

The City of Greater Geelong

Automating a green organics facility to improve reliability, data accuracy, and customer experience.

Future-proof your waste operations today.

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About

The City of Greater Geelong is Victoria's largest provincial city, serving more than 276,000 residents across 1,247 km² of suburban, coastal, and rural areas.

Located 75 km south-west of Melbourne, the council introduced a green bin service in 2004, currently collecting 35,000 tonnes of garden organics annually. In 2019, it opened the Anakie Garden Organics Processing Facility, supported by AMCS Mandalay to manage ticketing and automation.

Challenge

City of Greater Geelong faced major challenges establishing a new site without mains power, relying on generators that caused outages and damaging fluctuations, resulting in fried hardware and PCs.

Additional hurdles included faulty load cells producing inaccurate weight readings, manual invoicing with a high risk of human error, and complex VPN troubleshooting, slowing issue resolution.

With a need for full automation to eliminate weighbridge attendants and reduce human error, the council partnered with AMCS to implement a robust, automated weighbridge system integrated with council processes.

276,000+

Residents

1,247 km²

Service area



Solution

Geelong's team, together with AMCS Mandalay, worked closely to strengthen the relationship and overcome each hurdle. AMCS actively helped rule out software as a possible cause of issues, allowing the council to communicate confidently with other parties and potential sources of problems.

Regular communication meant both had detailed knowledge of the facility and its history, enabling them to provide immediate guidance without lengthy diagnostics.

Infrastructure upgrades such as solar panels, Tesla Powerwalls, and UPS devices were implemented to reduce the impact of power outages and fluctuations while ensuring reliable power for both the site and office.

Results

The City of Greater Geelong said that they have gone from a satellite site that is bespoke and had multiple problems to now being at the point where AMCS is preparing a status report on where they are and are providing options on what more they can do. The system has been used for a couple of years now and the City of Greater Geelong has been recording data on the bridge (outbound) despite the challenges they have faced.

They agree there are still a few kinks to be ironed out, and there is much to be done as the process of automating the site is still ongoing at the stage this case study was written.

They are also working toward using AMCS for financial transactions to reduce manual invoicing errors and values having a reliable online reporting system that external parties can trust.

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's a great system because the weighbridge data is accurate and objective, unlike manually maintained spreadsheets. From my perspective, the more information we can bring into the system, the better.

Andrew Lucas, Market Development Team Leader, City of Greater Geelong

amcs