



# Frequently Asked Questions

## Scheme Structure

**How will Return and Earn work?**

A single Scheme Coordinator, Exchange for Change, will oversee Return and Earn as the financial and reporting hub.  
The Network Operator, TOMRA Cleanaway, will be responsible for establishing and managing a network of collection points and collection infrastructure across NSW.  
More information can be found here:  
<http://epa.nsw.gov.au/waste/cds-works.htm>

## Collection points and Reverse Vending Machines

**How many collection points will there be across NSW?**

There will be more than 500 Return and Earn collection points across NSW. There will be at least one collection point for each remote town with more than 500 people; each regional town with more than 1000 people, as well as an additional point for every additional 20,000 people in the regional town; and in more than 270 sites across the Greater Sydney Region. A collection point can be automated (made up of one or more reverse vending machines) or manual.

**What is a reverse vending machine?**

A reverse vending machine (RVM) is the opposite of a drink dispensing machine. A person places their empty eligible drink container into the machine, the container is scanned to verify it is eligible and the person either:

- receives a voucher they can redeem for cash or an in-store credit at a partnering retailer (such as Woolworths)
- receives an electronic funds transfer to their registered PayPal account via the myTOMRA app
- donates the refund to a nominated charity or community group

These machines do not hold cash.

**Where will reverse vending machines and/or collection points be located?**

The location of reverse vending machines and collection points will be determined by the Network Operator TOMRA Cleanaway. A geo-locator map is available on this site ([returnandearn.org.au](http://returnandearn.org.au)) to help you find your most convenient collection point. As Return and Earn rolls out, more collection points will



# Frequently Asked Questions

	be added.
<b>How do I become a collection point?</b>	Anyone can register their interest in being a collection point operator. It is up to TOMRA Cleanaway, the Network Operator, to determine where to locate collection points and which organisations they wish to contract to operate a collection point. To register your interest to run a collection point visit the TOMRA Cleanaway website and fill out their online form: <a href="http://www.tcnsw.com.au">www.tcnsw.com.au</a>
<b>How does a community set up a reverse vending machine if they are over 100kms away from the nearest big centre?</b>	TOMRA Cleanaway is determining the best locations for reverse vending machines based on population data and the expected number of containers that will be available for collection at a given site.

Eligible drink containers	
<p><b>What drink containers are covered by the scheme?</b></p>	<p>Most 150ml to three litre beverage containers are eligible for a 10 cent refund provided they are made from glass, plastic, aluminium, steel or liquid paperboard. <b>Containers should be empty, uncrushed, unbroken, and have the original label intact.</b> The eligibility of beverage containers generally aligns with containers that are eligible under the SA or NT schemes. Many will therefore have the SA or NT scheme refund marking if they are currently sold in those markets.</p>
<p><b>What drink containers are NOT covered by the scheme?</b></p>	<p>150ml to 3 litres containers NOT eligible for a 10 cent refund include:</p> <ul style="list-style-type: none"> <li>• Plain milk (or milk substitutes)</li> <li>• 1 litre or more of: flavoured milk, pure fruit/vegetable juice, wine and water casks</li> <li>• Wine and spirits in glass containers</li> <li>• Wine sachets of 250 millilitres or more</li> <li>• Cordials and concentrated fruit/vegetable juices</li> <li>• Registered health tonics</li> </ul>
<p><b>Why are wine bottles, spirit bottles and plain milk bottles excluded?</b></p>	<p>Return and Earn is designed to reduce litter. Wine bottles and spirits in glass bottles are predominantly consumed at home and are not regularly found in the litter stream.</p>
<p><b>Are growlers and squealers covered by the scheme?</b></p> <p><b>(Note: growlers and squealers are types of containers mainly used by breweries to sell beer)</b></p>	<p>A growler or squealer that is not sealed for the purposes of transport or storage before its sale, delivery, or use or consumption of its contents, is not covered under the scheme (refer to section 22 of the <i>Waste Avoidance and Resource Recovery Act 2001</i>).</p> <p>For example, growlers or squealers that a consumer:</p> <ul style="list-style-type: none"> <li>• purchases empty</li> <li>• brings into the store to be filled with a beverage such as beer</li> <li>• then takes away</li> </ul> <p>are not covered under the scheme. However, if a growler or squealer is sealed before being transported or stored for retail purposes, it is subject to the scheme. This is the case even if the container is refillable and is used for future purchases of e.g. beer.</p>



# Frequently Asked Questions

Claiming the 10 cent refund	
Where can I get a refund?	Eligible containers can be redeemed for a 10 cent refund at an approved collection point from 1 December 2017.
How can I get the refund?	To be able to redeem an eligible container, <b>the container should be empty, uncrushed, unbroken and with the original label attached</b> . Eligible containers must be returned to an approved Return and Earn collection point to get the refund.
Can I crush my cans and bottles?	No. Do not crush containers prior to redeeming your refund. The container must be readily identifiable as an eligible container to receive a refund. Crushing may render such identification difficult or impossible and collection points will reject crushed containers.
Can I keep using kerbside recycling?	Eligible containers can continue to be placed in the kerbside system, and kerbside recycling will continue to be important for containers that are typically consumed at home - some of which aren't eligible for a refund within the NSW Container Deposit Scheme. Kerbside recycling will continue to be processed at recycling facilities where it is sorted and baled to be sold as a commodity and recycled into something new.
What happens to the containers that I put in my kerbside recycling?	You will not personally receive the refund if you put containers in kerbside recycling. However, the operators of material recovery facilities that process the material collected in kerbside recycling will be permitted to claim the 10 cent refund on eligible containers that they process. It is expected that these operators will negotiate to share a part of these refunds with the relevant councils. In that case, this may result in improved waste services in your area.
What happens if my container doesn't have a label?	Containers should be empty, unbroken, uncrushed and have their original label intact for redemption. If your container does not have a label it may not be recognised as an eligible container by a reverse vending machine.



# Frequently Asked Questions

<p><b>Does my reverse vending machine voucher expire?</b></p>	<p>Reverse vending machine vouchers expire after 3 years. If your voucher is older than 6 months, you must contact TOMRA Cleanaway customer service on 1800 290 691 to get your refunds.</p>
<p><b>What do I do with my 'eligible container' if the automated reverse vending machine doesn't accept it?</b></p>	<p>Containers should be empty, uncrushed, unbroken and have the original label attached or they may not be accepted by a reverse vending machine. Containers that are not accepted should be placed in a suitable recycling bin. Reverse vending machines are programmed to accept eligible containers.</p>
<p><b>Is it dangerous to put my hand too far into the opening of the reverse vending machine?</b></p>	<p>No it is not dangerous, but we advise against doing this as your containers may be rejected as the machine will recognise your arm as a foreign object instead of container.</p>
<p><b>What should I do if my three litre container does not physically fit into the opening of the reverse vending machines at the automated collection point?</b></p>	<p>Reverse vending machines are designed to accept eligible containers. However, it is possible to make drink containers into unusual shapes. If an eligible container does not fit into the machine, please take it to your nearest over the counter manual collection point for verification and a refund, or place it in the nearest recycling bin.</p>
<p><b>How do I get a digital refund?</b></p>	<p>Download the myTOMRA App from Google Play or iTunes App Stores and create a TOMRA profile. The app comes with a personal barcode that you scan on the machine to get the refunds digitally into your myTOMRA profile. Open the app and follow the prompts to link your PayPal account to the app before you redeem any eligible containers.</p> <p>Once you've linked your PayPal account, scan your personal barcode from the myTOMRA app when you arrive at the RVM to log in. Place all your containers in the RVM one at a time, then select PayPal on screen. Your refund will be transferred to your PayPal account.</p>
<p><b>How long will it take to receive my refund via PayPal?</b></p>	<p>Refunds are transferred to your PayPal account when you select the PayPal button on the RVM screen. The money will then appear in your PayPal account.</p>



## Frequently Asked Questions

<p><b>How can I access my refund from my PayPal account?</b></p>	<p>Your refund will be stored as a balance in your PayPal account. You can use it towards purchases paid for with PayPal, or log in to your PayPal account to transfer it to your bank account.</p>
<p><b>Do I have to have a PayPal account to withdraw my digital refund?</b></p>	<p>Yes. Currently the only payout option available via an RVM is through PayPal.</p>
<p><b>How can I add PayPal as a payout option in the myTOMRA app profile?</b></p>	<p>First you must create a PayPal account. Press “add payout” on the profile page or through the “More” menu. You will then be redirected to PayPal to connect your myTOMRA profile with PayPal. Press “Accept” and you are redirected back. You will then receive all future refunds directly to your PayPal account.</p>
<p><b>How can I withdraw my refunds from the myTomra profile?</b></p>	<p>First you need to connect your PayPal account to your TOMRA profile.</p> <p>Once you have connected your PayPal account to your myTOMRA profile your refunds will automatically be transferred to your PayPal account. You can change your settings to manual payout if you prefer.</p>
<p><b>How do I create a TOMRA profile?</b></p>	<p>Go to TOMRA.com.au or download the myTOMRA app. Register by using your email or by using your existing PayPal account.</p>
<p><b>How do I create a PayPal account?</b></p>	<p>Go to PayPal.com.au or download the PayPal app. Press “create account” and follow the steps to create your account.</p>
<p><b>How can I set up automatic or manual payout of my refunds?</b></p>	<p>To change from automatic to manual payout or vice versa, go to your myTOMRA profile, select “more” and “payout options” where you then can change payout preferences.</p>
<p><b>I obtained a retail refund voucher from an RVM. Can I get the refund from that voucher transferred digitally into my Tomra profile?</b></p>	<p>No. To claim your refund electronically you must scan your barcode before you deposit your bottles. If you have printed a refund voucher you must redeem it from a participating retailer.</p>

## Charities, Schools, Community and Sporting Groups

**What opportunities are there for charities and community groups to participate?**

Return and Earn will provide a fundraising opportunity for charities, schools, community and sporting groups:

These groups can seek donations of eligible drink containers from the community that they can then redeem for a refund at an approved collection point.

1. Charities, community groups and social enterprises can apply to the Network Operator, TOMRA Cleanaway, to set up and run collection points.
2. Groups can apply to become a donation partner on a Reverse Vending Machine and thereby receive donations from people using the machine.

To register your interest in becoming a donation partner please go to <http://returnandearn.org.au>.

**How do I get my charity, school, club or community group listed on a reverse vending machine?**

If you wish to have your charity, school, club or community group featured on a reverse vending machine to receive donations, please go to <http://returnandearn.org.au>.

**How do I get paid my refund if I use an RVM?**

Consumers that use a reverse vending machine to return their containers have three options to receive a refund payment:

- A. Receive a retail voucher which can be redeemed for cash or an in-store credit at a participating retailer
- B. Receive a direct payment to their registered PayPal account via the myTOMRA app
- C. Donate their refund to a charity, school or community group featured on a Reverse Vending Machine.



## Frequently Asked Questions

<p><b>My school/club is really interested in participating to raise funds. What is the best way I can participate?</b></p>	<p>Fundraising through your local school or club is a great way to participate. This can be done by collecting containers and returning them to a Return and Earn collection point to receive the refund. Schools and clubs can also contact TOMRA Cleanaway to register to be listed as a donation partner on a local RVM. Go to <a href="http://returnandearn.org.au">http://returnandearn.org.au</a>.</p>
<p><b>How much can our organisation raise per beverage container?</b></p>	<p>Every eligible drink container that your organisation returns to an official Return and Earn Collection Point will earn 10 cents.</p>
<p><b>Where do I take the beverage containers once we've collected them?</b></p>	<p>Take your containers to an official collection point. Collection point locations are available on this site (<a href="http://returnandearn.org.au">http://returnandearn.org.au</a>) and as Return and Earn rolls out, more collection points will be added to the map.</p>
<p><b>How do we get the refunds once we've returned the containers?</b></p>	<p>If you return the containers to a reverse vending machine at an automated collection point you can claim your 10 cent refund in three ways:</p> <ul style="list-style-type: none"> <li>• Electronic refund to your registered PayPal account via the myTOMRA app</li> <li>• Retail refund via a voucher that you can redeem for cash or use towards an in-store credit at a partnering retailer (such as Woolworths)</li> <li>• You can donate your refund to one of four charitable or community organisations shown on the reverse vending machine screen</li> </ul> <p>If you return your containers to an over-the-counter manual collection point you will receive 10 cents cash for each container you return once they have been counted and verified as eligible containers (in the appropriate condition) by the staff at the collection point.</p>