

MANAGEMENT PLAN

Trade Waste

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1 Trade Waste Management

1.1 FRASER COAST REGIONAL COUNCIL

Fraser Coast Regional Council is a water service provider under the *Water Supply (Safety and Reliability) Act 2008* (the Water Supply Act).

Council's water and wastewater services are provided to customers in Hervey Bay (and surrounds), Maryborough and Tiaro. As part of its wastewater services, Council manages the discharge of trade waste to its sewerage networks.

1.2 INTRODUCTION

Trade Waste is defined under the *Water Supply Act* as "water-borne waste from business, trade or manufacturing premises, other than waste that is a prohibited substance, human waste or stormwater".

The discharge of Trade Waste to stormwater drainage is prohibited.

The discharge options for producers of Trade Waste are:

- to obtain an environmental authority under the *Environmental Protection Act 1994* to treat the waste before discharge to the environment, or
- to have it treated at an approved treatment facility, or
- seek approval from a water service provider to discharge to the sewerage system.

1.3 GUIDANCE ABOUT THIS PLAN

Under the definition provided by legislation, Trade Waste may be discharged from a wide variety of business types, which present various levels of risk to the sewerage system (very low, low, medium and high). This Plan categorises Trade Waste approvals based on the risk presented to the sewerage system.

Throughout the Plan, reference is made to the following Trade Waste categories:

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Table 1 - Overview of Trade Waste Categories

Category	Description	Volume	Risk
Cat Zero	Low intensity business with very low discharge volume Example: florist, hairdresser, craft shop, beautician	Within network considerations	V. Low
Cat 1	Small business with low to medium discharge volume Example: café, food service business, workshop, garage.	< 500 kL/annum (< 1.4 kL/d on average)	Low
Cat 2	Medium business with high to significant discharge volume and not a high risk due to discharge quality Example: carwash, workshop, factory, supermarket	> 500 kL/annum (> 1.4 kL/d on average)	Medium
Cat 3	Large business with significant discharge volume and high risk due to discharge quality (refer section 3.2) Example: manufacturing or industrial businesses, waste facility	Typically > 500 kL/annum (>1.4 kL/d) Based on discharge quality	High

All categories of Trade Waste are subject to the General Conditions.

Specific Conditions may be applied according to increasing risk.

When seeking to understand conditions relevant to particular businesses, it is useful to refer to the definition of Trade Waste categories provided in section 3. The information in this Plan is presented based on category, such that the applicant, having established the likely category, can obtain relevant information most directly.

Most trade waste discharges fall into low-medium risk categories (Cat 0, Cat 1, Cat 2), for which requirements are prescribed¹ in this Plan.

¹ In the context of the TWMP, "prescribed" means the requirement is specified (e.g. prescribed pretreatment means the required pretreatment equipment is specified in the Plan and the Trade Waste approval)

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Applicants whose discharge has Category 3 characteristics (manufacturing or industrial), are provided with information in the Plan to commence the process of obtaining an approval, but it is strongly recommended that such applicants contact Council directly to request a Trade Waste guidance meeting.

1.4 HEAD OF POWER

It is an offence under the *Water Supply Act* to discharge Trade Waste to sewer without Council's approval.

To the extent that Council permits the discharge of Trade Waste to sewer, its management is regulated by Queensland legislation including the *Water Supply Act* and the *Environmental Protection Act* (a list of relevant legislation is contained in Appendix A – Legislation Relevant to Trade Waste).

Under the *Water Supply Act*, Council may conditionally approve the discharge of Trade Waste to sewer in its service territory.

Council is required to meet Environmental Authority conditions issued by the Department Environment, Tourism, Science and Innovation (DETSI). Council is also required by the *Water Supply Act* and *Environmental Protection (Water) Policy 2009* to assess and consider the effect of Trade Waste discharges on the sewerage system and the environment before issuing an approval.

1.4.1 ENVIRONMENTAL AUTHORITY

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

1.4.2 DELEGATION OF AUTHORITY

Delegations are described within Council's Sub-Delegations Register. Trade Waste Officers are Authorised Persons (subject to council nomination and endorsement) and have delegated authority under the *Water Supply Act*.

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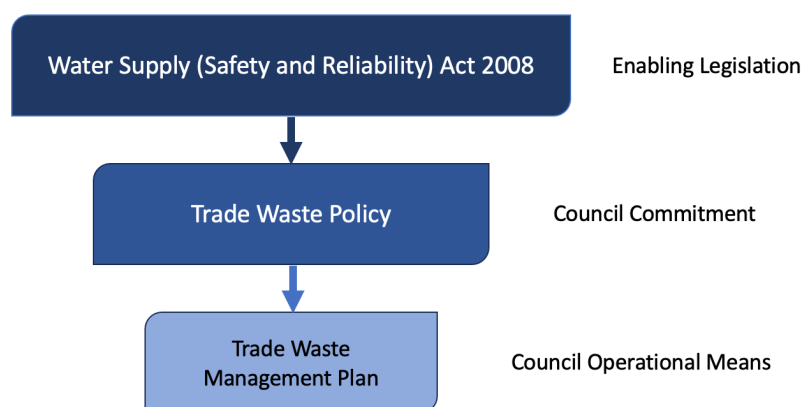


Figure 1 - Hierarchy of Trade Waste Governance Documents

1.5 TRADE WASTE POLICY

Council's Trade Waste Policy² supports business development and environmental values through providing access to efficient sewerage services for the discharge of waterborne commercial and industrial waste (Trade Waste).

1.6 TRADE WASTE MANAGEMENT PLAN

1.6.1 PURPOSE

This Plan sets out how Council provides a Trade Waste service that safeguards public health and the environment, and meets its obligations under policy, legislation and relevant environmental authorities.

It is consistent with Council's rights, powers, and obligations under Queensland legislation and conforms to the principles developed in national guidelines and standards such as the *Plumbing Code of Australia*, the *National Water Quality Management Strategy – Guidelines for Sewerage Systems 1994 (ARMCANZ and ANZECC)*, the *Australian Sewage Quality Management Guideline 2022 (WSAA)* and the *Trade Waste Guidance Values for Water Utilities 2024 (WSAA)*.

The Plan's objectives will be achieved using a combination of management plan instruments, including:

- Trade Waste Limits and Local Limits
- Conditional Trade Waste Approvals

² For clarity, Council's Trade Waste Policy is a separate concise statement of Council's commitment and objectives with respect to Trade Waste (eDocs# 5253827).

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- Prescribe Pretreatment Equipment
- Self-Monitoring Programs
- Third Party Compliance Audits
- Effluent Improvement Programs
- Regulatory Notices
- Trade Waste Charges.

1.6.2 TRADE WASTE LIMITS

No person shall discharge Trade Waste into Council's sewerage infrastructure containing contaminants in excess of the Trade Waste Limits (Appendix C – Trade Waste Limits), unless otherwise specified in their Trade Waste Approval.

The Trade Waste Limits (TWL) are based on the WSAA Trade Waste Guidance Values for Water Utilities (2024), a nationally adopted list of contaminant concentrations typically considered acceptable for discharge to sewer, modified by the inclusion of Local Limits (highlighted in the Appendix C).

For discharge volumes greater than 10 kL/d, the applicability of the TWL will be assessed by Council and the Applicant may be required to meet additional Specific Conditions.

Trade Waste Approvals for Category 3 dischargers and discharge volumes greater than 10 kL/d will include concentration and mass load limits for priority contaminants.

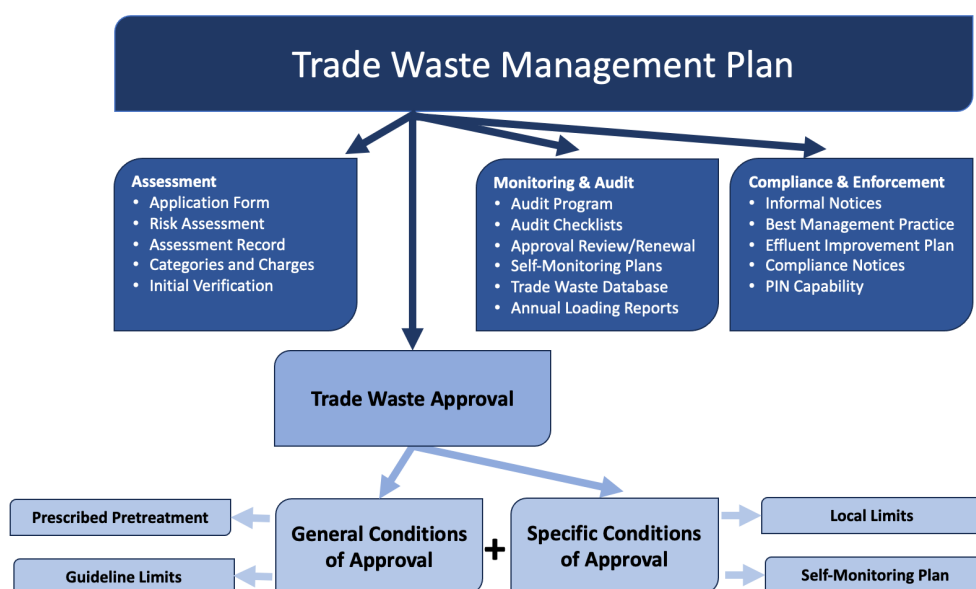


Figure 2 - Trade Waste System Elements, including TWMP

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2 Trade Waste Approvals

2.1 TRADE WASTE APPROVALS AREA PROPOERTY BASED

Council's Trade Waste Approvals are issued to Property Owners whose property contains one or more Trade Waste generating activities. It is the responsibility of the Property Owner to apply for and maintain the Trade Waste Approval in accordance with Approval conditions and the requirements of this TWMP.

Note: The Property Owner may nominate an Authorised Representative (who may be the Occupier) to apply for and maintain the Trade Waste Approval, but responsibility remains with the Property Owner.

2.2 INCLUSIONS IN TRADE WASTE APPROVALS

All Trade Waste Approvals shall contain:

- business name and contact details for the Property Owner
- the Trade Waste generating processes that are approved
- a statement that the Trade Waste must comply with this TWMP, the Approval Conditions and the Trade Waste Limits
- the approved quantity and maximum instantaneous rate of discharge
- details of any Prescribed Pretreatment required in accordance with Table 3 or Table 4, as applicable
- conditions for maintenance and removal of waste from pretreatment equipment, including the frequency of cleaning and waste transporter requirements
- records to be kept concerning the maintenance of pre-treatment equipment

and may contain:

- type and location of flow monitoring
- waste tracking responsibilities of the Approval Holder, and
- duration of the approval.

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2.3 INCLUSIONS IN CATEGORY 3 TRADE WASTE APPROVALS

In addition to the terms and conditions described in section 2.2, Category 3 Approvals shall contain:

- details of any Specific Conditions that modify the General Conditions
- pretreatment performance requirements
- contaminant limits
- self-monitoring conditions, specifying:
 - location of monitoring
 - nominated test parameters
 - type and frequency of monitoring
 - reporting method
 - required laboratory accreditations

and may contain:

- records to be reported and kept by the applicant (including self-monitoring data)
- times during which discharge is permitted
- housekeeping related practices/conditions
- list of substances or waste specifically excluded or restricted from discharge, and
- any other matters as may be necessary in the opinion of Council.

2.3.1 INITIAL VERIFICATION MONITORING

To ensure Trade Waste discharges and pretreatment performance at commencement of discharge match the information and projections of the Approval Holder's Trade Waste Application, new Category 3 Approvals shall include an Initial Verification Monitoring Plan (IVMP) as a component of the self-monitoring requirements.

Category 3 Approval Holders shall be required to implement an Initial Verification Monitoring Plan in accordance with Approval conditions.

Initial Verification Monitoring requirements shall be incorporated in Approval conditions and will include specification of:

- Monitoring location
- Sample type (grab, composite, flow-weighted, time-weighted)
- Parameters and Limit of Reporting (LOR)
- Frequency
- How and when to report.

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Council may decide, in its sole discretion, to exempt an Approval Holder from the requirement to implement an Initial Verification Monitoring Plan.

The Approval Holder shall meet all costs of self-monitoring and reporting (including for IVMP) results to Council.

Note: A typical IVMP will require monitoring of pH, total dissolved solids, suspended solids, biochemical oxygen demand, total Kjeldahl nitrogen, total phosphorous and any specific contaminant of interest at a frequency of twice per week for a period of eight weeks. This results in a statistically robust data set demonstrating compliance performance.

2.4 WHERE MULTIPLE TRADE WASTE GENERATORS OCCUPY A SITE

When multiple Trade Waste generators occupy a site, the owner, or owner's representatives, will be designated trade waste category allotments. These will correspond to the number and category present, being the onus of the property owner, or representatives, to keep the details current for charging and assessment purposes.

Example: Where a site has a hairdresser (Cat Zero) and a bakery (Cat 1) and a supermarket (Cat 2), the appropriate Trade Waste allotment is 1x Cat 0, 1x Cat 1 and 1x Cat 2.

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3 Trade Waste Categories

3.1 GENERAL DESCRIPTION

To ensure efficiency, Council issues four types of property-based Trade Waste approvals, as summarised in Table 2.

Table 2 - Summary of Trade Waste Categories

Category	Risk Rating	Business Types	Volume Range	Pretreatment Requirements
Cat Zero	V. Low	Refer to Table 3	Within network considerations	Best Management Practice
Cat 1	Low	Refer to Table 4	<500 kL/annum (<1.4 kL/d)	Prescribed
Cat 2	Medium	Refer to Table 4	>500 kL/annum (>1.4 kL/d)	Prescribed
Cat 3	High	Refer to Table 5	All (where high-risk exists)	Functional specification

Table 3 - Category Zero Trade Waste Activities

Activity Generating Trade Waste	Prescribed Pretreatment
Beautician (inc. personal care, nail salon, podiatry, tanning)	2, 3, BMP
Boiler blowdown, where: Flows <250 L/d	5C, BMP
Cooling tower, where: Evaporative with flow <250 L/d	BMP
Crafts – ceramic, pottery, jewelry, gemstones etc, where: Flows <250 L/d	BMP
Dental surgery or technical specialist, where: No Plaster casts made at site No Mercury amalgam used or removed	BMP
Doctors Surgery	BMP
Florist	2, 3, BMP

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Activity Generating Trade Waste	Prescribed Pretreatment
Food service business with pretreatment exemption under section 5.2.3	BMP
Hairdresser	2, 3, BMP
Jewelry shop, where: No stone cutting	BMP
Medical centre/physiotherapy, where: No plaster work, and No laboratory	BMP
Mobile garbage bin washing	2, BMP
Optical service	8B, BMP
Plants (retail nursery)	2, 3, BMP
Photographic and graphic arts, where: Flows <250 L/d	6 (dilution) or 7L, BMP
Swimming pool/spa/hydrotherapy (commercial or public) ≤ 55,000 L capacity (includes ornamental ponds)	BMP, flow limited to <2 L/s
Veterinary surgery	2,3, BMP

Reference to Requirement	
2 Dry basket arrestors with fixed screen	7 General purpose pit
3 Screens or sink strainers	8 Solids settlement pit / silt arrestor
5 Cooling pit or heat exchanger	BMP Best Management Practices
6 Balancing, dilution, neutralising pit/tank	C Sized to reduce temp. to 38°C

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Table 4 - Category 1 and Category 2 Trade Waste Generating Activities

Activity Generating Trade Waste	Prescribed Pretreatment
Category 1 if < 500 kL/annum (low risk) Category 2 if > 500 kL/annum (medium risk)	
Animal care - Pounds/ boarding kennels/ cattery	2, 3, 8AB
Auto-dismantler (wrecker)	2, 4D
Bakery Wholesale Retail	1, 2, 5CG or 6CG or 8G 1, 2, 5CG or 6CG (if required)
Boiler blowdown	5C
Boutique, craft or artisan foods	1, 2, 6G (if required)
Butcher Wholesale Retail	1, 2 1, 2
Crafts – ceramic, pottery, jewelry, gemstones etc. Flows <300 kL/annum	10
Dental surgery or technical specialist Plaster casts made at site Mercury amalgam used or removed	10 12
Dry cleaning Separator water Boiler blowdown	Solvent removal (see Note) Refer to “Boiler Blowdown”
Fish co-op	2, 3, 8
Food service business (inc. fast food franchise)	1BCD, 2, 3, 11 (if approved)
Funeral parlour/Morgue/Autopsy table	2, 3F
Jewelry shop Precious stone cutting	10
Laboratory	6 (dilution pit) or 7L
Laundry or laundromat (local not industrial)	5C, 9J
Mechanical workshop (not industrial) (fitting, turning, repairs, maintenance, reconditioning)	2, 4D
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Activity Generating Trade Waste	Prescribed Pretreatment
Category 1 if < 500 kL/annum (low risk) Category 2 if > 500 kL/annum (medium risk)	
Medical centre/physiotherapy, with: Plaster casts Laboratory	10 Refer to "Laboratory"
Nursing home/Welfare home Food service Boiler blowdown Cooling tower Laundry	Refer to "Food Service" Refer to "Boiler Blowdown" Refer to "Cooling Tower" Refer to "Laundry"
Panel beating and detailing	Refer to "Mech Workshop"
Radiator repair	Refer to "Mech Workshop"
School/Educational (not tertiary) Crafts Cooling towers Food Service Photographic Science laboratory	Refer to "Crafts" Refer to "Cooling Tower" Refer to "Food Service" Refer to "Photographic" Refer to "Laboratory"
Service station Bowlers Car wash Mechanical workshop Food Service	Nil forecourt drainage to sewer Refer to "Vehicle Washing" Refer to "Mech Workshop" Refer to "Food Service"
Stone working	8B
Swimming pool/spa/hydrotherapy (commercial or public) > 55,000 L capacity	6 (balancing pit), flow limit <2 L/s
Vehicle washing Car wash (hand, drive-thru, conveyor) External truck wash (no internal tanker or flatbed)	2, 4D 2, 4D

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Reference to Pre-Treatment Type Required	
1 Passive grease arrestor*	7 General purpose pit
2 Dry basket arrestor with fixed screens	8 Solids settlement pit / silt arrestor
3 Screens or sink strainers	9 Lint screen (max. 2 mm aperture)
4 Mineral oil water separators:	10 Plaster arrestor
5 Cooling pit or heat exchanger	11 Active grease arrestor**
6 Balancing, dilution, neutralising pit/tank	12 Amalgam trap
Reference to Pre-treatment Notes	
A Only if animals furl in a sandpit	G Where necessary (seek TW advice)
B Minimum capacity of one-hour detention	H If applicable (seek TW advice)
C Sized to reduce temp. to 38°C	J Internal screens acceptable
D Sized according to the influent flow rate	K Hair traps (in wash basins)
E Total Recoverable Hydrocarbons only	L Where available at site
F At drainage outlet	

* Minimum capacity 1000 L, maximum capacity 5000 L with consideration of 550L units in specific cases.

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

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

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

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

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3.2 CATEGORY 3 TRADE WASTE

Category 3 Trade Waste means discharges where:

- the Trade Waste generating activities are business types listed in Table 5, and
- the Trade Waste discharged is greater than 500 kL/annum (1.4 kL/d), and
- The Trade Waste business type is assessed to present high risk in accordance with the methodology described in section 5.6.2.

In particular: Proposed trade waste discharges with a mass load greater than 0.1% of daily STP treatment capacity or the equivalent of 10 kL x TWGV per day should be considered Category 3.

Table 5 - Category 3 Trade Waste Activities (not exhaustive)

Manufacturing or industrial businesses of these types are nominally Category 3		
Abattoir	Electroplating	Paint stripping*
Acid pickling	Fertiliser manufacture	Pet food processing
Adhesive/latex manufacture	Fibreglass manufacture	Pharmaceutical manufacture
Aluminium processing	Filter cleaning	Plants nursery (open areas)
Anodising	Flour mill	Plaster manufacture
Bitumen and tar	Food processing*	Poultry abattoir and processing
Bottle washing	Foundry	Printing
Brewery*	Fruit and vegetable processing*	Recycling – all types
Cannery	Galvanising	Rubber production
Cardboard, carton and paper manufacture	Glass manufacture	Saleyards
Carpet manufacture	Glue manufacture	Seafood processing
Caustic degreasing	Grease trap waste disposal	Smallgoods manufacture
Chemical manufacture	Honey processing*	Soft drink manufacture
Chemical repackaging	Hospital (Public or Private)	Starch manufacture
Condiments/sauces manufacture*	Ice cream manufacture*	Sugar refinery
Confectionery manufacture*	Industrial waste treatment	Tanker washing (Internal)
Contaminated site treatment Facility	Ink manufacture	Tannery
Cooling towers (industrial)	Laboratory - Commercial	Textile manufacture
Cosmetics and perfumes manufacture	Laboratory - nuclear medicine and radioisotope (where excess to Radiation Safety Act)	Timber processing
Cyanide hardening	Leather finishing	Tip leachate
Dairy products processing*	Liquid wastewater treatment facility	Truck washing regular (internal) Truck transporting hazardous material (internal and external)
Detergent/soaps mixing and/or manufacture	Metal finishing and processing	Water treatment backwash or “clean in place”
Drum washing	Mirror manufacture	Waxes/polishes

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Manufacturing or industrial businesses of these types are nominally Category 3		
Education – tertiary/university	Oil refinery	Wine and spirit bottling/distillery
Edible oils and fats manufacture	Paint manufacture	Wool processing
Egg processing		

* Small scale operations may be Category 1 or Category 2. Contact Council for guidance.

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4 Pretreatment Requirements

4.1 GENERAL

Approval Holders must select, install and properly maintain pretreatment equipment in accordance with the requirements of this TWMP.

Category Zero, Category 1 and Category 2 Approval Holders must select, install and properly maintain Prescribed Pretreatment equipment in accordance with this TWMP, including the requirements described in Table 3 and Table 4.

Category 3 Approval Holders are required to select, install and properly maintain pretreatment equipment which meets the functional specification described by either:

- the Trade Waste Limits, or
- the Special Conditions of their Trade Waste Approval.

Note: The Cat 3 Approval Holder may make use of Prescribed Pretreatment equipment, but they retain sole responsibility for ensuring the selected pretreatment achieves the required results.

4.1.1 GENERAL MAINTENANCE REQUIREMENTS

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

Passive Grease-Silt Arrestors:

- At least once every 13 weeks, unless otherwise specified by Council.

Oil-Silt Arrestors:

- Triple interceptor types - at least once every 6 months, unless otherwise specified by Council.
- Plate separator types – at the frequency specified by the manufacturer, unless otherwise specified by Council.
- Other types, including hydrocyclones - at the frequency specified by the manufacturer, unless otherwise specified by Council.

More frequent servicing may be a condition of the Trade Waste Approval. For existing undersized grease arrestors, Council may apply increased cleanout frequency conditions.

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4.1.2 WHERE A PRE-TREATMENT DEVICE IS SHARED

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

- the size of the pre-treatment device;
- the names of the businesses and shop numbers sharing the arrestor.
- the responsibility of each party towards on-going operation and maintenance of the pre-treatment device.

4.1.3 WHEN REQUIRED PRE-TREATMENT IS NOT INSTALLED

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

- require the Approval Holder to show cause why an appropriate pre-treatment device cannot be installed; and
- apply a charge equal to the typical pre-treatment service cost paid by Trade Waste generators of a similar type and scale, or
- take compliance enforcement action, including suspension or cancellation of Trade Waste Approval.

4.2 SPECIFIC REQUIREMENTS FOR FOOD SERVICE BUSINESSES

4.2.1 BASIS REQUIREMENTS

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

- Screens - must be provided in all sinks in food preparation areas. While a fixed screen is the preferred device, it is recognised that some businesses may experience problems with the installation of these screens. In such situations, sink strainers must be used.
- Basket Arrestors - must be installed in any floor waste located in the food preparation and handling area.

4.2.2 WHEN FOOD SERVICE BUSINESSES REQUIRE A GREASE ARRESTOR

Licensable Food Service Businesses (per section 48 of the Food Act 2006) that are permanently connected to sewer and generate Trade Waste deemed to exceed the local limit must install a properly sized and authorised:

- passive grease arrestor, or
- active grease arrestor (if the requirement in above point has been suspended as per section 4.2.4).

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4.2.3 WHEN A GREASE ARRESTOR IS NOT REQUIRED

Council may suspend the requirement to install a grease arrestor where a food service business can demonstrate that it:

- Fails to generate Trade Waste deemed to exceed the local limit; and
- will employ best management (waste minimisation) practices, or
- is not a Licensable Food Business per section 48(2) of the *Food Act 2006*

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

4.2.4 WHEN A GREASE ARRESTOR CANNOT BE INSTALLED

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

- is heritage listed and constrained for that reason; or
- there is insufficient access, space or drainage fall to install an arrestor.

Such suspension may be temporary.

Where a relaxation is approved under this clause, the Approval Holder shall employ best management (waste minimisation) practices, and

- install in-sink basket arrestors; and
- employ best management (waste minimisation) practices, or
- install and maintain a properly sized and authorised active grease arrestor.

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

4.2.5 SELECTION, SIZING, INSTALLATION AND MAINTENANCE OF PASSIVE GREASE ARRESTORS

Passive grease arrestors must be selected, sized, installed and maintained in accordance with either:

- WSAA Food, Fat, Oil and Grease (FFOG Guideline) 2019 and the Plumbing Code of Australia (AS 3500), or
- AS 5215 Passive Grease Arrestors.

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

The minimum capacity for new or replacement grease arrestors is 1,000 L.

The maximum allowable capacity of any individual grease arrestor is 5,000 L.

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Council may consent to non-standard arrestor sizing if a request and justification is made in writing by a registered professional engineer or qualified hydraulic consultant representing the applicant.

4.2.6 BEST MANAGEMENT (WASTE MINIMISATION) PRACTICES

Food service businesses must employ Best Management Practices (waste minimisation methods) to reduce to the extent practical the discharge of contaminants to sewer.

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

Where floor wastes are located in food preparation and handling areas, floors must be dry swept before washing.

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

4.2.7 ACTIVE GREASE ARRESTORS (DISPOSAL OF FAT AND OIL)

Residual waste (FOG) collected in active grease arrestors must be emptied daily (or as recommended by the manufacturer) into a purpose designed container for removal by an authorised recycler or waste transporter.

4.2.8 POTATO PEELERS

Trade Waste from potato peelers shall not pass through a passive grease arrestor.

4.2.9 FOOD WASTE DIGESTERS

Food waste digesters must not be installed without prior Council assessment and approval.

Food waste digesters shall be the subject of case-by-case assessment. Approval may be refused.

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

- All food waste digester installations must comply with the Plumbing Code of Australia (AS 3500) and the Queensland Plumbing and Wastewater Code (i.e. their installation constitutes regulated plumbing works).
- Food waste digesters must be installed upstream of a properly sized compliant grease arrestor.

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- All food waste digester installations must include metering for calculation of volume discharged and a downstream inspection and sampling port that provides access to a representative sample of the discharge.
- Discharges from food waste digesters must comply with all provisions of this TWMP.

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

Food waste digester discharges may incur additional charges.

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

4.2.10 FOOD WASTE DISPOSAL UNITS

Commercial food waste disposal units (e.g. garbage grinders, fruit and vegetable peelers, insinkerators) are prohibited.

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5 Applying for Trade Waste Approval

5.1 GENERAL

A Trade Waste application must be submitted by the Property Owner or the Property Owner's authorised agent, and discharge should not commence until Trade Waste Approval is granted.

5.2 NO REQUIREMENT TO APPLY FOR CATEGORY ZERO TRADE WASTE APPROVAL

It is not necessary to apply for Category Zero Trade Waste Approval.

Council provides automatic Trade Waste Approval for Category Zero discharges, subject to the following:

- The business the subject of the Approval meets the criteria for Category Zero (refer to Table 3), and
- The business the subject of the Approval complies with the Prescribed Pretreatment requirements (Table 3) and the General Conditions of Approval (section 6).

Note: Council officers will audit Category Zero premises to ensure compliance with Prescribed Pretreatment requirements and General Conditions of Approval.

5.3 WHEN TO APPLY FOR TRADE WASTE APPROVAL

Applications should be lodged prior to commencement of discharge and when a change occurs to the intended discharge. Examples of circumstances requiring approval or amendment of approval include:

- during processing of a plumbing application for commercial or industrial premises;
- change in ownership of such premises;
- when applying to strata title such premises;
- where Trade Waste is generated without Trade Waste Approval;
- where a material change as deemed by Council to the Trade Waste generating process occurs.

5.4 HOW TO APPLY FOR TRADE WASTE APPROVAL

All applications to discharge Trade Waste must be properly made on the form provided for the purpose. Application forms and guidance may be obtained from:

<https://www.frasercoast.qld.gov.au/trade-waste>.

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Applications must be accompanied by a copy of the plumbing approval for new premises (mandatory) and existing premises (if available), and provide the following information and details:

- Applicant's full name, address and contact details
- Site owner's full name, address and contact details, if different to the applicant
- Contact person and contact details for the premises, if different to the applicant
- Address of the business where discharge to sewerage system will occur
- Type of process/activity generating Trade Waste
- Hours of business operation
- Proposed pre-treatment equipment including:
 - type and model
 - size (usually expressed in litres capacity)

Applications for Category 3 Trade Waste Approval require additional information to enable assessment and processing, as described in section 5.5.

5.5 ADDITIONAL REQUIREMENTS FOR CATEGORY 3 APPLICATIONS

For consideration of the effect of higher risk discharges on the sewerage system, Category 3 applicants must provide additional information, as summarised in Table 6, unless Council advises otherwise.

Applicants for Category 3 Trade Waste Approval are advised to arrange a pre-lodgement meeting with Council to discuss their development and the information requirements.

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Table 6 - Information Required for Category 3 Applications

- Proposed rate of Trade Waste discharge, including daily volume and instantaneous flow rate
- Physical and chemical characteristics of the proposed discharge, including:
 - nature of source
 - expected maximum and average concentrations of pollutants before and after pre-treatment, confirmed by either of:
 - provide from similar system addressing similar waste stream
 - supply sample analysis data of the proposed waste quality (NATA)*
 - as advised by equipment supplier (provide evidence)
 - supported and recommended by consultant (provide evidence)
 - data temperature and pH
- Site plan, including:
 - Trade Waste pre-treatment facilities
 - roofed and bunded areas
 - areas subject to stormwater first flush or diversion valves
 - internal wastewater drainage
 - location of sampling points
 - proposed connection point to the sewerage system
- Location of flow measurement point and proposed methods of metering
- Flow diagram of any proposed pre-treatment facilities
- Nature and chemical composition of all hazardous substances stored or used on site, including:
 - details of storage facilities
 - relevant safety data sheets
 - arrangements for wastes not discharged to the sewerage system
- Any additional details as requested by Council.

5.6 ASSESSMENT OF TRADE WASTE APPROVAL APPLICATION

5.6.1 GENERAL

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

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

In determining the acceptance of Trade Waste to the sewerage system, Council shall consider the factors listed in Table 7.

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For Trade Waste Approvals that are limited by volume (Category Zero, 1, 2), this consideration is implicit in the categorisation. i.e it is assumed that the system has adequate capacity as demonstrated by the preparation of catchment loading reports including the review of Maximum Allowable Headworks Loads (MAHL), and Available Headworks Load (AHL).

For Category 3 Trade Waste Approvals, the assessment considerations (including risk assessment) shall be recorded for future reference and audit procedures.

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

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

Table 7 - Factors for Consideration During Assessment of Approvals

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

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5.6.2 RISK ASSESSMENT METHODOLOGY

This section describes a method for identifying high risk (Category 3) applications, based on information likely to be available at the time of application or renewal.

With reference to the information available in the Trade Waste Application and the experience of the assessor, the assessor should identify whether any hazard indicators described in Table 8 are indicated for the proposed Approval.

Applications or renewals for which available data indicates high relative volume risk and at least one other hazard indicator should be assessed as Category 3 Trade Waste (requiring Special Conditions, a self-monitoring plan and mass load charges).

Identification of a Category 3 Trade Waste Application should be followed by assessment and recording of the additional Trade Waste load (for key parameters) resulting from the application compared to the Maximum Allowable Headworks Load (MAHL) and the Available Headworks Load (AHL). Examples of these calculations are provided in the *Trade Waste Guidance Values 2024 (WSAA)*.

Table 8 - Characteristics of High-Risk Dischargers

Hazard Type	Hazard Indicators
VOLUME	- High relative volume risk Risk is indicated by large actual or projected water demands. - Proposed discharge is > 0.1% of volumetric capacity of STP - Proposed discharge is > 500 kL/annum.
COMPLIANCE	- High non-compliance risk - Businesses where propensity for non-compliance is elevated. Risk is indicated by approvals requiring special conditions, customers employing novel or complex pretreatment systems, customers unable to provide application documentation, non-compliances.
CORROSIVE	- Release of corrosive substance - acute or long term - Businesses with the potential to produce wastewater containing sulphides or sulphur bearing compounds, variable pH or high salinity. Risk is indicated for medium to large businesses operating clean-in-place equipment, industrial washdown, manufacturing processes, material handling, storage of chemicals, food processing, and Trade Waste streams requiring pretreatment to meet Trade Waste limits. - Proposed discharge is outside TWGV range for pH - Proposed mass load discharge is in excess of TWGV x 10 kL for sulphide, sulphate or other sulphur compounds. - Proposed mass load is in excess of TWGV x 10 kL for TDS
OBSTRUCTION	Release of obstructive materials - FOG from Food Service

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Hazard Type	Hazard Indicators
	- Businesses with larger than average food service or several food outlets collectively discharging on the same approval. Risk is indicated for shopping centres, fast food franchises, service stations/roadhouse complexes. - Proposed discharge from a food service business is more than 500 kL/annum.
OBSTRUCTION	- Release of obstructive materials - FOG from Major Business - Businesses with potential to cause slug load of FOG or routine high FOG. Risk is indicated for food processing operations, including industrial scale processing of dairy, meat, fish, baked goods, prepared meals, vegetable oils. - Proposed discharge from food processor is more than 500 kL/annum - Proposed mass load is in excess of TWGV x 10 kL for TOG
INTERFERENCE	- Release of interferent material - excessive acid/alkali load - Businesses with potential to produce discharges with low, high or variable pH. Risk is indicated for medium to large manufacturing businesses that operate clean-in-place equipment, food processing, electroplating, pickling or caustic cleaning, storage of chemicals, pH correction pretreatment to meet Trade Waste limits. - Proposed discharge is outside TWGV range for pH - Proposed mass load discharge is more than TWGV x 10 kL for TDS
INTERFERENCE	- Release of interferent material - excessive organic load - Businesses with the potential to produce large volumes of wastewater containing elevated levels of organic material. Risk is indicated for larger manufacturing businesses that operate clean-in-place equipment, food processing or are required to pretreat organic load to meet Trade Waste limits. - Proposed discharge is more than 10 kg/d BOD or 0.1% of treatment capacity at receiving STP. i.e. for 10 ML/d STP = 10 kg BOD per day (approx.).
INTERFERENCE	- Release of interferent material - excessive nutrient load - Businesses with the potential to produce large volumes of wastewater containing elevated levels of nutrients. Risk is indicated for chemical manufacture, fertiliser works, food processors, landfill leachate, saleyards etc. - Proposed discharge is more than 0.1% of treatment capacity at receiving STP. i.e. for 10 ML/d STP = 0.8 kg TKN or 0.15 kg TP per day (approx.)
INTERFERENCE	- Release of interferent material – toxic substances - Businesses with the potential to produce wastewater containing elevated levels of industrial chemicals, pharmaceuticals, radionuclides, heavy metals, herbicides and pesticides, CECs (including PFAS) and solvents.

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Hazard Type	Hazard Indicators
	Risks are indicated for businesses that hold specific environmental authorities to perform their work, hold a manifest of hazardous, toxic or dangerous chemicals, are hospitals, are involved in formulating, mixing or delivering herbicides and pesticides, fuel storage and distribution, electroplaters, manufacturing processes, landfill operations, pickling or caustic cleaning operations, industrial washdown, or manage contaminated Trade Waste streams that require pretreatment to meet Trade Waste limits. Proposed mass load discharge is more than TWGV x 10 kL for any toxic contaminant.
INTERFERENCE	- Release of interferent material - excessive total oil and grease. - Businesses with potential to cause slug load of FOG or routine high FOG discharges. Risk is indicated for food processing operations, including industrial scale processing of meat, fish, baked goods, prepared meals, vegetable oils, dairy foods etc. - Proposed discharge from a food processor is more than 500 kL/annum.

5.6.3 RECORDING OF CATEGORY 3 ASSESSMENTS

Details of Category 3 assessments must be recorded for future reference, including:

- The Applicant's Application Form and associated information.
- Checklist indicating the criteria that triggered the assignment of Category 3.
- Review of the intended Trade Waste load against the current AHLs and MAHL of the relevant sewage treatment plant.

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6 General Conditions of Approval

SECTION 1 – GENERAL

(1) Trade Waste Legislation and Authority

- A. To the extent that Council approves the discharge of Trade Waste to sewer, its management is regulated by Queensland legislation including the *Water Supply (Safety and Reliability) Act 2008* (the Water Supply Act) and the *Environmental Protection Act 1994* (the Environmental Protection Act).
- B. Under the *Water Supply Act*, Council may conditionally approve the discharge of Trade Waste to sewer in its service territory.
- C. Trade waste drainage must be compliant with the *Plumbing and Drainage Act 2018* and AS/NZS 3500.2, as assessed by council plumbing services branches.

(2) Trade Waste Approval

- A. A Trade Waste Approval (the Approval) states the conditions under which discharge to sewer is allowed, and the Approval Holder accepts and agrees to be bound by the terms and conditions.

(3) Severability

- A. The provisions of this Approval are severable, and if any provision of this Approval, or the application of any provision of this Approval to any circumstance, is held invalid, the application of such provision to other circumstances, and the remainder of this Approval, will not be affected thereby and will continue in full force and effect.

(4) Details to be Correct

- A. A Trade Waste Approval will be invalidated where any information or detail included in it is altered or incorrect.
- B. The Approval Holder must immediately provide Council with written notice of any incorrect information included in their Trade Waste Approval.

(5) Trade Waste Approval Duration and Renewal

- A. Trade Waste Approvals are assessed, issued and/or renewed at Council sole discretion.
- B. Where an Approval has an expiry date, Trade Waste Officers will notify the Owner of the upcoming expiry and may conduct an inspection of the premises and a review of the Approval within 3 months of the expiry date.

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- C. The issue of a Trade Waste Approval does not entitle an Approval Holder to a renewal of the Approval, and changed Trade Waste Approval conditions may apply from the time of possible renewal.

(6) Amendment to Trade Waste Approval

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

(7) Voluntary Cancellation of Trade Waste Approvals

- A. To cancel a Trade Waste Approval, the Approval Holder must notify Council in writing.

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

(8) Approval Modification by Authority

- A. Council may modify the Approval for good cause, including but not limited to, the following reasons:
- a) To incorporate any new or revised laws, regulations or standards.
 - b) To address significant alterations or additions to the Approval Holder's operation, processes, or wastewater volume or character since the time of the last Approval renewal.
 - c) A change in any process or discharge condition that requires either a temporary or permanent reduction or elimination of the authorised discharge.
 - d) Information indicating that the approved discharge poses a risk to Council sewerage systems, workers or the receiving environment.
 - e) Breach of any terms or conditions of the Approval, including misrepresentation or failure to disclose fully all relevant facts in the Approval application or in any required reporting.
 - f) To correct typographical or other errors in the Approval.
 - g) To reflect transfer of ownership and/or operation to a new owner or operator.
 - h) Upon request of the Approval Holder, provided such request does not create a breach of any applicable requirements, standards, laws, or rules and regulations.

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- i) The filing of a request by the Approval Holder for Approval modification, revocation and reissuance, or termination, or a notification of planned changes or anticipated noncompliance, does not stay any Approval condition.

(9) Approval Termination by Authority

A. This Approval may be terminated for the following reasons:

- j) Failure to meet Trade Waste limitations.
- k) Failure to notify the Council of significant changes to the Trade Waste before making a changed discharge.
- l) Failure to provide prior notification to Council of changed conditions. Misrepresentation or failure to fully disclose all relevant facts in the wastewater discharge Approval application.
- m) Falsifying self-monitoring reports or certification statements.
- n) Tampering with monitoring equipment.
- o) Refusing to allow timely access to the premises and records.
- p) Failure to pay fees and charges.
- q) Failure to meet compliance schedules.

(10) Duty to Comply

- A. Approval Holders must make all parties involved in Trade Waste activities aware of their obligations under the relevant Trade Waste Approval.
- B. Trade waste must comply with every condition of the relevant Trade Waste Approval to the extent that they are not altered by the Specific Conditions.
- C. Council will determine in its absolute discretion whether the Approval Holder has complied with Approval conditions.
- D. The Approval Holder must take all precautions reasonably practicable to ensure that no person, other than a person acting for or on behalf of or with the consent of the Approval Holder, discharges any matter from the Premises into the sewer.

(11) Duty to Mitigate

- A. The Approval Holder must take all reasonable steps to maintain or correct any adverse impact to the sewerage system or the environment resulting from noncompliance with this Approval, including such accelerated or additional monitoring as necessary to determine the nature and impact of the noncomplying discharge.

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(12) Property Rights

- A. The issuance of an Approval does not convey any property rights of any sort, or any exclusive privileges, nor does it authorise any injury to private property or any invasion of personal rights, nor any breach of federal, state, or local laws or regulations.

(13) Limitation on Approval Transfer

- A. Approvals are not transferable but may be reassigned or transferred to a new owner or operator with prior Approval of Council.

(14) Prohibitions and Restrictions

- A. No person shall discharge or cause to be discharged into Council sewerage infrastructure Prohibited Substances listed in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*.
- B. No person shall discharge or cause to be discharged into Council sewer any restricted substance at concentration or mass load greater than the relevant Trade Waste Limits.
- C. The discharge of unprocessed Regulated Waste and Residual Waste into Council sewerage infrastructure is prohibited. Such waste must be removed from the site and disposed of in accordance with the requirements of the *Environmental Protection Act 1994* and its subordinate legislation.
- D. The discharge of uncontaminated stormwater/surface water and roof run-off into Council sewerage infrastructure is prohibited.

(15) Prohibition on Point of Discharge

- A. No person, except Council and its authorised agents, shall discharge any Trade Waste into a manhole or other opening in a sewer other than through an approved connection, unless otherwise approved in writing by Council.
- B. Dilution of Trade Waste discharge, as a partial or complete substitute for adequate pre-treatment to achieve compliance with Trade Waste Limits, is prohibited.
- C. Bypass of commercial or industrial wastewater to the sewerage system is prohibited.

(16) Prompt Payment of Charges and Fines

- A. Approval Holders must pay Council the charges, calculated in accordance with Council published Schedule of Fees and Charges.
- B. Approval Holders are liable for all fines and penalties arising from any breach of their legislative obligations, including under the Environmental Protection Act, the Water Supply Act and the Plumbing and Drainage Act 2018.

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(17) Indemnity

- A. The Approval Holder shall indemnify Council and its personnel and keep Council and its personnel indemnified from and against all claims relating to:
- a) breach of the relevant Trade Waste Approval by the Approval Holder;
 - b) personal injury or death;
 - c) loss of or damage to third party property; or
 - d) any negligent or unlawful act or omission or any wilful misconduct of the Approval Holder or any of the Approval Holder's personnel,
- that arise out of or in connection with the discharge of Trade Waste, and the Approval Holder releases and discharges Council and its personnel from any liability arising from or in connection with all such claims.

(18) Confidentiality

- A. All Approval Holder information and data on file with Council, excluding personal contact details, shall be available to the public and regulatory agencies without restriction unless the Approval Holder specifically requests and is able to demonstrate to the satisfaction of Council that the release of such information would divulge information, processes or method that would be detrimental to the Approval Holder's competitive position.
- B. Council may provide waste tracking information to waste industry participants engaged in the servicing of pre-treatment devices or the movement of Regulated Waste.

SECTION 2 - OPERATION AND MAINTENANCE**(19) Discharge and Pre-Treatment**

- A. The Approval Holder must ensure that the Trade Waste:
- a) is only discharged from approved Trade Waste generating processes;
 - b) is pre-treated and monitored as required by the Trade Waste Approval;
 - c) is within the approved quantity, quality and rate of discharge limits specified in the relevant Trade Waste Approval.

All Approval Holders shall provide wastewater pre-treatment as necessary to comply with the Trade Waste Limits (including Prohibitions), unless otherwise approved in writing by Council.

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Any pretreatment facilities necessary for compliance shall be provided, operated by a qualified operator, and maintained in good operating condition at the Approval Holder's expense.

(20) Good Operating Practice

- A. The Approval Holder must operate and maintain their Infrastructure in accordance with Good Operating Practice at all times, especially to achieve compliance with their Trade Waste Approval conditions. Good Operating Practice has the meaning provided in the GRC Trade Waste Management Plan.

(21) Duty to Halt or Reduce Activity

- A. Upon reduction of efficiency of operation, or loss or failure of all or part of the pretreatment equipment, the Approval Holder must, to the extent necessary to maintain compliance with its Approval, control its production or discharges (or both) until operation of the treatment facility is restored or an alternative method of pretreatment is provided.

(22) Bypass of Pretreatment Equipment

- A. Bypass is prohibited, unless:
- a) the bypass is unavoidable to prevent loss of life, personal injury, or severe property damage.

(23) Notification of Bypass

- A. Anticipated bypass. If the Approval Holder knows in advance of the need for a bypass, it must submit prior timely written notice to Council.
- B. Unanticipated bypass. The Approval Holder must notify Council within 24 hours from the time it becomes aware of an unanticipated bypass and submit a written notice within 5 days. This report must specify:
- a) A description of the bypass, and its cause, including its duration with exact dates and times;
 - b) Whether the bypass has been corrected and if the bypass has not been corrected, the anticipated time it is expected to continue; and
 - c) The steps being taken or to be taken to reduce, eliminate, and prevent a reoccurrence.

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(24) When Food Service Businesses Require Pretreatment

- A. Licensable Food Service Businesses (as per section 48 of the *Food Act 2006*) that are:
- a) permanently connected to sewer, and
 - b) generate Trade Waste
- must install a properly sized and authorised grease arrestor, unless otherwise agreed in writing by Council.

(25) Sizing of Basic Pretreatment Devices

- A. Basic Pretreatment Devices must be properly sized in accordance with the *National Guideline for Managing FFOG (Foods, Fats, Oils and Grease) from Food Premises (WSAA 2019)* (the FFOG Guideline).

(26) Pretreatment Devices Maintenance Requirements

- A. Approval Holders must, at their cost, ensure proper maintenance of all Trade Waste pretreatment infrastructure in accordance with Trade Waste Approval conditions.

(27) Trade Waste Additives and Enzymes

- A. The use of Trade Waste additives and enzymes in pre-treatment infrastructure and drainage cannot be a substitute for pretreatment device maintenance.

(28) Ensuring Proper Disposal of Residual and Regulated Wastes

- A. The Approval Holder must ensure that pretreatment residual waste is removed by a properly licensed waste transporter and in accordance with state environmental and waste management legislation.
- B. The Approval Holder must ensure that the waste transporter engaged to remove residual waste from pre-treatment devices records the service using an appropriate waste tracking system.

(29) Design and Construction of Infrastructure

- A. The Approval Holder is solely responsible for the design and construction of the Approval Holder's Trade Waste related infrastructure.
- B. The Approval Holder's Trade Waste related infrastructure must be capable of discharging Trade Waste in compliance with the relevant Trade Waste Approval.

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(30) Multi-activity premises

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

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

(31) Ensuring Proper Chemical Storage

- A. Chemical storage areas, such as dangerous goods and flammable goods stores and petroleum-dispensing areas must not be directly connected to the sewerage system.

(32) Ensuring Water Conservation

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

(33) Backflow prevention

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

SECTION 3 - MONITORING AND RECORDS**(34) Monitoring Facilities**

- A. Approval Holders must provide a sampling point that allows for collection of samples representative of the Approval Holder's Trade Waste discharge.
- B. All monitoring facilities must be kept clean and maintained in good operating condition.
- C. Domestic wastewater shall be kept segregated from Trade Waste until the Trade Waste has passed through any required pretreatment system and the Approval Holder's sample point.

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(35) Protection of Monitoring and Metering Equipment

- A. Approval Holders must ensure adequate security is put in place to prevent Interference with any monitoring or metering equipment placed onsite.

(36) Self-Monitoring and Reporting

- A. Council may require any Approval Holder to undertake self-monitoring at its sole discretion.

(37) Representative Sampling

- A. Samples and measurements taken as required by this Approval must be representative of the volume and nature of the monitored discharge. All samples must be taken at the monitoring points specified in this Approval and, unless otherwise specified, before the effluent joins or is diluted by any other waste stream, water or substance.

(38) Analytical Requirements

- A. All analytical testing to be submitted as part of an application for Trade Waste Approval or self-monitoring shall be performed, to the extent reasonably practical, in accordance with the latest edition of *Standard Methods for the Examination of Water and Wastewater APHA-AWWA-WPCF*, and by independent laboratories that hold NATA accreditation for the specified test.
- B. Council may inspect and sample the wastewater or Trade Waste generating facilities of any Approval Holder.
- C. Council shall have the right to place on the Approval Holder's property such devices as are necessary to conduct sampling, monitoring or metering operations.
- D. An Approval Holder must not falsify, tamper with, or knowingly render inaccurate any monitoring device, sample collection method or meter.

(39) Self-Monitoring Record Contents

- A. Records of sampling and analyses must include the following:
 - a) The date, place, time, and methods of sampling or measurements, and sample preservation techniques;
 - b) Who performed the sampling or measurement;
 - c) The date(s) analyses were performed;
 - d) Who performed the analyses;
 - e) The analytical techniques or methods used; and

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- f) The results of analyses.

(40) Additional Self-Monitoring by the Approval Holder

- A. If the Approval Holder monitors any parameter more frequently than required by their Approval, using the same methods as employed for self-monitoring, the results of this monitoring must be included in the Approval Holder's self-monitoring reports.

(41) Flow Measurement

- A. A compliant potable water or Trade Waste meter shall:
- a) be of a type as specified and approved by Council.
 - b) be installed, maintained and calibrated in accordance with the *WSAA Trade Waste Metering Code of Practice (WSA 15 - 2014)*.
 - c) be safely accessible to meter readers during normal business hours, and the meter and meter display must be located in accordance with accessibility requirements described in the Queensland Plumbing and Wastewater Code.
 - d) provide a readout of the totalised volume of water or Trade Waste (as the case may be).

(42) Ensuring Access to Carry Out Inspections

- A. Trade Waste Officers may enter an Approval Holder's land or premises at any reasonable time, but in an emergency at any time, to determine that any Trade Waste Approval condition, or notice issued hereunder, is being met.
- B. Approval Holders and any Occupier must ensure there is no unreasonable delay in giving Trade Waste Officers access.

(43) Keeping and Provision of Records

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

Records include:

- a) service records for pre-treatment system maintenance
- b) test records for any backflow prevention, stormwater diversion, first flush other systems nominated within Trade Waste Approval conditions
- c) self-monitoring data and reports
- d) the date, place, method and time of Trade Waste effluent sampling

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- e) Regulated Waste disposal dockets or certificates
- f) These records must remain available for inspection by Council for a period of at least two (2) years.

SECTION D - ADDITIONAL REPORTING REQUIREMENTS

(44) Notification of Changed Conditions

- A. Approval Holders must promptly advise Council of any change that might alter the volume or quality of Trade Waste discharged under their Trade Waste Approval.

(45) Anticipated Noncompliance

- A. The Approval Holder must give advance notice to Council of any planned changes or activity that could result in noncompliance with Approval requirements

(46) Automatic Resampling

- A. If the results of the Approval Holder's monitoring indicate a breach has occurred, the Approval Holder must notify Council within 24 hours of becoming aware of the breach and repeat the monitoring steps and submit, in writing, the results of that repeat analysis within 30 days after becoming aware of the breach.

(47) Notification of Upset, Failure, Spill or Breach of Conditions

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

The telephone number for providing notice is: 1300 79 49 29.

A written follow-up report of the upset must be sent by the Approval Holder to Council within 5 days. The report must specify the following:

- a) Description of the upset, the cause(s) thereof and the upset's impact on the Approval Holder's compliance status;
- b) Duration of noncompliance, including exact dates and times of noncompliance, and if not corrected, the anticipated time the noncompliance is expected to continue; and
- c) All steps taken or to be taken to reduce, eliminate, and prevent recurrence of such an upset.

The email address for the follow-up report is: tradewaste@council.qld.gov.au.

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(48) Duty to Provide Information

- A. The Approval Holder must provide to Council, within a reasonable period, any information that Council may request to determine whether cause exists for modifying, revoking and reissuing, or terminating this Approval or to determine compliance with this Approval. The Approval Holder must also, upon request, provide Council with copies of any records required to be kept by this Approval.

(49) Power to Recover Costs

- A. Where Council finds that Trade Waste was or is being discharged in breach of any provision of a Trade Waste Approval condition or order issued herein, Council may impose an additional charge for:
- a) Trade Waste quantity and quality;
 - b) additional Trade Waste inspections, wastewater sampling and analysis;
 - c) removing excess contaminants from sewerage infrastructure;
 - d) non-routine cleaning or maintenance of sewerage infrastructure;
 - e) preparing administrative enforcement remedies detailed previously in this clause;
 - f) any other associated task reasonably undertaken by Council to determine whether or not damage referred to in this clause has been caused by Trade Waste discharged from the Approval Holder's premises or to restore Council sewerage infrastructure to a reasonable state for continued service to the community.

(50) Inspection and Analysis Fees

- A. Where additional inspections and laboratory analyses are required because of non-compliance, or when Council is requested by an Approval Holder to provide such a service, full costs may be recovered from the Approval Holder.

(51) Signatory Requirements

- A. All applications, reports, or information submitted to Council in relation to the Trade Waste Approval must be sent by a duly authorised representative of the Approval Holder.

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7 Determining Discharge Volume

7.1 GENERAL

The volume of Trade Waste discharged to sewer may be used to confirm correct categorisation, ensure compliance with approval conditions, or to calculate Trade Waste charges.

7.2 CATEGORY ZERO DISCHARGE VOLUME

Category Zero discharge volumes are within network considerations, confirmed by periodic review.

Council will periodically review the discharge volumes of Category Zero Approval Holders to ensure correct categorisation. The discharge volume shall be estimated using the total water use multiplied by 0.9 (default Trade Waste Factor).

Category Zero approvals do not require installation of Trade Waste discharge meters.

7.3 CATEGORY 1 DISCHARGE VOLUME

Category 1 discharge volumes shall be less than 500 kL/annum, confirmed by periodic review.

Council will review the discharge volumes of Category 1 Approval Holders to ensure correct categorisation. The discharge volume shall be estimated using the total water use multiplied by 0.9.

Category 1 approvals do not require installation of Trade Waste discharge meters.

7.4 CATEGORY 2 DISCHARGE VOLUME

Category 2 discharge volumes shall be greater than 500 kL/annum, confirmed by annual review.

Category 2 volumetric charges are calculated as per Council's published Schedule of Fees and Charges.

The volume of Category 2 Trade Waste shall be estimated using the approval holder's total water³ use multiplied by the default Trade Waste Factor for the relevant business type.

A Category 2 Approval Holder may apply in writing for a review of their Trade Waste Factor if they believe their business exhibits non-standard water use. The email address for requesting a review is trade.waste@frasercoast.qld.gov.au.

³ Total water includes alternative water, such as bore water or roof water that is later discharged to sewer.

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Category 2 Trade Waste Approval Holders are not required to install Trade Waste meters.

7.5 CATEGORY 3 DISCHARGE VOLUME

Category 3 charges are calculated as a function of volume and quality.

Category 3 Approval Holders must (unless exempt in accordance section 7.5) install and maintain a compliant Trade Waste meter on their Trade Waste drainage, at their own cost.

An Approval Holder may seek an exemption from the requirement to install a Trade Waste meter, and Council may approve the exemption at its sole discretion.

Where a Category 3 Approval Holder is exempt from requiring a Trade Waste meter, the volume of Trade Waste shall be estimated as for Category 2.

Category 3 Approval Holders may be required to report Trade Waste meter reads to Council in accordance with their self-monitoring conditions.

Table 9 - Summary of Volume Determinations

Category	Volume Method	Confirmation	Trade Waste Factor	Use of Volume
Cat Zero	Within network considerations	Periodic review	0.9	Categorisation
Cat 1	Estimated* <500 kL/a	Periodic review	0.9	Categorisation
Cat 2	Estimated* >500 kL/a	Annual Review	Refer Appendix D – Trade Waster Factors	Categorisation and billing
Cat 3	Measured	Trade Waste Meter	NA	Categorisation and billing

* Estimated from input water metering

7.5.1 TRADE WASTE METERS

Trade Waste meters are installed, owned, and maintained by the Property Owner.

Trade Waste meters must be safely accessible to Council officers.

An approved Trade Waste meter means a meter as specified and approved by Council; however, shall as a minimum comply with the requirements of *WSA 15-2014 Trade Waste Metering Code of Practice (WSAA)*.

In general, the meter will be required to be of an ultrasonic or magflow type.

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

7.5.2 METER FAILURE

If a Trade Waste meter used for calculation of Trade Waste charges fails in service, Council may estimate charges based on previous site data used for the purposes of billing.

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

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8 Determining Discharge Quality

8.1 GENERAL

The quality of Trade Waste discharged to sewer is used to ensure confirm correct categorisation, ensure compliance with approval conditions and to calculate Trade Waste charges.

8.2 “DEEMED TO COMPLY” DISCHARGE QUALITY (CAT ZERO, 1, 2)

Approval Holders that discharge Trade Waste through properly sized and maintained Prescribed Pretreatment equipment are deemed to meet the Trade Waste Limits.

8.3 CATEGORY 3 DISCHARGE QUALITY

8.3.1 MONITORING TO SUPPORT COMPLIANCE

A combination of audit sampling data (collected by Council) and self-monitoring data (collected by the Approval Holder) shall be used for compliance review.

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

Where self-monitoring is not undertaken or additional inspection and testing is required to be performed by Council because of potential or confirmed non-compliance, Council may recover costs from the Approval Holder.

Where a Specific Condition approves discharge of a parameter outside of the Trade Waste Limits, self-monitoring of the parameter may be applied to ensure compliance.

Where pre-treatment conditions apply, self-monitoring may be required for specific parameters, or a suitable surrogate, to confirm satisfactory pre-treatment.

Approval conditions may require self-monitoring of any parameter, including at the frequency and detection limit deemed necessary by Council to ensure risks are controlled.

8.3.2 MONITORING TO SUPPORT TRADE WASTE CHARGES

A combination of audit sampling data (collected by Council) and self-monitoring data (collected by the Approval Holder) shall be used to calculate the quality charges.

A minimum of one 24-hour composite self-monitoring sample per month shall be required to enable calculation of representative discharge quality for charging purposes.

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Self-monitoring for charging purposes must include sampling and analysis for the following analytes:

- Suspended Solids (mg/L)
- Biochemical Oxygen Demand (mg/L)
- Chemical Oxygen Demand (mg/L)
- Total Kjeldahl Nitrogen (mg/L)
- Total Phosphorous (mg/L)

Where more than one sample per month is collected (e.g. on months where audit and self-monitoring data is available), all available data shall be used in the calculation of charges.

8.3.3 SELF-MONITORING REQUIREMENTS

Category 3 Approval Holders shall be required (unless less exempt under section 8.3.3) to implement a self-monitoring plan in accordance with Approval conditions.

Self-monitoring requirements shall be incorporated in Approval conditions and will include specification of:

- Monitoring location
- Sample type (grab, composite, flow-weighted, time-weighted)
- Parameters and Limit of Reporting (LOR)
- Frequency
- How and when to report.

Council may decide, in its sole discretion, to exempt an Approval Holder from self-monitoring conditions.

The Trade Waste Approval Holder shall meet all costs of self-monitoring and reporting results to Council.

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9 Trade Waste Charges

9.1 GENERAL

Trade Waste charges are used to recover the cost of managing, conveying and treating Trade Waste.

Council determines charges for Trade Waste as part of its the annual budget review of fees and charges and rates and charges. Trade Waste charges for the current financial year can be found in Council's published Schedule of Fees and Charges at: <https://www.frasercoast.qld.gov.au/fees-and-charges> and in the adopted budget for the applicable financial year.

9.2 CHARGES OVERVIEW

Table N describes the Trade Waste charges applicable to each risk-based Trade Waste category.

Table 10 - Applicable Trade Waste Fees and Charges

Category	Risk	Fees and Charges
Zero	V. LOW	(no fixed or other charges)
Cat 1	LOW	Fixed Annual Charge
Cat 2	MEDIUM	Fixed Annual Charge + Volumetric Charge
Cat 3	HIGH	Fixed Annual Charge + Volumetric Charge + Mass Load Charges

9.3 CHARGES DETAIL

9.3.1 CATEGORY ZERO CHARGES

TW_0 = No ongoing charges

9.3.2 CATEGORY 1 CHARGES

$TW_1 = A_1$

Where:

A_1 = Annual trade waste charge (\$) or quarterly equivalent

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9.3.3 CATEGORY 2 CHARGES

$$TW_2 = A_2 + Q_{TW} \times C_2$$

Where:

A_2 = Annual liquid trade waste fee (\$) or quarterly equivalent

C_2 = Trade waste volumetric charge (\$/kL) for volume in excess of 500 kL/annum

Q_{TW} = Trade waste discharge volume (kL) in excess of 500 kL/annum
 = (metered water usage x TWF) – 500 kL

TWF = Trade Waste Factor (ratio of trade waste volume to metered water usage)

9.3.4 CATEGORY 3 CHARGES

$$TW_3 = A_3 + Q_{TW} \times C_3 + EMC$$

Where:

A_3 = Annual trade waste charge (\$) for Cat 3

C_3 = Trade waste volumetric charge (\$/kL) for domestic strength wastewater

Q_{TW} = Trade waste discharge volume (TW metered in kL)

EMC = Excess Mass Charge

and

$$\frac{(S - D) \times Q_{TW} \times U}{1000}$$

1000

Where:

S = Concentration (mg/L) of substance in sample

D = Concentration (mg/L) of substance deemed to be present in domestic sewage (see Table 11)

Q_{TW} = Volume (kL) of trade waste discharged

U = Unit charging rate (\$/kg) for the contaminant.

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Table 11 - Nominal Domestic Strength for Charges Calculations

Parameter	Nominal Concentration in Domestic Sewage (mg/L)
Suspended Solids	250
Biochemical Oxygen Demand	250
Total Oil and Grease	50
Total Kjeldahl Nitrogen	50
Total Phosphorous	15
Total Dissolved Solids	1000
Sulphate	50

Note: Substances not listed above are deemed not to be present in domestic sewage.

9.4 APPROVAL RELATED FEES & CHARGES

9.4.1 INSPECTION AND ANALYSIS FEES

Annual Trade Waste charges allow for routine inspections and audit monitoring undertaken by Council. Where additional inspections, sampling or analysis are required because of non-compliance or Specific Conditions, costs of these activities may be recovered by Council.

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

The full cost of any laboratory analysis carried out by the Council shall be recoverable from the Approval Holder.

9.4.2 REFUNDS ON CESSATION OF DISCHARGE

Where an Approval Holder permanently ceases Trade Waste discharge, a refund will be offered on a pro-rate basis subject to the Approval Holder providing 28 days' notice, in writing, of the cessation and providing any claim is within the current financial year.

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10 Inspections and Monitoring

Council officers may inspect the premises of Trade Waste Approval Holders.

Inspections may include, but are not limited to:

- Trade Waste generating areas and connection points,
- pre-treatment facilities and standby equipment,
- maintenance records,
- metering equipment,
- training records,
- sampling facilities,
- bunding facilities and drainage routes from chemical storage areas,
- stormwater collection and disposal systems,
- work practices.

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

10.1 INSPECTION CHAMBERS AND GAUGING FACILITIES

Category 3 waste shall be discharged to Council's sewerage system through a suitable inspection chamber with facilities in accordance with the General Conditions provided in section 6.

Pre-treatment devices on all premises discharging Trade Waste must have a safely accessible inspection opening suitable for grab and composite sampling provided within the property.

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

10.2 TRADE WASTE AUDIT AND REVIEW PROGRAM

Council shall prepare and implement a periodic risk-based Trade Waste Audit and Review Program to ensure management system effectiveness and Approval Holder compliance.

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10.2.1 WHAT IS THE AUDIT AND REVIEW PROGRAM?

The Audit and Review Program (ARP) is schedule of Trade Waste management activities that provide compliance oversight to ensure customer compliance with Approval conditions.

The Audit and Review Program includes a schedule of activities at a frequency determined by Council to reduce risk of damaging non-compliance.

Table 12 - Guideline Audit and Review Program Frequencies

Program Activity	Category	Typical Objective*	Priority
BMP Inspections	Cat Zero	No. of BMP Inspections/annum	L
Audit Site Inspections	Cat 1	No. of Inspections/biennial	L
	Cat 2	No. of Inspections/annum	M
	Cat 3	No. of Inspections/annum	H
Audit Sampling	Cat 3	No. Audit Samples/annum	H
Approval Renewals	Cat Zero	No. Reviewed/annum	L
	Cat 1	No. Reviewed/annum	L
	Cat 2	No. Reviewed/annum	M
Performance Review Meetings	Cat 3	Performance Reviews/annum	H
Review of Self-Monitoring Reports	Cat 3	Self-Monitoring Reviews/annum	H

* The programmed frequency is updated and prescribed in the Audit and Review Plan in response to the performance indicated by the previous year's management review.

Note: The frequency of activities within an ARP is a balance between managing the potential risk and prioritising the resources available.

10.2.2 HOW IS THE AUDIT AND REVIEW PROGRAM IMPLEMENTED?

The ARP shall be prepared by Council in June for implementation in the upcoming financial year.

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The ARP shall include:

- A summary of Council's performance against the previous year's ARP.
- A statement of the adopted program activity frequencies for the upcoming year (similar to Table 12).
- A schedule of intended program activities for each month of the upcoming year, in accordance with the adopted program activity frequencies.

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11 Managing Stormwater and Prohibited Waters

11.1 GENERAL

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

To prevent Stormwater ingress from open Trade Waste generating areas, acceptable solutions are provided in sections 11.2 to 11.4.

11.2 ROOFING AND OVERHANG

A roofing solution must have overhang, outwards from the vertical above either a bund wall or the ground contour grading apex, to prevent Stormwater incursion into the Trade Waste generating area.

The minimum roof overhang required is a length equal to 25% of the height of the roof from the finished ground level.

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

11.3 DEMAND DRIVEN DIVERSION SYSTEMS

Wastewater from wash bays may, on approval by Council in its sole discretion⁴, be discharged as Trade Waste via a demand-driven diversion system provided the discharge meets Trade Waste Limits.

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

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

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

⁴ Such approval shall be a Special Condition of the relevant Trade Waste Approval

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The Approval Holder must ensure Council is notified of the diversion system and maintain it in good operating condition.

11.4 FIRST-FLUSH DIVERSION SYSTEMS

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

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

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

The Approval Holder must ensure Council is notified of the diversion system and maintain it in good operating condition.

11.5 DISCHARGE OF SEEPAGE WATER

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

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

11.6 DISCHARGE OF LANDFILL LEACHATE OR WASTE TREATMENT WATERS

The discharge of leachate from municipal landfills or wastewater from waste treatment or disposal facilities to the sewerage system may be considered, at the sole discretion of Council and under controlled conditions.

Leachate from landfill sites and wastewater from waste treatment or disposal facilities are Category 3 Trade Waste and shall not be discharged to sewer without a Trade Waste Approval.

On-site pre-treatment to reduce contaminant levels (specifically including ammonia and chemicals of emerging concern) to Trade Waste Limits may be required.

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Self-monitoring conditions shall include routine analysis of leachate for per and polyfluoro-alkyl substances (PFAS) by methods that produce data suitable for assessment against regulatory requirements⁵.

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

The plan shall address:

- segregation of potentially contaminated areas from uncontaminated areas (especially with respect to PFAS and other Chemicals of Emerging Concern);
- prevention of Prohibited Waters entering into leachate collection sumps or the sewerage system.

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

11.7 PROHIBITED WATERS MANAGEMENT PLAN

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

11.8 COLLECTING STORMWATER FOR COMMERCIAL USE

Where Stormwater (or another alternative water source) is used to supply Trade Waste generating activities, the system must employ a compliant flow meter to measure the volume of Stormwater added to the potable water usage at the site.

Where the Approval Holder fails to install or maintain a meter, Council may estimate the discharge volume from the Stormwater collection area (e.g. roof area) and the locality's long-term average annual rainfall (e.g. annual rainfall in mm x roof area in m²).

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

⁵ Regulatory requirements and guidelines include (State) The End of Waste Code and the (National) PFAS NEMP

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11.9 SERVICE STATION FORECOURTS AND REFUELLING POINTS

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

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

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

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12 Tankered Waste

12.1 GENERAL

For reasons of public health, environmental protection and efficiency, Council conditionally accepts tankered waste from within its service area at nominated STP(s).

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

12.2 WHAT IS TANKERED WASTE?

Tankered Waste is wastewater collected within Council's service area and carried by tanker for discharge at a Council nominated discharge location.

Any form of waterborne waste intended for disposal to sewer that does not meet the criteria in Table 13 is Trade Waste and requires Trade Waste approval for disposal.

Note: Trade Waste approval must be obtained before arranging transport and disposal of the Trade Waste.

Tankered Waste is waterborne waste from well-characterised sources listed in Table 13. These wastewaters are deemed acceptable for discharge at Council's nominated tankered waste discharge locations by Transporters that hold a Council Tankered Waste Approval (only).

Table 13 - Deemed Quality Tankered Waste - Criteria

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

Note: The philosophy of Deemed Quality Waste is that the approved Transporter can easily identify Tankered Waste sources when the wastewater is collected.

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

12.3 TANKERED WASTE APPROVAL

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

The Transporter must hold an Environmental Authority for regulated waste transport in Queensland (ERA57 – refer to Department of Environment, Tourism, Science and Innovation for details).

Note: This provision ensures that the Transporter understands their waste tracking responsibilities.

12.4 HOW TO APPLY FOR TANKERED WASTE APPROVAL

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

<https://www.frasercoast.qld.gov.au/trade-waste>.

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

All applications for Tankered Waste Approval shall provide the following information:

- Applicant's full name, address and contact details
- Contact details of the Transporter's representative (if different to above)
- Business name, ABN and address of the Transporter
- A declaration that the Transporter holds an Environmental Authority for regulated waste transport in Queensland (ERA57)
- A declaration that the Transporter agrees to enter into an Agent's Agreement under Section 90 of the *Environmental Protection Regulation 2019*, which transfers responsibility for trackable waste reporting from Council to the Transporter
- A declaration that the Transporter agrees to track all Tankered Waste movements using Council's preferred way or ways of State Government approved waste tracking (including via waste transport certificate or electronic waste tracking systems), and
- A declaration that the Transporter will comply with all relevant legislation while undertaking Tankered Waste activities.

Note: For clarity, a Transporter is only required to apply for Tankered Waste Approval once.

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12.5 GENERAL CONDITIONS OF TANKERED WASTE APPROVAL

For the purposes of this Plan, Tankered Waste is managed under the same General Conditions as Trade Waste (see section 6) i.e. each of the General Conditions applies to Tankered Waste as though it is Trade Waste⁶.

Tankered Waste from the well-characterised sources described in Table 13 is deemed to comply with discharge requirements, at Council's sole discretion.

Council may refuse discharge of Tankered Waste or refuse its discharge subject to the Transporter providing evidence of its source or composition at its sole discretion.

⁶ For clarity: this an efficient way to describe the conditions under which tankered waste is managed – it is recognised that domestic waste excluded from the usual definition of Trade Waste.

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13 Powers of Council

13.1 TO MAKE TRADE WASTE APPROVAL DECISIONS

Council will assess the information provided by the applicant on their Application Form and hydraulic plans. Council will determine, at its sole discretion, whether to issue a Trade Waste Approval.

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

13.2 TO IMPOSE TRADE WASTE APPROVAL CONDITIONS

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

- protect worker health and safety
- prevent pass-through or Interference
- protect against damage to Council's assets
- protect the quality of the water body receiving treated effluent
- facilitate Council's biosolids and effluent re-use strategies
- address any other matter that Council regards as material.

13.3 TO VARY TRADE WASTE APPROVAL TERMS AND CONDITIONS

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

- to incorporate any new or revised federal, state, or local statutory requirements
- to address significant alterations or additions to the on-site operations, processes, or Trade Waste volume or character since the date of Trade Waste Approval issuance
- a change in Council's sewerage infrastructure that requires either a temporary or permanent reduction or elimination of the approved Trade Waste discharge
- information indicating that the approved compliant Trade Waste discharge poses a threat to Council's sewerage infrastructure, Council personnel, or the receiving waters

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- violation of any terms or conditions of the Trade Waste Approval
- misrepresentations or failure to fully disclose all relevant facts in the Trade Waste Approval application or in any required reporting
- to correct typographical or other errors in the Trade Waste Approval; or
- to reflect a transfer of land ownership or owner/occupier relationships.

13.4 TO HAVE ACCESS

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

13.5 TO INSTALL MONITORING AND OTHER EQUIPMENT

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

13.6 TO ISSUE NOTICES

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

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

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

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

13.7 TO RECOVER COSTS

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

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- Trade Waste quantity and quality
- additional Trade Waste inspections, wastewater sampling and analysis
- removing excess contaminants from Council's sewerage infrastructure
- non-routine cleaning or maintenance of Council's infrastructure
- preparing administrative enforcement remedies detailed previously in this clause
- any other associated task reasonably undertaken by Council to determine whether damage referred to in this clause has been caused by Trade Waste discharged from the Approval Holder's premises or to restore Council's sewerage infrastructure to a reasonable state for continued service to the community.

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

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

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

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14 Improvement and Enforcement

14.1 PURPOSE AND SCOPE

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

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

14.2 ENFORCEMENT PROCESSES

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

14.3 SELF-MONITORING AS A REMEDY FOR NON-COMPLIANCE

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

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

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

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

14.4 NON-COMPLIANCE AUDIT AND RESAMPLING FEE

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

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14.5 EFFLUENT IMPROVEMENT PLANS

14.5.1 WHAT IS AN EFFLUENT IMPROVEMENT PLAN?

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

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

A template Effluent Improvement Plan is available from Council.

14.5.2 HOW IS AN EFFLUENT IMPROVEMENT PLAN APPLIED?

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

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

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

14.5.3 IMPROVEMENT PLAN PROGRESS REPORTS

The following conditions shall apply to any Improvement Plan required under this TWMP:

- The program shall contain progress increments in the form of dates for the commencement and completion of major events leading to the construction and operation of additional pre-treatment or other facilities required to meet requirements (such events include, but are not limited to, establishing budget, hiring an engineer or hydraulic consultant, completing preliminary and final plans, executing contracts for works, commencing and completing construction, and starting routine operation).
- No Improvement Program shall exceed two years, or any individual increment exceed six months.
- The Approval Holder shall submit a progress report to Council no later than fifteen (15) working days following each date in the program, including as a minimum, whether or not it complied with the increment of progress, the reason for any delay,

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and if appropriate, the actions being taken by the Approval Holder to return to the program.

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

14.6 FORMAL COMPLIANCE ENFORCEMENT ACTIONS

There are two main options for Formal Compliance Action:

- Formal Compliance Action to suspend or cancel the Trade Waste Approval under section 182 of the *Water Supply Act*; or
- The issue of a Penalty Infringement Notice for offences under section 191 and section 193(1) of the *Water Supply Act*.

The implementation of any enforcement action will align with the *Fraser Coast Regional Council Enforcement Manual (v4)* (eDocs #4617424).

14.6.1 SUSPENSION OR CANCELATION OF APPROVAL (S.182 WATER SUPPLY ACT)

14.6.1.1 THE GROUNDS

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

- Contravened a condition of a Trade Waste Approval; or
- Contravened a provision of the *Water Supply Act*; or
- The Trade Waste Approval is no longer appropriate.

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

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

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

14.6.1.2 APPROVAL HOLDER SUBMISSIONS

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

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

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

14.6.1.3 COUNCIL'S CONSIDERATION AND DECISION

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

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

- g) If Council is not satisfied that the proposed action should be taken, Council shall provide the Approval Holder with notice to that effect.
- h) If Council is satisfied that the proposed action should be taken, Council shall issue, within 30 business days of making its decision, an Information Notice suspending or cancelling the Approval Holder's approval.

14.6.2 PENALTY INFRINGEMENT NOTICE (S. 191 AND S. 193(1) WATER SUPPLY ACT)

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

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

An Authorised Person may elect to issue a Penalty Infringement Notice (PIN) as an alternative to Formal Compliance Action described in clauses B and 15.6.2 above.

14.6.2.1 THE SCENARIOS

There are a number of practical scenarios where a person may breach section 193(1) of the *Water Supply Act*, including:

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

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- An Owner of a commercial property is disposing of Trade Waste, or allowing a Trade Waste generating tenant to discharge Trade Waste, but refuses to apply for Trade Waste Approval; or
- The Trade Waste being discharged is not of the type authorised under the Trade Waste Approval.

14.6.2.2 COUNCIL'S CONSIDERATION AND DECISION

There are two options for commencing Formal Compliance Action for a breach of section 193(1) of the *Water Supply Act*:

- i) The Authorised Person may issue the person who discharges Trade Waste with a PIN, following the process described in Council's policies.
- j) The Authorised Person may refer the matter to Legal Services for commencement of District Court enforcement proceedings or a Magistrates Court prosecution.

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15 Records and Reporting

15.1 TRADE WASTE DATABASE

Council will employ a Trade Waste database for the purpose of maintaining information on Trade Waste discharges within Council's service territory.

The database will contain Trade Waste Approval information and other information required for the purposes of managing Trade Waste, including information generated through the applications, considerations, assessment, conditioning, monitoring and enforcement of Trade Waste Approvals.

Data and information recorded in the Trade Waste database shall be treated confidentially and used only for the purposes of Council's Trade Waste management.

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16 Definitions

16.1 DEFINITIONS

Active Grease Arrestor

A plumbing appliance installed to mechanically intercept FOG from a wastewater discharge. The design incorporates air entrainment, hydromechanical separation, interior baffling, and/or barriers in combination or separately.

Arrestor

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

Applicant

Person or firm applying to Council for Trade Waste Approval.

Application Fee

Refer to Council's published Schedule of Fees and Charges.

Approval

In this document reference to Approval means Trade Waste Approval

Approval Holder

In this plan, a reference to Approval Holder means the Property Owner (or Property Owner's authorised agent) who is approved to discharge Trade Waste to sewer.

Authorised Agent

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

Authorised Person

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

Best Management Practice

In this plan, a reference to Best Management Practice means a practice or combination of practices that is an effective, practicable means of preventing or reducing the amount of contaminants contained in Trade Waste.

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Biochemical Oxygen Demand

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

Biosolids

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

Bypass

The diversion of untreated wastewater to sewer without passage through specified pre-treatment systems.

Chemical Oxygen Demand

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

Commercial Swimming Pool

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

Council

In this plan a reference to Council means Fraser Coast Regional Council.

Discharge (or Discharged)

In this plan a reference to Discharge (or Discharged) means a Trade Waste discharge to Council's sewerage infrastructure.

Discharge Quality

A term referring to the concentration of relevant contaminants in the Trade Waste. In this plan, when referred to in the context of Trade Waste charges, quality is defined by the concentration of suspended solids, biochemical oxygen demand, total Kjeldahl nitrogen and total phosphorous.

Discharge Volume

The volume of Trade Waste discharged from the premises within a specified time period (e.g. kL/d or kL/annum). The volume may be deemed, estimated or metered.

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Domestic Sewage

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

Domestic Strength

An example of some of the nominal concentration of contaminants in Domestic Sewage is:

- Suspended Solids 250 mg/L
- Biochemical Oxygen Demand 250 mg/L
- Total Nitrogen 50 mg/L
- Total Phosphorous 15 mg/L

Food Service Business

A business involved in the preparation and sale of food and beverages and includes all businesses that are a licensable food business under section 48 of the *Food Act 2006*.

Formal Compliance Action

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

General Condition

A Trade Waste Approval condition that applies to all Trade Waste Approvals.

Good Operating Practice (GOP)

In respect of the design, construction, management, operation, maintenance, upgrade and repair of the Approval Holder's Infrastructure, the exercise of that degree of skill, care and diligence, and the adoption of those practices, methods and acts, that would reasonably be expected from an experienced operator of a comparable facility or infrastructure under comparable circumstances, and includes (with limitation) taking reasonable steps to ensure that:

- the design, construction, management, operation, maintenance, upgrade and repair of the infrastructure complies with Applicable Laws and is otherwise in accordance with relevant industry standards and practices;
- adequate materials, resources and supplies are available and employed;
- sufficient, adequately experienced and trained operating personnel are available to manage and operate the infrastructure properly and efficiently, taking into account any

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manufacturer guidelines and specifications for components of the infrastructure; and are capable of responding to abnormal conditions;

- preventative, routine and non-routine maintenance and repairs of the infrastructure are performed on a basis that ensures reliable, long-term and safe operation, taking into account any manufacturer guidelines and specifications;
- appropriate monitoring and testing is done to ensure the Infrastructure is functioning as designed and to provide assurance that the Infrastructure will function properly under both normal and abnormal conditions; and
- the infrastructure is operating in a manner that:
 - is safe;
 - does not unnecessarily or unduly damage the environment;
 - does not cause damage to the infrastructure over and above normal wear and tear; and
 - does not damage or interfere with the operation of any utility services or the Council Infrastructure or other infrastructure; and
 - there is a periodic identification and assessment of risks associated with the operation and maintenance of the infrastructure; and
 - all necessary Authorisations are obtained, complied with and maintained.

Informal Compliance Action

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

Local Limit

A locally justified and applied sewer acceptance limit that modifies the nationally adopted WSAA Trade Waste Guideline Values. Usually applied generally rather than to specific Trade Waste Approvals. Local Limits modify the WSAA Trade Waste Guideline Values in response to local limitations or context.

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Occupier

A person undertaking Trade waste generating activities on a site who is not the Property Owner (and therefore not the Trade Waste Approval Holder).

pH

A measure of acidity or alkalinity of the waste based on the activity of hydrogen ions.

pH 7 is neutral, below 7 is acidic and above 7 is alkaline. Expressed mathematically $\text{pH} = -\log[\text{H}^+]$.

Premises

Premises means:

- (a) a building or other structure; or
- (b) land, whether or not a building or other structure is on the land. This definition is consistent with the definition within the *Planning Act 2016*.

Prescribed Pretreatment

Prescribed Pretreatment is mandatory pretreatment applied to Category 1 and Category 2 Trade Waste Approvals in order to meet Approval conditions.

Prohibited Substance

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

Property Owner

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

Regulated Waste

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

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

Residual Waste

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

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Sewage

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

Specific Condition

A condition specifically applied to an individual Trade Waste Approval, which modifies a General Condition of approval or introduces a new condition.

Sewerage or Sewerage System

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

Stormwater

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

Stormwater Drainage

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

Suspended Solids

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

Trade Waste Factor (TWF)

The ratio of the volume of Trade Waste discharged into the sewerage system to the volume of water purchased from Council, expressed as a percentage or decimal fraction.

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

Trade Waste

Waterborne waste from business, trade or manufacturing premises, other than human waste, Stormwater or Prohibited Substances.

Trade Waste Approval

Written conditional approval provided by Council for a person to discharge Trade Waste to Council's sewerage system.

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Trade Waste Generator

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

Trade Waste Guidance Values

A nationally adopted list of contaminant concentrations typically considered acceptable for discharge to sewer, published by WSAA (2024). These values are modified by Local Limits to form the Trade Waste Limits in Appendix C.

Trade Waste Limits

A list of contaminant concentrations that are acceptable for discharge to sewer in the particular service territory referred to in this TWMP (refer to Appendix C). They are based on a combination of the Trade Waste Guidance Values and Local Limits.

Trade Waste Officer

An officer of Fraser Coast Regional Council appointed to the role of Trade Waste Officer or equivalent, having the delegations described in Appendix B

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16.2 ABBREVIATIONS

AHL	Allowable Headworks Loading
ARP	Audit and Review Program
ASQMG	Australian Sewage Quality Management Guidelines (2022)
BOD ₅	Biochemical Oxygen Demand, measured over 5 days
COD	Chemical Oxygen Demand
EIP	Effluent Improvement Program
EP	Equivalent Population
Kg/d	Kilograms per day
kL/d	Kilolitres per day
MAHL	Maximum Allowable Headworks Loading
MAIL	Maximum Allowable Influent Loading
mg/L	Milligrams per litre
NH ₃	Ammonia
OHS	Occupational Health and Safety
pH	Measure of acidity – alkalinity
PIN	Penalty Infringement Notice
SS	Suspended Solids
TDS	Total Dissolved Solids
TKN	Total Kjeldahl Nitrogen
TP	Total Phosphorous
TPH	Total Petroleum Hydrocarbons
TRH	Total Recoverable Hydrocarbons
TRPH	Total Recoverable Petroleum Hydrocarbons
TRP	Total Reactive Phosphorous
TWGV	Trade Waste Guidance Values
TWLR	Trade Waste Loading Report
TWL	Trade Waste Limits
TWMP	Trade Waste Management Plan
WSAA	Water Services Association of Australia

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17 Review

This Plan replaces and supersedes all previous Fraser Coast Regional Council Trade Waste Management Plans, procedures and the like.

This Plan is subject to regular review in alignment with the Trade Waste Council Policy or following significant legislative and/or business changes.

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18 Appendices

APPENDIX A – LEGISLATION RELEVANT TO TRADE WASTE

Legislation/Regulation	Key matters in relation to Trade Waste
Australian Standard AS/NZS 3500	- Plumbing works associated with Trade Waste must conform to the Plumbing and Drainage Act, the Plumbing and Wastewater Code, AS3500 and the Plumbing Code of Australia. - Provides details of backflow requirements. - Provides fixture unit ratings for grease arrestor sizing.
End of Waste Code – Biosolids	- Waste to which the Code applies. - Persons to whom the Code applies - Resource Producer requirements. - PFAS monitoring and product quality requirements. - Approved uses of classified biosolids. - Conditions of biosolid use.
Environmental Protection Act 1994	- Environmentally Relevant Activities. - Environmental harm and nuisance. - General Environmental Duty. - Connection to Environmental Policies. - Great Barrier Reef protection measures. - Environmental duties.
Environmental Protection Regulation 2008	- Environmentally relevant activities. - Regulatory requirements for environmental management decisions. - Categorisation of commercial and industrial waste (Cat 1 and Cat 2 Regulated Waste). - Waste tracking obligations and Agents' Agreements for Trackable Waste reporting. - Storage and treatment of waste. - Schedule 9 – Regulated waste and waste that is not regulated waste. - Schedule 11 – Trackable waste and waste codes. - Schedule 13 – Prescribed information for waste tracking. - Schedule 17 – Disposal and treatment codes for waste tracking.

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Environmental Protection (Water and Wetland Biodiversity) Policy 2009	• Management goals and water quality objectives for waters • Appropriate treatment before release to sewer. • Schedule 1 - Environmental values and water quality objectives.
Gene Technology (Queensland) Act 2016	• Application of Commonwealth gene technology laws • Functions and powers of Commonwealth regulator and other authorities and officers. • Provisions for licensing and approval of GMOs.
Local Government Act 2009	• Power to make a Local Law • Power to levy rates and charges • Cost recovery fees • Stormwater drains (no connection of sewerage) • No Trade Waste to stormwater drainage. • List of Prohibited Substances • Powers of Authorised Persons. • Appointing Authorised Persons.
Plumbing and Drainage Act 2018	• All plumbing works associated with Trade Waste must conform to the Plumbing and Drainage Act, the Plumbing and Wastewater Code, AS3500.2 and the Plumbing Code of Australia.
Plumbing and Drainage Regulation 2019	• Definitions of Plumbing Work. • Codes and code requirements (esp. association with the Queensland Plumbing and Wastewater Code). • Plumbing assessment and compliance procedures. • Inspecting, enforcing and certifying. • Registers to be kept (esp. backflow prevention)
Radiation Safety Act 1999	• Licences • Radiation Safety Standards and Certificates of Compliance • Disposal of radioactive material (esp. to sewer) • Banned radiation sources and practices.
Radiation Safety Regulation 2021	• Radiation sources. • Disposal of radioactive material (esp. to sewer). • Radiation dose limits. • Schedule 3 – Disposal of radioactive materials to sewer.

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Water Supply (Safety & Reliability) Act 2008	• Registration of Service Providers. • General powers of service providers and authorised persons. • Authorised Persons. • Trade Waste and Seepage Water approvals. • Offences (including discharging particular substances). • Suspension and cancellation Limits. • Notices and cost recovery. • Schedule 1 provides a list of Prohibited Substances.
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APPENDIX B – DELEGATED AUTHORITY

Subject to Council nomination and appointment as an Authorised Person under the *Water Supply Act*, Trade Waste Officers may be delegated the authority to:

- Give notice to a person who makes an unauthorised connection - Section 33(2).
- Enter and disconnect - Section 33(4)(a).
- Enter and disconnect where connection is causing damage to infrastructure - Section 33(5)(a)
- Enter places for restricted purposes - Section 36(1).
- Enter place to read, check, maintain or replace meter - Section 37(1)\.
- Give an approval to discharge trade waste - Section 180.
- Suspend or cancel trade waste approval - Section 182.
- Give a show cause notice about proposed action - Section 183.
- Suspend approval for proposed suspension period - Section 183(2)(a).
- Cancel approval or suspend for a period - Section 183(2)(b).
- Suspend or cancel approval without giving show cause notice - Section 184.
- Give a consent to discharge particular materials - Section 193.

Details of delegated authorities are kept within Council's Sub-Delegations Register.

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APPENDIX C – TRADE WASTE LIMITS

Purpose and Scope

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

These Trade Waste Limits conform to the Australian Sewage Quality Management Guideline 2022 (WSAA) and the requirements of the *Water Supply (Safety and Reliability) Act 2008*.

Prohibited Substances

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

- A solid or viscous substance in a quantity, or of a size, that can obstruct sewerage or interfere with the operation of sewerage. Examples of solids or viscous substances that are prohibited substances if of a size or in the quantity mentioned in Schedule 1 of the *Water Supply (Safety and Reliability) Act 2008*:
 - ash, cinders, sand, mud, straw and shavings
 - metal, glass and plastics
 - paper and plastic dishes, cups and milk containers whether whole or ground by garbage grinders
 - rags, feathers, tar and wood
 - whole blood, paunch manure, hair and entrails
 - oil and grease.
 - cement laden wastewater, including, wash down from exposed aggregate concrete
- A flammable or explosive solid, liquid or gaseous substance, including petrol.
- Floodwater, rainwater, roof water, stormwater, subsoil water and surface water.

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

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- A substance that, given its quantity, is capable alone, or by interaction with another substance discharged into sewerage, of:
 - inhibiting or interfering with a sewage treatment process; or
 - causing damage or a hazard to sewerage; or
 - causing a hazard for humans or animals; or
 - creating a public nuisance; or
 - creating a hazard in waters into which it is discharged; or
 - contaminating the environment in places where effluent or sludge from a sewage treatment plant is discharged or reused.

Example of substance under item 4 – substance with a pH lower than 6.0 or greater than 10.0

- A substance at a temperature of more than:
 - if the Council has approved a maximum temperature for the substance - the approved maximum temperature; or
 - a maximum of 38°C.

Restricted Substances

General

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

For trade waste discharge volumes greater than 10 kL/day, Council may apply specific limits (generally lower than the limits described below and inclusive of mass load conditions).

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

Medical, pathological, infectious, etiologic and cytotoxic wastes

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

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

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

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

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

Genetically Modified Organisms

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

Any person wishing to discharge commercial products containing genetically modified organisms must first obtain approval from the Gene Technology Regulator, Canberra. Council may then grant approval for discharge to sewerage. Laboratories and other facilities which culture, package or transport GMOs should have in place procedures and pre-treatment equipment to ensure that no live GMOs are discharged to sewerage.

Application to the obtain approval from the Gene Technology Regulator can be arranged through the Gene Technology Regulator:

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

Halogenated Aromatic Hydrocarbons

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

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

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Pesticides – Organochlorine Types

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

Radioactive Material

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

Other Substances

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

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

Alkaline Hydrolysis Waste

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

Disposable Solid Products

Disposable solid products, including those marketed as “flushable” (e.g. wet wipes, cleaning wipes, cat litter), are not permitted to be disposed to the sewerage system unless they conform to Australian Standard AS/NZS 5328 Flushable Products.

Trade Waste Enzymes and Additives

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

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

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Treatable Substance Limits

Substance	O1	O2	O3	O4	O5	Limit
BOD ₅	✓	✓	✓	✓	✓	1000 mg/L
COD	✓	✓	✓	✓	✓	2000 mg/L
Suspended Solids		✓	✓	✓	✓	1000 mg/L
Grease		✓	✓	✓		200 mg/L
Nitrogen		✓	✓	✓	✓	60 mg/L
Ammonia	✓	✓	✓	✓	✓	150 mg/L
Phosphorous		✓	✓	✓	✓	30 mg/L
Dissolved Solids		✓	✓	✓	✓	5,000 mg/L

Notes:

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

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

Generic Substance Limits

Parameter	Trade Waste Objective					Limit	Comment / Rationale
	O1	O2	O3	O4	O5		
Temperature	✓	✓				≤ 38°C	Increases in temperature increase the rate of a chemical reaction.
pH		✓				6.8-10.0	Acidic and alkaline wastes create safety concerns. Low pH wastewater exacerbates corrosion of concrete assets
Gross Solids		✓	✓			≤ 20 millimetres max. linear dimension	If the WWTP fine screens have a lower aperture, the corresponding dimension should be used.

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Parameter	Trade Waste Objective					Limit	Comment / Rationale
	O1	O2	O3	O4	O5		
Colour			✓	✓	✓	Not noticeable at 100 dilutions	Usually a precursor to high organic loads. Will affect treatment for high end circular economy products
Boron (as B)	✓		✓	✓	✓	25 mg/L	Effectively removed by precipitation using calcium chloride
Bromine (as Br ₂)	✓	✓	✓	✓	✓	5 mg/L	Usually removed by steam distillation
Chlorine (measured as Cl ₂)	✓	✓	✓	✓	✓	10 mg/L	Not included in Trade Waste contracts if the Utility requests disinfection
Cyanide-weak Acid Dissociable (as CN ⁻)	✓	✓	✓	✓	✓	2 mg/L	Oxidised to cyanate by treating with sodium hypochlorite
Fluoride (as F ⁻)	✓	✓	✓	✓	✓	30 mg/L	Usually treated by adsorption
Iodine	✓	✓	✓	✓	✓	5 mg/L	Should not be confused with iodine-131, a radioactive isotope used in treatment of thyroid gland cancer
Sulphide-Total (as S ²⁻)	✓	✓	✓	✓	✓	5 mg/L	Refers to sulphide in the liquid phase. Treated with hydrogen peroxide
Sulphate (measured as SO ₄)	✓	✓	✓			2000 mg/L	Difficult to treat, usually managed by chemical substitution
Thiosulphate	✓	✓	✓			400 mg/L	Difficult to treat, usually managed by chemical substitution

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Metals Limits

	Trade Waste Objective					
Substance	O1	O2	O3	O4	O5	Limit
Aluminium (Al)	✓	✓	✓	✓	✓	100 mg/L
Arsenic (As)	✓		✓	✓	✓	1 mg/L
Barium (Ba)			✓	✓	✓	10 mg/L
Cadmium (Cd)	✓		✓	✓	✓	2 mg/L
Chromium (Cr)	✓		✓	✓	✓	3 mg/L
Cobalt (Co)			✓	✓	✓	5 mg/L
Copper (Cu)			✓	✓	✓	8 mg/L
Iron (Fe)		✓	✓	✓	✓	100 mg/L
Lead (Pb)	✓		✓	✓	✓	1 mg/L
Lithium (Li)	✓		✓	✓	✓	10 mg/L
Manganese (Mn)			✓	✓	✓	10 mg/L
Mercury (Hg)	✓		✓	✓	✓	0.005 mg/L
Molybdenum			✓	✓	✓	100 mg/L
Nickel (Ni)			✓	✓	✓	5 mg/L
Selenium (Se)			✓	✓	✓	5 mg/L
Silver (Ag)	✓		✓	✓	✓	5 mg/L
Tin (Sn)	✓		✓	✓	✓	5 mg/L
Zinc (Zn)			✓	✓	✓	10 mg/L

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Chemical Compounds

Substance		Trade Waste Objective					Limit	Rationale
		O1	O2	O3	O4	O5		
Total Aldehydes		✓		✓	✓	✓	30 mg/L	Strong biocide qualities, will inhibit biological activity. Toxic to humans
Individual aldehydes	Formaldehyde	✓		✓	✓	✓	30 mg/L	
	Acetaldehyde	✓		✓	✓	✓	5 mg/L	
	Propionaldehyde	✓		✓	✓	✓	5 mg/L	
Total Phenolic Compounds		✓			✓	✓	1 mg/L	Persistent and toxic in the environment.
Total Perfluoroalkyl and Polyfluoroalkyl Substances (PFAS)				✓	✓	✓	1 ug/L	Persistent and toxic in the environment.
Total Chlorinated Phenolic Compounds		✓		✓	✓	✓	0.05 mg/L	Persistent and toxic in the environment.
Total Petroleum Hydrocarbons		✓	✓	✓		✓	10 mg/L	Flammable
Individual Alkanes	Pentane	✓	✓	✓		✓	1 mg/L	
	Hexane	✓	✓	✓		✓	1 mg/L	
	Heptane	✓	✓	✓		✓	1 mg/L	
	Octane	✓	✓	✓		✓	1 mg/L	
	Nonane	✓	✓	✓		✓	1 mg/L	
Sum of Alkanes	Sum of C ₅ -C ₉	✓	✓	✓		✓	5 mg/L	
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Substance		Trade Waste Objective					Limit	Rationale
		O1	O2	O3	O4	O5		
Total Aromatic Hydrocarbons		✓	✓	✓		✓	5 mg/L	Known carcinogens
Individual common aromatics	Benzene	✓	✓	✓		✓	0.1 mg/L	
	Cumene	✓	✓	✓		✓	3 mg/L	
	Toluene	✓	✓	✓		✓	1 mg/L	
	Styrene	✓	✓	✓		✓	2 mg/L	
	Xylene	✓	✓	✓		✓	1 mg/L	
	Ethyl Benzene	✓	✓	✓		✓	1 mg/L	
Total Ketones		✓	✓	✓	✓	✓	100	LEL concerns in sewers and toxic vapours.
Individual Ketones	Acetone	✓	✓	✓	✓	✓	400 mg/L	
	Methyl Ethyl Ketone	✓	✓	✓	✓	✓	1mg/L	
Volatile Halogenated Compounds		✓	✓	✓	✓	✓	1.5 mg/L	Persistent and toxic in the environment.
Individual Halogenated Compounds	Trichloromethane (Chloroform)	✓	✓	✓	✓	✓	0.1 mg/L	
	Trichloroethylene	✓	✓	✓	✓	✓	0.1 mg/L	
Pesticides (General), (Including insecticides, herbicides, fungicides)				✓	✓	✓	0.1 mg/L	Persistent and toxic in the environment.
Polychlorinated Biphenyls (PCBs)		✓		✓	✓	✓	0.002 mg/L	Persistent and toxic in the environment.
Polybrominated Biphenyls (PBBs)		✓		✓	✓	✓	0.002 mg/L	Persistent and toxic in the environment.

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Substance	Trade Waste Objective					Limit	Rationale
	O1	O2	O3	O4	O5		
Total Organochlorine Pesticides			✓	✓	✓	0.006 mg/L	Strong biocides. Toxic to humans

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APPENDIX D – TRADE WASTE FACTORS

The Trade Waste Factor is the ratio of the volume of Trade Waste discharged into the sewerage system to the total water consumption, expressed as a percentage. This factor is used for calculation of Trade Waste charges for Category 2 Approval Holders.

$$\text{TWF} = (\text{Trade Waste Volume} / \text{Total Water Consumption}) \times 100$$

Trade Waste Discharge Factors are referenced by Council from the *NSW Liquid Trade Waste Regulation Guidelines* (Department of Planning, Industry & Environment 2019) and are modified and applied by Council, after inspection of the site, to best match individual usage patterns.

An Approval Holder may apply in writing for a review of their Trade Waste Factor if they believe their business exhibits non-standard water use. The email address for requesting a review is: trade.waste@council.qld.gov.au.

TWF for Premises with Multiple Trade Waste Streams

Examples of premises with multiple waste streams include shopping centres, hospitals, tertiary educational facilities, and correctional centres. For the review or assessment of a site-specific Trade Waste Factor, Council will require detailed usage data from the Approval Holder.

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