



# Mildura Veterinary Hospital

# Case Study

## Project Background

The Loddon Mallee Waste and Resource Recovery Group (LMWRRG) delivers the Kerbside Pride (KSP) Business program which is designed to assist businesses in reviewing their current waste and resource recovery practises and providing recommendations on how businesses can reduce waste to landfill and increase resource recovery.

The Mildura Veterinary Hospital (MVH) have been a member of KSP program since 2016 and in that time have implemented significant operational and infrastructure changes throughout the business.

In a short period of time the MVH have achieved a silver level accreditation through the KSP Business program and continue to look for new opportunities and ways to improve waste reduction and resource recovery.

## Project Overview

In May 2016 a LMWRRG Project Officer conducted a visual waste assessment for the MVH as part of the KSP business program.

The main objectives identified by MVH for undertaking the program included:

- Environmental responsibility with the want to improve operations
- Identify possible cost savings within the business
- Become Kerbside Pride accredited

From the initial review a waste assessment report was written and included a list of recommendations, from which the MVH developed a detailed action plan.

MVH worked hard to achieve actions from the plan which was assisted with the \$1,000 infrastructure incentive provided by the LMWRRG to purchase items identified within the action plan. MVH also sourced grant funding from external sources to purchase commercial worm farms.

A reassessment was conducted in October 2017.

## Outcomes

The initial assessment based on the information provided identified that the hospital was producing approximately 77.92 cubic meters of waste and recycling annual with a diversion rate of only 7.3%.

The main waste stream being sent to landfill was organic waste from the animals in their care including faeces, soiled paper bedding and hair from the grooming room.

The more significant initiatives implemented by the MVH as a result of the waste assessment included:

- The installation of bin stations (rubbish and recycling) with appropriate Australian Standard lid colours.

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- Organic bins in the kitchen to collect food scraps and in the grooming room for the collection of pet hair.
- Implementing a PVC recycling bin as part of the Vinyl Council of Australia recycling program.
- Hiring a recycling skip to provide greater capacity for recycling.
- Purchasing worm farms to process the organic waste – 120lt, 240lt and Grande (20lts per day)
- Purchasing a domestic in ground worm farm system designed to process dog waste. This is used for participants of the puppy school program conducted on the grounds of the MVH and helps to educate and inform owners.
- Recycling printer cartridges
- Battery recycling collection
- Waste and resource recovery included in the staff induction process
- Waste and resource recovery has become a standard item on the Staff Meeting agenda.

The second waste assessment revealed that the hospital was now producing approximately 134.65 cubic meters of waste and recycling with a diversion rate of 46.7%.

The actions implemented also saw a 34% cost reduction for MVH.

The second assessment also identified new recommendations which will be considered, and the Action Plan updated accordingly.

### Conclusion

The Loddon Mallee Waste and Resource Recovery Group will continue to work with the Mildura Veterinary Hospital and assist them in reducing waste, improving resource recovery and implementing best practise and innovative solutions.



Grande Worm Farm



240lt and 120lt Worm Farm