

OPERATING A SUSTAINABLE COMMUNITY RECYCLING ENTERPRISE





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www.ianpotter.org.au

Operating a Sustainable Community Recycling Enterprise

Sponsors & Supporters



Community Recycling Network Australia (CRN Australia)

is a national network of Community Recycling Enterprises aiming to create jobs by using waste as a resource and as a result strengthen inclusion for all.

www.communityrecycling.com.au



Resource Recovery Australia (RRA)

is a coaching and consultancy service which support new and emerging community recycling enterprises across australia.

www.resourcerecovery.org.au



The Ian Potter Foundation

is a major philanthropic organisation that supports excellence and innovation. The foundation has provided funds to complete this e-book.

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Foreword

In 2007 “A Guide to Starting a Recycling Venture in your Community” was published with the aim of encouraging communities throughout Australia to establish similar enterprises to one operating in Eaglehawk, Victoria.

While there are over 70 sites around Australia operating community recycling/re-use enterprises there are still thousands of Australian jobseekers looking for work.

The 2007 Guide is still as relevant today as it was in 2007, however, much has been learnt over the past 6 years. CRN Australia was formed in 2010 and acts as a network to encourage, foster and inspire community recycling enterprises. Click [here](#) or on the cover of the guide to download.

When establishing an enterprise the process is as important as the outcome. It is a learning journey for all involved. It is not easy starting a new enterprise, particularly one that is going to be sustainable for many years to come and with a group of people who have little experience in operating a business. In fact most start-up small businesses fail but if you start small, involve everyone in making decisions and are willing to learn from others, you will give yourselves the best chance of success.



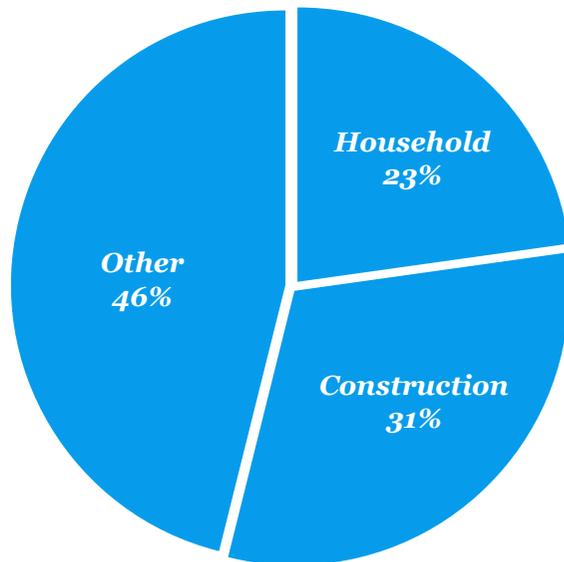
A GUIDE TO STARTING
a recycling venture
in your community



Introduction

In 2009 - 2010:

- Australia produced more than 53.7 million tonnes of waste (ABS 2013).
- In 2010 each household in Australia is estimated to have produced almost 1.5 tonnes of waste each year for a total of 12.4 million tonnes (ABS 2013).
- The construction industry generated the largest volume of waste with over 16.5 million tonnes representing 31% of the total waste generated (ABS 2013).



INTRODUCTION

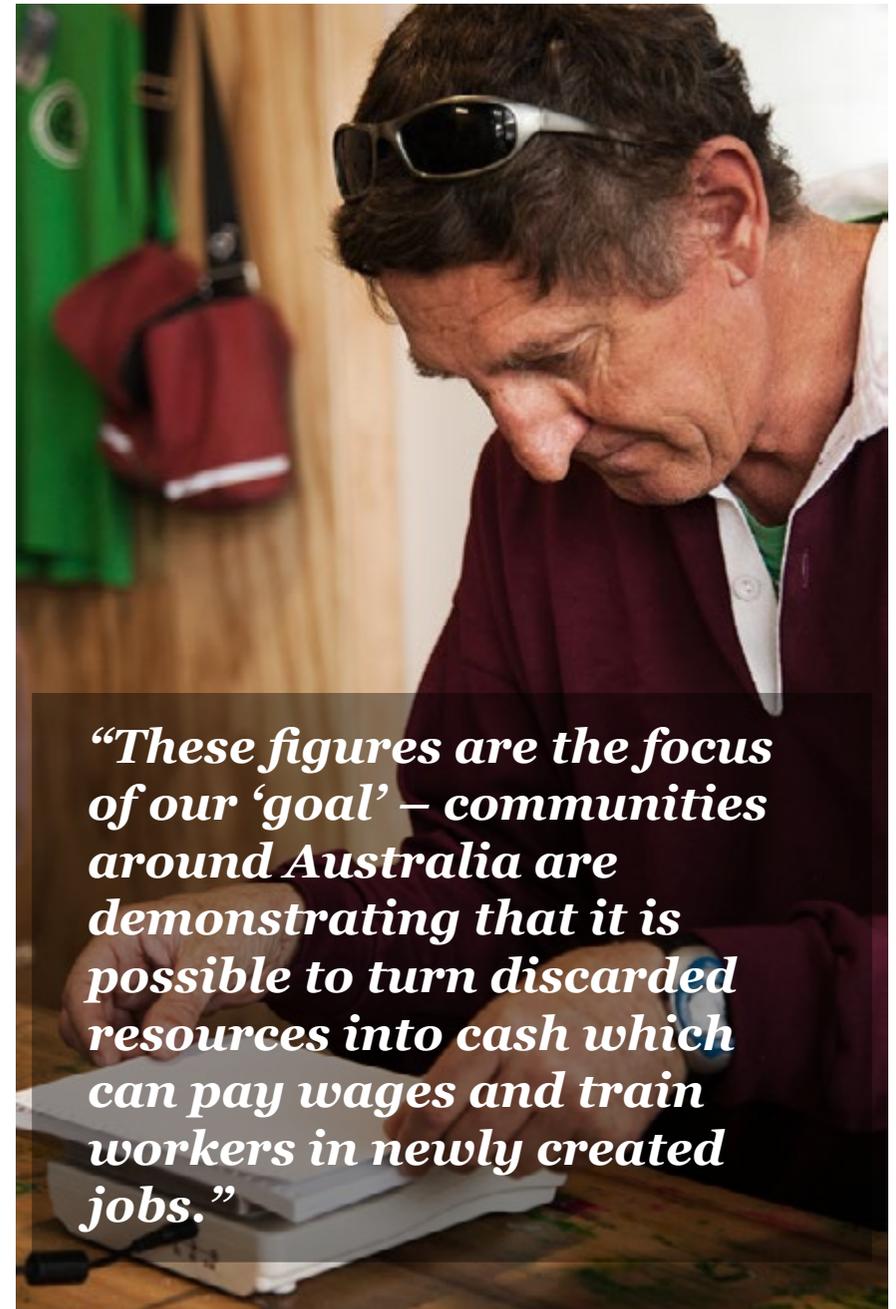
At the same time Australia was facing the highest unemployment rates on record. The following year in 2010 - 2011:

- ➔ Australia had an average of 116,700 people who were long term unemployed (ABS).
- ➔ 66% were aged 15-44 years and in the prime of their working life (ABS).
- ➔ During the last quarter of 2011, Australia recorded the highest unemployment & underemployment figures on record – 16.8% or over 2 million people (Roy Morgan).
- ➔ In August 2011, only 50% of the 2.2 million working aged Australians with a disability were employed (Australia Network of Disability 2011).

These figures are the focus of our goal – communities around Australia are demonstrating that it is possible to turn discarded resources into cash which can pay wages and train workers in newly created jobs.

The following pages detail one style of operational strategy. There is a list of more income generating activities and policies and procedures necessary to operate a successful enterprise. CRN members have access to actual draft policies and procedures so you might consider joining to access that information.

[Become a CRN Australia Member](#)



“These figures are the focus of our ‘goal’ – communities around Australia are demonstrating that it is possible to turn discarded resources into cash which can pay wages and train workers in newly created jobs.”

What is a Community Recycling Enterprise?

Community Recycling Enterprises (CRE's)

Community Recycling Network Australia defines community recycling enterprises as enterprises that exist for the purpose of reducing waste to landfill while at the same time creating jobs and volunteer positions through the resale of materials and equipment.

Social Enterprises

Social Enterprises are organisations led by social, economic, cultural or environmental mission consistent with a public or community benefit. They:

- ➔ Trade to fulfill their mission;
- ➔ Derive a substantial proportion of their income from trade; and
- ➔ Reinvest the majority of their profit/surplus in the fulfilment of their mission (Barraket, Collyer, O'Connor and Anderson, 2010).



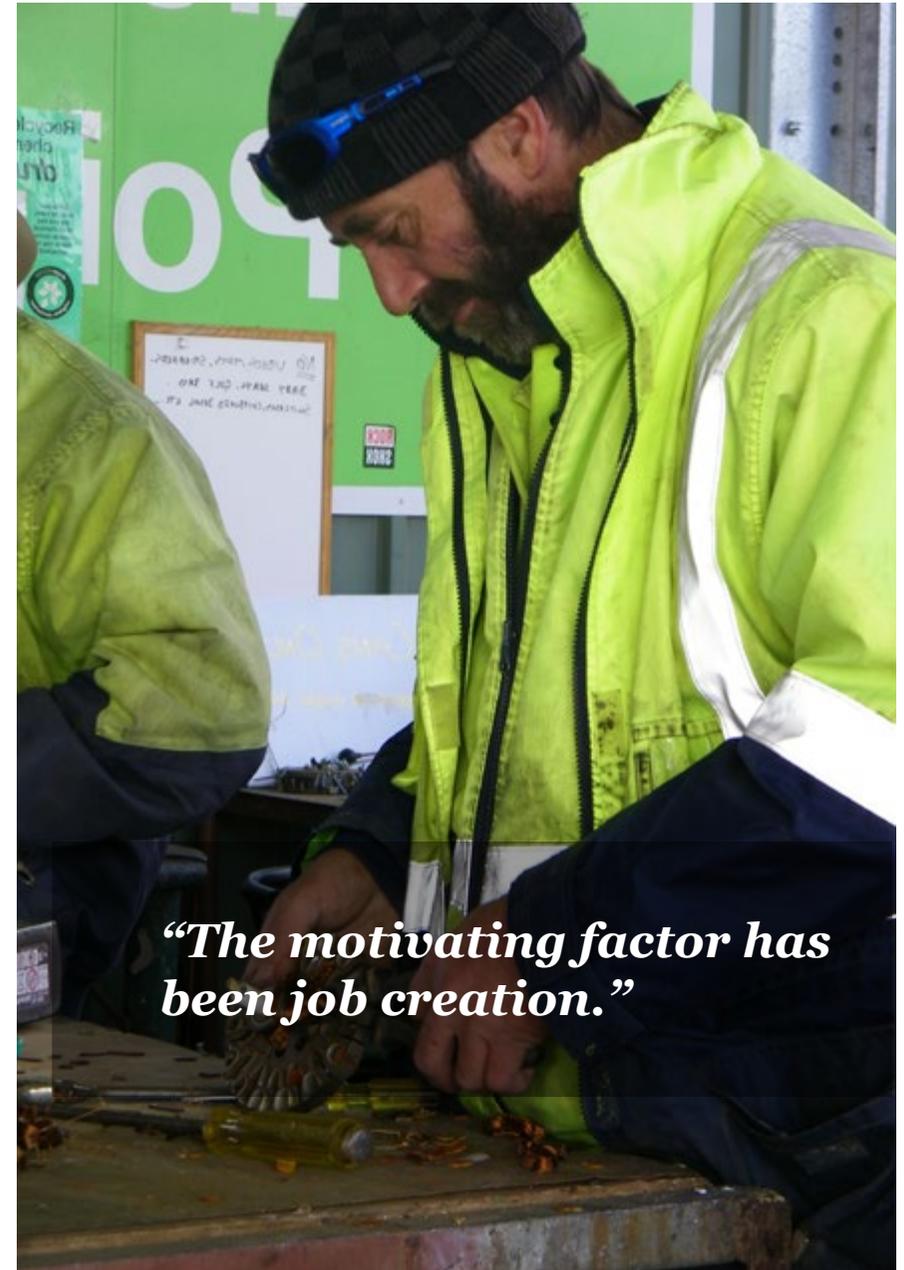
Seeing Waste as a Resource

It is estimated that Australia's Community Recycling Enterprises (CRE's) divert 152,000 tonnes of waste each year, employ 1,500 people and contribute over \$56 million to the regional economy.

A study by the Queensland University of Technology has demonstrated that the reuse of discarded resources has the potential to create a sector providing jobs for Australia's most disadvantage jobseekers. The study, undertaken in all states, shows that reuse and recycling of unwanted product clearly creates jobs and can be sustained by sales rather than by government handouts. The study summarises the activities of 28 Community Recycling Enterprises which employ 609 staff, reuse/recycle 61,000 tonnes and turnover \$22.5 million annually.

CRE's foster civic engagement and are innovative as they achieve sustainability through trade. Local Government Authorities all over Australia are faced with increasing volumes of waste and as a consequence huge costs. It makes a lot of common sense to establish CRE's and allow new enterprises and their potential employees access to resource & waste streams.

"The study also showed that CRE's provide leadership in domestic and commercial resource recovery modelling new methods of operation that are often adopted more widely in the industry. One would automatically assume that environmental concerns drive these enterprises, however, the motivating factor has been job creation" - organisations that have started Community Recycling Enterprises isolate jobs as the single most important factor, followed by the environment. CRE's respond to market demands, are integrated within local communities, and as a result operate highly successful enterprises.

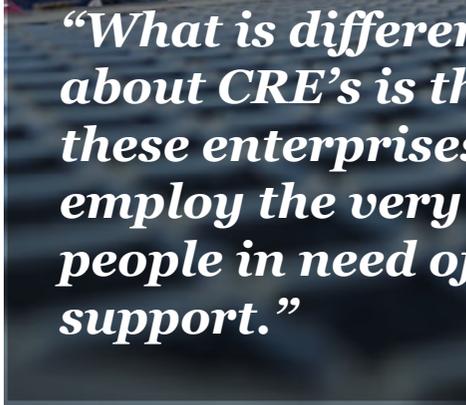


“The motivating factor has been job creation.”

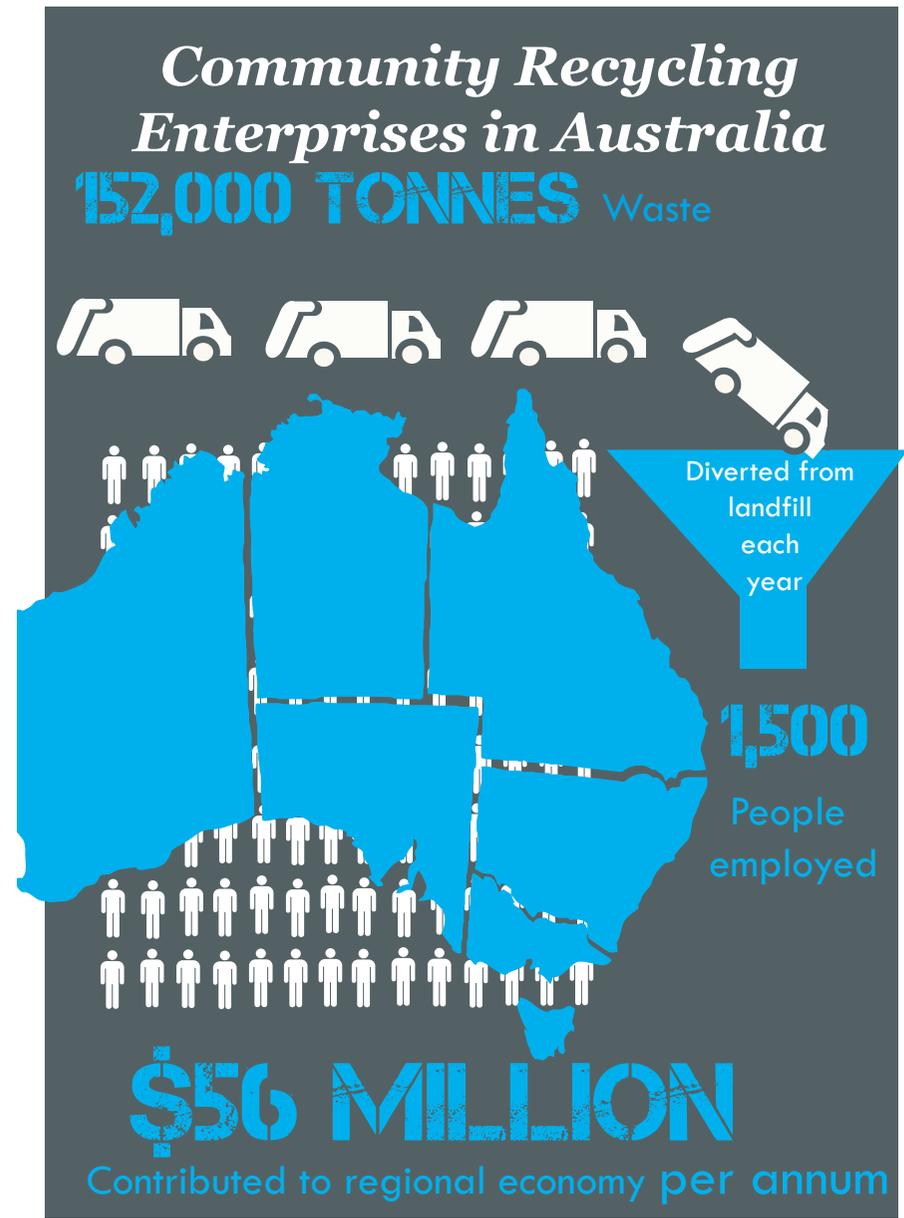
INTRODUCTION

They demonstrate flexibility in operation and a willingness to learn and provide information across the CRE network. It is very satisfying to see similar operations in different states working in isolation yet adopting like techniques for resource recovery and job creation.

“There have been government funded job programs around for a long time. What is different about CREs is that these enterprises employ the very people that are in need of support. As a consequence, workers improve their ‘lot in life’ and contribute to solving an ever increasing waste problem which costs the community hundreds of millions of dollars each year.”



“What is different about CRE’s is that these enterprises employ the very people in need of support.”



INTRODUCTION

The report also highlights three case studies:



www.resourcetipshop.com



www.resourcerecovery.org.au

The Report was sponsored by Social Traders, Sustainability Victoria and the NSW Dept of Premier.

Resource Work Co-operative

in Tasmania see themselves as a symbol of change in community attitudes. They operate a Tip Shop and a Collectables Shop and as a result are creating a new industry employing people to reuse resources rather than spending millions of dollars on machines which only increases the throw away mentality.

Edeavour Recycle Shop

in Queensland see Recycle Shops as places that are really connected to the community. People have a right to work and people with disabilities contribute very positively to the operation of their enterprises. It's about a lot of small enterprises connected to the community rather than big ventures which dispose of waste.

Great Lakes Resource Recovery

believe that CREs can mitigate local governments' exposure to the carbon tax while at the same time give meaningful employment to people usually excluded from the workforce. This Award winning enterprise has demonstrated that all sections of the community can contribute to the reuse of resources where everybody wins.

Australian Stories of Social Enterprise

In 2011 “Australian Stories of Social Enterprise’ was written by Cheryl Kernot and Joanne McNeill. The book contains case studies of several Community Recycling Enterprises. These stories below will give you an overview of how CRE’s have been established. View the stories of each enterprise by clicking the links below.



[Eaglehawk Recycle Shop](#)



[Outlook Environmental Services](#)



[Reverse Garbage Co-operative](#)



[Soft Landing Mattress Recycling](#)

The book was funded by the Centre for Social Impact and the Paramatta City Council.

Australian Stories of Social Enterprise



Types of Enterprises

There are many different types of enterprises. There are no set rules. You will discover what is best for your location. Enterprises include the following or a combination of them:

- ➔ A recycle shop at a landfill or transfer station
- ➔ A warehouse used to refurbish computers and/or to recycle e-waste.
- ➔ A community or church hall used as a collection and/or sales point for re-used products and materials.
- ➔ A combination of many income generating activities



Enterprises can be 'Profit-for-Purpose' organisations which could be incorporated associations, a not-for-profit company limited by guarantee, community or worker co-operatives or private businesses. They can be an entity in their own right or be part of a much larger organisation. There are a lot of benefits in being part of a much larger organisation as administration costs can be shared or you might like to think about partnering with an enterprise which is already operating in another suburb or town.

It is important that you have somewhere to operate. It helps to start really small. A free location is best so there are no overheads. Your feasibility study will determine the sort of premises you will need in the future.

Do a big search in your local community. There may be an empty hall, an unused council or government owned building or a room belonging to a community organisation you could use. There may be a back of a factory unused which the owner may give you a loan of. "You have nothing to lose by asking".

Be determined but polite as the people you are talking to do not have your vision for an enterprise.



“Do a big search in your local community. There may be an empty hall, an unused council or government owned building or a room belonging to a community organisation you could use...you have nothing to lose by asking.”

A Feasibility Study

Developing partnerships with other organisations is a key success strategy which is fundamental when establishing a CRE. “Never do anything alone” is a common saying. To gain partnerships with job seekers, a local council, a metal merchant or another ‘profit for purpose’ organisation, a feasibility study is often a good way to start. Each of the potential partners can pool financial resources to undertake the study.

Here is a sample study that came out of Portland Victoria which is a coastal town with a population of about 12,000.

SAMPLE FEASIBILITY STUDY PORTLAND RECYCLE SHOP



A Business Plan

Once the feasibility study is completed and the recommendations indicate that a CRE is plausible, a business plan is required to sketch out a future plan for your CRE and its partners. Doing this together means you will all be on the one page going forward. Here is a sample business plan which may assist again, based on the Portland Enterprise.

Social Traders

Social Traders is a non-profit organisation which is set-up to help support and encourage the establishment of new social enterprises. The Social Traders website provides many good resources for enterprises such as '[free enterprise builder](#)' which you can access online. This walks you through the entire process of doing your feasibility study and business plan.

You can visit the Social Traders website at:
www.socialtraders.com.au

SAMPLE BUSINESS PLAN PORTLAND RECYCLE SHOP



Everyday Operations

One of the first decisions you will need to make is when to open. Starting small is a wise decision. You will need to undertake two tasks. A drop off point to receive goods and a sales outlet. It is difficult for a person to undertake both tasks so it is good to start with two staff or two volunteers if there is no funding to start the enterprise.

You may start by operating on Fridays and Saturdays and then expand to other days. Paid staff may be paid casually at the start of the enterprise to reduce costs and then paid under permanent conditions when the enterprise is established.



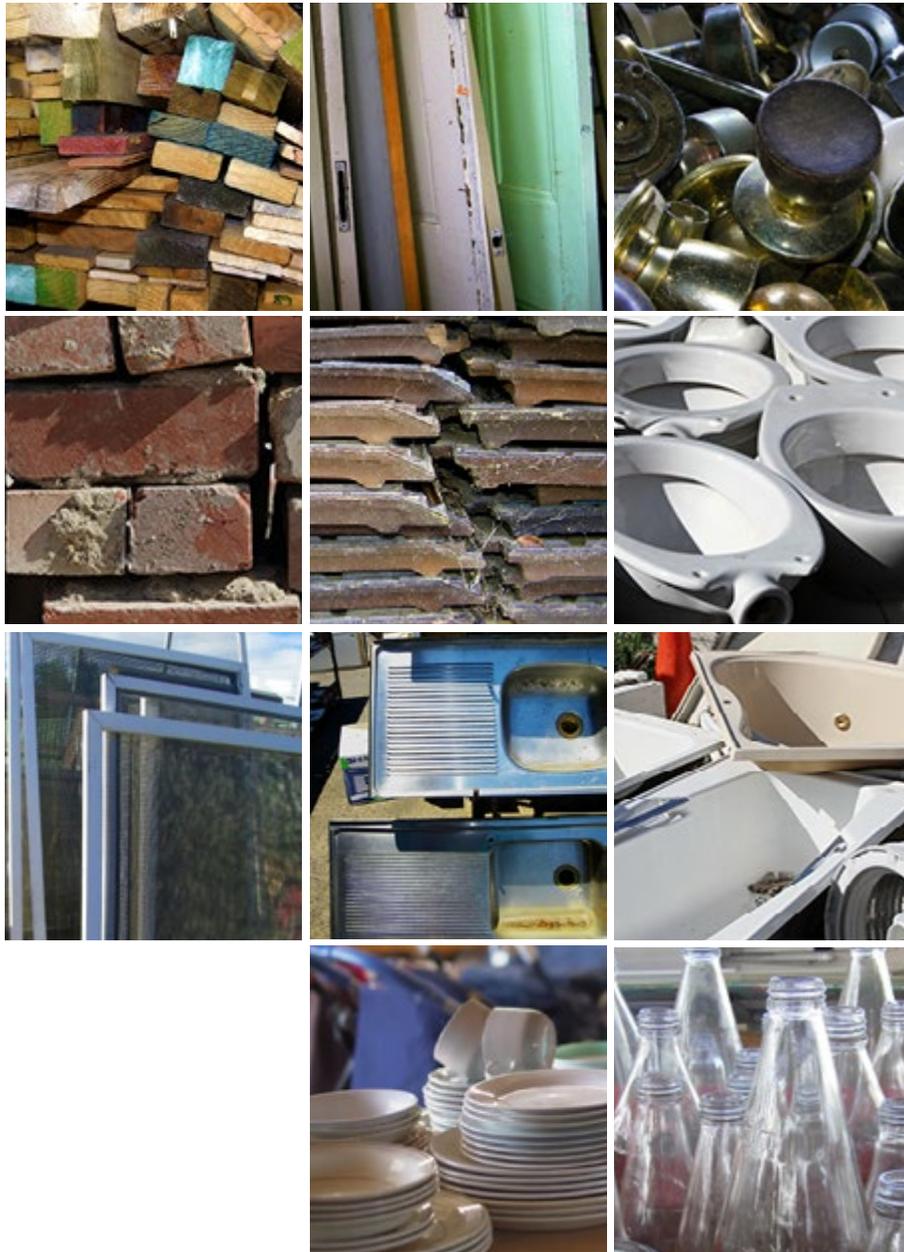
Typical Items Recovered

“It is amazing what people bring into a Re-use Centre. I have seen boats arrive, antiques and the full range of household items. A gentleman was cleaning out his garage and put everything into his trailer. He pulled in and unlatched his trailer and said ‘Take the lot’. The trailer and his goods were sold for over \$800.”

Items may come in that you think will never be sold. Never underestimate your customer, they are very, very creative people. Many old metal bed bases come in and you may say to yourself ‘who will ever buy them?’. Customers see the angle iron in them and they are snapped up as soon as they are put in the shop.

The following pages give you some examples of the many recoverable items.





Building

Doors
 Windows
 Spouting
 Down Pipes
 Timber
 Sinks
 Baths
 Basins/Vanity Units
 Roof Tiles
 Wall Tiles
 Fly Screens
 Roofing Iron
 Fly Wire Doors
 Taps and fittings
 Cupboards
 Toilet Systems
 Toilet Pans
 Lights and Fittings
 Paint
 Glass
 Pipes
 Bricks
 Shower Recesses
 Shower Bases
 Mirrors

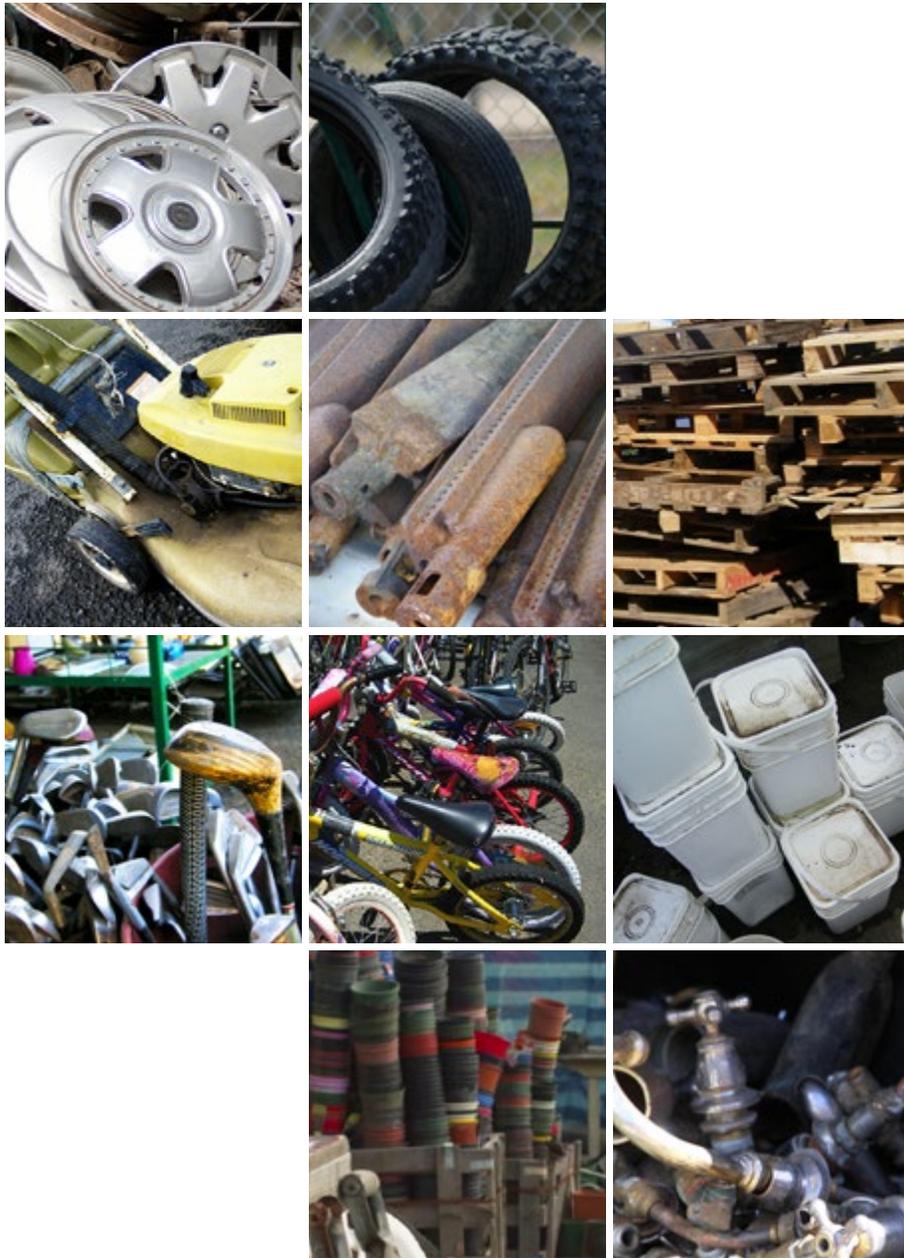
Household

Crockery
 Cutlery
 Pots and Pans
 Utensils
 Ironing Boards
 Jugs/Kettles

Electric/Gas Stoves/Parts
 Microwave Ovens
 Floor Polishers
 Mops
 Buckets
 Toasters
 Vacuum Cleaners
 Blinds
 Mats/Rugs
 Carpet
 Preserving Jars
 Furniture
 Beds
 Wardrobes
 Tables
 Chairs
 Lounge Suites
 Mattresses
 Televisions
 Kitchen Cupboards
 Stools

Tools

Drills
 Angle Grinders
 Spanners
 Shifters
 Hammers
 Ladders
 Screwdrivers
 Axes



Car Parts and Accessories

Motor Parts
Rims
Tyres
Jacks
Exhausts
Mud Flaps
Louvers
Floor Mats
Seat Covers
Tarps
Ropes
Wheel Covers

Hoses and Fittings
Sprinklers
Saws
Garden Settings
Garden Seats
Fencing Wire
Fencing Mesh
Gates
Garden Stakes

Toys, Sporting and Leisure

Swings
Slides
Bicycles and Spare Parts
Games
Balls
Tennis Rackets
Cricket Bats
Tents & Poles
Fishing Rods and Reels
Fishing Tackle
Exercise Equipment
Barbeques and Parts

Miscellaneous Items

Computers and Parts
Prams and Pushers
Bird Cages
Dog Kennels
Shop Fittings
Pallets
Drums (44 gal and 20 ltr)
Wood Stoves and Parts
Heaters and Parts
Shed Heaters

And lots more!

Garden

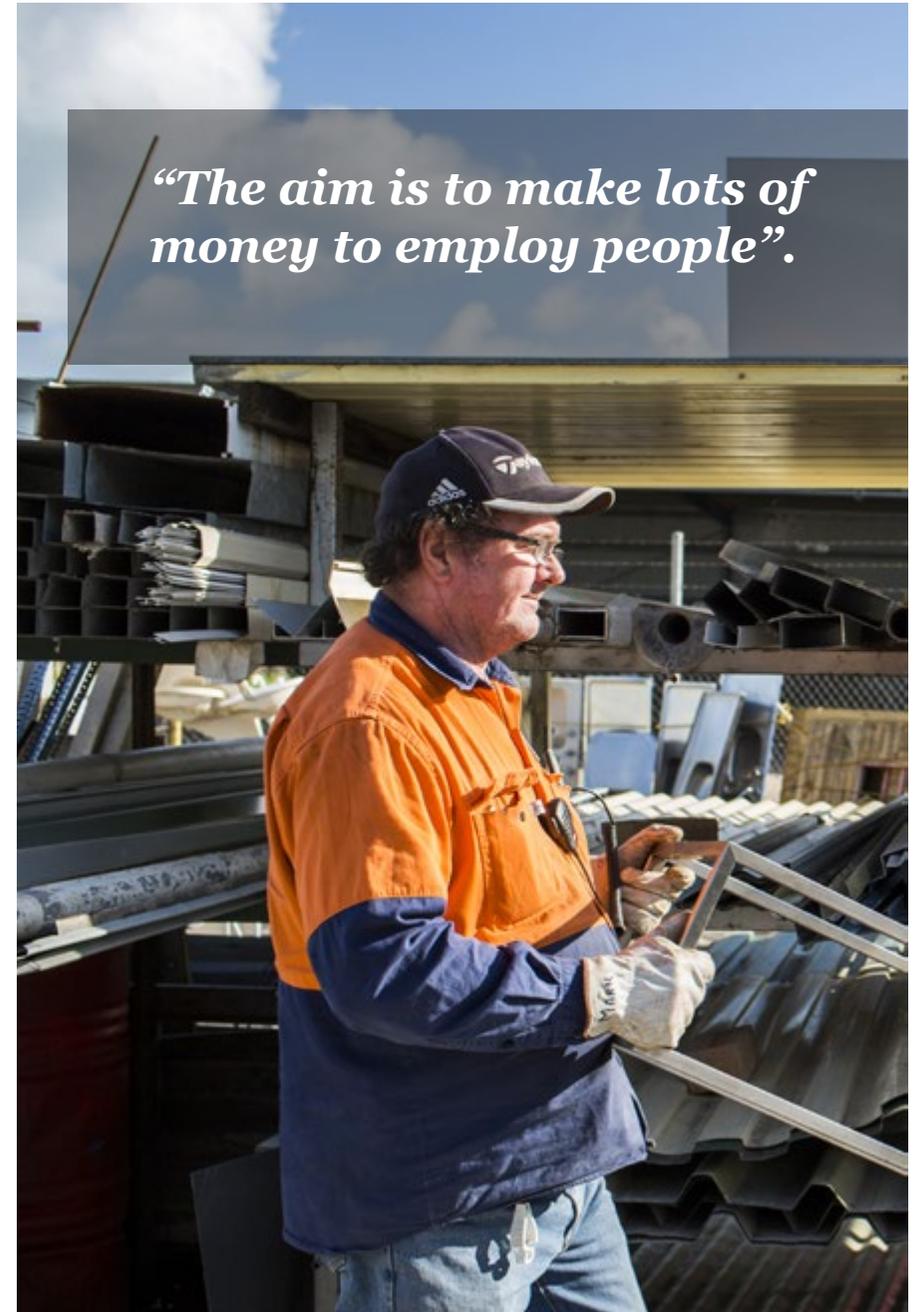
Pots
Mowers and Catchers
Wheelbarrows
Shovels
Rakes
Hoes

Sorting Items for Sale or Recycling

Before you put your items in the shop or sales area you will need to separate items that are for sale and items that will be dismantled for recycling. Always consider that items can go into the shop and at a later time be recycled if they do not sell. Think about what a customer might use a particular item for.

For some enterprises their core business is collecting and selling. They take the attitude that what comes in today needs to be sold as quickly as possible to create a cash flow. Other enterprises value add or repair items to get a better price. You will need to think carefully about these two options. The aim is to make lots of money to employ people.

“The aim is to make lots of money to employ people”.



EVERYDAY WORKINGS

Items such as white goods need to be assessed. Toasters, kettles, microwaves, washing machines etc. need to be tested and the majority of these items will be dismantled for recycling. Parts may be put in the shop for resale. Each state has different regulations on selling electrical items. You will need to browse the web for your states' regulations.

Items such as windows, bricks, timber, bicycles, garden materials, tools, furniture etc. will sell very quickly. Items such as TV's, batteries, copper piping, old aluminum chairs etc. will be set aside for recycling and not go into the shop.

So this creates a need for three work areas:

1. A drop off & sort area
2. A recycling area – where materials are dismantled to gain maximum price
3. A sales area where customers can purchase product

Tip: Make sure that the drop off and recycling area's are placed together or in sight of one another so you always have something to do, for example, metals are being recycled while you wait for a drop off customer.



Pricing Items for Resale

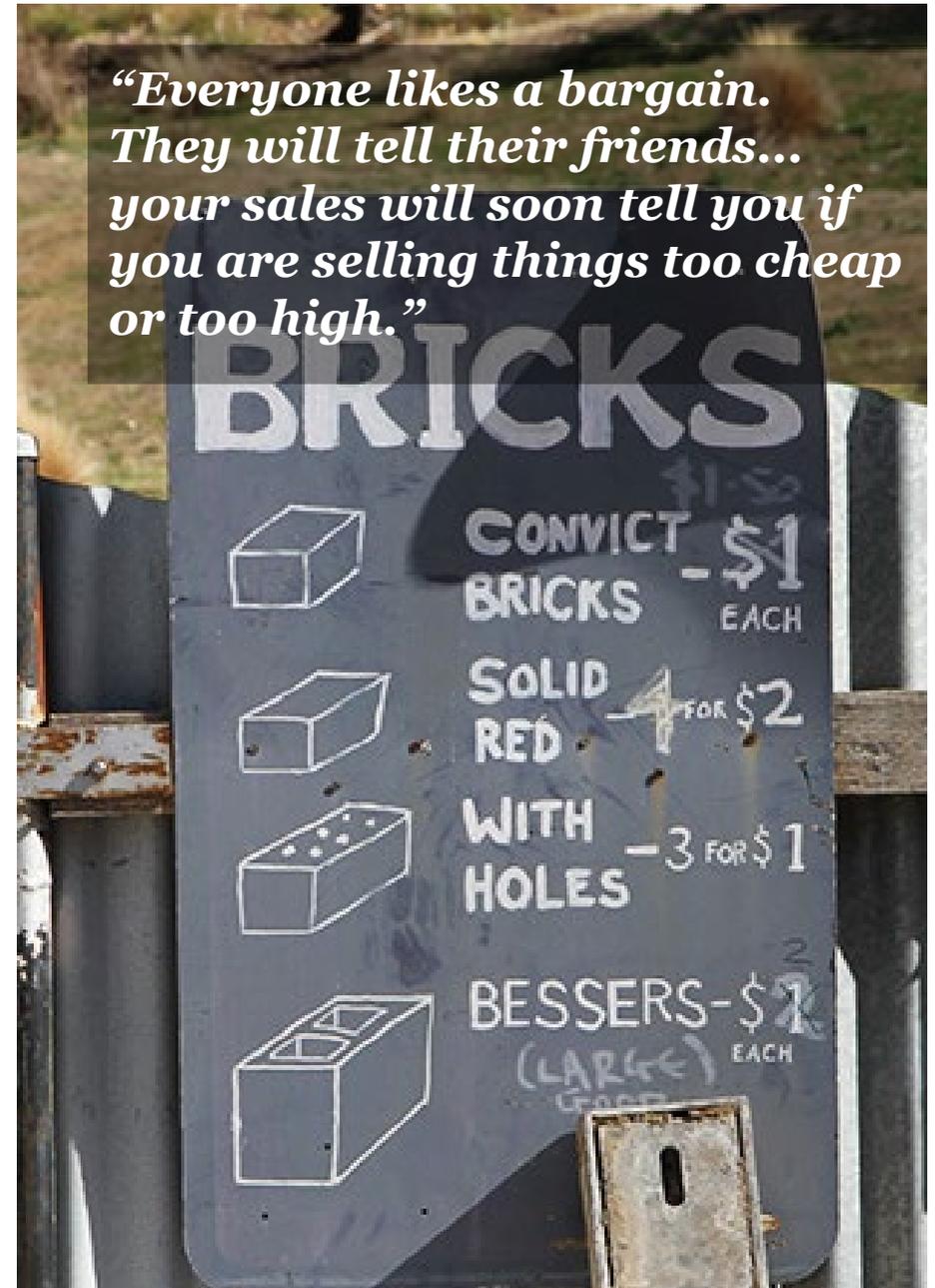
Some enterprises collect and sell immediately. They operate under the premise that what comes in today will also likely come in later that week. So goods are marked cheap for a quick sale and it provides a cash flow to pay for wages. Bricks might sell for 75 cents in your community so you might sell for 45 cents.

Everyone likes a bargain and they will tell their friends. You will get the hang of it after a couple of weeks – a bicycle for \$15, usable timber for \$2 a metre, a table for \$20, a fly wire door for \$15, a garden plant \$2 – remember that you get everything for free so there is 100% mark-up.

Other enterprises value add or repair items. You will need to make sure that you will make a profit on each item. You could sell a broken or dirty item for \$15 but you could decide to repair it. You will need to take into account all your additional costs so if you spend 4 hours on it the item will need to sell for at least \$85.

Your sales will soon tell you if you are pricing things too cheaply or too high.

“Everyone likes a bargain. They will tell their friends... your sales will soon tell you if you are selling things too cheap or too high.”



Weekly Business Meeting for All Staff

Each enterprise needs a driver, a person who knows where the enterprise will be in 3 years time and allows nothing to stop it from reaching that 3-year target. However, the enterprise is not worth starting if it is going to depend on one person.

So that person needs to involve everybody else in making decisions about the enterprise. One way of doing this is by having a weekly meeting of all involved. It might only go for half an hour or so but the meeting is where decisions are made, where last week's trading is discussed, where Occupational Health & Safety issues are raised and acted upon.

What is most important about this is that everybody is learning how to operate a business, what needs changing each week and how income can be increased. This meeting could be called a 'Toolbox Meeting' because you are talking about all the necessary tools to make your enterprise successful:

- ➔ What are all your expenses?
- ➔ How much did you take last week? Did you make a surplus?
- ➔ You discuss pricing, customer service, record keeping and rosters.
- ➔ And you can raise any questions about the enterprise! Is it safe doing this? What is the best way to do it?

Minutes of the Toolbox Meeting are kept so that the actions can be read at the meeting the following week to make sure decisions and OH&S legislation are acted upon.

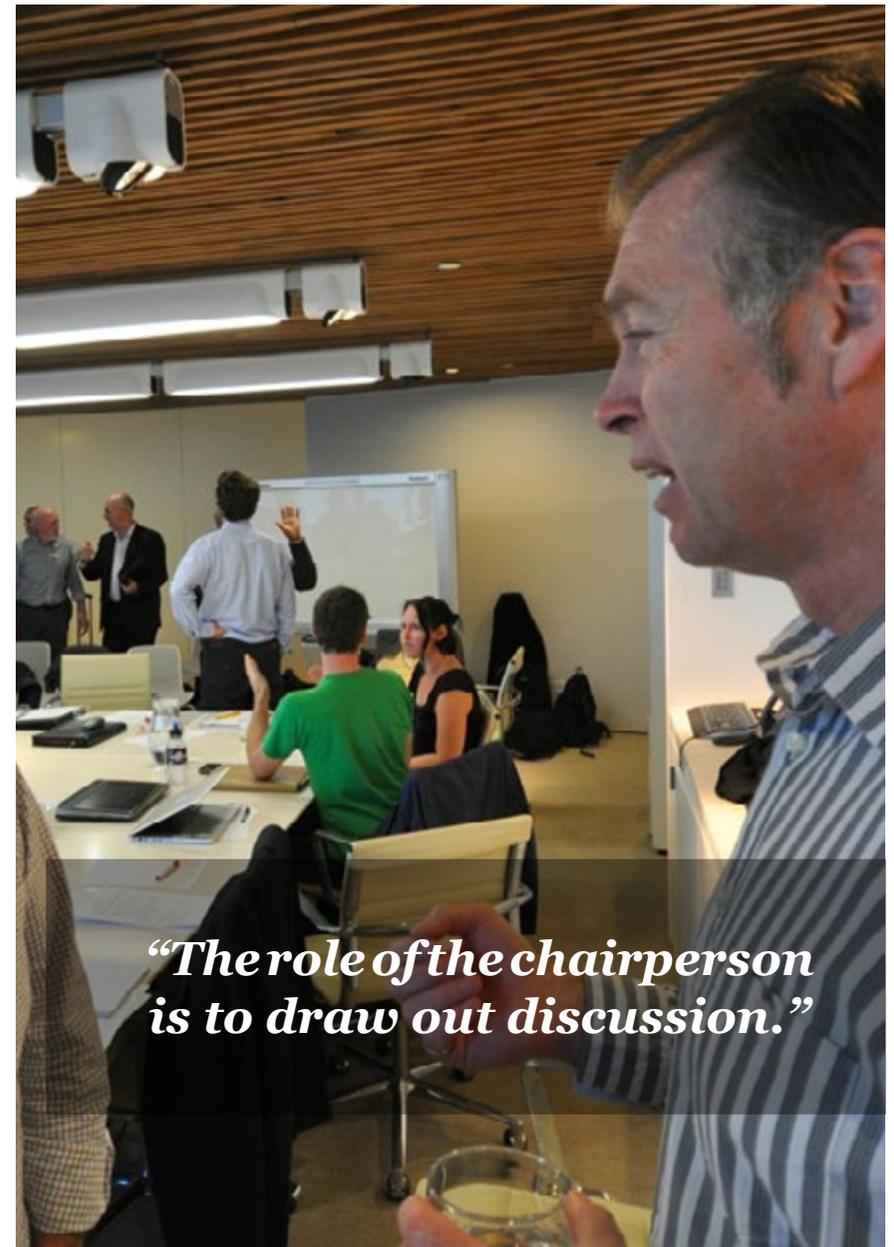
The meetings are held when the enterprise is not operating so everyone can attend. Your normal operating hours might start at 8.30am so on one of the days your operating hours might start at 9.30am.



“What is most important is that everyone is learning how to operate an enterprise.”

Chairing Meetings

- ➔ Get the group to sit in a circle so all have eye contact and can contribute easily and equally to the conversation.
- ➔ No-one shall dominate, all have a point of view.
- ➔ Put main discussion points on a whiteboard and ask for additional items at the start of the meeting.
- ➔ The role of the Chair person is to draw out discussion, not to be talking. Ask lots of questions.
- ➔ Most in the group could give a two minute talk on their work in the enterprise.
- ➔ OH&S issues and near miss incidents need to be reported and resolved with action.
- ➔ Someone will need to write short dot points actions and who is responsible to act on them - read out at next meeting.



“The role of the chairperson is to draw out discussion.”

Daily Record Sheet

It is important that records are kept on the operation of the enterprise. The records will tell you a story about your enterprise and help you to make decisions about the enterprise. They are also an important accounting strategy.

A daily sales sheet is an A4 sheet which you keep beside the cash register. It will tell you:

-  What items are selling and for how much.
-  Which staff members sold the items.
-  What is the busiest time of day/ Which days are busy and which days are slow.
-  The total number of items sold.
-  The total weight of all items sold
-  The amount of GST on a product (Only on value added items).

Each time an item is sold it is recorded on the daily takings record sheet. The sheet is tallied at the end of the day and balanced with the cash register receipts ready for banking. No credit is ever given to a customer. You may decide to hold on to an item for a customer for 24 hours but no longer.

DATE	TIME	ITEM	\$	C	GST	SALES PERSON	WEIGHT (KG)
1	9.05	TABLE LEG	2	00		BARRY	6
2	10.08	DARTBOARD	5	00		BARRY	1
3	10.11	CARPET	5	00		BARRY	30
4	10.43	CHAIR	6	00		SARAH	3
5	10.58	TIMBER	5	00		SARAH	8
6	11.12	ROD	1	00		BARRY	1
7	11.21	FOAM	3	00		BARRY	1
8	11.28	PAINT	4	00		SARAH	1
9	11.45	CARPET	5	00		SARAH	20
10	11.57	TABLE	5	00		BARRY	7
11	12.02	DOOR	10	00		SARAH	5
12	12.31	BOTTLES	3	00		SARAH	2
13	12.43	CUPBOARD	10	00		SARAH	8
14	12.49	SAW	10	00		SARAH	1
15	12.52	TABLE	50	00		JOHN	7
16	1.00	SPOUT	5	00		JOHN	1
17	1.11	LIGHTS	20	00		JOHN	1
18	1.23	FRAME	3	00		BARRY	1
19	1.30	FISHTANK	5	00		BARRY	3
20	1.33	TOY	1	00		BARRY	1
21	1.40	PLATE	5	00		SARAH	1
22	2.01	DRUMS	4	00		SARAH	2
23	2.22	GOLF CLUB	2	00		BARRY	1
24	3.05	SHED HEATER	65	00	6.50	SARAH	3
25	3.45	BIRD CAGE	4	00		SARAH	1
26	4.11	WOOD FIRE	10	00	1.00	JOHN	8
TOTAL: \$287					BANK: \$287		
SIGN:							

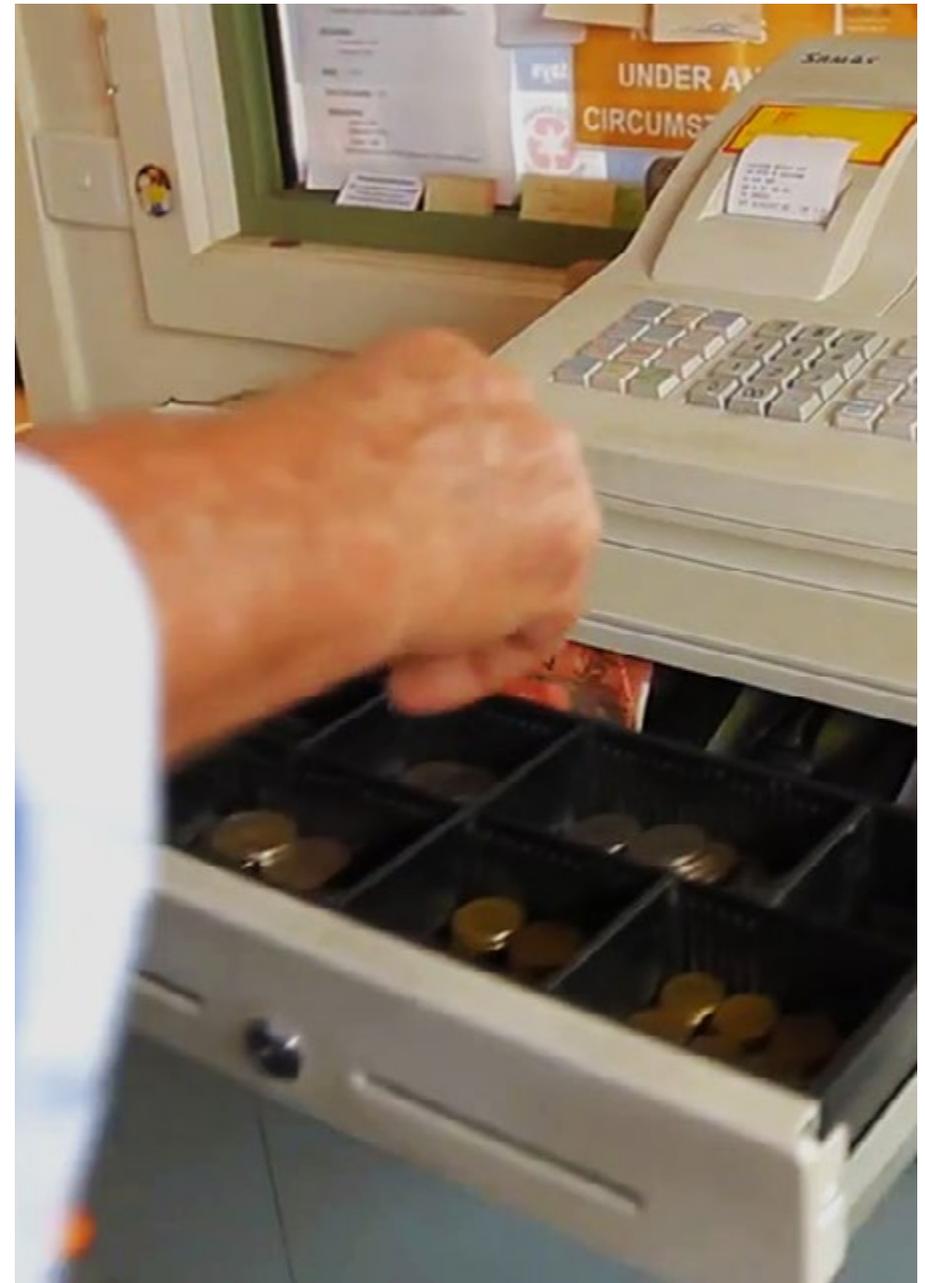
The Importance of a Cash Register

Recycling enterprises are cash businesses where there is no stock take so you cannot balance your stock against sales. In business you trust nobody, therefore accountability for cash sales needs to be enforced. There are a number of ways this can be done:

- ➔ A receipt is given to each customer for a sale.
- ➔ A sign is placed in a prominent position beside the sales room saying "A receipt will be issued for each sale".
- ➔ The sales room is locked at all times.
- ➔ Cash is only taken in the sales area and no cash is ever put into a staff member's pocket.

You may be 50 meters away from the sales room and somebody gives you \$10 for an item. The staff member will walk to the sales area with the customer to enter up the sale and provide a cash register receipt for the customer. The customer may say they do not want a receipt but the staff member insists 'It's policy to give a receipt'.

Enterprises have lost tens of thousands of dollars because they do not have a procedure in place and you do not want to go through the stress of dismissing a staff member because of poor procedures.



End of Day Balancing & Banking

An hour before the day finishes someone will be given the responsibility of doing a sales summary. You will need to balance the cash register with the daily sheet, count the money and bank it. If it does not balance you will need to find the error before banking.

Do not leave cash on the premises. Bank each day! Be encouraged to use a community bank as they will have similar values to your organisation. If you are open on weekends you may have to purchase a safe but talk to your bank for options.

All the figures on the day need to be added up (number of sales, total incomes, weight of sales etc.) They will then be ready for the weekly toolbox meeting. Clip the cash register summary to the day sheet demonstrating that you have balanced the days income. At the end of the financial year these sheets will then be available for your annual audit.



Weekly Record

The weekly record is prepared so that you can discuss it at the 'Toolbox Meeting'. It is prepared on Monday morning and summarises the figures as of the close of business Sunday afternoon.

It is important that each staff member knows how much is required in cash sales each day, week, month and each year. This helps each person to come up with ideas on how to make money and it motivates staff to work hard.

Say it costs your enterprise \$380,000 to operate over the year. That means you will need to take \$31,666 each month, \$7307 each week, \$1067 per day (356 days). Note: You would normally close on public holidays as you will have to pay wages at 2 ½ times the normal rate.

Example Weekly Record

CATEGORY	BUDGETED WEEKLY AVERAGE (\$)	TAKINGS (\$)	COMMENTS
SALES	5,100.00	5,226.00	\$126 ABOVE BUDGET. ANYTHING THAT HOLDS WATER IS SELLING WELL.
CARDBOARD	115.00	23.00	PICKED UP IN FIRST WEEK.
METALS	2,600.00	3,750.00	SUPERMARKET BEING DEMOLISHED. PICKED UP FRIDGES, FREEZERS & SHELVING.
MANUFACTURED ITEMS	165.00	165.00	SALE OF 3 PARTY WARMERS
FRIDGES	195.00	220.00	20 FRIDGES DEGASSED.
TOTAL	8,175.00	9,384.00	\$1,209 ABOVE BUDGET - EXCELLENT WEEK

APPROXIMATE WEIGHT IN SALES (KG):	5,000 KG
ACTUAL WEIGHT IN METALS (KG):	36,000 KG

NUMBER OF SALES ON DAILY SHEET						
MON	TUES	WED	THUR	FRI	SAT	SUN
75	83	83	78	78	109	88

PAID WORK HOURS (342):	402.8
VOLUNTEER WORK HOURS:	22.5

ITEMS DISCUSSED AT WEEKLY BUSINESS MEETING:
<ul style="list-style-type: none"> KEEP SALES AREA MORE TIDY AS CUSTOMERS NOT PUTTING ITEMS BACK ON SHELVES. FORKLIFT NEEDS SERVICING. STAFF ROSTERS FOR NEXT MONTH.

Monthly Record

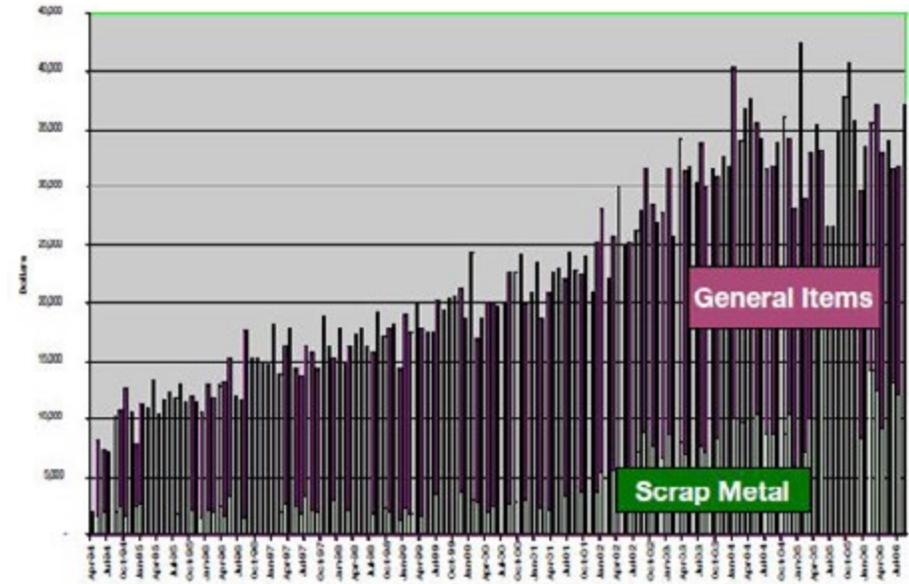
It is important that someone in the enterprise has skills with figures so a member of the team can report to the Weekly Toolbox Meeting on how things are going financially.

That does not mean that the enterprise staff have to do wages, taxes, superannuation, insurances etc. It's always a good idea for the enterprise to have an auspice organisation where these tasks are routinely done by qualified people or if necessary you employ a part-time book keeper in the enterprise.

The monthly record consists of a summary of all income and will include:

- ➔ Shop sales (Value added goods are shown separately for GST)
- ➔ Banking (Balanced against sales)
- ➔ Expenses taken out of cash register will have a receipt replacing the cash (e.g. purchase of spanner)
- ➔ Receipts for metal sales, plastic sales, cardboard sales etc. will be attached to summary.

Waste is usually calculated in weight so you will need to weigh all items. If you are starting out small the weight of each sale might be estimated which will form another column on your daily sales sheet. At some time you will need to purchase scales large enough for a pallet to go on. If your enterprise is in partnership with a local council, they will ask for the total monthly weight of what is being kept out of landfill. Having the answer will give you great credibility and demonstrate professionalism.



Tip: Graph your income to see the trend in sales.

IN YOUR MONTHLY RECORD THE DATE COLUMN WILL INCLUDE EVERY DAY OF THE MONTH YOU TRADE.

Example of a Monthly Record

DATE	TIL (\$)	BANK (\$)	EXPENSES	MANUFACTURED ITEMS	GST	SCRAP (\$)
1	287.00	274.50	P/O \$9.00 MILK \$3.50	SHED HEATER \$65.00	\$6.50	
2	536.80	535.40	MILK \$3.20	FIREWOOD \$9.50	0.95	
3	2989.60	2989.60				
4	790.60	720.60	STOVE \$70.00			
5		882.50				
6	688.00	638.00	FUEL \$50.00	2 X FIREWOOD \$19.00	\$1.90	
7	444.90	404.90	PAINTER \$40.00	FIREWOOD \$9.50	.95	
8	748.65	732.90	BOOKS \$15.00	FIREWOOD \$19.00	\$1.90	
9	894.05	794.05	BROKEN WINDOW \$100.00			
	787.80	737.70	PLIERS \$50.00			
TOTAL	9051.60	8710.15			\$14.79	\$4064.10

REMEMBER THAT VALUE ADDED OR MANUFACTURED ITEMS MUST BE RECORDED SEPARATELY FOR GST PURPOSES.

THE "TIL" COLUMN IS HOW MUCH MONEY YOU TAKE FOR THE DAY.

THE "BANK" COLUMN IS YOUR DAYS BANKING MINUS ANY EXPENSES PAID IN CASH

RECEIPTS SHOULD BE KEPT FOR ALL PURCHASES AND ATTACHED TO THE DAILY SUMMARY.

Annual Reporting

From your daily and monthly sales sheet you will gain valuable annual figures.

Example Annual Record

RECYCLED ITEMS	TONNAGE
LIGHT AND HEAVY METALS	800
NON FERROUS METALS	38
BATTERIES	29
FIREWOOD	30
GAS BOTTLES	112
CARDBOARD	112
GLASS AND PLASTICS	91
OIL	
PAPER	121
DAILY SALES (VARIOUS)	2,500
TOTAL	3,751
YARD INCOME	% OF TOTAL INCOME
COLLECTION AND SALE OF GOODS	59%
SCRAP METAL INCOME	30%
MANUFACTURED ITEMS	2%
CARDBOARD	1%
OTHER	8%
TOTAL	100%

Policy on Staff Purchases

It is important that each enterprise has a policy on staff purchases as all potential sale items need to be placed in the sales shop for customers to purchase.

A recycle shop is not like a normal sales shop. There is no accountability or goods register to tell you what is for sale. Items are usually just placed in the sales area.

As some items come in, staff will want to purchase them, therefore, having a policy avoids confusion.

- ➔ Make sure that all goods are placed in the sales area.
- ➔ If a staff member wants to purchase an item the transaction needs to be approved by the manager, but only if it has been placed in the sales area.
- ➔ Avoid multiple purchases by a staff member.

Remember staff members have gained a job. Customers need to have access to all goods.



“Remember staff members have gained a job. Customers need access to all goods.”

Understanding Your Financials

You will need to prepare an operating budget which estimates income based on your feasibility study and expenditure based on all the expected items that you will need to pay. To keep up to date the profit and loss statement summarises your enterprises formal day-to-day operation. This is made up of five important columns as shown on the right.

1. NAME OF INCOME OR EXPENDITURE

There will be the unexpected. For instance a vehicle might break down and you have not anticipated such expenditure. On the other hand items may come into your enterprise which you can use in the day-to-day operations which saves you purchasing such items. Tools, packaging and stationary are some examples.

2. ACTUAL INCOME OR EXPENDITURE – THIS IS USUALLY DONE MONTHLY WHEN YOU REPORT TO YOUR BOARD.

3. ACTUAL YEAR TO DATE INCOME AND EXPENDITURE

Example Profit & Loss Statement

AS OF 31ST DECEMBER, 50% OF THE YEAR

	ACTUAL	ACTUAL YEAR TO DATE	BUDGETED	50% TO BUDGET
INCOME				
YARD INCOME	\$43,767	\$121,195	\$260,000	49%
CARDBOARD INCOME	\$944	\$2,352	\$4,000	59%
SCRAP INCOME	\$19,880	\$50,933	\$80,000	64%
MANUFACTURED ITEMS	\$915	\$6,522	\$11,000	59%
SALE OF STOCK ITEMS	\$466	\$1,654	\$3,000	55%
HIRE OF FORKLIFT	\$44	\$74	\$600	12%
OTHER INCOME	\$350	\$392	\$0	
INTEREST		\$464	\$1,500	31%
TOTAL INCOME	\$66,366	\$190,586	\$360,100	53%
EXPENDITURE				
STAFF COSTS				
WAGES	\$38,926	\$132,894	\$283,442	44%
LONG SERVICE LEAVE	\$459	\$1,373	\$4,500	31%
SUPERANNUATION		\$6,737	\$25,187	27%
WORK COVER	\$219	\$6,068	\$9,151	66%
RESERVE			\$1,000	
STAFF TRAINING			\$1,500	
	\$39,603	\$138,073	\$324,780	43%
ACCOMODATION				
RENT & RATES	\$826	\$3,032	\$5,500	55%
GAS & POWER	\$24	\$408	\$1,500	27%
BUILDING MAINTENANCE	\$400	\$1,200	\$2,400	50%
MAINTENANCE	\$418	\$1,811	\$1,500	121%
	\$1,667	\$6,452	\$10,900	19%

Profit & Loss Statement Continued

4. A BUDGET COLUMN WHICH IS WRITTEN EACH YEAR

5. A PERCENTAGE TO BUDGET COLUMN WITH THE YEAR TO DATE PERCENTAGE AT THE TOP OF THE PAGE. BY HAVING THIS COLUMN YOU CAN SEE IF YOU ARE UNDER OR OVER BUDGET. E.G. AFTER SIX MONTHS OF TRADING YOUR INCOME SHOULD BE 50% OF BUDGET. BY LOOKING DOWN THE PAGE YOU CAN SEE WHICH ITEMS ARE ON, ABOVE OR BELOW BUDGET. YOU WANT YOUR INCOME ABOVE BUDGET AND YOUR EXPENDITURE BELOW BUDGET.

TIP: Remember
“If you do not spend then you do not have to earn as much!”

	ACTUAL	ACTUAL YEAR TO DATE	BUDGETED	50% TO BUDGET
EXPENDITURE CONTINUED				
MATERIAL & EQUIPMENT				
TOOLS & EQUIPMENT	\$63		\$3,000	2%
PROTECTIVE CLOTHING	\$761	\$1,589	\$4,000	40%
MATERIALS	\$513	\$1,035	\$3,000	35%
STOCK PURCHASES	\$920	\$1,347	\$2,000	67%
EQUIPMENT REPAIRS/HIRE	\$1,031	\$1,552	\$500	310%
CAPITAL ITEM REPLACEMENT	\$1,667	\$5,000	\$10,000	50%
	\$4,890	\$10,587	\$22,500	47%
VEHICLE COSTS				
UTE & TRAILER	\$545	\$856	\$2,500	34%
TIPPER TRUCK	\$599	\$1,916	\$3,000	64%
BACKHOE LOADER	\$639	\$1,205	\$5,000	24%
FORKLIFT	\$1,247	\$1,841	\$3,000	61%
	\$3,038	\$5,818	\$13,500	43%
ADMINISTRATION				
PRINT/POSTAGE & STATIONARY	\$65	\$150	\$500	30%
TELEPHONE	\$86	\$167	\$600	28%
ADVERTISING	\$219	\$571	\$5,000	11%
INSURANCE			\$2,000	
AUDIT			\$900	
SUNDRIES	\$320	\$784	\$1,000	78%
	\$689	\$1,672	\$10,000	17%
TOTAL EXPENDITURE	\$49,934	\$162,602	\$381,680	43%
NET PROFIT/LOSS	\$16,432	\$27,984	(\$21,580)	

The Balance Sheet

This sheet shows you your assets (things you own and cash in the bank). It also shows you your liabilities (things you owe and future financial responsibilities which your enterprise will have to pay). The balance sheet should be prepared monthly along with your profit and loss statement.

THESE ARE ALL FUTURE PAYMENTS SO YOU WILL NEED TO CALCULATE THEIR COST AND SET ASIDE FUNDS SO THAT THEY CAN BE PAID WHEN THEY COME DUE.

ASSETS				
	CHECQUE ACCOUNT	\$22,709.19		
	INVESTMENT ACCOUNT	\$46,071.56		
	TERM DEPOSIT	\$27,549.92		
	TRADE DEBTORS	\$0.00		
	PRE-PAID EXPENSES	\$0.00		
	STOCK ON HAND	\$346.15		
	PLANT & EQUIPMENT	\$100,271.96		
	TOTAL ASSETS		\$196,949	
LIABILITIES				
	GST OWING	\$1,656		
	TRADE CREDITORS	\$0		
	ACCRUED EXPENSES	\$3,494		
	PROVISION FOR ANNUAL LEAVE	\$10,496		
	PROVISION FOR LONG SERVICE LEAVE	\$23,428		
	PROVISION FOR CAPITAL ITEM REPLACEMENT	\$13,508		
	PROVISION FOR BUILDING MAINTENANCE	\$3,600		
	CONTINGENCY FUND	\$8,747		
	TOTAL LIABILITIES		\$64,929	
	NET ASSETS			\$132,019
EQUITY				
	RETAINED EARNINGS		\$104,035	
	CURRENT PROFIT/ (LOSS)		\$27,984	\$132,019

Assets

- ➔ Interest rates on operating bank accounts is very low so if you are holding cash to be spent later in the year invest it in a term deposit for 3-6 months to gain a better interest rate.
- ➔ Collect outstanding debts owed to you by other people before the end of each month. **No excuses!**
- ➔ Stock on hand are only items you have purchased for resale. E.g. customers requested compost bins for sale as an enterprise could purchase and sell with a mark-up as a customer service.
- ➔ Plant and equipment are necessary items to improve effectiveness and assist staff to carry out their duties in a safe manner.



Liabilities

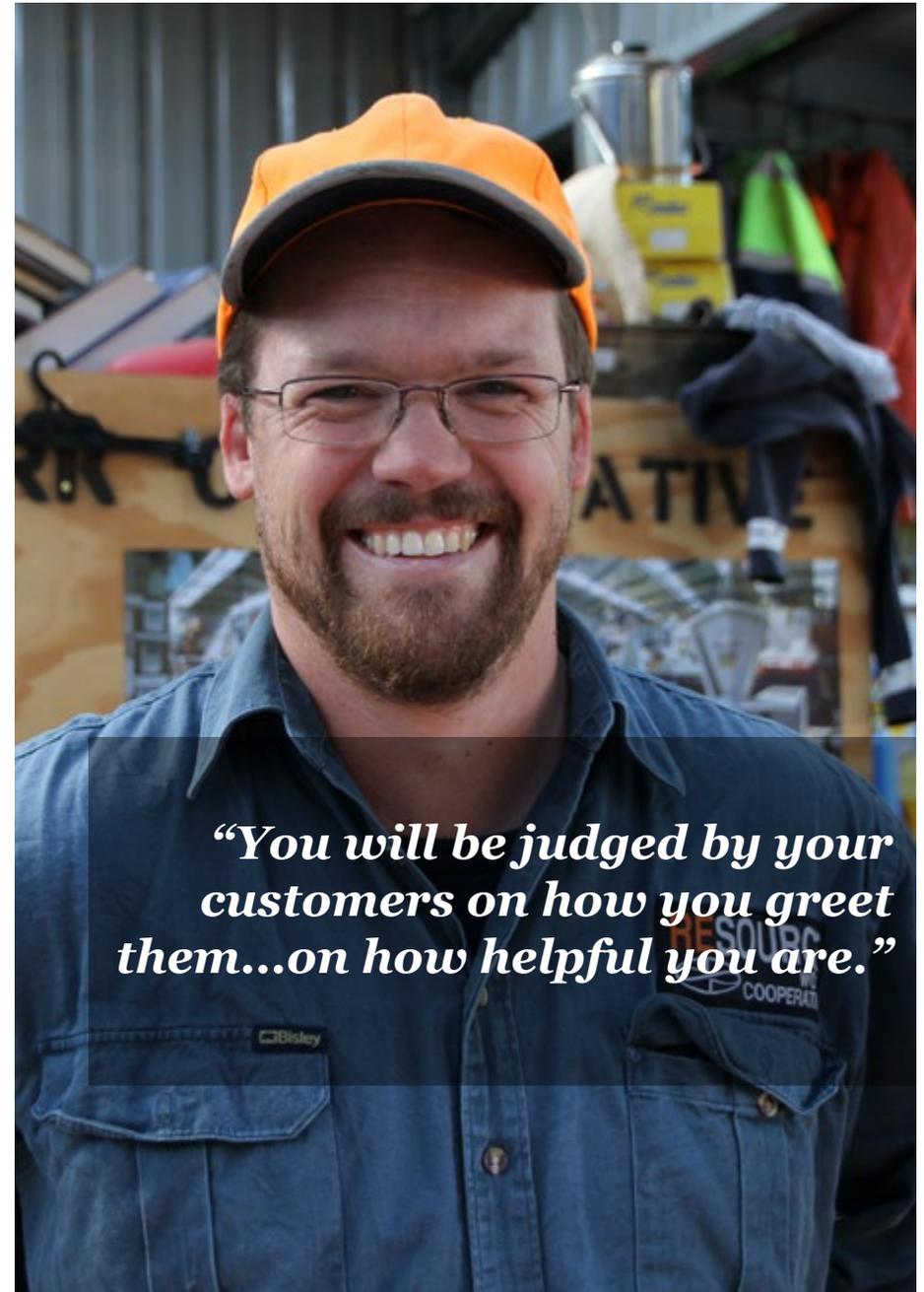
- ➔ GST is charged on items that have been value added. E.g. Timber that has been cut for firewood.
- ➔ Each pay day you will need to put aside a sum of money to pay for future annual leave, superannuation and long service leave.
- ➔ If you own a capital item e.g. vehicles, tools and equipment, you will need to replace them one day. By putting away some funds each month out of sales it will not be a burden when they have to be replaced. Work out an amount which will cover your future costs.
- ➔ It is always a good idea to save funds to spend in the future. E.g. building maintenance or a new project you want to start as part of your enterprise. Seeing into the future is a “smart way to operate”.
- ➔ Contingency Fund - You may be aware of a future risk to your enterprise so you have set aside some funds to cover that risk.

Customer Service

This is one of the most important aspects of your enterprise. You will be judged by your customers on how you greet them, on how helpful you are in unloading their goods and materials and your willingness to search the shop area for what they want. Each morning do a search yourself of the items that have come into the shop. Go out of your way to assist customers because they not only pay your wages but often provide goods and materials which you sell to make your enterprise financially viable. Encourage people to drop off unwanted goods from garage sales or even get them to consider donating goods instead of having a garage sale.

Your customers are your best friend, treat them as such, even though many of them might seem cranky and ill mannered.

You will need to talk at your weekly 'Toolbox Meeting' about customer service. If staff are not experienced in dealing with people then perhaps you might need to think about some training. Look around your community to see who you think provides excellent customer service. Invite them to come and talk about it. If more information is required you might need to engage a trainer who could provide some practical sessions over a period of time.



Staff Rosters & Timesheets

A timesheet is filled in by each staff member showing hours worked, sick days and annual leave. Each staff member has a personnel file with contact details, resume, course certificates & qualifications and all other records of employment.

If you are operating longer than a 7.6 hour day some staff members will need to start early while others will finish late. Share the work around with part time staff. **Never pay overtime.**

Penalty rates are paid on Saturdays (+25%), Sundays (double time) and public holidays (double time and a half). So you need to think about your opening hours carefully. To reduce costs you could reduce trading hours on Sundays e.g. 10.30 – 3.30pm with one staff member in the shop.

You could decide not to open at all on public holidays or have reduced opening hours. You could also employ casual staff on Sundays and Public Holidays as penalty rates do not apply to casual staff.

Each enterprise will need to consider employment conditions carefully and comply with all requirements of the Fair Work legislation requirements.

Example Staff Timesheet

NAME:
PERIOD: __/__/__ TO __/__/__

Timesheets are required to be filled in and handed to your supervisor by 1pm every friday. Supervisors are then to forward them onto the managers. Wages are ready for collection from....Bank after 1pm the following Tuesday, except when Monday falls on a public holiday in which case wages will be available the following Wednesday.

DAY	DATE	TIME ON	TIME OFF	TIME ON	TIME OFF	SICK HOLIDAY PUBLIC HOLIDAY	TOTAL HRS	COMMENTS
Mon								
Tue								
Wed								
Thu								
Fri								
Sat								
Sun								
Total Hours Week One								

Location	
Request for: Annual Leave	From: to:
Other Leave	From: to:

This is a true and correct account of hours worked:

Signature:	Authorised:
Comments:	

Media Releases

How to Write a Media Release

Local newspapers receive approximately 200 media releases every day! To get published, yours needs to STANDOUT and be in the correct format so that media staff can pick it up and run with it. Likewise, Community Announcements via radio and TV need to be completed in format compatible with media staff's processes, that is, we need to do their work for them!

This process has proven very successful. Approx. 50% of media releases submitted are published and it's free publicity. These are some suggestions:

Layout

- ➔ Keep Media Releases and Community Announcements to a single page.
- ➔ Identify the sender (Your organisation) and author (your name) with contact details.
- ➔ Provide an image or photograph – include people if possible... be creative.
- ➔ Headline – make it catchy.
- ➔ Make sure you include contact details for the reader to obtain more information in the conclusion and offer to be available for a photo opportunity.
- ➔ Send to daily & local newspapers, radio & TV stations.
- ➔ Create a database of your contacts & send monthly.

Example Media Release

Media Release



Every Bit of Metal Counts!

The Eaglehawk Recycle Shop is encouraging everybody to recycle as much metal as possible.

Recycle shop manager Peter Buck said today, "Every bit of metal counts towards creating another job and there is no cost to drop it off at the Eaglehawk Landfill".

"Demand for scrap metal is high around the world and as a consequence the price of metals is soaring. However, metals are still being buried because they are not separated from other waste" he said.

"There is an opportunity to create more jobs if the whole community can become more conscious of the value of waste. Businesses can reduce landfill charges if metals are separated. A pick up service is also available. It makes sense, recycle and reduce waste to landfill, everybody benefits. Every aluminum or metal can, every metal off cut all add to the total volume that can be collected" Mr Buck said.

Metals can be dropped off at the Eaglehawk and Heathcote Landfills and at the Huntly and Strathfieldsaye Transfer Stations or phone Peter Buck on 5446 3467 to discuss a pick up service.

For further information and/or photo opportunity phone Peter Buck on 5446 3467.

Grab Attention

Most readers are attracted to the first paragraph after seeing the photo or heading. They will then read on if they are engaged. This paragraph is most important for the article and should capture the key point of the topic.

Content

- ➔ Include: Who, what, where, when, how, why.
- ➔ Mention any unique points of difference about the topic and their benefits to the public.
- ➔ Mention partners involved, if any.
- ➔ Quotes and more quotes. For example “The Manager of ABC RE-Use said “.....”. He/she said “.....”. 80% of your media release will be in quotes.

Localise it

Use local names, places etc...Remember; relate the media release content to the media group and audience receiving this article. They want to hear about local events.

When preparing a community announcement keep it simple with words that take 20 seconds to read.

Example Community Announcement

Tip Fees are Rising There is an alternative - Reuse & Recycle at the Eaglehawk Eco Centre



Timber



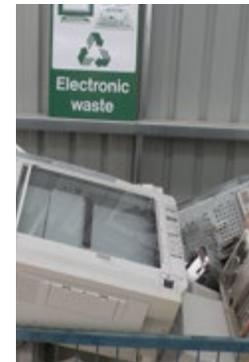
Furniture



Bric-a-Brac



Metals



E-waste



Detox Your Home



The Eaglehawk Eco Centre
189 Upper California Gully Road
Eaglehawk, VIC, 3556
Phone: 03 5446 3467

Marketing your Enterprise

Marketing your enterprise is different to advertising. Advertising is undertaken routinely, that is, you might want to advise potential customers of your operating times, what you might have on sale and what can be dropped off for free rather than paying for items to go to landfill.

Marketing on the other hand is what makes you different, why is the way you do things unique in your community and what are the results of your work?

You could refer to the [Marketing Page](#) on the CRN Australia website. There you will see the YouTube presentations that tell a story. They motivate people to use your enterprise because good reasons are given for them to contact you about your services.

Generally, most people respond positively to:

- ➔ Saving money through reduced fees.
- ➔ Creating new jobs
- ➔ Protecting the environment.
- ➔ Doing it differently to how it has always been done.
- ➔ Being sustainable through sales rather than being dependent on Government funding.
- ➔ Responding to a local need or issue.



Best of all you need to make others feel that they have contributed to the success of your enterprise. Your enterprise will use a variety of ways to motivate people. It might be a short YouTube produced by yourselves or you might want to involve some local students to make it for you but it is important that you know your message.

Marketing might include:

- ➔ A special leaflet that you give out with each sale requesting the customer to give it to a neighbour.
- ➔ You might tell your story to a variety of local organisations by speaking at their meetings.
- ➔ A \$5 sale voucher from the enterprise shop to people who provide you with lots of goods at drop off.
- ➔ Tours for schools at your site which encourages them to undertake projects on recycling. They will talk to lots of people about it.
- ➔ An art show with entries being created from recycled materials.

There are lots of ideas when you start thinking about it. Create your own marketing campaign to tell your story.



“Best of all you need to make others feel that they have contributed to the success of your enterprise”.

Income Generating Activities

There is a huge variety of activities that a Community Recycling Enterprise can get involved in to create funds that employ people. This section deals with some of them. Over the years CRN has promoted stories of enterprises and has published them in a monthly bulletin. You can receive the bulletin free via email by [registering](#) your interest.

An enterprise might start out by recycling e-waste or operating a Recycle Shop. As the enterprise grows more opportunities will come along to diversify the business. For example an enterprise might be collecting items to sell at a landfill. The need arises for items to be picked up from homes or businesses. A new project is created and you set about building that as part of your business.

You will find that once you start the first aspect of your business it is much easier to expand because you have all the necessary administration and skills to operate a business.

Enterprises can apply for an additional grant to start a new project so it does not impact on current business. New projects might start for one day per week and as the business builds expand to further days. Remember starting small reduces risk.

The stories below highlight successful enterprises. Email addresses or websites have been provided so you can further explore the idea of starting or expanding an enterprise.



Operating a Recycle Shop

Here are some articles about enterprises that operate at Council landfills or transfer stations. It will give you an idea how other enterprises operate and an email address is provided for you to make contact.

You can learn a great deal by visiting a recycling enterprise whether you are starting out or wanting to expand your enterprise. Enterprises are located in all states and territories around Australia. And you will find that they are willing to give you a site tour and share their success story.



Resource Work Co-operative

(CRN Australia Bulletin October 2010)

Resource is a not-for-profit self-funding social enterprise based in Hobart, Tasmania. The cooperative was formed in the early 1990s and began as Resource Tip Shop at the McRobies Gully Waste Management Centre in 1995, and Resource Collectables in the Hobart CBD in 2000.

Resource has sole salvage rights on the tip and leases the Tip Shop site from Hobart City Council. Our salvaging and receiving operations divert around 600 tonnes of materials from landfill each year, a mere 1% of total landfill by weight. However, each tonne contributes around \$1,000, giving us an annual turnover of around \$600,000. From this we employ 24 workers (equiv. to 13 full-time @ 38hpw), and cover all our overheads, including the lease for our CBD shop.

Compared to many resource recovery operations our energy costs are low, only 2% of our annual turnover! That includes two sites, two trucks and our office. We do not rely on government funding or subsidies and we remain debt-free, something few businesses of any kind can claim!

Of further significance is the greater Hobart area with a population of around 200,000, has no less than four reuse businesses in operation! Two operate from landfills and two from transfer stations. This is great news, because it effectively demonstrates that reuse businesses can operate anywhere in Australia - no excuses!

Resource recently begun 'deconstruction' work after a successful pilot project last year. A warehouse and cottage were saved from ending up as landfill, with 98% of all materials being reused or recycled. Most of these materials will be used to build a new Sustainability Centre in Mount Nelson. The buildings were primarily dismantled by hand, creating employment for 12 workers over a 3 month period.



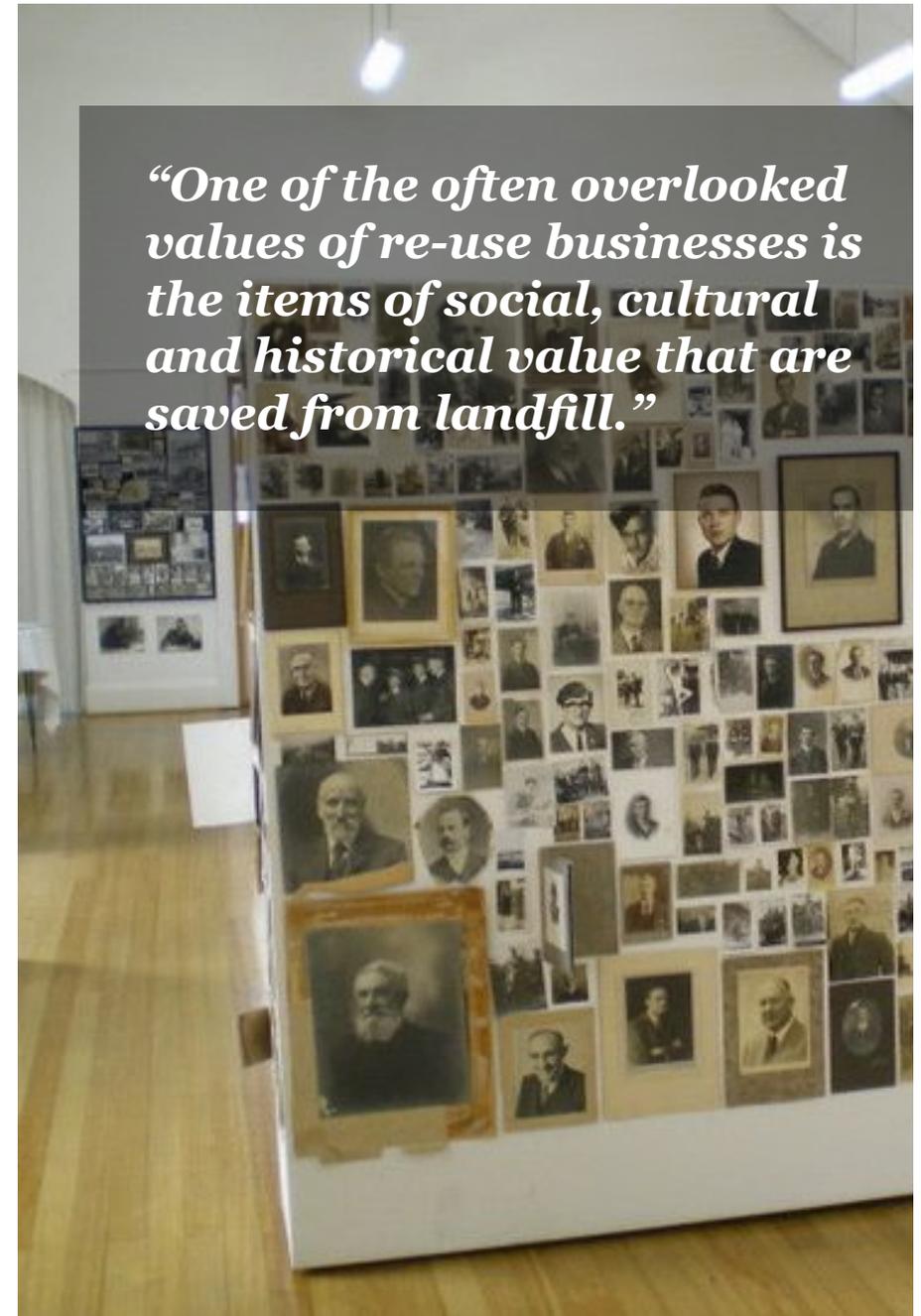
“It effectively demonstrates that reuse businesses can operate anywhere in Australia - no excuses!!”

INCOME GENERATING ACTIVITIES

Resource is dedicated to promoting the creative reuse of materials. Not only do we supply creative people with a never ending array of amazing resources, we have also hosted the annual 'Art From Trash' community exhibition since 1994. Over the years Resource has also archived thousands of photographs found on the tip face, culminating in two 'Appleland' exhibitions in 2002 and 2009.

One of the often overlooked values of reuse businesses is the items of social, cultural, and historical value that are saved from burial in landfill. These are recirculated back into society, enter private collections, and many hundreds of items have been donated by Resource directly to museums, and social and cultural groups.

Email: resource@resourcetipshop.com



Great Lakes Resource Recovery

(CRN Australia Bulletin August 2010)

Resource Recovery is an enterprise of Great Lakes Community Resources Incorporated which is a not-for-profit community development Association. Great Lakes Community Resources (“the Association”) was incorporated in 1987. It has vigorously pursued its human resource and community development aims by drawing on government, industry and the community to provide services, programs and enterprises to enable people, particularly the disadvantaged, to develop social and economic livelihoods for themselves.

The Association is committed to the notion that a community may be judged by how it treats its disadvantaged. The Association assists the disadvantaged as an expression of compassion and to develop a safe and healthy community. Resource Recovery have progressed waste management in the Great Lakes Shire of New South Wales from one of “push into the hole and forget” to a total waste management strategy. This strategy incorporates Construction & Demolition sorting, value adding to scrap metal (ferrous & non-ferrous), stripping tyres from rims (re-sell rims to local trailer manufacturers or scrap metal), strip the covers of mattresses (saves valuable landfill space and recycle the scrap metal spring system) and cell design to minimize the carbon footprint of plant and machinery.

Resource Recovery operates a value added “Tip Shop” that sells all types of bric-a-brac and building material that are recovered, these include mulch and 100mm, 50mm, 20mm crushed concrete. We are currently constructing a shaker screen that will enable us to sell top soil and screened mulch. The “Tip Shop” is a hub of activity with on average of more than 200 visitors per day, in holiday times this could double with holiday makers returning to the “Tip Shop” on an annual basis.



Training

Resource Recovery provides training in Certificate II & III in Asset Maintenance (Waste Management), Forklift, Skid Steer Loader, Wheeled Loader, Excavator as well as Heavy & Light Rigid Truck.

Resource Recovery & its Social Responsibilities

Resource Recovery is the largest employer of indigenous workers in the Great Lakes Shire and participates in the completion of Community Service Orders. Resource Recovery uses the profits made through the business to run programs that help the disadvantaged in the community (long term unemployed, etc.) become valuable members of society. Resource Recovery mentors juvenile justice youth to understand that they have choices and by working hard can fulfill their dreams. Some of our employees are prime examples with some having been through the justice system and now are role models through making the correct choices and have set themselves up financially.

Resource Recovery is currently exploring the e-Waste problem with long term plans of setting up an e-Waste recycling plant on the Mid North Coast of NSW. This would provide many labour intensive opportunities for the unemployed within the Region.

To find out more about Great Lakes Resource Recovery contact:
resourcerecovery@glcr.org.au



“The Association is committed to the notion that a community may be judged by how it treats its disadvantaged.”



“The Echuca Environment Centre has redefined what effective resource recovery can look like in a regional centre.”

PHOTO: DAY ONE AT ECHUCA ENVIRONMENT CENTRE

Echuca Environment Centre

(CRN Australia Bulletin November 2011)

The Echuca Environment Centre (EEC), owned by the Shire of Campaspe has redefined what effective resource recovery can look like in a regional centre. The facility was completed at a cost of \$1.6 million including a \$200,000 grant from Sustainability Victoria. It was co-located on the same site as the Regional Animal Pound and the Echuca Livestock Exchange. This ensures the maximum use of infrastructure by having three key local government facilities on the same site. As a member council of Regional Waste Management Group, Resource GV, other member councils are benefiting from the example set at the site, many of which are simple design aspects. The facility features the following:

-  Full environmental risk management system
-  Fully enclosed resource recovery centre, including shed and fully fenced site
-  Multi-lane access inside the shed, with ease of movement around the whole site
-  All areas are clearly signed and supervised with closed circuit cameras
-  Full storm water management program plus 140,000 litre rain water tank system, fire fighting and internal use
-  Fully integrated waste monitoring system, integrated inspection system for Hazardous Waste Management
-  The site is designed to minimise any threat to human health and fully supervised by closed circuit cameras

INCOME GENERATING ACTIVITIES

The fact that the centre was constructed with in-house capability meant that council was able to maintain a high level of control over environmental and project management. The facility was designed for maximum recovery and total customer convenience, safety and ease of use. All incoming traffic is one directional and must go through the recovery area first where load inspections take place.

The operations of the EEC were tendered in February 2010 and the successful applicant was Future Employment Opportunities (FEO). This organisation has operated the Eaglehawk Recycling Centre at Bendigo for over 15 years. The Eaglehawk Recycle Centre was established at the Eaglehawk waste facility to reduce, reuse & recycle waste before it goes to landfill and to create jobs in the City of Greater Bendigo. The EEC now runs on similar principles, to create local employment by maximising resource recovery from waste streams.

The contractor, FEO, is responsible for training, OH&S, customer service and utilises the Certificate III Asset Management (Waste Management) for all staff as a basis for training. FEO have led the resource recovery sector with their Eaglehawk Recovery Centre operation and Campaspe are benefiting enormously from their experience and methodology.



Strategies to increase diversion at the facility

- ➔ Recycling of all paper & cardboard, and glass, plastic, steel and aluminium containers, ferrous and non-ferrous metals, batteries, tyres, fluorescent light tubes, scrap plastic, clean waste concrete, green waste, e-waste, oil, and the drumMuster program.
- ➔ Fridges and air conditioners and other appliances containing gas are being de-gassed at this facility prior to being sold as scrap metal.
- ➔ A large completely undercover resale area is dedicated to displaying material for sale taken from the waste stream.
- ➔ Increased awareness of facility via local media, and a comprehensive range of informative marketing materials.
- ➔ Contractor, FEO, with 15 plus years experience in resale operations, sets pricing to ensure stock moves frequently.

To raise awareness within the community, there has been significant use of local media, informative marketing materials, and word of mouth through the community would appear, by feedback received already, to be significant.



INCOME GENERATING ACTIVITIES

Community Acceptance & Appearance:

- ➔ The site is clean and well laid out, litter management, though fencing and direct control measures, ensure that the site remains in a pristine condition.
- ➔ Following consultation, the planning scheme was amended to allow construction with community acceptance.
- ➔ Landscaping has been developed at the site, a feature being the planting of the banks around the waste bins with indigenous ground covers. Extensive tree planting is extended around the boundary fences.

A new Campaspe Waste Strategy will be developed in the next twelve months to guide the future development of all resource recovery activity.

Email: shire@campaspe.vic.gov.au



North Queensland Green Solutions

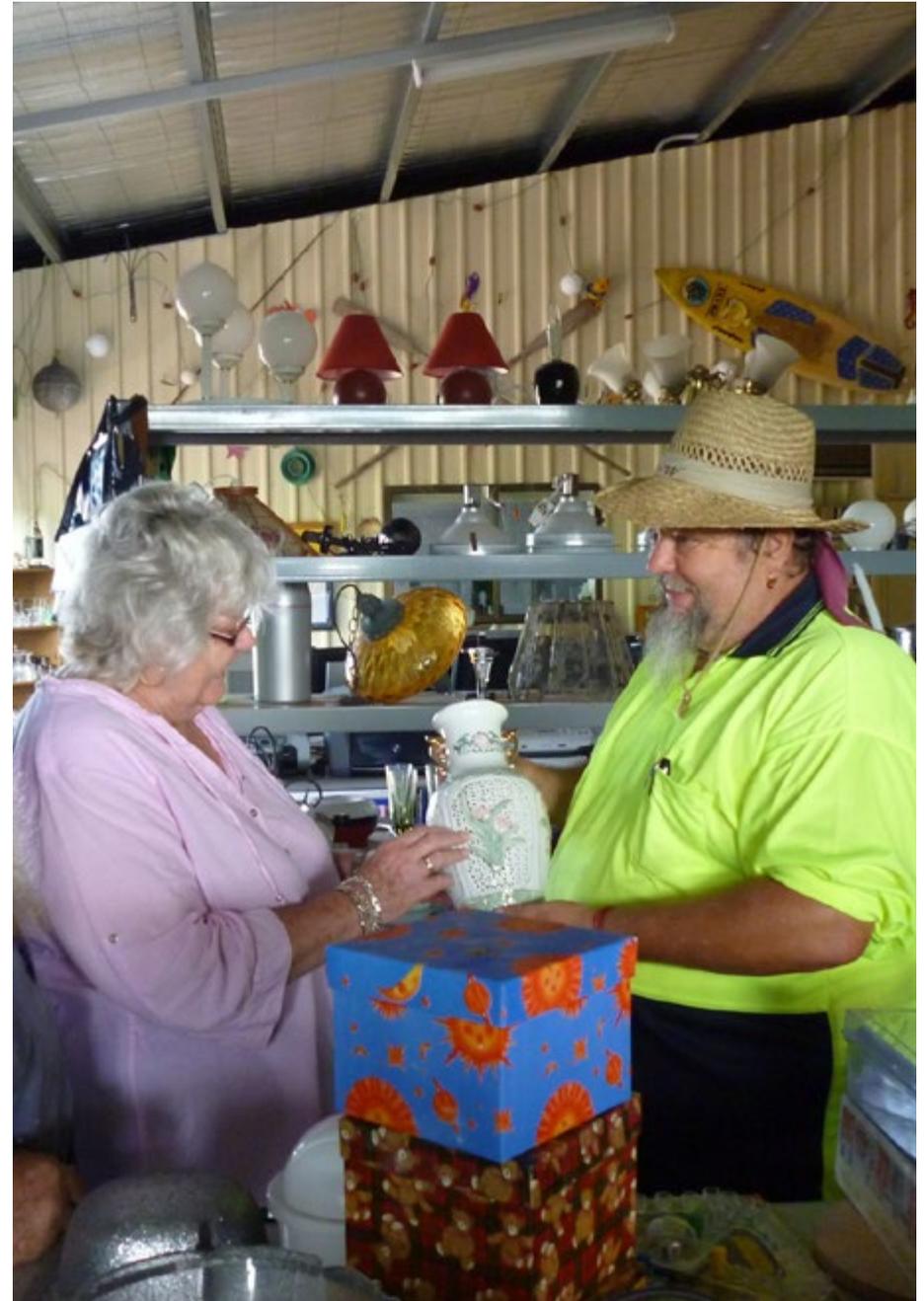
(CRN Australia Bulletin April 2012)

North Queensland Green Solutions (NQQS) is a new community recycling venture, operating near the Herveys Range landfill on the outskirts of Townsville. NQQS serves as an innovative solution to the pressing issue of landfill while at the same time addressing rising unemployment especially for the disadvantaged members of the community.

Providing a program to 'reduce, reuse and recycle', NQQS diverts domestic waste before entering the landfill and sells reusable items to the public, while at the same time creating jobs and providing training in tip recycling and in the tip shop for those who experience barriers to employment. Jobseekers include Aboriginal and Torres Strait Islanders, people with disability, those with mental health issues, the long-term unemployed and vulnerable young people.

Employees are trained in a variety of skills including customer service at the tip shop, repairs and maintenance of equipment that has been salvaged and sorting of equipment and metals for recycling, providing ongoing employment or pathways to alternative employment.

NQ Green Solutions was started up by NQCES, an agency that supports people with a disability to obtain and maintain employment. The idea was mooted back in 2009 following a conference that highlighted the employment of people with disability in recycling that reduced landfill and generated its own income.



INCOME GENERATING ACTIVITIES

Inspired by this initiative, Gene Geedrick and Emily Mussap from NQCES met with Andrew Hamilton and Susan Black from Social Ventures Australia (SVA) who were able to support us greatly in our pursuit. With the assistance of Andrew Hamilton from SVA we were able to gain knowledge and resources about how to start and operate a social firm. As part of this arrangement we were introduced to Peter Cox from Future Employment Opportunities, who supported and mentored us from the drawing board to running a recycle shop.

NQ Green Solutions won a contract to recycle goods from the Townsville City Council Landfill and were due to commence operation in January 2011. Unfortunately, cyclone Yasi struck and set back operations. Our business mentor, Peter Cox, said that recycle shops have always started from humble beginnings and it should not be necessary to have a site and facilities and suggested we should just start up on the patch of cleared ground at the landfill.

That's what we did, armed with an old shipping container, no power, and a couple of pallets. We sold \$300 worth of goods in the first week of operations, and a lot has happened since then. We now have a cleared site, a fully functional recycle shop and a workshop. We employ two full-time staff and several trainees. Income has increased substantially but there is still plenty of potential to improve.

Most important of all is the impact our enterprise has on people's lives. This continually inspires us to improve our operations and training and most of our trainees have gone on to pursue full time work despite their disabilities and lack of work experience.

Critical to our success has been continually learning and working with local government to establish shared goals and ideas. The introduction of sales and retail training has been a big step for us in the development of our trainees and this will improve our ability to promote recycling and increase our income so we can employ even more people and reduce landfill.

We recently started up a Facebook page and this has gained a lot of support and improved sales. This is currently being updated weekly by our trainees, which not only generates awareness and income, our trainees are also improving their social media skills. We can always do more to improve our community profile and highlight the benefits of recycling. It seems the list of benefits keeps getting bigger.

To find out more about North Queensland Green Solutions, email: nqgreensolutions@nqemployment.org.au



“Recycle Shops have always started from humble beginnings...”

Operating an E-waste Recovery Enterprise

Millions of unwanted televisions, computers, mobile phones and other electronic devices are new products that can be dismantled and turned into a resource that can create wages. Like all recycling materials particular metals and products have to be separated. This is labour intense but a source of work that can be carried out by a variety of workers, many of whom may have a disability.

In 2012 the Federal Government introduced The National Computer and Television and Recycling Scheme where manufacturers now contribute to the responsible disposal or end use of their product. A National E-Waste Alliance has been set up to bring social enterprises together to share their experience and increase their selling power.



National E-Waste Alliance

(CRN Australia Bulletin November 2012)

National E-waste Alliance increases the potential yield and devalues the waste fraction that will eventuate in landfill.

Alliance sites attain a competitive edge through manual processes, ensuring a higher recovery rate and greater return on commodities. Employment outcomes also underpin the prime objective for this type of business activity. Alliance sites conduct operations to ensure on-going jobs for staff.

The Alliance processing methodology provides better environmental and financial outcomes for our customers. The National E-Waste Alliance remains in constant communication with the representatives from industry bodies and 'arrangement administrators' to ensure the Alliance remains at the forefront of planning and selection decisions.

Social Enterprises play a critical and extensive role supporting the disadvantaged in the community, with many organizations established now for several decades. Business success is not new to many of these organisations, with many years and often decades of credentialed experience behind them. New ventures, however, often rely on a certain level of expertise and experience to ensure success.

With many organisations expressing interest in establishing e-waste recycling businesses to add to their support services an opportunity was acknowledged back in 2009 by GreenFix Environmental to have these enterprises operate to a common, successful format. In anticipation of the impending National Product Stewardship legislation, the National E-Waste Alliance was created to bring together and provide support for Not-for-Profit and Social Enterprises to conduct e-waste recycling services.



The principal drivers and objectives of the National E-Waste Alliance include:

- ➔ Providing sustainable employment for the disabled and disadvantaged
- ➔ Enabling a national collection & recycling capacity
- ➔ Creating local opportunities for sustainable business
Stimulating regional business solutions
- ➔ Amortization of risk factors and sharing of knowledge for success
- ➔ Creating cost savings for all alliance sites
- ➔ Providing a single point of contact for the whole alliance
- ➔ Creating true Triple bottom line outcomes – financial, environmental, and social

The recycling process undertaken at Alliance sites has evolved as a result of extensive research into the various methods of recycling.

The single point of contact and centralized communication provided by the National E-Waste Alliance has proven very attractive to the arrangement administrators and supports ongoing supply of feedstock for daily operations.

Triple Bottom Line Outcomes

The National E-Waste Alliance has established each of its sites upon a business model that maintains its status as the most complete e-waste solution in the market place. Whilst many other recyclers make claims to support or employ the disadvantaged, there is no one entity in Australia with the capacity and outcomes as delivered by the National E-Waste Alliance. This offering is unique & unmatched in the e-waste sector providing considerable add-on benefit to all parties and the stakeholders they serve.



INCOME GENERATING ACTIVITIES

Environmental

- ➔ Achieve consistent high recovery of commodities through the manual process.
- ➔ Maximises viability in reducing costs by achieving a small (and decreasing) waste fraction.
- ➔ Commitment to accept items outside the scope of the Product Stewardship Legislation to provide a single solution to clients and reduce items going to landfill.

Financial

- ➔ Working with clients to ensure their own environmental objectives remain financially sustainable.
- ➔ Pricing is set at rates to maintain a viable business but also sustain a long term recycling program.
- ➔ Maintain an active role in advocating on behalf of the client to achieve further subsidy and obtain greater financial relief for the client.
- ➔ The National E-Waste Alliance are in discussions with Co-Regulatory Arrangements to accelerate the transition to a free to consumer system. This cost saving directly lowers the cost to the client.

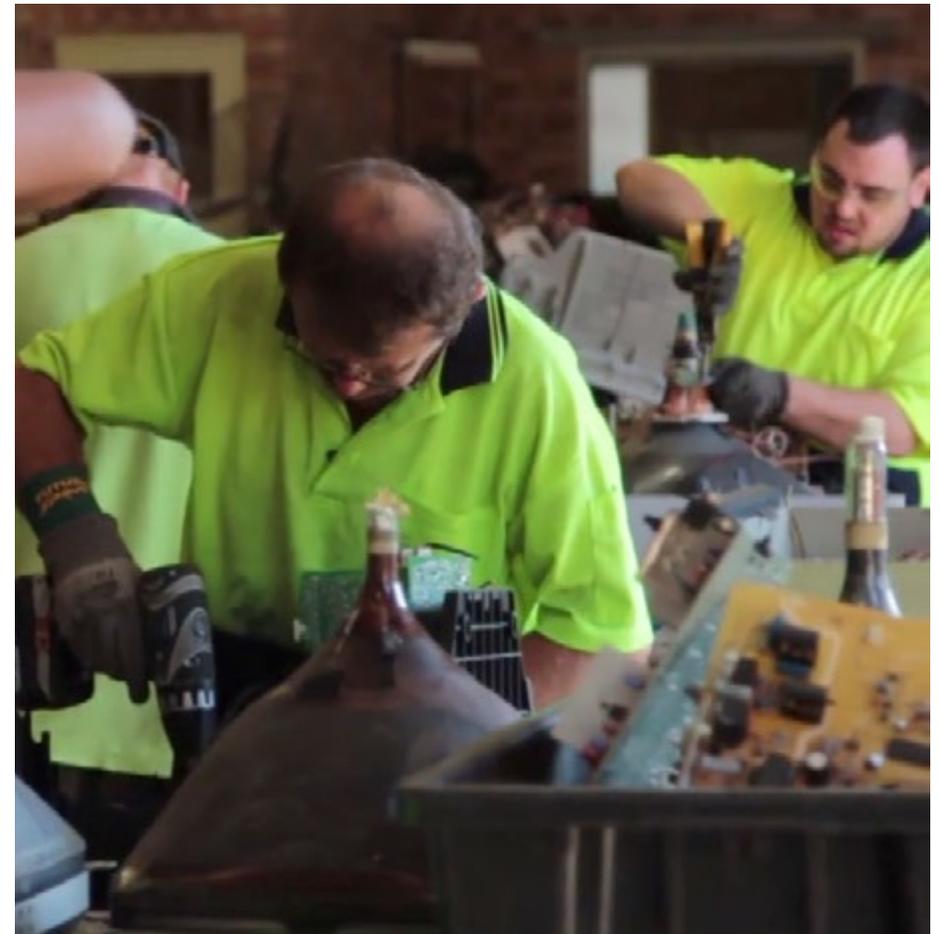
Social

- ➔ Facilitate local sustainable employment for between 8 & 16 staff per site.
- ➔ Support the disabled and disadvantaged, ensuring considerable benefit back to the community.

The National E-Waste Alliance serves as an example of how a viable concept can be expanded for the benefit of many social enterprises with the right level of commitment and central coordination.

The National E-Waste Alliance, with an emphasis on both metro and regional facilities, local jobs and support for local people with disabilities or mental illness.

Email: kevin@newalliance.com.au



Renewable Recyclers

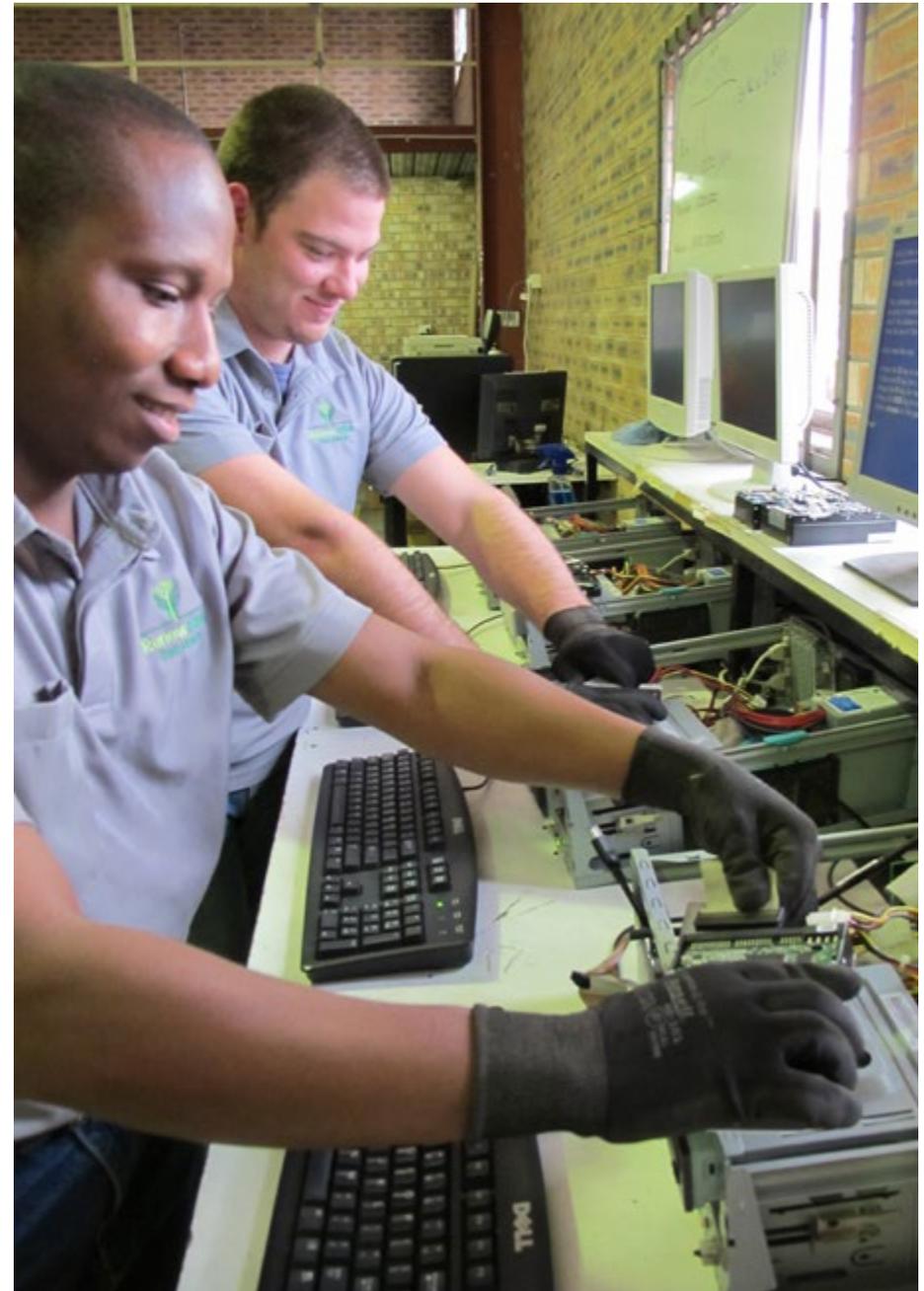
(CRN Australia Bulletin February 2013)

The Business

Renewable Recyclers is a social enterprise of Richmond PRA, a NSW based mental health non- profit organisation. It exists to reduce, reuse and recycle e-waste in order to create green jobs and training opportunities for people with barriers to mainstream employment in the Illawarra, NSW region.

Renewable Recyclers provides a range of e-waste management solutions including:

- ➔ E-Waste collection for organisations and businesses
- ➔ E-Waste drop off facilities for residents / individuals
- ➔ Demanufacturing / recycling
- ➔ Secure certified data erasure of data devices
- ➔ Asset reporting
- ➔ Management of e-Waste collection days and events
- ➔ Computer refurbishment and resale



INCOME GENERATING ACTIVITIES

These services provide positive social and environmental outcomes in the Illawarra including:

- ➔ The creation and sustaining of green 'above ground mining' jobs in the Illawarra.
- ➔ Reducing landfill and caring for the environment by diverting potentially toxic e-waste from landfill
- ➔ The recovery and reuse of valuable non-renewable resources.
- ➔ Providing an ethical and easy way for organisations and individuals to dispose of e-waste responsibly, also enabling organisations and individuals to clear valuable space within their offices and households.
- ➔ Enabling organisations to add value to their triple bottom line (people, planet, profit).
- ➔ Supporting a digitally inclusive Australia by providing low cost technology to those in need.

Renewable Recyclers recognised the potential of combining two of the bigger issues affecting their community right now and have applied themselves to the task of combining:

1. The large gap between mainstream jobs for people who find themselves at a social disadvantage; and
2. The growing tide of e-waste.



INCOME GENERATING ACTIVITIES

Cultural diversity is another key to Renewable Recyclers' success: staff come from Australian, Chilean, German, Italian, Tanzanian and Vietnamese backgrounds. The diversity ensures that they have a wide range of skills, experience and backgrounds from which to draw upon, and also makes Renewable Recyclers a dynamic and interesting place to work.

As a social enterprise Renewable Recyclers use a market based business model to achieve their central social and environmental purpose. Through their enterprise they aim to generate enough profit to remain financially viable in order to further social and environmental goals.

The Establishment Process

Richmond PRA has had a long history and presence in the Illawarra. Since 1969 they have been supporting people living with a mental health illness through the Outlook program based in Austinmer.

The Renewable Recyclers social enterprise has enabled Richmond PRA to expand their reach in the Illawarra to not only provide support to people living with a mental health illness, but also those who have broader social disadvantage.

Renewable Recyclers commenced operations in March 2010 with a team of 5 and has now grown to a team of 27 'above ground miners'. From their small beginnings they have steadily grown and are making a mark in the Illawarra community.

The Workforce

At Renewable Recyclers it's the staff that make it work. The majority of staff have been recruited from Salvation Army Employment Plus. Many have experienced barriers to employment and come with a genuine desire to work.

The Renewable Recyclers team have:

- ➔ Created a successful enterprise through their dedication to the business, their willingness to learn and desire to do the best job possible.
- ➔ Are involved in all aspects of the business and are encouraged to actively participate and contribute feedback and ideas to improve processes and efficiencies.
- ➔ Always go 'above and beyond' to ensure customer expectations are met and exceeded, which is evidenced by the positive feedback the business receives.

Email: Miles.Lochhead@richmondpra.org.au



Recycling of Metals

Recycling metals is a great source of income. There are about 20 metals that you will need to know about and they come in large quantities so you will need to establish a good partnership with one of the major metal recycling companies so you get the best price for your product. They too can provide you with valuable infrastructure such as bins and transport so you can efficiently separate and sell direct from your site.

The Eaglehawk Recycle Shop has been operating since 1994 and about 20% of their sales come from selling metals. A large amount of product comes into their Recovery Centre at the Eaglehawk Landfill. They have skilled up their workers to know the different types of metal. A magnet is always on call to distinguish between ferrous and non-ferrous metals.

As they are unloading trailers the metals are separated into ferrous and non-ferrous and put into bins.

Ferrous-Steel

Where a magnet sticks to it - it is put into the steel bin.

Non-Ferrous

Where a magnet does not stick to it, this is non-ferrous. It is put aside for dismantling.

To get the best prices, metals need to be completely clean of other materials - but prices vary greatly and often. They are based on a global market so you need to check them weekly - the price will determine whether you dismantle and to what degree. If prices are high for copper then you will make every effort to clean it completely so you are left with just the copper. On the other hand there are six types of aluminium so the price will determine how much work on them will be undertaken - e.g. an aluminium chair might come in with steel rivets in it - do you strip off the steel rivets to get the best price? Remember you have to pay wages for the person undertaking the work.

There are many different short cuts to stripping metals. Using a dropsaw and other power or air tools can save you lots of time. And to get the best price you need to shop around regularly. It is a competitive field where there is lots of money to be made.

Where to find metals?

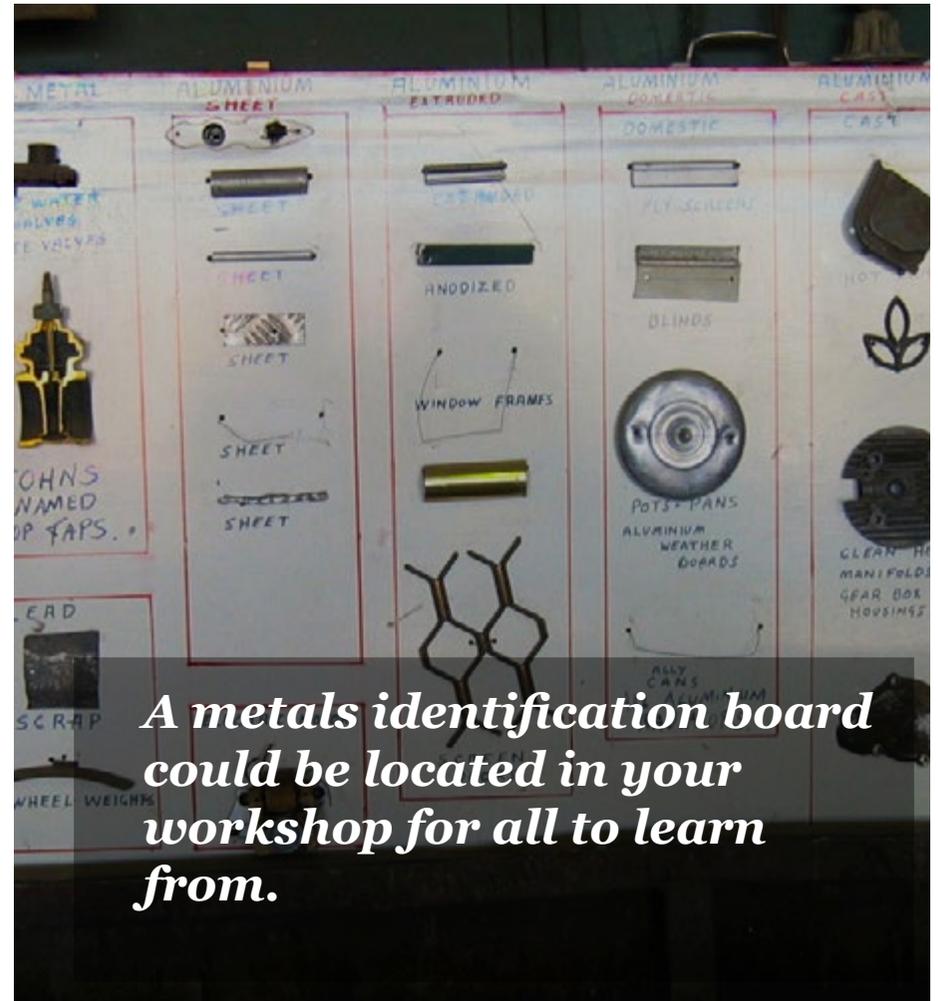
- | | | | |
|---|---|--|--------------------|
|  | Whitegoods |  | Electrical Items |
|  | Washing machines |  | Cabling |
|  | Refridgerators |  | Heaters |
|  | Dishwashers |  | Air Conditioners |
|  | All sorts of motors
(Strip them out) |  | TV's |
|  | Chairs |  | Computers |
|  | TV Aerials |  | Hot Water services |
|  | Beds | | |

INCOME GENERATING ACTIVITIES

How many metals can you recycle?

- ➔ **Ferrous/steel etc.**
(Use a magnet to test)
- ➔ **Copper**
Cherry - clean pipe (cable/bus bars)
Domestic - painted, plated, soldered
Dirty e.g. Radiators
Insulated cable
- ➔ **Brass**
Clean
Dirty (plastic & other metals attached)
- ➔ **Stainless steel**
Dirty (other metals, plastic hoses)
Clean
- ➔ **Aluminum**
Cast
Extruded
Sheet
Cans/domestic
Cable/bars
Dirty (mixed with other metals)
- ➔ **Lead**
- ➔ **Die cast**
- ➔ **Gun metal**
- ➔ **Batteries**

For more information contact: ers@feo.net.au



A metals identification board could be located in your workshop for all to learn from.



Degassing a Refrigerator

About 15 years ago Kevin, who works at Eaglehawk Recycle Shop, raised the issue of gas escaping into the atmosphere when refrigeration units were crushed for recycling. It was an item that came up at their weekly toolbox meeting. Kevin was given the responsibility to investigate and discovered that authorities took the matter very seriously.

As a result a number of workers gained a Refrigerant Handling License. They discovered that there was much more than gas to be recovered and now have a system of completely dismantling refrigeration units including refrigerators, freezers and a large variety of air conditioners.

For further information on Refrigerant Handling License visit www.arctick.org/rhl.php

Watch the video on 'How to dismantle a fridge' on the [Marketing Page](#) of the CRN Australia website. Or email the Eaglehawk Recycle Shop ers@feo.net.au. It is well worth a visit to see how they achieve great outcomes.



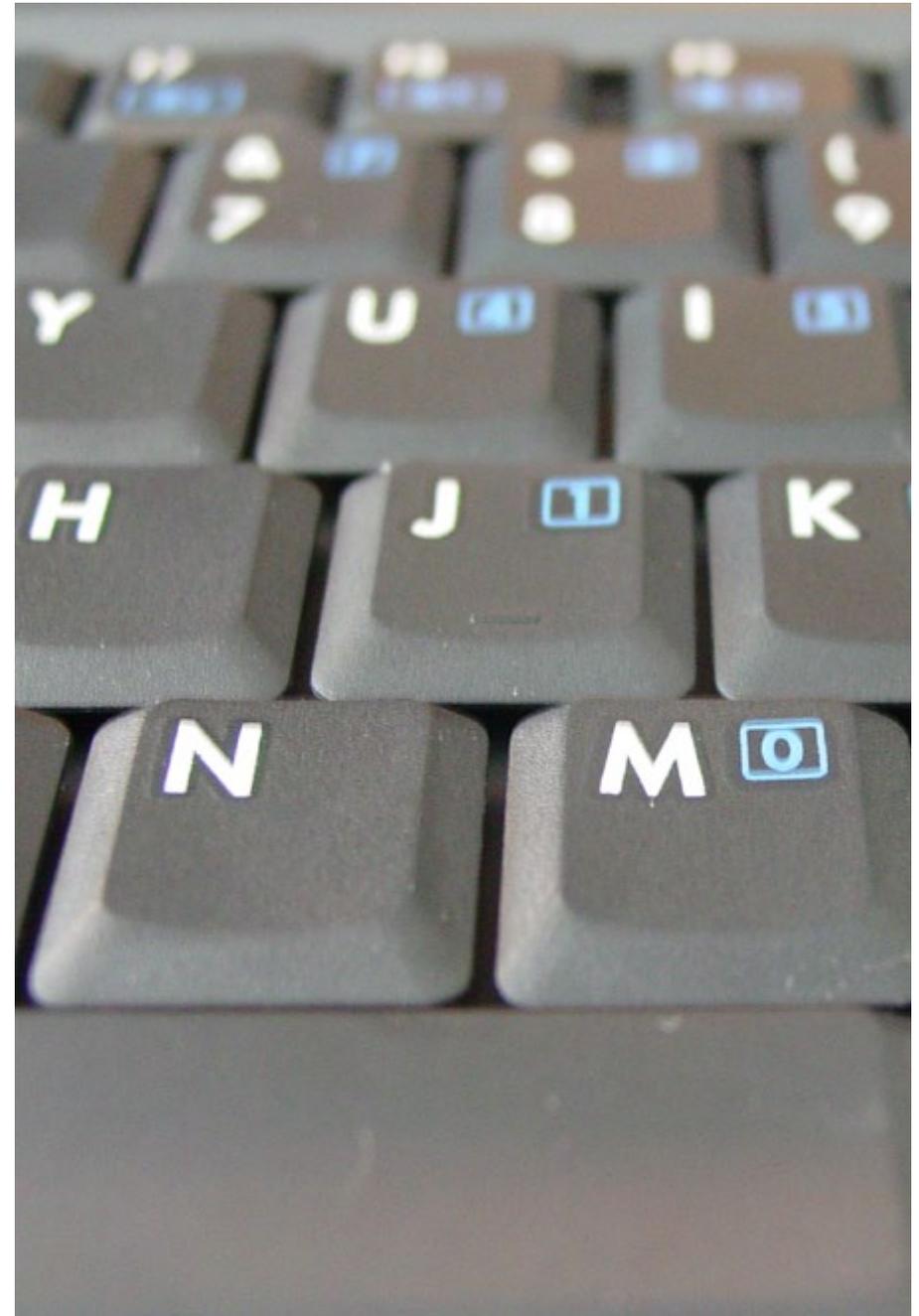
Refurbish! Not everyone can afford a computer

The Microsoft Refurbishing Program has been operating all over the world since the 90's. It came about by organisations acknowledging that not everybody could afford to buy a new computer. Partnerships were initiated with Microsoft to supply software to refurbished computers for people on low incomes. See <http://www.microsoft.com/refurbishedpcs/programs.aspx>

Organisations found that many businesses, schools, and other organisations were updating their computers but had no place to take their disused items. For people just starting out using a computer, these disused items were very useful. With Microsoft providing a license for new software, organisations found that their disused items were very useful to those people who could not afford a computer.

The market has changed over the years as well as providing cheap second computers, organisations now provide lots of training and work experience. It's all about breaking the digital divide and believing that everyone can have access to a computer and the internet no matter what their income.

Here is one organisations story:



Work Ventures

(CRN Australia Bulletin May 2011)

WorkVentures Connect IT in Sydney has refurbished 30,000 computers since its start up in 2002 and are now rebuilding and selling 6,000 computers annually.

Scott Millington heads up Connect IT and loves his work. “Our goal is to make computers available to people who can’t afford them. We are able to sell a Pentium 4 computer for about \$300”, he says.

“And as a consequence of the rebuild workshop a lot of job-seekers gain valuable work experience and training. It’s a hands on experience. Connect IT is also a sustainable operation with income from sales paying for its operational costs. It does not receive government funding. Connect IT’s refurbishment workshop is part of a much larger operation of IT Repair Centres which employ 110 staff”, he says.

“We have established long term relationships with many corporations which provide a constant supply of disused computers which are picked up from the businesses. This is important as they do not get into the waste stream where they would have to be sorted from much lower graded computers. This strategy provides a process where we know what we are getting and maintains quality of supply”. “We have formed many partnerships over the years. In fact it is these partnerships that make our organisation very successful. For example Microsoft has provided software for the refurbished computers”.

Scott says, “The proposed Computer and TV Product Stewardship Scheme should not impact on our operation as we get to the product before it enters the waste stream”.

Email: info@workventures.com.au



Upcycling Re-use and Refurbish!!

Upcycling is the process of converting old or discarded materials into something useful. There are many enterprises that upcycle rather than recycle because it gives materials a new life and keeps them out of landfill.

Do a websearch on upcycling and you will find many ingenious ideas of how unwanted products and materials can be made into better products. Here is a story of how Green Collect upcycle:



Green Collect

(CRN Australia Bulletin May 2012)

Green Collect is one of Melbourne's leading social enterprises and environmental innovators. Through the business of resource recovery, Green Collect creates supportive and flexible workplaces that enable people to gain and maintain work through some of life's most difficult circumstances.

Green Collect achieves positive environmental outcomes through an innovative approach to resource recovery, particularly in the area of upcycling and local manufacturing. Since incorporating in 2005, Green Collect has grown to be a highly regarded business in the environmental sector, delivering a wide range of resource recovery and sustainability services to clients in the corporate, government and community sectors.

We work creatively with communities who have experienced significant disadvantage to create workplaces that bring dignity and hope through meaningful work. Currently 50 people are engaged in employment activities with Green Collect, with around 70% facing barriers to employment. Green Collect saw the need to think about waste differently and to provide innovative solutions for recovering resources and reducing landfill. It saw an opportunity in the market to deliver a Collection Service that diverted a wide range of materials from landfill to achieve the highest environmental outcomes.

From this service new business activities have been developed to achieve greater environmental outcomes and greater employment opportunities. Green Collect's business activities now include the delivery of Collection Services, the manufacture of Upcycled Products and operation of Retail Outlets promoting sustainable purchasing.

Our Collection Service is delivered to over 250 businesses across Melbourne diverting a wide range of items from landfill such as IT equipment, electronic waste, ring binder folders and other office items.



“Green Collect creates supportive and flexible workplaces that enable people to gain and maintain work through some of life’s most difficult circumstances.”

INCOME GENERATING ACTIVITIES



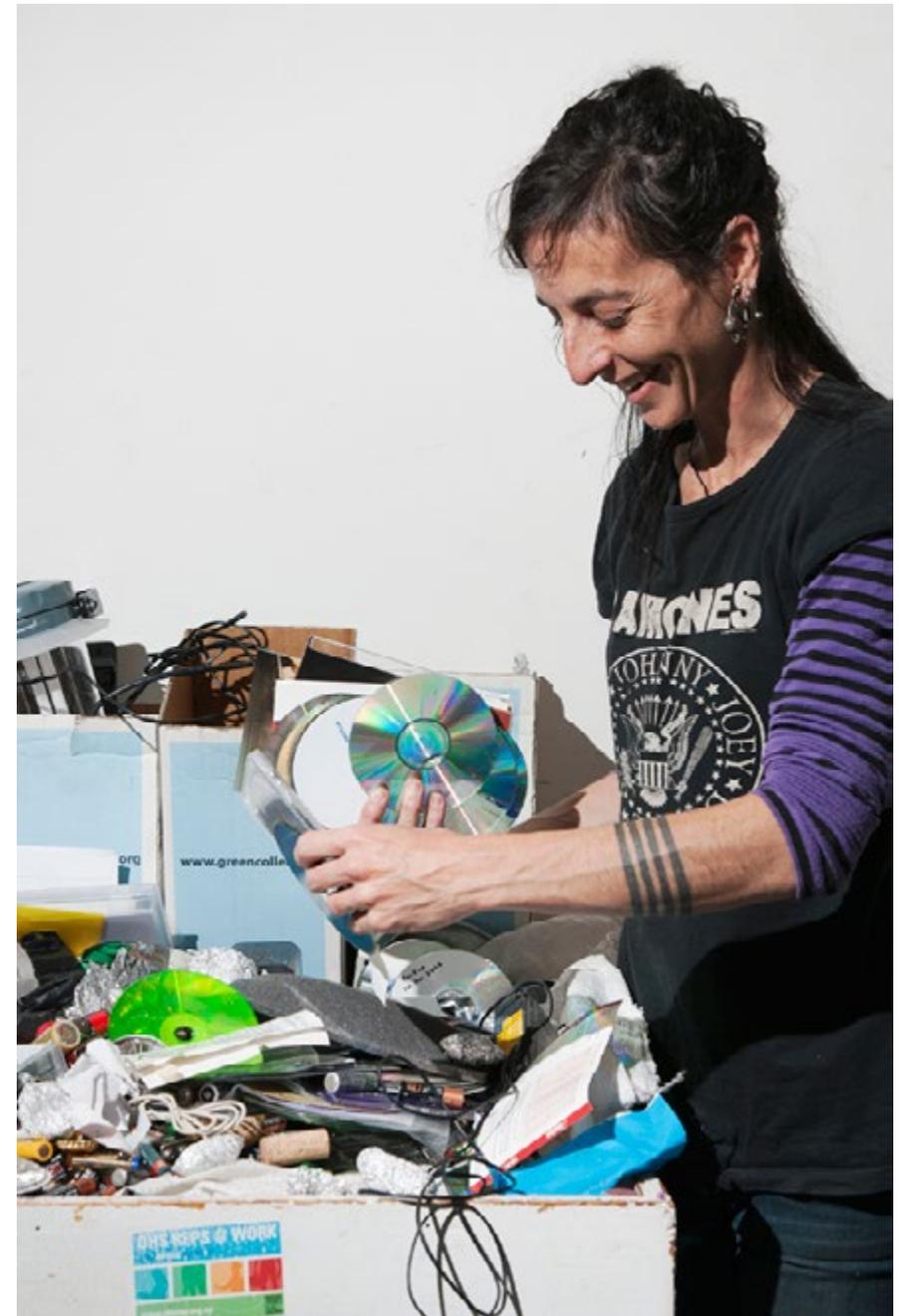
Materials are sorted for reuse, upcycling or recycling with a zero waste to landfill goal. The establishment of Green Collect's Upcycling studio at Elizabeth St Common Ground Supportive Housing enables the employment of 10 previously homeless tenants in the production of new products using materials diverted from landfill. Products include notebooks made from discarded folders and redundant letterheads and fridge magnets made from discarded keyboards.

In partnership with the African community in Melbourne's west, Green Collect operates a sewing studio the African Women's Sewing Enterprises, that provides sewing instruction and business mentoring to twelve women from refugee backgrounds. The products are produced from reclaimed materials collected through Green Collect's collection services.

Products made by the women include cushions, door snakes, door stops, bags and sachets. The women's achievements are clear: "When you are financially free you can help your family, you can look after your children and the house is more stable".

Watch the video to hear one staff members experience of working for Green Collect.

Contact Green Collect, email: darren.andrews@greencollect.org



The Bower

(CRN Australia Bulletin March 2012)

The Bower Reuse and Repair Co-op initiated Curb Collective in July 2011, teaching local residents carpentry and upholstery skills to reuse and recreate discarded furniture. The course was designed in conjunction with PLACE (Partners in Learning and Community Enterprise) and TAFE NSW Sydney Institute Outreach Section and is intended to promote reuse and repair as an ethos for sustainable living while providing skills and pathways into open education for the local community.

From July to November, about 20 students, including Bower staff, attended weekly classes to learn new skills and engage with their peers and community. The Bower's Reuse Referral Service sourced pre-loved/unwanted items from its customers and brought them to the Curb Collective's Redfern workshop.

The fruits of the Collective's labour were displayed in a successful exhibition in November last year. The restored furniture was then put on sale at the renowned Finders Keepers market at Carriage Works. The entire range was salvaged, repaired, restored and re-purposed from Sydney's waste stream.

Curb Collective is working towards becoming a social enterprise, continuing to reuse and refurbish broken items salvaged by The Bower's Reuse Referral Service. Money from the sale of goods will contribute to the overheads of the project to keep it going.



INCOME GENERATING ACTIVITIES

The Bower is an environmental charity and not-for-profit community cooperative dedicated to reducing landfill through reuse and repair. For the past fourteen years the co-op has been diverting pre-loved furniture, salvaged building supplies and household goods from landfill.

Based in a straw bale building in Marrickville, NSW, the enterprise expanded in 2006 to foster its Reuse Referral Service (RSS). Frustrated with the physical and legal limitations of directly diverting goods, the RSS allowed The Bower to expand its reach across Sydney without expanding the physical premises.

The RSS is a database of about 1,000 enterprises, organisations and charities that can help keep goods from landfill. The website is maintained by a Customer Liaison Officer who can tailor referrals to the needs of each individual, ensuring universal access for all residents. They can also arrange waste exchanges between individuals and organisations. In the past we have sourced copiers, printers, IT equipment and more for other community organisations in need.

To find out more contact the Bower: info@thebower.org.au



Hard Waste Collections

More and more councils are advertising tenders for hard waste kerbside pick up. You see at regular intervals, particularly in large metropolitan areas where large companies tender for their services.

There is an opportunity for small enterprises to enter the market by offering a service all year round. Resource Work Co-op in Hobart has done just that - they wanted to expand their Tip Shop enterprise and create a few more jobs while offering a service to potential customers who find it difficult to take a load of materials to a tip shop or landfill.

They prepared their business case of how it would operate, applied for a grant to purchase a truck and then started operating one day a week. They are now building up the business to make it financially viable selling the goods in their Tip Shop or dismantling them to source more metals, timber and plastic for recycling.

Other enterprises offer a pick-up service by charging a customer a fee but taking into account the value of what is being picked up. If some of the materials have to go to landfill then the landfill fee is incorporated into the fee.

You will find that you will get good value product from pick-up. Centrelink was refurbishing an office recently and they rang the local Tip Shop to see if they were interested in the disused furniture and fittings - they finished up with truckloads of useful furniture, book cases, and chairs. They also picked up several hundred office petitions which they could not sell but stripped them down for \$5,000 worth of aluminium.

Never miss an opportunity!



Recycling Mattresses

Mattresses are a major problem at landfills as they do not compact down and cause a lot of difficulty for councils. They are now mostly banned from landfill. This creates an opportunity for someone to strip them and separate the metal, timber, and fabric with the general public paying a fee to drop them off. A great little enterprise for someone to create a job for themselves.

Regulations are also changing for the accommodation sector, as they are required to change over their mattresses every three years, creating a massive mattress problem.

Mission Australia operates an outstanding enterprise Soft Landing - Watch the video on the CRN Australia [Marketing Page](#) - they recycle over 3,000 mattresses per week.



Soft Landing

(CRN Australia Bulletin October 2012)

Mattresses and bases that can be refurbished are sold at the Mission's Big Heart shops or donated to crisis centres. Those beyond repair are broken down and the steel springs sold as scrap metal, foam used for carpet underlay and timber made into kindling and mulch.

Soft Landing is a Mission Australia NSW Social Enterprise providing an outstanding example of an innovative program that demonstrates a strong commitment to sustainability and protecting the environment by recycling and reusing.

The program is an innovative mattress recycling enterprise aimed at protecting the environment and creating green jobs for long-term unemployed and disadvantaged people in the Illawarra region. It is an integrated industry - government - community collaboration located in the Bellambi area of Wollongong.

Did you know, Australia sends 1.25 million mattresses to landfill each year? Mattresses are the most common items put out on the curb side for council collections and almost all go to landfill. The average mattress in a landfill takes up to 0.75 cubic meters of space and contains 12.5kg of steel, 2kg of wood and 1.5kg of foam.

Over the past 12 months, Soft Landing has recycled around 100,000 mattresses and bases from retailers, councils, hotels/motels and the community throughout Sydney and the Illawarra. Up to 95 per cent of the collected materials are recycled, refurbished and sold. The program currently employs 65 people.

Email: softlanding@missionaustralia.com.au



Providing Work for People With a Disability



Around Again

(CRN Australia Bulletin August 2012)

We employ 19 people with a disability, of which three work part-time at the Mildura Chocolate Co (another of our businesses). Six staff work as supervisors and 10 volunteers assist with sales, Good Room restocking and computer recycling and sales.

Volunteers are engaged in meaningful activities in a supportive and friendly environment and provide specialised assistance in a number of areas, such as computer recycling, antiques identification and valuation and Good Room operation.

Aroundagain is the business division of the Christie Centre Inc, a not-for-profit organisation based in Mildura, providing support, education, training and employment for adults with a disability. It was established 11 years ago with support from the Mildura Rural City Council and this has grown into a mutually beneficial partnership. While operating independently of Mildura Council, co-operation with the Council is essential.

Our main objectives:

- ➔ Provide employment for adults with a disability
- ➔ Reduce amount of goods going into landfill
- ➔ Provide additional income to sustain and grow the business
- ➔ Provide a retail outlet for reasonably priced secondhand goods

All income from our businesses goes back into our operations, enabling us to build a stronger business, which in turn ensures continued employment of people with a disability.

Aroundagain is a Supported Employment Service receiving funding from the Federal Department of Family and Community Services and Indigenous Affairs. However 80% of our income is derived from business activities.

We have a range of businesses at our site that provide employment, with all our supported employees rotating through the various areas:

- ➔ Shop, sales yard and good room
- ➔ Document destruction
- ➔ E-waste dismantling
- ➔ Painting and sales of surveyors pegs
- ➔ Recycling of metal

INCOME GENERATING ACTIVITIES

Aroundagain Shop & Yard

This is our “bread and butter”, the largest and most important part of our business! Receiving and sale of goods donated by the general public of items too good to throw away. We have a large yard and shed for display of all the various items we have received. It is an absolute treasure chest of all things. We jokingly say that “if we don’t have it you don’t need it”.

Goods Receival Station

This is a crucial part of our business as the central collection point of all items that go into the shop/yard. We always have a staff member present and supported by some of our employees to provide an off-loading service to people donating goods to Aroundagain. This is a very good business, growing 20% last financial year, and greatly complements our other activities and provides excellent employment opportunities.

New Initiatives

We have just completed construction of a small coffee-making area in the shop, where we now serve warm beverages such as coffee, tea and hot chocolates. Not many places where you can get a Landfill Latte!

The Good Room

This is the place for all the ‘special’ items we receive, whether new, old or quirky. The Good Room has been a tremendous success for customers, but also for people donating some of their special items, as they can see that they will be valued and well looked after. Through word-of-mouth our customer base has grown and the shop, yard and Good Room account for over 60% of our annual income.

E-waste Dismantling

All electrical items received at the Receival Station are tested to ensure they work and are safe. If so, they are tagged and sold in the shop. Faulty items are dismantled by our supported employees and the components sold. We have been dismantling about 11,000 items annually.

Recycling

We do not set out to be recyclers, but collect recyclable metals as part of our goods receival and for items that are worth more to sell to scrap metal dealers rather than sell through the yard.

Computers

We have two technical and computer savvy volunteers at Aroundagain, who come in one day per week. They rebuild computers, wipe the hard drives, install operating system/program free-ware and create complete systems at very good prices for sale in the shop. These sell as quickly as we can put them together.

Surveyor Pegs

We supply painted surveyor pegs to virtually all surveyors in Mildura. We purchase the pegs already pointed and paint them as required. A great job to do at the Receival Station when things are a bit quiet.

Document Destruction

We offer a confidential paper shredding service to businesses throughout the Mildura region. We deliver wheelie bins to businesses and pickup/replace bins as requested by the customer. Bulk pickups are also arranged. All paper is baled and returned to Melbourne via Ellwaste.

Challenges

The success of Aroundagain has been recognised and has led to an increase in competing secondhand and recycling businesses in Mildura. As such, Aroundagain needs to utilise its prime position at the Mildura Landfill to increase the range of services we offer.

One of our main challenges is being able to get enough goods donated to sell in the shop, and we now offer a pickup service. However, we still reserve the right to refuse unsaleable items as we believe this will allow us to increase sales further, by having better quality goods for sale.

Email Aroundagain: reception@christiecentre.com.au

Brinkley Salvage and Save

CRN Australia Bulletin August 2012

Brinkley Salvage & Save is a business initiative of Finding Workable Solutions Inc (FWS) located at the waste depot in Murray Bridge, South Australia, that opened in June 2011. The staff at the site recycle second hand goods, which are either donated or salvaged from the waste stream to be broken down into components or sold back into the community, by way of a low cost retail shop. Including:

- ➔ Voluntary work
- ➔ Work experience
- ➔ Traineeships
- ➔ Return to work programs
- ➔ Skills and career development
- ➔ Permanent part-time or full-time employment

This social enterprise is a great environmental solution for the local community because it:

1. recognises the future growth of the waste management industry and its potential for delivering jobs for people with disability.
2. embraces the social enterprise business model and the environment as modern, positively valued themes currently receiving strong community, corporate and government support.

3. provides opportunities and support for people with disability to participate on a number of levels:



INCOME GENERATING ACTIVITIES

Salvage & Save has four locations in South Australia: Murray Bridge, Goolwa, Mt Barker and Elizabeth.

Jamie and Andrew are both long-term unemployed Job Services Australia (JSA) participants completing their work experience at the site three days a week.

Jamie enjoys honing his skills on the forklift and says he likes his job because, “its always different and he likes the team”.

Andrew is interested in the online sales opportunities with eBay & Gumtree, and believes that his placement at Brinkley “is good because you do different things and maybe at the end of the day I’ll get a job”.

Gemma is another one of our school based trainees who enjoys working in the retail shop and serving customers.

Peter is a volunteer who is a qualified carpenter and is at present supervising the erection of the nursery shade house at the site. His carpentry skills are invaluable to create useful items from second hand products. Peter is pictured with a flower house that he created from donated second hand timber.

Nicolas and Mathew are school based trainees from the local High School Special Education unit who work two days a week dismantling, recycling and upcycling (creating saleable items from second hand products) in the workshop. Both of these guys say that they “enjoy the friendly work and that there is always lots to do”.

The team at Brinkley enjoy their work and are well received and supported by the local community.

Email Brinkley Salvage & Save: anita.saunders@fws.org.au



Reverse Garbage

Reverse Garbage Sydney

Reverse Garbage was started by a group of teachers in 1974. As avid readers of The Whole Earth Catalogue they wanted two things - cheap materials for their classrooms and to divert industrial discards from landfill. Almost forty years later Reverse Garbage is the largest creative reuse centre in Australia. Last count they were diverting over 35,000 cubic metres, or one hundred football fields, of materials from landfill each year, turning over approximately \$1million, creating meaningful employment and running a variety of educational workshops and reuse/upcycling classes.

“Through an increased interest in reuse and sustainable practice – in art & design, in business, in our schools and homes – Reverse Garbage is growing exponentially,” said Reverse Garbage CEO Narelle Mantle. “We have recently launched two new divisions which we lovingly call ‘RG Creative’ and ‘RG ReStore’. Both these initiatives have been embraced by the community, retail and business and are exciting opportunities for Reverse Garbage to continue to promote reuse, adaptive design and sustainable practice.

RG Creative is the organisation’s crack team of artists, designers and educators who are dedicated to creative reuse and repurposing. The RG Creative team work exclusively with reuse materials found at Reverse Garbage’s Marrickville site to create custom-made reuse items, art installations, decorations, furnishings, signage and designs for corporate and community events, festivals, expos, conference, office/retail/home fit outs and more.

The team were recently commissioned by The Green Building Council Australia to decorate and fit-out the 2013 Green Cities Living Expo held in Darling Harbour. The challenge put to RG Creative was to create reuse furniture for the Conferences ‘Hub’ meeting and presentation area with an organic, natural look and feel.

The team created 30 ottomans made from reuse materials such as donated timber, Styrofoam and cardboard barrels, which were also decorated and covered in upcycled reuse materials such as weaved City of Sydney banners, fabric off-cuts, hessian sacks, venetian blind timber slats and other items which would otherwise be destined for landfill.



INCOME GENERATING ACTIVITIES

The RG Creative Team has also proven to be vital in supporting Reverse Garbage's strong commitment to social justice and assisting other not-for-profit causes and organisations. The team recently worked with The World Wildlife Fund to help fit-out their new headquarters in Sydney with reuse materials and decorations, assisting the organisation in their goal to attain a Green Star Rating and to ensure the organisation's headquarters are in line with their own sustainability goals and overarching mission to protect wildlife.

Then in August and September this year, Reverse Garbage will sponsor and support 'Profits of Doom Month' held at The Addison Road Community Centre (www.arcco.org.au). The event aims to raise awareness about Vulture Capitalism (otherwise known as disaster capitalism) through a series of activities around the issues of economic fundamentalism via art, music, theatre, film, documentary and discussion panels. Amongst many things, Reverse Garbage is supporting the event through a Profits of Doom Art Prize, offering artists of any age and ability the opportunity to submit artwork representing what vulture capitalism meant to them.

"The Art Prize is \$1,111.11, but as well as this we will exhibit the artworks at the Centre's Art Gallery," said Mantle. "This provides up-and-coming artists, new artist and art students the opportunity to have their artwork exhibited, while the prize money gives them financial assistance to further encourage them to follow their dreams and utilise their artistic talents."

"These kind of social justice initiatives which Reverse Garbage supports have a flow on effect and are mutually beneficial to so many – communities and issues affected by Vulture Capitalism are brought to people's attention, people question their beliefs and their understanding of how government policy and corporatisation affects Australia and other countries, artists and students learn about Vulture Capitalism and express this through new artwork displayed in a gallery and with a chance of financial assistance. Even Reverse Garbage itself benefits - from a trivia night (decorated by the RG Creative Team of course) organised during the month long activities, with proceeds raised contributing to our ongoing mission to divert valuable resources from landfill."



INCOME GENERATING ACTIVITIES

Aside from activities supporting the organisation's strong social justice commitment, Reverse Garbage has been actively 'putting its money where its mouth is' by practicing reuse through its new ReStore division. "ReStore is about inspiring others to reduce, reuse, reverse and recreate. Our talented staff are making a range of quality, handmade items entirely from reuse materials that are in abundance at Reverse Garbage. We've identified those items which we receive regular stock – such as City of Sydney Banners of which we receive thousands each year, or hessian sacks from coffee suppliers – and we are reusing them to create new, attractive items for the home, office, café – you name it."

Recent ReStore items include ottomans either made or recovered in bright and colourful Sydney of City Banners, some innovatively and beautifully covered in weaved City of Sydney banners. Attractive handmade cushions - stuffed with donated Dacron and covered in hessian sacks, City of Sydney banners, upholstery material and fabrics - have proven to be hugely popular, especially with new home owners looking for something 'different' and environmentally friendly. Ever looking for new ways to use every day items, the ReStore division is also using its banners to create surfboard covers, over-the-shoulder bags, artists aprons and more – the only limitation seems to be imagination!



OPERATING A SUSTAINABLE COMMUNITY RECYCLING ENTERPRISE



"We are very proud of our ReStore division because it is not only utilising resources which are in abundance and would otherwise be headed for the tip, but it's also providing the community with inspiration to be able to create these types of items with every day materials that can be found at home, or at work, or indeed at Reverse Garbage. 'What if I don't know how to make these?' we often hear people say – well, come to Reverse Garbage and we'll show you! We're not secretive about the way we make things, nor are we interested in keeping things close to our chest to make a profit."

"Come and chat to us, or check out our website or Facebook, because we will be hosting workshops to help people learn how to sew, knit and reuse items to make fabulous chairs, ottomans, cushions etc. We'll even be hosting workshops for the less fortunate or needy, to give them some skills to use for a lifetime and help get them back on track."

"We have a saying here at Reverse Garbage: 'We can't look after our planet if we can't look after each other'. We hope that through Reverse Garbage's mission and our programs, we are able to do both."

For further info visit www.reversegarbage.org.au

COMMUNITY RECYCLING NETWORK AUSTRALIA 2013

Art made from Trash

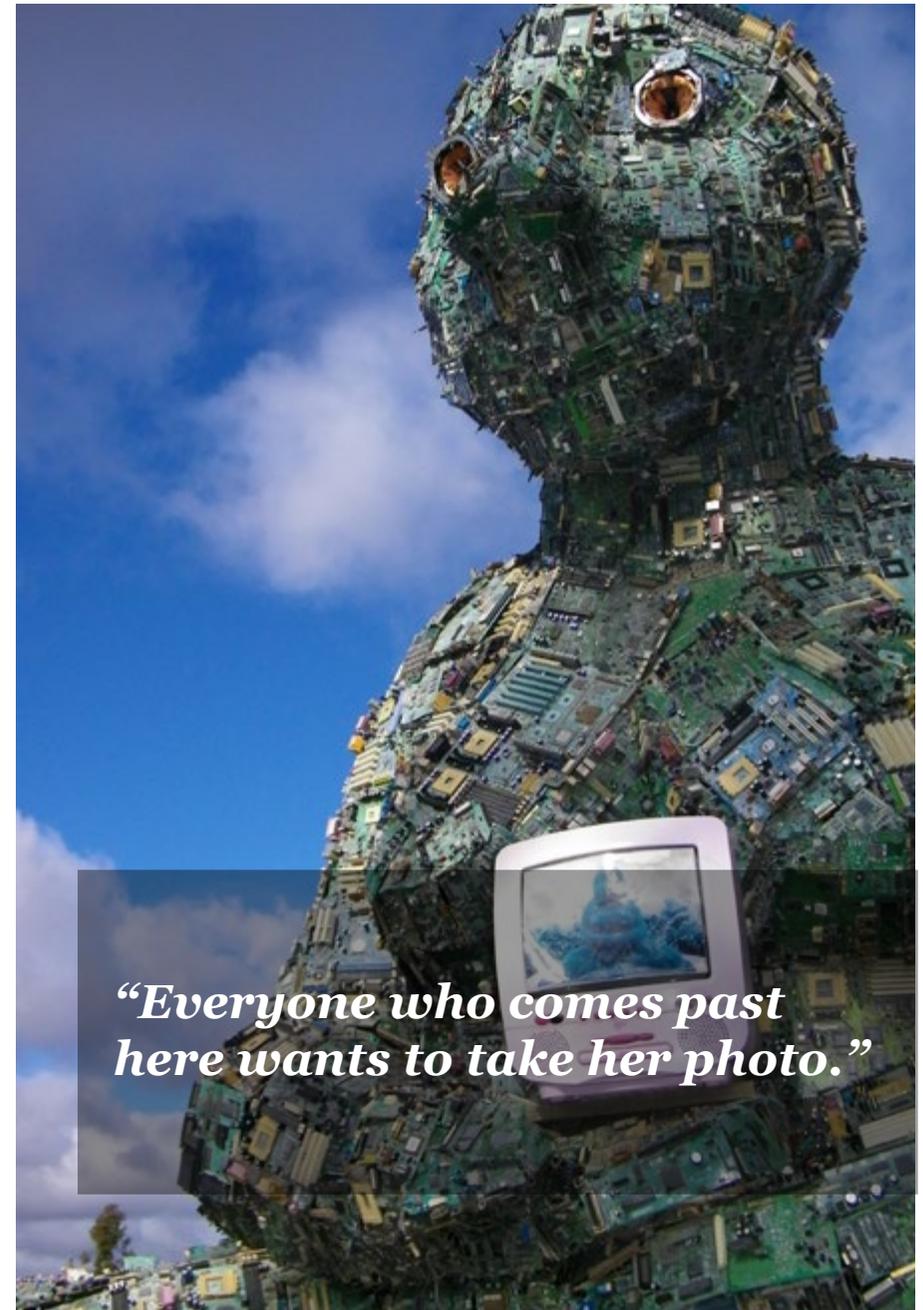
There are many examples where enterprises are now sponsoring Art Awards where materials are sourced from a tip shop to create art.

It's a great way to promote your enterprise and it demonstrates how materials can be reused and allows artists access to materials which they may not be able to afford.

E-woman

The sculpture which was made by artist Candy Stevens won the People's Choice Award at the 2011 Lorne Sculpture Biennale. The sculpture which is made entirely from e-waste now sits overlooking the entrance to the Eaglehawk Recovery Centre and attracts lots of attention from visitors. One staff member says "Everyone who comes past here wants to take her photo".

Email: ers@feo.net.au



Art from Trash Awards

Art from Trash is an annual community exhibition ran by the Resource Work Co-operative in Tasmania. As well as being a lot of fun, the exhibition serves as a platform to educate the community about the importance of minimizing resource wastage and inspire the creative re-use of materials.

'Ringo', pictured right was the winner of the Art from Trash 2012 Peoples Choice Award for the category of most creative re-use. The life-size suspended sculpture of a Wandering Albatross was made by students of St Virgil's College and the teacher Bridget Jenkins.

Email: resource@resourcetipshop.com



Ben Young the Blacksmith

(CRN Australia Bulletin September 2012)

Ben Young, a blacksmith, has developed a unique form of art set among an eclectic collection of rustic charm. Ben's work encompasses traditional and modern hand forging techniques drawing inspiration from recycled scrap metal and old, historical remnants.

Originally from rural South-Eastern Australia, Ben's unique skills as an artistic and traditional blacksmith have carried him through a progressive journey of self-healing, rehabilitation, development and rediscovery following an accident on a dairy farm while mustering cows. With the support of the local community, the City of Victor Harbor, Ben has been able to express and share his unique talent at major festivals and shows, including the recent Careers Expo at the Barossa Valley supported by Finding Workable Solutions (FWS).

FWS is seeking funding to establishment an art work shop to enable the most disadvantaged in the community to create art in a safe and supportive environment.

Email: anita.saunders@fws.org.au



Building Deconstruction

Building demolition is common to all capital cities, towns and suburbs all over Australia. Councils are issuing demolition permits daily with demolition workers bringing in their machines to knock down buildings destroying materials that could be re-used.

There is another way as demonstrated by the Resource Work Co-op in Hobart who have expanded their operation to include Deconstruction. Five workers can go onsite and dismantle a weatherboard house in a week with hand tools such as hammers, pinch bars, screw drivers and a truck to transport what they do not sell on site. Here is their story:

Deconstruct and Reuse

(CRN Australia Bulletin June 2011)

Deconstruction may be a new word for many of us working in the Resources Industry but not for the Resource Work Cooperative in Hobart. Earlier this month, Resource completed another successful deconstruction project.

With only 3 days available an experienced crew of 4 workers managed to salvage approximately 95% of a house. Over 10 tonnes of hardwood timber, weatherboards, floorboards, roofing tin, copper wiring, pipework, as well as an oven, bath and letterbox were all reclaimed by hand for reuse/ recycling.

The project happened when Scenport Construction, working with Paul Johnston Architects, approached Resource with a window of opportunity to recover materials from a house in Warrane scheduled for demolition and landfill. The materials were then sold through the Resource Tip Shop.



INCOME GENERATING ACTIVITIES

And it's not the first time Resource has undertaken such a project. Resource recently completed a major deconstruction and recycling project in Hobart. 98% of all materials from the demolition of a large warehouse and former whaler's cottage were saved from ending up as landfill. Most of these materials will be used later this year in the building of a new Local School Working Together (LSWT) program, Sustainability Centre in Mount Nelson.

Instead of adopting a traditional destructive approach to demolition, reliant on heavy machinery and few workers, the buildings were dismantled by hand. This process of deconstruction, although slower, created 12 jobs over the 3- month project while allowing the processing and reuse of an enormous volume and variety of materials.

As a small snapshot of what was saved:

- ➔ 15,000 convict era bricks (to be reused at the Port Arthur Convict Farm)
- ➔ a further 100+ tons of red solid bricks
- ➔ over 4000 linear metres of hardwood
- ➔ over 900 linear metres of softwood
- ➔ a complete 1840s timber staircase, as well as a 5 metre steel staircase
- ➔ over 300m of steel I-beams
- ➔ heritage pit sawn timbers and floorboards, as well as hand-picked sandstone

- ➔ fittings including toilets, sinks, lights, plugs, telephones, etc.
- ➔ 400 kilograms of copper wiring & 150 kilos of lead were recycled
- ➔ Over 170m² floorboards
- ➔ Over 600m² roof tin
- ➔ even coins from 1826 & 1827

Resource, based its approach on the "Waste Hierarchy" (reduce, reuse, recycle), concentrating on reusing materials first. However, where this was not possible materials were recycled (i.e. copper from electrical wiring, broken bricks as road base and leftover timbers i.e. due to rot as compost).

Resource Work Cooperative worked in collaboration with Morrison & Brey tenbach Architects, the Department of Education and the Department of Housing to achieve exemplary environmental outcomes.

Deconstruct projects could start all over Australia!



Deconstruction - An Interview with Tim Hankey

Tim Hankey works for Resource Work Cooperative located in Hobart. It operates a Tip Shop in South Hobart, a Collectables Shop in the busy heart of Hobart and more recently, deconstruction projects where the Cooperative has started dismantling buildings by hand and selling valuable reusable building materials.

Tim manages the deconstruction projects and had this to say about this new innovative business:

“We met some architects who wanted to use the materials from two large buildings to construct a Sustainability Centre for the Department of Education. The first project took 3 months with over 95% of the building salvaged and processed including an enormous volume of usable old timbers, steel, 15,000 convict era bricks and 30,000 red bricks. The site was left clean with only a concrete slab that was to be reused for future purposes.”

“Since then, projects have been much quicker – as they are timber buildings (such as those in the pictures) dismantled in 3 days to 2 weeks by 4-5 employees. Materials are sold from the site with the leftovers going to the Tip Shop for resale. A truck is used to transport materials but more importantly, no excavator. The house was dismantled with pinch bars, hammers, and labour – which takes a bit longer but creates more local jobs.”

“Partnerships are very important. To get the projects off the ground we had to form a partnership with a registered builder, work closely with Council and the architects, undertake the necessary risk assessments, create Safe Work Method Statements and formulate a Safety Management Plan.”

“In fact, the support from Council, Department of Education, Housing Tasmania and architects for these type of projects is very heartening too.”

“I had previously worked on a number of building sites so this experience came in handy. Workers were chosen from existing staff at the Tip Shop, with similar experience, and we were able to employ new people as well.”

“Equally important we are able to either reuse or recycle nearly all materials. These included hardwood framing, floor timber, weatherboards, windows, doors, gates, roofing iron, flashing and guttering, bricks, concrete blocks, steel, copper pipe and wiring, fittings such as hot water cylinder, sinks, toilet, cast iron bath, lighting, carpets and blinds. The only materials that could not be reused was asbestos and unfortunately in Tassie there is no way of recycling plasterboard.”

Email: resource@resourcetipshop.com.au



Using Ebay as a Sales Outlet

Enterprises often have items come in that a wider market could attract a much higher price. Antiques, memorabilia and historical artifacts are sort after but your staff don't really know what they are worth. Collectible TV programs demonstrate how valuable some items are so ebay might be an alternative to listing some goods. It's a great way to advertise what you have available.



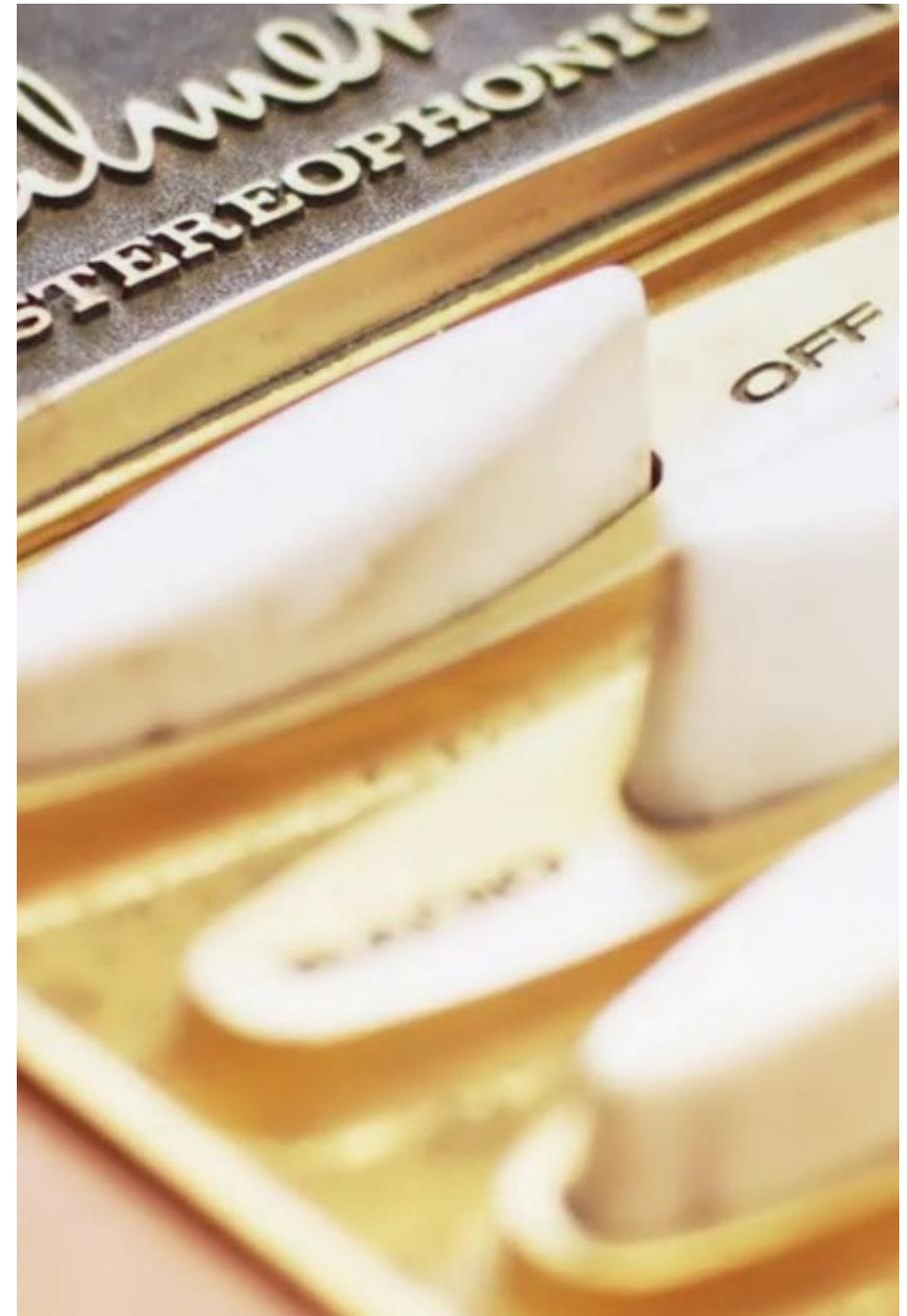
Using Ebay Effectively

(CRN Australia Bulletin November 2010)

Finding Workable Solutions (FWS) is a South Australian not-for-profit organisation that has two successful social enterprises called Salvage & Save, located at Mt Barker and Goolwa, with a 3rd site being developed in Murray Bridge.

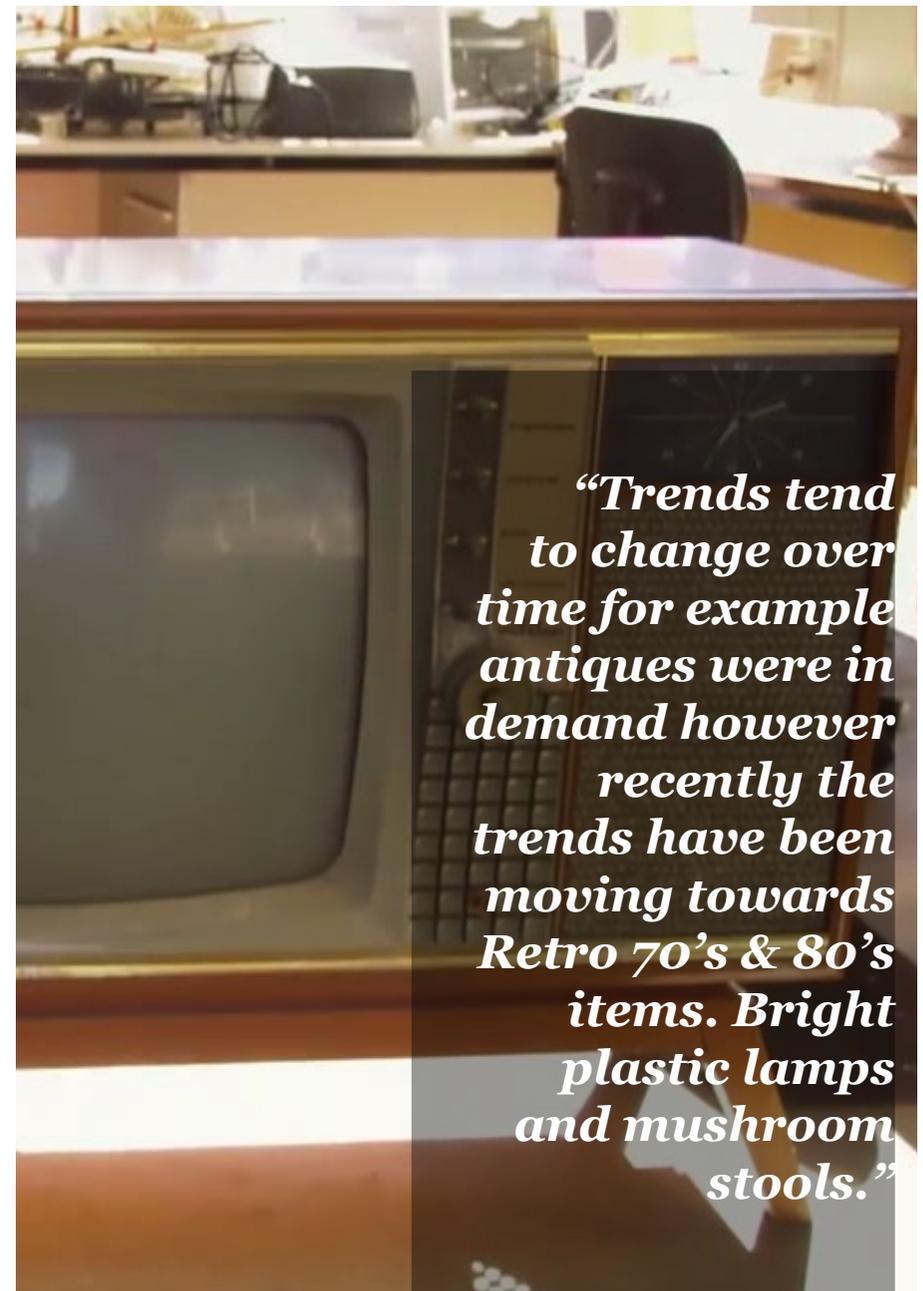
Ebay is a useful tool providing an added avenue to sell recyclable items collected at the facilities. Both our Salvage & Save sites at Windmill Hill and Goolwa operate an Ebay account. Here are some tips on successful Ebuying:

- 1.** One person must be made responsible for the standard of the site, maintaining contact with perspective buyers and other issues during business hours only.
- 2.** Some items of low value take time to photograph and describe which negates the price one can sell these items for.
- 3.** Simple items like books are collectables, easy to describe and photograph and can make a profit if placed in batches onto the site at one time.
- 4.** For example: A car manual can be worth between \$10 and \$100 if placed in a pre-paid \$10 bag in bundles of 10.



5. Some items are too fragile or too large to mail and need to be picked up by the purchaser as part of the conditions. Details of condition of sale are described on the Ebay site.
6. One needs to manage the volume of items on EBay to control your Staff's workload during busy times.
7. The Staff are able to research the Ebay sites to assess the worth of items or the Current Market Value.
8. Ebay can be used to clear items from shelves as a means of making way for new items.
9. Trends tend to change over time for example antiques were in demand however recently the trends have been moving towards Retro 70's & 80's items. Bright plastic lamps and mushroom stools. Presently the Kartell brand is popular and is valued highly. Cast iron particularly Furphy from Victoria in Shepparton is in demand and commands better pricing and strong sales. A furphy camp oven recently sold for \$307.

To contact Finding Workable Solutions, email:
anita.saunders@fws.org.au



Starting a New Income Activity

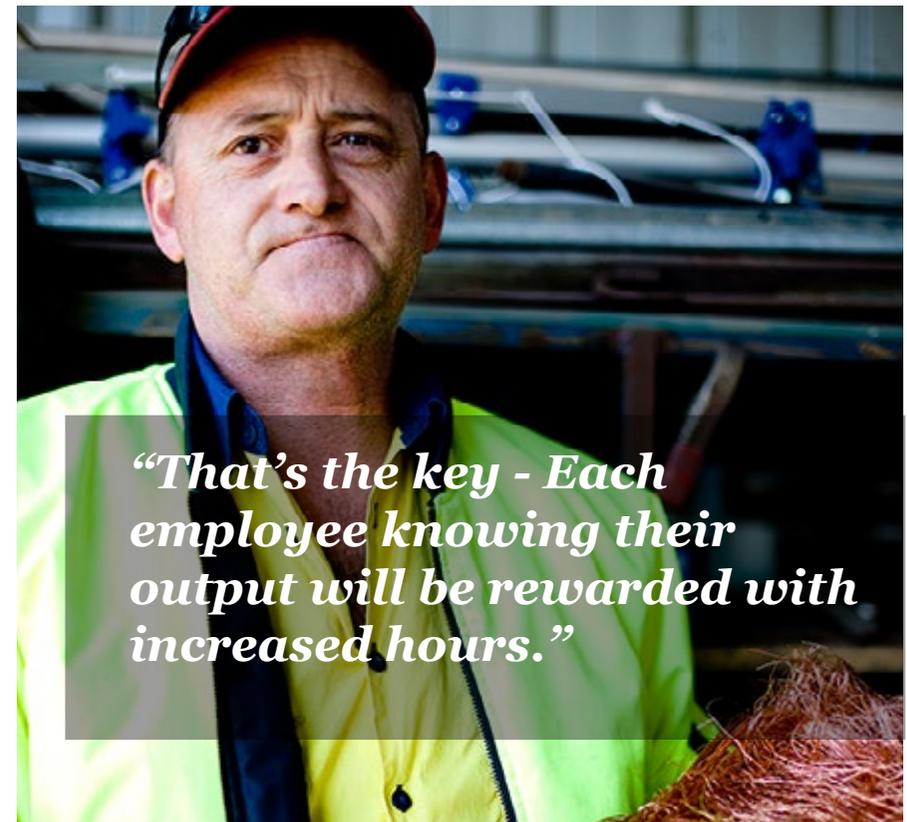
Each activity needs to be fully investigated and a short business case prepared to demonstrate that it will be viable.

An enterprise was recycling metals but wanted to improve its performance. It decided it had to invest in new machinery and as a result of that investment it needed to know it could put on a new employee. Income had to be increased!

So they purchased the new machine for \$3,000 and employed a person for one day per week who stripped cabling to extract clean copper. Copper prices were high and steady over the previous months. The employee's hours were increased once the income figures were proven to cover all costs. The employee knew how many kilos had to be cleaned ready for sale to increase his hours and keep this part of the operation financially viable.

That's the key - each employee knowing their output with the reward of increased hours. You give a jobseeker an opportunity to create their own work.

Email ers@feo.net.au



“That’s the key - Each employee knowing their output will be rewarded with increased hours.”

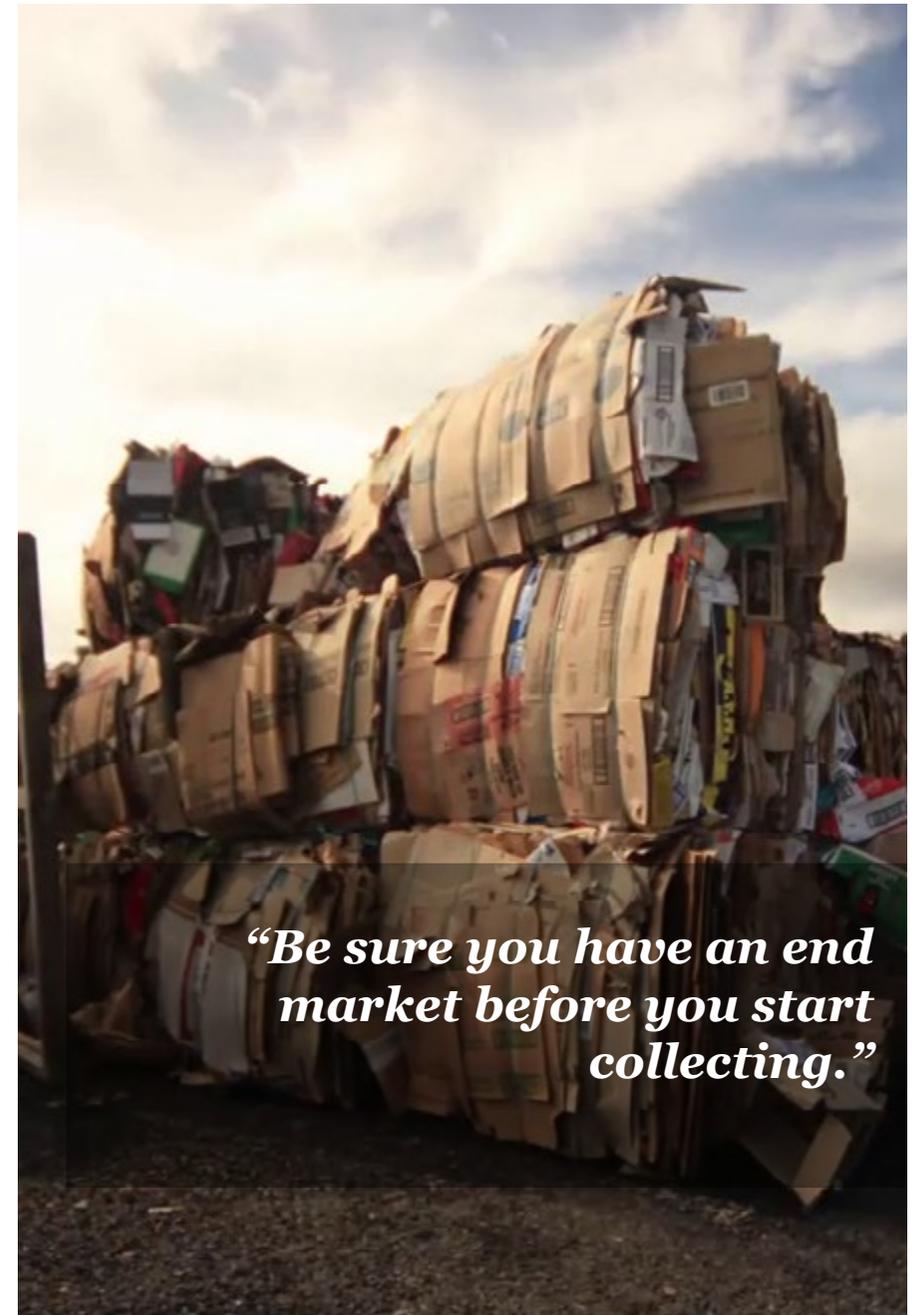


Other Income Activities

There are many other strategies to generate income - these include:

Baling of plastics, cardboard, polystyrene and clothing

Be sure you have a market for your materials before you start collecting. Prices vary greatly and in some cases you may have to use volunteer labour to keep the materials out of landfill. A good source of volunteer labour comes from the Justice System where people need to do community work to work off a fine. Often these people are out of work so they can be considered for paid work after doing some volunteer work with you.

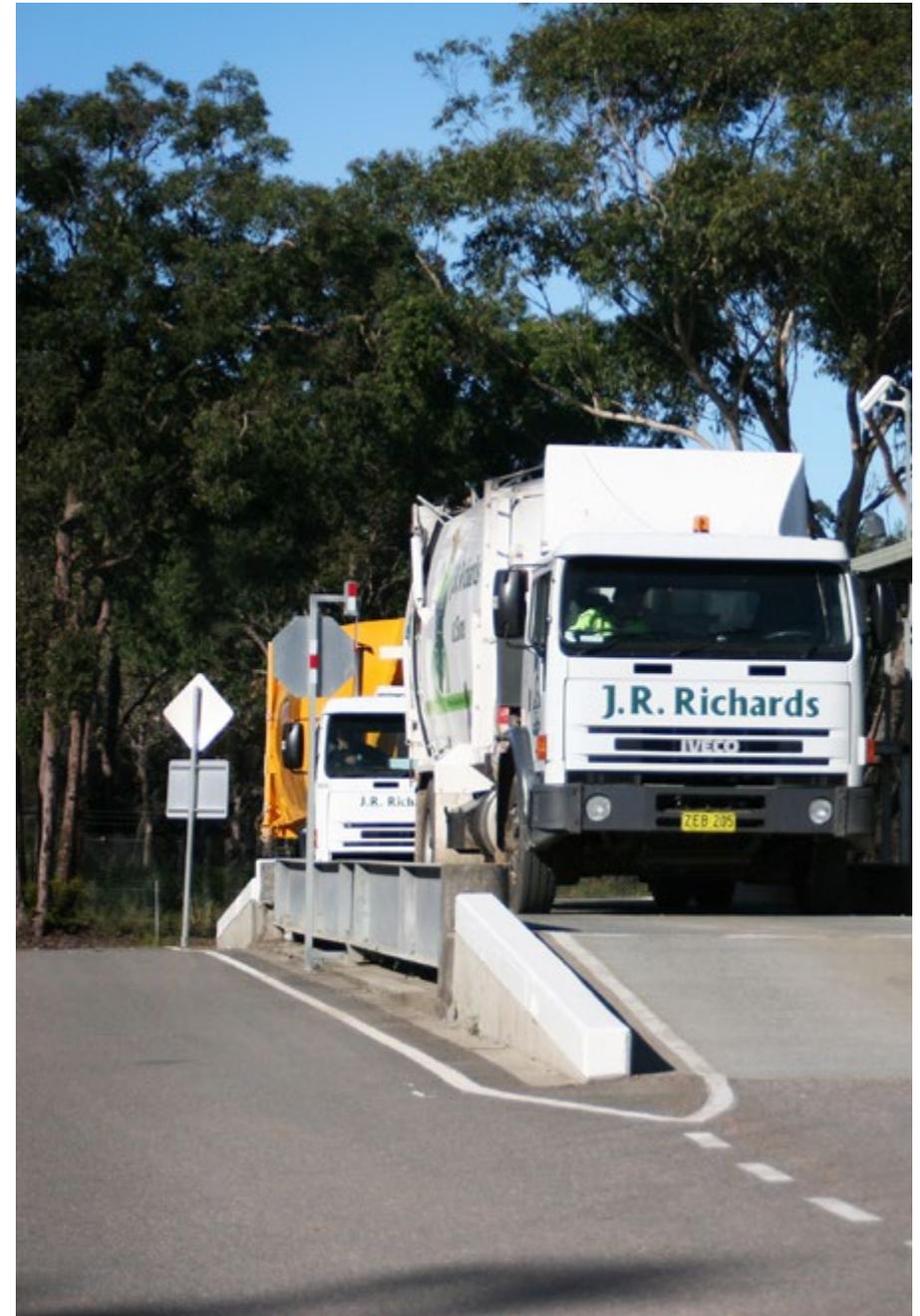


“Be sure you have an end market before you start collecting.”

Council Contracts

There are a wide range of contracts that local councils tender out that could expand your enterprise. These include:

- ➔ Operating a council transfer station.
- ➔ Cleaning up illegal dumping.
- ➔ Delivery of wheelie bins to council customers.
- ➔ Co-ordinating waste wise events.
- ➔ Organics pick up from cafes and restaurants and worm farm sales.



Tools of the Trade

It has been said, when starting out, **START SMALL**. However as your enterprise grows you may consider investing in equipment which can help you to recover materials more effectively. Here are some machines which you may find useful for your enterprise.



Forklift with lifter



Forklift with tipper



Plastic bins to separate items



Hydraulic lifter on back of truck



Plastic stripper for cabling



Plastic & cardboard bailer



Tin crushing machine



Refrigeration degassing unit



Tyre Rim Remover



Benchsaw for cutting firewood

Essentials for a Recovery Worker

Every enterprise needs to provide workers with the proper personal protective equipment. You will need to research your states regulations about worker safety and what you need to provide. Additionally, there are many other tools which may be useful for recovery workers to carry which can help them to do their job efficiently and effectively.



Magnets for testing metals



Earmuffs



Safety Goggles



Gloves



Hat



High visibility vest



Cut off snips

Policies & Procedures

When establishing an enterprise you will need to familiarise yourself with a wide range of policies and procedures relating to health & safety, environmental management and accountability relating to your enterprise.

This section of the book is only available to CRN Australia financial members who operate an enterprise. It consists of policies and procedures that have been written by existing enterprises and it has taken them a lot of time and funds to complete them. While they are willing to share them with CRN Australia members they are confidential documents.

It could cost an enterprise over \$20,000 to employ a consultant to gain accreditation for environmental management.

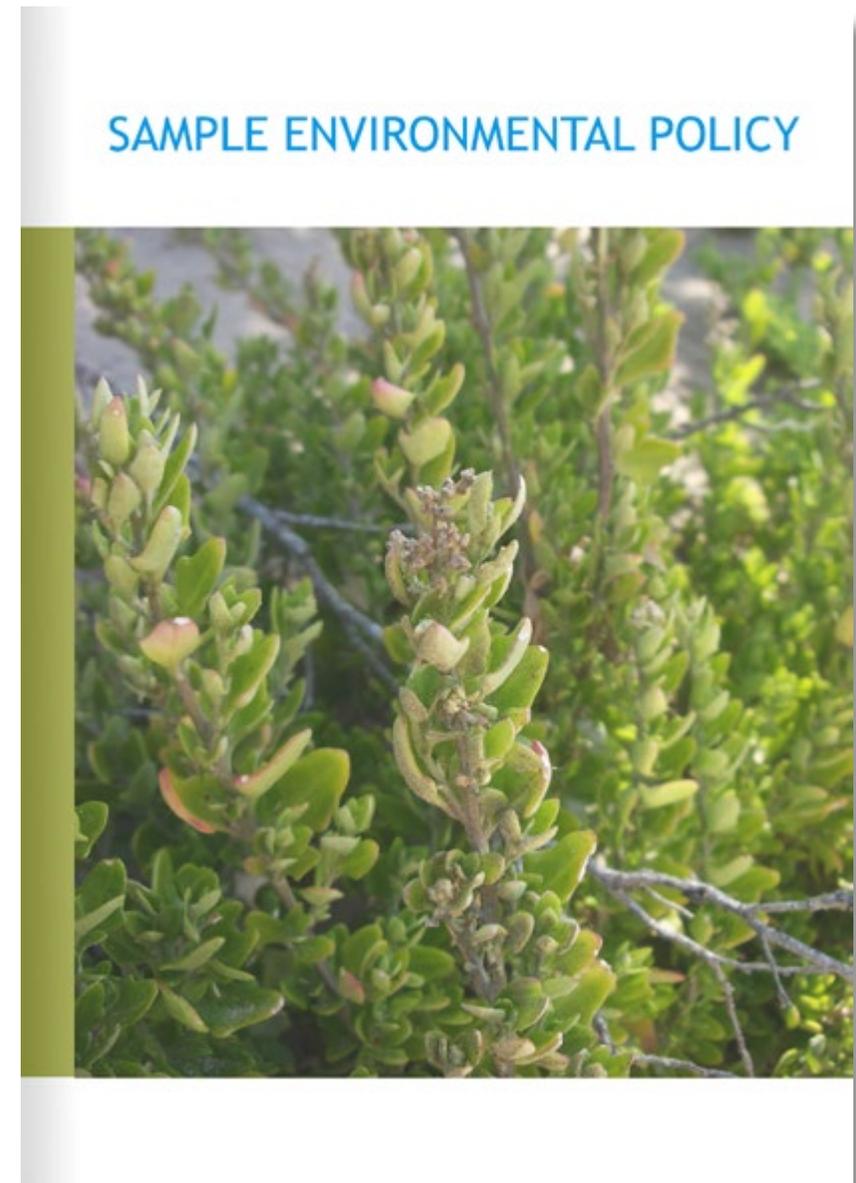
There are over 60 policy and procedure documents covering:

- ➔ Environmental Management System Documentation
- ➔ OH&S Policies
- ➔ Plant & Equipment Operations
- ➔ Administrative & Codes of Conduct Policies

If you would like to share your documents with other CRN Australia members send the to info@communityrecycling.com.au. They will be treated as confidential and only used as a reference document for other CRN Members.

To become a CRN Australia member, click [here](#).

Example Environmental Policy



The CRN Australia Website & Monthly Bulletin

www.communityrecycling.com.au

The website provides a lot of information about community recycling enterprises. It provides content from each state, membership details, aims and objectives of CRN, Bulletins, resources for writing submissions and grant applications and there are a range of video's under marketing.

It's all about sharing information. There is "No sense in reinventing the wheel". Financial members who operate a community recycling enterprise have access to a range of policies and procedures on the members page. Operating nationally means that emails, the website and skype are very important tools and they are all free to use!

This e-book has touched on some of the many stories from the CRN Monthly bulletin - there are many others that can be added. The bulletin plays an important role in keeping enterprises informed. By providing email addresses, your staff and committee members can also receive the bulletin and be kept up to date. You can also send your stories to bulletin@communityrecycling.com.au and let other enterprises know about your way of doing things. We can all learn from one another!!

If you need support CRN Australia is only an email away. Contact us info@communityrecycling.com.au.

CRN AUSTRALIA COMMUNITY RECYCLING NETWORK AUSTRALIA

HOME ABOUT CRN MEMBERSHIP BULLETINS

Reducing landfill, Creating Jobs, Strengthening Communities.

EVERY TOWN, EVERY SUBURB COULD HAVE A COMMUNITY RECYCLING ENTERPRISE

Community recycling enterprises:

- Create jobs
- Reduce waste to landfill

It's now up to you and your community!

CRN Australia believes that every town or suburb could sustain a recycling enterprise. Creating healthy environments and jobs are the most effective means for facilitating a vibrant civic community, providing income, self reliance, personal dignity and freedom.

When employment grows everybody benefits. When the environment is respected we know we are working towards a more sustainable World - our World! But it needs leadership, commitment and an understanding that ALL can contribute. In fact we must expect it.

“Work provides identity, social relationships, a timetable for each day, opportunities to develop skills, a sense of purpose and a source of status as well as income. Denial of a job, therefore, denies the individual not only of income but also the satisfaction of a range of important social and personal needs”(Social Service Review, 1988).

Success strategies can include:

- ➔ Never do anything alone - form strong partnerships and friendships.
- ➔ Create independence by creating wages.
- ➔ See ALL unwanted goods and materials as a resource.
- ➔ Be accountable in everything you do.
- ➔ Share the rewards among the people who have created them.

Most important principle - how to get there? Believe. There are no barriers - anything is possible!



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