



By email: [REDACTED]

Dear [REDACTED]

Freedom of Information – Notice of Decision

I refer to your application under section 30 of the [Freedom of Information Act 2016](#) (the FOI Act), received by the City and Environment Directorate (CED) on 24 October 2025. It is my understanding you are seeking access to the following information:

“In relation to the container deposit scheme, for the last three years:

- 1. Total number of feedback and complaints received annually*
- 2. Total number of complaints in relation to miscounting of containers returned via express pods*
- 3. Total dollar amount of credits applied to all accounts based on miscounts (when you complain that they have missed counting a bag they refund you a nominal amount that is not based on how many containers you have returned - I'd like to know the amount this adds up to each year)*
- 4. Is there reconciliation between weight or number of containers returned via express pods and the credits paid out to accounts? If yes, what are these figures?*
- 5. How many audits have been undertaken of the handling of containers returned via express pods at the Belconnen Depot”*

I thank you for providing the following statement on the public interest in your application. Your views have been considered in reaching my decision on your application:

- “Every time I have returned containers via the express pods that then get counted at the Belconnen depot they miss counting a bag. When you flag this with Return-it they pay out a nominal amount that is not based on the number of containers. Because of the discrepancies, I then decided to only return 1 bag at a time, and they did not count it. I believe the public should be aware if there are ongoing discrepancies and potential fraud occurring”.*

Timeframes

In accordance with section 40 of the FOI Act, CED is required to provide a decision on your access application within 30 working days. Therefore, a decision is due on or by 8 December 2025.

Authority

I am an Information Officer appointed by the Director-General of the City and Environment Directorate under section 18 of the FOI Act to deal with access applications made under Part 5 of the FOI Act.

Decision on access

A search for CED records has been completed and information relating to your request has been compiled into one record consistent with the scope of your application.

I have decided to:

- grant **full** access to one record.

The reasons for my decision are detailed in the *statement of reasons* section below. The record being released to you are provided at **Attachment A**.

Statement of reasons

The FOI Act has a pro-disclosure bias, which requires information to be disclosed unless doing so would be contrary to the public interest. As an Information Officer, I am responsible for determining whether disclosure of the information within the scope of your application would be contrary to the public interest.

My assessment begins with Schedule 1 of the FOI Act, which outlines categories of information that are taken to be contrary to the public interest to disclose. If the information does not fall within any of these categories, I must then apply the public interest test under section 17 of the FOI Act. This test involves weighing the factors favouring disclosure against those favouring nondisclosure, as set out in Schedule 2.

In reaching my access decisions, I have taken the following into account:

- the FOI Act
- the information that falls within the scope of your application
- your views regarding the public interest

I confirm that I have not considered any of the factors listed in section 17(2) of the FOI Act, which outlines a list of considerations that must not be taken into account when applying the public interest test.

Schedule 1 – Information taken to be contrary to the public interest

- *No relevant sections identified.*

Schedule 2 – Public interest test

Factors favouring disclosure (Schedule 2.1)

- *Section 2.1(a)(i) - promote open discussion of public affairs and enhance the government's accountability.*
- *Section 2.1(a)(ii) - contribute to positive and informed debate on important issues or matters of public interest.*

Factors favouring nondisclosure (Schedule 2.2)

- *No relevant factors have been identified.*

In reviewing the information within the scope of your application and noting the additional context you have provided, I have decided that disclosure promotes open discussion of public affairs and enhances government's accountability generally. I have placed significant weight on these factors. As mentioned above I have decided to provide you with full access to the record.

Balancing the factors

Having applied the public interest test outlined in section 17 of the FOI Act, I have concluded that the information contained in the records is the public interest to disclose. Accordingly, I have decided to provide you with full access.

Charges

Processing charges are not applicable for this application because the number of pages released to you is below the charging threshold of 50 pages.

Online publishing – Disclosure Log

Under section 28 of the FOI Act, CED maintains a disclosure log, which is a public record of access applications and decisions. Your original access application and my decision will be published on the CED disclosure log. Your personal contact details will not be published.

ACT Ombudsman Review

My decision on your access application is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek ACT Ombudsman review of this outcome under section 73 of the FOI Act within 20 working days from the day that my decision is provided to you, or a longer period allowed by the ACT Ombudsman. If you wish to request a review of my decision, you may write to the ACT Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the FOI Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<https://www.acat.act.gov.au/>

Please contact the CED Information Access team if you have any queries in relation to your application via 6207 2987 or CEDFOI@act.gov.au.

Yours sincerely

Craig Weller
Information Officer
City and Environment Directorate
8 December 2025