



1. Where is my nearest collection point?

The Network Operator, TOMRA-Cleanaway, are currently in negotiations to establish collection points across the State. A geolocator map will be made available in coming weeks to help you identify where your nearest collection point is located.

2. How many collection points will there be across NSW?

There will be more than 500 Return and Earn collection points across NSW including more than 800 reverse vending machines. The Network Operator, TOMRA-Cleanaway, will be finalising these locations over the coming months. Broadly speaking though there will be a Collection Point for each remote town with more than 500 people, each regional town with more than 1000 people, as well as an additional point for regional towns with 20,000 people, and in more than 270 sites across the Greater Sydney Region. A Collection Point can be automated (made up of one or more reverse vending machines) or a manual depot.

3. What will the operating hours for collection points be?

Major urban area	35 ordinary hours each week, including at least 8 weekend hours
Regional area	24 ordinary hours each week, including at least 8 weekend hours
Remote area	16 ordinary hours each 2-week period, including at least 8 weekend hours

4. Who do I call if my collection point is not open or my RVM is broken?

The Network Operator, TOMRA-Cleanaway has a hotline number for people to call with any complaints, queries or feedback about collection points. Please call 1800 917 395 or email enquiries@tcnsw.com.au.

5. Can I still use my yellow bin for recycling?

Kerbside recycling remains very important to our community, and Return and Earn will compliment this system, not compete with it. Eligible containers can continue to be placed in the kerbside system, and kerbside recycling will continue to be important for containers that are typically consumed at home, some of which aren't eligible for a refund within Return and Earn. You will not personally receive the refund if you put containers in kerbside recycling. Instead your Council has the opportunity to enter into an agreement with its recycling facility to allocate a refund sharing arrangement from those containers. This may result in reduced waste charges to you, or improved waste facilities in your area.

6. Can I start collecting containers now?

Return and Earn rolls out across the state from 1 December 2017. The EPA discourages people from collecting containers before then.

7. What is a Reverse Vending Machine (RVM)?

- A reverse vending machine (RVM) is the opposite of a drink dispensing machine.
- A person places their empty eligible drink container into the machine, the container is scanned to verify it is eligible and the person receives a voucher they can redeem for cash in a store nearby.
- These machines are designed to not to hold cash for security reasons.

8. How do we get reverse vending machines?

The location of reverse vending machines and collection points will be determined by the Network Operator, TOMRA-Cleanaway, in the coming weeks.

RVMs will be placed where people are already visiting in large numbers, to maximise consumer convenience and accessibility. If you have suggestions for where a RVM should be located or interest in hosting one, please register your interest via the form on the EPA website at <http://epa.nsw.gov.au/waste/cds-collection-point-operator.htm> or contact enquiries@tcnsw.com.au.

9. How do I get paid my refund?

Consumers that use an RVM to return their containers will have at least two options to receive a refund payment:

A) they can receive a voucher which can be spent or redeemed for cash in a participating retailer, or

B) they can register to receive a direct payment to an account

Consumers can also choose to donate their refunds to charities, schools or community groups linked to the RVMs.

10. How often will the RVM be emptied and cleaned?

RVMs are required to be regularly emptied and cleaned at the same time.

11. What happens to containers that are not eligible? Won't they get dumped at RVMS and cause litter?

Collection point operators are required to keep sites clean and are responsible for maintaining the amenity of sites, including removing litter.

12. Won't RVMs be vandalised and cause my suburb to look dirty?

RVMs do not hold cash. Studies in Europe have found that they are rarely vandalised as they provide money via vouchers to customers, but do not hold money themselves.

13. Why are wine bottles and spirits excluded?

Return and Earn is designed to reduce litter. Wine and spirits in glass bottles are predominantly consumed at home and are not found in the litter stream according to the National Litter Index. The scope of containers covered in NSW is also broadly similar to the exceptions in the South Australian and Northern Territory container deposit schemes, to aid consistency.

14. Can I crush my cans and bottles?

No. Do not crush containers prior to redeeming your refund. The container must be readily identifiable as an eligible container to receive a refund, by barcode or other information on the container. Crushing may render such identification difficult or impossible and collection points may reject crushed containers.

15. Do I need to remove the lid from my container?

No. Bottles with lids can go through RVMs without difficulty.

16. What happens if my container doesn't have a label?

As the scheme matures consumers will note a specific mark on beverage containers showing that they are eligible for a refund. This mark on the label will be required for a refund to be paid. Early on, however, to assist with litter collection and while manufacturers take time to add the required marks, there will be a transition period to allow businesses to make these changes to their products.

17. How do I become a collection point?

To register your interest to run a collection point visit the website of the Network Operator, TOMRA-Cleanaway and fill out their online form: www.TCNSW.com.au
Alternatively register your interest with the EPA at <http://www.epa.nsw.gov.au/waste/cds-collection-point-operator.htm>

18. How can my school or community group use Return and Earn to fund raise?

- Charities, schools, community or sporting groups can establish temporary donation points for fundraising activities where people can donate empty eligible containers for the charity or community group to then redeem. It is important that the charity or community groups refers to the donation point as a donation point and not a collection point, as no refund will be handed out at donation points.
- Charities, community groups and social enterprises can also work with the Network Operator to set up and run collection points in exchange for a service fee.

19. Who will pay the fees associated with running the Scheme?

All first suppliers of eligible beverage containers in NSW will be required to fund the costs of the scheme. 'First supply' in to NSW is defined as the first time a recipient receives a container in NSW – whether it is delivered to them or they collect it, within the State boundaries.