



1. Introduction

The WMRC Bulletin serves to provide a summary update on key issues and developments in the periods between WMRC Council meetings. It is issued fortnightly and circulated to WMRC Councillors, Deputies, CEOs and key office bearers across the region. Past Bulletins are posted on our website at <https://www.wmrc.wa.gov.au/about-us/publications/wmrc-bulletin/>

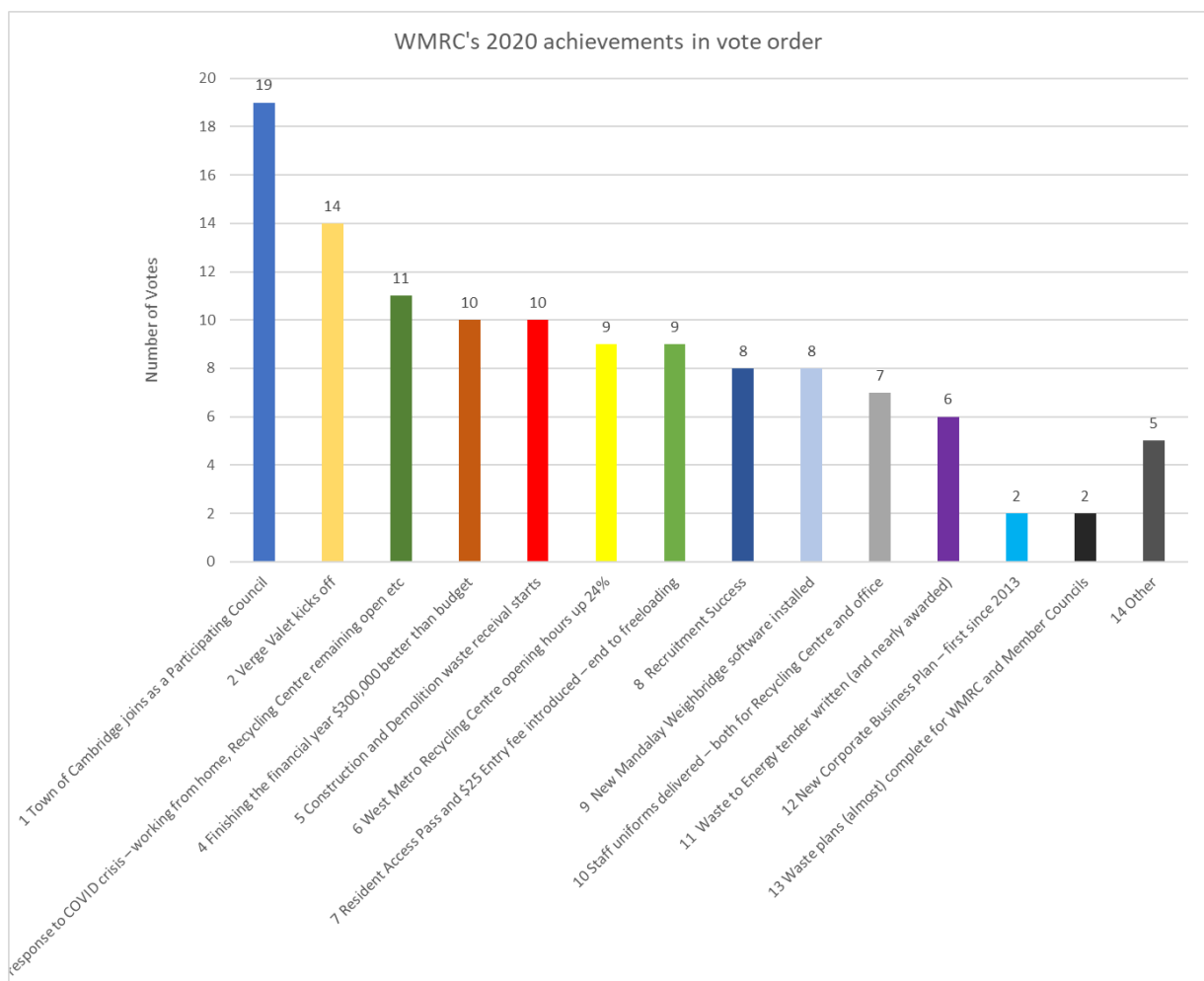
2. Highlights of 2020

Despite 2020 being an unusual year, there have been some highlights and major achievements for WMRC. Councillors and staff voted¹ on the most important and here's the result in order of preference:

1. **Town of Cambridge joins as a Participating Council.** In October the Town of Cambridge voted to contribute a small per household amount to allow their residents free entry to the West Metro Recycling Centre, reduced disposal costs, and of course free mulch. The WMRC is enjoying the extra business this decision has created; and Cambridge residents are making good use of the facilities at the West Metro RC more than ever before.
2. **Verge Valet kicks off.** Following a 12-month concept development period, the first Verge Valet collections started in Mosman Park at the end of January. Cottesloe joined in July and Cambridge in November. Interest in Verge Valet is running high with enquiries from several councils beyond our boundaries.
3. **Successful response to COVID crisis – working from home, online education and Recycling Centre remaining open.** The 2019 upgrade of our IT systems to Office 365 allowed office staff to work from home with no interruption; many continue to work in a hybrid home/office manner. The Recycling Centre staff continued to service customers throughout the year.
4. **Finishing the financial year \$300k better than budget** through sound cost management and increased revenues on the back of greater tonnage throughput at the Recycling Centre.
5. **Construction and Demolition waste receiptal** started in July at a competitive rate. On average we are already receiving 50 tonnes a month and the service continues to grow in popularity.
6. **West Metro Recycling Centre opening hours up 24%** without a corresponding increase in the wages bill by moving to a 7-day ordinary hours roster from a 5-day system. More staff have been brought on as permanent staff from casual and the new opening hours are easier for residents to remember.
7. **Resident Access Pass and \$25 entry fee introduced.** For many years, 40% of the residents visiting the Recycling Centre hailed from outside our membership (mostly Cambridge and Nedlands) at the expense of our Member Councils. Introducing an entry fee for most services put an end to this cost burden on the WMRC and its members.
8. **Recruitment Success.** We have been very happy to welcome Ellen, Keith, Peter, Paul, Ben D, Michael and Tianah to our team at various times between March and November. All have made valued contributions.

¹ 21 people voted, each had 6 votes

9. **New Mandalay Weighbridge software installed** to replace the very old Arch system. This is allowing detailed real time access to the full suite of weighbridge data.
10. **Staff uniforms delivered – both for Recycling Centre and office** allowing for a more professional and consistent look for staff.
11. **Waste to Energy tender written (and nearly awarded)**. A preferred tenderer was appointed in December and the tender is likely to be awarded in February. We look forward to a valuable partnership with the provider to be in place well before an expected increase in the Waste Levy early in 2021.
12. **New Corporate Business Plan – first since 2013**. Accepted by Council in February and providing a valuable framework.
13. **Waste plans (almost) complete for WMRC and Member Councils**. The WMRC and its Member Council have a coherent set of Waste Plans which are being finalised through DWER. These detail initiatives to be undertaken to progress towards meeting the 2025 and 2030 targets in the State Waste Strategy 2030.
14. **Other**. Achievements in this category include another year of safe operation with no time lost to injury, new and improved HR and accounting systems, doubling our recycling rate to 46%, and landscaping works to improve the public presentation of the WMRC.



The WMRC wishes all recipients of this Bulletin a happy, safe and fulfilling 2021. The next bulletin will be on 11 January.

Stefan Frodsham - Chief Executive Officer