



CASE STUDY

SHIRE OF WYNDHAM EAST KIMBERLEY

CLIENT

**THE SHIRE OF WYNDHAM
EAST KIMBERLEY,
WESTERN AUSTRALIA**

REQUIREMENT

**WASTE MANAGEMENT
SOFTWARE SOLUTION**

SOLUTION

**MANDALAY SOFTWARE
AND PROFESSIONAL
SERVICES**



OVERVIEW

The Shire of Wyndham East Kimberley had to urgently address significant environmental challenges and the economic viability of their waste management operations. A new waste strategy was formulated and the Shire needed simple, yet powerful waste management technology to support the execution of that strategy. The Shire chose a solution from Mandalay to meet its critical waste management requirements, with great results.

BACKGROUND

Located in Western Australia, the Shire of Wyndham East Kimberley is an area of 7,700 square kilometres with two major towns, Kununurra and Wyndham. They are 100km apart with Aboriginal communities dotted in and about the region. Kununurra, being the larger of the two towns has a population of approx. 6,500 and has the busier of two landfill sites. The Shire processes 16,350 tonnes of waste a year.

CURRENT SITUATION

The Shire did not have a waste strategy or sufficient resources to manage waste effectively. This was causing environmental and non-compliance issues for the council. The Shire identified the following issues in relation to its landfill sites:

- No control over the type of waste delivered at landfill,
- Regular fires occurring within the landfill,
- No site rehabilitation,
- No annual reporting, and
- Failure to comply with licence conditions as set by the State Government.

In addition, the Shire discovered that the current waste management fees and charges were well below both breakeven cost and industry benchmark.

"When implementing a digital solution from Mandalay we saw an immediate efficiency gain of at least a day a week."

Kevin Hannagan,
Director of Infrastructure
Shire of Wyndham East Kimberley

The result of this is that the Shire (funded by ratepayers) was currently subsidising waste disposal from the local commercial / industrial waste producers.

THE CHALLENGE

Non-compliance with State Government reporting can result in significant fines (up to \$25,000 per time) being issued to the Shire and it puts at risk the renewal of the Shire's licence to operate landfills.

As part of the Shire's new waste strategy the following priorities were identified:

- Minimise the environmental risk to acceptable levels,
- Comply with State Government regulations,
- Meet industry operational requirements,
- Provide an appropriate work place for staff, and
- Become economically sustainable.

To support this strategy new waste management technology was needed to ensure all waste was being recorded and effectively reported.

THE SOLUTION

The Shire chose a waste management solution from Mandalay to provide a simple yet powerful way to record all transactions at the landfill sites. With this waste intelligence the Shire can now readily measure and report on their practices at landfill sites. The system is fast and efficient, streamlining record keeping, invoicing and reporting. Accounting and invoicing now only takes a few hours a week.

Every load tipped is digitally recorded and tip dockets easily generated on the spot. Transactions that used to take up to five minutes each now only take a few seconds, reducing queue lines and optimising staffing requirements on site.

"With the Mandalay solution we are now able to field customer queries quickly and easily, which assists with payment processing." - Kevin Hannagan, Director of Infrastructure, Shire of Wyndham East Kimberley

Regulatory reporting back to the State Government can now be done with a high degree of reliability. With accurate and complete load records the Shire can ensure regulatory compliance, minimise environmental damage and readily report to all stakeholders the condition and operation of landfill sites.

The Shire of Wyndham East Kimberley can now:

- Accurately capture and manage fees and charges,
- Meet regulatory compliance and reporting obligations,
- Save a significant amount of time in operations and optimise staff resourcing around waste management,
- Tailor the system to specific waste customers and track costs for all waste.

"The team at Mandalay were responsive and dedicated to the success of the implementation project. They provided essential best practice advice when needed." - Richard Bianco, Information Services Manager, Shire of Wyndham East Kimberley.

IMPLEMENTATION SUCCESS

“Any technology deployed at our remote waste management sites must be intuitive and really quick to pick up. The Mandalay solution fits that bill and our operators are very pleased with the touch screen interface.”

John Gault,
Depot Manager
Shire of Wyndham East Kimberley

- Saving a day a week in operational efficiencies,
- Now complying with regulatory reporting,
- Worksite is now in line with industry guidelines and is a safer place to work,
- The landfill site is on target to achieve economic viability within the first 12 months of deploying the new waste management strategy.