

» on-site sewage management complaints

OSSM Factsheet 8

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The Local Government Act 1993 requires Councils to regulate the installation, monitor the operation and keep a register of all On-Site Sewage Management (OSSM) systems within the local government area.

OSSM involves the collection and treatment of human waste and wastewater, followed by the release of liquid (treated effluent) 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.

The local government regulations prescribe the responsibilities of all stakeholders to ensure that OSSM systems comply with performance standards and do not pose a risk to public health and the environment.

» Making a complaint about OSSM systems

If you are experiencing problems with the operation of an OSSM 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.

» **If you have any questions or concerns please contact:**

Ballina Shire Council, Development and Environmental Health
Phone 6686 1210

