

City of Darwin

Darwin embraces innovation to deliver sustainable, future-proof waste operations.

Future-proof waste operations today.

Request a demo here.

About

City of Darwin is the local government authority for the Northern Territory's capital, covering 111 square kilometres and serving more than 130,000 residents. The Council delivers essential services, including waste management, to a growing and diverse community. Darwin's sole waste management facility at Shoal Bay provides residents with unlimited access and includes a landfill, transfer station, independently operated recycle shop, and green waste recovery facility. Landfill gas is also harvested to produce renewable electricity, powering approximately 1,000 homes every year.

Challenge

City of Darwin faced growing pressure from population growth and stricter regulatory requirements, making it clear that traditional approaches to waste management were no longer enough. The industry is changing rapidly, and modern facilities now need innovative data architecture to operate effectively. At the same time, government legislation and rising community expectations have made data integrity and accountability critical.

1,000

homes per year used renewable electricty generated from landfill gas

111km²

Area covered

130,000+

Residents served

amcs



Solution

City of Darwin and its waste management team recognised that a forward-thinking approach to data management was essential for future success. In October 2020, the Council chose to transition to AMCS Mandalay's cloud-based platform. This move helped the Council minimise risk, enhance the customer experience, and improve data integrity and accessibility, with advanced reporting capabilities that will greatly support future planning at Shoal Bay.

Results

By moving to AMCS Mandalay's cloud-based intelligence platform, City of Darwin has improved data accessibility, integrity, and security across its operations. The system provides advanced reporting capabilities to support future planning at Shoal Bay, while features such as image capture streamline weighbridge transactions and deliver accurate data for finance and compliance.

AMCS' customer-centric approach and strong collaboration with Shoal Bay's team supported a smooth transition. With reliable data and flexible access, City of Darwin can now plan confidently, reduce risk, and deliver better outcomes for the community.

About AMCS Mandalay

AMCS Mandalay is a portfolio of data management solutions for the local government, waste, and resource recovery (WARR) industry in Australia. The comprehensive suite of products enables organisations to streamline facility data capture, gain valuable insights into waste behaviours, and improve customer service.

> "It will give us greater data input and the ability to identify trends, which we can use to adapt our site to meet future needs. Our previous system had reporting capabilities, but they were less intuitive and flexible. With this new system, we can manipulate data very easily to get the information we need.

Nik Kleine, Executive Manager of Program Management, City of Darwin

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