**COEX**
Container Exchange



Monthly
Network Delivery
update

Dear operator,

Welcome to the March edition of the Network Delivery update.

Thank you to everyone who attended our recent operator forums. We appreciated the opportunity to connect, hear your feedback and discuss openly the ways we can grow collection volumes together. A special thanks to those of you who travelled long distances to attend.

The next round of forums will take place in May, including the Mackay forum that was postponed earlier this month due to Tropical Cyclone Alfred. Please stay tuned with more details to follow!



*Brisbane operator forum - Monday 17 February*

Cairns operator forum - Wednesday 19 February

**Parliamentary inquiry**

On 20 February Minister Andrew Powell announced a Parliamentary Inquiry into improving Queensland's Container Refund Scheme.

We welcome the inquiry and look forward to working with the Minister, the Government and the people of Queensland to find new opportunities to boost recycling rates and deliver even greater outcomes for the State.

**Key dates**



- [Complete the monthly WHSE report](#) by Monday 7 April

**Network Expansion update**

After managing a strong response from our recent expressions of interest, we're pleased to congratulate the operators looking after these new sites in our network:

- Greenpath Recycling, servicing Meadowbrook (now open for business)
- The Bottle Community Warana, servicing Forest Glen (opening soon - date to be confirmed)
- Gympie Green Solutions servicing North Gympie (opening May 25)

The approved applications for Beenleigh EOIs are in the final stages of contracting.

If you'd like to discuss opportunities to grow your business, please email tenders@containerexchange.com.au

**WHSE update: Network Compliance program**

Thank you to those of you who closed your action items from the 2024 WHSE network compliance program.

Of the 1,405 actions raised:

• 1210 are closed

• 60 are in progress

• 135 are yet to commence

If you haven't submitted your action items yet, please do so as soon as possible.

**Container Collection Agreement compliance and IT disaster recovery planning made easy**

We've made it easier to understand the compliance and reporting requirements under your CCA by creating a new CCA guide.  This guide includes useful information such as weekly and monthly requirements to help you plan your reporting and claim submissions. Find it in our Operator Hub here.

**IT Disaster Recovery Plan**

An IT Disaster Recovery Plan (ITDRP) is important in identifying potential risks to IT platforms, infrastructure and the POS system to ensure vulnerabilities are addressed to minimise the possibility of outages. To support operators in the development of their ITDRP, COEX has created a template which can be found in our Operator Hub here.

If you haven't done so already, please use the template to provide COEX with your ITDRP to ensure compliance with the CCA.

**What happens to materials once collected?**

Customer trust in the recycling outcomes of Containers for Change is an important factor in keeping collection volumes growing.

There are a range of useful resources available in our Brand Hub to help you educate your customers on the journey of materials once they are collected from your CRP. You can also watch our YouTube video here on the journey containers make once deposited.

Buy and enjoy your favourite drinks

Collect eligible containers to earn 10 cents for each

Your returned containers are magicked into something new, like drink containers!

Become a member to access easy returns, online payments and more

In safe hands, your containers are processed and sent to accredited recyclers

Return your empties to a convenient refund point

**Ineligible containers**

Maintaining scheme integrity is critical and means ensuring only eligible containers are returned.

Here are some ways you can help:

- Return ineligible containers to customers, explaining why they have been returned and advise them to use their yellow top bin.

- Record ineligibles in POS to prevent payment disputes and to gather valuable data.

- Watch for large quantities of the same container, such as those discarded by manufacturers due to defects (e.g., cans with no tops) or containers deliberately punctured and never sold.

- If using counting machines, return ineligibles and swap them for uncounted eligibles.

- Train staff regularly and display examples of common ineligibles on-site.

To educate your customers, you can find eligibility posters to put up at your CRP in our Brand Hub here.

For advice or if you encounter large quantities of suspected ineligibles, contact your Network Lead.

**Containers for Change promotional materials**

A friendly reminder that all promotional materials created using the Containers for Change brand must be emailed to marketing@coex.com.au for review and approval before production or publishing.

This helps maintain consistency and present a strong, unified brand across the state. Please refer to the Media and Brand Policy here for more information.

**New full-service drive through in Meadowbrook**

Meet our new operators Vinnie and Christian from Greenpath Recycling who have opened a full-service drive-through in Meadowbrook.

The site is easy to find, with great access for individuals and businesses looking to recycle in bulk.



Greenpath Recycling Meadowbrook is now open for business at 4/70-74 Meakin Road, Meadowbrook.

**Would you like to operate a depot in Bioela?**

We currently have an opportunity to operate a depot with a 24/7 bag drop in Biloela. This depot has been part of the scheme since day one in the Banana Shire and features an easy-to-use

drive-through. Due to the travel component for the customers, there is a higher frequency of bigger loads dropped to the site.

If you are interested in this opportunity, please contact Jaramac Recycling via email at directors@jaramacrecycling.com.au or phone Rob Stapleton on 0407 413 138 or Mick Stapleton on 0428 480 148. Alternatively, please contact Network Lead India Ault on 0497 549 673. This will be a walk-in walk-out sale.

**Send us your stories**

Have you got a great customer story you'd like to share in the next Network Delivery update? Email your story to enquiries@containerexchange.com.au

Thank you for your continued dedication to our network.

Thomas Juzwin
Executive General Manager
Network Delivery

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OPERATOR HUB | THE GREEN GUIDE | BUSINESS PARTNER PORTAL