



Project title: Making food waste contamination a supply chain connection solution

Request for Quotation

Requests for quotation (RFQ) are sought for the development of this AORA project – “Making food waste contamination a supply chain connection solution.” Organisations or individuals with knowledge/interest/expertise within the Australian organics recycling industry are encouraged to develop an RFQ in response to this project plan which should include:

- Synopsis of expertise or previous experience in managing projects related to organics recycling, the circular economy, waste management, resource recovery.
- Details of individuals who would be part of the project and their relevant knowledge/interest/expertise as it relates to this project.
- Overview of how the project will be managed to understand how each stage will be resourced, timed and executed.
- Acceptance of the project timeframe and project reporting requirements.

All RFQ's are to be no longer than 4 pages (maximum) and should be emailed to compost@aora.org.au and will be reviewed and considered by an assessment panel consisting of AORA and EPA NSW representatives.

RFQ's close 30 June 2025.

Brief Project Description

AORA members receive commercial food waste which is contaminated with a range of non-compostable materials. High contamination results in increased processing costs and may result in lower quality composted end-products. This project intends to develop a range of tools that processors and collection contractors can use to communicate with food waste generators about the importance of low contamination and how to separate food waste so that the highest quality compost can be produced. Given that much compost goes into agriculture to produce food or onto recreational parks and fields, this is of importance across the whole supply chain and integral to the success of the “Circular Economy”

Project Outcomes

This project will contribute to the following outcomes:

- 50% increased awareness and empower food businesses with knowledge and skills in food waste reduction and source separation.
- Provide tools and training to reduce and recycle food waste.
- Measurable (20%) decrease in contamination rates.

Project Timeframe

- Commencement: 01/07/2025
- Completion: 31/03/2026



Project Outline

This project is focused on the generator-collection contractor- processor segment of the commercial organics supply chain. There is currently a disconnect between the generator and the processor of organic waste which AORA sees leading to high levels of contamination in food waste received at members facilities. To work to resolve this, AORA propose to develop a suite of training/communication resources to convey understanding to the generator that low contamination is critical to high recovery and in turn economical processing rates. Their food organics are not a waste, they are a commodity, used in the production of high-quality compost products. These resources will be distributed to collection contractors who will then distribute / use them in training of food waste generators. AORA members themselves who directly collect will also use and distribute the resources.

The resources will incorporate links to the EPA's existing available resources such as the Food Smart Business Toolkit and Cool Compost can be linked into each video's notes.

Stage 1 Information gathering to gain insight into what information/messages are required and to whom, what resources would assist, and in what format.

- 1) Survey 80% of NSW AORA processing members to:
 - a) Identify extent and impact of contamination on processing costs and efficiencies.
 - b) Identify most common contaminants so resources may address them specifically.
 - c) Identify what messages and understandings the processors want to communicate to collection contractors and generators to reduce the impact of contamination.
 - d) If resources were produced what format(s) would be useful.
- 2) Survey 80% NSW collection contractors to:
 - a) Identify the messages they already pass to their customers about food waste contamination.
 - b) Identify how contractors view contamination issues.
 - c) Identify what measures they have in place or would like to see to reduce contamination.
 - d) What would motivate collection contractors to reduce their customers contamination?
 - e) If resources were produced what format(s) would be useful.

Stage 2

1) Contractor engagement

A workshop (expected to be online) will be held to engage the contractors in understanding their role in the contamination management supply chain. The purpose will be to engage them in resource development and create the incentive to conduct rapid contamination assessments (which may be able to be linked into BinTrim Light).

2) Resource development

Provide the content advice for developing resources to support contamination reduction. It is expected that these resources will or may include the following:

- One Short (2-3 minute) training video that demonstrate food waste separation, removal of packaging, most common contamination items (etc) and link the food waste with compost going onto sports fields and farms
- 4-5 Fact sheets that provide quick how-to's, contamination means more costs to the business, etc
- 2-3 different Poster reminders – eg 'Every piece of plastic can be seen on a soccer field' 'This goes to compost to grow more food – plants don't thrive on plastic'
- 4-5 guides for managers on supporting staff to correctly capture food wastes targeting specific generator types (as yet unknown)



3) Resource trialling

The resources will be trialled with one collection contractor linked to a group of retail or other customers. A minimum of 20 customers will be targeted. This will be done at the medium scale (eg URM, JJ's, Bingo) rather than at the larger scale (Cleanaway/ Veolia - Woolworths/Coles) so that feedback is close, detailed and manageable. The generators will be across as wide a range of business types as the contractor services to test the application across sectors.

Stage 3

1) Upscaled rollout

This stage will finalise the resources and distribute them to (approximately 8) collection contractors. Collection contractors will be briefed on examples of how to use the resources and with whom. Some (limited) assistance would be provided by AORA members through providing (3-4) facility tours to link the outcomes of contamination in compost to contamination in bin and for the first 3 months a hotline (email) will be provided to answer queries- can xx go in the food waste?

Each of the contractors will be asked to maintain and provide records of customers that they have engaged using the resources. This information will be provided to the project using a template database and included in reporting.

Project Network reach

AORA NSW processing members who each have connections with some or all of the eight or so major and minor collection contractors. The project aims to reach each of these collection contractors, directly and through WCRA and WMRR data bases and established connections.

Project Impact measures

In Stage 2 the trialling of resources will include a before and after contamination assessment of food waste bins at a minimum of 20 businesses. The project team and the participating collection contractor will conduct this.

In the rollout phase it is expected that the collection contractor will undertake these assessments. The extent of engagement in rollout is anticipated to be all 8 contractors with at least 20 businesses each. But the project team will only be able to encourage and not force contractors to undertake the rollout (it is in their interest to do so) a target number has not been fixed.

Participating AORA members will provide records of contamination to assess the impact of the resources. BinTrim Light assessments are beyond the scope of this proposal but could be added as an element that would provide before and after contamination reduction measures.

Project Reporting

Each stage will provide reports of activities and outcomes:

Stage 1 Findings from Surveys

Stage 2 Preliminary list of resources

Draft resources

Trial plan

Trial results

Stage 3 Amendments to resources (if required)

Final report collating previous reports and providing extent of rollout.



RFQ Assessment Criteria

- A detailed budget indicating the costings to deliver each proposed project stage and the resource development.
- Capacity to deliver this project including demonstrated experience in community/industry education and engagement activities.
- Resources to deliver the project within the specified time frame and to participate in regular project review meetings.
- Understanding of the project brief and capacity to translate project requirements into key milestones/tasks.
- Proven understanding of the Australian organics recycling industry and the related challenges in managing and addressing contamination would be highly advantageous.

Project Lead: Australian Organics Recycling Association (AORA), ABN 17 158 519 736

Contact Details: John McKew, Email: john@aora.org.au Phone: 0434 711 077