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Submission: i live in valla ,nsw and the nearest place to return my empties is in coffs harbour, about 35km drive one way, and during first month of the schemes operation i was paying the bottle/container tax and nowhere within a 100km to return my empties despite having paid the tax on my purchases ! the scheme is a total disaster from my experience , in coffs harbour there are 3 different methods of collection the first one available was in sawtell where we could only return our empties on 3 (working) days during a short period of a couple of hours and there is only onsite parking for around 5 vehicles as it in a hotel carpark! , but when arriving there at the time stated there was no one there , we tried again in a couple of day and there was still no one there but just as were turning to leave again they turned up and started their enterprise which consisted of us having to get in line beside a plastic table and as our turn came line up all our containers on the table to be counted which took a good 25 minutes standing in the glaring sun. the next one which opened was in the hoey moey hotel in coffs harbour and was a reverse vending machine which was already full so we couldnt return our empties, we were advised to wait and a truck would be arriving shortly to empty the containers already filling the machines , then a truck arrived where we waited with our kids and started tipping the skips of empties in the back of the truck causeing glass bottles to fall out and smash in the carpark where we stood ! my wife reckons that in this day and age work safety should not be allowing such dangerous practices to happen ! our refund was woolworths voucher. the 3rd method we tried a few weeks later was an automated conveyor belt container counting machine in a local metal recyclers yard in coffs harbour where we had to queue up for 25m waiting to handover our empties , they required a form of id to pay us ..why ? i didnt need id to pay the deposit !