

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

App: MBRC Request*. 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/Request.

Download MBRC Request app

MBRC Request app instructions

This guide assumes the user has successfully installed the app. If not, download the MBRC Request app for free through:

- <u>Apple App Store</u>
- Google Play

Sign up, sign in or continue as a guest

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.

Option	Description
Sign up	Sign up if you haven't signed into the app or into Council's website before.
Sign in	Sign in if you have previously signed into the app or into Council's website
Continue as guest	Continue as guest if you do not want to create an account.

Request status

- Draft: request has been saved locally nothing has been sent to Council.
- Submitted: request lodged with Council.
- In progress: request has been allocated for investigation/rectification.
- Closed: request has been completed or has been assigned for future scheduled works.

Below is a step-by-step guide to raising requests on the MBRC request app

Sign up

As with the "My Moreton Bay" membership on the Moreton Bay website, you can choose to sign in with your Google or Facebook identity or alternatively enter your email address and a password. *Note: connecting via Google or Facebook does not give Council access to your account.*



Simply select one of the three options presented and follow the prompts.

1. Open the MBRC Request App and the below 2. Select the "plus" button at the bottom of the screen will appear.



requests page.



3. Enter text to describe the issue.

New Request

Next

Cancel



Cancel **New Request** Next

Please fix the footpath









 Choose the request type from the list. Click on the address suggestion if correct or "Add location" to adjust. Enter your details (if first time user select "Save"). Add extra notes if needed.



6. Choose submit. Confirm submission includes enough information for Council to respond.



7. Your request has now been submitted.



8. Submissions will be assigned a request ID which can be used to follow up any requests with Council.





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 - General queries and assistance

healthyactive@moretonbay.qld.gov.au - Being a provider in Council's recreation programs

communityleasing@moretonbay.qld.gov.au - Queries relating to tenure and Improvement Works Application

