



## AGM PLANS YEAR AHEAD

**Acting General Manager of NIRC, Philip Reid, has laid down his priorities for the organisation for the next twelve months, the period that the Commonwealth Government has suggested as the final transition to Norfolk Island Assembly.**

The Minister has extended the period of administration to 31 December 2025, or earlier, with new Administrators Scott Mason (Lead Administrator) and Gary Mottau (Financial Administrator) leading the way forward to the new governance arrangements.

Mr Mason and Mr Mottau have been charged with seven key priorities in their roles, which are anticipated to have the cumulative result of handing over an organisation that is capable, effective and financially independent when delivered.

In planning to create an “Assembly-ready” governance framework, Mr Reid has identified the following key priorities that NIRC will focus on in the coming year:

- Responsible financial management
- People-first focus
- Social licence and transparent reporting
- Environmental and resource sustainability
- Organisational safety performance

NIRC is already working closely with community stakeholders, the NIGC and Commonwealth partners, collaborating and seeking support where the challenges demand.

Council will be placing greater emphasis on achievable service delivery and revenue streams for a range of services and business units. The big-ticket items of electricity, telecom, waste, wastewater, airport, tourism and road maintenance will be under scrutiny, with financial risk a significant focus.

There will be a greater level of community engagement in the coming year, as NIRC looks for

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- *ARIC Committee Member Appointed*

- *Draft Wastewater Management Strategy*
- *Rates Debt a Continuing Problem*



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## AGM PLANS YEAR AHEAD

opportunities and solutions for some of our challenges and seeks feedback to assist in decision making.

Responsible budgeting and planning of capital projects will include tighter budget compliance within the organisation and a renewed effort at accessing government funding, particularly in regard to roads. Asset management systems and critical asset replacement is another important area that will be looked at with a keen financial eye.

Rebuilding the on-island NIRC team began in the second part of 2024, with a defined shift to staff appointments with a permanent presence on Norfolk Island. This is, of course, dependent on attracting suitable candidates, and contract resources will fill these temporary gaps while we develop our local workforce.

The appointment of a dedicated Human Resources Manager in March will be an important step in moving the organisational culture forward, and developing a team that is effective, confident and proud to work for NIRC. Improved, two-way internal communication and a plan for training and learning will contribute to our ongoing team-building activities.

Workplace Health and Safety, including Workplace Psychological Safety, will receive greater attention, both from a compliance and a practical point of view.

The organisation will be placing greater effort on engaging with and rebuilding community trust, particularly in light of the changes and challenges this year is likely to bring. Making information clearer, and easily available, understanding community feeling, being more responsive to incoming enquiries and increasing participation and influence of community through advisory committees are just some of the initiatives that have already begun rolling out.

A sharper focus will be taken on the environmental and water and wastewater sectors, with Council currently working towards solutions for several outstanding issues, which have financial and sustainability implications.

We'll also continue strengthening our successful partnerships with Revolve Your World, Norfolk Marine Park, Norfolk Island National Park, RDANI, the Commonwealth Government and local stakeholder groups to develop workable solutions for our unique island challenges.





## NO NEW ARGENTINE ANT ZONES IDENTIFIED ON NORFOLK ISLAND

The vigilance of Norfolk Island residents and the consistent dedication of the Argentine Ant Eradication Program (AAEP) team were acknowledged as key factors in the continued success of the program, which has seen no new ant zones identified on the island.

Norfolk Island Regional Council began trials of the new Kermit bait last year, and the new product has proven to be effective in aerial baiting activities.

Sunny, the AAEP team's detector dog, and her handler continue their work, revisiting areas where the ants have previously been found and treated. Their role is to ensure that any persisting populations are located for further treatment, until the location is free of the pest species.

NIRC staff are currently discussing further funding arrangements for the AAEP for the upcoming financial year to avoid any risk to the continuation of this successful eradication program.



## CUSTOMER CARE TEAM IN THE DRIVER'S SEAT

Quarterly reporting on operational activities revealed what keeps our staff busy, and our Customer Care team – the frontline of our organisation – keeps busy serving the community!

As the face of NIRC, this small group of people shares their wealth of understanding and knowledge about Council departments and functions, community services and utilities, and general information about the island with the public and with staff.

A report on the second quarter activities of the 2024/2025 financial year showed that the Customer Care team issued:

- 606 renewals for motor vehicle registration and 171 new registrations
- 300 driver licences, split between cars and motorcycles
- 120 land transactions, of which 61 were land transfers

New software for motor vehicle registration activities was installed and implemented during this quarter, creating a potential risk for service and data during that period. However, the new system has introduced improvements for the customer service staff and created efficiencies for customers.

The Customer Service Manager also provided updates on the directorate's other services and activities, including courts, registry, the library and radio station, records and tourism.

Quarterly reports can be viewed on NIRC's website at <https://www.nirc.gov.au/Your-council/Council-documents/Delivery-Program>.

*LEFT: Sunny and her handler Adam on the hunt for Argentine Ants*

# EMILY BAY FEATURES IN TOURISM AUSTRALIA'S 2025 BEST BEACHES

**People are starting to notice the best small island in the world.**

We know exactly how beautiful our beaches are, and we think they're incomparable, and now the world is catching up!

Australia is spoilt for choice when it comes to stunning beaches, but in the annual Top 10 Best Beaches list, released today by Brad Farmer AM and Tourism Australia, Emily Bay on Norfolk Island has been crowned the third best beach in Australia.

It's the first time Norfolk Island has featured in this ranking, proving what locals have always known - this place is something special.

A perfect horseshoe-shaped cove framed by towering Norfolk Pines, Emily Bay is more than just a pretty postcard. The crystal-clear bay, sheltered by a coral reef, invites lazy afternoon floats, effortless snorkelling, and unhurried moments of pure bliss. There's no rush here - just inviting, shallow waters lapping golden sand, and time moving at a gentler pace.

"I have a soft spot for Norfolk Island, and I'm absolutely thrilled about its top three ranking this year, it really is a hidden gem hiding in plain sight. Many Australians don't realise there is a South Pacific Island paradise in their backyard," said beach expert, Brad Farmer AM.

Just 35 square kilometres, with endless history, culture and stories, this is a destination where history, nature, and culture intertwine, where locals wave at every passing car, and where cows have the legal right of way on winding country roads.

But what truly sets Norfolk Island apart is its raw, unspoiled beauty - coastlines that take your breath away, rolling hills dotted with free-roaming cows, and an island way of life that invites you to pause, breathe, and soak it all in.

Locals, of course, have long known how special Emily Bay.

"Most of us have lived here all our lives, and many are descendants of the Bounty mutineers who arrived in 1856. We're incredibly proud to see our little slice of paradise recognised in this way," said Sue-Ellen Quintal, Tourism Lead, Norfolk Island Regional Council.

## FAST FACTS: NORFOLK ISLAND

- Where: South Pacific Ocean, directly east of Byron Bay, 1,600 km northeast of Sydney, 1,100 km northwest of Auckland
- Size: 8 km x 5 km
- Population: About 2,200 residents
- Climate: Subtropical, with mild temperatures year-round (18–25°C)
- Languages: English and Norf'k (a unique blend of 18th-century English and Tahitian)





# RATES DEBT CONTINUES TO IMPACT SERVICES

**Overdue rates charges continue to have a financial impact on Council services to the community, forcing Norfolk Island Regional Council to take consistent action to recover overdue unpaid fees.**

At the February Council meeting, it was reported that of the \$2,116,484 annual rates figure, overdue rates and waste charges totalled \$692,657 at 13 February. Debt collection measures are taken as a last resort, something Council prefers to avoid wherever possible, and taken only after other avenues of recovery have been exhausted.

Rates are a critical form of income levied by local government. Their purpose is to support Council in providing services for the benefit of the community. The continued non-payment of rates by a small group of Norfolk Island's 1,867 ratepayers has the effect of penalising ratepayers who do contribute, reducing the community services that rates revenue funds.

The delivery of routine community services is a core part of what Council provides for the island, including waste management, roads maintenance and library services. Sufficient revenue needs to be raised to run these activities. This has included ongoing grant funding from the Commonwealth Government and financial contributions directly from the community.

Council officers reported a number of court proceedings and decisions in relation to rates recovery. These actions have been taken as a last resort option, where normal debt recovery measures have failed.

In May 2016 amendments were made to the applied Local Government Act 1993 (NSW)(NI) compelling Norfolk Island Regional Council to introduce an ordinary land rate. The Act states that a rate or charge is levied on the land specified in a rates and charges notice, and that the owner of land on which a rate is levied is liable to pay the rate to the council.

NIRC is in the unique position of also providing electricity and telecommunication services to the

island, utilities that are usually managed by private enterprise.

To ensure quality of service, these business units need to be financially self-sustaining, however there are considerable arrears in these areas, which have resulted in further debt collection measures.

Any landowners having difficulty paying rates can contact Customer Care to arrange a discussion about implementing a payment plan. For more information on rates, refer to our [FAQs](#) on our website.

## NEW ARIC MEMBER APPOINTED

Twenty-six applications were received for the Expression of Interest for the Audit, Risk and Improvement Committee (ARIC) vacancy, created when Mr Gary Mottau stepped down to take up the Financial Lead Administrator role with Norfolk Island Regional Council.

Kathryn Campbell was one of the final two shortlisted applicants who met the independence and eligibility requirements, and her appointment to ARIC was approved at the February 26 meeting.

Ms Campbell demonstrated an exceptional pedigree in serving numerous boards in Queensland, including water utilities, health services, industry, sports administration and genomics. She's also a Fellow of the Chartered Accountants ANZ and a Fellow of CPA Australia, and has served as Director and Project Director for businesses specialising in data, cyber security and digital governance.

Mr Gary Mottau welcomed Kathryn to the role and expressed Council's thanks to all applicants for taking an interest in Norfolk Island's affairs.

A further motion allowed the appointment of the second shortlisted candidate, Mr Timothy Cronin, in the event of a casual vacancy on the ARIC.



## HOW TO HAVE A SAY ABOUT THE DRAFT WASTEWATER MANAGEMENT STRATEGY

Complete the online survey or fill out a hard copy survey at Rawson Hall Supper Room at the times shown below. You can also mail or email your feedback to Customer Care, details available on our website.

### WHERE CAN WE VIEW IT?

Supper Room at Rawson's Hall, 37 Taylors Road, Burnt Pine Council's website under Documents for Public Exhibition.

### WHEN IS IT OPEN?

9am - 3 pm Monday to Friday, 18 February to 28 March 2025 9am - 12pm Saturday mornings, 22 February to 22 March 2025. Closing date for submissions is 28 March 2025.

To view the online documents and survey, click [HERE](#).

## RFQ: SCIENTIFIC SERVICES - AAEP

NIRC is seeking an experienced and qualified Consultant to provide Scientific Advice and Services to the ongoing Norfolk Island Argentine Ant Eradication Program.

An eradication program for Argentine Ants on Norfolk Island commenced in 2008. Funding and resourcing dedicated to the program since this time has varied, as have the success rates. The eradication program is currently delivered by the Council, funded by the Australian Government under a Service Delivery Agreement between Council and the Department of Infrastructure, Transport, Regional Development and Communications.

The program has been designed by the CSIRO and is titled the Argentine Ant Eradication Strategy Norfolk Island 2022-2026. The Australian Government has committed funding for the project until June 2026.

Closing date 7 March 2025. For full details visit Tenders & EOIs at our [website](#).

## THERE'S STILL TIME TO SHARE YOUR FEEDBACK

Council has embarked on a community engagement program to provide information about the wastewater management strategy draft document with the community, and to gather feedback that will inform future infrastructure and related environment programs.

The current Water Assurance Scheme (WAS) requires future capital expenditure to replace ageing infrastructure, and there is evidence that points to similar issues with Onsite Wastewater Management Systems (OWMS) on private properties.

The draft strategy addresses the current performance of these systems, taking into consideration existing standards and the expectations of the community.

A concerning aspect surrounding the poor performance of OWMS effluent discharge is the contamination of watercourses and groundwater, particularly in the Emily and Slaughter Bay catchments.

Residents are strongly encouraged to view the draft strategy, ask questions of Council staff where needed, and to submit their feedback before the closing date of 28 March 2025.

A drop-in exhibition at Rawson Hall Supper Room is currently open to the public between 9am and 3pm Monday to Friday and 9am to 12pm Saturday until the closing date. Community members can read the strategy, view mapping and other visual information, and complete a survey about wastewater issues.

All of this information is also available on NIRC's website under Documents for Public Exhibition, including the online survey. Feedback can be submitted by email or mail, as detailed on the website.

This is an important step in information-gathering before the next report is presented to Council to recommend the way forward for the future of wastewater management, public health and the environment on Norfolk Island.



# EOI: COUNCIL ADVISORY COMMITTEE MEMBERS

Norfolk Island Regional Council is seeking Expressions of interest from members of the community and nominated organisations for Council's two newly established Advisory Committees.

Through this EOI process, NIRC is encouraging applications from suitable candidates with the appropriate skills and experience, seeking representation from nominated community groups or sectors in the community.

## Committee 1 - Environment and Sustainability Advisory Committee (ESAC)

The Committee's aim is to assist Council on matters relating to Norfolk Island's sustainability, namely waste and wastewater management, water management (water quality and water security), biodiversity conservation and land management matters that relates to Council Land.

Committee Membership will consist of a minimum of five members from the following areas:

1. Special interest groups (Sustainability / Environment / Biodiversity)
2. General community
3. Commonwealth (Parks Australia / Dept of Infrastructure, Transport, Regional Devt, Communications and the Arts (DITRDCA))
4. Education
5. Agriculture

Non-voting members:

- Council's General Manager or delegate
- Team Leader Biodiversity

## Committee 2 - Tourism and Economic Development Advisory Committee (TEDAC)

The Committee's aim is to assist Council in building a strong, diverse, vibrant and sustainable Norfolk Island economy through the identification of



business opportunities, incentives, tourism industry innovation and improved efficiencies.

Committee Membership will consist of a minimum of five members from the following areas:

1. Three Business Operators (Tourism)
2. Three Business Operators (other than Tourism)
3. One General community member

Non-voting members:

- Council's Tourism and Events Team Leader or delegate
- Council's General Manager or delegate
- One representative from Regional Development Australia Commonwealth (Parks Australia / DITRDCA)

## Registration of Expression of Interest

If you are interested in applying for either of these committees, Council encourages you to read the Information Packet and Terms of Reference for each committee found on Council's website at the following link: <https://www.nirc.gov.au/Your-council/Tenders-and-EOI>.

Please register your Expression of Interest by emailing your application to [executiveassistant@nirc.gov.nf](mailto:executiveassistant@nirc.gov.nf).

**EOI's close on Friday, 7 March 2025.**



# MANAGING CATTLE GRAZING ON NORFOLK ISLAND TO ENHANCE WATER QUALITY – AGRONOMIST VISIT

**A project funded through the Australian Government's Our Marine Parks Grants program is underway, with the goal of enhancing the quality of run off and ground water entering the Norfolk Marine Park.**

The project is considering livestock-related impacts on sensitive areas including waterways, wetlands, and erosion-prone areas, while seeking to maintain the number of cattle on the island as well as improving livestock health and productivity.

The Norfolk Island Regional Council (NIRC), the Department of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA) and the Norfolk Island National Park are collaborating through a joint project working group to identify priority areas for protection from cattle grazing impacts.

The project also aims to identify areas on public land that could potentially be grazed. Agronomists visited Norfolk Island in late February and met with land managers and the Norfolk Island Cattle Association (NICA), and to revisit areas of public land that are currently grazed, as well as less sensitive areas that are not currently grazed but potentially could be.

The agronomists are working with the project partners to explore approaches to improve weed management, pasture quality, soil chemistry, and grazing management with the view to potentially increase carrying capacity and overall productivity. These activities will help inform the development of a Norfolk Island Public Land Grazing Management Strategy.

The Norfolk Island Public Land Grazing Management Strategy will explore sustainable ways to increase productivity and manage grazing in areas away from watercourses, wetlands, and steep areas where cattle grazing does not impact water quality.

The agronomists will also recommend additional actions that cattle owners can take to improve the health and productivity of roadside cattle.

Through improved grazing management practices, the project aims to improve water quality in waterways that flow into the Norfolk Marine Park, including Watermill and Town Creek.

These creeks run through the KAVHA catchment and directly into the Emily and Slaughter Bay Lagoon reef system at the Emily Bay outlet, with poor water quality in these two creeks recognised as a major threat to the health of Emily and Slaughter Bay reef.

The Our Marine Parks Grant Program is investing in the long-term health of Australia's Marine Parks – with Council's cattle grazing project helping to reduce the impacts of livestock on waterways, wetlands, and erosion-prone areas, while supporting livestock health and productivity.

For more information about this project please contact Customer Care on 22001 or local freecall 0100 or email [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf).



# The Norfolk Wave Recycling Centre



## Food-Free February!

Over the month of February, The Norfolk Wave shone light on the Food & Organics stream, highlighting the importance of keeping food waste out of other material streams. Food waste is an awesome resource when handled properly, resulting in rich compost and healthy soils. However, if left to contaminate other recyclable materials, it can mean extra waste being exported and sent to landfill, putting strain on the economy and the environment.

Bringing CLEAN rubbish to The Norfolk Wave is the No. 1 most important thing you can do to help us recycle your rubbish!

Some top tips to keep your rubbish clean!

Did you know...  
We process an average of  
**250kg per day**  
of food and organic materials?

1. Use your old washing up water to rinse your rubbish
2. Rinse things ASAP so that the food doesn't stick
3. Keep a scrap bucket on your bench for easy scrap disposal





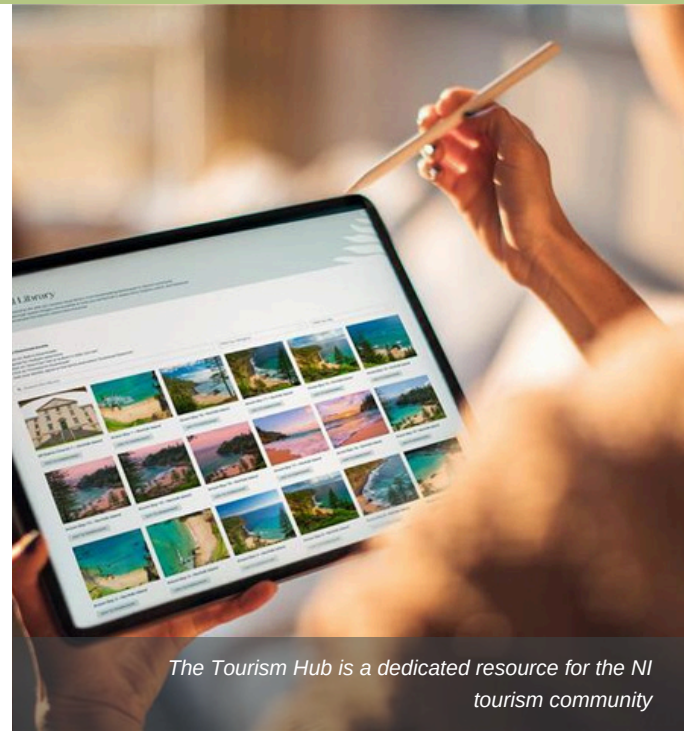
# TOURISM NEWS

## Tourism Hub Launched

The Norfolk Island Tourism Hub is officially live! This dedicated platform - a key milestone of the Norfolk Island Tourism Strategy 2024-2027 - will be a go-to resource for essential tools, insights, and assets.

Designed specifically for local operators, media, and industry partners, the Hub provides easy access to resources, strategic insights, and opportunities to collaborate with the Norfolk Island Tourism Team.

<https://tourismhub.norfolkisland.com.au/>



*The Tourism Hub is a dedicated resource for the NI tourism community*

## Tourism Team Meets Media

Norfolk Island Tourism recently attended the TravMedia Summit and IMM (International Media Marketplace) in Sydney - an invaluable opportunity to connect with leading travel media, journalists, editors, and broadcasters.

NI Tourism Team Leader Sue-ellen Quintal and Gail Vergona from Social Tap, shared Norfolk's unique charm, ensuring the island remains top of mind for future features and travel stories. To leave a lasting impression, gift bags featuring artwork from local artists Sue Pearson and Greg Magri were shared, celebrating Norfolk's rich creative and cultural heritage.

Events like these help strengthen media relationships, expand exposure, and keep Norfolk on the radar for future travellers.



*From L-R: Sue-ellen Quintal, Travel Writer Lee Tulloch and Gail Vergona from Social Tap talking all things Norfolk at IMM.*

## New Tourism Imagery

Abbey from Social Tap and photographer Amy Hemmings have been on-island this week, capturing fresh imagery of Norfolk's hospitality and retail experiences for the new Tourism website (coming soon!).

These images will be used across multiple marketing channels and will also be available to local operators and media via the newly launched Norfolk Island Tourism Hub.



*Photographer Amy Hemmings got busy snapping local hospitality and retail businesses.*

## New Branding for 2025

Following extensive consultation and direct feedback from members of the community and industry partners, a new look Norfolk Island Tourism Brand was launched this year.

This achievement would not have been possible without the incredible contributions of our community and industry partners, whose insights and invaluable feedback have helped create something we can all be proud of.

The new brand embodies the essence of Norfolk Island, by celebrating the iconic Norfolk Pine as a living emblem of Norfolk Island's identity - Strong, Graceful and Enduring. It represents the island's deep connection to its natural surroundings, cultural heritage, and timeless way of life.

With this fresh look, vibrant identity, and thoughtful storytelling, the new brand helps visually bring to life the Tourism Industry Future Vision to position Norfolk Island as a boutique South Pacific Island destination for high value, low impact modern travellers of all ages.



*The new tourism branding has been applied to online platforms and promotion material like this bag, designed for use at IMM, a travel industry event.*

## JUST WALKING THE DOG...

Our furry best friends benefit from walks or runs with their owners, and Norfolk Island has plenty of space to exercise dogs.

Some locations and situations have specific rules around the presence of dogs for the safety, health and respect of fauna and other community members, and the beginning of a new year is good time to issue a reminder.

When walking dogs in any public reserve on Norfolk Island, they must be kept under control of and in the company of their owner or walker. In some areas, such as Hundred Acre, Bumbora and Point Ross (Crystal Pool) Reserves, and in areas of reserves that are not grazed by cattle, dogs must be on a leash at all times.

The graveyard in Cemetery Reserve and the greens, tees and bunkers on the Norfolk Island Golf Club that are located in Point Hunter Reserve, are OFF LIMITS to dogs, as are the areas between the seaward side of Bay Street and the high-water mark and between the seaward side of the road around Emily Bay and the high-water mark.

Always remember to take a puppy poop bag or two with you. If you're walking at KAVHA, dog waste bag dispensers have been installed in three locations across Kingston to encourage more dog walkers to use them. Each dispenser has a bin for disposal next to it, which are monitored and emptied by the KAHVA team.

For information about Public Reserves on Norfolk Island please contact Customer Care on local free call 0100.



# NIRC SNIPPETS

## LATEST NEWS IS ONLINE

Did you know you can find our most recent media releases on our website? You can find them under News on our homepage or you can click [HERE](#) to view them all.

## JOBS IN COUNCIL

NIRC has several vacancies open, closing on 10 March. For all the details check the Working for Council page on our website [HERE](#).



## UPCOMING EVENTS

2-9 March	History Lovers Tour
5 and 19 March	Government House Charity Open Day
6 March	Foundation Day
19-20 March	235th HMS Sirius Shipwreck Week
14-21 March	235th HMS Sirius Shipwreck Anniversary
23 April	Government House Charity Open Day

Click [HERE](#) for details of all upcoming events, or to find everything you need to know about visiting our beautiful island, head over to our tourism website at [norfolkisland.com.au/](http://norfolkisland.com.au/)

## COUNCIL MEETING DATE

The next Council Meeting is scheduled to be held on 26 March 2025 at Bicentennial Complex 39 Taylors Road, Burnt Pine, Norfolk Island.

Meetings can also be viewed online with the live link provided on Council's Facebook page prior to the commencement of the meeting.

Link to Council Meetings [here](#).

## PUBLIC ACCESS MEETING

Requests for Public Access are open to members of the public until 3pm on the Tuesday prior to Council Meeting day, with public access meetings to be held at 10am on the day of the Council meeting. See below information to arrange a Public Access meeting with one of the Administrators.

The Council Administrators Mr Scott Mason and Mr Gary Mottau, can be contacted to discuss concerns by emailing: [council.administrator@nirc.gov.nf](mailto:council.administrator@nirc.gov.nf)

## CONTACT NIRC

### ADDRESS:

Bicentennial Complex  
39 Taylors Road, Burnt Pine  
NORFOLK ISLAND 2899

### PHONE:

Free local call 0100  
International callers +6723 22001

### EMAIL:

[customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf)

**WEBSITE:** [www.nirc.gov.nf/](http://www.nirc.gov.nf/)

### OPENING HOURS

Monday to Friday 9:00am to 4:00pm (closed on public holidays)

