Norfolk Island Regional Council

Restricted Contact Central Register

Item No.	Date of Contact xx/xx/xxxx	Details of the Customer	Details of the Customer's Unreasonable Conduct or Contact	Details of the limitation placed on the Customer's Access to Council	Any specific directions issued by the General Manager relating to the Customer	Date Customer advised of restricted contact (xx/xx/xxx)	Date that the Customer's entry on the Restricted Contact Central Register will be reviewed
1	since 2016 - ongoing and repetitive	Norfolk Island Chamber of Commerce PO Box 370 Norfolk Island 2899	Refer to Memo dated 25/08/2021 approved by GM and letter dated 26/08/2021 to Committee Members. It is considered the Chamber's dealings with Council are excessive and categorised as follows: a) Unreasonable conduct, in that it is characterised as persistent, prolific, and harassing using a "scatter gun" approach, with copies of emails sent to several internal and external parties. b) Unreasonable persistence, as it is continued and incessant and has a disproportionate and unreasonable impact on Council, its staff, services, time and resources. Examples demonstrate that the Chamber persists with an issue or complaint even though it has been comprehensively considered and investigated by the Council. c) Unreasonable arguments, with the Chamber's arguments often not based on reason or logic and not supported by evidence; examples demonstrate arguments that are false, defamatory or inflammatory. d) Unreasonable behaviour, with Chamber having an unreasonable impact on the health and safety of Council staff demonstrated by the use of defamatory remarks, harassment, sending confronting and threatening letters and emails, and distributing false and defamatory communiques to Council and the wider Norfolk Island community.	Refer to the Memo dated 25/08/2021 and letter to Committee members dated 26/08/2021 The following restricted contact arrangements commence as of 25 August 2021 and the Chamber and Committee Members are advised: a) That the Chamber can only contact Council in writing by letter or electronically. b) That the Chamber's correspondence will be read to ensure no new significant issues with supported evidence have been made, and filed. c) That Council will only acknowledge or respond to correspondence if new information relating to Council decisions is provided. d) The Council's General Manager is appointed as the named officer to be the Chamber's single point of contact.	Refer to Memo dated 25.08.2021 and letter to Committee Members dated 26.08.2021 Restriction applies for 12 months effective as of date memo signed by GM	26/08/2021	25/08/2022