

Attachment B

**Waste Management Council Briefing
February 2023**

Waste Management Council Briefing

6 February 2023



Agenda

1. What happened
2. Status and context
3. What we're doing
4. Keeping the community informed
5. What next
6. Unique challenges

The situation



What happened

1

- Difficulty recruiting and retaining staff
- High levels of staff absenteeism
- Delayed collection of bulky items
- On-line bookings for bulky items paused on 9 Jan

2

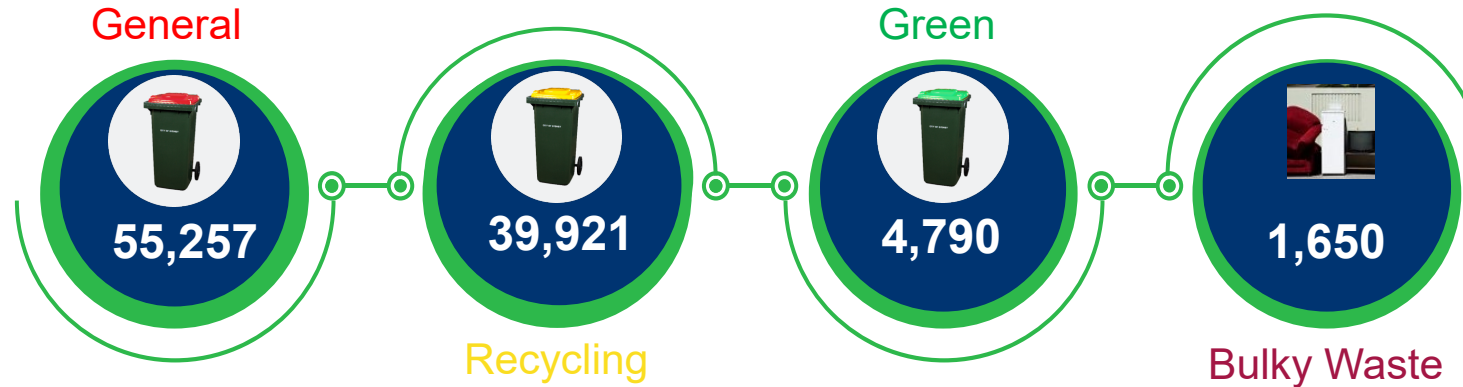
- Cleanaway protected industrial action 2 Fridays in a row (Jan 20 and 27)
- We were not involved in the negotiations
- Impacted 8,000+ properties and 15,000 bins
- Activation of Cleansing and Waste BCP

3

- Red bin collection prioritized, over yellow and green
- Catch-up to clear backlog of red, yellow and green bins
- Some red, yellow, and green bins were missed
- Unable to clear backlog of bulky waste

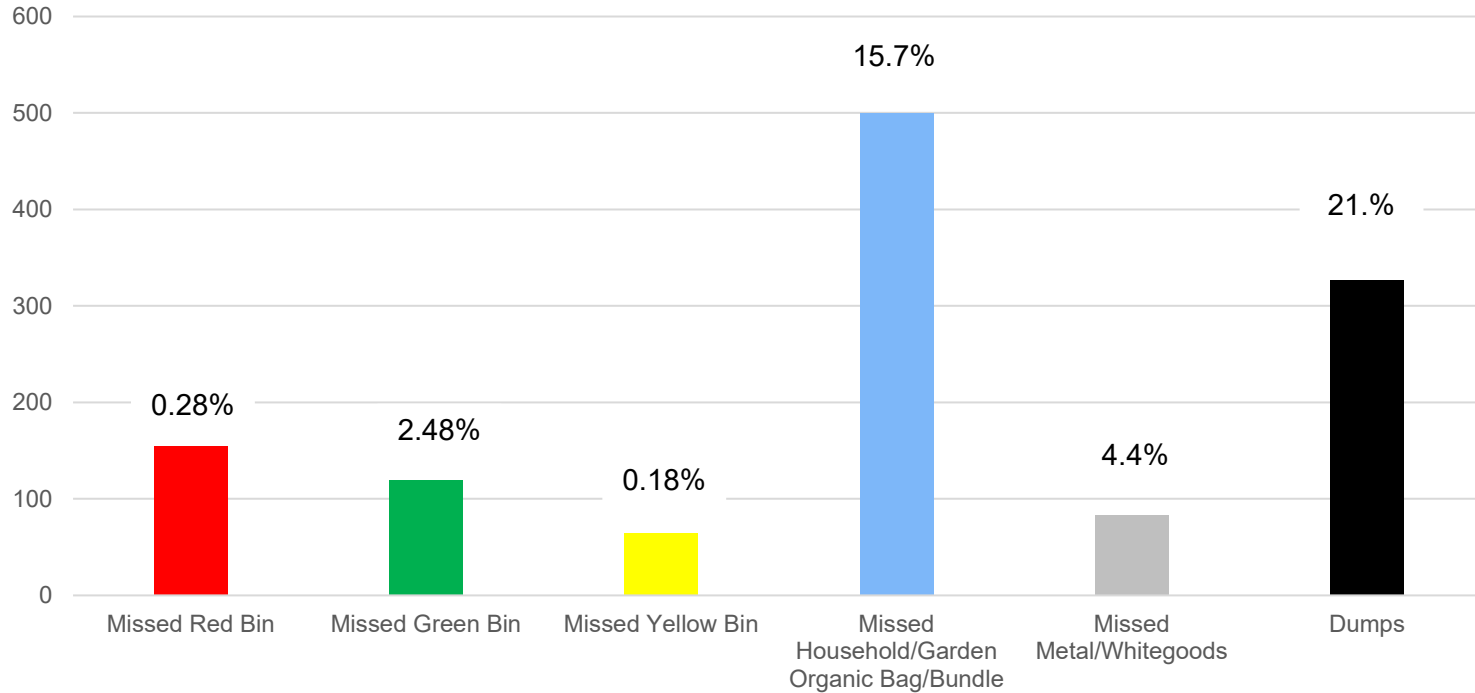
Scale of Services

Services per week



Total: 102,137 bins & 1650 average bulky waste collections per week

Status @ 6 February 2023



Our response



The City's response

1

- Business Continuity Plan
- Incident Response Team
- Continued daily briefings – status, priorities, actions

2

- Prioritised red, then yellow & green bins
- Responded to health and safety issues
- Continued suspension of on-line bookings
- Communications strategy

3

- City staff stepped in to assist
- Prioritised illegal dumps, then booked services
- Assigned additional staff and vehicles
- Additional shifts/ voluntary overtime

4

- Adjusted street cleaning operations
- Established street cleaning response teams
- Maintained all street litter bins and 'high use' area cleaning

Communications



Garden organics 庭園有機垃圾

CITY OF SYDNEY

Recycling 可回收垃圾

CITY OF SYDNEY

Rubbish 垃圾

CITY OF SYDNEY

Communications

- Letterbox drop to impacted residents
- Mass email and text to building managers
- Social media
- E-Newsletter
- Website and web alerts
- Media statements
- News articles

What next



Contract

- Contract term – 1 July 2019 to 30 June 2026 + 2 year + 1 year options
- Deed of Variation – Southern Area – 1 April 2020
- Annual contract value - \$16.5m
- Performance monitoring
 - Annual
 - Monthly
 - Daily
- Contract remediation options
 - Suspension
 - Step in rights
 - Termination

The forecast

- Uncertainty around future industrial action
- Challenging environment for recruitment and retention of staff
- Ongoing high levels of staff absenteeism
- Supply chain issues impacting vehicle availability
- Work will continue on stabilising service delivery
- Continue to prioritise services
- Unique challenges will continue

Unique challenges



Unique challenges

- Waste collect is a complex operation, complicated by:
 - Difficulty accessing bin rooms e.g. missing keys, insufficient room
 - Non-conforming items e.g. gas bottle, paints, chemicals
 - Illegal or bad parking i.e. blocking access to narrow streets
 - Presentation in laneways and other difficult locations
 - Plant and equipment requirements i.e. multiple truck types, sizes, and waste streams
 - Severe weather events e.g. slower collections, heavier items
 - Emergency incidents e.g. truck fires
 - Constructions works e.g. George Street North
- Solution – one on one case management
 - Cleansing Area Managers
 - Contract Coordinators