

Waste Management Service Delivery Review cover note

The Waste Management Service Delivery Review was conducted in 2019 by Talis Consulting on behalf of Council. The focus of the review was:

- Provide a full and holistic review of the services delivered to our customers with a view to matching these services against the community's expectations and our organisation's vision.
- Determine how these services can be delivered at the right level, at what cost and in the best way possible to meet community expectations
- Ensure value for money and operational efficiency
- Assess opportunities for better service delivery with other entities

Talis provided preferred improvement options in the following areas:

- Community Engagement and Education
- RRC Optimisation
- Additional Waste Management Facility
- Integrating Waste Management into Planning and Approvals:
- Waste Collections:
- Collection Contract Synergies; and
- Regional Collaboration.

The review recommended implementation of the preferred improvement options to align with the preferred service delivery model;

- Optimise the preferred service delivery model comprised of the following:
 - Outsourced waste management collections; and
 - In-house RRC operations

Executive, relevant management staff and Councillors were briefed on the review report, which was not considered at a Council meeting.

The Review improvement options and recommendations will be considered in the development of the Waste Strategy, which has been delayed awaiting release of the NSW Waste Strategy.