

# **Western Australia Container Deposit Scheme**



**Containers for Change – click  
and collect style service**

**Expression of interest – application pack**

**July 2023**

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# 1. Introduction

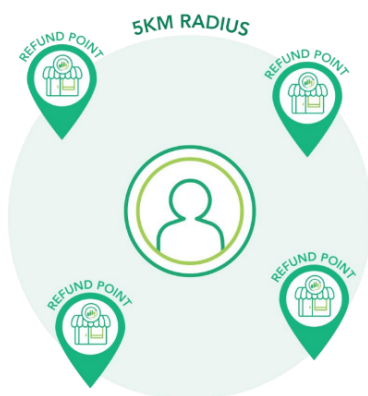
WA Return Recycle Renew Ltd (WARRRL) launched Containers for Change in October 2020 and have since been helping Western Australians successfully save 10¢ containers from landfill and giving them another life. With over 270 refund points and 2.3 billion containers recycled, we are proud of what we have achieved together so far. However, there is an estimated 500 million containers that are still going to landfill every year. Our research tells us that the number one barrier to these containers being returned through Containers for Change is lack of convenience. As you can see from the graphic below, WARRRL is working on multiple ways to extend the Containers for Change network and decrease perceived barriers to access and convenience – one of which is the implementation of a click and collect style service.

WARRRL is providing the opportunity for refund point operators, super collectors, and community groups to become service providers for a click and collect service that is supported by a WARRRL designed and built platform. This platform will not only provide an exceptional customer experience but also be fully integrated with our other systems and applications, allowing service providers the ability to efficiently schedule and administer container collections and payments.

Our refund point network is already doing large volumes of click and collect style servicing, however when surveyed overwhelmingly favoured Containers for Change to provide a reliable and professional online solution.

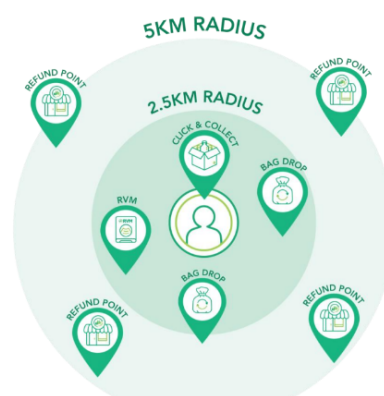
WARRRL wants to be able to offer an exceptional Containers for Change click and collect style platform to all customers and service providers, with consistently positive user experiences. The platform is free of charge and provides financial incentives for service providers. The Containers for Change click and collect platform will be additionally backed by WARRRL marketing initiatives.

## EXTENDING HOW CONTAINERS GET TO A REFUND POINT



**Predominate consumer path today to a refund point**

Most accessible container deposit scheme network in Australia.  
Circa maximum 5km distance for consumers to refund point.



**Drive growth from increased access and convenience**

Leading the way in breaking down barriers of access – driving focus on retrieval. ....to penetrate out of home opportunity for container recovery through reduced distance and access.

## 2. Service model

Click and collect is traditionally a hybrid e-commerce model, in which people purchase or select items online and pick them up either in-store or at a centralised collection point. The Containers for Change click and collect style model varies from the traditional model as customers are returning 10¢ containers for a refund, rather than purchasing them. And the containers will be collected from the customer's chosen location.

The Containers for Change click and collect service will allow customers to book a collection online, via the Containers for Change WA app, and a selected service provider will then collect the containers from the customer's chosen location. WARRRL will implement an open market platform that will allow customers to book a collection with their choice of refund point operator, community group or super collector.

Any customer with enough containers can book a container collection from any location where a service provider is active. Locations can be commercial or residential, but are required to have street level access to bags or bins for the service provider to be able to complete the collection.

Refund point operators, community groups, and super collectors can apply to become accredited Containers for Change click and collect service providers through an expression of interest process. Definitions of each service provider can be found at the end of this document. The main functionalities for both customers and service providers can be found below.

### Customer

Customers will be able to schedule a repeat collection or one-off collection via the Containers for Change WA app, or via phone if application download is not available to them.

Customers will receive an agreement number when they book a collection and will need to mark their bag or bin with this number.

Customers will be able to choose from a range of service providers who come from the Containers for Change refund point network, or local community.

Bags and bins will be provided by the service provider to customers on their first collection.

Customers can opt-in to receive an email notification when their collection is scheduled, a reminder the day before collection, and when their containers are counted at the refund point.

Container refunds will be processed for payment within 48 hours.

### Service providers

Service providers will be able to choose how they want to offer their service on the platform.

Service providers will choose:

- What suburbs and towns they will service.

- How much they want to charge per collection (Fees can be per container e.g. 2¢, 3¢, 4¢ per container, or fixed fees e.g. \$3.00 per collection).
- What their minimum collection quantity will be.
- What collection infrastructure they want to use for their service.

Service providers will be required to process 10¢ containers within 48 hours of collection, in order to provide prompt refund payments.

Service providers will be able to schedule collections and optimise driver routes through a service provider portal and driver app, which will be included in the Containers for Change click and collect platform.

WARRRL will provide a 1¢ per container incentive for containers collected and transacted through the Containers for Change click and collect platform.

### 3. IT platform

WARRRL are implementing the functionality to pay the commercial service fee in the Containers for Change point of sale (POS) system, which will be completed in September 2023.

The commercial service fee functionality will allow agreements between customers and service providers to be created virtually and payments to be automatically split between customers and service providers. For example, if a service provider has set their collection fee at 3¢ per container collected on the click and collect platform, the commercial service fee functionality will allow these payments to be easily made.

The commercial service fee functionality allocates an agreement number (e.g. A612345) to any recorded agreement between a customer and service provider and records the split of the payment for each party.

This agreement number can be searched in the POS system by refund point operators and allows them to record a customer's containers against their agreement number.

Existing commercial agreements will be entered into the service provider portal prior to the launch of the click and collect platform, so that they are available for customers to select in the new click and collect platform.

Once the platform is launched, new agreements will be created through the click and collect platform, by customers making a booking with a service provider via the Containers for Change WA app.

The click and collect platform will be a function on the current Containers for Change WA app that allows any customer to book a collection with a service provider of their choice.

The platform will include:

- Functionality for customer bookings to be made either ad hoc or on a set and forget (repeat) schedule.
  - Customer notifications at each step of the process, including if a scheduled collection is cancelled.
  - Ability to upload photos of 10¢ containers left for collection.
  - Customer rating system for service providers.
  - Chat functionality between service providers and customers.
  - Open market model, which allows service providers to offer clear collection fees and minimum collection quantities.
  - Scheduling and route optimisation functionally for service providers.
  - Automated payments to both service providers and customers.
  - It will be free to use app.
- Financial incentives for service providers to use the Containers for Change click and collect platform.

WARRRL will also market the Containers for Change click and collect platform and its providers through multiple channels, to ensure that all service providers are supported, and as many customers as possible are utilising the collection service.

## 4. Submissions

To meet application guidelines, Containers for Change click and collect service provider applicants must:

- Be a refund point operator who holds a current agreement with WARRRL, or a super collector or community group who currently participates in Containers for Change. Service providers will need to enter into a separate collection services agreement with WARRRL (see definitions of each and whether your organisation is eligible in the annexure to this document).
- All applications will be assessed. Proposals will be reviewed against selection criteria including current services being offered, proposed new services and safety and environment considerations. Priority will be given to service providers who are currently doing large volumes of click and collect style servicing. Service providers will continue to be allocated to the platform based on WARRRL priority.

## 5. How to submit your application

Please complete the online application and fill out all the necessary fields. Please submit the form prior to the expression of interest (EOI) application closure date. Applications close Tuesday 15 August 2023, 5PM AWST.

If you have any queries in relation to submitting an application, please contact us at [clickandcollect@warrl.com.au](mailto:clickandcollect@warrl.com.au)

The link to the online application will be provided a few days prior to the opening date of the Expression of interest (EOI) application process.



## 6. Submission requirements

Applicants must provide clear answers to the below in their applicant submission pack.

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| <b>General information</b>   |
| Confirm site address(es) and ownership details of the applicant.   |
| Include details of any partnership or joint proposal.  |
| Please include a short bio of your organisation and your purpose that may be used on the platform to give customers an understanding of each service provider. |

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| <b>Current collection services</b>  |
| What current collection service(s) do you provide? Please provide details around average weekly volume and amount of collections you complete.  |
| What type of vehicle(s) do you use to perform these collections? Please include the vehicle make, model and a photo.  |
| What type of infrastructure do you use to collect and store 10¢ containers? For instance, do you provide bags or bins to customers?<br>If so, what type, and how many?<br>Do you charge customers for providing bins or bags?<br>Photos required of current infrastructure. |
| What areas do you currently operate in?<br>Where do you perform most of your collections and collect the most volume?   |
| How do you currently take bookings?<br>Do you use another application, or do you use another booking method such as Facebook or via phone?  |

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| <b>Containers for Change click and collect service</b>  |
| What suburbs would you like to be considered for servicing under Containers for Change click and collect service. Keep in mind that you will be required to service these suburbs regularly and reliably.<br><br>Any under performance in servicing may result in removal from servicing that suburb or town. |
| How frequently would you intend to service each suburb listed above?  |
| If you are a successful applicant, what type of collection infrastructure would you provide the customer?<br><br>Please include photos of the proposed collection infrastructure.   |
| If you are a successful applicant, what type of vehicle would you operate?<br>Please include the make, model and photo of the vehicle(s).<br><br>You <b>must include</b> service history evidence, registration, and insurance details. Please provide photos as evidence.                                    |

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| <p>What would your service fee be for collections?</p> <p>Please note that the figure supplied here would need to be kept in place for the first six months of operation on the Containers for Change click and collect platform.</p> |
| <p>What would your minimum collection size be?</p>  |
| <p>What type of collection infrastructure, such as bags and bins, can you collect? Please provide estimated quantities of each.</p> <p>E.g. Bulka bags, mobile garbage bins (240L, 660L, 1100L)</p>                                   |

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| <b>Community groups and super collectors — additional information</b>   |
| <p>What current arrangement (if any) do you have with refund point operators to receive and process 10¢ containers?</p>                                     |
| <p>What current timeframe do the containers you collect get delivered to the refund point operator?</p>   |
| <p>What processes do you have in place to monitor security and vetting of staff within your organisation?</p>   |
| <p>Where do you store containers once they have been collected, prior to taking them to a refund point? How long are the containers usually stored for?</p> |

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| <b>Safety and environment</b>   |
| <p>Please provide your safety procedure for both home and commercial container collections.</p>   |
| <p>Please provide your risk assessment for both home and commercial container collections.</p>  |
| <p>Please provide details of your maintenance schedule for any collection vehicles used.</p>  |
| <p>Please provide details of your chain of responsibility considerations.</p>   |
| <p>What information do you currently obtain from employees or volunteers within your organisation?</p> <p>Police clearances and other security checks will be required to become an accredited service provider. Please confirm these will be able to be supplied by your organisation.</p> |

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| <b>Other</b>                                    |
| <p>How will you manage customer complaints?</p> |

## 7. Submission timeline

Applicants are advised to submit their application by no later than 5pm AWST, Tuesday 15 August 2023.

Once submissions are received, WARRRL will review all applications, and then at their absolute discretion either:

- Ask clarification questions.
- Accept applicant onto platform for launch in November 2023
- Accept applicant onto waiting list for platform.
- Reject application.

## 8. Further information

WARRRL will provide service providers that are selected for commencement in November 2023 with a copy of the service level agreement for review and execution.

## 9. Key performance indicators

Applicants must be aware that they will be required to sign a service level agreement with these key performance indicators (KPIs).

| <b>Requirement</b>         | <b>Target</b>  | <b>Further info</b>   |
|----------------------------|--|---|
| <b>Missed collections</b>  | 95% of collections that are booked through the Container for Change WA app in each suburb or town are completed on the day of booking in a month.  | Continued breach over a 3-month period of this KPI will lead to agreement breach and potential removal from platform, either in a particular suburb or town or overall removal from platform. |
| <b>Customer complaints</b> | Two or less customer complaints per month.   | Continued breach over a 3-month period of this KPI will lead to agreement breach and potential removal from platform.   |
| <b>Processing time</b>     | Refund point operator: Containers are processed within 48 hours of collection.<br><br>Super collector/community group: Containers are delivered to a refund point within 24 hours of collection. | Continued breach over a 3-month period of this KPI will lead to agreement breach and potential removal from platform.   |
| <b>Response time</b>       | Queries need to be responded to within 24 hours of being received.   | Continued breach over a 3-month period of this KPI will lead to agreement breach and potential removal from platform.   |

## 10. Collection reliability

WARRRL is creating a Containers for Change click and collect style service that will be committed to providing an exceptional customer experience. As such, service providers are required to perform collections reliably and to process containers within 48 hours of collection. If a service provider has listed a suburb for service, it is expected that the service provider will service that suburb regularly, and that collections are to be completed on the scheduled day of collection.

**Service providers:** please note that if you select suburbs or towns to service under this EOI, you are required to service those suburbs regularly and any under performance in servicing may result in removal from servicing that suburb or town.

## 11. Approval requirements

Applicants must ensure that the appropriate federal, state, and local government planning approvals and conditions, including land use approvals, are met prior to providing collection services, and on an ongoing basis. It is the responsibility of the service provider to ensure that planning approvals and requirements are obtained and complied with.

Furthermore, applicants must ensure that they comply with all relevant federal and state laws and regulations, including workplace health and safety requirements.

Before scheme launch, the Department of Planning, Lands and Heritage (DPLH) produced a Container Deposit Scheme (CDS) position statement in which it recommends a CDS infrastructure policy for Local Government Authorities (LGA). The position statement can be found here: <https://www.dplh.wa.gov.au/container-deposit-scheme>

Whilst some LGAs have adopted many of the policy measures and published their own CDS infrastructure guidelines (see Schedule 2 for links to known CDS policies), most have *not*, and operators are required to check with the relevant LGA for information regarding specific approvals required for their proposed refund point.

Regardless of published policies we request applicants contact the appropriate LGA regarding their requirements – many LGAs still require details to be sent for review against their policies and definitions, and WARRRL does require written confirmation from the LGA to confirm Development application (DA) approval or that no DA/approval is required.

## 12. Mobilisation requirements

Applicants will be required to make all necessary arrangements to mobilise and deliver Containers for Change click and collect services on the date agreed with WARRRL as per their service level agreement.

During the mobilisation period the successful applicant must regularly communicate with their nominated WARRRL manager to report performance for each site against key mobilisation milestones captured on the mobilisation tracker.





## 13. Queries / contact us.

If you have any additional queries in relation to this application pack, please contact us at [clickandcollect@warrl.com.au](mailto:clickandcollect@warrl.com.au).

## 14. Annexure – definitions

**Refund point operator (RPO):** Refund point operators are organisations that have been contracted by WARRRL to run refund points for the Western Australian Container Deposit Scheme, Containers for Change.

**Community group:** Any organisation that is a charity or not-for-profit entity which collects 10¢ containers and returns them to an authorised Containers for Change refund point.

**Super collector:** Any individual who collects large volumes of 10¢ containers from other individuals or business, and returns these containers to an authorised Containers for Change refund point.