



Government of **Western Australia**
Department of **Water and Environmental Regulation**

Minimum network standards:

Refund point locations and hours of operation

Container deposit scheme

Department of Water and Environmental Regulation

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Contents

1. Minimum network standards for Western Australia	2
1.1 Minimum regional representation and refund point to population ratios.....	2
1.2 Minimum hours of operation	2
1.3 Maximum travel distances	3
1.4 Number and location of refund points	3
1.5 Exemptions due to economic unviability.....	4
2. Glossary.....	5

Purpose

The *Minimum network standards* set minimum requirements for the location and distribution of container deposit scheme refund points and their hours of operation.

1. Minimum network standards for Western Australia

1.1 Minimum regional representation and refund point to population ratios

Minimum regional representation

On and from the date of commencement, the coordinator must ensure that each region of Western Australia has at least one full-time refund point.

Refund point population thresholds by regional category

The minimum requirements in Part 1.3 and Part 1.4 of this document have been determined according to the minimum regional representation requirement and on the information contained in the following table.

Refund point population thresholds by regional category

Regional category	Refund point to population thresholds	
	First refund point	Subsequent refund points
Perth metropolitan area	15,000 (full-time) first 103 refund points	15,000 (flexible)
Major regional centres	10,000 (full-time)	>20,000 (at least 2 full-time)
Inner regional area	500–14,999 (flexible)	15,000 (full-time)
Outer regional area		
Remote and very remote area		

1.2 Minimum hours of operation

On and from the date of commencement, the coordinator must ensure that the following minimum hours of operation requirements are achieved and maintained in respect of full-time refund points and stationary flexible refund points:

- Full-time refund points must provide at least 35 hours per week including at least four weekend hours.
- Flexible refund points must provide at least 16 ordinary business hours per

fortnight, at least eight of which must be weekend hours.

- Refund points are not required to operate during public holidays, emergency incidents (fire, floods, cyclones, pandemic etc) and other unforeseen circumstances (such as legal constraints) that preclude operations.
- The coordinator is to facilitate establishment of a replacement refund point within 12 months where a refund point's infrastructure is damaged, the business fails or is incapable of operating due to financial or legal constraints, including contract termination or suspension.
- Seasonal refund points are not required to meet the Minimum network standards minimum hours of operation. (See glossary definition).
- Event-based (popup) refund points are not required to meet the Minimum network standards minimum hours of operation. (See glossary definition).
- Mobile refund points are not required to meet the Minimum network standards minimum hours of operation. (See glossary for definition).
- Refund points in towns with an Urban Centres Localities (ABS census data) population less than 500 are not required to meet the minimum operating hours.

1.3 Maximum travel distances

The coordinator must endeavour to design the collection network so the travel distances to a refund point for those persons identified in column 1 of the table in Part 1.3 are no more than those distances specified in column 2 of the table in Part 1.3.

Travel distance to refund point for regional category

Column 1 Regional category	Column 2 Maximum travel distance to refund point
Perth metropolitan area	5 km
Inner regional area	50 km
Outer regional area	100 km
Remote and very remote area	200 km

1.4 Number and location of refund points

On and from 12 months from the date of commencement, the coordinator must ensure that the minimum numbers of full-time refund points and flexible refund points are established and maintained in operation for each region as specified in the table at Part 1.4.

Refund point allocation by region

Minimum network standards: refund point locations and hours of operation

Region	Minimum number of refund points in operation		
	Full-time refund points	Flexible refund points	Population (Census 2021) ¹
Kimberley	1	11	29,250
Pilbara	2	7	47,131
Gascoyne	1	3	7,936
Mid-West	2	6	42,235
Goldfields – Esperance	3	8	45,274
Wheatbelt	1	26	39,438
Perth and Peel	103	39	2,076,606
South West	7	12	150,597
Great Southern	2	6	44,378

1.5 Exemptions due to economic unviability

- The scheme coordinator may apply to the Department of Water and Environmental Regulation for a temporary (one year) exemption for a refund point location on the grounds of its poor economic viability.
- Subject to the department's decision, the refund point is not required to meet the minimum hours of operation during that the one-year period.
- The scheme coordinator must provide support to the refund point operator to meet minimum hours operation requirements after one year. This could include assistance to:
 - review business systems and development opportunities to reduce unnecessary costs and expand the business
 - develop bag drop facilities to extend hours of access without increasing operating costs.

¹ ABS Census 2021 (Urban Centres and Localities) is used for calculating relevant population to determine the number of full-time and flexible refund points.

2 Glossary

Term	Definition
Flexible refund point	Flexible refund points must provide at least 16 ordinary business hours per fortnight, at least eight of which must be weekend hours.
Full-time refund point	Full-time refund points are expected to reflect full-time business operations. They must provide a minimum of 35 hours per week including at least four weekend hours.
Seasonal refund point	Seasonal refund points are those that serve a town with fewer than 500 people outside peak season when tourism assists economic viability. Seasonal refund points can self-nominate to the scheme coordinator. Seasonal refund points are not required to meet minimum operating hours or operate outside of peak season.
Event based refund point (Pop-up)	Event based refund points service temporary social events that exist outside regular business hours such as markets, music festivals, agricultural shows and sporting carnivals. Event based refund points may also be referred to as pop-up refund points. Event based refund points are not required to meet minimum operating hours.
Mobile refund point	Mobile refund points can be easily moved from location to location as part of a vehicle, connected to a vehicle or carried in a vehicle. Collection infrastructure may be transported to a location then left temporarily in place unattached to any vehicle to receive eligible containers before being transported elsewhere. Mobile refund points are not required to meet minimum operating hours.
Occasional refund point	Occasional refund points operate for less than 16 ordinary business hours per fortnight. Occasional refund points may operate in towns with less than 500 people where they are not required to meet minimum operating hours of flexible refund points.
Region	Regions are as defined in the <i>Regional Development Commissions Act 1993</i>

Inner regional area	As defined by the Australian Bureau of Statistics <i>2016 Australian Statistical Geography Standard: Remoteness Structure</i> (2016).
Major regional centre	Regional population centres with greater than 10,000 population (Australian Bureau of Statistics Urban Centres and Localities population data).
Outer regional area	As defined by the Australian Bureau of Statistics <i>2016 Australian Statistical Geography Standard: Remoteness Structure</i> (2016).
Remote and very remote area	As defined by the Australian Bureau of Statistics <i>2016 Australian Statistical Geography Standard: Remoteness Structure</i> (2016).