



MEDIA RELEASE

HOW CAN YOU COMMUNICATE WITH COUNCIL?

The Norfolk Island Regional Council welcomes feedback and correspondence from the community.

The Customer Care Office is open Monday to Friday 9:00am to 4:00pm and is located at 9 New Cascade Road to visit in person for any council or account enquiries. Alternatively, you can telephone on free-call 0100 or email customercare@nirc.gov.nf. General enquiries include questions relating to Council's services, the of hiring Council equipment, your bills, registrations and licensing as well as forms and applications.

For formal submissions and other formal correspondence to Council, please either email Council at regionalcouncil@nirc.gov.nf or post to the attention of the General Manager or relevant Statutory Officer, PO Box 95, Norfolk Island, 2899. Formal submissions include formal letters to the General Manager on Council decisions, activities or policy, complaints, etc.

Council's Customer Service Charter outlines the level of service that you can expect when communicating with Council. The Charter can be viewed at <http://www.norfolkisland.gov.nf/your-council/about-council/customer-service-charter>.

Lotta Jackson
GENERAL MANAGER

29 September 2017