

# Norfolk Island Regional Council

## YOUR REGIONAL COUNCIL

The Norfolk Island Regional Council is now four months old and is well on the way to progress its goals under the integrated planning and reporting framework: the Operational Plan 2016/17 which is in line with the draft Delivery Program 2016-2020 and the Community Strategic Plan 2016-2026. A progress report on the activities during the first quarter of this newly formed Regional Council will be presented at the November Ordinary Council meeting to be held on Wednesday, 16 November at 2:00pm.

Please be informed that the Customer Care Team are available to the community to assist with all general enquiries about Council services including rates and billing queries, information regarding fees and charges, motor vehicle licensing and registration and Rawson Hall bookings to just name a few. Customer Care can be emailed at [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf) or free call 0100 to speak to a Customer Care Officer.

Formal submissions and other formal correspondence to Council need to be emailed to [regionalcouncil@nirc.gov.nf](mailto:regionalcouncil@nirc.gov.nf) or posted to the attention of the General Manager, PO Box 95, Norfolk Island, 2899. This is so that incoming mail can be registered and forwarded to the relevant actioning officer within the Regional Council, and because Council has an obligation to keep records of all documentation to ensure accountability and transparency.

It is important to note that the Mayor and Councillor's listen to community concerns, however they cannot address individual matters and these must be directed to Customer Care or formal submissions through the General Manager as detailed above. For example, enquiries regarding specific rates notices and the like are in line with the framework of Local Government where the Mayor and Councillors' roles are strategic and decision making, whereas the General Manager has the responsibility for the operational side of Council and for the implementation of Council's decisions.

The *Local Government Act 1993 (NSW)(NI)* (the Act) details the role of a Councillor. They have an important role to play including developing the Community Strategic Plan and other long term planning documents, representing the interests of all residents, ratepayers and the local community and facilitating communication between the local community and the governing body.

In addition to the role of a Councillor, the Act details the extra responsibilities of the Mayor, including being the principal member and spokesperson of the governing body, promoting partnerships between the Council and key stakeholders and carrying out civic and ceremonial functions of the Mayoral Office.

The Act also details the role of the General Manager which includes to conduct the day-to-day management of the Council in accordance with strategic plans, programs, strategies and policies of Council, to implement Council decisions without undue delay and ensuring

Councillors and the Mayor are given timely information and advice and the administrative and professional support necessary to effectively discharge their functions.

'I trust this information will assist the community. The Mayor and Councillors' roles include listening to their community to ensure they are representing the collective interests of the community, however their role does not include assisting with individual operational requirements, that is the role of the public service staff to do in an efficient and effective manner', Ms Lotta Jackson said.

Council welcomes feedback from the community on its service delivery, using either of the emails above, or by post addressed to the General Manager.

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

**3 November 2016**  
**Lotta Jackson**