



Mornington Peninsula

Simplified tenant eligibility, administrative work, and the digital process for tenants, landlords, and real estate agents

Interested in hearing how AMCS can support your organisation? Contact us to find out more.

Contact us to find out more ➤

About Mornington Peninsula

The Mornington Peninsula Shire is a local government area in southeastern Metropolitan Melbourne, Victoria, Australia and is located south of Melbourne's City Centre. It has an area of 724 square kilometers and a population of 171,450 as of 2024.

Mornington Peninsula Shire Council manages waste services across three transfer stations. The council has been using Mandalay Technologies (an AMCS company) facility products since 2017, and in 2023, the Shire began to expand the use of the product to support the introduction of digital waste vouchers to tenants.

Challenge

Mornington Peninsula Shire previously distributed waste vouchers to their resident community through rates notices, and considered transitioning all residents to a self-managed system for waste vouchers in the future.

Mornington Peninsula Shire Council also set out to improve the way waste vouchers were distributed to tenants. Traditionally, tenants relied on landlords or property managers to pass on vouchers included in annual rates notices, which often resulted in delays or missed access.

The council sought a system that could accurately verify tenant eligibility, reduce administrative work, and offer a simple digital process for tenants, landlords, and real estate agents. Their goal was to eliminate manual handling and mailing of vouchers.

The initiative required a quick turnaround and close collaboration with real estate agents to confirm tenant details. They needed a scalable solution capable of supporting a fully self-managed voucher system for all residents.

724km²

Land size

171,450

Number of residents

3

Resource recovery centres



Solution

Mornington Peninsula Shire implemented Mandalay's Voucher Management and Self-Service Platform to digitise waste voucher distribution for tenants. To meet the council's goal of rapid implementation, the project moved quickly – going from announcement to go-live in just three months.

To engage real estate agents, the council shared detailed information about the new process and invited feedback. Using existing databases, they compiled a comprehensive list of agents across the Peninsula. The response was overwhelmingly positive, with agents fully supporting the initiative.

For tenants, the program was announced during the budget process and promoted on the council's website. Word-of-mouth spread quickly, and tenants began registering early to access their digital vouchers through the Self-Service Platform.

Results

The Mornington Peninsula waste team now has a database of real estate agents managing rental properties, enabling targeted communication on recycling, short stays, bin use, and other resource recovery issues. Since launch, data captured within the voucher system has helped the council track tenant registrations, successful verifications, and voucher usage.

Digital vouchers and self-service have proven the system's efficiency and highlighted its potential for expansion to all residents – reducing administrative workload and improving customer service.

A key anticipated benefit is the introduction of rolling 12-month voucher expiries. Previously, all vouchers expired simultaneously, creating seasonal pressure on transfer stations. Now, the new system staggers expiry dates, balancing demand throughout the year.

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.

“

The ability to work through issues, be in contact frequently, and the support we received once we went live, that was great. It's been a remarkably smooth and successful transition for the tenants.

Daniel Hinson,
Team Leader of Circular
Economy and Waste