



Dear operator,

Welcome to the November Network Delivery Update, our final newsletter for the year.

We're looking forward to seeing you at the Change Maker Conference and Awards this **Thursday 7 November**. Join us as we recognise excellence in the recycling industry and announce our Operator of the Year and Refund Point Employee of the Year at the awards dinner!

If you're attending the conference, be sure to explore the booths featuring key suppliers, products and resources that can support your business. COEX will also be on show, with booths set up specifically to help you promote and grow your CRP, with the Partners, Marketing, Product and Network Expansion teams all onsite.



Important dates

7 November:

- Monthly HSE report due
- Change Maker Conference and Awards



Asset Investment Strategy

Thank you to everyone who attended our Asset Investment Strategy webinar last week!

This \$5.1 million program will help small to medium operators expand through collection infrastructure, with reverse vending machines and bag drops available through a lease-to-own arrangement. If you missed the webinar, please connect with us at the Change Maker Conference or email tenders@containerexchange.com.au. A copy of the webinar presentation can be found in the Operator Hub [here](#).

WHSE safety update

Thank you to those of you who closed your action items from the 2024 WHSE Network Compliance Program. Here's where we stand on the 1,405 actions raised:

- **864 are closed**
- **148 are in progress**
- **393 are yet to commence**

If you haven't submitted yours yet, please remember that all actions need to be completed within the timeline set by the WHSE compliance check closeout process.



Simplifying refund declarations

We know that managing refund declarations can be time-consuming, with the need for customers to sign and provide ID which adds to your paperwork.

This is why bulk claim arrangements can help you. These arrangements are ideal for refunds of 1500 containers or more. Once an agreement is in place, customers can deposit large quantities of containers with you as often as they like, until either the customer or the operator cancels the agreement.

Remember, it's important not to split bulk quantities into smaller deposits. Doing so will require separate refund declarations to be completed.

For more information on bulk transactions and refund declarations [click here](#) or contact COEX Integrity & Compliance Lead Jason Houghton at jason.houghton@containerexchange.com.au

Compaction, equipment and logistics

Thank you to all operators who expressed an interest in compaction following last month's newsletter.

COEX is working on a compaction strategy that will align with the current logistics tender process. New logistics solutions will commence on 1 November 2025, with a focus on efficiency, service improvement and CO2 reduction.

In the meantime, the COEX logistics and equipment team is focusing on preparations as we approach the busiest part of the year. As always, this will need to balance the frequency of logistics servicing and equipment availability.

To ensure each site will be well serviced, the Network Leads will be working with you to assess opportunities and confirm your equipment requirements.

Areas of review include:

- Hook bin space – better efficiency and cages freed up to boost capacity.
- Forklifts – moffat services are being phased out.
- Cage quantity on-site for holding capacity.

Marketing update

Christmas is just around the corner and we know you're gearing up for another big summer of container returns.

Our new marketing campaign is currently in production to support this peak period so we want to share a quick update on the direction. Last year we introduced Change It Up, building on our customer insights and research into the motivations and barriers to Queenslanders participating in Containers for Change.

We've seen some solid results in the last 12 months, with awareness and participation continuing to grow, including noticeable increases across our priority customer segments. Aligning to our strategy, the latest campaign will build on the Change It Up creative by tapping into a broader range of scenarios, where we know containers are currently going to waste. This includes containers consumed in out-of-home environments while maintaining a focus on the key benefits container refunds can provide to ease the cost of living and support good causes.

We'll be sharing previews and a launch date in due course you can expect to see the new campaign across the usual range including TV, radio, outdoor, cinema and digital. Operator assets will also be produced for Brand Hub so you can align your own marketing with the main brand.

Also – look out for our Marketing Team booth at the Change Maker Conference this week! Our team will be on hand to offer marketing, social media and PR advice and support to help promote your business. And you can win great prize by stopping by!

We're looking forward to seeing you there and sharing more on our summer campaign soon!

Thank you for upgrading your POS!

A huge thank you for upgrading to POS Version 6.3.1 last month! Your efforts are greatly appreciated, and we're confident you'll enjoy enhanced performance and access to the latest POS features having completed this upgrade. You can get a sneak peek at the future for POS design this week at our booths at the Change Maker Conference.

Bundaberg's First RVM in Burnett Heads

We're excited to announce Bundaberg's first Reverse Vending Machine (RVM), opening in Burnett Heads this week!

In collaboration with CQ Recycling, this RVM is an Ecoboxtec single-chute machine. Unlike the existing pop-up solutions that operate twice a week, this will provide residents with a permanent recycling option available seven days a week, helping double recycling volumes in Bundaberg.

If you are interested in partnering with us to operate other container refund points, you can find out more in the article below.



Container refund point opportunities

Last week we issued an opportunity for our operators to operate container refund points in the Queensland areas of Eagle Farm area, Meadowbrook, Forest Glen, North Gympie and Beenleigh. If you are interested, please complete and submit the application form on the Container Exchange website [here](#) by **Wednesday 20 November**. If you have any questions, please email tenders@containerexchange.com.au



Missed any updates?

If you missed any safety alerts or announcements, visit our 'News and updates' page on the Operator Hub by clicking on the link below. If you have any stories you'd like to share for the next edition, email enquiries@containerexchange.com.au

[News and updates](#)

As we head to the end of 2024, I'd like to extend my heartfelt thanks for your hard work this year and everything we've accomplished together.

Containers for Change thrives because of your efforts. The impact you're making on Queensland's environment is extraordinary, not to mention the communities you support and the people's lives you enrich every day.

I look forward to seeing you at the Change Maker Conference and Awards on Thursday to celebrate our achievements.



Thomas Juzwin
Executive General Manager
Network Delivery



Copyright 2024 © Container Exchange. All rights reserved.



[OPERATOR HUB](#) | [THE GREEN GUIDE](#) | [BUSINESS PARTNER PORTAL](#)

[View email in browser](#)

Containers for Change QLD · GPO BOX 1278 · Brisbane, QLD 4001 · Australia

[update your preferences](#) or [unsubscribe](#)