

Media Release

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Connect with Council online 24/7

The current COVID-19 pandemic is changing the way we interact with businesses, and technology is playing a big role in this.

Ballina Shire Council is encouraging local residents and businesses to take advantage of their Community Portal, which offers a way to interact with Council online from the comfort of your own home or workplace.

Council launched the online platform in late 2019 to provide customers with a better user experience. The online platform has a contemporary look and feel and allows the community to interact with Council 24/7.

"This portal aims to provide a more accessible and satisfying experience for our customers. And with the current social distancing measures in place, there's never been a better time to start using our Community Portal. Users can register, login and do business with us 24/7," said Ballina Shire Council's Manager Information Services, Stewart Littleford.

"Since it first launched, the functions of the portal have grown from simply checking your rates and charges balance to reporting a missed bin collection or pothole," added Mr Littleford.

Council is encouraging residents and businesses to register as it gives them a more personalised experience that over time will be enhanced to increase the services provided. Once you are registered you will be able to login and view your previous rates and charges payments, make transactions and requests, update your details and subscriptions. Registering is easy, you just need a unique email address.

Community members and ratepayers can use the portal to:

- Pay your rates
- Check your rates balance and view transactions (for registered users)
- Report an issue
- Subscribe to Council news (for registered users)

Businesses, real estates and conveyancers can use the portal to:

- Pay your rates and other business charges
- Request a property or rating certificate
- Request access to a historical development or building file

Why not try the portal to pay your rates this month? Council's next rate instalment is due on 31 May and can be paid online via the Community Portal.

To visit the Community Portal go to *ballina.nsw.gov.au/CommunityPortal*

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Image: Customer Service Officer, Laura using the Community Portal





