

# Recyclopedia APP

This factsheet provides information about the benefits of using the Recyclopedia APP for waste services in the South Burnett Region.

**What is the South Burnett Regional Council waste APP?**

APP stands for application which is downloaded to a mobile device. South Burnett Regional Council has developed this waste management APP called Recyclopedia for the community to help using our waste services more conveniently, and to give better access to information about the services.

**How does Recyclopedia make it easier for me to keep track of bin collection dates?**

The Recyclopedia APP generates a personalised calendar for your address and allows an option to set up a reminder for you to put the bins out the night before your bin collection day, so you don't forget to put your bin out.

**How do I download the Recyclopedia APP?**

The APP is available for both Apple and Android smartphone users. Visit the APP Store and search for Recyclopedia. Recyclopedia should appear automatically showing the Council's logo. Select Recyclopedia and download.

**Do I have to pay for the Recyclopedia APP?**

No, you do not need to pay. Recyclopedia is free.

**When I download Recyclopedia, what do I do first?**

Recyclopedia will direct you to the option of adding your residential address.

To select your Suburb or Locality, commence typing and a list of localities will appear to select from. Recyclopedia will give the option of adding your street and house number where applicable. This is applicable only for the properties within the defined area where kerbside bin collection service is provided. Those who do not receive the kerbside collection service can also use Recyclopedia by avoiding inserting the address. Recyclopedia has

information about the waste facilities that can be accessed by everyone.

**What if Recyclopedia won't allow me to fill in my street name and number?**

It might be that you only need to enter your town/suburb. If you are experiencing difficulties send your address information via 'General Enquiry' form located in the 'forms' section of Recyclopedia.

**What is the Calendar icon for?**

Recyclopedia will open a calendar that is specific to your address. You can also change the address by selecting from the menu on the top left of the screen.

The calendar will have lines on your collection day that show you when your red bin (general waste) and when your yellow bin (recycling) will be collected. The lines are colour co-ordinated as red and yellow. On occasions there may be special events regarding waste and will be shown on the calendar as a purple line.

**What if the bin calendar shows incorrect collection days?**

To refresh the calendar data, on the main menu at the top left and re-enter your address. If the calendar does not update with the correct information, contact Council via the General Enquiry forms section.

**What is the set reminder button for?**

This is the exciting part! You'll never forget to put your bin out again! On the main menu, select Settings – Change Address and Alerts - Reminders – Add/Edit reminders for all bin collections or remove reminders. Select your reminder time – note this reminder will alert you the day prior to your designated collection day and submit.

### **What will happen when my reminder is set?**

If you have your reminders set in Recyclopedia a notification to put your bins out for collection the following day will be sent.

### **Will the reminder also tell me what time my bins will be collected?**

No. To find out what time your bins will be collected, contact Council via the General Enquiry form.

### **What if the waste collection service is running late, will Recyclopedia notify me of that also?**

Yes. If the truck breaks down, Council will send a notification via Recyclopedia. Alternatively, if there are no notification on Recyclopedia, contact Council via General Enquiry form.

### **What is the A-Z of Waste icon?**

This section provides a comprehensive list of A-Z items that you would generally find in a household and a corresponding icon on how to dispose of them.

### **What is the Bin Info icon for?**

The Bin Info section provides an overall information regarding what can and cannot go into each of your two (2) bin services and information on how to use the bins.

### **What is the Forms icon for?**

This section is where you are able to make general enquiries or complete forms for waste services. This feature allows you to submit your waste requests to the Council even when offices are closed.

### **What is the Recycling Near Me icon for?**

This section lists all the materials that can be recycled within our region with links to locations with Google Maps to provide the information on where you can take the recycling materials.

### **What does the More Info icon for?**

This section provides information about the waste facilities that the Council operate. This includes operating times, what is accepted at each facility and their locations with a link to Google Maps for easy navigation from wherever you are.

### **What is the Waste News & Alerts icon for?**

Council will be including all waste news and alerts on Recyclopedia so you will never miss an important announcement or update. Keep an eye on this section for news about all things waste.

### **Further Information?**

Contact Council about the household recycling service in any of the following ways:

- ✉ South Burnett Regional Council  
PO Box 336  
KINGAROY QLD 4610  
(07) 4189 9100
- @ [info@sbrc.qld.gov.au](mailto:info@sbrc.qld.gov.au)
- 👤 Visiting a Customer Service Centre
- 📱 Recyclopedia mobile app