Contact us

Choose a way to contact us from the drop-down list below, which includes links to our online services (including email address), postal address, office locations, and main phone numbers.

Save time, go online

There are many City services that can be completed online, including: payments; rates and water account enquiries, dog registrations, applying for food business licenses, booking City parks and community centres, lodging development applications, reporting issues and emailing the City with general enquiries.

To do business with us anytime, visit our Online services page.

Telephone

1300 GOLDCOAST (1300 465 326) or 07 5582 8211

From outside Australia, phone +61 7 5582 8211.

You can contact us on this number 24x7.

From 8am-5pm, Monday-Friday (excluding Gold Coast public holidays), we will have staff available to direct your call to the relevant area.

At all other times, you will be given the option of pressing "1" to be diverted to our After Hours Emergency Service number.

Emergency contact details

Please note that for calls of an emergency nature, you may also contact our After Hours Emergency Service any time on 1800 639 000.

Rates and water bill enquiries

Phone: 07 5667 5995 or 1300 366 659
7am-6pm, Monday-Friday

Water and sewerage enquiries

Phone: 07 5667 5801 or 1300 000 928
7am-6pm, Monday-Friday (for emergencies we’re available 24x7)

For a detailed list of phone numbers for specific branches, facilities and services, as well as location maps, visit our online White Pages listing.

Fax

Our fax number is 07 5596 3653.

Post

All written correspondence should be addressed to:

Mr Dale Dickson
Chief Executive Officer
City of Gold Coast
PO Box 5042
GOLD COAST MC 9729

Customer Service Centres

City of Gold Coast Customer Service Centres opening hours are from 8.15am to 4.30pm, Monday to Friday.

- Bundall (previously Surfco Paradise)
  8 Karp Court
  Bundall Qld 4217
  Phone: 1300 GOLDCOAST (1300 465 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

- Broadbeach
  61 Sunshine Boulevard
  Mermaid Waters Qld 4218
  Phone: 1300 GOLDCOAST (1300 465 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

- Burleigh Heads
  Park Avenue
Burleigh Heads QLD 4220
Phone: 1300 GOLDCOAST (1300 466 326)
8.15am-4.30pm, Monday-Friday
View location on map

* Coolangatta
  Level 1, The Strand
  Corner Marine Parade and Batten Street
  Coolangatta QLD 4225
  Phone: 1300 GOLDCOAST (1300 466 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

* Helensvale
  Corner Linfield Road and Sir John Overall Drive
  Helensvale QLD 4212
  Phone: 1300 GOLDCOAST (1300 466 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

* Nerang
  833 Southport Nerang Road
  Nerang QLD 4211
  Phone: 1300 GOLDCOAST (1300 466 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

* Palm Beach
  22 Eleventh Avenue
  Palm Beach QLD 4221
  Phone: 1300 GOLDCOAST (1300 466 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

* Southport
  47 Nerang Street
  Southport QLD 4215
  Phone: 1300 GOLDCOAST (1300 466 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

* Upper Coomera
  90 Reserve Road (corner Reserve and Abraham Roads)
  Upper Coomera QLD 4209
  Phone: 1300 GOLDCOAST (1300 466 326)
  8.15am-4.30pm, Monday-Friday
  View location on map

**Assisted services (e.g. National Relay Service, translating/interpreting assistance, hearing loops)**

**Language assistance**

If you need an interpreter please call the National Translating and Interpreting Service (TIS) on 131 450 to speak to a City officer. To use this service you will need to tell them your preferred language. This is a free service for City-related business.

Please also refer to our resources in other languages for information in your language.

**National Relay Service**

People who are deaf or have a hearing or speech impairment can call the City through the National Relay Service (NRS). Give the City of Gold Coast number, 1300 466 326, you want to call.

**Hearing loop technology**

The City provides hearing loop technology (also known as audio induction loop) at our Burleigh Customer Service Centre to assist customers with reduced ranges of hearing.

See the 'Customer Service Centres' sub-heading above for location and opening hours.

**Related information**

- Councillors and Divisions
- Libraries

**Jump to key information**

**Key information**