



# COVID-19 contacts list

Last updated 28 April 2020

Area	Contact	Agency	Source
<b>General health information</b> <ul style="list-style-type: none"><li>• Government updates</li><li>• Facts and FAQs</li><li>• Government response</li><li>• Community advice</li><li>• Health professional advice</li><li>• Business and Industry advice</li><li>• Advice for the public sector</li></ul>	Please refer to the website below for the most up-to-date government information <a href="http://www.wa.gov.au/government/coronavirus-covid-19">www.wa.gov.au/government/coronavirus-covid-19</a>	WA Department of the Premier and Cabinet	<a href="http://www.wa.gov.au">www.wa.gov.au</a>
<b>Austrade information for exporters</b>	Austrade website <a href="http://www.austrade.gov.au/news/news/novel-coronavirus">www.austrade.gov.au/news/news/novel-coronavirus</a>	Austrade	<a href="http://www.austrade.gov.au/news/news/novel-coronavirus">www.austrade.gov.au/news/news/novel-coronavirus</a>
<b>Business support – small businesses in WA</b> Small business support services	Small Business Development Corporation COVID-19 Assistance Centre <b>13 31 40</b>	Small Business Development Corporation (WA)	<a href="http://www.smallbusiness.wa.gov.au">www.smallbusiness.wa.gov.au</a>
<b>Business support – businesses in WA</b> CCI WA – Free online advice for businesses during COVID-19	<a href="https://covid19.cciwa.com/">https://covid19.cciwa.com/</a> <b>9365 7501</b> Chris Rodwell – Chris.Rodwell@cciwa.com	Chamber of Commerce and Industry WA	<a href="https://covid19.cciwa.com">https://covid19.cciwa.com</a>
<b>Business support – national</b> Sole traders, employers, companies, government assistance – temporary cash flow, tax support, company support	Australian Federal Government Business services <b>13 28 46</b>	Australian Government Business	<a href="http://www.business.gov.au">www.business.gov.au</a>

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<b>Community – local meeting and information centres</b> Linkwest has a network of 150 community managed centres across WA. Meeting places for local people and as such also need to be kept up to date with information and resources to help them to respond appropriately.	<b>9485 8929</b> Jane Chilcott – jane.chilcott@linkwest.asn.au	Linkwest	<a href="http://www.linkwest.asn.au">www.linkwest.asn.au</a>
<b>Exporters</b>	Export Council of Australia <a href="https://www.export.org.au/covid-19">https://www.export.org.au/covid-19</a>	Export Council of Australia	<a href="https://www.export.org.au/covid-19">https://www.export.org.au/covid-19</a>
<b>Family – domestic and family violence support</b> WESNET – FDV resources for survivors and front line workers: blog, best practices, guides on operating remotely.	<a href="https://techsafety.org.au/blog/2020/03/18/covid19-resources-for-dfv-agencies-wanting-to-use-technology/">https://techsafety.org.au/blog/2020/03/18/covid19-resources-for-dfv-agencies-wanting-to-use-technology/</a> <b>1800 937 638</b> Karen Bentley – karen.bentley@wesnet.org.au	WESNET	<a href="https://techsafety.org.au/blog/2020/03/18/covid19-resources-for-dfv-agencies-wanting-to-use-technology/">https://techsafety.org.au/blog/2020/03/18/covid19-resources-for-dfv-agencies-wanting-to-use-technology/</a>
<b>Finance</b> Financial concerns, financial difficulty, financial hardship, loan payments, accessing Centrelink payments	Australian Banking Association <b>1800 560 685</b>	Australian Banking Association	<a href="http://www.ausbanking.org.au">www.ausbanking.org.au</a>
<b>Food</b> Food – safe food handling, catering	National Coronavirus Helpline <b>1800 020 080</b>	Federal Department of Health (The Australian Health Protection Principal Committee)	<a href="http://www.health.gov.au">www.health.gov.au</a>
<b>Health</b> Health concern	National Coronavirus Helpline <b>1800 020 080</b>	WA Department of the Premier and Cabinet/ WA Department of Health	<a href="http://www.health.gov.au">www.health.gov.au</a>
<b>International education</b> Information for educational institutions and international students	Study Perth Australia Dedicated International Student Line: <b>1300 981 621</b>	Study Perth Australia	<a href="http://www.studyinaustralia.gov.au">www.studyinaustralia.gov.au</a>
<b>Labor relations</b> Private sector labour relations – employees, employers, workers, sole traders, trusts, not-for-profits <ul style="list-style-type: none"> <li>• Pay rates</li> <li>• Leave entitlements</li> </ul>	Wageline <b>1300 655 266</b>	WA Commerce – now under WA Department of Mines, Industry Regulation and Safety (DMIRS)	<a href="http://www.wa.gov.au">www.wa.gov.au</a> <a href="http://www.commerce.wa.gov.au/labour-relations/contact-wageline">www.commerce.wa.gov.au/labour-relations/contact-wageline</a>

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<b>Payments</b> Coronavirus (COVID-19) support and payments	Australian Government – Services Australia <b>132 468</b>	Federal government	<a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
<b>State plans</b> Pandemic plan, Remote Aboriginal Communities Directions, plans in other languages	Direct to wa.gov.au website portal: <a href="http://www.wa.gov.au/government/coronavirus-covid-19">www.wa.gov.au/government/coronavirus-covid-19</a>		
<b>Tax relief – WA</b> Employers – payroll tax relief - WA	<b>9262 1300</b> <b>1300 368 364</b> (WA country landline callers)	WA Department of Finance	<a href="http://www.wa.gov.au">www.wa.gov.au</a>
<b>Tax support – national</b>	Australian Tax Office (ATO) <b>1800 806 218</b>	Australian Tax Office (ATO)	<a href="http://www.business.gov.au">www.business.gov.au</a>
<b>Tourism</b> Tourism WA has a Coronavirus webpage with information for businesses, stimulus packages etc – visit the main Tourism site for information <a href="http://www.tourism.wa.gov.au">www.tourism.wa.gov.au</a>	Tourism Reception at One William <b>9262 1700</b>	Tourism WA	<a href="http://www.tourism.wa.gov.au">www.tourism.wa.gov.au</a>
<b>Travel</b> Restrictions, entry, exit, transit	<b>1300 555 135</b> <a href="http://www.smartraveller.gov.au/COVID-19-australian-travellers">www.smartraveller.gov.au/COVID-19-australian-travellers</a>	Smart Traveller (federal)	<a href="http://www.smartraveller.gov.au">www.smartraveller.gov.au</a>
<b>Travel – exemptions, international, Australian border</b> Exemptions will apply to essential services and workers, including health and emergency services, defence and policing, mining industry workforces, flight crews and freight of essential goods, via ports and trucks – with strict guidelines in place to monitor and manage this.	See website for exemption application <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>	Australian Border Force	<a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a>
<b>Workplace</b> Workplace laws, workplace obligations and requirements – pay, leave, rosters, hours, asking employees to stay at home Info for: Fast food, restaurants, cafes, horticulture, young workers, students, contractors	<b>13 13 94</b> <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>	Fair Work Ombudsman	<a href="http://www.wa.gov.au">www.wa.gov.au</a> <a href="http://www.fairwork.gov.au/about-us/news-and-media-releases/">www.fairwork.gov.au/about-us/news-and-media-releases/</a> <a href="http://www.fairwork.gov.au/news/coronavirus-and-australian-workplace-laws">website-news/coronavirus-and-australian-workplace-laws</a>