

Annual Compliance Plan

2013–14 End of Year Report

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Background

The Department of Environment and Heritage Protection (the department) is committed to delivering strong environmental management supporting sustainable economic development.

To ensure the greatest risks to Queensland's environment and heritage are proactively addressed, the department develops an annual compliance plan. It serves to inform customers and members of the public about the current key risks to Queensland's environment and places of significant heritage value and advises them of the proactive strategies the department has employed to minimise or eliminate these risks.

The Annual Compliance Plan 2013–14 was published on the department's website in August 2013 and a mid-year progress report was completed in January 2014. Both of these reports are available on the department's website at www.ehp.qld.gov.au.

This end of year report provides information on the following projects that were the focus of the Annual Compliance Plan 2013–14:

- heritage listed places
- movement of waste
- high impact industrial estates
- conventional oil and gas
- CSG/LNG industry
- Commercial harvesting of macropods
- Flying foxes
- Illegal trade in wildlife
- illegal trade in dugong and turtle meat
- contaminated land suitably qualified persons
- heavy industry in Gladstone
- air quality regulation and reporting
- high/very high risk ERAs
- online illegal trade in wildlife
- waste acceptance practices
- water management at mines, landfills and quarries
- environmental impacts of unlined landfills
- commercial whale watching in state waters.

The compliance projects were broken into three primary projects with strategic, monitoring or capacity building objectives.

Strategic projects

These projects target a particular business or community sector or area with a high potential to impact on the environment or the safety of the community. They focus on issues such as establishing baseline compliance performance, the effectiveness of current regulatory frameworks, strategies to improve compliance performance and identifying best practice. These projects drive improved regulatory systems and tools and compliance outcomes.

Monitoring projects

These projects involve continuous collection, monitoring and analysis of data and intelligence to identify instances of non-compliance. Non-compliances could trigger additional compliance activity such as site inspections and/or investigations. These projects drive compliance outcomes and remedial action.

Capacity building projects

These projects provide customers with training, resources and opportunities to increase skills and the capacity for meeting their regulated obligations, and improve the way they operate so that they can move 'beyond compliance' to best-practice approaches to environmental and heritage management.

Introduction

The compliance programs published in the annual compliance plan (ACP) were determined through a transparent and risk-based process that identified activities where a high-level of non-compliance was detected or where an activity posed a significant risk to the environment. This enabled the department to align resources with the identified areas of significant risk to ensure Queensland's key environmental assets and heritage places are protected.

During the risk assessment process, the department also sought to understand why non-compliance occurred. When it was identified that it was potentially due to a lack of knowledge on behalf of our customers, compliance strategies were developed to increase customers' knowledge of their obligations or remove ambiguity from the department's guidelines and policies.

Finally, the plan included additional compliance strategies that increased the department's understanding of the issues surrounding identified risks. The information captured from these activities will assist the department in determining the direction of future compliance activities.

The purpose of this report is to document to the community and industry the outcomes of the compliance strategies undertaken for each activity in the ACP 2013–14.

The department recorded multiple successes in regards to meeting the compliance strategies and target commitments outlined in the ACP 2013–14. Highlights of these successes are provided on page three of this document.

This ACP 2013–14 end of year report provides a response for each of the activity types under their respective strategic, monitoring or capacity building project umbrella. Each activity response is provided in an easy to read table layout that includes the project description, compliance strategy, target commitments, action taken by the department and the outcome of these activities.

Our regulatory responsibilities

The department is focused on helping grow Queensland's economy while ensuring the state's environment is protected and maintained. The department has delivered a significant regulatory reform agenda which has streamlined administrative processes, simplified the regulatory burden on business and reduced prescriptive requirements.

A number of initiatives were implemented to achieve this, including Greentape Reduction reforms, improving environmental assessment timeframes and the release of the Regulatory Strategy.

The updated Regulatory Strategy outlines the long-term vision for the department's regulatory, compliance and enforcement activities. It describes the department's approach across the four stages of regulation—setting standards, applying standards, monitoring performance and responding to performance. Implementation of the Regulatory Strategy ensures industry is able to prosper while ensuring Queensland's unique environment and heritage places are well-managed and protected now and into the future.

In addition to the updated Regulatory Strategy, the department has also delivered significant regulatory reform for the resources industry. This regulatory reform has delivered a simplified regulatory framework, streamlined administrative processes, increased flexibility and reduced prescriptive requirements, without diluting environmental protection or lowering environmental standards.

The department's main areas of regulatory responsibility include:

- industrial, mining and resource activities that have an impact on the natural environment
- the management of native wildlife and flora
- the protection of Queensland's heritage places
- activities that take place in the state's coastal zone
- waste reduction
- impacts on underground water by the activities of petroleum tenure holders.

The department is responsible for Queensland's environment and heritage protection laws and regulations and regulates activities under the:

- *Coastal Protection and Management Act 1995*
- *Environmental Protection Act 1994*
- *Nature Conservation Act 1992*
- *Queensland Heritage Act 1992*
- *Sustainable Planning Act 2009*
- *Waste Reduction and Recycling Act 2011*
- *Water Act 2000* (Chapter 3).

Our customers

The department's foremost customers are the people of Queensland. The department seeks to work collaboratively with organisations that have a role or interest in the environment. This includes all levels of government, conservation and special interest groups, environmental authorities, regional natural resource management groups, industry and landholders.

To achieve the government's vision and objectives, the department's programs, regulations and customer service involve active engagement and collaboration and are underpinned by robust scientific evidence and thorough analysis.

The department uses numerous communication channels to build and maintain its relationships with its customers and other interested parties and to receive feedback and suggestions about its activities and direction. The department is further committed to examining new and modern technologies to increase interaction between the department and the community.

Opportunities to work with industry will be implemented where there are clear benefits to business, the government and the community. Other partnerships with state and local governments, conservation groups, businesses and the wider community will be progressed to deliver the Queensland Government's environment and heritage commitments.

Report highlights

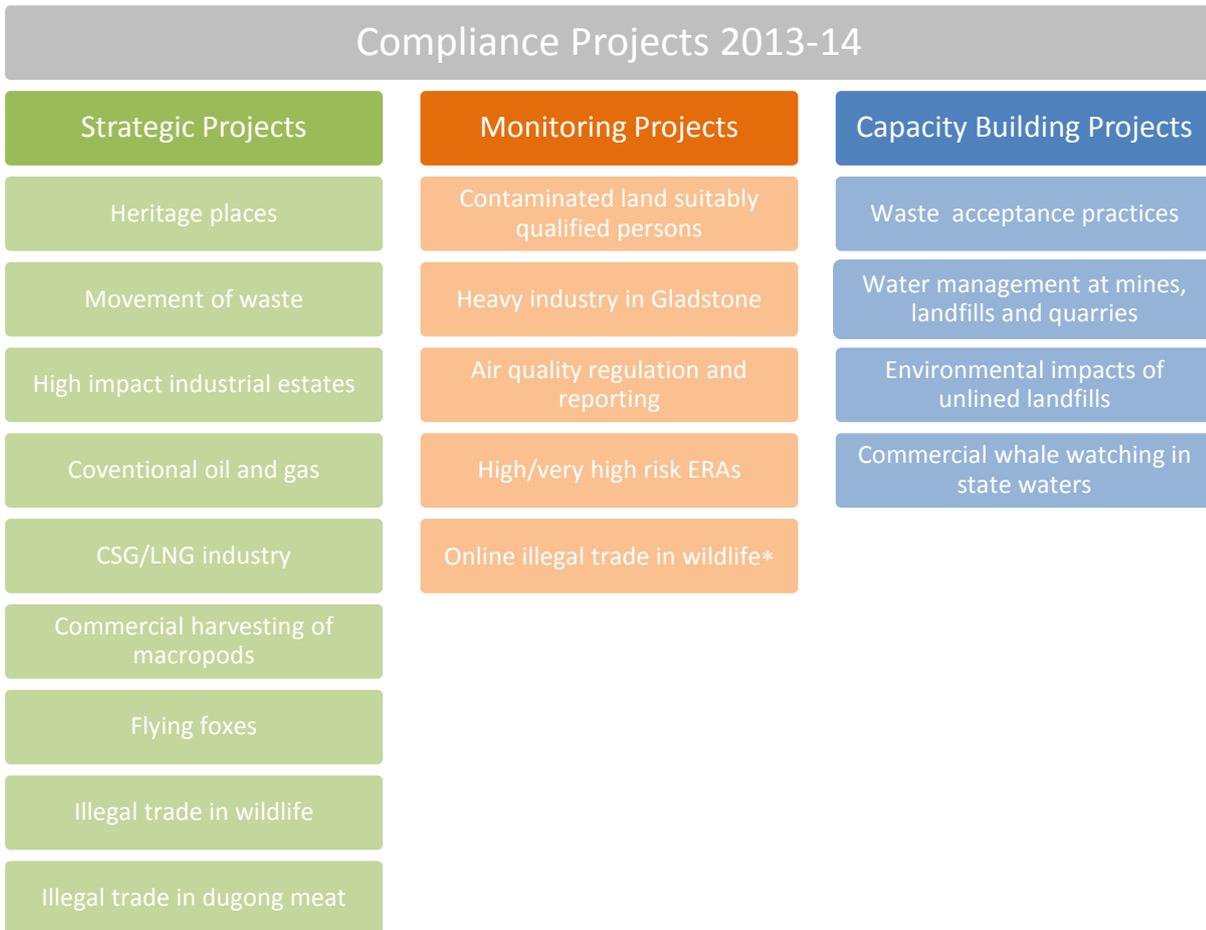
The department undertook a significant number of strategies and associated target commitments for a wide range of activities in 2013–14. Some of the highlights of the outcomes of these strategies include:

- Heritage – all heritage sites at significant risk of deterioration and/or damage were inspected. The department recorded an 80% increase in the number of inspections in comparison to the previous year.
- Movement of waste program – the department undertook education strategies to enhance the quality of required waste operator submissions, resulting in a 64% decrease in error rates this year. A focus on investigating unlicensed activity and implementing targeted education campaigns has seen all identified companies now appropriately licensed.
- Conventional oil and gas – the use of remote sensing technology has enhanced the department's ability to identify current risks in remote and isolated locations. The department worked closely with industry leaders to educate operators and address risks, successfully bringing customers back into compliance as a result.
- Commercial harvesting of macropods – no harvest quotas were exceeded during the harvest period. Enforcement letters were sent to non-compliant harvesters to improve harvest return submissions resulting in a significantly lower level of non-compliance in 2013–14.
- Flying foxes – no evidence of alleged unauthorised take or shooting of flying foxes without a permit was detected. Unseasonable weather conditions led to early harvesting of crops, resulting in a decreased level of take of flying foxes.
- Domestic trade in protected wildlife – a new ICT project under development will automate processes for permit applications and assessments which will significantly reduce manual processing and enhance intelligence driven compliance targeting of illegal traders.
- Domestic trade in turtle and dugong meat – a proactive, multi-agency cooperative approach and sustained engagement with traditional owners had strengthened relationships and reduced the risk of illegal trade. Training was delivered to 12 external Indigenous community rangers from various locations across the state.
- Suitably qualified persons – administrative compliance checks on all declarations received by the department to determine whether the Suitably Qualified Person (SQP) has demonstrated that they hold the appropriate qualifications and experience revealed 18% did not. These insufficient applications were addressed individually and met the requirements upon resubmission.
- Heavy industry Gladstone – multi-agency compliance inspections were conducted at 100% of very high risk sites and 90% of high risk sites, resulting in a number of enforcement actions and prosecutions. Anomalies of emissions data for supply to the National Pollutant Inventory were investigated and corrected for re-submission.
- Air quality regulation and reporting – collaboration with the Department of Science, Information Technology, Innovation and the Arts (DSITIA) enhanced information networks for sharing air quality across agencies. Non-compliances of reporting critical information were readily identified and successfully addressed through the on-site joint-agency presence.
- High/very high risk ERAs – all ERAs deemed very high and high risk by the department's risk assessment tool were inspected. Many non-compliance issues were related to outdated conditions, economic motivation or lack of understanding. Positive actions that have been taken by the department include a shift to more outcome focussed conditions of EAs, collaboration with government agencies to coordinate responses where possible.
- Waste acceptance practices – an independent review has been undertaken into the best-practice use of non-organic regulated waste in the composting process. Recommendations will be implemented in 2014–15.

- Water management (mines, landfills and quarries) – during pre-wet season inspections, it was identified that a lack of monitoring data, post closure care and maintenance plans exist for landfills in the some areas of the state. Non-compliance actions were similar across most sites, in particular leachate collection and disposal, stormwater management and general capping of landfills. The department issued multiple warnings in relation to these issues and significant investment in improving site conditions including monitoring, water management and site documentation has been made by landfill operators since the enforcement actions were issued.
- Unlined landfills – desktop audits and inspections enabled the department to gather relevant information on unlined landfills and their management processes. The desktop audit of monitoring data from a selection of sites identified that the impacts of the sites were not well understood by some operators. Inspections confirmed the need for operators and consultants to develop their own strategies to manage site specific works.
- Commercial whaling – training and educational material has been provided to commercial operators and the community through a range of communication methods. This continued engagement has resulted in successful interdepartmental working relationships and an improved understanding by operators and the community on compliance activities carried out by the department.

Compliance program 2013–14 – structure

The diagram below outlines the key compliance projects undertaken by the department during 2013–14 as outlined in the ACP.



*

This section includes a range of statistics relating to compliance activities including incidents and complaints, inspections undertaken and subsequent enforcement actions.

* The illegal trade in wildlife responses for strategic projects and monitoring projects have been combined.

Compliance statistics

Incidents and complaints

Incidents and complaints are reported to the department by both members of the public and industry. All reports are followed up and responded to in a timely manner.

Industry and employees of industry are required by law to report incidents that may cause environmental harm as soon as they become aware of it. Failure to notify the department is an offence.

When an incident or complaint is reported to the department, the matter is investigated by the department through a range of avenues including requesting additional information from the subject company, undertaking a desktop audit or conducting a site inspection.

During 2013–14, the department received 1526 notifications of incidents or complaints from industry (see Figure 1) which is a 21% decrease in comparison to the previous year. In contrast, a total of 1656 incidents or complaints were reported by members of the public or non-industry arenas, which is a 9.5% increase compared to the previous year.

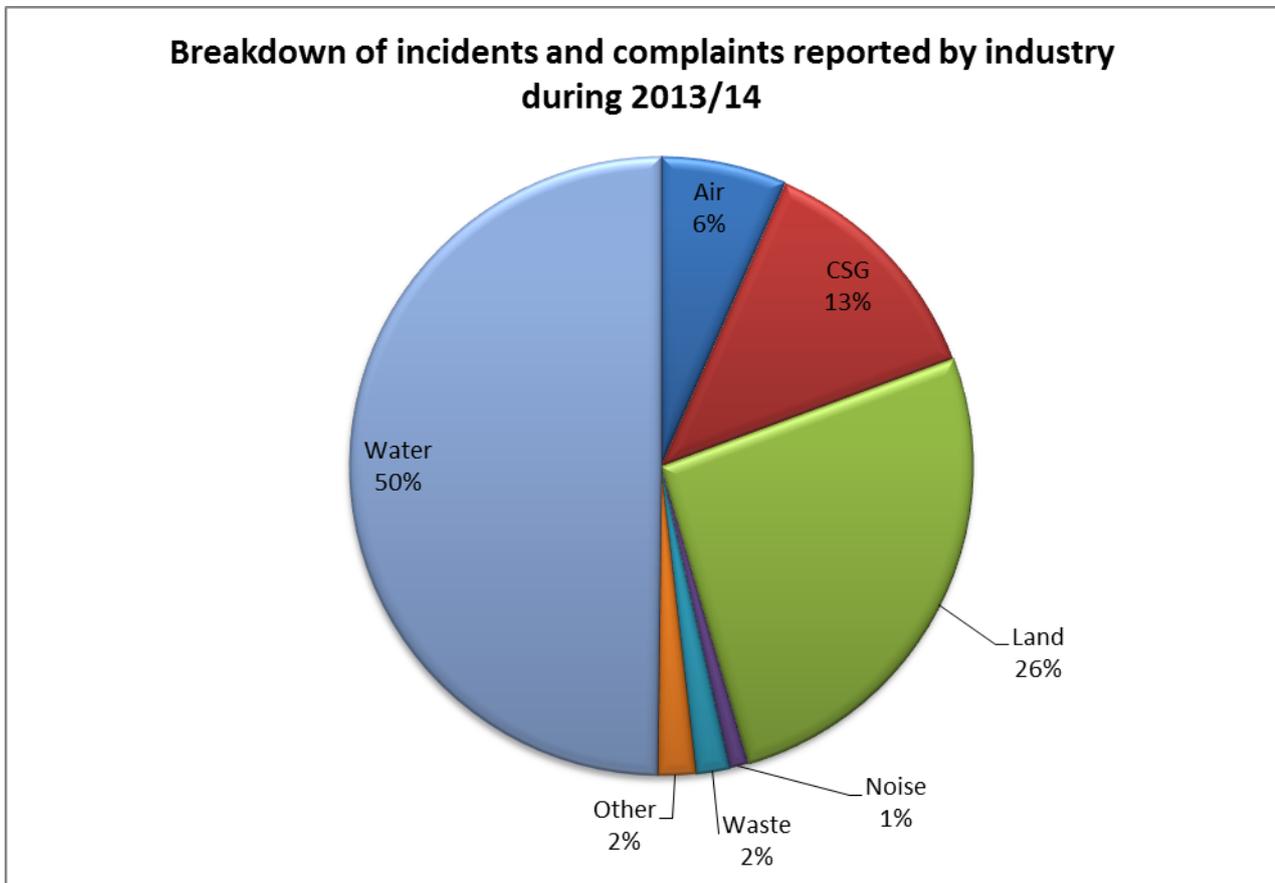


Figure 1 – Breakdown of incidents reported by industry during 2013–14

The majority of incidents or complaints reported by industry related to water and land, which when combined accounted for 76% of all reports. The most common element of water and land related complaints were the release of contaminants such as oil, chemicals and effluent. The next highest percentage of complaints was related to the CSG industry, accounting for 13%. Reported incidents relating to this industry mainly related to land issues, surface water and vegetation. The majority of air related complaints and incidents, accounting for 6%, were associated with dust, odour and smoke.

In contrast to incidents and complaints reported by industry, the majority reported by members of the public (see Figure 2) were captured within the air category, accounting for 47% of the total. The majority of air related complaints and incidents related to odour issues, particularly odours linked to waste, chemicals or solvents. Water related incidents or complaints were still significant in terms of overall reporting, recording 20% of the total, with the main issues relating to chemical, oil or fuel spills, effluent release, fish kill and silt.

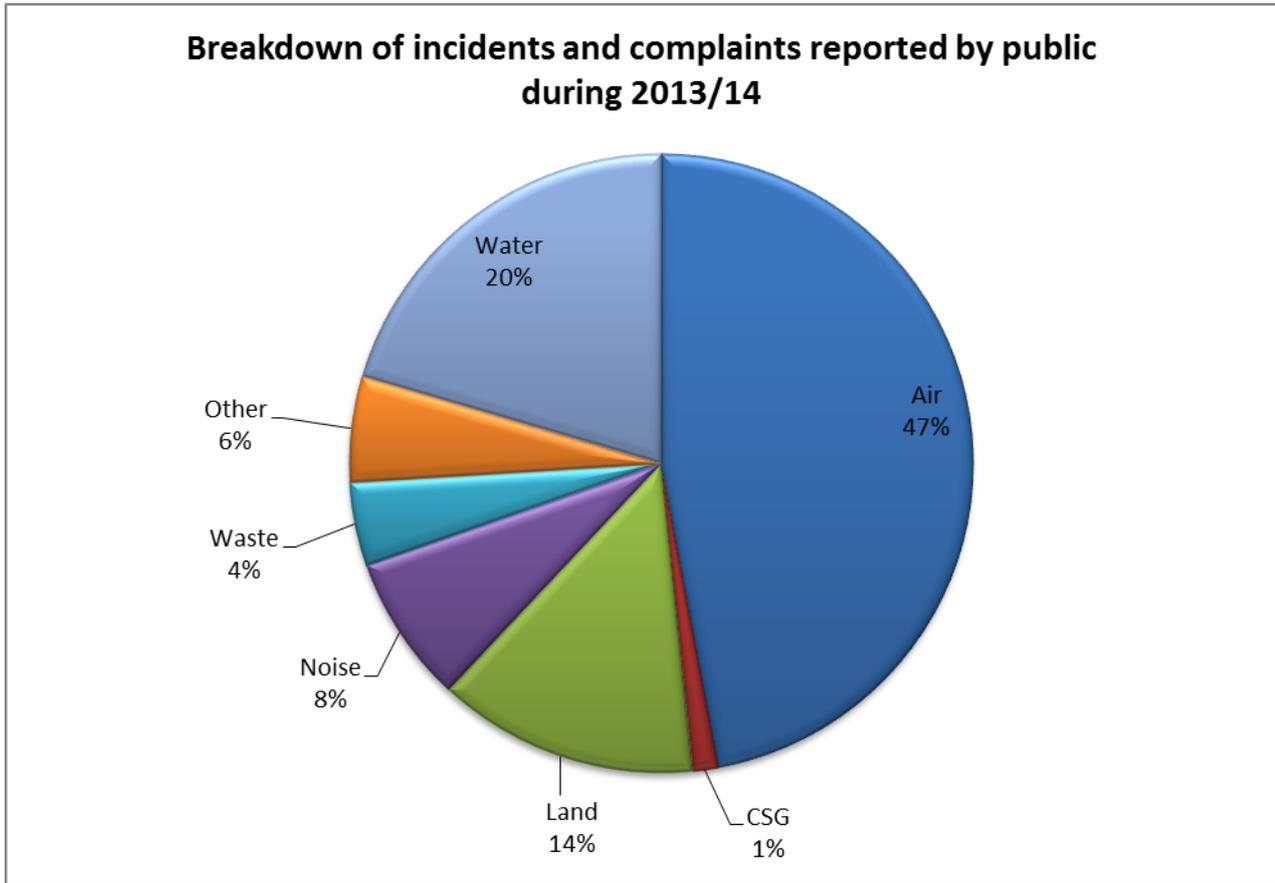


Figure 2 – Breakdown of incidents reported by the public during 2013–14

As part of the department's annual compliance planning, information supplied by industry and members of the public is analysed to inform priority areas that require monitoring or targeted compliance activity to mitigate, reduce or eliminate the identified risk.

Inspections

Monitoring activities carried out by the department include desktop audits and inspections of sites that have an approval from the department. The department was targeted and transparent in deciding which industries or activities were to be the focus of its compliance activities, as reflected in the ACP 2013–14. The plan identified areas where breaches of legislation pose the greatest risk to the environment or heritage places and took action to reduce that risk.

The department monitored customer performance based on risk. Where individual customers represented a higher risk to the environment because of a high instance of non-compliance or because of the nature of the activities they were undertaking, the department assessed their compliance more frequently. In addition, monitoring activities were undertaken to identify and target those identified as operating unlicensed or carrying out activities illegally. Conversely, where a customer consistently demonstrated good performance and managed its risk appropriately, the department acknowledged that good performance and lower risk by conducting less frequent inspections, in line with the underlying principles of the Regulatory Strategy.

In relation to complaints and incidents reported to the department by the public and industry (see Figure 3), a total of 694 reactive site inspections and audits were undertaken during 2013–14. Results of these inspections are located in the following section regarding enforcement actions.

As part of the department's ACP 2013–14 and regional based proactive compliance programs, a further 2,293 site inspections and audits were undertaken. In line with the Regulatory Strategy, the department has increased the amount of time it spends monitoring customer performance, reflected in the increased proactive inspections. The department's proactive inspections of sites undertaking an environmentally relevant activity increased significantly from the previous financial year as depicted in the Figure 3.

Figure 3 reflects an increase in both reactive and proactive inspections and audits over the last three financial years. The majority of these site inspections related to risk-based maintenance site inspections of environmentally relevant activities, wildlife permits and inspections under the ACP.

Further details of inspection programs relating to the ACP are provided in the Projects section of this document.

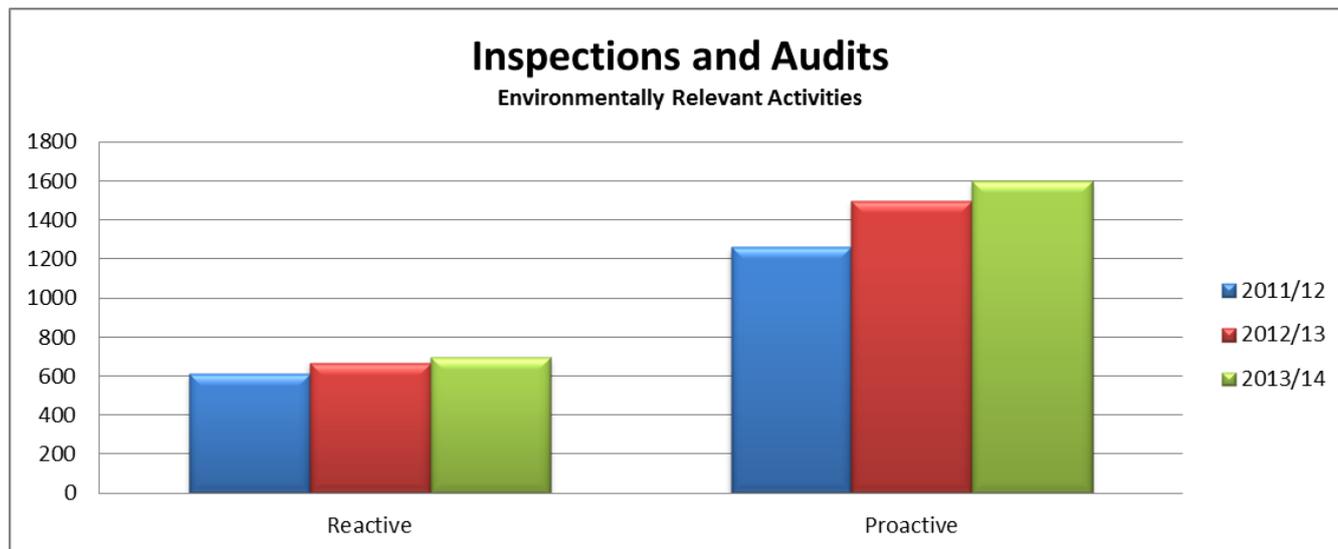


Figure 3 – Breakdown of inspections and audits on environmentally relevant activities 2011–12 to 2013–14

Enforcement action

When non-compliances are identified, the department may provide an opportunity for the customer to voluntarily fix the problem, or may undertake enforcement action in accordance with the department's enforcement guidelines to ensure the best outcome is achieved.

The guidelines—updated in February 2014—explain how the department determines the enforcement action it may take on the basis of the seriousness of the breach of legislation. The department publishes the guidelines to ensure its enforcement responses are proportionate to the conduct, are consistent with past responses for similar conduct and occur in a timely fashion.

Table 1 displays the type and number of enforcement actions that the department undertook in 2013/14 with comparative figures included for 2011–12 and 2012–13. Enforcement actions taken by the department during the 2013–14 financial year substantially increased from the previous 2012–13 year and are consistent with the Regulatory Strategy with the department committed to taking prompt, strong enforcement action in relation to non-compliance.

Enforcement Action	2011/12	2012/13	2013/14
Management Program	91	78	52
PINs	89	157	187
Warning	96	392	662
Clean-Up Notice	6	5	5
Coastal Protection Notice		2	1
Cost Recovery Notice			1
Direction Notice	2	2	
Emergency Direction		4	1
Environmental Evaluation	24	8	20
Environmental Protection Order	22	28	31
Tidal Works Notice			5
Total	330	676	965

Table 1 – Breakdown of enforcement actions on environmentally relevant activities 2011–12 to 2013–14

The department successfully prosecuted 36 non-compliance matters, resulting in penalties of \$1,166,700, imprisonment terms totalling nine months and costs awarded totalling \$129,407.

In early 2012, the department launched the Littering and Illegal Dumping Online Reporting System (LIDORS). The program enabled members of the public to report instances of littering or illegal dumping involving a vehicle or a vessel. The program aims to help minimise waste hazards on our environment, as well as deal with the broader social impacts of littering and illegal dumping. During the period 1 July 2013 to 30 June 2014, a total of 2862 reports were received by the department and 2139 penalty infringement notices issued as a result of these reports, totalling \$534,160 in fines.

Compliance program 2013–14—projects

This section provides detailed actions taken and associated outcomes of all the projects outlined in the ACP 2013–14, including:

Strategic projects

- Heritage places.
- Movement of waste.
- High impact industrial estates.
- Conventional oil and gas.
- CSG/LNG industry.
- Commercial harvesting of macropods.
- Flying foxes.
- Illegal trade in wildlife.
- Illegal trade in dugong meat.

Monitoring projects

- Contaminated land.
- Heavy industry in Gladstone.
- Air quality regulation and reporting.
- High/very high risk ERAs.

Capacity building projects

- Waste acceptance practices.
- Water management at mines, landfills and quarries.
- Environmental impacts of unlined landfills.
- Commercial whale watching in state waters.

Each of the projects listed above is expanded on in a respective table, providing the following details:

- Description – provides the description of the project as outlined in the ACP 2013–14.
- Compliance strategy – provides details of the strategy to meet target levels for the project.
- Target level – provides details of the compliance target levels for each project.
- Action taken – provides details of what action the department took to meet the targets set for each project.
- Outcome – provides details of the achievements gained through the compliance actions undertaken or areas for improvement.
- Strategy effectiveness – provides details of whether the compliance strategy for each project was effective.
- Future risk – provides details of an future risks for each project identified through the compliance activities undertaken.

Strategic projects

Heritage

Project	Heritage places
ACP – Description of Project	<p>The Queensland Government is committed to protecting places of heritage significance. The Queensland Heritage Register contains more than 1700 places of state heritage significance. There are many more local heritage places that have been recognised by local governments.</p> <p>The Queensland <i>Heritage Act 1992</i> provides for the conservation of Queensland's cultural heritage for the benefit of the community and future generations. Administered by the department, the Act sets out a framework for identifying and protecting heritage places.</p> <p>The economy, natural disasters and population growth have had various impacts on the condition and sustainability of Queensland's heritage places. These impacts have reinforced the important role the department plays in protecting these unique and non-renewable resources. A robust compliance protects and conserves heritage from the risk of damage, degradation and destruction.</p>
ACP – Compliance strategy for Project	Through the use of a risk-based process, identify heritage sites that are at significant risk or deterioration and/or damage. For sites that are identified, the department was to undertake desktop audits and site inspections.
ACP – Target level for Project	To undertake targeted compliance activities, including 90 site inspections, on at-risk sites that were identified through the risk assessment process.
Action taken to meet target levels	The department's commitment to conduct 90 inspections on heritage places that are at significant risk of deterioration and/or damage was met, resulting in an 80% increase of inspections in comparison to 2012–13. This commitment was met through desktop audits and physical site inspections. Several non-compliances were identified which all related to works requiring an exemption certificate for approval of low-impact development, conservation work or simple projects that do not affect the heritage values of a place. These non-compliances resulted in minor enforcements such as warnings letters.
Outcome of action taken	<p>The department gained up to date site and performance information on each of the identified sites during the targeted compliance inspections. This provided the opportunity to educate and promote the department's strong compliance message and provide understanding of the regulatory requirements for owners of Queensland heritage sites.</p> <p>In instances where heritage sites had changed owners in recent years, custodians may have had not had previous contact with the department and were unfamiliar with development approval processes. Compliance inspections provided an opportunity to interact with customers and explain the development approval process and provide advice of new initiatives (funding) and the custodian's regulatory responsibilities.</p> <p>Overall, the department achieved the expected outcomes for this project including identifying and prioritising compliance activities on high risk sites, providing an increased capability to target these sites through an improved risk assessment process and preserving the heritage value of vulnerable sites.</p>

Movement of waste

Project	Movement of waste
ACP – Description of project	<p>Safe and effective management of waste in order to prevent environmental harm is an ongoing challenge to the department. Population growth, an increase in major infrastructure projects and recent natural disasters are significant contributing factors to the increase in the volume and movement of waste statewide. The waste industry has also undergone rapid expansion in recent times and significant involvement in research and development has resulted in new processes to treat and recycle waste. Therefore the department's responsibility to educate and ensure compliance with correct waste acceptance and industry best practice for handling and disposal of regulated waste is increasingly important.</p> <p>The waste industry is subject to a regulatory framework to manage the movement of waste from commercial and industrial activities, and specific types of domestic waste. This incorporates each step in waste handling, from the initial source of generation to the end point where waste is disposed, treated or recycled. Each waste handler—generator, transporter and receiver—has statutory obligations to ensure effective waste management is achieved.</p>
ACP – Compliance strategy for project	<p>Review and redesign waste classification and codes to remove ambiguity and improve understanding by customers.</p> <p>Educate customers on appropriate waste classifications through a targeted mail-out and industry alert.</p> <p>Undertake targeted vehicle interceptions in locations nearby to receiving facilities in order to inspect waste vehicles to detect non-compliance with EA conditions and waste tracking documentation.</p> <p>Industry activity monitored to identify unlicensed waste activity for appropriate and proportionate enforcement actions.</p>
ACP – Target level for project	<p>A review and redesign of waste classification code and associated documents to remove ambiguity and improve understanding by customers.</p> <p>Targeted mail out of industry alert to waste generators to increase understanding of their management obligations.</p> <p>Three static interceptions state-wide in locations nearby to receiving facilities in order to inspect waste vehicles, waste tracking documentation and identify non-compliance.</p> <p>Investigation of unlicensed activity when identified and appropriate and proportionate enforcement action.</p>
Action taken to meet target levels	<p>Waste classification and codes</p> <p>The project involves the reclassification of regulated waste and the updating of the definition of regulated waste. The project is currently being finalised with ongoing external consultation continuing. It is expected to be finalised by June 2015.</p> <p>Vehicle intercepts</p> <p>The target of three vehicle interception locations was met. One of the interceptions was undertaken in conjunction with the Department of Transport and Main Roads which enabled the vehicles to be inspected against all of the conditions of the Code of Environmental Compliance for certain aspects of regulated waste transport and not just the environmentally relevant conditions. As a result, educational and warning letters have been sent to multiple intercepted waste handlers, with the view to issuing a PIN to</p>

	<p>one unlicensed waste transporter dependant on the outcome of the company's response letter.</p> <p>Customer education</p> <p>During the 2012–13 and 2013–14 financial years, more detailed compliance audits have been undertaken of all received waste transport certificates. This involves the segregation of incomplete or incorrect certificates for further action including education, issuing of show cause and warning letters outlining the responsibility to provide accurate prescribed information on the prescribed form within the prescribed time.</p> <p>Unlicensed activity</p> <p>The department aims to ensure operators, who are conducting an unlicensed environmentally relevant activity (ERA) and not complying with the Act, are not gaining a commercial advantage over other operators who are meeting their environmental obligations. To address this aim, the department undertook desktop compliance audits on all waste tracking certificates to ensure waste transporters and receivers were operating in a licensed environment. The audit identified a total of 66 waste transporters determined to be operating unlicensed, resulting in a range of enforcement actions including 24 education letters, 24 warnings issued, four PINs and 14 show cause letters. Several waste transporters who were identified transporting or receiving waste without an environmental authority were referred for further investigation.</p>
<p>Outcome of action taken</p>	<p>Waste classification and codes</p> <p>While the project is ongoing, both internal and external stakeholders appear satisfied with the development of the new classification.</p> <p>Vehicle intercepts</p> <p>A range of administrative issues were detected during the intercepts including incorrect environmental authority references, which are being addressed in accordance with the department's enforcement guidelines. A lower number of detections of unsafe or ineffective waste transport occurrences were identified compared to the previous year. .</p> <p>Customer education</p> <p>In 2013–14 a total of 291,000 waste transport certificates were received in comparison to 260,000 in the previous year. The error rate for received certificates was 1.4% compared to 3.9% in the previous year. The department issued 303 show cause notices as well as education letters to waste handlers explaining their requirements when handling regulated waste. These actions have resulted in companies reviewing their internal waste tracking processes and implementing programs to ensure a more timely submission of certificates to the department and a decrease in errors. Unlicensed activity</p> <p>A review of unlicensed waste transport activities in 2013–14 highlighted that the majority of unlicensed transporters are small operators who occasionally transport asbestos waste, usually in volumes around 250kg or less. The department commenced targeted education and successfully worked with all of the identified companies to become licensed operators.</p>

High impact industrial estates

Project	Industrial estates
ACP – Description of project	<p>The department is concerned about high impact industrial activities, such as manufacturing, processing or recycling, that have the potential to significantly impact the environment through offsite releases. High impact industry development is present in a number of areas throughout the state and, with continuing population growth and urbanisation; these activities pose a potential risk to the environment, particularly during emergency incidents.</p> <p>The department's commitment was to proactively inspect those sites identified as high risk, to ensure they have appropriate emergency management and wet weather preparedness plans and controls in place. The cumulative risk and potential impacts on the environment from high impact industry operations in close proximity to residential was also examined. Where necessary, other regulatory agencies were engaged to work in partnership with the department to provide education and assistance to support sound environmental and workplace practices within high impact industry.</p>
ACP – Compliance strategy for project	Inspections to be undertaken of sites in targeted industrial estates with a particular focus on emergency management and wet weather preparedness in conjunction with Queensland Fire and Emergency Service (QFES), Emergency Management Queensland (EMQ), Workplace Health and Safety (WHS) and local councils.
ACP – Target level for project	The target levels for inspections at industrial areas identified as high risk were inspecting 100% of very high risk sites and 90% of high risk sites.
Action taken to meet target levels	<p>Inspections were undertaken at a number of industrial sites across the state to establish compliance with environmental authority conditions. Partnerships with other agencies at inspections were utilised with QFES to capitalise on identification of compliance issues, particularly in relation to QFES related and successful measures in place to address emergency situations.</p> <p>Positive observations were made at inspections of several high risk sites of appropriate bunding (constructed retaining wall designed to prevent inundation or breaches from a known source) and storage processes to manage any contaminant spilt during a major event or severe weather event. An investigation is underway regarding only one operator who was found to have inadequate bunding.</p> <p>The department also identified some minor issues relating to emergency response plans at several sites, which were addressed through the dissemination of post inspection letters and will be reviewed in future audits at the relevant sites.</p>
Outcome of action taken	The coordinated inter-agency targeted compliance response resulted in current information on the environmental performance of inspected sites. Only one non-compliance was detected in relation to a contravention of an EA resulting in a written warning being issued.

Conventional Oil and Gas

Project	Conventional oil and gas
ACP – Description of project	<p>In recent years, Queensland's demand for natural gas has increased. This demand is currently being met through extracting gas from coal seam gas (CSG) reserves and conventional gas reserves. While the focus has been on the emerging CSG to liquefied natural gas industry, conventional gas continues to be extracted on a smaller scale. Conventional gas is regulated by the department under the <i>Environmental Protection Act 1994</i>; however it poses significant challenges to the department due to the location and isolation of its activities and the age of the infrastructure involved. To monitor compliance, the department is committed to employing contemporary compliance monitoring methodologies, such as remote sensing analysis, to understand the current risks and develop strategies to mitigate these risks. At the commencement of this project, remote sensing technology (RST) was being trialled within the CSG industry to monitor compliance of activities that located in remote and isolated locations. Following the successful trial of RST to monitor compliance in the CSG industry, the use of this technology has been expanded to monitor conventional oil and gas (COG) activity.</p>
ACP – Compliance strategy for project	Utilise remote sensing technology and known environmental issues to identify risk areas.
ACP – Target level for project	Targeted site inspections based on analysis of remote sensing information.
Action taken to meet target levels	<p>The department obtained satellite imagery across Queensland which enabled the department to identify high risk areas. Satellite imagery has identified infrastructure in water inundation areas (e.g. floodplains, wetlands). The benefit of this was that the department was able to identify areas that had an increased risk of uncontrolled spills. Other areas that were identified as impacting on environmental risk included:</p> <ul style="list-style-type: none"> • the age of conventional infrastructure that may require more maintenance and has a higher potential for equipment failures or infrastructure operational inadequacies • proximity of infrastructure to areas with environmental values including high risk inundation areas. • operators capability for a prompt incident response is effected by the relatively remote location of their sites <p>As part of this program to monitor compliance in relation to COG activities a comprehensive review was undertaken of current EAs, This review identified a need to amend a number of these EAs to improve conditions so as to support environmental outcomes which ensure the risk of these activities on the receiving environment is appropriately managed;</p> <p>In line with Regulatory Strategy the department is working with their customers in setting standards that achieve best environmental outcomes in this industry. The department is proactively working with customers to address the issue of outdated conventional oil and gas EAs and an EA Renewal Program is underway.</p>

<p>Outcome of action taken</p>	<p>Working closely with industry leaders with a view to providing contemporary EA for this type of activity to address the risks of COG activities. With this industry consultation the department will be able to set the standard to educate other customers within the industry about best practice environmental management and how to meet their environmental obligations. As a result of this work, one of our COG customers has invested extensive resources in the development of best practice GIS constraint planning tool to determine both the ideal location for new infrastructure and prioritisation of improvements to existing infrastructure.</p> <p>The department has undertaken extensive proactive compliance activity to address the above mentioned risks and where non-compliances were identified proportionate and appropriate enforcement actions was taken to bring customers back into compliance. In total, the department issued 117 enforcements, the breakdown of which was:</p> <ul style="list-style-type: none"> • 13 PINs • 14 management programs • 8 statutory orders • 82 warnings. <p>The use of modern technology, such as remote sensing (satellite imagery) has enhanced the department's ability to identify current risks in remote and isolated locations and this technology will continue to be used to identify future risks.</p>
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Commercial harvesting of macropods

Project	Commercial Harvesting of Macropods
ACP – Description of project	<p>The department's Macropod Management Program (MMP) manages the commercial harvest of macropods. The primary goal of the MMP is to provide for the sustainable commercial harvest of three common and abundant species of kangaroos across Queensland. The program aims to achieve this by applying the best available scientific knowledge; best practice management and monitoring of outcomes to ensure the viability of macropod populations are not compromised.</p> <p>Ensuring compliance with legislation is the cornerstone of regulation of the macropod industry. This is necessary to prevent overharvesting, illegal trade and breaches of animal welfare codes.</p>
ACP – Compliance strategy for project	To conduct risk based site inspections and compliance activities on commercial harvesting operations at both dealer and processing sites.
ACP – Target level for project	<p>The departmental targets for this project were:</p> <ul style="list-style-type: none"> • Inspect 100% of operating high risk sites. • Inspect 100% of operating processors. • Inspect medium risk sites biennially. • View 1% of total harvest. • Conduct detailed inspection of 0.1% harvest.
Action taken to meet target levels	<p>To cater for federal government reporting which occurs on a calendar year basis, as well as the financial year requirement for this report, data for macropod compliance results was extracted for the entire 2013 as well as January to June 2014.</p> <p>In 2013, the department conducted both programmed and unannounced inspections of harvesters, dealers and processors. In total, 51 licensed dealer sites were inspected, along with five licensed processor sites during the 2013 harvest period. A total of 47 licensed harvesters were also audited during this period. The inspection targets of 1% of overall harvest and 10% of that inspected at a detailed level were met. In terms of numbers this resulted in 1.47% (16,764) of the harvest visually inspected and 10.9% (1822) of the sample target inspected in detail.</p> <p>In 2014 (Year to Date) the department inspected 62 licensed dealer sites and six licensed processor sites and a further 29 licensed harvesters were audited. The inspection targets were exceeded with 3.88% (16,742) of the harvest visually inspected and 11.52% (1930) of the sample target inspected in detail.</p>

Outcome of action taken	<p>During the 2013 harvest period, a total of 25 penalty infringement notices and 113 warning notices were issued by the department. In the 2014 YTD harvest period, a total of three PINs and 31 warning notices were issued. There were 376 enforcement letters sent to non-compliant harvesters in 2013 as part of a program to improve the completion and submission of harvest returns, which has resulted in a significant lower level of non-compliance observed. No licences were cancelled for breaches of legislation and no prosecutions occurred during the 2013 or 2014 YTD harvest period.</p> <p>The MMP aims to ensure that quotas for the three harvest macropod species are not exceeded, ensuring that the sustainability of the harvest is maintained. During the 2013 harvest period, no quotas were exceeded.</p>
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Flying foxes

Project	Flying-foxes
ACP – Description of project	<p>Flying-foxes are the largest flying mammals in the world, acting as long-range seed dispersers and pollinators for a large variety of native trees. As gaps between forested areas become wider, flying-foxes are being found in backyards and orchards, and even establishing new roost sites in urban areas. This can bring flying-foxes into conflict with people.</p> <p>The Queensland Government has developed a new policy to manage flying-fox roosts, particularly in urban areas. Currently, if flying-foxes are impacting on the health and wellbeing of the public, or causing damage in a community, landowners or councils can apply for a damage mitigation permit (DMP). Whilst the department encourages the use of flying-fox deterrents that are non-harmful, in certain circumstances the use of lethal measures (shooting) are permitted to control flying-fox damage to crops.</p> <p>Flying-foxes and their management have been subject to increased public interest and scrutiny due to incidents of persons and/or animals being infected with Hendra virus and Australian Bat Lyssavirus. At the same time flying-foxes are an integral part of Queensland's forest ecosystems through their contribution to pollination and native plant seed dispersal. To mitigate the impact of take and ensure the sustainability of the flying-fox population and protect their habitat, the department will investigate incidences of illegal take of flying fox as identified.</p>
ACP - Compliance strategy for project	Undertake targeted compliance of lethal permit holders and investigate illegal take of flying-foxes.
ACP - Target level for project	Conduct inspections of 50% of lethal permit holders annually Investigate of incidences of illegal take of flying-fox as identified.

<p>Action taken to meet target levels</p>	<p>In 2013–14, the department issued a total of 16 DMPs. Planned inspections of the DMP holders were based on the previous year's return of operation forms which are submitted by the crop growers to indicate what times of year the flying-foxes would be taken. Due to unseasonably hot and dry weather condition across the state during November and December 2013, crop ripening and harvesting occurred early, resulting in a decreased level of take of flying foxes. As a result the level of inspections on DMP holders was 31%, rather than the target level of 50%. Additional property monitoring was undertaken with non-permitted crop growers, however the department found no unlawful activity of either permitted or non-permitted growers or any non-compliance issues with DMT holders.</p> <p>In late 2013, a Department of Agriculture, Forestry and Fisheries led case resulted in a farmer fined \$2000 for poisoning flying-foxes with insecticide.</p>
<p>Outcome of action taken</p>	<p>The department is investigating a DMP holder who reported an exceedance of flying-fox take above the permitted level. Another DMP holder was issued an official warning notice to taking a lower number of additional flying-foxes.</p> <p>Of the 16 DMPs that were issued during the period, two returns of operations were not submitted which have resulted in follow up being undertaken by local officers, which would likely result in warning notices if it was a first offence.</p>

Illegal trade in wildlife

Project	Domestic trade in protected wildlife
ACP – Description of project	<p>Illegal trade of protected wildlife can adversely impact on local wildlife populations, particularly where threatened species are involved. The department is committed to compliance activities and strong enforcement actions resulting from investigations and intelligence collection, sharing and analysis to prevent and deter illegal wildlife trade.</p> <p>Illegal wildlife trade in Queensland is generally committed by individuals or small groups. The modus operandi most commonly identified in Queensland involves individuals ‘filling orders’ by taking species from the wild. It can also involve holders of wildlife licences, whether they are Commercial Wildlife Licences (CWL), Commercial Wildlife Harvest Licence (CWHL), Recreational Wildlife Licences (RWL), Damage Mitigation Permits (DMP) or Wildlife Demonstrator Licences (WDL), concealing illegal operations behind what appears to be legitimate activities.</p> <p>Queensland’s nature conservation legislation, including the <i>Nature Conservation Act 1992</i> and its subordinate regulations identify this issue by providing substantial fines for administrative offences or ‘book offences’. The department has examined the feasibility of electronic lodgement and tracking of all wildlife movement records to reduce administrative workload. It will also examine the subsequent improvement of analysis in tracking wildlife movements to identify trends and gather intelligence in relation to illegal wildlife trade.</p>
ACP – Compliance strategy for project	<p>Utilisation of advancements in technology to improve tracking of wildlife movement and increase the use of intelligence analysis to identify illegal wildlife trade.</p> <p>Undertake strong enforcement actions ensuing from intelligence and investigative strategies that monitor and identify illegal trade.</p> <p>Undertake proactive monitoring of internet websites, advertisements and social media to identify illegal trade in protected wildlife.</p>
ACP – Target level for project	<p>Produce a feasibility report in relation to using electronic lodgement and tracking of all wildlife movement records.</p> <p>Undertake compliance activities as identified through intelligence and risk-assessment processes.</p> <p>Conduct 12 proactive monitoring sessions of known websites that illegal traders in protected wildlife utilise.</p>
Action taken to meet target levels	<p>The department is committed to continuous improvement of its processes and systems and is developing a new ICT system that will include functionality to electronically manage wildlife movements throughout Queensland. This will include an online solution that streamlines the provision of information to the department, simplifies permit assessment processes, enhances compliance monitoring through consistent and objective validation of information and also enhances the reporting and searching capabilities through improved functionality.</p> <p>Wildlife rangers completed over 100 planned and unplanned inspections for licences and permits throughout Queensland and over 1000 licence audits.</p> <p>The department conducted 12 proactive monitoring sessions as well as numerous reactive searches resulting from information received from the public. Ongoing monitoring was undertaken by departmental officers of known trading websites in an attempt to identify activity related to the illegal sale of protected wildlife.</p>

Outcome of action taken	<p>The new ICT project is currently in the development phase and is expected to be fully rolled out in 2016. The automation of processes in scope in the new system will be assessed in terms of the perceived business value including the annual volume of transactions, the number of permits current at each year end, the estimated time saving in automating permit applications and assessments,</p> <p>In terms of enforcement, a number of non-compliances were identified. As a result the department issued 29 penalty infringement notices and 91 warnings. The department successfully prosecuted an individual for removing 40 turtles from a river in South Brisbane, resulting in a \$9500 fine.</p>
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Illegal trade in dugong meat

Project	Domestic trade in turtle and dugong meat
ACP – Description of project	<p>Dugong and turtle populations are at risk from increased poaching activities. Some of these activities are believed to be associated with inhumane slaughtering for commercial trade in meat products. Illegal hunting may be a significant threat to the recovery of dugong populations that are already under pressure from habitat loss and incidental kills. Whilst traditional owners are entitled to hunt dugong and turtles for non-commercial use under custom and tradition, commercial trade of the meat is illegal.</p> <p>Due to the considered risk of illegal trade in dugong and turtle meat, the department continued this program and undertook multi-jurisdictional compliance activities throughout the year to identify, disrupt and enforce any illegal trade in turtle and dugong meat.</p>
ACP – Compliance strategy for project	Undertake compliance activities through targeted vehicle inspections, observations of suspect packages at airports, vessel patrols in Torres Strait and intelligence gathering
ACP – Target level for project	Undertake targeted compliance activities as identified through intelligence and risk-assessment processes
Action taken to meet target levels	<p>A coordinated multi-agency compliance response was undertaken between the department, Department of National Parks Sports and Racing (NPRSR) and the Great Barrier Reef Marine Park Authority (GBRMPA) to conduct intelligence gathering and investigatory responses involving:</p> <ul style="list-style-type: none"> • interception of a vessel south of Townsville and subsequent execution of two search warrants resulting in the seizure of a quantity of turtle meat from residential premises • investigation into alleged sale of dugong and turtle meat on Facebook • two investigations regarding separate incidents of alleged take of dugongs south of Townsville • vessel interception in Moreton Bay by GBRMPA as a result of intelligence received by the department. The interception resulted in the release of a captured turtle • authorised officer training delivery to 12 external Indigenous community rangers from various locations along Queensland's coastline between Bundaberg and Burketown. It is likely that suitable participants will be appointed as conservation officers under the <i>Nature Conservation Act 1992</i> with limited compliance powers to support the department's ability to respond to offences involving dugong or marine turtles.
Outcome of action taken	Through proactive and sustained engagement with traditional owners, the department has strengthened relationships with an increasing number of communities which will enhance opportunities to reduce the risk of illegal trade in turtle and dugong meat in these areas.

Monitoring projects

Contaminated land

Project	Suitably qualified persons
ACP – Description of project	<p>The department recognises that contaminated land professionals have an important role in ensuring land contamination matters are appropriately assessed and managed. Under the <i>Environmental Protection Act 1994</i> (EP Act), all site investigation and validation work relating to land contamination must be undertaken by a Suitably Qualified Person (SQP) before being submitted to the department for a statutory decision.</p> <p>SQPs are persons that have the necessary qualifications and experience to perform the regulatory functions required under the EP Act. Their role is to assess the contamination to land and ensure that risks to human health and the environment have been appropriately managed.</p> <p>A SQP must:</p> <ul style="list-style-type: none"> • hold current membership in a professional organisation prescribed under the Environmental Protection Regulation 2008 Schedule 8 • possess qualifications and experience relevant to the regulatory function undertaken on a particular site.
ACP – Compliance strategy for project	Undertake desktop audit of SQPs
ACP – Target level for project	Ongoing audit of SQPs
Action taken to meet target levels	<p>Administrative compliance checks have been conducted on all declarations submitted to the department by an assessment officer to determine whether each SQP has demonstrated they hold the appropriate qualifications and experience. In 2013–14, the department assessed 121 EP Act applications involving the use of an SQP. Of these, 22 (18%) were found not to meet the minimum SQP declaration requirements upon first submission. The department addressed each of these insufficient applications individually with the relevant SQP for resubmission upon meeting the necessary requirements.</p>
Outcome of action taken	<p>A total of 99 EP Act applications successfully met the requirements, resulting in a high level of confidence within the department that the advice provided on the appropriate management of identified contaminated land to ensure risks to human health and the environment is accurate. The 22 EP Act applications that required the SQP to provide additional information were finalised.</p>

Heavy industry in Gladstone

Project	Gladstone
ACP – Description of project	<p>Gladstone is home to the state's largest multi-commodity port and some of the oldest and largest major industry operations, as well as new resource related industries including the liquefied natural gas industry. However, these industries are within close proximity to environmentally sensitive areas such as the Calliope River, its catchment areas and the Great Barrier Reef Marine Park.</p> <p>As a result, the Gladstone area provides unique challenges as the management of industry activity must protect the environment whilst promoting adaptability and sustainability for the benefit of current and future generations. Monitoring of water quality, marine health and air quality are central to a comprehensive environmental framework that has been established for the Gladstone region.</p> <p>All major industries are regulated with environmental conditions set by the department. Conditions for the dredging program and the LNG developments in Gladstone Harbour, as well as other areas of the state, provide stringent environmental controls.</p>
ACP – Compliance strategy for project	Conduct a proactive compliance risk-based inspection program at industrial sites in Gladstone.
ACP – Target level for project	Inspections 100% of very high risk sites and 90% of high-risk sites.
Action taken to meet target levels	Multi-agency compliance inspections were conducted at a total of six sites on 13 occasions.
Outcome of action taken	<p>A number of enforcement actions resulted from the compliance inspections including:</p> <ul style="list-style-type: none"> • two prosecutions, including one for contravening a condition of an EA for failing to meet RMA design storage allowance and the other prosecution for serious environmental harm (air emission) • two penalty infringement notices were issued for breaching environmental authority condition relating to air emissions (dust) • two cases of non-compliance were identified and have been addressed through the use of a TEP and an amendment to an EA • any anomalies relating to emission data that were found during inspections were investigated. The corrected data was subsequently supplied to National Pollutant Inventory (NPI).

Air quality regulation and reporting

Project	Air quality regulation and reporting
ACP – Description of project	<p>Managing pollutants released to the air from industrial processes in Queensland is an important function of the department. It helps the department ensure the maintenance of human and environment health. Poor air quality can have adverse effects on human health, particularly respiratory and cardiovascular systems. Pollutants also have harmful effects on the environment through damage to plants, buildings and a reduction in visual amenity from smoke or haze.</p> <p>Pollutants are commonly released as part of industrial processes that require heat, steam or the handling of bulk materials. The department regulates industrial air emissions through licensing and regulation. This is done to ensure that air quality is not impacted by human activity. It further works closely with the Air Quality Science team within the Department of Science, Information Technology, Innovation and the Arts (DSITIA) who undertake air quality monitoring activities to check compliance with ambient air quality guidelines, identify long-term trends in air quality, and assess the effectiveness of air quality management strategies.</p> <p>This compliance project utilises the technical expertise of DSITIA's Air Quality Science officers in combination with the department's licensing officers to inspect compliance with NPI reporting requirements and against license conditions imposed through the permitting process at sites identified as very high risk.</p>
ACP – Compliance strategy for project	Undertake joint-agency inspections with DSITIA targeting sites identified as very high risk.
ACP – Target level for project	Undertake joint-agency inspections with DSITIA targeting sites identified as very high risk based on analysis of EHP and DSITIA information.
Action taken to meet target levels	A total of six joint agency inspections were undertaken by the department with DSITIA.
Outcome of action taken	The joint-agency inspections discovered that essential information was not being included in the NPI reporting data, such as air emission sources and voluntary waste transfers. After further action all of the industrial based NPI facilities are in compliance with their mandatory obligations for NPI reporting for 2013-14. This is despite an initial high level of non-compliance and is due to the department in conjunction with DSITIA.

High/very high risk ERAs

Project	High/very high risk ERAs
ACP – Description of project	<p>The department proactively manages and monitors potential risks to Queensland's environment through targeted inspections of sites undertaking environmentally relevant activities (ERA) that pose the greatest risk to the environment.</p> <p>Higher-risk ERAs are treated differently from lower risk ERAs. High risk sites are identified through a risk-based process that incorporates previous compliance behaviour, the risk of the activity and proximity to sensitive receiving environments. A rating ranging between low and very high is applied to each site undertaking these activities. This in turn determines the priority, timing and scope of inspections, with those rated high and very high at the foremost consideration for the department's compliance activities. The department monitors the performance of those rated as high and very high to ensure risks are being managed and mitigated effectively.</p>
ACP – Compliance strategy for project	Undertake risk assessments and inspect high and very high risk ERAs.
ACP – Target level for project	<p>Inspect 100% of very high risk sites.</p> <p>Inspect 90% of high risk sites.</p>
Action taken to meet target levels	<p>The department undertook to inspect 100% of very high and 90% of high risk sites through the following methodology:</p> <ul style="list-style-type: none"> • conduct a risk assessment of ERAs to determine high and very high sites • conduct desktop assessments including a review of approval conditions for each identified site • conduct inspections of the identified sites to determine compliance with the conditions of the EA and <i>The Environmental Protection Act 1994</i> provisions such as General Environmental Duty (GED) • Site inspection findings were evaluated to determine appropriate compliance tools to be used to ensure operators addressed and mitigated any non-compliance. Communication and negotiation were maintained post inspection with the site operators to enable a thorough evaluation of actions taken by the operator to resolve any non-compliance and to facilitate a focus on improving performance.
Outcome of action taken	<p>All ERAs deemed very high and high risk by the departments risk assessment tool were inspected. Many non-compliance issues were related to outdated conditions, economic motivation or lack of understanding. In some areas of the state, non-compliance rates were approximately 45%. Non-compliances were addressed through enforcement action such as statutory orders (environmental evaluations) PINs, amendment of EAs and TEPs.</p> <p>In northern Queensland, a specific tailored multi-agency three-year plan has been developed to manage compliance in Aboriginal and Torres Strait Islander communities. These remote communities face different challenges to mainland communities therefore this tailor made approach aims to incorporate education that specifically relates to compliance issues relevant to these unique communities.</p> <p>The department witnessed significant improvement across some central areas of the state. At the commencement of the program, many sites recorded a risk rating of poor or unknown at high or very high risk sites. Some of these sites underwent several</p>

	<p>inspections within a short time frame and showed significant progress in improvements to meet their obligations.</p> <p>In relation to heavy industry in the Gladstone area, the focussed compliance effort on coal seam gas pipelines and construction sites for liquid natural gas facilities ensured that smaller non compliances were able to be addressed before serious harm occurred.</p> <p>In relation to high/very high risk ERAs the department undertook 165 ERA inspections of these, 86% were conducted as part of proactive programs and the remainder were as a result of incidents or complaints received by industry or the public. The majority of reactive inspections related to complaints regarding odours, dust or suspected non-compliance of conditions.</p> <p>As a result of all inspections, the following enforcement action was taken:</p> <ul style="list-style-type: none">• 17 Infringements— for non-compliances including emission exceedance, discharges, contraventions of conditions, release of contaminants and waste disposal events• 2 statutory orders—to secure compliance with conditions of the EA including no release of effluent outside areas described in EA, and to determine the cause and extent of release and any remediation measures• 23 warning notices—for a range of non-compliances. <p>Noteworthy examples of non-compliance or significant improvement include:</p> <ul style="list-style-type: none">• One site had a history of non-compliance regarding the management of a stormwater pond. The pond had a number of instances of overtopping onto adjacent waterways due to high rainfall events. This was identified as a breach of a condition in their environmental authority (EA). A warning letter was issued in relation to this breach. Regular inspections and liaison with the company has resulted in the business submitting a voluntary TEP to rectify the existing non-compliances of their EA conditions. A further recent inspection in June 2014 identified no current non-compliances.• Non-compliances and/or environmental nuisance were identified by environmental officers at 8 out 13 meat processing sites inspected. Some of these were considered major non-compliances that presented a threat to the environment. These non-compliances either have been remediated or are in a scheduled process of being remediated ensuring immediate risks of environmental harm are ceased and compliant with EA conditions.
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Capacity building projects

Waste acceptance practices

Project	Waste acceptance practices
ACP – Description of project	<p>Composting is a growth industry which promotes the reuse and recycling of waste, as well as the reduction of the volume of waste going to landfill. Odour and the acceptance of waste outside of EA conditions present possible issues for the department. The department aims to mitigate these issues by working with composting operators to improve their understanding of their obligations and best practice management practices. This will be in line with continuing waste management reforms and a review of waste codes (as discussed in the movement of waste section).</p> <p>The emergence of new industries has resulted in new waste streams being produced. Aided by improvements in technology and advancements in research, the possibility of these new waste streams being used in the composting process exists. Of particular interest to the department is ensuring that new waste streams are adequately identified, and operators are aware of their obligations when accepting new waste streams. The emergence of new waste streams has resulted in composting sites being used as an alternative disposal point. This, at times, is outside the scope of the EA at that site. The department educates and provides assistance to operators in understanding the acceptance of these new streams to ensure compliance with EA conditions.</p>
ACP – Compliance strategy for project	<p>Conduct a desktop audit of all environmental approvals from environmentally relevant activity (ERA) 53 (composting and soil conditioner manufacturing) to determine what regulated wastes can be accepted including drilling muds and if ERA 55 (regulated waste recycling or reprocessing) or Beneficial Use Approval (BUA) is required.</p> <p>Update and publish a guideline on composting including waste acceptance criteria for educational purposes relating to best practice.</p>
ACP – Target level for project	<p>Conduct desktop audit of ERA 53 sites.</p> <p>Publish and implement internal policy guidelines.</p>
Action taken to meet target levels	<p>The department appointed an external consultant to undertake an independent review into the best practice use of non-organic regulated waste in the composting process. At the time of this report, the review findings were being reviewed by a multi-disciplinary team of departmental officers and an implementation plan was being developed for the 2014–15 period.</p>
Outcome of action taken	<p>The department is conducting analysis to identify the scope of non-compliance at ERA 53 sites, which will assist in the development of compliance projects that target the breaches of legislation that present the greatest risk to the environment.</p>

Water management at mines, landfills and quarries

Project	Water management
ACP – Description of project	<p>The department is responsible for regulating the environmental management of the mining industry, landfills and extractive activities (quarries) through the provisions of the <i>Environmental Protection Act 1994</i> and the Environmental Protection Regulation 2008.</p> <p>The ACP 2012–13 included a monitoring program targeting pre-wet season preparedness at mine sites. Positive outcomes were identified by the department when undertaking pre-wet season inspections such as an increased understanding of water management constraints for various types of mining operations and the different approaches mining operations undertake in dealing with mine water storage, treatment and discharge.</p> <p>Pre-wet season preparedness inspections at mining sites also resulted in significant water management improvements across a number of sites as non-compliances were identified and addressed. It was further identified that having appropriate water management strategies in place meant industry spent less time offline during significant weather events.</p> <p>With the prospect of extreme weather events increasing in Queensland, and becoming more intense over the coming years, the department has recognised the benefit of expanding pre-wet season preparedness to target landfills and quarries as they are high risk activities. To assist customers with wet weather preparedness, the department will publish a storm water guideline for ERAs to provide direction to site operators and to improve their ability to identify and address non-compliance and risks from stormwater management at their sites.</p>
ACP – Compliance strategy for project	<p>Conduct pre-wet season preparedness inspections at identified sites undertaking mining, landfill and quarrying activities.</p> <p>Publish storm water guidelines for ERAs to provide direction and improve capability of identifying and addressing non-compliance and risks surrounding stormwater management at sites.</p>
ACP – Target level for project	<p>Conduct inspections at all sites identified as having very high water management risk.</p> <p>Publish and implement storm water guidelines.</p>
Action taken to meet target levels	<p>Inspections were undertaken in accordance with the departments pre wet season commitments for 2013–14. A total of 80 landfills and quarries were inspected, as well as a further 64 mines. The inspections focussed on mine sites water storages, management systems and clean water diversion procedures, as well as other activities relevant to minimising the impacts of mine affected water on the receiving environment. Non-compliance issues in regards to mines included breached seepage bunds, groundwater sulphate exceedance, windblown rubbish, release of sewage effluent, erosion repair requirements, water releases from standpipes upstream and technical non-compliances. In relation to landfills and quarries, non-compliance issues included waste not covered/compacted, fuel storage, sediment and stormwater releases, leachate management, high methane levels and conducting extractive activities without an ERA.</p> <p>The department undertook a total of 19 enforcement actions in relation to inspections at landfills and quarries, including two PINs, one statutory order and 16 warnings. In relation to inspections at mines, in particular pre-wet season inspections, the department issued a total of 30 warnings, four statutory orders, two management programs and four PINS.</p>

	<p>The department published storm water guidelines for ERAs in February 2014. The guidelines provide direction and improve capability to identify and address non-compliance and risks from stormwater management at sites.</p>
<p>Outcome of action taken</p>	<p>Pre-wet inspections in mining areas had several positive outcomes including an increased presence by the department, increased awareness of environmental authority obligations in the mining industry, further implementation of the department's Regulatory Strategy and an opportunity to provide advice and assistance to mine operators prior to the onset of the wet season.</p> <p>During the pre-wet inspections, it was identified that a lack of monitoring data, post closure care and maintenance plans exist for landfills in the northern areas of the state. Non-compliance actions were similar across most sites, in particular leachate collection and disposal, stormwater management and general capping of landfills. The department issued multiple warnings in relation to these issues and significant investment in improving site conditions including monitoring, water management and site documentation has been made by landfill operators since the enforcement actions were issued.</p>

Environmental impacts of unlined landfills

Project	Environmental management of impacts of unlined landfills
ACP – Description of project	<p>Landfills are a vital part of our waste management system; however the environmental impacts, including landfill gas, leachate, groundwater interactions and contaminated runoff, require the department to ensure that landfill operators maintain best practice and a high level of environmental management to achieve compliance.</p> <p>The department analysed data obtained from a variety of sources, including waste disposal activities, management procedures and information from incident and complaint reporting. The analysis incorporated the identification and mapping of sensitive receptors that are in close proximity to landfill sites. This analysis assisted the department in identifying high risk sites and working with site operators to incorporate new technologies to improve monitoring.</p> <p>The department is committed to increasing knowledge about environmental impacts to reduce the risks associated with this project.</p>
ACP – Compliance strategy for project	Pilot program within specific local government areas incorporating desktop audits of unlined landfills generating leachate and subsequent environmental monitoring to determine associated adverse environmental impacts on adjacent sensitive receivers.
ACP – Target level for project	Conduct targeted inspections and sampling at unlined landfill sites.
Action taken to meet target levels	<p>The department conducted desktop audits on relevant monitoring data from unlined landfills to gain an improved understanding of potential environmental impacts associated with this activity. As a result, several non-compliances were identified and were associated with reporting requirements for monitoring data.</p> <p>In addition to the desktop audits, physical inspections of the sites were undertaken to monitor existing approval conditions and review the adequacy of leachate and LFG monitoring and management. No major non-compliances were identified during these inspections and any existing non-compliances identified during the pre-wet season inspections were addressed by the relevant proponents.</p>
Outcome of action taken	<p>The desktop audits and subsequent inspections enabled the department to gather relevant information on unlined landfills and their management processes. The desktop audit of monitoring data from a selection of sites identified that the impacts of the sites were not well understood by some operators. The inspections confirmed the need for operators and consultants to develop their own strategies to manage site specific works.</p> <p>As a result of this program, the department has a greater knowledge of leachate and LFG issues and management practices at the identified sites, as well as the implemented procedures to monitor these issues adequately.</p>

Commercial whale watching in state waters

Project	Commercial whale watching in state waters
ACP – Description of project	<p>The government has amended the Nature Conservation (Whales and Dolphins) Conservation Plan 1997 and the Nature Conservation (Dugong) Conservation Plan 1999 which allows commercial whale watching in state waters outside marine parks such as on the Sunshine and Gold coasts. The department will undertake compliance to ensure:</p> <ul style="list-style-type: none"> • whale watching activities are appropriately permitted • approach distances to whales are complied with • dolphin feeding is appropriately permitted • dugongs are protected. <p>The focus of this compliance activity is on promoting community and business awareness of the legislation through dissemination of information at suitable locations and online. In addition, random inspections of operators will be undertaken to promote self-regulation and identify non-compliance .</p>
ACP – Compliance strategy for project	Educate operators and the community of their obligations and undertake compliance activities to identify any legislative breaches.
ACP – Target level for project	Publish information the external departmental website and provide brochures for distribution at suitable locations.
Action taken to meet target levels	<p>The department conducted a 'Share the Water' program 2013–14 aimed at voluntary compliance with broad educational messages such as staying out of exclusion zones.</p> <p>The Share the Water program included:</p> <ul style="list-style-type: none"> • training on the new marine mammal legislation changes for departmental staff, the Queensland Police Service Water Police (QPSWP) and Queensland Boating and Fisheries Patrol (QBFP) in late 2013 at two workshops on the Gold Coast and Sunshine Coast • four surveillance patrols and educational activities conducted with the QPSWP and QBFP • community education via a stall at the Brisbane Tinnie and Tackle Show at Brisbane Showground April 2014 • provision of advice and distribution of educational material to commercial and non-commercial vessel owners/operators on the water and at boat ramps. <p>As the whale watching season is between early July and late October, most of the compliance activities were conducted during this time period. Actions included:</p> <ul style="list-style-type: none"> • surveillance patrols were conducted where numerous recreational and commercial vessels were engaged and provided with 'Share the Water' information • approximately 6300 brochures and 6050 stickers have been provided to marine parks, QPSWP and QBFP at strategic locations. Where possible, staff have been encouraged to adopt a 'face-to-face on the water' approach to distribution • distribution of stickers and whale watching brochures at events and on patrols in the Great Sandy Marine parks. The

	brochure is also available on the website.
Outcome of action taken	Training and educational material has been provided to commercial operators and the community through a range of communication methods. This continued engagement has resulted in successful interdepartmental working relationships and an improved understanding by operators and the community on compliance activities carried out by the department.

Further Information

For further information regarding customer's regulatory obligations, or to view this report, annual compliance plans, the Enforcement Guidelines or the Regulatory Strategy visit the department's website www.ehp.qld.gov.au.

For general enquiries, contact 13 74 68 (13 QGOV).