

Help shape the future of onsite wastewater management in Ballarat - Industry Professional

This survey is part of the City of Ballarat's MySay platform – our online space where you can find out about local projects, share your views, and help shape the future of your community. You can register at mysay.ballarat.vic.gov.au to stay informed about upcoming consultations on everything from planning, parks, and infrastructure to community services and events.

We're reviewing the Onsite Wastewater Management Plan 2025–2029 and want to hear from you. Whether you're a resident using a septic system or a professional working in installation or maintenance, your input will help us understand local needs, challenges, and opportunities. Your feedback will help guide how onsite wastewater is managed across the municipality to protect public health and the environment. Please complete the short survey relevant to your experience.

Tell us about your connection to onsite wastewater systems

01. Which of the following best describes your role in relation to onsite wastewater (septic) systems?

Select one answer only

- ☐ I am a plumber or onsite wastewater system installer
- ☐ I am a maintenance contractor or service technician
- ☐ I am a designer or consultant for onsite systems

Your Experience as an Industry Professional

These questions help us understand your experience in the onsite wastewater industry — including how often you're involved in installation or maintenance, and the kinds of issues you encounter in your work.

02. How long have you been working in the onsite wastewater management industry?

Select one answer only

- ☐ I have no experience
- ☐ Less than 1 year
- ☐ More than 1 year but less than 5 years
- ☐ 5 – 15 years
- ☐ More than 15 years
- ☐ Unsure

03. How familiar are you with the following documents or guidelines?

The City's current Onsite Wastewater Management Plan
☐ Very familiar
☐ Moderately familiar
☐ Somewhat familiar
☐ Slightly familiar
☐ Not at all familiar
Current Environmental Protection Regulations and Guidelines for onsite wastewater management systems
☐ Very familiar
☐ Moderately familiar
☐ Somewhat familiar
☐ Slightly familiar
☐ Not at all familiar

04. How frequently do you undertake the following activities in the Ballarat municipality?

Installation of onsite wastewater management systems
☐ Weekly
☐ Monthly
☐ Quarterly
☐ Annually
☐ Every 2 years or greater
☐ Never
Maintenance of onsite wastewater management systems
☐ Weekly
☐ Monthly
☐ Quarterly
☐ Annually
☐ Every 2 years or greater
☐ Never

05. What are the most common issues you encounter with onsite wastewater management systems?

Please indicate how often you experience each issue.

System failure
☐ Very common
☐ Common
☐ Occasionally
☐ Rarely
☐ Never
Improper maintenance undertaken
☐ Very common
☐ Common
☐ Occasionally
☐ Rarely
☐ Never
Incorrect installation
☐ Very common
☐ Common
☐ Occasionally
☐ Rarely
☐ Never
Site and soil limitations
☐ Very common
☐ Common
☐ Occasionally
☐ Rarely
☐ Never
Inadequate land capability assessment
☐ Very common
☐ Common
☐ Occasionally

☐ Rarely
☐ Never
Complexity of the permit process
☐ Very common
☐ Common
☐ Occasionally
☐ Rarely
☐ Never
Inadequate or unclear guidance
☐ Very common
☐ Common
☐ Occasionally
☐ Rarely
☐ Never

06. What challenges do you face in ensuring compliance with onsite wastewater regulations and guidelines in Ballarat?

Select all that apply
☐ Complexity of regulations
☐ Inconsistency in enforcement by authorities
☐ Lack of customer awareness or cooperation
☐ Non-compliant practices of competitors
☐ No issues (challenges)
☐ Other (please specify)

Your Views on Council Regulation and Support

We'd like your feedback on how effectively onsite wastewater management systems are regulated in Ballarat and how we can better support and collaborate with industry professionals.

07. What improvements could be made in the collaboration between Council and industry professionals?

Select all that apply

- ☐ Enforcement of onsite wastewater regulations
- ☐ Increased communication / Access to industry relevant updates
- ☐ Simplified permit process (new systems/alterations)
- ☐ Opportunities to provide feedback to council
- ☐ None
- ☐ Other (please specify)

08. Do you have any additional comments or suggestions for Council regarding onsite wastewater management or the Onsite Wastewater Management Plan?

Maximum of 1500 characters

About you

We want to hear from the wide and diverse range of people who make up Ballarat and the surrounding region.

The City of Ballarat's Inclusion Framework guides us in listening to all voices - especially those who may not always be heard - so that the different needs and perspectives in our community can be understood and represented.

Your answers to the following questions help us ensure that everyone has an opportunity to participate. Your responses are anonymous, secure, and confidential.

Each question includes a "Prefer not to say" option.

09. Which of the following best describes you?

Select one answer only
☐ Man
☐ Woman
☐ Non-binary
☐ Prefer not to say
☐ Self describe

10. Please select your age group

Select one answer only
☐ Under 12
☐ 12 to 25
☐ 26 to 35
☐ 36 to 45
☐ 46 to 55
☐ 56 to 65
☐ 66 to 75
☐ 76 to 85
☐ 86+
☐ Prefer not to say

11. Do any of the following apply to you?

Select all that apply
☐ I identify as LGBTQIA+
☐ I am Aboriginal and/or Torres Strait Islander
☐ I am a person with disability
☐ I am from a culturally and linguistically diverse (CALD) background
☐ I have a low income (e.g. I earn less than \$650 per week, receive a government pension or allowance, or hold a Health Care Card)
☐ Prefer not to say
☐ None of the above