

GUIDE FOR BUSINESSES

HOW TO REPORT ON-STREET CONCERNS

1. Report a crime or antisocial behaviour:

- Dial 000 for an emergency response requiring Police, Fire, or Ambulance attendance.
- To report a crime confidentially – call Crime Stoppers on 1800 333 000 or download [Stop Crime iPhone app](#).

2. Report other concerns, day or night, via our online service:



melbourne.vic.gov.au/services

Please note, online reports will be actioned during business hours only.

Quick links to report specific amenity concerns:

- [Report an offensive odour or infestation of rodents](#)
- [Report a street cleaning issue](#)
- [Report graffiti for removal](#)
- [Make a noise complaint](#)
- [Report dumped rubbish](#)
- [Report a stray or abandoned animal](#)
- [Report an abandoned vehicle](#)
- [Report a tree requiring maintenance](#)
- [Report an overstaying vehicle](#)
- [Report a missing or stolen recycle bin or garbage bin or a missed collection](#)
- [Request a food safety investigation](#)
- [Report a lighting issue](#)
- [Report syringe collection required](#)
- [Tell us about your concerns regarding accumulated items and public amenity](#)

3. You can also call us on 9658 9658:



During business hours

Our Customer Service representatives are available 7.30am to 6pm, Monday to Friday.

After hours

Out of hours calls will be answered by our security control centre who can arrange for after-hours service for the following requests:

- Overflowing bins
- Biological hazard collection (including syringes, vomit and urine)
- Street cleaning
- Noise complaint (from building sites).