Report a problem - Rubbish and recycling

For more information on your problem, or to make a report online, please select from the list below.

Illegal dumping

Illegal dumping is the unlawful deposit of any type of domestic, commercial or industrial waste of 200 litres (about the volume of an average wheelie bin) or more. Common types of illegal dumping include:

- household rubbish and garden waste being discarded in the local park
- household goods (such as whitegoods, TVs, mattresses and furniture) being left on the footpath
- discarding tyres, chemical drums and paint tins on the roadside verge
- driving into bushland, parks and City of Gold Coast reserves and dumping materials.

Illegal dumping is an offence under the Waste Reduction and Recycling Act 2011. City of Gold Coast can investigate rubbish that has been illegally dumped on public land such as footpaths, parks, reserves, bushland and in canals.

If the rubbish has been dumped along or in the rivers or creeks of the Gold Coast, please contact the State Department of Environment and Heritage Protection.

Please follow these steps before making a report to the City:

1. Check our Kerbside Cleanups page before reporting this problem as the rubbish may have been left out for a clean-up about to happen in your area.
2. Can you identify the vehicle involved in the illegal dumping? If so, visit the State Department of Environment and Heritage Protection (EHP) who offer an online littering and illegal dumping reporting system. The Department may issue a prescribed infringement notice (PIN) to the registered owner of the vehicle/vehicle based on your report.
3. If neither of the above circumstances apply, please use the online reporting form below to report the issue to us.

* For illegally dumped rubbish that poses a risk to public safety please call us immediately on 07 5667 5991.

Report a problem online

Use this online form to report your issue to City of Gold Coast.

Littering

City officers can issue warnings or on the spot fines to people observed littering or those potentially creating litter on our roads by not securing their loads.

The State Department of Environment and Heritage Protection (EHP) offers a littering and illegal dumping online reporting (LIDOR) system where those who have witnessed a littering or illegal dumping incident from a motor vehicle, trailer or vehicle (where a registration number is known and observed by the reporter) can report it to the department. The department may issue a penalty infringement notice (PIN) to the registered owner of a vessel/vehicle based on your report. Incidents are best reported using the LIDOR system and only by witnesses that are willing to testify in court.

If unable to access the electronic form via the LIDOR system, witnesses of littering and illegal dumping incidents can request to have a reporting form mailed to them by contacting 13 QGOV (13 74 60).

Abandoned shopping trolleys

Please contact the following organisations for abandoned shopping trolleys that can be identified:

- **Woolworths, Big W, Dan Murphy's, Thomas Dux, Masters, or Target shopping trolleys**: phone Trolley Trackers on 1800 641 497 or email councilreport@trolleytracker.com.au.
- **Coles or Kmart shopping trolleys**: phone Coles Customer Relations on 1800 876 553 or email 1800trolley@colesgroup.com.au.
- **For other identifiable shopping trolleys such as Aldi, IGA or Bunnings, please call the respective business.**

For shopping trolleys with no identifiable markings that have been abandoned on public land, please notify the City by completing our online form below.

Report a problem online

Use this online form to report your issue to City of Gold Coast.

Alternatively, you can call us on 07 5667 5991.

Missed bin collection

Unsure of your bin collection day? Please use our Bin day finder to find out when your bin will be collected.

If it is your collection day and your bin collection has been missed, please call us on 07 5667 5976 between 8am and 5pm to have this problem investigated.

We ask that you include your contact details, address, bin type and any possible reason that the bin may not have been emptied. There are several reasons why a bin does not get collected, the main ones being:
• the bin was not put out in time (bins should be out for collection by 6am)
• the bin was not able to be reached by the truck (cars parked in front or other obstructions)
• the bin is overfull or contains materials that are not allowed (see the ‘Filling your bins’ drop down section of our Residential bin collection page for more information)
• driver error.

Place your bin kerbside at your earliest convenience and our contractors will return as soon as possible.

**Damaged or stolen bin**

The online form below can be used for requests to: repair damaged bins that are broken or missing parts; replace missing/stolen bins; remove offensive graffiti.

Cleaning, removing odours and other cosmetic issues related to bins are the responsibility of the user. Graffiti removal kits are available free of charge from our Customer Service Centres for bins that have been vandalised with general graffiti.

**Residential bins**

Please complete our online form to request a repair or replacement for your residential bin.

Alternatively, you can let us know by calling 07 5667 5976.

**Public rubbish bins** at beaches, parks and streets that require emptying or repairing can be reported by completing our online ‘Report a problem’ form below.

Report a problem online

Use this online form to report your issue to City of Gold Coast.

Alternatively, you can call us on 07 5667 5974.

**Related information**

• Contact us
• Residential bin collection
• Waste and recycling

**Jump to key information**

---

**Key information**

**External links**

Queensland Department of Environment and Heritage Protection - LIDOR


**Local laws**

Consolidated version of Local Law No.8 (Public Health, Safety & Amenity) 2008 (v 1.0d)