

Better Bin Program

FREQUENTLY ASKED QUESTIONS



What is the Better Bin Program?

The Better Bin Program is a community education initiative run by Fraser Coast Regional Council from May to November 2025 to help residents recycle better. It's part of the Queensland Government's "Let's Get It Sorted" campaign.

Who is funding this program?

The program is fully funded through the Queensland Government's Recycling and Jobs Fund, which reinvests money from the state's waste levy into recycling, education, and resource recovery initiatives.

Why is this happening on the Fraser Coast?

The goal of this program is education, not enforcement. It's a simple, supportive way to help our community recycle better. By reducing contamination and improving how we sort waste, we can recover more valuable resources, divert more waste from landfill, and protect our environment.

Is this happening elsewhere?

Yes. Similar education programs are underway across Queensland. Unlike some councils, we're focusing on education – not enforcement. There are no bin tags or fines, just friendly support.

Who are the Recycling Support Officers?

They are uniformed Council staff trained to provide advice and feedback on household recycling. They'll be visiting selected neighbourhoods from May to November, giving household bins a quick 'lift the lid' visual check on collection day.

What will happen to my bin?

- Officers will lift the lid and visually check the top of both your recycling and general waste bins.

- They will be looking to see if:
 - Recyclables have been placed loose and clean in your yellow lid bin.
 - There's no contamination.
 - No recyclables have been lost in your general waste bin.
- They won't touch or sort through anything.
- If needed, they'll leave a flyer in your letterbox.
- If you're home, they may offer friendly advice.

Will they go through my bin?

No. They will only look at the top layer of waste. They won't sort through your bin, open bags, or touch the contents.

Will they tag my bin?

No. Recycling Support Officers will not be tagging your bins. If they see a common recycling issue, they'll leave an info flyer in your mailbox.

Are they checking both bins?

Yes. Officers will visually check both your general waste and recycling bins for contamination and missed recycling opportunities. They'll also note if a bin is damaged and help organise a replacement if needed.

Will I be fined or penalised?

No. This is an education-focused program. You won't be fined or penalised for incorrect items.

Will my bin still be collected if something is wrong?

Yes. Unless your bin contains hazardous materials (e.g. batteries, flares, chemicals). If so, we'll let you know what needs to be removed before your bin can be emptied safely, which is standard procedure.

Do you have the right to look in my bin?

Yes. Once your bin is placed on the kerb for collection, it is considered to be in a public space. Recycling Support Officers are allowed to do a quick visual check from the top of the bin. They won't touch the contents, take anything out, or record any personal information, and will not enter properties to look at bins. This process complies with state and local laws.

Do I need to worry if I see officers on my street?

Not at all! They're here to help. The focus is on education and improving our community's recycling efforts, not punishment.

Will the officers speak to me directly?

Sometimes. If incorrect items are found in your bin and the officer sees an opportunity to offer helpful advice, they may knock on your door for a quick, friendly chat. If no one is home, they'll leave an education pack or flyer in your letterbox with tips on how to improve your recycling.

What's the Golden Bin Award?

Each month, households recycling well will go into the draw to win a small prize and be recognised through the Golden Bin Awards. It's a fun way to say thanks to residents making a difference.

What information is being collected?

Officers will record the following details:

- The property address
- Whether there was contamination in the recycling bin
- Whether recyclables were found in the general waste bin
- What type of education or feedback was provided to the household

- Bin condition, including any damage
- Whether the household was nominated for a Golden Bin Award
- Photos of the bin contents (top view only) – no photos of people are taken)

Body-worn cameras may be used for officer safety and accountability.

All data collected is stored securely and managed in accordance with the Information Privacy Act 2009.

How is the data used?

The data helps:

- Council identify common recycling issues
- Inform future education campaigns
- Track contamination rates over time
- Offer targeted support to households

Will I be notified before my bins are checked?

Yes. Council will deliver a flyer to your mailbox in advance, letting you know the program is happening and what to expect.

Didn't get a flyer?

- Your street may not be scheduled yet
- Your mailbox may have a "No Junk Mail" sign
- Delivery may have been restricted due to access or weather

How can I learn more or get involved?

- Join a free monthly Recycling Tour of our new Materials Recovery Facility in Maryborough (starting June 2025)
- Visit frasercoast.qld.gov.au/recycling to access our A-Z Recycling Guide or download the Recycle Mate app to check the right items go in the right bin.