

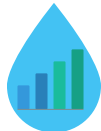


Case Study: Ballina Shire Council

One system, endless possibilities



321
Sites



396
Indicators



1,087,428
Records



35
Users

The Challenge:

Ballina Shire Council has relied on **swimlocal**® for more than a decade, initially introducing the system to streamline the collection of field data from operators. At the time, **swimlocal**® worked alongside a separate laboratory reporting system, acting as the bridge between field activities and laboratory results.

The council needed a reliable way to capture and manage a wide range of information, including pump run hours, flow meter data, water quality testing, environmental health inspections and operational events.

As reporting requirements grew and data volumes increased, the value of having a centralised and purpose-built platform became increasingly apparent.

How Ballina uses swimlocal®:

Ballina is taking the next step in its digital transformation journey by transitioning toward **swimlocal**® as its primary data management platform. The council is working to bring field data, laboratory results and operational records together into a single system, reducing reliance on external software.

For Belinda Fayle, the flexibility of the platform is one of its greatest strengths.

"We find it very fit for purpose. It's not overly complicated to use... compared to its peers, it's extremely user-friendly, intuitive and fit for purpose."

The council uses **swimlocal**® for:

- Water and wastewater operations
- Recycled water quality monitoring
- Regulatory reporting
- Resource recovery and waste management data collection
- Beach watch sampling
- Event and incident recording
- Operational tasks and workflows
- Historical data analysis and planning activities

"For local councils I think it's a really fit-for-purpose tool. It is well designed, straightforward to use. It's not in any way daunting for operators to use. The dashboards and reporting functions are fantastic."

Real-world impact

As Strategic Engineer, Belinda is currently leading master planning work across Ballina's wastewater treatment plants. Access to reliable historical data has become critical in that process.

Rather than spending time searching through multiple systems or compiling records manually, **swimlocal**[®] provides immediate access to years of operational information, including flows, rainfall and water quality data.

"Having swimlocal[®] means that I've just got instant access to all the historical data that I need to be able to pull out to do things like calculate average flows. We've got our rainfall, we've got everything all in one place."

This reliable source of information is helping council make informed decisions about future infrastructure investments and treatment plant upgrades.

Benefits delivered:

Instant Access to Data

Years of historical operational information can be accessed quickly whenever required for reporting, planning or investigations.

Improved Data Confidence

Because information is entered and validated in real time, staff have greater confidence in the accuracy of the data they are using.

Reduced Duplication

Field staff enter data once, eliminating duplicate processes and reducing the risk of lost records.

"There's no duplication, there's no losing bits of paper."

Faster Response to Operational Issues

Water quality monitoring and field testing results can be reviewed immediately, enabling operators to identify and respond to out-of-range results more quickly.

User-Friendly for All Staff

The system's intuitive design means staff with varying levels of computer literacy can confidently use it in their day-to-day activities.

Supporting better decisions

One of the unexpected benefits of swimlocal has been helping operational staff understand the value of the data they collect every day. By using **swimlocal**[®] data during master planning workshops, Ballina's operators and electricians can directly see how their field observations contribute to strategic planning and investment decisions.

"They're able to see that, 'Oh, you do use those reads that I put in at the flow metres every day... they're actually important.'"

The council is also planning to integrate **swimlocal**[®] data with a new asset management system to support condition-based maintenance. By capturing equipment operating hours, maintenance activities can be scheduled based on actual use rather than fixed time intervals, helping optimise asset performance and lifecycle management.