

Annual statutory report 2023-24



Exchange
FOR CHANGE



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Disclaimer: The information in this publication covers the period 1 July 2023 to 30 June 2024 unless otherwise indicated, and is based on knowledge and understanding at the time of writing in September 2024. However, because of advances in knowledge, users are reminded of the need to ensure that the information on 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.

About Return and Earn

Return and Earn is a well-loved and highly trusted recycling initiative that delivers strong economic, social and environmental outcomes to the people of NSW.

Participation and redemption rates continue to grow year on year, as the scheme shifts to becoming a significant contributor to the NSW circular economy.

Mission

To support the New South Wales circular economy by delivering better environmental, social and economic outcomes through Return and Earn.

Values

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



Collaborative



Customer-centric



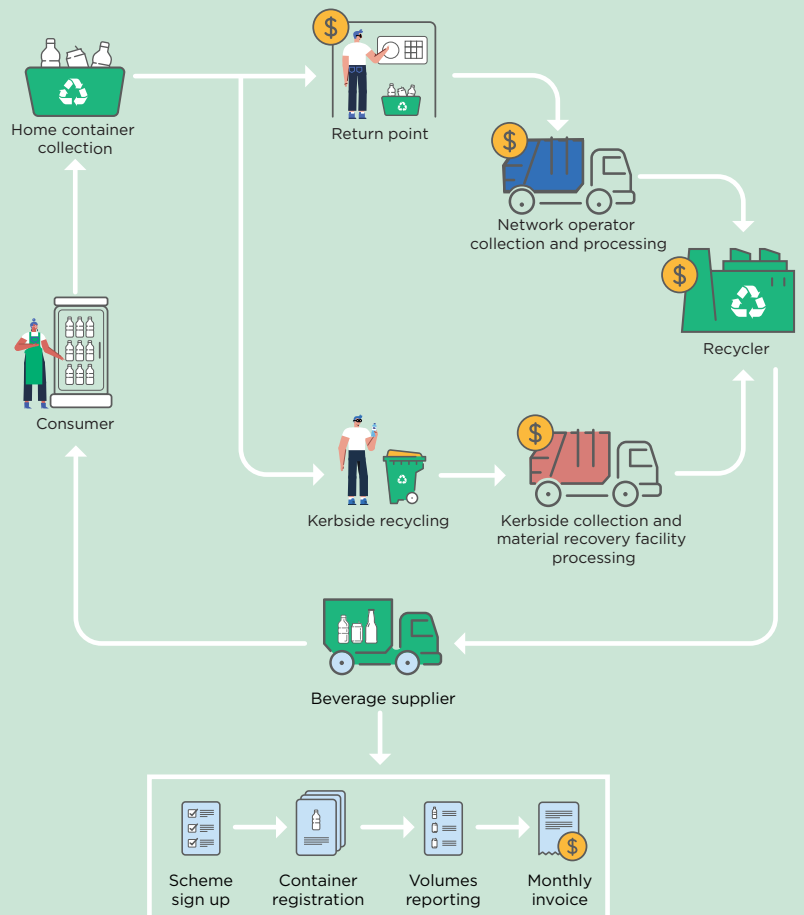
Committed



Trustworthy

How it works

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



Return and Earn is delivered in partnership between the NSW Government and the beverage and waste industries.



Scheme regulator – NSW Environment Protection Authority

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



Scheme coordinator – Exchange for Change

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 managing suppliers and ensuring 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. It also manages the logistics and sale of commodities to ensure all containers collected through the network are recycled.

Other participants

First suppliers

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

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, sharing the benefits with the community.

Return point operators

Small and local business owners play a key role as return point operators, providing community access to the NSW return point network. From existing businesses operating an over-the-counter return point to automated depots run by independent operators, including numerous charities, return point operators respond to the container collection needs of their communities while also fostering local job creation.

Consumers

Essential to Return and Earn's success has been the support and participation of the people of NSW, who regularly take their eligible drink containers to a return point. The scheme aims to be accessible and convenient for all community members.

CASE STUDY

Local couple expand family business with Return and Earn

Local Mulwala couple Monica and Rocky Leith expanded their drink container recycling business by opening a new standalone Return and Earn depot in December 2023 after three years of successfully operating a Return and Earn over-the-counter service at Mulwala Laundry.

Monica and Rocky took over the operation of Mulwala Laundry in 2020. During the last three years, they have grown their drink container recycling service to the point they needed to move to new premises. Monica said that she never, in her wildest dreams, had imagined the return point growing as it did.

The new Mulwala Return and Earn depot opened on McCarthy Street in a large, dedicated facility, providing the Mulwala community with a quick and convenient new location to recycle their eligible bottles and cans.

While Monica and Rocky accept any volume of containers, the onsite sorting and counting machines make it ideal for locals returning 500 or more containers.

The couple manages the depot's day-to-day operations, with their three children, Maiko, Nate and Ryder, helping out on weekends and public holidays. They also employ local students to help during the busy school holiday periods.

Mulwala Return and Earn Depot is the fourth return point in the Federation Shire.

“

Rarely would you see a bottle or can on the street now. We're close to the lake, so it's a huge environmental benefit

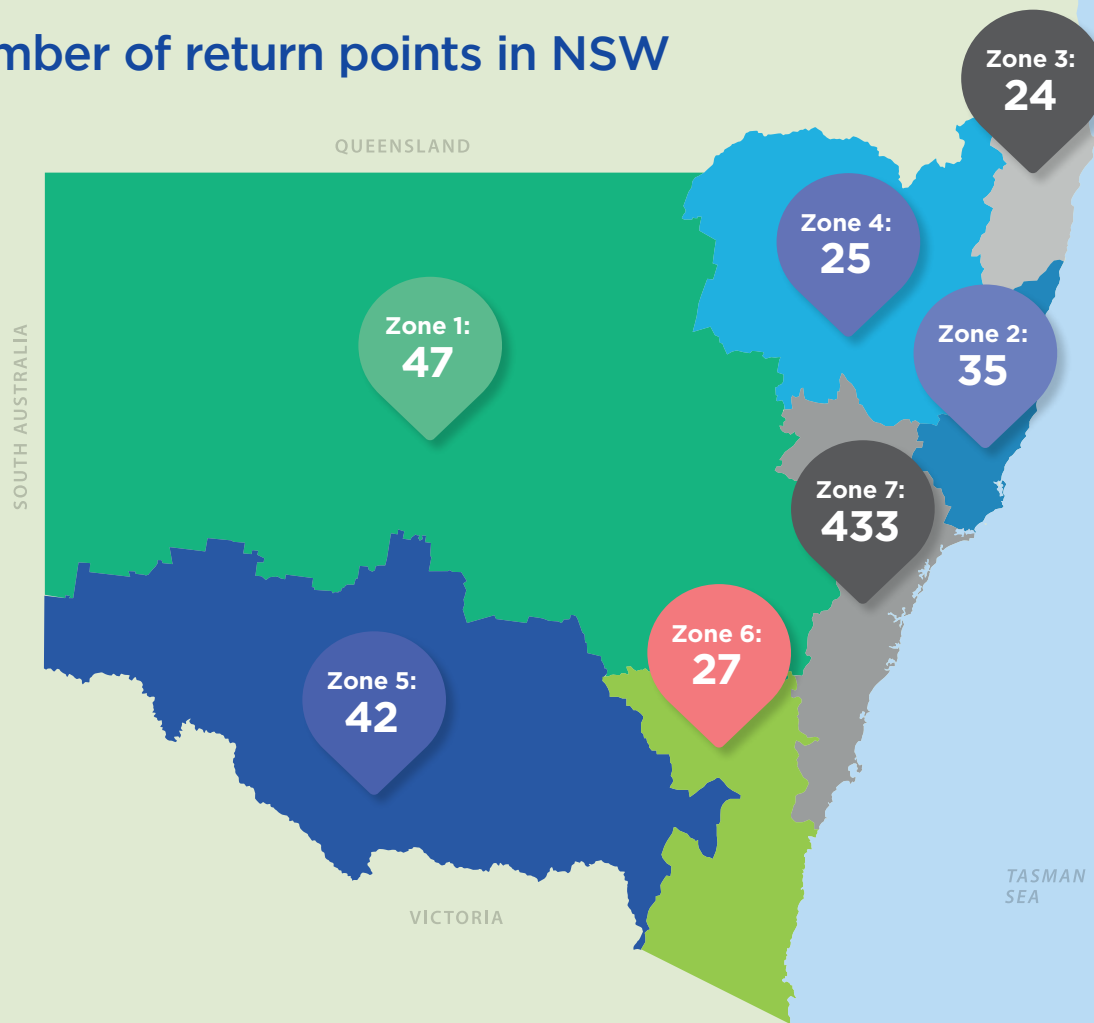
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MONICA LEITH



Monica and Rocky Leith at Mulwala Return and Earn.

Number of return points in NSW



Types of return points

The Return and Earn network gives NSW residents options when it comes to returning their containers. There are reverse vending machines, reverse vending centres, automated depots and over-the-counter return points, providing a method to suit everyone's needs.

The network includes return points operated by small businesses and social enterprises. It is underpinned by data-rich technology that enables Return and Earn to quickly adapt and respond to any impacts on operations.



362

Reverse vending machines

(including express services)



12

Reverse vending centres



43

Automated depots



207

Over-the-counter return points



9

Donation stations

As at 30 June 2024.

What happens to the material collected?

Return and Earn is part of a long-term solution to help manage recyclable material in NSW. Containers collected through the network are separated at the point of return, producing a clean stream free of contamination. Therefore, the scheme has established itself as a credible and reliable source of recyclable materials to meet the growing demand for such commodities in Australia and overseas.

TOMRA Cleanaway is contractually obliged to deliver all NSW container deposit scheme material for re-use or recycling, domestically or internationally.

In 2023-24:



100%

**of aluminium was
exported and
recycled overseas***
(including in Malaysia,
South Korea and Thailand).



100%

**of glass was
recycled
domestically**
(including in NSW,
QLD and SA).



100%

**of clear PET
was recycled in NSW.
Coloured PET was
recycled overseas.**



100%

**of HDPE was
recycled in
VIC.**



*All aluminium collected via the network is exported as there are currently no aluminium processing plants in Australia.

Chair's foreword



Having been on the board of Exchange for Change since Return and Earn launched in December 2017, it's been inspiring to see how in six short years the scheme has not only delivered on its objectives but also become a way of life for so many members of our community.

It's hard to believe that we continue to set and break records. We had new records this year for community participation and trust which led to new records for the number of containers returned via the return point network in a financial year at just over 2.1 billion bottles and cans.

The message is clear that the scheme is well-loved by the NSW community and delivering significant environmental, economic and social outcomes. We're all proud to be part of a solution that delivers a reliable stream of recyclable material that supports industry and government as we transition to a circular future.

Our success to date gives us a very solid foundation to continue building, and I'm excited to see what comes next as government completes its consultation on a possible expansion to the types of containers eligible for a refund.



We pride ourselves on the trust and transparency in our relationships with key stakeholders including the beverage and waste industries.



TRACY MCLEOD HOWE

As an extended producer responsibility scheme, the support of the beverage industry who fund the scheme has been vital. It's been great to see the team's efforts to make beverage suppliers' participation in the scheme easier - this has led to strong results in our annual supplier customer satisfaction research.

We pride ourselves on the trust and transparency in our relationships with key stakeholders including the beverage and waste industries. Two core values at EfC are collaboration and being customer centric. These values have been evident as the team worked in partnership with other scheme coordinators across the country and with research institutions to develop opportunities and pathways to increase participation and redemptions and make it easier for beverage industry. I'm looking forward to seeing the outcomes of this work in the year ahead.

It's been very rewarding working with our partners at NSW EPA and TOMRA Cleanaway as we learn from and build on the achievements of each year. I look forward to continuing on this successful journey for another three years.

Tracy McLeod Howe

Chair
Exchange for Change

CASE STUDY

Sustainability at Confluence Water helps wildlife and boosts morale

Confluence Water provides design, construction, and facilities management services for Sydney Water customers and communities across northern Greater Sydney. It is a joint venture formed by Downer Utilities, Ventia and Jacobs and it integrates a robust focus on environmental sustainability into the core of its operational ethos.

Environment and Sustainability Manager Emma Hale came up with the initiative to introduce Return and Earn container recycling to Confluence Water's work sites to allow staff onsite to contribute to a more sustainable workplace while also raising some money.

Confluence Water Sustainability Advisor Erin Alley said, "We originally just set up a cardboard box in the head office in Chatswood. Then we started rolling it out across our construction sites and encouraging teams to get onboard."

The different teams decide how they want to spend the money from Return and Earn: Head office donates to Sydney Wildlife Rescue, while some teams use the funds for barbecues or breakfasts.

"It really boosts morale, especially as the site teams begin work so early," said Erin, adding that Sydney Wildlife Rescue was the chosen charity due to the existing relationship between the organisations.

"We work closely with Sydney Wildlife Rescue to relocate native fauna when required on our sites, and they also provide information sessions about native fauna to our teams," she said.

“

We work closely with Sydney Wildlife Rescue to relocate native fauna when required on our sites, and they also provide information sessions about native fauna to our teams.

”

ERIN ALLEY, CONFLUENCE WATER
SUSTAINABILITY ADVISOR

According to Erin, the container recycling is also an effective way to help manage waste, as the work sites are temporary and don't have commingled recycling.

"It's a great way to encourage teams to separate their drink containers from other waste and make sure they are recycled."

Confluence Water Environmental Advisor Priya Murthy noted that the initiative had been well received across the organisation, with lots of site supervisors keen to get involved.

"They're always asking for more Return and Earn collection bags, and I've seen lots of supervisors put up handwritten posters to promote container returns on their sites," Priya said.

"To see that dedication coming from a site supervisor is great, as they already have so much to look after onsite."



Confluence Water staff member recycling.

CEO's message



What a year it's been! From record breaking redemption rates to record participation levels, as the return point network continues to expand, the social benefits of the scheme shine. I'm proud of all that has been achieved in the last 12 months to make it easier for the community to Return and Earn.

After many years of hearing anecdotal stories on the impact Return and Earn has for people, community groups and charities, we have worked to understand and quantify the social benefits of the scheme. With expertise provided by the Product Stewardship Centre of Excellence, and the University of Technology Sydney's Institute of Sustainable Futures we developed a framework to measure Return and Earn's social return on investment. A robust analysis shows that for every dollar invested the scheme creates \$1.76 in social benefits, highlighting the positive impact of the scheme.

One of the aspects of the scheme I most enjoy seeing is the incredible partnerships with social enterprises and charities that help them deliver their much-needed services to vulnerable people in our community. I was thrilled to attend the Orange Return and Earn depot opening in March and meet the team from Wangarang Industries. This incredible organisation is tapping into Return and Earn to provide employment opportunities for people living with disability. It has been warmly embraced by the local community who have been taking their containers to the fully accessible depot that has been created by Wangarang Industries.

In June I was also delighted to attend the opening of St Vincent de Paul NSW's tenth Return and Earn depot, located in Maitland. It was inspiring to see their work up close and to understand how the revenue from Return and Earn helps fund crucial community initiatives at a time when their services are in much need.

As always, it was fun to get out and connect with our Return and Earn customers at the Sydney Royal Easter Show and to hear about the many ways container refunds are making a difference

to people. From helping pay for a wedding, to bringing workplaces together for some healthy container-collecting competition, and community fundraising for some important causes.

Return and Earn has become a shining example of the effectiveness of extended producer responsibility to change behaviours and deliver strong outcomes. We have lots to applaud with all mainland states and territories now operating a container deposit scheme. And while we celebrate the success of the scheme, we are also focused on reducing the administrative effort for beverage suppliers to participate. Including leading a joint project with scheme coordinators in Queensland, Western Australia, Victoria and ACT to create a roadmap for harmonisation of key aspects of the scheme within our control. I'm looking forward to continuing this work over the next 12 months.

The incredible success of Return and Earn is very much due to the strong partnership between government and industry, support from the beverage and waste industries, and the passionate participation of community members.

On behalf of Exchange for Change, I would like to thank the many organisations that collaborated with us to make it such a successful year. I also want to recognise our strong relationship with the scheme partners - the NSW EPA and TOMRA Cleanaway, and the continued support of the Exchange for Change board. It is an honour to work with like-minded partners and organisations who share our mission to create better environmental, social and economic outcomes for the people of NSW.

Danielle Smalley

CEO
Exchange for Change

CASE STUDY

Zero Heroes recycle and reduce litter in Eurobodalla

Towns on the NSW South Coast are becoming more sustainable thanks to Eurobodalla Shire Council and Return and Earn.

Melinda Norman, a Waste Minimisation Officer at the council, said it began by supporting events and organisations to implement better waste diversion by providing dedicated Return and Earn 240-litre recycling bins. The bins are used at sporting events and the annual Narooma Oyster Festival.

Council's waste minimisation efforts really took off following the introduction of Zero Heroes, a team of volunteers who sort waste and talk to people at events to educate them on what goes in each bin.

"We've had wonderful volunteers jump on board with the Zero Heroes to assist with waste diversion and education," said Melinda. "There was hardly any clean-up needed after the Oyster Festival in May due to successful waste diversion. There was no wind-blown litter like there had been in the past. We had a clean waste stream, and the refunds from 1,500 containers collected went to Yumaro, a local disability services and support organisation."

Since the success of the Oyster Festival earlier this year, the council has purchased additional Return and Earn recycling bins for sporting clubs, community groups and schools to help them recycle and fundraise through the scheme.

"We are always searching for the next group or event to donate some bins to, so more of the eligible containers are getting diverted. We've only had positive feedback," said Melinda.

“

We've had wonderful volunteers jump on board with the Zero Heroes to assist with waste diversion and education.

”

MELINDA NORMAN



Narooma Oyster Festival October 2023.

TOMRA Cleanaway CEO's message



TOMRA Cleanaway will remember 2023–24 as a year of achievement. Our Return and Earn network operation delivered even more convenient and accessible return points as we continued to provide the people of NSW with a modern, technology-based network. Our opening of cornerstone locations across the state provided an opportunity to celebrate our successes in partnering with local communities since 2017.

Early in 2024, we gathered with stakeholders from across the central west of NSW to mark the grand opening of the Orange Return and Earn Depot. Local disability services provider Wangarang Industries operates the bulk container processing depot. The community eagerly anticipated the site opening, and support across the region was high. The local community returned more than 800,000 drink containers in the first three weeks of the site's operation!

Our network pride was cemented with many new reverse vending machine installations in critical locations across NSW, and new 'takes all' technology trialled at various locations across the state. Return and Earn depots expanded to Mulwala and Wetherill Park through the conversion of successful over-the-counter sites. Griffith and Maitland had new depots open also, operated by our partners at 'Vinnies NSW'. The opening of the Maitland Return and Earn depot was a significant milestone for Vinnies, marking the tenth Vinnies operated Depot in our network. Our Vinnies partnership has demonstrated that strategic network development creates opportunities across social and sustainability spectrums, delivering new jobs and new revenue streams whilst supporting the environment and the wider community.

The network's success can be measured by the number of drink containers that it collects, and in 2023–24 we collected more than 2 billion drink containers! The peak Christmas and summer periods delivered some of TOMRA Cleanaway's highest collection volume days on record. The citizens of NSW contributed to the highest collection volume December on record, with over 200 million drink containers returned across the month. This is an outstanding achievement and demonstrates the importance of drink container recycling across NSW.

These considerable achievements would not have been possible without the impressive and hard-working team from TOMRA Cleanaway. This dedicated group is truly driven to deliver on our mission to 'drive value through recycling'.

April 2024 marked the achievement of actions in TOMRA Cleanaway's inaugural 'Reflect' Reconciliation Action Plan (RAP). Our Reconciliation Action Plan Working Group led the important journey of integrating and embracing Aboriginal and Torres Strait Islander Cultures and working towards the achievement of our RAP.

Along with our shareholders and service providers at TOMRA Collections and Cleanaway, we are always looking for innovative approaches and mechanisms to collect containers. Looking ahead to 2025, we will continue to embed our circular economy-focused services across NSW, delivering high-quality, food-grade commodities to the domestic recycling market. We are thrilled by the many opportunities that Return and Earn can offer the community, and our role in making Return and Earn a 'world class container deposit scheme' for the people of NSW.

James Dorney
CEO
TOMRA Cleanaway

2023-24 scheme performance

Progress against targets

As a NSW Government initiative, Return and Earn contributes to achieving the following targets outlined in the NSW Waste and Sustainable Materials Strategy 2041 and the NSW Plastics Action Plan:



80%

average recovery rate
from all waste streams
by 2030

2023-24

68%

overall redemption rate



Triple

the plastics recycling
rate by 2030

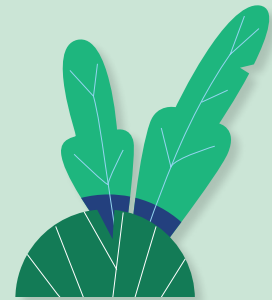
2023-24

66%

of PET redeemed

53%

of HDPE redeemed



Reduce all litter items by

60%

by 2030

2022-23

61%

reduction in CDS litter
from previous year¹

Since December 2017

73%

reduction in CDS litter
density¹

71%

reduction in CDS litter
volume¹



¹ As reported on the NSW EPA website and based on the NSW Key Littered Items Study, in 2022-23 drink containers accounted for 4.56 per cent of the total litter item density and 38.64 per cent of the total litter volume. Container deposit scheme: beverage container litter <https://www.epa.nsw.gov.au/your-environment/litter/data-and-targets/2022-23-litter-data-for-nsw/container-deposit-scheme-beverage-container-litter>

² Based on the life cycle assessment of the network undertaken by Lifecycles Australia

Environmental impact

The positive environmental impacts² of returns through the network in 2023-24 include the following:

CO₂ emissions avoided

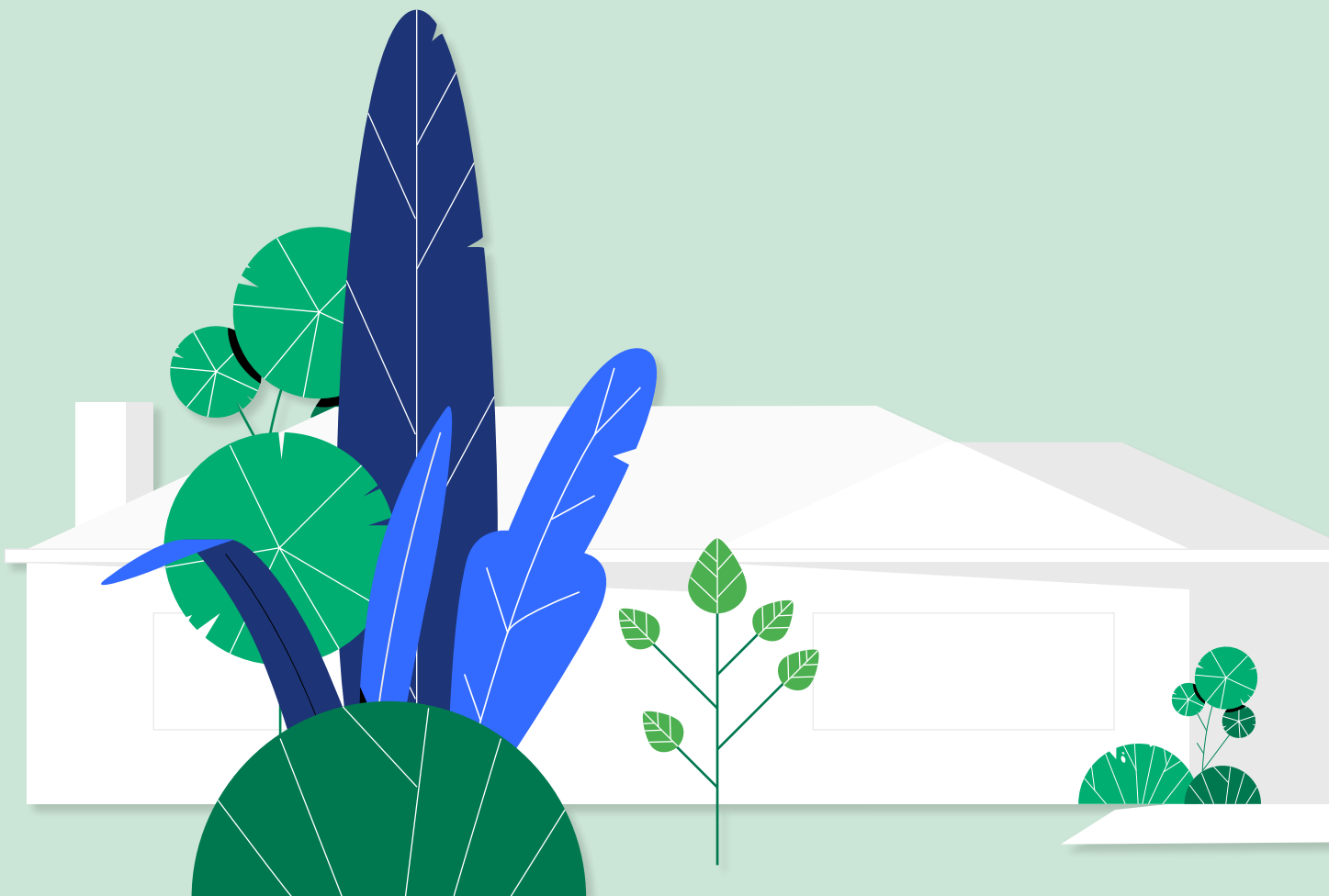
equivalent to
94,139
 cars off the road for
 a year or 254 million
 kgs of CO₂

energy savings

equivalent to
22,130
 households average
 yearly energy
 consumption or
 2.8 billion megajoules
 of energy

water savings

equivalent to
4,935
 Olympic swimming
 pools or 12.3 billion
 litres of water



2023-24 at a glance



Social

Boost scheme participation for all people in NSW and empower communities:



\$62.59 million
raised for charities and community groups since commencement³



93%
support⁴



84%
participation⁴



83%
satisfaction⁴



633
return points, including 204 operated by small business⁵

³ Funds raised for charities and community groups includes container refund donations and fees from hosting return points.

⁴ Percentage of NSW adults, Verian June 2024 consumer research

⁵ As at 30 June 2024, small business operators defined as return point operators with 30 or fewer employees.



Enviro

Strengthen NSW's
by lifting rec

2023



3.8 billion
containers supplied⁶



68%
redemption rate⁶

Since com



23.5 billion
containers supplied⁶



64%
redemption rate⁶

⁶ Net of exports



Environment

Supports circular economy
and recycling rates:

2023-24

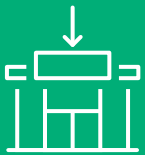


2.6 billion
containers collected



153,796 tonnes
material recycled
or re-used

Investment



15.2 billion
containers collected



1.08 million tonnes
material recycled or
re-used



Economic

Manage scheme costs and reduce
administrative burdens on industry:

2023-24



3.8 billion
containers supplied



\$472 million
in supplier contributions paid
(excluding GST)



\$211 million
in refunds paid to
consumers via return point
network (including GST)¹²



\$43 million
in refunds paid to MRFs
(excluding GST)

¹² This amount includes refunds paid to consumers via the return point network only and includes GST. The total amount paid excluding GST is \$191 million in FY24 and \$1.07 billion since the scheme began.

CASE STUDY

Return and Earn refunds pay for Dubbo couple's dream wedding

When Pagan Lickiss (then Hockley) began returning bottles and cans with the launch of Return and Earn in Dubbo in 2017, she never imagined that it would come to play such a big part in her life.

Initially, the 10c refunds added up to just a bit of extra play money for Pagan. Fast forward a couple of years, and she and her fiancé Andie found themselves saving for a wedding and wondering what they could raise with Return and Earn.

"Our original goal was \$4,500 for photography. A wedding is something you want to remember forever, and we wanted the top package," said Pagan.

The couple reached out to the wider community, posting on community Facebook pages and building connections with events. Soon, people were saving containers for them or offering stashes of bottles and cans that they couldn't be bothered returning themselves.

Pagan had a friend at the local council who kept them up to date with upcoming local events, like football matches, so they could get involved and collect the empties. They also volunteered with their local show society to collect containers.

"We raised over \$6,000 in the first year, and we just kept going to see how much we could raise," said Pagan.

Ultimately, they returned more than 111,000 containers, netting \$11,127.50 towards the wedding.

"Return and Earn paid for about a third of our wedding. It allowed us to have a bigger and more lavish wedding than we were originally planning," she said.

Since the wedding, they haven't stopped. The couple are now saving for renovations and a honeymoon.

"We bought a house in March last year – it was a big year financially. And we'd like to do a tour along the Queensland coast for our honeymoon. We still have 15 people we collect from regularly; we have wheelie bins at their places and they let us know when they're full and we swing by and swap them over," explained Pagan.

In total, Pagan said they have raised around \$15,220 through Return and Earn.

"It's nice to be able to do something for the environment too. We hope what we're doing inspires other people to use Return and Earn to raise some money for something a bit special," she added.

“

Return and Earn paid for about a third of our wedding. It allowed us to have a bigger and more lavish wedding than we were originally planning.

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PAGAN LICKISS



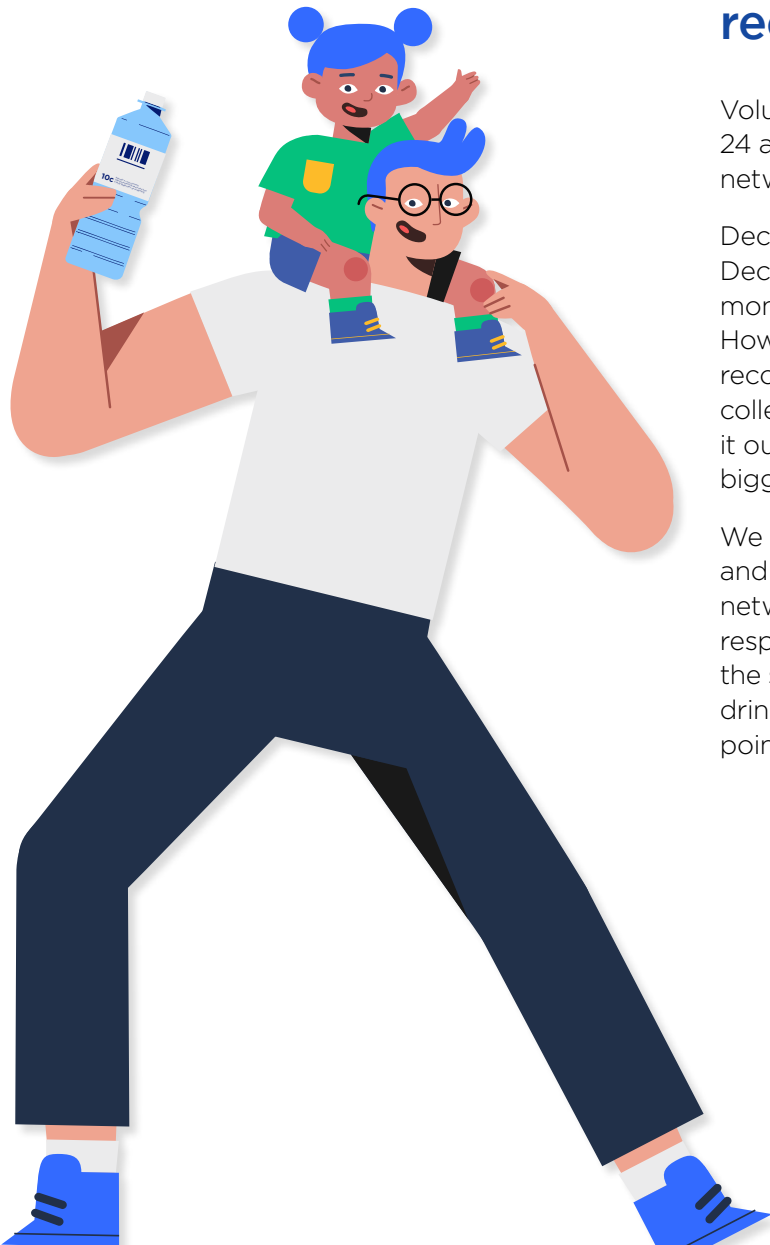
Pagan and Andie were married in September 2023.



Year in review

In FY24, Return and Earn had its most successful year yet, breaking redemption records and seeing support for and participation in the scheme reach new highs.

More than six years since launching, the return point network has continued to expand alongside the rollout of new technology to make it easier for the community. The scheme's social benefits were also in the spotlight, seeing the development of partnerships with social enterprises and a new framework to measure the scheme's social return on investment.



Social licence to operate

This year, Return and Earn has seen considerable growth in trust and support, demonstrating the scheme is widely accepted with a strong social licence to operate.

Independent consumer research undertaken in June 2024 found that nine out of 10 adults in NSW are aware of and support Return and Earn, with trust in the scheme increasing to 78 per cent and participation at an all-time high. Return and Earn has become an accepted part of life in NSW with growing recognition of the many social, economic and environmental benefits it delivers.

New redemption records set

Volume records continued to tumble in 2023-24 as participation grew and the return point network expanded.

December 2023 set a record for the biggest December ever and the second-biggest month of collections since the scheme began. However, January 2024 quickly smashed that record, seeing an incredible 209 million containers collected via the return point network. This made it our biggest January ever and our new second-biggest month of collections in scheme history.

We celebrated the milestones of the 10 billionth and 11 billionth containers deposited through the network in September 2023 and February 2024, respectively. For the first time in a financial year, the scheme finished with a new record of 2.1 billion drink containers redeemed through the return point network.

Increased access and convenience

A highlight of the year was the expansion of the return point network, offering even greater community convenience and access to Return and Earn.

Seventeen return points were added to the network in 2023-24, including seven Return and Earn depots, and new Return and Earn machines and centres.

Trials of the latest 'takes-all' technology, together with upgrades of smaller-format machines at some of our busiest return points, provided additional capacity in the network. Unlike existing Return and Earn machines which have separate chutes for glass and lightweight materials like aluminium and plastic, the 'takes-all' update allows all eligible container types to be returned at each chute, removing the need to separate containers or line up twice.

Social value and impact

New partnerships were formed, and existing ones grew in the network, with social enterprises St Vincent de Paul NSW and Wangarang Industries opening new Return and Earn depots. The income each operator receives supports their important work in the community.

A new framework was also developed to measure Return and Earn's social return on investment. Analysis revealed that, for every dollar invested, the scheme generates \$1.76 in social benefits.

“
**For every dollar invested,
 the scheme generates
 \$1.76 in social benefits.**
 ”



Vinnies NSW staff members at the new Maitland Return and Earn depot.

Proposed expansion to wine and spirits

In late 2022, the NSW Government consulted on ways to improve the recovery and recycling of glass packaging in NSW. One proposal was to expand the scope of containers eligible for a refund through Return and Earn to include wine and spirit containers and larger beverage containers of up to 3 litres.

NSW EPA received close to 1,000 submissions and input from stakeholders. In 2023–24, the EPA progressed work to address issues raised in the consultation and learnt lessons from the expansion of the Queensland scheme. At the time of writing, the NSW Government is still considering the proposed expansion.

Harmonised approach for industry

Australian environment ministers recognise the need for the national harmonisation of container deposit schemes given there is an administrative burden for suppliers to comply with requirements across multiple schemes.

In 2023–24, work progressed at a national level on a 'portal' for container approvals that could be used across all Australian container deposit schemes. NSW EPA is leading this work on behalf of all jurisdictions, together with a national working group. Following consultation with multiple stakeholders, including peak bodies and beverage suppliers, two preferred options were identified for a single portal. These are now being analysed in detail ahead of a recommendation to the Heads of EPA forum and decision-makers in 2024–25.



War on Waste presenter Craig Reucassel at Eastern Creek central container sorting facility operated by TOMRA Cleanaway. Return and Earn featured on the popular ABC TV series War on Waste, Season 3, Episode 1, in July 2023, which premiered to 415,000 metropolitan viewers. ©ABCTV.

CASE STUDY

Container recycling a boon to charity fundraising in Sydney's multicultural west

In Western Sydney, the non-profit organisation Brothers in Need has encouraged sustainability and raised funds from Return and Earn container recycling since 2019. The Muslim-based charity uses these funds to assist people who are homeless, living in poverty, ill or otherwise underprivileged.

When Brothers in Need began fundraising with Return and Earn, volunteers from the organisation would collect bottles and cans from members of the community to return. These days, the system is streamlined, with the charity featured on 20 Return and Earn machines across Western Sydney as a charity partner and on the Return and Earn app. This allows consumers to donate their refunds directly. So far, Brothers in Need has raised around \$7,000 through Return and Earn.

Brothers in Need is mainly run by volunteers. Like the people they help, the volunteers come from all walks of life and include refugees and migrants. In fact, the charity has volunteers from over 40 countries.

One of the critical ways the funds raised support the community is through a local soup kitchen that provides 120 hot meals and desserts each day.

"Volunteers cook and distribute the meals to people who are homeless, asylum seekers and people from low-income households," explained Managing Director Dean Mousad.

When Brothers in Need began fundraising through Return and Earn in 2019, the charity worked hard to educate their community about recycling and how the scheme operated.

"We had a couple of opportunities to visit return points to make videos of how the scheme works. This helped us teach people in our networks about saving the environment, and every bottle they donate to us means we are able to do more work," said Dean.

Dean is enthusiastic about what the future holds and the initiative's potential to grow as more people get involved.

"Some great work has already been done, which is of benefit to the environment and has allowed people to get involved, do good and support a cause.

"Instead of donating money they may not have, they can donate their bottles and know they've made an impact."



Brother in Need recycling at Return and Earn machine.

“Volunteers cook and distribute the meals to people who are homeless, asylum seekers and people from low-income households”



MANAGING DIRECTOR DEAN MOUSAD





Social



Since commencement:
\$62.59 million
 raised for charities and
 community groups¹³

2023-24 period:
\$15.59 million



93%
 support¹⁴



84%
 participation¹⁴



83%
 satisfaction¹⁴



633
 return points, including 204
 small business operators¹⁵

¹³ Raised via donations and return point hosting fees.

¹⁴ Percentage of NSW adults, Verian June 2024 consumer research

¹⁵ Return point operators with 30 or fewer employees

Participation in Return and Earn reached an all-time high in 2023-24, with 84 per cent of NSW adults having participated and the majority doing so monthly. Combined with high levels of support and trust in the scheme and high satisfaction rates, Return and Earn enjoys a strong social licence to operate. This has contributed to a record 2.1 billion containers being redeemed through the network during the year and significant social impact in NSW.



Understanding what motivates our customers

EfC worked with Monash University's behavioural science experts, BehaviourWorks, in 2023–24 to understand the enablers and barriers to increasing participation in the NSW scheme. The findings have guided our approach to communication and engagement.

Broad-reaching promotion of the scheme continued throughout the year with campaigns promoting the key motivations to participate (financial and environmental) alongside information to make participating easier. This includes using the Return and Earn app or website to find the nearest return point, checking the live status of a return point, and making sure containers are eligible with the container checker tool.

Advertising and community engagement activities helped drive a 3 per cent increase in overall participation in Return and Earn. This, combined with improvements to the return point network, contributed to a record year for the number of containers returned.

There is also strong evidence that NSW residents are embedding Return and Earn into their regular routine, with four out of five participants doing so once a quarter or more. The research found frequency was often linked to how long it took participants to collect enough containers to make a trip worthwhile, with just over half visiting a return point once a month.



By the end of 2023–24, customer satisfaction with Return and Earn had increased to 83 per cent, and 68 per cent of participants were very likely to recommend the scheme to others.



Access and convenience

TOMRA Cleanaway continued to innovate to improve the customer experience at return points and increased access to the network.

In 2023–24, 17 return points were added to the network, including new Return and Earn depots in Orange, Maitland, Canterbury-Bankstown, Griffith, Mulwala, Wetherill Park and Silverwater. The large-format, standalone facilities are designed to quickly process high volumes of drink containers. Depot operators often partner with local businesses and schools on container collections and even offer home collection services.

Several innovations were also deployed this year, including an ongoing trial of the latest 'takes-all' reverse vending technology. This technology accepts all eligible containers in each of the four chutes on a Return and Earn machine, rather than requiring separate glass and lightweight inputs. This reduces queuing and sorting times for customers returning containers, resulting in a smoother and quicker Return and Earn experience.

A new Return and Earn mobile van was trialled and new small-format machines featuring internal compaction technology were rolled out in existing, frequently visited businesses such as petrol stations, newsagencies and service clubs. This is making returning and earning even more convenient for locals.

By the end of 2023–24, customer satisfaction with Return and Earn had increased to 83 per cent, and 68 per cent of participants were very likely to recommend the scheme to others.¹⁷

¹⁷ Verian June 2024 consumer research



Little Wings volunteers at Return and Earn machine for launch of fundraising appeal.

Outreach and partnerships

Throughout the year, scheme partners participated in 23 events, directly engaging with over 20,000 people. This included our second stand at the popular Sydney Royal Easter Show.

These events provided an opportunity to build community understanding of how to participate, share information about nearby return point locations, and communicate the scheme's positive outcomes.

The scheme partnered with Coca-Cola and Coles during National Recycling Week, with prominent signage in supermarket drinks aisles encouraging people to participate.

In addition to ongoing partnerships with Environmental Education NSW (formerly the Australian Association for Environmental Education) and Keep Australia Beautiful NSW, this year we were excited to partner with Local Government NSW for the first time. The partnership will help us support councils to promote Return and Earn to their communities while providing them with important data on how their residents are participating.

We hosted our first webinar series in 2023-24, with dedicated sessions for local councils, community groups, charities and schools.

We also worked closely with Multicultural NSW through its Regional Engagement Program to raise awareness of Return and Earn and increase participation among culturally and linguistically diverse communities.

Delivering social impact in NSW

Delivering social impact was a strong focus for scheme partners in 2023–24. Partnerships with social enterprises in the return point network provided employment opportunities and revenue for their community services.

Orange's Return and Earn depot opened in March 2023 and is operated by local not-for-profit Wangarang Industries, an Australian disability enterprise. From the on-site parking to bin lifts, all aspects of the depot's operations have been specifically designed to ensure access for staff and customers of all abilities.

St Vincent de Paul NSW has become an integral part of the return point network, operating several depots across the state. In 2023–24, it opened its ninth and tenth Return and Earn depots, in Griffith and Maitland, respectively. The revenue generated from hosting return points provides an important stream of income for the charity while making it easy and convenient for the local community to recycle their eligible bottles and cans.



Supporting community fundraising

Return and Earn has continued to be an important fundraising channel for charities and community groups in NSW. Over 315 charities are now using the scheme to raise funds on the Return and Earn app.

Around \$62.59 million has been raised for charities and community groups through donations and fees from hosting return points since the scheme began, with \$15.59 million raised in 2023–24 alone.

Three statewide donation appeals ran in 2023–24, raising \$262,874 for charities throughout:

- The Youth Off the Streets appeal ran from May 2023 to November 2023, raising \$87,801 in 2023–24 towards its \$120,000 goal for homeless and vulnerable young people in the community.
- The 'Donate for a Mate' NSW Rural Fire Service Benevolent Fund appeal ran from November 2023 to April 2024, raising \$97,046 for volunteer firefighters and their families.
- The Little Wings appeal was launched in April 2024, and by the end of the financial year had raised \$78,027 of its \$100,000 donation target.

These figures do not include the many informal container drives collected independently and not tracked through the scheme. It is likely that additional millions of dollars were raised in support of important causes that help our communities thrive.



Visitor at the Return and Earn information stand, 2024 Sydney Royal Easter Show.



Exchange for Change staff at the Return and Earn stand at the 2024 Sydney Royal Easter Show.

CASE STUDY

Recycling a way of life at Mudgee retirement village

One way or another, all 49 residents at Oak Tree Retirement Village in Mudgee are involved in drink container recycling.

Village Manager Rebecca (Bec) Redfern said they started collecting cans and bottles three-and-a-half years ago. Initially she led the container returns, setting up a dedicated bin for bottles and cans, and taking the containers to the local Mudgee return point.

“As it’s grown, a lot of the residents have put their hands up to take responsibility for returning containers and accounting,” said Bec.

“Sometimes families get involved as well. We once had one of the resident’s daughters turn up with a carload of containers for us.”

The residents decide what to put the money towards.

“They vote as a group to spend it on something that will bring enjoyment to their lives. Funds have gone towards the village’s bingo pool, an ice machine for village events, and for the transport of a pool table that was donated,” Bec said.

Sometimes the residents also donate money to local charities, and recently decided to donate to the Rural Fire Brigade in Grattai.

They have raised more than \$2,000 through Return and Earn over the years.

“

As it’s grown, a lot of the residents have put their hands up to take responsibility for returning containers and accounting.

”

REBECCA (BEC) REDFERN, VILLAGE MANAGER



Oak Tree Retirement Village residents at Mudgee Return and Earn.



For every dollar invested,
the scheme generates
\$1.76
in social benefits.



Measuring social value and impact

EfC partnered with the University of Technology Sydney's Institute for Sustainable Futures (UTS ISF) and the Product Stewardship Centre of Excellence in 2023–24 to develop a new framework to measure the social value and impact delivered by Return and Earn.

In developing the Return and Earn Social Return on Investment (SROI) framework, the environmental benefits and economic costs of the NSW scheme as well as the social benefits were considered. The analysis concluded that the social return on investment for the NSW scheme is 1:1.76.

This means that for every dollar invested, the scheme generates a net social benefit of \$1.76.¹⁸

¹⁸ Kim, Y., Florin, N., Talwar, S. (2024). Social value and impact assessment for NSW Return and Earn. Report prepared for Exchange for Change.



L to R: James Dorney and Michelle Mandl of TOMRA Cleanaway, Shirani Glover and Danielle Smalley of Exchange for Change; and Audrey Yim and Alex Young of NSW EPA at the 2023 NSW Sustainability Awards where Return and Earn was a finalist in the Communications for Impact category.

CASE STUDY

Partnership with local disability provider leads to Orange's first Return and Earn depot

Orange opened its first Return and Earn depot in early 2024, operated by local not-for-profit Wangarang Industries, an Australian disability enterprise.

The large-format facility has a strong regional community focus and is completely accessible, meeting the needs of people of all abilities. All aspects of the depot's operations, including on-site parking and bin lifts, have been specifically designed to ensure access for staff and customers of all abilities.

Local businesses supported the construction of Orange Return and Earn by contributing towards the cost of lifting equipment, providing sorting tables and offering landscaping services.

"We are incredibly lucky and grateful for the support we have received within and outside the local community. It has helped us build an automated depot that is customised to suit the area and people with all abilities to recycle their containers."

"The site is completely accessible, with dedicated mobility parking, and physical assistance should members of the community need an extra hand," said Kevin McGuire, CEO of Wangarang Industries.

Wangarang Industries quickly established connections with local groups, including Orange Ex-Service Club, which donates the refunds from all containers it collects to Wangarang. Blayne Hospital and Wyangla Dam Bushfire Brigade also recycle their eligible drink containers through the depot, with the refunds from these containers supporting their own operations.

"We're delighted to partner with the amazing team at Wangarang Industries, led by Kevin McGuire, to provide the people of Orange and surrounds with this convenient new location to recycle your containers and help your local environment," said James Dorney, CEO of TOMRA Cleanaway.

"Return and Earn's automated depots are an important part of the return point network and enable not-for-profits like Wangarang to put more money back into the local community with every recycled container, all while helping the environment and providing local jobs."

The depot has quickly proven popular with locals, receiving almost 800,000 bottles, cans and cartons in its first three weeks of operation alone.



Container sorting at Orange Return and Earn depot.



The site is completely accessible, with dedicated mobility parking, and physical assistance should members of the community need an extra hand

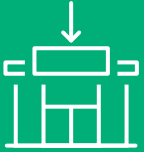


KEVIN MCGUIRE, CEO OF WANGARANG INDUSTRIES

Environmental



3.8 billion
eligible containers
supplied into NSW in 2023-24¹⁹



2.6 billion
containers collected through
the scheme during 2023-24



68%
redemption rate in 2023-24

73%
peak quarterly redemption rate
(Q4 FY24)

82%
peak monthly redemption rate
(January 2024)

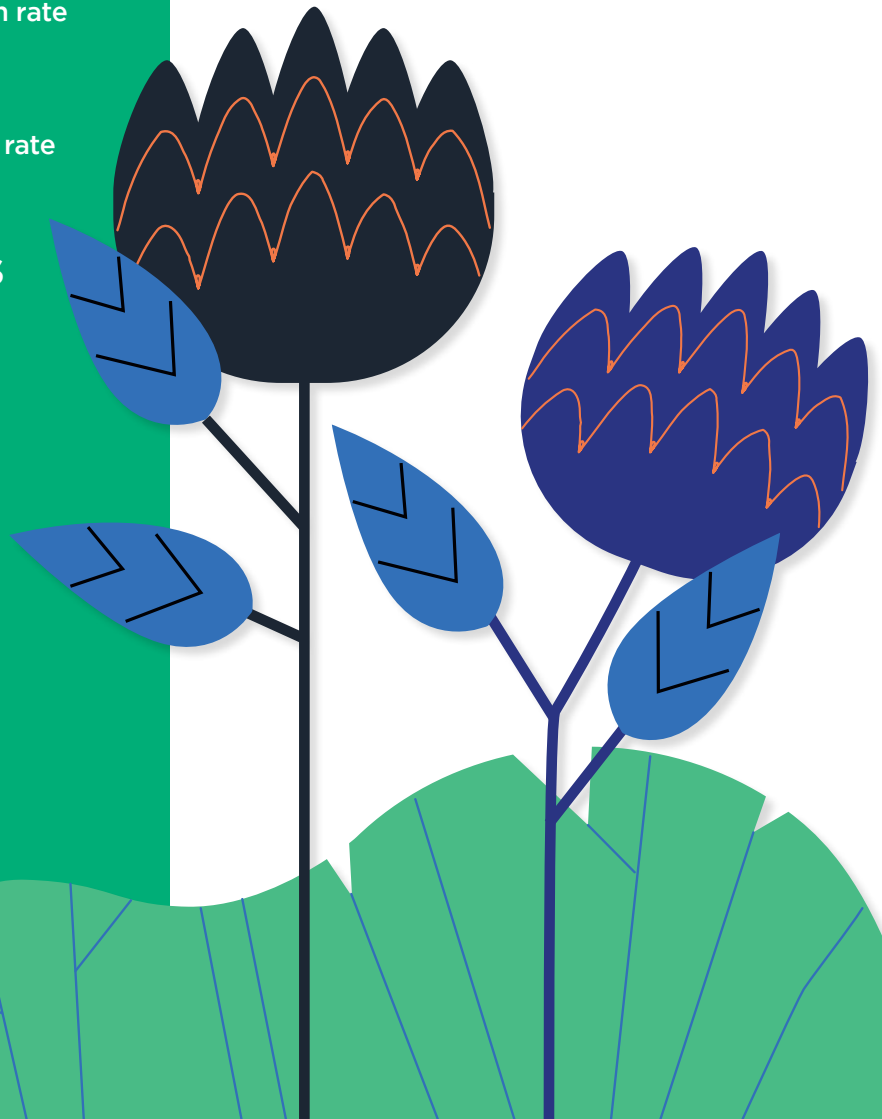


153,796 tonnes
of materials recycled
2023-24

¹⁹ Net of exports.



Return and Earn continued to deliver strong outcomes for the environment in 2023-24 with overall redemptions increasing two percentage points on last year and the network setting a new record for the number of containers returned in a financial year.



Supply volumes

Supply volumes (as shown in **Table 1**) represent the total volume of eligible drink containers supplied into NSW, excluding containers exported to other jurisdictions. This net position reflects the total volume of containers supplied that are eligible for redemption within the state (97 per cent of gross supply).

Supply volumes increased 2.5 per cent in 2023–24 compared to the previous year. Volume in the first half of 2023–24 was higher than in the same period last year, with an additional 96 million containers supplied. The second half of the year saw a decrease compared to the previous year, with 3 million fewer containers supplied into market.

Aluminium, PET and glass were the most supplied material types, collectively making up 94 per cent of all eligible containers after adjusting for exports.

There was a 9 per cent increase in PET volumes while glass declined 8 per cent compared to the previous year.

Scheme redemptions

Total redemption volume in 2023–24 improved by 114 million containers, or 5 per cent compared to the previous year. The annual redemption rate was two per cent higher than in 2022–23.

Network redemptions accounted for 2.1 billion containers, while 0.5 billion containers were redeemed via kerbside recycling, resulting in a total redemption of 2.6 billion containers in 2023–24. The split between network and kerbside collections remained steady in 2023–24, with 82 per cent of volume collected via the network.

Aluminium, PET and glass were the top three material types redeemed, accounting for 98 per cent of redeemed volumes. Redemption volumes closely followed the supply profile of material types, with glass volumes declining and an uplift in aluminium and PET compared to the previous year.

Redemption rates for PET (66 per cent), HDPE (53 per cent) and steel (40 per cent) in 2023–24 were the highest since the scheme began.

Table 1: Actual supplier volumes, 2023–24

CONTAINER MATERIAL TYPE	TOTAL	VOLUME SHARE (%)*
Aluminium	1,580,627,746	41.87
Glass	724,940,904	19.20
PET	1,235,632,076	32.73
LPB (liquid paperboard)	190,902,782	5.06
HDPE	32,478,460	0.86
Steel	8,223,450	0.22
Other plastics	820,801	0.02
Other materials	1,561,296	0.04
Total	3,775,187,515	100.00

*Data source: 21 July 2024 supplier invoice as adjusted by 1 August 2024 exporter invoice.

Table 2: Actual redemption volumes, 2023–24

CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)*
Glass	724,940,904	573,949,654	79
Other materials	1,561,296	1,227,742	79
Aluminium	1,580,627,746	1,112,407,798	70
PET	1,235,632,076	818,643,590	66
HDPE	32,478,460	17,095,326	53
Steel	8,223,450	3,326,961	40
LPB (liquid paperboard)	190,902,782	39,543,630	21
Other plastics	820,801	27,299	3
All material types	3,775,187,515	2,566,222,000	68

* Rounded to the nearest whole per cent.

Network trends

This financial year was another record period for collections through the network, exceeding 2 billion containers in a financial year for the first time.

Volume via return points increased 6 per cent or 117 million containers, compared to the previous year. This resulted in a 2 per cent increase in the network redemption rate compared to last year.

The growth in volume was driven by supply growth, a greater number of return points and an increase in NSW community participation. As of 30 June 2024, Return and Earn had 633 return points throughout NSW, a 3 per cent increase compared to the previous year.

The biggest growth in volume was seen in automated depots, which grew by 154 million containers. An additional seven automated depots opened and operated during the year, favourably impacting the volume through this channel.

Collections through reverse vending technology declined by 29 million containers, while over-the-counter collections declined by 8 million containers despite new machines being introduced this year.

Aluminium, PET and glass were the most highly redeemed material types through the network, collectively accounting for 97 per cent of all containers deposited via the return point network.

Table 3: Total rate of redemption through the return point network against net supply, 2023-24

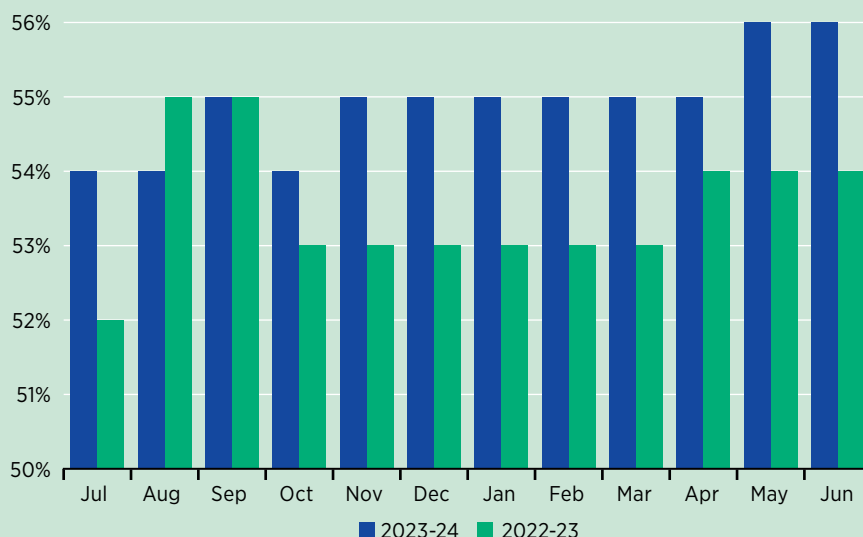
CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)**
Other materials	1,561,296	1,227,742	79
Glass	724,940,904	443,096,730	61
Aluminium	1,580,627,746	945,500,692	60
PET	1,235,632,076	659,545,954	53
Steel	8,223,450	3,326,961	40
HDPE	32,478,460	9,721,804	30
LPB (liquid paperboard)	190,902,782	39,543,630	21
Other plastics	820,801	27,299	3
All material types	3,775,187,515	2,101,990,812	56

Rates of redemption based on the volumes contained in Table 2

* Network redemption contains an over-the-counter claim that may change after undergoing audit verification.

** Rounded to the nearest whole per cent.

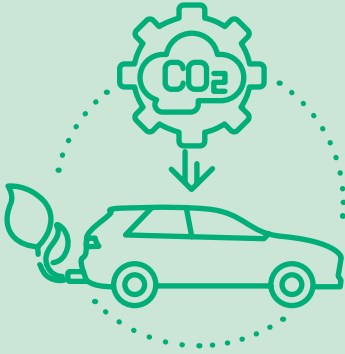
Graph 1: Network operator 12 month rolling redemption performance, 2023-24 vs 2022-23



Environmental impact of network redemptions



Using the life cycle assessment undertaken by Lifecycles Australia, the environmental benefits of containers returned through the network for recycling into new containers and other products instead of using virgin materials are:



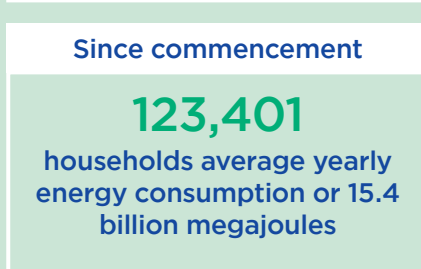
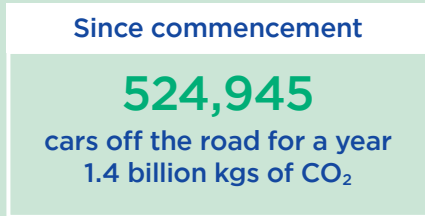
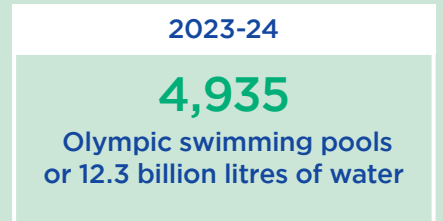
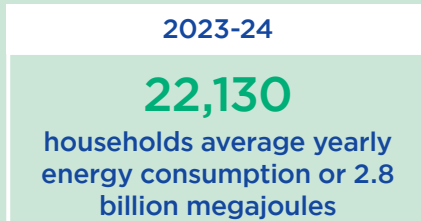
CO₂ emissions avoided equivalent to:



energy savings equivalent to:



water savings equivalent to:



Material recovery facility trends

Redemption volumes through kerbside recycling for all material types except PET contracted compared to the previous year. Total volume contracted by 1 per cent (3 million containers). Glass was the primary driver for the fall in redemption, accounting for 52 per cent of the total 24.5 million container decline.

The decline was most prevalent in glass (down 13 million containers) and aluminium (down 8 million containers) compared to the previous year. The decrease in HDPE is consistent with trends in the market as beverage suppliers shift their packaging away from HDPE to PET-based products. Glass has been declining consistently over the past three years.

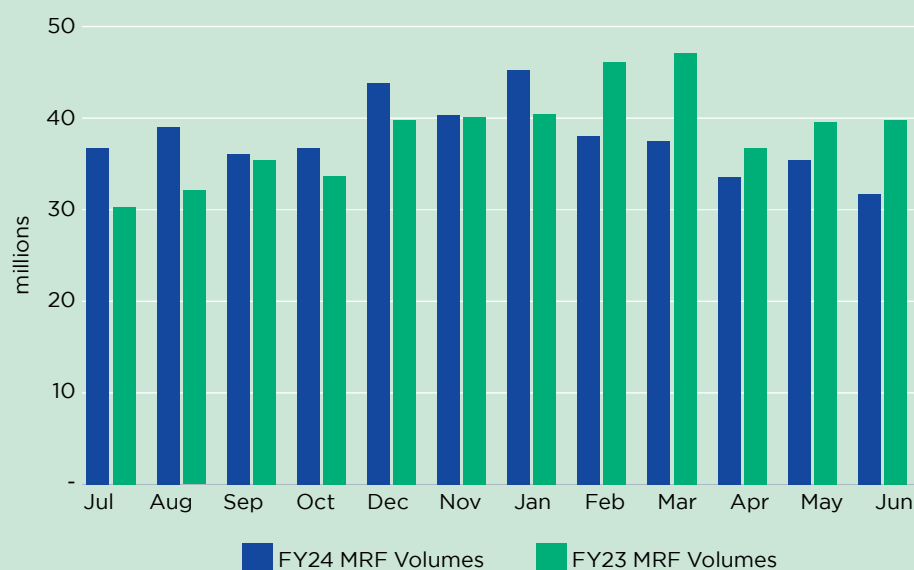
Table 4: Material recovery facility operator container redemptions, 2023–24

CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)* **
HDPE	32,478,460	7,373,522	23
Glass	724,940,904	130,852,924	18
PET	1,235,632,076	159,097,636	13
Aluminium	1,580,627,746	166,907,106	11
LPB (liquid paperboard)	190,902,782	-	0
Steel	8,223,450	-	0
Other materials	1,561,296	-	0
Other plastics	820,801	-	0
All material types	3,775,187,515	464,231,188	12

* Rounded to the nearest whole per cent.

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

Graph 2: Material recovery facility redemptions and claim eligibility, 2023–24



CASE STUDY

Sharing the benefits of Return and Earn with councils

Re.Group's Enfield recycling facility in South Strathfield plays an important role in the Return and Earn scheme, and the scheme plays an important role in helping this facility provide cost-effective recycling services to the community.

The Enfield Materials Recovery Facility (MRF) receives mixed 'yellow bin' recyclables, including drink containers that are eligible for recycling via Return and Earn, as well as household packaging materials made from paper, cardboard, plastics, metals and glass. All these materials are sorted at the MRF for sale to recyclers to make new products.

Before Return and Earn, kerbside MRFs were the main way that drink containers were recycled in NSW. Since the scheme started, far fewer aluminium cans, and PET and glass bottles are being sent to MRFs. However, the MRF is able to claim the 10c refund on the eligible containers it receives provided it meets certain requirements such as having a refund sharing agreement with the local council as set out in the Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017 (NSW).

As well as sorting the different packaging by material types, Re.Group's Enfield MRF adds extra value to glass. Broken glass from yellow bins, as well as glass from Return and Earn return points, goes through a glass beneficiation plant, which is located next door to the MRF.

"The glass plant uses X-ray detection and advanced optical sorting equipment to sort even tiny pieces of broken glass into clear green or brown coloured piles," said Lennox Moore, General Manager Commercial, ReGroup.

"This colour-sorted glass, called 'cullet', is used to make new glass bottles. The glass beneficiation plant plays an important role in the circular economy as bottle makers require very clean glass to make new bottles – even a small number of rocks or pieces of ceramic can ruin a whole truckload of cullet."

“
The advanced sorting equipment in Re.Group's facility ensures the recycled glass is sorted correctly and meets all requirements to be made into new bottles again and again and again.

”

LENNOX MOORE



Exchange for Change and NSW EPA staff visit Re.Group's Enfield MRF in July 2023.



Our contribution to sustainability

Our mission is to support the New South Wales circular economy by delivering better environmental, social and economic outcomes through Return and Earn. This forms the basis of our commitment to the United Nations (UN) Sustainable Development Goals (SDGs).

We acknowledge the importance of all 17 SDGs, but have prioritised nine goals because they closely align with our mission. Throughout this report, you will see the SDG icons highlighting the work that scheme partners are doing across Return and Earn to help achieve the UN goals.

GOAL	TARGET	PROGRESS
 <p>End poverty in all its forms everywhere.</p>	<p>1.2 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 NSW charities and community groups to fundraise through the scheme to fund initiatives that help those living in poverty.</p> <p>In 2023-24, Return and Earn partnered with 30 charities (as donation partners), providing services to people living in poverty and raising \$106,000. Sixteen social enterprises operated return points, using the revenue to help fund their work in the community.</p> <p>Ref p20, 25, 43 and 48.</p>
 <p>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</p>	<p>4.7 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 educates the NSW community on the importance of sustainability and equips them with knowledge about how recycling through the scheme contributes to a more sustainable future.</p> <p>Through our ongoing partnership with Environmental Education NSW (formerly the Australian Association of Environmental Education NSW), we provided webinars and information sessions for early learning, primary and secondary school students, to engage them in learning about sustainability through Return and Earn.</p> <p>Free school resources were also made available to teachers across NSW.</p>
 <p>Achieve gender equality and empower all women and girls.</p>	<p>5.1 End of forms of discrimination against all women and girls everywhere.</p> <p>5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</p>	<p>Scheme partners are committed to providing a workplace environment that promotes and ensures women's full and effective participation and allows equal opportunities for leadership.</p> <p>In 2023-24:</p> <p>Exchange for Change had 60 per cent female leadership at all staffing levels, including a majority female board, executive and leadership team.</p> <p>At the NSW EPA, 57 per cent of senior leadership roles were held by women.</p> <p>Over 55 per cent of the leaders at TOMRA Cleanaway are female, including representation at a Board, Executive and Manager level.</p>
 <p>Ensure availability and sustainable management of water and sanitation for all.</p>	<p>6.4 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 more efficient use of water as producing drink containers from recycled materials uses less water than using virgin materials.</p> <p>In 2023-24, 2.1 billion drink containers were recycled through the return point network, achieving water savings of over 12 billion litres, equivalent to 4,935 Olympic swimming pools of water.</p> <p>Ref p33.</p>

GOAL	TARGET	PROGRESS
 <p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>	<p>8.5 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>8.8 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 equal employment opportunities, including for people with barriers to employment.</p> <p>In 2023–24, 15 Return and Earn depots and nine over-the-counter return points were operated by social enterprises that provide employment opportunities for people experiencing 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. They promote the creation of a safe working environment for staff, contractors and the public.</p> <p>Ref p45.</p>
 <p>Reduce inequality within and among countries.</p>	<p>10.2 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 and gender.</p> <p>In 2023–24, this has seen a focus on engagement with culturally and linguistically diverse communities, and audits of the scheme’s communication channels and content for accessibility and inclusion. Upgrades were implemented to the scheme website to ensure it meets WCAG AA 2.0 accessibility requirements, and we developed a new suite of inclusive brand characters.</p>
 <p>Ensure sustainable consumption and production patterns.</p>	<p>11.6 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 strengthens NSW’s circular economy by lifting recycling rates, which in turn reduces litter, landfill and reliance on virgin materials.</p> <p>In 2023–24, 2.6 billion drink containers were returned through the scheme for recycling (via the return point network and kerbside collection), resulting in 68 per cent of containers supplied being redeemed through the scheme to be recycled or reused.</p> <p>NSW EPA reported that eligible containers in 2022–23 made up 4.56 per cent of the total litter item density and 38.64 per cent of total litter volume in NSW.</p> <p>Ref p12 and 31-34.</p>
 <p>Ensure sustainable consumption and production patterns.</p>	<p>12.2 By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p>12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and re-use.</p>	<p>Return and Earn contributes to the NSW circular economy by facilitating and promoting the use of recycled materials rather than virgin materials.</p> <p>In 2023–24, 100 per cent of glass containers collected through the network were reprocessed domestically into new bottles and jars; 100 per cent of clear PET was recycled into new bottles and other food-grade packaging in NSW; and 100 per cent of aluminium cans were exported overseas to be recycled into new products.</p> <p>Ref p6 and 30-34.</p>
 <p>Conserve and sustainably use the oceans, seas and marine resources for sustainable development.</p>	<p>14.1 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 reduces drink container litter in our waterways.</p> <p>According to NSW EPA, the volume of CDS litter in NSW decreased by 61 per cent between 2021–22 and 2022–23.</p> <p>Since Return and Earn was introduced in December 2017, eligible beverage container litter has fallen in the density of items (by 73 per cent) and in volume (by 71 per cent).</p> <p>Ref p12.</p>

Economic



1,636

supply arrangements in force



\$472 million

in supplier contributions paid in 2023-24 (excluding GST)



\$191 million

refunds paid to consumers in 2023-24 (excluding GST)

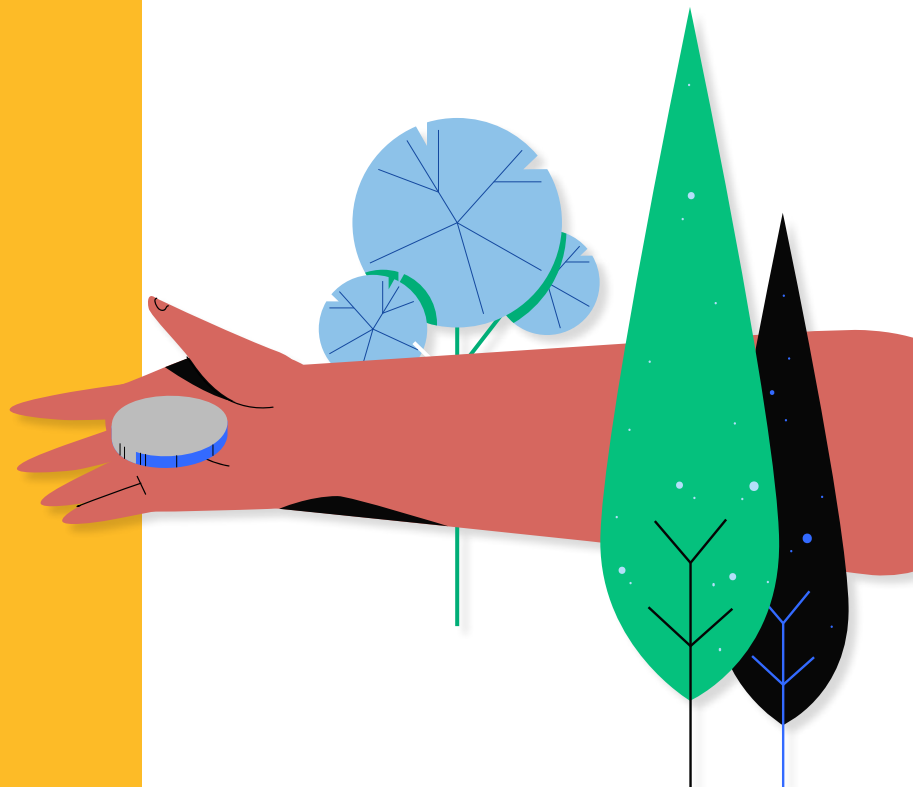
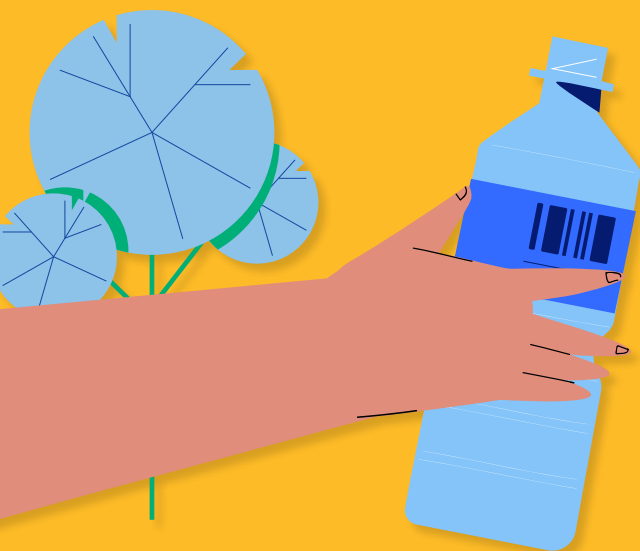


\$43 million

refunds paid to MRFs in 2023-24 (excluding GST)

A key priority for scheme partners is managing scheme costs and reducing administrative burden while providing an effective and efficient scheme.

The Victorian container deposit scheme launched in November 2023, resulting in Australia having a container deposit scheme in all mainland states and territories. Scheme partners recognise the challenges faced by beverage suppliers participating in multiple schemes.



Scheme pricing

During 2023–24, two pricing periods applied with a new fixed price per material type announced in October 2023 applying to invoices from February 2024. The actual weighted average cost per container during 2023–24 was within 1 per cent of the published price.

Suppliers and exporters

First suppliers

First suppliers of beverages into NSW pay for the costs of managing, administering and operating Return and Earn through contributions they make for every container they supply into the state.

During 2023–24, there were 1,636 supplier arrangements in force, including 45 related to suppliers that exited the scheme.

Suppliers collectively paid \$472 million in contributions in 2023–24 (excluding GST).

Exporters

Businesses who buy eligible containers within NSW and sell or supply these containers to another business outside the jurisdiction are treated as exporters and can claim a rebate for these containers.

During 2023–24, 96 executed Exporter Deed Polls were in force, of which 29 made exporter claims totalling \$16 million (excluding GST) in rebates.

Supplier and exporter satisfaction

Scheme partners are committed to making processes easier for our participating beverage suppliers. Yearly customer satisfaction surveys with suppliers help guide continuous improvement activities throughout the year.

In 2023–24, 62 per cent of suppliers rated processes for meeting reporting requirements as 'easy' or 'very easy', up 6 per cent on the previous year. Satisfaction with the service provided by EfC also increased significantly, to 72 per cent.

Table 5: Price per container by material type, 2023–24
(in cents excluding GST)

CONTAINER MATERIAL TYPE	MINIMUM PRICE PER CONTAINER CHARGED	MAXIMUM PRICE PER CONTAINER CHARGED	CENTS PER CONTAINER 2023–24 (AVERAGE)
Aluminium	12.9	13.5	13.2
Glass	13.7	14.4	14.1
HDPE	8.1	8.6	8.4
PET	11.5	12.1	11.8
LPB (liquid paperboard)	4.9	5.2	5.0
Steel	7.8	8.2	8.0
Other plastics	1.9	1.9	1.9
Other materials ²⁰	3.7	3.7	3.7
Weighted average price per container²¹	11.73	12.25	11.99

²⁰Other materials are containers that do not meet the definition of the seven material types. They are typically containers made from multiple materials, such as casks made from a foil bladder, a plastic bung or tap, and a cardboard outer shell.

²¹The weighted average price per container is calculated by applying the monthly set prices to actual volumes divided by total volume for the year. There were two pricing periods applicable in 2023–24.

Compliance

EfC administers the first supplier and exporter audit program, which verifies the accuracy of supplier-reported volumes and ensures supplier contributions are correct. EfC continued to work with the Australian Capital Territory, Queensland and Western Australian schemes to harmonise first supplier audits and reduce the audit burden on suppliers while maintaining excellent assurance outcomes. The Victorian scheme joined this partnership in late 2023.

Independent auditor, PKF Australia, undertakes the audits to ensure impartiality and independence from EfC and its shareholders. PKF audits EfC shareholders, who are suppliers, annually.

Using a risk-based approach, large-volume suppliers are audited every year and the remaining low-volume suppliers less frequently. This approach encourages confidence in the assurance of the total volume of supply into NSW.

In 2023-24, PKF conducted 49 supplier audits of more than 3.2 billion supplied containers, and seven exporter audits of more than 44 million exported containers. No non-compliance notices were issued over the period.

EfC continued to work with NSW EPA throughout 2023-24 to identify non-compliant suppliers regarding reporting, scheme registration and unapproved containers.

Harmonisation

In addition to a harmonised approach to supplier audits, work commenced in 2023-24 on a unified portal for container approvals across Australian container deposit schemes. NSW EPA spearheaded the project, coordinating with a national working group, scheme coordinators, super-collectors, suppliers and peak bodies. After consultations in 2023, two preferred options emerged, which have progressed to detailed analysis. Recommendations will be presented to the Heads of EPA forum and then to decision-makers in 2024-25.

EfC has been leading work with the Queensland, WA and Victorian scheme coordinators to identify initiatives which could reduce supplier administration.



Gaurav Gupta, operator of Wetherill Park Return and Earn depot, and staff member celebrate the depot's opening with local MP Dr Hugh McDermott.

MRF operators

Processing refunds

MRF operators can participate in the scheme by processing eligible 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 certain requirements. One requirement is that they have an agreement with the 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 that is recycled or delivered to a recycling facility.

For facilities that claim by weight, the claimed amount is based on the eligible container factor calculated by an independent statistician and published by the EPA each quarter. The eligible container factor estimates the number of eligible containers in each kilogram of material delivered

for recycling or re-use. For facilities that claim by count, the claimed amount is based on the measurement and record of the number of individual eligible containers the MRF operator counts each month.

In 2023–24, 23 MRFs and two bottle-crushing facilities lodged claims for the payment of refund amounts. MRF operators collectively redeemed 464 million containers and received \$43 million (excluding GST) in processing refunds during the reporting period.

Compliance

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

No serious or material non-compliance notices were issued during the reporting period.





Maitland Return and Earn depot staff member processing containers.

Network operator

Network payments

Network operator TOMRA Cleanaway operates the statewide return point network and manages the logistics and sale of commodities to ensure all collected containers are delivered for re-use or recycling.

EfC administers payments to TOMRA Cleanaway based on the total volume of eligible containers collected via the return point network.

In 2023-24, \$191 million (excluding GST) in network payments were paid.

Compliance

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. The program also reviews TOMRA Cleanaway's financial records to substantiate the claims.

No serious or material non-compliance notices were issued during the reporting period.

Return points

EfC continued to monitor and analyse data from return points throughout the year, as per the government-approved audit plan. If risks are identified, EfC has the right to conduct onsite inspections. TOMRA Cleanaway conducted at least one audit of each return point during the year and the results were reported to EfC and NSW EPA. Each quarter, EfC attended a sample of return point audit visits with TOMRA Cleanaway and inspected individual audit reports as part of EfC's audit and verification activities.

No serious or material non-compliance notices were issued during the reporting period.

CASE STUDY

Recycling a path to community spirit and purpose at St Catherine's Catholic College

The community of St Catherine's Catholic College in Singleton has collected over 16,000 eligible bottles, cartons and cans through Return and Earn since 2023.

Geography teacher Glen Carr was inspired to organise container collections at the school after seeing the Return and Earn machine near the local golf club.

"It triggered me to do something at my workplace. The students learn about recycling in Geography and this ties in with our Catholic principles of stewardship for the planet and the environment, so Return and Earn just made sense," said Glen.

The students have embraced the initiative and are keen to help others and serve one another.

As part of the initiative, the college has launched a challenge between the school's sports houses. Recycling bins are painted in house colours and each house tries to recycle the highest number of containers and raise the most money.

Year 10 students have also taken a key role in the recycling effort by helping pick up recyclable containers that litter the schoolyard and encouraging other students to place bottles and cans in the correct bins. They also often bring in their bottles and cans from home to add to the school's collection.



The funds raised through Return and Earn are donated to the Hope Tree Group, a local Catholic Charity, and will help support those who have fallen on difficult economic times. So far, \$1,600 has been raised from the containers collected.

"As a Catholic college, it made sense to support our local community. I see it as a way to help develop community spirit and a sense of purpose within the college community," said Glen.

“
As a Catholic college, it made sense to support our local community. I see it as a way to help develop community spirit and a sense of purpose within the college community

GLEN CARR, TEACHER AT ST CATHERINE'S CATHOLIC COLLEGE, SINGLETON



St Catherine's Catholic College students.

Governance

Ensuring good governance and managing risks is crucial to achieving the purpose and objectives of Return and Earn. Good governance helps maintain integrity and confidence in the scheme; fulfils our corporate governance, legislative and contractual obligations; and supports the scheme's continued success.

EfC led the establishment of robust governance and risk management frameworks in collaboration with scheme partners. These frameworks institute appropriate policies, systems and processes to effectively meet the expectations of the community, industry and regulators.

During the reporting period, EfC worked with scheme partners to implement and fulfil activities outlined in the tripartite risk management framework and fraud and corruption control plan. Scheme crisis management and crisis communication plans were also developed.

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

Risk and assurance

Independent oversight

RSM Australia, the independent scheme auditor, is responsible for providing independent oversight and advice to the EPA on audit and assurance matters under the Return and Earn Integrated Risk and Assurance Model.

During the reporting period, RSM Australia undertook detailed periodic audits of EfC's risk and audit activities and associated records to ensure compliance with its obligations as scheme coordinator and the annual audit plan. The audits found EfC was 100 per cent compliant with the plan.

Fraud and corruption control

EfC maintains a robust operational fraud and corruption control program in partnership with the EPA and TOMRA Cleanaway. Scheme fraud and corruption control initiatives minimise opportunities for fraud or corrupt conduct through a framework of good governance, and active and effective control strategies.



L to R: TOMRA Collection Australia CEO Tor Eirik Knutsen, Exchange for Change CEO Danielle Smalley, TOMRA Cleanaway CEO James Dorney and NSW EPA Director of Circular Systems Alex Young in front of the Return and Earn mobile van.

Key activities carried out in the reporting period include:

- development of a tripartite NSW container deposit scheme fraud investigation procedure
- monthly loss-prevention monitoring and reporting between scheme partners
- enhancement of integrated scheme-wide processes for deterring, monitoring, managing and enforcing action relating to fraud and corruption risks
- tripartite fraud risk monitoring through a scheme fraud risk register.

One allegation of fraud was investigated in 2023–24. Preventative actions and controls have been taken in response to the alleged fraud, while investigation and enforcement activities are ongoing.

Besides this allegation, which continues to be investigated, no other material instances of fraud or corruption resulting in loss to the scheme were identified during the reporting period.

Health, safety and environment

Providing a safe working environment while focusing on sustainability in our operations is a key priority at EfC. To ensure safety at an organisational level, we have implemented and independently certified our Work Health and Safety Management System in accordance with ISO 45001:2018 (Occupational health and safety management systems) and aligned it with ISO 14001:2015 (Environmental management systems).

While each of the scheme partner organisations is responsible for its own business safety risks, TOMRA Cleanaway has the primary duty of care for safety across the network. EfC ensures there is a whole-of-scheme approach to safety risks, developed in accordance with Safe Work Australia guidelines. This approach is managed collaboratively by the scheme partners and overseen by the independent scheme auditor.

Data governance, security and confidentiality

In an environment where threats to cybersecurity are continually changing and becoming more sophisticated, safeguarding confidential and personal data across EfC's systems and networks is a critical priority.

We implemented and maintained several controls and measures during the reporting period to ensure information security, including:

- independent audits of IT security, backup systems and operational processes using data security standards to benchmark for risk assessments, controls and settings
- strengthening account security by implementing multi-factor authentication
- maintaining a cybersecurity program with regular updates and ongoing threat monitoring to proactively address potential vulnerabilities
- improving our network security through the implementation of filtering technologies and secure remote access solutions to safeguard data transmission
- upgrading our network infrastructure to enhance security and performance, ensuring we are well equipped to handle current and future challenges.

No material data or confidentiality breaches occurred during the reporting period.

Looking ahead to 2024-25

A new five-year Scheme Strategic Plan commences in 2024-25, focused on empowering communities to boost participation, lifting recycling rates, managing scheme costs and reducing effort for industry.

The NSW Government has extended EfC's term as scheme coordinator for three years. Scheme partners look forward to working together to achieve the strategic plan goals by delivering even greater social, environmental and economic benefits for the people of NSW.

Making it easy for community

Activities in 2024-25 will focus on increasing recycling rates by making it easier for the community to participate. Upgrades to the return point network will continue alongside the introduction of the next-generation 'tip and go' technology for bulk returns at Return and Earn Centres.

Applying a behavioural science approach, work will continue to understand the barriers and enablers to people, businesses and schools participating in the scheme. Scheme partners will invest in new campaigns and infrastructure based on the findings.

Making it easy for industry

Supplier engagement in the year ahead will concentrate on making it easier for beverage suppliers to participate. This will include upgrading EfC's systems to increase efficiency and streamline processes, and holding information sessions to improve participants' understanding of scheme obligations and benefits.

EfC and NSW EPA will also continue to work closely with other Australian jurisdictions to develop a roadmap for suppliers participating in multiple schemes. In addition to ongoing work on container approval harmonisation, the national harmonisation working group, led by EfC, will also discuss solutions to harmonise other aspects of the supplier experience, such as reporting and invoicing.

Increasing redemptions

Scheme partners will work together to build on this year's success and growth in redemption volumes. Activities will address the reasons why people dispose of eligible containers in their red bin at home and how people can return containers while out and about away from home, through partnerships with councils, businesses and other stakeholders to lift recycling rates in schools, offices and commercial venues.

Contributing to the NSW circular economy

Return and Earn will celebrate its seventh birthday in the year ahead, with support and trust at an all-time high and participation and redemptions continuing to climb steadily year on year.

This success provides a strong foundation for the NSW Government's consideration of the future expansion of the scheme to include additional beverage containers. Scheme partners will continue to work with the NSW Government on its expansion consultation with industry and stakeholders, providing data and insights as required.



CASE STUDY

Long-time Return and Earn partner, Vinnies NSW, celebrates major Return and Earn milestone

Vinnies NSW has been closely involved with Return and Earn since the scheme launched in 2017. The charity prides itself on providing easy and convenient locations for the community to return their eligible bottles and cans for the 10c refund.

In 2023–24, Vinnies added two new depots to the NSW network, with the opening of Griffith Return and Earn closely followed by that of Maitland Return and Earn.

The Maitland opening was a major milestone for Vinnies, becoming its tenth Return and Earn depot in NSW.

The partnership with Return and Earn provides Vinnies with an important revenue stream, supporting programs and services that help people experiencing poverty and disadvantage.



“We are delighted with the reception we’ve received to our tenth bulk Return and Earn depot,” said Yolanda Saiz, CEO of St Vincent de Paul Society NSW. “By June, our Maitland site had already processed around 400,000 containers, averaging more than 100,000 containers each week since opening in April.

“The funds are going straight back into helping us provide care and assistance to people doing it tough, to help with household bills, with food, rent, and into supporting our services.”

“

The funds are going straight back into helping us provide care and assistance to people doing it tough, to help with household bills, with food, rent, and into supporting our services.

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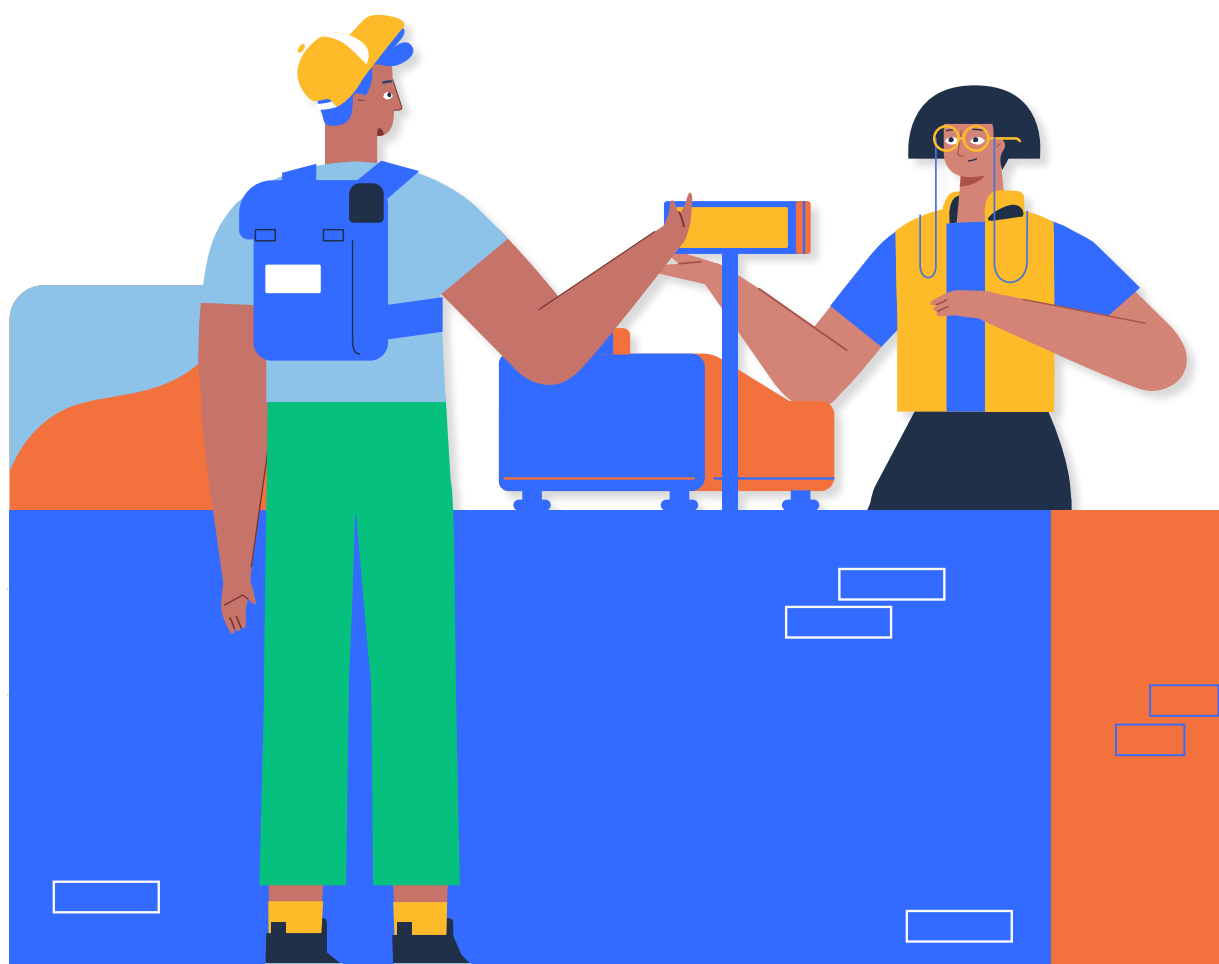
YOLANDA SAIZ, CEO OF ST VINCENT DE PAUL SOCIETY NSW



Scheme partners and community representatives celebrate the opening of Maitland Return and Earn Depot operated by Vinnies NSW.

Appendices:

1. 2023-24 financials
2. 2023-24 volumes report by return point
3. 2023-24 volumes report by material recovery facility operator



Appendix 1: 2023–24 financials

Return and Earn is based on 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 its 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 2023–24. As the financial reports are based on the 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.

FINANCIAL ACCOUNTS	2023–24
Revenue (AUD)	
Scheme contribution	\$471,579,570
Finance income	\$5,889,715
Other income	\$1,134,270
Total revenue	\$478,603,555
Expenses (AUD)	
Scheme refunds (container deposits)	\$191,090,074
Network operator fees	\$210,555,554
Material recycling facilities' processing refund	\$43,339,431
Exporters refund	\$16,376,472
Scheme coordinator administration fee	\$10,099,102
Scheme marketing fee	\$2,398,845
Scheme compliance fee	\$900,000
Other	\$3,844,077
Total expenses	\$478,603,555
Profit for the period	\$0

Reporting of expired and unredeemed refund vouchers

'Expired vouchers' are reverse vending machine retail vouchers that have not been redeemed by customers before their expiry date (currently three years from their date of issue). By definition, retail vouchers are not 'expired' until their expiry date has passed.

'Not-yet-redeemed' vouchers are retail vouchers that have been issued with an expiry date that has not yet passed, and which have not yet been exchanged for a one-off cash payment or in-store credit at one of the scheme's contracted retail partners.

The funds associated with expired and not-yet-redeemed vouchers are held by the Collection Point Operator – TOMRA Collection Pty Ltd

– in an interest-bearing account. The value of any expired vouchers and the interest earned on that account is spent on improving the NSW customer experience. TOMRA Cleanaway, as the network operator, has an obligation to the NSW Government to ensure that this is managed correctly.

The balance of expired and not-yet redeemed vouchers is detailed in the table below.

To manage expenditure of these funds on scheme improvements TOMRA Cleanaway has established a governance structure that sees TOMRA Cleanaway and Exchange for Change considering which initiatives to fund, and having oversight of their implementation. A number of initiatives have been proposed for delivery in FY25 and will see developments in Return and Earn that improve the customer experience across NSW.

Cumulative balance (since 1 December 2017)

	NOT YET REDEEMED*	EXPIRED	TOTAL
As at 30 June 2024	\$10,750,633	\$6,284,003	\$17,034,636
Interest earned on not-yet-redeemed vouchers up until 30 June 2024, not included in the above figures, was \$1,060,622.			

*Not-yet-redeemed vouchers are retail vouchers that have been issued, whose expiry date has not yet passed, and have not yet been exchanged for a one-off cash payment or in-store credit at one of the scheme's contracted retail partners. Consumers have three years from the time of issuance to redeem their voucher.

**Rounded to nearest hundred.

Use of funds

A summary of the expenditure from 26 June 2023 to 30 June 2024 is included in the table below:

INITIATIVE	AMOUNT SPENT**
Opening balance (expenditure to 25 June 2023)	\$1,961,800
Direct and indirect costs of customer voucher goodwill	\$62,100
Community awareness and education campaigns including charity programs	\$30,700
Closing balance	\$2,054,600

Summary of remaining funds as at 30 June 2024

EXPIRED VOUCHERS	INTEREST EARNED	UTILISED TO DATE	BALANCE
\$6,284,003	\$1,060,622	(\$2,054,574)	\$5,290,051



Appendix 2: 2023-24 volumes report by return point operator

Note: The data availability time frame differs by return point type. The table below shows the total daily collection volumes for reverse vending machines (RVM), reverse vending centres (RVC) and automated depots (AD) processed within the complete reporting period (1 July 2023 to 30 June 2024), and disaggregated weekly over-the-counter (OTC) volumes reported within FY24 but processed from 23 June 2023 to 30 June 2024.

The total figure referred to in Table 3 on page 32 is the exact daily count of return volumes from RVMs, RVCs, ADs and Eastern Creek Counting Centre

claims (aggregated OTC volumes counted daily) during the FY24. Due to the way OTC volumes are reported, there is a timing difference of 0.2 per cent (4.8 million containers).

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 volume during 2023-24 by material type

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
8Ten Desi Bazaar	721	122	8	14			703	7	1,575
A1 Car Wash Bass Hill	47,687	12,015	223	1,359	333	5	67,199	233	129,054
Abbotsford Point Newsagency	6,095	1,493	13	359	7		5,617	8	13,592
Albury Return and Earn Depot	8,466,807	3,709,886	94,978	197,515	11,287	56	3,182,652	8,402	15,671,583
Aleman Supermarket	706	3	109	87	29		2,947	5	3,886
Amami Mart	684	359	1	3	2		640	87	1,776
Ampol Londonderry	9,215	4,833	125	192	17		8,468	61	22,911
Andrew's Corner Store	53,015	19,399	2,813	5,206	174	1	45,834	463	126,905
Angkor Grocery	3,308,142	1,857,878	27,917	150,117	17,262	223	4,760,984	47,913	10,170,436
Anitas Bakery	822	301	8	98			1,384	12	2,625
Anna's French Hot Bread	118,255	46,158	962	2,667	233		79,920	271	248,466
Apsley Motors	157,047	66,352	2,290	1,988	51		32,366	37	260,131
Arafah Market	478,720	108,038	3,951	21,645	2,676	3	709,096	3,298	1,327,427
Archibald Hotel	14,299	7,289	2	13	2		1,338	14	22,957
Ashfield Mini Supermarket	576,376	300,406	4,895	25,002	1,706	989	586,551	7,723	1,503,648
Ashfield Newsagency	11,944	3,677	140	616	53		17,283	105	33,818
Ashfield North Newsagency	1,175,544	559,486	10,093	40,569	3,550	13	1,202,234	14,091	3,005,580
Asylum Hostels	1,308,911	363,806	7,035	35,174	1,911	8	929,673	12,811	2,659,329
At Your Convenience	294,309	152,738	2,251	7,041	505	3	243,600	3,823	704,270
Aussie and Asian Groceries	177,760	87,926	1,729	8,177	951	2	232,154	1,843	510,542
Australian Hotel Nyngan	434,231	156,874	871	1,422	115		148,124	220	741,857

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
Balance Australia	52,417	26,838	525	1,996	1	1	49,882	369	132,029
Balrarnald Takeaway	231,189	62,796	668	1,124	200		50,775	66	346,818
Barham Newsagency	3,148,535	904,463	9,092	11,426	1,930	9	654,559	845	4,730,859
Barooga Return and Earn	1,167,533	512,020	5,010	9,752	1,406	1	429,057	794	2,125,573
Bassett Demolitions	2,722		3	8			1,258		3,991
Bathurst Recycling	4,327,817	1,356,190	24,796	128,569	6,408	7	1,695,165	4,663	7,543,615
Batlow The Patch	2,552	386	22	16			1,281	1	4,258
Belmore Mixed Business	60,027	12,916	613	3,823	137	5	87,585	716	165,822
Belvoir Convenience Store	132,367	53,038	1,227	5,482	219	6	132,429	1,183	325,951
Berowra Car Care	133,964	57,288	951	3,928	180		76,081	644	273,036
Berowra Post Office	137,617	63,235	1,341	4,802	3		74,985	451	282,434
Better and More Supermarket	20,790	10,295	105	808	20		24,396	338	56,752
Beverly Hills Newsagency	63,097	31,349	295	2,593		3	55,756	301	153,394
Big Bite Charcoal Chicken	5,149	668	66	306			8,510	25	14,724
Bilpin Fruit Bowl	32,283	54,123	180	1,025	21		16,813	124	104,569
Bingara IGA and Hardware	666,458	295,456	5,092	6,606	340	1	200,834	202	1,174,989
Blackheath Mitre 10	97,489	73,019	650	1,972	85		54,262	681	228,158
Blaxland Cellars	22,814	4,028	394	729	18		13,977	728	42,688
Bondi Junction Station 1	1,345	16	11	17	1		1,845	18	3,253
Bondi Junction Station 2	501	11	5	2			998	7	1,524
Booral Produce	407,003	146,480	1,779	4,803	240	2	139,183	367	699,857
Boorowa Recreation Club Co-Op	319,115	93,016	1,868	3,614	112		95,961	191	513,877
Bourke Laundry Service Inc	404,058	125,389	644	2,631	154		132,835	166	665,877
Bourke Return and Earn	73,618	17,474	68	293			19,735	91	111,279
Brentech Automotive	106,410	51,822	1,377	2,135	27	1	35,737	9	197,518
Buladelah Bowling Club	482,006	253,395	2,770	6,623	402		160,168	599	905,963
C & C Recycling	836,489	260,128	894	4,065	242	1	285,746	310	1,387,875
Canterbury Bankstown Return and Earn	5,652,859	2,728,273	49,175	644,615	35,043	80	7,732,098	46,069	16,888,212
Cantoven	79,950	35,121	685	2,354	2	1	71,040	809	189,962
Captain Cook Hotel	4,163	2,102	25	37	4		2,943	13	9,287
Car Wash Café Club	3,894	1,024	21	60	32		10,954	51	16,036
Central Coast Community	15,775	7,765	119	1,051	26		10,491	12	35,239
Channings Broken Hill	7,486,821	2,223,724	71,018	94,326	0	0	2,585,799	1,651	12,463,339
Channings Dareton	7,904,644	1,612,633	111,961	275,261	5,632	0	2,563,951	3,119	12,477,201
Charcoal Chicken Doonside	98,613	30,558	1,055	3,614	538		107,191	1,176	242,745
Citizen Blue Five Dock	7,632,622	10,542,507	50,347	209,743	38,714	387	11,448,944	48,043	29,971,307
City Convenience Store (1)	746,954	270,956	6,430	22,453	2,002	11	651,250	8,604	1,708,660
Clean Xpress Car Wash	71,915	45,340	578	2,401	79		53,048	230	173,591
Cleanaway Collection Centre	8,261,170	2,470,282	114,732	333,003	37,667	596	6,432,217	57,253	17,706,920
Cobar and District Rugby Union Football Club	654,944	181,457	778	4,209	88		191,615	512	1,033,603
Coffs Container Return	12,151,250	6,004,717	168,408	195,764	16,141	8	3,896,630	16,496	22,449,414
Concord West Supermarket	169,344	55,804	1,398	8,575	638	1	193,727	1,226	430,713
Container Return Grafton	8,944,932	3,816,296	149,213	295,421	7,298	2	2,743,997	6,273	15,963,432
Coolamoon Lions Club	248,101	66,795	1,693	2,217	153		53,539	262	372,760
Coral Peak Pty Ltd	1,452,526	541,578	9,375	44,127	4,481	33	1,547,163	27,233	3,626,516
Coral Star Convenience Store	1,293,172	540,266	9,944	36,276	2,636	16	1,031,221	22,084	2,935,615

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
Coronation St Newsagency	773,810	367,708	9,532	25,237	1,257	2	622,948	6,505	1,806,999
Corowa Return and Earn	3,246,622	1,216,813	22,813	33,174	3,031	1	849,371	1,468	5,373,293
D & J Mix Convenience Shop	2,257	185	27	56	8		2,920	9	5,462
Daily Shopping	241,819	87,348	1,833	11,864	848	8	293,777	2,534	640,031
Dales Supermarket	332,110	129,633	4,809	4,404	273		101,129	143	572,501
Dazzlers carwash	10,037	4,045	420	614	98	3	21,621	109	36,947
Diwin Newsagency and Coffee	106,856	50,517	2,073	9,062	318	3	131,566	1,899	302,294
Dorrigo Return and Earn	11,132	9,026	273	184			3,369	25	24,009
Douglas Park Cellars	67,554	31,384	329	1,478	70		24,210	114	125,139
Douglas Park General Store	38,331	18,583	211	1,276			13,379	53	71,833
East Hills Convenience	19,336	15,495	243	773	109	1	25,437	196	61,590
Engadine Food Stop	13,555	1,439	26	25	10		3,607	75	18,737
EnviroBank Milperra	4,959,214	2,045,567	47,331	256,630	25,038	83	6,785,983	25,531	14,145,377
Envirobank West Gosford	10,074,656	4,002,239	74,781	292,569	14,213	74	4,108,287	16,103	18,582,922
Ethan Longfield Supermarket	61,980	32,019	819	2,010	2		77,743	667	175,240
Faraday News	13,634	5,638	190	605	50		18,190	173	38,480
Foodworks Canowindra	35,822	7,273	29	275	2		3,736	2	47,139
Foodworks Condobolin	498,107	111,825	779	4,146	332	2	188,201	654	804,046
Foodworks Lake Cargelligo	93,310	12,322	62	934	1		39,982	22	146,633
Four Square Convenience Store	18,454	201	96	501	94	1	17,913	163	37,423
Friendly Grocer and Liquor Shalvey	1,126	162	140	52			2,480	8	3,968
Friendly Grocer and Liquor Willmot	216	15	16	6			314	6	573
Friendly Grocer Cremorne	96	443	1	19			765	5	1,329
GBC Building Supplies							129		129
Ghumi Grocery	283	245	5	6			1,238	4	1,781
Gilgandra Return & Earn	413,996	186,043	3,099	3,946	374		168,837	170	776,465
Ginger Indian Restaurant	2,238	2,797		17	5		1,414	7	6,478
Gladesville Four Square	31,110	204	195	983	76		27,892	115	60,575
Gladesville Mixed Business	25,377	2,422	731	1,194	42	8	26,220	209	56,203
Glow car wash Cafe	1,441,716	795,502	11,925	72,150	8,557	46	2,031,049	26,137	4,387,082
Gold Car Wash Cafe	519,172	255,267	3,229	12,706	1,070	10	484,477	5,402	1,281,333
Golden Bolt	1,184,558	640,779	12,255	62,362	55	60	1,499,011	11,331	3,410,411
Golden Crown Carwash	4,901	1,722	45	72	22		14,399	41	21,202
Golden Dog Return and Earn	7,455	5,472	70	12			2,330	47	15,386
Good Local Pty Ltd	302,622	127,440	1,883	4,011	1,301	16	432,675	1,822	871,770
Gordon Fish & Chips	15,396	7,993	105	754	14		15,475	85	39,822
Grawin Club in the Scrub	182,809	51,521	45	201	1		26,319	56	260,952
Great Mart	1,826,513	941,727	10,378	67,631	7,284	22	2,067,923	22,168	4,943,646
Green Pocket Australia	598,820	344,686	4,407	24,042	2,501	6	648,698	7,764	1,630,924
Grenfell Furniture	488,406	215,311	1,903	4,159	428		128,655	89	838,951
Griffith Return and Earn	530,039	197,091	3,594	11,395	3	0	222,402	492	965,016
Gundagai Mitre 10	352,247	135,889	4,189	7,023	421	4	174,108	957	674,838
H & N Convenience Store	330,384	195,942	4,991	27,906	6	377	498,677	3,674	1,061,957
Hannans Road Convenience Store	5,613	3,350	84	194	15		6,972	576	16,804
Harrington Food Stop	164,014	87,009	559	1,427	164	2	45,595	212	298,982
Hawkesbury Return and Earn	6,336,020	2,355,755	59,454	224,949	13,740	59	3,550,174	11,467	12,551,618
Hawthorne Newsagency	9,540	6,323	46	1,134	48		13,270	102	30,463

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
Hay Service Club & Fitness Centre	667,083	303,131	3,528	9,250	556		263,298	286	1,247,132
Hello Café Randwick	5,727	3,560	12	51	1		2,481	7	11,839
Hope Shop Port Macquarie	199,065	121,881	1,384	2,285	158	1	68,421	279	393,474
Hoxton Industries Villawood	7,986,038	2,986,679	56,173	426,735	42,932	324	10,259,971	41,059	21,799,911
Hungry Baker Interchange Drive	868	122	1	40			1,116	1	2,148
Huntlee Academy	918,952	271,160	4,250	8,679	482	3	271,692	916	1,476,134
IGA Bombala	448,998	208,616	3,377	3,849	232		108,922	213	774,207
IGA Finley	823,999	246,015	4,954	4,262	528		233,827	379	1,313,964
IGA Hillston	54,303	14,224	90	201	39		8,751	8	77,616
IGA Kandos	25,281	9,841	110	598	1		12,663	17	48,511
Ivanhoe LPO	86,621	19,435	86	71	223		18,670	5	125,111
Jannali Newsagency	470	348		2			244	14	1,078
JC's Cotton Cafe and Takeaway	64,091	19,412	127	462	75		19,853	12	104,032
JRD Trading	3,840	1,934	61	80	20		5,510	19	11,464
Junea Supa IGA	360,961	183,261	3,423	6,166	358	2	146,464	179	700,814
Kempsey Return and Earn	2,986,594	1,490,160	30,678	70,586	5,176	1	1,301,886	3,652	5,888,733
Khan's General Store	440	13	16	52			605	3	1,129
Kraftwood Furniture Rockdale	24,989	11,972	281	1,419	53	1	27,743	242	66,700
Lane Cove Return & Earn	6,865,461	2,238,164	29,142	137,492	14,514	139	4,809,932	33,036	14,127,880
Lethbridge Park Takeaway	685	522	17	24	3		857	42	2,150
Lismore Council	4,213,036	2,383,084	75,323	77,645	3,794	4	1,244,038	8,003	8,004,927
Little Bay Pharmacy	37,530	33,328	162	470	64		29,872	171	101,597
Longfield Supermarket	446,585	271,791	5,069	13,622	2,758	5	641,213	7,841	1,388,884
Lucky 7 Supermarket Glebe	209,278	83,485	1,461	4,625	337	4	174,967	2,520	476,677
Lugarno Cafe Carwash	109	95	5	8			210		427
Ly Ly's Scrap Metal	790,687	470,621	6,951	41,038	4,233	18	1,165,097	9,118	2,487,763
M & J Variety Shop	74	7	1	5			26	8	121
Macarthur Return and Earn	7,168,800	1,982,490	70,966	337,590	27,487	178	5,443,019	20,754	15,051,284
MacLean Lions Club Return and Earn	915,251	568,878	11,929	3,520	1,125	4	333,078	902	1,834,687
Maitland Return and Earn Depot	663,585	180,840	4,885	17,901	14	0	234,605	647	1,102,477
Martin Place Station	838	12	10	9	8		1,509	3	2,389
Mascot City Return and Earn	6,839,693	10,685,421	14,486	107,470	9,141	79	9,563,015	31,576	27,250,881
Masons R&E	176,365	84,733	250	1,771	278		60,824	34	324,255
Matthew Metals Recycling Maclean	153		1				88		242
Merinda Recycling	877,921	438,584	7,402	18,764	1	0	427,461	636	1,770,769
Metro Petroleum Bexley North	191			2			250	3	446
Metro Petroleum Toongabbie	2,110,022	893,003	18,942	86,613	111	58	1,954,437	10,822	5,074,008
MFC Food Stores Northmead	555,880	253,798	4,995	27,272	2,122	11	588,470	4,310	1,436,858
Minchinbury Newsagency	141,992	51,072	851	3,566	549	2	148,669	637	347,338
Miski	5,255	1,559	22	409	7		7,192	20	14,464
Mi-Thy Grocery	1,536,673	870,672	13,502	90,670	9,684	1,153	2,426,906	15,420	4,964,680
Molong Return and Earn	194,829	75,490	788	915	171		44,345	31	316,569
Mortdale Newsagency	736	1,729	4	15			851	2	3,337
Mosman Friendly Grocer	3,472	994	26	55	1		4,794	25	9,367
Mulwala Laundry	1,470,391	515,338	7,752	11,140	1,176	45	398,485	737	2,405,064

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
Mulwala Return and Earn Depot	1,683,750	598,370	6,277	17,388	3,595	0	530,537	683	2,840,600
Mum N Dad Newsagency	194,547	122,760	1,563	4,897	613	3	149,430	2,036	475,849
Mungindi Transwest Fuels	99,711	44,840	666	1,575	1		54,194	64	201,051
Narrabeen Newsagency	1,649	389	13	66	1		1,640	12	3,770
Naraweena Newsagency	228,299	149,053	1,743	3,138	302	18	134,738	740	518,031
Narwee Newsagency	1,515	523	3	24			493	14	2,572
Newcastle Container Return	11,319,984	3,987,418	71,224	188,752	9,390	17	3,342,487	18,725	18,937,997
News Xpress Toukley	135,540	78,305	829	2,906	135		67,299	226	285,240
North Bondi Grocer	3,792	1,517	68	98	17		3,859	71	9,422
North Ryde Newsagency	4,958	1,091	28	171			2,852	68	9,168
Omart (ezyMart) Convenience Store	38,532	13,557	329	733	29		29,670	529	83,379
Orange Return and Earn Depot	1,632,239	572,798	10,571	35,714	13	5	684,861	1,717	2,937,918
Oriental Express	218	127		3			139	3	490
Oyster Bay Bakery	27,147	22,180	325	909	32		19,571	103	70,267
Parker Smash Repair	458,769	177,165	2,088	3,998	141	1	149,331	154	791,647
Patrick Hot Bread	199,903	58,281	1,248	7,391	1,117	3	298,701	1,975	568,619
Payless Fuel Sydenham	3,515,192	2,386,722	22,278	98,453	6,300	59	2,987,727	28,813	9,045,544
Payless Marrickville	269		1	11			281	1	563
Peak Hill Caravan Park	322,426	116,086	2,735	4,131	393		132,742	153	578,666
Peter Francis Scrap Metal	1,091,670	467,594	14,318	68,759	4,805	52	1,450,481	8,343	3,106,022
Phuc Thinh Asian Groceries	692,654	421,836	5,609	40,302	4,322	14	973,175	9,441	2,147,353
Plus Milk Bar Sutherland	38,329	20,273	343	1,265	38		27,562	159	87,969
Port Macquarie Return and Earn	5,990,158	2,807,824	57,304	253,679	8,256	3	2,381,093	8,189	11,506,506
Porters Liquor	5,919	2,496	44	145			2,930	13	11,547
Press Ink Pty Ltd	173,351	102,562	1,000	1,841	152	3	102,645	2,043	383,597
Prestons Container Return	10,352,787	4,238,206	83,617	564,768	58,854	325	13,093,499	50,665	28,442,721
Produce Direct and Pet Centre	185,609	50,721	2,454	5,903	338		116,728	464	362,217
Punchbowl South Newsagency	61,227	16,731	657	3,961	536	4	97,872	597	181,585
Queen Carwash and Cafe	247,856	105,711	2,401	9,506	882	4	331,879	2,707	700,946
R & M Mini Market	1,380,511	480,004	8,927	76,323	9,282	41	2,011,399	14,090	3,980,577
Recharging Burger & Coffee	358,535	193,273	2,474	7,042	467	6	235,256	3,485	800,538
Red Frog Recycling Gregory Hills	18,113,732	5,612,913	135,706	675,960	49,052	460	11,515,539	67,251	36,170,613
Regional Enterprise Development Institute Ltd	689	308		2			264		1,263
Regroup Queanbeyan	6,943,766	2,564,177	35,727	1,036,369	11,494	44	2,892,486	13,661	13,497,724
Resource Recovery Tuncurry	5,924,169	2,760,058	37,435	85,939	6,735	5	1,856,224	4,870	10,675,435
Return & Earn Casino	5,659,212	2,311,437	106,038	102,986	6,304	1	1,708,294	3,694	9,897,966
Return & Earn Eastern Suburbs	5,076,991	3,253,224	342,651	1,110,864	11,838	45	4,524,541	31,887	14,352,041
Return and Earn Gloucester	625,975	224,216	2,373	5,437	594		142,515	334	1,001,444
Rmart Market	7,273	2,154	52	502	3		9,284	100	19,368
Rockdale Return and Earn Depot	1,227,321	550,342	8,634	54,531	175	2	1,247,001	7,445	3,095,451
Roseberry Mini Mart	101,006	46,876	629	3,643	343		131,273	1,060	284,830
Rush Hour Convenience Store	279,033	124,849	4,610	18,296	1,498	3	444,869	2,843	876,001

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
Rylstone Foodworks	727,482	296,683	2,132	12,036	1,363	5	292,275	460	1,332,436
Sargents Rural Supplies	166,447	76,779	942	1,439	8		58,698	199	304,512
Sefton Convenience Store	34,590	14,404	320	2,011	91	913	59,345	300	111,974
Sell & Parker Blacktown	12,351,202	4,062,123	134,634	305,772	43,912	462	10,746,637	43,664	27,688,406
Simmons Recycling	2,312,389	784,952	13,164	18,416	1,773	15	657,803	1,265	3,789,777
South Coogee Newsagency	577,538	363,275	2,793	12,837	1,097	2	428,792	6,557	1,392,891
Speedway Roselands	1,018,934	492,107	9,777	57,955	5,909	33	1,699,053	7,585	3,291,353
St George Scrap Metal	11,357,944	6,147,898	77,382	526,159	46,545	135	12,135,658	75,193	30,366,914
St Vincent De Paul Cardiff	13,594,546	4,460,800	87,857	579,832	17,369	19	4,883,513	19,429	23,643,365
Stanmore Newsagency	1,844	339	29	4			1,010	3	3,229
Sundrenched Seedlings Coraki	7,517	7,275	236	71			3,519	53	18,671
Sunethra Spice World	39,688	13,558	355	2,855	134	3	35,150	440	92,183
Sunshine Asian Supermarket	541,135	283,703	3,902	26,647	1,484	21	591,868	4,260	1,453,020
Tamarama LPO	312		1	10			188		511
Tamworth Return and Earn	6,762,501	2,644,255	67,618	157,990	10,806	5	3,221,089	5,501	12,869,765
Taronga Zoo – African Safari	7,130	3	18	150	10		4,171	3	11,485
The Baradine Rusty Club	13,524	3,641	34	54			3,664	6	20,923
The Bottler	7,298	2,436	45	169			4,823	5	14,776
The Bucking Bull	371,648	170,155	1,401	2,649	142		160,466	115	706,576
The Commercial Hotel	442,150	153,436	2,174	3,443	320	3	118,392	76	719,994
The Little Shop	2	87					1		90
The Royal Hotel	128,492	28,743	1,275	2,543	483	1	100,387	409	262,333
The Royal Mail Hotel Braidwood	154,120	95,203	804	1,622	95		60,279	382	312,505
The Shire Newsagency and Office Supplies	13,489	7,426	15	26			3,820	14	24,790
The Shire Return & Earn	12,441,416	6,617,360	70,755	511,182	28,982	84	7,187,910	37,832	26,895,521
Tocumwal Return and Earn	1,258,790	443,361	5,434	8,603	864		436,827	880	2,154,759
TOMRA Collections	545,771,289	269,638,088	6,106,229	25,304,058	248,763	18,710	400,794,210	1,876,575	1,249,757,922
Tong Da Convenience Store	363,796	202,777	3,732	11,558	482	2	299,484	2,867	884,698
Transwest Fuels	150,200	54,640	876	1,383	144		48,906	69	256,218
Transwest Fuels Kootingal	64,506	16,910	324	1,329	53		26,849	55	110,026
Triple J's General Store	111,052	63,066	401	1,442	27		36,507	123	212,618
Tumbarumba Bowling Club	92,572	25,938	315	683	69		19,630	50	139,257
United Petroleum Yagoona	1,037	199	38	39		2	3,485	5	4,805
V&L Machinery	1,553,287	389,855	5,633	15,347	681		380,204	921	2,345,928
Valmar Industries Gilmore	2,513,967	972,754	21,463	60,477	14,480	7	1,741,714	2,490	5,327,352
Vinnies Bulk Container Deposit Centre Dubbo	10,162,673	3,068,686	53,459	137,140	20,419	7	4,716,582	4,319	18,163,285
Vinnies Bulk Container Deposit Centre Penrith	8,844,682	2,537,541	74,580	355,086	21,952	99	6,313,056	23,631	18,170,627
Vinnies Bulk Container Deposit Centre South Nowra	5,857,584	2,792,351	40,557	235,991	60,918	13	1,789,980	6,221	10,783,615
Vinnies Bulk Container Deposit Centre Tweed Heads	3,287,882	1,881,695	38,768	74,230	3,315	3	1,113,578	7,564	6,407,035
Vinnies Bulk Container Deposit Centre Unanderra	10,870,214	4,189,015	88,156	380,417	19,138	66	4,659,448	20,513	20,226,967

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	HDPE	LPB	OM	OP	PET	STEEL	GRAND TOTAL
Vinnies Bulk Container Deposit Centre Wagga Wagga	9,633,327	3,292,481	109,512	220,942	9,766	99	3,179,450	6,173	16,451,750
Wahroonga East Takeaway	23,423	14,589	247	1,138	32	1	27,321	75	66,826
Wakeley Newsagency	448,665	219,378	7,422	29,723	2,107	10	856,403	4,713	1,568,421
Walgett Container Return	296,983	102,094	229	1,867	6	2	93,776	44	495,001
Walgett Return and Earn	141			8			268		417
Wamberal Valley Fruit	2,803	2,612	13	124	5		2,198		7,755
Warrumbungle Shire Council - Dunedoo	542,075	223,507	5,342	5,578	609		217,534	355	995,000
Warrumbungle Waste	1,109,652	435,561	6,766	12,248	2,281	1	437,627	515	2,004,651
Warwick Farm Newsagency	178,193	64,022	2,787	14,614	777	3	244,537	1,703	506,636
Waters Supermarket	255,706	155,535	1,378	5,952	338	2	206,206	1,021	626,138
Westmead Cake Shop	6,529	4,483	45	383	61		11,038	177	22,716
Wetherill Park Return and Earn Depot	14,595,209	4,861,435	64,714	359,844	42,126	164	9,297,950	74,025	29,295,467
Wilberforce Newsagency	32,784	21,305	222	711	11		20,222	35	75,290
Wilcannia Redi.e	21,354	9,276	5	99			3,169	5	33,908
Willing and Able Foundation Ltd	436,073	219,962	4,446	7,026	347	1	143,754	434	812,043
Windsor Metal Recycling Pty Ltd	727,101	311,574	5,670	19,707	1,568	4	365,636	1,079	1,432,339
Windsor Newsagency	54,352	17,929	1,292	2,080	74		34,024	272	110,023
Winmalee Neighbourhood Centre	60,137	35,329	299	1,205	24		21,040	103	118,137
Wonder Foodie	1,501	1,797	6	84	1		1,828	10	5,227
Yagoona Lebanese Bakery	43,983	17,627	189	1,484	210	2	81,740	363	145,598
Yennora Newsagency	3,182,587	604,614	6,503	32,038	3,164	29	1,109,432	115,438	5,053,805
Yumm Gourmet Pizza	1,553	2,295	10	23	2		1,209	2	5,094
Total	947,764,592	444,099,809	9,751,050	39,604,400	1,227,861	27,341	661,050,286	3,346,416	2,106,871,755

Appendix 3: 2023–24 volumes report by material recovery facility operator

Note: Where an MRF operator is responsible for more than one MRF, the figure below represents the sum of all containers claimed by each MRF operator across all their facilities.

MRF operators may claim eligible containers in an output stream known as 'mixed plastics', which 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 the finalisation of the Q4 FY24 claims in August 2024.

The table below details the total number of containers sent for recycling by each MRF operator. These figures do not represent the number of containers that satisfied the eligibility requirement under s18(2) of the Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017 (NSW). The total number of eligible containers for which MRF operators were paid represented 100 per cent of the total containers sent for recycling.

MATERIAL RECOVERY FACILITY OPERATOR	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Armidale Recycling Services Pty Ltd	439,074	348,906	523,438	22,307	-	-	-	-	1,333,725
Manco Engineering Australia	-	3,055,735	-	-	-	-	-	-	3,055,735
Bottlecyclor Australia Pty Ltd	-	7,177,863	-	-	-	-	-	-	7,177,863
JR & EG Richards Pty Ltd	4,142,166	2,693,132	2,582,507	88,815	-	-	-	-	9,506,620
Challenge Community Services	1,078,448	324,758	407,233	20,813	-	-	-	-	1,831,252
Cleanaway	3,190,625	1,027,901	2,882,259	101,229	-	-	-	-	7,202,014
Cowra Shire Council	-	-	60,892	304	-	-	-	-	61,196
Elouera Association Inc	1,502,128	336,403	574,196	6,480	-	-	-	-	2,419,207

MATERIAL RECOVERY FACILITY OPERATOR	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Endeavour Industries Gbn.Inc	928,372	111,723	401,751	13,622	-	-	-	-	1,455,468
Glen Industries Ltd	1,177,149	300,211	400,226	19,728	-	-	-	-	1,897,314
Gunnedah Workshop Enterprises Ltd	440,144	90,624	208,791	7,282	-	-	-	-	746,841
Handybin Waste Services (Coffs Harbour) Pty Ltd	2,296,872	1,586,826	1,168,569	86,655	-	-	-	-	5,138,922
iQ Renew Pty Ltd	36,230,296	23,898,617	29,181,606	1,135,238	-	-	-	-	90,445,757
Kurrajong Waratah	6,393,440	981,736	5,602,750	2,523,600	-	-	-	-	15,501,526
Lismore City Council	2,129,385	2,591,316	1,938,011	32,469	-	-	-	-	6,691,181
Mid-Western Regional Council	-	-	281,956	9,904	-	-	-	-	291,860
Re.Cycle Operations Pty Ltd	25,135,725	13,783,598	34,998,479	1,242,692	-	-	-	-	75,160,494
Visy Recycling	69,159,648	61,847,677	64,194,525	1,747,716	-	-	-	-	196,949,566
Suez Recycling and Recovery Pty Ltd	12,493,086	10,695,898	13,690,447	314,668	-	-	-	-	37,194,099
Warrumbungle Waste	170,548	-	-	-	-	-	-	-	170,548
Suez Moruya MRF	-	-	5,668	-	-	-	97,770	-	103,438
Tuncurry Materials Recycling Facility	3,863,941	2,116,407	125,596	-	-	-	2,124,313	-	8,230,257
WSC Recycling Centre	143,899	-	4,346	-	-	-	88,718	-	236,963
Polytrade Operations Enfield	17,268,265	8,503,974	1,753,820	-	-	-	27,814,813	-	55,340,872
Total	166,907,106	130,852,924	159,097,636	7,373,522	-	-	-	-	464,231,188

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