

MEDIA RELEASE

4 September 2026

SERVICE DELIVERY AGREEMENT FINALISED

Norfolk Island Regional Council (Council) has executed a new Service Delivery Agreement (SDA) with the Commonwealth of Australia.

The Service Delivery Agreement (SDA), which is the primary mechanism through which Council delivers state-type services on behalf of the Commonwealth, was signed by the Acting General Manager on 2 July 2026, with a Deed of Variation subsequently executed on 28 August 2026.

Beyond its contractual and funding arrangements, the SDA underpins the delivery of a broad range of essential services that support the wellbeing, safety and day-to-day functioning of the Norfolk Island community.

These services include tourism marketing, emergency management and fire services, court administration and registry functions, public reserve management, public and environmental health services, biosecurity, ports and lighterage operations, and a range of regulatory and community support activities. Collectively, these services play a critical role in maintaining public safety, protecting community assets and environmental values, supporting economic activity, and ensuring residents and visitors continue to receive services expected of a contemporary and well-functioning community.

The execution of a new SDA was necessary to maintain the continuity of essential services following the expiry of the previous agreement on 30 June 2026. The revised annexures establish a more detailed and accountable service delivery framework.

The new SDA establishes service standards, key performance indicators and funding levels for key services, with an additional \$1,500,223 million allocated to Council annually, taking the total allocation from \$3,525,829 million per financial year.

This outcome was the result of significant consultation the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts, Council's Strategic Finance Improvement Committee and Council staff.

The new SDA does not have a fixed end date, like previous agreements, and will continue until terminated in accordance with the Agreement, with funding and service schedules reviewed and updated annually.

The SDA documents are available online at: www.nirc.gov.au/Corporate-finance/Service-Delivery-Agreement

For more detailed information, you can read the Acting General Manager's report presented to the August 2026 Council Meeting:

<https://norfolk.resolve.red/portal/meeting/642/11050?type=1&docId=2348>

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