

1. Introduction

The WMRC Bulletin serves to provide a summary update to member Councils on WMRC issues and developments in the periods between WMRC Council meetings. It is issued fortnightly and circulated to Councillors, their deputies, CEOs and relevant officers of our member Councils.

2. DiCOM Update

DiCOM has now paid all outstanding court costs. Negotiations between WMRC and DiCOM as to the future of the DiCOM facility are continuing.

3. Safety and Security

There have been no new safety incidents since our last Bulletin. Toolbox meetings attended by the CEO are held every fortnight at the West Metro Recycling Centre and monthly for the Administration office. A new WMRC Occupational Health and Safety Plan has been accepted by Council. The WMRC Council also approved the installation of new security fencing and gates at the West Metro Recycling Centre.

4. Strategic Community Plan

The SCP was approved by the WMRC Council at its meeting on 3 October 2019. The new Corporate Business Plan will follow.

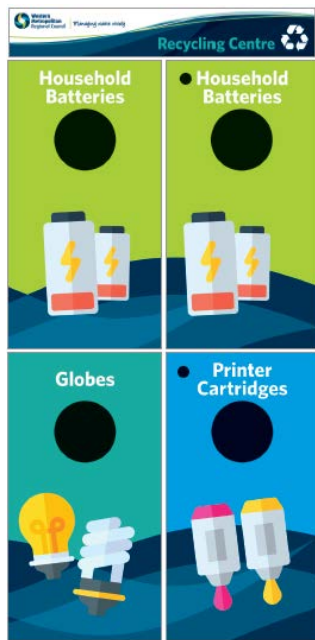
5. Pre-booked vergeside bulk waste collection service

This Tender was accepted at the OCM of 3 October and development of the customer interface is underway. A draft MoU to guide the relationship between participating member Councils and the WMRC in managing the contract has been developed. This service is now available to Member Councils to opt in. Contact aimee.hynes@wmrc.wa.gov.au for details.

6. Customer Service Training Opportunity

The WMRC has arranged two half-day customer service training sessions on November 21 with a well-respected and experienced trainer which all its staff (indoor and outdoor) will be attending. This is in recognition of the vital importance of customer service to our business. There are some spots available to Member Council staff on a pro-rata basis (likely to be less than \$200/head). This represents a considerable saving on a direct booking for this sort of training. If any Member Council staff wish to take advantage of this offer or need further details, please email libby.eustance@wmrc.wa.gov.au.

7. Public Place Battery and Light Globe Collection Stations



We will be revamping these stations at all 8 locations across our member Council area between now and early December to make them more noticeable and bring them in line with our new branding. They will be done progressively between now and early December. There are opportunities for relocating a couple of the stations; please contact us if you know of suitable locations.

8. Community Education – Schools and Community Groups

The Communications and Education team has developed a one-day free incursion for Primary Schools which introduces the entire school population of students from years 1 – 6 to elements of good waste management and waste reduction in an engaging, participatory and high energy fashion. We are happy to deliver this program to any Primary School in our area. Please let any Primary School contacts know that they can contact libby.eustance@wmrc.wa.gov.au for details. Mosman Park Primary School and North Cottesloe Primary School have both already booked incursions for Term 4.

We are keen to run Waste Watchers Workshops for adults hosted by schools and community groups but open to all in our area. Please let your contacts in your community groups know to get in touch if they are interested. We are preparing a February 2020 workshop at North Cottesloe Surf Lifesaving Club.

Stefan Frodsham
Chief Executive Officer