

Case Study Mildura Rural City Council

Mildura, Victoria

In 2004 Mildura Rural City Council had a problem in its Waste Management area. The truck drivers were regularly working excess hours via their shifts and other council jobs, and in so doing were running the risk of driver fatigue.

With the consequences of accidents due to driver fatigue being borne by the Council CEO and his management team, courtesy of the Chain of Responsibility/Duty of Care legislation, Council was keen to eradicate the possibility of such occurrences.

To remove the risk they decided they needed smarter labour scheduling and rostering.

Selecting RosterOn was just the start. Council's Cassandra Circosta drove the initial implementation, building up the RosterOn system to provide smarter shift patterns for truck drivers, street sweepers, landfill operators, garbage collectors and rural transfer station workers, and then handed the maturing process to a new team headed by Council's Manager Environmental Services Mark Jenkins, and Marlene Daicopoulos.

Having removed the risk of over-extending shift hours for the Waste Management operators, Council then turned its sights on the Library, and Parks and Gardens.

Melissa at Council's Benetook Depot operates RosterOn and enjoys "its ability to check that there are enough staff for the up-coming shifts, and RosterOn's simple recurring shift capability". Both features save her time and effort, and ensure her operations run smoothly. Across the city at Landfill, Tracy also remarks on the ease-of-use of RosterOn "it's simple to use but so powerful in what it can do!" and likes the clever automation the software provides, removing the onerous and repetitive tasks a manual system of shift allocation requires.

Mark and Marlene are both keen to continue to explore and introduce RosterOn's many other in-built benefits and believe its further rollout will bring the Council the incisive management reporting they need, yearly planning aids, award interpretation and also see the emergence of operational adherence to the Council's business rules.

Mark comments "Once we improve the communications speeds between our sites this management tool will be of even more benefit to us, delivering RosterOn quicker and better, enabling more timely performance reporting, making electronic timesheeting possible and delivering more efficiencies in our everyday process and procedure!"

