

Container Deposit Scheme

Customer Service Standards for Collection Network

Flexible vs Fulltime

It was stated that this document seeks comment on the methodology and results for establishing these minimum requirements for access and coverage.

Upon reading the document, it is indicated that there will be two types of refund points in WA, being fulltime and flexible.

In the document, the various types of refund points and their operating conditions/hours are outlined for other states (pg 2-4) however the document fails to provide any detail on the proposed conditions for the WA network.

For example, are there going to be one set of conditions for all 85 flexible refund points or will they be different across urban/regional/remote?

As a result it is difficult to provide detailed feedback on access to the CDS network, as access is more than just the physical distance to a site.

Suggestion: release a consultation document outlining different options for the fulltime vs flexible refund points at this is a critical element in being able to comment on access to collection network.

Recommended vs Alternative

On page 14, table 8 a summary of the full time points is shown between the two modelling methods resulting in the recommended and alternative minimum service standards. It is noted that outside of the Perth region, there is only one variation between the recommended and alternative modelling being Bunbury with 3 fulltime points under the recommended and 4 full time points under the alternative model.

Suggestion: Adjust the Bunbury region to four full time refund points. This will give the regions a 15,000 population coverage across the board with very little impact over the totality of the scheme. Doing this adjustment would allow the decision to be made based on the number of fulltime sites in the metro area (94 or 125), noting that the travel distances in metro will be significantly less as a result of the population density.

Perth Metro Fulltime Refund Sites

Other than the 94/125 fulltime refund site split between recommended and alternative modelling, very little detail is provided around the locations of the Perth Metro area.

To be able to comment on this, further information needs to be released.

Suggestion: In respect to customer service, a maximum travel distance threshold should be considered as a more important factor in the metro area as opposed to the minimum number of population

Customer Service

In regards to feedback on customer service standards, just having physical access to a refund site and having reasonable operating hours, does not determine good or bad customer service.

Suggestion: When determining customer service standards, consider elements such as on-site parking, turning space for trailers, shelter from rain, access to toilets, disability access, competence of operators and site staff/volunteers etc.

Site viability

Actual customer service standards at sites will be derived from the economic viability of the various sites. I.e. ability to employ staff, maintain clean facilities, conduct maintenance and repairs etc. No comment has been made how the CDS operator will support sites with lower throughput to ensure basic customer service standards (above distance and hours) are met and maintained for the refund site operators