



Phases 1 and 2 Report Easy-to-Read Version

O'Herlihy Access Consultancy

2025

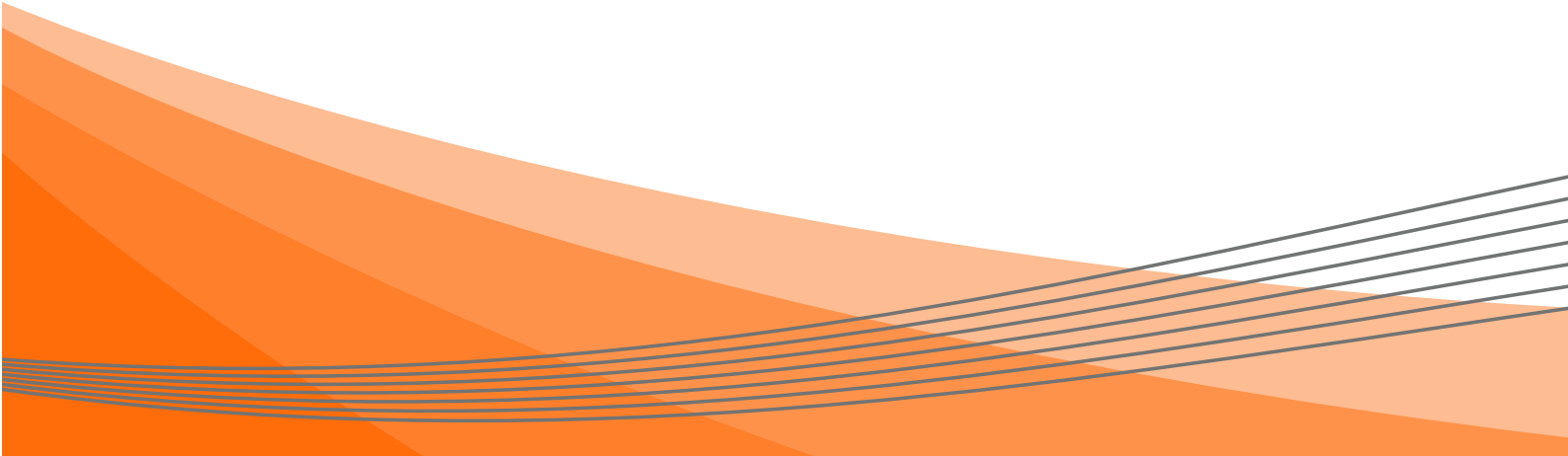


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1 Introduction



Re-turn is an Irish company who runs Ireland's Deposit Return Scheme (DRS) helping people to return their bottles and cans.



A Deposit Return Scheme (DRS) means you pay a small charge when you buy a bottle or can. When you return the bottle or can, you get your money back.



A Reverse Vending Machine (RVM) is a machine that takes back empty bottles or cans and gives you a voucher back in return.



Re-turn asked O'Herlihy Access Consultancy (OHAC) to help make it easier to use for people with disabilities.



OHAC is a company that helps other companies to include everyone and to make buildings and services easier for all people to use.

2 What is this report about?



People with disabilities thought it was hard to use the machines to return their bottles and cans.



Re-turn wanted to find out why it was hard, so they asked OHAC to help.



This report explains what OHAC and Re-turn did to try to make the DRS easier to use.

3 What happened so far?



OHAC talked to people with disabilities to understand what they thought about the DRS.

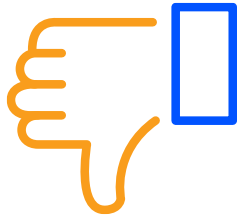


The people with disabilities told OHAC what they liked about the DRS and what about it was hard for them.



Re-turn used the information to start thinking about ways to make the DRS easier to use and hired OHAC to help.

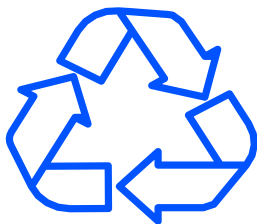
4 What did we learn?



People did not like that the RVMs were hard to get to, hard to reach and hard to use in bad weather.



People also did not like how confusing the machines can be, how the machines can be broken and how there was not always shop staff to help them.



People did like that it helped them recycle.



People also enjoyed that you could donate the money to local charities.

5 What happens next?



Many people said it is important to include people with disabilities to fix the problems.



Re-turn and OHAC are trying to fix the problems and make the DRS easier to use. People with disabilities, shop owners and the people who make the RVMs are working together to fix the problems.



Re-turn is trying to make the DRS easier for everyone to use.

- They are helping shop owners to make it easier to return your bottles and cans.
- They are making the RVMs easier to use by everyone.
- They are making information about the DRS easier to understand.

6 Thank You



Re-turn wants Ireland's Deposit Return Scheme to be easy for everyone to use.

Thank you to all the people who are helping to make it easier to use!