

**Western Australia
Container Deposit Scheme**



Refund Point Operator

Application Pack

February 2026

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Glossary

Term	Definition
Act	The <i>Waste Avoidance and Resource Recovery Act 2007</i> (WA)
Aggregation Point	As defined in Section 3.5
Applicant	The individual, body corporate or other legal entity named, or intending to be named, as the applicant in an Application Form submitted in response to this document
Application	Completed Application Form and any supporting information or documentation submitted by an Applicant
Application Documents	This Application Pack, the Application Form and any other documents or materials available on or accessible via the Website.
Application Form	The form that is required to be submitted by Applicants seeking to apply to become a Refund Point Operator as set out in Attachment B
Application Process	The process described in Section 6
Business Day	A day that is not a Saturday, Sunday or recognised public holiday in Perth, Western Australia
Collection Infrastructure	The receptacles provided to Aggregation Points by Ding Providers to facilitate the collection of Eligible Containers
Container	Has the meaning given to that term in section 47C(1) of the Act
Containers for Change Collect	A platform that is provided by WARRRRL which assists operators to manage agreements and collections via an app and web booking portal
Customer	A member of the public presenting a Container at a Refund Point
Department	Department of Water and Environmental Regulation (WA)
Drop-Off POS System	That part of the POS System described as such in Section Error! Reference source not found.
Drop-Off Refund Point	As described in Section 2.4.2
Eligible Container	A Container in respect of which a Refund Amount is payable pursuant to the Act
Exporter	As defined in section 47D of the Act
First Responsible Supplier	As defined in section 47D of the Act
Flexible Refund Point	As described in Section 2.3
Full-time Refund Point	As described in Section 2.3
Handling Fee	The fee per Container payable to a Refund Point Operator for providing Refund Point Services under the Refund Point Agreement, currently set at 7.04 cents (GST exclusive)
IT Platform	The information technology system for the Scheme which includes the functionality described in Section 5
Logistics Provider	An individual, body corporate or other legal entity contracted by WARRRRL to provide logistics services such as the transportation of Collection Infrastructure between Aggregation Points and Processing Facilities, also referred to as a Logistics Services Provider
Major Operator	As described in Section 2.5
Material Recovery Facility (MRF)	Has the meaning given to that term in section 47C(1) of the Act

Material Type	As described in Section 3.4.1
Minimum Network Standards	The minimum requirements for the location and distribution of Refund Points and their hours of operation set by the Department, provided at https://dwer.wa.gov.au/cds/information under the heading Minimum Network Standards
Member Number	An account provided by WARRRL to an individual, corporation or other organisation upon their registration through the Containers for Change WA website
Minor Operator	As described in Section 2.5
Mobile Refund Point	As described in Section Error! Reference source not found.
Mobilisation Period	As defined in Section 3.14
MRF Operator	The operator of a Material Recovery Facility
Online Recycling Material Sales Platform	As defined in Section 2.1
Depot Refund Point	As defined in Section 2.4.1
Payment Claim	A claim for payment submitted by the Refund Point Operator, as described in Section 4.3
POS System	The point of sales system provided as part of the IT Platform that all Refund Point Operators are required to use to process Customer transactions in accordance with the Refund Point Agreement
Processing Facility	A facility at which a Processing Provider delivers processing services
Processing Provider	An individual, body corporate or other legal entity contracted by WARRRL to provide processing services including the provision of Collection Infrastructure, verification and processing of Containers collected by Refund Point Operators for sale to a Recycler
Recycler	An individual, body corporate or other legal entity approved to purchase processed Scheme material
Refund Amount	The amount that, pursuant to the Act is payable to a person who takes an Eligible Container to a Refund Point. The Refund Amount is currently set at 10 cents (inclusive of GST) per Eligible Container
Refund Point	Facilities or locations where members of the public can exchange Eligible Containers for Refund Amounts
Refund Point Agreement	The legal agreement between WARRRL and a Refund Point Operator for the delivery of Refund Point services in the form of the pro forma agreement provided in Attachment A
Refund Point Operator	An operator of a Refund Point who has entered into a Refund Point Agreement with WARRRL
Regulations	Any regulations made under Part 5A of the Act
Reverse Vending Machine (RVM)	As defined in Section 2.4.3 . Publicly referred to as a Self-Serve Kiosk.
Service Provider Portal	IT system provided to refund point operators who provide collection services and provides functionality to support container for change collect and drop and go verification
Scheme	The beverage container deposit scheme established pursuant to Part 5A of the Act
Scheme Commencement Date	2 June 2020, from when members of the public will have the ability to take empty Eligible Containers to a Refund Point and in return will receive the Refund Amount

Member Number	The unique Customer scheme account number provided to an individual, body corporate or other organisation which has registered via the Containers for Change website
Scheme Participants	A person, body corporate or other legal entity that has entered into a contract with WARRRL to participate in the Scheme
Shipment Manifest	The consignment documentation prescribed by WARRRL to be completed to demonstrate the chain of custody of Eligible Containers and Collection Infrastructure.
Shipping Units	The Collection Infrastructure where a unique identifier has been assigned in accordance with the POS System for the purposes of generating a Shipment Manifest
Terms and Conditions	As defined in Section 7
WA or the State	Western Australia
WARRRL	Western Australia Return Recycle Renew Limited ACN 629 983 615
Website	www.warrrl.com.au

1. Introduction

1.1. Western Australia's Container Deposit Scheme

Western Australia's Container Deposit Scheme has been operating since 2 June 2020. The Scheme helps reduce litter and increase recycling by encouraging people to return beverage containers for recycling. It also supports social enterprises and delivers benefits to the community.

Around 1.8 billion beverage containers are used in Western Australia each year. The Scheme provides a refund of 10 cents for each Eligible Container returned to an approved Refund Point, creating a simple incentive to recycle.

1.2. About WA Return Recycle Renew Limited (WARRRL)

WARRRL is appointed by the Government as Coordinator to deliver the Scheme. As Coordinator, WARRRL is responsible for:

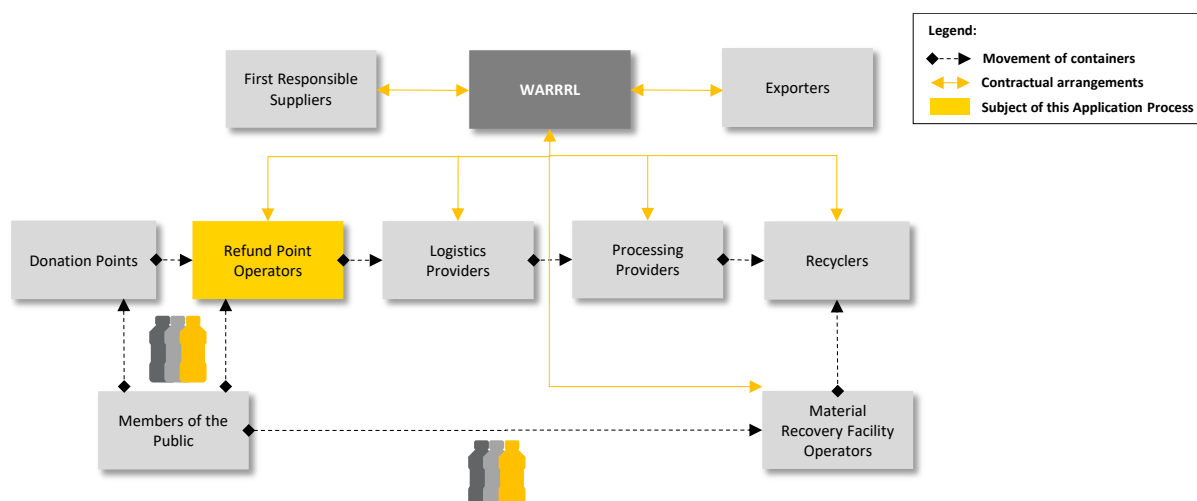
- Scheme accessibility – Establishing a network of Refund Points to provide communities in Western Australia with access to collection points to return Eligible Containers;
- Product stewardship – Ensuring that all First Responsible Suppliers fund the Scheme including establishing and maintaining a process for the approval of Eligible Containers that are supplied into Western Australia;
- Scheme payments – Setting and facilitating payments under the Scheme;
- Scheme awareness – Promoting the Scheme and managing complaints with respect to both Customers and Scheme Participants;
- Recycling – Ensuring ongoing, efficient and effective arrangements are available in Western Australia for empty Eligible Containers to be collected, sorted, processed and recycled; and
- Scheme Integrity – Ensuring payments and reporting are verified and the Scheme is free from fraud.

2. Background

2.1. Scheme structure

The figure below provides an overview of how the Scheme operates, demonstrating the flow of Eligible Containers through the Scheme from members of the public (**Customers**) to different Scheme Participants, before exiting the Scheme to Recyclers.

Figure 1: Scheme structure



The activities and roles undertaken by the Scheme Participants are summarised as follows:

- **Refund Point Operators** are responsible for the operation of Refund Points, including:
 - paying Refund Amounts to Customers;
 - counting and sorting the collected Containers; and
 - preparing Containers for collection by Logistics Providers.
 Refer to **Section 3** for a full description of the role of Refund Point Operators.
- **Donation Points** are organisations that accept gifts of Containers from the community. There is no contract between WARRRL and Donation Points, and Donation Points will need to return the collected Containers to Refund Points in exchange for the Refund Amount.
- **Logistics Providers** are responsible for picking up Containers from Refund Points and transporting them to Processing Providers.
- **Processing Providers** are responsible for verifying the number of Containers received from Refund Points, preparing the Containers for recycling and listing the processed materials for sale to Recyclers via the WARRRL auction platform (**Online Recycling Material Sales Platform**).
- **Recyclers** facilitate the processing of the materials into new products. This may mean directly manufacturing back into the same product (e.g. bottle to bottle), processing to a specification for use in other applications (e.g. road construction, drainage material) or sourcing markets that can undertake the repurposing of the material.
- **Material Recovery Facilities Operators** collect Containers through kerbside recycling bins. This material is then available for sale to Recyclers via the Online Recycling Material Sales Platform.
- **First Responsible Suppliers** are responsible for funding the costs of the Scheme in accordance with their product stewardship obligations under the Act.

2.2. Access and coverage

To enable the community to have a positive experience accessing the Scheme, sufficient state wide coverage of, and access to, Refund Points is required.

The Western Australian Government has determined the minimum coverage and access requirement. Refer to Government's published Minimum Network Standards at <https://dwer.wa.gov.au/cds/information> under the heading Minimum Network Standards.

2.3. Refund Point operating hours

For each Refund Point proposed to be operated by an Applicant, the Applicant is required to specify if the Applicant proposes to operate the Refund Point as a Full-time Refund Point or a Flexible Refund Point and the proposed opening hours for the Refund Point.

- **Full-time Refund Points** must be opened to the public for a minimum 35 hours per week, including at least four weekend hours;
- **Flexible Refund Points** may include:
 - **Stationary Flexible (part-time) Refund Points** – a Refund Point within a fixed location, operating at least 16 ordinary business hours per fortnight, at least eight of which must be weekend hours. This operating model may suit regional communities, or provide additional capacity within metropolitan areas; and
 - **Mobile Refund Points** – a Refund Point at a fixed location but comprising mobile infrastructure (e.g. cages, trailers) that operates on a scheduled timetable to facilitate access for remote communities (refer to **Section 2.4**).

All Refund Point Operators will be required to ensure that:

- Each Refund Point is available to the general public during the opening hours specified;
- The opening hours of the Refund Point are reasonable in light of the volume of Eligible Containers collected at the Refund Point;
- The opening hours are well advertised to the general public;
- WARRRL is immediately notified of proposed changes to the opening hours. The proposed variation will be reviewed by WARRRL in accordance with the Refund Point Agreement and by reference to the Minimum Network Standards;
- WARRRL is immediately notified if the opening hours depicted on the Scheme website are inaccurate; and
- The opening hours meet the ongoing requirements of the Act and Regulations.

2.4. Types of Refund Points

Refund Point Operators should identify the type of each Refund Point they wish to operate in their Application.

2.4.1. 'Depot' Refund Points

'Depot' Refund Points are permanent locations where Customers can return their Eligible Containers to be counted and sorted by a Refund Point Operator (either manually or by an automated system), and be paid the Refund Amount on the spot or electronically via a Member Number as registered with WARRRL (refer to **Section 5.3**).

Depot Refund Points may range from:

Full Service Depot: A staffed location where a Refund Point Operator counts and sorts containers manually for the customer.

Self-Service Depot: A staffed location where customers are required to feed containers into automation such as a reverse vending machine for counting and sorting.

Pop Up Depot: A location where a Refund Point Operator sets up a temporary location for the acceptance of containers on a schedule or one-off event. They can be easily moved from location to location as part of a vehicle or carried in a vehicle.

Depots may be situated at locations where an existing business operates provided there is sufficient space and resources to safely operate.

2.4.2. Drop-Off Refund Points (Drop & Go Stations)



These are secure facilities or standalone infrastructure (that may be attended or unattended by a staff member) where customers can drop off eligible containers, bagged and labelled with a Member Number, to be counted and aggregated by the refund point operator at a later time at their designated aggregation point.

The Refund Point Operator will be responsible for aggregating the bags of Eligible Containers, sorting, counting and reporting to WARRRL by Member Number using the Drop-Off POS System within a set time period (i.e. two business day or otherwise agreed). Refund Point Operators can print labels for Customers to adhere to the bag that are generated from the WARRRL IT Platform. Refund Amounts will be paid via the Member Number through the POS System by electronic funds transfer (managed by WARRRL) to the

Customers' nominated bank account once the return has been recorded by the Refund Point Operator (refer to **Section 5.4**).

Drop-off facilities can also be offered as an additional service by Refund Point Operators at Depot Refund Points to enhance customer experience and to maximise volumes through their Refund Point.

2.4.3. Self-Serve Kiosk



Self-Serve kiosks use Reverse Vending Machines (RVMs) technology and are automated Refund Points that recognise and count Eligible Containers inserted into the machine. (refer to **Section 3.4.1**). These are unstaffed Refund Points and typically located in retail precincts and carparks.

There are several suppliers of RVMs in the market and Refund Point Operators will be responsible for the procurement of (purchase or lease), and ongoing maintenance of the RVMs.

All RVMs must offer the Refund Amount to be paid to the Customer or a nominated charity by electronic funds transfer using a Member Number (i.e. through entering a Member Number). It is a requirement that all RVMs are configured to ensure that they can interface with the WARRRL IT Platform and all costs associated with this configuration will be the responsibility of the Refund Point Operator.

Refund Point Operators of RVMs may also wish to enter into commercial arrangements with retailers to enable the issuance of cash-equivalent vouchers, redeemable at these retailers. However, any such cash equivalent arrangements must have the prior approval of WARRRL and WARRRL itself will not be a party to these arrangements.

2.5. Minor versus Major Refund Point Operators

For the purpose of your Application and participating in the Scheme, Refund Point Operators are defined as being either a:

- **Minor Operator** - A Refund Point Operator operating less than 5 Refund Points; or
- **Major Operator** - A Refund Point Operator operating 5 or more Refund Points.

For the purposes of determining if a party is a Minor Operator or Major Operator:

- All related parties and affiliates of the Refund Point Operator proposing to deliver Refund Points will be included in the count; and
- Multiple Refund Points located at the same address will be treated as one Refund Point (i.e. multiple RVMs located in different locations within a single shopping centre or site).

Minor Operators will have the benefit of exemption from certain provisions within the Refund Point Agreement (refer to **Attachment A**).

3. Role of Refund Point Operators

3.1. Overview

Refund Point Operators will be required to deliver a range of services at each Refund Point they operate in accordance with the Refund Point Agreement. This includes:

- Collecting, counting and sorting of all Eligible Containers by Material Type. For the avoidance of doubt, Refund Point Operators must accept all Material Types and ensure that all bottle caps have been removed from all Eligible Containers;
- All Eligible Containers are to be transported to an Aggregation Point (refer to **Section 3.5**) by the Refund Point Operator for sortation by Material Type (refer to **Section 3.4.1**). The Aggregation Point for a particular Refund Point may be the Refund Point itself if it meets certain requirements;
- Timely and accurate payment of Refund Amounts to Customers presenting Eligible Containers (10 cents per Eligible Container);
- Mandatory use of the WARRRL IT Platform (provided by WARRRL to the Refund Point Operator free of any licensing fees) to record all Customer transactions, and facilitating electronic payments where Customers provide their Member Number details (i.e. Member Number);
- The transfer of sorted Eligible Containers into the Collection Infrastructure provided by the WARRRL's nominated Processing Providers;
- Coordinating with WARRRL's nominated Logistics Provider to arrange for the pick-up of the Collection Infrastructure filled with Containers. For the avoidance of doubt, the Refund Point Operator will not ultimately own the collected Containers or Collection Infrastructure, however, is responsible for the storage, condition and security of the collected Containers and Collection Infrastructure until the time they are accepted by the Logistics Providers;
- Any activities required to comply with relevant legislative or regulatory requirements such as planning approvals and maintaining a clean, safe environment;
- Participation in WARRRL's marketing and branding activities to raise awareness of the Scheme and create a positive experience for the Customer, in accordance with WARRRL's policies;
- Maintenance of high levels of service and customer satisfaction and to improve public experiences at the Refund Point, such as targeting minimal customer waiting times; and
- Compliance with WARRRL's reporting requirements and audit and verification activities.

Each of these activities is described in further detail in the following Sections.

WARRRL will enter into a legally binding contract (the **Refund Point Agreement**) with successful Applicants to deliver the Refund Point Services.

Applicants must read and fully understand the Refund Point Agreement (**Attachment A**) and seek independent legal advice before completing and submitting their Application to become a Refund Point Operator. Where this is an inconsistency between this document and the Refund Point Agreement, the Refund Point Agreement prevails.

3.2. Acceptance of Eligible Containers

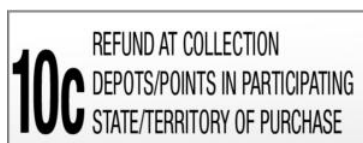
Refund Points must:

- accept all Eligible Containers; and
- not make payment of a Refund Amount in respect of containers that are not Eligible Containers.

3.2.1. What is an Eligible Container?

The beverage containers that qualify as an Eligible Containers will be those that are approved for the purposes of the Scheme pursuant to the Act. As part of the Scheme, First Responsible Suppliers must undertake an approval process prior to supplying a Container into the WA market.

Most aluminium, glass, plastic (PET and HDPE), steel and LPB beverage containers between 150ml and 3L which are typically consumed outside the home are Eligible Containers. These must bear the 10c mark.



All containers smaller than 150mL and bigger than 3L are ineligible for a refund.

On 10 September 2025, the State Government announced the expansion of Containers for Change, with wine and spirit bottles to be included by mid-2026.

Following the introduction of wine and spirit bottles, almost all beverage containers between 150 millilitres and 3 litres will be accepted at Containers for Change refund points throughout Western Australia.

In addition to glass wine and spirit bottles, the expansion will include:

- wine packaged in plastic
- sachets and casks
- water packaged in casks
- concentrated fruit and vegetable juices
- flavoured milk and cordial.

Plain milk and registered health tonic containers will remain excluded.

Refer to the website <https://dwer.wa.gov.au/cds/information>

3.2.2. How do I know what to accept?

Refund Point Operators are not specifically required to utilise barcode scanning technology to identify containers, provided that they can reasonably ensure that any containers collected are:

- eligible for the payment of a Refund Amount pursuant to the Act and Regulations;
- have not already been redeemed;
- purchased in Western Australia;
- not deposited from any MRF Operator where an equivalent Refund Amount has already been claimed in respect of that Container;
- Is not from a bale (already refund and processed);
- Empty and free of liquid;
- Is free of contamination (e.g, dirt, hazardous material, cigarette butts);
- Must be whole/intact (excluding the lid and straws); and
- Must be recognizable as an approved container, particularly if collected as litter or it is weather damaged.

Refund Point Operators must not refund any ineligible containers. These items may be received at the operator's discretion, but must be kept completely separate from Eligible Containers, recorded as ineligible in the IT Platform, and managed, stored and disposed of at the Operator's own cost. Ineligible containers do not attract a Refund Amount or Handling Fee.

3.3. Container cap handling requirements

Operators must accept all container caps, whether presented separately or still attached to beverage containers. Caps attached to containers do not need to be removed by the Operator and can be counted and collected unless contaminated.

Separated caps must be placed individually (not bagged) into Processor-provided cap collection infrastructure, kept free from contaminants, and supported with clear signage to prevent incorrect items being deposited. Operators must not modify, move, or transfer cap collection infrastructure, and must take reasonable care, being liable for any loss or damage other than fair wear and tear.

Contaminated containers/caps may be refused, however if safe, the Operator can remove the cap and dispose of contaminants, otherwise the whole container must be safely discarded and not counted or refunded.

3.4. Sortation, counting and storing of Eligible Containers

3.4.1. Sortation and counting by Material Types

Refund Point Operators are required to sort the collected Eligible Containers into 8 Material Types and record the count of the number of Eligible Containers of each Material Type. The Material Types are:

1. **Glass** (including clear, amber and green)
2. Clear polyethylene terephthalate (**Clear PET**);
3. Coloured polyethylene terephthalate (**Coloured PET**);
4. High-Density Polyethylene (**HDPE**);
5. **Aluminium**;
6. **Steel**;
7. Liquid Paper Board (**LPB**); and
8. Collectively, all materials that are not the above (**Other**).

Sorted and counted Eligible Containers by Material Type will need to be decanted to the Collection Infrastructure provided by the Processing Providers (refer to **Section 3.4.2**) in preparation for collection by WARRRL's nominated Logistics Provider.

3.4.2. Storing of Containers and use of Collection Infrastructure

Collection Infrastructure refers to the receptacles provided by WARRRL's Processing Providers to Refund Point Operators at Aggregation Points (refer to **Section 3.5**). As discussed in **Section 3.4.3**, Refund Point Operators are responsible for preparing and securely storing the Eligible Containers which have been decanted into the Collection Infrastructure prior to collection by the WARRRL's nominated Logistics Providers.

For the avoidance of doubt, should Refund Point Operators choose to conduct the initial sortation and storage of Eligible Containers using smaller bins prior to decanting into the Collection

Infrastructure provided, this additional equipment must be provided at the Refund Point Operator's own expense.

The types of Collection Infrastructure provided will be determined by WARRRL and the Processing Providers at their absolute discretion, having regard to several factors, including but not limited to:

- Eligible Container volumes at the Aggregation Point;
- Physical site constraints at the Aggregation Point, including workplace health and safety considerations, site storage capacity and site access; and
- Optimisation of logistics movements.

Types of Collection Infrastructure

Collection Infrastructure Type	Material	Regions
1100L wheelie bins	All non-glass materials	Perth Metro, Southwest, Wheatbelt
Compactor	Clear PET, Aluminium	Perth Metro, Southwest, Wheatbelt
Skip bins	Glass	Wheatbelt
Hook lift bin	Glass	Perth Metro, Southwest, Wheatbelt, Great Southern
Cages (various sizes)	All Material Types	Southwest, Wheatbelt, Great Southern, Goldfields-Esperance, Kimberley, Gascoyne, Pilbara

3.4.3. Condition of the material in storage

Refund Point Operators are required to store the collected Eligible Containers in a secure holding area that is preferably undercover to ensure the Eligible Containers remain secure, dry and free from potential contamination.

The holding area for each Refund Point and Aggregation Point must be of a sufficient size to reasonably accommodate the volume of Eligible Containers collected at the Aggregation Point, having regard to the frequency (determined by WARRRL at its discretion) that the Eligible Containers are to be collected by Logistics Providers (refer to **Section 3.9.1**).

3.4.4. Bags for Drop-Offs

Where a Refund Point Operator operates a Drop-Off Refund Point, it will be required to ensure that all damaged green bags are aggregated and sent for recycling, in accordance with WARRRL guidelines.



3.5. Aggregation Points

Refund Point Operators are required to aggregate Eligible Containers at a location (**Aggregation Point**) at their own cost to facilitate the efficient collection by a Logistics Provider from the Aggregation Point.

3.5.1. Requirements for Aggregation Points

Each Aggregation Point:

- Will be specified within the Refund Point Agreement for each Refund Point;
- Must be of sufficient size (and site configuration) to accommodate Collection Infrastructure; and
- Must be a Depot Refund Point or other dedicated facility (and not a standalone RVM, Drop-Off or Mobile Refund Point).

Refund Point Operators must not:

- Subcontract the operation of an Aggregation Point to any person, including another Refund Point Operator, without WARRRL's consent; or
- Operate an Aggregation Point at the site of another Refund Point Operator's Aggregation Point.

3.5.2. Operation of Aggregation Points

As per **Section 3.4.2**, Collection Infrastructure will only be provided to Aggregation Points.

The counting, sorting and storing of Eligible Containers by Material Type (being the responsibility of the Refund Point Operator as discussed in **Section 3.2** to **Section 3.4**), can be performed partly or wholly at the Aggregation Point or at individual Refund Points, depending on the Refund Point Operator's business model.

A Refund Point Operator will need to ensure that:

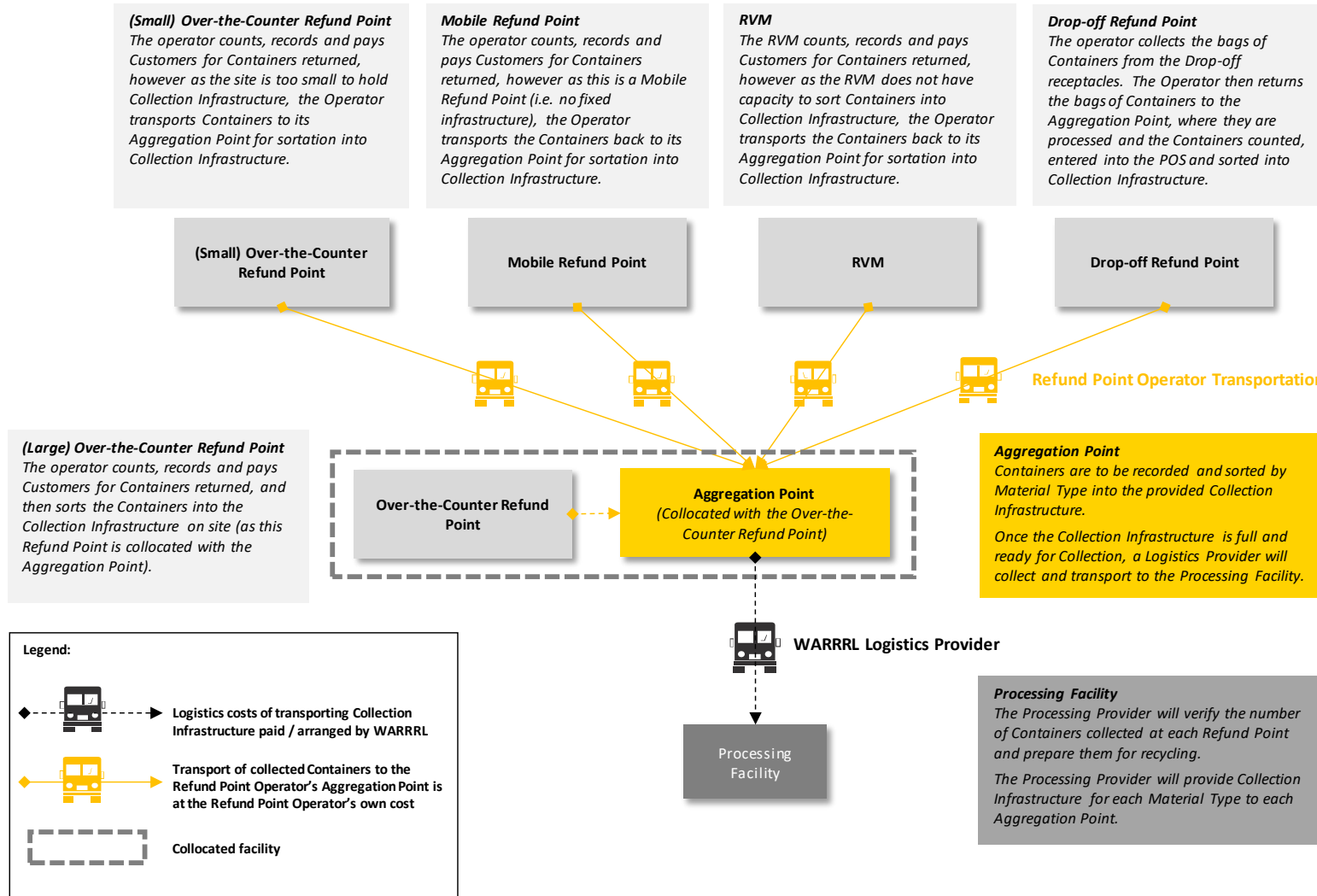
- in respect of the collection of Eligible Containers from Refund Points for transportation to the Aggregation Point, the collection frequencies are reasonable in light of the volume of Eligible Containers collected at the Refund Points;
- adequate equipment and resources are available at the Aggregation Point to count, sort and prepare the collected Eligible Containers by Material Type; and
- in the case of Drop-Off Refund Points, once aggregated, the bags of Eligible Containers are counted, sorted and entered into the WARRRL IT Platform on the same day.

WARRRL will not arrange for the collection of Eligible Containers from any location, including a Refund Point, other than an Aggregation Point. The Refund Point Operator will be solely liable for all costs in connection with the transportation of Containers from Refund Points to Aggregation Points



The figure below illustrates how a Refund Point Operator with a number of Refund Points might operate their sites.

Figure 2 Refund Point operation Example



3.6. Paying Refund Amounts and use of the POS System

The Refund Point Operator must comply with all statutory requirements and protocols put in place by WARRRL around the recording of Containers accepted and payment of Refund Amounts. This includes the use of the POS System (refer to **Section 5.4**) for processing all Customer transactions and collection of statutory declarations and appropriate identification for redemptions exceeding certain volumes as defined in Regulations.

Customers are entitled to a Refund Amount (currently 10 cents, inclusive of GST) for each Eligible Container, and Refund Point Operators are responsible for the accurate payment of this Refund Amount to the Customer.

The Refund Amount provided may be in the form of cash or cash-equivalent forms approved by WARRRL. To ensure a common-user experience across all Refund Points in the Scheme, all Refund Points Operators must provide Customers with the option to receive their Refund Amounts electronically through the IT Platform via a Member Number (refer to **Section 5.3**). The use of alternate systems that records Customer details to issue Refund Amounts are strictly prohibited.

3.6.1. Working capital

Refund Point Operators are responsible for maintaining sufficient working capital to ensure they can pay out Refund Amounts and any other expenses such as wages, rent and other operating expenses. Refund Point Operators will need to maintain working capital that is sufficient to cover at least two weeks of operations (7 day operating week plus up to 5 Business Days for WARRRL to process a Payment Claim).

Paying Refund Amounts to Customers via their Member Number will significantly reduce the working capital requirements of the Refund Point Operator, as these payments will be made by WARRRL directly to the Customer.

3.7. Use of the IT Platform

WARRRL will provide Refund Point Operators with use of its IT Platform free of any licensing fees, to support the successful establishment and efficient operation of the Scheme.

Use of the IT Platform is mandatory, and further details around the functionality of the IT Platform is provided in **Section 5**. The provision of the IT equipment and communication systems (i.e. hardware and internet access) needed to run the IT Platform is the responsibility of the Refund Point Operator. The equipment requirements are set out in Schedule 5 to the Refund Point Agreement.

Refund Point Operators are prohibited to offer to any Customer, or require any Customer to utilise any Customer account other than a Member Number or any form of information technology system or software (including any downloaded application) other than the IT Platform.

3.8. Property, plant and equipment requirements

Refund Point Operators will be responsible for the provision of all property, plant and equipment to perform Refund Point services, with the exception of:

- The Collection Infrastructure supplied by the Processing Provider to Aggregation Points (refer to **Section 3.4.2**); and

- The licence fee-free IT Platform software provided by WARRRL (refer to **Section 5**).

3.8.1. *Suggested essential equipment to be provided by the Refund Point Operator*

Refund Point Operators will need to supply the equipment required to deliver Refund Point services, which may depend on the type of Refund Point operated and site needs, amongst other factors. Equipment needed to be provided by Refund Point Operators may include and is not limited to:

- Counting table(s);
- Other infrastructure to support their Refund Point operating model (i.e. smaller bins to temporarily store sorted Eligible Containers prior to decanting into provided Collection Infrastructure at the Aggregation Point);
- Cash collection equipment (such as cash registers and safes);
- Drop-off receptacles (if applicable);
- Vehicles and transportation equipment to transport Containers from Refund Points to Aggregation Points (if applicable);
- Automated counting machine(s) (if desired);
- Personal protective equipment for staff;
- CCTV and security measures;
- IT hardware to support the POS System (e.g. windows 10 or 11 PC or iPad and printers);
- IT consumables (e.g. printer cartridges, receipt rolls and printer labels); and
- Power and internet access.

3.9. Interface with Logistics Providers and Processing Providers

WARRRL will appoint Logistics Providers and Processing Providers to support the transport and processing of Eligible Containers collected at Refund Points. Refund Point Operators will be required to work with these providers to ensure the efficient operation of the Scheme, as set out below.

3.9.1. *Logistics Providers*

Refund Point Operators will need to work with WARRRL's appointed Logistics Providers to ensure the efficient movement of Eligible Containers from Aggregation Points to Processing Providers. This includes:

- Preparing the Collection Infrastructure (provided by the Processing Provider) for collection within a secure holding area until such time that the Containers are scheduled for collection by WARRRL's Logistics Provider;
- Notifying WARRRL and the Logistics Provider when the Collection Infrastructure is full and ready for collection;
- Generating a Shipment Manifest (via the WARRRL IT Platform) to be provided to the Logistics Provider (and in turn the Processing Provider) for each collection;
- Developing and maintaining an appropriate site traffic management plan and inducting the drivers of the Logistics Providers to the site in order to allow for suitable and safe access by the Logistics Providers to efficiently collect and drop off replacement (empty) Collection Infrastructure;
- Providing reasonable access to the Aggregation Point for the Logistics Provider; and

- Minimising wait times for the Logistics Provider at the Aggregation Point by positioning Collection Infrastructure for quick loading and ensuring all the necessary items (including Shipment Manifest) are in place prior to collection.

It should be noted that the logistics costs associated with moving Collection Infrastructure between Aggregation Points and Processing Providers are paid by WARRRL.

3.9.2. Processing Providers

Refund Point Operators must utilise the Collection Infrastructure provided by the Processing Providers to store the collected Containers at the Aggregation Point and to facilitate the transportation of Containers by the Logistics Providers. Refund Point Operators must take care to prevent the loss of, or damage to the Collection Infrastructure and only use the Collection Infrastructure for the specified purpose.

3.10. Mandatory reporting and support for audit and verification

The accuracy of Container collection reporting is critical to the success and integrity of the Scheme. Refund Point Operators are required to actively support WARRRL with its audit and verification activities and comply with the verification methodology set by WARRRL.

The IT Platform will capture most of data required for Refund Point Operators to meet their data reporting requirements and will be the platform used to generate and make Payment Claims (refer Section 4) and other required declarations.

During routine audits, the WARRRL's audit team will check things such as:

- The accuracy of declared Container volumes and sortation completed by the Refund Point Operator to ensure that it meets the standards stipulated by WARRRL;
- Compliance with all relevant Federal and State Laws and regulations; and
- Adherence to operating standards in accordance with the Refund Point Agreement such as workplace health and safety, Customer service, branding, etc.

In addition to making regular Scheme declarations to WARRRL, Refund Point Operators will be required to notify WARRRL immediately if any of the following occurs:

- Identification of any unregistered or unapproved materials;
- Any theft of Eligible Containers, that were previously reported on the IT Platform;
- Environmental, health or safety incidents;
- Any suspected or actual, false, misleading or fraudulent returns by Customers;
- Identified errors in previous Payment Claims; and
- Other matters as directed by WARRRL.

3.11. Approval requirements

Refund Point Operators must ensure that the appropriate Federal, State and Local Government planning approvals and conditions, including land use approvals, are met prior to providing Refund Point services, and on an ongoing basis. It is the responsibility of the Refund Point Operator to ensure that planning approvals and requirements are obtained and complied with.

This can involve considerable time for the approvals to be processed and granted by Local Government authorities. Operators are strongly encouraged to engage early with the relevant

authorities to understand the requirements and permissions necessary to establish a Refund Point and Aggregation Point and to ascertain that, where Local Government development or other approval is required, it is capable of being obtained for the relevant Refund Point or Aggregation Point site, and associated infrastructure.

Furthermore, Refund Point Operators must ensure that they comply with all relevant Federal and State Laws and regulations, including workplace health and safety requirements.

3.12. Compliance with WARRRL Policies and Procedures

Refund Point Operators will be required to act in accordance with the reasonable directions of WARRRL including policies, procedures and rules as notified by WARRRL. These may include but are not limited to policies, procedure and rules relating to:

- Workplace health and safety;
- Branding;
- Media including social media;
- Bulk arrangements;
- Use of the IT Platform;
- Complaints handling;
- Customer experience and
- Contamination guidelines.

3.13. Scheme branding

Refund Point Operators are required to adhere to any Scheme branding guidelines developed by WARRRL. All branding must be consistent with the visual identity of the Scheme and support members of the public in identifying the Refund Point as a participant in the Scheme. For the avoidance of doubt, Scheme branding must take priority over Refund Point Operator-specific branding. The Refund Point must be clearly identifiable as a cohesive part of the Scheme network of Refund Points.

WARRRL has provided Refund Point Operators with free digital assets to be used for signage and branding. Operators are expected to produce signage at their own expense to comply with the Brand Guidelines. Signage will be subject to implementation compliance checks by WARRRL. Any additional branding materials, such as signage of the Refund Point Operators organisation, can be utilised by the Refund Point Operator with the written approval of WARRRL.

3.14. Mobilisation requirements

Refund Point Operators will be required to make all necessary arrangements to mobilise to deliver their awarded Refund Point(s) in accordance with the Refund Point Agreement and approved Mobilisation Plan.

During this period (**Mobilisation Period**), WARRRL will support and work closely with Refund Point Operators to facilitate key activities including:

- Interaction with nominated Processing Providers and Logistics Providers;
- Installation of the IT Platform;
- Ensuring completion of requisite training; and
- Regular communication to report performance against key mobilisation milestones.

4. Fee and payment terms

WARRRL will pay Refund Point Operators a **Handling Fee** in respect of each Eligible Container collected plus the total value of **Refund Amounts** paid directly to Customers by the Refund Point Operator and **declared** to WARRRL via a Payment Claim.

4.1. Handling Fee

All Refund Point Operators will receive a **Handling Fee of 7.57 cents per Eligible Container** (exclusive of GST) as of 2025-2026 collected in accordance with the Refund Point Agreement following the submission of a valid Payment Claim. The Handling Fee will be adjusted for inflation utilising the consumer price index in accordance with the Refund Point Agreement.

4.2. Refund Amounts

WARRRL will reimburse Refund Point Operators the total Refund Amounts paid directly by the Refund Point Operator to Customers in exchange for Eligible Containers. The Refund Amount is set pursuant to the Act and is currently 10 cents per Eligible Container (inclusive of GST).

Refund Point Operators will not be reimbursed for Refund Amounts paid through the IT Platform by WARRRL (as WARRRL will pay these Refund Amounts directly to Customers).

4.3. Payment Claims

Refund Point Operators are required to submit a Payment Claim (through the IT Platform supplied by WARRRL) declaring the number of Eligible Containers collected during the previous calendar week (i.e. 7 day period) by 5pm (AWST) on the second Business Day of the following week.

Refund Point Operators will be **paid by WARRRL 5 Business Days post the valid Payment Claim being made**. Late Payment Claims will be processed the following week.

Payments to Refund Point Operators will be subject to and may be adjusted for the verification of Eligible Container volumes by the Processing Providers and the results of WARRRL's audit and verification activities.

4.4. Drop & Go Services and Collection Fees

In the case of drop-off refund points, customer bags are collected, counted, sorted and entered into the **Drop-Off POS System** at the aggregation point (under the correct refund point location) within the timeframe specified in the Refund Point Agreement.

Operators receive a collection fee per verified collection of the bags at each Drop & Go Refund Point. Operators must verify the collection on the WARRRL provided app platform as proof of work at the time of collection. The collection fee is set by WARRRL based on the kilometre range of a return trip between the proposed Drop & Go site and aggregation point. Collection fees are subject to annual CPI adjustment.

5. IT Platform

5.1. Overview

It is mandatory that all Refund Point Operators use the WARRRL IT Platform as part of the delivery of the Refund Point services. Use of the IT Platform will be available to Refund Point Operators, free of any licensing fees, and will support the successful establishment and efficient operation of the Scheme.

5.2. Functionality of the IT Platform

The key functionalities of the IT Platform are as follows:

- Creation of Member Number which may be used by all Refund Points across the State and will facilitate the electronic payment of Refund Amounts to Customers or registered groups, such as charities and social enterprise organisations (refer to **Section 5.3**);
- POS System (refer to **Section 5.4**);
- Drop-Off POS System (refer to **Section** Error! Reference source not found.);
- Payment of Refund Amounts where direct payment has been chosen by the Customer (refer to **Section 5.5**);
- Export of data for use by the Refund Point Operator (refer to **Section 5.6**);
- Lookup of containers to see whether they are Eligible Containers;
- Lodgement of Payment Claims and reporting to WARRRL (refer to **Section 5.7**); and
- Preparation of Shipment Manifests to be provided to the Logistics Providers (refer to **Section 5.7**).

WARRRL will arrange for the provision of training and support to Refund Point Operators in respect to the utilisation of IT Platform (refer to **Section 5.8**).

5.3. Customer Member Number

The IT Platform will maintain a secure database of registered Customers and their direct deposit details. Each registered Customer will be allocated a unique Member Number, which they can provide at any Refund Point to receive an electronic payment of their Refund Amount.

All Customer banking data will be securely stored within the separate payment system maintained by WARRRLs IT Platform provider. This data will be strictly confidential and cannot be accessed by Refund Point Operators.

Customers will be required to register for a Member Number through the Scheme website. Groups such as charitable organisations, social enterprise organisations and local sporting groups will also be able to register for a Member Number as a means of fundraising from members of the public, by sharing their unique Member Number with their patrons.

A list of approved charity Member Numbers will be available on the Scheme website and Customers may also elect to gift their Refund Amounts to these charities.

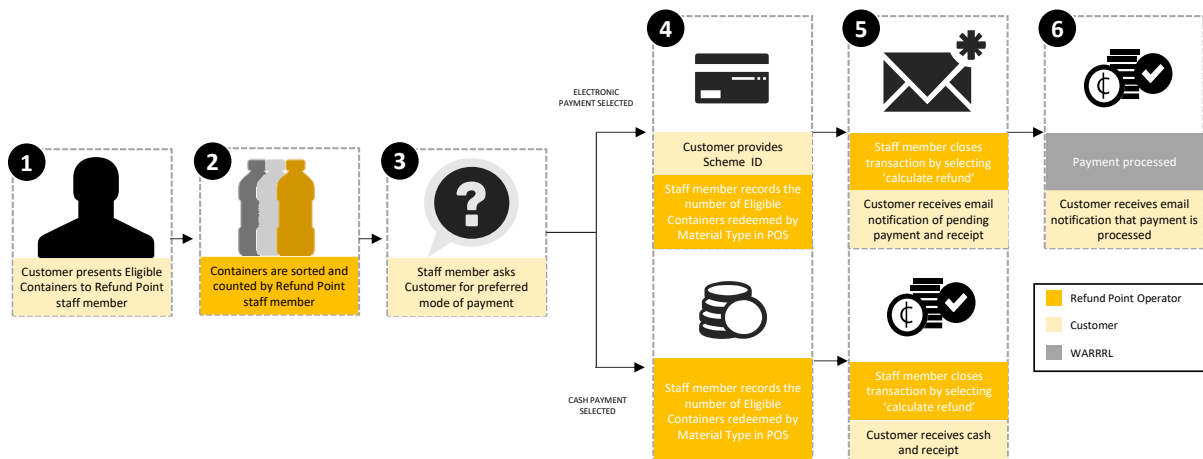
5.4. POS System

The Refund Point Operator is required to use the POS System provided as part of the IT Platform for processing all Customer transactions at the time Containers are counted.

The POS System will act as the “transaction record system” for all Customer transactions to capture required data.

- The Refund Point Operator must process every transaction through the POS System at the time of the transaction. This will aid in the accurate payment of Refund Amounts, and be used for inventory, generating Shipment Manifests and Payment Claim purposes.
- Refund Amounts can be payable to Customers (or to charity or fundraising cause nominated by the Customer) in cash or a cash-equivalent payments approved by WARRRL.
- The POS System facilitates the direct payment of Refund Amounts to Customers through the bank account linked to their Member Number, or direct electronic payments to registered groups (charities, social enterprise, etc.) using the registered groups’ Member Number.
- Payment advice is emailed to the owner of the Member Number when a Member Number is used, after the transaction is uploaded from the POS System.

WARRRL will provide all Refund Point Operators with access to training on the POS System, educational videos detailing step-by-step POS System processes and ongoing help desk support through the WARRRL call centre (refer to **Section 5.8**).



5.4.1. Collect POS System

The POS System has been /designed to function as the transaction platform for Containers for Change Collect. Refund Point Operators who are not authorised Collect service providers may also use this feature in POS with reduced functionality.

Refund Point Operators interested in becoming a Collect Service Provider must apply and enter into a separate collect agreement. Collect Service providers are required to use the Service Provider Portal to manage and verify their collections

5.5. Payment of Refund Amounts

The IT Platform will facilitate the direct payment of Refund Amounts from WARRRL to the Customer, where the Customer has registered and provided a Member Number to the Refund Point Operator.

All Refund Point Operators (including RVMs) must make the option available to Customers to receive payments via their Member Number.

- Customers are paid via direct deposit to their bank account;
- Remittance advice is sent to the Customer's registered email address; and
- Transaction details of both the redemption and payment through the Member Number are recorded.

5.6. Data from the IT Platform

Refund Point Operators will be provided the following information relating to their own Refund Points to support the operation of their business:

- Daily reconciliation report that shows aggregated Container volumes per day by payment type.
- Weekly Container volumes through the Refund Point by day (and hour) by Material Type;
- Weekly Payment Claims;
- Weekly Shipment Manifest data by Refund Point by day; and

5.7. Reporting required through the IT Platform

The following minimum reporting is required to be submitted by Refund Point Operators through the IT Platform:

- Weekly Payment Claims are required to be prepared and submitted in order for the Refund Point Operator to receive payment from WARRRL for the Refund Point services performed. Payment Claims must reconcile to Customer transactions processed;
- Shipment Manifests required for Logistics Providers to collect the Collection Infrastructure.
- For reconciliation and audit purposes, an electronic end of the day report is generated by Material Type and payment method; and
- Other reporting as required by WARRRL to comply with protocols.

5.8. Training and support for Refund Point Operators

The IT Platform software will be made available to download during the Mobilisation Period to provide Refund Point Operators with the opportunity to familiarise themselves with the system before Scheme commencement.

Additionally, WARRRL will provide each Refund Point Operator with in-person or online training (participation is mandatory) and access to information in relation to the use of the IT Platform, including educational videos walking through the various functionalities.

6. How to apply?

6.1. Who can apply?

Interested community groups, charities, service organisations and businesses are encouraged to participate in the delivery of Refund Points.

6.2. Steps to applying

Applicants should complete the relevant Application Form provided On the WARRRL website.

WARRRL will then review your Application, and then at its absolute direction either:

- Ask you clarification questions;
- Look to enter into the Refund Point Agreement with you; or
- Advise you that your Application has been unsuccessful at this time.

6.3. Queries / Contact us

A set of Frequently Asked Questions has been provided in **Attachment C** to support your understanding of the Scheme.

If you have any additional queries in relation to becoming a Refund Point Operator, use the **Expression of Interest Inquiry form** provided on the WARRRL website.

<https://www.warrl.com.au/eoi/>

7. Terms and Conditions

The terms and conditions set out in this Section 7 (**Terms and Conditions**) are a condition of, and will apply to the Applicant's participation in the process to become a Refund Point Operator.

Acknowledgments and warranties by Applicant

Each Applicant acknowledges and agrees that, by submitting an Application:

- The Applicant is deemed to accept, and is bound by, the Terms and Conditions set out in this document;
- The Applicant warrants that all information contained in the Application is true and correct, and not misleading, in all material respects.

Liability

To the extent permitted by law, WARRRL disclaims all liability (whether in contract, tort (including negligence), under statute or otherwise) arising from information contained in or omitted from any Application Document or otherwise provided to any Applicant in connection with the Application Process.

Costs borne by Applicant

The Applicant bears entirely and exclusively all costs and expenses incurred in any way associated with developing, preparing and submitting its Application, including attending meetings, site visits and seeking independent legal advice. The Applicant acknowledges that under no circumstances will WARRRL reimburse any charges, costs, expenses or fees incurred by the Applicant.

No warranties by WARRRL

WARRRL makes no representation or warranty, express or implied, as to the reliability or completeness of the information contained in this document, or any information that may be provided in association with it, including any information provided by WARRRL in response to any enquiry.

Applicants to inform themselves

By submitting an Application, Applicants are deemed to have:

- Examined and considered this document, the Refund Point Agreement, all other Application Documents and all other information made available to Applicants in writing by WARRRL in connection with the Application Process and all other necessary information which may be relevant to the risks, contingencies and other circumstances which may have an effect on their Application;
- Satisfied themselves as to the correctness and sufficiency of their Application; and

- Acknowledged and agreed that they do not rely on any oral or written warranty or representation by or on behalf of WARRRL, including any warranty or representation.

Without limiting the foregoing, each Applicant is responsible for informing itself with respect to all conditions which might in any way affect the cost or the performance of Refund Point services. Failure to do so will be at the sole risk of the Applicant and no relief can be given for errors or omissions by the Applicant.

Reservation of rights

WARRRL reserves the right to (in its absolute discretion):

- Vary or amend the Terms and Conditions and the Application Process at any time;
- Terminate the Application Process at any time;
- Select Applicants or choose not to do so;
- Reject, or refuse to consider, any or all of the responses from Applicants; and
- Award multiple contracts that may result in competition.

Decision making

WARRRL has absolute discretion in connection with any and all decisions made or actions taken, refused to be made or taken or required to be made or taken by it in connection with the Application Process and in relation to the evaluation of responses and the selection of Applicants as Refund Point Operators.

To the extent permitted by law, WARRRL has no liability to any Applicant for any such decision, action, refusal, evaluation or selection. WARRRL is not bound to accept any Application.

Confidential information

Any information supplied by or on behalf of WARRRL to Applicants which is not in the public domain is the confidential information of WARRRL. Applicants must maintain confidentiality of that information. Applicants may disclose, with the prior written consent of WARRRL, the confidential information provided to it by WARRRL to a consultant it engages for the purpose of the Application Process. Any such consultant must preserve the confidentiality of the confidential information disclosed to it. It is the responsibility of the Applicant to ensure that they do so.

If any part of an Application is confidential information to the Applicant, it must be clearly marked as confidential. Applicants must only mark those parts of their Application that are actually confidential. WARRRL will take reasonable steps to keep confidential those parts of an Application that are clearly marked as confidential and that actually contain confidential information, but WARRRL may disclose:

- Any part of an Application where that disclosure is authorised or required by law; or
- Confidential information (including the submitted Application and attachments) to its consultants, Applicants, the State or advisers for the purpose of assessing the Application or awarding a contract.

The Applicant grants WARRRL the right to make copies of or use its Application for any purpose in connection with the assessment of the Application or awarding a contract.

Any information or documentation supplied by or on behalf of WARRRL to Applicants in connection with the Application Process remains the property of WARRRL.

At the request of WARRRL, Applicants must return or destroy any and all documentation supplied by or on behalf of WARRRL in connection with the Application Process.

Security and privacy

WARRRL may hold your personal information in either electronic or hard copy form. WARRRL will take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure and WARRRL uses a number of physical, administrative, personnel and technical measures to protect your personal information. These include using encryption technologies and deploying anti-malware and anti-virus software. However, WARRRL cannot guarantee the security of your personal information.

Website

- Access to and use of the Website is subject to these Terms and Conditions and the Terms of Use published on the Website. The Applicant must comply with these Terms and Conditions and those Terms of Use, and any applicable instructions, processes, procedures and recommendations with respect to use of the Website.
- It is the responsibility of Applicants to ensure that their infrastructure, including operating system and browser revision levels, meet the minimum standards as set out on the Website. WARRRL takes no responsibility for any problems arising from Applicants' infrastructure and/or internet connectivity.
- WARRRL does not warrant that unauthorised access to information and data transmitted via the internet, including by email, will not occur.
- Applicants must inform themselves concerning all security measures and other aspects of the Website. Applicants must make their own assessment of the Website and any associated system information and communications technology (ICT) environment prior to using it for any matter related to the Application Process and no responsibility or liability will be accepted by WARRRL in respect of any use or attempted use by any person of the Website or ICT.
- Applicants should note that, as with all electronic systems, access to and use of the Website could be subject to disruption. Systems problems may occur and it may be impossible for WARRRL to predict how long it might take to restore normal functionality (particularly if problems are external to WARRRL itself).

WA Container Deposit Scheme Refund Point Operator | Application Pack



- Each Applicant warrants that, if it lodges its Application electronically (including by email), it has taken reasonable steps to ensure that the electronic files lodged are free of viruses, malicious code or other disabling features which may affect the Website and/or the WARRRL ICT environment. Any Application found to contain viruses, malicious code or other disabling features will be excluded from the evaluation process.

Reliance by WARRRL

WARRRL may, without any further communication with an Applicant, rely on all conduct and representations of any kind (whether solicited or not) by an Applicant in connection with the Application Documents and Application Process, including any representations made / information provided by Applicants in response to any clarification questions asked by WARRRL as part of its evaluation of Applications.

Legal implications of this document

This document is not an offer capable of acceptance and therefore will not form part of a contract between WARRRL and an Applicant.

No contractual obligations, express or implied, will arise between WARRRL and an Applicant as a result of WARRRL's provision of this Application Pack, pro-forma Refund Point Agreement, any other Application Documents or an Applicant's submission of an Application

To the extent permitted by law, Applicants will have no claim against WARRRL arising out of WARRRL's release of this document, any other Application Document nor any exercise or failure to exercise any of its rights under this document.

Legal implications of an Application

An Application constitutes an irrevocable, unalterable offer by the Applicant to WARRRL which must remain valid and open to be accepted for 90 days from the time of submission.

The pro-forma Refund Point Agreement provided as part of this document contains the terms of the contract which successful Applicants must sign.

A contract for the provision of Refund Point services is not formed until counterparts of the Refund Point Agreement have been signed and exchanged between WARRRL and the Applicant.

Governing law

The laws of Western Australia apply to the Application Process. WARRRL and the Applicants irrevocably and unconditionally submit to the non-exclusive jurisdiction of the Courts of Western Australia.

Attachment A: Refund Point Agreement

Access the Refund Point Agreement: [OPEN LINK](#)

Attachment B: Application Form

Refer to the relevant web forms on the WARRRL website to apply.

<https://www.warrrl.com.au/eoi/>

Attachment C: FAQs

The below table sets out additional frequently asked questions in respect to becoming a Refund Point Operator.

Ref.	Question	Answer
REFUND POINT NETWORK		
1	Is there a cap on the number of Refund Points in a given area?	<p>While there is no explicit cap on the number of Refund Points, WARRRL may seek to limit the number of Refund Points to promote the sustainability of existing Refund Points once the Minimum Network Standards have been achieved in given geographic area.</p> <p>Refer to Government’s published Minimum Network Standards at https://dwer.wa.gov.au/cds/information under the heading ‘Minimum Network Standards’</p>
ELIGIBLE CONTAINERS		
2	Do Refund Points need to accept all types of Eligible Containers?	<p>Yes. Refund Points must accept all Eligible Containers.</p> <p>Donation Points, which are not Refund Points, can accept container types at their discretion.</p>
3	Does a container need to have a label on it to be eligible? How do I know if the container is an Eligible Container without a label?	<p>No. The eligibility depends on the Material Type, size of the container and beverage product contained in the container before it was emptied, in accordance with Regulations.</p> <p>Refund Point Operators are <u>not</u> specifically required to utilise barcode scanning technology (via the label) to identify containers, provided that they can reasonably ensure that any containers collected are:</p> <ul style="list-style-type: none"> • eligible for the payment of a Refund Amount pursuant to the Act and Regulations; • have not already been redeemed; • purchased in Western Australia; and • not deposited from any MRF Operators where an equivalent Refund Amount has already been claimed in respect of that Container, <p>which can readily be identified by trained staff.</p>
4	Are wine bottles included in the Scheme?	<p>No, wine bottles that previously contained wine derived from the fermentation of grapes are not included in the Scheme until July 2026.</p> <p>Refund Point Operators may still accept and handle excluded containers but a Refund Amount and Handling Fee will <u>not</u> be paid in respect of these.</p>
5	Why are certain containers not covered in the Scheme such as 2L milk bottles or shampoo containers?	<p>The Scheme is designed to target containers commonly consumed outside of the home, and are likely to end up in the litter stream.</p>

Ref.	Question	Answer
6	Are Refund Point Operators required to handle ineligible containers?	<p>No. Refund Point Operators are not required to accept ineligible (excluded) containers.</p> <p>Refund Point Operators may however choose to accept ineligible containers or materials but these are <u>not</u> eligible for the Refund Amount or a Handling Fee. This material will fall outside the scope of the Refund Point Agreement and should be separated from the Eligible Containers collected and processed separately by the Refund Point Operator.</p> <p>The exception to this is for Refund Point Operators that operate a Drop-Off Refund Point. It is expected that some ineligible (excluded) containers may be returned through the bag drop system as Customers get to know the Scheme. Operators are required to record the receipt of these ineligible containers in the POS System and make independent arrangements for their recycling or disposal.</p> <p>Customers that continue to return ineligible Containers through the bag drop system will be issued with warnings, and their account deactivated after fair warning.</p>
7	What happens if a Refund Point Operator receives a wine bottle (or any other ineligible container) from a Donation Point?	<p>The Refund Point Operator must not pay (or claim) a Refund Amount in respect of any ineligible (excluded) containers inadvertently collected. Furthermore, ineligible containers should be separated from Eligible Containers and entered into the POS System as an ineligible container for the Customer (in this case, the Donation Point) and WARRRL's records.</p>
8	Can a Refund Point accept crushed, damaged or contaminated containers on a "no-refund" basis?	<p>Refund Point Operators are encouraged to accept loose, crushed or damaged containers (with the exception of glass), provided that they can verify that the container is a single, whole Eligible Container.</p> <p>Refund Point Operators must not however accept material that has been baled or processed in any form (i.e. containers that have been aggregated together and are not loose). Containers that are unreasonably contaminated will not be an Eligible Container for the purposes of the Scheme in accordance with Regulations.</p> <p>Where Refund Points cannot accept crushed or damaged containers (for example, an RVM), this must be clearly advertised to Customers of the Refund Point.</p>
9	Do containers have to be cleaned before they can be accepted?	<p>No. However they should be:</p> <ul style="list-style-type: none"> • empty; • suitable for recycling; • free from sand and other debris; and • free from noxious substances.
10	How will the public know which containers are Eligible Containers?	<p>Information in eligible containers are available on the Containers for Change website and app.</p>

Ref.	Question	Answer
11	Will there be a database or register of approved containers? Who will administer it and what information will it include?	<p>WARRRL will keep and maintain a '<i>Register of Approved Containers</i>' which will be publically available and searchable.</p> <p>An approved container is a beverage container for which a current approval exists in WA in accordance with the Act.</p> <p>The '<i>Register of Approved Containers</i>' will contain the following details for each approved Container:</p> <ul style="list-style-type: none"> • The material from which the Container is made; • Product name; • The manufacturer of the beverage product who holds the container approval; • Height, diameter, weight and designated capacity; • The barcode number for the beverage product; and • The date the approval was granted.
12	It is not cost effective for Refund Point Operators to manually remove bottle caps. Can Processing Provider be required to accept bottles with caps?	No. Refund Point Operators must ensure that bottle caps are removed from bottles (or educate their Customers to remove the bottle caps) as part of the Refund Point services.
13	Will WARRRL be recording the barcode for all containers on its register of approved containers?	Yes.
REFUND POINT SERVICES		
14	Who is responsible for the quality of collected containers / material?	<p>Refund Point Operators are responsible for ensuring collected Eligible Containers are free from contamination.</p> <p>Additionally, Refund Point Operators are to store collected Eligible Containers securely, undercover (preferably indoors) to ensure they are protected from rain, sand or other contaminants.</p> <p>Processing Providers are responsible for verifying that the Containers collected by Refund Point Operators are free from contamination, and ultimately the quality of the final material to be sold to Recyclers.</p>

Ref.	Question	Answer
15	Can you provide me with an indication of the number of Eligible Containers available for my Refund Point to collect?	<p>WARRRL cannot provide specific guidance in relation to the volume of Containers that any of the Scheme Participants are likely to handle.</p> <p>The Australian Bureau of Statistics (ABS) makes available estimated resident population statistics at https://www.abs.gov.au/Population that Applicants may consider using for the purpose of their own planning.</p> <p>WARRRL notes that:</p> <ul style="list-style-type: none"> • population is not the only factor that will influence the consumption of beverages; • population data does not take into account tourism, 'fly-in fly out' and other seasonality, which must be considered when determining the number of Eligible Containers in a given area; • a portion of Eligible Containers will be redeemed through the existing kerbside recycling network; and • some Eligible Containers will not be redeemed through the Scheme at all by members of the public.
16	Can you provide case studies of what makes a successful Refund Point?	<p>WARRRL is unable to provide case studies given the unique characteristics and operating environment of each Refund Point.</p> <p>Notwithstanding, the attributes that we believe make a successful Refund Point are:</p> <ul style="list-style-type: none"> • Good customer service; • Accuracy and efficiency; and • Proactive engagement with the local community. <p>We encourage Applicants to undertake independent research and look at other successful refund points in WA.</p>
17	Whose responsibility is it to deal with rubbish left outside RVMs or any other Refund Points?	<p>It is the responsibility of the Refund Point Operator to deal with rubbish or waste left outside of their Refund Point. This is a requirement within Government Regulations where civil penalties will apply to the Refund Point Operator.</p> <p>WARRRL encourages Refund Point Operators to make available facilities (i.e. rubbish bins) for Customers to deposit 'waste' that is not accepted at the Refund Point.</p>
18	Is it the responsibility of the Refund Point Operator to dispose of any ineligible Containers that it receives?	<p>Yes. It is the responsibility of the Refund Point Operators to:</p> <ul style="list-style-type: none"> • Record the number of Ineligible Containers received in the POS System for audit purposes; and • Dispose or recycle these containers in an appropriate manner. <p>It should be noted that Refund Point Operators are not required to accept ineligible Containers from members of the public. Furthermore, these Containers do not attract a Handling Fee or a Refund Amount.</p> <p>Notwithstanding, Refund Point Operators may choose to independently collect these containers and sell them to recyclers.</p>

Ref.	Question	Answer
19	Do Refund Point Operators need to remove the bottle caps and seals from collected Eligible Containers?	No, bottle caps and neck seals and any plastic-film labels do not need to be removed.
20	Does a Refund Point Operator need to quantify all Containers by the 11 Material Types or can total Container volumes be provided to WARRRL?	Refund Point Operators must, for each Customer transaction, record the number of Containers redeemed by Material Type into the POS System.
21	How should Refund Point Operators quantify Containers by Material Type?	Refund Point Operators may choose to count Containers in a number of ways, including by manual sorting and counting or through the use of automated counting machines. Container counts will need to be entered into the POS System for each Customer at the time of the transaction.
22	Do Refund Point Operators need to report the weight of Eligible Containers collected?	Refund Point Operators only need to report the actual number of Containers redeemed.
23	Can the Material Types be mixed by a Refund Point Operator?	No. Refund Point Operators must sort and store Containers by Material Type.
24	Are there additional allowances for freight?	No. All Refund Point Operators will receive the same Handling Fee per Eligible Container for Refund Point services. WARRRL will arrange and pay for the logistics movement of Containers (in the provided Collection Infrastructure) from Aggregation Points to Processing Facilities.
25	Can Refund Point Operators using automated counting and verification technology refuse crushed or damaged containers from Customers?	Refund Point Operators are encouraged to accept loose, damaged (except in the case of glass) Containers, provided that they can verify that the container is a single, whole Eligible Container and can reasonably ensure that the Containers collected are: <ul style="list-style-type: none"> • eligible for the payment of a Refund Amount pursuant to the Act and Regulations; • have not already been redeemed; • purchased in Western Australia; and • not deposited from any MRF Operators where an equivalent Refund Amount has already been claimed in respect of that Container. Refund Point Operators cannot accept material that has been baled or processed in any form. Where Refund Point Operators cannot accept crushed or damaged containers (for example, RVMs), this must be clearly advertised to Customers of the Refund Point, and the location of a Refund Point that can accept these Containers should be clearly advertised according to standards set by WARRRL.

Ref.	Question	Answer
26	How efficient are high speed counting machines and should I invest in one?	<p>High speed counting machines can provide efficiencies, however we suggest caution prior to making any investment decisions.</p> <p>Should a Refund Point Operator choose to invest in a counting machine, the Refund Point Operators must ensure that the counting machines are:</p> <ul style="list-style-type: none"> • accurate and comply with WARRRL’s Verification Methodology; and • capable of detecting whether a Container is an Eligible Container. <p>Failure to comply with the above requirements may see Refund Point Operators unable to use the purchased counting machines, be in breach of their Refund Point Agreement and potentially subject to significant penalties from Government.</p>
27	Can my existing recovery or recycling business operate as a Refund Point and also continue to receive other materials?	Yes. However all Containers subject to the Scheme collected at the Refund Point must be kept separate from any other material delivered to, or collected at the site.
28	What happens if collected containers are stolen from a Refund Point Operator?	<p>Refund Point Operators are responsible for the security of collected containers.</p> <p>WARRRL will not pay the Refund Point Operator a Handling Fee or Refund Amount in respect of any Containers that are not received and verified by the Processing Provider. Any theft or suspected discrepancy in the number of Containers entered into the POS System must also be reported to WARRRL.</p>
29	How many Refund Points can one Refund Point Operator operate?	<p>Applicants can apply to deliver as many Refund Points as they wish provided there are still gaps in the network.</p> <p>Where an Applicant is seeking to deliver a large number of Refund Points, WARRRL will be particularly interested in understanding the Applicants approach to mobilisation, resourcing and ensuring that all Refund Points are delivered to a high standard.</p>
30	If you run a Refund Point, can you keep part of the material?	No. All Eligible Containers must be transferred to a Processing Provider, which will then subsequently be sold to a Recycler.
31	Can a Refund Point Operator use other payment methods for paying Refund Amounts such as e-vouchers, paper vouchers and PayPal?	Alternative payment forms (such as the cash-equivalent methods described) will be allowed with the written consent of WARRRL. However, all Refund Points must allow Customers to receive Refund Amounts electronically through their Member Number in the form of a direct credit processed by WARRRL. This must be done by the Customer utilising their Member Number.
32	Could WARRRL recommend an IT software or system that Scheme Participants can use for record keeping and stock management?	<p>WARRRL will be providing Refund Point Operators with access to an IT Platform (free from any licensing fees) to assist them with meeting their obligations to WARRRL under the Refund Point Agreement. All Refund Point Operators must use this IT Platform in providing the Refund Point services.</p> <p>The Refund Point Operator will need to provide the necessary hardware to support the use of the IT Platform.</p>

Ref.	Question	Answer
33	Can I use my own proprietary 'App' to facilitate electronic payments?	<p>All Refund Points must allow Customers to receive Refund Amounts electronically through their Member Number in the form of a direct credit processed by WARRRL without the Customer being required to utilise a third party 'App' (i.e. Customers need to be able to key or scan their Member Number into the POS or other customer interface directly).</p> <p>Providing a Refund Point is capable of the above, WARRRL may be willing to provide consent for a Refund Point Operator's third-party or proprietary 'App' to be offered as a secondary means for Customers to access a cash-equivalent refund in the form of vouchers (or similar) at the Refund Point. Where this is the case, transaction level reporting requirements will continue to apply.</p>
34	What oversight will be provided by WARRRL during the mobilisation phase?	<p>WARRRL will be monitoring the mobilisation of Refund Point Operators with a view to assessing their readiness to deliver their contracted services by the Scheme Commencement Date. This may include:</p> <ul style="list-style-type: none"> • assessing achievement against the Mobilisation Service Outcomes (dates and activities); • reviewing policies and procedures developed and implemented by the Refund Point Operator; and • providing guidance and feedback (where applicable).
PLANNING APPROVALS		
35	What are the planning approval requirements relating to the Scheme?	<p>The WA Department of Planning, Lands and Heritage has issued a Position Statement in regards to Scheme infrastructure, available at https://www.dplh.wa.gov.au/getmedia/f72279c1-5227-489e-b3bc-8bebd66c6f79/POS-Container-Deposit-Scheme-Infrastructure.</p> <p>Scheme Participants will be required to ensure that they have in place all planning and environmental approvals required to deliver their services. Applicants must undertake their own due diligence in relation to required approvals and are strongly encouraged to engage early with the relevant authorities to understand the requirements and permissions necessary to establish a Refund Point.</p>
36	Does the Application response need to include Environmental Approval or Development Approval numbers?	<p>The inclusion of these numbers is not mandatory.</p> <p>If these approvals have been obtained, please include these in the description of the site in question in your Application, or otherwise detail what, how and when these approvals are intended to be obtained (if they are required).</p> <p>Refund Point Operators will be required to ensure that they have in place all planning and environmental approvals required to deliver their services.</p>
IT / POS SYSTEM		
37	Will the POS System work with Android	No. The POS System is only compatible with Windows 10 and Apple iOS.

Ref.	Question	Answer
FEES AND PAYMENT CLAIMS		
38	What is the Handling Fee per container?	The Handling Fee is 7.57 cents per Eligible Container collected (exclusive of GST). The Handling Fee will be adjusted for inflation utilising the consumer price index in accordance with the Refund Point Agreement.
39	Do payment claims need to be verified by the Processing Provider and validated by WARRRL before payment is made to the Refund Point Operator?	No. WARRRL will make payment to Refund Point Operators against any reasonable and valid payment claim without waiting for verification from a Processing Provider. This payment will however be adjusted later where a variance is found as a result of WARRRL’s audit and verification activities (i.e. if the Containers are not received at the Processing Provider, the payment will be adjusted).
40	Does the Refund Amount and Handling Fee paid by WARRRL include GST?	The Refund Amount (10 cents) is inclusive of GST (i.e. \$0.090909 + \$0.009091 of GST). Refund Point Operators must pay the full Refund Amount of 10 cents to Customers returning the Eligible Containers. The Handling Fee paid by WARRRL to Scheme Participants are GST exclusive. WARRRL will pay the Scheme Participants GST on these fees.
LOGISTICS PROVIDER & PROCESSING PROVIDER INTERFACE		
41	Can Refund Point Operators choose their own Logistics Provider?	No. WARRRL will allocate Logistics Providers to transport containers (in Collection Infrastructure) from Aggregation Points to Processing Facilities. Any other transport associated with the movement of Containers from Refund Points to Aggregation Points is the responsibility of the Refund Point Operator and WARRRL will have no involvement in these arrangements.
42	Can Refund Point Operators nominate who they want to use as a Processing Provider?	No. WARRRL will assign Refund Point Operators with a Logistics Provider and Processing Provider.
43	Would it be possible for Processing Providers to provide wool bales rather than cages or trailers as the latter will require more storage space?	WARRRL and the Processing Providers will work with Refund Point Operators to determine the appropriate Collection Infrastructure for each Aggregation Point. Refund Point Operators are required to ensure that there is sufficient storage space at each Aggregation Point for the collected Containers prior to pick up by Logistics Providers. Where Applicants have space limitations at their proposed Aggregation Point locations, these limitations should be clearly outlined in their Application.
44	Can a Refund Point Operator compact, crush or bale material before it's collected by a Logistic Provider?	Refund Point Operators must not bale Eligible Containers without the prior express written consent of WARRRL. To facilitate efficient storage, Refund Point Operators may elect to “smash” glass and “lightly crush” other types of Eligible Containers, provided that this is agreed between the Refund Point Operator and Processing Provider. Light crushing refers to a process whereby Containers are still loose and readily separated to allow Processing Providers the ability to verify the container count.

Ref.	Question	Answer
45	Can Logistics Providers pick up baled materials from Aggregation Points?	No. Refund Point Operators can't receive baled materials nor can they otherwise bale materials themselves.
46	How often will you pick up the Collection Infrastructure filled with Containers from my Aggregation Point?	<p>Successful Refund Point Operators will be required to work with WARRRL's appointed Logistics Providers to ensure the efficient movement of Eligible Containers from Aggregation Points to Processing Facilities.</p> <p>As the procurement process for Logistics Providers and Processing Providers is currently ongoing, WARRRL is unable to provide further advice in relation to the pick-up schedule, as this will be influenced by the successful Logistics Providers and the final configuration of the network of Refund Point Operators and Processing Providers. Once established, it can be expected that the Refund Point Operator and the Logistics Provider will work together to coordinate transport, with oversight from WARRRL.</p>
47	Will WARRRL provide logistics pick up on Saturdays and Sundays, which are the peak periods for Refund Point Operators?	Refund Point Operators are advised to assume a Monday to Friday working week for Logistics Providers, and to ensure that their proposed Aggregation Point sites have sufficient space to store the empty Containers over the weekend.
48	Will the Processing Providers advise how they want the material sorted and stored?	<p>Refund Point Operators are required to sort the collected Eligible Containers by Material Type, and store the sorted Containers utilising the Collection Infrastructure at Aggregation Points, within a secure holding area until such time that the Containers are scheduled for collection by WARRRL's nominated Logistics Provider.</p> <p>In the case of glass, the Refund Point Operator can "smash" the Container to facilitate efficient collection by the Logistics Provider.</p> <p>The Refund Point Operator may also "lightly crush" the other types of Containers, provided this is agreed between the Refund Point Operator and Processing Provider, and all parties are able to meet their reporting requirements to WARRRL. Refund Points must not process Eligible Containers (such as but not limited to baling or compacting Eligible Containers) without the prior written consent of WARRRL.</p>
DONATION POINTS AND COMMUNITY ENGAGEMENT		
49	Do I need to submit an Application to become a Donation Point?	<p>No.</p> <p>However to become a Donation Point you need to work with a Refund Point Operator to receive payment of Refund Amounts. You can either do this by independently finding a Refund Point Operator to partner with, or alternatively, WARRRL is happy to put you in contact with an appropriate Refund Point Operator.</p> <p>If you are interested in becoming a Donation Point register through our website at warrl.com.au/get-involved/ to receive further information closer to the Scheme Commencement Date.</p>

Ref.	Question	Answer
50	How will payments to Donation Points be made?	Donation Point are to be paid 10 cents per Eligible Container returned to a Refund Point. The Refund Amount may be paid in the form of cash or cash-equivalent forms (e.g. bank transfer) approved by WARRRL.
51	Can Donation Points choose which Material Types they accept? For example, my organisation would prefer to not handle glass containers.	Yes. Donation Points are not obliged to accept all Material Types.
52	Will container lids be accepted at Refund Points as part of the scheme?	Yes, however the Refund Point Operator receiving the lids must ensure the lids are loose and free from contamination. Refund Point Operators may educate Customers (in this case, the Donation Point) to remove lids before returning the Containers. Bottle neck seals do not need to be removed.
53	Can I use existing cages I have for the Donation Points or do I have to build new ones?	If your existing cages are appropriate to support the efficient and safe collection and movement of Containers, you will be free to use them. The security of the material will need to be considered carefully by Donation Points.
54	Could a charity run its own Refund Point?	Yes, charities are able to (and are encouraged to) apply to become Refund Point Operators through this process where a gap has been identified.
55	I operate a not-for-profit organisation in a remote community. Should I apply to operate a Refund Point?	WARRRL cannot provide specific guidance in relation to whether an organisation should apply to operate a Refund Point. WARRRL however encourages all organisations to consider how they can participate in and best benefit from the Scheme.
56	Would it be better for not-for-profit organisations to participate as Donation Point operators or Refund Point Operators?	WARRRL cannot provide specific guidance in relation to whether organisations should apply to operate Refund Point or Donation Points. We note that the operational requirements of a Refund Point Operator are akin to that of operating a small business, and therefore the opportunity should be considered accordingly by any not-for-profit organisation wishing to participate in the Scheme. WARRRL encourages all organisations to consider how they can participate in and best benefit from the Scheme.
TAX		
57	How is the ATO looking at the Scheme?	Applicants should seek their own independent legal and taxation advice in respect of their proposed participation in the Scheme.
GENERAL		
58	Will WARRRL help with working capital?	Not directly, however the POS System can be used to facilitate direct electronic payments of Refund Amounts from WARRRL to Customers, significantly reducing working capital requirements.