

# Annual Statutory Report 2022-23



Exchange  
FOR CHANGE



NSW  
GOVERNMENT

Cartons  
Plastic  
Cans

1. Return



Insert container



Scan

Return and Earn

2. Earn



Cash at Coles



Digital payout



Donate to charity



return  
AND earn

return  
AND earn



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Disclaimer: Unless otherwise indicated, the information in this publication covers the period from 1 July 2022 to 30 June 2023 and is based on knowledge and understanding at the time of writing in September 2023. However, because of advances in knowledge, users are reminded to ensure that the information they rely on is up to date and to check its currency with the appropriate Exchange for Change (NSW) Pty Ltd officer.

# About Return and Earn

Launched over five years ago, Return and Earn has become a trusted recycling initiative with strong support from the NSW community and measurable economic, social and environmental outcomes.

The scheme's strong and steady participation and redemption rates highlight how the community has made Return and Earn a part of their day-to-day lives. It is also a mainstay of fundraising activities for hundreds of community groups and charities across the state, with millions of dollars raised through donated container refunds, bottle drives and fees from hosting return points.

## Vision

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

## Mission

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

## Values

The principles that guide our behaviour as we work together to increase the success of Return and Earn.

### Collaborative

We work together in a collegiate and cooperative way.

### Committed

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

### Customer-centric

We prioritise a customer focus in our work.

### Trustworthy

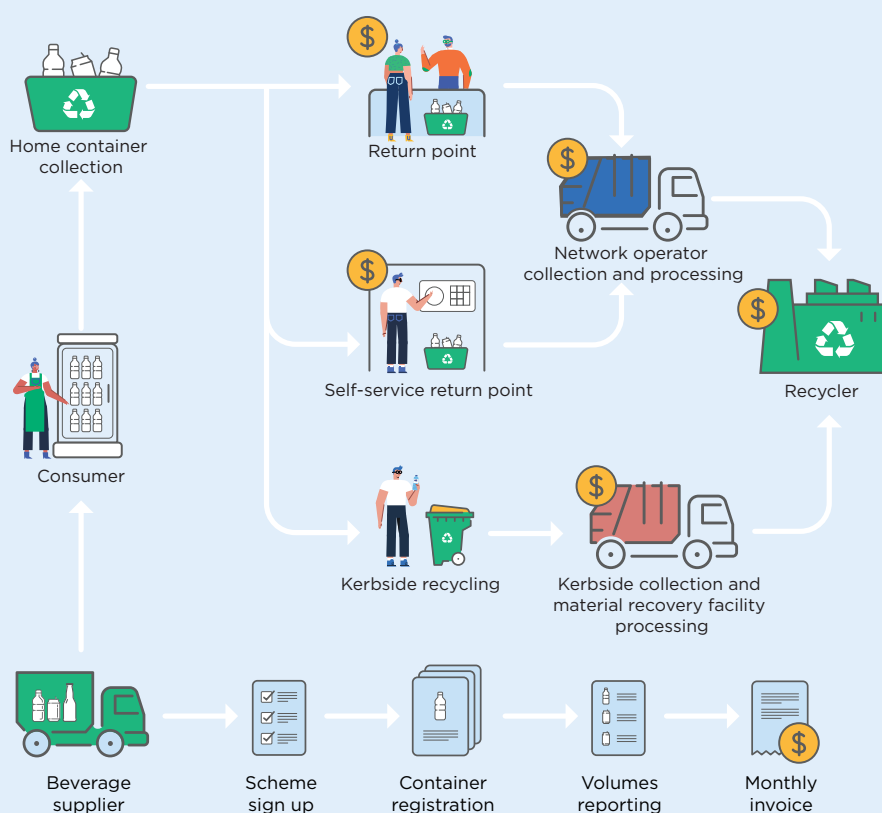
We are open and honest and work hard to build trust.



## How it works

The Return and Earn NSW container deposit scheme is based on a self-funding model that rewards and encourages all participants. Individuals, families and community groups 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.

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



“

It's a win-win because we're doing something with the bottles, and we're getting a return we can use at the grocery store.”

”

FROM KANTAR QUALITATIVE FOCUS GROUPS, APRIL 2023

## Partnership model



### Scheme regulator – NSW Environment Protection Authority

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



### Scheme coordinator – Exchange for Change

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



Proudly delivering Return and Earn

### Network operator – TOMRA Cleanaway

TOMRA Cleanaway is contracted to set up and manage a statewide network of return points. 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 in no small part due to the beverage suppliers that fund it. Any businesses selling beverages in containers or giving them away as part of a promotion – whether they are manufacturers, distributors, wholesalers or retailers – must enter a supply agreement with EfC and register any eligible containers with 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.

### Consumers

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

### Return point operators

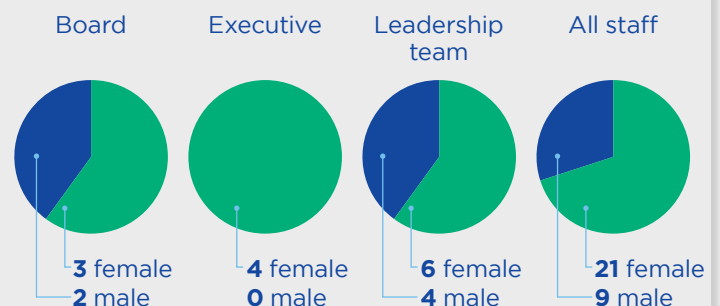
Small and local business owners play a key role as return point operators, providing community access to the NSW return point network. From existing businesses operating an over-the-counter return point to automated depots run by independent operators, including numerous charities, return point operators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

## Exchange for Change helping empower women in the workplace



EfC is proud to promote women's full and effective participation and equal opportunities for leadership in the workplace. We ensure gender equity in the recruitment, development, retention and promotion of our staff and offer a remote-first, flexible working environment including paid parental leave.

EfC is proud to have an all-female executive, equal representation of women and men at board level and strong female representation in our leadership team and across the wider organisation.



As at 30 June 2023.

## Number of return points in NSW



## Types of return points

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

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



331

Reverse vending machines



22

Reverse vending centres



36

Automated depots



218

Over-the-counter return points



9

Donation stations

As at 30 June 2023.

## What happens to the material collected through the network?

Return and Earn is part of a long-term solution to help manage recyclable material in NSW. As various types of containers are separated at the point of return, the scheme has established itself as a credible and reliable source of recyclable materials to meet growing demand for these 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 2022-23:



**100%**  
**of glass**  
**was recycled domestically**  
 (88 per cent in NSW, 10 per cent in Queensland and 2 per cent in South Australia)



**100%**  
**of aluminium**  
**was exported and recycled overseas**  
 (primarily to South Korea)



**100%**  
**of PET**  
**was recycled domestically in NSW**







# Chair's foreword

As we close out another year of Return and Earn, it's clear that the people of NSW are passionate about recycling. Beverage containers are now seen as valuable resources that bring financial, social and environmental benefits to communities across the state.

Each year, the scheme grows stronger. This year we celebrated our eight billionth container returned through the return point network, followed shortly after by the milestone of nine billion containers. This achievement has resulted in a staggering \$900 million being refunded to the community.

These funds are helping families. For example, one young gymnast's family supplemented his transport costs with money raised from container refunds. Others have simply used the funds they've raised to help meet rising living costs.

What heartens me most is the generosity shown by the people of NSW. Over \$47 million has been raised for charitable organisations and community groups through donations and return point hosting fees. These groups support important causes, from battling homelessness and combating disease to providing disaster relief and safeguarding Australia's unique wildlife. These groups depend on the community's kindness and contributions, and it makes me proud that Return and Earn serves as a dependable fundraising channel.



**Over \$47 million has been raised for charitable organisations and community groups through donations and return point hosting fees.**



The stories in this report showcase the dedication of groups and individuals who champion Return and Earn to support vulnerable members of our community. One of many examples is the group of school students across the state who have donated their container refunds to Little Wings, helping fund safe flight and ground-support services for sick children and their families.

In five years, we have successfully shifted people's behaviour. Thank you to the 76 per cent of NSW households participating in the scheme who have made visiting their local return point to 'return and earn' part of their routines.

This tremendous success provides NSW with a strong foundation to explore the potential for expanding the scheme and increasing the volume of materials reclaimed and recycled. The Exchange for Change board, our staff and I all look forward to working with our partners – the NSW Government and TOMRA Cleanaway – in supporting and growing the domestic resource recovery sector.

I'm excited about the possibilities for the people of NSW and driving the circular economy in Australia.

**Tracy McLeod Howe**

Chair  
Exchange for Change

## Developing skills by returning and earning

Fourteen-year-old Aidan Hanratty's favourite thing about recycling is playing with his neighbours' dogs when he drops by to collect their empty bottles and cans to recycle with Return and Earn.

Patting the dogs and chatting with people gives Aidan, who has an intellectual disability, important social contact.

His carer Bronte Ballantine-Jones said that she and his mother recognised it might be difficult for Aidan to get a typical job and looked for ways he could develop different skills.

"We wanted to give him a chance to work on things like money management, social skills and just general independence," she said.

Aidan's community in East Hills has rallied behind him, and many people have reached out via social media to donate their empty containers.

"There are a few families from his church who donate regularly, and whenever someone in the church has a big event, they always save their bottles for Aidan," said Bronte.

On Saturdays, Aidan and Bronte head out to pick up containers from donors in East Hills, Panania, Picnic Point and Padstow.

"Aidan loves the social aspect of Return and Earn. He would stay for hours playing with everyone's dogs if he could," she said.

In the two years since Aidan began collecting bottles and cans, he has earned around \$1,000. He collects around 1,000 containers each month. Most of his earnings go into savings, but he bought himself a cool new bike helmet, and each Saturday after swimming or soccer, he spends some of his earnings on a treat.

Bronte added that collecting containers for Return and Earn has helped Aidan develop his independence over the last couple of years.

"He now collects the bottles by himself and carries them to the car," she said.

“

**Aidan loves the social aspect of Return and Earn. He would stay for hours playing with everyone's dogs if he could.**

”

BRONTE BALLANTINE-JONES



14-year-old Aidan Hanratty loves recycling with Return and Earn.



# CEO's message

It's hard to believe that Return and Earn recently turned five years old. And what a time it's been! As noted in previous reports, this youngster's resilience has been tested repeatedly, by bushfires, by floods and by the COVID-19 pandemic. However, in the last 12 months, we have been blessed with more settled conditions, and I'm pleased to report the scheme has flourished.

During 2022–23, there were record redemptions through return points, \$12 million in donations and revenue generated for charities and community groups, and community support for and trust in the scheme was extraordinarily high.

In December, we celebrated Return and Earn's fifth birthday with the many partners who have made the scheme so successful. The room was filled with diverse and enthusiastic supporters – from environmental advocates and waste industry members, to beverage suppliers and community groups. And, of course, the three scheme partners – the NSW Environment Protection Authority, Exchange for Change, and TOMRA Cleanaway. Together we reflected on how quickly the scheme was embraced by the people of NSW and the real difference that returning nine billion containers has made to the environment, community and economy.

On our fifth birthday, we also launched the 'It Feels Good to Return and Earn' campaign, which focuses on how community groups such as Aussie Ark, the Starlight Children's Foundation, the NSW Rural Fire Service and the Australian Marine Conservation Society are fundraising through the scheme. We want people to know that returning containers can have more than environmental benefits. It also provides much-needed revenue to thousands of groups doing important work in our communities. To support this, we launched the new feature on the Return and Earn app to make it easy for people to donate containers to their favourite cause.



This was also a year of connection for Return and Earn, with visits to many vibrant communities. From the huge crowds at the Sydney Royal Easter Show to the colourful celebrations of WorldPride and the serene vibes of the Buddha's Birthday Multicultural Festival, we were reminded of how much the people of NSW love Return and Earn for its convenience and because it makes an enormous difference to our environment.

Innovation was a key focus for Exchange for Change as we worked to engage the community in new and exciting ways. We expanded the Return and Earn app by introducing a handy container checker tool where simply by scanning a barcode, people can check if their container is eligible. Our Impact Calculator, introduced in 2021–22, was also expanded to allow councils, community groups and return point operators to calculate the environmental benefits of the large volume of containers being returned in their area. Did you know that recycling just 75 containers saves the equivalent amount of electricity it takes to power a television for 100 hours?

On top of everything, I was delighted the scheme was recognised with two significant awards this year. The Circle Award for our excellent community education and events and the Product Stewardship Centre of Excellence which recognised Return and Earn with the Best Stewardship Outcomes – Collective Scheme award.

On behalf of Exchange for Change, I would like to thank the many, many organisations that collaborated with us to make it such a successful year. I also want to recognise the strength of our relationship with our scheme partners – the EPA and TOMRA Cleanaway, and the strong support of the Exchange for Change board. It is a privilege to work with so many people who share our vision for a brighter, more sustainable future.

**Danielle Smalley**

CEO

Exchange for Change



## ErinEarth wins 2023 NSW Environmental Citizen of the Year

A beacon for sustainability in the Riverina region, ErinEarth was crowned the 2023 NSW Environmental Citizen of the Year on World Environmental Day, 5 June 2023.

ErinEarth's lush gardens in Wagga Wagga have offered nature-based education, volunteer gardening programs and workshops for a quarter of a century. It has also established itself as a wellbeing hub for the community and the environment.

The annual state Environmental Award program is about acknowledging and celebrating those who make a real difference in our local communities and bring people together.

ErinEarth has grown from two asphalt tennis courts and a rubbish dump into a model for community sustainability, bringing people together in a positive way socially and environmentally.

The eco-sustainability program and education efforts of ErinEarth have motivated the community to engage with and appreciate sustainable living practices.

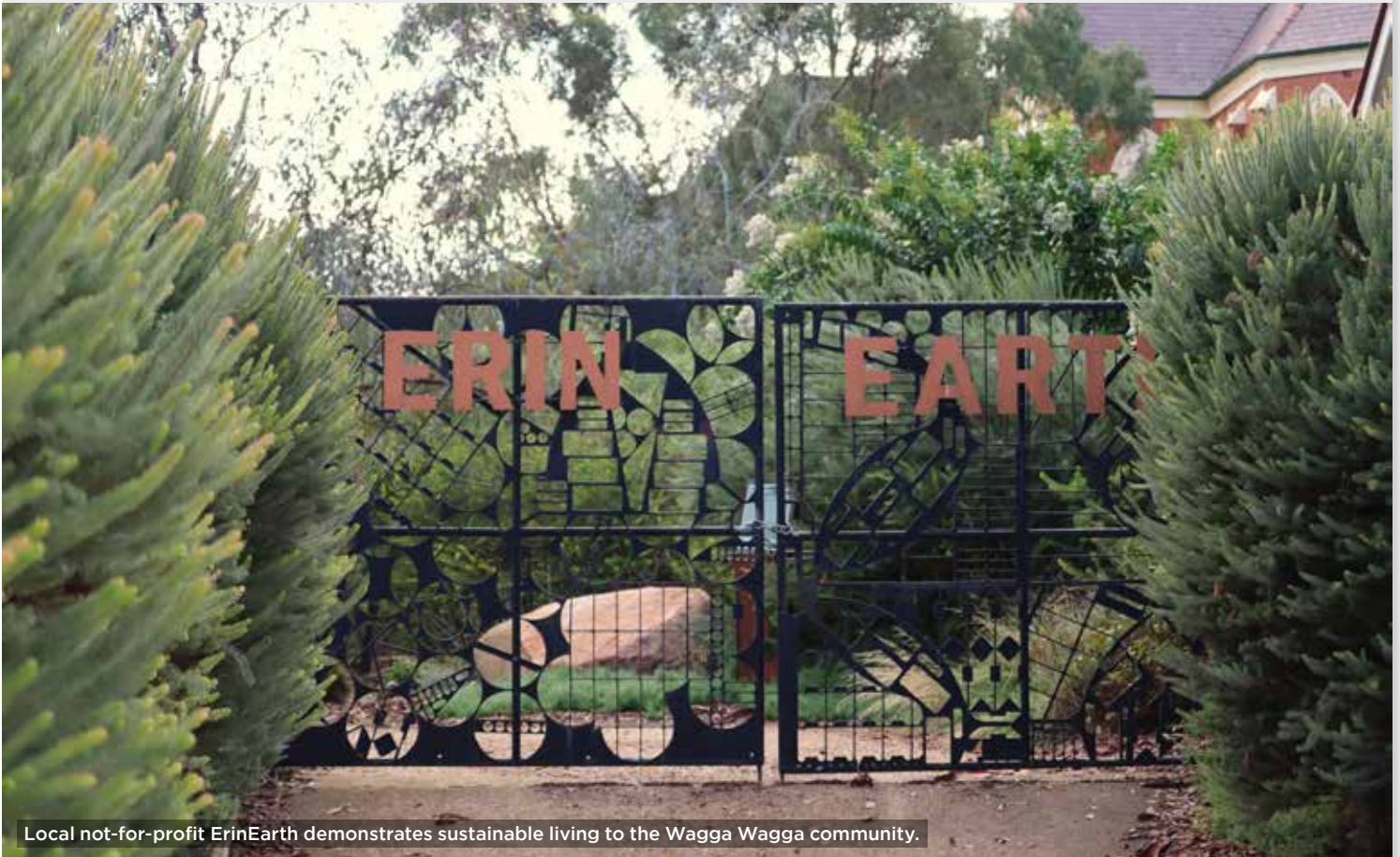
The NSW Environmental Citizen of the Year Awards program is an initiative of The Australia Day Council of NSW in partnership with Return and Earn. Councils can nominate winners of the Australia Day Local Environmental Citizen of the Year Awards to be in the running for this statewide award.

The winner of the NSW Environmental Citizen of the Year and runner-up received a one-off donation of \$3,000 and \$1,000, respectively, towards their community initiatives.

“

**ErinEarth has grown from two asphalt tennis courts and a rubbish dump into a model for community sustainability, bringing people together in a positive way socially and environmentally.**

”



Local not-for-profit ErinEarth demonstrates sustainable living to the Wagga Wagga community.



# TOMRA Cleanaway CEO's message

In a year in which we celebrated five years of operations and that we were able to describe as 'normal', I reflect upon what has been delivered across NSW for Return and Earn. TOMRA Cleanaway's achievements over the period stem from our continued commitment to providing a convenient and accessible container deposit refund network, a thriving circular economy, investment in high-value domestic recycling outcomes, and provision of new technology and return point innovation.

As our world embraces the circular economy and circular program design, we have found our business is the focus of growing public interest and is increasingly held up as an example of best practice in producer responsibility. We have proudly accepted requests for organisational involvement in conferences and to network visits, a testament to the strength and quality of what Return and Earn has become synonymous with in NSW, Australia and indeed more broadly. Our tripartite relationship with our partners at Exchange for Change and the NSW Environment Protection Authority remains as strong as ever, with clear alignment on our goals for high-quality service in NSW.

Our commitment to a convenient and accessible network of return points for the citizens of NSW continued, with ongoing deployment of additional return points in new formats, specifically the smaller format reverse vending machine units. We also continued to expand our network of return points, delivering additional automated depots across the state. Hawkesbury Return and Earn at Windsor and Port Macquarie Return and Earn both opened in December 2022, and Tamworth Return and Earn joined the network in January 2023. The opening of these three depots demonstrates how TOMRA Cleanaway has extended its partnerships with small businesses, Aboriginal business operators and charitable organisations, respectively.

July 2022 also saw TOMRA Cleanaway launch our inaugural 'Reflect' Reconciliation Action Plan (RAP), endorsed by Reconciliation Australia. Our RAP and supporting working group formation demonstrate TOMRA Cleanaway's commitment to fostering a workplace and return point network that builds strong relationships and respect between our organisation and First Nations people across NSW. Across the NSW Return and Earn network, we have sought to partner with business owners and groups that represent First Nations people, further embedding the social, environmental and economic outcomes that the scheme has consistently enabled.

The enthusiasm NSW citizens have for Return and Earn continues to grow, with container collections across the state through our return point network just short of 2 billion drink bottles, cans and cartons for the year.

Our extraordinary team at TOMRA Cleanaway and the teams at our shareholders, TOMRA Collections Australia and Cleanaway, continued to deliver high-quality services across NSW. They also participated in activities to promote our successes, including our five-year celebration at Taronga Zoo, the iconic site of one of our popular return points. At the event, representatives from our shareholders and our team joined VIPs from across business and government to celebrate our achievements. We were incredibly proud to acknowledge return point partners at this event for their significant contribution to the scheme and TOMRA Cleanaway's network.

Ahead, TOMRA Cleanaway will continue to invest in technological innovation and network development and efficiencies to collect more eligible drink containers and provide more convenient and easily accessible services to the citizens of NSW. We will continue to advocate for and work towards improving the domestic circular economy outcomes for the commodities collected through Return and Earn. We look forward to further strengthening relationships across all our partner networks and maintaining the sustainability achievements we have proudly delivered to date.

**James Dorney**  
CEO  
TOMRA Cleanaway

# 2022-23 Scheme performance

## Return and Earn goals and priorities



### Goals

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

**reduce all litter items by 60% by 2030**

**reduce plastic litter items by 30% by 2025**

**80% average recovery rate from all waste streams by 2030**

**Triple the plastics recycling rate by 2030**

### Results

#### Litter reduction

As reported on the NSW EPA website and based on the Key Littered Items Study, in 2021-22 drink containers accounted for:

- 5.34% of the total litter item density
- 41.39% of total litter volume.

#### Resource recovery

In 2022-23, Return and Earn achieved:

- 66% average yearly redemption rate of all containers supplied
- 168,461 tonnes of materials recycled or re-used
- 100% of glass, PET and HDPE collected via the return point network recycled in Australia

#### Plastics recycling

- 64% redemption of PET containers
- 57% of HDPE containers
- 100% of PET collected via the return point network recycled in NSW
- 100% of HDPE collected via the return point network recycled in VIC.

#### Positive environmental impact of returns through the network in 2022-23\*:

- CO<sub>2</sub> emissions avoided equivalent to 88,601 cars off the road for a year
- energy savings equivalent to 20,897 households average yearly energy consumption
- water savings equivalent to 4,667 Olympic swimming pools

\* Based on the life cycle assessment of the network undertaken by Lifecycles Australia.



I love how easy [Return and Earn] is – we have three outlets at our train station and bus interchange.”



FROM KANTAR QUANTITATIVE RESEARCH, JUNE 2023

## Strategic priorities

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



Priority 1  
**Customer  
excellence**



Priority 2  
**Sustainable  
operations**



Priority 3  
**Industry  
participation**



12-year-old Cooper Birtles is collecting containers to build his dream car.

# 2022-23 at a glance



## Priority 1 Customer excellence

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



**616**  
return points, including 236 small business operators\*



**90%**  
of NSW residents (aged 18+) support the scheme\*\*



**81%**  
of NSW residents (aged 18+) participated\*\*



**81%**  
of participants are satisfied with the scheme\*\*



**\$961.9 million**  
in refunds^ paid to consumers via the return point network since the scheme began (GST inclusive)



**\$198.5 million**  
in refunds^ paid to consumers via the return point network in 2022-23 (GST inclusive)



**\$47 million**  
returned to charities and community groups via donations and fees from hosting return points since the scheme began



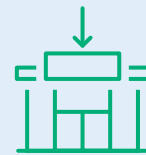
## Priority 2 Sustainable operations

Delivering efficient and sustainable operations.



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

2022-23 period:  
**3.7 billion**



Since commencement:  
**12.6 billion**  
containers collected through the scheme

2022-23 period:  
**2.5 billion**



Since commencement:  
**64%**  
average redemption rate of total containers supplied<sup>2</sup>

2022-23 period:  
**66%**



Since commencement:  
**923,542 tonnes**  
of materials re-used or recycled

2022-23 period:  
**168,461 tonnes**

\* Return point operators with 30 employees or less.

\*\* Kantar Public June 2023 consumer research.

^ This amount includes refunds paid to consumers via the return point network only and is including GST. The total amount paid excluding GST is \$180.4 million in FY23 and \$874.5 million since scheme commencement.

1. Net of exports.

2. Ibid.





## Priority 3 Industry participation

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



**1,473**  
supply arrangements in force



**\$437 million**  
in supplier contributions paid in  
2022-23 (excluding GST)



**\$42 million**  
refunds paid to MRFs in 2022-23  
(excluding GST)



## Gerringong Lions Club celebrates 1 million containers

The Gerringong Lions Club has recycled over 1 million drink containers through Return and Earn, raising more than \$100,000 for the community. The club started collecting their drink containers shortly after the scheme launched in December 2017.

The club currently has around 60 dedicated bins for empty drink containers stationed around town. Bruce Ray, a past president and active member of the club, paints the lids of the bins and uses stickers to clearly label them as 'bottles and cans only'.

"We have the bins at the hotel, the bowling club and campgrounds," he said. The club also provides container collection bins for events such as weddings and uses them at local New Year's Eve events.

During the COVID-19 pandemic, container recycling through the scheme was the only way the club could get money to put back into the community. With around \$20,000 raised each year, Return and Earn proved to be a fulfilling way of generating funds that could be injected into the community to provide assistance where it was needed.

Money raised through Return and Earn is donated to a range of charities and services, including medical research, local sporting facilities and drought relief, as well as to Lions Clubs Australia and Lions Clubs International for any catastrophes overseas.

The club also helps out at an individual level and was able to provide funding to assist a local Year 10 student and his family to attend the Lions High School Deaf Camp at Point Wolstoncroft Sport and Recreation Centre in May 2023.

The camp provides unique opportunities for hearing-impaired students to strengthen their communication, leadership, teamwork and community service skills, as well as engage in challenging outdoor activities. Without this funding from the Lions Club, it is unlikely the student would be able to attend.

Bruce said he gets a sense of satisfaction knowing they are helping the community while also looking out for the environment.

“  
I enjoy recycling through Return and Earn. It keeps us busy, and we take pride in knowing it all goes back into recycling.

”

BRUCE RAY, MEMBER OF GERRINGONG LIONS CLUB



Members of the Gerringong Lions Club at their local Return and Earn machine.

# Year in review

This was a year of celebration, connection and contemplation as we marked major scheme milestones, got out and about to engage with the NSW community, and considered the future of the scheme and how it can continue to support a domestic circular economy.

## Contributing to a circular economy

In September, the NSW Government opened consultation on its proposed expansion of the NSW scheme to new types of beverage containers, including wine, spirits, cordial and pure juice.

The proposal would see up to an additional 400 million eligible bottles recycled each year, including 233 million glass bottles. It would also boost recycling rates, reduce landfill and supercharge the NSW Government's push towards a circular economy.

The high levels of community support and participation in Return and Earn, its established collection network, and strong domestic market for recycled glass provides a strong foundation for expansion. The EPA held a series of information sessions across NSW to engage with community and industry on feedback to the proposed expansion. At the time of writing, the EPA was considering all submissions received.

## Awards and recognition

This year Return and Earn was recognised for its leading community engagement, contribution to sustainability and scheme outcomes.

In October, Return and Earn won the Circle Awards AUS & NZ 2022 award for Community, Education and Events. Award judge Jennifer Nielsen, founder of ekko.world, said "this is an incredible program that has clearly achieved everything it set out to achieve and more. Participation across the community, and the osmotic education that the program engenders, is phenomenal".

Return and Earn received perhaps its greatest recognition of the year in October with the Product Stewardship Excellence Award's 2022 award for Best Stewardship Outcomes – Collective Scheme, acknowledging its strong stewardship outcomes for the community and environment. Judges noted "a commendable use of data around engagement and participation including via an Impact Calculator to help users understand the positive impact of their involvement in the scheme. Social and economic outcomes were well evidenced, and consultation is currently underway to expand the scheme to include glass wine and spirit bottles".

Return and Earn was also a finalist in the 2022 NSW Sustainability Awards in the Communications for Impact category.



L to R: David Hill of TOMRA Cleanaway, Shirani Glover of Exchange for Change and Alex Young of NSW EPA at the 2022 Product Stewardship Excellence Awards.

## Improved access to the network

Convenient access to return points is at the heart of Return and Earn's success. Following a successful trial in Ryde last year, we expanded the Return and Earn Express return point format throughout NSW, including new locations in Bondi, Willoughby, Crows Nest and Kingsford. The new shopfront style features three smaller reverse vending machines in an indoor retail environment, making it easy for people to return and earn while doing their weekly shopping, whatever the weather.

Three new automated depots also opened during the year, providing local residents and businesses with an additional return point for larger volumes. The new bulk locations opened in Tamworth, Port Macquarie and Windsor.

Smaller format standalone machines that accept all material types were also trialled. Due to their size, these machines can be conveniently located inside existing shops, bowling clubs and even petrol stations, making it easy for local residents to make returning and earning part of their everyday routine.

## Using data to build engagement

Return and Earn scheme partners are committed to transparent reporting of outcomes to maintain high levels of community and industry support. Following its successful launch in 2021-22, the Return and Earn Impact Calculator was expanded to help community groups, local councils and return point operators understand the impact of their community's participation.

The Impact Calculator is based on an independent life cycle assessment undertaken by Lifecycles Australia, and this is also published alongside the calculator for full transparency.

Many NSW councils have used the calculator together with the Local Government Network Volume Report published on the Return and Earn website to promote to their community the significant impact of their collective participation in the program. Return point operators have also valued the new digital tool for engaging with their customers and encouraging their ongoing use of the scheme.



Community representatives join scheme partners to officially open Port Macquarie Return and Earn automated depot, owned and operated by Sapphire 2.0.

## Making it easy for industry and the community

EfC undertakes regular research with beverage suppliers, MRF operators and the NSW public to understand how we can make it easier for them to participate in the scheme and inform continual improvements.

In 2022-23, changes to the MRF Processing Refund Protocol were implemented following gazettal in April 2022. The changes, made in response to feedback from MRF operators, aim to make participation easier for MRFs by reducing red tape, improving efficiency, reducing costs, and clarifying processes and procedures. Response to the changes has been overwhelmingly positive.

Improvements were made in response to beverage supplier feedback indicating that the requirement to provide an annual statutory declaration for the financial year was overly burdensome, particularly for small suppliers. The EPA and EfC worked closely to remove this requirement for 2022-23 and beyond, and this has been welcomed by beverage suppliers.

EfC engages an independent research agency to survey NSW residents every six months about their experience using Return and Earn and barriers to participation. They identified confusion about what types of beverage containers are eligible for a refund. In response, a container checker tool was launched as part of the Return and Earn app. People also expressed frustration about return points that were closed when visiting. To address this we updated the Return and Earn website to make it easier to check the live status of Return and Earn machines.



**This is an incredible program that has clearly achieved everything it set out to achieve and more. Participation across the community, and the osmotic education that the program engenders, is phenomenal.**



CIRCLE AWARD JUDGE JENNIFER NIELSEN,  
FOUNDER OF EKKO.WORLD



L to R: Danielle Smalley (CEO of Exchange for Change), Hass Saleh, Bree Seledec, Beau Champion (owners and operators of Port Macquarie Return and Earn) and James Dorney (CEO of TOMRA Cleanaway).

## Return and Earn helps build SAFE homes for cats and dogs

Sydney's Animals for Everyone Rehoming (SAFE) is a small, volunteer-run animal charity with a cat rehoming and boarding centre, called SAFE Haven, based in Roseville in Sydney.

Through Return and Earn, it has raised more than \$7,500. The charity was featured for six months on 11 Return and Earn machines across Sydney's northwest, from Dee Why to Berowra and Balgowlah to Ryde. It is also included in the charities listed on the Return and Earn app, allowing anyone to donate their refunds and support our furry friends.

The local community has been quick to support the recycling initiative, with new and long-time supporters donating to the charity. Long-term SAFE supporter Barbara Webster has continued to donate containers to the charity even after developing mobility issues.

SAFE co-founder and volunteer Sue Barber said, "Barb has been there for SAFE from the start. She continues to be one of SAFE's most loyal supporters by donating her recyclable chocolate milk containers. Her carers collect them in her home, and a SAFE volunteer picks them up every week."

"Thankfully Barb can still occasionally come to SAFE Haven to cuddle a kitten or two," she said.

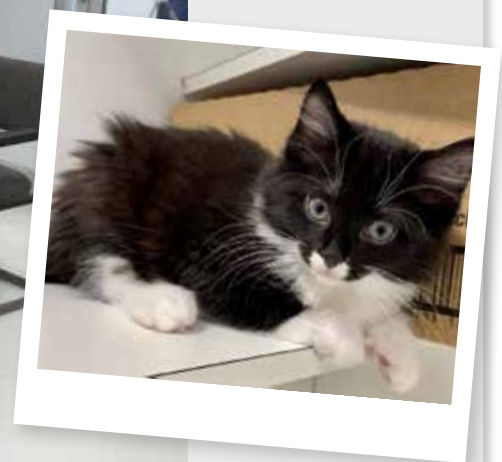
The money raised through Return and Earn helps to cover the expenses involved in rescuing and caring for cats and dogs both at SAFE Haven and in foster care. The funds help with food, litter, vet care, desexing and microchipping, as well as rent and utilities for the premises.



**The Return and Earn initiative means everyone can help. It's a win-win – the charities benefit, the environment benefits, and it makes people feel good that they are doing their bit, however small.**



SUE BARBER, SAFE CO-FOUNDER AND VOLUNTEER



# Our commitment to sustainability

At Return and Earn, our mission is to inspire and enable the people of NSW, industry and government to create better environmental, social and economic outcomes. This forms the basis of our commitment to the UN Sustainable Development Goals (SDGs).

While we acknowledge the importance of all 17 SDGs, we have prioritised those listed below because they closely align with our vision to drive a sustainable world with resources valued and kept in the loop.

Throughout this report, you will see the SDG icons highlighting the work scheme partners are doing across Return and Earn to contribute to achieving the UN goals. A summary of Return and Earn's contributions to the SDGs in 2022-23 is outlined in the table overleaf.

## SUSTAINABLE DEVELOPMENT GOALS



Our prioritised SDGs

GOAL	TARGET	PROGRESS
 <p><b>End poverty in all its forms everywhere.</b></p>	<p><b>1.2</b> By 2030, reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions according to national definitions.</p>	<p>Return and Earn empowers and supports charities and community groups to fundraise through the scheme to fund programs supporting those living in poverty.</p> <p>Ref p31-32.</p>
 <p><b>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.</b></p>	<p><b>4.7</b> By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.</p>	<p>Return and Earn promotes and educates people on the importance of sustainability and provides them with knowledge of how using the scheme supports this outcome.</p> <p>In 2022-23, this included the expansion of the Return and Earn Impact Calculator to enable community groups, councils and landlords to see the positive environmental impacts of their participation. Through partnership with the Australian Association of Environmental Education NSW, webinars and information sessions were run for primary and secondary school students to engage them on sustainability through Return and Earn.</p> <p>Free curriculum-aligned teaching resources were also made available to teachers throughout NSW.</p> <p>Ref p10, 30 and 33-35.</p>
 <p><b>Achieve gender equality and empower all women and girls.</b></p>	<p><b>5.1</b> End of forms of discrimination against all women and girls everywhere.</p> <p><b>5.5</b> 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 promoting and providing a workplace environment that ensures women's full and effective participation and equal opportunities for leadership.</p> <p>In 2022-23, majority female leadership was achieved at all of staffing levels at scheme coordinator Exchange for Change including a female-only executive, majority female board, leadership team and organisation wide.</p> <p>Ref p4.</p>
 <p><b>Ensure availability and sustainable management of water and sanitation for all.</b></p>	<p><b>6.4</b> By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of fresh water to address water scarcity and substantially reduce the number of people suffering from water scarcity.</p>	<p>Return and Earn contributes to increased water-use efficiency through the recycling of eligible drink containers.</p> <p>In 2022-23, 1.98 billion drink containers were recycled through the return point network, achieving water savings of over 11.6 billion litres, equivalent to 4,663 Olympic swimming pools of water.</p> <p>Ref p41.</p>



GOAL	TARGET	PROGRESS
 <p><b>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</b></p>	<p><b>8.5</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p><b>8.8</b> Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>	<p>The Return and Earn network creates employment opportunities including for people with barriers to employment.</p> <p>Ref p28 and 54.</p> <p>Scheme partners ensure that scheme operations are compliant with work, health and safety and labour laws, and they promote the creation of a safe working environment for staff, contractors and the public.</p> <p>Ref p50.</p>
 <p><b>Reduce inequality within and among countries.</b></p>	<p><b>10.2</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p>	<p>Scheme partners are committed to creating an environment that fosters equality and creates employment opportunities for people of different abilities, race, ethnicity, origin, religion, economic status, age or gender.</p> <p>In 2022-23, this has seen a focus on positive engagement and outcomes for CALD communities by introducing four in-language pages on the Return and Earn website.</p> <p>Ref p8 and 27.</p>
 <p><b>Make cities and human settlements inclusive, safe, resilient and sustainable.</b></p>	<p><b>11.6</b> By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.</p>	<p>Return and Earn reduces the environmental impacts of human settlements by reducing litter, landfill and reliance on virgin materials.</p> <p>In 2022-23, 2.5 billion drink containers were returned through the scheme for recycling (via the return point network and kerbside collection) resulting in 66 per cent of containers supplied being redeemed through the scheme to be recycled or reused.</p> <p>NSW EPA reported CDS containers in 2021-22 made up 5.34% of the total litter item density and 41.39% of total litter volume in NSW.</p> <p>Ref p12, 36 and 40-43.</p>
 <p><b>Ensure sustainable consumption and production patterns.</b></p>	<p><b>12.2</b> By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p><b>12.5</b> By 2030, substantially reduce waste generation through prevention, reduction, recycling and re-use.</p>	<p>Return and Earn promotes and contributes to a domestic circular economy through the use of recycled materials rather than virgin materials.</p> <p>In 2023-23, 100 per cent of glass containers collected through the network were reprocessed domestically into new bottles and jars; 100 per cent of 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, 36 and 40-43.</p>
 <p><b>Conserve and sustainably use the oceans, seas and marine resources for sustainable development.</b></p>	<p><b>14.1</b> By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.</p>	<p>Return and Earn directly contributes to reducing drink container litter in our waterways.</p> <p>In 2021-22 as reported by NSW EPA in 2023, drink container litter accounted for 5.34% of the total litter item density and 41.39% of total litter volume in NSW.</p> <p>Ref p12.</p>

# 2022–23 Priority 1: Customer excellence



\* NSW residents (18+), Kantar Public June 2023 consumer research.

It was a strong year for community engagement in 2022–23. Awareness of and support for Return and Earn hit an all-time high of nine in 10 NSW adults, and participation grew 2 per cent, reaching 81 per cent of NSW adults by the end of the year.

This strong participation helped the scheme achieve the major milestone of 8 billion containers returned through the network in September 2022 – the 9 billionth container was returned just six months later.

Return and Earn was recognised for its effective community education and communications activities, winning the Circle Awards AUS & NZ 2022 award for Community, Education and Events and becoming a finalist for the 2022 NSW Sustainability Communications for Impact Award.





Return and Earn hosted its first information stand at the Sydney Royal Easter Show in 2023, with staff from EfC, EPA and TOMRA Cleanaway volunteering each day to engage with community members.

## Public education and awareness

Community education, engagement and promotional activities resumed at full capacity in 2022-23 after significant disruptions in the previous year caused by the COVID-19 pandemic and floods.

Awareness of Return and Earn remained consistently high in 2022-23 - nine out of 10 NSW adults aware of the scheme. For this reason, the marketing and communications program focused on driving habitual participation and lasting behaviour change by increasing understanding of how the scheme works and its benefits.

Qualitative and six-monthly quantitative research ensures EfC's marketing and communication programs are effective and efficient.

The research found that understanding the positive environmental and social outcomes of the scheme helped reinforce habitual participation among participants. It also found this understanding was a potential driver for non-participants who were not personally motivated by the refund amount.

In response, EfC developed content highlighting the circular outcomes of Return and Earn including the journey of plastic, glass and aluminium drink containers. This showed it only takes four weeks for a glass bottle to be consumed, returned through the network, recycled and back on the retail shelf. For plastic, it takes six weeks to be back on the shelf. This strong message helped increase community understanding of and trust in the scheme.

EfC also regularly promoted scheme milestones through media, social media posts and the Return and Earn Impact Calculator to reinforce the message that individual actions, such as returning and earning regularly, can have a big and positive impact.

At the end of 2022-23, participation in the scheme had increased. Eight out of 10 NSW adults have now returned drink containers at a return point or returned indirectly by giving their containers to someone else, such as a family member or home collection service. There is strong evidence residents are embedding participation in their routines, with more than half of users returning containers at least once a month or more. Scheme promotions reinforced this behaviour, by encouraging them to participate regularly. Research found that a third of NSW residents recalled seeing the campaign messaging.



## How are return point locations decided?

Return point locations are established in line with the requirements set out in the Waste Avoidance and Resource Recovery (CDS) Regulation which provide for a minimum of one return point per 20,000 residents in NSW. The Regulation provides that there should be a return point in towns with more than 1,000 residents in regional NSW and more than 500 residents in remote NSW, provided that the return point is within a specific radius of the town.

TOMRA Cleanaway actually provides one return point per 13,000 residents of NSW with one return point per 14,900 residents in metropolitan NSW, one return point per 7,000 residents in regional NSW and one return point per 1,450 residents in remote NSW.

## Improved access and convenience

TOMRA Cleanaway expanded the return point network to improve access for residents across the state, adding new automated depots in regional areas including Tamworth and Port Macquarie, alongside a new automated depot in Windsor.

Following a successful trial in 2021–22, Return and Earn Express shopfront-style return points opened, including in Willoughby, Crows Nest, Bondi and Naremburn. This style of return point features three machines in an indoor setting. As they are in high-traffic retail settings, it makes it easy for people to return and earn as they go.

Following consumer feedback, TOMRA Cleanaway commenced a trial of new 'take-all' reverse vending machines. Unlike existing Return and Earn machines, which have specific requirements for access and servicing, these new smaller-format machines, with internal compaction technology to increase machine capacity, can be located in a smaller footprint, making them suitable for dense urban areas. It is expected the trial of the new format will continue into 2023–24.

Promotional activity supported the opening of new return points, aiming to increase community awareness and use of them.

## CASE STUDY

### A brand new look for return points

The scheme partners collaborated on a rollout of refreshed branding across the return point network in 2022–23. We updated communication materials and installed new signage at Return and Earn machines and depots to match the visuals used in advertising. The new look provides clear and easy-to-understand information to scheme users, while also making return points more visible and easier to find.

At the end of 2022–23, over 320 return points had been refreshed.



Katoomba Cinema Return and Earn machine following its signage refresh.

## Reconnecting with communities

Connecting directly with communities was a key focus throughout the year. EfC hosted Return and Earn information stalls at major events and community festivals, such as the Ocean Lovers Festival in Bondi, Take 3 for the Sea's Seaside Scavenge and numerous multicultural and sustainability festivals, as well as hosting information sessions for schools and local councils.

These events provided an opportunity to build community understanding of how to participate, and nearby return point locations, as well as the positive outcomes of the scheme.

For the first time, Return and Earn had an information stall at the Sydney Royal Easter Show. The two-week event was a great opportunity to talk to a broad range of community members from across Sydney and regional NSW. Display jars containing recycled PET pellets were available to demonstrate how the recycling process for plastics works, and a small format Return and Earn machine at the stall demonstrated how the scheme works.

## Engaging diverse communities

With consumer research showing there are opportunities to grow participation in culturally and linguistically diverse (CALD) communities in NSW, EfC focused on increasing engagement with these communities.

Following work in 2021–22 to translate the main Return and Earn campaigns into the four key language groups in Australia (Arabic, Cantonese, Mandarin and Vietnamese), EfC launched updated in-language landing pages, providing visitors with key information on how to participate, container eligibility and finding your nearest return point.

EfC also hosted information stands and sessions at events relevant to CALD community members including the Buddha's Birthday Multicultural Festival in Darling Harbour, Bayside and Georges River Councils' joint Migrant Information Day in Rockdale, and online forums held by the Multicultural Services Network and Community Migrant Resource Centre. EfC also worked with an interpreter to present to Mandarin-speaking community leaders who in turn shared the information with their networks.



The Return and Earn information stand at the Ocean Lovers Festival in Bondi.



EfC staff host information stand at the Buddha's Birthday Multicultural Festival.

## Collaborative recycling gives inmates purpose

Inmates at Junee Correctional Centre have found a way to help the planet and give back to the community by recycling containers through Return and Earn. Inmates at the centre are employed as Recycling Champions, responsible for collecting and sorting the containers.

The centre recently began recycling drink containers with assistance from the Coolamon Lions Club, which runs its own Return and Earn return point and is only 30 minutes away.

The Lions Club organises regular drop-off times for Junee Correctional Centre and holds the containers until a truck comes to collect them.

Junee Correctional Centre Vocational Services Manager Donna Moulds said recycling helps give purpose to the inmates.

“Having meaningful employment is very good for their wellbeing. It assists them to rehabilitate and develop employability skills ahead of release,” she said. “Being able to give back to the community means a lot to many of the men.”

While the initial idea to recycle containers came from a desire to reduce the centre’s environmental impact and create employment, the initiative also raises money for the inmates to donate to worthy causes, including the Eugowra Flood Appeal.

Charles Luyt from the Coolamon Lions Club said the partnership has boosted their container recycling numbers enormously. Every two or three weeks, the centre drops off around 13,000 to 14,000 cans.

In another win for the partnership, funds raised by the Lions Club for hosting the return point have helped it to launch the Coolamon Lions Club Return and Earn Community Grant. This will provide grants of up to \$2,000 to individuals, organisations and groups for projects that will benefit the community.

“

**... the initiative also raises money for the inmates to donate to worthy causes, including the Eugowra Flood Appeal.**

”



## Digital innovation

Return and Earn partners are continually looking for ways to make it easier for people to participate in the scheme, and in 2022–23 we launched innovations to help do just that.

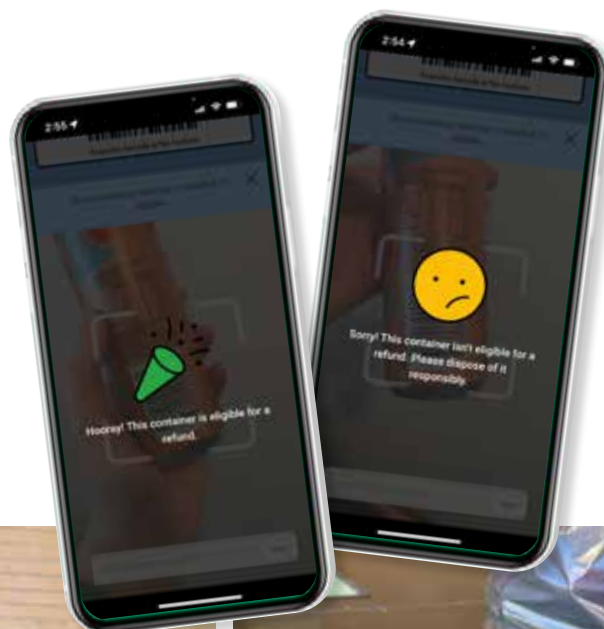
### Making it easier to participate

Following the successful launch of the Return and Earn app in 2021–22, additional features were added in 2022–23 to make it easier for the community to know what containers are eligible for a refund. The container checker tool enables users to scan the barcode on a drink container to check if it is eligible for a refund, helping consumers avoid the frustration of taking containers to a return point only to find the materials they have collected are ineligible.

TOMRA Cleanaway launched a new bag drop service at automated depots using the Return and Earn app during the year. The new method allows users to quickly 'tag and drop' bags of containers for recycling and receive the refund direct to their bank or PayPal account using the app. It also enables automated depot customers to donate their refund to one of more than 170 charities featured on the Return and Earn app.

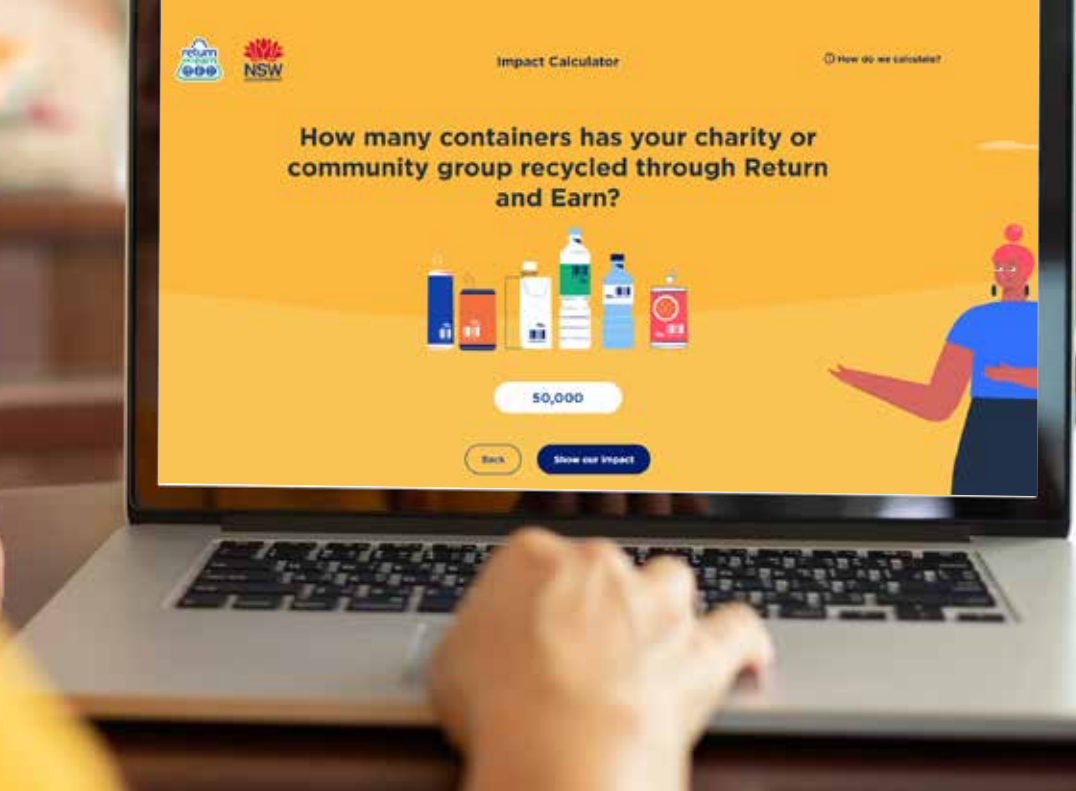
An extensive marketing campaign ran throughout the year to encourage 250,000 downloads of the app. The June 2023 consumer research results found almost a third of NSW residents had heard about the app. At the end of June, downloads of the app had exceeded the target with 308,000 downloads in total.

EfC updated the Return and Earn website to make it easier for people to check the opening hours and live status of their nearest return point. A traffic light colour system was added to the return points page to provide a live view of whether Return and Earn machines are open (green), closed (red) or approaching capacity (orange). This allows participants to plan the best time to return their containers.



A Return and Earn customer uses the new bag drop service at an automated depot.



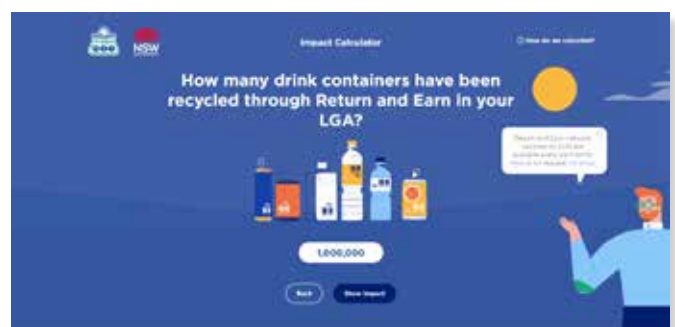
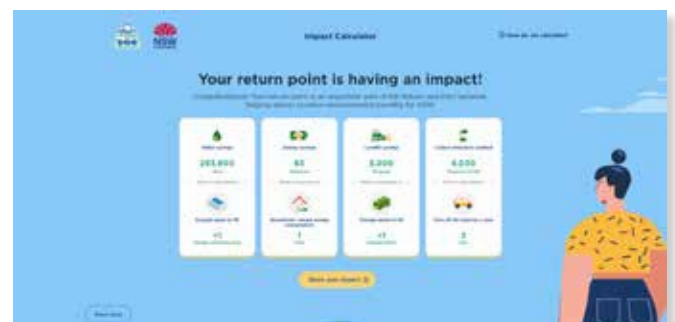


## Using data to drive advocacy

The Return and Earn Impact Calculator has proved popular since launching in 2021-22, and this year, EfC expanded it to enable it to calculate the impact of much larger volumes to meet the needs of charities, community groups and local councils wanting to share the positive environmental impact of their community's use of the scheme. Each version of the calculator generates ready-made social media tiles and posters to make it easy to share the positive benefits and amplify positive word-of-mouth impact for Return and Earn on social media.

EfC also developed a standalone version for return point operators and landlords of Return and Earn machines to enable them to communicate the positive impact their community is having by using their return point.

Activities throughout the year to increase word-of-mouth recommendations were effective. They contributed to a 60 per cent increase in media and social media mentions of the scheme in 2022-23 compared to the previous year, with a 99 per cent positive/neutral media sentiment.





## Delivering for the community

Return and Earn remains a crucial source of fundraising for charities and community groups, offering essential support to enable them to carry out important work in our communities. The scheme partners work together to make it easy for charities, schools and community groups to fundraise with the scheme. This can be as a donation partner listed on a Return and Earn machine, through partnerships with automated depots, through bottles drives or as one of 170 charities on the Return and Earn app.

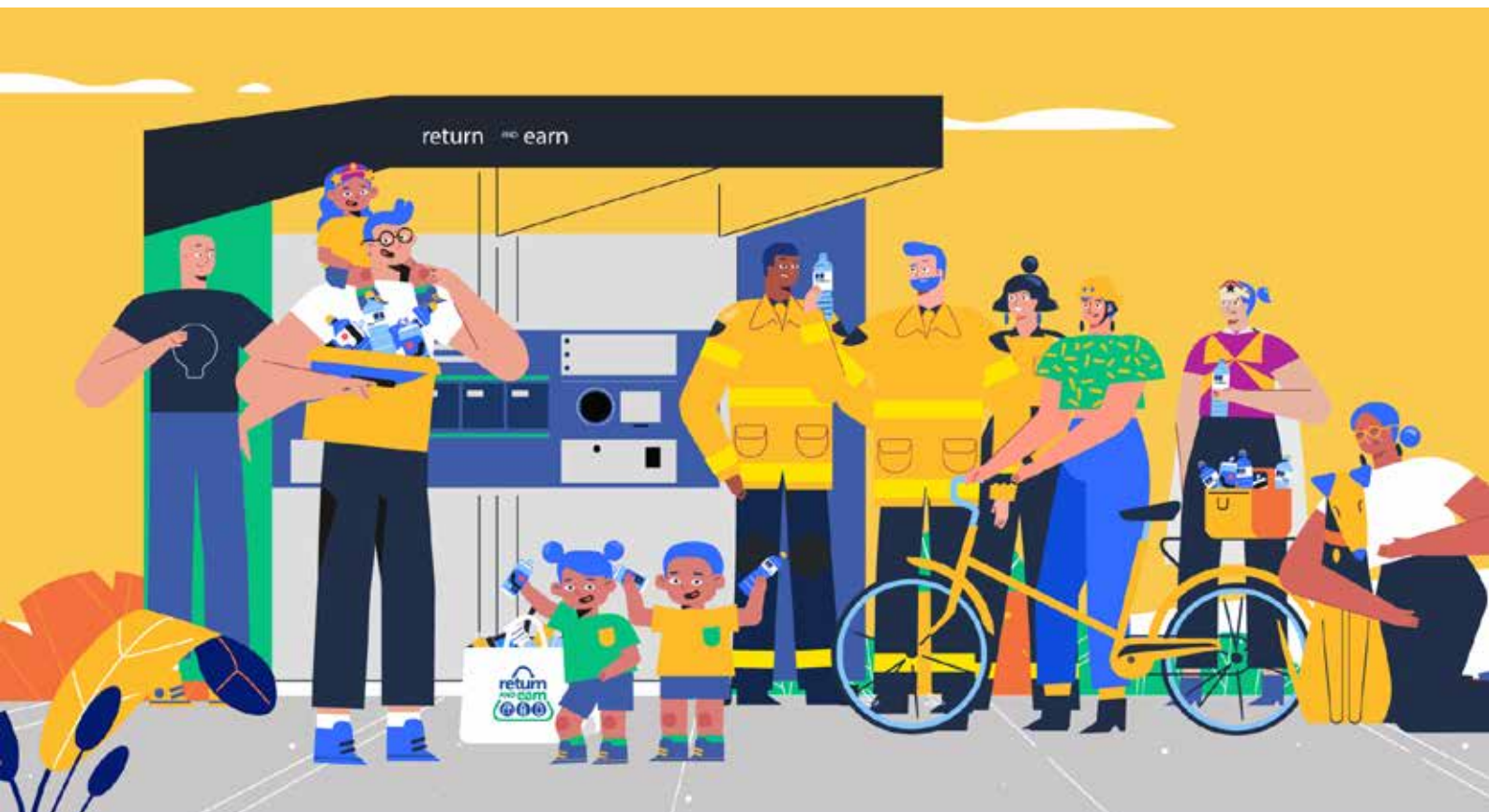
More than \$47 million has now been raised for charities and community groups from donations and fees from hosting return points since the scheme commenced in December 2017, with \$12 million raised in 2022-23 alone. This doesn't include the many informal container drives collected independently and not tracked through the scheme. It's likely there are additional millions of dollars raised in support of important causes helping our communities thrive.

## It feels good to return and earn

To increase awareness of the ability to easily donate your container refund when participating, EfC launched a new campaign in December 2023 at the scheme's fifth birthday celebrations.

The 'It Feels Good to Return and Earn' campaign highlights the social benefits of returning and earning to support charities and community groups. The campaign showcases the wide range of causes that have benefited from fundraising through Return and Earn and encourages people to 'feel good' by donating when they use the scheme. The campaign ran in cinemas and online, driving visits to a dedicated 'Donations' page on the website with more information on how users can donate.

The June 2023 consumer research found 50 per cent of respondents who viewed the new campaign had a better opinion of Return and Earn after seeing it, and 77 per cent were likely to consider participating.



## Statewide donation appeals

Statewide donation appeals, where a charity or group of charities are featured as the statewide donation partner on all Return and Earn machines across NSW and the Return and Earn app, are typically launched every six months.

During 2022-23, five statewide donation appeals ran in partnership with TOMRA Cleanaway. Around \$240,000 was raised throughout the year from these appeals alone.

- Animal Welfare League NSW was listed as the statewide donation partner on all Return and Earn machines from March 2022. The appeal ran for six months until October 2022 and raised \$94,000 to support the league's work rescuing, rehabilitating and rehoming animals in need.



**I've collected half a million containers so far. I'll keep doing this as long as I can and will keep giving the money from the refunds to people who need it.**

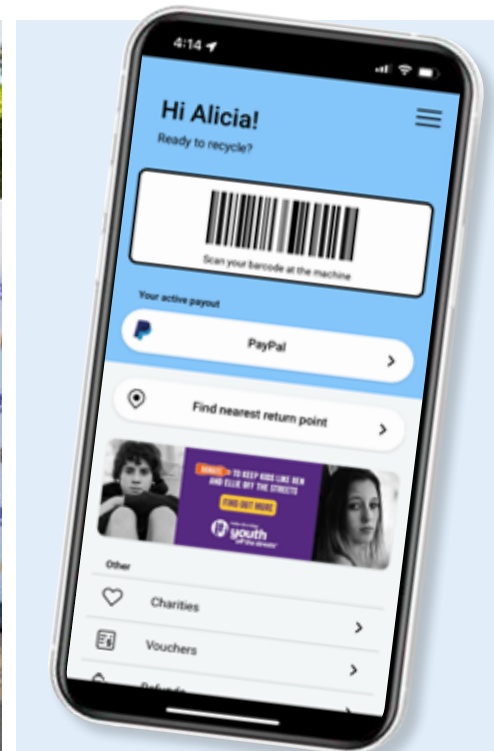


DAVE WILLIAMSON, SHELLHARBOUR

- GIVIT also featured on all Return and Earn machines from March to October 2022. More than \$17,000 was raised through the scheme to support those impacted by the 2022 floods.
- The Protect Our Planet appeal followed, running from November 2022 to April 2023, raising funds for the Australian Marine Conservation Society and Bush Heritage Australia. The appeal effectively doubled the environmental benefits of using the scheme. In addition to the direct benefit of ensuring containers were recycled, it provided the indirect benefit of protecting and preserving Australian wildlife on land and in the ocean. The appeal raised \$139,195 in six months.
- The final statewide appeal of the year launched in April 2023 to raise funds for Youth Off The Streets, which provides crisis support, education, housing and employment services for vulnerable young people. By 30 June 2023, more than \$37,500 had been raised. This appeal will run until October 2023.



L to R: Danielle Smalley, CEO of Exchange for Change, James Dorney, CEO of TOMRA Cleanaway and Judy Barraclough, CEO of Youth Off The Streets formally launch the Youth Off The Streets appeal.



## Community partnerships

Partnerships with like-minded organisations enable EfC to connect with a broad range of community members and stakeholders and encourage schools, groups, businesses, sporting clubs, local councils and the community to return and earn.

These partnerships provide an opportunity to identify and celebrate community fundraising success stories and showcase the positive impact Return and Earn has on the environment and local communities. This, in turn, helps motivate people to participate and make a difference.

In 2022-23, Return and Earn continued its partnership with the Australian Association for Environmental Education NSW Chapter (AAEE NSW), the peak professional association for environmental educators in Australia. This partnership enables EfC to connect with teachers, students and school communities in NSW to communicate the benefits of implementing Return and Earn, and show teachers how to get started.

As part of the partnership with AAEE NSW, Return and Earn sponsored the Return and Earn Program Leader Award category of the NSW Environmental Education Awards, seeking nominations for a teacher, student or parent who excelled in embedding the scheme into their school. This showcases the effectiveness of the scheme as a tool for teaching about sustainability, as well as an easy fundraising option.



**The students are excited about doing their bit for the environment. Some of them tell me about how they have started recycling at home too.**



ROSE EVERINGHAM -  
TEACHER AT REGENTVILLE PUBLIC SCHOOL

Teacher Rose Everingham of Regentville Public School was the 2022 winner of the Return and Earn Program Leader Award for her efforts to revamp her school's recycling efforts by introducing a Return and Earn program.

Rose, who teaches environmental education and runs the kitchen garden program at the school, added designated and labelled tubs and bins in classrooms, staffrooms, the library and canteen areas to reduce the amount of waste going to landfill. These bins were emptied by students from each class daily, while families donated containers from home.

“The students are excited about doing their bit for the environment. Some of them tell me about how they have started recycling at home too,” she said.

The funds raised through Return and Earn supported the school kitchen garden program, enabling Rose to purchase worms, rakes, high-vis vests, seeds and seedlings. Rose continues to teach students about the importance of recycling, sustainability and caring for our environment.

This was the fourth year of our partnership with the Australia Day Council of NSW, where Return and Earn sponsors the NSW Environmental Citizen of the Year and the NSW Young Environmental Citizen of the Year. The partnership has delivered strong community and local council engagement while promoting the scheme's environmental outcomes.

ErinEarth was the winner of the 2023 NSW Environmental Citizen of the Year. No NSW Young Environmental Citizen of the Year was awarded this year, but a runner-up was selected: ACES Envirogang. Both ErinEarth and ACES Envirogang's awards were announced on World Environment Day on 5 June 2023.



## Engaging NSW schools

Primary and secondary schools in NSW have demonstrated their commitment to a cleaner environment and showcased the power of student-led initiatives through their use of Return and Earn. Research undertaken through AAEE NSW found 66 per cent of schools surveyed had participated in Return and Earn, with 80 per cent having implemented an ongoing container collection system on site and 10 per cent having collected containers at school events throughout the year.

EfC promoted the Return and Earn curriculum-linked school resources, which were downloaded by more than 400 teachers over the 12 months. The research found 20 per cent of schools surveyed had incorporated Return and Earn into their classroom lessons.

In 2022-23, EfC collaborated with the NSW Department of Education through its environmental and zoo education centres. EfC participated in the 2022 High School Environmental Leadership Workshop and 2022 Sustainability Expo held by the Observatory Hill Environmental Education Centre. The event served as a hub for educators and students, enabling EfC to share information on implementing container collection programs at their schools. Teachers also discussed ways to integrate recycling activities into their curriculum, nurturing a future generation of environmentally conscious citizens.



**When I started at our school in 2019, there was no Return and Earn program. Now, all of our classrooms participate and have our older students beginning to educate our younger students.**



ORAN PARK PUBLIC SCHOOL,  
2023 RETURN AND EARN SCHOOL SURVEY



School captain Christian Maait and friend with one of their dedicated Return and Earn bins.



Students at Zig Zag Public School ensure their containers go in the Return and Earn bin to be recycled.



## High school leader shares his passion for recycling and social justice

Driven by a passion for sustainability, the environment and social justice, 17-year-old school captain Christian Maait led a container recycling initiative at Marian Catholic College, Kenthurst.

Christian is a member of the school's social justice team and was inspired to fundraise through the scheme while having a positive impact on the environment. He started the Return and Earn program at the school two years ago and has raised over \$1,000 for charities such as St Vincent de Paul Society, Caritas and the Jesuit Refugee Service.

"We had been planning to begin making our school more sustainable and we saw this as an amazing option. Return and Earn not only allowed our school to lower our environmental impact but to generate funds that could be used to donate to charities," he said.

With a bit of education on how the scheme works and which containers are eligible for the 10c refund, enthusiasm in the school grew, and now students are more motivated to recycle. Some students are even recycling outside of the school and donating their refunds to the chosen charities.

"My peers realise the value in recycling for the planet and [supporting] charity work for the less fortunate," he said.

The school has also significantly reduced the container waste it creates since the program started.



**My peers realise the value in recycling for the planet and [supporting] charity work for the less fortunate.**



CHRISTIAN MAAIT - SCHOOL CAPTAIN MARIAN CATHOLIC COLLEGE, KENTHURST

## Zig Zag students recycle for their buddies

Zig Zag Public School in Lithgow has expanded its recycling programs and is putting the money raised from the 10c refund for each container towards a buddy seat.

Children often bring juice poppers and occasionally other drinks in recyclable containers to school. Principal Vicki Gilmore said, "We purchased a dedicated bin for the drink containers, and staff take them to the return point."

"The little ones can get a bit confused about which bins to use, but we have revamped the signs, and hopefully this will improve the process of taking the containers to Return and Earn."

Teachers and students at the school have always had a big interest in the environment. "We're nestled under the cliffs here in such a beautiful place, and it just makes sense that the natural world is a focus at the school," she said.

"It's part of the history of the school. Teachers all look at what we can do at the school to improve sustainability. We pride ourselves on teaching the values of the environment," she said.

Collecting containers for Return and Earn doesn't just boost the school's sustainability programs, it's also supported a social initiative called a 'buddy seat' which is made of recycled materials.

The concept for the chair is an extension of the school's buddy program, where older students are matched with younger students to help them navigate school life. The buddy seat is for any student who is feeling lonely, sad or needs help. When they sit there, their peers will know it means they need a friendly face to come and offer some support or company.

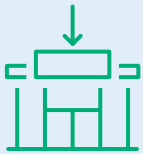
Student sustainability activities include growing vegetables and herbs and collecting eggs from school pet chickens. Food scraps from children's lunches are recycled as compost and chicken feed.

"The Return and Earn deposit scheme is a great initiative for promoting sustainability and reducing waste in communities', Vicki said. "We are lucky enough to have a return point in Lithgow, so why not use it?"

# 2022-23 Priority 2: Sustainable operations



**3.7 billion**  
eligible containers  
supplied into NSW in 2022-23<sup>1</sup>



**2.5 billion**  
containers collected  
through the scheme in 2022-23



**66%**  
annual redemption rate  
in 2022-23

**73%**  
peak quarterly redemption rate  
(April-June 2023)

**82%**  
peak monthly redemption rate  
(April 2023)



**168,461 tonnes**  
of materials recycled  
in 2022-23

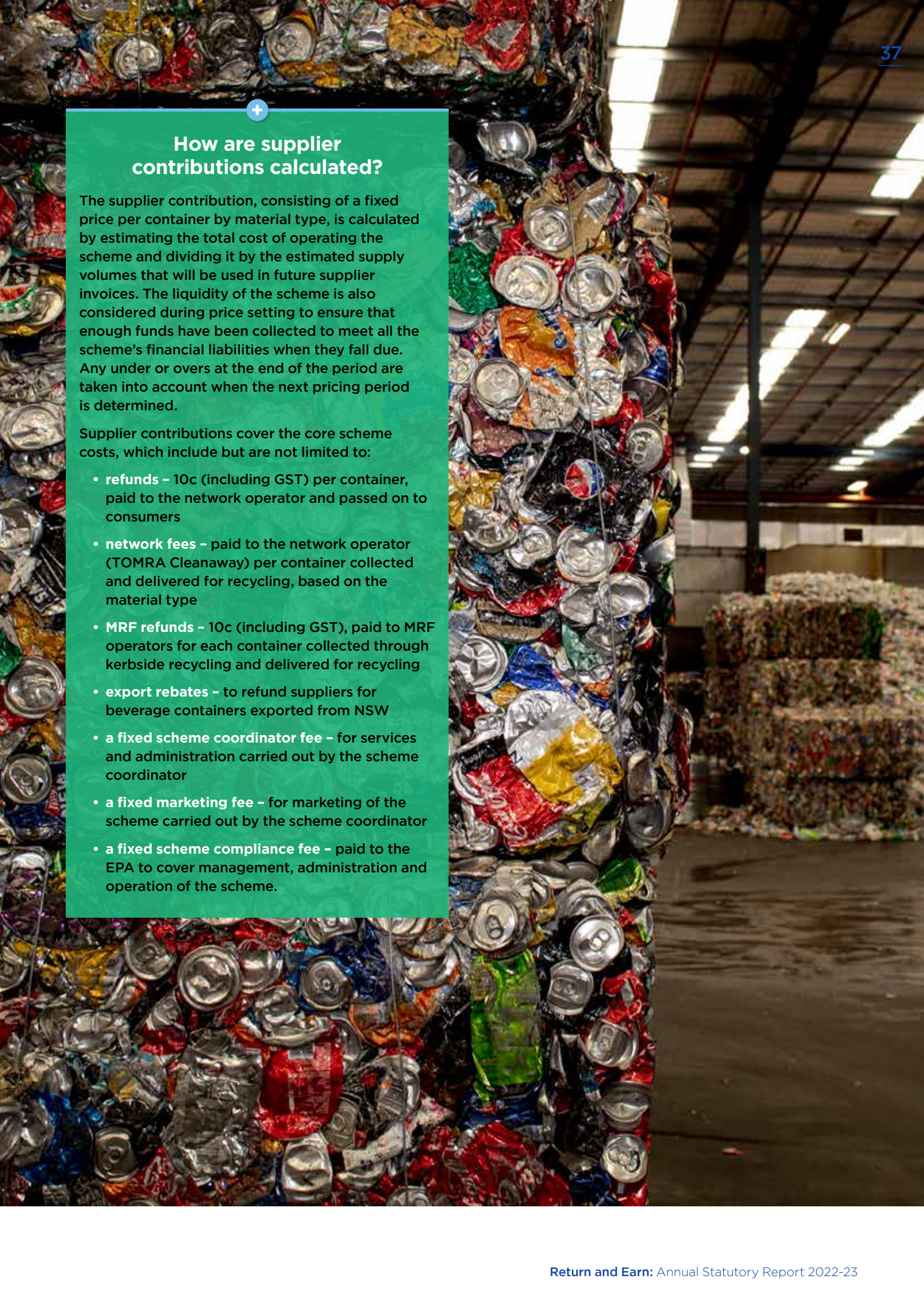
<sup>1</sup> Net of exports.



There was a return to a more stable operating environment in 2022-23, following disruptions from bushfires, floods and COVID-19 restrictions experienced in recent years. The annual redemption rate for 2022-23 was 66 per cent, up one percentage point on the previous year with the network redemption rate increasing from 52 per cent to 54 per cent and the MRF redemption dropping from 13.4 per cent to 12.6 per cent.

## Key highlights:

- Supply volumes increased 4 per cent compared to the previous year. This may have partially been driven by a consumer shift to smaller packs, resulting in more containers for a similar sales volume, and an increase in beverage sales in the first quarter compared to last year, which had been impacted by COVID-related supply chain constraints.
- Network volumes increased 8 per cent (141 million), recovering from the impact of extended COVID-related restrictions to the network last year. Volumes of all material types increased through the network except for glass (which declined by 15 million containers) and other plastics (which declined by 6,000 containers).
- MRF volumes declined 3 per cent (12.2 million containers) compared to last year. The decline was most prevalent in glass (down 13 per cent) and PET (down 2 per cent).
- The strong network performance, while offset by the slight reduction in MRF volumes, saw the total volume of containers redeemed increase by 128.6 million on last year.



## How are supplier contributions calculated?

The supplier contribution, consisting of a fixed price per container by material type, is calculated by estimating the total cost of operating the scheme and dividing it by the estimated supply volumes that will be used in future supplier invoices. The liquidity of the scheme is also considered during price setting to ensure that enough funds have been collected to meet all the scheme's financial liabilities when they fall due. Any under or overs at the end of the period are taken into account when the next pricing period is determined.

Supplier contributions cover the core scheme costs, which include but are not limited to:

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

## Scheme pricing

Due to the uncertainty caused by COVID-19, EfC set pricing per material type for a six-month period from February to July 2022. EfC was able to hold pricing for an additional six-month period (August 2022 to January 2023) to maintain long-term pricing certainty and stability for beverage suppliers.

EfC returned to announcing a 12-month fixed price by material type in February 2023, with the current pricing in effect until January 2024.

The actual weighted average cost per container during the reporting period was within 10 per cent of the published price.



### Does the scheme make a profit?

The scheme operates under a cost-recovery methodology. Supplier contributions cover the expected scheme operating costs, with any surplus funds contributing to future scheme costs. As a result, the scheme does not generate any profit.



Table 1: Price per container by material type, 2022-23

CONTAINER MATERIAL TYPE	CENTS PER CONTAINER 2022-23 (AVERAGE)	MINIMUM PRICE PER CONTAINER CHARGED	MAXIMUM PRICE PER CONTAINER CHARGED
Aluminium	12.93	11.70	13.12
Glass	12.89	11.57	13.72
HDPE (high-density polyethylene)	7.48	6.66	8.10
PET (polyethylene terephthalate)	10.93	9.72	11.48
LPB (liquid paperboard)	4.98	4.91	5.03
Steel	7.48	7.22	7.75
Other plastics	2.91	1.90	5.57
Other materials*	6.34	3.67	10.44
<b>Weighted average price per container**</b>	<b>11.72</b>	<b>11.71</b>	<b>11.73</b>

Prices are in cents excluding GST

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

\*\* 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 three pricing periods applicable in 2022-23.



## CASE STUDY

## Keeping marine rescue boats afloat

Locals have thrown their support and their empty bottles and cans behind Marine Rescue Shoalhaven's fundraising efforts through Return and Earn.

Operating costs for the volunteer-run squad add up, particularly for fuel needed to respond to around 70 distress calls each year.

Deputy Unit Commander, Lynne Hocking, said "we are supported by our local community, and Return and Earn is a big part of the community here."

Through container returns, the organisation raises around \$700 per month. These funds cover running costs for more than three rescues each month. As well as covering fuel, some of the funds raised are marked for new headsets, which cost \$500 each.

Lynne noted that Return and Earn has become a way for people who hadn't previously donated to the club to get involved.

"People who wouldn't normally give to us found out about it through our social media and reached out.

"We have a return point behind our club, and it's an awesome opportunity for locals to contribute in a different way," she said.

“

**We are supported by our local community, and Return and Earn is a big part of the community here.**

”

LYNNE HOCKING, DEPUTY UNIT COMMANDER



Shoalhaven Marine Rescue.

## Supply volumes

NSW supply volumes (as shown in Table 2) represent the total volume of containers, excluding containers exported from NSW. 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 in 2022-23 increased 4 per cent compared to the previous year. This was partially driven by a consumer shift to smaller packs, resulting in more containers for a similar sales volume, and an increase in beverage sales in the first quarter compared to last year which had been impacted by COVID-related supply chain constraints.

Aluminium, PET and glass were the most supplied material types, collectively making up 93 per cent of all eligible containers supplied into NSW after adjusting for exports. Aluminium volumes grew 5 per cent compared to the prior year and PET grew 11 per cent.

## Scheme redemptions

Total redemption volume in 2022-23 improved by 128.6 million containers compared to the previous year. The annual redemption rate was one percentage point higher than in 2021-22, driven by a two-point improvement in the network redemption rate offset by a one-point decline in the MRF redemption rate.

Network redemptions accounted for 1.98 billion containers, while 0.5 billion containers were redeemed via kerbside recycling, resulting in a total redemption of 2.5 billion containers in 2022-23. Total redemption volumes increased 6 per cent compared to the previous year, driven by high network volumes. The channel split between network and kerbside collections remained steady in 2022-23, with 81 per cent of volume collected via the network.

Aluminium, PET and glass were the top three material types redeemed, accounting for 97 per cent of redeemed volumes. Redemption volumes closely follow the supply profile of material types, with glass volumes declining and an uplift in PET compared to the previous year.

Redemption rates for PET (64 per cent), HDPE (57 per cent) and steel (39 per cent) in 2022-23 were the highest since scheme commencement.



**Table 2: Actual supplier volumes, 2022-23**

CONTAINER MATERIAL TYPE	TOTAL	VOLUME SHARE (%)
Aluminium	1,513,046,977	40.93
PET	1,133,632,505	30.67
Glass	788,128,928	21.32
HDPE	57,297,120	1.55
LPB	193,981,726	5.25
Steel	7,165,905	0.19
Other materials	2,412,871	0.07
Other plastics	1,129,462	0.03
<b>Total</b>	<b>3,696,795,494</b>	<b>100.00</b>

Data source: 21 July 2023 supplier invoice as adjusted by 1 August 2023 exporter invoice.

**Table 3: Total rate of redemption through the network and material recovery facilities, 2022-23 (total scheme containers redeemed)**

CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)*
Glass	788,128,928	600,060,625	76
Aluminium	1,513,046,977	1,057,009,918	70
PET	1,133,632,505	723,300,918	64
HDPE	57,297,120	32,574,308	57
Steel	7,165,905	2,811,273	39
LPB	193,981,726	36,305,743	19
Other materials	2,412,871	179,489	7
Other plastics	1,129,462	14,256	1
<b>All material types</b>	<b>3,696,795,494</b>	<b>2,452,256,530</b>	<b>66</b>

\* Rounded to the nearest whole per cent.

## Network trends

2022-23 was a record year for collections through the network, at almost 2 billion containers. Volumes through the return point network increased by 141 million in 2022-23, an 8 per cent increase compared to the previous year, which had been impacted by COVID-19 restrictions limiting access to the network. Overall, the network experienced a two percentage point increase in the redemption rate compared to the previous year.

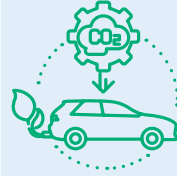
As at 30 June 2023, Return and Earn had 616 return points throughout NSW. Volume through the 36 automated depots was very strong, driving over 70 per cent of the total network growth and achieving 103 million of the 141 million overall increase in network collections. Automated depot growth was supported by the opening of three new locations, innovative home collection efforts and engagement with their local community to collect containers from places such as schools and local businesses.

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



## Environmental impact of network redemptions

Using the life cycle assessment of the network undertaken by Lifecycles Australia, the environmental benefits are:



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

equivalent to:

Since commencement – **429,382 cars** off the road for a year

2022-23 period – **88,601 cars** off the road for a year



### energy savings

equivalent to:

Since commencement – **101,271 households** average yearly energy consumption

2022-23 – **20,897 households** average yearly energy consumption



### water savings

equivalent to:

Since commencement – **22,616 Olympic swimming pools**

2022-23 – **4,667 Olympic swimming pools**

**Table 4: Total rate of redemption against net supply volumes through the network of return points, 2022-23**

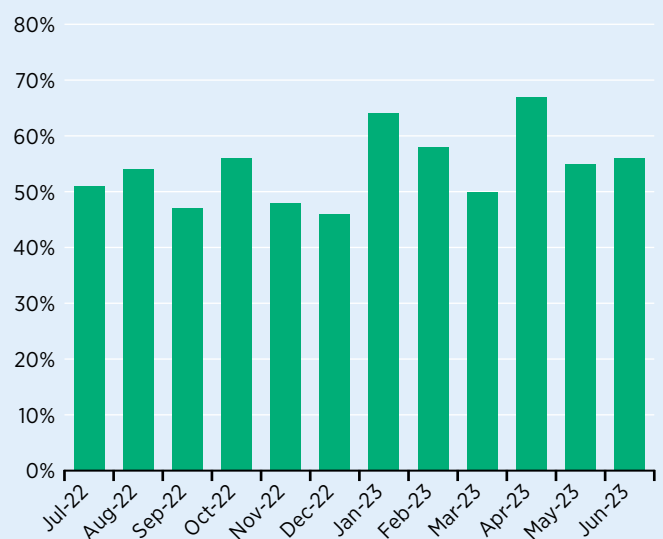
CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)**
Aluminium	1,513,046,977	881,868,481	58
Glass	788,128,928	456,479,026	58
PET	1,133,632,505	585,551,792	52
Steel	7,165,905	2,811,273	39
HDPE	57,297,120	21,676,342	38
LPB	193,981,726	36,305,743	19
Other materials	2,412,871	179,489	7
Other plastics	1,129,462	14,256	1
<b>All material types</b>	<b>3,696,795,494</b>	<b>1,984,886,402</b>	<b>54</b>

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 monthly redemption performance, 2022-23**



## Material recovery facility trends

Compared to the previous year, 2022-23 saw a contraction in redemption volumes through kerbside recycling for all material types except aluminium and HDPE. Total volumes contracted by 2.6 per cent overall (12.2 million containers). Glass was the primary driver for the fall in redemption, accounting for 87 per cent of the total reduction (22 million fewer containers).

The decline was most prevalent in glass (down 13 per cent) and PET (down 2 per cent) compared to the previous year. These are trends we have seen over the past five years, particularly with glass declining as a share of MRF returns year-on-year.

Aluminium and HDPE achieved record high MRF redemption rates.



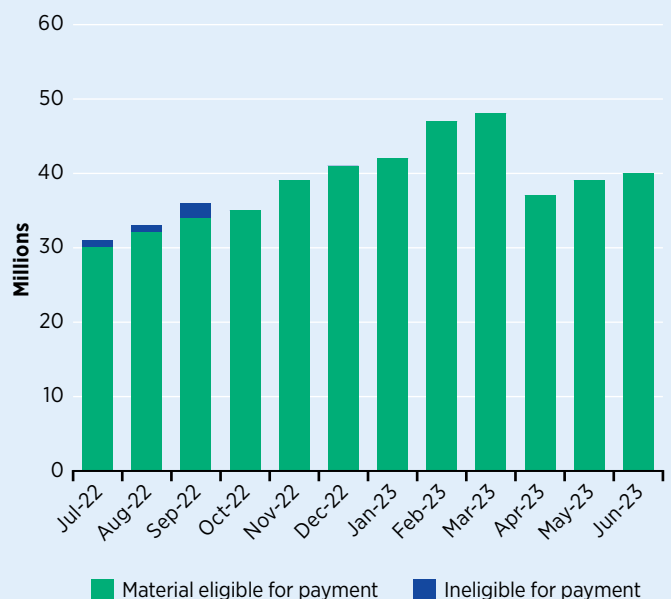
**Table 5: Material recovery facility operator container redemptions, 2022-23**

CONTAINER MATERIAL TYPE	NET SUPPLY VOLUME	REDEEMED VOLUME	REDEMPTION RATE (%)**
HDPE	57,297,120	10,897,966	19
Glass	788,128,928	143,581,599	18
PET	1,133,632,505	137,749,126	12
Aluminium	1,513,046,977	175,141,437	12
LPB	193,981,726	0	0
Steel	7,165,905	0	0
Other plastics	1,129,462	0	0
Other materials	2,412,871	0	0
<b>All material types</b>	<b>3,696,795,494</b>	<b>467,370,128</b>	<b>13</b>

\* 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, 2022-23**



## CASE STUDY

## Meet innovative Australian recycler iQRenew

When containers eligible for Return and Earn go into kerbside yellow bins, they are processed by material recovery facilities such as iQRenew, that are dedicated to ensuring that these, and other materials, are recovered for reuse.

iQRenew's smart materials recovery facility receives and sorts materials from yellow and blue lidded recycling bins from a large number of councils in NSW. They service more than one million people from homes north of the Sydney Harbour Bridge, along the east coast to Port Stephens and inland to Tamworth.

By ensuring the materials it collects are recovered for reuse, iQRenew reduces industry reliance on virgin materials and contributes to a circular economy.

"Our mission is to accelerate the transition to a resilient and circular use of resources, for notoriously challenging material streams," said iQRenew Group General Manager Graham Knowles.

A major innovation for resource recovery is iQRenew's Virtual Quarry on the Central Coast. Here, glass is sorted, double washed, crushed into five different levels of coarseness, and sold to industry as a replacement for sand.

The crushed glass is used in civil construction, including in roads, concrete, brick making and pavers. More recent uses of glass sand include using it to make kitchen bench tops and designer furniture pieces.

The Virtual Quarry currently processes around 30,000 tonnes of glass each year, with plans underway to expand operations to 75,000 tonnes per annum.

"This would enable the Virtual Quarry to process almost half the state's problematic glass stream into high value applications," Graham said.

iQRenew also collects other recyclable materials, including plastics and aluminium, which they provide directly to other specialised reprocessing companies.



**Our mission is to accelerate the transition to a resilient and circular use of resources, for notoriously challenging material streams.**



GRAHAM KNOWLES, IQRENEW GROUP GENERAL MANAGER



# 2022-23 Priority 3: Industry participation



**1,473**  
supply arrangements in force



**\$437 million**  
in supplier contributions paid in  
2022-23 (excluding GST)



**\$42 million**  
refunds paid to MRFs in 2022-23  
(excluding GST)

Making it easier for beverage suppliers and MRFs to participate in the NSW scheme was a key focus of activities throughout the year. EfC worked closely with the EPA to implement several improvements to reduce administration in response to industry feedback.

Implementing the updated Material Recovery Facility Processing Refund Protocol reduced red tape, improved efficiency, reduced costs, and clarified processes and procedures. In particular, the removal of the requirement for MRFs to provide an annual recycling statement and an annual independent assurance report for the financial year was welcomed by MRF operators.

A major improvement for suppliers was removing the requirement to provide a statutory declaration every year. EfC had received feedback from the beverage industry this was overly onerous, particularly for small suppliers, and worked closely with the EPA to advocate for its removal. This change was warmly welcomed by suppliers.

EfC continued to focus on supplier reporting compliance, resulting in nearly 4 million additional containers being reported, as well as working with the EPA to identify unregistered suppliers and unapproved containers.

## Suppliers and exporters

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

During the reporting period, there were 1,473 supply arrangements in force including 61 that related to suppliers that exited the scheme. Suppliers collectively paid a total of \$437 million in contributions in 2022-23 (excluding GST).



Engaging with students and families at the Western Sydney University Open Day.

## Supplier and exporter satisfaction

EfC is committed to working with industry and government to identify ways to continually implement and improve strategies that streamline processes, enabling suppliers to meet their obligations with ease.

Following feedback from suppliers that the requirement to provide an annual statutory declaration was burdensome, particularly for small suppliers, EfC successfully advocated to the EPA for its removal.

To enable customers to navigate the onboarding process independently, an improved first supplier fact sheet was developed in response to supplier feedback. These changes, together with changes made in the previous year to consolidate the NSW and ACT sign-up forms, have resulted in fewer requests from suppliers for assistance.

In 2022-23, EfC managed and resolved 1,680 supplier and exporter enquiries and support requests, a 57 per cent decrease from the previous year. The main drivers for enquiries were general scheme and supply enquiries, portal admin support requests, and container approval enquiries. We maintained a first-contact resolution rate of over 90 per cent and resolved 92 per cent of enquiries within three days.

## Export rebates

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

During the reporting period, there were 62 executed Exporter Deed Polls in force, of which 34 made exporter claims totalling \$12 million in rebates in 2022-23 (excluding GST).



**The team has maintained a first-contact resolution rate of over 90 per cent and has resolved 92 per cent of enquiries within three days.**



## Compliance

EfC administers the first supplier and exporter audit program and engages the services of independent auditor PKF Australia to ensure audits and associated activities are impartial and independent from EfC and its shareholders. EfC shareholders, who are suppliers, are audited once per year by PKF.

The audits verify the accuracy of supplier-reported volumes and ensure correct contributions by suppliers are made to the scheme. A risk-based approach to audits is taken, whereby large-volume suppliers are audited each year and the remaining low-volume suppliers are audited less frequently. This approach ensures high confidence levels around the assurance of the total volume of supply into NSW. PKF provides EfC with a quarterly audit report containing any findings, which EfC follows up directly with suppliers and exporters to ensure any discrepancies between supplier-reported volumes and the PKF audit results are corrected.

During the reporting period, PKF conducted 45 supplier audits of more than 3.2 billion supplied containers and six exporter audits of more than 50 million exported containers. Two serious non-compliance notices were issued to suppliers for not cooperating with PKF audit activities. Both suppliers were issued with formal notices that led to the audits being finalised and the closure of both non-compliance notices.

EfC continued to work in partnership with the ACT, Queensland and Western Australian container deposit schemes to harmonise first supplier audits across these jurisdictions. This activity resulted in reduced audit burden on suppliers while increasing assurance outcomes.

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

In 2022-23, EfC initiated a targeted campaign to address non-reporting suppliers. The campaign resulted in an additional 3,996,525 containers being reported. EfC also successfully resolved 61 instances of non-compliance related to unregistered suppliers and unapproved containers.



Staff from the three scheme partners volunteered as Return and Earn ambassadors at the Sydney Mardi Gras Fair Day during World Pride Month to encourage container donations and support City Return and Earn's onsite collections.



# Material recovery facility operators

## Processing refunds

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

MRF operators are paid a processing refund of 10c (including GST) for each eligible container that is recycled by the claimant 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 on a quarterly basis. The eligible container factor estimates the number of eligible containers contained 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.

A total of 23 MRFs, including two bottle-crushing facilities, lodged claims for the payment of refund amounts during the reporting period. Due to timing differences related to the refund claims mechanism, there is a quarterly lag before each claim is made, assessed and paid. During 2022–23, MRF operators collectively redeemed 467 million containers and received a payment of \$42 million (excluding GST).

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

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

## Changes to the material recovery facility protocol

Implementation of the updated Material Recovery Facility Processing Refund Protocol made it easier for MRF operators to participate in the NSW container deposit scheme in 2022–23.

MRF operators are no longer required to report to the EPA and complete an Independent Assurance Report, reducing cost and removing duplication. All remaining reporting is now submitted via EfC.

## Network operator

### Network payments

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

A total of \$188 million network payments were paid in 2022–23 (excluding GST).

EfC's audit program validates the volume of containers claimed throughout the year, including the total volumes collected, counted and delivered for re-use or recycling. It 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

In alignment with the government-approved audit plan, EfC continued to undertake data monitoring and analytics of return points across the year. Onsite inspections were conducted if a specific risk was identified.

TOMRA Cleanaway conducted at least one audit of each return point during the year. The results of these audits are reported to EfC and the EPA monthly. EfC attends a sample of return point audit visits with TOMRA Cleanaway each quarter and inspects 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.



Return and Earn is the reward  
way to recycle drink containers



L to R: Tony Chappel CEO of NSW EPA, James Dorney CEO of TOMRA Cleanaway and Danielle Smalley CEO of Exchange for Change at the scheme's fifth birthday celebration.

## Governance

Ensuring good governance and risk management is crucial to achieve the purpose and objectives of Return and Earn by:

- helping to maintain integrity and confidence in the scheme
- fulfilling corporate governance, legislative and contractual obligations
- supporting the scheme's continued success.

EfC is committed to establishing robust governance and risk management frameworks. These frameworks institute appropriate policies, systems and processes to effectively meet community, industry and regulator expectations.

During the reporting period, EfC developed and implemented a risk management framework and risk appetite statement to ensure sound decision-making. These documents give management clarity about the Board's appetite for risk when undertaking activities.

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

## Risk and assurance

### The Integrated Risk and Assurance Model

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

This Integrated Risk and Assurance Model is the primary mechanism for:

- identifying, monitoring and managing risks that may impact the scheme's ongoing success, with a particular emphasis on minimising the risk of fraud and corruption
- maintaining scheme partner and participant compliance with the NSW *Waste Avoidance and Resource Recovery Act 2001*, and other associated legislative, regulatory and contractual instruments
- validating and assuring the significant volumes of materials and funds that flow through the scheme.

The framework informs the development of, and requirements around, each of the scheme partners' audit approaches, including EfC's Annual Audit Plan. EfC conducted regular workshops through the reporting period with the EPA and TOMRA Cleanaway to monitor and manage scheme risks.

## Audit and assurance

EfC undertook audit and assurance activities throughout the reporting period in accordance with its government-approved Annual Audit Plan.

EfC ceased using the interim audit plan it implemented in response to COVID-19 in 2022-23 meaning requirements to conduct onsite audit activities were reinstated. It also improved audit systems, automation and accessibility, and – by streamlining processes to reduce administrative burden – enhanced the experience of auditees.

EfC conducted several MRF and network operator site visits during the reporting period. The return of onsite visits has been welcomed by MRF operators, who appreciate having the opportunity to engage with EfC staff, ask questions and provide more detailed information on their specific circumstances. Site visits are conducted on an ad hoc basis or when a specific risk is identified.

## Independent oversight

The independent scheme auditor, RSM Australia, 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 as well as the government-approved Annual Audit Plan. The audits found EfC was 100 per cent compliant with the Annual Audit Plan.



**We were able to streamline our process and it resulted in direct savings for us in terms of my time and cost, but also in the cost for our external auditor, we feel very positive.**



KANTAR PUBLIC RESEARCH JUNE 2023 MRF RESPONDENT

## Fraud and corruption control

If fraud or corruption were detected, they could seriously damage industry, community and regulator trust and confidence in the Return and Earn scheme. For this reason, all scheme partners do not tolerate fraud and corruption, and are committed to working together to prevent, detect and effectively respond to any occurrences.

EfC maintains a robust operational fraud and corruption control program in partnership with the EPA and TOMRA Cleanaway. This plan is a key component of the Integrated Risk and Assurance Model and aims to minimise opportunities for fraud or corrupt conduct through a framework of good governance, and active and effective control strategies that will continue to build an ethical organisational culture. The plan uses principles of the Australian Standard on Fraud and Corruption Control (AS 8001:2021).

Other activities carried out in the reporting period included:

- monthly loss-prevention monitoring and reporting between scheme partners
- implementation of Comtrac fraud investigation management software, which included training several EfC staff members to achieve a Certificate IV in Government Investigations (PSP40416)
- further enhancement of integrated scheme-wide processes for deterring, monitoring, managing and enforcing action relating to fraud and corruption risks.

One allegation of fraud was identified in 2022-23. Preventative actions and controls have been taken regarding the alleged fraud, however, investigation and enforcement activities are ongoing.

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



Official launch of Tamworth Return and Earn automated depot, owned and operated by St Vincent de Paul, with representatives from the local community, depot staff and scheme partners.

## Health, safety and the environment

Providing a safe working environment while also focusing on sustainability in our operations is a key priority at EfC. We are focused on maintaining zero material incidents and preventing catastrophic events by reducing safety risks wherever possible.

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 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

EfC recognises the cybersecurity threat landscape is continually changing and becoming more sophisticated. Safeguarding confidential and personal data across EfC's systems and networks is critical in maintaining customer trust. A number of controls and measures were implemented and maintained during the reporting period to ensure information security, including:

- staff education and training, including simulation exercises to maintain top-of-mind awareness of data security risks
- de-identification and aggregation of commercial-in-confidence supplier and exporter data when reporting to the EfC Board
- independent audits of IT security, backup systems and operational processes using data security standards to benchmark for risk assessments, controls and settings.

There were no material data or confidentiality breaches during the reporting period.



# Recycling at events raises \$30K for Aboriginal charity KARI

A partnership between sustainable waste management company Clean Vibes and leading Aboriginal not-for-profit the KARI Foundation has resulted in over \$30,000 raised for the charity through container recycling at major NSW events and festivals.

The containers have been collected across NSW's entertainment venues and festivals by Clean Vibes, which also owns and operates the City Return and Earn automated depot in Mascot, launched in April last year.

The partnership between Clean Vibes and the KARI Foundation has provided employment opportunities to KARI community members, including at the City Return and Earn depot and through Clean Vibes event management activities.

KARI Foundation CEO Casey Ralph said the organisation was thrilled at the sizable donation from City Return and Earn.

"We are deeply grateful to Clean Vibes for its incredible donation. This donation will help us in our mission to empower Aboriginal and Torres Strait Islander communities and provide them with the necessary resources to thrive.

"At KARI Foundation, we understand that when we empower Aboriginal and Torres Strait Islander children and families, we empower entire communities. This generous donation from Clean Vibes will allow us to continue our critical work and make a real difference in the lives of those who need it most," she said.

Clean Vibes owner Andrew Macarthur said the automated depot enables larger volumes of containers collected at the events to be sorted and processed, ready to be sold to recyclers.

"We are a sustainable event cleaning and waste management business, and being able to provide a clean stream of recyclable materials to be made into new bottles and cans and other packaging products is completely aligned with our core values," he said.

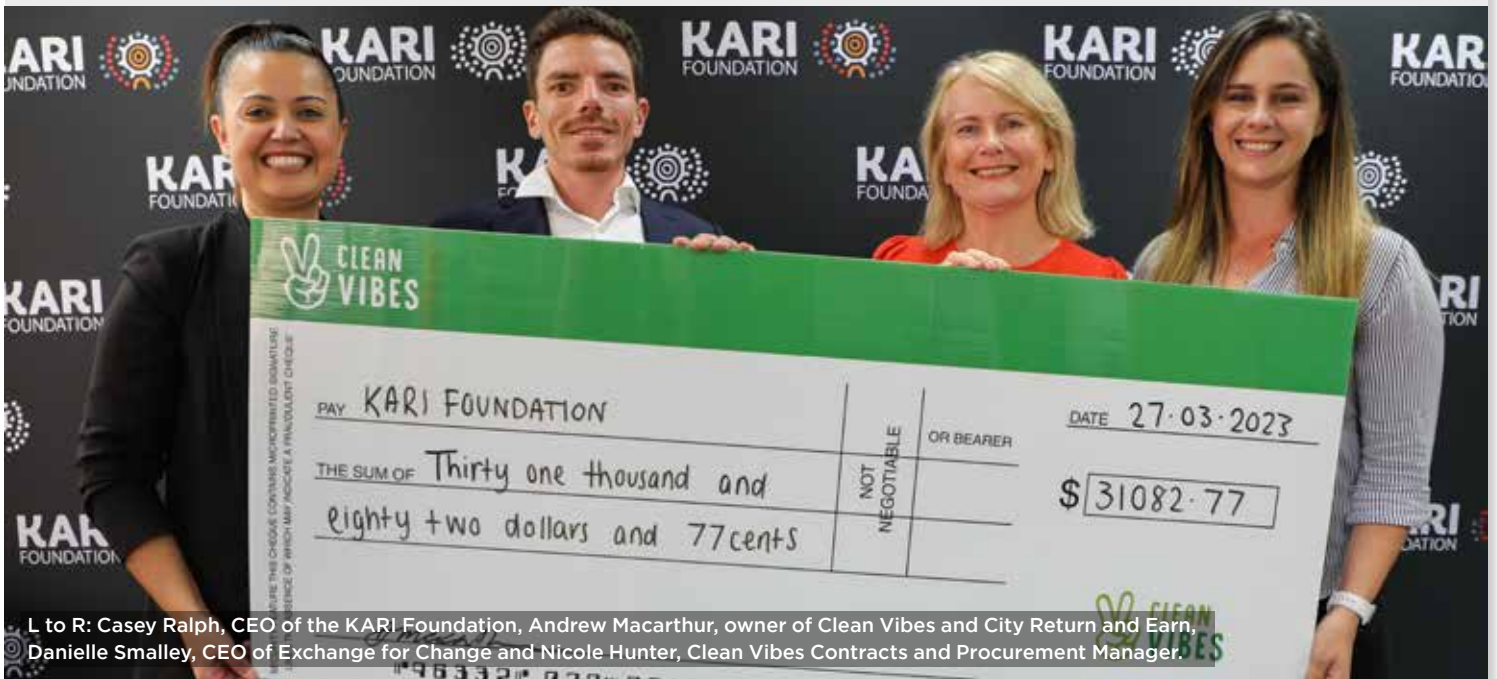
"By partnering with KARI we are also making a positive impact on people's lives by providing employment opportunities for Aboriginal people. We are so proud to be able to hand over the funds raised from these events to KARI."



**At KARI Foundation, we understand that when we empower Aboriginal and Torres Strait Islander children and families, we empower entire communities.**



CASEY RALPH, KARI FOUNDATION CEO



L to R: Casey Ralph, CEO of the KARI Foundation, Andrew Macarthur, owner of Clean Vibes and City Return and Earn, Danielle Smalley, CEO of Exchange for Change and Nicole Hunter, Clean Vibes Contracts and Procurement Manager.

# Looking ahead to 2023-24

As the NSW Government's consultation on an expanded scope of eligible containers continues, EfC looks forward to working alongside TOMRA Cleanaway and the EPA to ensure the scheme thrives and delivers significant environmental, social, and economic benefits to NSW in 2023-24 and beyond.

## Commitment to harmonisation

Australia will become the first continent to have established container deposit schemes in every state and territory when the Victorian and Tasmanian schemes go live.

We expect this will bring increased investment and development in domestic container reprocessing in Australia. We acknowledge that a harmonised approach to expansion between the states and territories will reduce administration for beverage suppliers who supply containers in multiple jurisdictions.

EfC will continue to work with scheme coordinators in other jurisdictions and with industry peak bodies to identify ways to make it easier to participate and harmonise the experience for suppliers where possible.

## Increasing convenience

Research shows making it easy to participate through convenient and easy to use return points is key to achieving sustained behaviour change.

In 2023-24, TOMRA Cleanaway will introduce new technology and improvements to increase the convenience and ease of the return point network in NSW. This will include a trial of 'take-all' updates to Return and Earn machines, removing the need to sort containers before visiting and returning glass through a separate chute.

More small-format machines in convenient, in-store locations will be rolled out across the state together with trials of mobile collection services and a pilot collection project for schools.

## Increasing redemptions

With Return and Earn having sustained high levels of awareness and support among NSW citizens, EfC will focus its marketing efforts on overcoming barriers among non-participants and promoting positive recycling and environmental outcomes to ensure participants continue to routinely return all their containers.

Our activities will also focus on increasing redemption rates by identifying how we can capture the remaining unredeemed containers.

## Continual improvement

EfC will continue to undertake regular customer satisfaction research with all stakeholders, including the NSW public, beverage suppliers, community groups, schools and the waste industry.

This will help us understand any challenges or barriers being experienced, informing our efforts to make it easier for the public, community groups, schools, suppliers, exporters and MRFs to participate.

## Contributing to the circular economy

The NSW community's strong support and participation in Return and Earn are a solid foundation for considering 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, providing data and insights for consideration as part of its expansion discussions with industry and stakeholders.

## CASE STUDY

## Meet Sell and Parker, operators of five automated depots in NSW

For Luke Parker of Sell and Parker Metal Recycling Services, it “just made sense” to expand his business’s existing metal recycling activities to work with Return and Earn when the scheme launched in 2017. Sell and Parker now owns and manages five Return and Earn automated depots in NSW.

The Parker family has been in the recycling business for more than 50 years, recycling metal, including aluminium cans, since Luke’s father founded the business in 1966.

“Our background gives us insight into what makes a successful recycling facility. It’s got to be safe, simple and fair. If you get that right, the customers will come,” said Luke.

Since opening their first depots at Coffs Harbour and Blacktown in 2018, the Parkers have taken on three more sites: Newcastle, Prestons and, most recently, the Hawkesbury.

Through these five locations, they have processed more than 250 million drink containers for recycling.

“As a family-run business, we believe in supporting the health and welfare of the communities we work in.

“We provide free collections for local charities and community groups, and we also conduct fundraising drives where people can return containers and direct their refunds to charity,” he said.

“

**We provide free collections for local charities and community groups, and we also conduct fundraising drives where people can return containers and direct their refunds to charity.**

”

LUKE PARKER, SELL AND PARKER



Scheme partners and members of the local Hawkesbury community join Luke Parker and the Sell and Parker team to celebrate the opening of Hawkesbury Return and Earn automated depot.

## Young people learn work skills with support from Return and Earn

Young people are learning new skills and assisting their vulnerable neighbours in Greater Western Sydney and the Blue Mountains, through an Active Care Network program and support from Return and Earn.

Active Care Network run a youth employment training program known as Neighbourhood Jobs for 14-18 year olds who are disengaged from education. The program provides them with experience and builds their confidence to secure employment. Through their on-the-job skills development, they provide free or low-cost services to elderly or disadvantaged community members who cannot afford the help they need.

To help support the program, Active Care Network recently began fundraising through Return and Earn. After being accepted as an official donation partner, the network was featured on eight local Return and Earn machines, allowing customers to directly donate their refunds when they recycled their bottles and cans.

“The refunds from every 500 bottles or cans donated will provide a young person with work boots and personal protective equipment so they can participate and gain experience in the lawns and garden field through the Neighbourhood Jobs program,” said Emma Storm, Employment Program Co-ordinator at Active Care Network.

Staff and clients from the organisation also jumped on board to help with the fundraising. So far, the network has collected nearly 10,000 containers.

“Everyone in our office is now recycling their bottles and cans. Not only the bottles and cans they use in the office, but they bring them from home as well and donate them to our collection bin instead of throwing them in the trash,” she said.

“We’ve had several clients telling us they have donated their Return and Earn refunds to the program.”

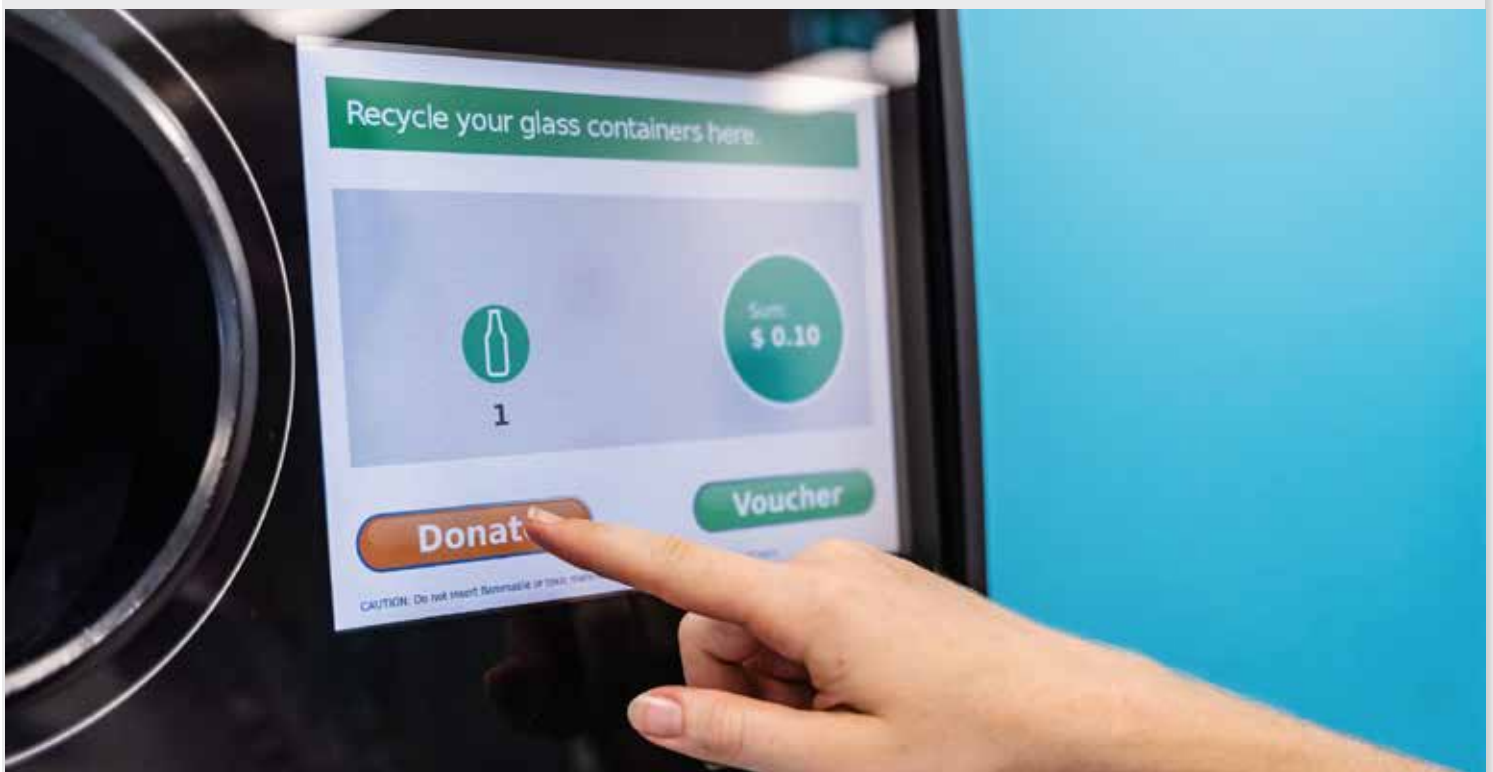
Active Care Network is a community Transport and Community Services provider, serving Penrith, Blacktown and Blue Mountains.



**The refunds from every 500 bottles or cans donated will provide a young person with work boots and personal protective equipment...**



EMMA STORM, EMPLOYMENT PROGRAM CO-ORDINATOR AT ACTIVE CARE NETWORK





# Appendices:

## 1. 2022-23 Financials

Reporting of expired and unredeemed refund vouchers

## 2. Volumes report by return point

## 3. Volumes report by material recovery facility operators



# Appendix 1: 2022-23 financials

The Return and Earn scheme 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 2022-23. As preparation of the financial reports is based on applicable Australian Accounting Standards, revenue and expenses are recognised net of goods and services tax (GST). The financial information below has been prepared on an accrual basis.

FINANCIAL ACCOUNTS	2022-23
<b>Revenue (AUD)</b>	
<b>Scheme contribution</b>	<b>\$437,463,336</b>
Finance income	
Bank interest	\$3,570,565
<b>Total finance income</b>	<b>\$3,570,565</b>
<b>Total revenue</b>	<b>\$441,033,901</b>
<b>Expenses (AUD)</b>	
Scheme refund (container deposits)	\$180,444,218
Network operator's fees	\$188,155,913
Material recycling facilities' processing refunds	\$41,731,511
Exporters' refunds	\$11,998,978
Scheme coordinator administration fee	\$9,438,447
Scheme marketing fee	\$2,587,400
Scheme compliance fee	\$3,600,000
Other	\$3,077,434
<b>Total expenses</b>	<b>\$441,033,901</b>
<b>Profit for the period</b>	<b>\$0</b>

## Reporting of expired and unredeemed refund vouchers

'Expired vouchers' are reverse vending machine retail vouchers that have not been redeemed by customers prior to 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, 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.

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 network operator, has an obligation to the NSW Government to ensure that this is managed correctly.

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

### Cumulative balance (since 1 December 2017)

	NOT YET REDEEMED*	EXPIRED	TOTAL
As at 25 June 2023	\$10,925,133	\$4,301,157	<b>\$15,226,290</b>
Interest earned on not-yet-redeemed vouchers up until 25 June 2023, not included in the above figures, was \$596,660.11.			

### Use of funds

A summary of the expenditure to 25 June 2023 is included in the table below:

INITIATIVE	AMOUNT SPENT
Direct and indirect costs of customer voucher goodwill	\$386,700
Reusable Return and Earn bags distributed to customers at ADs, OTCs and RVMS	\$87,500
Digital product initiatives to enable digital payment and donations at all return point formats	\$668,500
Community awareness and education campaigns	\$678,300
Tax paid on interest earned on refund amounts	\$140,700
<b>Total</b>	<b>\$1,961,700</b>

\*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.

### Summary of remaining funds as at 25 June 2023

EXPIRED VOUCHERS	INTEREST EARNED	UTILISED TO DATE	BALANCE
\$4,301,157	\$596,660	(\$1,961,750)	<b>\$2,936,067</b>

## Teen gymnast recycles to pay for travel costs

Fourteen-year-old elite gymnast Joshua Teelow has raised more than \$10,000 by recycling drink containers through Return and Earn to help cover his travel costs to train and compete.

Joshua gained a position at the Gymnastics NSW High Performance Centre at Rooty Hill in Sydney when he was just eight. The centre is two-and-a-half hours' travel from his home in the Hunter Valley.

Josh and his mother, Jade Teelow, looked at ways to raise some extra money to help with the costs. Return and Earn appealed to them because it was something hands-on that Josh could be part of and manage from start to finish.

Josh began recycling bottles and cans with Return and Earn in 2020, averaging around \$800 every six to eight weeks. His record for one trip is over \$1,300, earned from returning 13,000 containers. The small community where

Josh lives is very supportive, and many people donate their cans and bottles to him.

Jade said, "I like the life skills Return and Earn has given Josh, like communicating independently, time management, budgeting and banking, and responsibility."

"Josh obviously likes the end result too! But we both like how easy it is and the positive impact it has on the environment," she added.



**I like the life skills Return and Earn has given Josh, like communicating independently, time management, budgeting and banking, and responsibility.**



Josh at his local Return and Earn automated depot.

# Appendix 2: 2022-23 volumes report by return point operator

**Note:** The availability of data time frame differs by return point type. The table below contains daily collection volume of Reverse Vending Machine (RVM), Reverse Vending Centre (RVC) and Automated Depot (AD) processed within the complete reporting period (1 July 2022 to 30 June 2023), and disaggregated weekly OTC volumes reported within FY 2023 but processed from 27th Jun 2022 to 25th Jun 2023.

But the total figure referred in a table on page 41 have exact daily count of return volumes from RVMs, RVCs, ADs and Eastern Creek Counting Centre claims (aggregated OTC volumes counted daily) during the FY 2023.

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 points volume during 2022-23 by material type

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
A1 Car Wash Bass Hill	52,868	15,676	66,302	502	1,614	374	1	-	137,337
Abbotsford Point Newsagency	3,476	1,965	4,777	39	177	12	-	-	10,446
Albury Return and Earn	7,389,078	3,300,033	2,575,012	196,824	154,996	5,319	105	2	13,621,369
Allawah Supermarket	683	82	839	14	92	5	-	-	1,715
Ampol Londonderry	2,382	522	1,008	69	18	3	-	-	4,002
Angkor Grocery	2,833,550	1,619,381	3,739,829	57,258	118,796	39,060	618	47	8,408,539
Anna's French Hot Bread	140,783	55,406	98,542	1,939	3,471	396	3	-	300,540
Apsley Motors	162,370	79,392	35,690	4,812	3,396	172	-	-	285,832
Arafah Market	459,586	120,256	711,687	9,114	21,756	2,242	24	12	1,324,677
Archibald Hotel	23,720	11,496	2,694	33	76	25	-	-	38,044
Aridas International Fruit Shop	34,908	17,173	42,349	486	1,522	221	1	1	96,661
Ashfield Mini Supermarket	531,085	317,637	520,633	11,504	25,400	6,088	76	55	1,412,478
Ashfield North Newsagency	1,397,891	747,785	1,340,551	29,797	48,331	15,556	189	3	3,580,103
Astron Petroleum	87,296	29,162	156,958	1,985	4,239	726	5	-	280,371
Asylum Hostels	1,050,228	418,979	748,722	17,641	43,219	9,760	95	5	2,288,649
At Your Convenience Store	204,491	157,761	186,712	4,918	6,261	1,649	23	-	561,815
Aussie and Asian Groceries	146,196	80,101	183,878	2,513	7,374	1,833	20	5	421,920
Australian Hotel	436,721	169,611	143,111	5,873	1,947	376	2	-	757,641

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Autolec Gloucester	720	4	149	-	2	1	-	-	876
Balance Australia	61,861	27,673	56,071	1,365	2,511	526	1	1	150,009
Balranald Takeaway	408,032	115,512	77,266	2,562	2,497	164	3	-	606,036
Barham Newsagency	3,184,741	899,652	650,717	26,623	17,414	1,322	211	84	4,780,764
Barooga Return and Earn	569,464	240,511	173,662	7,578	4,771	380	2	-	996,368
Bathurst Recycling	5,980,600	2,159,661	2,311,694	133,335	186,897	4,904	241	-	10,777,332
Belmore Mixed Business	78,005	20,293	112,833	1,455	4,254	663	10	-	217,513
Belvoir Convenience Store	73,172	19,959	73,053	3,714	3,432	548	4	1	173,883
Berowra Post Office	403,877	228,357	223,785	9,957	15,061	1,720	41	-	882,798
Beverly Hills Newsagency	211,816	81,779	185,852	3,101	6,667	1,135	20	-	490,370
Big Bite Charcoal Chicken	50,354	18,626	57,890	1,465	3,925	407	29	-	132,696
Bilpin Fruit Bowl	35,462	51,838	19,156	330	1,056	70	-	-	107,912
Bingara IGA and Hardware	650,181	301,992	194,063	12,733	7,465	701	4	-	1,167,139
Blackheath Mitre 10	135,492	90,902	71,350	3,875	3,565	725	2	1	305,912
Bondi Junction Station 1	1,008	46	1,727	34	32	6	-	-	2,853
Bondi Junction Station 2	217	20	642	17	5	10	-	-	911
Booral Produce	387,558	150,986	136,458	7,002	5,643	352	5	-	688,004
Boorowa Recreation Club Co-Op	434,039	158,466	115,929	4,129	4,452	227	2	-	717,244
Bourke Laundry Service Inc	457,530	192,596	169,095	5,669	3,335	387	3	-	828,615
Bre Container Return	32,471	6,988	9,396	1,499	278	7	-	-	50,639
Bretech Automotive	16,097	8,668	5,742	473	278	5	-	-	31,263
Buladelah Bowling Club	423,045	250,116	147,352	12,036	7,378	709	12	1	840,649
C & C Recycling	278,704	58,931	78,191	1,883	1,479	131	1	-	419,320
Cantoven	233,155	127,216	209,619	5,148	6,241	2,023	42	5	583,449
Captain Cook Hotel	4,326	2,497	3,117	46	66	4	-	-	10,056
Car Wash Café Club	4,001	1,308	13,637	129	109	39	2	1	19,226
Cathy's Kai	93,512	41,194	126,732	3,145	6,873	600	16	-	272,072
Central Coast Community Shed	11,949	6,994	6,739	216	686	7	-	-	26,591
Central Hotel - Ungarie	313	-	-	-	-	-	-	-	313
Channings Broken Hill	17,265,647	4,708,027	5,509,778	245,584	388,506	3,337	208	-	28,121,087
Charcoal Chicken Doonside	84,526	26,970	88,198	2,018	3,775	632	-	1	206,120
Chipping Norton Container Return	796,585	379,753	607,813	15,089	27,197	3,156	64	13	1,829,670
Chuen Kee Asian Food Center	55,536	22,809	64,910	1,118	6,460	724	7	-	151,564
Citizen Blue	85	3	129	-	5	1	-	-	223
Citizen Blue Five Dock	6,227,343	8,788,557	8,112,679	97,396	184,083	36,031	681	53	23,446,823
City Convenience Store	575,061	256,484	501,126	10,289	17,509	6,196	766	3	1,367,434
City Return and Earn	5,168,878	6,139,976	3,251,619	34,000	58,979	18,081	120	16	14,671,669
Clean Xpress Car Wash	186,379	122,094	118,886	3,433	5,103	670	-	-	436,565
Cleanaway Eastern Creek -OTC	38,856	18,290	39,417	1,786	3,537	121	-	-	102,007
Cobar and District Rugby Union Football Club	525,258	122,531	133,648	8,818	2,899	456	2	-	793,612
Coffs Container Return	10,538,650	6,143,166	3,226,430	223,336	179,202	13,832	183	3	20,324,802
Concord West Supermarket	138,222	49,277	153,578	3,377	7,392	1,289	27	5	353,167

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Container Return Grafton	8,522,594	4,067,560	2,433,052	197,683	253,586	5,979	198	-	15,480,652
Coolamoon Lions Club	231,463	82,732	52,702	2,452	1,789	107	-	1	371,246
Coral Peak Pty Ltd	1,042,086	503,254	995,800	18,952	26,334	13,855	256	6	2,600,543
Coral Star Convenience Store	1,069,212	481,982	760,592	24,416	28,451	14,611	84	6	2,379,354
Coronation Street Newsagency	671,889	371,649	545,539	22,407	26,065	5,018	77	4	1,642,648
Corowa Return and Earn	4,178,047	1,739,183	1,316,917	68,915	44,249	2,722	44	-	7,350,077
Cremonne Friendly Grocer	540	581	841	90	44	13	-	-	2,109
Crystal Mart	252	133	337	4	2	-	-	-	728
D & J Mix Convenience Shop	2,143	248	2,301	27	75	1	1	-	4,796
Daily Shopping	177,975	45,541	290,857	13,645	11,567	1,735	4	32	541,356
Dales Supermarket	379,567	160,378	101,082	10,435	4,341	183	-	-	655,986
Dazzlers carwash	13,668	5,806	25,666	1,310	784	111	9	3	47,357
Diwin Newsagency and Coffee	23,740	11,606	27,520	733	2,469	314	3	-	66,385
Douglas Park General Store	143,656	80,472	64,242	2,415	3,905	262	4	4	294,960
Dundas Village Newsagency	1,613	452	1,175	25	57	1	-	-	3,323
East Hills Convenience	574	1,368	1,185	23	18	7	-	-	3,175
Empire Hotel	6	3	172	35	-	-	-	-	216
Engadine Food Stop	5,057	572	2,156	34	92	45	-	-	7,956
Envirobank Milperra	4,605,803	1,924,464	6,209,053	90,418	228,262	22,440	1,256	74	13,081,770
Envirobank West Gosford	9,038,784	4,008,235	3,411,767	143,997	278,268	12,107	155	11	16,893,324
Faraday News	11,501	5,086	11,985	597	464	210	2	-	29,845
Foodworks Canowindra	15,048	7,454	2,482	446	160	6	-	-	25,596
Foodworks Condobolin	429,199	104,207	159,051	6,916	4,302	995	1	-	704,671
Foodworks Lake Cargelligo	88,643	17,853	25,568	872	866	25	-	-	133,827
Friendly Grocer and Liquor Shalvey	941	163	1,460	149	9	11	1	-	2,734
Gilgandra Return and Earn	388,485	200,363	148,027	8,297	3,909	292	-	-	749,373
Ginger Indian Restaurant	2,212	2,847	1,195	8	40	7	-	-	6,309
Gladesville Four Square	73,726	1,324	76,517	2,279	2,255	495	1	1	156,598
Gladesville Mixed Business	5,539	1,085	5,134	150	376	59	-	7	12,350
Glow car wash café	1,252,041	694,918	1,565,210	21,488	54,309	20,120	219	13	3,608,318
Gold Car Wash Café	417,482	263,114	398,141	7,590	11,632	4,970	47	1	1,102,977
Golden Bolt	4,949,942	3,031,935	5,997,292	88,663	218,837	43,232	849	96	14,330,846
Golden Crown Carwash	4,005	1,194	14,151	75	83	37	-	-	19,545
Good Local Pty Ltd	334,021	141,013	466,629	5,692	4,164	1,905	15	6	953,445
Gordon Fish & Chips	10,509	6,177	12,093	506	493	111	-	-	29,889
Grawin Club in the Scrub	284,138	101,504	58,134	2,949	1,451	89	5	-	448,270
Great Mart	1,308,619	757,699	1,455,800	20,142	54,491	13,243	194	5	3,610,193
Grenfell Furniture	446,520	220,466	117,471	5,360	5,232	248	6	3	795,306
Gundagai Mitre 10	309,211	158,742	144,824	12,406	6,877	1,061	12	1	633,134
Gynea Fresh Deli	40,031	27,327	23,418	605	862	201	2	1	92,447
H & N Convenience Store	1,629,228	1,009,383	2,354,449	32,727	105,917	18,834	177	716	5,151,431
Hannans Road Convenience Store	106	483	129	1	11	47	-	-	777

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Hawkesbury Return and Earn	2,708,727	1,075,745	1,418,613	42,922	75,575	4,216	21	7	5,325,826
Hawthorne Newsagency	2,979	1,173	3,327	39	192	12	-	-	7,722
Hay Service Club & Fitness Centre	602,759	300,040	207,324	18,985	8,157	362	1	-	1,137,628
Hope Shop Port Macquarie	335,333	182,735	101,479	4,426	4,180	384	4	-	628,541
Hoxton Industries Limited	1,359,473	387,975	982,963	35,439	60,338	3,682	1,440	38	2,831,348
Hoxton Industries Villawood	6,884,817	2,864,145	8,876,247	105,777	448,782	32,640	1,050	555	19,214,013
Hunger Baker	279	4	111	1					395
Hungry Baker	495	87	577	2	33	-	-	-	1,194
Huntlee Academy	700,586	227,289	201,846	10,699	9,060	765	5	3	1,150,253
IGA Bombala	417,586	197,303	102,818	7,314	4,353	388	1	-	729,763
IGA Finley	1,078,370	325,929	300,790	17,385	6,544	768	17	-	1,729,803
IGA Hillston	61,256	17,977	11,062	225	400	22	-	-	90,942
IGA Kandos	52,317	18,248	25,962	1,272	1,436	70	-	-	99,305
Ivanhoe LPO	82,364	19,226	22,308	956	194	29	-	-	125,077
Jannali Newsagency	2,042	2,285	1,934	35	54	5	-	-	6,355
JC's Cotton Café and Takeaway	133,575	42,966	41,347	1,874	1,128	38	-	-	220,928
Jews for Jesus	12,572	8,860	10,454	199	221	80	4	-	32,390
Junea Supa IGA	361,209	172,803	142,137	9,232	6,879	288	7	-	692,555
Kempsey Return and Earn	2,469,978	1,346,291	1,072,367	67,572	57,918	2,071	22	-	5,016,219
Khan's General Store	1,579	365	2,149	40	45	16	-	-	4,194
Kraftwood Furniture Rockdale	7,695	1,425	10,066	204	435	71	-	-	19,896
L Market	31,366	10,640	25,549	1,068	1,630	656	14	-	70,923
Leura Village Takeaway	94	1	136	5	14	1	-	-	251
Lismore City Council	3,457,075	2,264,009	970,438	85,163	50,316	6,675	47	-	6,833,723
Little Bay Pharmacy	42,541	40,498	33,750	693	872	177	-	-	118,531
Longfield Supermarket	687,008	424,511	920,247	13,414	29,594	14,878	125	26	2,089,803
Lucky 7 Supermarket	206,408	105,514	172,754	4,300	5,363	2,391	12	-	496,742
Lugarno Café Carwash	2,095	1,048	3,599	59	42	18	-	-	6,861
Ly Ly's Scrap Metal	742,429	480,616	947,396	14,829	39,967	7,462	111	137	2,232,947
Macarthur Return and Earn	4,973,732	1,442,783	3,640,598	117,594	218,230	15,928	1,021	52	10,409,938
MacLean Lions Club Return and Earn	424,911	297,050	155,942	6,778	2,654	636	-	-	887,971
Mama's Mart	2,988	791	3,767	73	213	84	-	-	7,916
Martin Place	1,688	34	1,855	38	39	9	-	-	3,663
Masons R & E	107,679	34,575	28,574	1,962	826	99	-	-	173,715
Merinda Recyclers	420,530	176,009	121,584	5,394	1,942	294	1	-	725,754
Metro Petroleum Bexley North	967	14	421	1	15	2	-	-	1,420
Metro Petroleum Toongabbie	4,567,214	2,148,642	3,941,645	81,544	149,483	27,811	379	57	10,916,775
MFC Food Stores Northmead	529,532	260,657	546,430	10,562	27,834	3,860	65	16	1,378,956
Mid City Fresh	4,676	1,606	6,436	71	387	34	-	-	13,210
Minchinbury Newsagency	126,499	43,574	125,294	1,334	4,122	724	2	-	301,549
Minto Newsagency	181	21	115	2	5	2	-	-	326
Miski	3,945	1,372	6,602	30	130	20	1	-	12,100



RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Mobil Coolamon	14,001	1,741	4,062	235	211	4	1	2	20,257
Molong Return and Earn	39,978	22,122	8,783	482	313	42	-	-	71,720
Mosman Friendly Grocer	2,966	1,114	3,614	37	95	9	-	-	7,835
Mr J Asian Grocery Supermarket	485	1	7	-	-	-	-	-	493
Mulwala Laundry	3,667,926	1,352,574	1,002,837	39,094	26,516	2,097	105	42	6,091,191
Mum N Dad Newsagency	278,924	146,724	197,386	6,026	6,530	2,976	705	1	639,272
Mungindi Transwest Fuels	113,898	58,499	53,770	2,436	2,142	117	1	-	230,863
Narrabeen Newsagency	5,080	1,230	4,603	84	129	47	-	-	11,173
Narraweena Newsagency	212,881	143,272	134,397	3,800	2,874	698	2	3	497,927
Narwee Newsagency	3,023	1,634	4,188	33	78	58	-	-	9,014
Newcastle Container Return	9,223,900	3,667,912	2,550,530	174,102	161,954	11,933	88	4	15,790,423
News Xpress Toukley	129,077	58,183	68,213	2,065	3,079	237	1	-	260,855
North Bondi Grocer	459	1,478	569	28	12	9	-	-	2,555
North Epping Newsagency	29,221	19,632	30,638	524	1,811	138	19	1	81,984
Oatley Auto Centre	140	177	315	1	3	1	-	-	637
Omart (ezyMart) Convenience Store	48,264	24,596	34,319	632	795	443	-	-	109,049
Oregano Bakery Peakhurst	514	204	721	3	7	13	-	-	1,462
Oregano Bakery South Hurstville	308	86	537	4	8	-	-	-	943
Oriental Express	1,747	426	2,102	31	62	29	-	-	4,397
Oyster Bay Bakery	44,484	36,660	28,481	1,093	1,381	93	-	-	112,192
Park Groceries	9,509	2,873	10,431	278	440	109	4	-	23,644
Parker Smash Repair	183,525	67,744	58,014	1,718	1,398	111	1	-	312,511
Parramatta CBD Newsagency	10,626	3,798	8,106	256	278	66	1	-	23,131
Patrick Hot Bread	207,312	71,821	295,042	3,054	8,351	1,648	32	13	587,273
Payless Fuel Sydenham	6,851,743	4,257,937	5,667,456	107,102	188,490	50,424	935	41	17,124,128
Payless Marrickville	24,517	20,453	19,243	433	747	123	-	-	65,516
Peak Hill Caravan Park	305,084	118,628	95,555	7,791	4,010	202	5	-	531,275
Peter Francis Scrap Metal	1,111,175	578,284	1,401,421	29,540	72,113	7,439	241	25	3,200,238
Phuc Thinh Asian Groceries	615,883	362,179	806,169	9,130	34,405	7,271	75	9	1,835,121
Plus Milk Bar Sutherland	34,216	15,218	19,953	1,230	906	293	1	-	71,817
Port Macquarie Return and Earn	2,048,931	1,031,228	762,327	38,922	88,985	2,579	40	-	3,973,012
Porters Liquor	12,286	19,401	8,735	154	210	58	1	-	40,845
Press Ink Pty Ltd	151,724	98,945	100,847	2,593	1,658	837	-	-	356,604
Prestons Container Return	9,809,033	4,440,255	11,781,247	188,854	1,212,840	45,402	2,117	244	27,479,992
Produce Direct and Pet Centre	168,185	61,922	105,201	4,409	7,001	393	6	1	347,118
Queen Carwash and Café	156,029	60,936	225,851	3,623	7,355	1,561	17	-	455,372
R & M Mini Market	405,839	134,262	554,363	8,916	23,734	2,804	94	11	1,130,023
R & M Mini Mart	855,853	326,596	1,140,588	13,208	43,015	7,162	357	13	2,386,792
Re.Turn.It Queanbeyan	6,256,747	2,703,816	2,534,635	133,923	916,104	11,555	150	60	12,556,990
Recharging Burger and Coffee	468,987	287,611	272,710	8,034	7,556	3,838	20	2	1,048,758

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Red Frog Recycling Pty Ltd	16,180,198	5,932,104	10,691,175	304,863	692,752	80,603	1,949	433	33,884,077
Regional Enterprise Development Institute Ltd	68,302	17,627	12,711	1,477	835	25	-	-	100,977
Resource Recovery Tuncurry	4,910,124	2,754,266	1,482,670	86,713	81,703	3,912	19	-	9,319,407
Return and Earn Casino	5,768,810	2,376,445	1,621,019	146,845	90,797	2,739	66	-	10,006,721
Return and Earn Eastern Suburbs	4,554,430	3,460,062	3,826,976	72,091	929,700	26,436	609	31	12,870,335
Return and Earn Canterbury	469,353	260,483	499,549	8,573	18,422	3,741	145	2	1,260,268
Return and Earn Gloucester	602,040	223,744	138,559	7,209	5,376	371	5	-	977,304
Return and Earn Lane Cove	5,079,569	2,311,972	4,446,870	64,805	132,503	31,449	417	22	12,067,607
Rmart Market	31,732	7,318	36,746	577	1,345	343	24	-	78,085
Roseberry Mini Mart	49,933	29,297	65,318	839	1,712	592	1	-	147,692
Rush Hour Convenience Store	296,133	151,847	471,902	7,232	18,724	3,384	50	4	949,276
Rylestone Foodworks	726,241	331,790	279,600	18,729	13,636	622	231	-	1,370,849
Sargents Rural Supplies	123,361	64,824	38,186	1,335	1,026	78	-	-	228,810
Sefton Convenience Store	49,782	28,140	76,642	829	2,480	419	7	1,873	160,172
Sell & Parker Blacktown	11,487,696	4,276,385	9,755,568	260,016	249,521	32,398	493	164	26,062,241
Service NSW - Newcastle	419	3	210	13	1	1	-	-	647
Share Tea Burwood	407	223	669	2	7	4	-	1	1,313
Simmons Recycling	3,707,015	1,401,386	1,144,639	51,969	31,694	2,859	227	2	6,339,791
SNSW East Maitland	153	6	201	6	-	-	-	-	366
South Coogee Newsagency	565,063	347,651	394,973	7,085	11,214	4,168	150	-	1,330,304
Speedway Roselands	1,087,698	582,406	1,754,224	20,386	60,747	8,974	615	30	3,515,080
St George Recyclers	12,346,543	7,635,393	13,131,636	205,982	639,412	74,921	1,421	67	34,035,375
Stacey's Chicken & Fish	599	12	316	269	13	-	-	-	1,209
Stanmore Newsagency	8,745	3,208	6,582	236	31	53	-	-	18,855
Strathfield South Newsagency	4,210	1,064	5,911	115	105	61	1	-	11,467
Sunethra Spice World	95,278	37,091	78,759	1,850	6,599	775	19	3	220,374
Sunshine Asian Supermarket	683,955	393,927	713,432	13,997	33,446	6,436	494	5	1,845,692
Sylvania Waters Supermarket	243,731	186,057	195,653	3,151	5,627	814	8	-	635,041
Tamworth Return and Earn	2,196,678	901,250	1,074,132	73,598	53,234	1,532	7	-	4,300,431
Taronga Zoo - Backyard to Bush	8,343	85	5,721	93	254	7	-	-	14,503
Telegraph Hotel Molong	94,591	41,142	16,251	1,157	462	25	-	-	153,628
The Bucking Bull	497,927	228,716	203,967	13,563	3,081	397	2	-	947,653
The Commercial Hotel	493,114	172,244	118,688	9,124	5,215	246	-	-	798,631
The Little Shop	3,375	1,494	2,844	180	113	9	-	-	8,015
The Royal Hotel	179,155	60,193	93,458	6,724	4,411	364	1	-	344,306
The Royal Mail Hotel Braidwood	119,255	78,273	35,407	1,891	921	255	-	-	236,002
The Shire Return and Earn	10,220,384	6,263,788	5,884,280	143,730	418,285	28,105	733	8	22,959,313
Tomra Cleanaway - Eastern Creek	2,663,730	427,428	2,059,596	49,427	143,058	16,446	716	254	5,360,655

RETURN POINT OPERATOR'S NAME	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	TOTAL
Tomra Collection Pty Ltd	535,503,494	292,974,338	375,065,983	15,033,630	23,664,613	1,634,153	151,696	7,718	1,244,035,625
Tong Da Convenience Store	368,363	234,643	298,857	8,395	13,320	2,865	20	4	926,467
Transwest Fuels	184,751	66,202	52,217	3,706	1,263	96	1	-	308,236
Transwest Fuels Kootingal	164,877	59,327	61,536	4,505	3,323	137	-	-	293,705
Triple C Newsagency	61	30	7	-	-	4	-	-	102
Triple J's General Store	113,796	53,364	35,177	2,514	1,939	51	-	-	206,841
Tumbarumba Bowling Club	107,834	41,241	22,764	1,374	934	52	-	-	174,199
V & L Machinery	1,391,393	406,350	334,384	27,793	16,157	873	1	-	2,176,951
Valmar Industries	2,400,215	1,003,478	1,174,712	88,504	59,737	1,555	42	-	4,728,243
Vinnies Bulk Container Deposit Centre Cardiff	13,255,837	4,822,418	4,437,831	248,285	477,210	16,195	193	5	23,257,974
Vinnies Bulk Container Deposit Centre Dubbo	9,673,572	3,270,109	4,048,225	256,818	133,210	3,245	146	1	17,385,326
Vinnies Bulk Container Deposit Centre Penrith	7,705,701	2,318,534	4,340,479	143,906	304,498	10,647	414	780	14,824,959
Vinnies Bulk Container Deposit Centre South Nowra	5,698,096	2,919,493	1,648,463	115,214	150,898	5,034	81	4	10,537,283
Vinnies Bulk Container Deposit Centre Tweed Heads	2,479,879	1,629,442	787,832	70,621	52,531	6,116	29	-	5,026,450
Vinnies Bulk Container Deposit Centre Unanderra	9,899,545	4,319,600	4,046,867	203,600	311,523	16,563	418	36	18,798,152
Vinnies Bulk Container Deposit Centre Wagga Wagga	9,288,352	3,518,697	2,788,778	226,849	226,575	5,584	415	29	16,055,279
Wahroonga East Takeaway	66,407	40,934	78,269	2,654	3,064	363	7	10	191,708
Wakeley Newsagency	456,054	218,580	782,967	14,203	28,952	4,225	63	3	1,505,047
Wamberal Valley Fruit	2,691	3,779	2,580	36	213	-	-	-	9,299
Warrumbungle Shire Council – Dunedoo	555,769	259,856	210,283	19,379	6,213	676	312	-	1,052,488
Warrumbungle Waste	1,122,471	489,485	398,765	28,630	12,318	794	86	37	2,052,586
Warwick Farm Newsagency	109,527	42,295	140,861	3,663	7,280	908	12	1	304,547
Waterloo Mini Mart	828	239	2,576	13	15	3	-	-	3,674
Wilberforce Newsagency	52,194	21,330	23,428	685	782	75	-	-	98,494
Willing and Able Foundation Ltd	544,484	268,658	161,435	10,300	10,749	656	116	-	996,398
Windsor Metal Recycling Pty Ltd	994,800	458,868	455,181	15,866	25,665	1,901	23	2	1,952,306
Windsor Newsagency	58,540	22,086	39,679	2,560	2,068	300	3	-	125,236
Winmalee Neighbourhood Centre	51,597	33,973	22,833	1,085	1,638	121	-	-	111,247
Wonder Foodie	1,339	177	1,514	4	117	1	-	-	3,152
Yagoona Lebanese Bakery	39,939	19,356	78,042	471	1,691	229	56	2	139,786
Yennora Newsagency	3,021,284	1,057,571	945,157	14,072	35,338	98,282	82	16	5,171,802
Yumm Gourmet Pizza	13,912	7,204	7,531	124	491	12	-	-	29,274
<b>Total</b>	<b>880,949,559</b>	<b>456,123,705</b>	<b>584,928,770</b>	<b>21,656,548</b>	<b>36,270,787</b>	<b>2,807,592</b>	<b>179,488</b>	<b>14,219</b>	<b>1,982,930,668</b>

# Appendix 3: 2022-23 volumes report by material recovery facility operators

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

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

Reported volumes are correct as of finalisation of the Q4, 2022-23 claims in August 2023.

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 99 per cent of the total containers sent for recycling.

MATERIAL RECOVERY FACILITY OPERATOR	ALUMINIUM	GLASS	HDPE	LPB	MIXED PLASTICS	OTHER MATERIAL	PET	STEEL	TOTAL BY MRF
Armidale Regional Council waste facility	303,429	419,983	24,860	-	-	-	761,105	-	1,509,377
Bottle Sonic	-	2,073,458	-	-	-	-	-	-	2,073,458
Bottlecycler Australia Pty Ltd	-	5,071,793	-	-	-	-	-	-	5,071,793
Cairncross Materials Recovery Facility	4,704,277	3,311,617	157,779	-	-	-	2,591,276	-	10,764,949
Challenge Narrabri Recycling	1,286,980	-	35,473	-	-	-	440,090	-	1,762,543
Cleanaway Albury MRF	3,448,707	1,279,354	158,277	-	-	-	2,574,519	-	7,460,857
Cowra Materials Recycling Facility	247,341	-	4,977	-	-	-	57,242	-	309,560
Elouera Association Inc [Cootamundra]	524,790	229,482	-	-	-	-	235,178	-	989,450

MATERIAL RECOVERY FACILITY OPERATOR	ALUMINIUM	GLASS	HDPE	LPB	MIXED PLASTICS	OTHER MATERIAL	PET	STEEL	TOTAL BY MRF
Elouera Association Inc [Young]	374,505	141,529	-	-	-	-	193,445	-	709,479
Endeavour Resource Recovery Centre	713,929	117,053	15,627	-	-	-	429,641	-	1,276,250
Glen Recycling	393,573	45,171	10,914	-	-	-	125,936	-	575,594
Gunnedah Recyclit	429,642	69,282	3,778	-	-	-	108,513	-	611,215
Handybin MRF	2,884,081	3,063,241	117,986	-	-	-	1,553,368	-	7,618,676
Inverell	675,369	98,354	18,252	-	-	-	274,668	-	1,066,643
iQ Renew Pty Ltd	31,637,507	25,786,762	1,632,041	-	-	-	26,440,359	-	85,496,669
Kurrajong Recycling	13,235,800	1,932,192	3,889,800	-	-	-	4,918,010	-	23,975,802
Lismore MRF	1,714,242	129,863	44,081	-	-	-	915,409	-	2,803,595
Mudgee Waste Facility	661,416	-	8,574	-	-	-	236,143	-	906,133
Polytrade Operations Chinderah	3,804,703	5,608,112	300,840	-	-	-	4,780,217	-	14,493,872
Smithfield MRF	69,516,049	69,669,389	2,097,267	-	-	-	53,512,147	-	194,794,852
Spring Farm MRF	17,308,992	13,914,583	488,008	-	-	-	7,476,248	-	39,187,831
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
<b>Total</b>	<b>175,141,437</b>	<b>143,581,599</b>	<b>10,897,965</b>				<b>137,749,127</b>		<b>467,370,128</b>



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