

MEDIA RELEASE

19 August 2026

KEEPING CUSTOMER CONTACT DETAILS UP TO DATE

Norfolk Island Regional Council (Council) is encouraging customers to confirm or update their contact details to ensure they continue to receive important account information without interruption.

Community members are asked to contact Council's Customer Care team to check that details such as email addresses and postal addresses, including PO Box numbers, are current and accurate.

Council is also asking customers to advise their preferred method for receiving accounts, either by email or post. Please note: Council is unable to email rates notices.

Maintaining up-to-date contact information helps Council communicate more efficiently and ensures customers receive correspondence in a timely manner.

Customers can contact Customer Care by phone, email or by visiting the Customer Care office at the Bicentennial Complex to confirm their contact details:

- Email: customercare@nirc.gov.nf
- Local free call: 0100
- Phone: (+6723) 22001

ENDS