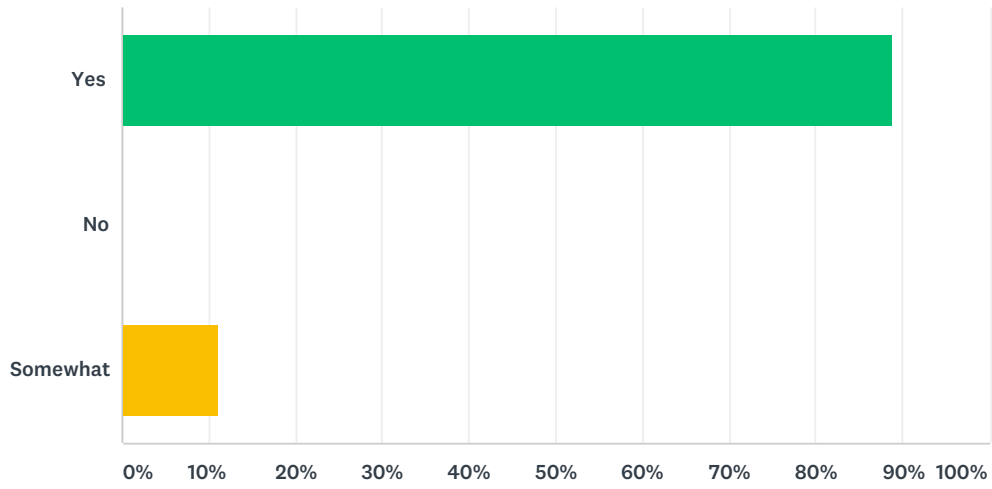


Q1 Overall, were you satisfied with the NACRO Conference?

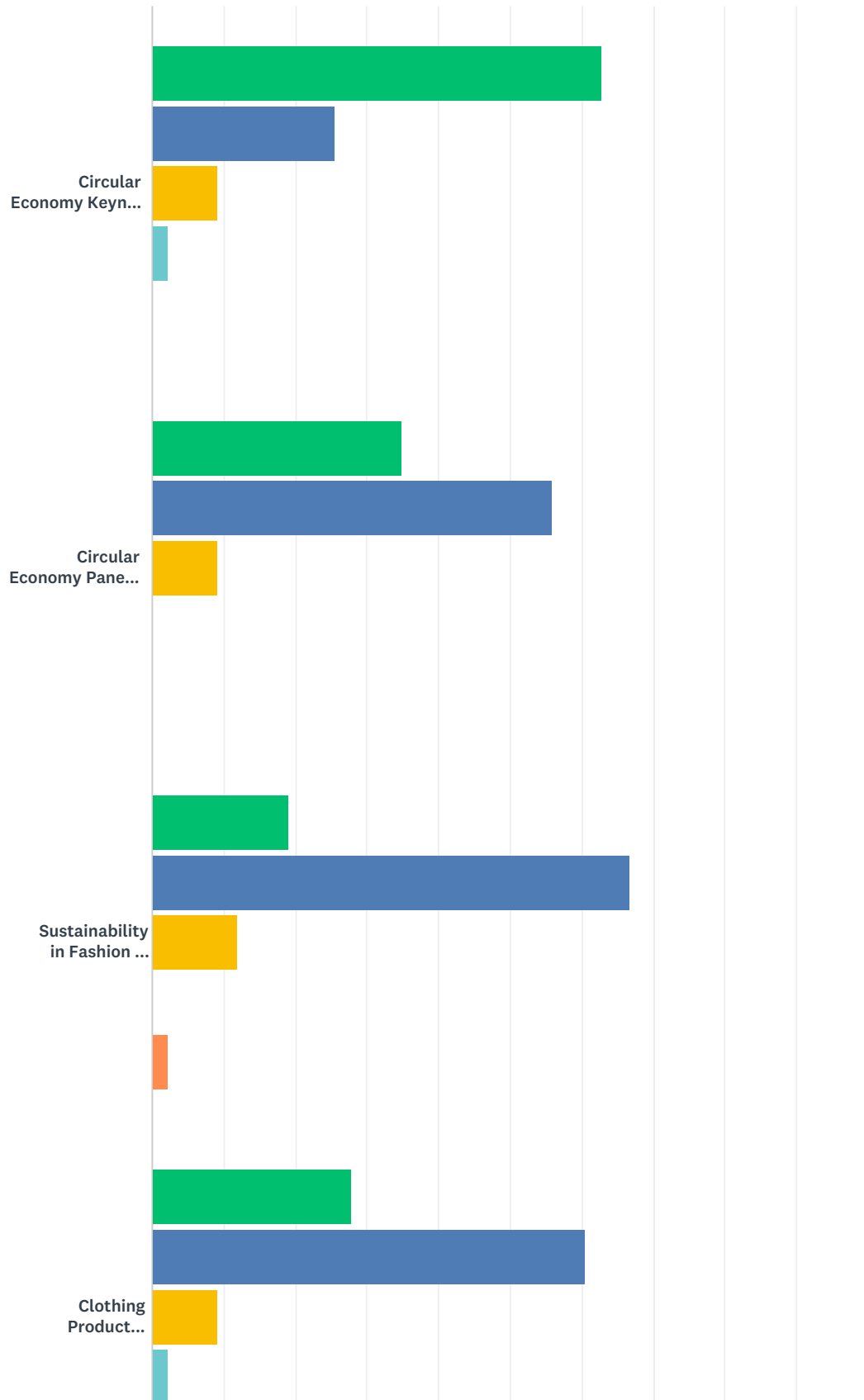
Answered: 45 Skipped: 0

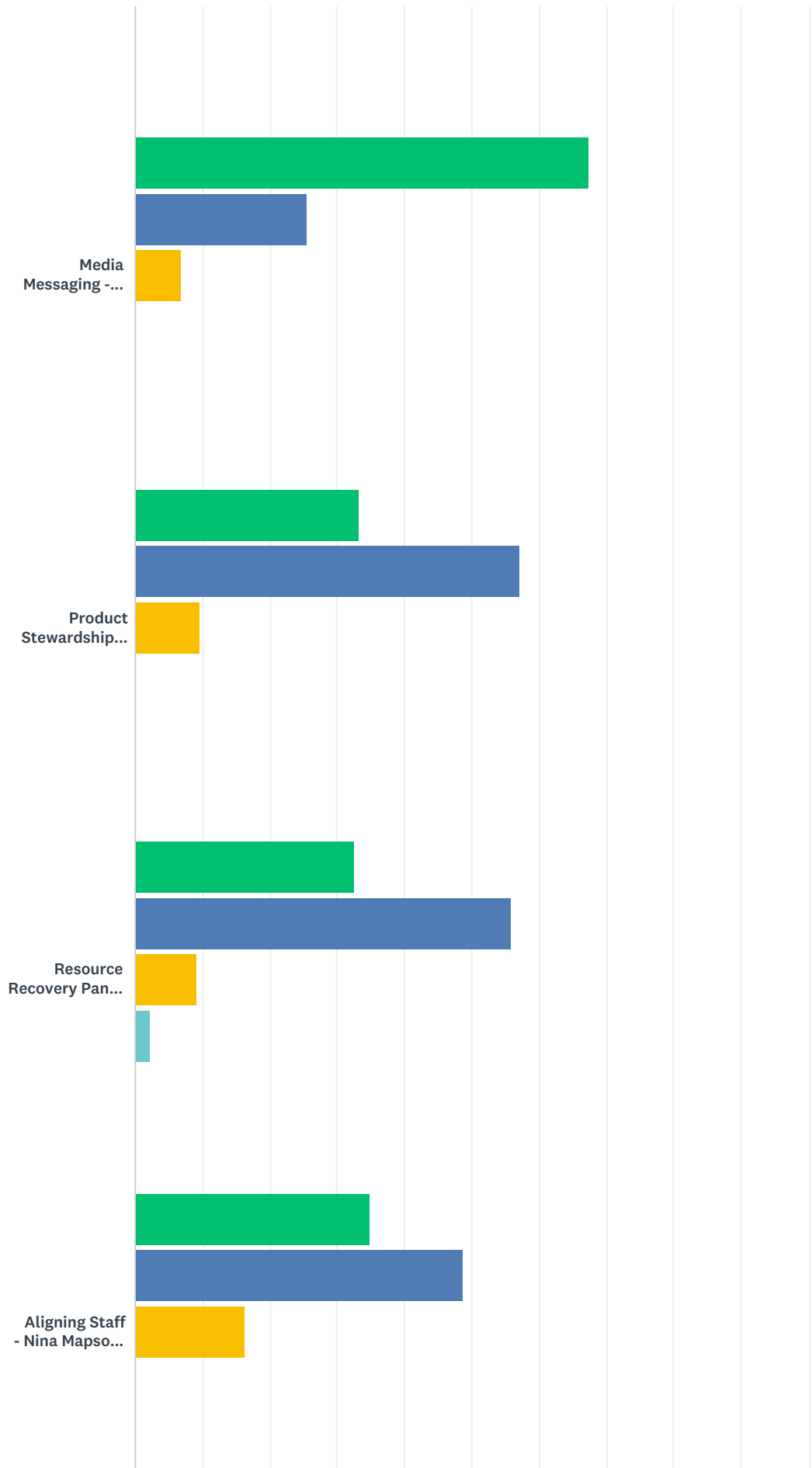


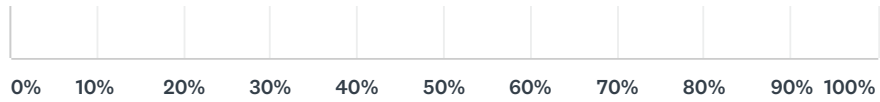
ANSWER CHOICES	RESPONSES	
Yes	88.89%	40
No	0.00%	0
Somewhat	11.11%	5
TOTAL		45

Q2 What did you think about the sessions on Day 1?

Answered: 44 Skipped: 1



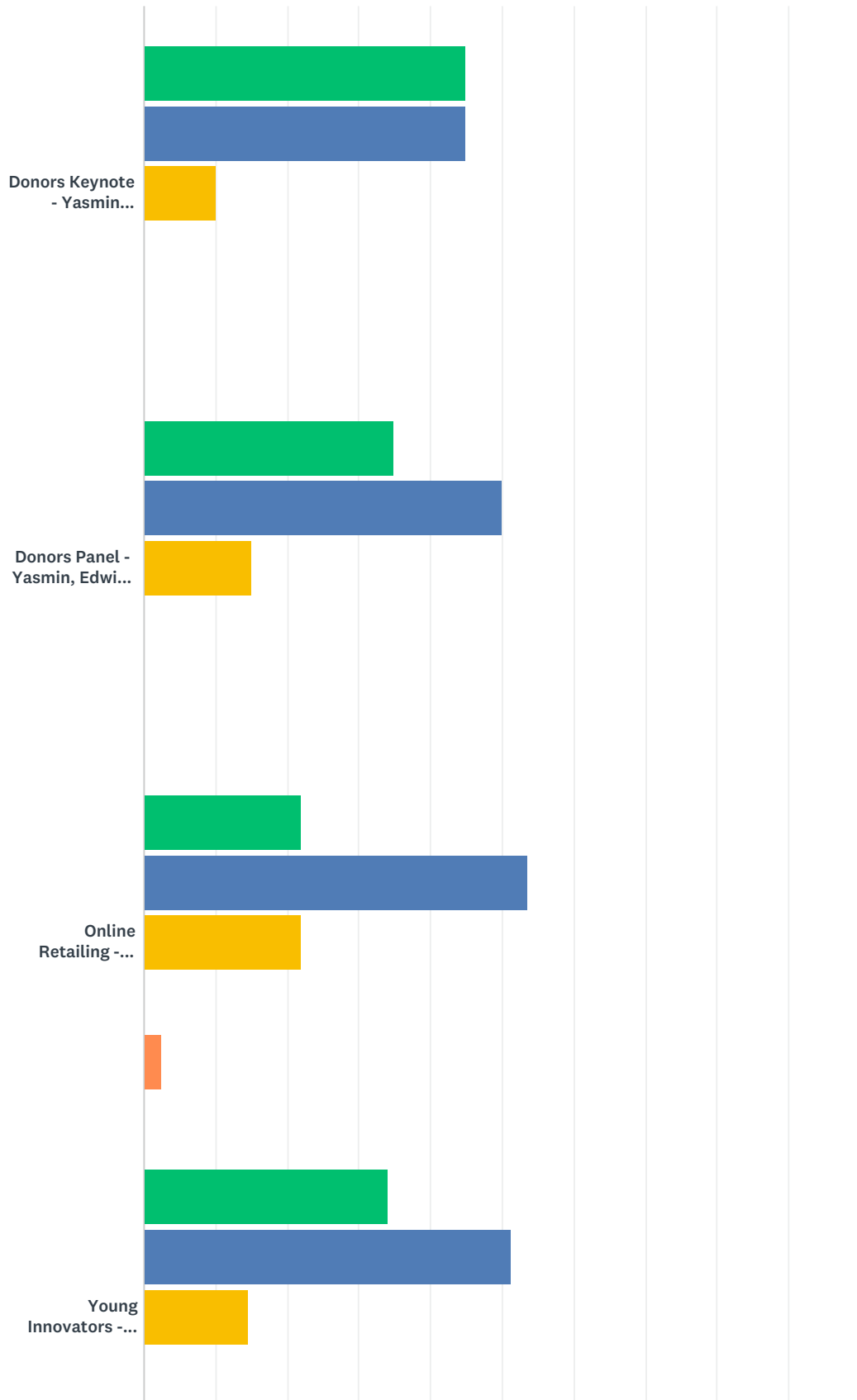


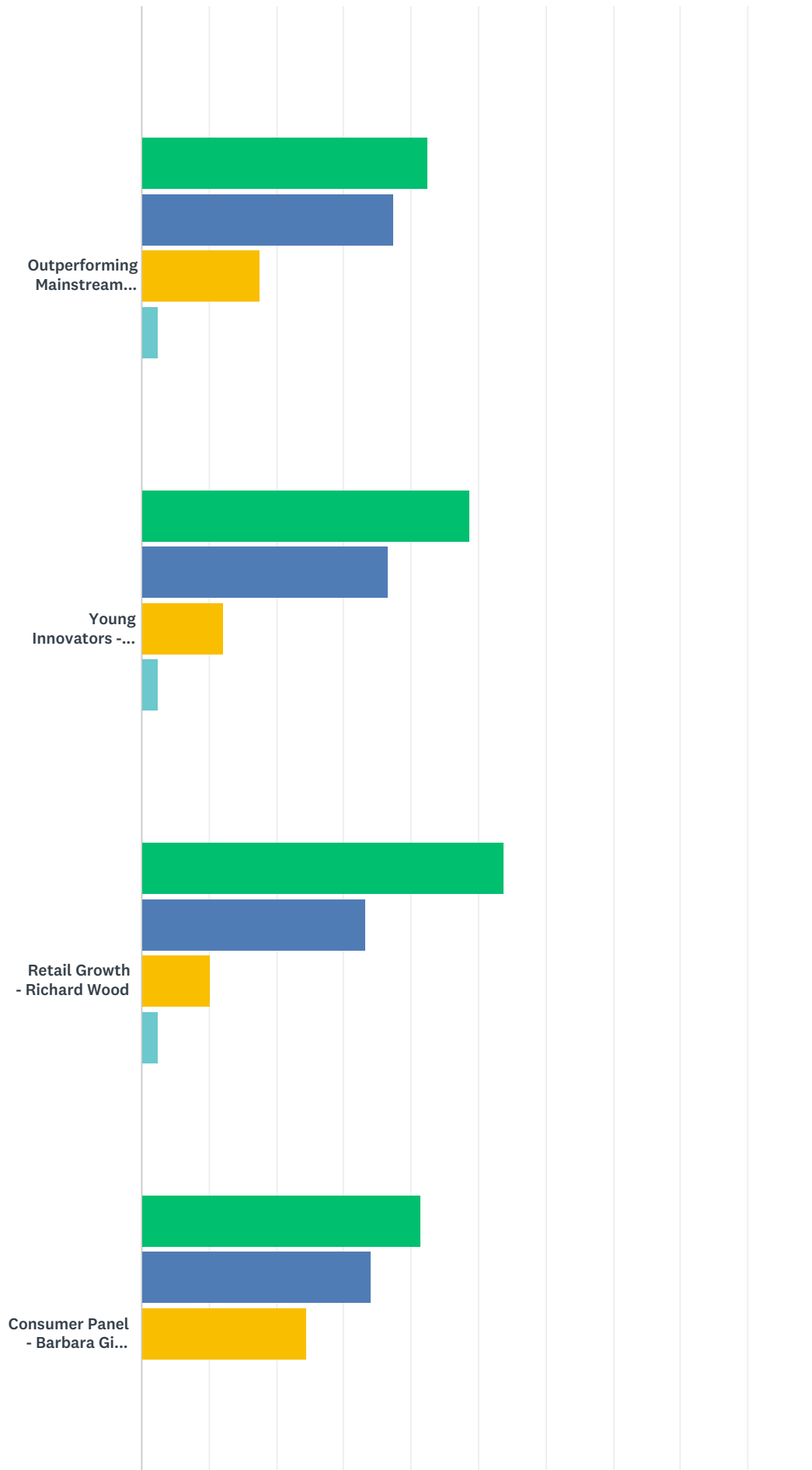


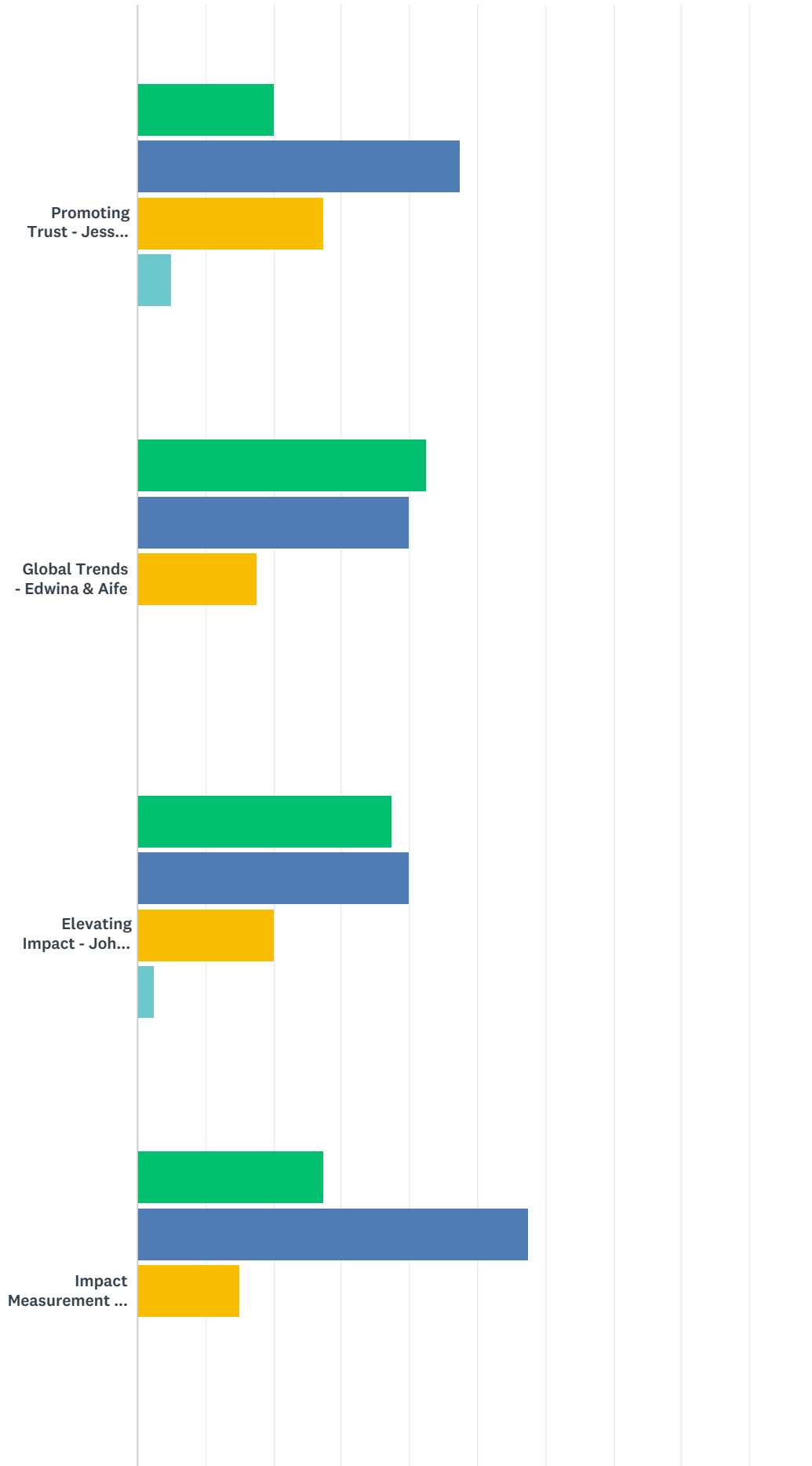
	EXCELLENT	GOOD	NEUTRAL	BAD	POOR	TOTAL	WEIGHTED AVERAGE
Circular Economy Keynote - Steve Morriss	62.79% 27	25.58% 11	9.30% 4	2.33% 1	0.00% 0	43	1.51
Circular Economy Panel - Steve, Angela, Natalie & Matt	34.88% 15	55.81% 24	9.30% 4	0.00% 0	0.00% 0	43	1.74
Sustainability in Fashion - Camille Reed	19.05% 8	66.67% 28	11.90% 5	0.00% 0	2.38% 1	42	2.00
Clothing Product Stewardship - Peter Allen	27.91% 12	60.47% 26	9.30% 4	2.33% 1	0.00% 0	43	1.86
Media Messaging - Catriona Dixon	67.44% 29	25.58% 11	6.98% 3	0.00% 0	0.00% 0	43	1.40
Product Stewardship Principles - Warren Overton	33.33% 14	57.14% 24	9.52% 4	0.00% 0	0.00% 0	42	1.76
Resource Recovery Panel - Warren, Ryan, Steve and Darren	32.56% 14	55.81% 24	9.30% 4	2.33% 1	0.00% 0	43	1.81
Aligning Staff - Nina Mapson Bone	34.88% 15	48.84% 21	16.28% 7	0.00% 0	0.00% 0	43	1.81

Q3 What did you think about the sessions on Day 2?

Answered: 41 Skipped: 4







0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Excellent
 ■ Good
 ■ Neutral
 ■ Bad
 ■ Poor

	EXCELLENT	GOOD	NEUTRAL	BAD	POOR	TOTAL	WEIGHTED AVERAGE
Donors Keynote - Yasmin Grigaliunas	45.00% 18	45.00% 18	10.00% 4	0.00% 0	0.00% 0	40	1.65
Donors Panel - Yasmin, Edwina & Debbie	35.00% 14	50.00% 20	15.00% 6	0.00% 0	0.00% 0	40	1.80
Online Retailing - Peter Knock, Nerada & Lucas	21.95% 9	53.66% 22	21.95% 9	0.00% 0	2.44% 1	41	2.07
Young Innovators - Michael Lee	34.15% 14	51.22% 21	14.63% 6	0.00% 0	0.00% 0	41	1.80
Outperforming Mainstream Retail - Brian Walker	42.50% 17	37.50% 15	17.50% 7	2.50% 1	0.00% 0	40	1.80
Young Innovators - Molly Dixon	48.78% 20	36.59% 15	12.20% 5	2.44% 1	0.00% 0	41	1.68
Retail Growth - Richard Wood	53.85% 21	33.33% 13	10.26% 4	2.56% 1	0.00% 0	39	1.62
Consumer Panel - Barbara Gill & Victoria Featherlake	41.46% 17	34.15% 14	24.39% 10	0.00% 0	0.00% 0	41	1.83
Promoting Trust - Jess Horey	20.00% 8	47.50% 19	27.50% 11	5.00% 2	0.00% 0	40	2.17
Global Trends - Edwina & Aife	42.50% 17	40.00% 16	17.50% 7	0.00% 0	0.00% 0	40	1.75
Elevating Impact - John Elliott	37.50% 15	40.00% 16	20.00% 8	2.50% 1	0.00% 0	40	1.88
Impact Measurement - Matt Allen	27.50% 11	57.50% 23	15.00% 6	0.00% 0	0.00% 0	40	1.88

Q4 What were your favourite or 'Aha!' moments?

Answered: 38 Skipped: 7

#	RESPONSES	DATE
1	The ongoing need for redefining the retail space.	10/22/2019 4:22 PM
2	Living remote we do not have many options for recycling and sometimes it can be difficult to see that you are making an impact and having a difference. Seeing all the amazing things people are doing give me hope a motivation to expand our recycling horizons and gave me a new passion for my job.	10/22/2019 3:42 PM
3	Too many to single out one - just comprehending the sheer volume of waste and the controls that can be put in place	10/22/2019 2:22 PM
4	greater understanding of the circular economy and I loved the global trends presentation	10/22/2019 9:46 AM
5	Reaffirming "purpose".....	10/22/2019 8:44 AM
6	There were a number but the most staggering for me were the figures as to how much unused product is out there - made me come home and clean out my cupboards	10/22/2019 8:05 AM
7	Barbara and Victoria What wonderful ladies and they do so much for us all. and run a family. But I think everyone did a great job.	10/21/2019 3:47 PM
8	The significant variance in pricing the pants and shirt in Brian Walker's session	10/21/2019 3:29 PM
9	The retail session on metrics for volunteers	10/21/2019 10:55 AM
10	The Global Retail insights was great The amount of collaboration between the large charity organisations	10/20/2019 12:52 PM
11	Yasmin , global trends , circular economy stats	10/18/2019 9:20 PM
12	Thrift is essence of the circular economy	10/18/2019 7:30 PM
13	Media messaging: Answer who, what, when, how in an interview ASAP to have control of conversation. (Catriona Dixon) Situation - behaviour - impact feedback (Nina Manson)	10/18/2019 6:14 PM
14	none	10/18/2019 5:51 PM
15	Chance to meet many other people in our industry	10/18/2019 1:40 PM
16	Seeing the level of genuine collaboration and seeking common goals	10/17/2019 6:25 PM
17	The realisation that the current 'Export' option for NFP's has a limited life & we need to start looking at alternative options. Also, the global trends & how far behind we are in Australia and what we need to do to maintain our 'stake' in the secondhand market.	10/17/2019 5:54 PM
18	John Elliot was great overall, most engaging	10/17/2019 3:50 PM
19	Brian Walker for sure	10/17/2019 3:33 PM
20	The Retail Doctor	10/17/2019 3:06 PM
21	Green Collect presentation Circular economy Catriona Dixon presentation	10/17/2019 2:46 PM
22	Catriona Dixon	10/17/2019 12:46 PM
23	Speed at which retailing is adapting to 2nd hand economy	10/17/2019 11:50 AM
24	promoting who we are in store, selling our story and showing customers their impact.	10/17/2019 10:34 AM
25	Steve Morriss, his passion and business mentality	10/17/2019 9:34 AM
26	Gaining a better understanding of the Circular Economy and how Op Shop need to change the way they do things to capture this market	10/17/2019 9:31 AM
27	The young innovator Michaels presentation gave me goosebumps. Online panel were very informative, especially salvos online presenter	10/17/2019 9:11 AM

28	The global trends in secondhand fashion, and how mainstream retail have already entered this space! Took away a lot to work with from the Retail Doctor's presentation, he is always outstanding!	10/17/2019 9:09 AM
29	Richard wood Brian walker	10/17/2019 8:41 AM
30	We're in this together- COLLABORATION	10/17/2019 8:15 AM
31	The numerous organisations willing to work with charities for the greater good.	10/17/2019 7:56 AM
32	Circular economy presentation and insight.	10/16/2019 10:29 PM
33	The entire content of all presentations.	10/16/2019 9:56 PM
34	The enthusiasm shown by all	10/16/2019 7:02 PM
35	The necessity of a national product stewardship standards initiative in tandem with other circular economy initiatives. The discovery of both Peter Allan and Matt Allen, both of whom are data driven and building the essential platform from which to drive the influence of the second hand economy and generate business cases for investment in circularity.	10/16/2019 6:30 PM
36	Media Messaging make the media work for you was great. The second day of speakers where fantastic. First conference so a lot of Aha moments.	10/16/2019 6:20 PM
37	I had a few during my two days , Circular Economy, Elevating Charitable Reuse, Young Innovators .	10/16/2019 6:17 PM
38	Loved hearing from the young folk. Richard Wood was brilliant. Really interested in retail trends, especially those in the USA	10/16/2019 6:17 PM

Q5 What could we have done better?

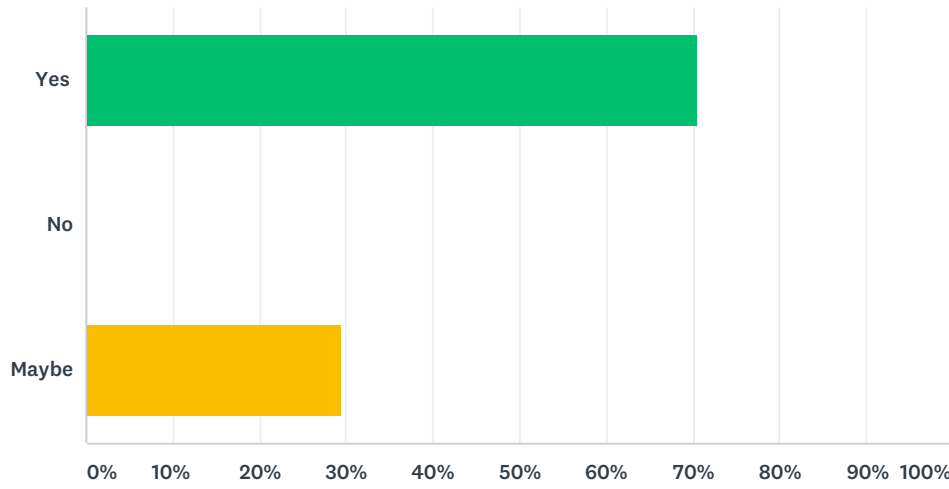
Answered: 37 Skipped: 8

#	RESPONSES	DATE
1	Site tours to see what local organisations are doing.	10/22/2019 4:22 PM
2	A bit more networking, it was a whirlwind and a few people i was wanting to have chat with i didnt get the time too. Overall it was a fantastic experience	10/22/2019 3:42 PM
3	A fixed stage utilising round tables probably not the best layout for those with a back to the stage	10/22/2019 2:22 PM
4	The first day was quite heavy and a lot of the information was repeated. Perhaps better collaboration on who would be presenting what	10/22/2019 9:46 AM
5	"strategies moving forward".....	10/22/2019 8:44 AM
6	think it was great	10/22/2019 8:05 AM
7	I would loved to have had the presentations on paper also, but thats just me.	10/21/2019 3:47 PM
8	N/A	10/21/2019 3:29 PM
9	Unsure	10/21/2019 10:55 AM
10	Would benefit from working groups to tackle shared issues.	10/21/2019 9:41 AM
11	Less topics but more indepth. The idea of running concurrent sessions is a requirement I think	10/20/2019 12:52 PM
12	Day 1 - speakers before morning tea were very " heavy " topics and presenters lacked ability to engage the audience - ie not an exciting way to start the conference . Day 1 - not long enough for morning tea Suggest you have 5 minute business break in between presenters	10/18/2019 9:20 PM
13	I liked your friendly approach Omer	10/18/2019 7:30 PM
14	Small thing but the "biodegradable" plastic (which wrapped the gifts) isn't necessarily a better waste alternative as it is hard to recycled and isn't accepted by supermarket soft plastic drop off bins.	10/18/2019 6:14 PM
15	very salvos centric. some NFP's were not represented at all	10/18/2019 5:51 PM
16	Probably allocate more time for networking/idea exchange between delegates.	10/18/2019 1:40 PM
17	Get a strong government announcement on something	10/17/2019 6:25 PM
18	Discussed the alternative options to recruitment of volunteers	10/17/2019 5:54 PM
19	Engage with the local Indigenous group and perform a proper 'Welcome to Country'	10/17/2019 3:50 PM
20	More time for audience participation. use some smaller groups instead of vinnies and salvos	10/17/2019 3:33 PM
21	More real life stories - what are other charities doing	10/17/2019 3:06 PM
22	not sure it was great	10/17/2019 2:46 PM
23	na	10/17/2019 11:50 AM
24	Made sure all attendees could attend the dinner	10/17/2019 10:34 AM
25	Find ways to engage delegates to participate more in the conversations	10/17/2019 9:34 AM
26	I thought Brian Walker was very focused on a big footprint business, not the smaller charities in the room.	10/17/2019 9:31 AM
27	More movement through the day, very tired and body sore from sitting still, a few minutes of group stretches would have invigorated	10/17/2019 9:11 AM
28	Loved both days of presentations. I would love to hear from some presenters about solutions being worked on, to help solve the textile to landfill issue we all have. I know we've had some at past conferences and I'd love to hear how/if they are progressing further, and any new initiatives in the pipeline.	10/17/2019 9:09 AM

29	nothing	10/17/2019 8:41 AM
30	Nothing actually, I really enjoyed the conference and found most of the speakers very well prepared, high energy and understood our business.	10/17/2019 8:15 AM
31	Happy with conference.	10/17/2019 7:56 AM
32	More global trend information. International growth markets, key sector initiatives. Forecasting?	10/16/2019 10:29 PM
33	Better networking opportunities	10/16/2019 7:02 PM
34	We should have opened with an acknowledgement to country and I felt uncomfortable that we did not do so. I note that the Minister did, but we did not, as a group, and I felt disrespectful. I noted that most speakers did not extend personal respects and I think that is also a shame.	10/16/2019 6:30 PM
35	n/a	10/16/2019 6:20 PM
36	ensure the presenter have fresh and new information as some presented the same information last year	10/16/2019 6:17 PM
37	Probably more about the hotel, I found the service in Reception and Concierge area quite poor. On Sunday when I asked where the Conference was to be, no-one could tell me. Difficulties in obtaining a taxi	10/16/2019 6:17 PM

Q6 Will you attend next year in Sydney?

Answered: 44 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	70.45%	31
No	0.00%	0
Maybe	29.55%	13
TOTAL		44

Q7 What topics would you like covered next year?

Answered: 34 Skipped: 11

#	RESPONSES	DATE
1	Site tours.	10/22/2019 4:22 PM
2	How to reduce your carbon footprint in the workplace (and even at home)	10/22/2019 3:42 PM
3	Unsure	10/22/2019 2:22 PM
4	I would like to see the conference cover opportunities for nacro members to collaborate on ways to stay relevant to the changing retail environment. With lower marketing costs than mainstream retail we will need to work together to promote and be the best at what we do	10/22/2019 9:46 AM
5	How can "our current infrastructure" link with government and other recycling initiatives and policies....	10/22/2019 8:44 AM
6	I think the conference touched on the circular economy and how we as reuse people play a major role - would love to see some more on this with case studies presented	10/22/2019 8:05 AM
7	Maybe we could start looking at metrics - if you can't measure it you can't manage it. Might be useful for many members	10/21/2019 3:29 PM
8	Public education programs, supply chain in the circular economy	10/21/2019 10:55 AM
9	Circular Economy development. How will the sector respond to Circular development development. How does the sector plan on creating relevance in a changing retail landscape.	10/21/2019 9:41 AM
10	With the space moving so fast, it is difficult to know right know however splitting the day with one day on recycling and the other on retail worked well.	10/20/2019 12:52 PM
11	Updates from this years stats & any progress with Govt policies / reduction in fees / levies etc to support charities How to Manage / reduce your salaries eg Engaging , Recruiting & Managing Volunteers, work for the dole etc who is doing this well ? Competition - how is the govt taxing second hand onsellors for profit compares to not for profit (charities) resellers	10/18/2019 9:20 PM
12	all good	10/18/2019 7:30 PM
13	How can we collaborate to have better data?	10/18/2019 6:14 PM
14	CE	10/18/2019 5:51 PM
15	Examples of operating efficiency. E.g. I am sure we would benefit by sharing examples of how we have reduced costs	10/18/2019 4:42 PM
16	Global trends and integration of reuse and recycling	10/17/2019 6:25 PM
17	Volunteer recruitment & workforce planning, what's working for other organisations. Opportunities for NFP's to engage with sponsors	10/17/2019 5:54 PM
18	New initiatives - new funding opportunities	10/17/2019 3:06 PM
19	follow up	10/17/2019 2:46 PM
20	Where do our exported textiles go - get greater understanding of this and any impacts we may not be aware of	10/17/2019 11:50 AM
21	Design and layouts, possibly some VM demonstrations.	10/17/2019 10:34 AM
22	same as this year but with a focus on what to do with the non salable items	10/17/2019 9:34 AM
23	As this area is moving so fast it would be good to cover similar topics and get the latest updates on what people/companies are doing.	10/17/2019 9:31 AM
24	I am unsure, didn't know what to expect with this year and was very happy with the topics	10/17/2019 9:11 AM
25	Loved the recycling and retail focus of this year's conference. I'd be happy with the same focus, but maybe with the inclusion of new, or updates on previous initiatives tackling the textile waste issues.	10/17/2019 9:09 AM

26	would love someone to step up and bring us all closer i saw that this year, the start of it, needs to be continued.	10/17/2019 8:41 AM
27	innovation and the future	10/17/2019 8:15 AM
28	Data on Op-shoppers.	10/17/2019 7:56 AM
29	Recycling truths	10/16/2019 10:29 PM
30	Expanding our offer Circular Economy	10/16/2019 9:56 PM
31	Working as an Industry	10/16/2019 7:02 PM
32	Follow up on the disruptive trends in the second hand economy and business models which we can emulate or pioneer. More on supply chain logistics and how to overcome the fragmentation and lack of scale in our Australian markets. How to be key parts of global second hand supply chains instead of just price takers to international rag merchants.	10/16/2019 6:30 PM
33	Any and all industries information , how smaller business can partner with some of the bigger players.	10/16/2019 6:17 PM
34	A lot more about impact measurement, also retail trends in other countries which may impact on Australia. The importance of Members contributing to the annual AGM	10/16/2019 6:17 PM

Q8 Would you be willing to provide a testimonial that NACRO can use? If yes, please enter it here. Thank you.

Answered: 16 Skipped: 29

#	RESPONSES	DATE
1	This was the first Nacro conference that I had attended, I found it a rare opportunity to hear and discuss specific information relevant to our industry. I came away not only feeling inspired but that I had found my tribe.	10/22/2019 9:46 AM
2	For anyone in the reuse space this conference is a must to attend. it covered topics from retailing in store and online and how we contribute to the true circular economy through our everyday activities.	10/22/2019 8:05 AM
3	What a thought provoking and interesting couple of days. Always great to network with like minded people but to top it off with great content makes it an even better event. Well done Omer and NACRO...	10/21/2019 3:29 PM
4	NACRO has energy and purpose as Australia's original pioneer of the circular economy, with 140 years of experience keeping resources in circulation for the good of people, places and the planet.	10/18/2019 7:30 PM
5	Thanks for putting on such a great conference. I found the presentations quite valuable and thought the ones on media and aligning staff with missions was a unique touch that were particularly insightful.	10/18/2019 6:14 PM
6	no	10/18/2019 5:51 PM
7	This crucial sector is in good hands. The conference was forward looking with key issues addressed.	10/17/2019 6:25 PM
8	n/a	10/17/2019 2:46 PM
9	As a smaller not for profit to be able to network, and be with other organisations so willing to share their collective knowledge offers incredible value to our organisation.	10/17/2019 11:50 AM
10	As a Nacro member we feel confident our industry is being heard and has helped us work together to continue to promote a circular economy and the vital role charities play in a sustainable future.	10/17/2019 9:34 AM
11	Working in time poor, fast past evolving environment the 2 day NACRO conference was the most relevant and informing 2 day I have had working in NFP over the last 5 years. Very informative and motivating.	10/17/2019 9:31 AM
12	The NACRO conference is always the highlight of my year. The presentations are always informative and relative to NFP retail & recycling sector. I can't wait for the next conference.	10/17/2019 9:09 AM
13	Fantastic new leasership	10/16/2019 7:02 PM
14	NACRO has found its voice as Australia's influencer for the charitable recycling sector and is bringing brands and government and for purpose businesses into the most important conversation of our times: how to create an Australian circular economy.	10/16/2019 6:30 PM
15	n/a	10/16/2019 6:20 PM
16	NACRO has come on in leaps and bounds in recent years and it is now clear that the organisation leads the pack in it's sector, providing great value and inspiration for its members, and a tremendous source of information and assistance to Government as well as industry bodies	10/16/2019 6:17 PM