

# Norfolk Island Regional Council

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## MEDIA RELEASE

### INTRODUCING THE CUSTOMER CARE TEAM

An exciting part of the new Norfolk Island Regional Council organisational structure is the creation of the Customer Care Team. This team is responsible for customer enquiries and accepting over the counter payments for the Council.

The Customer Care Team is located in the Telecom building in Burnt Pine. The Customer Care Team can be contacted by calling into the office during business hours, by telephoning 22244 or emailing [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf). The team is currently experiencing a high volume of calls regarding the transition, so you don't experience call waiting times you are encouraged to email where practicable to allow Council to respond to you in a timely manner.

As the organisational structure continues to be refined, the Customer Care Team will become the 'one stop shop' for the community. The Customer Care Team will provide excellent customer service and factual and timely advice.

The Council is currently reviewing the customer activities and functions performed by the Customer Care Team. Understanding how things are currently done will enable Council to improve and work more efficiently, which in turn allows Council to provide the best services to the Norfolk Island community. Council is also assessing, and will be introducing, new software to assist staff in this area also.

The Council thanks the community for its patience and understanding in this time of change.

**Lotta Jackson**  
**General Manager**

**14 July 2016**