



Return and Earn: Annual Statutory Report 2019–20





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Disclaimer: The information contained in this publication covers the period 1 July 2019 to 30 June 2020 unless otherwise indicated, and is based on knowledge and understanding at the time of writing in September 2020. However, because of advances in knowledge, users are reminded of the need to ensure that the information upon which they rely is up to date, and to check the currency of the information with the appropriate officer of Exchange for Change (NSW) Pty Ltd.



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About Return and Earn

Originally designed as a litter reduction scheme, the NSW Return and Earn container deposit scheme continues to be a phenomenal recycling success story with measurable economic, social and environmental outcomes.

As the scheme completes its third year in operation, it is clear that it has become part of everyday life for the majority of residents in NSW.

Vision

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

Mission

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

Values

Our values are the principles that guide the behaviour of our partners as we work together to ensure 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 we work hard to build trust.



3 out of 4

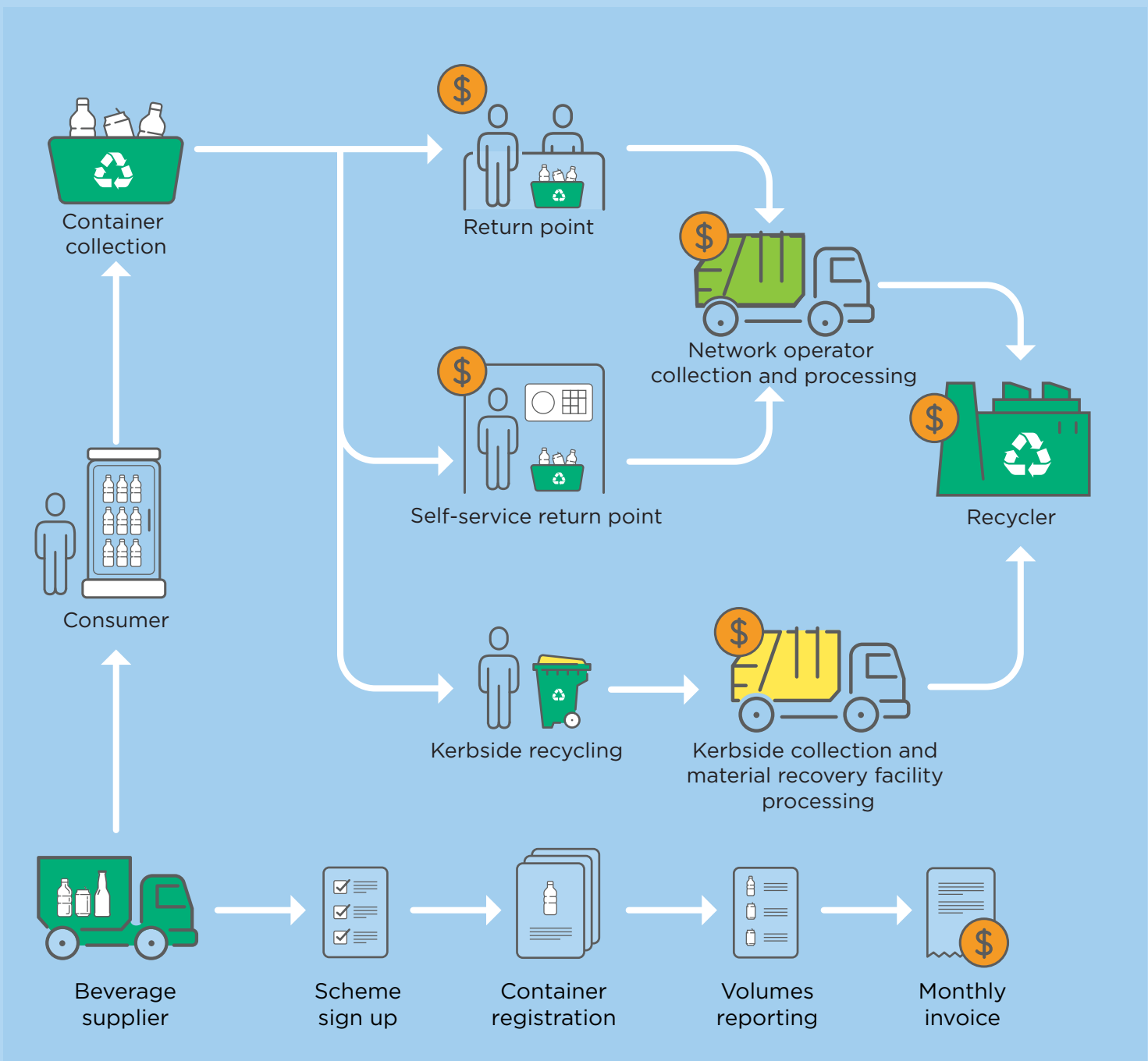
NSW residents (aged 18+) believe Return and Earn is a scheme they can trust



How it works

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

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



A 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.



Network operator – TOMRA Cleanaway

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

Other participants

First suppliers

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

Material recovery facility operators

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

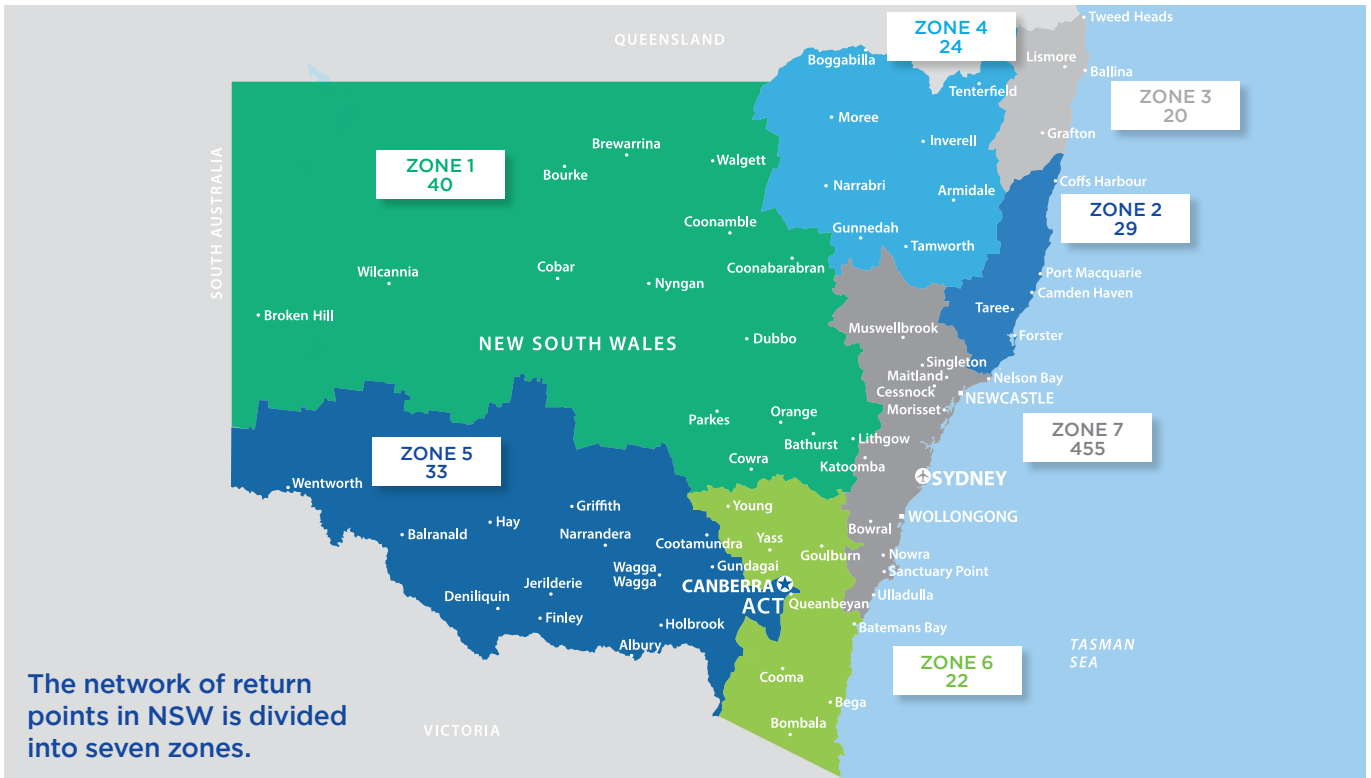
Consumers

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

“Good for the planet and a good way for kids to earn some pocket money and respect the environment.”

KANTAR PUBLIC DECEMBER 2019
CONSUMER SURVEY RESPONDENT

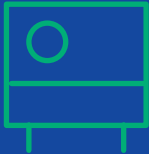



Number of return points in NSW



Types of return points

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

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

 <p>327 Reverse vending machines</p> <p>Self-service and many locations available</p> <p>Ideal for up to 500 containers</p>	 <p>27 Automated depots</p> <p>Staffed and offers additional services</p> <p>Ideal for 500+ containers</p>	 <p>247 Over the counter</p> <p>Staffed and offers cash-in-hand refunds</p> <p>Ideal for < 100 containers</p>	 <p>22 Donation stations</p> <p>‘Self-service’ and lets you donate only</p> <p>Ideal for up to 200 containers</p>
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As at 30 June 2020

Where does the material go?

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

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

- The majority of the glass collected is reprocessed domestically in NSW and South Australia to produce new glass bottles and glass packaging products.
- Bales of aluminium cans are shipped overseas for smelting and remanufacturing into sheet metal, which is used to produce new beverage containers and other products.
- Approximately half of the plastic material collected is sold domestically for bottle-to-bottle manufacturing, and the other half is exported.

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

CASE STUDY:

Ballina welcomes Australia's first reverse vending centre

In December 2019, Return and Earn welcomed a new type of return point as well as an Australian first with the opening of a reverse vending centre (RVC) in Ballina.

Located at De Havilland Crescent, the expanded all-weather return point features six indoor reverse vending machines and air conditioning. This has improved accessibility and provided additional capacity for returned bottles and cans.

The new centre is run in conjunction with TOMRA Cleanaway and gives the Ballina community a convenient recycling solution.

The Ballina RVC is a hit with the locals, with more than 6.4 million containers returned since its opening to 30 June 2020..



Chair's Foreword



Since Return and Earn commenced the people of NSW have returned 5.4 billion containers! That's 5.4 billion containers returned for reuse or recycling. 5.4 billion containers generating income for individuals, charities, community groups and small businesses. 5.4 billion containers that will not end up in our parks, rivers, oceans and bushland.

Over the last 12 months 75% of adults in NSW have participated in the Scheme and 2.3 billion containers have been collected. When you consider the disruption and upheaval to our lives through bushfires and COVID-19, this is an extraordinary achievement. To me it demonstrates the commitment the people of NSW have to their container deposit scheme and a recognition of the environment, social and economic benefits it delivers.

As someone who works in the social services sector, I am particularly pleased about the growing social benefits the scheme is delivering. Since commencement Return and Earn has delivered \$13.2 million for charities and community groups via fees and donations. And it has returned \$462 million in refunds. It is inevitable that our communities will face ongoing challenges in the months ahead - I am proud that Return and Earn will continue to provide opportunities to generate much needed funds for individuals, charities and community groups who may be doing it tough.

The last 12 months have been a period of change for Exchange for Change as we looked to further mature our young organisation and deliver even more value as Coordinator of the Return and Earn Scheme.

In January we were pleased to welcome our new Chief Executive Officer, Danielle Smalley. Having worked in leadership roles in the public sector, she brought with her a proven track record of building high performance teams and fostering strong relationships with customers, stakeholders and the community.

In her short time with EfC, Danielle has successfully steered the organisation's response to COVID-19, built an experienced new executive leadership team, and renewed EfC's commitment to placing our suppliers, partners and the community at the absolute centre of everything we do.

Of course she had a strong foundation upon which to build and I would like to recognise Janelle Neath for her excellent work as Acting CEO from June to December.

Finally, I would like to thank my fellow Directors, and EfC's talented team for their dedication, passion and professionalism during what has been a very challenging year.

The future of Return and Earn is bright - we have a strong partnership with the NSW Government and network operator - TOMRA Cleanaway, a team dedicated to improving and growing the scheme, and a community hungry to see their containers recycled and reused. These are the perfect ingredients to ensure EfC can continue to work towards its vision of realising a future where waste is a valuable resource, not a problem.

Tracy McLeod Howe
Chair
Exchange for Change

“It’s great for people with disability to be involved in the automated depot. It gives them pride and recognition for their work and helps them realise they are valuable people in the community.”

JOHN STANFIELD, VALMAR MANAGER



CASE STUDY:

Helping grow disability services in the Snowy

Disability services organisation Valmar Support Services provides support in the home for people with disability. Its business services arm, in Gilmore near Tumut, has an op shop and other recycling facilities, and expanded in 2018 to become an automated depot for Return and Earn.

Valmar has employed 14 people who live with disability to work directly with Return and Earn. They assist customers, sort containers and take on other tasks in consultation with their support workers. Around 50 people living with disability, and who otherwise face barriers to finding employment, are employed at the Gilmore site.



CEO's Overview



I joined EfC in January 2020. It was a challenging time for many communities in NSW as the state was gripped by bushfires. Members of EfC's team were fighting fires raging on the doorsteps of their homes, while the rest of our team breathed air filled with smoke as they travelled to work.

The Return and Earn scheme was at the peak of its operations – the summer surge. NSW residents were returning huge volumes of containers during this period, making the logistics of managing collections challenging at the best of times. Bushfires introduced the additional challenges of keeping communities, customers and workers safe, as well as moving material in a timely way. It was under these circumstances that I first experienced the strength and resilience of the Return and Earn model.

The scheme partners worked collaboratively to resolve the multitude of issues that arose. This ensured an outstanding response to the situation.

Our communities breathed a sigh of relief when the bushfires abated; however, little did we know what was to come. When COVID-19 arrived in March 2020, generating fear and uncertainty, it called for a rapid response. Once again Return and Earn rose to the challenge, with the three partners coming together to solve issues and provide solutions to keep customers, the community and workers safe. EfC also took measures to assist beverage suppliers impacted by COVID-19.

I am extremely proud of the resilience of the NSW container deposit scheme during these volatile and uncertain times. Over the past 12 months, we have been able to not only keep the Return and Earn scheme operating under extremely challenging circumstances, but have improved its performance. Highlights of the year include:

- increased participation rates – three out of four adults in NSW have participated in Return and Earn
- increased redemption rates – two out of three containers supplied in NSW were returned through the scheme

- new simplified pricing in response to feedback from beverage suppliers
- the introduction of the Small Supplier Program to make their participation easier.

My appreciation goes to the NSW Government and TOMRA Cleanaway for working with EfC to deliver such an incredibly valuable and successful initiative, and to the EfC Board who drives the organisation to continually improve the scheme.

Another key element of the scheme's success is the beverage industry. Industry participants deserve recognition for the way they have demonstrated accountability for the containers they sell. This ensures Return and Earn achieves outstanding outcomes for the environment and communities of NSW.

Finally, I want to acknowledge the incredible efforts of the EfC team. They are the most committed and enthusiastic group I have had the pleasure of working with. Special thanks to Janelle Neath for her hard work and leadership as Acting CEO from June to December 2019.

We have built a solid foundation and I am excited about what we will collectively deliver in 2020–21 as we work to take the scheme and our organisation to the next level of maturity. Our aim will be to achieve even stronger environmental, social and economic benefits.

Danielle Smalley
CEO
Exchange for Change

TOMRA Cleanaway CEO's Message



The 2019–20 financial year will be long considered one of the most challenging periods in NSW. It has certainly left a mark on the TOMRA Cleanaway operational delivery of Return and Earn. We have seen the impacts of bushfires, floods and the COVID-19 pandemic around the state, which combined to strengthen the community spirit that has ultimately cemented Return and Earn's role in providing a broad range of sustainability outcomes for all NSW's citizens.

Over the 2019–20 summer, TOMRA Cleanaway's network of return points demonstrated the value of Return and Earn in the community – our highest volume collection days to date occurred over this period. On our busiest day, 1 million containers were returned every hour for the first half of the day and, during our biggest week, close to 8 million containers were returned daily!

The resilience our network demonstrated during this period of increased use cannot go unreported. Uptime and return point availability were outstanding. As the CEO of TOMRA Cleanaway, I am heartened by the pride, enthusiasm and passion of the people across our businesses in providing a world-class container deposit scheme for the citizens of NSW. Their commitment and attitude are unsurpassable.

Prominent activities over 2019–20 for our business revolved around innovation and strengthening partnerships. We have a strong commitment to our community and charity partners at TOMRA Cleanaway and have worked closely with our peers at Exchange for Change and the NSW Government to provide community outcomes that enable convenient container returns and facilitate significant charitable and social outcomes.

A major recycling charity appeal was launched over the summer to raise much-needed funds for communities suffering due to drought and bushfires. For example, Bottles for the Bush resulted in over \$500,000 donated through the network. This was directed to Rural Aid, which used the funds to help those in need in regional NSW.

Our network of automated return points expanded over the year, with bulk deposit locations added in Dubbo and Grafton. We are extremely proud of the stories that come out of these locations. Our Dubbo automated depot is a newly formed joint venture between Vinnies NSW and RED.I.E, a local Indigenous employment and training organisation. Our Grafton automated depot is operated by a small business. Both operations provide employment opportunities in regional NSW as well as creating return points that boost the number of participants in the Return and Earn scheme.

TOMRA Cleanaway remains focused and passionate about delivering even greater outcomes for Return and Earn and the people of NSW in 2020–21. With each passing milestone, we are committed to further growth and positive environmental and community outcomes for Return and Earn.

James Dorney
CEO
TOMRA Cleanaway, network operator

Return and Earn Goals and Priorities

Goals

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



1.6 billion
fewer drink
containers littered



12.6 billion
more beverage
containers recycled



11 billion
fewer drink containers
ending up in landfill

Strategic Priorities

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



1.
Customer
excellence



2.
Sustainable
operations



3.
Industry
participation

2019-20 at a Glance

Priority 1: Customer Excellence

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



623

return points including
212 small business
operators¹



75%

of NSW residents
(aged 18+) have
participated



more than

\$13.2 million

returned through the
scheme for charities and
community groups in
fees and donations since
commencement



82%

of participants are
satisfied with the scheme

87%

of NSW residents
(aged 18+) support
the scheme



\$462 million²

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



\$199 million³

in refunds paid in
2019-20 (excl GST)

¹Return point operators with 30 employees or less.

^{2,3}This financial information is reported excluding accruals whereas the financial information provided on page 41 includes accruals. This amount includes refunds paid to consumers via the return point network and refunds paid to material recovery facilities.

Priority 2: Sustainable Operations

Ensuring efficient and sustainable delivery of operations for the scheme.

Since commencement:



8.9 billion
containers supplied
into NSW



5.4 billion
containers collected
through the scheme



61%
average redemption
rate of total containers
supplied



420,600⁴ tonnes
of materials reused
or recycled

2019-2020 period:



3.4 billion
containers supplied
into NSW



2.3 billion
containers collected
through the scheme



67%
average redemption
rate of total containers
supplied



161,300⁵ tonnes
of materials reused
or recycled

Priority 3: Industry Participation

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



945
supplier arrangements
in force⁶



\$385.6 million⁶
in supplier contributions
paid in 2019-20 (excl GST)

\$31.4 million⁷
refunds paid to MRFs
(excl GST)

^{4,5}The methodology used to convert the number of containers redeemed into a weight has been improved since the FY19 Annual Report was published to more accurately reflect trends in container packaging. Conversion factors are updated six monthly rather than using fixed factors.

^{6,7}This financial information is reported excluding accruals whereas the financial information provided on page 41 includes accruals.

Year in Review

Return and Earn continued to deliver strong results in 2019–20 despite major disruptive events such as bushfires, drought, floods and the COVID-19 pandemic impacting communities, industry and scheme operations.

Resilience

What this uncertain year has highlighted is the incredible resilience of the scheme. Its customer-centric design ensures it can operate efficiently and affordably, and adapt to change, while maintaining its customer-first principles and increasing participation.

The partnership model at the heart of the scheme saw the NSW Government, TOMRA Cleanaway and EfC continue to work collaboratively to deliver strong results while navigating the challenges of bushfires and the ongoing impact of COVID-19.

Increasing community participation

Despite the challenges experienced during 2019–20, participation in Return and Earn continued to grow. The scheme achieved the incredible milestone of three-quarters of NSW residents (aged 18+) having participated in the scheme at June 2020.

These results highlight the way the NSW public has embraced Return and Earn to make it part of their everyday lives. It also underpins the scheme's ongoing ability to achieve strong environmental, economic and social outcomes.

Support for suppliers

EfC recognises that 2020 has been a difficult time for the community and for many in the beverage industry. Due to the unprecedented impact of COVID-19, EfC worked closely with beverage suppliers to support them during the challenges.

In consultation with industry and the NSW Government, temporary relief options were developed to support suppliers affected by bushfires and/or the pandemic. These included payment plans to ease the financial burden, and ongoing engagement with industry representatives to better understand the challenges faced by suppliers.

Continuous improvement

In response to industry feedback, EfC worked with the NSW Government to implement a series of changes in 2019–20 to make participation in the NSW container deposit scheme easier for suppliers.

This included the transition to a new simplified supplier contribution approach with fixed pricing, the development of a more user-friendly reporting portal, and a new website with additional information and reporting, and easily accessible pricing.

EfC is committed to continuing to listen to the beverage industry and to improving the scheme to make it easier for our customers to participate.

EfC also introduced a Small Supplier Program to enable suppliers that sell less than 300,000 containers NSW each year to apply for quarterly invoicing rather than monthly to assist with cashflow pressures.

Supporting communities

Return and Earn continues to be an increasingly important fundraising avenue for charities and community groups, with a staggering \$13.2 million returned to charities and community groups via fees and donations since commencement.

Hundreds of community groups, schools, sporting clubs and charities use the scheme to raise funds for projects as wide-ranging as buying solar panels for schools and supporting wildlife impacted by bushfires.

This year also saw the launch of the incredibly successful Bottles for the Bush appeal in partnership with TOMRA Cleanaway, which raised more than \$512,000 nationally for communities impacted by bushfires and drought. NSW Return and Earn participants accounted for \$468,000 of the total through donated container refunds.



4 out of 5

NSW residents (aged 18+) agree Return and Earn will reduce the amount of litter in NSW



64%

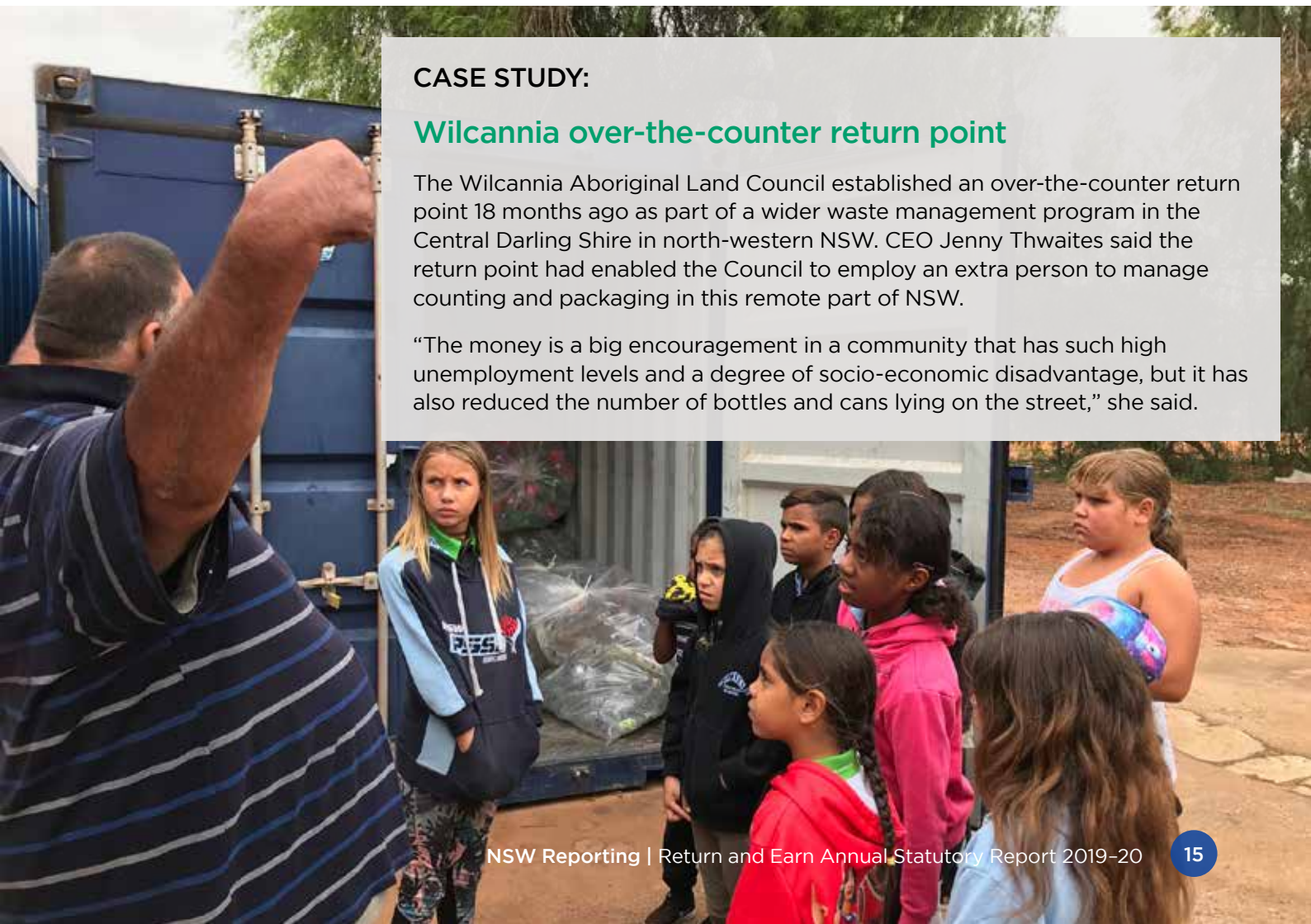
of NSW residents (aged 18+) believe Return and Earn will increase the amount of recycling they do

CASE STUDY:

Wilcannia over-the-counter return point

The Wilcannia Aboriginal Land Council established an over-the-counter return point 18 months ago as part of a wider waste management program in the Central Darling Shire in north-western NSW. CEO Jenny Thwaites said the return point had enabled the Council to employ an extra person to manage counting and packaging in this remote part of NSW.

“The money is a big encouragement in a community that has such high unemployment levels and a degree of socio-economic disadvantage, but it has also reduced the number of bottles and cans lying on the street,” she said.



Priority 1: Customer Excellence



623
return points



75%
of NSW residents
(aged 18+) have
participated



89%
awareness among NSW
residents (aged 18+)



87%
of residents support
the scheme
82% satisfied



\$166.6m
in refunds paid to
consumers via return
point network in 2019-20
(excl GST)



**more than
\$13.2
million**
returned to charities and
community groups via
fees and donations since
commencement

Public education and awareness

It was a strong start to 2019-20 for Return and Earn. Only two days into the financial year, the scheme celebrated the milestone of having 2 billion containers returned through the network. By January 2020, the network had facilitated the return of 3 billion containers, and more than \$1 million in donations had been made through reverse vending machines.

The success of the Return and Earn in reducing the number of eligible containers going into the litter stream or to landfill has been driven by the NSW community. The state's residents have taken the scheme to heart and fundamentally changed the way they view waste.

Ensuring the NSW community is aware of the scheme and understands how to participate is fundamental to ensuring its ongoing success and increasing participation.

In 2019-20, EfC focused on understanding what motivates people to participate and addressing any barriers. EfC engaged leading independent researcher consultancy Kantar Public to undertake two waves of consumer research to better understand the NSW community's needs and inform a strategy to effect change in NSW residents' behaviour.

EfC implemented integrated marketing and proactive public relations campaigns statewide across multiple channels during the first half of the year, focusing on why and how people participate in the scheme. This included providing accessible information on the different return point types and the type of containers eligible for a refund.

Targeted communications to key audiences aimed to address barriers to participation and highlight the benefits of taking part. These were followed by clear 'how it works' messaging to ensure a positive experience during participants' first return.

Partnerships were also established with key environmental groups, including Keep Australia Beautiful NSW, the Australian Association of Environmental Education NSW and Clean Up



CASE STUDY:

Warilla High School

Warilla High School, in the Illawarra region, hopes to run entirely on renewable energy after students decided to use Return and Earn to raise funds for solar panels. Teacher Brandon Harry said that living close to the beach means students are aware of the impact of plastic on the oceans.

An initial 50 solar panels were installed at the beginning of 2019, immediately halving the school's power bills. Fifty additional panels are due to be installed by the end of 2020.

Australia, to influence and educate the community and our next generation on the tangible environmental benefits of Return and Earn.

Majority of NSW residents 'returning and earning'

NSW residents have well and truly embraced Return and Earn. The latest consumer research by Kantar Public found that 75 per cent of NSW residents aged 18 or over have participated by returning containers themselves or giving them to someone to return.

Direct participation by NSW residents (that is, people taking an eligible container to a return point themselves) grew from 55 per cent in June 2019 to 60 per cent by June 2020. This was despite disruptions and challenges presented by bushfires, floods and the onset of the COVID-19 pandemic at the start of 2020.

Habitual participation is also becoming the norm, with 72 per cent of direct participants returning containers once or more each month.

The research also revealed a growing number of altruistic 'indirect' participants who are collecting their eligible containers and giving them to a charity or community group, or even a neighbour or family member to return.

Sharing the benefits

Return and Earn is a proven and increasingly valuable new income stream for charities and community groups in NSW. The scheme provides a great opportunity for communities to connect while delivering social, economic and environmental benefits, all powered by the ability of people to access returns quickly and easily.

More than \$13.2 million returned to charities and community groups

At 30 June 2020, more than \$13.2 million had been returned to charities and community groups via fees and donations since the scheme's commencement. Hundreds of community groups, schools, sporting clubs and charities have used the scheme to fundraise for a range of projects, including solar panels for schools, new equipment for sports clubs, women's shelters, assistance dog training and supporting local wildlife.



Helping those impacted by bushfires

In the summer of 2019–20, bushfires swept through regional communities already feeling the impact of an extended drought. Rural Aid, one of Australia's largest rural charities, worked hard to supply much-needed food, hay and water to those in need and support communities during tough conditions.

To assist these communities, Return and Earn and the scheme's technology provider, TOMRA, partnered with Rural Aid for the Bottles for the Bush appeal. Launched in November 2019, the appeal's original goal was to raise \$250,000 nationally. This target was reached only weeks into the campaign.

The appeal was an overwhelming success, raising more than \$512,000 nationally in just over three months, including a staggering \$468,000 worth of donated container refunds contributed by the people of NSW through Return and Earn.

Supporting scheme participants during COVID-19

EfC worked closely with the NSW Government and TOMRA Cleanaway following the onset of the COVID-19 pandemic in early 2020. This collaboration helped EfC devise communications to advise people how they could participate in the scheme while adhering to Public Health Orders, and provide updates on how the scheme was responding during the pandemic.

TOMRA Cleanaway introduced touch-free recycling at reverse vending machines, social distancing markers on the ground at more than 327 return points, additional cleaning of machines and new signage to help keep the community safe, all within a short period of time.



Introducing touch-free returns

In response to COVID-19, network operator TOMRA Cleanaway introduced touch-free recycling at all reverse vending machines, so participants could return their own containers without touching the machine.



“Our enthusiasm for recycling has become an integral part of how Goodstart St Leonards operates. It brings all the children, team members and community together for a great purpose.”

MARLENE VAN VUUREN,
DIRECTOR GOODSTART EARLY
LEARNING, ST LEONARDS

CASE STUDY:

Goodstart Early Learning, St Leonards

Recycling is a key part of life at Goodstart Early Learning childcare centre in the Sydney suburb of St Leonards, where many of the littlest members lead the way. Goodstart’s community of staff and families know the importance of teaching the centre’s 40 children, aged 0 to 5, the importance of preserving and protecting the earth’s resources for future generations.

Last year, a family at the centre approached staff with the idea of developing a recycling program. Since then, Goodstart has partnered with five local small businesses to collect their empty bottles and cans and take them to Return and Earn return points to collect the 10c refund.

In 2019, the centre recycled well over 1,500 bottles through Return and Earn, donating the funds raised to cancer research fund Cantoo.

“We have recycled products made from materials that would otherwise be piling up in our nation’s landfills,” said Ms van Vuuren. “It makes a huge difference to our environment, our quality of life and our country’s future.”

Ms van Vuuren said the centre plans to continue promoting recycling in the local community. “We are in discussions with other businesses in the area to see how far we can expand. It only takes heart and a small idea to make a difference.”

Priority 2: Sustainable Operations



3.4 billion
containers supplied
into NSW in 2019-20



2.3 billion
containers collected
through the scheme
during 2019-20⁸



average
redemption rate of
67%



2 out of 3
beverage containers
consumed in NSW in 2019-20
were returned for recycling
through Return and Earn



161,300 tonnes
of materials recycled⁹

In 2019-20, Return and Earn achieved the following operational milestones:

- the introduction following industry feedback, to improve pricing visibility and reduce administrative effort for beverage suppliers that fund the operation of the scheme
- helping to achieve the Premier's Priority to reduce litter volume in NSW by 40 per cent by 2020
- growth in redemption volumes to 67 per cent, meaning two out of every three beverage containers consumed in NSW are now reused or recycled through the scheme¹⁰
- the introduction of the Small Supplier Program, enabling eligible participants to opt in to receive their invoicing on a quarterly basis.

Supplier pricing

The Return and Earn scheme is financed through an advanced contribution model to ensure liquidity. This has assured that return points, administration services and 10c refunds were available when the scheme launched in 2017.

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

Supplier contributions cover the core scheme costs which comprise:

- refunds - 10c (including GST) per container, paid to the network operator and passed on to consumers
- network fees - paid to the network operator per container collected, based on the material type

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

During 2019–20, Return and Earn revised its supplier contributions methodology to simplify scheme administration and improve pricing certainty for participating suppliers. The new approach is based on two key changes to the design of the scheme’s funding, which are explained below.

1. Fixed pricing

The introduction of a fixed price for each material type commenced from February 2020 invoicing, with the full transition to the simplified approach taking effect from April 2020 invoicing.

Invoices are now calculated by multiplying actual historical supply volumes by the fixed price. The supplier can calculate in advance exactly how much their invoice will be before they receive it, as their invoice is based on their supply volumes as reported to EfC.

The fixed pricing was developed based on:

- historical supplier volumes and estimated growth in line with population growth
- historical and projected growth in redemptions through the network of return points
- historical and projected redemptions through MRF operators (kerbside collections)

- network operator handling and processing fees per container and for each material type
- fixed costs, including for scheme coordinator and compliance fees
- maintaining the scheme’s account balance at the equivalent of two weeks of forecast redemptions to ensure scheme liquidity and to hold long-term pricing.

While the objective is to hold fixed pricing for twelve months, EfC will undertake quarterly reviews and only make adjustments in the event of any significant changes from what has been forecast.

EfC will use its best endeavours to communicate any pricing changes in line with when suppliers and retailers traditionally negotiate supply prices to take effect in August and February each year.

2. Actual volumes

The new simplified supplier contribution approach is based on the use of actual historical container volumes supplied and declared by each supplier to calculate the monthly invoice to fund the scheme in advance.

For example, under the simplified approach, the April invoice multiplied the actual supply volume from March by the associated fixed prices. This was then used to fund May scheme costs.

The change to using actual supplied volumes and a 12-month fixed price by material type has significantly reduced the complexity of invoicing, as it removes the need for monthly true-ups.

In addition, since each supplier pays a fixed price, any discrepancies in reported supply amounts are dealt with on an individual supplier basis without impacting any other supplier’s market share.

⁸ Includes all network collection volumes and all containers collected and delivered for reuse or recycling by material recovery facilities, whether or not they were eligible for payment under Clause 18(2) of the *Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017 (NSW)*.

⁹ The methodology used to convert the number of containers redeemed into a weight has been improved since the FY19 Annual Report was published to more accurately reflect trends in container packaging. Conversion factors are updated six monthly rather than using fixed factors.

¹⁰ The redemption rate is calculated by comparing total collection volumes through the network and kerbside recycling against net eligible container supply volumes (gross supply volumes less exports).

Scheme pricing

The 12-month fixed pricing per material type came into effect from February 2020. Below is a summary of the average price per container material type for 2019–20, and the minimum and maximum price charged per container.

Table 1: Average price per container material type, 2019–20

Container material type	Cents per container 2019–20 (average)	Minimum price charged per container (cents)	Maximum price charged per container (cents)
Aluminium	12.25	9.06	16.16
Glass	13.53	9.56	17.25
HDPE (high-density polyethylene)	8.09	6.65	10.37
PET (polyethylene terephthalate)	10.59	8.88	11.88
LPB (liquid paperboard)	4.27	2.96	5.29
Steel	5.30	4.08	7.99
Other plastics	2.63	1.40	5.57
Other materials ¹¹	7.35	5.10	10.44

Supply volumes

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

During the first nine months of 2019–20, the supplier volume trended higher than for the same period in 2018–19. However, the impact of COVID-19 was felt during the last quarter of 2019–20 and supplier volumes dropped significantly. This resulted in the annual supplier volume recording only a marginal net gain on the previous year's total supplied volume. Glass, aluminium and PET continue to dominate supply volumes, collectively making up 93 per cent of all containers consumed in NSW.

Table 2: Actual supplier volumes, 2019–20¹²

Container material type	Total	Volume share (%)
Aluminium	1,256,818,700	36.54
PET	1,005,784,626	29.24
Glass	936,753,975	27.24
LPB	170,596,360	4.96
HDPE	65,160,743	1.89
Steel	2,834,922	0.08
Other materials	973,260	0.03
Other plastics	556,755	0.02
Total	3,439,479,341	100.00

Scheme redemptions

Redemption rates for all material types have shown continued growth, particularly when looking at the three dominant materials supplied: glass (78 per cent), aluminium (70 per cent) and PET (62 per cent). This is illustrated in Table 3.

Strong growth in the volume of containers redeemed through return points more than offset the comparatively modest decline in containers redeemed through kerbside recycling. This resulted in the total scheme redemption improving by 6 per cent compared with the previous financial year, lifting total redemption to 67 per cent in 2019–20 and a 75 per cent redemption rate from January to June 2020.

Table 3: Total rate of redemption through the network and material recovery facilities, 2019–20 (total scheme containers redeemed)

Container material type	Redeemed volume	Net supply volume	Redemption rate (%)
Glass	732,156,830	936,753,975	78
Aluminium	875,278,344	1,256,818,700	70
PET	627,725,272	1,005,784,626	62
HDPE	30,919,905	65,160,743	47
Steel	901,744	2,834,922	32
Other materials	302,856	973,260	31
LPB (Liquid Paperboard)	31,501,043	170,596,360	18
Other plastics	39,616	556,755	7
All material types	2,298,825,610	3,439,479,341	67

¹¹ Other materials are containers that do not meet the definition of the other seven material types. They are typically containers made from multiple materials such as casks that are made from a foil bladder, plastic bung or tap and a cardboard outer shell.

¹² Data source: 21 July 2020 supplier invoice as adjusted by 1 August 2020 exporter invoice.



CASE STUDY:

Be like Bob – 2020 NSW Environmental Citizen of the Year

On World Environment Day in June this year, 81-year-old eco-warrior Robert Jolley from south-west Riverina was announced as the state winner of the 2020 NSW Environmental Citizen of the Year Award. He proved age is no barrier when it comes to protecting the environment.

In announcing the award, NSW Minister for Energy and Environment Matt Kean said the award celebrates community champions, everyday individuals and organisations working towards bettering the environment through litter reduction or implementing local environmental initiatives.

“This award is all about acknowledging and celebrating those who make a real difference in our local communities. Mr Jolley, better known as Bottle-O-Bob, has raised more than \$25,000 for his local skatepark and other community programs in the Wentworth Shire by collecting bottles and cans for recycling,” Mr Kean said.

It is estimated Bob has collected more than 294,000 bottles and cans that will no longer end up in landfill.

The environmental award is part of the NSW Australia Day Council’s annual NSW Local Citizen of the Year Award program, held on Australia Day, where members of the public are invited by their local councils to nominate fellow citizens. The state winner received \$5,000 to support their community initiative. Now in its second year, the initiative is sponsored by Return and Earn.

“I’m proud and honoured that the NSW Government has chosen me, Bottle-O-Bob, as the NSW Environmental Citizen of the Year. Their initiative to return and earn from recycling must surely encourage communities to raise funds for worthy projects. Our local monies raised so far from Return and Earn recycling have helped to establish a skateboard park, support a youth community centre and assist the Wentworth preschool building fund.

“I think it’s hugely inspiring to all of us that you can not only do something for the environment like Bob has with the Return and Earn program, but you can give back to your community with the funds.”

ANDREW PARKER, CHAIRMAN OF THE AUSTRALIA DAY COUNCIL OF NSW.

“Look, recycling is fun, it’s easy, it’s rewarding and it helps our environment.”

ROBERT ‘BOB’ JOLLEY,
2020 NSW ENVIRONMENTAL
CITIZEN OF THE YEAR

Network trends

The volume of all container material types redeemed through the network of return points increased on the previous financial year and, with the exception of 'other materials', the rates of redemption also improved year on year. In 2019-20, the scheme participants redeemed an additional 287 million containers through the network.

With the annual redemption rate through return points reaching 53 per cent of supplied containers, more than half of the containers consumed in NSW were redeemed through this channel. Monthly redemption performance can be seen in Graph 1.

The onset of COVID-19 and the implementation of associated measures to protect public health in early April 2020 saw a temporary two-week downturn in redemptions.

Table 4: Total rate of redemption against net supply volume through the network of return points, 2019-20¹³

Container material type	Redeemed volume	Net supply volume	Redemption rate (%)
Aluminium	752,682,784	1,256,818,700	60
Glass	531,413,789	936,753,975	57
PET	493,386,605	1,005,784,626	49
HDPE	22,467,439	65,160,743	34
Steel	901,744	2,834,922	32
Other materials	302,856	973,260	31
LPB (Liquid Paperboard)	31,501,043	170,596,360	18
Other plastics	39,616	556,755	7
All material types	1,832,695,876	3,439,479,341	53

“Great scheme to reduce waste, definitely a lot less cans and bottles discarded as rubbish around my local town”

KANTAR PUBLIC DECEMBER 2019
CONSUMER SURVEY RESPONDENT

^{13, 14} Rates of redemption based on the volumes contained in Table 2.

Material recovery facility trends

Compared to the previous year, 2019-20 saw a contraction in redemption volumes through kerbside recycling across all channels, with total volumes contracting by 14 per cent (77 million containers). Glass containers accounted for 74 per cent of the total reduction (57 million fewer containers).

The overall contraction in volume translates to a 2 per cent fall in contributions towards scheme redemptions when considered on a consolidated basis as the majority of redemption comes via the network of return points and not kerbside recycling.

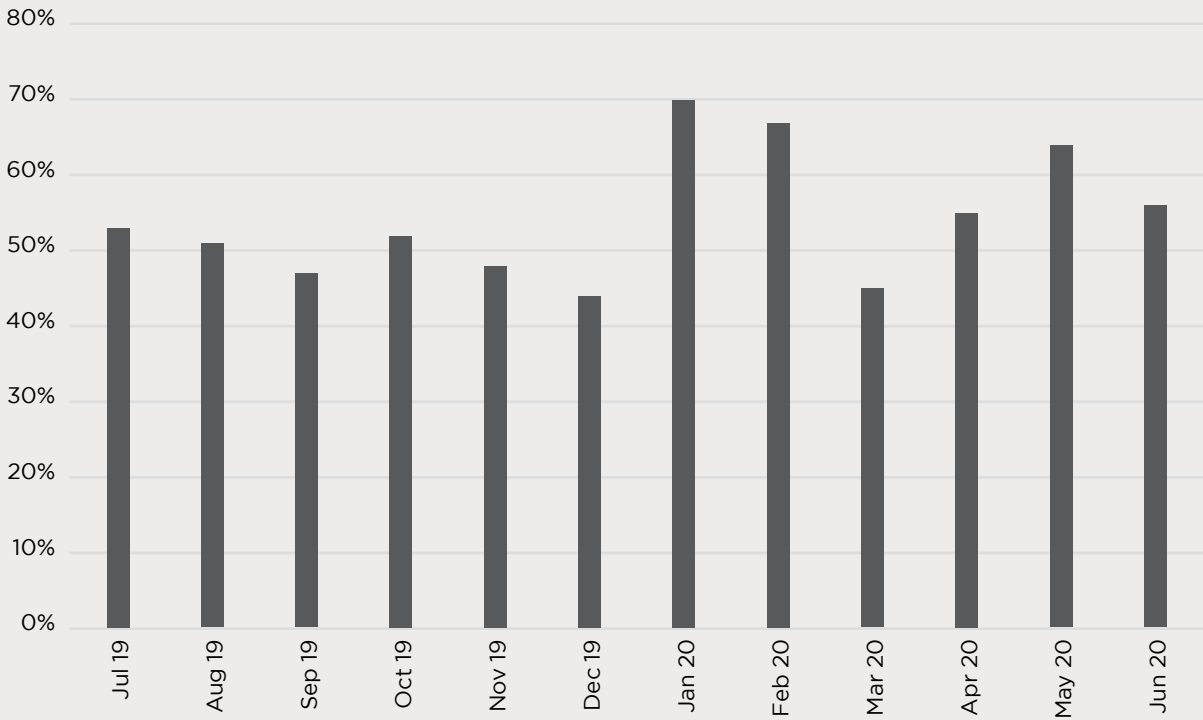
Table 5: Material recovery facility operator container redemptions, 2019-20¹⁴

Container material type	Redeemed volume	Net supply volume	Redemption rate (%)
Glass	200,743,041	936,753,975	21
PET	134,338,667	1,005,784,626	13
HDPE	8,452,466	65,160,743	13
Aluminium	122,595,560	1,256,818,700	10
LPB (Liquid Paperboard)	0	170,596,360	0
Steel	0	2,834,922	0
Other plastics	0	556,755	0
Other materials	0	973,260	0
All material types	466,129,734	3,439,479,341	14

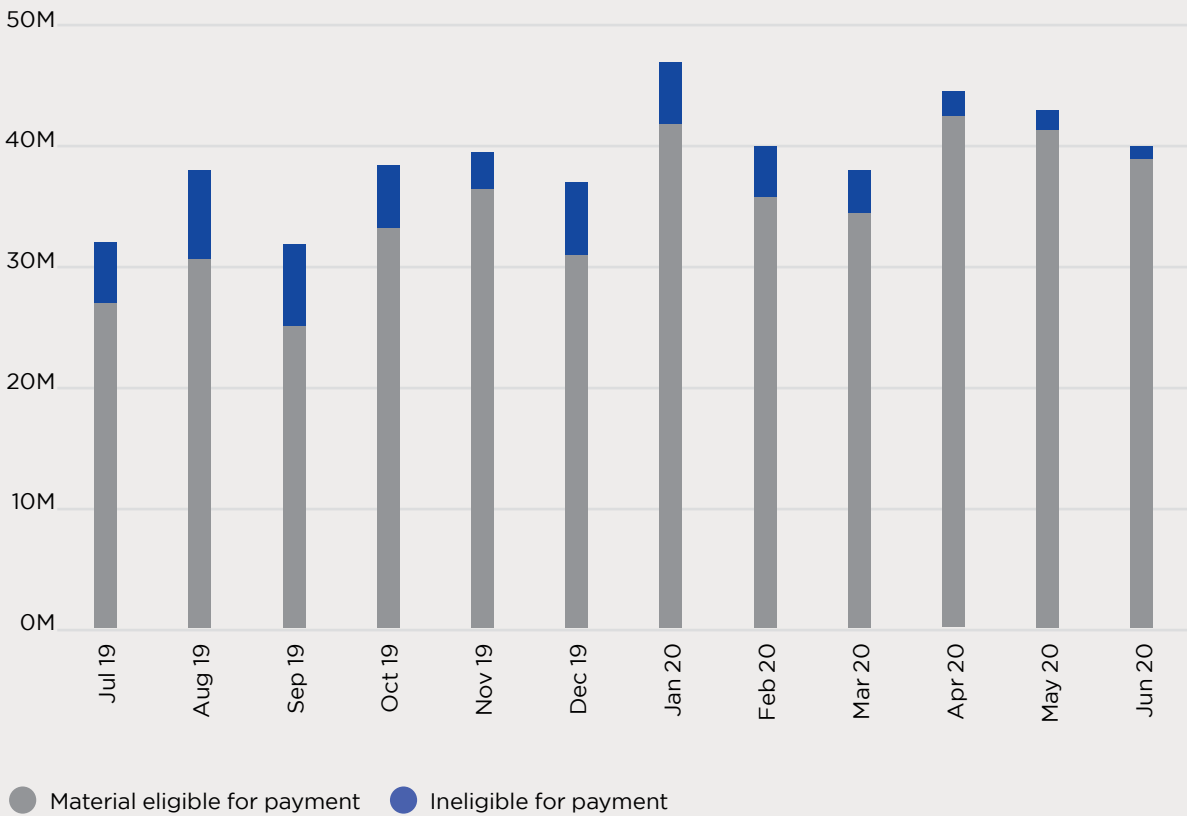
Since 1 December 2018, MRF operators have been required to meet requirements including an agreement with local councils as set out in the *Waste Avoidance and Resource Recovery (Container Deposit Scheme) Regulation 2017 (NSW)* to qualify for processing refunds from the scheme.

The total volume of containers delivered for recycling is included in the total redemption volumes of the scheme as they have been returned through the operation. However, processing refunds were not paid where an appropriate arrangement was not in place with a feeder council during 2019-20 (Graph 2).

Graph 1: Network operator monthly redemption performance



Graph 2: Material recovery facility redemptions and claim eligibility, 2019-20



Priority 3: Industry Participation



EfC is responsible for managing Return and Earn's finances. It collects contributions from beverage suppliers and distributes the money to TOMRA Cleanaway and participating MRF operators. It also manages the risk of fraud.

Funding the scheme

First suppliers of beverages into NSW cover the ongoing costs of managing, administering and operating Return and Earn. They do so by making monthly payments into an account on trust which is managed by EfC in a closed financial loop, with all funds accounted for and independently audited.

There were 945 supplier arrangements in force during the 2019–20 financial year, an increase of 28 per cent on the previous year. This brought in a total of \$385.6 million in supplier contributions.

Supplier satisfaction

Following close consultation with the beverage industry, EfC developed and undertook a supplier satisfaction survey in September 2019 to gather important supplier feedback that would inform continuous improvements in the coordination and operation of Return and Earn. Importantly, the feedback would also help to build trust and make it easier for suppliers to participate in the scheme.

Key takeaways from the 2019 supplier survey were:

- Suppliers are not always aware of the value generated by the scheme. There is a need to improve the perceived value to build trust.
- Effort, simplicity and transparency matter most to suppliers.
- Suppliers want access to evidence that demonstrates behaviour change in relation to redemptions and litter reduction, and contributions to a circular economy.

¹⁵ The 945 supplier arrangements include agreements that were existing, executed, terminated or on foot during the reporting period.

^{16,17} This financial information is reported excluding accruals whereas the financial information provided on page 41 includes accruals.

- There are many separate digital touchpoints for suppliers when engaging with EfC, which can make it harder to understand how to participate in the scheme and comply with government regulation.

In response to the feedback, EfC worked with the NSW Government to implement a series of improvements and projects to make it easier for suppliers to engage with the scheme. This included developing a new supplier contribution approach that reduces pricing complexity, makes it easier to participate and provides greater certainty for suppliers. Communication of scheme outcomes also increased as a result, raising the profile of consumer participation and recycling outcomes for the scheme.

EfC consolidated its digital platforms to improve supplier access to information and make it easier for them to fulfil their reporting obligations. A greater focus was also placed on improving services and education for suppliers.

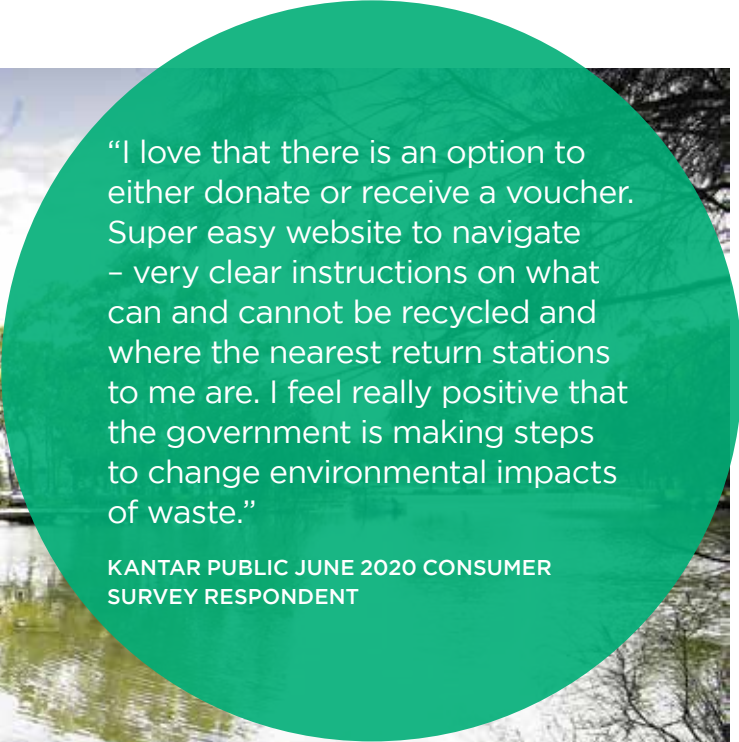
EfC acknowledges there is more work to improve the customer experience for suppliers, but feedback to date has been positive.

Simplifying supplier contributions

As part of ongoing engagement with beverage suppliers, the EPA and EfC recognised the challenges the industry was experiencing with the scheme's price-setting and invoicing arrangements. In particular, the monthly price-setting cycle and the complexity of the true-up adjustments resulted in price volatility, administrative burden and cash flow pressures for first suppliers of beverages in NSW.

As outlined in Priority 2, a new simplified pricing and contribution approach was developed to provide price stability, ensure greater simplicity and preserve scheme liquidity. The new approach uses a combination of arrears and forecasting principles.

Detailed briefing materials were developed to support suppliers in understanding the transition to the new approach. These were delivered with the help of a webinar and a dedicated microsite. The new approach was phased in from February 2020 and fully implemented in April 2020.



“I love that there is an option to either donate or receive a voucher. Super easy website to navigate – very clear instructions on what can and cannot be recycled and where the nearest return stations to me are. I feel really positive that the government is making steps to change environmental impacts of waste.”

KANTAR PUBLIC JUNE 2020 CONSUMER SURVEY RESPONDENT



CASE STUDY:

Return and Earn recycling champions recognised at Keep Australia Beautiful Awards

Four young siblings from Prestons NSW won the Overall Return and Earn Litter Prevention Award at the 2019 Keep Australia Beautiful NSW Sustainable Cities Awards.

Isabella Silva, 11, Giovanni, 10, Valentina, 8, and Romario, 7, began their venture – The Bottle Kids – to earn some pocket money and encourage their neighbours to recycle. They offer a free collection service to local residents, cafes and other businesses and also pick up littered containers.

They were recognised for their outstanding work in promoting the NSW container deposit scheme and donating funds raised to the Liverpool Hospital Emergency Department. The Bottle Kids have collected and returned more than 16,400 containers.

Other Return and Earn champions were recognised in various sub-categories including:

Mosman Public School won the Schools category for its outstanding recycling initiative which teaches students about sustainability while also fundraising for environmental charities.

The school fundraised to purchase specialty recycling bins to collect bottles and cans, which are then taken to their local return point at Taronga Zoo. The initiative is run by Year 5 and 6 students in the school's Sustainability Club, with support from a Sustainability Committee of parents and teachers. All funds collected through the scheme are donated to environmental charity 'Take 3 For the Sea', which works to reduce litter around oceans, waterways and beaches.

In this way, recycling and sustainability has become an integral part of the school's culture.

Auburn local Alexander Roberts won the Individual category for his incredible efforts in container recycling to fundraise for international children's charities.

Alex began collecting and returning cans 13 years ago at the age of six to raise money for a Vietnamese orphanage. Later he directed funds raised to World Vision and Save the Children. His longest running association is with the cleaners at Auburn Hospital, who supported his efforts from the beginning. Between them, they ensure that all eligible drink containers from the hospital are collected and recycled. When Return and Earn was launched in December 2017, Alex expanded his operation to include bottles as well as cans. Alex's mantra is '20 cans and bottles will vaccinate a child for life'.

Mount Annan's Macarthur Centre for Sustainable Living (MCSL) won the Non-profit category for its innovative use of Return and Earn to both make recycling part of the community, and to use the money raised to support other initiatives at the centre.

The MCSL is a community hub providing educational workshops about the environment and opportunities for local residents to be involved in a range of activities on site. By returning eligible containers through the Return and Earn scheme, the centre has been able to raise funds to purchase supplies for barista training for unemployed youths. Funds raised also go towards consumables such as milk for children in the centre's playgroup, and snacks, tea and coffee for people participating in other programs and trainings.

The broader community has become involved in collecting used drink containers for the centre, bringing diverse people together while engaging the community in recycling and sustainability.






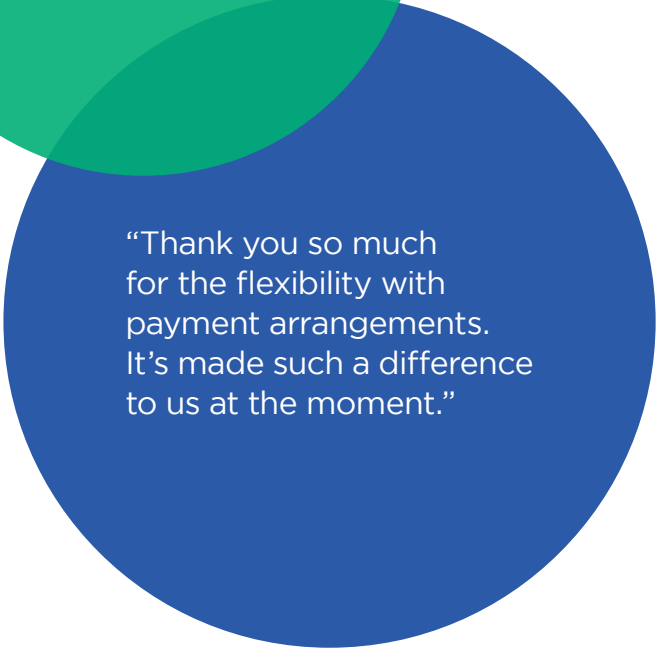
Supporting suppliers impacted by COVID-19

In recognition of the impact of COVID-19 on beverage suppliers in early 2020, EfC worked closely with the state government and the beverage industry to provide temporary relief options and support to beverage suppliers.

EfC worked closely with impacted suppliers to implement payment plans to ease financial burden. Ongoing engagement with industry representatives helped EfC to better understand the challenges faced by suppliers during the pandemic.



“I’m incredibly grateful – you have saved my business.”




“Thank you so much for the flexibility with payment arrangements. It’s made such a difference to us at the moment.”

Material recovery facility processing refunds

Qualified MRF operators are entitled to claim a processing refund for eligible containers collected through kerbside recycling bins that are sent for recycling or re-use. To qualify, MRF operators must have entered into a refund-sharing or processing agreement with the local council, or the council must have notified the EPA that it considers that in the circumstances, it is fair and reasonable that there is no such agreement in force.

MRF operators are paid a processing refund of 10c, including GST, for each eligible container they process. The claimed amount is based on the eligible container factor for facilities that report in weight, or by count where claims are already in this format. Eligible container factors provide a standardised count per tonne of material delivered for recycling, allowing the weights shipped by the MRF operators to be converted into a count to determine the refund due. These factors are calculated by an independent statistician, using sampling data collected from MRFs, and is published quarterly by the EPA.

A total of 32 MRFs and two bottle-crushing facilities participated in the scheme from 1 July 2019 to 30 June 2020. Due to timing differences related to the refund claims mechanism, there is a quarter lag before each claim is made and paid. During FY 2019-20 MRF operators collectively claimed 362 million containers and received a payment of \$31.4 million excluding GST after adjustments for containers delivered for reuse or recycling during Q4 FY2018-19 to Q3 FY2019-20 inclusive.



“Thank you so much for wanting to help us.”

“It’s given us a different profile. People see what we’re doing, and it enables them to donate their containers to Vinnies and further the assistance we’re able to provide to people most in need,”

PETER QUARMBY, VINNIES’ DIRECTOR OF COMMERCIAL ENTERPRISE



CASE STUDY:

Vinnies opens sixth automated depot

St Vincent de Paul Society’s (Vinnies’) involvement with Return and Earn went from strength to strength in 2019–20 with the opening of its sixth automated depot and the charity closing in on 100 million containers returned for recycling through its multiple return points.

Vinnies’ Dubbo Bulk Container Deposit Centre, operated in collaboration with local Indigenous employment organisation Regional Enterprise Development Institute Ltd (REDI.E) and in partnership with network operator TOMRA Cleanaway, opened in October 2019.

Peter Quarmby, Vinnies’ Director of Commercial Enterprise, said the charity got involved in Return and Earn to support its work with people suffering the effects of poverty. The charity now runs return points across the state in metropolitan and regional locations. While Return and Earn has fundamentally benefited Vinnies through an increased revenue base, Mr Quarmby said it has heightened the charity’s profile in the community.

He also noted that participating in the scheme allows Vinnies to demonstrate its commitment to environmental, social and cultural sustainability.

“We’re working with many schools and sporting groups – all these community-based organisations are looking to generate income to support their causes and their purpose.

“Going down this path means we’re doing something new. But when we stopped and thought about it, we have been recycling for years, including clothing,” Mr Quarmby said.

Governance and risk management

EfC is responsible for implementing effective governance and risk management practices to support the achievement of Return and Earn's objectives and fulfil corporate governance, legislative and contractual obligations.

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

Risk and assurance model

EfC administers the risk and assurance model, which primarily focuses on verifying and validating the operational and compliance requirements of the scheme to ensure the significant volumes of materials and funds involved are monitored and validated. The model also focuses on minimising the risk of fraud and corruption.

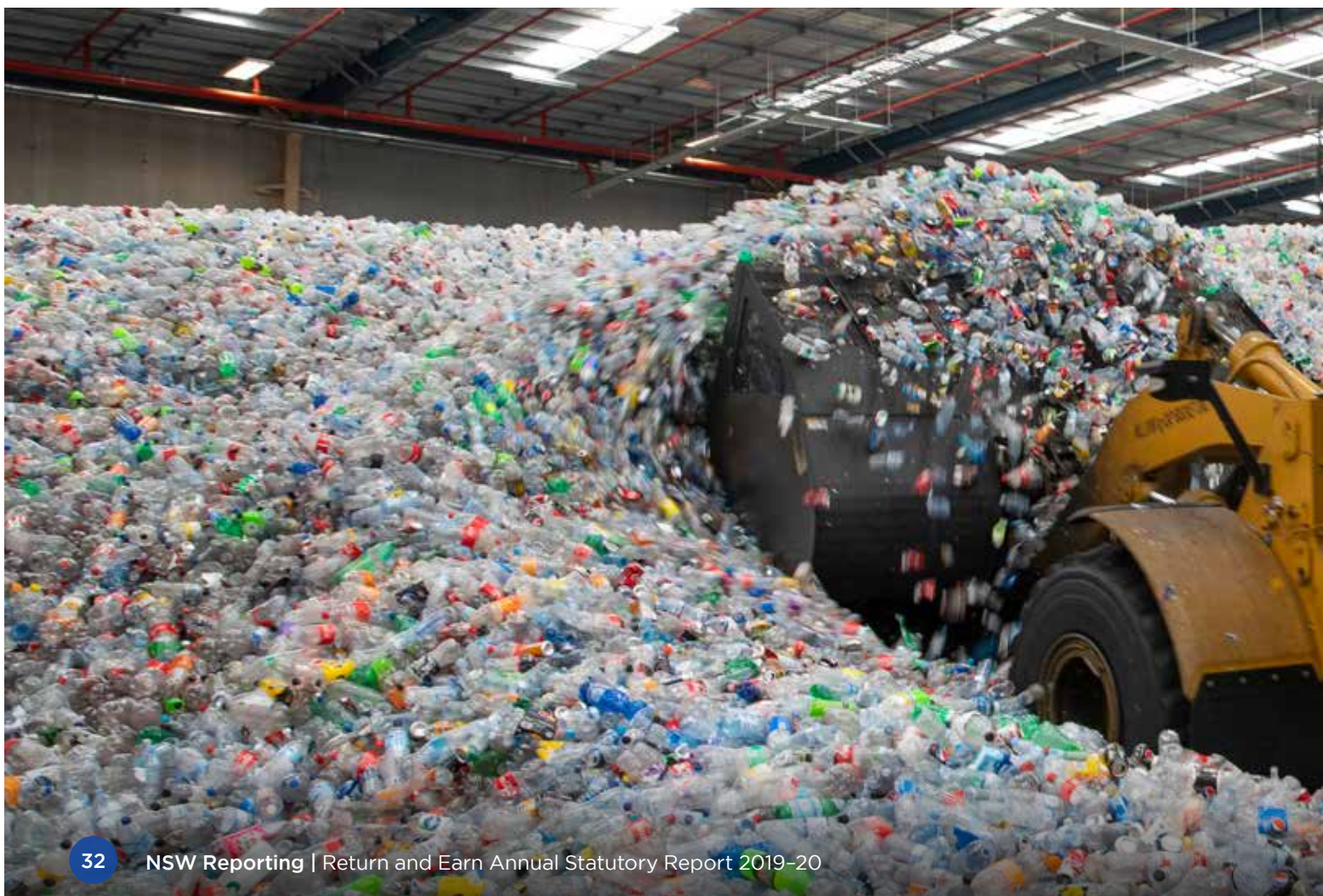
Scheme participants are monitored for compliance with the *NSW Waste Avoidance and Resource Recovery Act 2001* and other associated legislative,

regulatory and contractual instruments. EfC, the EPA, TOMRA Cleanaway and the independent scheme auditor manage the various components of the assurance program to provide a scheme of high integrity that is safe, secure and customer-focused.

EfC audits and conducts verification activities involving suppliers and exporters, TOMRA Cleanaway, MRFs and return points. It also monitors the path of containers from production to end of life, where they are collected and reused or recycled.

Enhancing risk and assurance

During the financial year, EfC further developed its approach to governance, risk management and assurance, including a more collaborative approach to issues management and the iterative enhancement of risk and assurance governance. This has provided a strong foundation for continuous improvement and led to the planned initiation of an improvement program with scheme partners to be endorsed and implemented in the next financial year.



COVID-19

In response to the COVID-19 pandemic, EfC worked with the NSW Government and TOMRA Cleanaway on initiatives to minimise potential risks to the scheme. This included a tripartite risk forum on COVID-19, attended by representatives of EfC, TOMRA Cleanaway and the state government, to ensure a consolidated approach to managing risks. At the height of the pandemic, the forum took place daily.

The operational audit plan was revised to reflect the need to manage the risk of transmission and the safety of participants across the scheme, while maintaining effective levels of assurance. EfC worked with the scheme partners to consider revisions to processes and activities to minimise the risk of infection while managing disruption caused by COVID-19. This primarily saw all site-based audit activities cease from 17 March 2020 and the audit program move fully online. Suppliers and exporters, MRF operators and TOMRA Cleanaway have all been supportive and cooperative with this approach, which has effectively delivered appropriate assurance activities.

The kerbside and MRF sampling audits are a key input for calculating ongoing scheme payments. They were risk-assessed with the state and approved to continue. New safety procedures were implemented in March to mitigate the risk of COVID-19 transmission. These included procedures to help maintain social distancing at all sites, the use of personal protective equipment, sanitising procedures, and revisions to physical processes.

Operational risk and assurance overview

During 2019–20, EfC executed audit activities in alignment with government-approved risk and assurance plans. In response to the pandemic onsite audits ceased and sampling increased to achieve pre-COVID-19 levels of assurance.

Independent scheme auditor

The independent scheme auditor, RSM Australia, is responsible for providing oversight and specialist advice to the state government on assurance matters across the Return and Earn



Risk and Assurance Program. RSM ensures EfC's audit program is conducted in accordance with scheme requirements, and its audits are effective in identifying potentially fraudulent activity and other scheme risks. RSM also advises the state government about the effectiveness of the EfC audit program and has endorsed two positive audit reports during the year following in-depth reviews of the audit program and records.

Network operator

TOMRA Cleanaway claims through EfC for the total volume of eligible containers collected through its network of return points. EfC's audit program verifies the volume of containers and financial records to substantiate its claims.

During 2019–20, EfC audited TOMRA Cleanaway four times to review and validate the volume of containers collected, counted and delivered for re-use or recycling, as well as matters of compliance. No non-compliance notices were issued.

Return points:

The network of return points managed by TOMRA Cleanaway are the main public interface for the scheme. The network includes reverse vending machines, automated depots and over-the-counter locations.

EfC and TOMRA Cleanaway both run audit programs across the return point network that take a holistic approach to assurance. EfC's audits focused on gaining compliance assurance specific to availability, suitability, safety and the risk of fraud and corruption.

A total of 364 audits were conducted across 623 return points during the financial year. As a result of the COVID-19 pandemic, audits of return points were halted from mid-March 2020 until the end of June 2020.

EfC identified 156 minor issues during the audits, each of which was addressed promptly by TOMRA Cleanaway. This resulted in nil open issues at the end of the financial year.

Issues included incorrect advertised hours, incorrect use of declaration forms, lack of rubbish bins at reverse vending machines, and machines not being available for use by the public (due to being closed, full or in need of maintenance).

Beverage suppliers and exporters

EfC facilitates a robust audit regime to verify that the volumes suppliers and exporters report are accurate, and to ensure suppliers are accurately contributing to scheme costs. EfC outsources supplier and exporter auditing to independent specialist auditor PKF Australia to ensure audits are impartial and independent from EfC and its shareholders.

With 90 per cent of scheme costs funded by 20 suppliers, EfC takes a risk-based approach that involves more frequent audits of these higher-volume suppliers. During the financial year, 71 supplier and 14 exporter audits were conducted to verify claims of more than 1.485 billion supplied containers and 35.5 million exported containers.

Supplier non-compliance notices fell broadly into a small number of categories, including:

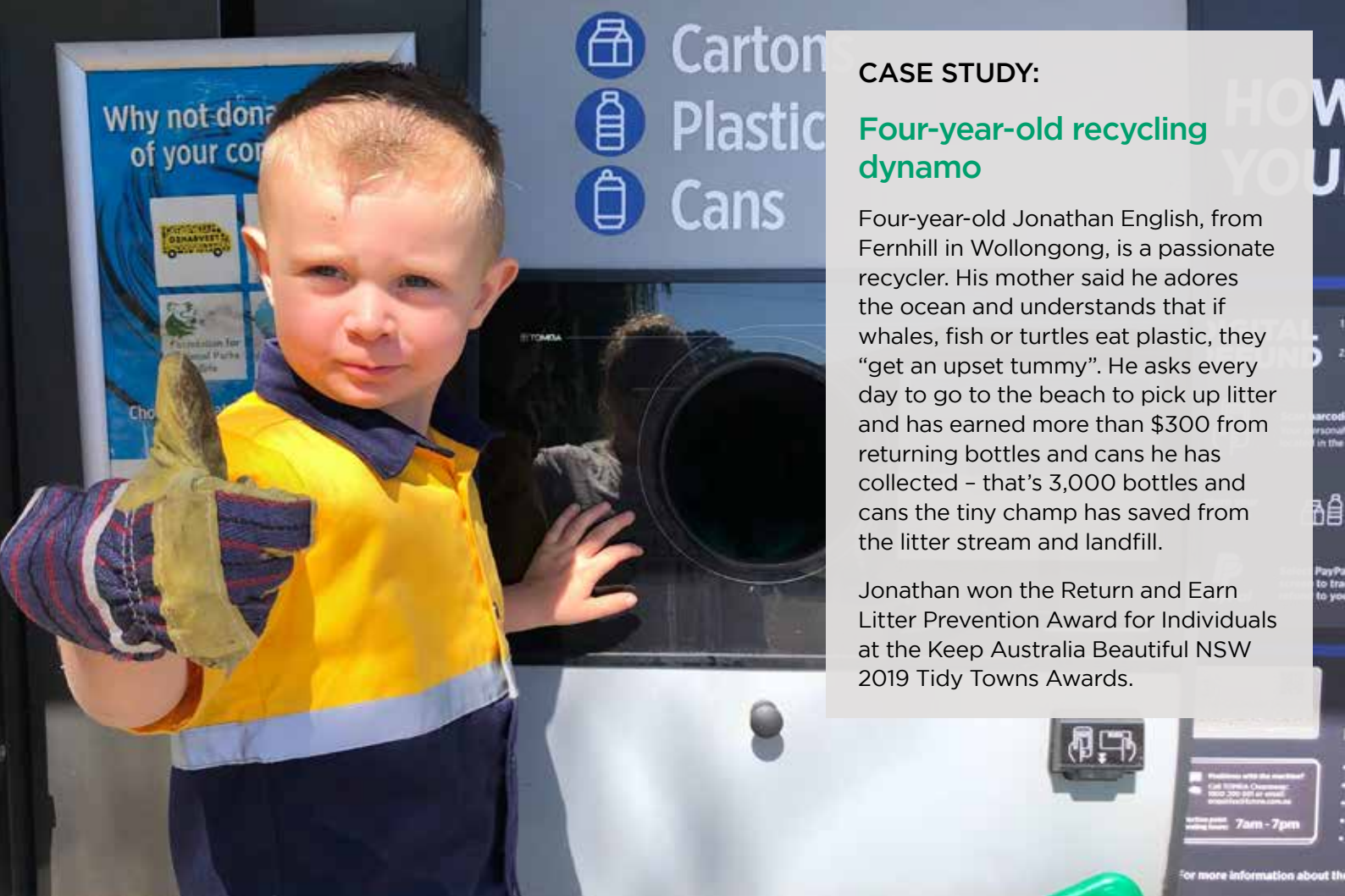
- over/under declared supply, due to some products not being tagged as eligible, including new products and sample/free products, or ineligible container being included in declarations
- over/under declared supply, due to incorrect unit of measure
- over/under declared export claims.

After an audit, PKF Australia provides EfC with a report to enable follow-up with each supplier and apply corrections to declarations if needed. EfC makes all efforts to explain supply and export requirements to participants, to minimise ongoing errors.

Material recovery facility operators

MRF operators are an important part of the scheme, responsible for extracting, sorting, compressing, and baling or crushing eligible containers from kerbside yellow-bin collections.

Qualified MRF operators are eligible to claim for this material only when the processed eligible materials have been delivered for re-use or recycling. Regional MRF operators also receive and process material from TOMRA Cleanaway that has already been claimed but still holds a commodity value within the recycling industry.



CASE STUDY:

Four-year-old recycling dynamo

Four-year-old Jonathan English, from Fernhill in Wollongong, is a passionate recycler. His mother said he adores the ocean and understands that if whales, fish or turtles eat plastic, they “get an upset tummy”. He asks every day to go to the beach to pick up litter and has earned more than \$300 from returning bottles and cans he has collected – that’s 3,000 bottles and cans the tiny champ has saved from the litter stream and landfill.

Jonathan won the Return and Earn Litter Prevention Award for Individuals at the Keep Australia Beautiful NSW 2019 Tidy Towns Awards.

EfC conducted 92 audits of MRF operators during the financial year, and conducted follow-up visits and reviews as needed.

Before the COVID-19 pandemic, audits included onsite verification of the processing of eligible containers and checks on the controls in place to maintain compliance with scheme regulations. Onsite audits ceased between March and June 2020 in response to the risks posed by COVID-19. In lieu of onsite audits, EfC increased sampling of MRF operators to 100 per cent, and risk-based audit techniques were implemented to maintain pre-COVID-19 assurance levels.

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

During the financial year, 45 non-compliance notices (NCNs) were issued to MRF operators. These NCNs can be broadly categorised as:

- insufficient records to support the claim
- ineligible material included in the claim
- insufficient evidence of delivery to confirm re-use or recycling outcomes

- Annual Recycling Statement, theoretical mass balance and actual stock on hand tonnages differ
- lack of calibration for weighing equipment.

MRF operators have been very supportive and cooperative in the audit process, and in most cases have promptly addressed issues raised in NCNs.

Fraud and corruption control

The effective management of risks associated with fraud and corruption is a core element of EfC’s responsibility as scheme coordinator.

EfC works closely with TOMRA Cleanaway, the state government and scheme partners to manage the risks of fraud and corruption and associated controls, by taking a holistic scheme view when identifying, analysing and managing risks.

The scheme model of a single network operator combined with state-of-the-art return point infrastructure provides a strong natural control in the management of the risk of fraud and corruption, which is supported by a number of other controls across the full value chain.

Some of the key activities that supported fraud and corruption minimisation in 2019–20 included:

- implementing an audit and verification program that traces materials from end to end
- proactive loss-prevention monitoring
- development of integrated scheme-wide processes for deterring, monitoring, managing and enforcing action if instances of fraud or corruption are identified
- collaborating with container deposit schemes in other jurisdictions to share lessons and address issues relating to the movement of containers across state borders.

No material instances of fraud or corruption were identified during 2019–20.

Health, safety and the environment

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

The effective management of health, safety and the environment requires that EfC, TOMRA Cleanaway and the EPA actively and collaboratively manage the associated risks to the scheme.

While these organisations are responsible for managing their own business risks and have individual duty of care responsibilities for Return and Earn, they take an integrated approach to managing risk and assurance for the scheme. This involves taking a holistic view of the scheme when identifying, analysing and mitigating health, safety and environmental risks.

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

At an organisational level, a Work Health and Safety Management System is in place, which maintained independent third-party certification under ISO 45001:2018 *Occupational health and safety management systems* throughout the year and alignment with ISO 14001:2015 *Environmental management systems*.

EfC reported no health, safety or environmental incidents during 2019–20.

Data governance, information security and confidentiality

EfC recognises that the rapid evolution of technology, and reliance on it, present an ongoing risk to operations and the scheme that needs to be effectively managed.

As part of its daily operations, EfC manages significant volumes of confidential data and information from scheme participants and partners. EfC is committed to guarding the confidentiality of the data and information it manages, and continues to proactively review its approach.

Controls and measures currently in place to ensure information security and confidentiality include:

- de-identification and aggregation of commercial-in-confidence supplier and exporter data when reporting to the EfC Board
- independent audits of IT security and backup systems and the introduction of a robust testing regime using penetration, scenario and simulation testing
- integration of ISO 27001:2018 *Information Technology* and PCI DSS v3.2.1 *Data Security* standards in EfC's IT Security Plan, used as a benchmark for risk assessments, controls and settings for the EfC reporting portal
- reviews of the IT security management approach and structure to separate the governance and audit program from day-to-day operational management and implementation
- the development of a cyber and data governance uplift program.

There were no material data or confidentiality breaches during 2019–20.



4 out of 5

NSW residents (aged 18+) agree Return and Earn will benefit the environment

CASE STUDY:

Helping local wildlife through Return and Earn

Wildlife Rescue South Coast (WRSC) volunteers cared for an incredible 3,200 native animals in 2019. Joeys, birds, echidnas, possums, flying foxes and more who were injured or orphaned, often from motor vehicles, human intervention, pollution or bushfires. Since the launch of Return and Earn in December 2017, Anne Cherry and other WRSC volunteers have used the scheme to raise money to help support the animals. They always make a habit of picking up any litter they find when they went out to pick up injured animals or collecting native vegetation to feed them – the scheme means they can now put that litter to good use by collecting the 10c refund on each bottle and can.

Anne says caring for the animals can be costly for volunteers who pay for the animals' food including a specialised formula similar to milk for baby mammals. Funds raised through Return and Earn go quite a way towards helping with these costs and Anne hopes the container deposit scheme will improve the local environment for wildlife too. WRSC partnered with Return and Earn to be featured as a donation partner on local TOMRA reverse vending machines (RVMs), allowing consumers to direct their 10c refunds to the charity.

Looking Ahead

Looking ahead to 2020-21, the NSW scheme is entering a new stage of maturity with strong public awareness, support, participation and satisfaction.

EfC will continue to work with the NSW EPA, TOMRA Cleanaway and other key stakeholders to build on the successes so far, and ensure the scheme continues to deliver environmental, social and economic benefits.

Behaviour change among the majority of NSW residents has been achieved and the focus for the year ahead is to maintain these high levels while driving advocacy, habitual participation and better understanding of how the scheme contributes to a more sustainable future.

Supporting suppliers

EfC is committed to delivering continual improvements and enhancements to make it easier for suppliers to contribute to the scheme. EfC will maintain proactive engagement with the beverage industry and suppliers to better understand the challenges they are experiencing and address any issues they are experiencing when contributing to the scheme.

Responding to community needs

Delivering a positive customer experience is fundamental to fostering habitual participation and advocacy among NSW residents. In 2020-21, EfC will work closely with TOMRA Cleanaway to support the evolution of the return point network, including the introduction of new innovations to deliver greater convenience and access for NSW residents.

Highlighting waste to resource outcomes

To align with the NSW Government's Circular Economy Strategy and development of the NSW 20-Year Waste Strategy, 2020-21 will also focus on shifting the scheme's brand positioning to more directly highlight the scheme's waste to resource outcomes and contributions to a more sustainable future.

This shift provides exciting opportunity to inspire greater participation and advocacy by highlighting the benefits of the scheme on the environment, the economy and to the community which are all areas of key concern for NSW residents as shown in the most recent consumer research conducted by Kantar Public in June 2020.

Sharing benefits with community

As the economic impact of the COVID-19 pandemic continues to be felt by the community and charities, EfC expects the Return and Earn scheme will be an increasingly important aspect of many groups' fundraising effort. EfC will continue to develop ways to support community group and charity engagement with the scheme to maximise their ability to realise the benefits of the scheme to their operations.

EfC will also work closely with the TOMRA Cleanaway to build on the success of past major recycling appeals such as Bottles for the Bush, to increase awareness and engagement with the scheme while supporting some of Australia's most respected charities.

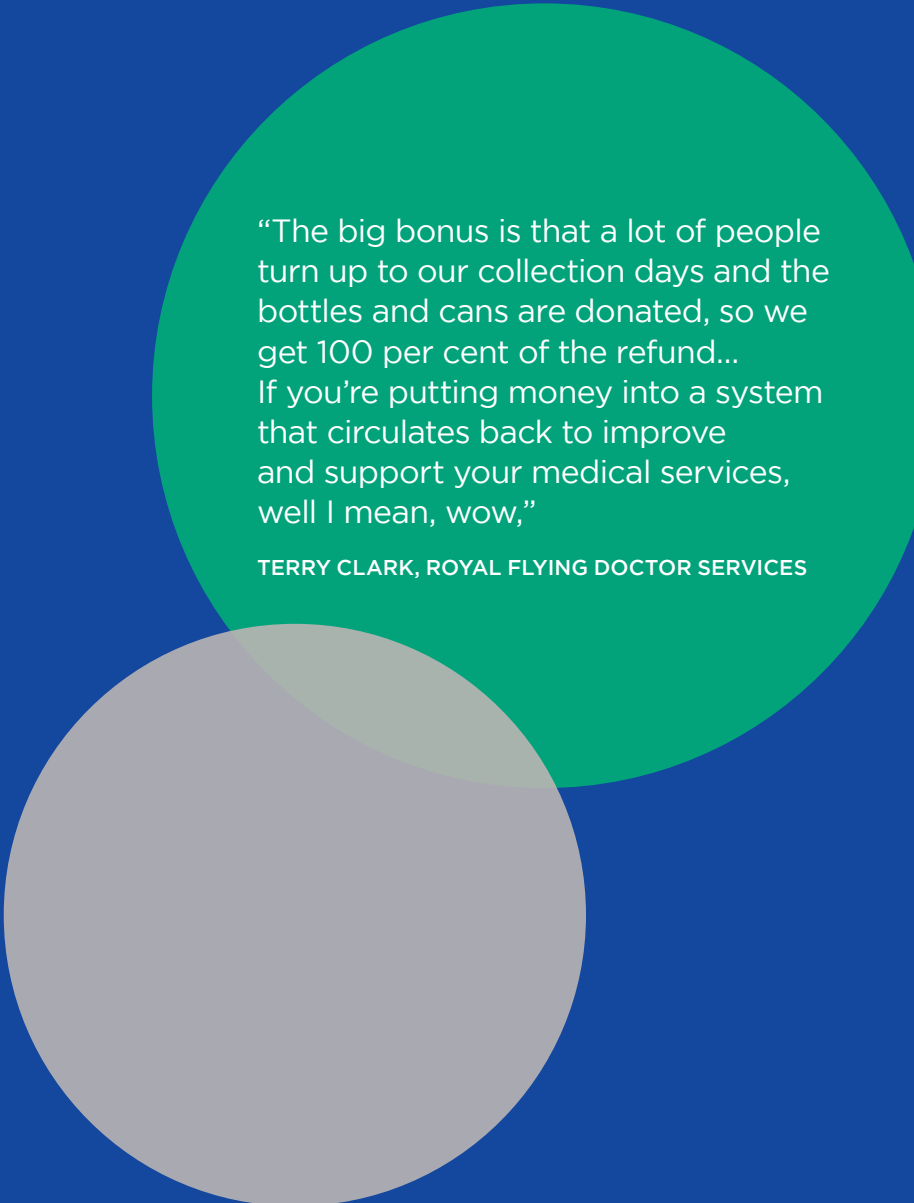
The EfC team looks forward to delivering on these commitments and working with scheme partners, stakeholders, community and industry to ensure the ongoing success of Return and Earn.

Appendices

1. Financials

2. Volumes Report by Return Point

3. Volumes Report by Material Recovery Facility Operators



“The big bonus is that a lot of people turn up to our collection days and the bottles and cans are donated, so we get 100 per cent of the refund... If you’re putting money into a system that circulates back to improve and support your medical services, well I mean, wow,”

TERRY CLARK, ROYAL FLYING DOCTOR SERVICES

Appendix 1: Financials

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

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

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

“Being in a remote area, we’ve been very badly affected by long periods of drought, so we’d been looking for something that could support our work and make us more viable as a business... The option to host a Return and Earn collection point came up in Bourke and we were asked if we would be interested and jumped at the opportunity,”

LISA CROTHERS, BOURKE LAUNDRY SERVICE

Scheme costs

The core scheme costs comprise:

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

Impact of COVID-19

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

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

A breakdown of contributions and costs

The following table shows scheme contributions and costs for 2019-20. As preparation of the financial reports is based on applicable Australian Accounting Standards, revenue and expenses are recognised net of goods and services tax (GST). The financial information below has been prepared on an accrual basis and is pre conclusion of the FY20 financial audit.

Financial accounts	2019-20
Revenue (AUD)	
Scheme contribution	\$388,219,827
Finance income	
• Bank interest	\$353,559
Total finance income	\$353,559
Total revenue	\$388,573,386
Expenses (AUD)	
• Scheme refunds (container deposits)	(\$166,608,716)
• Network operator's fees	(\$158,639,695)
• Material recycling facilities' processing refunds	(\$35,137,839)
• Exporters' refunds	(\$12,236,456)
• Scheme coordinator's administration fee	(\$11,291,520)
• Scheme compliance fee	(\$3,600,000)
• Other	(\$1,059,160)
Total expenses	(\$388,573,386)
Profit for the period	-



Appendix 2: 2019–20 Volumes Report by Return Point

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

The table below contains daily data for RVMs and ADs for the complete reporting period, 1 July 2019 to 30 June 2020, and disaggregated OTC weekly return volumes for 1 July 2019 to 28 June 2020.

Consequently, this differs from the total figure in Table 4 on page 24, which is based on an exact daily count of return volumes from RVMs, ADs and OTCs on a consolidated statewide basis, from 1 July 2019 to 30 June 2020 inclusive.

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

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
30 Group Pty Ltd	15,789	19,201	21,791	676	342	16	4		57,819
A. J MANN & T. L MANN	65,409	29,877	25,173	2,120	1,145	95	8		123,827
A1 Car Wash Bass Hill	113,333	50,444	125,620	2,271	4,757	248	55	2	296,730
Alberts One Stop Shop	4,066	2,805	1,505	27	34	4	1		8,442
Angkor Grocery	3,204,625	2,893,723	4,589,749	95,752	79,760	30,939	3,048	86	10,897,682
Anna's French Hot Bread	144,706	83,265	111,889	3,448	2,206	244	30	2	345,790
Annie McKee Pty Ltd	401,448	172,354	123,745	12,045	5,314	46	11		714,963
Arafah Market	84,707	41,478	168,918	6,451	4,560	260	45	3	306,422
Arncliffe Newsagency	983	931	1,610	21	66	5	1		3,617
Ashfield Mini Supermarket	573,607	691,999	631,224	16,969	26,858	2,855	441	1	1,943,954
Ashfield North News	1,277,801	1,075,130	1,393,656	33,069	55,307	7,788	931	2	3,843,684
Asylum Sydney Backpackers	361,208	269,484	385,525	11,349	9,698	1,888	604	2	1,039,758
At Your Convenience Store	71,864	107,618	92,907	2,147	1,695	468	64		276,763
Aussie & Asian Groceries	177,185	133,633	244,890	5,260	15,097	734	179	1	576,979
Australia Juyuan Culture Creativity Developing Pty Ltd	84,525	88,287	89,377	2,582	3,844	324	39		268,978
Australian Hotel Nyngan	450,363	246,449	135,079	3,864	764	14	6		836,539
Balranald Takeaway	226,186	66,382	54,492	2,405	2,590	48	4		352,107
Banksmeadow Convenience Store	39,927	40,280	44,456	682	1,143	84	16		126,588
Barham Newsagency	1,707,179	615,808	286,332	15,121	10,489	130	83		2,635,142
Bathurst Recycling	7,202,786	3,701,434	2,702,704	180,918	213,193	816	964	5	14,002,820
Bay Indian Delight	4,393	4,662	8,374	41	63	10			17,543
Belrose Village News & Gifts	5,617	3,726	4,687	192	429	55	2		14,708

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Belvoir Convenience Store	58,382	17,247	84,274	3,231	3,616	190	34		166,974
Berowra Post Office	418,441	378,250	285,041	14,949	18,034	806	122		1,115,643
Bevan, Janine Louise	8,368	3,094	3,223	106	94		1		14,886
Beverly Hills Newsagency	108,031	79,272	137,522	2,116	6,147	511	44	1	333,644
Big Bite Charcoal Chicken	113,003	23,006	108,094	3,559	4,992	532	25		253,211
Bilpin Fruit Bowl	7,453	7,742	8,299	183	107	86	4		23,874
Bingara IGA & Hardware	433,584	279,349	146,913	10,196	5,902	27	10	1	875,982
Blackheath Mitre 10	129,735	147,019	85,182	4,114	4,225	277	52	3	370,607
Blanch, Jason Dudley	503,205	249,581	111,751	8,411	3,831	45	9		876,833
Bland Hotel	20,789	14,479	6,373	189	257	2	1		42,090
Bobbin Head Fruit Market	1,586	128	1,084	35	81	2	1		2,917
Boorowa Recreation Club	363,633	153,113	97,510	7,786	3,746	33	30		625,851
Bourke Laundry Service	361,553	208,495	180,689	3,692	3,732	58	3		758,222
BP Car Wash North Rocks	73,965	59,030	86,089	2,837	4,379	453	53	6	226,812
Brewing Now Cafe	45,659	55,046	49,105	666	1,156	219	22		151,873
Bronte Convenience Store	121,369	213,392	112,280	2,464	1,966	461	80	1	452,013
Brooklands Village Mixed Business	124,061	93,897	83,719	5,880	8,135	219	90	4	316,005
Buladelah Bowling Club	330,011	285,829	106,151	8,242	6,553	144	31		736,961
Can Man Can	309,548	101,846	60,802	5,781	3,054	32	6		481,069
Car Wash Cafe Club	5,470	2,272	18,245	779	83	32	2	1	26,884
Cathy's Kai Woodpark	168,905	137,857	184,356	5,770	12,344	557	99	4	509,892
Central Coast Community Shed	8,043	10,570	3,513	356	265	1	14		22,762
Central Hotel - Ungarie	101,672	27,886	22,149	2,211	1,321	5	4		155,248
Chatham Newpaper	195,795	97,004	63,192	12,060	4,466	58	25		372,600
Chefs Noodle Hornsby	98,376	81,824	97,091	3,239	5,243	337	62		286,172
Chery Shop Zetland	172,755	221,132	236,326	2,801	9,242	1,442	146		643,844
Chuen Kee Asian Food Centre	342,313	218,855	451,303	8,930	27,517	1,814	108		1,050,840
Citizenblue Limited	3,150,768	6,555,069	2,588,854	49,843	67,792	9,352	1,065	15	12,422,758
City Convenience Store Chatswood	377,765	305,332	420,150	11,906	16,146	3,012	275		1,134,586
City Golf Gordon	157,069	161,033	164,083	3,946	6,315	538	63	4	493,051
Clean Xpress Car Wash	26,448	19,162	28,307	724	1,154	56	30		75,881
Cleanaway Operations Pty Ltd	8,869	45,764	264,213	189	222	22	36		319,315
Clemton Park Newsagency	5,041	22	8,221	137	247	9	2		13,679
Commercial Hotel Barraba	378,045	170,628	90,917	9,418	3,673	48	18		652,747
Community Resources Limited	3,177,973	2,650,123	1,055,767	63,047	66,244	1,017	284	-	7,014,455
Concord West Newsagency	21,106	10,667	18,891	343	1,205	13	5	3	52,233
Concord West Supermarket	93,249	73,243	122,739	3,654	6,869	499	79		300,332

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Coral Star Pty Ltd	536,551	431,949	445,538	12,600	6,995	2,301	235		1,436,169
Coronation Street Newsagency	419,580	349,984	400,156	14,372	15,748	1,112	251		1,201,203
Courthouse Hotel Narromine	38,359	23,456	13,642	783	319				76,559
D & J Mix Convenience Shop	9,129	231	13,045	320	198	32	10		22,965
D & M Scrap Metal	2,120,108	940,883	439,788	35,182	16,214	281	83		3,552,539
Daily Shopping Lakemba	194,452	115,593	322,066	15,805	11,917	3,167	257	36	663,293
Dales IGA	414,087	216,080	86,068	9,755	5,464	29	24		731,507
Dazzlers Car Wash	14,069	9,455	25,463	1,471	940	32	12		51,442
Doonside Charcoal Chicken	92,971	38,703	101,690	2,958	6,489	181	39	3	243,034
Dundas Village Newsagency	117,389	87,232	133,790	2,389	7,282	208	45	6	348,341
East Wahroonga Take Away	29,841	33,586	36,651	872	2,037	104	3		103,094
Ecoshine Hand Car Wash	7,645	6,147	5,408	323	169	1			19,693
ECU Enterprises	176,835	33,566	62,358	5,079	1,436	7			279,281
Empire Hotel Cobar	23,151	12,606	9,433	1,176	165	1			46,532
Envirobank NT Pty Ltd	9,091,582	6,168,655	7,862,455	247,492	329,303	11,681	1,924	14,792	23,727,884
Erskineville Newsagency	19,062	19,358	13,839	383	786	102	22		53,552
Euro Carwash	174,717	117,815	48,096	4,210	2,202	30	11		347,081
Euro Hand Car Wash and Cafe	12,479	5,361	21,533	301	126	46	12		39,858
Everyday Carwash Frenchs Forest	13,254	14,439	14,853	146	182	24	4		42,902
F & C Tassone & Sons Pty Ltd	70,923	71,046	47,681	2,736	1,330	37	6	1	193,760
Fairlight Newsagency	64,029	67,715	45,001	1,302	433	223	35		178,738
Foodworks Canowindra	66,820	42,656	16,882	930	1,046	1	12		128,347
Foodworks Condobolin	390,083	164,041	120,813	5,868	4,924	22	8		685,759
Foodworks Tennyson Point	187,860	198,348	203,287	5,138	10,690	258	71	3	605,655
Formula Hand Car Wash	87,014	85,023	88,341	2,405	5,087	172	22	9	268,073
Four Square 7 Days Food	85,147	312	98,933	2,155	2,279	127	23		188,976
Friendly Grocer Belfield	60,701	43,812	97,639	2,262	2,653	210	17	6	207,300
Friendly Grocer Cremorne	6,055	8,922	7,343	279	267	19	1		22,886
Friendly Grocer Glossodia	70,890	45,459	45,531	1,356	2,922	60	26		166,244
Friendly Grocer Hurlstone Park	989	451	1,493	26	63				3,022
Friendly Grocer Malabar	173,463	194,170	208,545	5,079	6,015	629	178		588,079
Friendly Grocer Mosman	85,305	124,791	113,318	3,280	3,799	472	102		331,067
GBC Building Supplies	288,332	192,632	135,383	9,923	3,713	19	8		630,010
Ginger Indian Restaurant	1,113	1,220	529	5	14				2,881
Glocal Impact Church Inc	34,075	33,985	51,362	2,659	14,017	348	40		136,486
Glow Car Wash	95,019	64,986	116,835	3,328	8,015	1,416	78	1	289,678
Gold Car Wash & Cafe	534,343	595,159	596,902	13,320	14,787	2,658	551		1,757,720
Golden Crown Carwash	12,411	9,939	33,795	751	115	39	9		57,059
Gorokan Newsagency	23,834	11,546	7,791	433	3,042	30	3		46,679

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Grafton Container Return	4,183,798	2,805,076	1,141,901	90,729	86,978	1,171	352	-	8,310,005
Great Mart	672,850	547,596	751,693	11,370	23,601	5,247	262	1	2,012,620
Grenfell Furniture	303,079	205,989	83,361	3,413	5,061	17	53		600,973
Gwydir Shire Council	271,639	162,852	91,275	7,491	6,713	10	18		539,998
GyMEA Fresh Deli	38,211	41,221	23,941	1,107	795	36	7		105,318
H & A Field Corp Pty Ltd	28,079	18,855	10,850	443	503	10	4		58,744
H & N Convenience Store	713,205	499,860	885,971	19,972	41,973	3,954	651	89	2,165,675
Handy Store Katoomba	29,052	27,122	18,357	1,040	1,372	27	7		76,977
Hannans Rd Convenience Store	144,535	93,358	196,759	5,252	10,416	798	189		451,307
Hassall Grove Newsagency	136,973	30,951	132,232	4,257	10,761	313	235	6	315,728
Hawk Nest Newsagency	125,268	89,877	42,220	2,321	1,646	20	10		261,362
Hawkesbury Bakehouse Kurrajong	168,797	164,301	106,767	7,373	5,956	68	75		453,337
Hawks Nest Takeaway	17,983	21,448	3,836	256	131		2		43,656
Hawthorne Newsagency	50,802	36,667	62,505	1,430	1,599	155	43		153,201
Hay Service Club & Fitness Centre	167,020	93,902	50,014	4,269	1,633	6	2		316,846
Hayes General Store	22,234	24,662	23,878	531	378	75	10		71,768
Hengfa Supermarket	236,394	361,398	224,421	5,664	2,489	920	378	2	831,666
Hillcrest Florist	536	281	749	1					1,567
Hillston IGA	58,754	39,949	10,356	148	413	21	1		109,642
Holbrook Stores IGA	247,346	142,210	74,704	5,562	3,511	42	51		473,426
Holroyd Newsagency	57,905	21,970	83,959	1,883	3,632	196	226	2	169,773
Homebush West Jey Newsagency	223,667	160,255	307,613	8,598	25,316	3,264	3,853	10	732,576
Hoxton Industries Limited	8,600,270	4,340,192	7,457,352	245,930	533,635	14,983	5,436	1,087	21,198,885
Huntlee Academy	558,048	287,342	165,621	8,576	7,277	177	62		1,027,103
Huynh, Tri Thanh	7,148	4,305	7,747	146	322	15	4		19,687
IGA Baradine Plus Liquor	67,796	32,465	17,816	1,399	889	3	5		120,373
IGA Finley	901,178	425,891	225,384	10,401	2,664	83	18	1	1,565,620
IGA Gundagai	8,390	6,312	5,545	286	272	14	2		20,821
IGA Kandos	95,523	47,975	44,155	2,736	3,147	3	15		193,554
IGA West Hoxton	12,464	10,041	17,955	899	744	12	2		42,117
IMO Car Wash	34,811	12,190	42,441	1,944	1,805	663	32	32	93,918
INMI Convenience Store	33,884	34,725	44,759	908	2,352	76	29	5	116,738
Inzone Supermarket Pty Ltd	258,937	247,714	374,529	4,481	5,224	1,071	79		892,035
Ivanhoe LPO	98,941	36,397	25,160	2,754	438	1	2		163,693
Jannali Newsagency	2,043	2,433	1,446	17	64	4			6,007
JC's Cotton Cafe & Takeaway	234,465	132,040	76,108	4,932	2,204	13	2		449,764
Jews for Jesus	35,256	50,183	48,774	1,361	1,037	194	92		136,897
Jones, Allen David	233,816	385,840	170,475	6,084	6,399	313	109	5	803,041
Junee Supa IGA	305,632	191,238	84,047	5,087	4,759	25	22		590,810

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Kaufland Express	113,559	177,149	103,970	2,183	1,823	556	101		399,341
Khans General Store	15,292	6,114	10,646	268	399	9	5		32,733
Kyogle Council	818,794	694,807	187,942	18,137	13,905	363	59		1,734,007
L.A Davies & P.M Davies	343,000	149,943	120,784	10,261	6,364	55	64		630,471
Lansdowne Bowling & Recreation Club	20,938	17,767	4,260	271	116				43,352
Lansvale Supermarket	48,999	30,947	59,581	1,816	3,296	283	16	3	144,941
Leith, Monica	7,524	2,953	2,649	210	28				13,364
Leura Village Takeaway Food	18,687	19,978	22,697	861	1,198	87	26	1	63,535
Lions Club Maclean	216,958	241,872	67,146	4,380	1,886	100	5		532,347
Lismore Shire Council	2,187,182	2,054,039	606,509	57,645	30,679	5,567	315	-	4,941,936
Little Bay Pharmacy	42,172	47,125	35,852	632	647	76	12	4	126,520
Lockwood Carpets Moorebank	491	203	220	2	13				929
Longfield Supermarket	818,678	667,934	1,038,790	24,840	50,836	10,283	8,253	6	2,619,620
Lucky 7 Supermarket	164,942	128,686	165,501	3,971	3,546	1,328	83		468,057
Lugarno Cafe Carwash	1,491	820	3,188	39	24				5,562
Lugarno News and Post	6,704	4,792	15,338	150	456	19	54		27,513
Mangrove Mountain Pharmacy	6,287	2,628	9,388	275	554	78	2	2	19,214
Manila Mart	533	114	301	5	1		1		955
Manly Blue Store	418	664	654	8	4		1		1,749
Manly Mini Market	94,012	160,454	70,974	1,418	2,482	263	30		329,633
Marayong Newsagent	96,912	41,778	92,530	4,475	4,995	442	61		241,193
Mascot Convenience Store	131,861	146,978	132,404	2,558	3,628	296	43		417,768
Matthews Metal Management Pty Ltd	1,067				1				1,068
Merabi Groceries	12,154	4,344	18,887	249	698	80	7		36,419
Merinda Recycling Quirindi	714,876	505,090	326,424	21,647	13,224	76	46		1,581,383
MFC Food Stores Northmead	325,776	270,225	361,889	8,621	24,347	1,409	255	29	992,551
Mid Coast Care	539,779	481,218	191,983	9,547	10,545	143	69		1,233,284
Minchinbury Newsagency	147,715	67,800	127,725	6,362	10,632	295	32	3	360,564
Minto Newsagency	5,688	1,656	4,506	41	141	7			12,039
Mobil Coolamon	281,931	82,258	64,641	5,722	2,696	34	15		437,297
Mount Pritchard Convenience Store	218,542	155,444	263,696	6,477	7,317	1,074	38	3	652,591
Mr J Asian Grocer Supermarket	72,998	29,774	16,506	1,208	652	30	3		121,171
Mulwala Laundry	2,844,117	1,526,482	703,641	32,247	20,036	308	108		5,126,939
Narara Takeaway	71,764	48,609	25,438	1,623	1,387	32	8		148,861
Narrabeen Newsagency	6,569	5,099	4,444	257	254	85	17		16,725
Narraweena Newsagency	73,768	72,384	43,074	1,927	829	145	36	4	192,167
Nash Empire Pty Ltd	21,579	16,994	8,089	408	341	2			47,413

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Nelson Bay Newsagency	3,821	8,750	4,058	68	34	120			16,851
Nepean Distributors Pty Ltd	17,500,229	8,712,528	12,755,823	424,885	905,584	23,938	6,762	631	40,330,380
News Xpress Toukley	91,841	52,173	41,865	2,157	2,822	36	17		190,911
North Epping Newsagency	84,806	65,664	93,356	2,186	5,864	191	51	1	252,119
North Narrabeen Newsagent	88,046	83,486	59,266	1,432	1,026	370	107		233,733
North Parramatta Supermarket	241,833	157,711	275,656	6,840	2,176	742	208	7	685,173
North Sydney Newsagency	74,489	40,736	80,676	1,598	1,235	184	66		198,984
North Turrumurra Newsagency	22,030	22,029	28,723	1,014	1,582	49	8		75,435
Nutrition for Life	6,531	2,241	9,324	178	346	5	1		18,626
Oatley Auto Centre	401,966	329,837	360,246	9,971	17,777	1,140	494	1	1,121,432
Obunmee Cafe	350,101	280,213	415,859	8,840	9,217	2,755	227	6	1,067,218
Omart (Ezy Mart) Convenience Store	65,777	64,436	79,606	1,530	2,442	294	50		214,135
Oyster Bay Bakery	70,294	100,590	49,127	1,478	1,106	105	13		222,713
Palmers Market	117,433	89,903	61,722	5,464	2,208	2	3		276,735
Panlasang Pinoy	27,967	15,173	45,075	2,537	4,440	200	18		95,410
Parekh Retail Pty Ltd	98,644	35,861	23,637	604	1,722	7			160,475
Park Road Newsagency Regents Park	100,045	62,579	105,082	3,932	5,303	541	162		277,644
Parramatta CBD Newsagency	84,067	70,560	90,779	2,415	4,478	407	50	1	252,757
Patrick Hot Bread	317,557	153,370	446,642	8,965	22,056	1,180	301	8	950,079
Payless Fuel Sydenham	1,790,464	1,792,354	1,537,871	34,438	48,413	7,219	1,094		5,211,853
Pearl Beach General Store & Cafe	716	4,099	1,101	7	21				5,944
Peter Francis Scrap Metal	1,105,150	636,159	1,290,828	48,413	108,823	4,517	547	20	3,194,457
Plus Milk Bar	57,152	43,144	37,136	1,210	1,891	68	16	1	140,618
Port Maderia Club	1,548	7,962	1,061	12	20	1	1		10,605
Porters Liquor	60,858	98,259	42,255	988	943	86	32		203,421
Powers IGA Bombala	352,320	184,715	99,342	13,519	4,880	55	420		655,251
Queen Car Wash & Cafe	318,942	139,099	365,549	11,306	20,654	1,467	348	15	857,380
R & L Mini Mart	263,695	152,700	267,261	7,913	17,034	890	134	18	709,645
R & M Mini Mart	731,804	331,358	941,256	19,828	53,040	3,986	886	21	2,082,179
Ramsgate Newsagency	23,399	14,097	22,727	419	845	55	42		61,584
Re.Turn It (Queanbeyan) Pty Ltd	4,383,749	2,399,519	2,159,898	119,144	1,549,333	3,490	557	102	10,615,792
Recharging Burger and Coffee	167,009	204,817	129,762	3,315	3,915	525	136		509,479
Regional Enterprise Development Institute	94,937	23,292	26,225	1,830	1,094	2			147,380
Regully Holdings Pty Ltd	43,307	19,527	48,234	1,378	2,819	96	13	1	115,375
Riteway Brewarrina	310,375	91,908	119,818	5,372	5,533	12	9		533,027
Rockdale Food Store	493	899	714	31	117	12	1		2,267
Rose Bay North Newsagency	53,287	63,486	100,529	1,098	1,409	283	65		220,157

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Rosehill Convenience Store	40,086	22,911	39,825	1,128	1,410	46	7		105,413
Royal Flying Doctor Service	818,997	340,400	309,866	14,207	9,701	84	18		1,493,273
Royal Hotel Blayney	78,100	47,516	24,132	1,598	1,348	8	4		152,706
Rozelle News & Gifts	106,929	115,675	95,622	1,647	1,654	349	36		321,912
Rush Hour Convenience Store	119,046	76,635	217,116	3,716	8,927	447	188		426,075
Rylestone Foodworks	448,947	307,842	203,512	12,462	9,414	95	66		982,338
Sargents Rural Supplies	34,190	20,356	19,418	1,134	252	9	2		75,361
Seasoned Cafe	10,590	12,845	10,760	470	215	30	3		34,913
Sefton Convenience Store	20,596	14,022	43,813	543	1,363	83	9		80,429
Sell & Parker Pty Ltd	20,354,068	11,673,897	8,304,900	452,528	1,127,100	14,093	16,989	85	41,943,660
Skyline Supermarket	19,992	21,835	18,992	549	394	76	4		61,842
South Coogee Newsagency	118,081	175,929	112,618	2,422	3,016	262	56		412,384
South Miranda Newsagency	80,910	81,496	86,299	2,277	2,449	225	23		253,679
South Pacific Food Distributors Pty Ltd	3,110	3,318	3,338	86	143	2			9,997
South Rooty Hill Take Away	63,502	28,367	68,418	2,829	4,098	138	893		168,245
St George Metal Traders	11,345,637	10,629,817	11,862,781	219,083	515,283	30,628	8,572	39	34,611,840
St Ives Noodle Bar	168	79	223						470
St Vincent De Paul Society NSW	32,061,610	17,146,352	12,092,141	710,335	946,113	11,354	5,563	207	62,973,675
Stacey's Chicken & Fish	241	34	445	215	2				937
Stanmore Newsagency	9,026	11,150	11,167	340	55	52	2		31,792
Strathfield South Newsagency	29,537	18,123	47,546	930	1,626	100	8		97,870
Sunshine Asian Supermarket	438,303	287,948	509,296	16,581	33,559	3,076	652		1,289,415
Sydney Hand Car Wash Baulkham Hills	56,116	53,032	71,544	1,949	5,347	177	32		188,197
Sylvania Waters Supermarket	169,877	169,532	137,189	2,656	4,839	218	24		484,335
Tamarama Post Office	34,520	56,006	34,644	505	375	157	28		126,235
Teelings Recyclers Casino	4,606,127	1,452,745	825,988	73,327	28,381	811	960	-	6,988,339
The Bucking Bull Hotel	326,225	187,027	135,564	10,413	2,081	160	8		661,478
The Little Shop Ettalong	559	11	319	2	1				892
The Nanak Business Pty Ltd	25,195	5,949	8,778	888	305	13	11		41,139
The Rail Cafe Richmond	35,976	23,343	25,962	1,057	1,232	12	21		87,603
The Royal Mail Hotel Braidwood	52,901	66,070	19,214	1,376	564	14	2		140,141
The South Kempsey Corner Store	124,517	64,508	56,304	9,547	8,641	54	1,283		264,854
The Top Shop	19,004	7,529	5,214	505	211	1	1		32,465
The Trustee For AJ & AD Channing Family Trust	15,406,678	4,821,251	4,766,416	247,803	481,159	1,367	329	-	25,725,003
Thorley's Take Away	1,541	1,587	1,311	39	32		1		4,511
Tomra Collection Pty Ltd	551,147,802	406,232,042	374,009,406	17,660,269	22,828,063	610,047	205,754	22,072	1,372,715,455
TongDa Convenience Store	402,777	377,932	393,298	11,714	14,716	1,815	227	2	1,202,481

Return Point Operator's Name	ALUM	GLASS	PET	HDPE	LPB	STEEL	OM	OP	Total
Tran Mart	26,425	12,860	46,246	1,333	2,039	153	19		89,075
Transwest Fuels Pty Ltd	665,420	435,359	261,350	19,787	10,071	112	35	1	1,392,135
Triple J's General Store	75,493	44,730	23,866	2,170	897	4	8		147,168
Tullibigeal Co-Operative	26,122	11,436	4,291	147	109				42,105
United Fuels Roselands	989,979	805,931	1,581,637	32,920	70,814	4,659	599	29	3,486,568
United Petrol Yagoona South	57,695	23,984	88,084	2,042	4,702	451	17		176,975
Uralla Hardware	17,050	10,166	46,210	466	353	9	2		74,256
UTS Australia Pty Ltd	1,148,033	1,081,783	1,632,807	32,386	52,790	4,782	1,016	6	3,953,603
V & L Machinery	1,057,286	385,640	252,709	23,305	16,026	148	56		1,735,170
Valmar Support Services Limited	2,566,042	1,067,821	717,145	66,171	55,117	497	119	-	4,472,912
Wahroonga East Newsagency	37,824	41,885	41,349	1,095	2,400	49	8		124,610
Wakeley Newsagency	342,257	188,890	494,768	17,468	34,360	1,636	9,263	10	1,088,652
Wamberal Valley Fruit	4,349	2,900	2,252	125	150	30	1		9,807
Warrumbungle Shire Council	1,293,193	762,385	588,903	53,359	19,310	237	63	1	2,717,451
Waterloo Convenience Store	46,286	44,556	42,803	1,884	2,268	131	35		137,963
Waterloo Mini Mart	4,999	1,106	7,424	116	417	8			14,070
Westgate LPO	41,542	42,651	40,231	1,157	1,003	146	27		126,757
Wilberforce Newsagency	79,828	56,768	41,936	2,538	3,872	42	8		184,992
Willing & Able Foundation	141,001	111,769	40,144	1,947	2,585	20	14		297,480
Windsor Metal Recycling Pty Ltd	742,546	624,091	497,399	17,629	32,669	334	464		1,915,132
Windsor Newsagency	57,377	29,039	30,599	2,912	1,385	91	97		121,500
Winmalee Neighbourhood Centre	30,767	26,200	15,633	666	1,047	10	21		74,344
(Wycombe Newsagency) Yau & Son Pty Ltd	24,533	35,622	25,520	320	269	156	3		86,423
(Wycombe Road Newsagency) Ting & Rong Pty Ltd	4,076	7,254	5,533	37	22	33	2		16,957
Yagoona Lebanese Bakery	108,676	58,576	160,360	3,787	5,489	309	18	25	337,240
Yash Indian Spice & Delights	41,672	58,679	53,524	912	584	272	35		155,678
Yennora Newsagency	673,328	270,996	694,441	159,842	42,255	2,095	500	7	1,843,464
Yumm Gourmet Pizza Kitchen	57,246	28,444	26,245	1,160	4,062	6	4		117,167
Total	752,443,106	531,162,611	493,233,217	22,462,970	31,494,317	901,037	302,747	39,616	1,832,039,621

Appendix 3:

2019–20 Volumes Report by Material Recovery Facility Operators

Material recovery facility operator	Aluminium	Glass	HDPE	LPB	MP	OM	PET	Steel	Total by MRF
Armidale Recycling Services Pty Ltd	377,196	469,943	23,108	0	0	0	388,598	0	1,258,845
Bottlecycler Australia Pty Ltd	0	4,427,522	0	0	0	0	0	0	4,427,522
Challenge Community Services	2,176,091	830,578	97,416	0	0	0	926,638	0	4,030,723
Cleanaway	2,975,205	1,940,942	153,676	0	0	0	1,993,532	0	7,063,355
Cowra Shire Council	491,548	115,738	0	0	0	0	67,879	0	675,165
Elouera Association Inc	907,894	403,995	0	0	0	0	477,288	0	1,789,177
Endeavour Industries Gbn. Inc	389,500	119,486	18,896	0	0	0	375,648	0	903,530
Gilgandra Shire Council	0	0	0	0	0	0	0	0	0
Glen Industries Ltd	448,327	175,263	8,548	0	0	0	1,561,786	0	788,317
Gunnedah Workshop Enterprises Ltd	406,966	0	6,712	0	0	0	132,572	0	546,250
Handybin Waste Services (Coffs Harbour) Pty Ltd	1,069,272	1,168,234	71,858	0	0	0	902,875	0	3,212,239
iQ Renew Pty Ltd	14,758,900	29,493,889	1,215,044	0	0	0	15,727,172	0	61,195,005
JR & EG Richards Pty Ltd	5,163,746	6,409,640	487,596	0	0	0	6,229,306	0	18,290,288
Kurrajong Waratah	619,680	1,703,689	93,600	0	0	0	1711120	0	4,128,089
Lismore City Council	631,765	1,773,490	7,289	0	0	0	483303	0	2,895,847
Merinda Recycling	0	0	0	0	0	0	0	0	0
Manco Engineering Australia	0	1,744,711	0	0	0	0	0	0	1,744,711
Mid-Western Regional Council	0	0	11,289	0	0	0	240,924	0	252,213
Northaven Ltd	442,536	164,699	11,598	0	0	0	185,295	0	804,128
Polytrade Pty Ltd	6,527,322	24,354,737	1,234,022	0	0	0	15,949,798	0	48,065,879
Solo Resource Recovery	3,895,021	6,345,665	295,391	0	0	0	3,883,266	0	14,419,343
South Coast Plant Hire t/a Shoalhaven Recycling	3,177,164	5,144,601	117,388	0	0	0	1,503,911	0	9,943,064
Suez Recycling and Recovery Pty Ltd	13,501,851	14,648,259	771,156	0	0	0	9,994,192	0	38,915,458
Uralla Shire Council	268,038	0	5,854	0	0	0	127,272	0	401,164
Visy Recycling	54,836,439	82,689,194	3,058,433	0	0	0	61,726,429	0	202,310,495
Warrumbungle Waste	129,505	13,910	4,847	0	0	0	0	0	148,262
Total	113,193,966	184,138,185	7,693,722	0	0	0	123,183,196	0	428,209,069

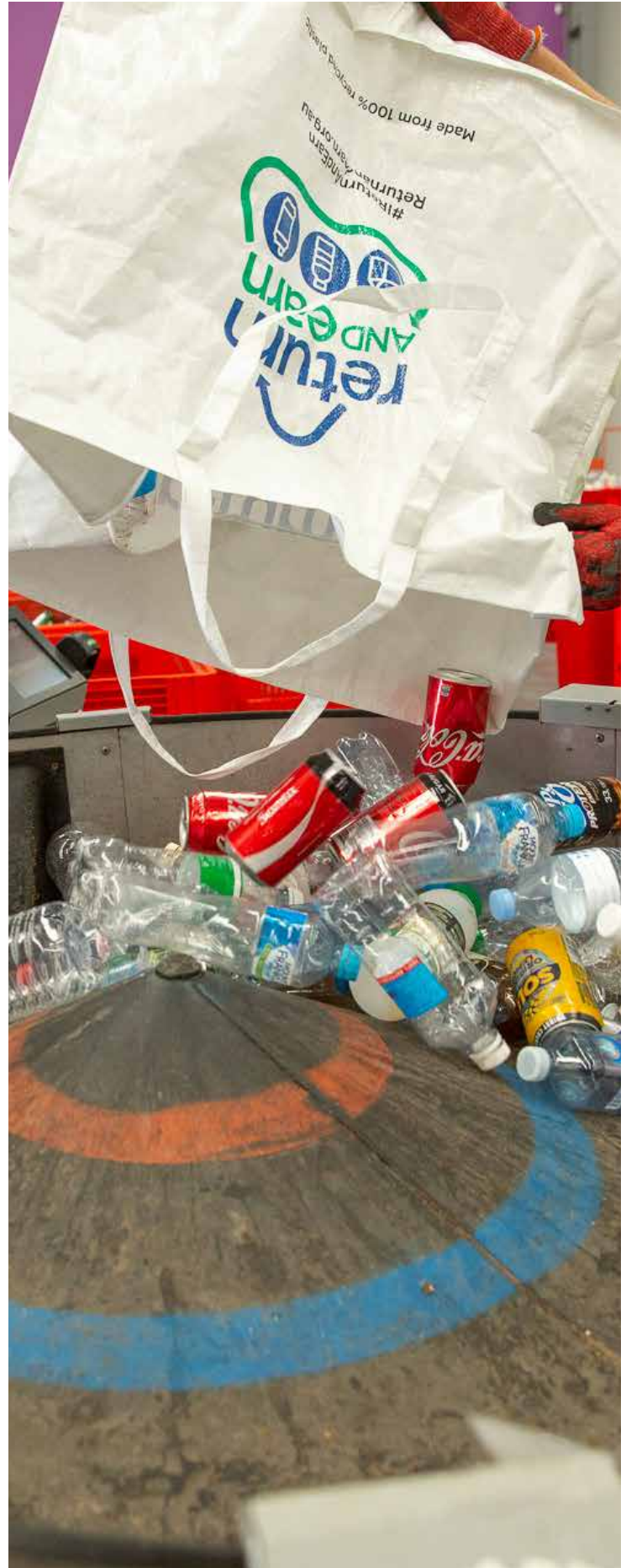
Note:

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

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

Reported volumes are correct as of finalisation of the fourth-quarter 2019-20 claims, in August 2020.

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





HOW TO CLAIM YOUR 10c REFUND

DIGITAL REFUND Scan Receipts for 10c in Your Selected Canteen & Included in the next PAYG Payroll Return your container PayPal	RETAIL REFUND Return your container Take receipt from canteen 10c REFUND	DON'T YOU Return your container 10c REFUND
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ELIGIBLE DRINK CONTAINERS

Most 150ml to 3-Litre drink containers are returnable if they are:

- Glass
- Plastic
- Aluminium
- Steel
- Liquid equipment (cans)

Containers should be empty, uncrushed and without other products. If a container is not returnable it is a recycling bin.

Wine, spirits, corded and plastic are generally NOT eligible.

More information about the scheme and what's eligible go to: www.returnandearn.org.au

