

# Return and Earn Annual Statutory Report 2020-21



*Exchange*  
FOR CHANGE



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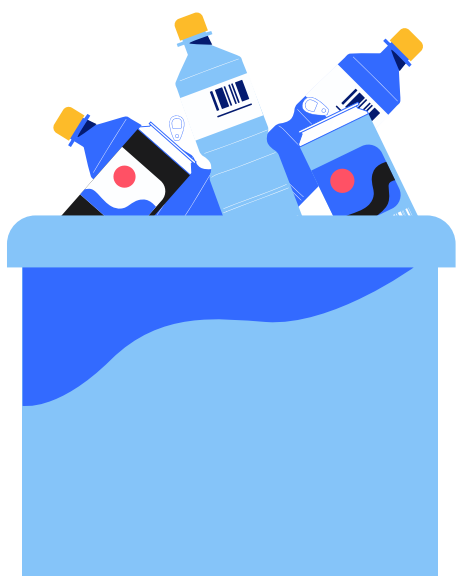
Disclaimer: The information contained in this publication covers the period 1 July 2020 to 30 June 2021 unless otherwise indicated, and is based on knowledge and understanding at the time of writing in September 2021. However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date, and to check the currency of the information with the appropriate officer of Exchange for Change (NSW) Pty Ltd.

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# About Return and Earn

Designed as a litter reduction scheme, Return and Earn is now a trusted recycling initiative with strong support from across the NSW community and measurable economic, social and environmental outcomes.

The strong and steady participation and redemption rates highlight the way the community has made Return and Earn a habitual part of their routine. The scheme has also become a mainstay of fundraising activity for hundreds of community groups and charities across the state.

## VISION

To drive a sustainable world with resources valued and kept in the loop.

## MISSION

Inspiring and enabling the people of NSW, industry and government to create better environmental, social and economic outcomes through Return and Earn.

## VALUES

Our values are the principles that guide the behaviour of the partners as we work together to collectively increase the success of the Return and Earn scheme.

### COLLABORATIVE

We work together in a collegiate and co-operative way.

### COMMITTED

We are proud and determined to deliver a world-class scheme.

### CUSTOMER-CENTRIC

We prioritise a customer focus in our work.

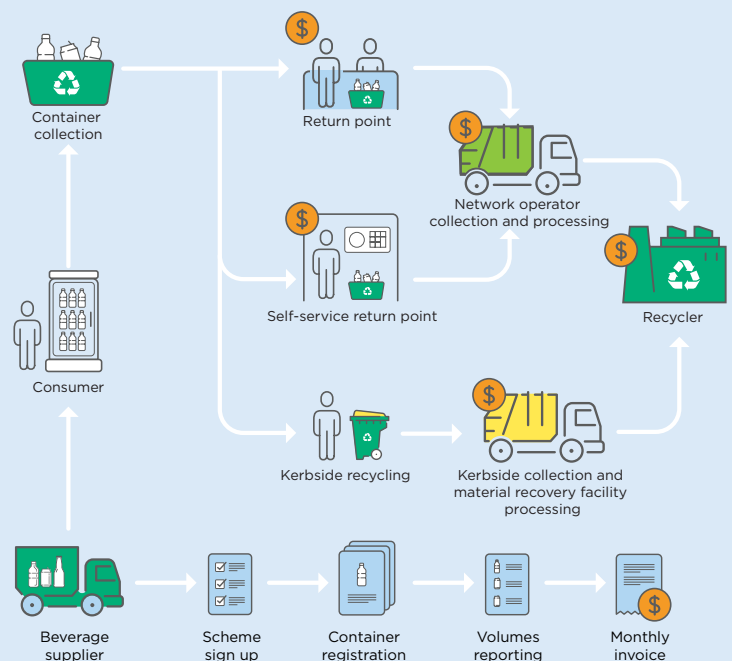
### TRUSTWORTHY

We are open and honest and work hard to build trust.

## HOW IT WORKS

The Return and Earn NSW container deposit scheme is based on a self-funding model that rewards and encourages all participants. Individuals, families and community groups return their eligible beverage containers to a return point and receive a 10-cent refund per container. Beverage suppliers fund the scheme, including funding the container refunds and scheme operating costs.

The scheme works on a partnership model. The NSW Government, through the NSW Environment Protection Authority (EPA), governs and regulates the scheme to ensure it is operating efficiently. Scheme coordinator Exchange for Change (EfC) manages the financial operations, marketing and community education and ensures scheme integrity. Network operator TOMRA Cleanaway manages return points and ensures returned containers are recycled.



## A PARTNERSHIP MODEL OTHER PARTICIPANTS



### SCHEME REGULATOR – NSW ENVIRONMENT PROTECTION AUTHORITY

The EPA is responsible for designing and developing the scheme, managing registration of all eligible beverage containers supplied in NSW, and managing the obligations and performance of contracts with the scheme coordinator and network operator.



### SCHEME COORDINATOR – EXCHANGE FOR CHANGE

EfC is contracted to provide financial management, scheme auditing, fraud identification, verification, community education and marketing services. A key part of the scheme coordinator's role is to manage suppliers and ensure supplier funds are paid into the scheme.



*Proudly delivering Return and Earn*

### NETWORK OPERATOR – TOMRA CLEANAWAY

TOMRA Cleanaway is contracted to set up and manage a statewide network of return points, as well as manage the logistics and sale of commodities to ensure all collected containers are recycled.

### FIRST SUPPLIERS

The success of Return and Earn is in no small part due to beverage suppliers who fund the scheme. Any businesses selling beverages in containers or giving them away as part of a promotion – whether they are manufacturers, distributors, wholesalers or retailers – must enter a supply agreement with EfC and register any eligible containers.

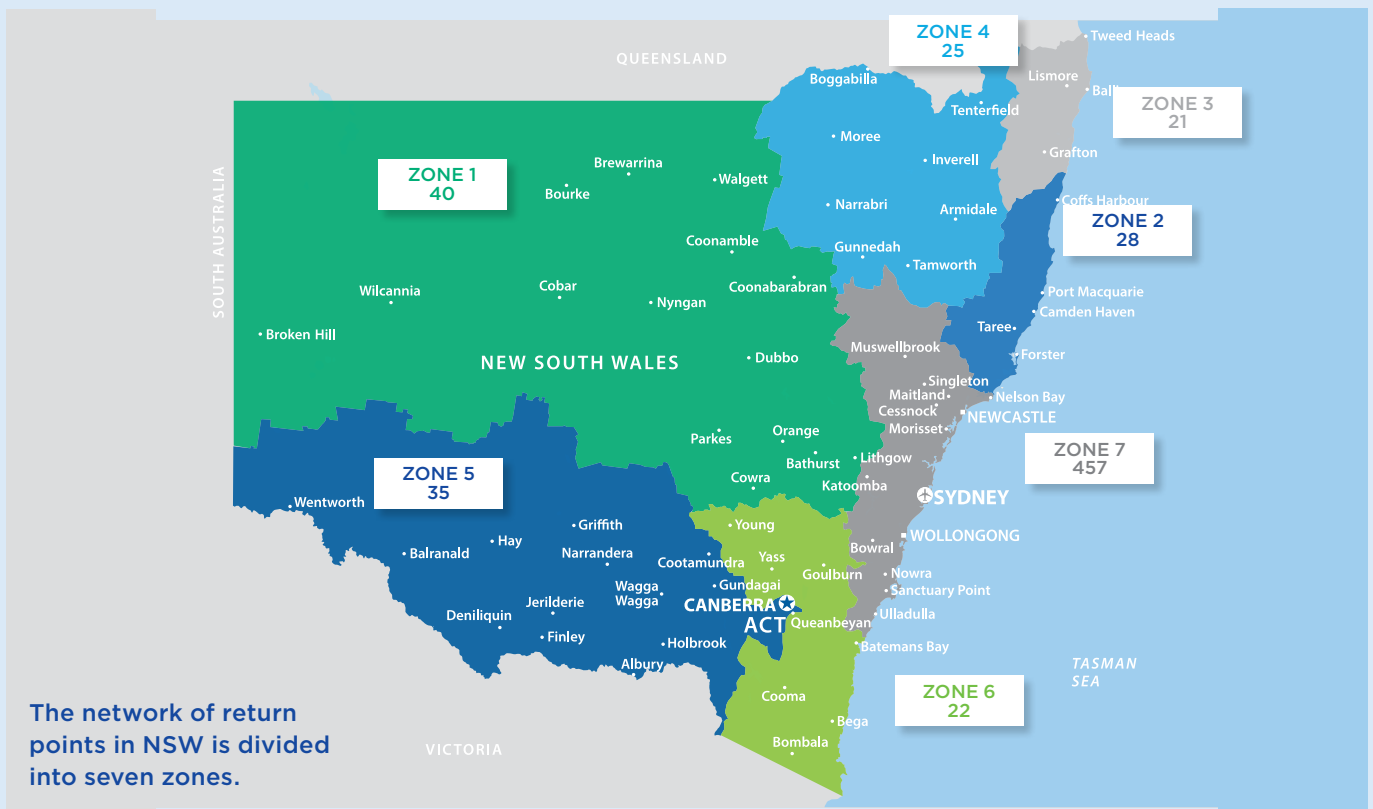
### MATERIAL RECOVERY FACILITY OPERATORS

Material recovery facility (MRF) operators collect eligible containers through kerbside collections provided by local councils. The councils may arrange to share the container refunds with the MRF that collects and/or sorts household recycling, which means sharing the benefits with the community.

### CONSUMERS

Essential to the scheme's success has been the support and participation of the people of NSW, who are regularly taking their eligible drink containers to a return point in exchange for 10c for each container. The Return and Earn model is centred on making the scheme accessible and convenient for all members of the community, be they individuals, families or community groups.

## NUMBER OF RETURN POINTS IN NSW



## TYPES OF RETURN POINTS

The mix of return points in the Return and Earn network gives the people of NSW options for how they return their containers. There are reverse vending machines, reverse vending centres, automated depots, donation stations and over-the-counter return points. This means there is an option to suit everyone's needs.

Underpinned by data-rich technology that enables Return and Earn to quickly adapt and respond to any impacts on operations, the network includes return points operated by small businesses as well as social enterprises.



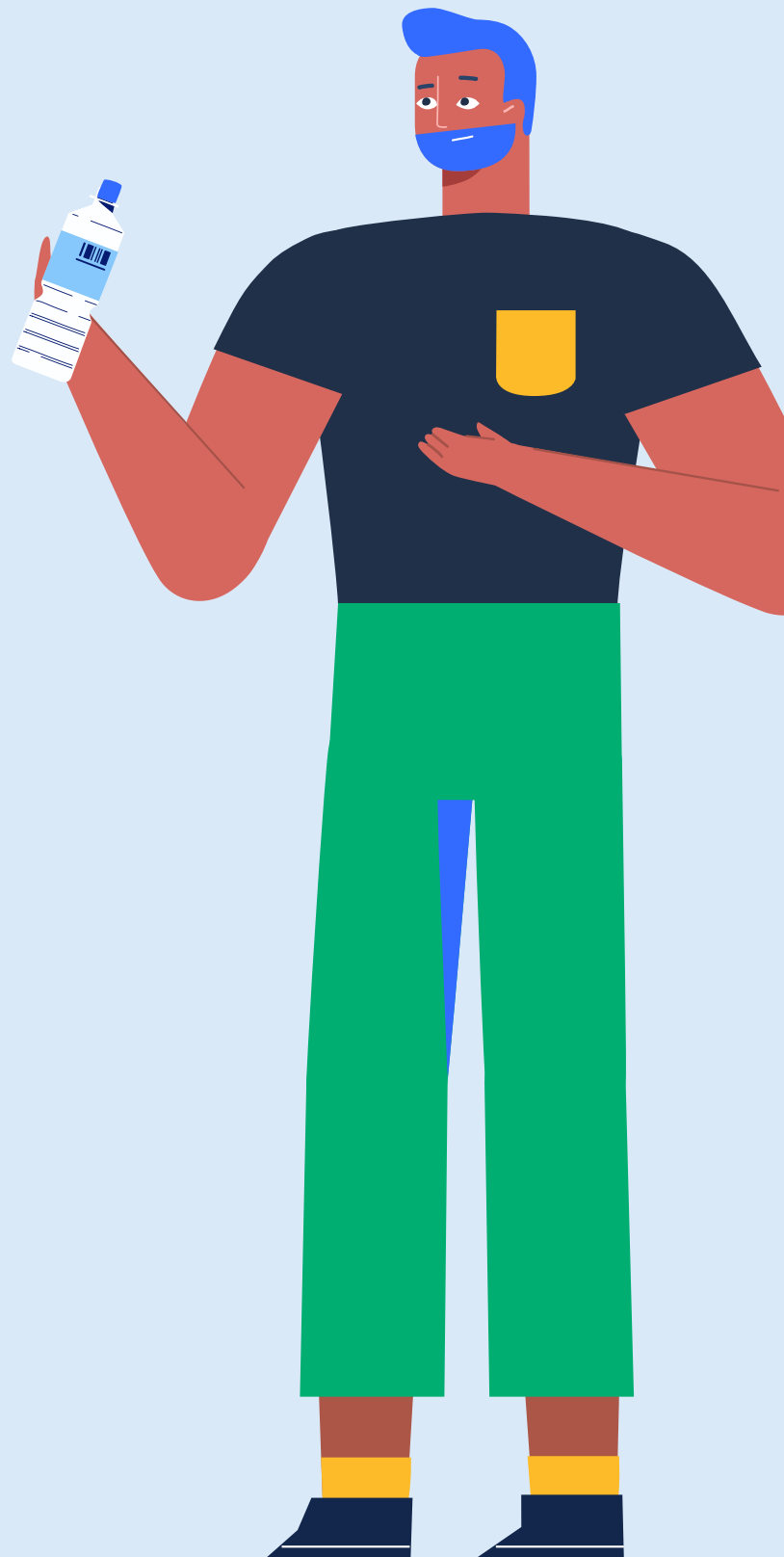
As at 30 June 2021

# WHAT HAPPENS TO THE MATERIAL COLLECTED?

Return and Earn is part of a long-term solution to help manage recyclable material in NSW. The scheme has successfully reduced the amount of litter and diverted drink-container waste from landfill by capturing this valuable resource. As various types of containers are separated at the point of return, the scheme has also established a credible and reliable source of recyclable materials to meet growing demand for such commodities in Australia and overseas.

Around 40 per cent of collected material is aluminium, while glass and plastic account for 30 per cent each. Other materials, such as steel and liquid paperboard, account for a very small percentage.

Network operator TOMRA Cleanaway is contractually obliged to deliver all NSW container deposit scheme material for reuse or recycling, either domestically or internationally.



96.5 per cent of glass collected in 2020-21 was reprocessed domestically in NSW and South Australia to produce new glass bottles and glass packaging products.

100 per cent of aluminium cans were shipped overseas for smelting and remanufacturing into sheet metal, which is used to produce new beverage containers and other products.

25 per cent of plastic material collected was sold domestically for bottle-to-bottle manufacturing, and 75 per cent was exported.

# Chair's Foreword



**This year has been challenging for us all and while the social and economic impacts of COVID-19 cannot be underestimated, neither can the strength and determination of individuals and communities within NSW.**

Supported by the individuals and communities of NSW, Return and Earn and scheme coordinator, Exchange for Change, also continued to demonstrate great resilience in the face of uncertainty. The scheme achieved a record monthly redemption rate of 95 per cent in January, and a 12-month rolling redemption rate of 67 per cent. Over the year we collected 2.4 billion containers through the scheme and returned \$221 million in refunds to consumers. We saw participation and support in the scheme grow, with 77 per cent of NSW adults having participated and 88 per cent of NSW residents aged over 18 supporting the scheme. Pleasingly, we also saw an increasing number of community groups and charities tapping into the fundraising potential of Return and Earn. There has now been more than \$24.5 million returned to charities and community groups since scheme commencement via donations and fees from hosting return points.

I believe we have been able to achieve this success during trying times because of the scheme's solid foundation. A foundation built over the last three years thanks to the strength of relationships forged between scheme partners, a commitment to excellence, community support and trust, and sheer hard work.

Instrumental to this success has been the Exchange for Change board. I would like to thank my fellow Exchange for Change directors, many of whom represent the beverage industry, for their dedication to helping shape Return and Earn into an exemplar product stewardship scheme.

I would also like to recognise the outstanding

efforts of the team at Exchange for Change. This small organisation punches above its weight, consistently delivering on its commitments as well as ensuring scheme operations within NSW and nationally continually improve by participating in the National Harmonisation Scheme Coordinator Working Group.

Whilst I am looking forward to more certainty in the coming year, there will likely be challenges. With Return and Earn's strong performance this year and the work done over the last three years that has led to these achievements, I am confident that we are in a strong position to respond to any challenges we may face and we will see the scheme continue to grow and succeed.

**Tracy McLeod Howe**  
**Chair**  
**Exchange for Change**



# CEO's Overview



**When we started the year with the uncertainty of COVID-19 still impacting our everyday lives, we knew the resilience of Return and Earn would again be tested. Even so, I am pleased to say it passed the test of another challenging year with flying colours, continuing to develop, mature and grow. This is testament to the structure of the scheme which sees the NSW Government, scheme coordinator and network operator collaborate closely.**

The scheme has enjoyed many accomplishments throughout the year and I am particularly proud of its contribution to the realisation of the Premier's priority to reduce litter volume in NSW by 40 per cent by 2020. Return and Earn has achieved a staggering 52 per cent reduction in the volume of eligible drink container litter since scheme commencement - that's 52 per cent fewer containers littering our beautiful waterways, bushland, and parks. I am also proud of the fact that Return and Earn continues to be embraced by schools, charities and community groups as a way to fundraise while also making a difference to the environment. Cowra Rotary Club raised \$10,800 for local causes, Vinnies Unanderra return point reached a milestone of 30 million containers returned with the processing fee for each going towards caring for vulnerable and disadvantaged community members, and Port Stephens Koalas partnered with Return and Earn to help protect koalas, and there are thousands more examples. Exchange for Change has worked to make it easier for groups to participate in Return and Earn with new resources and toolkits so the scheme continues to generate social benefits.

This year we also increased our engagement with local councils, a key Return and Earn stakeholder. Councils receive financial benefits for their communities from eligible drink containers that are collected in yellow kerbside recycling bins, and many recognise the important contribution the scheme makes to achieving their local environmental objectives. On the third anniversary of the scheme, Exchange for Change provided every NSW council with a report showing the volumes returned in their local government area - a very tangible reminder of the impact Return and Earn

is having in their communities. We have also greatly appreciated the support of local councils in providing messages about the scheme to their communities through their own channels. This has been critical in building support for Return and Earn but also in ensuring people have been aware of changes made to scheme operations, particularly during COVID-19.

It is important that we also acknowledge the beverage industry whose contributions fund all costs associated with the scheme. We have worked to improve our customer service for beverage suppliers, listening and implementing improvements based on supplier feedback, to embed the simplified contributions approach and provide pricing certainty, and also offer greater transparency about how pricing is set. Additionally, Exchange for Change has led a national program to harmonise the audit program for suppliers across Australia with the first phase of this exciting initiative to be announced in early 2021-22.

As I reflect on the last 12 months I am blown away by the determination, passion and dedication of the team at Exchange for Change. With the support of our board, the NSW Government and network operator, TOMRA Cleanaway, we have managed to pivot, adapt and respond quickly to significant challenges as we all worked towards the same objective - delivering the best container deposit scheme in Australia.

**Danielle Smalley**  
**CEO**  
**Exchange for Change**

# TOMRA Cleanaway CEO's Message



**Another year of record volume, record growth, record return rates and record participation has characterised 2021. All of these achievements have been delivered with the considerable support of our shareholders TOMRA and Cleanaway, and our valued scheme partners at Exchange for Change and NSW EPA.**

For me, it is about the many people working together to deliver the scheme across NSW. There are multiple and varied roles involved, whether it be running an automated depot or over the counter return point, truck driver, customer service agent in the TOMRA Cleanaway Call Centre, operating yellow gear in the central counting and sorting centre, or a technician servicing the network. Without each and every individual contributing excellence each day, we could not deliver a world class container deposit scheme for NSW.

One of the great benefits and pleasures of my role is the opportunity to travel across NSW and witness Return and Earn in action - COVID permitting. In late 2020, I travelled throughout western NSW, via the Riverina (visiting return points in Wagga, Griffith, Leeton and Narrandera), then on to Hay and then Dareton meeting with return point operators and participants. From here, the journey headed north to Broken Hill to visit the Channings Automated Depot and then back to Sydney via Wilcannia, Cobar, Nyngan and Dubbo, to name just a few of the locations visited during the 2,500km trip.

TOMRA Cleanaway's commitment to delivering a convenient and accessible container deposit scheme was clearly demonstrated in 2020-21 as the NSW return point network was further expanded to improve reach into the community. Across the year the scheme welcomed new automated depots into the network including The Shire Return and Earn, Lane Cove Return and Earn and Eastern Suburbs Return and Earn alongside the further roll out of our newest return point type, the reverse vending centre (RVC). Adding to the original RVC in Ballina, six RVCs were deployed in close collaboration with TOMRA.

As network operator, we remain firmly focussed on opportunities for continuous improvement and efficiencies across all operations. Our

logistics and commodity processing partner, Cleanaway were able to deliver outstanding results across NSW with uptime and availability of the reverse vending machine network above 95% throughout the year.

It has also been another very busy year for the TOMRA Cleanaway's Customer Service Centre for NSW. Over the course of FY21 our team of dedicated agents fielded almost 130,000 enquiries from across NSW whilst maintaining an exceptionally high grade of service above 90 per cent. The professionalism and courtesy in their interactions is regularly complimented on and these services continue to form an important part of the service offering as Network Operator.

Major donation and local charity partner appeals were held throughout the year, raising hundreds of thousands of dollars for charities in need. The Royal Flying Doctors Service, Beyond Blue, OzHarvest and the Smith Family all benefitted from these campaigns held in partnership with the scheme. Vinnies NSW, a major return point operator and valued scheme partner, celebrated a milestone of processing 100 million containers through their return points. An amazing effort!

The year has not been without its challenges, especially in relation to the ongoing COVID-19 pandemic across NSW. However, the scheme has shown an ability to continue to grow and evolve despite such significant challenges being faced. I look ahead with great anticipation to FY22 as we work with our shareholders at TOMRA and Cleanaway, the network of return point operators and our partners at the NSW EPA and Exchange for Change to achieve another set of new milestones for NSW's world class container deposit scheme.

**James Dorney**  
CEO  
TOMRA Cleanaway

# Return and Earn Goals and Priorities

## GOAL

Reduce the volume of litter caused by drink containers and improve recycling outcomes in NSW. By 2020, reduce litter in NSW by 40 per cent.

## RESULT

Return and Earn has contributed to the achievement of the Premier's Priority target of a 40 per cent reduction in litter by 2020 with a 52 per cent overall reduction in the volume of drink container litter in NSW since commencement of the scheme to June 2020\*

\* Keep Australia Beautiful National Litter Index

## STRATEGIC PRIORITIES

Return and Earn has made progress in achieving its objectives. The following section details the scheme's progress in meeting the three priority areas.



Customer  
excellence



Sustainable  
operations



Industry  
participation



# 2020-21 Scheme Performance

# 2020-21 at a Glance

## PRIORITY 1:

### CUSTOMER EXCELLENCE

Delivering a seamless customer experience through public awareness, community engagement and easy access to return points.



**628**

return points including  
222 small-business  
operators\*



**77%**

of NSW residents  
(aged 18+) have  
participated



more than

**\$24.5 million**

returned to charities and  
community groups since  
scheme commencement  
via donations and fees  
from hosting return  
points



**80%**

of participants are  
satisfied with the scheme

**88%**

of NSW residents  
(aged 18+) support  
the scheme



**\$685 million**

in refunds paid since  
commencement of the  
scheme (excl GST)\*\*



**\$221 million**

million in refunds  
paid in 2020-21  
(excl GST)\*\*

\* Return point operators with 30 employees or less.

\*\* This amount includes refunds paid to consumers via the return point network and refunds paid to material recovery facilities

## PRIORITY 2:

### SUSTAINABLE OPERATIONS

Ensuring efficient and sustainable delivery of operations for the scheme.

Since commencement:



**12.8 billion**  
containers supplied  
into NSW\*



**7.8 billion**  
containers collected  
through the scheme



**63%**  
average redemption  
rate of total containers  
supplied\*



**595,500 tonnes**  
of materials reused  
or recycled

2020-2021 period:



**3.6 billion**  
containers supplied  
into NSW\*



**2.4 billion**  
containers collected  
through the scheme



**67%**  
average redemption  
rate of total containers  
supplied\*



**174,900 tonnes**  
of materials reused  
or recycled

## PRIORITY 3:

### INDUSTRY PARTICIPATION

Working together with stakeholders and industry to ensure scheme integrity and safety.



**1095**  
supplier arrangements  
in force



**\$422 million<sup>6</sup>**  
in supplier contributions  
paid in 2020-21 (excl GST)

**\$43 million**  
in refunds paid to  
material recovery  
facilities in 2020-21  
(excl GST)

\*net of exports.

# Year in Review

The 2020–21 financial year again highlighted the incredible resilience of Return and Earn, which not only continued to operate despite the ongoing COVID-19 pandemic, but also continued to set new records, proving the effectiveness of the NSW model.

## STRENGTH TO STRENGTH

It was a strong start to the year with a new milestone achieved in August of 4 billion containers returned through the network, with the 5-billionth container following six months later in February 2021.

Participation rates continued to grow, reaching a new high of 77 per cent of NSW residents (18+) by the end of the year, while new records were set for monthly redemptions through the network with 194.9 million containers redeemed in December 2020, followed by 196.5 million in January 2021.

Overall scheme redemption volumes grew strongly in 2020–21 to an incredible 2.4 billion, driven by the continued growth in redemptions through the return point network. With both supply and redemption volumes growing by 5 per cent, the annual redemption rate remained steady at 67 per cent, despite an additional 116.8 million containers being delivered for recycling during the year.

## STRONG COMMUNITY TRUST AND SUPPORT

Community support for Return and Earn has remained consistently high over the last two years, with almost nine out of 10 NSW residents (88 per cent) in support of the scheme.

Alongside high awareness and support, Return and Earn has also generated high levels of trust in the scheme and its outcomes, with eight out of 10 NSW residents (18+) believing Return and Earn will reduce the amount of litter in NSW, 76 per cent believing Return and Earn is a scheme they can trust, and two out of three residents believing the scheme will increase the amount of recycling they do.

This strong community trust and support has resulted in positive advocacy for the scheme. Three out of five people who have heard about the scheme have spoken about it to others, and another 25 per cent are intending to do so. Among scheme participants, nine out of 10 say they are likely to recommend Return and Earn to others (93 per cent).

## ONGOING NETWORK GROWTH

A key strength of Return and Earn is its network of convenient and easily accessible return points for the NSW community. Network operator, TOMRA Cleanaway, continually reviews network performance and community needs to identify opportunities for improvements and innovation.

In 2020–21, the network continued to grow. Alongside new reverse vending machines opening across NSW, 6 new reverse-vending centres (RVCs) opened including in Rydalmere, North Parramatta. Following on from the success of the first RVC in 2019–20, these new sites are providing residents in Greater Western Sydney with even greater opportunity to return and earn.

## MAKING IT EASY FOR INDUSTRY

In 2020–21, Exchange for Change maintained its commitment to making it easier for industry to participate through its program of continual improvement.

The transition to the simplified supplier contributions approach was further embedded throughout the year, including maintaining a fixed price per material for the entire 12 months, which provided ongoing surety of pricing for suppliers during a period of uncertainty because of COVID-19.

Improving the experience of suppliers, exporters and material recovery facilities was also a focus of the year with the introduction of customer service enhancements to provide greater support, speedy resolution of issues, and increased education on obligations, processes and scheme performance.



## RETURN AND EARN GLASS BOTTLES TURNED BACK INTO NEW BOTTLES IN AUSTRALIA

Return and Earn creates a steady stream of high-quality glass suitable for local industry to recycle back into new bottles and jars. Glass from recyclable bottles is crushed, melted, and remoulded back into new products. Because it does not degrade when it goes through this process, glass can be recycled indefinitely – a true circular economy outcome being delivered in NSW.

As well as preventing the glass from going into landfill, recycling uses only 40 per cent of the energy required to make the same amount of glass from raw materials. Every tonne of crushed, used glass that is recycled saves at least 1.1 tonnes of raw materials.

Through TOMRA Cleanaway's Commodity Trading activities, more than 96 per cent of glass drink containers collected through Return and Earn make their way to Visy and Orora in

Australia, leaders in packaging and resource recovery, for remanufacturing in Australia. The remaining 4 per cent is made up of the small glass particles that are broken during collection, called glass fines. This material is delivered for reprocessing into building insulation material.

CEO of TOMRA Cleanaway, James Dorney believes the circular economy outcomes being achieved through Return and Earn are directly linked to the quality of product being delivered to recyclers.

"Local investment in glass recycling in NSW correlates to the strong volume of high-quality glass commodity we are producing. The return point network and consumer understanding of eligible glass bottles has achieved the ultimate outcome for a material that was once a challenge to recycle," he said.





## MEET THE TEAM AT RESOURCE RECOVERY AUSTRALIA

Resource Recovery Australia (RRA) is a national, not-for-profit social enterprise, founded in Tuncurry, that has been running for over 30 years. At its Tuncurry Waste Management Centre, in partnership with Mid-Coast Council and JR Richards & Sons, RRA runs a Return and Earn automated depot along with a reuse shop, a community recycling centre, community gardens, a green bikes program, a Men's Shed and much more. The Tuncurry Centre, including the Tuncurry automated depot, has rapidly become an important community asset for locals to engage in recycling and care for the environment.

"It's all working towards the same goal - to reduce, reuse, recycle - and having all these great programs in the same facility really creates an engaging community hub," says Matt Curtis, the General Manager of RRA.

RRA has a focus on empowering people who are experiencing barriers to employment, including by creating meaningful employment opportunities and providing ongoing training and development.

"The RRA team are hard-working, committed and come from all walks of life - each has a story to tell," says Matt.

"Funds raised through the automated depot create more employment opportunities for people experiencing a range of barriers to employment."

Russell Ping is RRA's MidCoast Reviva Manager and a respected member of the Aboriginal community. He explains, "Indigenous employees are a big part of RRA's identity, especially here on the Mid North Coast."

For three years, Liam Simon searched for a job in his hometown of Forster, Worimi Country. Now, as a depot hand at Resource Recovery Australia's Tuncurry automated depot, Liam is doing his part to clean up and heal country.

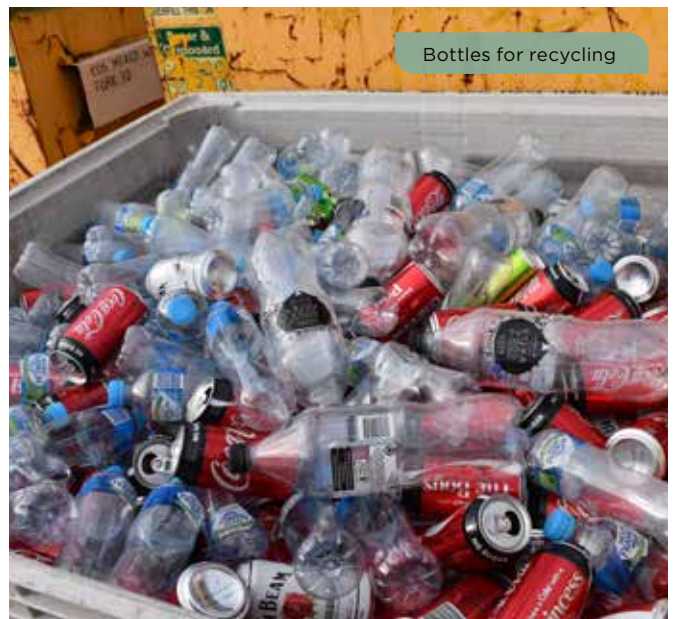
"It's a big eye opener seeing thousands and thousands of bottles and cans getting recycled every

day, knowing that it's not out on the streets or the beach or on the land. It's cleaning up country," he stated.

Since starting with RRA, Liam has built real work skills including customer service, community engagement, work health and safety and leadership, and has also gained his forklift licence.

"Seeing people like Liam thrive makes us all very proud. The success of the automated depot means more meaningful employment and training opportunities for people who need a chance," Matt said.

"Returns with the automated depot average around 20,000 containers per day, and the biggest day we've seen so far saw 54,000 containers returned. The community is really behind it - we've had strong community support on the MidCoast since the start of the program," he added.







## NSW POLICE RECYCLING TO SUPPORT LEGATEES

NSW Police Legacy has saved nearly 11,000 bottles and cans from landfill after launching a fundraising initiative with Return and Earn in November 2020.

Tim Sinclair, Marketing and Communications Manager for NSW Police Legacy, says the initiative came from within the ranks when Sharon Clark from Liverpool Command suggested they use the NSW container deposit scheme to promote recycling and fundraise at the same time.

While it took a bit of time for the idea to get off the ground, Tim says that it's now falling into place, with plans to grow the container recycling even further. He added that with COVID-19 restrictions limiting their usual fundraising events over the past year and a half, Return and Earn has helped fill the gap. They have raised nearly \$1,100 so far.

Tim says that when the recycling initiative began, NSW Police Legacy worked with Return and Earn to figure out exactly what they needed to do. The charity then launched its own fundraising barcode at the end of June 2020, which meant people could donate their Return and Earn refunds directly to NSW Police Legacy by scanning the barcode when they deposit containers at their nearest reverse vending machine.

Sharon also implemented container recycling at her station, Liverpool Command. Initially she took responsibility for taking the containers to a return point herself on her days off, but now she has arranged for her local automated depot, to collect the bins directly from the station.

"Sharon wants to help other police officers in other stations set up similar systems," says Tim. "We would love for every police station across the state to make recycling for NSW Police Legacy part of what they do."

Tim explains that the funds raised go towards the general NSW Police Legacy programs for Police Legatees, including helping fund education grants, grief and trauma counselling, family days and adventure camps for kids.

## COWRA ROTARY CLUB RETURNS 108,000 BOTTLES AND CANS

20

Cowra Rotary Club has collected and returned more than 108,000 containers since they began using Return and Earn in 2019, and have raised more than \$10,800. The club provides a drop off point for locals to donate eligible empty bottles and cans, and club members run a service to pick up containers from elderly residents and others who may have difficulty getting to a Return and Earn return point. A number of local businesses also collect containers for the club.

The funds raised help support charities and organisations, including Cowra Riding for Disabled, Cowra Cancer Action Group and Cowra Red Cross. This year the club donated \$4,000 to the Cowra Hospital Auxiliary to purchase a Spot Monitor Machine for the hospital. They also contributed to new infrastructure at Europa Park, with the support of Cowra Council, and joined up with Lions to send out thank-you cards and biscuits to all the medical workers in town.



Cowra Rotary Club member Bob Griffiths with the card they developed to promote their Return and Earn barcode and encourage donations at local machines.”

## BULK CONTAINER RETURNS A RUNAWAY SUCCESS IN GRAFTON

Since July 2019, Kellie Gregor and her partner Abel Burchell have been running their family-owned business Grafton Container Return, an official Return and Earn return point.

Located on a former brewer's site on the mid-North coast of NSW, Grafton Container Return has come full circle, now providing the citizens of the region with the opportunity to gain their 10c refund on eligible bottles and containers.

As their business grew, Kellie and Abe started to think about ways to make it easier for customers to bring large volumes of containers in. They noted that customers were using whatever they had on hand to transport their containers. Sometimes they received containers in used non-recyclable bags, or wet, disintegrating cardboard cartons. To provide something reusable, they decided to order custom-designed bags for customers. This provided a secure, standardised and transportable mechanism for customers to deliver containers in.

Kellie said of the initiative, “Initially we just got a couple of hundred bags and used them as giveaways. People loved them, so we got more. Then we decided to sell them for \$2 each and give the money to a good cause”.

The first to benefit from the funds raised were nurses at Grafton Hospital. “We had one nurse who used to come here and save up all her container refunds for colouring books and things like that for the kids in the children's ward. So we wanted to give something back to the nurses - they work so hard.”

Kellie says the money is for whatever the nurses want. “They could spend it on a nice coffee machine or a years' supply of biscuits, but it's entirely up to them.”

The fundraising began in May 2020 and in just three weeks they had raised nearly \$1,500. Selling the bags was the primary contributor to this, but Kellie says customers often drop a few dollars from their container refunds in as well to assist the cause.

Kellie said that helping local causes is now really important to the business to support, “Next month we'll think of someone else to donate to, so everyone gets a fair go,” she says. “There are lots of clubs in small towns that don't get much, like sports clubs or the surf lifesaving club - even just a little bit helps them out, and it encourages everyone to keep recycling and doing the right thing.”







## CONTAINER DONATIONS ARE SAVING KOALAS IN PORT STEPHENS

In 2021, Port Stephens Koalas partnered with Return and Earn to raise much-needed funds, all while reducing litter.

The charity was featured as a local donation partner on two reverse vending machines (RVMs) in their local area. This meant customers using the RVMs to return their empty bottles, cans and cartons could directly donate their 10c refunds to support sick and injured koalas.

Port Stephens Koalas has raised \$2,000 through the scheme, which equates to 20,000 containers returned and saved from landfill or the litter stream. These environmental benefits are also important for koalas.

“Our environment is first and foremost when it comes to protecting koalas – whether it be loss of habitat through over-development, drought or bush fires,” says Christine Johnson, Local Fundraising Coordinator for Port Stephens Koalas.

“When glass and plastic litter are discarded in the environment, it can sometimes take hundreds or even

thousands of years to break down. No matter where this occurs it can have a negative impact on the survival of wildlife.”

Port Stephens locals who donated their container refunds to Port Stephens Koalas can rest assured their donations are being put to good use.

“Funds raised make it possible to provide veterinary medications and tests for the koalas, as well as intensive care and rehabilitation facilities where needed,” explains Christine.

She adds that donations also help fund education campaigns, support scientific research, buy and plant koala-food tree plantations, and also go towards the recently opened sanctuary and hospital, where koalas that are unable to be released back into their original locations are sheltered.

“All donations ultimately help to ensure we have a safe, healthy koala population in Port Stephens for generations to come,” she says.



## GOLF AND RECYCLING IN NAMBUCCA HEADS BRING THE COMMUNITY TOGETHER

Nambucca Heads Island Golf Club has come back from the brink, thanks to volunteers who formed a dedicated team to secure much-needed funds through container returns.

Manager Johnathon Zirkler says, “The club was going through financial turmoil a few years ago. There was a meeting with members and the board, where people were told we needed to raise a certain amount of funds to be able to stay open, otherwise the club would have to close in just a few months.”

At that point any finances the club had went straight into keeping the doors open. Other upgrades that members wanted, such as new flags for the green and nets for the hitting bay, were put on hold.

Luckily, at the same time as the club was facing financial stress, the Return and Earn NSW container deposit scheme launched. With a 10c refund given for each empty drink container returned for recycling, it provided an accessible source of income.

“So we started collecting containers,” explains Johnathon. “Members collected at home; they collected at the club. And it kept going from there.”

The volunteers who manage the container returns call themselves ‘Steptoe and Sons’. They have a regular routine involving picking up the containers each week and depositing them on Sundays.

With around 300 golfing members and 1,100 social members, the Nambucca Heads Island Gold Club is a big part of many people’s lives in the area, providing recreation and a welcoming community, and the recycling initiative has brought people even closer together. “It’s a significant part of the routine and community here,” says Johnathon.

It’s also been remarkably successful, with the club raising more than \$20,000 from recycling cans and bottles.

“The start of the 2019-20 financial year was when things started turning around,” Johnathon adds. “We’ve been able to replace the sand buckets and bins, and now the funding is going into bigger projects such as upgrading the bathrooms.”

The club is also now able to consider other developments, with plans to build a shelter with BBQs and seats next on the list.





## SUPPORTED EMPLOYEES HELP PROVIDE RECYCLABLE MATERIALS TO LOCAL BUSINESSES

Kurrajong Recycling, a not-for-profit organisation in Wagga Wagga, raises money to improve the lives of people living with a disability and provides supported employment for over 40 people – all while helping to create a more sustainable world.

In 2017, the not-for-profit added empty drink containers to the list of recyclable materials it processes. Bottles and cans come via Cleanaway, though Return and Earn, and kerbside recycling is received from six local councils.

Manager Craig Salan says at times the volume of containers received can be “in excess of 800 to 900 tonnes a month”.

“It’s certainly been a really good add on to what we already do,” he says.

Around 20 to 25 supported employees work directly in container recycling, sorting the bottles and cans. “We do a lot of hand sorting, which allows us to give more people jobs and improves the quality,” Craig explains.

He adds that most of their glass and plastic CDS material is sold on to local manufacturers in Australia, who recycle the plastic and glass into new containers. With the assistance of Cleanaway, the cullet glass is sent to Visy’s bottle manufacturing plant in Adelaide, the bottle-grade polyethylene terephthalate (PET) is sent to Visy Plastics, and the high-density polyethylene (HDPE) bottles are sent to CPC in Melbourne.

## STUDENTS RECYCLING TO INSPIRE THEIR PEERS

At Coonabarabran High School, the D7 support unit class – who have disabilities and require different learning environments – manage the school’s recycling program. Each week they visit classrooms and offices across the school to collect the recycling boxes, empty them into wheelie bins and then transfer them to the collection centre.

They also take part in other sustainability activities, which means they not only make a difference

through container recycling, but they also inspire their peers across the school to do their bit for the environment. This year, the students in the D7 support unit class were awarded NSW Young Environmental Citizen of the Year, an award sponsored by Return and Earn to recognise and celebrate individuals and organisations who share the scheme’s vision for a more sustainable future.







Glendore Public School students Jensen, Bentley, Peyton, Logan, Niyahla, Seth and Joshua. Photo: Peter Stoop

## PRIMARY-SCHOOL STUDENTS LEAD THE WAY WITH CONTAINER RECYCLING

In 2018, students at Glendore Public School identified that they could reduce their impact on the environment by recycling containers through Return and Earn. The primary school students took the lead in collecting and sorting bottles and cans, as well as educating others at the school and the wider community about container recycling. So far, they have returned more than 35,000 containers.

Recycling has become part of the school curriculum, with science and maths classes looking at the environmental impact of litter and calculating the number of containers saved from landfill. The funds raised go towards social initiatives at the school, including a breakfast club, an arts program for vulnerable or at-risk students, and cultural workshops for Indigenous girls.

## BRAIDWOOD SCOUTS LEAD RECYCLING AT COMMUNITY EVENTS



The 1st Braidwood Scout Group, including youth members, leaders, committee and parent helpers, has embraced container recycling with Return and Earn, returning over 83,000 containers. The group collects eligible cans and bottles at community events, and runs their own container collection point at the Scout Hall. Youth members have also organised regular collections from elderly local residents at a local retirement village.

Their involvement in Return and Earn links to the environmental ethos of the Scouts. Funds raised go towards equipment and opportunities for Scout members, as well as donations to community causes, including the local Rural Fire Services during bushfire season, and BlazeAid, a charity that helped rebuild fire-damaged fences. Braidwood Scouts were recognised for their sustainability achievements at the Keep Australia Beautiful NSW 2020 Sustainable Communities – Tidy Towns Awards, winning the Community Group Category of the Return and Earn Litter Prevention Award.



## 12-YEAR-OLD ANIMAL-LOVER COLLECTS BOTTLES AND CANS FOR CATS AND DOGS

Vaughn is only 12 years old, but he has already raised more than \$500 for Sydney Dogs and Cats Home.

“At school we have SOL Service, which is where we do something for the community,” says Vaughn. He chose to fundraise money for Sydney Dogs and Cats Home through Return and Earn.

“We got a dog from the home a few years ago, so I decided to raise some money for them because they’re a charity,” explains Vaughn.

“Our family are big recyclers and I figured we could raise a lot of money because other people in the community would give us their bottles and cans too,” he adds.

He set up a collection bin out the front of his Connells Point home and put up some posters around the neighbourhood.

After his mum Barbara posted on their community Facebook page, Vaughn’s fundraiser got even more attention. People started dropping off containers and local businesses and sports clubs donated too. Even their local member, Mark Couré MP, donated money for the home.

Vaughn says altogether he’s returned about 3,000 containers, with the extra funds coming from donations.



# Priority 1

## Customer Excellence



**628**  
return points



**77%**  
of NSW residents  
(aged 18+) have  
participated



**89%**  
awareness among NSW  
residents (aged 18+)



**88%**  
support and  
**80%** satisfied  
with the scheme



**\$11.3m**  
raised in revenue and  
donations for charities  
and community groups in  
2020-21



more than  
**\$24.5  
million**  
raised in revenue and  
donations for charities and  
community groups since  
scheme commencement



**66%** of participants say they are very likely to recommend the scheme

2020-21 saw Return and Earn go from strength to strength. In August 2020, the scheme reached the milestone of 4 billion returned containers through its network of return points, and by February 2021 it was celebrating its 5-billionth container. Participation grew to 77 per cent of NSW residents (18+) and support for the scheme remained high at 88 per cent of residents.

These achievements highlight the strong community support and participation in the NSW scheme, which has resulted in two out of every three eligible containers supplied in the state being returned and recycled, and a 52 per cent reduction in the volume of eligible drink container litter in NSW since commencement.\*

“I think it’s a great way to encourage people of all ages to recycle, 10c is a lot of money for a young child learning how to save and for older children and adults it adds up and is a nice way to save some extra money while doing something good.”

*Kantar Public  
June 2021 consumer survey  
respondent*

\*source: Keep Australia Beautiful National Litter Index 2019-2020 results for NSW.

## PUBLIC EDUCATION AND AWARENESS

Communications activity in 2020–21 focused on making it easy for the community to participate in Return and Earn and on improving customer satisfaction by increasing public knowledge of key aspects of the scheme, such as container eligibility, and the status of their nearest return point to remove potential pain points and ensure a positive experience.

Education campaigns and resources were developed to highlight the '10c refund mark' as an easy identifier of eligible containers, alongside visual reminders of what types of containers are and are not eligible. These activities contributed to an increase in the percentage of NSW residents with good-to-high knowledge of specifics of the scheme (up from 87 per cent in June 2020 to 96 per cent in June 2021), and helped to make 75 per cent of NSW residents aware that they can only return containers featuring the refund mark.

Consumer research undertaken by Kantar Public in June 2020 identified culturally and linguistically diverse audiences as a key growth audience for the scheme, with high support and intention to participate. For the first time, Return and Earn content was produced in the two main language groups for NSW, Mandarin and Arabic, with in-language pages added to the website, and key advertising campaign assets translated for radio and online audiences.

## INCREASING COMMUNITY SUPPORT AND ADVOCACY

With such high awareness and participation, particular focus was placed on building trust and advocacy for the scheme throughout the reporting period.

A shift in brand positioning at the start of the year resulted in greater emphasis on the scheme's waste-to-resource outcomes and contributions to a more sustainable future. The 'why' campaign was updated to reflect the new positioning, and new content was developed and shared on scheme and partner channels to emphasise the 'journey of a bottle story that follows what happens to containers once they are deposited in a return point with the aim of increasing trust in the scheme and its outcomes.

To support the strategy to increase community support and advocacy for the scheme, bespoke environmental impact reports and supporting social media tiles were also developed for reverse vending machine landlords in partnership with TOMRA. The strategy aims to enable landlords to promote the impact of local returns through their return point to their local community and thereby encourage positive third-party endorsement of the scheme.

By the end of the reporting period, trust in the scheme remained high, with 76 per cent of NSW





Ballina Hospital Auxiliary team members returning containers to fund vital medical equipment.



residents (18+) stating that Return and Earn is a brand they can trust in the long run. Word-of-mouth is also strong, with 60 per cent of NSW residents who have heard of Return and Earn stating they have spoken about it to others, and another 25 per cent intending to speak to others about it. These conversations are largely positive and, in line with this, 93 per cent of participants say they are likely to recommend Return and Earn to others.

## DELIVERING FOR THE COMMUNITY

Return and Earn proved its ongoing value as a key fundraising channel for charities and community groups in NSW, particularly as more traditional face-to-face methods were limited throughout the year because of COVID-19 restrictions. By 30 June 2021, more than \$24.5 million had been returned to charities and community groups via donations and fees from hosting return points since scheme commencement.

EfC focused on making it easier for community groups, charities, schools and businesses to participate and fulfil their fundraising objectives throughout 2020–21 with the development of a new fundraising toolkit full of helpful hints and resources. Dedicated content was also developed and published on the Return and Earn website for schools and businesses wanting to get involved, with numerous case studies providing successful examples of how to participate. The toolkit has had strong engagement from the community and contributed to a 55 per cent increase in Return and Earn's community database over the reporting period.

## MAJOR APPEALS

Two major donation appeals ran throughout the year, in partnership with technology provider for the scheme, TOMRA. From 24 August 2020 to 21 February 2021, anyone using a reverse vending machine (RVM) had the option to donate their container refund to the Bottles Can Change Lives Appeal, which raised \$244,000 for the Salvation Army, Beyond Blue and OzHarvest.

The appeal was launched in response to the COVID-19 pandemic and aimed to support Australians impacted by COVID by raising funds for three charities whose services were in greater demand than ever.

It was followed on 1 March 2021 by the Royal Flying Doctors Service (RFDS) Appeal, with all funds raised going towards improving rural and remote access to healthcare. By 30 June 2021, more than \$89,000 had been donated to the RFDS via RVMs.

## COMMUNITY PARTNERSHIPS

Return and Earn continued with key environmental partnerships throughout 2020–21, including Keep Australia Beautiful NSW (KAB NSW), the Australian Association of Environmental Education NSW (AAEE NSW) and the Australia Day Council of NSW.

These partnerships provide an opportunity to surface and celebrate community-fundraising success stories alongside the social and environmental benefits of the scheme to the community, which in turn help inspire participation.

The NSW Environmental Citizen of the Year Awards, part of the Australia Day Council of NSW partnership, delivered strong community

and local council engagement and served to emphasise the environmental outcomes of the scheme with the addition of the NSW Young Environmental Citizen of the Year as a new category for 2020–21. There was strong support for the awards this year, with 39 councils registered for the Environmental Citizen category and 20 nominees for the state awards.

The KAB NSW partnership saw the presentation of the Litter Prevention Award category, sponsored by Return and Earn, at the KAB NSW Sustainable Cities and Tidy Town Awards in early 2021, having been delayed because of COVID-19 restrictions. EfC also presented at the KAB NSW Litter Congress in April 2021 to over 100 delegates on local council engagement with the scheme.

## SCHOOL ENGAGEMENT

In April 2021, Return and Earn and AAEE NSW surveyed NSW schools in regional and metropolitan areas to better understand school awareness and participation in the scheme.

The research found that awareness of Return and Earn among NSW schools is extremely high at 93 per cent. Participation is also strong with half of schools surveyed (52 per cent) having participated in Return and Earn. Of these, 89 per cent had implemented an ongoing container collection system. Among participating schools, 80 per cent use the scheme to fundraise for school and community projects, and 79 per cent use it as a means of engaging students in recycling and litter-reduction activities.

Using the research insights, EfC worked closely with AAEE NSW to develop a set of Return and Earn curriculum-linked school resources to assist schools participating in Return and Earn

to integrate the scheme into their lessons on sustainability and recycling. The resources will be rolled out to NSW schools in late 2021.

## SUPPORTING LOCAL COUNCILS

Local government engagement was also a focus in 2020–21 to help shift community attitudes to litter and recycling at a grassroots level and increase participation.

The Return and Earn Local Government Toolkit was developed following consultation with a range of metropolitan and regional councils. The toolkit features detailed information about the scheme and it works together with marketing resources and templates to assist local councils to engage their residents on the benefits of participating in the scheme and advise them on the location of their nearest return point.

To mark Return and Earn's third anniversary, a Local Government Volumes Report for the first three years of the scheme was developed and provided to councils for the first time. The report detailed the total volume of containers returned by the community by local government area, and resulted in strong positive media coverage and engagement by councils.

A dedicated local council page was also added to the Return and Earn website, providing easy access to the resources and reports.



# Priority 2

## Sustainable Operations



**3.6 billion**  
containers supplied  
into NSW in 2020-21\*



**2.4 billion**  
containers collected  
through the scheme  
during 2020-21



average  
redemption rate of  
**67%**



**2 out of 3**  
beverage containers  
consumed in NSW are  
recycled or reused through  
Return and Earn



**174,900 tonnes**  
of materials recycled in 2020-21

\*net of exports

Return and Earn continued to demonstrate the sustainability and resilience of its operations throughout 2020-21, with stable pricing across the 12 months and a consistently high redemption rate despite the economic uncertainty facing many industries as a result of COVID-19.

Key highlights of the year:

- The scheme maintained the published fixed price for the full 12 months, providing stability and predictability for suppliers.
- The scheme recorded its highest supplier volume ever for a single month in December 2020 with 465 million containers supplied into NSW, and in the same month set a new record for the highest monthly returns via the network of return points at 195 million containers.
- The rolling 12-month redemption rate has remained steady throughout 2020-21, with the scheme redemption finishing at 67 per cent for the financial year. This means two out of every three beverage containers consumed in NSW throughout the year were recycled through the scheme.
- Stability in both the rolling redemption rates and the proportion of month-to-month redemption by channels demonstrate the scheme is operating in a mature state.
- The percentage of containers claimed by material recovery facility (MRF) operators eligible for payment in accordance with Section 18(2) of the Regulation reached an all-time high of 99.01 per cent in 2020-21, up from 91.86 per cent in 2019-20.



## SUPPLIER CONTRIBUTIONS

The supplier contribution fixed pricing per container by material type is calculated by estimating the total cost of operating the scheme and dividing it by the estimated supply volumes that will be used in supplier invoices during the pricing period. The liquidity of the scheme is also considered during price setting to ensure that enough funds have been collected to meet all of the scheme's financial liabilities when they fall due.

Under the simplified supplier contributions approach, supplier invoices in a given month are calculated by multiplying their actual supply volumes for the most recently reported month by the fixed price published by the scheme coordinator to determine their contribution for the coming period. For example, the January invoice uses December volumes to calculate the contribution for February.

The NSW scheme operates on a cost-recovery basis. Supplier contributions are designed to cover the expected operating costs of the scheme during the pricing period with any surplus funds or shortfalls factored into future

pricing. If the scheme has recovered surplus funds, for example, the unit pricing determined to meet the costs in the next pricing period is discounted to return the surplus to suppliers. As a result, the scheme does not generate any profit.

Supplier contributions cover the core scheme costs which comprise:

- refunds – 10c (including GST) per container, paid to the network operator and passed on to consumers
- network fees – paid to the network operator per container collected, based on the material type
- MRF refunds – 10c (including GST), paid to MRF operators for each container collected through kerbside recycling
- export rebates – to refund suppliers for beverage containers exported out of NSW
- a fixed scheme coordinator fee – for administration carried out by the scheme coordinator
- scheme compliance fees – paid to the EPA to cover management, administration and operation of the scheme.



10-year-old Chase Cross of Sutherland Shire recycled 2,061 cans and bottles in a year and donated the refund to the Love Mercy Foundation.

## SCHEME PRICING

During 2020–21, fixed pricing was in operation following the transition to the simplified supplier contributions approach. When the scheme transitioned, pricing was set for a 12-month period that was set to run from the February 2020 invoice to the January 2021 invoice. Due to the uncertainty surrounding the impacts of COVID-19 on the economy when pricing for the next period was announced in October 2020, Exchange for Change elected to extend the prevailing pricing for a further six months, through to the July 2021 invoice. As such, the pricing throughout 2020–21 remained unchanged.

**Table 1: Price per container material type, 2020–21**

Container material type	Cents per container FY2020–21
Aluminium	13.25
Glass	14.80
HDPE (high-density polyethylene)	7.40
PET (polyethylene terephthalate)	11.82
LPB (liquid paperboard)	5.08
Steel	4.12
Other plastics	5.57
Other materials*	10.44

\*Other materials are containers that do not meet the definition of the other seven material types. They are typically containers made from multiple materials such as casks that are made from a foil bladder, plastic bung or tap and a cardboard outer shell

## SUPPLY VOLUMES

Supply volumes into NSW, as shown in Table 2, represent the total volume of containers after removing containers exported from NSW. This net position reflects the total volume of containers that are supplied and eligible for redemption within the state (97 per cent of gross supply).

While 2019–20 saw minimal growth in annual supply volumes due to the impacts of natural disasters across the summer of 2019–20 then the onset of COVID-19 during the final quarter of the year, 2020–21 saw a return to strong annual growth with the majority of months aligned with, or ahead of, their 2019–20 equivalents. As a result, 2020–21 saw supply volumes increase by 5 per cent on the prior year.

Once again glass, aluminium and PET continue to dominate supply volumes, collectively making up 93 per cent of all containers supplied into NSW after adjusting for exports.

**Table 2: Actual supplier volumes, 2020–21\***

Container material type	Total	Volume share (%)
Aluminium	1,387,325,041	38.42
Glass	925,757,447	25.64
HDPE	68,238,768	1.89
PET	1,036,430,741	28.71
LPB	186,109,757	5.15
Steel	4,420,322	0.12
Other plastics	563,096	0.02
Other materials	1,750,760	0.05
<b>Total</b>	<b>3,610,595,932</b>	<b>100.00</b>

\*Data source: 21 July 2021 supplier invoice as adjusted by 1 August 2021 exporter invoice

“I like how conveniently located the recycling centres are. It’s of great benefit to the environment and teaches responsibility to children about recycling. I like how easy it is to participate in the program and the cash incentive of ten cents per eligible container is the best part of the program.”

*Kantar Public June 2021 consumer survey respondent*



## SCHEME REDEMPTIONS

Redemption volumes (count of containers redeemed) also grew strongly in 2020–21 to 2.4 billion containers, driven by the continued growth of redemptions through the network of return points. The volume of containers collected through return points and kerbside recycling combined increased by 5 per cent. With both supply and redemption volumes growing by 5 per cent, the annual redemption rate remained steady at 67 per cent, despite an additional 116.8 million containers being delivered for recycling during the year.

Redemption rates remained consistent across the eight container material types with minor fluctuations observed year-on-year. Only 'other materials' saw a more significant movement in redemption rates. As the material type with the second lowest supply volume, an increase in supply volumes of less than 1 million containers saw redemption volumes halve for 'other materials' in 2020–21.

Consistent with prior years, the most highly redeemed material types were aluminium (984 million), glass (705 million) and PET (660 million). These three material types accounted for 97 per cent of all containers redeemed.

**Table 3: Total rate of redemption through the network and material recovery facilities, 2020–21 (total scheme containers redeemed)**

Container material type	Redeemed volume	Net supply volume	Redemption rate (%)
Glass	704,802,662	925,757,447	76
Aluminium	983,834,339	1,387,325,041	71
PET	660,095,794	1,036,430,741	64
HDPE	30,386,497	68,238,768	45
Steel	1,545,854	4,420,322	35
LPB	34,670,190	186,109,757	19
Other materials	282,145	1,750,760	16
Other plastics	31,163	563,096	6
<b>All material types</b>	<b>2,415,648,644</b>	<b>3,610,595,932</b>	<b>67</b>

## NETWORK TRENDS

Summer 2020–21 saw the all-time record for monthly redemptions fall in two consecutive months, with 194.9 million containers redeemed in December 2020, followed by 196.5 million in January 2021, surpassing the previous record of 194.1 million containers set in January 2020. Overall, 2020–21 saw an additional 126.7 million containers redeemed, an increase of 7 per cent compared with the prior year. Were it not for the impact of COVID-19 related lockdowns on the Northern Beaches in late 2020 and early 2021, and the onset of restrictions on Greater Sydney at the end of June 2021, redemption volumes would likely have been higher.

The three most popular material types (aluminium, glass and PET) all saw growth in the number of containers redeemed through return points, which accounted for 97 per cent of all containers redeemed during 2020–21. Aluminium grew most strongly (12 per cent), increasing its share of the total number of containers redeemed to 43 per cent, followed by glass (28 per cent share and 2 per cent growth) and PET (26 per cent share and 5 per cent growth).

**Table 4: Total rate of redemption against net supply volumes through the network of return points, 2020–21\***

Container material type	Redeemed volume	Net supply volume	Redemption rate (%)
Aluminium	840,273,243	1,387,325,041	61
Glass	542,559,113	925,757,447	59
PET	518,517,288	1,036,430,741	50
Steel	1,545,854	4,420,322	35
HDPE	21,544,404	68,238,768	32
LPB	34,670,190	186,109,757	19
Other materials	282,145	1,750,760	16
Other plastics	31,163	563,096	6
<b>All material types</b>	<b>1,959,423,400</b>	<b>3,610,595,932</b>	<b>54</b>

\*Rates of redemption based on the volumes contained in Table 2

## MATERIAL RECOVERY FACILITY TRENDS

Consistent with prior years, 2020-21 saw the continued contraction in the number of containers redeemed through kerbside recycling channels. This year, the total volume of containers redeemed fell by 9.9 million containers, reflecting a modest reduction of 2 per cent, significantly lower than the 14 per cent reported last year.

With the continued growth in network redemptions and the modest reduction in the contribution from kerbside recycling, MRF volumes now account for 19 per cent of all containers redeemed.

Unlike redemptions through return points, only four material types were claimed by MRF operators during 2020-21. Glass continued to be the most highly redeemed material type notwithstanding a 19 per cent year-on-year reduction in claimed volumes, followed by aluminium, which saw a 17 per cent increase, and then PET and HDPE, both with a 5 per cent increase.

**Table 5: MRF container redemptions, 2020-21\***

Container material type	Redeemed volume	Net supply volume	Redemption rate (%)
Glass	162,243,549	925,757,447	18
PET	141,578,506	1,036,430,741	14
HDPE	8,842,093	68,238,768	13
Aluminium	143,561,096	1,387,325,041	10
LPB	0	186,109,757	0
Steel	0	4,420,322	0
Other plastics	0	563,096	0
Other materials	0	1,750,760	0
<b>All material types</b>	<b>456,225,244</b>	<b>3,610,595,932</b>	<b>13</b>

\*Rates of redemption based on the volumes contained in Table 2.

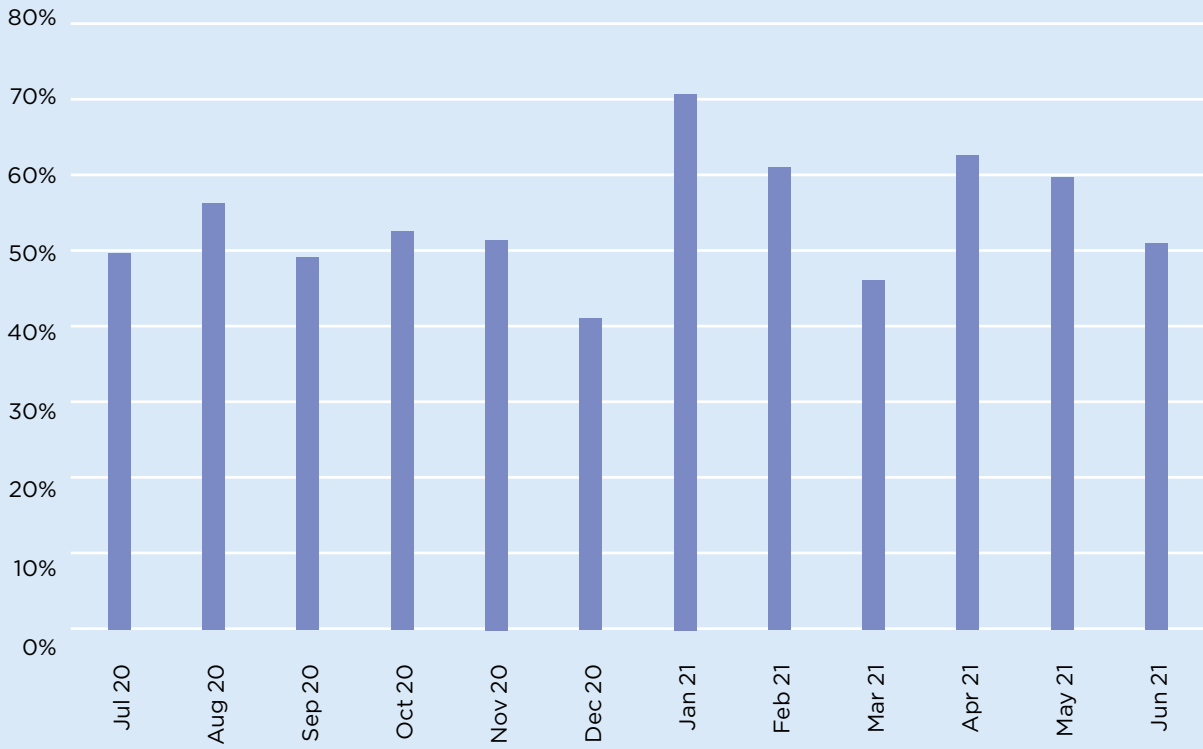
Since 1 December 2018, MRF operators have been required to meet requirements including an agreement with local councils as set out in the Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017 (NSW) to qualify for processing refunds from the scheme.

The total volume of containers delivered for recycling is included in the total redemption volumes of the scheme as they have been returned through the operation. However, processing refunds were not paid where an appropriate arrangement was not in place with a feeder council during 2020-21 (Graph 2) overleaf.

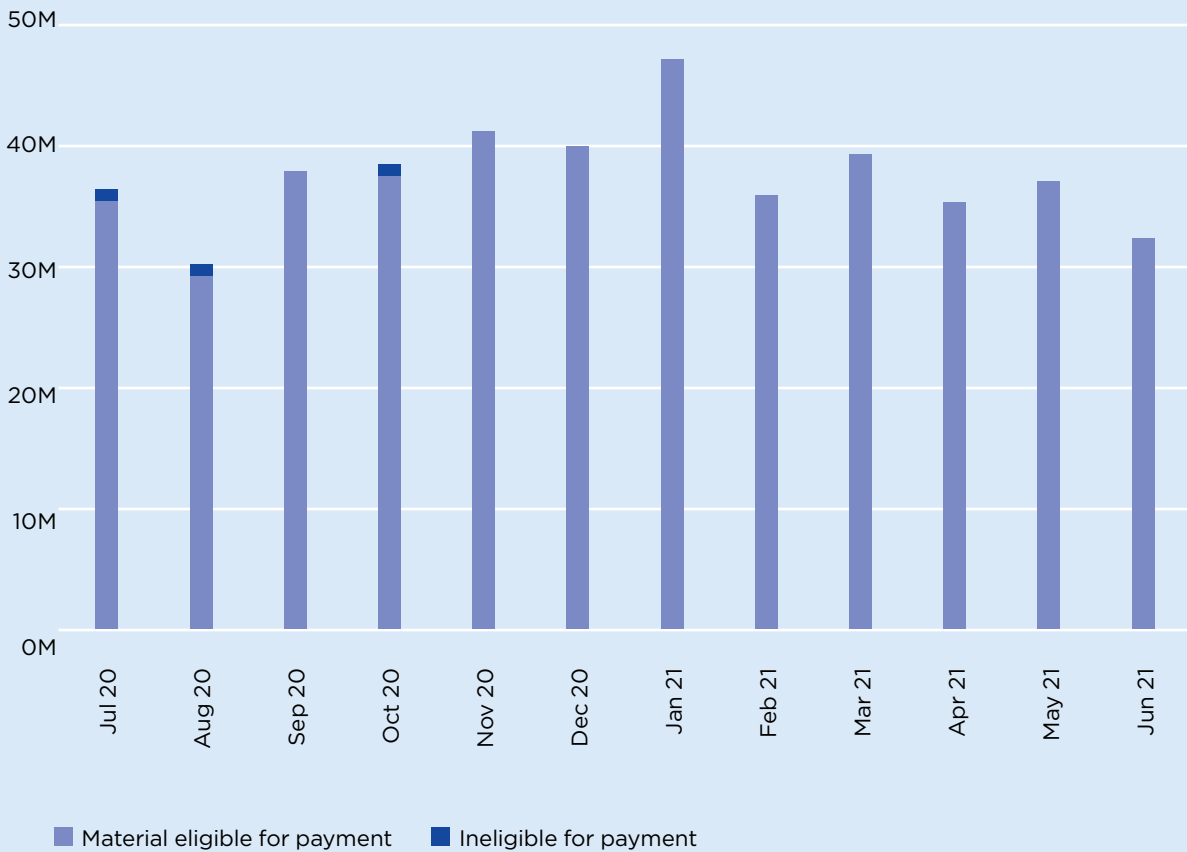
2020-21 saw the highest level of compliance since the Regulation came into effect, with 99 per cent of all containers being eligible for the payment of the refund amount (10c including GST). This reflects the particular focus on greater engagement and education activities with MRF operators to improve understanding of eligibility requirements as per the Regulation.



Graph 1: Network operator monthly redemption performance



Graph 2: Material recovery facility redemptions and claim eligibility, 2020-21





Shane Sweetman from Merinda Recycling over-the-counter return point.



# 2020 – 21 Priority 3 Industry Participation



**1,095**  
supplier arrangements  
in force



**\$422 million**  
in supplier contributions  
paid in 2020-21  
(excl GST)



**\$43 million**  
in refunds paid to MRFs  
in 2020-21 (excl GST)

Overall industry participation and related scheme outcomes have improved year-on-year. Over 1.9 billion beverage containers were returned by consumers through the scheme's network of return points, and 456 million beverage containers were received through kerbside collections for recycling or reuse over the past year.

The introduction of Return and Earn has enabled the collection of clean streams of beverage containers for reuse or recycling. 2020-21 has seen an increase in Federal and State government investment in recycling projects that will use CDS material, along with private investment, to build our domestic recycling capability. A recent example is the joint venture between Pact Group, Cleanaway, Asahi Beverages and Coca-Cola Europacific Partners to build and operate a new PET recycling facility which will process clean streams of CDS materials and provide more locally processed recycled content for container packaging.

Return and Earn operates within a closed financial loop. As scheme coordinator, EfC is responsible for managing the scheme finances funded by contributions by first suppliers of beverages into NSW. Scheme costs include payments to TOMRA Cleanaway for network operations (including 10c refunds for consumers), MRF processing claims and exporter rebates. All funds are accounted for and independently audited.

Over the past year, the key focus for EfC has been on embedding the simplified supplier contribution approach, providing greater certainty for suppliers through fixed pricing, improving customer service for scheme participants and, importantly, building on effective governance and risk management practices, including:

- scheme governance and the management of the risk of fraud
- EfC audits of the network operator and MRFs to verify claims and ensure compliance
- outsourced supplier and exporter audit activities to ensure activities are impartial and independent from EfC and its shareholders.



## COVID-19

The COVID-19 pandemic continued to present a significant risk to scheme operations in 2020–21. EfC worked closely with the EPA and TOMRA Cleanaway on initiatives to manage and mitigate the risks to the scheme and community.

A regular tripartite risk forum on COVID-19 continued throughout 2020–21, attended by representatives of the three partners to ensure a consolidated approach to managing risks.

## SUPPLIERS AND EXPORTERS

### FUNDING THE SCHEME

First suppliers of beverages into NSW cover the ongoing costs of managing, administering and operating Return and Earn.

The simplified supplier contribution approach, introduced in February 2020, was further embedded during 2020–21, helping to provide greater surety with fixed pricing while operating during times of uncertainty due to the impacts of COVID-19.

During the reporting period, there were 1,095 supplier arrangements in force, an increase of 15.8 per cent on the previous year. Suppliers collectively paid a total of \$422 million in contributions in 2020–21 (excluding GST).



Opening of Lane Cove Return and Earn automated depot by NSW Environment Minister Matt Kean MP and local member Minister Anthony Roberts MP.



EfC facilitates a robust audit regime to verify that the volumes reported by suppliers are accurate, and to ensure the correct contributions to scheme costs are made. EfC outsources supplier audits to independent specialist, PKF Australia, to ensure audits are impartial and independent from EfC and its shareholders. A risk-based approach to audits was taken ensuring high confidence levels around assurance of aggregate volume of supply into NSW. A total of 70 supplier audits were conducted in 2020–21 to verify claims of more than 277 million supplied containers.

Non-compliance notices identified through audit activities across the year saw some prominent themes, including:

- human error in data entry
- effectiveness of system and process control
- misinterpretation of units of measure
- lack of understanding of scheme and participant obligations (in some cases due to staff turnover or staff shortages resulting from COVID-19).

EfC continued to work closely with suppliers and exporters to educate them on the scheme, individual obligations and any system or process issues to resolve any current errors and streamline outcomes for the future.

## COMPLIANCE

To ensure fairness and equity amongst suppliers, EfC undertakes a proactive approach to ensure first suppliers of beverages and containers into NSW are registered, approved and contribute to the scheme.

EfC leveraged TOMRA Cleanaway's available scan technology used for the return point network to identify unregistered containers.

The data helped to inform EfC's rapid response with targeted suppliers to raise awareness of scheme obligations and to support suppliers through the registration process and approval of containers in collaboration with the EPA.

## EXPORT REBATES

Some businesses buy CDS containers within NSW and sell or supply the containers to another business outside the jurisdiction. These businesses are treated as exporters within the scheme and can claim a rebate for these containers.

During the reporting period, there were 62 executed Exporter Deed Polls in force, of which 34 made exporter claims, totalling \$11.8 million in rebates (excluding GST) in 2020–21.

Independent auditor, PKF Australia, conducted 12 exporter audits to verify claims of more than 13 million exported containers.

## SUPPLIER AND EXPORTER SATISFACTION

As part of its commitment to improving the supplier experience, EfC invested in enhancing the customer service function to better support suppliers in the management and resolution of issues, provision of information, guidance and portal support.

The team enhancement and process improvements helped to service over 1,333 contacts and resolve 2,445 issues in 2020–21, with a 90 per cent first-contact resolution outcome and issues resolved within three days at 93 per cent.

Payment plans were made available to suppliers experiencing hardship including from COVID, with 20 suppliers on plans during the reporting period.





## MRF OPERATORS

### PROCESSING REFUNDS

MRF operators are responsible for processing domestic material, including extracting, sorting, compressing, and baling or crushing eligible containers that are collected through kerbside yellow bins, for recycling or reuse. They are eligible to receive processing refunds for these containers under the scheme, provided they meet requirements including an agreement with local council as set out in the *Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation (NSW)*.

MRF operators are paid a processing refund of 10c (including GST) for each eligible container they process. The claimed amount is based on the eligible container factor calculated by an independent statistician and published quarterly by the EPA for facilities that report in weight or by count.

A total of 29 MRFs, including two bottle-crushing facilities, participated in the scheme from 1 July 2020 to 30 June 2021. Due to timing differences related to the refund claims mechanism, there is a quarter lag before each claim is made, assessed and paid. During 2020–21, MRF operators collectively redeemed 456 million containers and received a payment of \$43 million (excluding GST) after adjustments for containers delivered for reuse or recycling during Q4 2019–20 to Q3 2020–21 inclusive.

EfC audited MRF claims and related source data on a quarterly basis to ensure claims are validated prior to processing the refund claim and to detect, manage and/or mitigate the risk of fraud and corruption.

Due to the implementation of the COVID-19 Interim Audit Plan, and the resultant impact on onsite audits, EfC primarily undertook desktop audits throughout the financial year. EfC continued to audit all MRFs and 100 per cent of all claims in alignment with the associated risk profile. Risk-based audit techniques continued to mature and in many cases improved on pre-COVID-19 assurance levels.

All MRF-operator financial claims were validated against the calculated mass balance to identify potentially incorrect claims so that adjustments could be processed.



## NETWORK OPERATOR

### NETWORK PAYMENTS

As network operator, TOMRA Cleanaway operates the statewide network of return points and manages the logistics and sale of commodities to ensure all collected containers are delivered for reuse or recycling. EfC administers the payments to TOMRA Cleanaway ensuring that they are eligible, based on the total volume of eligible containers collected through the network of return points.

A total of \$178 million network payments were paid in 2020-21 (excluding GST).

EfC's audit program verified the volume of containers and financial records to substantiate the claims. During the financial year, EfC audited TOMRA Cleanaway four times to review and validate the volume of containers collected, counted and delivered for reuse or recycling, as well as against matters of compliance.

No serious or material non-compliance notices were issued over the course of the year.

### RETURN POINTS

EfC continued to undertake data monitoring and analytics of return points across the financial year, in alignment with the Interim Audit Plan. Due to the risks posed by COVID-19, on-site inspections were undertaken where risks were identified.

Scheme partners mark Return and Earn's third birthday, (L to R) David Clancy - Director TOMRA Cleanaway, Ned Mannoun - Independent Director Exchange for Change, Ryan Buzzell - Director TOMRA Cleanaway, Danielle Smalley - CEO Exchange for Change, James Dorney - CEO TOMRA Cleanaway.



## GOVERNANCE

EfC is committed to continuously improving and embedding effective governance and risk management practices, and recognises that establishing a robust and fit-for-purpose culture and approach to governance and risk management is integral to:

- maintaining integrity and confidence in the scheme
- fulfilling corporate governance, legislative and contractual obligations
- the achievement of the scheme's objectives and its ongoing success.

EfC reported zero performance failures and zero safety incidents in the reporting period.

## AUDIT AND ASSURANCE

EfC is responsible for administering the scheme's Integrated Risk and Assurance Model to deliver a scheme of high integrity that is safe, secure and customer-focused, in partnership with the EPA, TOMRA Cleanaway and the independent scheme auditor (RSM).

The model is made up of a framework, associated systems, processes and structures of oversight that are primarily focused around two key elements:

- Risk management: identification, monitoring and management of risks that may impact the scheme's ongoing success with a particular emphasis on minimising the risk of fraud and corruption.
- Audit and assurance: maintaining scheme participants' compliance with the *NSW Waste Avoidance and Resource Recovery Act 2001* and other associated legislative, regulatory and contractual instruments through risk-based audit activities that validate and assure the significant volumes of material and funds that flow through the scheme.

This model provides the framework that informs the development of EfC's Annual Audit Plan.

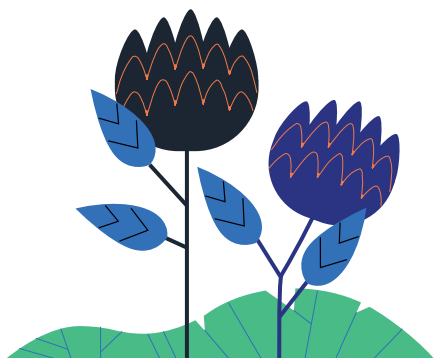
Throughout the reporting period, EfC undertook audit and assurance activities in accordance with the COVID-19 Interim Audit Plan with zero performance failures.

## INDEPENDENT SCHEME AUDITOR

The independent scheme auditor, RSM, is responsible for providing independent oversight and specialist advice to the EPA on audit and assurance matters across the Return and Earn Risk and Assurance Program.

RSM undertook detailed quarterly audits of EfC's audit activities and associated records to ensure EfC's compliance with its obligations as scheme coordinator in relation to the approved audit plan.

The four quarterly audits resulted in zero non-conformances during the reporting period.





## CONTINUOUS IMPROVEMENT

Throughout 2020-21, EfC formalised and established the Risk and Assurance Enhancement Program, approved by the EPA. The program aims to progress the scheme's maturity via a fully integrated and risk-informed assurance program.

The program consists of a number of projects supported by all scheme partners and the independent scheme auditor, with significant progress achieved during the reporting period.

The program has driven an innovation culture between scheme partners and provides a strong foundation for continuous improvement for the year ahead.

## FRAUD AND CORRUPTION CONTROL

The effective management of risks associated with fraud and corruption is a key obligation and focus of EfC.

The NSW model of a single network operator combined with state-of-the-art return point infrastructure, where crushed containers cannot be accepted, provides a number of strong natural preventative controls in the management of the risk of fraud and corruption. This is supported by a robust audit and assurance program.

The continued uplift in the maturity of the governance approach and collaboration between scheme partners regarding fraud and corruption control have delivered even greater levels of confidence and assurance across the scheme.

Some of the key fraud- and corruption-minimisation improvement activities implemented in 2020-21 include:

- proactive loss-prevention monitoring and reporting between scheme partners





- further enhancement of integrated scheme-wide processes for deterring, monitoring, managing and enforcing action
- the development of a risk management oversight governance structure and fraud forum, facilitating a review of controls and identified areas of risk for focused efforts by scheme partners
- collaborating with container deposit schemes in other jurisdictions to share lessons and develop a collaborative model for investigating and managing fraud and corruption matters
- increased training to uplift scheme partner capability in investigation and enforcement of fraud, corruption and serious non-compliance matters
- development of a fraud and corruption control enhancement program.

No material instances of fraud or corruption resulting in loss to the scheme were identified during 2020-21.

## HEALTH, SAFETY AND THE ENVIRONMENT

EfC is committed to providing a safe place to work and to protecting the environment in which we operate.

The scheme's approach to risk management was developed with the first priority being the safety of all stakeholders including, but not limited to, scheme partners, participants and the community.

While the three scheme partner organisations are individually responsible for managing their own business safety risks and the network operator has primary duty of care for the network. EfC ensures there is an integrated approach. This involves taking a holistic view of the scheme when identifying, analysing and mitigating health, safety and environmental risks.

A whole-of-scheme workplace health and safety risk management approach has been developed in accordance with Safe Work Australia guidelines. It is managed collaboratively by scheme partners and overseen by the independent scheme auditor.

At an organisational level, EfC ensures the ongoing implementation and independent certification of its Work Health and Safety Management System in accordance with ISO 45001:2018 (Occupational health and safety management systems) and in alignment with ISO 14001:2015 (Environmental management systems).

EfC did not experience or report any material health, safety or environmental incidents during 2020–21.

## DATA GOVERNANCE, SECURITY AND CONFIDENTIALITY

EfC manages significant volumes of confidential data across a number of systems and networks, with customer trust in the security of their personal data a key priority. We are constantly improving our cyber and physical security capabilities as part of our overall organisational and information technology strategy.

EfC recognises that it operates in an environment of ever-evolving cyber threats, where threats are always adopting more sophisticated techniques. It is therefore committed to guarding the confidentiality of the data and information it manages, and continues to proactively review its approach. Controls and measures currently in place to ensure information security and confidentiality include:

- de-identification and aggregation of commercial-in-confidence supplier and exporter data when reporting to the EfC Board
- working to constantly expand employee awareness of data security risks, including through structured training and ongoing near-miss and external risk awareness campaigns, with the need for shared vigilance on cyber issues supported by recognition of employees who help detect attempted cyber scams and sharing of case studies across the organisation
- independent audits of IT security and backup systems and the introduction of a robust testing regime using penetration, scenario and simulation testing
- use of ISO 27001:2018 Information Technology and PCI DSS v3.2.1 Data Security standards as a benchmark for risk assessments, controls and settings for the EfC reporting portal
- reviews of the IT security management approach and structure to separate the governance and audit program from day-to-day operational management and implementation
- the development of a cyber and data governance uplift program.

There were no material data or confidentiality breaches during 2020–21.





# Looking ahead

At the time of writing, Return and Earn was experiencing significant impacts from the COVID-19 Delta-strain outbreak in NSW, including the temporary closure of some return points. Looking ahead to 2021–22 therefore brings some of uncertainty as the impact of COVID-19 restrictions on the economy, and ultimately the scheme, is still being felt.

Within this context, EfC will continue to work closely with the EPA, TOMRA Cleanaway and other key stakeholders to ensure Return and Earn remains financially sustainable while retaining public confidence and support for the scheme to ensure a quick return to previous levels of participation and redemption.

## HELPING GROUPS AND CHARITIES

As the economic impact of COVID-19 continues to be felt by communities and charities, and as restrictions continue to impede more traditional face-to-face fundraising activities, emphasis will be placed on supporting community groups and charities to maximise their ability to realise the fundraising benefits of the scheme to their operation.

EfC will work closely with TOMRA Cleanaway to develop new and innovative ways to engage charities and community groups, and to support and promote their Return and Earn activities in the community.

## BUILDING AN ENGAGED COMMUNITY OF PARTICIPANTS

A particular focus will be placed on elevating the environmental and community benefits of the scheme and fostering increased community engagement and third-party advocacy. This will include the launch of new digital tools and resources to help individuals and groups to better understand the impact of their participation and the cumulative benefit of the scheme. Activities will also provide an opportunity to explain the recycling outcomes of Return and Earn to build greater trust and support for the scheme.

## IMPROVING SUPPLIER EXPERIENCE

EfC will continue to focus on making it easier for suppliers to participate in the scheme, using the latest supplier research and feedback to guide improvements.

A roadmap of enhancements for the reporting portal will be implemented, including a 'My Account' hub to enable users to self-manage password resets and user settings, as well as a new live chat with EfC's customer service team and more. EfC will also explore how to better support suppliers and exporters in meeting their annual statutory declaration requirements by reducing the level of effort currently required.

## HARMONISATION

There are now container deposit schemes operating in or planned for all jurisdictions in Australia. Through its participation in the National Scheme Coordinators Harmonisation Group, EfC will continue to champion the identification of opportunities to make it easier for consumers and industry to participate in the schemes. EfC has been leading work to develop a national supplier audit program, identify the potential to harmonise elements of export protocols, and enhance fraud and corruption control through improved cooperation between schemes.

We have also worked to harmonise supplier reporting in NSW and the ACT through the portal experience.

## PRODUCT STEWARDSHIP

There is a strong focus on the circular economy by the NSW and Federal Governments. As coordinator of one of Australia's most successful product stewardship schemes, there is an opportunity for EfC to share its deep knowledge with other schemes that are being established. This is aligned with the organisation's vision to realise a future where waste is a valuable resource not a problem.

## ENHANCING RISK AND ASSURANCE

EfC is dedicated to continuous improvement, with a continued focus in 2021–22 on driving further enhancements across risk management, audit and assurance, fraud, and corruption control and safety. Several initiatives have been developed that have been guided by principles of enhancing accountability, efficiency, effectiveness, customer satisfaction and scheme integrity.

# Appendices

1. 2020-21 Financials
2. Volumes report by return point
3. Volumes report by material recovery facility operators

# Appendix 1

## 2020–21 Financials

Return and Earn was designed on the premise of a cost-recovery model, which means it operates in a closed financial loop that does not generate profits.

EfC is paid a fixed fee to perform a number of duties in coordinating the scheme, including acting as the Trustee of the NSW container deposit scheme assets. The fee forms part of the cost recovery model.

The scheme's accounts are independently audited each year to ensure the financial statements comply with Australian Accounting Standards and other mandatory professional requirements in Australia.

### SCHEME COSTS

The core scheme costs comprise:

- refunds – 10c (including GST) per container, paid to the network operator and passed on to consumers
- network fees – paid to the network operator per container collected, based on the material type
- material recovery facility (MRF) refunds – 10c (including GST), paid to MRF operators for each container collected through kerbside recycling
- export rebates – to refund suppliers for beverage containers exported out of NSW
- a fixed scheme coordinator fee – for administration carried out by the scheme coordinator
- scheme compliance fees – paid to the EPA to cover compliance costs.

### IMPACT OF COVID-19

EfC has continued to provide support and engage with the beverage industry to understand the direct impact COVID-19 has on industry participants in meeting their financial obligations to the scheme.

In response to ongoing uncertainty resulting from COVID-19 and its potential impact, EfC stress-tested the scheme's balance sheet and liquidity position across a range of scenarios to meet stringent COVID-19 financial audit requirements.



## BREAKDOWN OF CONTRIBUTIONS AND COSTS

The following table shows scheme contributions and costs for 2020-21. As preparation of the financial reports is based on applicable Australian Accounting Standards, revenue and expenses are recognised net of goods and services tax (GST). The financial information below has been prepared on an accrual basis and is pre-conclusion of the FY21 financial audit.

Financial accounts	2020-21
Revenue (AUD)	
Scheme contribution	\$422,237,075
Finance income	
• Bank interest	\$13,017
<b>Total finance income</b>	<b>\$13,017</b>
<b>Total revenue</b>	<b>\$422,250,093</b>
Expenses (AUD)	
• Scheme refunds (container deposits)	(\$178,129,400)
• Network operator's fees	(\$173,590,029)
• Material recycling facilities' processing refunds	(\$43,140,918)
• Exporters' refunds	(\$11,839,161)
• Scheme coordinator's administration fee	(\$8,882,740)
• Scheme coordinator - marketing	(\$2,000,000)
• Scheme compliance fee	(\$3,600,000)
• Other	(\$1,067,844)
<b>Total expenses</b>	<b>(\$422,250,093)</b>
<b>Profit for the period</b>	<b>-</b>



# Appendix 2

## 2020–2021 Volumes Report by Return Point

**Note:** The availability of data differs by return point. Reverse vending machine (RVM) and automated depot (AD) data is available on a daily basis. Over-the-counter (OTC) volumes are available daily as a consolidated statewide figure. However, the breakdown of the OTC volumes by individual return point is determined on a weekly basis.

The table below contains daily data for RVMs and ADs for the complete reporting period (1 July 2020 to 30 June 2021), and disaggregated OTC weekly return volumes from 29 June 2020

to 27 June 2021. Consequently, this differs from the total figure referred to in Table 4 on page 33, which is based on an exact daily count of return volumes from RVMs, ADs and all the OTCs on a consolidated statewide basis from 1 July 2020 to 30 June 2021 inclusive.

Volumes are broken down by eligible container material type, including aluminium, glass, polyethylene terephthalate (PET), high-density polyethylene (HDPE), liquid paperboard (LPB), steel, other materials (OM) and other plastic (OP).

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
AI Car Wash Bass Hill	91,888	39,995	113,918	1,656	5,123	443	54	1	253,078
Ali's Fruitland	149	100	51	17	1	0	0	0	318
Angkor Grocery	2,975,918	2,161,775	3,953,454	51,577	103,153	42,067	981	68	9,288,993
Anna's French Hot Bread	161,716	85,911	110,874	1,789	3,469	147	24	1	363,931
Annie Mckee Pty Ltd	386,089	153,648	95,881	8,138	4,318	100	10	0	648,184
Arafah Market	377,784	143,980	578,560	17,596	28,312	1,901	275	6	1,148,414
Archibald Hotel	6,783	4,828	567	2	4	7	0	0	12,191
Aridas International Fruit Shop	17,505	20,317	20,394	146	379	66	2	0	58,809
Ashfield Mini Supermarket	622,444	585,997	580,548	14,281	28,839	4,385	427	3	1,836,924
Ashfield North News	1,511,626	1,160,753	1,418,757	31,901	59,062	11,960	1,195	4	4,195,258
Asylum Sydney Backpackers	476,846	359,214	449,442	9,437	12,876	4,766	297	3	1,312,881
At Your Convenience Store	59,614	63,026	56,219	1,710	1,334	238	31	0	182,172
Aussie & Asian Groceries	191,423	100,621	218,438	2,908	14,992	1,000	143	3	529,528
Australia Juyuan Culture Creativity Developing Pty. Ltd	155,419	106,448	151,869	4,256	7,496	1,330	193	0	427,011
Australian Hotel Nyngan	538,595	238,616	146,622	6,430	854	57	5	0	931,179
Balranald Takeaway	279,184	73,180	48,349	1,552	1,889	16	6	0	404,176
Banksmeadow Convenience Store	70,198	68,798	64,337	1,084	2,228	234	19	0	206,898
Barham Newsagency	2,493,393	868,810	423,027	21,650	15,163	350	73	1	3,822,467
Bathurst Recycling	7,001,421	3,461,694	2,655,458	179,904	259,601	2,478	1,089	3	13,561,648
Belmore Mixed Business	6,516	2,245	9,012	80	210	14	1	0	18,078
Belvoir Convenience Store	36,834	13,470	38,489	2,009	2,525	173	25	2	93,527

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Berowra Post Office	464,043	337,009	252,463	12,769	17,263	806	161	0	<b>1,084,514</b>
Bevan, Janine Louise	9,282	4,359	4,976	209	160	2	1	0	<b>18,989</b>
Beverly Hills Newsagency	168,221	83,651	162,442	2,714	7,554	846	72	0	<b>425,500</b>
Big Bite Charcoal Chicken	50,592	20,260	55,815	1,329	2,874	191	3,867	0	<b>134,928</b>
Bilpin Fruit Bowl	14,572	12,844	10,088	338	163	47	10	0	<b>38,062</b>
Bingara IGA & Hardware	560,506	332,771	160,515	13,145	6,046	104	8	0	<b>1,073,095</b>
Blackheath Mitre 10	160,911	150,335	87,133	3,422	4,144	441	35	0	<b>406,421</b>
Blanch, Jason Dudley	781,531	343,308	158,005	11,630	5,523	119	12	0	<b>1,300,128</b>
Bland Hotel	20,514	19,390	5,617	140	307	14	4	0	<b>45,986</b>
Boorowa Recreation Club	476,789	192,485	122,036	4,930	4,430	56	29	0	<b>800,755</b>
Bourke Laundry Service	481,178	235,355	207,953	5,433	3,110	283	13	0	<b>933,325</b>
Bre Container Return	212,276	48,425	42,886	2,058	1,712	28	2	0	<b>307,387</b>
Brewing Now Café	27,114	39,214	28,423	581	678	123	22	0	<b>96,155</b>
Bronte Convenience Store	157,031	231,648	103,168	1,858	2,200	797	91	0	<b>496,793</b>
Brooklands Village Mixed Business	44,657	26,429	29,469	2,693	3,272	103	16	2	<b>106,641</b>
Buladelah Bowling Club	431,543	317,808	122,885	8,932	6,111	265	26	0	<b>887,570</b>
Captain Cook Hotel	32,783	15,628	9,666	304	169	5	1	0	<b>58,556</b>
Car Wash Café Club	7,913	4,517	20,563	173	173	34	4	1	<b>33,378</b>
Cathy's Kai Woodpark	233,260	171,506	248,069	5,748	15,397	816	153	4	<b>674,953</b>
Central Coast Community Shed	16,052	10,239	7,260	847	1,859	8	39	0	<b>36,304</b>
Chatham Newspaper	1,593	4,836	1,736	31	67	1	0	0	<b>8,264</b>
Chef's Noodle Hornsby	298	187	514	6	10	26	0	0	<b>1,041</b>
Chery Shop Zetland	185,236	186,585	204,384	2,637	8,378	1,503	104	1	<b>588,828</b>
Chicken Mania	24,245	3,673	2,675	22	144	50	1	0	<b>30,810</b>
Chuen Kee Asian Food Centre	88,770	37,791	90,883	905	3,948	763	18	0	<b>223,078</b>
Citizen Blue Limited	4,412,823	7,024,336	5,648,637	70,323	113,489	18,247	1,299	47	<b>17,289,201</b>
City Convenience Store Chatswood	477,036	345,059	441,298	11,894	21,161	3,736	321	1	<b>1,300,506</b>
City Golf Gordon	2,739	321	509	5	13	1	0	0	<b>3,588</b>
Clean Xpress Car Wash	102,686	62,750	60,220	1,703	3,002	102	25	0	<b>230,488</b>
Cleanaway Operations Pty Ltd	7,197	39,288	196,881	42	228	7	0	0	<b>243,643</b>
Cobar & District Rugby Union Club	334,463	83,327	78,653	4,561	561	51	1	0	<b>501,617</b>
Commercial Hotel Barraba	509,007	204,454	100,284	10,921	3,521	28	16	0	<b>828,231</b>
Community Resources Limited	3,636,757	2,781,960	1,044,025	62,568	62,922	1,614	284	0	<b>7,590,130</b>
Concord West Supermarket	91,968	47,655	102,108	2,813	6,582	958	56	1	<b>252,141</b>
Container Return Lightning Ridge	463,442	149,931	113,915	4,063	2,239	38	23	0	<b>733,651</b>
Coral Peak Pty Ltd	322,905	215,868	246,085	6,149	6,394	3,185	152	0	<b>800,738</b>



Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Coral Star Pty Ltd	839,248	777,230	702,630	17,012	6,840	4,870	272	14	<b>2,348,116</b>
Coronation Street Newsagency	429,985	323,215	337,711	13,641	15,968	1,505	305	12	<b>1,122,342</b>
Courthouse Hotel Narromine	5,544	1,718	368	8	27	0	0	0	<b>7,665</b>
D & J Mix Convenience Shop	11,220	194	7,672	127	358	10	2	0	<b>19,583</b>
D & M Scrap Metal	3,274,436	1,369,097	716,114	45,875	23,307	525	104	0	<b>5,429,458</b>
Daily Shopping Lakemba	215,610	92,340	326,618	14,281	14,494	2,528	91	64	<b>666,026</b>
Dales IGA	605,985	304,188	125,838	15,702	6,022	292	34	0	<b>1,058,061</b>
Dazzlers Carwash	15,243	7,587	28,456	1,321	829	79	37	1	<b>53,553</b>
Doonside Charcoal Chicken	105,878	38,722	111,981	2,765	6,362	493	40	0	<b>266,241</b>
Douglas Park General Store	107,085	64,272	41,405	1,258	2,190	57	16	0	<b>216,283</b>
Dundas Village Newsagency	127,003	77,577	134,138	2,624	6,457	299	72	13	<b>348,183</b>
East Wahroonga Take Away	73,927	70,266	87,847	2,517	6,028	200	21	1	<b>240,807</b>
Ecoshine Hand Car Wash	4,045	1,204	2,175	50	204	1	0	0	<b>7,679</b>
Envirobank NT Pty Ltd	11,798,876	7,097,163	9,359,593	217,321	410,117	21,225	6,971	1,152	<b>28,912,418</b>
Euro Car Wash and Café	7,095	3,926	14,167	97	113	100	40	0	<b>25,538</b>
Everyday Carwash Frenchs Forest	4,009	4,698	3,285	193	68	9	1	0	<b>12,263</b>
Fairlight Newsagency	82,134	67,731	45,705	1,214	575	337	73	0	<b>197,769</b>
Foodworks Canowindra	63,423	36,923	14,584	814	927	88	23	0	<b>116,782</b>
Foodworks Condobolin	493,735	192,155	154,261	7,516	5,398	863	16	0	<b>853,944</b>
Foodworks Tennyson Point	14,618	17,201	12,416	328	754	100	2	0	<b>45,419</b>
Formula Hand Car Wash	102,610	83,894	87,890	2,293	6,025	344	23	4	<b>283,083</b>
Four Square 7 Days Food	99,943	548	102,400	1,903	2,970	311	182	2	<b>208,259</b>
Friendly Grocer Belfield	15,831	10,358	26,387	274	1,107	58	5	0	<b>54,020</b>
Friendly Grocer Cremorne	407	521	904	105	66	7	3	0	<b>2,013</b>
Friendly Grocer Glossodia	6,417	4,007	3,821	124	294	3	3	0	<b>14,669</b>
Friendly Grocer Mosman	89,166	118,798	91,224	2,541	2,829	840	48	0	<b>305,446</b>
GBC Building Supplies	14,414	4,061	3,164	334	43	2	0	0	<b>22,018</b>
Gilgandra Return and Earn	236,253	148,617	77,920	8,426	3,073	49	16	0	<b>474,354</b>
Ginger Indian Restaurant	1,175	2,346	1,036	1	19	0	0	0	<b>4,577</b>
Glocal Impact Church Inc.	33,465	20,750	46,080	1,063	3,826	326	55	0	<b>105,565</b>
Glow Car Wash	280,908	158,368	292,232	5,218	11,288	4,739	131	5	<b>752,889</b>
Gold Car Wash & Café	620,310	501,278	596,752	11,052	15,022	4,170	261	52	<b>1,748,897</b>
Golden Crown Carwash	4,027	1,334	13,994	93	64	34	7	0	<b>19,553</b>
Good Local Pty Ltd	152,896	85,789	185,312	2,883	2,854	1,057	43	6	<b>430,840</b>
Gordon Fish & Chips	449	183	586	11	72	0	0	0	<b>1,301</b>
Gorokan Newsagency	6,776	1,427	1,141	24	44	0	1	0	<b>9,413</b>
Grafton Container Return	7,117,043	4,219,271	1,769,812	152,824	164,041	2,692	641	0	<b>13,426,324</b>
Great Mart	855,710	586,807	874,426	12,735	33,033	7,186	271	5	<b>2,370,173</b>
Grenfell Furniture	376,822	214,476	89,306	4,623	5,615	46	25	0	<b>690,913</b>

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Gulargambone Return and Earn	14,604	4,796	3,142	89	27	0	0	0	22,658
Gwydir Shire Council	233,808	122,673	66,896	5,478	4,523	14	4	0	433,396
GyMEA Fresh Deli	49,453	38,455	21,029	1,015	881	49	23	1	110,906
H & N Convenience Store	1,317,874	876,763	1,670,472	26,580	83,956	12,506	672	582	3,989,405
Hannans Rd Convenience Store	143,355	78,545	187,542	3,366	7,077	1,043	52	2	420,982
Hassall Grove Newsagency	29,720	5,697	27,251	442	1,237	151	12	0	64,510
Hawks Nest Newsagency	10	241	558	600	38	0	0	0	1,447
Hawkesbury Bakehouse Kurrajong	180,983	176,619	104,111	6,750	6,411	315	77	0	475,266
Hawthorne Newsagency	55,022	29,719	45,705	911	1,324	343	52	0	133,076
Hay Services Club & Fitness Centre	475,553	245,042	140,674	13,516	6,035	67	172	0	881,059
Hayes General Store	34,283	28,251	37,980	819	625	170	16	0	102,144
Hillston IGA	74,438	40,633	13,438	296	532	5	0	0	129,342
Holbrook Return and Earn	31,581	15,470	7,221	477	173	1	0	0	54,923
Holbrook Stores IGA	0	0	14	2	0	0	0	0	16
Homebush West Jey Newsagency	47,648	28,807	62,020	1,821	5,257	495	6,435	0	152,483
Hoxton Industries Limited	10,856,730	5,101,320	10,339,205	247,667	643,704	26,881	7,550	3,274	27,226,331
Huntlee Academy	728,235	349,500	207,052	13,756	9,218	307	94	1	1,308,163
IGA Finley	1,434,488	558,705	351,858	13,532	3,215	344	8	1	2,362,151
IGA Kandos	27,556	8,490	12,531	550	995	8	2	0	50,132
INMI Convenience Store	25,591	26,458	28,503	662	1,826	93	16	5	83,154
Inzone Supermarket Pty Ltd	283,913	240,275	387,407	2,553	5,444	1,675	203	1	921,471
Ivanhoe LPO	106,320	34,342	24,151	2,977	194	2	2	0	167,988
Jannali Newsagency	4,824	5,292	3,194	16	342	12	1	0	13,681
JC's Cotton Café & Takeaway	191,583	90,449	56,078	3,233	1,520	15	2	0	342,880
Jews for Jesus	56,275	47,275	53,521	1,052	1,230	261	43	0	159,657
Junee Supa IGA	325,896	195,311	99,638	6,745	5,806	57	16	0	633,469
Kaufland Express	78,909	52,933	59,202	981	1,165	384	99	1	193,674
Khan's General Store	12,096	2,772	9,678	188	516	13	2	0	25,265
Kyogle Council	425,660	325,730	70,309	8,584	5,759	97	10	0	836,149
Lansvale Supermarket	5,556	2,504	5,700	218	425	41	0	0	14,444
Leura Village Takeaway Food	18,062	18,289	16,943	763	1,203	126	22	0	55,408
Lismore Shire Council	2,582,395	2,234,972	759,506	70,285	33,270	3,397	170	0	5,683,995
Little Bay Pharmacy	71,225	72,990	56,170	1,039	1,904	190	21	0	203,539
Longfield Supermarket	904,812	722,043	1,118,692	17,315	34,455	15,706	384	15	2,813,422
Lucky 7 Supermarket	168,836	140,128	143,680	3,862	4,082	1,093	91	0	461,772
Lugarno Café Carwash	1,621	936	3,230	33	11	1	1	0	5,833
Ly Ly's Scrap Metal	131,373	108,047	53,634	2,050	5,562	373	33	0	301,072
Mangrove Mountain Pharmacy	10,577	7,008	9,137	208	334	33	0	0	27,297

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Manly Mini Market	100,519	124,106	45,784	876	948	288	19	0	<b>272,540</b>
Merabi Groceries	51,555	22,885	84,903	885	2,273	345	32	0	<b>162,878</b>
Merinda Recycling Quirindi	642,135	358,058	225,593	12,876	5,411	65	13	0	<b>1,244,151</b>
Metro Petroleum Toongabbie	106,469	77,901	115,553	2,217	4,666	706	40	1	<b>307,553</b>
Metro St Andrews	51,535	34,004	54,757	2,073	1,988	295	8	0	<b>144,660</b>
MFC Food Stores Northmead	402,755	247,372	387,782	7,187	21,455	2,327	186	10	<b>1,069,074</b>
Mid Coast Care	675,526	477,318	234,899	10,488	11,017	457	34	0	<b>1,409,739</b>
Minchinbury Newsagency	164,442	61,495	146,736	2,295	6,381	308	40	4	<b>381,701</b>
Mobil Coolamon	337,194	124,730	75,886	5,828	4,245	35	14	0	<b>547,932</b>
Mount Pritchard Convenience Store	146,998	94,540	171,121	2,653	2,770	638	30	4	<b>418,754</b>
Mr J Asian Grocer Supermarket	629	7,165	380	3	0	0	0	0	<b>8,177</b>
Mulwala Laundry	3,660,521	1,611,847	863,569	35,492	25,234	587	109	0	<b>6,197,359</b>
Mum N Dad Newsagency	42,172	47,125	35,852	632	647	76	12	4	<b>126,520</b>
539	282	311	13	15	10	0	0	1,170	<b>929</b>
Mum's Dumpling and Noodle Bar	126	85	229	3	6	0	0	0	<b>449</b>
Mungindi Transwest Fuels	37,951	20,745	17,292	891	774	20	1	3	<b>77,677</b>
Narara Takeaway	63,356	38,654	22,769	1,566	1,219	63	9	0	<b>127,636</b>
Narrabeen Newsagency	5,779	2,694	4,130	213	100	23	95	0	<b>13,034</b>
Narraweena Newsagency	203,003	185,983	123,180	5,986	2,265	542	70	6	<b>521,035</b>
Nelson Bay Newsagency	207	1,026	1,983	6	13	0	0	0	<b>3,235</b>
Nepean Distributors Pty Ltd	21,431,605	10,040,476	14,412,290	417,853	942,962	35,734	6,988	1,159	<b>47,289,067</b>
News Xpress Toukley	102,569	67,803	42,848	2,451	4,237	98	12	0	<b>220,018</b>
North Epping Newsagency	85,964	63,091	80,293	1,558	5,093	758	104	2	<b>236,863</b>
North Narrabeen Newsagent	10,422	8,944	6,422	171	95	7	1	0	<b>26,062</b>
North Parramatta Supermarket	239,584	152,506	230,873	4,963	1,371	1,215	250	4	<b>630,766</b>
North Sydney Newsagency	57,563	40,003	66,706	1,070	1,280	301	59	0	<b>166,982</b>
Oatley Auto Centre	478,408	363,901	387,221	9,837	18,382	1,606	602	4	<b>1,259,961</b>
Obunmee Café	248,804	227,370	277,482	5,787	6,925	2,815	171	22	<b>769,376</b>
Omart (Ezy Mart) Convenience Store	56,406	38,378	43,694	966	1,657	428	66	0	<b>141,595</b>
Oyster Bay Bakery	75,025	80,154	43,276	1,927	1,359	182	75	0	<b>201,998</b>
Palmer's Market	113,654	75,673	49,514	4,114	1,711	27	21	0	<b>244,714</b>
Panlasang Pinoy	33,846	19,562	46,858	2,654	2,840	525	64	0	<b>106,349</b>
Parekh Retail Pty Ltd	168,070	54,838	40,387	1,602	1,175	22	1	0	<b>266,095</b>
Park Groceries	4,837	1,927	4,830	154	256	92	20	0	<b>12,116</b>
Park Road Newsagency Regents Park	27,276	14,953	23,250	778	1,263	250	16	0	<b>67,786</b>
Parramatta CBD Newsagency	85,279	68,426	72,189	1,904	3,633	524	25	1	<b>231,981</b>



Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Patrick Hot Bread	266,614	111,167	340,293	6,859	15,578	1,613	63	21	<b>742,208</b>
Payless Fuel Sydenham	2,634,210	2,319,451	1,979,380	41,789	65,963	16,528	1,156	7	<b>7,058,484</b>
Payless Georges Hall	42,138	24,410	47,991	1,087	2,346	224	15	1	<b>118,212</b>
Peak Hill Caravan Park	450,580	200,938	150,947	14,424	7,275	180	68	0	<b>824,412</b>
Pearl Beach General Store & Café	350	3,942	319	0	4	0	0	0	<b>4,615</b>
Peter Francis Scrap Metal	1,159,681	648,467	1,388,864	35,752	107,537	6,096	1,615	40	<b>3,348,052</b>
Plus Milk Bar	5,844	1,877	2,739	68	154	26	1	0	<b>10,709</b>
Porter's Liquor	166,954	238,679	130,594	3,013	4,695	698	110	0	<b>544,743</b>
Powers IGA Bombala	444,794	231,953	104,474	12,228	4,127	50	21	0	<b>797,647</b>
Pwholesale Rozelle	74,489	40,736	80,676	1,598	1,235	184	66		<b>198,984</b>
38,624	26,958	26,500	465	568	131	3	0	93,249	<b>75,435</b>
Queen Car Wash & Café	222,222	89,985	278,260	5,494	13,020	1,670	228	8	<b>610,887</b>
R & L Mini Mart	287,521	165,797	252,281	6,113	11,920	1,000	122	15	<b>724,769</b>
R & M Mini Mart	464,445	179,462	607,513	6,407	32,421	3,166	273	222	<b>1,293,909</b>
Ramsgate Newsagency	60	5	20	0	1	0	0	0	<b>86</b>
Recharging Burger and Coffee	268,108	269,920	171,235	4,069	3,893	1,378	59	1	<b>718,663</b>
Regional Enterprise Development Institute Ltd	107,163	28,257	20,041	2,521	1,148	87	3	0	<b>159,220</b>
Regroup Queanbeyan	5,134,505	2,901,261	2,298,947	114,341	678,087	5,391	686	70	<b>11,133,288</b>
Riteway Brewarrina	237,116	72,589	62,691	3,612	1,743	9	4	0	<b>377,764</b>
Rmart Market	13,771	6,272	24,018	465	1,089	95	7	0	<b>45,717</b>
Royal Hotel Blayney	119,018	64,338	31,079	3,031	2,985	38	16	0	<b>220,505</b>
Rozelle News & Gifts	45,830	49,740	26,150	469	414	138	15	0	<b>122,756</b>
Rush Hour Convenience Store	126,734	66,897	246,774	3,851	14,039	607	244	0	<b>459,146</b>
Rylstone Foodworks	663,302	383,676	248,280	16,284	11,302	160	109	0	<b>1,323,113</b>
Sargents Rural Supplies	89,125	38,504	29,565	1,465	867	65	2	0	<b>159,593</b>
Seasoned Café	8,132	9,231	8,896	430	221	15	2	0	<b>26,927</b>
Sefton Convenience Store	37,608	20,013	55,777	650	2,274	312	18	1,416	<b>118,068</b>
Sell & Parker Pty Ltd	28,263,783	13,843,886	9,925,525	464,715	1,851,998	23,514	5,322	75	<b>54,378,818</b>
Shunjingfan Pty Ltd	158,909	163,261	145,460	2,488	3,443	942	257	0	<b>474,760</b>
Skyline Supermarket	11,501	13,419	7,817	448	392	29	5	0	<b>33,611</b>
South Coogee Newsagency	187,061	173,551	145,954	2,545	4,274	666	98	1	<b>514,150</b>
South Miranda Newsagency	120,511	134,628	110,327	2,273	3,427	409	49	0	<b>371,624</b>
South Rooty Hill Take Away	454	141	371	2	36	5	0	0	<b>1,009</b>
St George Metal Traders	14,852,357	11,247,512	13,334,815	220,648	652,339	44,898	5,887	51	<b>40,358,507</b>
St Vincent De Paul Society NSW	47,149,969	23,781,770	16,749,730	1,012,550	1,726,502	24,924	5,452	184	<b>90,451,081</b>
Stacey's Chicken & Fish	471	108	619	328	5	3	0	0	<b>1,534</b>
Stanmore Newsagency	5,781	3,875	5,055	125	39	4	0	0	<b>14,879</b>

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Strathfield South Newsagency	9,586	4,010	9,033	151	241	43	1	0	23,065
Sunethra Spice World	13,333	4,447	9,891	216	695	58	2	3	28,645
Sunshine Asian Supermarket	580,970	409,075	644,388	13,308	35,948	6,155	476	2	1,690,322
Sydney Ute & Van Hire	45,617	38,916	52,527	1,213	2,355	232	10	0	140,870
Sylvania Waters Supermarket	169,192	140,794	140,207	2,537	4,639	375	67	0	457,811
Tamarama Post Office	12,153	20,094	7,118	113	91	48	1	0	39,618
Tarro Grocery & Convenience	6,697	1,742	2,725	389	204	19	0	0	11,776
Tattersals Hotel Gilgandra	65,463	42,577	21,651	1,707	854	3	4	0	132,259
Teeling Recycling Centre Casino	5,464,156	1,922,165	994,636	111,821	38,010	1,269	1,037	0	8,533,094
The Bucking Bull Hotel	422,522	236,007	160,387	12,598	2,226	41	7	0	833,788
The Central Hotel Ungarie	41,709	5,841	7,557	1,001	187	0	0	0	56,295
The Little Shop Ettalong	15,748	9,071	5,812	574	237	40	1	0	31,483
The Nanak Business Pty Ltd	13,675	2,449	3,007	104	95	3	0	0	19,333
The Rail Café Richmond	52	112	60	0	0	0	0	0	224
The Royal Mail Hotel Braidwood	101,017	84,887	31,953	2,658	857	68	2	0	221,442
The South Kempsey Corner Store	66	147	98	0	0	1	0	0	312
The Trustee for AJ & AD Channing Family Trust	17,265,871	5,283,137	5,009,829	258,591	480,127	1,493	130	0	28,299,178
TOMRA Cleanaway Pty Ltd	492,962	190,716	359,137	12,513	25,736	596	457	12	1,082,129
TOMRA Collection Pty Ltd	585,743,328	401,908,450	381,116,360	16,536,216	24,859,363	1,092,633	204,972	22,217	1,411,483,539
TongDa Convenience Store	448,921	362,667	386,209	11,723	16,477	2,835	171	0	1,229,003
Transwest Fuels Pty Ltd	634,655	336,384	196,580	18,402	11,517	104	25	0	1,197,667
Triple J's General Store	95,974	57,314	24,062	2,501	957	16	7	0	180,831
Tullibigeal Co-operative	10,099	3,499	2,578	308	39	2	0	0	16,525
United Fuels Roselands	1,098,391	774,184	1,745,067	24,228	76,784	5,617	605	37	3,724,913
United Petrol Yagoona South	66,977	29,265	105,386	1,066	4,336	204	6	0	207,240
Uralla Hardware	49,910	28,843	37,613	851	643	12	1	0	117,873
UTS Australia Pty Ltd	1,216,122	941,298	1,431,842	21,657	53,376	5,010	752	10	3,670,067
V & L Machinery	1,351,063	431,955	264,742	29,000	17,493	452	34	0	2,094,739
Valmar Support Services Limited	2,961,595	1,165,233	847,992	75,447	50,469	876	74	0	5,101,686
VR Convenience Store	234,781	147,012	201,859	4,246	6,051	1,598	96	0	595,643
Wakeley Newsagency	436,726	248,256	647,018	11,003	31,246	3,437	241	6	1,377,933
Walgett Return and Earn	113,649	46,944	28,826	2,540	511	7	1	0	192,478
Walla Walla Return & Earn	527,820	223,997	154,177	8,411	4,409	64	47	1	918,926
Wamberal Valley Fruit	16,706	13,344	6,063	339	1,268	58	1	0	37,779
Warrumbungle Shire Council	1,586,449	805,266	563,122	53,703	20,351	450	103	1	3,029,445
Warwick Farm Newsagency	2,415	2,030	4,971	41	58	42	0	0	9,557

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Waterloo Mini Mart	4,697	968	7,938	109	66	5	1	0	<b>13,784</b>
West Pymble Newsagency	672	194	382	2	5	2	0	0	<b>1,257</b>
Westgate LPO	71,674	62,371	47,376	1,024	813	327	18	0	<b>183,603</b>
Wilberforce Newsagency	76,975	50,321	34,897	1,466	1,832	75	4	0	<b>165,570</b>
Willing & Able Foundation	433,144	267,184	95,546	5,637	4,954	251	35	0	<b>806,751</b>
Windsor Metal Recycling Pty Ltd	961,340	650,277	437,333	18,780	30,645	584	461	0	<b>2,099,420</b>
Windsor Newsagency	60,482	22,256	26,504	2,261	1,796	93	11	0	<b>113,403</b>
Winmalee Neighbourhood Centre	39,882	29,674	16,771	395	1,195	188	3	0	<b>88,108</b>
Wycombe Rd Newsagency	8,216	10,005	5,974	158	59	84	1	0	<b>24,497</b>
Yagoona Lebanese Bakery	102,027	48,974	160,333	1,038	4,460	352	58	16	<b>317,258</b>
Yash Indian Spice & Delights	81,817	89,917	62,383	1,712	1,512	448	46	0	<b>237,835</b>
Yennora Newsagency	1,217,240	784,368	814,825	115,936	47,970	3,493	3,259	6	<b>2,987,097</b>
Yumm Gourmet Pizza Kitchen	32,993	20,020	14,631	616	1,477	17	1	0	<b>69,755</b>
<b>Total</b>	<b>839,971,190</b>	<b>542,529,840</b>	<b>518,368,595</b>	<b>21,538,300</b>	<b>34,663,010</b>	<b>1,544,987</b>	<b>282,150</b>	<b>31,009</b>	<b>1,958,929,081</b>





# Appendix 3

## 2020–2021 Volumes Report by Material Recovery Facility Operators

**Note:** Where a material recovery facility (MRF) operator is responsible for more than one MRF, the figures below represent the sum of all containers claimed by each MRF operator across all their facilities.

MRF operators may also claim eligible containers in an output stream known as ‘mixed plastics’. Mixed plastics include both PET and HDPE. For consistency with the material types reported by suppliers, where an MRF operator has claimed containers contained within a mixed plastics output, these containers have been reclassified and included in the HDPE and PET totals.

Reported volumes are correct as of finalisation of the fourth-quarter 2020–21 claims, in August 2021.

For MRF operators to be eligible to claim for containers sent for recycling they must be compliant with Regulation 18(2). The below table reflects the number of containers for which this eligibility was met, not the total number of containers sent for recycling by the MRF operator, as shown in the body of the report.

Material recovery facility operator	Aluminium	Glass	HDPE	LPB	MP	OM	PET	Steel	Total by MRF
Armidale Recycling Services Pty Ltd	100,133	0	19,566	0	0	0	676,255	0	795,954
Bottlecycler Australia Pty Ltd	0	3,455,298	0	0	0	0	0	0	3,455,298
Challenge Community Services	2,148,553	474,581	86,367	0	0	0	755,307	0	3,464,808
Cleanaway	3,433,157	2,060,828	175,345	0	0	0	2,426,289	0	8,095,619
Cowra Shire Council	690,937	0	0	0	0	0	82,547	0	773,484
Elouera Association Inc.	720,848	378,651	0	0	0	0	469,670	0	1,569,169
Endeavour Industries Gbn.Inc	852,710	151,208	28,208	0	0	0	384,328	0	1,416,454
Gilgandra Shire Council	0	0	0	0	0	0	0	0	0
Glen Industries Ltd	729,234	63,700	25,957	0	0	0	302,929	0	1,121,820
Gunnedah Workshop Enterprises Ltd	277,848	184,202	11,138	0	0	0	316,284	0	789,472
Handybin Waste Services (Coffs Harbour) Pty Ltd	3,430,848	2,831,622	117,132	0	0	0	2,092,232	0	8,471,834
JR & EG Richards Pty Ltd	7,638,305	6,461,857	385,799	0	0	0	5,176,618	0	19,662,579
Kurrajong Waratah	4,781,982	954,245	452,059	0	0	0	3,157,356	0	9,345,642
Lismore City Council	3,402,792	0	24,252	0	0	0	1,051,354	0	4,478,398
Merinda Recycling	0	0	0	0	0	0	0	0	0
Manco Engineering Australia	0	1,146,143	0	0	0	0	0	0	1,146,143
Mid-Western Regional Council	803,013	0	16,218	0	0	0	162,998	0	982,229
Northaven Ltd	222,035	54,887	5,200	0	0	0	75,828	0	357,950
Par Recycling Services	23,617,147	31,027,994	1,830,993	0	0	0	24,953,076	0	81,429,210
Polytrade PTY LTD	9,626,478	23,047,498	1,438,633	0	0	0	20,002,710	0	54,115,319

Material recovery facility operator	Aluminium	Glass	HDPE	LPB	MP	OM	PET	Steel	Total by MRF
Solo Resource Recovery	0	0	0	0	0	0	0	0	0
South Coast Plant Hire t/as Shoalhaven Recycling	116,160	153,990	0	0	0	0	0	0	270,150
Suez Recycling and Recovery Pty Ltd	14,482,454	14,768,133	1,100,050	0	0	0	14,906,718	0	45,257,355
Uralla Shire Council	219,988	0	9,360	0	0	0	13,542	0	242,890
Visy Recycling	64,984,041	73,363,867	2,982,611	0	0	0	62,936,229	0	204,266,748
Warrumbungle Waste	111,992	0	4,895	0	0	0	67,805	0	184,692
<b>Total</b>	<b>142,390,655</b>	<b>160,578,704</b>	<b>8,713,783</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>140,010,075</b>	<b>0</b>	<b>451,693,217</b>

