

CRP application supporting documents list

Here is a list of the key documents you will need to collate to submit with your application.

Business profile

- 12 months of financial statements (for your current CRP business if you are an existing operator or for an equivalent business if not an existing operator)

Proposed CRP

- **Photos** of the proposed location if available
- **Mobilisation schedule** specific to proposed site type
 - [Depot & shopfront mobilisation schedule](#)
 - [RVM mobilisation schedule \(small and large\)](#)
 - [Bag drop mobilisation schedule](#)
 - [Mobile pop-up mobilisation schedule](#)
- **Traffic Management Plan:** A Traffic Management Plan (TMP) details the proposed traffic flow for the proposed CRP and the plans for managing safety of employees, logistics providers and customers.
 - Please upload an indicative TMP of the proposed CRP, this can be a site schematic or satellite photo of the location detailing:
 - proposed signage
 - customer, logistics & worker access areas
 - traffic flow including customer and logistic routes
 - details of the parking facilities
 - Additional resources available:
 - [WorkSafe Qld Managing traffic on site video](#)
 - [WorkSafe Qld Traffic management self-assessment tool](#)
 - [SafeWork Australia Workplace traffic management guidance material](#)

Additional information

As part of your CRP application, you are required to provide the following plans to enable COEX to evaluate and assess your application's alignment with the Evaluation Criteria and operational requirements for running a Container Refund Point (CRP):

- Employment Plan
- Customer Experience Plan



- Site Design & Branding Plan
- Marketing Plan
- Community, Charity & Social Enterprise Plan
- **Employment Plan**
 - Applicants must submit an employment plan outlining how the proposed CRP will create and sustain jobs. The plan should detail projected staffing needs, specify the types of roles to be created, and describe strategies to support and contribute to local employment growth
- **Customer Experience Plan**
 - Applicants must submit a customer experience plan that outlines how the proposed CRP will ensure high-quality, consistent, and customer-focused service. The plan should detail strategies for engagement with customers, opportunities to educate about best practice use of the scheme, a complaint management process and how you propose to use feedback received both directly on site and through the official Containers for Change channels to improve customer satisfaction
 - Optional: Photos related to Customer Experience
- **Site Design & Branding Plan**
 - Applicants must submit a site design and branding plan that outlines the visual and functional aspects of the proposed CRP. The plan should include the overall design concept, site layout, signage, and accessibility considerations. It should also detail branding elements such as logos, colour schemes, and messaging, demonstrating how the site will align with the Containers for Change branding and create a cohesive, recognisable experience for customers
 - Optional: Photos or mock-ups related to site design and branding
- **Marketing Plan**
 - Applicants must submit a marketing plan that outlines how the proposed CRP will attract and retain customers. The plan should detail strategies for promoting the site and its services, including advertising channels, key messaging and promotional campaigns. It should also demonstrate alignment with the Containers for Change brand and outline how marketing efforts will support awareness, participation, and long-term growth
 - Optional: Photos or mock-ups related to marketing and advertising



- **Community, Charity & Social Enterprise Plan**
 - Applicants must detail how the proposed CRP will engage with and support local communities, charitable organisations, and social enterprises. The plan should include any proposed partnerships, initiatives to support social impact, and planned employment collaborations. It should demonstrate a commitment to social responsibility and alignment with the values of Containers for Change
 - Optional: Photos or mock-ups related to community, charity & social enterprise
- To assist you with preparing these plans as part of the CRP application process, COEX has prepared [templates](#) as a guide to COEX's expectations of the type of information and level of detail that is required. Use of these templates is **not mandatory**, and you may choose to present your plan in any format.
- Any additional information that you believe would strengthen your application for the proposed CRP.

