# Report a missed bin collection

Have we missed your scheduled bin collection? You can report a missed bin and our team will pick it up within 3 business days.

# Online

## Check your bin date

Before proceeding to report, please check your collection date and you’ve put your bins out correctly for collection.

Check your Collection Date

## Have more than 48 hours passed?

Missed bin collections must be reported within 48 hours. Unfortunately you cannot order an extra collection or ask for the truck to return if you missed your collection time.

## Report Missed Collection Online

Once you’ve confirmed we’ve missed your bin within the last 48 hours, please complete the form below and we’ll collect your bin within 3 business day.

Report Missed Collection

# Telephone

## Check your bin date

Before proceeding to report, please check your collection date and you’ve put your bins out correctly for collection.

Check your Collection Date

## Have more than 48 hours passed?

Missed bin collections must be reported within 48 hours. Unfortunately you cannot order an extra collection or ask for the truck to return if you missed your collection time.

## Call us to report your missed bin

Once you’ve confirmed we’ve missed your bin within the last 48 hours, please call 02 9833 2933

# Contact Us

Tel: 02 9833 2933

Fax: 02 9833 2935

Email: [bins@council.nsw.gov.au](mailto:bins@council.nsw.gov.au)

Location: Waste Department, 50 Collins Street, Melbourne VIC 3000