



## RecycleSmart FAQs – Ku-ring-gai Council

### WHO

#### Who can participate in the RecycleSmart program?

Anybody residing at a residential address in the Ku-ring-gai LGA is eligible to use RecycleSmart.

### WHERE

#### Where do I sign up?

Sign up, book and manage your pickups by logging in on RecycleSmart's website ([recyclesmart.com](https://recyclesmart.com)) or the RecycleSmart app (available for iOS and Android on the [App Store](#) or [Google Play](#)).

#### Where do I leave my bags?

Usually, you can just leave your bags outside your front door. If you're concerned about the driver being able to find them, or you have somewhere more accessible in mind, just add a pickup note when you make your booking. If you live in a multi-apartment complex, we recommend you leave your bag in an area that can be accessed by anyone, like near the building entrance or in an outside bin enclosure.

#### Where should I go if I have an inquiry?

Go to RecycleSmart's website and click 'Questions?' or visit [help.recyclesmart.com](https://help.recyclesmart.com) to access a searchable database of frequently asked questions. If you can't find the answer you are looking for, you can reach RecycleSmart's friendly customer service team via live chat, or email them at [hello@recyclesmart.com](mailto:hello@recyclesmart.com).

## WHAT

### What is the cost?

- You are eligible to a free recurring collection, subsidised by the Council. RecycleSmart will come to your door and collect up to 2 bags for free.
  - Create your account and sign up to the “Free recurring collection”.
  - You will choose the date of your first Power Pickup.
  - The following ones will be scheduled automatically for you. The frequency will vary depending on the availability of the service. (minimum 6 weeks).  
You will receive plenty of reminders.
- Alternatively, if you need more bags to be collected or more Power Pickups, you can book separately:
  - Add extra bags to your existing free collection: \$7 per bag
  - Book a separate on-demand collection: \$15 for up to 2 bags - \$7.50 for each extra bag.
  - Monthly plan available: \$14 per month - up to 2 bags collected each month. \$7 for each extra bag.

### What bags can I use?

If you've got an old plastic shopping bag lying around, you can pack your hard-to-recycle things into that. As long as it's roughly the right size (about 40cm x 40cm x 20cm), RecycleSmart will collect and recycle it along with the rest of your things. If you've got reusable shopping bags, even better! A RecycleSmart driver will sort your recycling on the spot and return your bags to your doorstep before they leave. You can also purchase a bundle of RecycleSmart bags from their website.

### What items can I leave out?

Check out the RecycleSmart website and visit the '[What We Collect](#)' page to see a comprehensive list of the items they collect. You can even download a [printable PDF](#) to stick on your fridge!

### What to do if there is an issue?

If you have any problems or questions, you can reach RecycleSmart's friendly customer service team via chat, or email them at [hello@recyclesmart.com](mailto:hello@recyclesmart.com).

### What happens to my items after collection?

The items RecycleSmart collects are taken to a local collection centre or existing drop off point in your council area.

- Soft plastics: RecycleSmart has partnered with APR Plastics, a cutting edge recycler based in Victoria who turns soft plastics back into oil. More information [here](#).
- Clothes: Wearable clothes are donated to local charities or op shops such as Australian Red Cross. Unwearable items will be recycled by our partner UpCycle 4 Better.
- E-Waste: E-waste items are sent to your council recycling centre. The materials are sorted and broken down into parts to be repurposed as things like asphalt, concrete building, lead and steel products.
- Misfits: This really depends on the category of problem waste. Toys and books go to charities such as the Salvation Army or Red Cross. Batteries and light bulbs are taken to recycling centres where they are transferred to dedicated recycling facilities. Polystyrene is ground, melted and extruded, and turned back into Polystyrene.
- Aluminium coffee capsules: Aluminium coffee capsules are sent on the journey of a lifetime thanks to Nespresso's recycling program. Aluminium is separated from the coffee grounds at Nespresso's recycling facility. The coffee is then sent to an industrial composting facility in New South Wales to be transformed into compost, while the aluminium is recycled and sent to be transformed into new aluminium products.

## **WHY**

### Why is the program running?

Ku-ring-gai is trialling a partnership with RecycleSmart to provide a convenient and accessible service to encourage residents to recycle more things, more often. The Power Pickup service is available to residents on-demand, meaning that recyclables are collected directly from your home on a day that suits you. RecycleSmart helps councils produce cleaner waste streams due to a thorough sorting process, and supports local employment by hiring drivers from your area.

## **WHEN**

### When can I book?

You can book from the 7th of September 2023.

### When do I leave my items out?

Leave your items out on the morning of your scheduled pickup, and a driver will come to collect them between the hours of 8am and 3pm. Log in to your account on the RecycleSmart website or app to see when your next pickup is scheduled for.