



# MEDIA RELEASE

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## Council Service Area Update

### **Customer Care**

The Customer Care office is open to the public Monday to Friday, 9am - 4pm. Due to resource shortages, the office will close each day for half an hour between approximately 12 and 12.30pm.

To assist Customer Care in complying with EMNI requirements, the following restrictions are in place:

- Only two (2) people are permitted inside at any one time.
- All persons must sanitise and sign in before entering the premises.
- All persons must wear a mask.

If you do not need to visit Customer Care in person, we encourage you to phone the office on free call 0100 or email [customercare@nirc.gov.nf](mailto:customercare@nirc.gov.nf)

### **Waste Management Centre**

The Waste Management Centre (WMC) has also made changes to their operations to comply with EMNI social distancing requirements (4sqm/person rule). The following restrictions are now in place:

- Only two (2) cars will be permitted to unload at any one time.
- All persons must wear a mask and follow the WMC staff instructions.

To reduce wait times and minimise handling by staff, please sort your waste into its appropriate categories prior to arriving at the Centre. You can find more information about how to sort your waste on Councils website [www.norfolkisland.gov.nf](http://www.norfolkisland.gov.nf)

Important Public Notice: no waste is permitted to be delivered to the centre from a person who is currently in isolation.

You can keep up to date with what is happening in Councils service areas by following our Facebook page NIRC2899.

Leanne Webb

**MANAGER CUSTOMER SERVICE**

6 January 2022