NORFOLK ISLAND
Regional Council

Customer Service Charter

The Norfolk Island Regional Council (NIRC) is committed to providing its customers with professional, friendly customer service.

In order to achieve this goal, we will:

- Actively listen to your enquiry or request
- Treat you with respect
- Provide you with helpful, relevant advice
- Respond to your enquiries quickly and efficiently
- Take every care to protect your personal and private information.

Verbal Enquiries

We will:

- Provide prompt, efficient and professional service at all times
- Actively listen to your enquiry or request
- Treat you with respect
- Protect your personal and private information
- Respond to your phone voicemail messages within 2 working days
- Keep you informed of the progress of your enquiry or request
- Where we are unable to provide you with answers, we will assist you in contacting the appropriate Council departments or other relevant government agency.

Written Enquiries

We will:

- Respond to emails and letters within 10 working days
- Communicate clearly and explain Council's position in relation to your enquiry or request
- Provide the name and contact details of the officer managing your enquiry, where appropriate. dealing with your request.

Our website

We will:

- Make information to Council services accessible
- Provide accurate and up-to-date information
- Enable you to contact Council directly through our website
- Respond to enquiries received through the website within 10 working days.

How to contact Council

Our specialist Customer Care team are the first point of contact for customer requests. You can contact them:

By Email: customercare@nirc.gov.nf

By Post: Norfolk Island Regional Council
PO Box 95
Norfolk Island, 2899

In Person: Customer Care Office, Council Bicentennial Complex
39 Taylors Road, Burnt Pine
Norfolk Island, 2899

By phone: 0100 or + 6723 22001

Hours of operation: 9:00am – 4:00pm, Monday – Friday (excluding public holidays)

Customer Care will endeavour to resolve your enquiry the first time they talk to you. However, more complex requests may require a referral to another department for action or further investigation.

How to submit feedback

Council values feedback about its operations and the services it provides to the Norfolk Island community. There are a number of ways in which you can submit feedback to Council:

Online

Visit Council's website (www.nirc.gov.au) and select the 'Contact Us' link to complete an online feedback form.

Customer Care Office

Hardcopy feedback forms are available from the Customer Care office. Completed forms can be submitted in person to a Customer Care Officer. If you are unable to collect a form, you can contact the Customer Care team by phone or email and request that a copy be sent to you.

Feedback forms may be submitted in any of the following ways:

By Email: customercare@nirc.gov.nf

By Post: Norfolk Island Regional Council
PO Box 95
Norfolk Island, 2899

In Person: Customer Care Office, Council Bicentennial Complex
39 Taylors Road, Burnt Pine
Norfolk Island, 2899

How to make a complaint

If you are dissatisfied with a Council service, you can make a compliant by following the guidelines set out in Council's Complaints Handling Process. Details of the process are available on our website at www.nirc.gov.au/Corporate-finance/Governance/Complaints-process.

For more information, or to obtain a copy of the related forms, contact Customer Care by free calling 0100 or by emailing customercare@nirc.gov.nf.

Completed complaints forms may be submitted to the Complaints Officer in any of the following ways:

By Email: customercare@nirc.gov.nf

By Post: Complaints Officer
Norfolk Island Regional Council
PO Box 95
Norfolk Island, 2899

In Person: Customer Care Office, Council Bicentennial Complex
39 Taylors Road, Burnt Pine
Norfolk Island, 2899

Customer Service Requests

Council's Customer Resolution Management (CRM) System is designed to handle requests for specific services, such as dangerous pot holes and falling tree limbs, as well as requests for information on Council's services. The Customer Care team can log a CRM ticket to the relevant department to take action within Councils defined service response time of 10 working days.

For more information on logging a CRM ticket, please contact Customer Care by emailing customercare@nirc.gov.nf, calling +6723 22001, or free calling on 0100.

Did you find this information helpful?

We hope that you found this information helpful, however, if you were unable to find the information you were looking for in this document, please contact Customer Care by emailing customercare@nirc.gov.nf, calling +6723 22001, or free calling on 0100.

Version Control

Version	Date approved	Approved by
1.0	October 2025	Cheryl (Sarlu) LeCren – Manager, Customer Care
2.0	October 2026	Cheryl (Sarlu) LeCren – Manager, Customer Care