

Acknowledgement of Country

Today we are meeting in Naarm (Melbourne), the land of the Wurundjeri Woi-wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin. Our work stretches right across Australia and Aotearoa New Zealand.

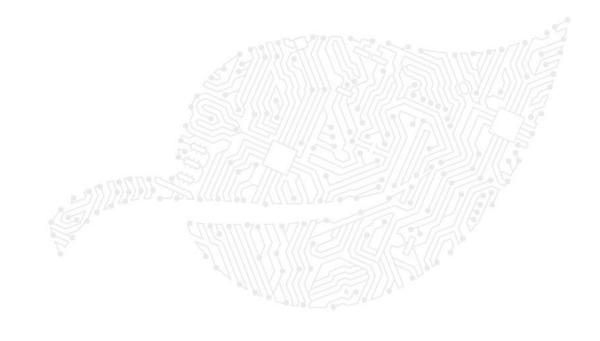
We acknowledge the Traditional Owners and Custodians of Country of all these places, and on the land that we work throughout Australia and Aotearoa.

We pay our respect and thanks for their ongoing care for country and leadership.

We engage and collaborate with indigenous communities around Australia and Aotearoa, working in partnership at some of the remotest locations to provide access to e-stewardship services.

Welcome and Introductions





Agenda Today

12:30pm	Introduction and Housekeeping	Carla Vasconi, CEO, ANZRP
12:35pm	An update from ANZRP	Anne Stonier, CMCPO, ANZRP
12:45pm	Meeting reasonable access target under the NTCRS	Andrew But, ANZRP
12:55pm	Council's e-waste collection and disposal provisions	Arthur Cheng, Boroondara Council
1:20pm	Servicing and meeting the needs of the public	Jordan O'Connor, Officeworks
1:45pm	Planning events & servicing remote communities	Andrew But, ANZRP
1:55pm	Closing	Anne Stonier, ANZRP

Housekeeping

- This session will be recorded
- You can ask questions through the Q&A function
- If we are unable to answer your question during the Forum due to time constraints, we will revert to you post event
- During and after the event we will provide a link and QR code to the feedback form and will send a copy of the presentation to participants

Feedback Form



https://survey.zohopublic.com.au/zs/6oDP2w

An update from ANZRP



Anne Stonier

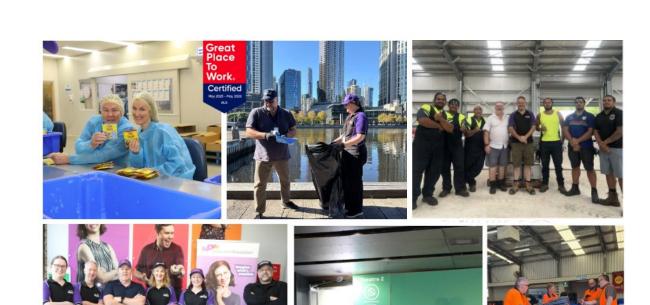
Chief Marketing, Communication and People Officer
Australia and New Zealand Recycling Platform

Our People

ANZRP Re-Certified as a Great Place to Work

A testament to our team's dedication and the positive work environment we strive to maintain.





Our People

Organisation changes Finance Department

- Mike Griffiths CFO Advisor (part-time)
- Anne Theuri Management Accountant (appointed April 1)
- Bobbi Dunn Finance and Accounts Assistant (part-time)
 finished up end of June after approximately 4 years of service
 thank you Bobbi
- Reminder Member Services now being managed by the marketing and stakeholder engagement function rather than finance.



Mike GriffithsCFO Advisor (part-time)



Anne TheuriManagement Accountant



Katie Webster Member Engagement Coordinator



Jan van de Graff Advocacy and Strategic Communications Manager

NTCRS Regulatory Targets and Recyclers

RAWR Act Review

Public consultation closed on 27th February 2025 and ANZRP made a formal submission on relevant terms of reference following consultation with members.

Meeting with DCCEEW in June – it is reviewing feedback and anticipates sharing outcomes publicly in the second half of 2025.

DCCEEW has encouraged ANZRP to submit recommendations on NTCRS improvements which are within the Minister's remit for change.

Murray Watt is the newly appointed Minister for Climate Change, Energy, the Environment and Water.



NTCRS Regulatory Targets and Recyclers

- Reasonable access is at 100% for FY25 and was achieved in January 2025
- Recycling target for FY25 was achieved
- MRT Regulator still accepting 'best endeavours'
- Anticipate achieving a recovery rate of 89% in FY25. On 1st May 2025, ANZRP achieved the 90% Material Recovery Target, driven by higher plastic recycling rates, which means that ANZRP will meet this target next year.

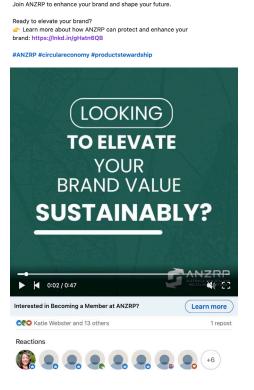


Annual Member Experience Research and workshop

- Thank you to all members for your involvement
- Overall Net Promoter Score (NPS) improvement from 59% to 63%
- ESG Information required by members need to update/maintain member toolkit
- All team member customer service workshops have been conducted and updated *department improvement plans* developed which will be monitored through FY26.

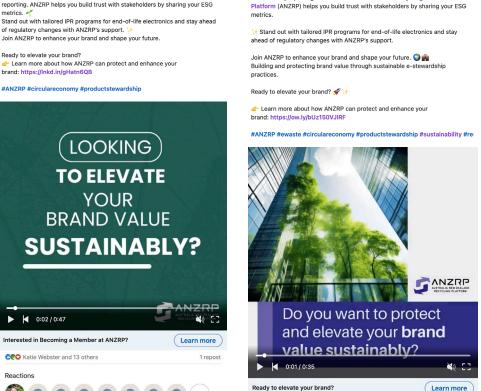
Sales and tender documents		Member internal communications	Member external corporate communications	
Currently mention ANZRP/TC	59% (28%) 131%	78% (54%) 1 24%	38% (36%) 2%	
Planning to use the Member toolkit info in stated documents (not yet doing so)	33% of 41% = 14 % of members (28%)	57% of 22% = 13% of members (30%)	57% of 62% = 35% of members (36%)	

- Member Portal Updates Added the ANZRP and TechCollect combined logo for download
- Member Value Proposition Campaign
- **IT** new cloud environment established, database Lift and shift completed



Australia and New Zealand Recycling Platform

Protect your brand with high standards in e-stewardship and sustainability



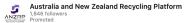
CO Anne Stonier and 19 others



Australia and New Zealand Recycling Platform

and are Protect your brand with high standards in e-stewardship and

sustainability reporting, Australia and New Zealand Recycling



- Australia and New Zealand Recycling Platform (ANZRP) helps businesses in Australia manage end of life e-products whilst building and protecting
- #1 Trusted* Co-regulatory arrangement under the National Television and Computer Recycling Scheme (NTCRS). *Verified by independent research, 2025.
- * Follow us to see how ANZRP enhances Member Value. Clicke Here: https://ow.ly/jhbc50Vla7u
- https://ow.lv/uL5r50W84WT



- Reuse Position Paper in development
- Initial SPREP training on Niue Island coordinated by TechCollect NZ and supported by ANZRP and the Recycling Group



• Endeavour Foundation Volunteering Day – Wednesday 14th May 2025















Meeting reasonable access target under the NTCRS



Andrew But

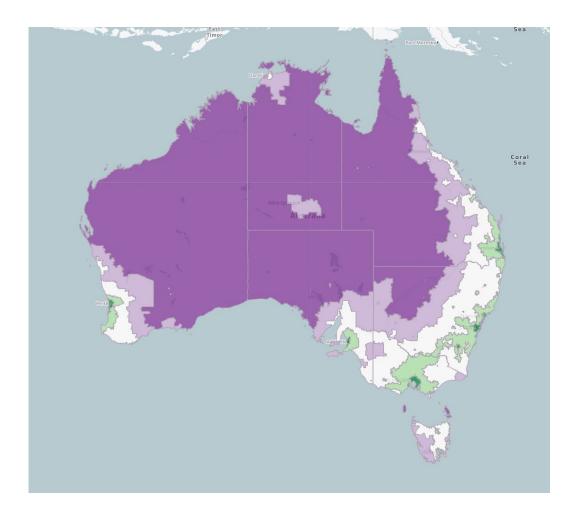
Operations and Compliance Manager Australia and New Zealand Recycling Platform

Reasonable access

The NTCRS has a complex framework for reasonable access, ensuring that households and small businesses have free access to dispose of their e-waste across the country.

Geographically split into regionality zones, according to ASGS (currently 2016).

- Dark green Metro
- Light green Inner Regional
- White Outer Regional
- Purple Remote



Reasonable access rules

Regionality	Minimum population	Within range	How often
Metropolitan	A service for every 250,000 inhabitants		Every year
Inner Regional	10,000	100 kms	Every year
Outer Regional	4,000	150 kms	Every year
Remote	2,000	200 kms	Every other year

The Regulator determines and provides a list of towns/locations which fall into the categories above. ANZRP, through the TechCollect Program, provides a true service to these towns and communities.

- We partner with organisations that provide free and visible access to the entire community
- Not a tick and flick exercise
- We go over and above, providing extra services than the minimum requirement

Volume

- ANZRP uses many sites across Australia to help us achieve the reasonable access target
- Our network of permanent sites is very extensive over 280 sites helping to cover the 235 reasonable access locations
- In FY25, over 4,000 tonnes of e-waste was collected from publicly accessible drop off locations across the country
 - This equates to just over 20% of our total program volume
 - More than others over 2.5 times as much collected through this channel compared to other co-regulators
 - Close to 90 permanent collection sites (Councils/Regional Councils)
 - Over 190 retail stores (Officeworks being the vast majority)
 - Some co-ordinated events in remote towns/communities



Q&A



Andrew But

Operations and Compliance Manager Australia and New Zealand Recycling Platform

Council's e-waste collection and disposal provisions



Arthur Cheng
Infrastructure Contracts Officer
Boroondara Council





TechCollect Serving the Public GoodCouncil's E-Waste Collection and Disposal Provisions

30 July 2025

Topics Discussed

- E-Waste disposal options provided by City of Boroondara
- Profile of E-Waste disposal services
- Challenges and difficulties faced with services provision
- Promotion of E-Waste disposal, reuse services and Community Advocacy
- Lessons learnt and Future Improvements



E-waste disposal options provided by City of Boroondara

- Transfer Station Drop Off
- Kerbside Hard Waste Collection
- E-Waste Drop Off points at various Community Centers and Customer Service Centers







E-waste disposal options provided by City of Boroondara

Council E-waste Disposal Pricing Structure

- NTCRS and Non- NTCRS material free drop off at Transfer Stations
- Large E-Waste Items are charged at \$30.00 per item.







Profile of E-waste disposal services

- City of Boroondara has partnered with TechCollect for the collection and recycling of E-waste services since 2012.
- Seen a large increase in volumes since Victorian Government banning e-waste within the Kerbside waste collection stream after 2019.
- 30-45m³ of e-waste carted per week.
- More than 85% of Transfer Station customers bring in some form of E-waste for their visit.
- Average of 150 customers a day at Council's transfer stations.



Profile of E-waste disposal services

	NTCRS E-Waste (tonnes)	Non-NTCRS E- Waste (tonnes)	Hard Waste Derived E-Waste (tonnes)	No. of Large Appliances
FY19/20	72.2	128.89	-	-
FY20/21	18.3	133.63	133.13	1477
FY21/22	169.93	72.23	124.72	1922
FY22/23	201.04	118.45	106.17	1499
FY23/24	194.67	122.33	74.31	1525
FY24/25	198.75	112.67	75.81	1467



Profile of E-waste disposal services

Reason why the E-waste disposal services was used?

- Some try to do the right thing and not dispose e-waste into kerbside.
- Doing the right thing for the environment
- Disposing other items at Transfer Station at the same time
- Educating their kids/grandchildren
- Household tidy up

Main Questions on the Council E-waste disposal services?

- Where does it go, what gets recycled, how much gets recycled?
- Can I leave the batteries inside?
- Interaction is strong and comes in various forms (i.e. social media, phone calls, letters, Councillor correspondence)

Promotion of E-waste disposal options

- Social Media Posts
- Website information
- Letters to residents
- Signage on trucks
- Signage at public places
- Promotion of community groups advocating for reuse and rehome
- Advocate for greater circular economy outcomes



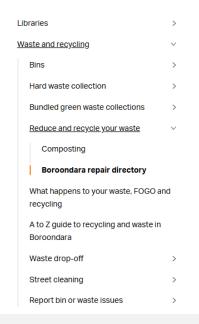








Services



Boroondara repair directory

Home > Services > Waste and recycling > Reduce and recycle your waste > Boroondara repair directory



Use our local directory to find specialist repairers close to you. You might be able to repair or a damaged items instead of throwing them away.

We invite local businesses to email us at environment@boroondara.vic.gov.au if you offer a re and wish to be included in this directory.

We recommend customers seek feedback and opinions on the products and services listed ir directory before you use them, as you would with any business.

Dogg

https://www.boroondara.vic.gov.au/services/waste-and-recycling/reduce-and-recycle-your-waste/boroondara-repair-directory

нитапітіх



Boroondara Repair and Reuse Community Day 2024



Sat, 23 Nov 2024, 10am - 2pm AEDT

Parkview room
Camberwell VIC, Australia

This event has passed

Get tickets

Reuse existing products

Reusing existing products helps prevent items from ending up in landfill. Get creative and make something new from old items, like using yoghurt containers to grow seedlings or store craft materials, or converting a teapot into a plant pot.

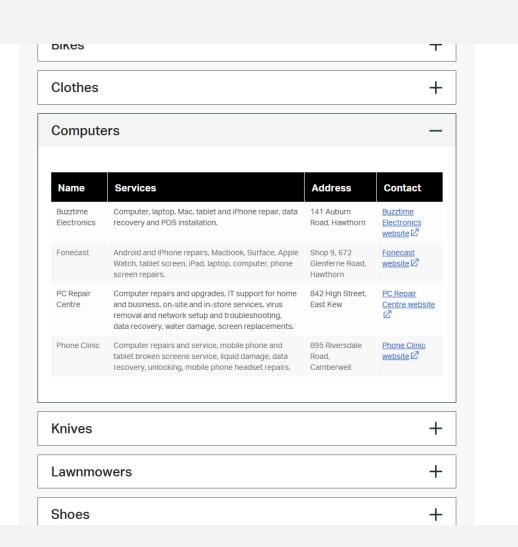
Fix broken items

Before disposing of broken items, check if they can be fixed. Use our <u>local directory</u> to find specialist repairers close to you. You might be able to repair or restore your damaged items instead of throwing them away.

Find out more on:

- the North Balwyn Repair Café Facebook page ☑
- the Richmond Repair Corner Facebook page 2.

https://www.boroondara.vic.gov.au/services/wast e-and-recycling/reduce-and-recycle-yourwaste/boroondara-repair-directory



- the North Balwyn Repair Café Facebook page

 □

Buy second-hand or sell, swap and donate items

Instead of buying new items, look for second-hand. You can also sell, share, swap, donate or give away unwanted items to stop them going to landfill.

Places to buy, sell, swap and donate items:

- Garage sales
- Gumtree website ☑
- eBay ☑
- Facebook Marketplace ☑
- local Facebook buy/swap/sell groups including Boroondara Hard Rubbish Rehome 🗹
- Ziilch website ☑
- Freecycle website ☑
- FreeTreasure website ☑
- clothes swaps
- local op shops. View our listing of op shops in Boroondara.
- Request free collection of your donated goods ☑ to Sacred Heart Mission's op shops. Money raised from op shop sales goes to support people experiencing homelessness or disadvantage.
- Donate your old bikes to Brainwave Bikes to be refurbished and rehoused. All profits go to Brainwave
 Australia to support families and children with brain injuries and illnesses. <u>Visit the Brainwave Bikes</u>
 website ☑.

Recycle waste

After avoiding or reducing waste, recycling is your next best option. Many items can be recycled when they can no longer be used.

Find out:



Challenges and difficulties faced

- E-wastes are relatively easy to manage with education in terms of segregation.
 However most people still don't know that it can't go into the kerbside bin.
- People think large electrical items are also E-waste in terms of disposal costs. Mini bar fridges/dryers most discussion from public.
- E-Wastes and embedded batteries causing fires within kerbside collection trucks.
- Vapes are extremely problematic.



Lessons learnt and Future Improvements

- E-waste is a growing issue especially with plastics recovered may not have a consistent reuse path within Australia.
- Increases in truck fires due to batteries.
- Shorter life span and more prevalence of electronics = more E-waste.
- Expansion of the NTCRS scheme to cover more types of electrical appliances.





Q&A

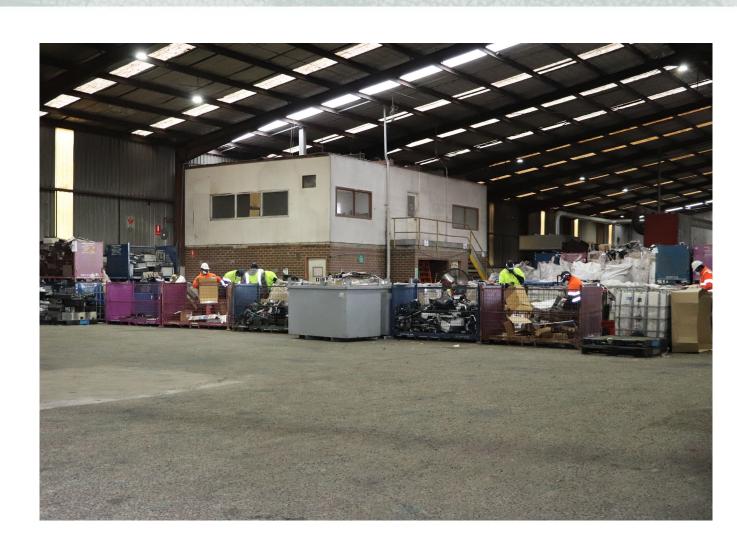


Arthur Cheng
Infrastructure Contracts Officer
Boroondara Council

Feedback Form



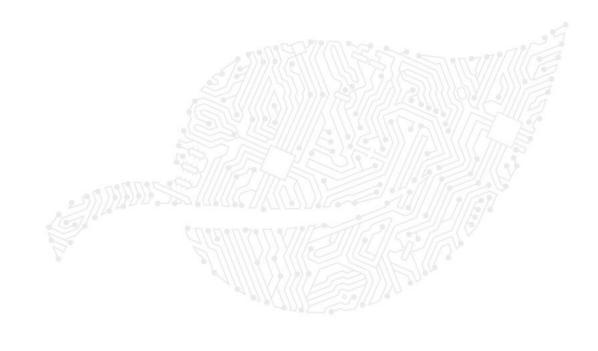
https://survey.zohopublic.com.au/zs/6oDP2w



Servicing and meeting the needs of the public



Jordan O'Connor
Circular Economy Lead
Officeworks



officeworks

Officeworks Bring it Back Program

Officeworks

To help make bigger things happen



Stationery, Education and Art Print and Create

Furniture

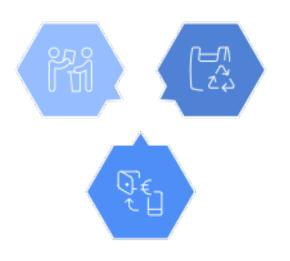
Technology

Geeks2U

Circular Economy & Bring it Back

Pop Up Recycling Days

Special events are held to promote responsible recycling for bulky tech and batteries.



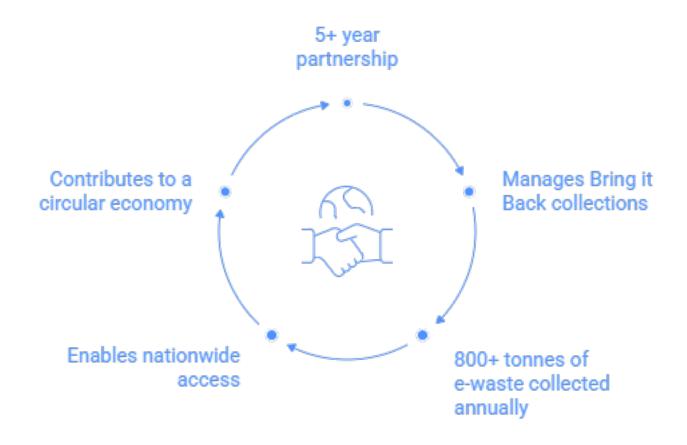
Device Trade In

Customers can trade in their old device for an Officeworks gift card.

In-store drop-offs

Customers can bring used tech and ink for recycling, and stationery for repurposing to Officeworks stores.

Officeworks & ANZRP Partnership



People & Planet Pop Up Recycling Days



Benefits & Impact



Positive Feedback

Customers appreciate accessible recycling options.



Website Traffic

Visits to recycling pages surge after events.



High Collection Volumes

Pop-Up Days can collect a month's volume of e-waste in just one day



Increased Foot Traffic

Pop-Up Days drive customer engagement in stores.

Challenges



Site Compatibility

Some locations are not suitable for Pop-Up events.



Timing Conflicts

Events may clash with collections or holidays.



Weather Impact

Good weather can decrease attendance at events.

Opportunities

Sponsorship or Co-Branding

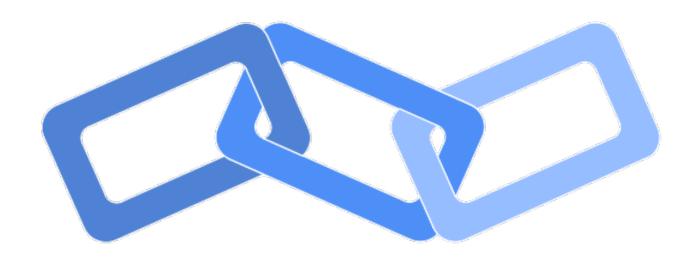
Align and meet shared goals

Education and Engagement

Foster understanding and participation

Community Collaboration

Link with local initiatives to maximise impact



Thank You.



Q&A



Jordan O'Connor
Circular Economy Lead
Officeworks



Planning events & servicing remote communities



Andrew But

Operations and Compliance Manager Australia and New Zealand Recycling Platform

Where do we hold events?

Western Australia -

- Derby (High School)
- Newman (High School)
- Tom Price (High School & Primary School)

South Australia -

Ceduna (Ceduna Overnight Freight)

Northern Territory -

Wadeye (Ironbark Aboriginal Corporation)

Queensland -

Thursday Island (IBIS Supermarket)

Each event is completed through collaboration with either a local school, a business, or an Aboriginal Corporation.

School events timed to coincide with National Recycling Week.



Due Diligence in Managing Events

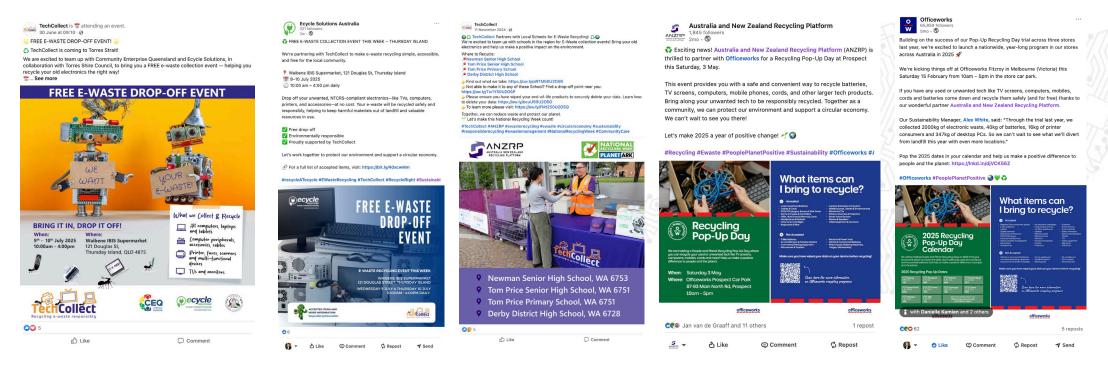
ANZRP staff do not attend most of the events.

A high amount of care is taken to ensure the event is successful, and safe.

- SWMS for collection unit type used is sent to the site
- Site insurances checked and confirmed
- Induction form and toolbox talk sent for site to complete
- Emergency management details confirmed
- Manual handling training material provided
- Educational materials provided

Advertising / Communications

- Advertised through socials, and boosted/geo-targeted advertising 2 weeks prior to the event
- Listed on the TechCollect website
- Co-advertised with the organisation hosting the event



Challenges and Positive Outcomes

Not being present at the event makes it harder to overcome challenges remotely

- Newman and Tom Price impacted by a storm cell during event week that shut the schools down for 3 days
- Last minute arrangements falling through (typically with logistics)
- Expensive and sometimes difficult transport routes
- Civil unrest in Wadeye (NT) in late 2024 led to delays in collecting e-waste from the community

Some highlights of the last financial year were:

- Ceduna event in Sep 2024 collected 19 pallets of e-waste (over 6.5 tonnes), which has prompted a more regular (annual) service than the scheme required, in order to adequately service that community
- Derby event in Nov 2024 collected 2 tonnes of e-waste, necessitating sourcing additional containers to transport it all back to Perth

We conduct our school events every year, to both maintain a good relationship with the school, and to provide the regular service to the community.

Case Study – Thursday Island

- A new challenge for ANZRP
- Thursday Island is very remote, sitting in the Torres Strait
- 2 flights and a ferry just to get there.
- The first real public facing e-waste collection service for that community, very well received by the community
- Partnered with Torres Shire Council and the local supermarket to organise the event



Case Study – Thursday Island

- 2 full stillages collected about 1.5 tonnes
- Unexpected issue regarding
 Biosecurity required us to adapt and find a solution together with AQIS in a very tight timeline
- Travel back by barge almost 1000kms to Cairns, then road freight to Townsville
- The island now wants to become a permanent site with ANZRP





Q&A



Andrew But

Operations and Compliance Manager Australia and New Zealand Recycling Platform

Feedback Form



https://survey.zohopublic.com.au/zs/6oDP2w



What's Next

- **EPEAT webinar** 21st August 2025 with the Global Electronics Council and Commonwealth Sustainable Procurement Advocacy and Resource Centre
- Connections Newsletter 10th September 2025
- Annual Report submission to DCCEEW 30th October 2025
- AGM and Member Forum Thursday 20th November 2025 Sydney in person and online
- Annual Report available for members on 20th November 2025

THANK YOU

