



Bundaberg Regional Council

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Modernising voucher management for efficiency and transparency

About Bundaberg Regional Council

Bundaberg Regional Council serves an estimated population of 100,000+ in Queensland, located four hours north of Brisbane. The region operates two weighbridge facilities, eight rural transfer stations (open part-time), and two tip shops. AMCS Mandalay's Facility Product Suite runs across all sites on 20 machines.



Challenge

Bundaberg Regional Council identified several challenges with its existing tip voucher program, including high costs to administer, poor distribution where some residents received multiple vouchers while others missed out, and an assumption that property owners would pass vouchers to tenants, which rarely happened. Council had no visibility into voucher redemption, could not track usage, and could not confirm if vouchers were used by the intended household.

Additional vouchers were printed each year to cover lost or misplaced ones, and unused vouchers were destroyed at the end of the season, adding to wasteful production. The program lacked a paperless option for customers receiving electronic rates notices and created a heavy administrative burden across multiple departments.

For community and retirement housing, vouchers sent in bulk to managers were often not passed on to tenants and were sometimes used for property upkeep instead of being used by the residents, contrary to the program's intended purpose.

6,451

Square kilometres of area covered

102,000+

Residents

2

Weighbridge facilities





Solution

Bundaberg Regional Council modernised its voucher program by implementing AMCS Mandalay's Voucher Management System in 2020. This digital solution replaced paper-based vouchers with a secure, trackable system that delivers efficiency and transparency.

The new program introduced electronic vouchers with unique QR codes linked to specific addresses, allowing secure validation at weighbridges. Vouchers can now be emailed alongside rates notices, supporting paperless communication and reducing complaints. Lost vouchers can be cancelled and reissued instantly, giving customer service teams full visibility and control.

On-demand printing eliminates the need for bulk printing and reduces waste, while real-time tracking provides valuable insights into voucher usage and has significantly reduced calls about lost or missing vouchers. For community and retirement housing, the system ensures vouchers are sent directly to residents rather than property managers, improving fairness and preventing misuse.

Results

By implementing AMCS Mandalay's Voucher Management System, Bundaberg Regional Council achieved complete transparency over voucher program costs, with full auditability of issuance, redemption, and cancellation. Customer service has improved significantly, as staff can now access voucher details instantly, reducing calls and administrative workload.

The integration of AMCS Mandalay Image Capture extension allows images of vehicles and loads to be recorded at the time of transaction, strengthening accountability. Products are now recorded against each voucher and linked to vehicle registration, providing deeper insights into usage patterns. Fraudulent claims of lost vouchers have been eliminated thanks to tracking and audit trails, while real-time data enables informed decisions and strategic planning.

The Council can now capture detailed information, including waste source, facility usage, suburb-level insights, product analysis, and voucher redemption trends. These capabilities support better resource management and community education initiatives.

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.

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It's not even a year old and we're already seeing a lot of benefits from the waste voucher program. We know exactly what it's costing us, and we can at any time take that to our councillors and show them that this is actually how much vouchers are costing the council.

Kerry Dalton
Coordinator for Landfill Operations & Compliance
Bundaberg Regional Council