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MEDIA RELEASE

**LONGREACH CUSTOMER SERVICE GAINS RECYCLING
BUSINESS A STATE AWARD NOMINATION**

The experience of the customer means everything to the staff at Outwest Container Exchange in the western Queensland town of Longreach.

That special brand of hospitality has now put the business within reach of a state-wide recycling award.

Outwest Container Exchange has been nominated for a Change Maker Award for the excellent service it provides to customers recycling through the Containers for Change scheme.

The local operator is one of over 320 Container Refund Points registered across the state in the Containers for Change scheme, accepting eligible beverage containers in exchange for a 10-cent refund.

Impressively, Outwest Container Exchange is one of just four finalists in the category of *customer focus for small to medium business* chosen from all refund points across Queensland.

The awards will be handed out at a ceremony in Brisbane on Friday 15 October.

Outwest Container Exchange is focussed on a customer-first approach, which has been the key to their award nomination.

“We enjoy being able to provide a positive experience for our customers by making their experience a simple process,” said Outwest Container Exchange’s operator, Patsy Worland.

“We also acknowledge the busy lives our customers all lead and ensure that their drop off and pick-up time is a minimal disruption to their day-to-day activities.”

The staff at Outwest Container Exchange also engage their customers by holding competitions to guess the monthly totals of the numbers of containers the business recycles.

“This ever-growing monthly total is of much discussion while on display in our window and on social media,” said Patsy Worland.

“That just proves that our customers are enjoying the experience of recycling.”

Customer Focus is just one of several award categories that operators in the Containers for Change scheme will be recognised for in this year’s Change Maker



Awards. Other categories include Community Engagement, Safety, Sustainability and Innovation.

The awards will be held at Brisbane's Pullman Hotel and compered by Channel 7 media personality and Queensland rugby league identity Shane Webcke.

New major awards this year include the Charity or Community Group of the Year award and the Young Change Maker of the Year award open to recyclers under the age of 18.

The final award of the night will be the naming of the Change Maker of the Year, the highlight of the third annual edition of the awards.

A live stream of the awards can be viewed on the [Containers for Change Youtube channel](#) or at www.containerexchange.com.au/change-makers.

For more information on Containers for Change, visit www.containersforchange.com.au/qld

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Cleaning up our state since November 2018, Containers for Change aims to increase recycling rates and reduce litter by allowing Queenslanders to exchange eligible drink containers to either earn a 10 cent refund for each container returned, or donate the proceeds of those refunds to their nominated community group.

COEX is the non-profit organisation that implements the Containers for Change scheme.