THE CITY OF
GREATER GEELONG

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ONSITE WASTEWATER MANAGEMENT PLAN - COMMUNITY ENGAGEMENT SUMMARY

Feedback on the Onsite Wastewater Management Plan has closed. Thank you to everyone who provided feedback, your contribution is valued and appreciated.

The City invited the community to provide feedback on the plan from 2 December 2024 to 20 January 2025 via an online survey.

This stage of engagement was to seek community feedback to ensure the Onsite Wastewater Management Plan reflects local needs and priorities. Community input is essential to shape effective and sustainable wastewater management solutions.

HOW WE ENGAGED

WHAT DID WE DO?

Over the course of this consultation period the City reached the following achievements:

50 DAYS
of engagement

101
Visitors to the dedicated have Your Say page.

29
Surveys completed.

ENGAGEMENT TOOL AND TECHINQUES

A project specific engagement page was developed to provide project information and methods of ways to engage with the City. An online survey was used to capture feedback, as well as the opportunity for a hard copy survey if required.

HOW WE ENGAGED	
HAVE YOUR SAY ONLINE PORTAL YOURSAY.GEELONGAUSTRALIA.COM.AU	An online HYS project page was designed to share relevant information to encourage community feedback on the Onsite Wastewater Management Plan
SURVEY (ONLINE AND HARDCOPY)	The community was invited to interact via an online survey.

COMMUNICATIONS

364

Letters were sent out to homeowners we've previously engaged with the City regarding their wastewater systems, as well as to 29 plumbers who have submitted applications to install on-site systems.

WHO WE ENGAGED WITH

PARTICIPATION

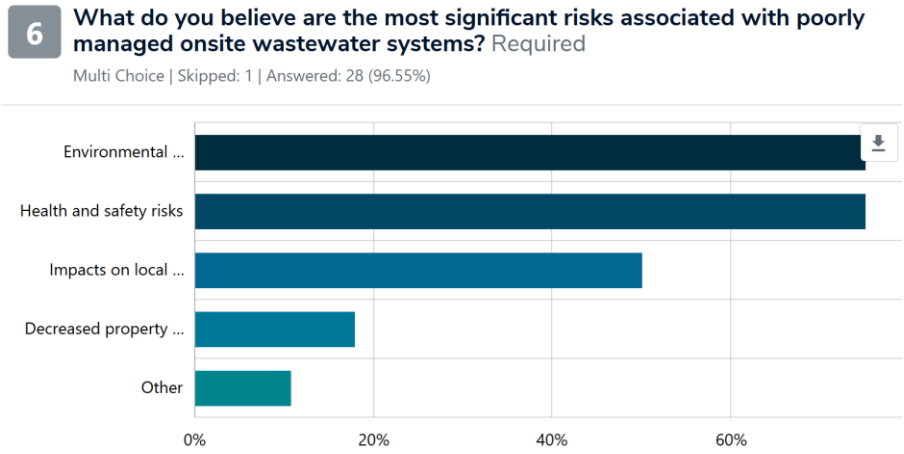
During the engagement consultation period 101 people visited the Onsite Wastewater Management Plan Project Have Your Say page with 29 pieces of feedback provided.

WHAT WE HEARD

Key Findings from the data:

- Over 85% of respondents reported being either extremely or moderately familiar with onsite wastewater systems.
- 46% of survey respondents indicated that it is extremely or very important for the City to prioritise the management and regulation of onsite wastewater systems in the region, while an additional 32% remained neutral.
- Regarding satisfaction with the support and resources currently provided by the City for onsite wastewater management, more than 57% of respondents indicated a neutral response.
- When asked about desired improvements or changes our community would like to see in the management of onsite wastewater systems, the top responses were better education, followed closely by clearer regulations and regular inspections.

We also inquired about significant risks, and the highest concerns reported were health and safety risks, as well as environmental impacts like water pollution. Please note that respondents could select multiple options in their answers.



Five overarching themes emerged from the survey responses, these themes reflect a blend of financial, regulatory, communication concerns, effective management and education.

- Financial Impact
- Desire for regular inspections
- Permits and Approval Processes
- System Upgrades and Future Development
- Education and Communication.

NEXT STEPS

Comments received during the consultation have been considered in the development of the draft Onsite Wastewater Management Plan**.**

The draft plan will soon be available on the geelongaustralia website and here on our Have Your Say project page. Customers, residents, and plumbers will be notified once it is published. Please follow the project page to receive updates.

The draft plan will be open for public comment for 28 days. Feedback received during this period will be reviewed before the plan is finalised.