



Dubbo Regional Council

Modernised and centralised waste operations make for a better experience from council to community

Future-proof your waste operations today.

[Request a demo here](#) ➤

About

The Dubbo Regional Council serves as a local government authority in the Central West and Orana regions of New South Wales, Australia. Established in 2016, it was created through the union of the former city of Dubbo and Wellington Council as part of a broader state-wide council merger initiative.

Covering 7,536 square kilometres, the council encompasses portions of the central western plains of NSW and surrounds the regional hub of Dubbo. According to the 2016 census, the council area recorded a population of approximately 50,077 residents. The council currently operates one landfill site, and five rural transfer stations available for domestic use.

Challenge

Dubbo relied on multiple waste management systems, manual voucher verification without data tracking, and experienced voucher misuse by rental property owners. Bulky rubbish collection left waste kerbside for weeks, creating health and safety risks and elevating illegal dumping concerns. The council needed to modernise operations by consolidating systems into a single platform, digitising voucher management, streamlining bulky waste bookings, and meeting strict cybersecurity requirements, including multifactor authentication (MFA).

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Rural transfer stations

80%

Diversion target by 2030

7,536 km²

Total area covered

50k+

Residents served



Solution

Dubbo chose and implemented Mandalay Technologies (powered by AMCS) to modernise and centralise waste management into a single system while meeting cybersecurity requirements. The solution combined a facility ticketing system with image capture and EFTPOS integration, a digital voucher platform for resident verification, a bulky waste booking system, and Federated ID integration to align with ACSC Essential Eight standards. These tools streamlined operations, improved compliance, and provided accurate, actionable data.

Digital vouchers now allow residents to verify eligibility online and present QR codes at facilities (95% via mobile), reducing administrative burden and misuse while delivering insights for reporting and education. The bulky waste booking system enables flexible scheduling, reducing health and safety risks and illegal dumping, while full-time staff improve resource recovery. Federated ID ensures secure access with MFA, meeting cybersecurity goals with minimal technical overhead.

Results

By consolidating systems, Dubbo streamlined waste management processes, reduced administrative burden, and strengthened compliance. Accurate data capture now delivers reliable insights into waste generation, diversion, and recovery, while residents enjoy easier access through online tip vouchers and flexible bulky waste bookings. The solution also cuts costs and meets cybersecurity requirements under the ASD Essential Eight through MFA.

Council staff can now track voucher use, monitor facility activity, and resolve disputes much more efficiently. Annual reporting to the State Regulator has been simplified with automated reporting, replacing manual, multi-system processes. These data capabilities support strategic planning, including adjusting facility hours ahead of landfill closures and progressing toward Dubbo's 80% diversion target by 2030. Insights also enable targeted community education, improving waste disposal behaviours and reinforcing sustainable outcomes.

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We chose Mandalay for its proven waste facility system and flexibility for add-ons. Our goal was to consolidate systems, capture meaningful data, and make decisions based on facts, not emotion. With tools like the online tip voucher and bulky collection verification, we've moved from a trust-based approach to a secure, data-driven process that ensures accountability and objectivity.

Jamie Lobb, Manager Resource Recovery and Efficiency, Dubbo Regional Council

Mandalay Technologies

Mandalay Technologies (powered by AMCS) is a leading provider of software and data management solutions for the waste and resource recovery (WARR) industry in Australia. Offering a comprehensive suite of products, organisations, and councils can streamline facility data capture, gain valuable insights into waste behaviours, and improve their customer service.