

# RETURN AND EARN ANNUAL STATUTORY REPORT

2018-19



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# INTRODUCTION

Container deposit schemes have been recognised internationally for the positive benefits they deliver to the environment, our communities and in improving quality recycling outcomes.

In just over eighteen months, the Return and Earn container deposit scheme in NSW has collected and recycled a total of 3.1 billion containers, through the network and kerbside collections turning drink container waste into valuable resources for the future. In the last year alone, the scheme experienced significant growth, collecting a total of 2.08 billion containers, with an average redemption rate of 61 per cent of total drink containers supplied.

Growth overall, has been driven by the increased participation of consumers, community groups and social enterprise who have embraced the scheme with over \$154 million in refunds paid.

Return and Earn is an important part of the NSW Government's *Waste Avoidance and Resource Recovery Strategy 2014-21*, focused on increasing recycling, diverting waste from landfills and litter reduction.

Following moves by China to stop accepting lower quality co-mingled and contaminated recyclable materials and more recently, India's announcement to ban plastic waste imports, the challenge of managing recyclable waste in Australia has deepened.

Return and Earn is part of the long-term solution to address the management of recyclable waste in NSW. The scheme has successfully diverted container waste from landfills and litter in the environment, by capturing these valuable resources and establishing NSW as a credible and reliable source of clean recyclable materials to meet growing demand in Australia and overseas.

# CHAIR'S MESSAGE



*“Our commitment to reducing litter and helping engage the community in active and positive recycling behaviour is fundamental to our day to day operations.”*

It is extremely encouraging to see so many people recycling their drink containers through Return and Earn, dramatically reducing the number ending up as litter or in landfill. Equally encouraging is the many ways schools, community groups and organisations have embraced the fundraising potential of the scheme this year. More than \$450,000 in donations was raised in 2018-19, underlining the important environmental, social and economic benefits of the scheme at all levels of society.

Worldwide we are seeing greater innovation in the use of what would historically be considered waste into a valuable material resource. In Australia we are seeing many new recycling and reuse innovations from recycled glass used in the construction of new roads and netball courts, to recycled plastic turned into prosthetics and even irrigation pipes.

These innovations underscore the importance of a successful container deposit scheme, ensuring the maximum number of eligible containers are returned and recycled in order to produce a new and valuable resource stream. While the average redemption rate for 2018-19 was high at 61%, we will continue our work in increasing public awareness of the importance of recycling and ultimately increase recycling rates in NSW.

Exchange for Change remains committed to working in partnership with the beverage and recycling industries, with government and with local communities to continuously improve the scheme and ensure it meets our stakeholders' needs and expectations.

With the support of network operator TOMRA Cleanaway and the NSW Government, our commitment to reducing litter and helping engage the community in active and positive recycling behaviour is fundamental to our day to day operations. We are focused on industry collaboration and awareness programs to enhance the public's knowledge of the importance of recycling and the convenient access to return points across NSW.

I would like to acknowledge the commitment of the management team and all our staff who provide an outstanding level of service and professionalism. The team's passion, drive and enthusiasm for our business, our customers and the community, is our greatest asset.

**Tracy McLeod Howe**

Chair

Exchange for Change

# A/-CEO'S MESSAGE



*“NSW has firmly established itself as a leader in drink container recycling.”*

NSW has firmly established itself as a leader in drink container recycling, with an average redemption rate of 61 per cent and over 2.08 billion containers returned this year and over 3.1 billion since the commencement of the scheme.

I am immensely proud of this achievement, but I know as the scheme coordinator we can do more.

During 2018 we undertook a range of actions towards our goal of continually improving the administration of the scheme. These included improving the interface with suppliers by enhancing the portal, introducing the Export Protocol and supported the NSW Government with a full review of the current payments model based on the feedback from the beverage industry. This valued feedback will inform changes expected to be implemented in 2020 and seeks to address the challenges faced by first suppliers by reducing the administrative burden and price volatility.

Maintaining the integrity of the scheme has been our number one priority managed by a robust risk management, assurance and education program to ensure compliance of all scheme participants.

Thanks to the efforts of the people of NSW, the scheme has been able to collect clean streams of materials converting waste into valuable resources, for reuse or recycling into quality products. By recycling through Return and Earn, the collective efforts of our community has contributed up to a 57 per cent reduction of drink container litter by volume in the NSW environment and an annual average of 40 per cent reduction compared to pre-scheme litter levels.

We are fortunate to have a passionate and dedicated team with a wide range of expertise, all of whom are committed to a successful drink container recycling system in NSW. The work we do is supported by the NSW Government and the network operator TOMRA Cleanaway who are also dedicated to ensuring the success of the scheme and the system we oversee.

I am confident we have a model and an approach to drink container recycling that will guide the state's recycling efforts and maintain our reputation as a leader in managing drink container recycling.

And finally, but perhaps most importantly, thank you to the first suppliers of beverages into NSW for their ongoing cooperation and support and to the many members of the community who have embraced the scheme wholeheartedly. The continued success of Return and Earn would simply not be possible without you.

**Janelle Neath**

A/- Chief Executive Officer  
Exchange for Change

# CEO'S MESSAGE – TOMRA CLEANAWAY



*“A total of 1.54 billion containers was returned in 2019”*

As the Network Operator for the NSW Container Deposit Scheme Return and Earn, TOMRA Cleanaway is proud to report a record volume of returns and a further increase in citizen and community participation to June 2019.

Due to an accessible, convenient and efficient network of return points, it is pleasing to report that the current rate of participation translates to more than one in two containers supplied are now being returned. This is generating a source separated and non-contaminated commodity stream which is highly valued in both domestic and international recycling markets.

With a focus on network expansion and enhancement, the Reverse Vending Machine ('RVM') network has grown to 318 sites. There has also been further expansion in the number of Automated Depot ('AD') sites with new facilities established in locations including Sydney, Wagga Wagga and Newcastle. As a result, the total number of return points in operation at 30 June 2019 was 646.

The Scheme celebrated the one billionth collection very close to the Scheme's first year anniversary on 1 December 2018.

This milestone then led into the summer peak period, during which participation and return volumes surged. During the first week of January, the number of containers returned per day averaged 6.5 million. The record collection volume was established on 28 January 2019 when 6.8 million units were returned in a day. This included 6.3 million containers returned through the RVM network. Throughout the peak summer period, RVM uptime was maintained across the network at above 95%, with the RVM network being available 7 days per week and fifteen hours per day.

Across the network, there are also 281 Over the Counter return points operated by third parties, in addition to the Automated Depots across the State. There are numerous social and community enterprises who participate as return point operators. It is estimated that the Return and Earn network has resulted in the employment of over 700 citizens in NSW, with many of these roles based in regional NSW. The focus and dedication of the numerous parties involved across the Network in NSW is acknowledged and appreciated.

As the second anniversary of the Scheme approaches in December 2019, TOMRA Cleanaway is delighted to report on the achievements of the Scheme to date and looks forward to further improvement, both across the network and in terms of improved citizen and community participation in Return and Earn.

**James Dorney**  
Chief Executive Officer  
TOMRA Cleanaway

# GOALS AND STRATEGIC PRIORITIES

*Since the launch of the Return and Earn scheme in December 2017, NSW has seen up to a 57 per cent decrease in beverage container litter volume and an annual average of 40 per cent reduction compared to pre-scheme litter levels.<sup>1</sup>*

## Goals

Reduce the volume of litter caused by drink containers and improve recycling outcomes in NSW. By 2037, the scheme aims to achieve:



**1.6 billion**  
fewer drink  
containers littered



**12.6 billion**  
more beverage  
containers recycled



**11 billion**  
fewer drink containers  
ending up in landfill

## Strategic Priorities

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



**1.**  
**CUSTOMER  
EXCELLENCE**



**2.**  
**SUSTAINABLE  
OPERATIONS**



**3.**  
**INDUSTRY  
PARTICIPATION**

<sup>1</sup> NSW receives quarterly National Litter Index litter counts from Keep Australia Beautiful (in August, November, February and May). Only the November and May counts go towards the annualised, publicly released Index figure. The additional counts are commissioned by the NSW Government to inform NSW litter reduction policies and programs.

# SCHEME PERFORMANCE

## PRIORITY 1: CUSTOMER EXCELLENCE

Delivering a seamless customer experience through public awareness and easy access to return points:



**646**  
return points



**55%**  
of people 18+  
have participated  
with 93% more  
than once



**85%**  
support the  
scheme and 80%  
satisfied

## PRIORITY 2: SUSTAINABLE OPERATIONS

Efficient and sustainable operations



**61%**  
Average redemption  
rate of total containers  
supplied



**2.08 billion**  
containers collected  
through the scheme



**177,200 tonnes**  
of materials recycled  
or reused

## PRIORITY 3: INDUSTRY PARTICIPATION

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



**735 supplier**  
arrangements  
in force



**\$348.3 million**  
supplier  
contributions paid



**100% conformance**  
to audit plan and zero  
safety incidents

The statistics outlined are for the reporting period ending 30 June 2019.

## Litter reduction

Since the launch of the Return and Earn scheme in December 2017, NSW has seen up to a 57 per cent decrease in beverage container litter volume and an annual average of 40 per cent reduction compared to pre-scheme litter levels. In fact, NSW has made one of the biggest contributions to the overall reduction in the litter volume nationally.<sup>2</sup>

## Recycling outcomes

The design of the NSW Return and Earn scheme enables the redirection of what may have been previously destined as environmentally harmful litter or landfill, into the recycling stream.

The clean materials and high level of sorting that results from the container deposit scheme means there is strong demand for these recyclable materials in local and international markets.

The number of eligible containers returned has increased significantly since July 2018. Of the 3.4 billion<sup>3</sup> containers supplied into NSW between July 2018 and June 2019, a total of 2.08 billion containers have been collected, enabling 177,200 tonnes of materials to be recycled or reused. Of total volumes collected, 1.54 billion containers have been returned through the network operator's 646 return points across the state, and 0.54 billion have been returned through kerbside collection, totalling 2.08 billion returned through the scheme.<sup>4</sup>

This represents an average redemption rate of 61 per cent – with the 45 per cent returned through the network operator and 16 per cent returned through kerbside council programs between July 2018 and June 2019.<sup>5</sup>

## Community engagement

Providing easy access to return points across NSW has enabled kids and schools, community groups and social enterprise to participate and play their part in helping to reduce drink containers in our landfills or litter in our environment benefiting from \$154 million in refunds paid.<sup>6</sup>

Return and Earn has provided a platform to support our communities and social enterprises with more than \$450,000 in donations raised.

Promoting the return, reuse and recycling of containers, along with community engagement activities, resulted in strong awareness. Across the state, 89 per cent of residents aged 18 or over have heard about the scheme and 55 per cent have participated.<sup>7</sup>

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**2** Keep Australia Beautiful 2017-2018 National Litter Index. **3** 3.5 billion containers were reported as supplied into NSW between July 2018 and June 2019. An estimated 0.1 billion of these containers were exported out of the state. This resulted in a net number of 3.4 billion supplied containers based on 1 August 2019 reported data. **4** Kerbside figures have been taken from 1 September 2019, the first invoicing cycle after material recovery facility operator claims were finalised. All other figures remain unchanged from when they were first reported during the 1 August 2019 invoicing cycle. Due to rounding, numbers presented throughout this report may not add up precisely to the totals indicated. **5** Redemption rate is based on the aggregate audited number of containers refunded at return points by the network operator, and claims made by material recovery facility operators against the total number of containers supplied. **6** Refunds paid inclusive of GST. **7** Based on the June 2019 survey of NSW residents conducted by Kantar Public, to evaluate the effectiveness of the Return and Earn campaign.

## ‘BUY A BALE’ SUPPORTS DROUGHT-STRICKEN FARMERS USING A SIMPLE BARCODE

NSW is in the midst of a devastating drought, with a severe impact on the state’s farmers. In response to this natural emergency, Rural Aid introduced the Buy A Bale initiative to the state. Buy A Bale is a call-to-arms for donors across the state, to supply bales of hay and other support to farming communities. In August through to November 2018, Buy a Bale featured as an official donation partner on all RVM screens to give recyclers another way to contribute their funds directly into the Buy a Bale relief fund. This Return and Earn initiative was led by RVM operator TOMRA. Consumers could return their empty drink containers during this time and donate 10c for each through to Buy A Bale. Rural Aid CEO, Charles Alder, says their experience with Return and Earn has been a roaring success: “All it takes is something as simple as a bale of hay or a container refund donation to serve as a reminder that the rain might have dried up, but Australians’ willingness to support each other never will.”



# HOW THE SCHEME WORKS

The NSW Return and Earn scheme recognises that the beverage industry shares with the community a responsibility to reduce and deal with waste generated by beverage product packaging.

## Funding the scheme

First suppliers<sup>8</sup> of beverages in NSW are required to pay contributions, funding the management, administration and operation of the scheme. As part of the scheme's operational costs, consumers receive a 10c refund as an incentive to return eligible drink containers at return points across the state.

## Consumer participation

Consumers can participate in the scheme by collecting eligible containers, taking them to a return point, then getting a 10c refund or making a donation.

If consumers choose to put eligible containers in their kerbside recycling, the material recovery facility can make a claim for the 10c refund through the scheme. As of 1 December 2018, to qualify for making claims through the scheme, material recovery facility operators are required to have refund share agreements in place with local government.

Figure 1: How the scheme works

Participation in the scheme involves three easy steps:



<sup>8</sup> A first supplier is a business that makes the first supply of eligible beverage containers into NSW.

## Roles of the organisations behind the scheme



### EXCHANGE FOR CHANGE

Exchange for Change (EFC) is the scheme coordinator of Return and Earn. It is responsible for managing the scheme's finances, collecting contributions from beverage suppliers, and distributing the money to the network operator and other scheme participants. It is also in charge of managing the risk of fraud in the scheme and educating the community.

EFC is a joint venture of five of Australia's beverage companies: Asahi Beverages, Carlton & United Breweries, Coca-Cola Amatil, Coopers Brewery and Lion. Together, these companies have more than 40 years of experience managing container refund programs in Australia.



### TOMRA CLEANAWAY

Network operator TOMRA Cleanaway manages the return points and ensures returned containers are collected and delivered to a recycling facility. It is responsible for refunding consumers at return points and receives a network fee per container collected based on the material type.

TOMRA Cleanaway is a joint venture between a global leader in reverse vending technology, TOMRA, and Australia's largest total waste management solutions company, Cleanaway.



### NSW ENVIRONMENT PROTECTION AUTHORITY

As the scheme regulator, the NSW EPA is responsible for regulating the scheme. This includes 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, as well as various associated deeds.

### OTHER PARTICIPANTS

#### First suppliers

A supplier is any business selling beverages in containers or giving them away as part of a promotion. It can be a manufacturer, distributor, wholesaler or retailer. If a business is a 'first supplier', it must enter into a supply agreement with EFC and ensure any eligible containers that it supplies in NSW are registered with the EPA.

First suppliers fund Return and Earn by financially contributing to the scheme in proportion to their share of the number of containers supplied into NSW.

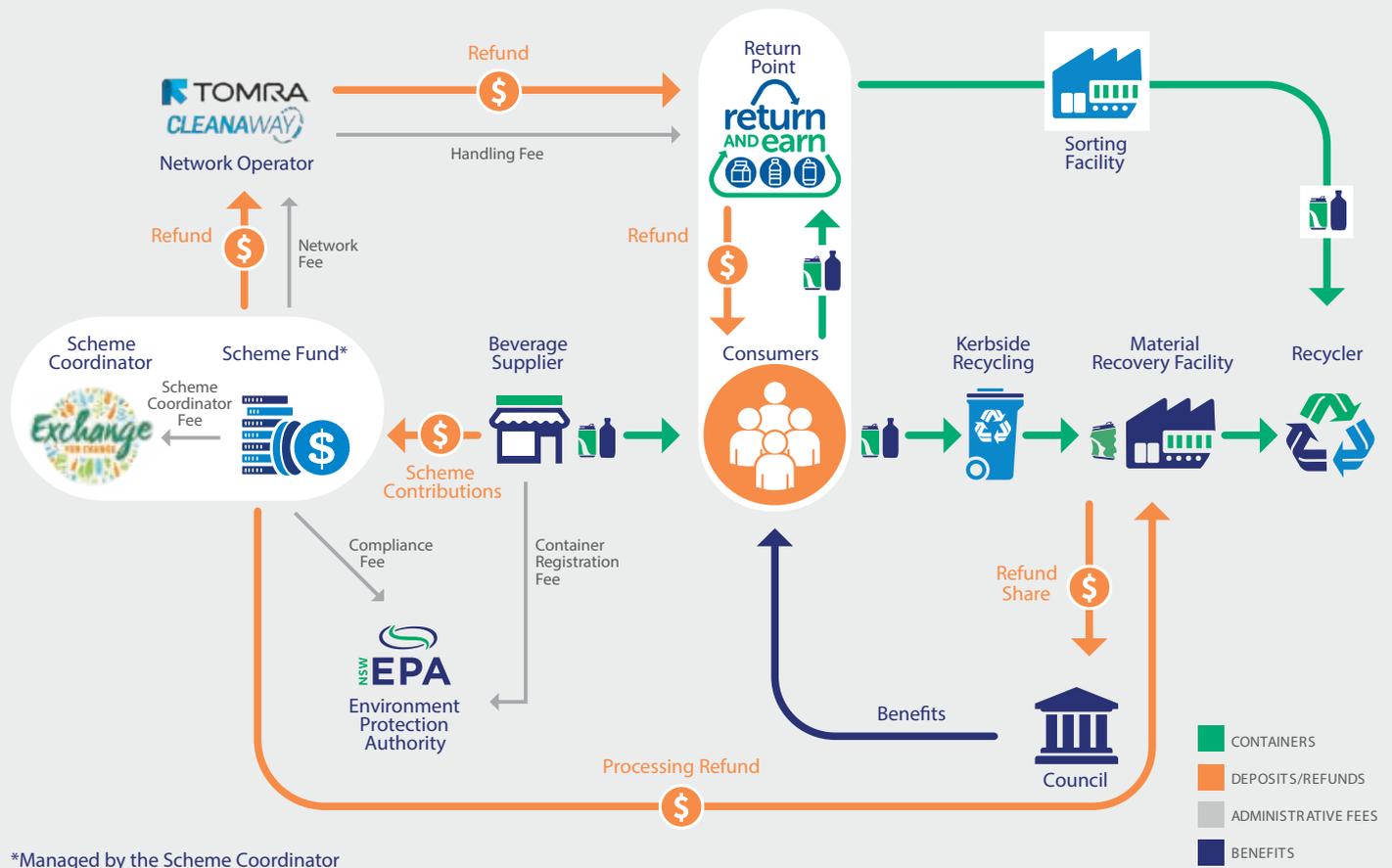
#### Material recovery facility operators

Material recovery facility operators registered with the NSW EPA can claim processing refunds for eligible containers collected through kerbside recycling bins.

Figure 2: The scheme architecture

# Container Deposit Scheme Architecture

Reducing container litter in NSW





# PRIORITY 1: CUSTOMER EXCELLENCE





**646**  
return points



**55%**  
of NSW residents  
18+ have  
participated in  
the scheme



**89%**  
awareness  
among residents  
aged 18+



**85%**  
support the  
scheme and  
80% satisfied

## DELIVERING A SEAMLESS CUSTOMER EXPERIENCE THROUGH PUBLIC AWARENESS AND EASY ACCESS TO RETURN POINTS

Available to all people in NSW, the success of Return and Earn has been driven by the active participation of our kids and schools, community groups and social enterprise.

Raising public awareness and educating people on how to participate has been a key focus for EFC, and combined with the convenient access to return points, has helped to deliver a positive customer experience.

In the current global environment and the challenges faced by Australia in dealing with recycling waste, ensuring people understand the important role that the scheme plays in being part of the long-term recycling solution has been critical to building trust.

A survey of NSW residents found that consumers believed that the Return and Earn scheme would ensure that containers returned are recycled or reused (69 per cent), believe that the scheme is a long-term solution (60 per cent) and that the scheme will ensure Australia keeps up with global standards and is competitive on the world stage in terms of recycling (70 per cent).<sup>9</sup>

Over the past year, the scheme has experienced significant growth with 55 per cent of people aged 18 and over having participated in the scheme and of those, 93 per cent are repeat users.<sup>10</sup> As in the previous reporting period, the two key drivers to participate in the scheme are the financial incentive (58%) and the environmental benefit (52%). Those who suggest their motivation to participate is based on 'pro-social' motivations (e.g. to benefit the environment, community etc) are significantly more likely to be satisfied with the Return and Earn Scheme and significantly more likely to intend to participate again.

<sup>9</sup> and <sup>10</sup> Based on a June/July 2019 survey of NSW residents aged 18+ conducted by Kantar Public, to evaluate the effectiveness of the Return and Earn campaign.

**PRIORITY 1:**  
CUSTOMER EXCELLENCE

**PROMOTING THE SCHEME**

The primary campaign using the tagline ‘return your drink containers and earn 10c a pop’, was supported by two tactical campaigns designed to:

- promote responsible recycling and educate people on how to use the scheme, by using a catchy mnemonic “Sort, Check and Don’t Forget”
- promote use of the scheme 7-days to ease pressure on peak return days during summer and holiday periods using the tagline “Summer is thirsty work”

The integrated marketing campaign combined multiple channels such as content, radio, display advertising and social media in order to promote a consistent message to specific audiences.

A proactive public relations campaign was also used to support the promotion of scheme messaging, celebrate major milestones, community participants, and highlight cause-related campaigns, resulting in more than 6,000 earned media stories and a 51 per cent positive media sentiment rating.

Building strong partnerships with social enterprises, schools, sporting and community groups has continued to be a primary focus for the scheme.

**ACCESSIBILITY**

Careful consideration was given by the NSW Government to the design of the scheme, to ensure accessibility for all people in NSW.

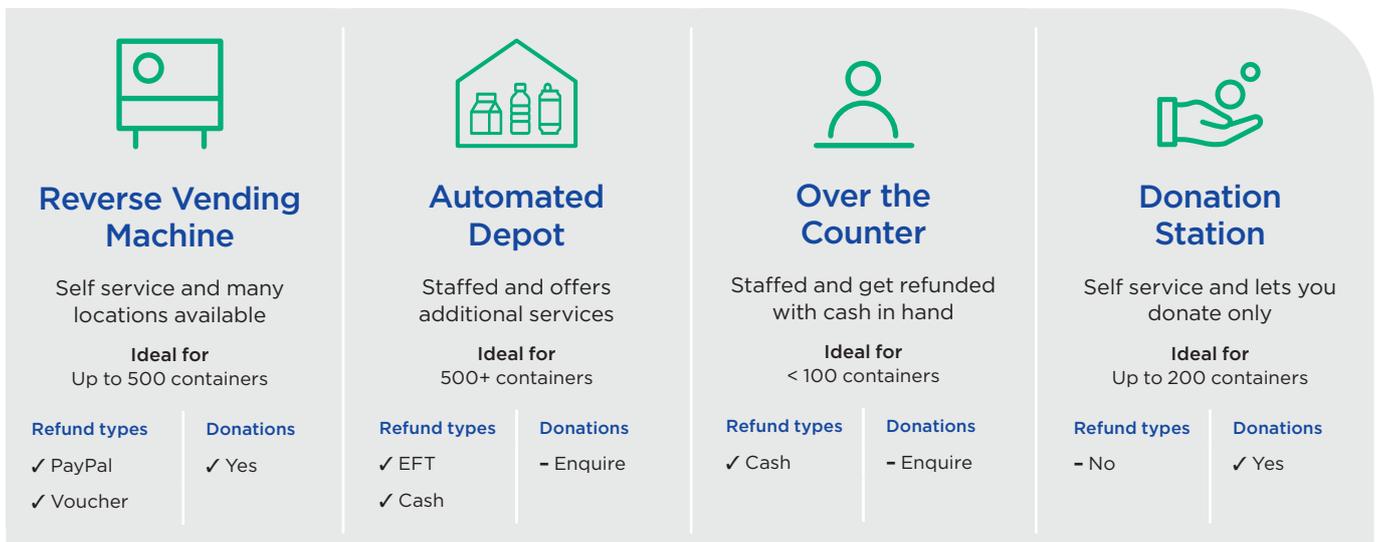
Providing easy access to the return point network is a key factor of the success of the scheme in NSW with 77 per cent of people who have participated, living within 20km of a return point and 50 per cent within 5km.<sup>11</sup>

The distribution of the return point network is based on:

- one return point for every 20,000 people in metropolitan areas
- one return point for towns of 500 people or more in remote NSW (such as far western NSW)
- one return point for towns of 1,000 people or more in regional NSW, with an additional site for each additional 20,000 people in a town

The scheme offers four different types of return points to meet the needs and service preferences of people including: reverse vending machines, automated depots, over the counter and donation stations.

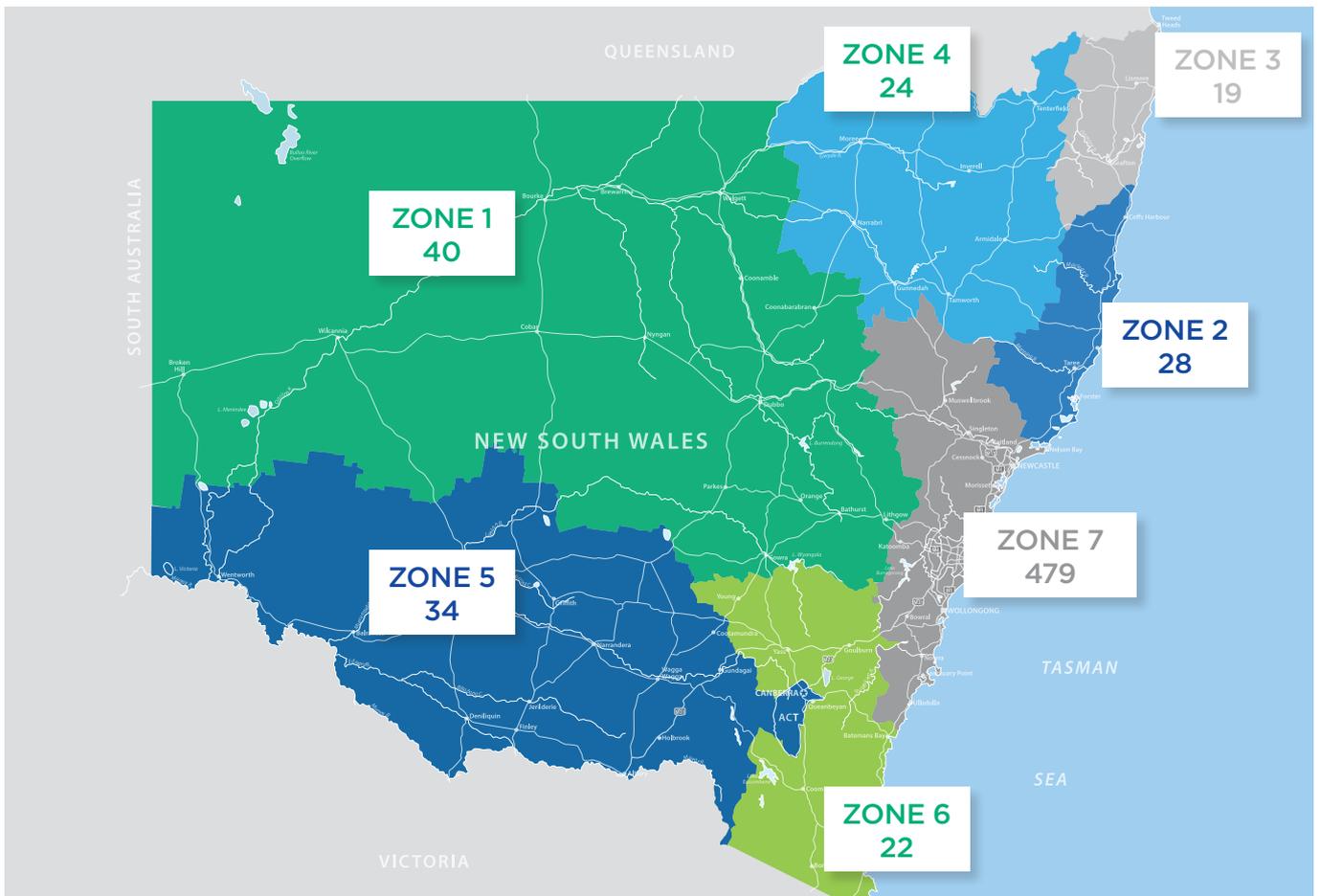
**Figure 3: Return and Earn return point options**



<sup>11</sup> Based on a June/July 2019 survey of NSW residents aged 18+ conducted by Kantar Public, to evaluate the effectiveness of the Return and Earn campaign.

The Network Operator, TOMRA Cleanaway continually assesses the network to optimise returns. A total of 646 return points were operating as at end of June 2019 including 318 reverse vending machines, 24 automated depots, 281 over the counter outlets and 23 donation stations across NSW (Figure 4).

**Figure 4: Number of return points in each zone in NSW – actual number at 30 June 2019**



## 2018 NCOSS INVESTING IN COMMUNITIES CONFERENCES

- Return and Earn was a major sponsor of the 2018 New South Wales Council of Social Services (NCOSS) Investing in Communities Conferences.
- Return and Earn was billed as a sponsor alongside key industry players, including NSW Office of Social Impact and the Department of Finance, Services and Innovation.
- The conferences were held across regional NSW, providing Return and Earn a deeper reach into these communities.
- There were 300 attendees across five conferences, with 81 qualified leads generated.

“Our members have really valued the opportunity to engage with the Return and Earn team to explore how they can work together to deliver both environmental and social benefits to our communities.”

- Dr Kathy Chapman, NCOSS CEO



Left to right - Rebecca Smith (NSW EPA), Rhonda Hobson (NSW EPA) and Kathy Chapman (CEO, NCOSS)

## KEEP AUSTRALIA BEAUTIFUL 2018 RETURN AND EARN LITTER PREVENTION AWARD

- The 2018 Sustainable Cities Return and Earn Award for the 'Schools' category went to Glenmore Park High School.
- The High School collected and returned containers to raise funds and purchase new equipment for the Special School Unit.
- Return and Earn was introduced to the schools sustainability education syllabus.
- The school continues to collect, having raised \$9,000.00 as of March 2019. They are currently raising funds for the Cancer Council.

"We were excited to have a partnership with EFC to include a new category to our Sustainable Cities and Tidy Towns awards programs. The Return and Earn Litter Prevention Award category was extremely popular. We received more entries than any other category which demonstrates the level of community engagement with the program. We look forward to getting even more entries next year and encourage everyone to enter." - KAB NSW CEO Val Southam



2018 Keep Australia Beautiful NSW Sustainable Communities Tidy Towns Award (Orange, November 2018)



## PRIORITY 2: SUSTAINABLE OPERATIONS





**61%**

**Average redemption rate of total containers supplied**



**2.08 billion**

**containers collected through the scheme**



**177,200 tonnes**

**of materials recycled or reused**

## COLLECTING VALUABLE RESOURCES FOR THE FUTURE

The scheme has experienced significant growth, having collected a total of 2.08 billion eligible containers during the reporting period, representing an average redemption rate of 61 per cent of total eligible drink containers supplied in NSW enabling 177,200 tonnes of materials to be recycled or reused.

Of the 2.08 billion<sup>12</sup> containers collected, the people of NSW returned 1.54 billion through the scheme's network of return points managed by the network operator, and 0.54 billion or 16 per cent through kerbside collection managed by material recovery facility operators.

These volumes have helped to cement NSW as a reliable source of clean streams of materials for reuse or recycling into quality products within the Australian domestic and international markets.

## SUPPLIER PRICING

Return and Earn was designed as a cost recovery model. It applies an advanced contribution model to ensure liquidity, so return points, administration services and 10c refunds were available when the scheme launched.

After monthly reconciliation to actual costs of the scheme, EFC offsets unused funds against each supplier's next invoice in proportion to their actual supply volumes.

Under this model, first suppliers are invoiced based on a forecast price<sup>13</sup> and supply volume. Several factors determine supplier pricing for each container type, including:

- the network operator charges per container and material type
- the increase in volume of returned containers increasing the overall cost of the scheme
- the share of redemptions by container type
- the proportion of returns made through the network operator and returns made through material recovery facilities via kerbside council collections.

Seasonality and growth in returns through the network operator has contributed to price volatility through the year (Table 1).

<sup>12</sup> Due to rounding, numbers presented throughout this report may not add up precisely to the totals indicated.

<sup>13</sup> Forecast price is determined by the scheme coordinator and is based on the estimated cost of the scheme for the relevant month, divided by the forecast number of containers expected to be supplied by each supplier and by container type.

The statistics outlined above are for the reporting period ending 30 June 2019.

## PRIORITY 2: SUSTAINABLE OPERATIONS

**Table 1: FY2018-19 average price per container material type**

Container material type	Cents per container FY2018-19 (average)	Minimum price per container charged	Maximum price per container charged
Aluminium	10.41	7.17	13.70
Glass	11.28	8.28	13.41
PET	8.76	6.72	10.39
HDPE	6.53	5.27	7.73
Liquid paperboard	3.63	2.74	5.01
Steel	6.34	4.65	7.90
Other plastics	1.47	0.69	2.66
Other materials	14.45	6.92	48.41

## SUPPLY VOLUMES

Supply volumes into NSW as shown in Table 2 represents the total volume of containers supplied without consideration for export. In line with scheme maturity, supply settled back into a typical pattern during the 2018-19 period.

Glass, aluminium and PET continue to dominate supply volumes making up a combined 92.6 per cent of total supply.

**Table 2: Actual supplier volumes 2018-19**

TOTAL CONTAINERS SUPPLIED		
Container material type	Total	% of total supplied
Aluminium	1,179,763,364	34.46%
Glass	945,372,580	27.62%
PET	1,046,067,071	30.56%
HDPE	74,027,324	2.16%
Liquid paperboard	174,521,801	5.10%
Steel	2,319,621	0.07%
Other plastics	845,714	0.02%
Other materials	292,695	0.01%
<b>Total</b>	<b>3,423,210,170</b>	

## SCHEME REDEMPTIONS

Overall, trends in redemption rates for all material types has experienced continued growth, particularly when looking at the three dominant materials supplied including glass (75 per cent), aluminium (63 per cent), and PET (55 per cent) as indicated in Table 3.

**Table 3: Total rate of redemption through the network and material recovery facilities 2018-19**

TOTAL SCHEME CONTAINERS REDEEMED		
Container material type	Total	% rate of redemption
Aluminium	748,817,155	63%
Glass	711,037,958	75%
PET	574,463,073	55%
HDPE	30,436,368	41%
Liquid paperboard	22,919,142	13%
Steel	571,376	25%
Other plastics	32,575	4%
Other materials	231,125	79%
<b>Total</b>	<b>2,088,508,772</b>	<b>61%</b>

When comparing the volumes between the network operator and the material recovery facilities, volumes for the material recovery facilities have been on a downward trend since scheme commencement. However, volume gains have been experienced by the network operator.

## NETWORK TRENDS

Following the seasonal upward lift in supply volumes in December, high redemption rates were experienced through the return point network during January and February off the back of a targeted statewide awareness and education campaign (Graph 1).

A return to pre-summer levels in autumn was expected, however the lift in redemption rates was maintained, highlighting that the people of NSW have embraced the scheme and have established Return and Earn as part of their day to day activities.

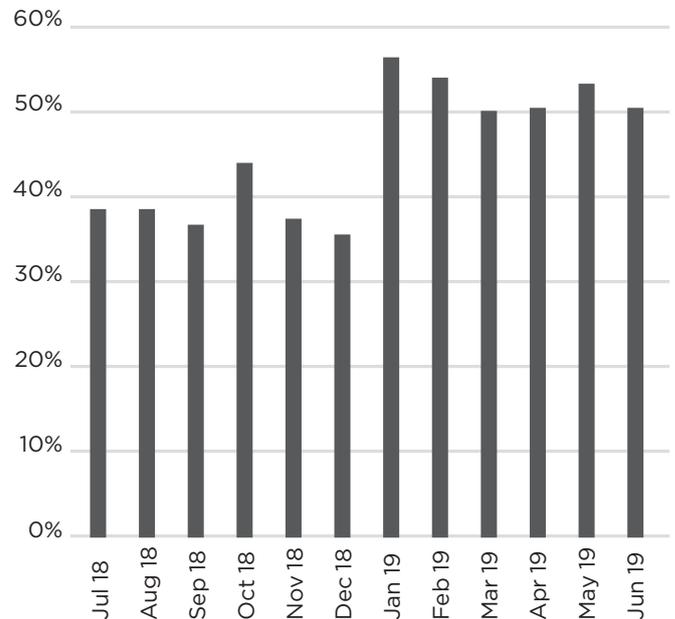
**Table 4: Total rate of redemption through the network of return points 2018-19**

NETWORK OPERATOR CONTAINER REDEMPTIONS		
Container material type	Total	% rate of redemption
Aluminium	623,805,611	53%
Glass	453,202,290	48%
PET	423,468,033	40%
HDPE	21,424,626	29%
Liquid paperboard	22,919,142	13%
Steel	571,376	25%
Other plastics	32,575	4%
Other materials	231,125	79%
<b>Total</b>	<b>1,545,654,778</b>	<b>45%</b>

Reverse vending machines continue to dominate in percentage share of redemptions with 81 per cent of network redemption volume. Automated depots have experienced a steady growth with 8.5 per cent share and over the counter outlets combined delivering 10.4 per cent of redemptions.

Using advanced technology for sorting and processing through the network has enabled clean streams of high-quality and low contaminated materials to be collected for reuse or recycling, meeting demand in global commodity markets.

**Graph 1: Network operator monthly redemption performance**



## MATERIAL RECOVERY FACILITY TRENDS

Containers collected through kerbside recycling programs also make a valuable contribution to the overall success of the Return and Earn scheme. The participation of the material recovery facilities that process this material was intended to ensure the introduction of the container deposit scheme would complement existing local government kerbside recycling services rather than replace them.

Most containers returned through kerbside collections were bulked up with other items of the same material type for reuse or recycling. These products are typically sold by weight. To determine how many containers are in each tonne of material recycled by the material recovery facilities, conversion factors are published each quarter by a ministerial advisory committee. These factors are based on an extensive, independent sampling regime undertaken across all participating facilities in NSW.

## PRIORITY 2: SUSTAINABLE OPERATIONS

For very low volume materials, the cost of sampling exceeds the amount of refunds available, so very few material recovery facility operators claimed these materials.

Only five categories of container material types were claimed through this channel during 2018-19 with an average redemption rate of 16 per cent redeemed through the material recovery facility channel (Table 4).

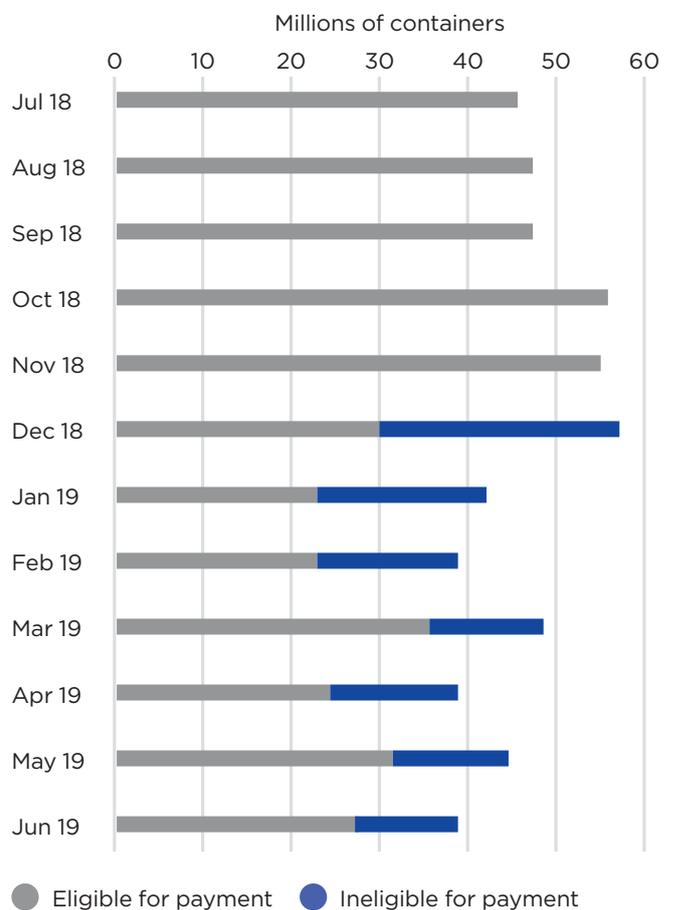
**Table 4: Material recovery facility operator container redemptions 2018-19**

MATERIAL RECOVERY FACILITY OPERATOR CONTAINER REDEMPTIONS		
Container Material Type	Total	% rate of redemption
Aluminium	125,011,544	11%
Glass	257,835,668	27%
PET	150,995,040	14%
HDPE	9,011,742	12%
Liquid paperboard	-	0%
Steel	-	0%
Other plastics	-	0%
Other materials	-	0%
<b>Total</b>	<b>542,853,994</b>	<b>16%</b>

To ensure that the benefits from these recycling services continued to be shared with local government, the eligibility criteria for payment after 1 December 2018 contained in the *NSW Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017* requires that material recovery facility operators meet the requirements associated with refund sharing with their feeder councils. This seeks to ensure that container deposit scheme refunds benefit the residents of NSW through local government.

When the eligibility criteria came into effect, not all material recovery facilities had refund share agreements in place for some of their feed local councils. The total volume of containers delivered for recycling are included in the total redemption volumes of the scheme as they have been returned through the operation, however in accordance with the Regulation, where refund share agreements are not in place, the amounts are ineligible for payment (Graph 2).

**Graph 2: Material recovery facility redemptions and claim eligibility 2018-19**



## AUSTRALIA DAY COUNCIL 2019 ENVIRONMENTAL CITIZEN OF THE YEAR AWARD – GULARGAMBONE LIONS CLUB

The Environmental Award, sponsored by Return and Earn, was introduced this year as a new category of the Australia Day Council of NSW Citizen of the Year Awards, recognising outstanding efforts by individuals or organisations to preserve the environment, reduce litter and improve recycling, or use the Return and Earn scheme in an innovative way to fundraise for a meaningful cause.

The partnership with the Australia Day Council of NSW is instrumental to celebrate the Australian spirit of communities across NSW, who share Return and Earn's ultimate goal of preserving the environment, reducing litter and improving recycling.

Gulgargambone Lions Club won the inaugural NSW Environmental Citizen of the Year award as part of a new Australia Day Award sponsored by Return and Earn. The Club has collected and returned thousands of containers to fundraise for local community projects, as well undertaking other environmental clean-ups. Gulgargambone Lions member Col Ryan said the funds raised through the club's work have helped people in need and delivered major benefits for the community.

"We are so proud of this award. We realised that by collecting recyclable material we could benefit our community by raising money for local projects, while making our community a much tidier place," Mr Ryan said.





## PRIORITY 3: INDUSTRY PARTICIPATION





**735 supplier**  
arrangements  
in force



**\$348.3 million**  
supplier contributions  
paid



**100% conformance**  
to audit plan and zero  
safety incidents

## FUNDING THE SCHEME

The Return and Earn scheme is based on recognising that the beverage industry shares a responsibility with the community to reduce and deal with waste generated by beverage product packaging.

First suppliers of beverages into NSW are responsible for paying contributions to cover the actual cost of the scheme, which includes the cost of managing, administering and operating Return and Earn. They do so by making monthly payments to EFC as the scheme coordinator.

There were a total of 735 supplier arrangements in force during the reporting period. As at the end of 30 June 2018, 717 supplier arrangements were in force.

## GOVERNANCE FRAMEWORK

EFC is responsible for the audit program that contributes significantly to its governance and risk management. The program ensures that each participant in the scheme is monitored for compliance in line with the *Waste Avoidance and Resource Recovery Act 2001* and their obligations as part of the scheme.

EFC, NSW EPA and TOMRA Cleanaway all contribute to assurance activities in order to provide a safe, secure and customer focussed scheme.

EFC's audit and verification activities of suppliers, the network operator and MRFs, monitors the path of containers from production to end of life, ensuring strong governance and end-of-life practices whereby containers collected are recycled rather than landfilled.

### Beverage suppliers

Beverage suppliers fund the scheme based on their share of total volumes supplied in NSW. EFC facilitates a robust audit regime to verify supplier reported volumes to ensure suppliers are accurately contributing to scheme costs.

Ninety-one per cent of scheme costs are funded by twenty suppliers by volume. Taking a risk based approach, the suppliers in the higher volume groups, are audited more frequently than suppliers in lower volume groups.

EFC outsources supplier auditing to independent specialist financial auditor PKF Australia. This ensures beverage container supplier audits are conducted impartially and completely independently of EFC and its shareholders.

Sixty-eight supplier audits, were conducted during the financial year, reflecting more than 1.5 billion supplied containers being subject to audit and verification.

Variances were followed through to closure to ensure correction of supply volumes and associated financial calculations.

### PRIORITY 3: INDUSTRY PARTICIPATION

Errors identified during audit of supplier reporting included understated volumes due to multi-packs or case beverages reported as a single unit; inclusion of ineligible containers or supply to states outside NSW.

EFC continued to monitor supplier reporting trends and adapted its supplier education approach as required.

#### Network Operator

The network operator claims through EFC for the total volume of eligible containers collected through their network of return points.

Audits are required to verify the counting and financial records to substantiate their claims. Audit and verification activities occur via on site audits as well as reviewing a mass balance of all material that is collected and delivered for reuse or recycling.

EFC conducted 10 on-site audits on TOMRA Cleanaway, plus weekly analysis of collection data.

The network operator return point network is underpinned by the TOMRA Connect data platform, providing real time reporting, analysis and audit trails for scheme performance and security. The platform is recognised as the most secure, trusted and capable of its kind in the world, providing auditable data, and the ability to identify and respond to any anomalies to manage and mitigate risk.

Return points are the key customer interface for the scheme. They must operate effectively to meet customer expectations in a safe environment. Audits are conducted to ensure the availability, suitability and safety of return points, including reverse vending machines and operator-managed sites.

A total of 609 return point audits were conducted. EFC outsourced the auditing of 240 regional return point audits to Landcare NSW.<sup>14</sup>

A total of 241 issues were raised and 233 addressed and closed during the reporting period. Key issues included incorrect advertised hours and use of declaration forms, lack of rubbish bins at RVM's and machines not operational (closed or full).



<sup>14</sup> Landcare Annual Report 2018/19.

### Material Recovery Facility Operators

Operators approved by the NSW Environment Protection Authority (EPA) may make a claim with the scheme coordinator for the payment of a processing refund for eligible containers collected and sent for recycling or reuse.

Whilst the operation of a material recovery facility is to separate the kerbside yellow bin contents into the various eligible container types, there is a level of contamination due to the limitations of mechanical separation processes.

Payment of a processing refund of 10c including GST for containers claimed is based on the eligible container factor. These factors are calculated by an independent statistician, using sampling data collected from material recovery facilities and published quarterly by the EPA.

EFC outsources the MRF material sampling audits to industry specialist A. Prince Consulting (APC). Multiple material recovery facility operators and council kerbside bins are sampled each quarter in accordance with industry acceptable sampling techniques to determine average factors for each material type.

Material recovery facilities (MRF) extract, sort, compress and bale eligible containers (and crush glass) from co-mingled yellow bin contents, in order to claim through the scheme. Claims may only be submitted once the processed eligible materials have been delivered from the MRF for reuse or recycling.

Regional MRF operators also receive and process network operator material which has already been claimed, but still holds a commodity value within the recycling industry.

Due to the nature of material recovery facility operations, there are multiple risks of incorrect or false claims. Operators must therefore comply with the *Material Recovery Facility Processing Refund Protocol* to minimise some of the inherent risks and are audited against these requirements.

EFC conducted a total of 67 audits of material recovery facility operators, plus follow up visits and reviews as required. Audits included on-site verification of the control and processing of eligible containers, reviewing the transactional records of all materials in and out of the site and a calculated throughput mass-balance maintained throughout the year. All MRF financial claims were validated against the calculated mass-balance to identify potentially incorrect claims so that adjustments could be processed.

A total of 165 Non-Compliance Notices (NCNs) were issued.

Typical reasons for non-compliance identified during the year included:

- Lack of suitable separation of network operator material from co-mingled kerbside (which may lead to fraudulent claims or inflated factors against which the MRF operator is paid);
- Ineligible material being claimed (e.g. plate glass, plastic film, pre Container Deposit Scheme material);
- Lack of incoming or outgoing records to determine a mass-balance and to substantiate quarterly claims;
- Claims submitted for material that was not delivered for reuse or recycling;
- Lack of calibration of weighing equipment to determine accurate throughput and claims.

All NCNs are followed through to closure to maintain the integrity of the scheme.

## **PRIORITY 3:** INDUSTRY PARTICIPATION

Within the non-compliance notices (NCN) raised:

- 1 x NCN issued to a MRF operator for materials sent to land fill. This NCN is still under investigation
- 20 x NCN's issued to MRF operators for having insufficient evidence of material being delivered to recyclers.

The payments for processing claims submitted by the MRF operators are rejected for the proportion of any eligible material found to be subject of non-compliance.

### **Scheme Coordinator**

#### **Independent audit of scheme coordinator**

The independent scheme auditor RSM, is responsible for monitoring the Return and Earn audit program. RSM is responsible for ensuring EFC's audit program is conducted in accordance with scheme requirements and is effective in identifying potentially fraudulent activity and other scheme risks.

RSM reports directly to the NSW EPA about the effectiveness of the EFC audit program, as an added level of governance and assurance. RSM issued two audit reports during the year (December 2018 and June 2019). There was a total of one 'low' and six 'very low' rated findings against the audit program, which were promptly actioned.

#### **Health and Safety**

The effective management of health and safety requires the scheme coordinator, network operator and regulator to be actively and collaboratively involved in managing risks for the scheme.

While each organisation is an independent business responsible for managing their own business risk, the combined assurance approach takes a whole scheme view when identifying, analysing and mitigating health and safety risks.

EFC integrates safety as part of each return point audit and reports any safety risks to the Network Operator for review and action where required.

At an organisational level, EFC maintains a high level of commitment to work health and safety and is the first organisation in Australia to have achieved independent third-party certification against the International Health and Safety standard ISO45001:2018 in November 2018.

There were no reportable safety incidents during the 2018-19 year.

## Environmental management

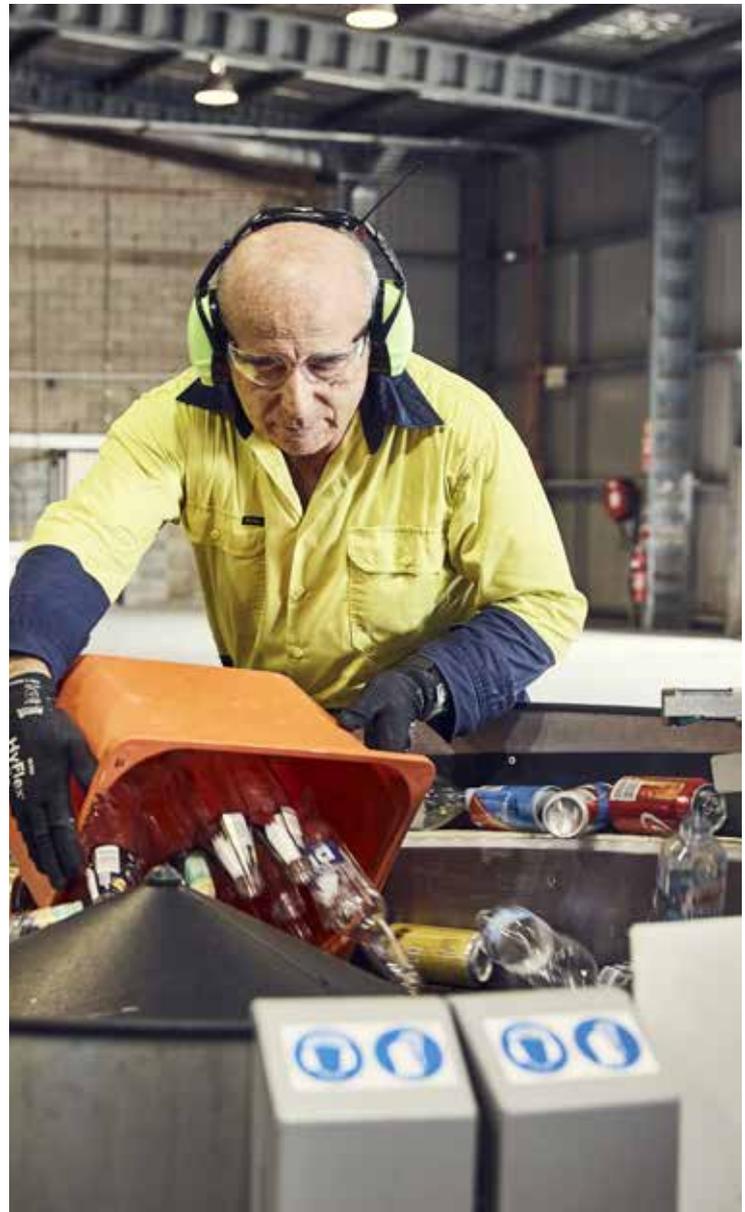
EFC incorporated an environmental management system when developing their safety management system which generally aligns and complies with ISO14001. It has also developed operational processes that minimise the environmental footprint.

## Confidentiality of data

EFC manages confidential data regarding the volume supply of more than 622 first suppliers of beverages into NSW. It recognises the importance of the confidentiality of such data and other information that it handles in its day-to-day management of the scheme.

Controls and measures introduced include:

- Aggregation of scheme data when presented to the EFC board to protect individual supplier confidential data.
- IT Security and Backup systems are audited by independent external auditors annually. The audit process was not completed within the timeframe required under the scheme agreement and resulted in a Notice of Default being issued to EFC. The audit investigation phase was completed in the period and was based on best practices captured in two recognised standards; ISO27001 and PCI DSS v3.2.1, as a benchmark to which the controls and settings in place for the EFC Portal were compared. The audit found the security of the EFC portal to be of generally good practice with no critical or high-level risks, however a number of medium/low level risks were identified for which a remediation plan was prepared and submitted. The remediation plan would see all corrections completed in the next period to close the audit process and the notice.



## KIAMA HIGH SCHOOL'S WAR ON WASTE

In 2018, Kiama High School partnered with ABC TV's War on Waste to reduce their waste and, in just two school terms, they were able to reduce the landfill waste from 15m<sup>3</sup> per week to just 6m<sup>3</sup>.

The initiatives proved a huge success, driven in part by the integration of Return and Earn into the school's curriculum, its waste management and broader sustainability programme.

The school has experienced more than 50% reduction in waste going to landfill, a saving of up to \$800 per month in waste management fees and fundraising of approximately \$500 per term through Return and Earn.



Students from Kiama High School separating eligible drink containers during the War on Waste on-site waste audit

## GLENMORE PARK HIGH SCHOOL RETURNING, EARNING AND LEARNING

The Return and Earn school's category of the Keep Australia Beautiful NSW 2018 Sustainable Cities Awards went to Glenmore Park High School fundraising for a minibus for the Special Support Unit.

Driven by nine staff and 23 students, this project is a clear demonstration of the strong links between Glenmore Park High School and its community, actively involved in the monthly drink container collections.

The Return and Earn scheme has become part of the fabric of Glenmore Park High School and provided the opportunity to incorporate a real-life, tangible learning experience under the NSW Years 7-12 syllabus subject area 'Sustainability'. It was also instrumental in teaching students to advocate for improved sustainability, responsible recycling and socially-informed worldview behaviours.

Glenmore Park High School continues collecting containers through Return and Earn. By the end of March 2019, the school had raised \$9,000. The school is currently using their fundraising for the Relay for Life Cancer Council, as well as sharing it around the school for different causes.



Glenmore Park High School students at the 2018 Keep Australia Beautiful NSW Sustainable Cities Awards (Blacktown, October 2018)

# LOOKING AHEAD

Looking ahead to 2019-2020, EFC will continue to work with its partners to make enhancements where needed and look for new ways to achieve our goals for an industry that is growing rapidly.

Working closely with the NSW Government and following extensive consultation with the beverage industry throughout FY2018-19, changes to the supplier contribution approach is expected to be implemented in Q3 of FY2019-20. These changes are designed to remove complexity and importantly, volatility in pricing, to provide greater certainty for first suppliers.

We have also placed a lot of emphasis in 2019 on research. Information gathered from audits, industry and customer surveys, supplier registrations, quality monitoring and case management system, will support continuous improvement efforts and importantly ensure the integrity of the scheme.

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## APPENDICES

1. FINANCIALS
2. VOLUMES REPORT  
BY RETURN POINT
3. VOLUMES REPORT  
BY MATERIAL RECOVERY  
FACILITY OPERATORS

# APPENDIX 1

## FINANCIALS

EFC in its capacity as trustee of the NSW Container Deposit Scheme Trust Assets, provides a range of services, support and benefits to achieve the scheme's objectives. EFC is remunerated for activities performed with a fixed administration fee which is part of the scheme's cost recovery model.

The cost recovery model involves the scheme coordinator ensuring all costs charged to the scheme are underpinned by three key principles:

- efficiency and effectiveness
- transparency, accountability and compliance
- stakeholder engagement.

EFC is responsible for the financial management of the scheme and identifying opportunities for cost optimisation and innovation. Through this, EFC has been able to collect 99.5% of scheme funding since inception and continues to return surplus operational working capital while ensuring the scheme continues to be financially viable.

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

## NSW CONTAINER DEPOSIT SCHEME ACCOUNTS

The following table breaks down the scheme contributions and costs for 2018-19.

### Scheme Costs

The total monthly scheme cost comprises:

- refunds – the refund (10c including GST) paid to the network operator, to be passed on to consumers for each returned container;
- network fees – the amount paid to the network operator per container collected, based on the material type;
- material recovery facility (MRF) refunds – the processing amount (10c including GST) payable to MRF operators for each container collected through kerbside recycling;
- export rebates – a provision for refunding suppliers for beverage containers exported out of NSW;
- Fixed scheme coordinator fee – the administration fee payable to the scheme coordinator;
- Scheme compliance fees – the amount payable to the NSW EPA to cover compliance costs.

## NSW Container Deposit Scheme Accounts

The following table breaks down the scheme contributions and costs for 2018-19. As the scheme financial reports are prepared based on applicable Australian Accounting Standards, revenue and expenses are recognised net of goods and services tax (GST).

Financial Accounts	2018-19
<b>Revenue In AUD</b>	
Scheme Contribution	\$348,260,363
Finance Income	
– Bank Interests	\$1,032,263
<b>Total finance income</b>	<b>\$1,032,263</b>
Other income	\$1,619,870
<b>Total revenue</b>	<b>\$350,912,496</b>
<b>Expenses In AUD</b>	
– Scheme refund (Container deposits)	(\$140,513,771)
– Network operators fees	(\$130,643,575)
– Material Recycling Facilities refund	(\$48,236,208)
– Exporter Refund	(\$14,333,318)
– Scheme Co-ordinator Administration fee	(\$11,860,095)
– Scheme compliance fee	(\$3,600,000)
– Professional service expense	(\$1,322,182)
– Other	(\$403,347)
<b>Total other expenses</b>	<b>(\$350,912,496)</b>
<b>Profit for the period</b>	<b>-</b>

# APPENDIX 2

## 2018-2019 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 state-wide figure. But 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 2018 to 30 June 2019), and disaggregated OTC weekly return volumes from 25 July 2018 to 30 June 2019. But the total figure referred in a table on page 21 have exact daily count of return volumes from RVMs, ADs and all the OTCs on a consolidated state-wide basis from 1 July 2018 to 30 June 2019 period.

Volumes are broken down by beverage container material type including aluminium (ALUM), glass, polyethylene terephthalate (PET), high-density polyethylene (HDPE), Liquid paper board (LPB), steel, other materials (OM) and other plastics (OP).

RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE									
Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
30 Group Pty Ltd	23,293	27,656	28,487	750	642	24	3		80,855
4 Seven Day Food Store	55	237	176	8					476
5 Star Hand Car Wash	3,611	331	6,675	195	38	9			10,859
5 Star Handi Market	1,237	1,217	2,435	70	208	1			5,168
5 Steps Car Wash	886	264	1,674	59	64	4	1		2,952
A1 Car Wash Bass Hill	133,796	74,719	155,227	4,979	5,865	304	18		374,908
About Life Pty Ltd	49,989	64,818	78,720	1,428	2,382	476	169	1	197,983
Abu Mahmoud Fruit Market	845	213	1,854	108	17				3,037
Andy's Warehouse Trangie	146,904	62,768	33,786	3,561	1,251	2	2		248,274
Angkor Grocery	2,640,758	2,139,315	3,899,997	156,891	34,339	12,545	706	666	8,885,217
Anki's Indian Food and More	270,532	265,578	172,626	9,024	9,275	395	98	2	727,530
Anna's French Hot Bread	163,812	95,730	123,090	4,928	2,998	87	12		390,657
Anna's Shop Around the Corner	12,830	15,753	10,122	270	174	13			39,162
Annie Mckee Pty Ltd	306,921	131,639	112,759	7,551	3,346	11	20		562,247
Ashfield Mini Supermarket	420,538	549,590	543,330	12,217	16,585	1,514	282	1	1,544,057
Ashfield North News	1,190,897	924,879	1,234,711	32,545	45,922	6,877	855	5	3,436,691
Asian Food Market Blacktown	258,708	133,812	336,921	13,603	32,860	1,278	10,530		787,712
ASNW Convenience Store	13,604	6,474	21,169	906	2,541	82	30		44,806
Asylum Sydney Backpackers	358,641	307,399	399,992	9,689	8,558	1,481	316		1,086,076
At Your Convenience Store	71,333	93,255	88,868	2,091	2,088	452	43		258,130
Aussie & Asian Groceries	105,069	98,561	179,669	5,945	9,644	318	117	5	399,328
Australia Juyuan Culture Creativity Developing Pty. Ltd	78,863	78,731	120,042	2,934	4,245	194	257		285,266
Balranald Takeaway	290,573	102,227	75,927	4,159	7,256	37	6		480,185
Bangor Hand Wash and Cafe	229	131	595	20	15				990
Barham Newsagency	921,716	345,175	147,156	8,728	5,704	98	40		1,428,617
Bathurst Recycling	4,747,216	2,626,601	1,633,164	120,023	165,332	295	460	-	9,293,091
Bay Indian Delight	6,414	8,028	9,752	90	88	22			24,394

## RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Belrose Village News & Gifts	6,096	5,007	4,585	186	439	41	1		16,355
Belvoir Convenience Store	31,834	18,375	51,747	2,314	3,420	72	29		107,791
Berowra Post Office	445,077	428,505	337,233	15,548	21,890	467	118	2	1,248,840
Bevan, Janine Louise	9,823	4,789	4,411	206	99	3	1		19,332
Beverly Hills Newsagency	76,304	49,561	95,269	1,431	3,737	320	29	4	226,655
Big Bite Charcoal Chicken	60,787	9,557	74,318	2,313	2,119	290	29		149,413
Bingara IGA & Hardware	438,502	295,167	140,016	9,012	6,389	60	26		889,172
Birchgrove Newsagency	2,819	4,357	4,736	128	383	5	23		12,451
Blackheath Mitre 10	59,470	113,201	48,091	2,252	2,414	51	27		225,506
Blackwall Road General Store & Takeaway	2,380	2,301	1,358	31	317				6,387
Bland Hotel	18,835	12,372	6,415	117	189	3	4		37,935
Bobbin Head Fruit Market	33,353	42,513	27,259	1,456	2,320	51	21	1	106,974
Boorowa Recreation Club	308,154	130,361	68,262	7,819	3,139	9	110		517,854
Bourke Laundry Service	241,799	161,563	114,574	2,531	2,630	8	5		523,110
BP Car Wash Loftus	6,941	5,668	4,504	227	80	1	1		17,422
BP Car Wash North Rocks	596,252	522,151	671,096	20,556	35,302	2,081	211	33	1,847,682
Brewing Now Cafe	52,580	55,285	61,343	693	964	256	12		171,133
Bronte Convenience Store	120,610	189,770	137,044	2,902	1,812	488	49		452,675
Brooklands Village Mixed Business	153,606	145,693	115,980	10,095	13,404	127	50	6	438,961
Bubbles R Us Hand Carwash	1,693	743	2,639	161	37	6		2	5,281
Buladelah Bowling Club	304,602	270,435	110,430	9,969	9,112	91	34		704,673
Cabarita Mixed Business	58	68	201	10					337
Cabramatta West Newsagency	55,332	37,289	74,174	2,605	2,878	364	21	44	172,707
Caltex Tumbarumba and Fishing Gear	14,883	1,146	828	107	340				17,304
Car Wash Cafe Club	7,674	2,415	22,771	1,269	178	38	4	1	34,350
Carey Bay Service Station	3,099	2,659	980	7	41	1	6		6,793
Carlingford Newsagency	9,759	5,596	8,142	148	266	31	2		23,944
Carlton Newsagency	4,110	3,489	6,792	88	268	12			14,759
Cathy's Kai Woodpark	123,482	90,230	134,337	6,710	12,293	432	43		367,527
Central Coast Community Shed	11,186	5,038	4,721	275	215		5		21,440
Central Hotel - Ungarie	165,666	42,360	40,334	3,657	2,699	2	5		254,723
Chatham Newspaper	192,540	109,675	72,901	15,619	4,813	12	17		395,577
Chefs Noodle Hornsby	124,010	124,952	141,622	4,177	6,005	361	69	3	401,199
Chery Shop Zetland	78,563	89,881	127,078	2,802	4,190	396	63		302,973
Chettys Spice & Oriental Food Shop	27,402	12,313	25,339	1,339	2,489	37	7		68,926
Chuen Kee Asian Food Centre	521,256	395,683	709,520	17,737	34,675	1,305	119	3	1,680,298
Citizenblue Limited	1,095,957	2,250,748	894,022	26,524	24,689	8,527	625	2	4,301,094
City Convenience Store Chatswood	246,245	175,508	282,646	7,698	11,331	1,200	285	1	724,914
City Golf Gordon	219,612	267,265	264,239	6,641	9,567	599	92	16	768,031
CJ Corner Shop	56,623	55,987	90,920	1,436	2,643	177	13		207,799
Clean Xpress Car Wash	6,237	7,517	9,449	244	371	4	8		23,830
Cleanaway Operations Pty Ltd	7,595	12,051	216,295	146	407	19	2		236,515
Cleanaway Pty Ltd	7,043	14,628	30,231	40	260	1	2		52,205
Clemton Park Newsagency	33,453	630	40,407	772	1,256	57	388		76,963

**RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE**

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Coffee N Dough	7,335	4,347	13,915	213	303	24	2		26,139
Commercial Hotel Barraba	298,449	170,578	68,369	7,721	3,333	27	10		548,487
Community Resources Limited	2,338,363	2,096,006	800,500	50,819	44,687	1,321	177	-	5,331,873
Concord West Newsagency	30,822	18,612	32,394	527	1,465	16	5		83,841
Concord West Supermarket	77,476	68,883	99,008	3,090	5,990	719	116	1	255,283
Coogee Convenience	302		62		5				369
Coonamble Cellars	196,605	126,398	67,789	4,360	1,219	177	1		396,549
Coronation Street Newsagency	411,184	384,297	499,101	15,556	11,580	775	130		1,322,623
Country Grub Cafe Dungog	20,325	14,609	3,011	242	190	1	4		38,382
Courthouse Hotel Narromine	84,170	35,960	24,462	942	500		2		146,036
Crookwell IGA Supermarket	491,303	255,229	154,893	8,507	10,258	26	18		920,234
D & J Mix Convenience Shop	1,167	94	756	216	336				2,569
D & M Scrap Metal	1,868,787	910,835	410,507	27,637	15,067	114	80		3,233,027
Daily Shopping Lakemba	132,944	100,885	234,943	78,611	10,305	1,756	139	21	559,604
Dales IGA	368,998	191,237	76,592	8,568	4,555	23	10		649,983
Dazzlers Car Wash	21,495	11,207	30,276	2,090	1,543	52	4	1	66,668
Decolata Summer Hill	2,530	1,546	3,930	64	307	2			8,379
Delissh Fine Foods	1,498	1,080	1,541	10	36	5			4,170
Digitech Computer Lab	561	279	807	8	1	1			1,657
Doonside Charcoal Chicken	101,581	41,272	113,148	5,919	6,275	493	28	1	268,717
Douglas Park General Store	27,519	21,827	12,609	552	634	1	1		63,143
Dragonfly Hut Coffee Shop Wyong	8,958	2,637	6,800	644	274	1	1		19,315
Dundas Village Newsagency	89,056	77,003	122,035	3,210	5,944	267	29	6	297,550
Dynamico Supplies Pty Ltd	1,405	964	2,068	165	41	1			4,644
East Gordon Newsagency	45,435	44,158	66,433	2,119	3,259	269	115	6	161,794
East Toukley Bakery & Cafe	21,898	16,431	8,220	437	2,623	1	9		49,619
East Wahroonga Take Away	15,995	16,098	21,723	998	1,885	49	15	1	56,764
Ecoshine Hand Car Wash	8,307	4,181	6,915	225	234		2		19,864
Empire Hotel Cobar	766,104	205,242	280,395	22,309	5,211	28	9		1,279,298
Envirobank NT Pty Ltd	6,593,438	4,406,646	6,546,270	210,023	265,307	8,140	1,682	13,290	18,044,796
Erskineville Newsagency	42,501	42,090	37,404	988	1,326	150	16		124,475
Euro Carwash	939,879	787,335	298,507	21,220	14,912	214	87		2,062,154
Euro Hand Car Wash and Cafe	14,762	6,969	26,910	670	133	71	3		49,518
Eustons Cafe Rydalmere	10,887	12,615	15,417	506	605	8	8		40,046
Eveyday Carwash Frenchs Forest	7,837	8,463	9,894	179	59	3	8		26,443
Ezy Mart Pyrmont	708	1,351	2,327	42	153	15	3		4,599
Ezy Take Pty Ltd	26,694	20,475	29,557	500	373	74	4		77,677
F & C Tassone & Sons Pty Ltd	70,588	78,724	47,570	4,759	1,463	41	4	2	203,151
Fairlight Newsagency	84,218	94,126	67,156	2,063	480	306	35		248,384
Farm Direct Grocer Chatswood	21	2	418	1	9				451
Fatima's Mini Mart	1,275	5	2,826	40	20	2			4,168
Foodworks Blackett	24,032	4,382	8,619	643	553	2			38,231
Foodworks Canowindra	70,554	40,214	20,556	1,003	1,278		7		133,612
Foodworks Condobolin	330,575	146,941	109,077	8,164	5,667	9	5		600,438
Foodworks Tennyson Point	201,580	210,595	218,586	5,980	10,165	258	225	10	647,399

**RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE**

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Forest Hand Carwash & Cafe	289	155	1,140	8	1	1			1,594
Four Square 7 Days Food	98,575	72,826	117,699	2,332	3,339	120	31		294,922
Friendly Grocer Belfield	49,584	33,999	79,964	1,690	1,549	49	11	2	166,848
Friendly Grocer Cremorne	33,924	52,142	28,962	632	289	85	3		116,037
Friendly Grocer Glossodia	90,534	61,946	53,775	3,288	5,600	6	11		215,160
Friendly Grocer Malabar	251,284	237,234	303,735	7,505	16,271	824	121		816,974
Friendly Grocer Mosman	119,074	145,287	182,163	4,514	5,176	527	107		456,848
Fruitbowl Shop	14,130	11,529	9,576	385	390	14	3		36,027
G H Harrison & Sons	7,214	4,158	1,827	380	197				13,776
GBC Building Supplies	43,144	26,525	29,524	1,883	423	1			101,500
Getz Mart	490	873	621	30	10		1		2,025
Getz Mart Paddington's Convenience Store	12,323	15,434	18,810	383	392	74	9	4	47,429
Ginger Indian Restaurant	2,061	3,569	585	5	5				6,225
Glebe Corner Store / East West Cafe	1,537	1,676	2,193	163	12	3			5,584
Glocal Impact Church Inc	67,562	13,314	25,089	1,120	1,697	182	6		108,970
Glow Car Wash	46,054	32,567	74,387	3,556	4,253	447	37	1	161,302
Go Natural Shop Epping	304,412	203,074	434,010	10,942	20,272	783	372	1	973,866
Gold Car Wash & Cafe	372,821	411,523	476,466	11,713	9,520	1,141	304	3	1,283,491
Golden Crown Carwash	15,580	4,065	35,636	1,514	103	23	7	1	56,929
Gorokan Newsagency	46,187	30,566	20,166	816	1,599	7	5		99,346
Grays Point Corner Store	743	101	118	63	11				1,036
Great Mart	80,249	67,499	90,896	1,570	2,195	805	26		243,240
Grenfell Furniture	246,386	167,656	66,054	3,203	3,947	49	21		487,316
Gwydir Shire Council	264,507	167,139	87,013	7,310	8,380	15	2		534,366
GyMEA Fresh Deli	41,132	36,401	27,641	1,408	809	47	6		107,444
H & N Convenience Store	15,163	13,980	15,716	309	799	52	8		46,027
H2O Mart Haymarket	17,546	8,416	32,793	646	778	102	11		60,292
Handy Store Katoomba	7,035	7,245	4,020	162	265	1	8		18,736
Hangi Jax	17,392	43,462	14,473	150	312	13	1		75,803
Hannans Rd Convenience Store	104,720	75,795	149,895	5,017	6,548	316	92	1	342,384
Harmony Convenience Store	6,935	7,445	12,834	327	210	21	25		27,797
Hassall Grove Newsagency	230,082	92,713	230,853	11,570	22,932	431	55	9	588,645
Hawk Nest Newsagency	101,098	64,704	30,714	1,803	1,566	15	5		199,905
Hawkesbury Bakehouse Kurrajong	155,311	151,171	117,208	9,340	8,271	23	40	3	441,367
Hawks Nest Takeaway	89,668	64,113	21,305	952	827	7	6		176,878
Hawthorne Newsagency	83,138	79,624	115,271	2,184	3,004	243	33	2	283,499
Hayes General Store	15,049	20,661	15,182	410	340	39	9		51,690
Hengfa Supermarket	34,852	52,052	36,312	940	576	264	38	4	125,038
Hillston IGA	50,845	29,665	9,240	80	358	8	1		90,197
Holbrook Stores IGA	228,123	134,368	64,133	4,572	3,726	3	28		434,953
Holroyd Newsagency	69,206	25,951	86,905	2,178	3,395	248	44	1	187,928
Homebush West Jey Newsagency	388,196	316,714	536,714	17,498	50,682	4,512	1,586	10	1,315,912
Honour Church	125,932	87,557	46,409	3,826	2,291	7	50		266,072
Hoxton Industries Limited	3,805,935	2,252,554	3,313,669	222,162	232,531	4,726	2,205	654	9,834,436

**RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE**

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Huntlee Academy	565,689	308,986	186,194	10,257	8,956	92	82	2	1,080,258
Huynh, Tri Thanh	60,027	54,061	63,662	1,681	2,062	119	14		181,626
IGA Baradine Plus Liquor	108,486	58,146	32,019	2,100	1,016	7	1		201,775
IGA Finley	619,159	235,070	130,885	5,231	1,489	140	7		991,981
IGA Gundagai	14,308	13,769	9,540	359	241	14			38,231
IGA Kandos	108,001	48,721	40,871	2,604	3,400	5	5		203,607
IGA West Hoxton	19,686	11,937	22,942	1,652	1,149	20		3	57,389
IMO Car Wash	3,648	1,175	4,913	270	110	41	2	3	10,162
INMI Convenience Store	30,413	30,001	38,162	612	1,989	46	12	1	101,236
Inzone Supermarket Pty Ltd	54,209	51,557	75,769	1,560	1,778	209	27		185,109
Ivanhoe LPO	79,872	19,096	10,906	1,030	270				111,174
Jason Dudley Blanch	362,139	199,678	70,544	7,905	3,618	34	7		643,925
Jason Kings Bakery	12,479	4,816	15,946	298	775	61	35		34,410
JC's Cotton Cafe & Takeaway	346,628	199,692	94,008	6,265	2,461	36	7		649,097
Jews for Jesus	27,472	35,937	46,059	1,029	1,198	155	29		111,879
John Smith Cafe	44,167	47,964	49,460	1,146	1,926	82	25		144,770
Jones, Allen David	533,086	907,256	438,091	13,899	17,703	1,136	282	7	1,911,460
Jono's Cafe	1,784	2,399	1,897	16	31	1	1		6,129
June Supa IGA	327,510	204,251	87,761	4,804	5,664	34	43		630,067
K n K Fish & Chips	7,971	2,294	5,006	530	694	6	3		16,504
Khans General Store	21,348	9,113	11,856	430	1,244	21	3		44,015
Koi Mart	1,217	1,226	1,522	27	24	8			4,024
Kulnura General Store	23,656	25,398	10,069	611	820	11	12		60,577
Kyogle Council	834,857	736,372	181,129	11,780	11,653	189	26	3	1,776,009
Lahore Food Blacktown	8,670	2,778	11,934	683	60	5	2		24,132
Land of Smiles	268	411	174	7	16				876
Lansdowne Bowling & Recreation Club	49,480	36,211	8,999	1,034	465	2	2		96,193
Lansvale Supermarket	40,566	25,643	51,741	2,461	2,603	136	62		123,212
Leura Village Takeaway Food	13,997	18,460	16,890	648	784	50	7		50,836
Lismore Shire Council	2,236,264	1,967,848	612,714	49,675	30,439	2,521	232	2	4,899,695
Little Bay Pharmacy	26,982	27,694	28,642	1,269	340	99	43	2	85,071
Lockwood Carpets Moorebank	65,782	52,052	46,820	1,517	3,580	194	16	1	169,962
Longfield Supermarket	393,475	338,724	549,278	19,449	19,740	3,235	132	141	1,324,174
Lucky 7 Engadine	19,675	19,548	10,670	593	690	17	1		51,194
Lucky 7 Supermarket	51,290	60,131	64,209	1,696	1,279	483	33		179,121
Lucky Star Sub Newsagency	106,205	78,856	111,365	3,877	6,462	178	48	3	306,994
Lugarno Cafe Carwash Pty Ltd	1,762	862	4,056	88	23	3	1		6,795
Lugarno News and Post	6,606	3,672	17,736	223	467	6	1		28,711
Mangrove Mountain General Store	2,560	1,553	1,282	44	8				5,447
Manila Mart	51,565	29,299	64,023	868	374	185	1	23	146,338
Manly Blue Store	8,835	15,217	8,878	129	59	15	3		33,136
Manly Mini Market	127,605	229,148	102,448	1,991	2,994	268	73		464,527
Marayong Newsagent	93,303	32,120	82,538	5,673	3,493	357	59		217,543
Mascot Convenience Store	970	1,084	1,210	9	23	1			3,297
Matthews Metal Management Pty Ltd	1,329,608	970,255	368,096	34,761	37,818	211	177		2,740,926

**RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE**

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Meena Convenience Store	341	218	288	5		1			853
Mekong Noodle Bar Leichhardt	2,244	1,735	1,767	32	22	24			5,824
Merinda Recycling Quirindi	797,836	611,071	358,457	26,276	18,520	66	41		1,812,267
Merriwa Hardware	9,502	3,757	5,604	688	163				19,714
Metro Petroleum Hornsby		44	1						45
Metro Petroleum Peakhurst	1,429	393	816	35	62				2,735
MFC Food Stores Northmead	244,375	180,341	251,249	7,943	18,692	485	276	25	703,386
Mi Organics	615,572	516,419	141,595	9,106	9,237	79	36		1,292,044
Mid Coast Care	598,568	572,918	224,892	13,712	12,343	137	88	1	1,422,659
Milperra Golf Driving Range	1,906	1,217	2,060	27	102	1			5,313
Minchinbury Newsagency	121,799	48,548	102,726	8,653	10,648	95	56	7	292,532
Minto Newsagency	1,281	362	1,642	56	34	2			3,377
Mobil Coolamon	109,776	37,650	25,235	1,877	1,286	2	4		175,830
Mount Pritchard Convenience Store	3,796	726	3,149	68	103		1		7,843
MTO Cafe Pty Ltd	1,783	1,029	2,197	100	444				5,553
Mulwala Laundry	1,138,421	603,279	308,568	12,071	9,088	131	20		2,071,578
N News Pty Ltd	6,552	5,418	10,707	328	777	43	3	1	23,829
Namaste Australian	364	463	165	24	2				1,018
Narara Takeaway	67,150	59,372	27,134	1,396	1,922	20	7		157,001
Narrabeen Newsagency	11,337	7,704	5,534	82	308	169	3		25,137
Narraweena Newsagency	10,797	19,740	9,900	261	185	24	2		40,909
Nelson Bay Newsagency	9,621	9,337	5,021	331	296	5			24,611
Nepean Distributors Pty Ltd	8,859,836	4,624,690	7,474,042	316,118	526,265	9,685	2,674	272	21,813,582
News Xpress Toukley	89,772	47,921	35,901	1,207	847	15	18		175,681
Newstar Newsagency	854	1,224	331	1	3				2,413
Nipo Supermarket Ryde	7,071	5,168	16,319	246	434	32	1		29,271
North Epping Newsagency	33,393	31,387	33,397	925	2,575	37	13		101,727
North Narrabeen Newsagent	253,875	210,178	206,015	6,175	4,118	643	168	4	681,176
North Parramatta Supermarket	203,814	133,545	248,582	6,980	12,263	477	203	4	605,868
North Sydney Newsagency	44,106	29,788	56,307	989	1,140	79	44		132,453
North Turrumurra Newsagency	20,545	15,353	23,608	625	3,191	27	21	1	63,371
Nutrition for Life	35,859	13,425	45,856	2,615	1,451	48	9	1	99,264
Oatley Auto Centre	297,440	287,949	306,143	9,825	16,598	587	110	11	918,663
Obunmee Cafe	205,936	154,601	262,318	5,632	6,089	1,172	138	1	635,887
Omart (Ezy Mart) Convenience Store	42,222	62,353	67,979	1,072	1,583	196	37		175,442
Oyster Bay Bakery	58,996	97,411	46,898	1,946	1,166	73	13		206,503
P & C International Properties	63,755	66,118	68,118	1,736	2,544	223	218		202,712
Palacio	1,575	3,109	674	10	19	5			5,392
Palki Restaurant and Function Centre	210	27	185	2					424
Palmers Market	71,822	65,659	36,159	2,492	1,476	34	4		177,646
Panlasang Pinoy	15,031	17,101	29,547	1,283	1,517	88	9		64,576
Parekh Retail Pty Ltd	133,208	42,940	25,634	854	2,078	6	1		204,721
Park Road Newsagency Regents Park	116,546	64,153	125,884	6,743	6,974	609	73	4	320,986
Parramatta CBD Newsagency	67,538	45,396	89,281	2,501	3,368	216	63	2	208,365
Patrick Hot Bread	319,506	137,518	415,546	12,943	20,671	1,002	83	9	907,278

**RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE**

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Payless Fuel Sydenham	791,246	941,236	843,258	19,213	20,817	2,708	439		2,618,917
Peak Hill Caravan Park	589,130	236,441	173,186	15,520	10,108	50	60		1,024,495
Pearl Beach General Store & Cafe	1,026	4,869	1,087	17	63	1			7,063
Peter Francis Scrap Metal	1,394,318	878,219	1,471,714	77,678	108,809	4,862	525	57	3,936,182
Plus Milk Bar	76,766	68,010	62,048	1,795	2,898	44	33		211,594
Port Maderia Club	767	4,759	868	9	14		2		6,419
Powers IGA Bombala	210,742	104,939	50,398	4,695	2,195	17	3	2	372,991
Pyrmont Bridge Convenience Store	7,559	5,459	7,851	327	139	13	2		21,350
Queen Car Wash & Cafe	264,272	120,917	328,749	13,647	21,776	804	304	16	750,485
R & L Mini Mart	207,580	155,736	241,082	8,160	11,112	659	108	1	624,438
R & M Mini Mart	1,203,736	732,603	1,500,277	65,610	89,441	5,848	1,670	80	3,599,265
Ramsgate Newsagency	27,506	15,586	28,403	642	1,144	26	17		73,324
RE.TURN IT (QUEANBEYAN) PTY LTD	3,772,642	1,746,402	1,625,790	82,640	67,781	2,022	553	121	7,297,951
Recharging Burger and Coffee	59,299	86,891	57,093	1,395	1,597	157	121		206,553
Redfern Fruit Market	10,000	9,751	12,535	545	784	37	13		33,665
Redfern Supermarket	269,961	298,402	262,870	9,565	10,064	1,658	209		852,729
Regional Enterprise Development Institute	37,259	2,709	5,027	333	196				45,524
Regully Holdings Pty Ltd/ Golf Pro Shop	344,119	159,152	402,953	9,289	16,919	842	235	13	933,522
Riteway Brewarrina	408,840	111,750	128,044	7,102	5,572	27	6		661,341
Rose Bay North Newsagency	66,135	79,030	123,139	1,350	1,635	482	34	1	271,806
Rosehill Convenience Store	49,845	28,712	58,285	1,285	2,616	150	4	2	140,899
Royal Flying Doctor Service	1,014,495	440,647	382,072	12,621	7,319	119	12		1,857,285
Royal Hotel Blayney	42,969	23,704	9,000	874	687	3	2		77,239
Rozelle News & Gifts	48,841	54,662	46,194	928	895	121	10		151,651
Rush Hour Convenience Store	72,909	52,195	157,060	4,869	5,765	171	51		293,020
Rylestone Foodworks	468,684	354,370	176,193	12,314	8,655	33	34		1,020,283
Saltwater Cafe & Takeaway	1,701	1,683	1,513	72	67				5,036
Sargents Rural Supplies	16,350	10,181	18,347	381	34	9	1		45,303
Sawtell Hotel	508,904	551,824	165,359	12,005	12,139	104	34		1,250,369
Scrambled Cafe	511	365	192	2	1				1,071
Seaforth Newsagency	845	562	1,329	25	19	2	1		2,783
Seasoned Cafe	10,958	19,151	12,679	436	417	21	1		43,663
Sefton Convenience Store	12,492	8,574	21,011	500	907	75	2		43,561
Sell & Parker Pty Ltd	18,015,173	7,721,717	6,247,115	439,150	420,926	11,565	1,971	72	32,857,689
Shantana Landscape Supplies	588	225	5		1				819
Skyline Supermarket	50,222	52,548	44,196	1,913	1,343	81	8		150,311
Society Convenience Store	2,822	1,657	3,442	71	146	14	4		8,156
South Coogee Newsagency	85,709	130,759	100,988	2,091	2,254	148	25		321,974
South Miranda Newsagency	57,172	73,989	71,068	1,683	2,076	85	24		206,097
South Pacific Food Distributors Pty Ltd	21,704	17,433	18,019	561	420	21	5		58,163
South Rooty Hill Take Away	136,208	60,349	165,894	5,442	8,531	281	191	5	376,901
St George Metal Traders	6,877,546	7,272,458	8,157,879	186,349	368,260	16,644	2,864	42	22,882,042
St Vincent De Paul Society NSW	12,938,063	8,091,000	5,466,512	399,245	478,007	4,852	2,081	116	27,379,876

## RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Stanmore Newsagency	15,471	12,172	13,461	276	48	70	1		41,499
Star Car Wash Thornleigh	11,523	8,308	9,815	294	458	9		1	30,408
Strathfield South Newsagency	31,031	16,823	49,862	1,058	1,524	47	13		100,358
Strawberry Hill Food Shop	10,094	5,173	18,881	682	878	76	21		35,805
Sunshine Asian Supermarket	317,714	234,269	387,708	10,916	20,247	1,539	409		972,802
Super Sahal	999	1,394	2,253	40	39	8			4,733
Sydney Hand Car Wash Baulkham Hills	94,196	101,021	117,992	3,109	8,486	160	43	3	325,010
Sylvania Waters Supermarket	215,851	211,275	191,900	4,392	6,868	356	36	2	630,680
Tadiam Pty Limited	62,898	41,592	20,941	1,755	571		1		127,758
Tamarama Post Office	34,340	74,131	42,963	826	413	121	21		152,815
Tangs Mini Mart	215,007	188,820	332,917	5,606	13,409	312	56		756,127
Teelings Recyclers Casino	2,826,849	1,018,925	455,542	49,005	15,537	218	228	2	4,366,306
The Advanced Store	10,542	4,209	17,304	581	904	48	12		33,600
The Blue Lagoon	2,495	1,934	957	95	61	1			5,543
The Bucking Bull Hotel	98,830	55,294	38,367	3,010	1,015	9	5		196,530
The Little Shop ( Ettalong )	8,220	5,016	3,404	136	60	3	4		16,843
The Nanak Business Pty Ltd	44,333	9,011	21,597	2,286	1,711	28			78,966
The Rail Cafe Richmond	42,683	37,964	32,051	1,136	1,522	60	17		115,433
The Royal Mail Hotel Braidwood	24,712	32,452	9,488	988	281	6	1		67,928
The South Kempsey Corner Store	24,045	20,532	12,958	904	727	4	7		59,177
The Top Shop	148,989	85,019	41,757	3,299	1,326	2	1		280,393
The Trustee for AJ & AD Channing Family Trust	15,322,445	4,914,193	4,929,708	223,141	501,877	1,267	602		25,893,233
The Warehouse	306	373	965	11	25	2			1,682
Thorley's Take Away	3,157	3,831	2,531	76	163	2			9,760
Tomra Cleanaway Pty Limited	753,251	342,982	522,650	26,418	40,844	656	132	5	1,686,938
Tomra Collection Pty Ltd	478,555,780	362,565,155	333,171,129	17,245,275	17,916,817	395,913	181,902	16,617	1,210,048,588
TongDa Convenience Store	409,538	401,368	461,309	13,705	18,217	1,269	309	1	1,305,716
Town and Country Recycling P/L	505,104	222,691	128,968	10,385	8,335	22	30		875,535
Trafalgar Supermarket	762	530	1,119	33	38	1			2,483
Tran Mart	79,539	41,958	117,676	4,549	6,395	268	110	3	250,498
Transwest Fuels Pty Ltd	788,209	490,591	237,019	22,126	10,465	55	20	1	1,548,486
Triple J's General Store	21,372	6,695	9,240	852	384		2		38,545
Ultimo Mini Market	58,573	12,044	112,125	2,567	1,248	372	69	1	186,999
United Fuels Roselands	736,038	720,405	1,319,900	37,083	56,848	2,405	308	20	2,873,007
United Petrol Blaxland	70,012	68,896	47,808	2,597	2,940	49	45	7	192,354
United Petrol Rozelle	45,704	57,945	52,319	1,502	1,567	173	19		159,229
United Petrol Yagoona South	53,513	40,321	81,768	1,997	3,994	748	110		182,451
UTS Australia Pty Ltd	1,426,163	1,439,964	2,076,767	50,188	61,712	4,312	1,656	8	5,060,770
V & L Machinery	928,731	349,664	200,341	18,554	16,538	171	16		1,514,015
Valmar Support Services Limited	1,988,801	917,187	552,397	49,382	40,054	312	90		3,548,223
Vince's Cafe & Seafood Take Away	71	67	142		1	4			285
Wahroonga East Newsagency	49,491	40,026	51,347	998	2,785	49	4		144,700
Wakeley Newsagency	294,630	150,385	393,446	29,721	36,760	900	1,981	2	907,825
Walli Asr Fresh Food	528		132	3					663

## RETURN POINTS VOLUME DURING 2018-19 BY MATERIAL TYPE

Return Point Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Wamberal Valley Fruit	3,196	2,219	2,470	202	38	11	1		8,137
Warrumbungle Shire Council	1,137,687	723,913	534,577	39,522	15,999	57	27		2,451,782
Waterloo Convenience Store	42,701	39,188	46,825	1,934	2,125	226	53		133,052
Waterloo Mini Mart	1,045	21	1,492	52	42	3			2,655
Welcome Supermarket	2,252	1,896	3,381	95	113	12	7		7,756
Wendys Lucky Mart	198	4	131	2	6				341
Westgate LPO	13,920	20,118	19,135	418	438	77	10		54,116
Wilberforce Newsagency	82,601	64,738	47,390	3,477	5,946	19	6		204,177
Windsor Metal Recycling Pty Ltd	749,089	478,444	421,401	24,096	40,597	356	176		1,714,159
Windsor Newsagency	39,987	18,063	15,695	969	962	32	8		75,716
Winmalee Neighbourhood Centre	40,776	27,125	16,695	747	1,738	21	5		87,107
Wollongong Road Newsagency	949	559	1,530	3	22	1			3,064
Wycombe Road Newsagency	29,050	48,904	40,749	506	325	171	15		119,720
Yagoona Lebanese Bakery	143,219	124,365	193,623	7,594	4,467	378	25	8	473,679
Yash Indian Spice & Delights	30,964	46,948	45,342	805	582	248	19		124,908
Yennora Newsagency	215,474	108,794	309,125	13,958	13,804	807	136	1	662,099
Yowie Bay Friendly Grocer	380	129	62	2					573
Yumm Gourmet Pizza Kitchen	134,767	73,733	67,397	4,727	12,452	57	27	3	293,163
<b>Total</b>	<b>624,537,764</b>	<b>453,764,507</b>	<b>423,931,188</b>	<b>21,447,646</b>	<b>22,940,810</b>	<b>572,430</b>	<b>231,251</b>	<b>32,580</b>	<b>1,547,458,176</b>

## APPENDIX 3

# 2018-19 VOLUMES REPORT BY MATERIAL RECOVERY FACILITY OPERATORS

VOLUMES REPORT BY MATERIAL RECOVERY FACILITY OPERATORS									
Facility Operator	ALUM	GLASS	PET	HDPE	Mixed plastics to OP	OM	LPB	STEEL	TOTAL by MRF
Armidale Recycling Services Pty Ltd	675,389	575,526	1,160,252	45,885	-	-	-	-	2,457,052
Bottlecycler Australia Pty Ltd	-	7,825,702	-	-	-	-	-	-	7,825,702
Challenge Community Services	2,707,230	1,053,612	1,023,830	98,538	-	-	-	-	4,883,210
Cleanaway	3,132,139	2,783,436	1,861,757	111,294	-	-	-	-	7,888,626
Cowra Shire Council	307,947	101,098	74,526	582	-	-	-	-	484,153
Elouera Association Inc	819,569	448,526	514,040	-	-	-	-	-	1,782,135
Endeavour Industries Gbn.Inc	694,522	380,497	386,463	15,340	-	-	-	-	1,476,822
Gilgandra Shire Council	-	70,848	63,450	1,032	-	-	-	-	135,330
Glen Industries Ltd	428,912	217,341	113,036	-	-	-	-	-	759,289
Gunnedah Workshop Enterprises Ltd	247,747	60,508	279,976	13,521	-	-	-	-	601,752
Handybin Waste Services (Coffs Harbour) Pty Ltd	2,374,666	4,264,657	2,050,310	181,432	-	-	-	-	8,871,065
JR & EG Richards Pty Ltd	5,450,788	12,116,320	3,911,696	233,430	-	-	-	-	21,712,234
Kurrajong Waratah	886,718	1,424,483	1,344,057	259,200	-	-	-	-	3,914,458
Lismore City Council	6,580,743	2,565,433	4,401,958	154,784	-	-	-	-	13,702,918
Merinda Recycling	85,834	44,682	77,239	-	-	-	-	-	207,755
Manco Engineering Australia	-	3,243,904	-	-	-	-	-	-	3,243,904
Mid-Western Regional Council	796,736	-	154,802	13,348	-	-	-	-	964,886
Northaven Ltd	690,617	174,461	392,999	2,581	-	-	-	-	1,260,658
Par Recycling Services	10,019,109	30,230,331	16,445,134	974,250	-	-	-	-	57,668,824
Polytrade PTY LTD	6,803,447	21,363,441	15,136,038	838,672	-	-	-	-	44,141,598
Solo Resource Recovery	9,248,083	21,410,763	11,628,415	668,815	-	-	-	-	42,956,076
South Coast Plant Hire T/as Shoalhaven Recycling	2,532,676	4,706,352	777,569	47,669	-	-	-	-	8,064,266
Suez Recycling and Recovery Pty Ltd	10,770,346	10,386,980	6,387,413	365,354	-	-	-	-	27,910,093
Uralla Shire Council	135,972	94,411	139,692	18,307	-	-	-	-	388,382
Visy Recycling	39,151,853	87,186,127	51,673,344	2,788,794	-	-	-	-	180,800,118
Warrumbungle Waste	110,382	35,922	73,416	-	-	-	-	-	219,720
<b>Total</b>	<b>104,651,425</b>	<b>212,765,361</b>	<b>120,071,413</b>	<b>6,832,827</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>444,321,026</b>

**Note:** Where a MRF Operator is responsible for the operation of more than one MRF, the figures above represent the sum of all containers claimed by each MRF Operator across all of their facilities. **Note:** MRF Operators may also claim eligible containers contained in an output stream known as Mixed Plastics. Mixed Plastics contain both PET and HDPE. For consistency with the material types reported by Suppliers, where a MRF Operator has claimed containers contained within a Mixed Plastics output, these containers have been reclassified and included in the HDPE and PET totals. **Note:** Reported volumes are correct as at the time the quarter 4 2018/19 claims were finalised in August 2019.

**Note:** From 1 December 2018 the eligibility to claim for containers sent for recycling became dependent on compliance with Regulation 18(2). The table above 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.



## RETURN AND EARN

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