



Septic Safe

Fact Sheet 8



On-site Sewage Management Complaints

The Local Government Act 1993 requires Councils to regulate the installation, monitor the operation and keep a register of all on-site sewage management systems within the local government area.

On site sewage management involves the collection and treatment of human waste and wastewater, followed by the release of liquid (treated wastewater) and solid (sludge, sewage and compost) products into the environment.



Risks to public health and the environment

The inappropriate use or disposal of wastewater can have harmful impacts to public health and to the environment.

Untreated wastewater may lead to:

- the spread of disease by bacteria, viruses, parasites and other organism in the wastewater
- contamination of ground water and surface water
- degradation of soil and vegetation
- loss of amenity caused by odour and insects.

After pumpout/cleanout, tank(s) are to be treated with Ag lime or hydrated lime to disinfect and The local government regulations prescribe the responsibilities of all stakeholders to ensure that on-site sewage management systems comply with performance standards and do not pose a risk to public health and the environment.

Making a complaint about On-Site Sewage Management Systems

If you are experiencing problems with the operation of an on-site sewage management system on a property

within Ballina local government area, you are encouraged to approach Council for a remedy.

Please contact Council and provide the following information:

- your contact details, including name, address and phone number
- the address details where the problem is occurring
- specific details of the problem
- any other relevant information.

Council will quickly respond to your complaint, keeping your details confidential.

Complaints about contamination of surface water or spray drift should be reported to Council urgently. Complaints about odour problems are also investigated, since this may be an early sign of mismanagement or system failure.

Further Information

Environment and Health Unit

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