

Department of Water & Environmental Regulations

[cds@dwer.wa.gov.au](mailto:cds@dwer.wa.gov.au)

Dear Sirs,

**Feedback on the Customer Service Standards for the Container Deposit Scheme (CDS)  
Collection Network**

The Town of Port Hedland has reviewed the Draft CDS Customer Service Standards and would like to provide the following feedback.

We agree that there is a minimum requirement of at least one full time refund point for a population between 10,000 and 20,000. Under the preferred option, the Town of Port Hedland would only get one permanent refund point.

We believe there is a requirement for more local input into the siting of these refund points, particularly in relation to regional communities like Port Hedland that would currently only qualify for the one refund point. Best practice suggests refund points operate most effectively when sited as close as possible to the point of sale of CDS items.

Due to the unique layout of Port Hedland's residential and shopping areas, following best practice in providing a single refund point would mean a sizeable portion of the population would be adversely inconvenienced leading to a reduction in the effectiveness of the program.

The Town would like the Department to consider the benefits of local knowledge in discussions around refund point siting and should consider this during the selection and appointment phase of a network operator. In particular we believe engagement with Local Government must be a crucial remit of any potential network operator.

For further information on our submission, please contact Christopher Adekunle on [REDACTED] or email: [REDACTED]



David Pentz  
Chief Executive Officer Town of Port Hedland

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**Town of Port Hedland Office**

Civic Centre, McGregor Street, Port Hedland, WA 6721

PO Box 41, Port Hedland

T: (08) 9158 9300 | F: (08) 9158 9399

E: [council@porthedland.wa.gov.au](mailto:council@porthedland.wa.gov.au)

[www.porthedland.wa.gov.au](http://www.porthedland.wa.gov.au)

