



# Freedom of Information - Access Application to the City and Environment Directorate - Submission confirmation

Your submission has been successful. Please keep a copy of this receipt for your records.

Date and time

Reference code

The City and Environment Directorate

GPO Box 158  
Canberra City, ACT 2601

Phone: 02 6207 2987  
CEDFOI@act.gov.au

## Applicant details

Title

Given name

Family name

Preferred name

Preferred method of contact

- Phone
- Email
- Post

Contact phone number

Contact email address

Contact postal address

Address line 1

Address line 2

Suburb

State

Postcode

Preferred method to receive information\*

Email

Post

Same as contact email address

## Information request

Who are you making the request on behalf of?

What type of information are you requesting access to?\*

What information are you requesting access to under the Act?\*

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

Attach a description or additional details about the information you are requesting access to (optional)

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Do you have a similar or identical request currently under review by another ACT Government Directorate?

Yes

No

Are you enquiring as

A member of the public

Do you wish to apply for a waiver of fees associated with processing your application?

Yes

No

Do you hold a valid concession card?

Yes

No

Please provide your reason for requesting a fee waiver\*

It is in the public interest to release this information

Provide a statement about how the release of information is in the public interest (optional)

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.

Would you like to provide any additional information? (optional)

Attach additional documents to support your application (optional)

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