge commercial products containing GMOs to sewerage must first obtain approval from the Genetic Technology Regulator, Canberra for the release of organisms. Council may then grant approval to discharge to sewerage.

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

13.4 FOOD WASTE DISPOSAL UNITS

Food waste disposal units (garbage grinders / sink-to-sewer disposal units) may be approved for non-domestic use by specific approval. Where installation is approved, an annual charge based on motor power shall be made (section 7.1.5) for Category 1 approvals.

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13.4.1 DEVICES THAT MACERATE OR PULVERISE WASTE

Council will not accept any discharge from macerators, or any other similar devices, used for pulverising solid waste as they are not authorised to connect to council's sewer.

Solid waste includes, but is not confined to, sanitary napkins, placenta, surgical waste, disposable nappies, and paper-mache bedpan and urine containers.

13.5 COMMERCIAL SWIMMING POOLS / ORNAMENTAL PONDS

The back wash and pool water from commercial and public swimming pools and ornamental ponds constitute a trade waste and may not be discharged to sewer without approval. Trade waste charges in accordance with the discharge category will apply.

13.6 MEDICAL, CLINICAL, VETERINARY AND INFECTIOUS WASTES

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

Solid wastes from any hospital, clinic, office or surgery of a medical or veterinary facility or laboratory, convalescent or nursing home or health transport facility; including, but not limited to, hypodermic needles, syringes, instruments, utensils, swabs, dressings, bandages, or any paper or plastic item of a disposable nature, or any portions of human or animal tissue; shall not be discharged to the sewer.

The discharge to sewer of liquid wastes including faeces and body fluids from any 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 National Guidelines for Waste Management in the Health Industry 1999, National Health and Medical Research Council subject to approval.

Infectious or hazardous liquid wastes deemed to pose a threat to public health and safety may not be discharged to the sewer without approval. Such wastes shall require treatment to render them non-infectious or non-hazardous prior to discharge. When approved for discharge, trade waste charges will apply.

13.7 CONTAINMENT OF TOXIC / HAZARDOUS SUBSTANCES

Any potentially toxic or hazardous substances shall be stored in bunded areas where leaks, spillage, or overflows cannot be drained by gravity or by any automated mechanical means to sewerage or the stormwater drainage system.

Bunding of toxic or hazardous substances shall be roofed and separated from stormwater ingress to meet recommendations of applicable guidelines, standards, or codes of practice.

Accidental spills or discharges must be immediately reported to council's emergency number and Redland Water (refer to Appendix 3 for contacts).

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13.8 DISCHARGE OF LIQUID WASTES FROM VESSELS, VEHICLES AND AIRCRAFT

13.8.1 VESSELS

Depending on the quality, the discharge of certain galley and toilet wastes from vessels may be permitted via approved "pump out" facilities at ports and marinas. The operator of such facilities must hold an approval for discharge to sewerage.

The discharge of both treated and untreated sewage can only occur in accordance with the *Transport Operations (Marine Pollution) Act 1995*.

Charges in accordance with section 7.2.5 will apply.

The discharge of untreated bilge water to the sewer is prohibited. Accidental spills or discharges must be immediately reported to council's emergency number and Redland Water (refer to Appendix 3 for contacts).

13.8.2 BUSES, AIRCRAFT, RECREATIONAL VEHICLES

The discharge of toilet waste from buses, aircraft or recreational vehicles may be permitted at approved discharge locations such as bus or transport depots, terminals, caravan parks and by liquid waste transporters. The owner of the premises or facility must hold a trade waste approval and discharge and disposal must be in accordance with the approval conditions. Accidental spills or discharges must be immediately reported to council's emergency number and Redland Water (refer to Appendix 3 for contacts).

Charges in accordance with section 7.2.5 will apply.

13.9 LANDFILL LEACHATE AND DISPOSAL FACILITY WASTEWATER

Leachate from landfill sites and wastewater from waste treatment/disposal facilities constitutes a trade waste and may not be discharged to sewer without approval through the issue of a trade waste approval.

Charges in accordance with the discharge category classification will apply.

13.10 DISCHARGE FROM OPEN AREAS

The discharge of stormwater and rainwater to sewer is prohibited.

The ingress of surface water from a potentially contaminated open area to sewerage can cause severe operational problems. However, there may be circumstances when it may be beneficial to accept these wastes to the sewer under strict controls.

The discharge to sewer from any potentially contaminated open area that is raised or bunded may be considered providing the potential quality and quantity requirements are acceptable. A plan detailing potential discharges and servicing is required to be developed for consideration.

Applicants should note that an open area approval is not an alternative to the appropriate management of polluted areas such as roofing or other methods to keep water away from the open area. Applicants must demonstrate to that all appropriate measures to keep runoff water away from the potentially contaminated open area have been taken.

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A trade waste approval is required to discharge such waste.

All applications for sewer discharge from open areas must have controls incorporated in the design that will, in the opinion of council, ensure that:

- sewage blockages or overflows do not flow directly into stormwater drainage;
- waste discharge point is above flood, overflow relief gully, and finished surface level;
- all effluent is pumped to sewer at an approved rate;
- all discharge to sewer ceases automatically after a predetermined level of rainfall volume (mm) and/or intensity (mm/hr) are approved;
- the "first flush" volume is collected and segregated during wet weather with additional runoff directed to the storm water system. Applicants should seek advice on the required "first flush" volume to be collected;
- the "first flush" volume collected is pumped to sewer, after any necessary pre-treatment, no sooner than one hour after the cessation of rain;
- an approved device for the determination of sewer discharge flow and volume to be installed:
 - potential sewage discharge or backflow from sewerage is prevented from entering the stormwater system;
 - regular maintenance and cleaning of approved apparatus is acceptable;
 - work in cleaning the apparatus must be carried out by an approved operator.

Charges in accordance with the discharge category classification will apply.

13.11 HOME BUSINESSES

Businesses working from home which are full time enterprises are considered to be trade waste dischargers and charges according to category will apply.

Part time Category 2 type dischargers such as cooking meals will be considered trade waste dischargers and trade waste charges will apply.

Businesses working from home such as hairdressers, jam makers, sandwich makers and green caterers (Category 1) working up to 3 days a week are not considered to be trade waste generators.

14.0 DISCRETIONARY POWER

Notwithstanding the provisions of this policy, given the complexity of many industrial wastes and the need to protect RCC's sewerage system and employees, and the environment, acceptance of any given trade waste to sewer shall always be subject to approval by RCC.

15.0 IMPLEMENTATION

This plan will become effective immediately and will be implemented over a phase-in period of 12 months or by an agreed date for existing businesses. New businesses will be required to fully comply with the policy from their date of commencement.

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16.0 RECORDS AND REPORTS

Council will develop a trade waste database for the purpose of maintaining, in a publicly accessible form, information on waste generation within council's local government area. The database will list information on trade wastes routinely produced by commerce and industry, by location, volume and character. A component of the database will contain trade waste information based on information produced by holders of trade waste approvals, and from monitoring conducted by or under council direction.

The trade waste database will facilitate the local recycling and reuse of wastewater, and will assist council in wastewater management planning and reporting.

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APPENDIX 1

SELECTED LEGISLATION RELEVANT TO TRADE WASTE

Water Supply (Safety & Reliability) Act 2008

Environmental Protection Act 1994

Environmental Protection (Water) Policy, 2009

Environmental Protection Regulation 2008

Environmental Protection (Waste Management) Regulation 2000

Local Government Act 2009

Integrated Planning Act 1998

Standard Plumbing and Drainage Regulation 2003

Plumbing and Drainage Act 2002

Radiation Safety Act 1999

Radiation Safety Regulation 2010

Gene Technology Act 2001 (Queensland legislation)

Gene Technology Act 2000 (Commonwealth legislation)

Australian Sewage Quality Management Guidelines June 2012

Note that legislation and regulations are subject to change.

REDLAND CITY COUNCIL TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

APPENDIX 2

SEWER ADMISSION LIMITS

The upper limits for the quality of trade waste discharged to the sewer for all categories are set out below. These admission limits shall apply from January 2000. They are subject to periodic review.

Schedule I GENERAL LIMITS

Parameter	Concentration, mg/L except *
Temperature *	< 38°C
pH *	6 - 10
Biochemical oxygen demand (BOD ₅)+#	600
Chemical oxygen demand (COD)+#	1500
Total organic carbon (TOC)+#	1200
Suspended solids+#	600
Total dissolved solids (TDS)+#	10000
Total oil/grease (hexane extractable)	200
Gross solids *	Non-faecal gross solids shall have a maximum linear dimension of less than 20mm and a quiescent settling rate of less than 3m/hr.
Colour *	Limited such as not to give any discernible colour in treatment works discharge.
Odour *	Not detectable in 1% dilution or causing an odour problem in council's wastewater system
Chlorine (as Cl ₂)	10
Sulphate (as SO ₄ ⁻)#	2000
Sulphite (as SO ₂)	100
Surfactants - Anionic (MBAS)	500
Aluminium (as Al)#	100
Iron (as Fe) #	100
Ammonia plus ammonium ion (as N)#	100
Total Nitrogen (as N)#	150
Total Phosphorus (as P) #	50
Manganese (as Mn)	100

+ 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 (section 7.1.2) will apply.

Schedule II PROHIBITED DISCHARGES

- Prohibited substances as defined in Schedule 1 of the *Water Supply (Safety & Reliability) Act 2008*
- Flammable/explosive substances.
- Radioactive substances except as allowed for under the *Radiation Safety Act 1999* and the *Radiation Safety Regulation 2010*.
- Pathological and infectious waste and Cytotoxic waste except as allowed for under the *National Guidelines for Waste Management in the Health Industry*, National Health and Medical Research Council, 1999.
- Genetically modified (engineered) organisms.
- Rainwater and stormwater and uncontaminated water.

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Schedule III SPECIFIC LIMITS - INORGANIC

Parameter	Concentration, mg/L
Boron (B)	100
Bromine (Br ₂)	10
Fluoride (F ⁻)	30
Cyanide (CN ⁻)	5
Sulphide (S ²⁻)	5

Schedule IV SPECIFIC LIMITS - METALS

Parameter	Maximum concentration mg/L	Lower daily mass load g/day
Arsenic (As)	5	15
Cadmium (Cd)	2	6
Chromium (Cr)		
Total	20	75*
Hexavalent	10	
Cobalt (Co)	10	30
Copper (Cu)	10	75
Lead (Pb)	10	30
Mercury (Hg)	0.05	0.15
Nickel (Ni)	10	30
Selenium (Se)	5	15
Silver (Ag)	5	15
Tin (Sn)	10	30
Zinc (Zn)	10	75

The concentration values apply to discharges having a daily mass load between the lower daily mass load (LDML) and the upper daily mass load (UDML). For small discharges with a daily mass load below the LDML, no concentration limits apply. Dischargers who exceed the UDML limits will be required to take measures to meet the UDML. This may involve treating to a lower concentration than indicated above.

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

REDLAND CITY COUNCIL TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

Schedule V. SPECIFIC LIMITS - ORGANIC

Council may request specific demonstrable evidence based on degradability and toxicity concerning substances listed below.

Parameter	Maximum concentration, mg/L
Formaldehyde (HCHO)	50
Phenolic compounds (as Phenol)	100
Pentachlorophenol	5
Petroleum hydrocarbons	30
Halogenated aliphatic hydrocarbons	5
Halogenated aromatic hydrocarbons (HAHs)	0.002
Polychlorinated biphenyls (PCBs)	0.002
Polybrominated biphenyls (PBBs)	0.002
Polynuclear aromatic hydrocarbons (PAHs)	5
Pesticides: general (insecticides/herbicides/fungicides) ⁺	1.0
Pesticides: organophosphates	
Azinphos-methyl	0.1
Azinphos-ethyl	0.1
Coumaphos	0.1
Demeton	0.1
Dichlorvos	0.1
Dimethoate	0.1
Disulfoton	0.1
Fenitrothion	0.1
Fenthion	0.1
Malathion	0.1
Methamidophos	0.1
Mevinphos	0.1
Omethoate	0.1
Oxydemeton-methyl	0.1
Parathion	0.1
Triazophos	0.1
Trichlorfon	0.1
Pesticides: organochlorines	
Aldrin	0.001
Chlordane	0.006
DDT	0.003
Dieldrin	0.001
Heptachlor	0.003
Lindane	0.100

⁺ This category covers all pesticides other than those specifically listed under organophosphate and organochlorine pesticides.

Schedule VI. Any substance not listed in the above tables is a prohibited discharge and may not be discharged without prior approval. RW may request specific demonstrable evidence based on degradability and toxicity for any substance when assessing acceptance to sewer.

**REDLAND CITY COUNCIL
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APPENDIX 3

TRADE WASTE CHARGES

Trade waste charges are determined each year at council’s annual budget meeting for the following parameters:

Trade waste charges are calculated quarterly and billed to the property owner to appear on the following rate notice.

Trade waste charges	Charge Type
Trade Waste Generator Charge	Fixed annual fee for each Trade Waste generator
Trade Waste Discharge Treatment Charge – Volume, \$/kL	Dependant on Trade Waste discharge volume.
Trade Waste Discharge Treatment Charge – Quality - \$/kg	Dependant on Trade Waste discharge strength.
	BOD
	COD
	NFR
	Oil & grease
	Nitrogen
	Phosphorus
Constant “d” for use when determining “additional charge” for excess strength waste	

CONTACT INFORMATION

Office hours	Senior Trade Waste Officer	P 07 3829 8843 M 0417 732 408
After hours	Redland City Council emergency service	P 07 3829 8999 F 07 3829 8765

REDLAND CITY COUNCIL TRADE WASTE ENVIRONMENTAL MANAGEMENT PLAN

APPENDIX 4 TRADE WASTE SAMPLE COLLECTION METHODOLOGY

Grease arrestors (traps)

The collection of trade waste samples from grease arrestors must be carried out using a standardised methodology by competent persons for samples to reflect actual discharge conditions. This, in turn, ensures that the samples collected are truly representative and that the trade waste fees and charges applied through the sample analysis results are based on true operating conditions.

Samples may be “grab” or time based samples.

Failure to properly collect samples may result in financial penalties to dischargers that might otherwise have been avoided.

Sampling timing

Samples must be collected in the middle period between grease arrestor cleaning events to reflect an “average pollutant level” of the arrestor. Sampling at other times results in incorrect sample results which can lead to incorrect trade waste charging.

Where samples are believed to have been collected too early, an audit sample may be collected and analysed by RCC and the costs charged to the discharger.

Sampling

Samples must be collected in a manner that reflects actual operating conditions. Hence, the following sampling technique must be employed.

Grease arrestor with separate inlet and outlet.

- (a) The arrestor inlet and outlet caps are removed.
- (b) The trapped outlet pipe of the arrestor is cleared of fats and other obstructions using a hose or by pouring sufficient water into the pipe to clear the obstruction(s) from the outlet pipe. This is required to obtain a “clean” sample.
- (c) If there is no flow through the arrestor, flow is simulated by pouring at least 20 litres of water down the inlet pipe. The sample can then be collected from the arrestor outlet when, and only when, a representative discharge is observed. Pouring more water down the inlet pipe may be required to attain true discharge conditions.

Grease arrestor with internal outlet.

Where a trap has no external outlet pipe and discharges directly past the last baffle, the area behind the last baffle and before the outlet pipe is to be thoroughly cleaned and the flow simulation above then carried out.

Samples shall not be collected from inside a grease arrestor. The analysis of these samples will be rejected.

The analysis result samples that are collected at times outside the recommended times may be rejected.

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A 2 litre sample of the trade waste is to be collected for analysis and kept in a cool condition.

Analysis should be carried out by a NATA registered laboratory; or one that meets *Australian Standard 9001*.

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APPENDIX 5

TRADE WASTE GENERATOR EXAMPLES

Category 1 - includes, but is not limited to, the following:

- air conditioning wastes – condensates, cooling towers;
- commercial refrigeration condensates;
- hairdressers;
- medical surgeries (including dental, veterinary, chiropractic where x-rays are used and/or sterilizing equipment is connected to sewer);
- photographic/ x-ray/ graphic arts/ mini labs;
- pet washing facilities;
- coffee shops – no cooking;
- child care centres;
- laundries and Laundromats;
- automotive related businesses;
- ice cream parlours; fruit juice bars
- car wash businesses
- commercial swimming pools.

Category 2 - includes, but is not limited to, the following:

- Small dischargers - deemed to comply:
 - bakers/pie and pastry shops/ hot bread shops;
 - hotels;
 - butchers;
 - clubs;
 - restaurants;
 - takeaway food shops;
 - fast food outlets (KFC, Red Rooster, MacDonald's, Pizza Hut etc);
 - hospitals.

- Large heavy discharges
 - large food/ beverage manufacturers;
 - chemical industries.

NB: A grease arrestor is required to be installed for food businesses that wash up crockery, cutlery and any utensil whether the food is cooked on the premises or not. Either Category 1 or 2 may apply depending on risk to the sewer network.

Decisions Made Under Delegated Authority 06.04.2014 to 12.04.2014

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
Category 1								
OPW001623	Operational Works - Advertising Device	Category1	Caltex Petroleum (Qld) Pty Ltd	209 Bloomfield Street, Cleveland QLD 4163	Code Assessment	09/04/2014	Development Permit	2
BWP002259	Design and Siting - Dwelling House	Category1	BA Group Australia Pty Ltd	7 Duchess Place, Cleveland QLD 4163	Concurrence Agency Response	08/04/2014	Approved	2
BWP002265	Single Detached House - Design and Siting	Category1	Professional Certification Group	5 Woodrow Place, Cleveland QLD 4163	Concurrence Agency Response	10/04/2014	Approved	2
BWP002260	Design and Siting - Dwelling House	Category1	Bartley Burns Certifiers & Planners	306A Bloomfield Street, Cleveland QLD 4163	Concurrence Agency Response	11/04/2014	Approved	3
BWP002261	Design and Siting - Additions to existing house	Category1	Matrix Certification Services Pty Ltd	17 Hawk Parade, Thornlands QLD 4164	Concurrence Agency Response	11/04/2014	Approved	3
BWP002263	Design & Siting - Carport	Category1	Anthony John Horsley Chalk Steve Bartley & Associates Pty Ltd	4 Bassil Avenue, Victoria Point QLD 4165	Concurrence Agency Response	11/04/2014	Approved	4
MCU013185	Telecommunications Facility	Category1	Telstra Corporation Limited	252 Gordon Road, Redland Bay QLD 4165	Code Assessment	08/04/2014	Permissible Change - Development Permit	5
BWP002262	Design & Siting - Dwelling	Category1	Building Code Approval Group Pty Ltd	7 Prospect Crescent, Victoria Point QLD 4165	Concurrence Agency Response	11/04/2014	Approved	5
MCU013218	Dwelling House and Secondary Dwelling	Category1	Steffan Town Planning	123 Winston Road, Sheldon QLD 4157	Code Assessment	09/04/2014	Development Permit	6

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
BWP002085	Design & Siting - Domestic Additions	Category1	Jennifer A Mackenroth Philip J Tucker	41 Burwood Road, Alexandra Hills QLD 4161	Concurrence Agency Response	10/04/2014	Negotiated Decision-Approved	7
Category 2								
OPW001630	Combined Operational and Landscaping Works - Multiple Dwellings x 18 (relates to 2 MCU applications) - Smart eDA	Category2	Structerre Consulting Engineers	16 Bainbridge Street, Ormiston QLD 4160	Compliance Assessment	11/04/2014	Compliance Certificate	1
MC011035	Multiple Dwellings x 22	Category2	Yung Developments Pty Ltd	25 Passage Street, Cleveland QLD 4163	Code Assessment	09/04/2014	Extension to Relevant Period - Approved	2
OPW001613	Operational Works - ROL 1 into 4 (Smart eDA)	Category2	Sedgman Yeats	287-291 Bloomfield Street, Cleveland QLD 4163	Code Assessment	11/04/2014	Development Permit	3
OPW001636	Operational Works for Excavation & Fill - Earthworks	Category2	Apex Certification & Consulting	20 Woodcrest Close, Redland Bay QLD 4165	Code Assessment	08/04/2014	Development Permit	6
OPW001594	Operational Works - ROL 3 into 36 lots (Smart eDA)	Category2	Ausbuild Plus Pty Ltd	19 Burbank Road, Birkdale QLD 4159	Code Assessment	11/04/2014	Development Permit	8

Decisions Made Under Delegated Authority 13.04.14 to 19.04.14

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
Category 1								
BWP002268	Design and Siting - Dwelling	Category1	Metricon Homes Qld	10 Plumer Street, Wellington Point QLD 4160	Concurrence Agency Response	16/04/2014	Approved	1
SB005505	Standard Format - 2 lots	Category1	Willfont Pty Ltd	205 Queen Street, Cleveland QLD 4163	Code Assessment	17/04/2014	Development Permit	2
BWP002234	Building Over/near relevant infrastructure - Gate House	Category1	Rodney Colin Cooke	13 Piermont Place, Cleveland QLD 4163	Concurrence Agency Response	14/04/2014	Approved	2
			Anmarie Laurel Morris					
BWP002254	Domestic Additions	Category1	Christine Lohrisch Robert Lohrisch	84 Morris Circuit, Thornlands QLD 4164	Code Assessment	16/04/2014	Development Permit	3
BWP002269	Design & Siting - Dwelling House	Category1	Javica Pty Ltd	11 Elderberry Street, Thornlands QLD 4164	Concurrence Agency Response	15/04/2014	Approved	4
MCU013219	Dwelling House	Category1	Bay Island Designs	30 Charles Terrace, Macleay Island QLD 4184	Code Assessment	15/04/2014	Development Permit	5
MCU013221	Estate Sales Office	Category1	Bay 148 Pty Ltd	144-150 Broadwater Terrace, Redland Bay QLD 4165	Code Assessment	16/04/2014	Development Permit	5

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
BWP002282	Design & Siting - Dwelling House	Category1	Kenneth Roy Inman Merilyn Ann Inman	8 Oxley Avenue, Russell Island QLD 4184	Concurrence Agency Response	17/04/2014	Approved	5
BWP002275	Design & Siting - Dwelling House	Category1	Metricon Homes Qld	87 Taffeta Drive, Mount Cotton QLD 4165	Concurrence Agency Response	14/04/2014	Approved	6
BWP002242	Build over/near relevant infrastructure - Retaining wall	Category1	Building Certification Consultants Pty Ltd	8 Chantilly Close, Alexandra Hills QLD 4161	Concurrence Agency Response	14/04/2014	Approved	7
BWP002258	Design & Siting - Dwelling House	Category1	Anne Susan Donnan David Francis Donnan	6 Girraween Crescent, Capalaba QLD 4157	Concurrence Agency Response	14/04/2014	Approved	7
BWP002276	Domestic Additions - Carport	Category1	Strickland Certification Pty Ltd	30 Shepherdson Street, Capalaba QLD 4157	Concurrence Agency Response	17/04/2014	Approved	9
ROL005738	Standard Format - 1 into 2 lots	Category1	Wiseman Developments	41 David Street, Thorneside QLD 4158	Code Assessment	15/04/2014	Development Permit	10
Category 2								
OPW001629	Operational Works - Prescribed Tidal Works - Cycleway Bridge	Category2	Redland City Council As Trustee City Spaces	Kinsail Court Park, 17 Kinsail Court, Cleveland QLD 4163	Code Assessment	17/04/2014	Development Permit	2

Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division
OPW001631	Operational works CIVIL Multiple Dwelling x 4 (Smart eDA)	Category2	HCE Engineers Provincial Building Pty Ltd	14 Moore Street, Victoria Point QLD 4165	Compliance Assessment	14/04/2014	Compliance Certificate	4
SB005291	Standard Format Reconfiguration - Rearranging of boundaries (2 into 2) (ASG FILE)	Category2	Philip Vassallo Pty Ltd	315-395 Serpentine Creek Road, Redland Bay QLD 4165	SubDiv	16/04/2014	DevPermit	6
MCU012313	Dwelling House	Category2	CJ Homes	371-385 German Church Road, Redland Bay QLD 4165	Code Assessment	17/04/2014	Development Permit	6
SB005431	Standard Format Reconfiguration 1 into 2 Lots (ASG FILE)	Category2	Statewide Survey Group Pty Ltd Consulting Surveyors	12 Birdwood Road, Birkdale QLD 4159	SubDiv	15/04/2014	Approved	10