

our impact



184  
Employment opportunities provided



2,185  
Training and development outcomes



11,813  
Tonnes of waste diverted from landfill for reuse and recycling



125,765  
Customers served at Reviva Reuse Shops

Resource Recovery Australia is a certified not-for-profit social enterprise and registered charity operating across Australia to transform the way we treat waste. Our #WASTE2WAGES model maximises social, environmental and community outcomes by employing people experiencing barriers to work.

Kat Dower RRA MidCoast

A WORD FROM THE GENERAL MANAGERS

As we reflect on the 2024 Financial Year, we are filled with pride and gratitude for what we have achieved together at Resource Recovery Australia (RRA). This year has been a testament to our absolute commitment to environmental sustainability, social responsibility and the power of community partnerships.

Our partnership with local councils has been key to our success. Together, we have diverted 11,813 tonnes of waste from landfill—a clear sign of our joint commitment to the environment. This achievement reflects the hard work and innovative efforts of our team and partners, all driven by a shared passion for healing Country.

We are proud that our Reviva Reuse Shops have evolved into thriving community hubs, serving over 125,000 customers this year.

At the core of RRA is our deep commitment to people. This year, we provided employment opportunities to 184 people, 65% of whom faced barriers to employment before starting work with us. These numbers go beyond statistics—they represent lives changed and futures rebuilt. Additionally, we were delighted to develop and sign off on the Enterprise Agreement with the Fair Work Commission, further supporting our team’s working conditions. Our #WASTE2WAGES model, along with the 2,185 training opportunities we provided, empowers everyone to contribute to their community and find purpose in their work. The stories of resilience and success within our workforce are truly inspiring.

We must also acknowledge the tireless dedication and leadership shown by our State Managers, Jeff Prater in Queensland and Steven Glendenning in New South Wales, who have been pivotal in supporting the 15 RRA sites. Moving into the new financial year, we bid farewell to Steven, who has been instrumental in managing our growth for over 8 years and we welcome the promotion of Jarrod Roskell into the NSW Manager role.

As we celebrate our successes, we’re excited about what’s ahead. Our partnerships with local councils have proven how powerful collaboration can be in driving real change. Together, we’ve developed a sustainable, community-focused approach to resource recovery that really works. By aligning with the National Waste Policy Action Plan, we’re extending our reach, helping more communities adopt sustainable practices and opening more opportunities for those facing barriers to employment.



Our Consultancy Services are paving the way for a future where every community has the tools and support needed to thrive sustainably. With the commitment of our team, the strength of our partnerships, and the trust of our community, we are confident that we will continue to make a meaningful impact, leaving a legacy of environmental care and social responsibility for generations to come.

Finally, a big thank you to the councils and communities we work with. Your ongoing support and collaboration are helping us create a more sustainable future for all.

MATT CURTIS  
RRA GENERAL MANAGER  
ALLY GLENDENNING  
RRA DEPUTY GENERAL MANAGER



**"It's been amazing to see how much we've achieved by working together, from growing our team to running events that inspire people to think differently about waste."**

**KAHLI PEARSON  
SITE MANAGER**

## RRA ROCKHAMPTON

**Creating employment opportunities, supporting local charities, and hosting education and community events has helped the RRA site at Rockhampton earn the admiration of their community.**

This year, Reviva Ibis Rockhampton has been hard at work, rehoming record numbers of donations. Thanks to the incredible local support, both resource recovery and sales in the Reviva Reuse Shop have grown beyond previous years' records.

While the team has been super busy, there have been plenty of rewarding moments. "One of the things we're most proud of this year is how much we've been able to connect with our community. We teamed up with 25 local charities, showing just how strong our community ties are. These partnerships are a big part of what we do, helping us make a real impact beyond just our daily work" shares Kahli Pearson, RRA Site Manager for Rockhampton.

"The focus on #WASTE2WAGES has been hugely rewarding, helping us make a real difference to the people in our community. 90% of our team members came to us after facing barriers to finding employment. Through training, we've helped them grow in confidence and skills, so they are ready to take on the challenges of their roles," says Kahli.

Jeff Prater, QLD RRA Manager, credits this success to the strong partnership with the Rockhampton Regional Waste & Recycling (RRWR) team. "By working closely together, we've improved education around recycling and the circular economy, which has helped us optimise the amount of waste diverted from landfill. This means a cleaner environment for everyone and more jobs for locals."

More customers than ever have visited Reviva Ibis Rockhampton this year, and the site was pleased to host a unique 'Fast Fashion' waste reduction event with RRWR and the Emmaus College Earth Care Club. Students were challenged to put together a complete outfit of second-hand clothes from Reviva with just \$30. Their creativity and resourcefulness shone through, and they rose to the challenge, learning how sustainable fashion can play a role in reducing waste.

**Kahli says: "This year has shown us what can happen when a community comes together. It's been amazing to see how much we've achieved by working together, from growing our team to running events that inspire people to think differently about waste. The positive impact we're making on the environment and people's lives is something we're really proud of."**

**RRA operates the Reviva Ibis Reuse Shop, Community Recycling Centre, waste transfer station and mattress recycling for Rockhampton Regional Council.**



Chris Behan, Team Leader RRA Toowoomba

## RRA TOOWOOMBA

**Teamwork has always been a strength at RRA Toowoomba. Whether it's creating positive experiences for our customers, winning awards or working collaboratively across our Resource Recovery Areas, the team has come together to make a real difference in reducing waste and supporting the community.**

The Toowoomba site is a place where people can thrive, succeed and unlock their potential. Under Site Manager Rita Duffy's guidance, the team has celebrated some major wins this year.

"Our success is all about teamwork," Rita says. "We've watched each other grow, and it's been incredible to see the way our team leaders, Chris Behan and Chris Barber, have stepped up. With training and support, they've become confident leaders, guiding their teams with skill and independence."

The team is made up of a wide range of people from diverse backgrounds, with 92% of them overcoming barriers to employment before joining RRA.

Valued team members like Fiona Carlyle, who joined the team in November 2023 has become a stand-out this year. With support and training, Fiona has quickly become a customer favourite, known for her helpful nature and eagerness to learn.

**"Working with the team is so rewarding. I'm learning so much, and everyone is really supportive. Getting to know our customers and helping them find what they need is a real highlight for me. I feel like I'm part of something really special here", says Fiona.**

Winning the Council Garden Award for the fourth year in a row has been another big highlight. The award celebrates the team's ability to turn waste into something beautiful, and is a nod to their ongoing commitment to sustainability and creativity.

It's clear that the success of Reviva Toowoomba is built on more than just hard work—it's about the team growing together and finding new ways to support each other and the community they serve.

**The RRA Toowoomba team works across the Resource Recovery Areas and the Reviva Shops at Greater Toowoomba Waste Management Facility at Wellcamp and Kleinton Waste Management Facility.**

## CONSULTANCY SERVICES

**With over 32 years of experience in waste management operations, Resource Recovery Australia has become a trusted partner for councils and organisations across Australia, providing expert advice in both urban and regional locations.**

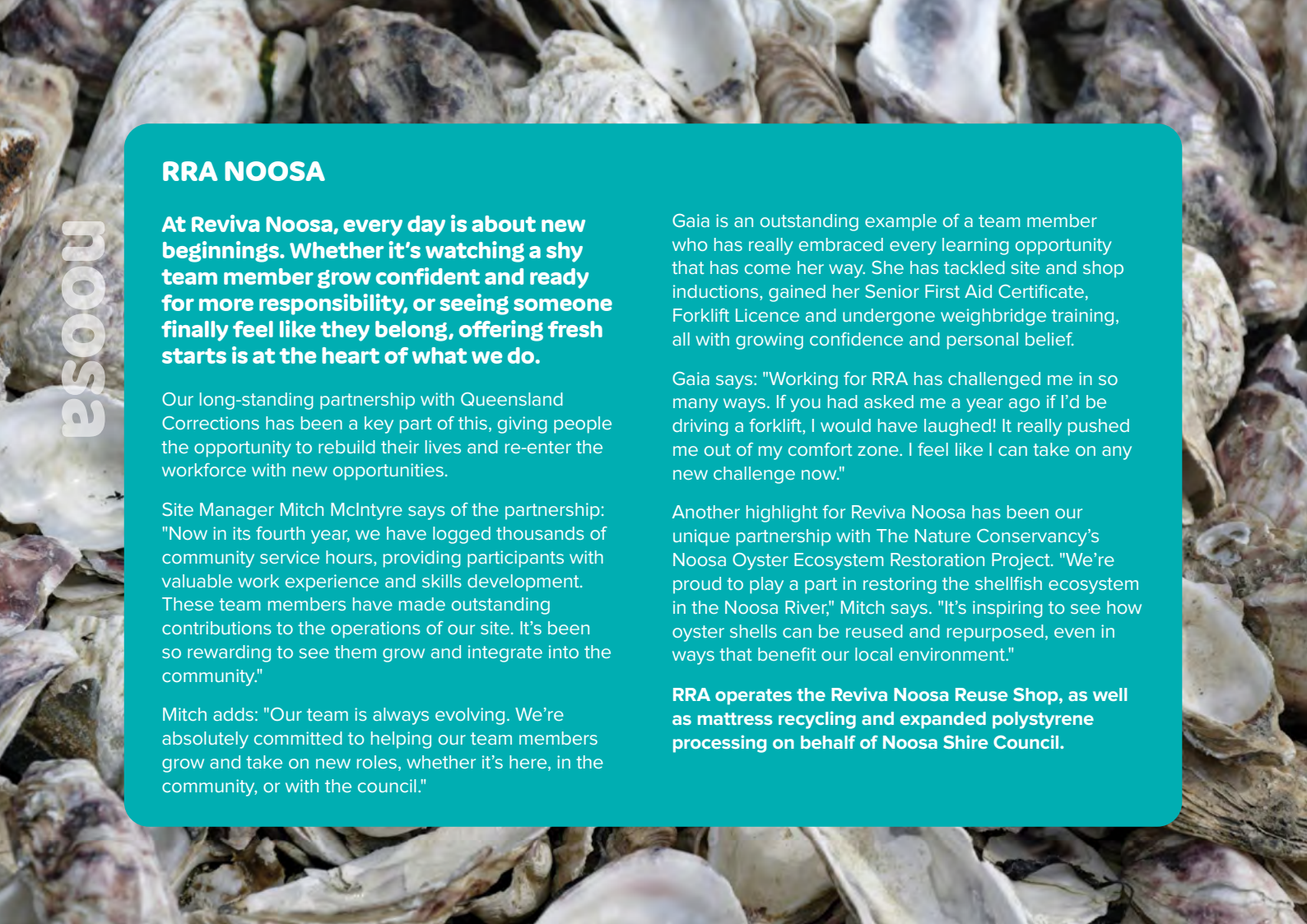
We specialise in conducting feasibility studies for waste management sites, advising on operational models and offering guidance on setting up and managing onsite reuse shops.

Our consultancy services also cover waste management site design, the development of safe work methods and reuse shop layouts.

RRA has successfully completed numerous consultancy projects for Not-for-Profits and local governments, including stakeholder engagement to ensure community needs are met.

"As councils strive to meet the waste reduction targets set out in the National Waste Management Plan, RRA is here to provide the expertise and support needed to achieve those goals," says Ally Glendenning, RRA Deputy General Manager. "It's about building a sustainable future rooted in community".





noosa

RRA NOOSA

At Reviva Noosa, every day is about new beginnings. Whether it's watching a shy team member grow confident and ready for more responsibility, or seeing someone finally feel like they belong, offering fresh starts is at the heart of what we do.

Our long-standing partnership with Queensland Corrections has been a key part of this, giving people the opportunity to rebuild their lives and re-enter the workforce with new opportunities.

Site Manager Mitch McIntyre says of the partnership: "Now in its fourth year, we have logged thousands of community service hours, providing participants with valuable work experience and skills development. These team members have made outstanding contributions to the operations of our site. It's been so rewarding to see them grow and integrate into the community."

Mitch adds: "Our team is always evolving. We're absolutely committed to helping our team members grow and take on new roles, whether it's here, in the community, or with the council."

Gaia is an outstanding example of a team member who has really embraced every learning opportunity that has come her way. She has tackled site and shop inductions, gained her Senior First Aid Certificate, Forklift Licence and undergone weighbridge training, all with growing confidence and personal belief.

Gaia says: "Working for RRA has challenged me in so many ways. If you had asked me a year ago if I'd be driving a forklift, I would have laughed! It really pushed me out of my comfort zone. I feel like I can take on any new challenge now."

Another highlight for Reviva Noosa has been our unique partnership with The Nature Conservancy's Noosa Oyster Ecosystem Restoration Project. "We're proud to play a part in restoring the shellfish ecosystem in the Noosa River," Mitch says. "It's inspiring to see how oyster shells can be reused and repurposed, even in ways that benefit our local environment."

RRA operates the Reviva Noosa Reuse Shop, as well as mattress recycling and expanded polystyrene processing on behalf of Noosa Shire Council.

RRA MORETON BAY

At RRA our work goes far beyond recycling and managing waste. It's rooted in healing and connecting to Country, honouring Aboriginal values of care for the land and community. Every day, we're reminded of this through the positive feedback we receive from the community at our two sites at Moreton Bay.

Our team runs weighbridges and waste transfer stations at Dayboro and Redcliffe, but the heart of what we do is much more than that. We strive to offer excellent customer service, and the appreciation we get from the community speaks volumes.

RRA Site Manager Josephine Ivory shares "Through strong communication with the community, our team's attention to detail and dedication has led to diverting more waste from landfill, with a very high degree of accuracy in our records and reports. We often hear how clean and tidy our sites are, reflecting the care and effort we put into our work."

"It's not just about waste diversion, providing jobs for people who've faced barriers to entering the workforce is why we exist. With ongoing training and support, our team of 16 now has the confidence to excel in their roles."

Our solid working partnership with the City of Moreton Bay Council has been key in aligning our efforts with council's goals for waste management and sustainability.

Josephine adds "Receiving a thank you letter from one of our customers is always a joy. It's a beautiful reminder that our team's commitment to maintaining high standards, both in waste diversion and customer service, is making a real difference in our community."

RRA operates dual weighbridges at Redcliffe Transfer Station and the Redcliffe and Dayboro Transfer Stations on behalf of the City of Moreton Bay.

"Together, we're building a cleaner, more sustainable future for the residents of Moreton Bay."

JOSEPHINE IVORY  
SITE MANAGER



moreton bay

RRA MIDCOAST

Our MidCoast operations stand as the largest RRA site, with over 50 employees working across five individual locations. This scale presents a unique opportunity to streamline processes over a large geographical area while achieving both operational goals and social outcomes with precision and ease.

Despite the complexity of managing such an extensive area, our team embraces the challenge with energy and enthusiasm. As Richard Thrippleton, Senior Team Leader for RRA MidCoast explains, "Our focus on employing people facing barriers to work is at the heart of our success. Continuous training and support across the sites have led to excellent outcomes, both for our employees and the communities we serve."

One shining example is Kirk, who joined us through the Community Service Work program in October. His dedication and positive attitude quickly earned him a casual Depot Hand position and since then, he's progressed rapidly - earning his forklift licence and now preparing to obtain his front-end loader ticket. Kirk's journey showcases the life-changing impact that meaningful work and support can bring.

At our Tuncurry site, our regular customers play a special role in our operations. Many visit weekly to return bottles through the Return and Earn (Container Deposit Scheme), and soon, feel right at home, sharing news of their lives with our team.

"Our customers are like part of an extended family. We see them every week, and we often joke we see more of them than our own friends and family," says Liam Simon who operates the bulk processing machines.

Our operations run in partnership with JR Richards and the Waste Management team at MidCoast Council. Together, we share best practices and explore innovative ways to grow the local circular economy, ensuring that our work not only manages waste but also makes a lasting positive impact.

Richard shares, "Through our efforts, we have diverted significant amounts of waste from landfill, creating a cleaner environment while offering local employment opportunities and strengthening community engagement."

"Ultimately, we are here to create a sustainable future. By combining environmental stewardship with social responsibility, we're building stronger communities and a healthier planet."

RRA's MidCoast Operations include 4 Reviva Reuse Shops and Community Recycling Centres, 3 weighbridges, 5 waste transfer stations and 1 Return and Earn (bulk Container Deposit Scheme) service.



"By combining environmental stewardship with social responsibility, we're building stronger communities and a healthier planet."

RICHARD THRIPPLETON  
SENIOR TEAM LEADER

midcoast





John and Anthena Huynh RRA Sydney

### RRA SYDNEY (MCRS)

**The Mobile Community Recycling Service (MCRS) plays a critical role in providing a safe and convenient solution for disposing of problem waste.**

With the increasing risk of fires and environmental concerns caused by improper disposal of hazardous items like batteries, gas bottles and paint in household garbage bins, the MCRS offers a trusted alternative. By ensuring these dangerous materials are collected and managed correctly, the service not only works to solve Western Sydney's problem waste issue, but also prevents potential disasters, offering peace of mind to residents across Cumberland, Parramatta and Blacktown City Councils.

This year, the MCRS team has been busy, completing 6,520 pick-ups from residents and keeping 165 tonnes of problem waste out of landfill. The service also provides detailed reports on the types and amounts of waste collected, which are shared regularly with the Waste Management teams in each council.

The MCRS has been a pioneer in waste management, being the first NSW EPA approved and fully licensed collection service for residential problem waste. Now in its eighth year, the service continues to prove its value in managing environmental hazards and keeping our communities safe.

"Our operators are well-trained and highly experienced, holding all the necessary licenses, including dangerous goods driver licenses, medium rigid vehicle licenses, and forklift licences. They're also trained in customer service, work health and safety and emergency management, ensuring they're prepared for any situation," says Matt Curtis, General Manager of RRA.

"Since we started in 2016, the MCRS has made a huge difference, diverting large amounts of problem waste and e-waste from landfill. We're proud to provide a service that Western Sydney residents can trust to keep their communities safe and clean."

**The MCRS collects problem waste from residents in Cumberland, Blacktown and Parramatta council areas and e-waste from Cumberland and Parramatta.**

### RRA LEETON

**Launching the Reviva Reuse Shop at Leeton has shown what can be achieved in helping a community increase its environmental impact.**

We were thrilled to launch the Reviva Reuse Shop in Leeton on 1st December 2023, marking our first year of operations on Wiradjuri Country. Based at the Leeton Landfill and Recycling Centre, Reviva has quickly become the destination for locals looking to find hidden treasures and upcycle pieces for their homes and gardens.

Setting up the shop was no small feat. The shop site was revamped to meet Reviva quality standards.

It was a team effort to ensure everything was in place to create a welcoming and functional space. Soon, people from all around Leeton were stopping by to see what we had to offer.

Ally Glendenning, Deputy GM for RRA, says: "When setting up a new site, our focus is always on becoming a genuine part of the local community. We hire locally, provide thorough training, and ensure that the community spirit is reflected in everything we do. Our goal is to build trust, create jobs and to work alongside the community to support local environmental sustainability."

**RRA operates the Reviva Reuse Shop based at the Leeton Landfill and Recycling Centre on behalf of Leeton Shire Council.**

### RRA DUNMORE

**This year has been about transforming lives and strengthening community ties. With the support of the Shellharbour community, our team has empowered people to regain confidence and find purpose through meaningful work.**

At the forefront of our social enterprise, we offer hands-on experience and foster personal growth. One member of the RRA Dunmore team, Daniel, struggled to find work before joining RRA through the Work for the Dole program. For Daniel, this opportunity has been life changing. "With the support of my manager Jarrod, and the entire team, I have really come out of my shell", Daniel says. "I've been given amazing opportunities, from training courses to becoming a team leader. I never thought I'd be in this position. It's opened up a future I never imagined."

Community engagement is a core element of our work. This year, we've partnered with Max Employment, Services Australia and Wollongong Community Corrections, working together to equip local people with the skills and opportunities they need to secure meaningful employment.

These collaborations have been instrumental in turning #WASTE2WAGES. We invested hundreds of hours in hands-on training and mentoring for participants in the program. This training gave participants valuable knowledge about retail and customer service.

### RRA ACT

**In the ACT this year, we saw first-hand the transformative power of investing in people.**

As a Work-Integrated Social Enterprise, our approach is simple but powerful: we see potential where others see challenges. We believe in equipping individuals with the skills and confidence they need to succeed, no matter their starting point.

At the ACT weighbridges we managed, we created 15 job opportunities for individuals facing significant barriers to employment. By providing tailored training and comprehensive support, we gave each team member the skills and confidence needed to succeed.

**When the ACT Government decided to in-source the operations, thanks to this strong development support, every single employee was able to seamlessly transition into stable, long-term roles with the local government. This is a major achievement and a proud moment for our social enterprise.**

Matt Curtis, RRA's General Manager says: "This is the power of our model in action. Our team members—who were once on the margins of employment—are now thriving in stable, long-term government jobs with benefits and security that seemed out of reach just a short time ago."

**RRA operated the commercial and residential weighbridges across ACT waste management facilities from 2017 to 2024 on behalf of ACT NoWaste.**

"By tapping into the expertise within RRA, we've made sure our team is ready to meet the needs of our community," Jarrod shares proudly.

**One of the year's highlights was welcoming 685 participants to our Tinkering workshops. These workshops have become a vital part of our outreach, offering a space where people can learn new skills, upcycle materials, and connect with others.**

Jarrod explains: "Our team is a true reflection of the Illawarra community, diverse, dedicated, and deeply connected to the people we serve. This year's record shop sales and the overwhelming response to our Tinkering workshops show just how much our community values what we do."

**RRA operates the Reviva Dunmore Reuse Shop and The Tinkering, as well as EPS processing and waste operations staffing for Shellharbour City Council.**



### RRA MOSS VALE

**The Reviva Reuse Shop in Moss Vale has always been a shining example of our #WASTE2WAGES model in action. Over the years, our dedicated team worked tirelessly to build a strong, supportive community that really embraced what Reviva stands for.**

The shop became a beloved part of Moss Vale, known not just for the quality of its goods, but for the sense of belonging it brought to locals.

Moss Vale was where we kicked off our Deadly Treadly Bike program, an initiative focused on rescuing and repairing bikes to send to remote Aboriginal communities.

In March 2024, Wingecarribee Shire Council recognised the success of our self-sustaining model and elected to take its operations back in-house. While this transition marked the end of an era for RRA at Moss Vale, it was a moment of pride for our team, knowing we had built such a strong model for the community.

**The outpouring of thanks and love from the community during this transition was incredibly moving. Saying farewell to over 400 customers at our farewell BBQ was a reminder of the strong connections we've built over the years and the impact that a Reviva Reuse Shop can make. To many, it was always so much more than just a shop.**

**RRA operated Reviva Moss Vale on behalf of Wingecarribee Shire Council from 2015 to 2024.**