

Container Refund Point (CRP) application form

Please note this file is to help you prepare only. When ready, please [apply online](#).

Welcome to the Container Refund Point (CRP) Application Form!

Before you start, here is what you need to know:

- This application form must be filled out completely and all required documents provided to ensure we can accept and process your application.
- Have questions about applying for a CRP site or prospective site? Feel free to reach out to our Expansion Team at expansion@containerexchange.com.au
- If you are interested in applying for the Asset Program, please note this is a separate application. [Contact our team](#) for more information on the program.
- Before you get started, take a moment to review what [supporting documents](#) are required.
- Applications that do not meet the Qualifying Criteria are likely to result in the application being automatically rejected, unless there are exceptional circumstances which may be accepted at COEX's discretion.
- Important: By submitting this application, you confirm that you have read and agreed to the [Application Terms and Conditions](#).
- Good news: you can save your progress and come back to your application at any time!

1. Contact Details

(Primary contact for this application)

Full Name	(Text field)
Email Address	(email address field)
Phone Number	(phone number field)
Role/ Position with the Applicant entity	(text field)

2. Qualifying Criteria

Applications that do not meet the Qualifying Criteria are likely to result in the application being automatically rejected, unless there are exceptional circumstances which may be accepted at COEX's discretion.

Please confirm that you meet the following criteria prior to completing your application




Possession of a valid Australian Business Number (ABN)	Yes / No
All owners / directors must be solvent and not subject to any form of bankruptcy	Yes / No
Is the proposed location in an area of opportunity on our opportunity map?	
Is the proposed location appropriately zoned	Yes / No
Ability to operate 7 days if SEQ location	Yes / No / N/A
Willing to provide evidence of sufficient working capital for CRP Start-up phase	Yes / No



If an Existing operator: 100% current contract compliance with all relevant safety audit actions closed out as appropriate.	Yes / No / N/A
<p>If you have answered No to any questions this may result in your application being automatically rejected. Would you like to continue with the application?</p> <p>If you haven't met all the criteria feel free to reach out to our Expansion Team at [expansion@containerexchange.com.au] to discuss your application</p>	Yes / No
3. Applicant Details <i>These details must reflect the business entity that will enter into the Container Collection Agreement (CCA) and operate the Container Refund Point (CRP)</i>	
Entity Information	
Legal Name of Entity (as registered)	(Text field)
Trading Name (if different from legal name)	(Text field)
Entity Type	[Dropdown list: Company Sole Trader Partnership Trust Association Other (please specify)]
› If Company, please provide the ACN ABN	ACN: (Text/Number field) ABN: (Text/Number field)
<p>Is the Applicant a Registered Charity or Not for Profit? <i>(COEX is proud of the incredible social impact Containers for Change has already delivered for Queenslanders. we're inviting charities and community groups to become part of the Containers for Change program in Queensland as Container Refund Point Operators. This initiative isn't just about recycling containers; it's about supporting your community's goals. By participating, you can:</i></p> <ul style="list-style-type: none"> • Drive Social Impact – Be part of a program that reduces waste and helps the environment. • Generate Revenue – Operate a refund point that provides a sustainable income stream to fund your community initiatives. • Get the Support You Need – COEX may take care of key operational aspects like maintenance, servicing, logistics and container pick up to make it as easy as possible for your group to succeed. <p>To be eligible, your organisation should:</p> <ul style="list-style-type: none"> • Be registered with ASIC and have an ABN 	(Yes / No)

<ul style="list-style-type: none"> • <i>Be registered as a Not-for-Profit or Charity (with an associated charity number)</i> • <i>Be a community-run incorporated association such as sports clubs or community interest group</i> • <i>Be willing to partner with our team to give your operation the best chance of success)</i> 	
› If yes, please provide the registration number	(Text/Number field)
Registered Business Address	(Text field)
Entity Website	(Text field)
Entity Structure	
Is the entity a subsidiary or part of a consortium?	(Yes / No)
› If yes, please detail: ultimate holding company name and ABN / ACN, of all entities within the consortium	(Text field)
Business Profile	
How many employees does the entity currently employ? (please include both headcount and Full Time Equivalent (FTE))	(Text field)
Please provide 12 months of financial statements (for current CRP business if existing operator or equivalent business if not an existing operator)	(attachment)
What are the anticipated up-front costs incl. property, equipment etc.? And how does the applicant plan on funding this?	(text box)
What are the anticipated monthly expenses and forecast revenue for the first year of operations for the proposed CRP?	(text box)
Does the applicant have adequate working capital or alternative funding options to manage potential shortfalls in revenue or unexpected increases in expenses?	(text box)
Is the Applicant an existing CRP Operator with COEX?	(yes / no)
› If yes, are you currently 100% contract compliant and are all relevant safety audit actions closed out?	(yes / no)
› If no, have you reviewed and do you understand the CCA compliance requirements ?	(yes / no)
Business Capability and Experience	
Describe the Applicant's current business activities and any relevant experience running a business of similar scale to the proposed CRP (e.g. revenue, employee count, complexity)	(Large Text field)
Current Engagements with COEX	
Have you discussed this application with the Network Delivery or Expansion Team?	(Yes / No)
Does the Applicant have any other existing contractual engagements with COEX?	(Yes / No)
› If Yes select all that apply	(Multi Choice)

	<ul style="list-style-type: none"> - Material Recovery Facility Operator (MRF) - Processing Provider - Logistics Provider - Recycler - Secondary Sort Operator - Employee or Director of COEX - Other (text)
4. Compliance <i>(Please provide accurate and complete responses. If the Applicant is made up of multiple entities (e.g., in a consortium), answer the questions and provide details for each entity)</i>	
Investigations <i>i Investigations by regulators, law enforcement or other agencies into safety, privacy or other legal breaches</i>	
Are there any material regulatory or law enforcement agency investigations against the Applicant or any related entities including the ultimate holding company? <i>(This includes any investigations arising from safety incidents and privacy- related incidents?)</i>	(yes / no)
› If yes, please provide details	(text field)
Contract Terminations <i>i Contracts that were ended early due to a problem with the Applicant or related entities</i>	
Are there any material instances of contract termination against the Applicant or any related entities, including the ultimate holding company?	(yes / no)
› If yes, please provide details	(text field)
Litigation <i>i Current or pending legal claims or other legal disputes involved the Applicant or related entities</i>	
Are there any material current or pending litigation matters involving the Applicant or any related entities, including the ultimate holding company?	(yes / no)
› If yes, please provide details	(text field)
Bankruptcy / Insolvency Status <i>i This covers situations like liquidation, voluntary administration, receivership or bankruptcy filings</i>	
Has the Applicant, or any directors, related entities including the ultimate holding company, being subject to any bankruptcy, insolvency or external administration proceedings?	(yes/no)
› If yes, please provide details	(text field)
Deregistration <i>i Formal processes to deregister the Applicant or related entities</i>	

Have there been any deregistration proceedings against the Applicant or its ultimate holding company (if applicable) since the date of their last audited financial reports?	(yes / no)
› If yes, please provide details	(text field)
Contingent Liabilities	
 <i>Contingent Liabilities are obligations that may arise in the future depending on the outcome of certain events (e.g. a pending claim)</i>	
Are there any material contingent liabilities of the Applicant?	(yes / no)
› If yes, please provide details	(text field)
Mergers and Acquisitions	
 If the Applicant or related entities are merging or buying other businesses	
Are there any recent or imminent mergers or acquisitions relevant to the Applicant?	(yes / no)
› If yes, please provide details	(text field)
Other Material Events	
Are there any other events or factors that could have a material impact on the financial capacity and standing of the Applicant or any of its related entities, including the ultimate holding company?	(yes / no)
› If yes, please provide details	(text field)
Modern Slavery Compliance	
Does the Applicant (and the ultimate holding company, if applicable) have any policies, procedures or strategies to facilitate compliance with the <i>Modern Slavery Act 2018</i> (Cth).	(yes / no)
› If yes, please provide details	(text field)
Director Compliance	
 These questions help ensure directors and key personnel are suitable to manage a CRP in line with legal and ethical standards	
Have any directors or key officeholders of the Applicant been declared bankrupt.	(yes/no)
› If yes, please provide details	(text box)
Have any directors or key officeholders of the Applicant been disqualified from managing corporations, under the <i>Corporations Act 2001</i> (Cth) or otherwise?	(yes/no)
› If yes, please provide details	(text box)
Do any directors or key officeholders of the Applicant have any criminal convictions or charges, or otherwise subject of any criminal, civil or administrative investigation or action?	(yes/no)
› If yes, please provide details	(text box)
5. Proposed Container Refund Point (CRP) <i>(please complete this section for one refund point. An application is required for each CRP.)</i>	
Proposed CRP	

Please provide the street address, unit number, suburb and post code for the proposed CRP	(address / text box)
Please include any relevant photos of the location if available	(optional attachments)
CRP Type <i>(if unsure, contact the [Expansion Team])</i> i Types of CRPs include depots, shopfronts, small and large reverse vending machines (RVMs), bag drops and mobile pop-ups. For more information, see our website .	
Which CRP type is being proposed?	(Single choice tick box) - Depot - Shopfront - Large Reverse Vending Machine (RVM) - Small Reverse Vending Machine (RVM) - Bag Drop / Drop Off - Mobile Pop Up
Collection Model <i>(for shopfront, small or large RVMs only)</i> i Collection model refers to how containers collected at your site will be sorted and transported for processing. This will affect the handling fee applicable for your proposed CRP.	
› If Shopfront, Small or Large RVM, please indicate the proposed collection model	(Single choice tick box) - Operator to run logistics from proposed CRP to an existing CRP depot for secondary sort - COEX to collect containers for third party secondary sort services
› If applicant is a Registered Charity or Not for Profit. Type of operating model proposed	(Single choice tick box) - Commercial - Community
Proposed Operational Commencement Date i	
What date does the Applicant propose to commence operations of the CRP?	(date field)
Please provide details of how will you achieve this mobilisation date? Attach a Mobilisation schedule relevant to the proposed site type	(Attachment required)
Proposed Operating Hours/ Days i <i>(SE QLD preferred minimum: 7 days/week for depots, shopfronts and RVMs)</i>	
What are the proposed operating hours for the CRP?	(text hours box)
Will the CRP be open on the majority of Public Holidays?	(Yes / No)
Zoning of the Proposed CRP site (Depot, Large RVM and Shopfront only)	

<p>i Please check the zoning (e.g. industrial, commercial or other) and any planning rules for your proposed CRP site. All CRP Operators are responsible for ensuring the site is appropriately zoned, including for the provision of waste services, traffic impacts and other planning issues.</p>	
Please provide details of the zoning for the proposed CRP	(text box)
<p>Planning Approval</p> <p>i In Queensland, planning approvals (such as development permits or material change of use approvals) are typically managed by local councils under the Planning Act 2016 (Qld). You should seek expert planning advice to ensure that any planning approvals required are obtained before operating any CRP site.</p>	
Is planning approval required for the proposed CRP?	(yes / no)
› If yes, what is the current status of planning approval	(Single choice tick box) <ul style="list-style-type: none"> - Planning approved - Planning submitted for approval - Town planner engaged to submit planning - Planning approval not yet started
› If yes, when is planning approval likely to be obtained?	(text box)
<p>Current Ownership or Lease Status</p>	
What is the current ownership or lease status of the proposed CRP site?	(Single choice tick box) <ul style="list-style-type: none"> - Applicant owns the proposed location - Lease has been secured - Lease agreed in principle - Discussions commenced with landlord - Yet to commence discussions landlord - Council property permission obtained - Council property discussions commenced - Council property yet to commence discussions
<p>Occupancy Status</p> <p>i Is the CRP site occupied, vacant or in use for something else?</p>	
What is the current occupancy status of the CRP site?	(text box)
<p>Cash Refunds (Depot, RVM, Shopfront and Mobile Pop-Up only)</p> <p>i Will the CRP offer cash or a voucher option as well as member ID? Note cash may be a customer preference in depot locations</p>	

Will the proposed location offer cash refunds?	(Single choice tick box) <ul style="list-style-type: none"> - Yes - No - Voucher redeemable at nearby location
Predicted Volume for the Proposed CRP site <i>📌 Estimate of how many containers per year the CRP will handle, with data and analysis if possible</i>	
Please provide details of the predicted volume for the proposed location and how that volume was calculated	(Text box)
Operations <i>📌 Please provide detailed responses regarding the configuration, equipment, logistics, environmental considerations, and operational capabilities of the proposed CRP site.</i>	
› If Depot: Proposed configuration for customers <i>(Detail how the Applicant intends to configure the CRP to service customers i.e. members of the public presenting eligible containers)</i>	(Multi Choice) <ul style="list-style-type: none"> - Drive through - Park and walk in - Reverse to counter - Manual counting - Automated counting machines - Drop and Go option
› If Depot with Automated counting machines: please provide details of the proposed machine	(text box)
› If Small RVM or Shopfront: detail the loading and storage facilities for holding containers before logistics collection	(text box)
› If shopfront or Small or Large RVM: detail the type of RVM proposed	(large text box)
› If shopfront or small or large RVM: detail the Maintenance / Cleaning / Offline Plan	(large text box)
Please describe any positive environmental impacts expected as a result of this application. You may include potential benefits such as increased recycling, adoption of solar technology, use of electric vehicles, or other sustainability initiatives	(large text box)
Explain the operational capability of the proposed location <i>(include size, total capacity of containers, proposed collection infrastructure (cages, bins, etc) ability to support volume overflow)</i>	(large text box)
Traffic Management Plan <i>📌 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 ensure the TMP includes detail of the parking facilities.</i>	
Please upload the Traffic Management Plan	(Attachment required)
Explain the logistics configuration	(large text box)

<i>(include how the logistics provider can access and collect, any truck considerations required, specific access or security considerations)</i>	
Explain the security arrangements for the proposed CRP <i>(relative to the proposed CRP type, detail any CCTV, fencing, overnight storage plans or other security arrangements)</i>	(large text box)
› If Depot: Do you have a forklift available or the ability to secure a forklift?	(yes /no)
› If Shopfront/Depot/ Large RVM: Is three phase power available?	(yes / no)
› If Depot: Would the proposed location have the ability to take on flattening equipment?	(yes / no)
Asbestos Awareness	
Is the Applicant aware of any asbestos at the proposed CRP site?	(Yes / No)
› If yes please provide details	(text box)
6. Additional Information Please insert and/or upload all additional information required for this application. A full list of required documents and templates can be found here. <i>❗ All required documents must be submitted for your application to be accepted and assessed. If you're unsure about what is needed, please refer to the downloadable list or reach out to the [Expansion Team].</i>	
Employment Plan <i>❗ 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.</i>	
Please upload the Employment Plan	(Attachment required)
Customer Experience Plan <i>❗ 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</i>	
Please upload your customer experience Plan <i>(Feel free to include images if required)</i>	(Attachment required)
Site Design and Branding Plan <i>❗ 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.</i>	
Please upload your proposed Site Design & Branding Plan <i>(Feel free to include images if required)</i>	(Attachments required)
Marketing Plan	

<p>i 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.</p>	
Please upload your proposed Marketing Plan (Feel free to include images if required)	(Attachments required)
<p>Community, Charity and Social Enterprise Plan</p> <p>i 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.</p>	
Proposed community, charity and social enterprise engagement plan (Feel free to include images if required)	(large text box) (attachments box)
<p>7. Asset Program</p> <p>i The COEX Asset Program helps small and not-for-profit operators access key equipment – like reverse vending machines (RVMs)– by leasing them directly from COEX. This can help you set up your CRP without large upfront costs. For more information on the program and how to apply, see our website.</p>	
Would you like to participate in the COEX Asset Program for this CRP?	(yes / no)
<p>› If yes, have you obtained pre-approval for the proposed asset?</p> <p>i Important: COEX strongly encourages all eligible Applicants to apply for the program before submitting this application. If approval for the asset isn't received, it could delay the application process – or even mean that your application cannot be accepted. We don't want all your hard work to go to waste, so please make sure you apply early!</p>	(yes / no)
<p>8. Final Supporting Information</p> <p>i This is your final chance to highlight any extra details, innovative ideas, or supporting documents that think will help your application stand out.</p>	
Would you like to provide any additional information that you believe would strengthen your application for this CRP?	(yes / no)
› If yes, please share the details below or upload any supporting attachments.	(text box & upload attachment option)
<p>9. Conflict of Interest declaration</p> <p>i Conflicts of interest can occur when your organisation (or its representatives or employees) have relationships or interests with COEX. These relationships could affect (or be perceived to affect) your ability to operate independently or fairly in the scheme.</p> <p>Tip: If in doubt, it is better to disclose.</p>	
<p>This section helps COEX identify and manage any potential, perceived or actual conflicts of interest that may arise.</p> <p>Declaring a conflict of interest will not automatically exclude your application - it helps COEX ensure that</p>	

all conflicts are managed appropriately. Failure to declare may result in the application being rejected and any contracts subsequently awarded to the Applicant rescinded.

Declaration

I, as an authorised representative of the Applicant, confirm that:

- I am aware of the importance of disclosing any conflicts of interest.
- I understand this is an ongoing obligation throughout the application process.

☒ **Please select one:**

☐ After making reasonable enquiries, to the best of my knowledge, there are **no potential, perceived or actual conflicts of interest** with COEX or the Containers for Change Scheme.

☐ I am aware of potential, perceived or actual conflicts of interest, which I disclose below.

- *If conflicts exist:*

Please describe the conflicts, related parties, and any safeguards you propose to manage them:

[Large text box for disclosures & safeguards]

☒ **Continuing Obligation:**

☐ I undertake to promptly disclose any further conflicts of interest that arise throughout the application process to my Network Lead or the Expansion Team.

10. Final Acknowledgement, Consent and Declarations

Queensland Container Refund Scheme – CRP Operator Application Acknowledgment

In submitting this Application to COEX, I, [Insert name of Applicant Representative], as an authorised representative of the Applicant, confirm and declare as follows:

- This Application is true and accurate.
- I understand that if any information provided is incorrect, there may be grounds to reject this application and rescind any contracts awarded on the basis of this information.
- I authorise COEX to perform any relevant background and criminal history checks it deems appropriate based on the information provided in this Application.
- I confirm that I have obtained the express consent of any individuals related to this Application for COEX to perform relevant background and criminal history checks.
- I acknowledge that I have read and agree to the [Application Terms and Conditions](#).
- I declare that there are no known conflicts of interest in relation to this Application, or if there are any potential conflicts, they have been fully disclosed in the relevant section of this Application.
- I confirm that I am authorised to make this application on behalf of the Applicant and have obtained all necessary consents required for this application.

☐ **I acknowledge and agree to the above statements.**