

# Section Six: Council Contacts

## Customer Service

Council can be contacted at any time through one of the available options.

T: 3205 0555 or 1300 477 161

E: [mbrc@moretonbay.qld.gov.au](mailto:mbrc@moretonbay.qld.gov.au)

App: Snap Send Solve\*. This app is available from your preferred app store provider

Post: PO Box 159 CABOOLTURE QLD 4510

In person: Customer Service Centres

Open: Monday to Friday, 8.30am to 5.00pm

CABOOLTURE: 2 Hasking Street (access from Town Square) REDCLIFFE: 1 Irene Street

STRATHPINE: 220 Gympie Road (access from Hall Street)

\*Please note that online requests are only monitored Monday to Friday from 8.30am to 5.00pm, excluding public holidays.



## After Hours and Emergency Assistance

An after-hours telephone service is available for urgent Council issues, such as obscene graffiti or damage to property.

T: 3205 0555

**Police, Fire, Ambulance**

In all life-threatening situations, dial 000 (landline) or 112 (mobile phone).

**State Emergency Service (SES)**

For flood or storm emergencies, contact the SES on 132 500.

## Lodging Customer Requests

Items that require Council attention should be submitted through a customer request. This includes requests for graffiti removal, mowing issues, car park maintenance, building maintenance issues that are a Council responsibility, and making an event booking. After the request is lodged, it will be forwarded to the responsible team within Council and actioned.

Customer requests can be lodged by contacting Council's customer service team. You will be provided a reference number that can be used to seek updates on the progress of the request.

<https://www.moretonbay.qld.gov.au/Contact>

The former 'MBRC request' app has now been replaced with the new and improved Snap Send Solve app. This new app is a simple and quick way to report issues or assets, such as potholes or graffiti, that need fixing across the city.

Simply snap an image, confirm the location and the issue is sent directly to Customer Service to solve.

Download the Snap Send Solve app for free through:

- Apple App Store
- Google Play

Sign up with Google or your email.

Signing in uses the "My Moreton Bay" website membership system. In time, Council will deliver more personalised services and information to users of both the website and the app.

When signed in, each request submitted will automatically contain your contact information (name, email address and phone number).

By signing in, your request history is stored. If you change phones or have multiple phones, previous requests will appear in the requests page of the app across those devices.

## Community Services, Sport and Recreation Unit

Officers in Council's Sport and Recreation Unit can assist local sport and recreation organisations with many aspects of their operations. Officers can provide advice on funding submissions, assist with facility planning and development, provide guidance on Council requirements for specific projects, administer and discuss tenure requirements, and offer opportunities to deliver programs to the broader community.

T: 3205 0555

E: [sportrecreation@moretonbay.qld.gov.au](mailto:sportrecreation@moretonbay.qld.gov.au) - General queries and assistance

[healthyactive@moretonbay.qld.gov.au](mailto:healthyactive@moretonbay.qld.gov.au) - Being a provider in Council's recreation programs

[communityleasing@moretonbay.qld.gov.au](mailto:communityleasing@moretonbay.qld.gov.au) - Queries relating to tenure and Improvement Works Application

