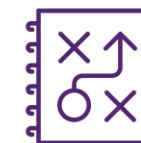


CASE STUDY

Local Government Project



Challenge

In August 2025 a local Government Council will deliver a new waste service structure to over 127,000 households with the introduction of a new Food and Organics (FOGO) garden waste bin.

To support the delivery of the service, Council procured 18 side arm trucks and require 20 heavy rigid (HR) heavy rigid drivers competent in the operation of a side arm loading waste collection vehicle.

The industry is experiencing difficulty with recruitment and retention of qualified HR drivers especially those that can competently operate a side arm loading garbage truck.

In December 2023, the local Government Council engaged The Human Collaborative to develop a strategy to recruit and or train component heavy vehicle (HR) side arm waste truck drivers.

Council's recruitment processes also poses a challenge as it's largely the responsibility of the hiring manager to source and secure their own candidates but having to do so within Council's elongated recruitment process.

Collaboration Approach

Our approach included:

- Internal stakeholder interviews to understand the challenges with sourcing drivers as well as the difficulties navigating council's existing recruitment process;
- External stakeholder sessions with Talent and Operations experts in various organisations to determine the private and public sector approach to recruiting these roles;
- Labour Market analysis including ABS and other skills and Australian workforce data to understand the impact on Council attraction, sourcing and training plans;
- Market research including the "Voice of the Candidate" to determine the main influences for these resources when searching for employment;
- Reviewing industry case studies of driver recruitment programs.

Results

The Human Collaborative team consolidated the insights and findings, and compiled:

- An attraction and sourcing strategy including employer branding, candidate attraction and candidate management
- An overall defined recruitment methodology with recommended supporting technology
- Driver training and assessment options
- Two options for Council to deploy the recommendations
- Costings and timelines associated with each option
- A clearly defined roadmap with an action plan and next steps