



City of Wanneroo

Future-proof your waste operations today.

Request a demo here ➤

Modernised waste operations improve resident experience and efficiency.

About the city of Wanneroo

The city of Wanneroo is one of Western Australia's largest and fastest-growing local government areas. Spanning 685 square kilometres on the north-eastern fringe of the Perth metropolitan region, it stretches between 12 and 60 kilometres from Perth's CBD. Home to more than 200,000 residents across 36 unique suburbs – from Two Rocks to Koondoola – Wanneroo continues to experience significant growth.



Challenge

The city of Wanneroo was up against some tough challenges. With only one unattended weighbridge at the Wangara Greens Recycling Facility, manual ticketing and reconciliation processes, and fragmented data systems, operations were far from efficient. Limited weekday staffing made it even harder to manage vehicles of all sizes and keep records accurate.

Additionally, lost or missing waste vouchers were causing ongoing frustration for the council. Inserted in rate envelopes, these vouchers needed frequent re-issuance and led to uncertainty around claims. On top of that, limited data visibility made it hard to track waste movements or improve service delivery. The council needed to modernise operations by automating weighbridge operations, digitising voucher management, consolidating data for better insights, and giving residents streamlined access – all while maintaining control and compliance.

685

Square kilometres of land

200,000+

Residents





Solution

Wanneroo needed a system with the flexibility and functionality to support future operations. In 2021, they partnered with Mandalay Technologies (powered by AMCS), and after assessing several options, the city selected for the Wangara Greens Recycling Facility to have a more efficient solution: an advanced control station at one end of the weighbridge and a standard station at the other.

This smart configuration allows known vehicles with stored tare weights and consistent waste streams to weigh only on entry, reducing congestion and improving efficiency. Trucks collecting green waste still weigh in and out, ensuring accurate measurement of material flows.

Voucher distribution has been completely streamlined. Instead of separate vouchers tucked into the rates notice envelope, the waste voucher now appears as a perforated section at the end of the notice. Each voucher carries a unique QR code linked to the property address, and residents can choose to present it digitally on their phone – no need for a physical copy.

This simple change has eased traffic flow at the weighbridge and cut down on voucher misuse. Plus, the waste team now has access to detailed resident data and analytics through Mandalay's Voucher Management System, giving them better oversight and the insights they need to make informed decisions.

Results

The biggest win has been the data, analytics, and insights delivered through Mandalay's facility software and voucher management program. These tools have transformed operations and strengthened communication with the community. At the Wangara Recycling Facility, contracted operators now access the site during the week using the control stations, while residents continue to use the facility on weekends when it is staffed.

Garden organics loads are now weighed at the weighbridge, giving the team the ability to track net weights, spot trends, and use this data to understand what's happening in the community. Through the system, the Wanneroo team can automatically access and analyse waste data and have become skilled at creating customised reports. This empowers them to make accurate, data-driven decisions on waste streams, contamination levels, and performance against WA State Government targets. These insights are proving invaluable for planning and improving waste services.

The new voucher system has delivered real savings on printing and postage while lifting customer service to a new level. Residents can now receive reissued vouchers instantly via email or QR code – no more waiting for postal delivery. This smooth rollout was made possible through strong collaboration and well-coordinated training, ensuring the implementation was seamless and successful.

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.

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Mandalay did very well at engaging with everyone early. They understood the timeframes and made sure that developing the systems for the new facility didn't impede with the rates going out on time. Mandalay also made sure we could keep costs down, stay efficient and provide quality data, so we were able to achieve that easily. We got a massive return on that investment.

Mari Davies,
former Senior Project Manager of
Waste Services for the City of Wanneroo