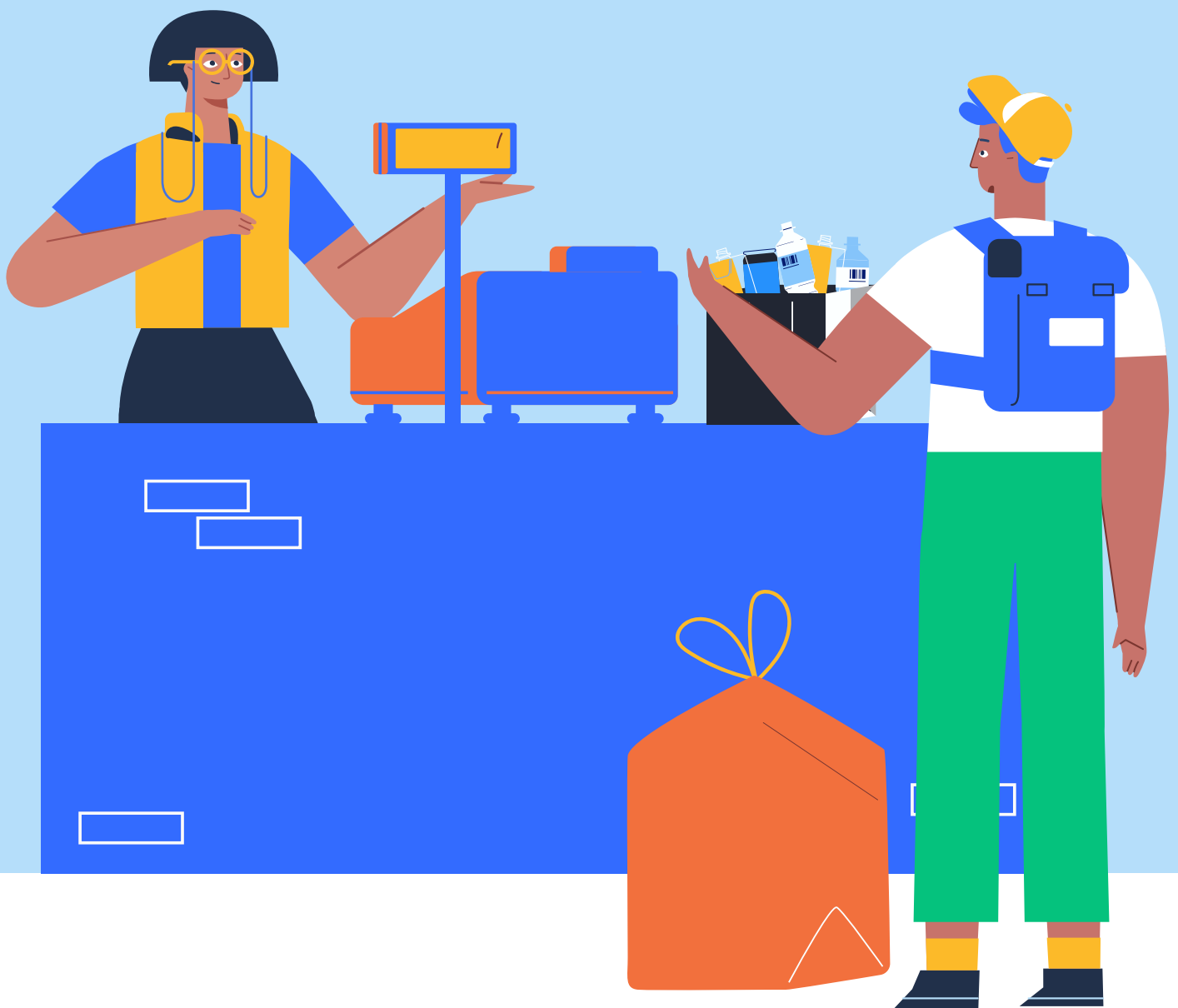


# ANNUAL STATUTORY REPORT 2021-22



*Exchange*  
FOR CHANGE

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Disclaimer: The information contained in this publication covers the period 1 July 2021 to 30 June 2022 unless otherwise indicated. It is based on knowledge and understanding at the time of writing in September 2022. However, due to 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 scheme has strong and steady participation and redemption rates, which highlight the way the community has made Return and Earn a habitual part of their routine. It has also become a mainstay of fundraising activity for hundreds of community groups and charities across the state.

**“It keeps the bottles and plastic off the street and helps keep the town tidy, and I like getting paid for my empties.”**

**Kantar Public June 2022  
consumer survey respondent**

## 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

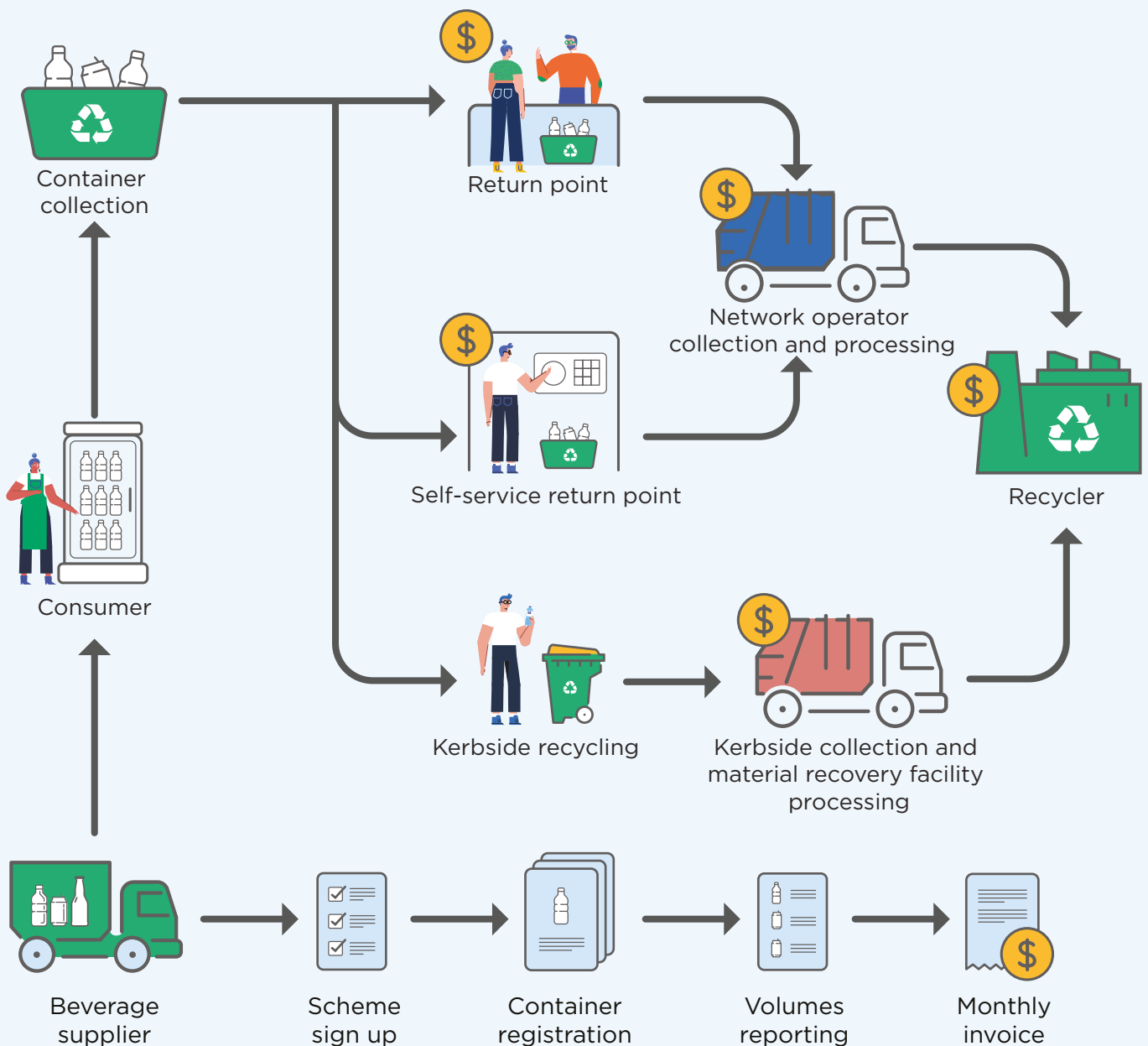
We are open and honest and work hard to build trust.



## 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 10c 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.



## 6 A partnership model



### Scheme regulator – NSW Environment Protection Authority

The NSW EPA is responsible for designing and developing the scheme, managing registration of 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, and manage the logistics and sale of commodities to ensure collected containers are recycled.

## Other participants

### First suppliers

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

### Material recovery facility operators

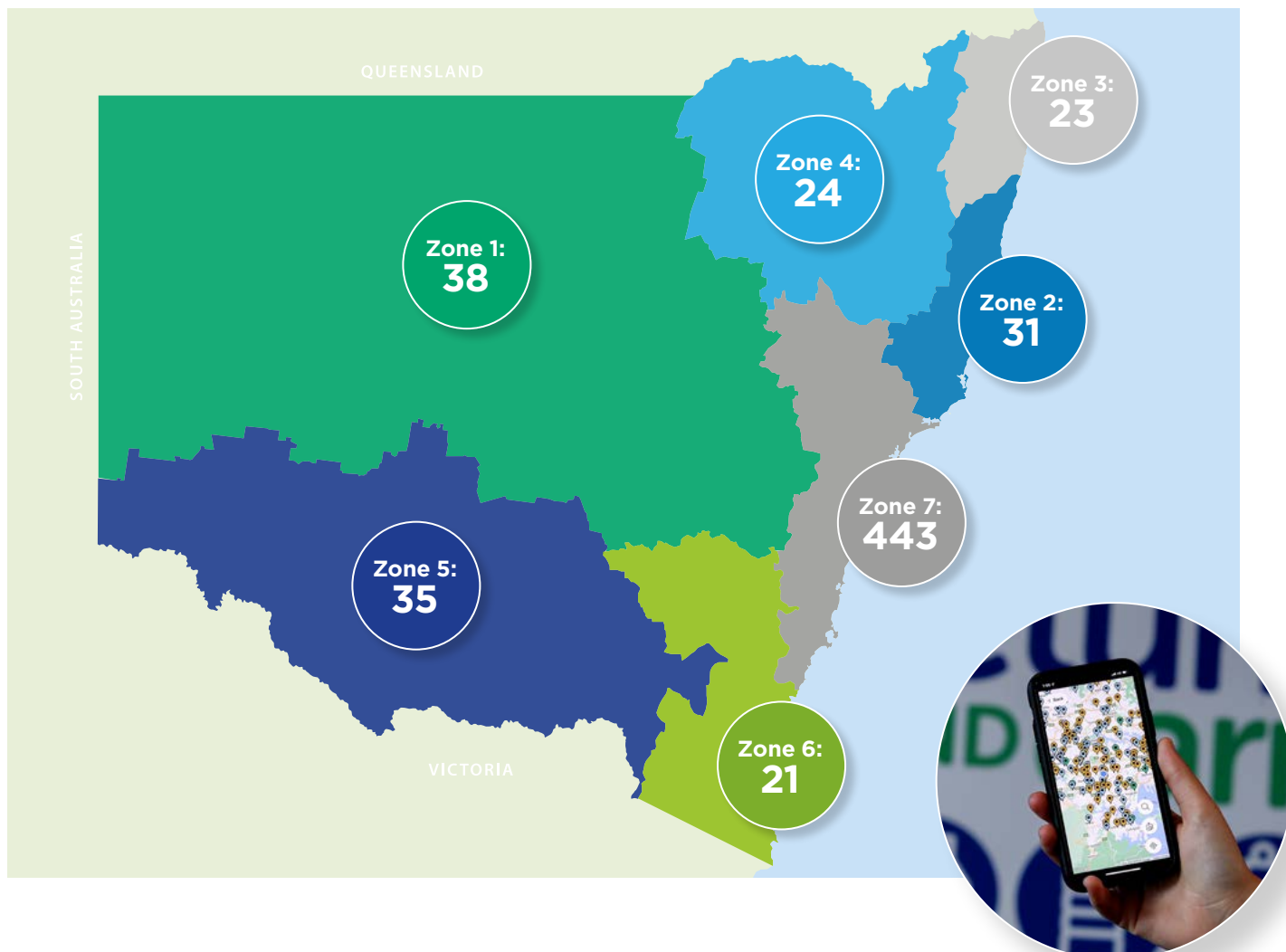
Material recovery facility (MRF) operators collect eligible containers through kerbside collections provided by local councils. The councils may arrange to share the container refunds with the MRF that collects and/or sorts household recycling, which means sharing the benefits with the community.

### 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

7



## Types of return points

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

everyone's needs. The network includes return points operated by small businesses as well as social enterprises, and is underpinned by data-rich technology that enables Return and Earn to quickly adapt and respond to any impacts on operations.



**334**

Reverse vending machines



**12**

Reverse vending centres



**33**

Automated depots



**214**

Over-the-counter



**22**

Donation stations

## 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 45 per cent of collected material is aluminium, 23 per cent is glass, and 32 per cent is plastic. 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 re-use or recycling, domestically or internationally.



# 100%

## of glass

**collected in 2021-22  
was reprocessed domestically**

primarily in NSW and South Australia,  
to produce new glass bottles and glass  
packaging products.



# 100%

## of aluminium cans

**were exported and  
recycled overseas**

to countries such as South Korea and the  
Netherlands, to produce new beverage  
containers and other products. There are  
currently no aluminium processing plants  
in Australia.



# 100%

## of PET

**since February 2022  
was recycled  
domestically**

Prior to the opening of  
the new rPET (recycled  
polyethylene terephthalate)  
facility in NSW, materials  
were traded and exported for  
recycling to countries such as  
Germany, Latvia and Belgium.





## CASE STUDY

### Circular Plastics Australia opens

The largest PET recycling plant in Australia opened in Albury-Wodonga in March 2022 to deliver a significant increase in the volume of PET plastics recycled in Australia.

Since February 2022, the bottle-to-bottle plastic recycling facility has received PET containers collected through the Return and Earn network. This has increased the amount of locally sourced and recycled PET in Australia by two-thirds.

The \$45 million facility is a joint venture between Pact Group, Cleanaway Waste Management, Asahi Beverages and Coca-Cola Europacific Partners.

During its construction and installation, the plant supported around 225 jobs. It employs about 40 people, mostly Albury-Wodonga locals, for its 24/7 operations.

About 30,000 tonnes of PET will be recycled each year through the facility. It will become recycled raw material that is used to produce new beverage bottles and other food and beverage packaging in Australia, contributing to closing the loop on recycling.

The plant will deliver additional environmental benefits including reducing Australia's reliance on virgin plastic and recycled plastic imports. Part of the facility is powered by solar energy, and a water treatment unit and rainwater tanks re-use and recycle as much water onsite as possible.

Circular Plastics Australia is evidence of Australia's growing domestic circular economy. It is made possible due to the quality and reliability of the source-separated PET collected through NSW's container deposit scheme. ●

12







## Chair's foreword

In March I was delighted to attend the opening of Circular Plastics Australia, Australia's largest PET recycling plant, in Albury. The \$45 million facility is a joint venture between Pact Group, Cleanaway Waste Management, Asahi Beverages and Coca-Cola Europacific Partners. Since February 2022 the plant has been taking PET bottles collected through the Return and Earn network of return points, and turning them back into bottles and food-grade packaging. It is incredible to see the resource recovery industry and beverage industry working in partnership to realise truly sustainable outcomes through the NSW container deposit scheme.

The seed of an idea for this partnership could not have been planted without the clean, reliable stream of material provided by Return and Earn. The scheme's contribution to this initiative, and therefore NSW's circular economy is testament to its growing maturity and success.

Increasingly we are seeing the best outcomes for the scheme achieved through unlikely partnerships – this is when real value is delivered for the environment and community. You will read just some of these stories in this report.

A great example of this is the partnership between leading Aboriginal organisation, KARI, and Clean Vibes, a sustainable waste management company. With a shared vision of making the world a better place, this partnership sees the KARI Foundation providing staff to Clean Vibes, as well as receiving refunds from containers returned at events. An unlikely pairing that would never have happened without the opportunities offered by Return and Earn.

We know that many schools and community groups fundraise through the scheme, with \$35m raised through donations and hosting of return points. Fundraising was made easier last year through the new Return and Earn app where groups could register to receive donated containers. The P&F at Ocean Shores Public School in Byron Bay were quick to take advantage of this, and after registering on the app, partnered with local cafes who collected containers for them, with the aim of raising \$5,000 to redevelop an outdoor learning space.

Similarly, the Hornsby Ku-ring-gai Women's Shelter has been receiving enormous community support from businesses and community organisations donating their containers to help the organisation continue their critical work.

There are thousands of similar stories in NSW that show how people are using Return and Earn to transform a simple drink container into a valuable commodity – through creativity and cleverness the value of the 10c refund is being multiplied many, many times over and making a positive difference to individuals, communities and the state.

I have been on the Exchange for Change board since 2017 and proudly watched Return and Earn grow, mature and thrive to become one of Australia's most successful product stewardship schemes. I would like to thank the people of NSW for their continued support of the scheme, and trust in the recycling outcomes it is delivering. And I would like to congratulate the many thousands of community and industry groups who are tapping into the potential of the scheme to deliver truly sustainable outcomes. I am looking forward to hearing more inspirational stories in 2023.

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



## CEO's overview

Throughout this annual report you will see reference to the many ways Return and Earn navigated the challenges of COVID-19 throughout the year. It's a similar story for the FY21 and FY20 annual reports. Return and Earn has certainly proved its resilience time and time again.

In spite of these challenges the scheme has continued to mature and grow and improve. And as part of this continuous improvement, I am pleased that this year we have mapped Return and Earn's outcomes against the United Nation's Sustainable Development Goals (SDGs). The UN describes their SDGs as 'the blueprint to achieve a better and more sustainable future for all'.

The scheme was designed by the NSW Government to ensure it offered opportunities to achieve a more sustainable future by delivering environmental, social and economic benefits. As the scheme has increasingly delivered these triple bottom benefits, we have looked for a way to articulate and communicate that value.

We first became aware that Return and Earn's outcomes were aligned with some of the UN's SDGs when educators across NSW who were using the scheme to teach sustainability started tagging outcomes against them. When we looked into this further, we found that returning containers, opening the scheme up to participation

from community groups and charities, and generating a range of employment opportunities directly contributed to eight of the SDGs.

The environmental benefits are clear – every container returned is not polluting our parks and waterways, saves on the use of electricity, water, and landfill space, and reduces carbon emissions. At the end of FY22, 7.63 billion drink containers had been returned through the scheme's return point network making a clear contribution to the SDGs of clean water, sustainable cities and communities, responsible consumption, and reducing marine pollution.

In 2021-22, a key focus was helping people understand how their involvement with Return and Earn helps achieve sustainable outcomes. From school resources to a new impact calculator that shows the link between the number of containers returned and benefits for the environment, we have been educating people on the importance of sustainability.

An important SDG goal is reducing poverty. To date Return and Earn has generated more than \$35m in donations and fees for hosting return points, for community groups, and charities. These groups work in a wide range of areas, and we know many of them directly address poverty. A great example is St Vincent de Paul, which uses the scheme to generate funds for its important work.

The scheme generates economic value through its 10c refund for containers however less well known are the employment opportunities it provides. Several social enterprises have set up businesses that create jobs for people with barriers to employment, directly contributing to the SDGs of decent work, and reducing inequality.

These SDGs are brought to life throughout the report with stories of individuals, communities and organisations using Return and Earn to make the world a better place.

Exchange for Change is proud to have played a role in Return and Earn's success in FY22. We look forward to working with the NSW Government and network operator in the year ahead to deliver even more benefits and contribute to creating a more sustainable future for the people of NSW.

**Danielle Smalley**  
CEO Exchange for Change



# TOMRA Cleanaway CEO's message

The Return and Earn scheme entered its fourth year of operation in December 2021. It is a period of time which will be remembered as a year of resilience and response, not just for TOMRA Cleanaway but across all of NSW. The strength of the NSW community, scheme partners and valued employees at TOMRA Cleanaway came to the fore on a number of occasions in challenging circumstances across the year.

The TOMRA Cleanaway team maintained its focus on operational excellence as COVID continued to impact on our operations throughout the year. These impacts culminated in periods of network closure from July through to September, where community access to the scheme was limited due to lockdowns across the greater Sydney metro area.

Considerable resilience across all our operations was also demonstrated repeatedly through some exceptionally challenging environmental circumstances. Flooding across large tracts of northern NSW in particular decimated elements of our network, with return points, logistics depots and truck fleets

destroyed as a result of these flood events. It was a confronting time for TOMRA Cleanaway knowing the impact that these events had on many employees of our partners TOMRA and Cleanaway. A number of Cleanaway employees through northern NSW were severely impacted on a personal level. Despite these challenges, our operational teams and service providers managed to keep our network up and running throughout!

A demonstration of the resilience of the NSW community and the TOMRA Cleanaway Team is the record month of collections achieved in October 2022 when COVID related community movement restrictions began to ease and the entire network reopened across the State. The easing of restrictions resulted in a resurgence of container returns culminating in an amazing 225 million containers collected! In parallel, the TOMRA Cleanaway Customer Service Team dealt with almost 25,000 customer enquiries and our amazing Collections Fleet serviced the highest volume container month ever experienced, an achievement of 91 per cent on average across our reverse vending machine network.

Our network of return points continued to expand and fantastic partnerships were formed with organisations such as Aboriginal services provider KARI Foundation, which resulted in the commencement of 'City Return and Earn'. This site is operated by Clean Vibes, a sustainable cleaning and waste management company, who work with KARI to support a variety of community initiatives. Additional communities that benefitted from expanded, bulk container return access included Kempsey on the mid-north coast and Tweed on the far north coast of NSW. Proudly, two of our long-established over-the-counter return points in Corowa and Albury transitioned to automated depots. Providing the backbone of collections for the scheme, additional Return and Earn machines and Return and Earn centres continued to be rolled out across NSW in new locations achieving a convenient and accessible service for the community. The year also saw the introduction of a new return point type in Sydney, Return and Earn Express, that was piloted at Top Ryde in Sydney.

I am certain that by continuing to work collaboratively with our scheme partners, our collective teams across NSW and our operators, we will continue to build upon the initial successes of Return and Earn, further enhancing the positive environmental, employment, charity and community outcomes delivered to date as part of the circular economy in NSW.

**James Dorney, CEO**  
**TOMRA Cleanaway**

# 2021-22 Scheme Performance

## Return and Earn goals and priorities

### Goal

As a NSW Government initiative, Return and Earn contributes to the achievement of NSW litter reduction targets outlined in the Waste and Sustainable Materials Strategy 2041 and the NSW Plastics Action Plan. They are:

**30%**  
reduction in plastic  
litter items by 2025

**60%**  
reduction in all litter  
items by 2030.

### Result

**In 2020-21, Return and Earn achieved a**

**9%**

**reduction**

in drink container litter compared to the previous year, contributing to a 22 per cent reduction in overall litter and a 25 per cent reduction in plastic litter since 2019-20, according to the EPA's *2020-21 Key Littered Items Study NSW Report* released in June 2022.



### A new way to measure litter

Up to 2020, the NSW EPA relied on the National Litter Index (NLI), a land-based litter measure. In 2021, use of the NLI was discontinued and replaced with a new primary litter data measure, the Key Littered Items Study (KLIS), as the key monitoring program.

The KLIS counts litter in urban estuaries, collecting samples from mangroves that act as natural litter traps and have a higher concentration of litter than nearby urban areas. It can provide richer detail on litter than the NLI, and a fuller picture of loads and composition.

The KLIS started in 2017, with surveys currently conducted quarterly in NSW coastal and marine waters. The sites span the full length of the NSW coast. This is currently the key dataset that the NSW EPA uses to track progress against state litter targets, as set out in the NSW Waste and Sustainable Materials Strategy 2041.



# 2021-22 at a glance



Priority:

## 1 Customer excellence

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



**615**

return points, including  
227 small business operators\*



**89%**

of NSW residents (aged 18+)  
support the scheme



**79%**

of NSW residents (aged 18+)  
have participated



**78%**

of participants are satisfied with  
the scheme



**\$694 million**

in refunds paid to consumers via  
return point network since the  
scheme began (excluding GST)\*\*



**\$167 million**

in refunds paid to consumers via  
return point network in 2021-22  
(excluding GST)\*\*



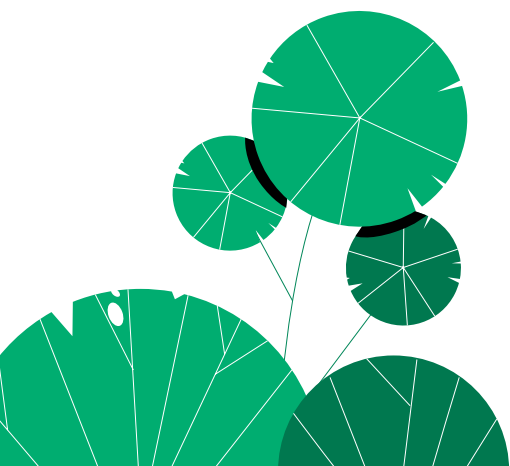
more than

**\$35 million**

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

\* Return point operators with 30 employees or less.

\*\* This amount includes refunds paid to consumers via the return point network only and is excluding GST. The total amount paid including GST is \$184 million in FY22 and \$763 million since scheme commencement.





## 2 Sustainable operations

Priority:

Ensuring efficient and sustainable delivery of operations for the scheme.



## 3 Industry participation

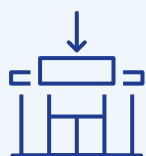
Priority:

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



Since commencement:  
**16.1 billion**  
containers supplied into NSW<sup>1</sup>

2021-22 period: **3.6 billion**



Since commencement:  
**10.1 billion**  
containers collected  
through scheme

2021-22 period: **2.3 billion**



Since commencement:  
**63%**  
average redemption rate  
of total containers supplied<sup>2</sup>

2021-22 period: **65%**



Since commencement:  
**755,000 tonnes**  
of materials re-used or recycled

2021-22 period: **159,500 tonnes**



**1,344**  
supplier arrangements in force



**\$405 million**  
in supplier contributions paid in  
2021-22 (excluding GST)



**\$43 million**  
refunds paid to MRFs in 2021-22  
(excluding GST)

1. Net of exports.

2. Ibid.

# Year in review

This was a year like no other for Return and Earn. It commenced with significant impacts from the COVID-19 Delta strain outbreak in NSW. Public health orders in place at the start of 2021-22 saw the return points across Greater Sydney and some regional areas temporarily closed to the public for approximately six weeks.

As restrictions eased and return points reopened, the scheme was again impacted by external shocks including labour shortages, unseasonably wet weather and flooding. Again, this limited access to return points.

Despite these significant shocks, Return and Earn has once again demonstrated its incredible resilience. It has maintained high levels of support and participation from the community, achieved strong redemption volumes, and expanded the return point network to provide greater access and convenience.

These achievements highlight the effectiveness of the NSW operating model for the scheme.

## Rapid recovery

In response to public health orders, return points across Greater Sydney and some regional areas temporarily closed from mid-July until late September 2021. As restrictions eased, return points reopened in a phased approach, and containers flooded back through the network due to the pent-up volume from the lockdowns.

This rapid recovery resulted in a new monthly redemption record of 225 million containers redeemed via the network in October 2021, resulting in a 90 per cent monthly redemption rate.

## Driving a circular economy

Thanks to the quality and certainty of recyclable PET through the Return and Earn scheme, a new PET recycling facility opened in Albury NSW in March 2022.

Circular Plastics Australia – a joint venture between Pact Group, Cleanaway Waste Management, Asahi Beverages and Coca-Cola Europacific Partners – is Australia's biggest PET plastic recycling plant and is helping to close the loop domestically for PET plastics.

With the addition of the plant, 100 per cent of PET collected through the network is now being reprocessed domestically, for bottle-to-bottle manufacturing and to make other food-grade plastic packaging. This, together with the fact that 100 per cent of glass collected through the network is being reprocessed domestically, means Return and Earn is directly contributing to a growing domestic circular economy.

## Increased access and convenience

A key strength of Return and Earn is its convenient and easily accessible return point network for the NSW community. Network operator TOMRA Cleanaway continued to review return point performance and community needs to optimise access and identify improvements.

The network continued to grow in 2021-22 with the opening of four new automated depots, located in Corowa, Mascot, Kempsey and Albury. These depots increased collection capacity in response to community demand.

A new 'express' type of return point was piloted in 2021-22, with Return and Earn Express opening in Top Ryde Shopping Centre. This shopfront-style return point features three smaller reverse vending machines. It leverages usual shopping practices of consumers by providing a return point in a retail environment.

## Digital innovation

In 2021-22, digital innovation became a focus in helping to improve the customer experience when returning containers and to increase the understanding of the scheme's environmental benefits. The Return and Earn Impact Calculator was launched during National Recycling Week in November 2021 to help the NSW public better understand how their small actions are cumulatively having a big and positive impact on the environment. Based on a life cycle assessment commissioned for the network, the impact calculator uses four years of scheme data to calculate the water, energy, landfill and CO<sub>2</sub> savings from recycling containers through Return and Earn.

In April 2022, the Return and Earn app was launched to replace the myTOMRA app. The new app features the live status of every return point in the state, and it gives Return and Earn machine users the option to donate their refund to one of more than 150 charities.

## Making it easier for industry

Making participation easier for the waste and beverage industries was a focus of the past financial year. A revised Material Recovery Facility Processing Refund Protocol was launched following feedback from MRF operators, removing duplication and easing the burden of administration.

Improvements were also implemented to make it easier for beverage suppliers to participate. These included a harmonised approach to audits for beverage companies supplying to multiple jurisdictions, and simplified onboarding for new suppliers to the scheme.

**L to R: Danielle Smalley – CEO Exchange for Change, James Dorney – CEO TOMRA Cleanaway, NSW Minister for the Environment James Griffin, Tracy McLeod Howe – Chair Exchange for Change and Ryan Buzzell – Director TOMRA Cleanaway celebrating the 7 billionth container returned through the network milestone in February 2022.**







## CASE STUDY

### Contributing to a cleaner and safe environment for wildlife

The Return and Earn machine at the gates of Taronga Zoo was one of the first machines to go live when Return and Earn launched in December 2017. Since then this RVM has seen a remarkable five million containers deposited.

Bridget Corcoran, Manager, Environmental Sustainability at Taronga Conservation Society, said the zoo was keen to partner with Return and Earn because it was a way to “help contribute to a cleaner and safer environment for wildlife and people”.

“Before the NSW Return and Earn Container Deposit Scheme was created, the Environment Protection Authority found that beverage containers made up 44 per cent of the volume of litter in NSW. Much of this would end up in the environment such as in rivers and oceans, which harms our wildlife,” Bridget explains.

She adds that the Taronga Wildlife Hospital frequently cares for animals that have been injured by litter.

“Marine turtles and many species of marine and freshwater birds can ingest plastic,” Bridget says. “We also see wildlife and birds that are caught in littered items.”

The Return and Earn machine outside the zoo allows customers to donate them to the Taronga Foundation and all containers deposited in special donation stations inside the zoo grounds are also donated to support the Foundation’s work.

“Donations help support key wildlife care and conservation programs such as the Wildlife Crisis Appeal and [the] new state-of-the-art wildlife hospital at Taronga Zoo Sydney.

“Taronga has a commitment to a shared future for wildlife and people and part of this is being a leader in environmental sustainability,” said Bridget. ●





# Our commitment to sustainability

Return and Earn is excited to report on the scheme's sustainability impacts for the first time. Our reporting will align the scheme's outcomes in relation to the United Nations' 17 Sustainable Development Goals (SDGs). The SDGs are a universal call to action to end poverty, protect the planet, and improve the lives and prospects of everyone, everywhere.

Throughout this report, you will see the SDG icons to highlight the work that scheme partners are doing across Return and Earn to contribute to achieving the UN's goals. A summary of Return and Earn's contributions to the SDGs is outlined in the table below.

## The UN Sustainable Development Goals we are tackling

At Return and Earn, our mission – to inspire and enable the people of NSW, industry and government to create better environmental, social and economic outcomes through the scheme – forms the basis of our commitment to the UN SDGs. While we acknowledge the importance of all 17 SDGs, we have prioritised the ones listed overleaf as they are closely aligned to our vision to drive a sustainable world with resources valued and kept in the loop.



GOAL	TARGET	PROGRESS
 <p><b>1 NO POVERTY</b></p> <p>End poverty in all its forms everywhere.</p>	<p><b>1.2</b> By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.</p>	<p>Return and Earn empowers and supports charities and community groups to fundraise through the scheme to fund programs supporting those living in poverty.</p> <p>Ref p26 and p28.</p>
 <p><b>4 QUALITY EDUCATION</b></p> <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</p>	<p><b>4.7</b> By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.</p>	<p>Return and Earn promotes and educates people on the importance of sustainability and provides them with knowledge of how using the scheme supports this outcome.</p> <p>In 2021–22, this included the launch of the Return and Earn Impact Calculator, where users can see the positive environmental impacts of their participation, as well as the launch of the Return and Earn Curriculum Package developed in partnership with the Australian Association for Environmental Education NSW Chapter.</p> <p>Ref p24, 27, 32 and 37.</p>
 <p><b>6 CLEAN WATER AND SANITATION</b></p> <p>Ensure availability and sustainable management of water and sanitation for all.</p>	<p><b>6.4</b> By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of fresh water to address water scarcity and substantially reduce the number of people suffering from water scarcity.</p>	<p>Return and Earn contributes to increased water-use efficiency through the recycling of eligible drink containers.</p> <p>In 2021–22, 1.8 billion drink containers were recycled through the return point network, achieving water savings of over 10.8 billion litres, equivalent to 4,332 Olympic swimming pools of water.</p> <p>Ref p42.</p>
 <p><b>8 DECENT WORK AND ECONOMIC GROWTH</b></p> <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<p><b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p><b>8.8</b> Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>	<p>The Return and Earn network creates employment opportunities including for people with barriers to employment.</p> <p>Ref p29.</p> <p>Scheme partners ensure that scheme operations are compliant with work, health and safety and labour laws, and they promote the creation of a safe working environment for staff, contractors and the public.</p> <p>Ref p54.</p>

GOAL	TARGET	PROGRESS
 <p><b>10 REDUCED INEQUALITIES</b></p> <p>Reduce inequality within and among countries.</p>	<p><b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>	<p>Scheme partners are committed to creating an environment that fosters equality and creates employment opportunities for people of different abilities, race, ethnicity, origin, religion, economic status, age or gender.</p> <p>In 2021-22, this has seen a focus on positive engagement and outcomes for Indigenous communities.</p> <p>Ref p22.</p>
 <p><b>11 SUSTAINABLE CITIES AND COMMUNITIES</b></p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable.</p>	<p><b>11.6</b> By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.</p>	<p>Return and Earn reduces the environmental impacts of human settlements by reducing litter, landfill and reliance on virgin materials.</p> <p>In 2021-22, 2.3 billion drink containers were returned through the scheme for recycling (via the return point network and kerbside collection). In June 2022 NSW EPA reported the number of CDS littered items fell by 9 per cent from 2019-20 to 2020-21. Overall Return and Earn has achieved a 54 per cent reduction in the number of CDS littered items and 52 per cent reduction in the volume of CDS items compared to pre-scheme levels.</p> <p>Ref p13, 41-42.</p>
 <p><b>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</b></p> <p>Ensure sustainable consumption and production patterns.</p>	<p><b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and re-use.</p>	<p>Return and Earn promotes and contributes to a domestic circular economy through the use of recycled materials rather than virgin materials.</p> <p>In 2021-22, 100 per cent of glass containers collected through the scheme were reprocessed domestically into new bottles and jars; 100 per cent of PET was recycled into new bottles and other food-grade packaging; and 100 per cent of aluminium cans were exported overseas to be recycled into new products.</p> <p>Ref p8-9, 41-42 and 51.</p>
 <p><b>14 LIFE BELOW WATER</b></p> <p>Conserve and sustainably use the oceans, seas and marine resources for sustainable development.</p>	<p><b>14.1</b> By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.</p>	<p>Return and Earn directly contributes to reducing drink container litter in our waterways.</p> <p>In 2021-22, Return and Earn contributed to a 9 per cent reduction in drink container litter in NSW.</p> <p>Ref p13 and p18.</p>

## City Return and Earn opens in Mascot with innovative new partnership

City Return and Earn automated depot launched in April 2022 with a special ceremony, marking the beginning of a bold partnership that will help NSW's circular economy flourish and bring more jobs to First Nations communities.

The new centre brings together KARI Foundation, a leading Aboriginal organisation, and operator Clean Vibes, a sustainable waste management and events cleaning company that specialises in entertainment venues and music festivals. Clean Vibes employs Aboriginal workers onsite sourced through KARI Foundation.

Clean Vibes owner Andrew Macarthur said opening the automated depot was a great fit for expanding its existing operations.

"At Clean Vibes we're passionate about sustainability and leaving a minimal impact on our world. We're

excited to be part of the Return and Earn network and provide the community with easy access to recycle their drink containers.

In addition, all containers collected by Clean Vibes event waste services are brought to City Return and Earn for processing.

Through the innovative partnership, KARI Foundation provides staff for City Return and Earn as well as for Clean Vibes managed festivals and events. The refunds from any containers returned at these events are donated to support KARI Foundation's work. ●



**"At Clean Vibes we're passionate about sustainability and leaving a minimal impact on our world."**

L to R - Casey Ralph - CEO KARI, Danielle Smalley - CEO Exchange for Change, Jacqueline Moore - Acting CEO NSW EPA, Andrew Macarthur - MD Clean Vibes, Nicole Hunter - NSW/ACT Operations Manager Clean Vibes, The Hon. James Griffin - NSW Minister for the Environment, James Dorney - CEO TOMRA Cleanaway at the opening of City Return and Earn.







Hanwood Fire Brigade

## Rural Fire Brigade gets training boost with Return and Earn

Hanwood Rural Fire Brigade, based in the Griffith region, has 25 volunteer members and responds to 110 incidents in an average year. Members assist the community by attending emergencies, from fires to car accidents, and providing support to other emergency agencies.

To keep members hydrated and in top form, the brigade provides 600-millilitre bottles of water during incidents. Following a particularly long session on the fire ground, with members attending a wide range of incidents, one member realised there was potential to fundraise for their brigade with the empty bottles.

Brigade Captain Adam Bertolissi said the idea to fundraise by depositing empty containers with Return and Earn was a way to create a steady trickle of income throughout the year. It means members can spend less time fundraising for the various station upgrades and more time participating in vital training activities.

Members bring in their empty containers from home to be recycled, and thanks to advertising through the brigade's Facebook and Instagram pages, community members donate empty bottles to the station. Hanwood even offers a pick-up service for locals who wish to donate in bulk.

Almost \$1,500 has been raised since 2019, with every dollar going straight to the Hanwood Brigade. Recently, the funds have helped build a gym at the station. Adam said this will help members increase their physical fitness to ensure they are "fire ground fit" and ready for the next fire season.

He adds that further upgrades are also on the cards if they can get enough empty bottles to recycle. This includes upgrading the training room and improving the outdoor training facility. ●

**“Almost \$1,500 has been raised since 2019, with every dollar going straight to the Hanwood Brigade.”**



## Students recycle to fund outdoor learning spaces at Ocean Shores

At Ocean Shores Public School near Byron Bay, the Parents & Citizens (P&C) group launched a fundraising initiative with Return and Earn to redevelop an outdoor learning space for the children.

Previously, a large tree with a stage built around it – the Learning Tree – fulfilled this function. Students would perform on the stage at fetes and other events, and children read under the tree every day. But as the tree got older it had to be removed for safety reasons.

Year 4 student Sophie Hurrell said she and her peers miss the Learning Tree.

“We want to create a nice outdoor space with more trees to replace it,” she said. “We would use it for eating our lunches and for outdoor learning in our classes.”

P&C member Rebecca McNaught said that after recently registering as a charity on the Return and Earn app, the initiative has been gathering momentum and is receiving support from local businesses.

“We’re getting parents and families onboard, and we collect from the school canteen. Local cafes Mrs Birdy and Yum Tree Cafe save containers for us,” she said.

“Kmart in Ocean Shores donated gift vouchers and we ran a competition for the students where if they demonstrated that they were using Return and Earn, they went into the draw for one of the gift vouchers.”

Rebecca said the Return and Earn refunds have been particularly valuable to the school this year.

“It’s been a really tough year for fundraising, with so many things cancelled due to COVID restrictions. We’re hoping to raise up to \$5,000 for the Learning Tree, and Return and Earn will form an important part of this.”

It’s about more than just fundraising, though. Felicity Henderson, Relieving Principal at the school, explained that it ties into the sustainability ethos of the school, including its science and environmental curriculums. It also shows students how they can turn rubbish into something worthwhile for the school.

“It’s a way to encourage recycling and help kids understand the importance of looking after the environment by taking personal responsibility for our rubbish,” she said. ●



Students from Ocean Shores Public School

**“It’s a way to encourage recycling and help kids understand the importance of looking after the environment by taking personal responsibility for our rubbish”**



## Eight-year-old superstar fundraises for medical research

At eight years of age, Ethan Fenn has taken more than 46,000 tablets. At the age of only 11 months, he was diagnosed with cystinosis, a rare genetic disorder that means he must have ongoing treatment for the rest of his life.

In 2019, Ethan decided to fundraise for cystinosis research. He and his family, who live in Rutherford, also fundraise so he can attend an annual medical conference in California and participate in studies and tests for his condition.

His goal last year was to raise one cent for each tablet he had taken in the past seven years – \$4,600 – for the Cystinosis Research Foundation (CRF). And his favourite fundraising channel is the Return and Earn NSW container deposit scheme.

“Ethan and his siblings started collecting our cans and bottles from home and recycling them,” said his mother, Amanda. “We decided to put up a post on our community Facebook page asking if anyone had cans and bottles laying around that we could collect to help Ethan reach his goal.”

She said they had an “overwhelming response” to her post, and now they have supporters who save all their containers for Ethan and his mum to collect each month. Other people return their containers themselves and give their refunds to Ethan. “Over the last two years Ethan has recycled over 11,000 cans and bottles, and raised over \$1,000 for the CRF,” said Amanda.

Amanda said Ethan enjoys meeting people face-to-face when collecting containers, and he likes to thank them for their help.

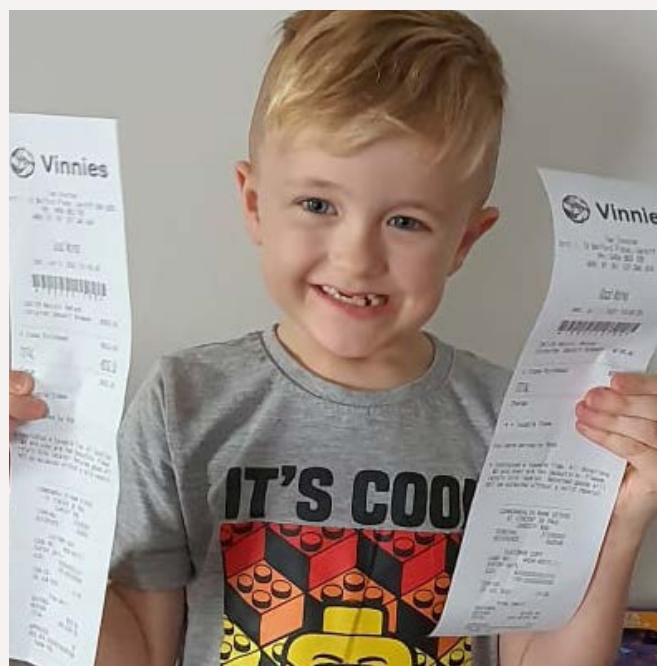
Although they also fundraise in other ways, including selling chocolates, Amanda said that container collections seem to have had the biggest impact as it allows more people to help. “We find that with Return and Earn it is easy for people to contribute without being out of pocket,” she said. “We have even had kids save their cans and bottles and donate them to Ethan.”

During COVID-19, container collecting has been on hold. Due to Ethan’s weakened immune system, he and Amanda need to be extremely cautious, and limit their movements as much as possible.

However, once it is safe again, they are keen to continue with container returns. In the meantime, Ethan enjoys helping educate people about his condition. “I love being famous and having so many followers knowing about cystinosis,” Ethan said. ●

**“Over the last two years Ethan has recycled over 11,000 cans and bottles, and raised over \$1,000 for the CRF”**

Ethan Fenn



## 26 Community rallies to support women's shelter with container refunds

Hornsby Ku-ring-gai Women's Shelter (HKWS) has been fundraising through Return and Earn since 2018, raising more than \$10,000 to date.

The shelter's President Louise McCann said the organisation saw the benefits of supporting vulnerable women and children escaping domestic violence and homelessness while helping the environment.

It was important to the organisation that the decision to raise funds via container returns also upheld its strategic objectives of increasing energy efficiency and reducing its carbon footprint.

The fundraising initiative has been promoted via social media and newsletters, and has received enormous community support.

"Supporters are not just asked to direct their container refunds to the shelter, but people are also given guidance on how to use Return and Earn machines, and where their nearest return point is," Louise explained.

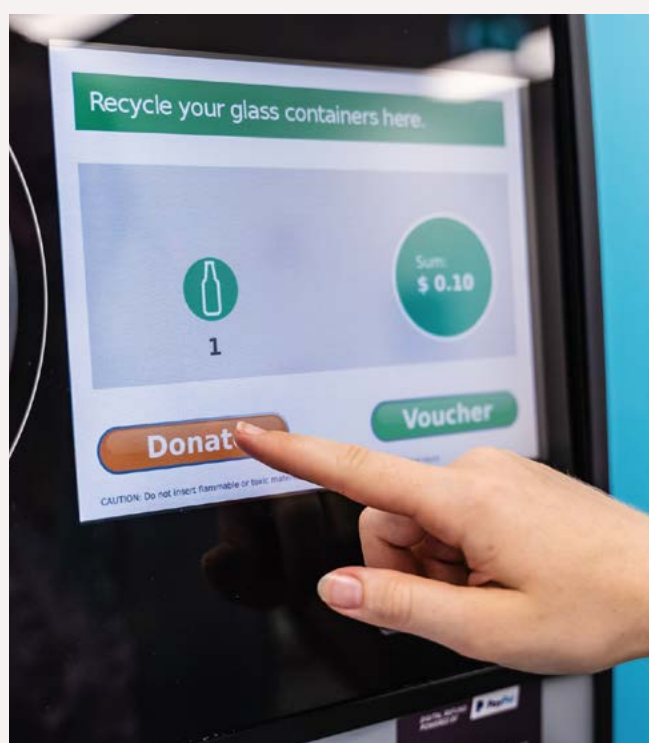
"Individuals, businesses and community organisations have been very supportive. They understand the real benefits that recycling and donating via Return and Earn brings to the most vulnerable people in our community."

All eligible containers used at the shelter itself are recycled with Return and Earn, and the refunds go straight back into keeping the shelter running. Numerous HKWS board members and volunteers are keen recyclers in their personal lives too.

"Many of us collect recyclables when out exercising or walking at our local parks to add to container returns," Louise said.

The shelter provides a place where women and children can access crisis accommodation. HKWS also works with a team of professionals to offer tailored case management to help women and children reclaim their lives and create a safe and happy future. But to keep doing so, it's important funding keeps coming in.

"HKWS relies on the goodwill of our community to keep our doors and services open. As the word continues to spread, more and more people are taking up the opportunity to be involved," she said. ●



**"Individuals, businesses and community organisations have been very supportive. They understand the real benefits that recycling and donating via Return and Earn brings to the most vulnerable people in our community."**





Rainbow Family Centre Minto

## Preschoolers take the lead to make the world a better place ... and buy a class pet

At the Rainbow Family Centre in Minto, the preschool class now has an aquarium of pet stick insects, thanks to their decision to fundraise with Return and Earn. The centre has long incorporated sustainability into its ethos, and in March staff members made a service-wide pledge to reduce waste contribution, said Director Rachel Middleton.

As part of this pledge, they have scaled up recycling, including taking children on excursions to return bottles and cans at Return and Earn machines. Families are invited to bring empty containers and other recyclable materials to the centre.

“Children encourage their families to bring bottles and cans because they want to be able to return them. The more we have, the more they get to place in the machine, which is always the highlight of our trip,” said Rachel.

“There is always a great buzz when the children gather up the bags of donations and load them into our centre bus for a trip to our local Return and Earn machine,” she adds.

“I love going with my friends, we get to put the bottles in the machine. It’s fun,” said four-year-old Zara.

“We should recycle, not throw rubbish away; it’s better for the environment,” explained Braxyn, aged five.

The children also help decide how to spend the container refunds, and one of the first decisions was to get a class pet. The preschoolers were involved in the entire process, deciding what pet they wanted, researching pet care and costs, and budgeting.

“Children encourage their families to bring bottles and cans because they want to be able to return them. The more we have, the more they get to place in the machine, which is always the highlight of our trip”

“We decided to use this as a wonderful learning opportunity,” said Rachel. “The children are now actively involved in caring for our pets – and learning empathy, care and responsibility.

“Being involved in this entire process allowed our children to develop a wide range of skills, many of which they will be able to transfer to a variety of real-life situations both now and as they grow. Who knew four- and five-year-olds could set goals, make decisions, research, create a budget, run a pop-up shop, work collaboratively and achieve what they set out to do, all while making a positive difference to our environment? Well, we did!”

The centre has raised more than \$250 through container returns so far. As well as funding the purchase of the stick insects, the preschoolers have also donated money to a local charity to help provide school supplies to underprivileged students and are now fundraising for eco-friendly toys for the centre.

Rachel added that it’s important for children to grow up knowing that they can make a real difference in the world. “Not only is it teaching them how and why to recycle, it is also giving them the understanding that there are ways that individuals and groups can actively become involved in being part of the solution,” she said. ●





## Friends With Dignity helping the community with Return and Earn

Six years ago, Manuela Whitfield launched the charity Friends with Dignity, to fill gaps she saw in social services for domestic and family violence survivors.

“One thing that stood out to me was the lack of basic necessities – blankets, fridge, dining table, a TV – for these women when they moved into long-term housing,” said Manuela. “These things were seen as luxuries, but without a comfortable bed, it’s hard to sleep, and without a dining table or TV, families spend less time together bonding.”

Friends with Dignity works with services and organisations, via a referral service, to provide what people need to set up and feel settled in a new, safe home. This includes furniture, toiletries and kitchen items. Most items are donated, but sometimes items need to be purchased, which is where fundraising with Return and Earn comes in.

Manuela said the charity began fundraising with Return and Earn two years ago. Since then, its name has been featured on a Return and Earn machines. A number of local businesses also donate their Return and Earn refunds to Friends with Dignity. So far, it has raised \$337.50. “This amount may not seem like a lot, but it definitely assists us in purchasing items such as kettles, toasters and sandwich presses,” said Manuela.

She explained that by making accommodation more livable, it helps break the cycle of violence. “It’s about giving people less reason to go back, so we want to make things comfortable for them, which has to include providing what they were used to – or more than they were used to,” said Manuela.

“It takes a village to make a difference, and through Return and Earn not only are we being more environmentally friendly, but we are helping people impacted by domestic violence.” ●



**“It takes a village to make a difference, and through Return and Earn not only are we being more environmentally friendly, but we are helping people impacted by domestic violence.”**





Snowy Hydro 2.0 employees return their containers at the Snowy Valley automated depot operated by disability enterprise, Valmar Industries.

## Snowy 2.0 workers raise \$12,000 with Return and Earn

Craig 'Nicko' Nicholls is part of a 2,000-strong onsite workforce for the Snowy 2.0 hydropower project. In 2020, he noticed how many empty drink containers were being thrown into rubbish bins. Knowing each could be returned for a 10c refund, Nicko and his willing workmates decided to do something about the littered containers and raise money for a local cause along the way.

Nicko, who is the owner-operator of BCB Cranes, started by organising a system for container collections, with the empty containers returned to the Valmar Industries automated depot in Tumut. This was also not long after the 2020 bushfires, which saw many of the huts in Kosciuszko National Park destroyed. Nicko initially decided to donate the refunds to the volunteer-run Kosciuszko Huts Association (KHA) to repair and maintain these iconic huts.

These buildings from the early years of the Snowy Mountains Scheme are a reminder of an important part of Australia's engineering and social history. Their upkeep allows them to be used by today's generation and future generations.

So far, more than 120,000 empty plastic bottles have been collected from across Snowy 2.0 worksites and returned to the Valmar automated depot for recycling. This equates to about \$9,000 for the KHA and more than \$2,700 for a new charity, the Tumut branch of Riding for the Disabled NSW.

"I'm a local lad, I love this [Snowy 2.0] project and I'm passionate about what we, the workers, can do to save all this plastic from going to landfill and turn it into something positive," Nicko said.

John Stanfield, Manager of the Valmar Industries automated depot in Tumut, said the team at Snowy 2.0 had already delivered several truckloads of cans and plastic bottles. He anticipates 2022-23 being a busy year for the depot, and he is looking forward to helping process up to a million containers from the Snowy 2.0 workforce.

Valmar Industries is the business services arm of Valmar Support Services, a disability services organisation. It supports people with disabilities who live in supported group homes or in family homes. Since opening the automated depot, Valmar has also been able to employ people who live with disabilities to work directly with the container deposit scheme. They assist customers, sort containers, and take on other tasks decided in consultation with their support workers. ●





# Priority 1: Customer Excellence



**615**  
return points



**91%**  
awareness\*



**89%**  
support and **78%** satisfaction with the scheme\*



**79%**  
have participated\*



**65%**  
of participants say they are **very likely** to recommend the scheme



**more than**  
**\$35 million**  
has been **raised in revenue and donations** for charities and community groups **since commencement**



**\$10.5 million**  
**raised in revenue and donations** for charities and community groups **in 2021-22**

## Public education and awareness

Community awareness and support for Return and Earn remain incredibly high despite a challenging year including disrupted access to the return point network and an extended pause on promotional activities for six months due to COVID-19 related public health orders, extreme weather and flooding. Participation continued its steady growth, finishing the year with 79 per cent of NSW residents (aged 18+) having participated in the scheme.

## Supporting community to participate during COVID

Activities in the first half of 2021-22 focused on supporting the NSW community, return point operators and landlords, and councils to understand the impact of public health orders on the network. Return points in Greater Sydney and some regional areas were closed to the public from mid-July to late September 2021, and reopened in phases. Clear communication was developed in consultation with the EPA and the network operator to let the public and key stakeholders such as councils know what return points were opening and how to return containers safely and in accordance with the latest public health orders. This communication included frequently asked questions, social media tiles, and signage for return points.

To ensure consistent messaging, collateral and key messages were also developed for operators and landlords of Return and Earn machines. An animated COVID-safe campaign reminded people to social distance, wear a mask and stay home if unwell. The campaign was translated into Arabic and Mandarin, and it was shared widely on scheme channels and through key stakeholders.

\* NSW residents (18+), Kantar Public June 2022 consumer research"

## Increasing knowledge and participation

After a six-month pause on promotional activities during COVID restrictions, a refreshed Return and Earn marketing campaign was launched to highlight the two main motivators for participation: financial and environmental. With its tagline 'a small act can have a big impact', the campaign also leveraged the convenience of the scheme and the incredible collective impact participating is having on the environment.

In December 2021, independent testing of the new campaign found it highly effective in encouraging participation. After seeing it, 84 per cent of survey respondents stated they were likely to consider participating, and 52 per cent reported having a better opinion of Return and Earn, with even higher results among the scheme's key target audiences.

The revitalised look and feel of the campaign was extended to other marketing assets describing the key steps to find the nearest return point and participate in the scheme. The updated branding was rolled out across all scheme channels, including the Return and Earn website and a program to update the branding on all 300+

Return and Earn machines. This work ensures consistent messaging for consumers at all points of the customer journey. If a customer's first return experience is easy and positive, they are more likely to make it part of their ongoing routine.

Consumer research undertaken in June 2021 identified culturally and linguistically diverse audiences as a key growth audience for the scheme, with high support and intention to participate. Following the translation of communication materials into the two main language groups for NSW (Mandarin and Arabic) in 2020-21, the new campaign was translated and extended to include the next two biggest language groups in NSW (Vietnamese and Cantonese). Advertising was supported with a dedicated in-language page for each language group on the website, as well as radio and online advertisements.

The June 2022 consumer research found participation in the scheme had reached its highest levels, at 79 per cent of NSW residents (aged 18+). Participation continues to be habitual; 91 per cent of direct participants return their containers at least once a quarter, and nearly two-thirds do so at least once a month.

Exchange for Change CEO Danielle Smalley, and TOMRA Cleanaway CEO James Dorney present Kristie Caddick, Starlight Head of Marketing & Fundraising, with a cheque for funds raised in the Containers for Kids appeal.





## Digital innovations

Building trust in the scheme's environmental outcomes is key to ensuring people continue to return and earn, and to encouraging them to recommend it to others.

A range of new digital tools were developed to increase trust and understanding, including a refreshed homepage for the Return and Earn website, linking to the new Return and Earn Impact Calculator. The new-look homepage also features a live scheme performance dashboard with the latest available scheme key performance indicators. These include a live container count through the network, the latest kerbside volumes, the overall 12-month rolling redemption rate, the total tonnage recycled, the amount raised for community groups and charities, and the latest consumer participation results.

The dashboard provides greater transparency on the scheme's performance to the NSW community and key stakeholders such as local councils, community groups and the media. It also highlights the significant environmental, social and economic outcomes of the scheme that the NSW community is directly contributing to.

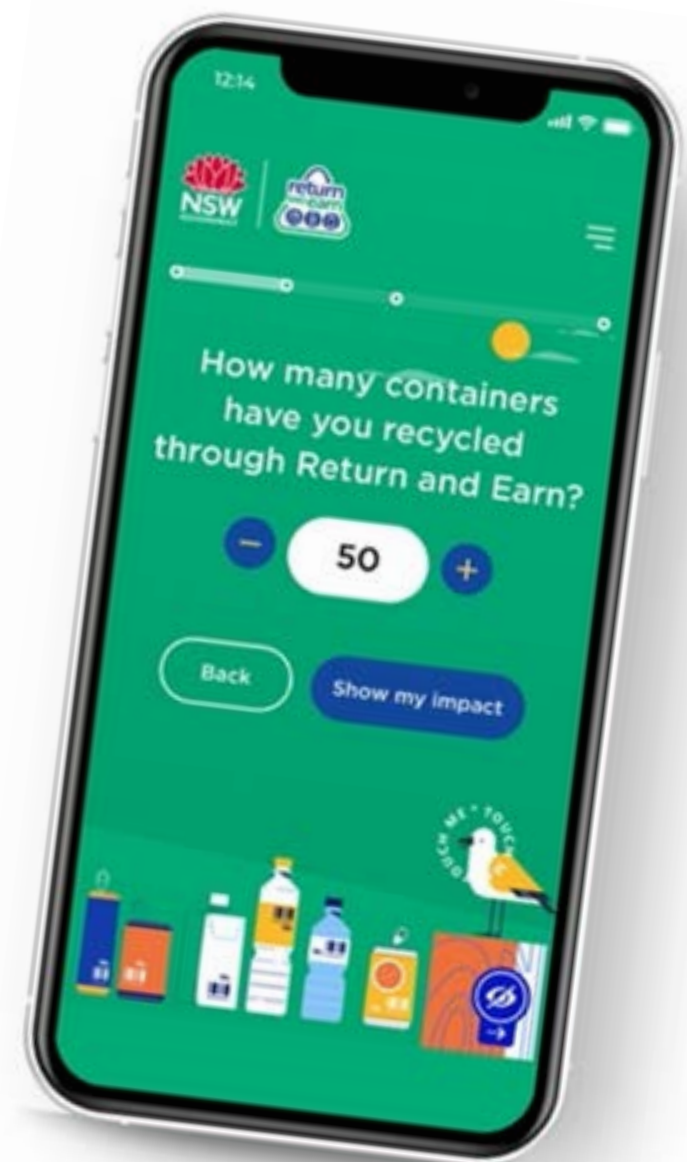
### Return and Earn Impact Calculator

Launched in National Recycling Week in November 2021, the Return and Earn Impact Calculator was developed to highlight the collective impact of participants. EfC commissioned Lifecycles Australia to complete a life cycle assessment of the network using four years' worth of scheme data. This data included everything from the energy required to operate return points, to the fuel consumed by the trucks to collect the containers from a return point and transport them to a recycler. It considered all aspects of a container's life cycle, from purchase to return to being recycled.

The report and calculations were then used as the basis of the Return and Earn Impact Calculator, which has a simple premise – What's the impact of your recycling? Consumers are invited to visit the Return and Earn website, click on the Impact Calculator and type in the number of containers they have taken to their local return point. The online tool then calculates the impact of their return, including the water savings, energy savings,

landfill savings and carbon emissions avoided. Users can slide a toggle bar to first see what the impact would be if everyone in their local community did the same, and then see what it would be if everyone in NSW did the same. They then have an option to download a certificate or share their impact on social media.

In 2022-23, EfC plans to expand the impact calculator to consider larger volumes for use by local councils, return point operators and community groups.



## Introducing the new Return and Earn app

The new Return and Earn app was launched in April 2022 to make it easier for NSW residents to participate and to support their favourite charity.

The app includes an interactive map featuring all return points, opening hours and live status, to make it easier to find your nearest return point.

It also has a donate option to support community groups and charities across NSW to fundraise while making it easier for participants to donate their container refund to their favourite charity.

Other key features include:

- payment of your refund via digital voucher or direct to your bank account or Paypal account when using a Return and Earn machine
- the choice of more than 170 charities to donate your container refund to when visiting a Return and Earn machine
- tracking of your recycling history and badges earned.

An extensive marketing campaign was developed to encourage scheme participants to download the app and to support return point operators, return point landlords and community groups to promote the app to their customers.

The June 2022 consumer research results found after only two months of promotions, one in four had heard about the app, and of these almost half were aware of its key features. At the end of June, downloads of the new app had exceeded our target of 100,000.

In 2022-23, new app features will be launched to make it easier to participate. These include a container eligibility checker tool and digital payment options for all return points including automated depots and over-the-counter locations.





## Delivering for the community

Return and Earn again proved its ongoing value as a key fundraising channel for charities and community groups in NSW, particularly when face-to-face methods were limited throughout the year because of COVID-19 restrictions.

By 30 June 2022, more than \$35 million had been raised for charities and community groups via donations and fees from hosting return points since scheme commencement.

### Statewide donation appeals

Three major statewide donation appeals ran throughout 2021–22 in partnership with TOMRA Cleanaway. Well over \$250,000 was raised from these three recycling appeals alone.

The first half of the year saw the Royal Flying Doctors Service (RFDS) listed as the major statewide donation partner on all Return and Earn machines. The appeal ran for six months until November 2021 and raised \$140,000 for RFDS in support of the vital healthcare services it provides to outback communities.

The Containers for Kids recycling appeal followed, starting on 1 November 2021. It raised \$122,540 in just six months for Starlight Children's Foundation, helping to brighten the lives of sick children and clean up the environment all at the same time. Once again, anyone using a Return and Earn machine had the option to donate their container refund to the appeal. The Containers for Kids appeal supported the vital in-hospital services Starlight provides for sick kids and teens, including Captain Starlight and Starlight Express Rooms across NSW children's hospitals (Randwick, Westmead and John Hunter).

The final major appeal of the year, launched on 4 April 2022, was in support of the Animal Welfare League. All funds raised are to help rescue, rehabilitate and rehome animals in need. By 30 June 2022, more than \$41,400 had been raised.





# Bay 4



## Community partnerships

Return and Earn continued with key community engagement partnerships throughout 2021–22, including Keep Australia Beautiful NSW (KAB NSW), the Australian Association for Environmental Education NSW Chapter (AAEE NSW) and the Australia Day Council of NSW.

These partnerships provide an opportunity to find and celebrate community fundraising success stories and to highlight the social and environmental benefits of the scheme to the community, which in turn helps 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 while promoting the environmental outcomes of the scheme. Despite a difficult and disruptive year, there was again strong support for the awards this year, with 39 councils registering for the Environmental Citizen awards category and nine nominees for the state awards.

Alexis Bowen, for her project The Bin Chicken, was the winner of the NSW Environmental Citizen of the Year 2022. As there were no nominees in the

Young Environmental Citizen category this year, a runner-up was selected: Rocky Hill Regeneration project. Both winners were announced on World Environment Day, Sunday 5 June 2022, by NSW Minister for Environment James Griffin.

This was the final year of the KAB NSW partnership in its current form, helping to increase community awareness of the environmental benefits of Return and Earn and sourcing community success stories. The partnership included 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 2022 (having been delayed due to COVID-19 restrictions). In April 2022, EfC showcased its latest data and digital tools during a presentation to more than 100 delegates at the KAB NSW Litter Congress, demonstrating the scheme's positive environmental impacts.

The AAEE NSW partnership was renewed for another two years in 2021–22, following the success of the partnership in engaging schools in the previous year. While COVID-19 restrictions limited our ability to hold onsite events and information sessions for schools and teachers, virtual sessions were held to provide information and inspiring case studies.



## Supporting schools with new resources

Research undertaken in April 2021 through AAEE NSW found that many schools were using Return and Earn as a practical way of engaging students on recycling, sustainability and the environment. Some were even referencing it in their maths lessons.

EfC partnered with AAEE NSW to support these educators by developing a range of curriculum-linked teaching resources for Early Learning to Stage 5. Developed by AAEE's curriculum specialists and following an initial pilot to ensure they were fit for purpose, the resources were launched to schools across NSW in November 2021 during National Recycling Week.

The resources provide a practical guide outlining ways Early Learning Centres and Primary and Junior Secondary Schools can include sustainability, recycling and Return and Earn in their classroom lesson plans in an engaging and age-appropriate way. The curriculum package includes details of the appropriate curriculum links, outcomes, general capabilities and cross-curriculum priorities relevant for each stage group, along with lesson outlines, activities and usable

resources. The pedagogical approaches used in the program are project-based learning in the early years and an inquiry-based, student-centred focus in the primary and secondary program.

Since launching, there have been more than 210 downloads of the school resources.



**“With Return and Earn, our volunteers don’t have to commit time to do the fundraising.”**

**David Maynard, Kellyville Rural Fire Service on being featured as a local donation partner on Return and Earn machines**

## NSW Environmental Citizen of the Year awarded to The Bin Chicken

A Western Sydney community recycling project called The Bin Chicken was named the 2022 NSW Environmental Citizen of the Year by the NSW Government on World Environment Day.

NSW Minister for Environment James Griffin congratulated the winner and all the nominees for their initiatives that help protect and conserve the environment while growing community spirit.

“Grassroots initiatives are what make our communities great, and the Environmental Awards encourage community champions, everyday individuals and local organisations that are improving our environment,” he said.

“From recycling and litter reduction to land care, creating community gardens and protecting our wildlife – this

year’s Environmental Awards nominees are extraordinary, and their perseverance in times of hardship should be applauded.”

Alexis Bowen started The Bin Chicken initiative two years ago in the Campbelltown region after picking up litter with her children every evening while on a walk. Within five weeks, they had collected more than 5,000 single-use drink containers.

The Bin Chicken aims to reduce recyclable material entering landfill. It also inspires the community to use the Return and Earn deposit scheme to return more money to local sports clubs, day care centres and a community pantry that supplies food to help those in need.

The Environmental Award is part of the NSW Australia Day Council’s annual NSW Local Citizen of the Year Award program, held on Australia Day each year and where members of the public are invited by their local councils to nominate fellow citizens. Now in its fourth year, the initiative is sponsored by Return and Earn. ●



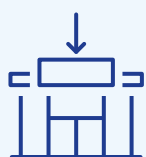


## Priority 2: Sustainable Operations



**3.6 billion**

eligible containers supplied into NSW in 2021-22<sup>1</sup>



**2.3 billion**

containers collected through the scheme in 2021-22



**65%** redemption rate in 2021-22

**69%** peak quarterly redemption rate (Apr-Jun 2022)

**90%** peak monthly redemption rate (Oct 2021)



**159,500 tonnes**

of materials recycled in 2021-22

1. Net of exports

It was a challenging year with continued lockdowns due to COVID-19 and extreme rainfall events. This resulted in return points closing for intermittent periods. Regardless, the scheme continued to demonstrate resilience by maintaining its operations throughout 2021-22.

### Key highlights:

- Supply volumes were consistent with 2020-21, decreasing by 1 per cent.
- In response to temporary network shutdown in Greater Sydney and lower collection volumes, scheme pricing decreased in the second half of the year. As collections moved back towards pre-COVID levels, EfC regularly reviewed scheme costs, aiming to price accurately and maintain stability for suppliers.
- MRF collection volumes for 2021-22 increased by 5 per cent as compared to 2020-21.
- COVID-19 and the resultant public health orders impacted redemptions through the network from July to October, with July to September volumes lower than forecast. August 2021 had the third lowest redemption volumes through return points since scheme commencement, at 54.6 million containers. By contrast, as public health restrictions eased, the scheme achieved the highest monthly redemption ever through the network, with 225 million containers redeemed in October 2021 resulting in a peak monthly redemption rate of 90 per cent for the scheme.
- The average redemption rate for the year finished at 65 per cent of containers supplied in 2021-22 being redeemed through the scheme, a slight drop on the previous year. This was due to a combination of external factors including weather, floods and the ongoing impact of COVID-19. It's likely the scheme would have surpassed 70 per cent redemption without these external factors.

## How are supplier contributions calculated?

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.

Supplier contributions cover the core scheme costs, which are:

- 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 and administration of the scheme.



## Scheme pricing

During 2021-22, fixed pricing by material type continued to operate following the transition to the simplified supplier contributions approach in April 2020. Due to uncertainty surrounding the continuing COVID-19 pandemic and its impacts on economic conditions, prices were fixed for six-month intervals. Three pricing announcements applied during FY22:

- fixed pricing from February to July 2021
- fixed pricing from August 2021 to January 2022
- fixed pricing from February to July 2022.

### Does the scheme make a profit?

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.

**Table 1: Price per container material type, 2021-22**

CONTAINER MATERIAL TYPE	CENTS PER CONTAINER 2021-22 (AVERAGE)	MINIMUM PRICE PER CONTAINER CHARGED	MAXIMUM PRICE PER CONTAINER CHARGED
Aluminium	12.98	11.70	13.91
Glass	12.88	11.57	14.80
HDPE (high-density polyethylene)	7.92	6.66	9.13
PET (polyethylene terephthalate)	10.49	9.72	11.82
LPB (liquid paperboard )	5.73	4.96	6.55
Steel	7.29	4.12	7.50
Other plastics	5.57	5.57	5.57
Other material**	10.44	10.44	10.44

Prices are in cents excluding GST

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

**“During COVID, many fundraising activities ceased, yet branches were continuing to provide financial assistance to cancer patients. Return and Earn was an easy way to fundraise as well as doing our bit for the environment.”**

**Helen Corby, Can Assist Orange**

## 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).

Supply volumes for 2021–22 were very similar to supply volumes from 2020–21, with only a 1 per cent variance. Once again, aluminium, PET and glass continued 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, 2021–22\***

CONTAINER MATERIAL TYPE	TOTAL	VOLUME SHARE (%)
Aluminium	1,441,900,351	40.40
Glass	850,296,277	23.82
HDPE	63,493,262	1.78
PET	1,024,641,797	28.71
LPB	181,355,009	5.08
Steel	5,683,467	0.16
Other plastics	770,923	0.02
Other materials	1,222,561	0.03
<b>Total</b>	<b>3,569,363,647</b>	<b>100.00</b>

\* Data source: 21 July 2022 supplier invoice as adjusted by 1 August 2022 exporter invoice.

## Scheme redemptions

Scheme redemptions for 2021–22 were similar to the previous year, at 65 per cent. The volume of containers collected through return points and kerbside recycling combined decreased by 2 per cent. With supply being steady, redemption volumes dropped by 92 million containers due to the COVID-19 public health orders early in the financial year and the associated temporary closure of return points in Greater Sydney and some regional areas.

Despite the impact of the temporary network shutdown, the scheme continued to display resilience to maintain very similar redemption rates for the past two years. Collection volumes remained very consistent across the eight container material types, with minor fluctuations resulting in lower volumes collected for 2021–22 as compared to the previous year. The only material type to observe an increase in 2021–22 was steel.

**Table 3: Total rate of redemption through the network and material recovery facilities, 2021–22 (total scheme containers redeemed)**

CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)*
Glass	850,296,277	637,525,998	75
Aluminium	1,441,900,351	987,208,754	68
PET	1,024,641,797	637,503,960	62
HDPE	63,493,262	28,855,749	45
Steel	5,683,467	1,787,640	31
Other materials	1,222,561	119,006	10
LPB	181,355,009	30,669,270	17
Other plastics	770,923	19,836	3
<b>All material types</b>	<b>3,569,363,647</b>	<b>2,323,690,213</b>	<b>65</b>

\* Rounded to the nearest whole per cent.





## Network trends

As noted, redemptions through the network did not achieve forecast volumes due to factors outside the network operator's control. The scheme continued to display resilience with record-breaking collection volumes observed via the network when the last lockdown was lifted in October 2021, with 225 million containers redeemed in a single month.

Despite seeing a significant increase in collection volumes immediately post lockdown, the 12-month rolling redemption rate for the scheme did not return to the original levels that were forecast on the assumption that no lockdown would occur during the financial year.

Consistent with prior years, the most highly redeemed material types were aluminium, glass and PET, together accounting for 97 per cent of all containers redeemed.

**Table 4: Total rate of redemption against net supply volumes through the network of return points, 2021-22**

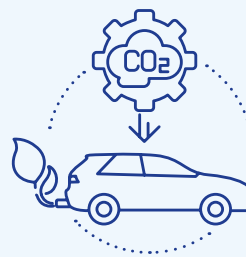
CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)*
Aluminium	1,441,900,351	824,133,368	58
Glass	850,296,277	471,631,367	55
PET	1,024,641,797	496,517,213	48
Steel	5,683,467	1,787,640	31
HDPE	63,493,262	19,198,554	26
LPB	181,355,009	30,669,270	17
Other materials	1,222,561	119,006	10
Other plastics	770,923	19,836	3
<b>All material types</b>	<b>3,569,363,647</b>	<b>1,844,076,254</b>	<b>52</b>

\* Rounded to the nearest whole per cent.



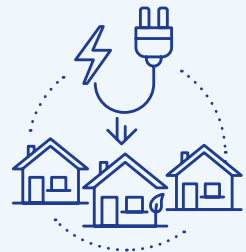
## Environmental impact of network redemptions

Using the life cycle assessment of the network undertaken by Lifecycles Australia, the environmental benefits of the volume of containers returned through the network to-date are:



### CO<sub>2</sub> emissions avoided

**equivalent to**  
since commencement  
– 339,936 cars off the road for a year  
2021-22 – 82,158 cars off the road for a year



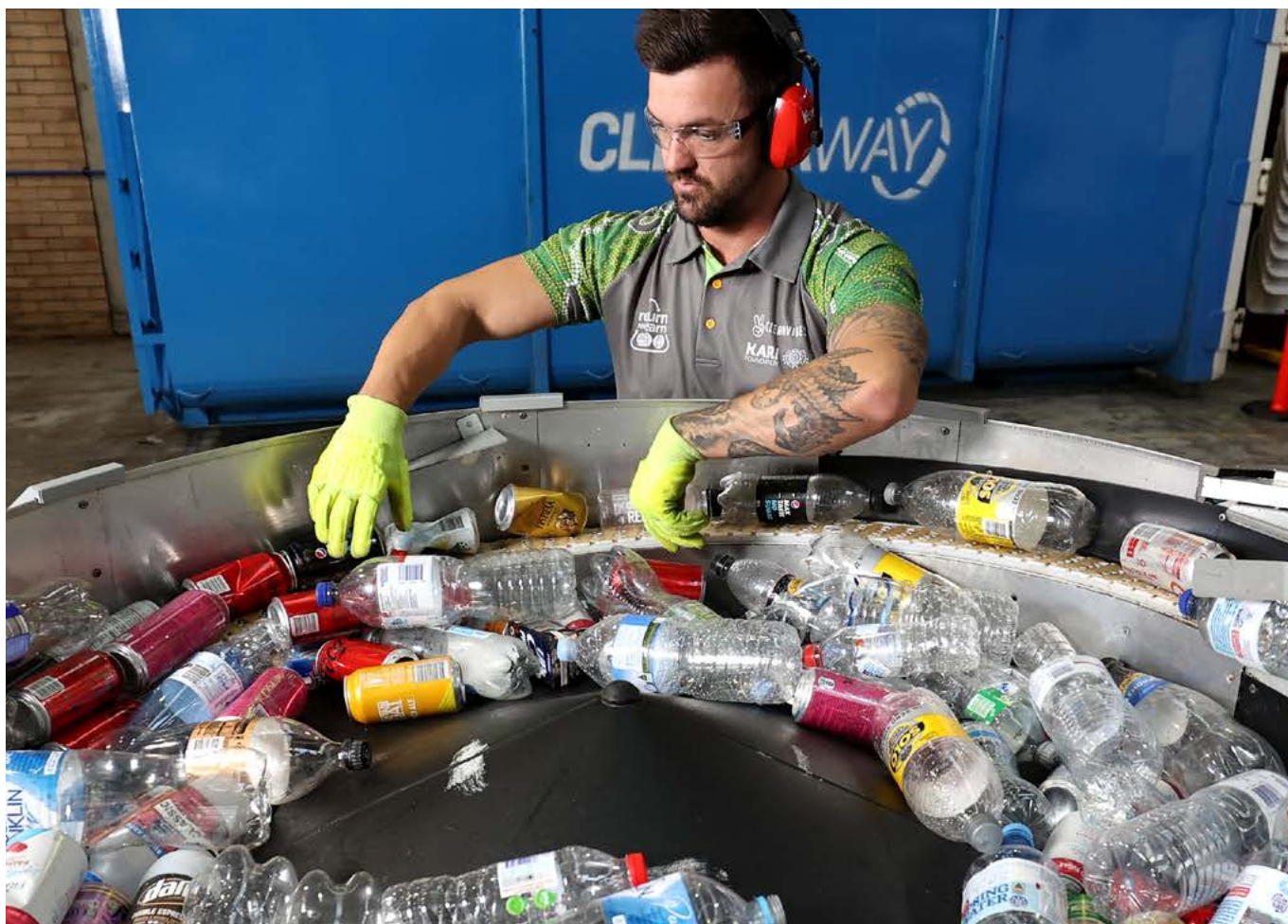
### energy savings

**equivalent to**  
since commencement  
– 80,328 households total yearly energy consumption  
2021-22 – 19,414 households total yearly energy consumption



### water savings

**equivalent to**  
since commencement  
– 17,927 Olympic swimming pools  
2021-22 – 4,332 Olympic swimming pools



Graph 1: Network operator monthly redemption performance



## Material recovery facility trends

The total volume of containers collected via kerbside recycling by material recycling facility operators increased by 23.3 million containers in 2021-22 compared to the previous year, reflecting an increase of 5 per cent.

The impact of public health orders and lockdowns likely led to the modest increase in containers recycled via kerbside bins, accounting for 13 per cent of all containers redeemed for the year. Unlike redemptions through the return point network, only four material types were claimed by MRF operators during 2021-22.

In 2021-22, glass was again the most highly redeemed material by MRFs, followed by aluminium and PET. While not the most redeemed material type, there was a 12 per cent year-on-year increase in the volume of aluminium redeemed while glass volumes were only 2 per cent higher than the previous year.



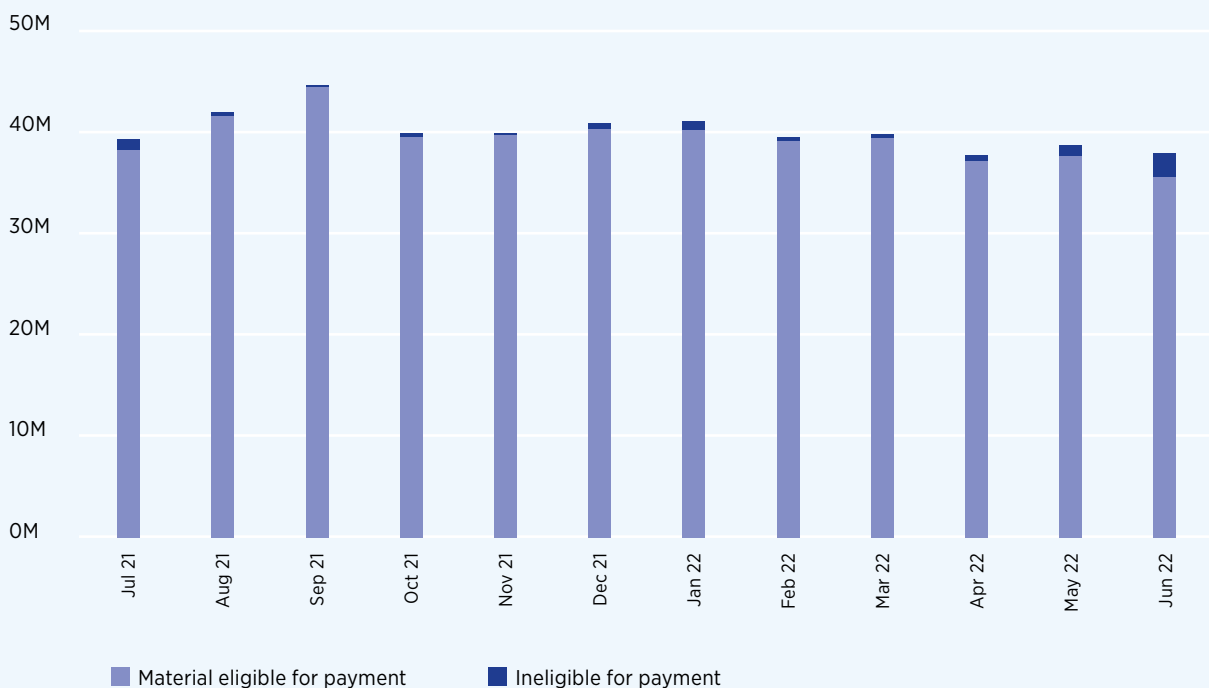
**Table 5: Material recovery facility operator container redemptions, 2021-22\*\***

CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)*
Glass	850,296,277	165,894,631	20
PET	1,024,641,797	140,986,747	14
HDPE	63,493,262	9,657,195	15
Aluminium	1,441,900,351	163,075,386	11
LPB	181,355,009	0	0
Steel	5,683,467	0	0
Other plastics	770,923	0	0
Other materials	1,222,561	0	0
<b>All material types</b>	<b>3,569,363,647</b>	<b>479,613,959</b>	<b>13</b>

\* Rounded to the nearest whole per cent.

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

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











## Priority 3: Industry Participation



**1,344**

supplier arrangements in force



**\$405 million**

in supplier contributions paid in 2021-22 (excluding GST)



**\$43 million**

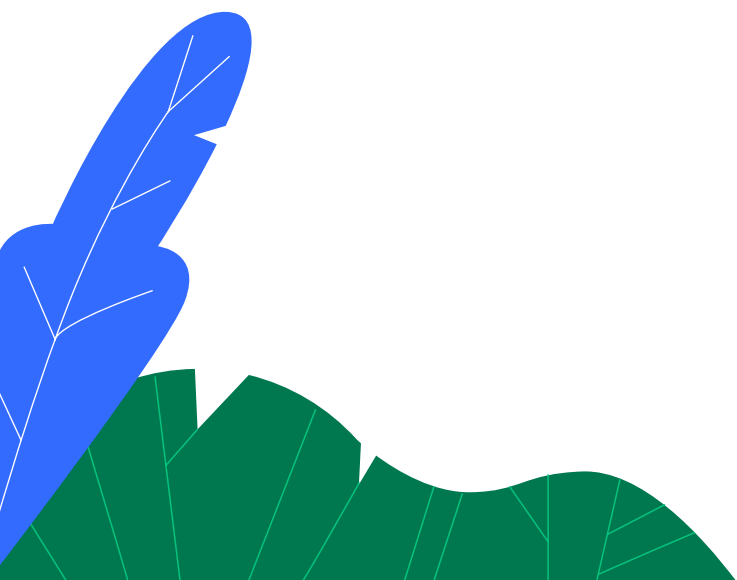
refunds paid to MRFs in 2021-22 (excluding GST)

EfC continued its focus on making it easier for industry to participate in the scheme, with a range of improvements launching in 2021-22.

Maintaining a focus on scheme improvements, EfC led harmonisation initiatives with the implementation of the national management of supplier audits. It also streamlined EfC's services by consolidating the NSW and ACT portals, scheme sign-up forms and onboarding processes, to make it easier for suppliers to participate.

Operational improvements were also delivered with the EPA's update to the Material Recovery Facility Processing Refund Protocol. The new protocol provides greater clarity and operational efficiencies for MRFs and EfC, making it easier to do business.

EfC remained vigilant in its compliance activities including targeted supplier campaigns, which resulted in an additional 5,252,618 containers being reported, and evolving the scheme's risk and assurance model. As part of its compliance activities, the NSW EPA issued the first fine under the *Waste Avoidance and Resource Recovery Act 2001* (WARR Act), to a drink importer for failure to comply with the requirements of the Act.



## COVID-19

EfC, the NSW EPA and TOMRA Cleanaway ensured scheme operations aligned with COVID-19 safe workplace principles and any public health orders in place at the time.

Some key proactive initiatives that were taken by scheme partners to manage the risk to industry and the community include:

- supporting first suppliers experiencing financial hardship by offering payment plans
- reducing or suspending non-essential onsite activities based on risk assessments
- continuing audit activities but adjusting the approach in response to any public health orders and a review of risk
- taking proactive steps to manage issues and risks to ensure a prompt transition back to regular operations when possible and reduce the impact of the temporary closure on the community and industry.

## Suppliers and exporters

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### Funding the scheme

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

During the reporting period, there were 1,344 supplier arrangements in force, including 43 suppliers that exited the scheme. Suppliers collectively paid \$405 million in contributions in 2021-22 (excluding GST).

### Supplier and exporter satisfaction

As part of our ongoing commitment to identifying and implementing improvements to the supplier experience, EfC focused on delivering solutions to make it easier for suppliers to participate and meet their obligations.

As the scheme coordinator for both the NSW and ACT container deposit schemes, we recognised the importance of streamlining our services to reduce the effort for suppliers that supply in both jurisdictions. We consolidated the NSW and



ACT portals to manage reporting obligations. In a recent survey, 70 per cent of suppliers participating in the NSW scheme indicated it is easy to meet monthly reporting requirements using the portal, up from 54 per cent the previous year.

In response to supplier feedback, EfC reviewed the onboarding process for new suppliers and exporters, which showed that the process required a large amount of effort. EfC implemented a range of improvements, including consolidating the NSW and ACT sign-up form, and developed a step-by-step guide and supporting material. This has significantly simplified the process and improved the experience for suppliers and exporters.

In 2021–22, the customer service team managed and resolved 3,839 supplier enquiries and support requests, with a first-contact resolution rate of over 90 per cent and 91 per cent of enquiries resolved within three days.

An independent supplier customer satisfaction survey found that of those suppliers that have engaged with EfC service personnel in the last 12 months, 70 per cent are 'satisfied' with the quality of customer service received, and over a third of suppliers reporting they have become more satisfied with EfC over the past 12 months. EfC will continue to develop improvements to make it easier for suppliers to participate in the scheme.

## Compliance

EfC administers the first supplier audit program through independent auditor PKF Australia. These audits have been outsourced to ensure audits and associated activities are impartial and independent from EfC and its shareholders. The audits verify the accuracy of supplier-reported volumes and ensure correct contributions by suppliers are made to the scheme. A risk-based approach to audits is taken, ensuring high confidence levels around assurance of total volume of supply into NSW.

PKF Australia conducted 52 supplier and exporter audits of more than 2,302,922,340 million supplied containers during the reporting period.

In 2021–22, EfC focused on working with suppliers and exporters to address some of the non-compliance themes identified in the prior year, including human error in reporting, issues with the effectiveness of systems and process controls,

and lack of understanding of the scheme. These efforts resulted in a marked reduction in total supplier and exporter non-compliance over the reporting period. Fewer non-compliance notices were issued, and the key non-compliance theme related to staff turnover and resultant gaps in their understanding of the scheme and compliance requirements. To minimise the likelihood of any future issues, EfC worked closely with suppliers and exporters to improve understanding and resolve any errors in these instances.

EfC led an initiative in partnership with the ACT, Queensland and Western Australian container deposit schemes, which saw harmonisation of first supplier audits across these jurisdictions. This activity aimed to reduce the audit burden on suppliers while increasing assurance outcomes.

In collaboration with NSW EPA and TOMRA Cleanaway, EfC takes a proactive approach to identifying first suppliers of eligible containers, and supporting them through the registration, container approval and reporting processes.

Over the past year, EfC has continued to focus on supplier compliance to ensure fairness and equity. EfC carried out two major compliance campaigns targeting suppliers that fail to report their monthly supply volumes. The campaigns resulted in an additional 5,252,618 containers being reported.

In April 2022, the first fine was issued by the NSW EPA under the WARR Act. A drink importer was fined \$9,000 for repeatedly failing to comply with requirements. This included supplying drink containers that did not include the 10c refund mark for consumers, had not been approved by the NSW EPA, and were not subject to a supply arrangement with EfC as required under Part 5 of the Act.

## Export rebates

Some businesses buy eligible container deposit scheme 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 \$12.4 million in rebates in 2021–22 (excluding GST).

## MRF operators

### Processing refunds

MRF operators are responsible for processing container deposit scheme material collected through kerbside yellow bins for recycling or re-use. Under the scheme they are eligible to receive processing refunds for these containers provided they meet requirements including an agreement with local council as set out in the Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017 (NSW).

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

Twenty-eight MRFs, including two bottle-crushing facilities, lodged claims for the payment of refund amounts during the reporting period. During 2021–22, MRF operators collectively redeemed 471 million containers and received a payment of \$43 million (excluding GST)

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

### How are the eligible container factors calculated?

The eligible container factors are state-wide averages of the number of eligible containers in each kilogram of a material type (e.g. glass or PET). They are used to determine how much a MRF operator is entitled to claim if the MRF operator uses the 'weight' method, rather than a direct count of containers.

These factors are calculated by an independent statistician, using sampling data collected from MRFs and kerbside audits conducted in accordance with the EPA's Sampling Strategy. The strategy can be found on the EPA website.

The factors are published quarterly by the EPA.





## Changes to the MRF protocol

EfC worked closely with NSW EPA on updates to the Material Recovery Facility Processing Refund Protocol. The new protocol was gazetted on 1 April 2022, with the changes making it easier for MRF operators to participate in the NSW container deposit scheme by reducing red tape, improving efficiency and reducing costs, and clarifying processes and procedures.

Key changes include:

- MRF operators are no longer required to report to the EPA, removing duplication. All reporting is now via EfC as scheme coordinator. The Annual Throughput Reconciliation report will be required at the end of the 2022 reporting period.
- MRF operators can now apply direct to EfC to participate in the scheme.
- Claim assessments have been extended by an additional 10 days, which means MRF payments will be paid 10 days later than under the old protocol. The additional time will allow EfC to verify claims and reduces the risk of overpayments or underpayments.

The updated protocol applied to material recycled by the MRF operator or delivered to a recycling facility from 1 April 2022 and submitted for claim from 1 July 2022 and for all future claims.

## 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 they are eligible, based on the total volume of eligible containers collected through the network of return points.

A total of \$168 million network payments were paid in 2021–22 (excluding GST).

EfC's audit program validates the volume of containers claimed throughout the year, including the total volumes collected, counted and delivered for re-use or recycling, and reviews TOMRA Cleanaway's financial records to substantiate the claims.

No 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 year, in alignment with the government-approved audit plan and a risk-based, COVID-safe approach for undertaking onsite inspections.

## Governance

Good governance and risk management is essential to delivering on the scheme's purpose and objectives. This enables integrity and confidence in the scheme to be maintained, corporate governance, legislative and contractual obligations to be fulfilled, and ensures the continued success of the scheme.

EfC has continued to ensure that effective governance and risk management underpins the right policies, systems and processes to meet the expectations of the community, industry and regulators.

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

### Continuous improvement

EfC worked with NSW EPA and TOMRA Cleanaway to formalise and establish the Risk and Assurance Enhancement Program. This program was developed to focus on enhancing and maturing the scheme's governance and risk management. It involves further integrating and harmonising scheme risk and assurance and improving assurance outcomes by eliminating duplication, driving consistency, strengthening collaboration and applying better practice.

The ongoing focus on continuous improvement and risk-based outcomes is essential to meeting the expectations of industry and the community. This program will be completed in the year ahead to ensure that the outcomes achieved to date are sustained.

A large industrial recycling facility with a yellow conveyor belt system. A worker in a high-visibility vest is visible near the machinery. The sky is blue with scattered white clouds.

## CASE STUDY

### CDS supporting regional small business

The Materials Recovery Facility (MRF) at Tuncurry, operated by JR Richards & Sons, is responsible for processing all the recyclables collected from homes in the MidCoast Council local government area, including eligible glass drink containers.

Since 2016, Tuncurry MRF has been working with fellow local business NSW Glass Recyclers which receives all the glass the MRF collects from local household recycling bins.

The two local family run businesses are located side-by-side with a dedicated conveyor belt constantly running the glass from the MRF to NSW Glass Recyclers' facility. Once the glass reaches the facility, all contaminants are removed and the glass is cleaned and crushed into various size ranges. The -150um to 3m grade crushed glass is sold across Australia and overseas for use in water filtration, abrasive blasting, clay additives into bricks and tiles, fibreglass insulation, glue, white ant barrier and in anti-slip products. ●

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## Risk and assurance

### Integrated Risk and Assurance Model

A key element of governance for the scheme is the Integrated Risk and Assurance Model. Under this model, EfC is responsible for coordinating the scheme's approach and response to risk management and audit and assurance in partnership with the EPA, TOMRA Cleanaway and the independent scheme auditor (RSM Australia) that assures the delivery of a scheme of high confidence and integrity, that is safe, secure and customer focused.

This model is the primary mechanism for:

- the 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
- maintaining scheme partner and participant compliance with the *NSW Waste Avoidance and Resource Recovery Act 2001* and other associated legislative, regulatory and contractual instruments
- validating and assuring the significant volumes of materials and funds that flow through the scheme.

This framework informs the development and requirements of each of the scheme partners' audit approach, including EfC's Annual Audit Plan.

### Audit and assurance

Throughout the year, EfC undertook audit and assurance activities in accordance with the approved Interim Audit Plan, which reflected changes to audit activities impacted by COVID-19.

EfC recorded zero performance failures across the year.

The interim audit plan reflected the ongoing revision of the approach to audits – from quota-based audits to a risk-informed approach – which first began in 2019-20, at the start of the pandemic. It also saw the reduction and or suspension of onsite audit activities at various points across the year. Despite having to operate in this challenging environment, EfC was able to identify opportunities that could enhance business-as-usual audit activities to take assurance outcomes beyond pre-COVID-19 levels.

These opportunities included:

- enhancing auditee experience through use of improved systems automation, accessibility and streamlining of processes to reduce administration burden
- enhancing assurance outcomes through improved risk assessments and monitoring mechanisms, in partnership with partners and participants.

### 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.

Over the year, RSM undertook detailed periodic audits of EfC's risk and audit activities and associated records to ensure compliance with its obligations as the scheme coordinator and the approved audit plan. The audits saw EfC maintain 100 per cent compliance with this approved plan.

RSM also undertook independent assurance reviews, where it was required to undertake an independent review and provide an opinion where an auditee disagreed with EfC's original audit outcome and opinion and where sufficient ambiguity in legislation and/or regulation existed. Throughout the year, there were eight reviews in which RSM provided an opinion. In all eight cases, the ISA supported EfC's preliminary determination.

### Fraud and corruption control

Fraud and corruption can undermine the integrity and confidence in the scheme with industry, the community and regulators. Fraud and corruption are not tolerated, and EfC and scheme partners are committed to preventing, detecting and responding to fraud and corruption across the scheme.

The NSW container deposit scheme 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 operational fraud and corruption control program coordinated by EfC in partnership with the EPA and TOMRA



**“Individuals, businesses and community organisations have been very supportive. They understand the real benefits that recycling and donating via Return and Earn brings to the most vulnerable people in our community.”**

**Louise McCann,  
President Hornsby Ku-ring-gai  
Women’s Shelter**





Cleanaway. This program is a component of the Integrated Risk and Assurance Model, which has a key focus on managing the risk of fraud and corruption across the scheme.

In alignment with the continuous improvement agenda for governance over the course of the year, EfC and scheme partners continued to enhance the fraud and corruption control initiatives and approach, which delivered greater levels of assurance across the scheme. Some of the key fraud and corruption control enhancement activities implemented in the reporting period include:

- monthly loss-prevention monitoring and reporting between scheme partners
- greater education of industry and scheme participants, focused on understanding how to monitor, identify and reduce the risk of fraud and corruption
- continued development of the national scheme coordinator forum and the approach to sharing intelligence, risks and coordinating investigations
- establishment of detailed fraud and corruption risk assessment, the first of its kind, which will continue into 2022-23
- further enhancement of integrated scheme-wide processes for deterring, monitoring, managing and enforcing action
- increased training and provision of tools to uplift scheme partner cooperation and capability in investigation and enforcement of fraud, corruption and serious non-compliance matters.

A recycling company making false claims for the payment of refund amounts was identified and reported to the NSW EPA. An investigation was undertaken and action taken.

## Health, safety and the environment

EfC is committed to providing a safe place to work and considering sustainability in our operations. We are focused on maintaining zero material incidents, preventing catastrophic events and reducing safety risks wherever possible.

At an organisational level, EfC ensured 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).

While the three scheme partner organisations are individually responsible for managing their own business safety risks, and TOMRA Cleanaway has primary duty of care for safety across the network, EfC ensures there is a whole-of-scheme approach to safety risks. This 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.

EfC established a sustainability committee in 2021-22 to better consider and drive sustainability initiatives in its own corporate operations and to provide expertise to further highlight and drive scheme sustainability outcomes.



## Data governance, security and confidentiality

The development of sophisticated cyber-attack techniques reinforces the importance of remaining vigilant in guarding the confidential data across EfC's systems and networks. This is critical in maintaining customer trust.

EfC proactively reviews its approach in the controls and measures in place to ensure information security and confidentiality is maintained, including:

de-identification and aggregation of commercial-in-confidence supplier and exporter data when reporting to the EfC Board

- work to constantly expand employee awareness of data security risks
- independent audits of IT security, backup systems and operational processes using data security standards to benchmark for risk assessments, controls and settings.

There were no material data or confidentiality breaches during 2021-22.



# Looking ahead to 2022-23

Scheme partners look forward to 2022-23 being a strong year of growth for Return and Earn, following the challenges experienced in 2021-22 due to COVID-19 and extreme weather.

EfC will work closely with NSW EPA and TOMRA Cleanaway to continue to contribute to circular economy outcomes in NSW by maximising return rates to ensure a reliable and clean stream of recyclable material.

## Digital innovation to increase participation

New features will be added to the Return and Earn app in 2022-23 to make it easier for people to participate. Digital payout options via the app will be extended to all return point types, and a new eligibility tool will be launched to make it easier to check if your drink containers can be redeemed for a refund.

The Return and Earn Impact Calculator will be extended, enabling local councils, charities and schools to quantify the positive environmental impacts of their community's support through the scheme. It will also help increase understanding of the environmental benefits in the scheme and increase third-party advocacy on the benefits of participating.

L to R: James Dorney CEO TOMRA Cleanaway, Ryan Buzzell Director TOMRA Cleanaway, David Clancy Director TOMRA Cleanaway and Danielle Smalley CEO Exchange for Change mark the scheme's 4th birthday.





## Expanded return point network

An additional 48 return points will be added to the network following the extension of TOMRA Cleanaway's contract as network operator, announced by NSW Minister for Environment James Griffin in May 2022.

The expansion of the network will increase coverage across NSW, with many of the new return points in regional areas. The expansion will also feature new return point innovations and formats to help drive increased community engagement and participation, and encourage even more charities and community groups to realise the social and economic benefits of the scheme.

## Enhancing governance

EfC will work alongside the NSW EPA and TOMRA Cleanaway to continually improve risk and assurance across the scheme, with a focus on improving the customer experience during the audit process for our stakeholders, streamlining risk and audit activities, and increasing fraud and corruption control effectiveness.

Some key initiatives planned for 2022-23 include implementing the enhancement program outcomes for risk management and audit and assurance activities across the scheme. We will also finalise the fraud and corruption control enhancement initiatives to ensure we continue to maintain high levels of integrity and confidence while responding to the maturity of the scheme and emerging trends relating to fraud and corruption risks.

## Continual improvement

EfC will continue to actively engage with the beverage and waste industries to better understand any challenges and opportunities to inform our improvement efforts in making it easier for suppliers, exporters and MRFs to participate.

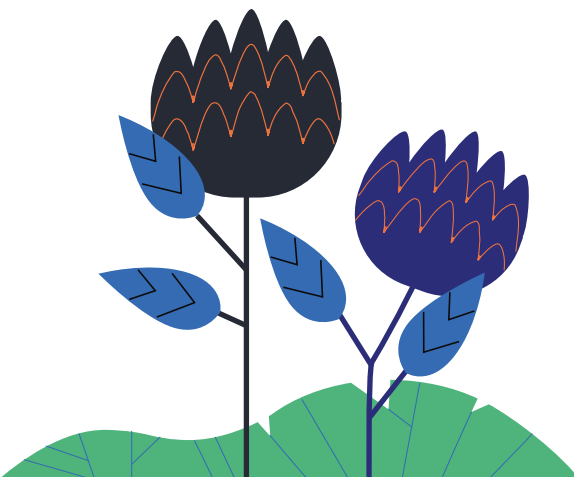
Planned improvements include EfC's reporting portal for MRFs. We will streamline claim and verification reporting requirements and automate the annual throughput reconciliation. A new 'MyAccount' function will be rolled out to all portal users. This will help to streamline registration and onboarding processes, enabling users to better self-manage organisational and user data, and to track support requests.

More training and education materials will also be developed for suppliers, exporters and MRFs. This will increase knowledge and engagement and make it easier for them to meet their compliance obligations.

## Commitment to ongoing harmonisation

Container deposit schemes are being established in Victoria, Tasmania and New Zealand in the year ahead, and EfC and the EPA recognise the challenges faced by suppliers that participate in multiple jurisdictions including NSW.

EfC is committed to working with other scheme coordinators, and NSW EPA with their colleagues in other states and territories, to identify ways to harmonise the experience for the beverage industry. This includes simplifying audit and compliance requirements, and investigating ways to harmonise export protocols.





# Appendices

1. 2021-22 Financials
2. Volumes report by return point
3. Volumes report by material recovery facility operators



# Appendix 1: 2021-22 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.

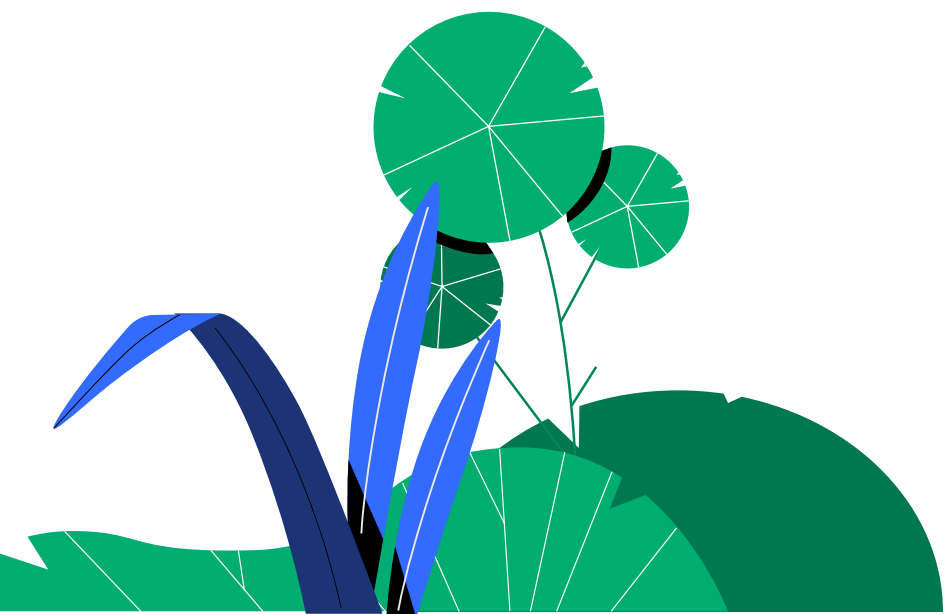
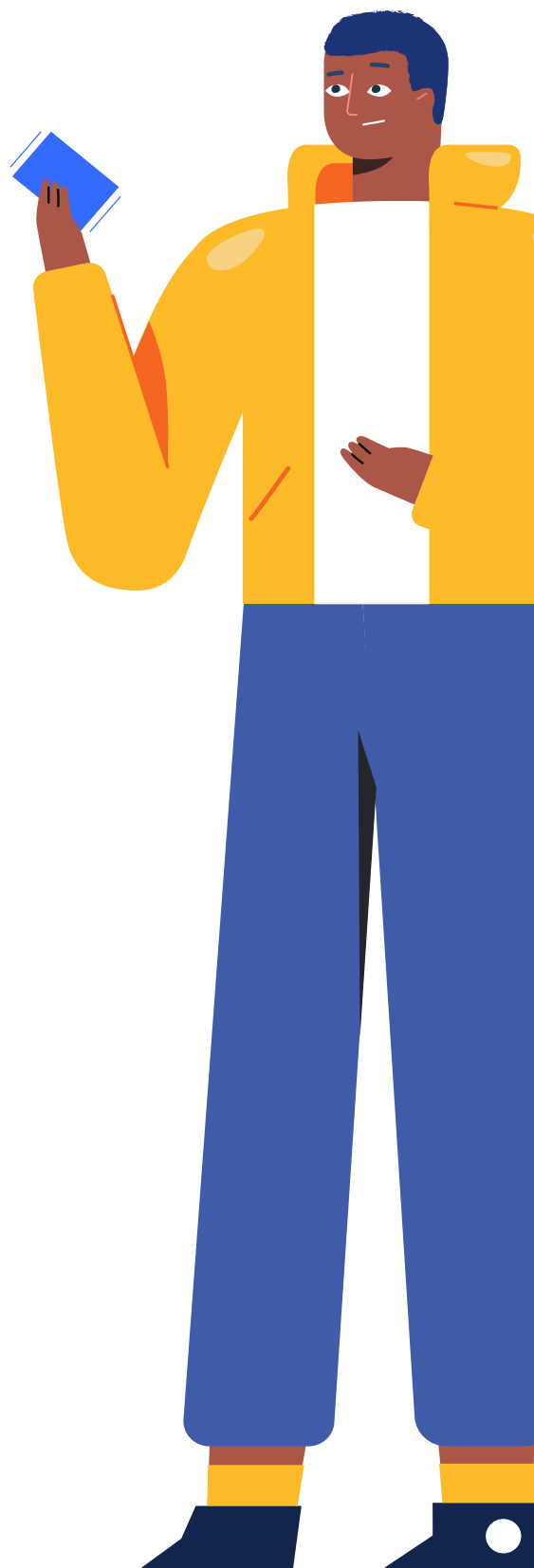
The scheme's accounts are independently audited each year to ensure the financial statements comply with Australian Accounting Standards and other mandatory professional requirements in Australia.

## Breakdown of contributions and costs

The following table shows scheme contributions and costs for 2021-22. 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 2021-22 financial audit.



FINANCIAL ACCOUNTS		2021-22
Revenue (AUD)		
Scheme contribution		\$405,439,784
Finance income		
Bank interest		\$54,416
<b>Total finance income</b>		<b>\$54,416</b>
<b>Total revenue</b>		<b>\$405,494,200</b>
Expenses (AUD)		
Scheme refund (container deposits)		(\$167,643,296)
Network operator's fees		(\$166,992,773)
Material recycling facilities' processing refunds		(\$42,600,760)
Exporters' refunds		(\$12,475,009)
Scheme coordinator administration fee		(\$8,980,444)
Scheme marketing fee		(\$2,000,000)
Scheme compliance fee		(\$3,600,000)
Other		(\$1,201,918)
<b>Total expenses</b>		<b>(\$405,494,200)</b>
<b>Profit for the period</b>		<b>-</b>



# Appendix 2:

## 2021-22 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) return point 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 2021 to 30 June 2022), and disaggregated OTC weekly return volumes from 28 June 2021 to

26 June 2022. Consequently, this differs from the total figure referred to in Table 4 on page 42, which is based on an exact daily count of return volumes from RVMs, ADs and all the OTC return points on a consolidated statewide basis from 1 July 2021 to 30 June 2022 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
A1 Car Wash Bass Hill	62,121	16,610	79,416	738	1,608	305	12	-	160,810
Ali'S Fruitland	2,052	286	2,061	308	-	-	-	-	4,707
Angkor Grocery	1,411,712	744,485	1,712,633	21,510	46,702	16,970	381	20	3,954,413
Anna'S French Hot Bread	165,952	62,013	101,510	2,156	4,021	204	7	3	335,866
Annie Mckee Pty Ltd	381,807	141,326	107,912	6,660	3,771	165	1	-	641,642
Apm Recycling Pty Ltd	16,112,631	6,761,037	9,510,969	288,313	639,140	24,040	2,645	786	33,339,561
Arafah Market	484,965	154,067	767,108	15,085	25,876	2,643	73	10	1,449,827
Aridas International FruitShop	40,069	27,455	40,138	324	847	111	5	-	108,949
Ashfield Mini Supermarket	490,188	312,476	412,003	7,592	18,380	3,937	85	1	1,244,662
Ashfield North News	1,243,690	643,142	1,054,733	20,243	36,903	9,351	607	7	3,008,676
Asylum Sydney Backpackers	809,637	353,981	549,768	12,236	23,133	6,349	73	1	1,755,178
At Your Convenience Store	136,713	101,860	121,338	2,888	2,301	686	154	-	365,940
Aussie & Asian Groceries	115,410	59,012	132,237	1,386	4,698	826	353	15	313,937
Australia Juyuan Culture Creativity Developing Pty. Ltd	9,045	5,716	6,179	253	249	40	3	-	21,485
Australian Hotel Nyngan	499,007	199,412	132,868	5,485	1,029	86	2	-	837,889
Balranald Takeaway	291,232	87,193	63,706	2,845	1,790	61	3	-	446,830
Banksmeadow Convenience Store	30,427	17,992	27,050	391	1,341	133	5	-	77,339
Barham Newsagency	2,682,174	802,860	468,410	22,423	13,228	378	45	2	3,989,520
Bathurst Recycling	6,701,538	2,828,992	2,459,604	152,663	199,590	3,080	228	1	12,345,696
Belmore Mixed Business	23,558	4,572	36,014	466	1,135	91	3	2	65,841



RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Belvoir Convenience Store	20,984	5,622	19,549	915	1,259	115	1	-	48,445
Berowra Post Office	415,306	242,752	197,145	8,581	12,400	1,422	63	-	877,669
Bevan, Janine Louise	4,321	980	1,485	34	35	-	-	-	6,855
Beverly Hills Newsagency	204,852	55,590	162,007	2,372	5,835	1,192	14	-	431,862
Big Bite Charcoal Chicken	23,104	6,314	34,623	467	1,303	116	8	3	65,938
Billabong Recycling Pty Ltd	1,072,591	463,809	360,109	28,280	21,899	412	19	-	1,947,119
Bilpin Fruit Bowl	38,898	45,691	16,791	369	548	74	3	-	102,374
Bingara Iga & Hardware	569,051	300,768	167,103	10,917	5,807	74	3	-	1,053,723
Blackheath Mitre 10	116,793	93,811	60,793	2,394	3,154	283	2	-	277,230
Blanch, Jason Dudley	698,256	266,419	134,913	10,101	4,464	190	3	-	1,114,346
Bland Hotel	17,241	14,222	3,698	51	165	1	-	-	35,378
Boorowa Recreation Club	442,636	178,723	113,444	3,610	3,761	170	17	4	742,365
Bourke Laundry Service	449,607	182,998	171,415	3,981	2,290	280	4	-	810,575
Bre Container Return	118,929	34,785	28,149	1,511	886	15	1	-	184,276
Buladelah Bowling Club	417,272	268,321	116,763	9,126	5,188	308	11	2	816,991
Captain Cook Hotel	2,694	1,155	2,300	12	51	1	-	-	6,213
Car Wash Cafe Club	3,582	1,382	11,112	92	65	16	1	1	16,251
Cathy'S Kai Woodpark	147,831	68,634	152,978	3,921	7,501	586	60	4	381,515
Central Coast Community Shed	18,358	9,337	10,860	863	669	26	10	-	40,123
Central Hotel - Ungarie	297	-	1	-	-	-	-	-	298
Chicken Mania	21,056	7,606	3,853	28	88	27	1	-	32,659
Chuen Kee Asian Food Centre	89,999	35,450	94,411	1,103	9,596	888	7	1	231,455
Citizenblue Limited	5,557,654	6,179,800	7,134,154	82,213	151,773	35,131	819	29	19,141,573
City Convenience Store Chatswood	490,174	235,282	388,099	7,627	11,249	3,517	102	2	1,136,052
City Return & Earn Pty Ltd	526,901	656,874	255,853	2,933	8,029	1,808	31	1	1,452,430
Clean Xpress Car Wash	116,614	69,960	65,502	1,562	2,650	268	27	-	256,583
Cleanaway Operations Pty Ltd	1,506	13,189	1,677	-	1	-	-	-	16,373
Cobar & District Rugby Union Club	472,433	112,098	108,331	7,095	1,217	168	2	2	701,346
Commercial Hotel Barraba	475,174	187,380	99,093	8,328	3,107	130	13	-	773,225
Concord West Supermarket	86,132	35,637	89,474	1,708	3,822	687	14	1	217,475
Container Return Lightning Ridge	632,859	206,706	159,793	7,218	3,861	114	1	-	1,010,552
Coolamoon Lions Club	106,097	52,635	25,903	1,239	954	27	250	-	187,105
Coral Peak Pty Ltd	377,434	193,489	314,510	5,976	7,588	3,436	33	2	902,468
Coral Star Pty Ltd	552,374	286,798	391,024	10,981	9,309	3,670	57	5	1,254,218
Coronation Street Newsagency	429,714	260,777	317,678	13,902	15,243	1,892	33	2	1,039,241
Corowa Return And Earn	303,589	124,449	94,142	5,103	4,114	95	2	-	531,494

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
D & J Mix Convenience Shop	2,083	140	1,173	21	132	5	-	-	3,554
D & M Scrap Metal	3,201,785	1,318,288	817,708	43,455	23,123	895	48	4	5,405,306
Daily Shopping Lakemba	147,886	44,031	238,931	8,591	10,145	1,594	26	17	451,221
Dales Iga	456,300	178,399	96,753	10,472	3,763	193	13	1	745,894
Dazzlers Car Wash	13,877	4,570	24,375	907	654	76	26	2	44,487
Doonside Charcoal Chicken	106,868	32,497	99,439	2,273	4,193	714	15	2	246,001
Douglas Park General Store	135,380	72,315	49,806	1,708	2,373	88	297	-	261,967
Dundas Village Newsagency	88,978	42,327	83,196	1,699	3,179	268	21	9	219,677
East Wahroonga Take Away	57,229	40,466	63,865	1,863	2,423	244	4	8	166,102
Envirobank Nt Pty Ltd	13,052,243	6,124,924	8,540,461	192,536	375,936	23,282	1,443	142	28,310,967
Fairlight Newsagency	87,625	52,839	49,446	1,273	666	455	71	-	192,375
Foodworks Canowindra	9,970	5,501	1,398	106	24	1	-	-	17,000
Foodworks Condobolin	431,687	120,052	128,959	6,081	3,651	337	2	-	690,769
Four Square 7 Days Food	63,477	517	62,090	1,109	1,775	206	2	-	129,176
Friendly Grocer Cremorne	222	303	385	77	33	-	-	-	1,020
Friendly Grocer Mosman	7,396	6,082	6,477	185	149	29	1	-	20,319
Gilgandra Return & Earn	191,231	93,435	65,407	7,177	2,413	63	13	-	359,739
Ginger Indian Restaurant	1,174	1,332	330	2	9	-	-	-	2,847
Glow Car Wash	848,364	518,416	1,069,766	11,886	30,874	12,931	1,606	5	2,493,848
Gold Car Wash & Cafe	313,259	210,973	293,183	4,738	7,154	2,519	277	2	832,105
Golden Bolt	758,127	369,231	1,043,651	13,249	35,904	4,596	639	29	2,225,426
Golden Crown Carwash	3,784	1,059	10,589	90	25	17	2	1	15,567
Good Local Pty Ltd	394,915	183,159	500,851	6,018	5,690	2,051	46	7	1,092,737
Gordon Fish & Chips	17,827	9,402	11,990	444	198	111	-	-	39,972
Grafton Container Return	7,495,883	4,143,880	2,037,911	179,425	222,333	3,638	518	-	14,083,588
Grawin Club In The Scrub	30,467	15,860	2,092	39	18	-	-	-	48,476
Great Mart	587,500	354,238	587,323	6,451	20,899	4,419	68	1	1,560,899
Grenfell Furniture	410,601	205,562	90,907	4,352	4,694	67	7	-	716,190
Gulgargambone Return And Earn	10,895	5,999	2,602	154	40	2	-	-	19,692
Gundagai Mitre 10	83,924	49,232	37,539	3,006	1,519	154	1	-	175,375
GyMEA Fresh Deli	43,408	32,215	22,709	653	787	60	-	-	99,832
H & N Convenience Sotre	361,044	190,220	471,672	6,962	19,268	4,115	98	232	1,053,611
Hannans Rd Convenience Store	30,792	16,383	42,537	669	917	401	2	-	91,701
Hawkesbury Bakehouse Kurrajong	849	666	662	87	40	2	-	-	2,306
Hawthorne Newsagency	2,640	920	1,327	21	25	7	-	-	4,940
Hay Services Club & Fitness Centre	459,403	267,075	149,196	14,135	5,858	117	7	-	895,791

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Hillston Iga	63,131	39,885	7,051	143	159	10	1	-	110,380
Holbrook Return And Earn	88,860	41,680	21,484	2,117	1,032	8	1	-	155,182
Homebush West Jey Newsagency	4,735	1,493	4,577	207	982	43	2	-	12,039
Hoxton Industries Limited	10,054,125	3,741,415	9,873,640	201,572	553,038	30,401	4,135	2,632	24,460,958
Huntlee Academy	639,797	222,879	158,882	9,444	6,487	293	18	-	1,037,800
Iga Baradine Plus Liquor	2,607	1,181	943	58	12	-	-	-	4,801
Iga Bombala	308,438	151,331	63,360	4,259	2,599	99	6	-	530,092
Iga Finley	1,492,643	482,717	366,544	17,731	5,098	530	11	-	2,365,274
Iga Kandos	37,445	19,895	17,780	710	1,061	8	-	-	76,899
Inmi Convenience Store	13,481	8,321	16,966	263	648	29	1	-	39,709
Inzone Supermarket Pty Ltd	90,348	68,415	104,184	958	2,821	530	14	-	267,270
Ivanhoe Lpo	107,036	18,865	19,749	1,339	246	5	-	-	147,240
Jannali Newsagency	2,567	1,917	1,357	14	80	8	-	-	5,943
Jc'S Cotton Caf�� & Takeaway	165,587	66,983	45,817	3,123	1,411	14	-	-	282,935
Jews For Jesus	9,185	6,522	9,969	121	96	47	1	-	25,941
Junea Supa Iga	336,508	152,660	106,554	7,150	5,040	145	15	2	608,074
Kempsey Return And Earn	909,418	468,131	347,491	24,523	21,013	368	18	-	1,770,962
Khans General Store	4,666	932	4,159	105	128	16	1	-	10,007
Leura Village Takeaway Food	5,748	3,955	3,719	181	315	93	1	-	14,012
Lismore Shire Council	2,267,043	1,720,827	571,275	53,777	33,184	3,291	129	-	4,649,526
Little Bay Pharmacy	32,316	33,957	24,068	575	603	79	-	-	91,598
Longfield Supermarket	959,537	567,708	1,121,829	14,234	23,741	16,443	1,140	35	2,704,667
Lucky 7 Supermarket	104,774	54,409	90,638	1,987	2,239	820	19	-	254,886
Lugarno Caf�� Carwash	979	785	2,634	37	7	9	-	-	4,451
Ly Ly'S Scrap Metal	972,469	978,919	718,482	11,807	28,915	5,681	158	25	2,716,456
Mangrove Mountain Pharmacy	25,862	17,523	7,842	220	107	53	-	-	51,607
Manly Mini Market	572	656	269	10	11	3	-	-	1,521
Merinda Recycling Quirindi	392,397	171,030	107,024	5,823	1,275	63	6	1	677,619
Metro Petroleum Toongabbie	512,105	317,887	432,483	9,268	18,601	1,338	108	18	1,291,808
Metro St Andrews	91,096	62,203	76,694	1,747	3,335	491	6	-	235,572
Mfc Food Stores Northmead	400,195	192,548	371,928	6,824	15,535	1,876	55	22	988,983
Mid Coast Care	365,909	215,365	110,925	5,187	5,325	219	8	-	702,938
Minchinbury Newsagency	149,631	41,112	125,970	1,804	4,999	270	10	1	323,797
Mobil Coolamon	173,853	46,425	38,671	2,705	1,841	26	471	-	263,992
Mr J Asian Grocer Supermarket	877	-	295	-	1	-	-	-	1,173
Mulwala Laundry	4,112,788	1,591,620	955,370	39,804	23,791	976	89	9	6,724,447
Mum N Dad Newsagency	88,799	46,425	51,545	1,447	1,185	559	9	-	189,969



RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Mungindi Transwest Fuels	95,593	47,121	43,968	2,062	2,024	15	169	-	190,952
Narrabeen Newsagency	4,761	1,418	2,977	202	102	8	-	-	9,468
Narraweena Newsagency	169,132	123,808	87,309	3,601	1,962	344	11	-	386,167
Narwee Newsagency	3,716	975	4,633	108	63	95	-	-	9,590
Nelson Bay Newsagency	488	926	2,125	3	5	-	1	-	3,548
Nepean Distributors Pty Ltd	162,394	80,444	94,654	3,225	7,556	229	14	4	348,520
News Xpress Toukley	100,651	39,935	37,856	1,935	2,758	117	7	-	183,259
North Epping Newsagency	62,696	41,505	65,455	1,041	3,469	283	86	1	174,536
North Parramatta Supermarket	436	716	543	38	-	12	-	-	1,745
Oatley Auto Centre	468,725	313,597	349,509	7,317	14,467	1,742	83	-	1,155,440
Obunmee Caf��	67,336	53,010	77,957	1,571	2,475	527	13	1	202,890
Omart (Ezy Mart) Convenience Store	21,581	14,730	16,408	447	503	119	-	-	53,788
Oyster Bay Bakery	49,922	46,662	25,567	1,247	920	85	6	-	124,409
Palmers Market	16,588	10,419	6,299	401	232	4	-	-	33,943
Parekh Retail Pty Ltd	84,165	19,238	20,148	706	609	39	-	-	124,905
Park Groceries	15,754	7,171	16,308	405	538	161	4	1	40,342
Parramatta Cbd Newsagency	35,520	15,048	28,682	882	1,144	249	-	-	81,525
Patrick Hot Bread	191,510	63,103	260,255	2,908	7,220	1,328	32	60	526,416
Payless Fuel Sydenham	7,236,350	4,427,482	5,342,697	97,307	161,336	36,769	2,845	43	17,304,829
Payless Georges Hall	138,645	93,035	127,838	2,149	5,167	1,021	33	-	367,888
Payless Marrickville	54,997	19,402	38,993	956	1,286	265	3	-	115,902
Peak Hill Caravan Park	343,686	127,564	103,012	9,176	4,300	88	21	-	587,847
Pearl Beach General Store & Cafe	223	1,583	116	-	4	-	-	-	1,926
Peter Francis Scrap Metal	1,213,251	596,687	1,428,359	28,168	73,165	6,650	1,107	28	3,347,415
Phuc Thinh Asian Groceries	65,200	37,013	84,361	744	2,563	765	14	1	190,661
Plus Milk Bar	23,663	12,316	13,679	540	600	73	-	-	50,871
Porters Liquor	91,043	117,894	58,024	824	1,439	618	14	-	269,856
Powers Iga Bombala	91,820	37,096	18,294	2,599	1,125	8	2	-	150,944
Produce Direct And Pet Centre	154,594	51,514	82,384	2,971	3,701	154	4	2	295,324
Pwholesale Rozelle	60,213	33,122	40,780	646	932	314	3	-	136,010
Queen Car Wash & Cafe	114,172	39,499	177,383	2,362	6,222	809	17	5	340,469
R & L Mini Mart	175,085	74,332	129,321	3,754	5,223	849	40	14	388,618
R & M Mini Mart	1,136,959	376,476	1,406,741	14,759	54,246	6,662	268	527	2,996,638
Recharging Burger And Coffee	332,970	228,247	164,912	5,169	3,926	1,822	4	-	737,050
Regroup Queanbeyan	5,868,320	2,890,440	2,199,923	119,007	666,533	7,225	621	32	11,752,101
Resource Recovery Tuncurry	4,097,376	2,651,832	1,160,533	69,015	67,488	2,767	209	-	8,049,220
Return & Earn Casino	4,929,026	2,310,996	1,281,274	117,493	65,724	2,836	198	1	8,707,548
Return & Earn Eastern Suburbs	3,336,742	2,959,207	2,507,757	46,072	571,474	14,716	653	3	9,436,624

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Return And Earn Canterbury	2,949,344	1,884,310	2,813,905	44,170	85,182	18,030	1,234	60	7,796,235
Rmart Market	31,970	5,374	32,423	556	1,020	58	1	1	71,403
Rosehill Convenience Store	1,051	1,452	1,009	100	125	4	1	-	3,742
Royal Hotel Blayney	155,437	60,011	39,125	3,612	3,691	40	4	1	261,921
Rush Hour Convenience Store	209,688	94,233	351,795	4,095	12,797	1,496	107	9	674,220
Rylestone Foodworks	600,833	305,647	205,490	14,159	10,196	151	33	1	1,136,510
Sargents Rural Supplies	113,654	47,858	30,148	1,420	977	112	6	-	194,175
Seasoned Cafe	1,563	1,307	1,473	69	7	12	-	-	4,431
Sefton Convenience Store	22,546	10,612	28,798	298	1,012	201	3	1,032	64,502
Sell & Parker Pty Ltd	36,141,799	18,281,448	22,528,194	697,346	1,008,712	72,056	5,030	505	78,735,090
Shunjingfan Pty Ltd	201,052	108,302	169,596	3,145	4,703	1,699	112	-	488,609
Simmons Recycling	220,848	70,838	44,931	1,787	1,158	39	-	3	339,604
South Coogee Newsagency	328,130	171,263	208,068	3,126	5,140	1,679	42	-	717,448
South Miranda Newsagency	4,470	4,269	2,272	61	71	3	-	-	11,146
Speedway Roselands	643,846	344,032	995,994	10,359	33,281	3,721	82	36	2,031,351
St George Metal Traders	12,547,520	8,380,678	11,748,815	167,657	519,040	47,174	2,601	33	33,413,518
St Vincent De Paul Society Nsw	52,153,033	22,968,919	18,011,394	1,040,969	1,523,359	37,143	3,597	219	95,738,633
Stacey'S Chicken & Fish	64	-	338	47	-	-	-	-	449
Stanmore Newsagency	5,790	3,038	4,870	208	23	23	-	-	13,952
Strathfield South Newsagency	7,089	2,247	7,078	114	144	48	5	-	16,725
Sunethra Spice World	41,640	15,156	29,519	671	2,031	269	3	2	89,291
Sunshine Asian Supermarket	443,930	237,382	452,708	7,776	21,949	4,385	79	13	1,168,222
Sylvania Waters Supermarket	211,606	167,238	159,162	2,733	4,668	618	21	1	546,047
Tarro Grocery & Convenience	20,698	7,927	5,769	591	576	17	1	-	35,579
The Bucking Bull Hotel	481,237	211,258	176,500	13,533	2,593	169	-	-	885,290
The Central Hotel Ungarie	23,298	4,435	4,126	719	184	1	-	-	32,763
The Little Shop Ettalong	4,265	2,876	3,065	354	294	-	-	-	10,854
The Nanak Business Pty Ltd	6,600	410	2,814	131	22	-	-	-	9,977
The Royal Mail Hotel Braidwood	102,945	75,329	29,089	1,344	833	164	5	-	209,709
The Shire Return & Earn	8,386,036	5,953,759	4,220,964	107,348	294,227	16,455	483	3	18,979,275
The Trustee For AJ & AD Channing Family Trust	16,400,689	4,790,994	5,053,258	223,041	377,230	2,174	362	-	26,847,748
Thi Hong Nga	1,194,847	677,779	1,473,377	18,907	60,891	13,409	337	368	3,439,915
Tomra Cleanaway Pty Limited	272,358	67,052	161,157	4,753	11,734	533	105	6	517,698
Tomra Collection Pty Ltd	543,654,299	331,622,490	341,065,534	14,223,173	21,761,939	1,196,730	78,294	12,791	1,253,615,250
Tongda Convenience Store	311,025	205,104	218,179	6,853	10,142	1,701	45	13	753,062

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Transwest Fuels Pty Ltd	506,640	209,399	145,619	12,818	7,595	180	60	-	882,311
Triple C Newsagency	15,446	7,715	8,825	176	211	26	1	-	32,400
Triple J'S General Store	106,890	57,784	29,894	2,628	996	28	1	-	198,221
Tumbarumba Bowling Club	87,567	38,031	17,436	1,069	527	45	-	-	144,675
United Fuels Roselands	453,037	277,689	634,034	7,588	25,073	2,315	330	10	1,400,076
United Petrol Yagoona South	84,327	29,585	129,170	1,044	3,131	304	10	1	247,572
Uts Australia Pty Ltd	871,345	558,350	982,541	13,999	32,296	3,546	302	2	2,462,381
V & L Machinery	1,372,122	371,381	260,246	29,446	14,109	300	208	-	2,047,812
Valmar Support Services Limited	2,481,099	1,047,077	889,211	78,897	54,945	762	53	-	4,552,044
VR Convenience Store	399,254	195,605	265,858	6,512	7,824	2,972	50	1	878,076
Wakeley Newsagency	467,966	221,720	708,667	11,070	27,682	3,158	63	11	1,440,337
Walgett Return And Earn	108,620	69,685	18,765	2,540	489	9	-	-	200,108
Walla Walla Return & Earn	1,199,299	515,049	303,159	25,364	12,089	402	69	-	2,055,431
Wamberal Valley Fruit	10,445	7,385	4,882	302	452	36	3	-	23,505
Warrumbungle Shire Council	1,363,508	675,864	470,654	37,891	13,892	508	42	1	2,562,360
Warwick Farm Newsagency	36,037	16,084	47,642	759	2,202	307	14	-	103,045
Waterloo Mini Mart	2,980	264	5,684	46	87	6	-	-	9,067
West Pymble Newsagency	1,867	1,440	2,382	104	102	3	-	-	5,898
Westgate LPO	27,367	15,974	16,484	509	266	89	5	-	60,694
Wilberforce Newsagency	54,332	25,594	23,426	759	831	99	-	-	105,041
Willing & Able Foundation	468,502	240,921	117,510	4,986	4,307	257	29	1	836,513
Windsor Metal Recycling Pty Ltd	1,122,439	555,611	462,198	15,373	24,555	969	313	2	2,181,460
Windsor Newsagency	73,576	30,799	42,006	2,320	1,838	189	6	-	150,734
Winmalee Neighbourhood Centre	35,355	25,993	15,443	578	917	40	10	-	78,336
Yagoona Lebanese Bakery	53,055	23,431	91,973	567	2,659	224	5	3	171,917
Yash Indian Spice & Delights	10,823	9,487	6,217	190	145	57	-	-	26,919
Yennora Newsagency	2,107,123	1,083,874	1,062,549	11,742	29,836	4,249	403	16	4,299,792
Yumm Gourmet Pizza Kitchen	17,779	11,104	9,404	116	237	8	-	-	38,648
<b>Total</b>	<b>824,062,164</b>	<b>471,568,499</b>	<b>496,343,116</b>	<b>19,198,194</b>	<b>30,665,213</b>	<b>1,786,266</b>	<b>119,035</b>	<b>19,982</b>	<b>1,843,762,469</b>



# Appendix 3:

## 2021-22 Volumes Report by Material Recovery Facility Operators

**Note:** Where a 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 includes 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 2021-22 claims, in August 2022.

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	MIXED PLASTICS	OTHER MATERIAL	PET	STEEL	TOTAL BY MRF
Armidale Recycling Services Pty Ltd	485,953	290,937	40,536	-	-	-	448,508	-	1,265,934
Bottlecycler Australia Pty Ltd	-	2,863,543	-	-	-	-	-	-	2,863,543
Challenge Community Services	140,224	86,013	26,536	-	-	-	37,665	-	90,438
Cleanaway	4,001,834	2,125,935	159,227	-	-	-	1,968,939	-	8,255,935
Cowra Shire Council	178,601	-	-	-	-	-	18,564	-	197,165
Elouera Association Inc	1,404,909	367,125	-	-	-	-	442,018	-	2,214,052
Endeavour Industries Gbn.Inc	1,211,927	144,759	17,435	-	-	-	236,060	-	1,610,181
Gilgandra Shire Council	-	-	-	-	-	-	-	-	-
Glen Industries Ltd	875,822	181,104	33,852	-	-	-	376,669	-	1,467,447
Gunnedah Workshop Enterprises Ltd	530,859	149,551	10,920	-	-	-	185,971	-	877,301

MATERIAL RECOVERY FACILITY OPERATOR	ALUMINIUM	GLASS	HDPE	LPB	MIXED PLASTICS	OTHER MATERIAL	PET	STEEL	TOTAL BY MRF
Handybin Waste Services (Coffs Harbour) Pty Ltd	2,058,870	2,698,943	110,593	-	-	-	1,250,169	-	6,118,575
iQ Renew Pty Ltd	28,371,259	32,694,757	1,720,269	-	-	-	21,224,676	-	84,010,961
JR & EG Richards Pty Ltd	6,604,918	6,495,630	313,442	-	-	-	3,813,843	-	17,227,833
Kurrajong Waratah	5,485,930	1,611,055	921,863	-	-	-	2,215,708	-	10,234,556
Lismore City Council	1,693,246	135,445	38,064	-	-	-	918,070	-	2,784,825
Manco Engineering Australia	-	1,182,960	-	-	-	-	-	-	1,182,960
MERINDA RECYCLING	-	-	-	-	-	-	-	-	-
Mid-Western Regional Council	849,865	-	18,625	-	-	-	297,483	-	1,165,973
Northaven Ltd	-	-	-	-	-	-	-	-	-
Polytrade Operations Pty Ltd	716,749	624,699	113,616	-	-	-	1,385,272	-	2,840,336
Polytrade PTY LTD	15,853,284	20,190,959	2,013,797	-	-	-	24,848,284	-	62,906,324
Solo Resource Recovery	-	-	-	-	-	-	-	-	-
South Coast Plant Hire T/as Shoalhaven Recycling	-	-	-	-	-	-	-	-	-
Suez Recycling and Recovery Pty Ltd	18,074,657	17,400,856	652,712	-	-	-	11,304,386	-	47,432,611
Uralla Shire Council	-	-	4,425	-	-	-	15,713	-	20,138
Visy Recycling	71,268,210	74,337,365	3,276,331	-	-	-	67,318,965	-	216,200,871
Warrumbungle Waste	113,302	-	3,729	-	-	-	54,540	-	171,571
<b>TOTAL</b>	<b>159,920,419</b>	<b>163,581,636</b>	<b>9,475,972</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>138,361,503</b>	<b>-</b>	<b>471,339,530</b>





