

# Scheme expansion announcement

## Operator Toolbox Tips



### Background

The Queensland Government has announced the Queensland container refund scheme will be expanded to include glass wine and spirit bottles from 1 November 2023.

From November all glass wine and pure spirit bottles will be eligible for a 10-cent refund when returned to a container refund point in Queensland.

More than 6500 Queenslanders participated in the consultation process, with the overwhelming majority supporting the expansion.

### Your role

As a member of the Containers for Change network we encourage you to:

- Make customers aware that glass wine and spirit bottles are still ineligible until 1 November 2023.
- Advise customers to continue to recycle their wine and spirit bottles in the yellow-top council bins or their closest transfer station.
- Use our marketing and communication collateral to inform your customers
- Refer to our FAQs to answer immediate questions
- Direct customers/organisations to our webpage [containersforchange.com.au/qld/wine-and-spirit-bottles/](https://containersforchange.com.au/qld/wine-and-spirit-bottles/) or the call centre **13 42 42 (13 4 CHANGE)** if they require more information.

### Media enquiries

If you are contacted by your local MP or media please immediately inform your Regional Manager or COEX Media Advisor, Lucinda Kent - [media@containerexchange.com.au](mailto:media@containerexchange.com.au).

It is important that we maintain consistent messaging across the scheme and align with our [media statement](#).

### Helpful links

- Containers for Change website - [containersforchange.com.au/qld/wine-and-spirit-bottles/](https://containersforchange.com.au/qld/wine-and-spirit-bottles/)
- COEX operator information - [containerexchange.com.au/resources/](https://containerexchange.com.au/resources/)
- Operator marketing assets - [brandfolder.com/portals/qld\\_operator](https://brandfolder.com/portals/qld_operator)



## FAQs

Please see below answers for some frequently asked questions for customers.

### **What does this mean for me and the containers I am collecting?**

Nothing just yet – there are no changes to the list of containers currently eligible for a 10 cent refund.

### **What types of containers are going to be introduced to the scheme?**

Glass containers (150ml up to 3L) that have contained wine and pure spirits will become eligible in Queensland from 1 November this year.

### **Why weren't glass wine and spirit bottles eligible from the start?**

These bottles were originally excluded so the Queensland scheme was consistent with the other schemes across Australia. With several states now exploring the possibility of adding new container types, it was timely for Queensland to consult with customers and industry and make a decision based on this process.

### **When can I start returning wine and spirit bottles?**

You can start to return your glass wine and spirit bottles for refunds from 1 November this year. Until then, your local refund point is not able to accept them.

### **What can I do with these containers in the meantime?**

Please keep using your kerbside yellow-top bin, where this service is provided. Where a kerbside service isn't provided, residents should check with their nearest waste transfer station.

### **Why are glass wine and spirit bottles not worth more than smaller containers?**

The Queensland Government sets the refund amount for eligible containers considering a number of factors including consistency across states programs and pricing impacts for beverage manufacturers and customers.

### **Do I need to remove the lids on wine and spirit bottles?**

Yes. Lids are made of a different material type and can be difficult for refund points to process. You'll need to remove lids for glass wine and spirit bottles just the same as other eligible containers.

### **Does Containers for Change collect the lids?**

No, Containers for Change does not collect the lids, but we're working with a number of smaller recyclers to accept lids in the future.

### **Why do we need to wait until 1 November 2023 to return our wine and spirit bottles?**

It takes time to identify new manufacturers and for these containers to be registered as part of the scheme. Until this is done these containers won't be recognised as eligible for the 10cent refund and they will not be accepted – particularly through a Reverse Vending Machine as they rely on a registered bar code to identify the eligibility of the container.

In the meantime, these containers can be placed in the kerbside recycling bin where this service is available.

### **Will these new containers be accepted at all refund points?**

Yes, they will be accepted at all of our refund points regardless of the type you use – depot, bag drop, home collection, pop-up, or reverse vending machine.



**Can I return every type of spirit and wine bottle?**

Only wine and spirit glass containers with a volume between 150ml and 3 litres will be eligible.

**Can I return boxed (cask) wine and cocktails?**

Only glass containers will be eligible for a 10 cent refund. Check the recycling instructions on the packaging for the correct way to dispose of your wine box.

**Why can't I return "X" container? (Ineligible milk, large juice etc.) & where do I dispose of it instead?**

Some containers, such as those that have contained plain milk, are not eligible for a refund. Plain milk, either animal (cow's milk) or plant-based (soy or almond milk) is considered to be a staple and as such is excluded from the scheme.

These containers can be placed in the kerbside yellow-top bin or taken to a council-operated collection point such as a transfer station, where this service is provided.

**What do I do with glass wine and spirit bottles that have wax on them (i.e. Makers Mark) or have cork or metal in the bottle?**

All glass wine and pure spirit bottles are eligible for a refund.

**Do the refundable bottles need to have the 10 cent mark on them?**

When the scheme started on 1 November 2018 beverage manufacturers were given a period of time to change labels to include the refund mark on labels. It is intended that the same arrangement will be in place for the glass wine and pure spirit containers to give beverage manufacturers time to adjust.

