



COVID-19 contacts list

Last updated 30 March 2020

Area	Contact	Agency	Source
General Health Information <ul style="list-style-type: none">• Government updates• Facts and FAQs• Government response• Community advice• Health professional advice• Business and Industry advice• Advice for the public sector	Please refer to the website below for the most up-to-date government information www.wa.gov.au/government/coronavirus-covid-19	WA Department of the Premier and Cabinet	www.wa.gov.au
Austrade information for exporters	Austrade website www.austrade.gov.au/news/news/novel-coronavirus	Austrade	www.austrade.gov.au/news/news/novel-coronavirus
Business support – small businesses in WA Small business support services	Small Business Development Corporation COVID-19 Assistance Centre 13 31 40	Small Business Development Corporation (WA)	www.smallbusiness.wa.gov.au
Business support – national Sole traders, employers, companies, government assistance – temporary cash flow, tax support, company support	Australian Federal Government Business services 13 28 46	Australian Government Business	www.business.gov.au
Exporters	Export Council of Australia https://www.export.org.au/covid-19	Export Council of Australia	https://www.export.org.au/covid-19
Finance Financial concerns, financial difficulty, financial hardship, loan payments, accessing Centrelink payments	Australian Banking Association 1800 560 685	Australian Banking Association	www.ausbanking.org.au

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Food Food – safe food handling, catering	National Coronavirus Helpline 1800 020 080	Federal Department of Health (The Australian Health Protection Principal Committee)	www.health.gov.au
Health Health concern	National Coronavirus Helpline 1800 020 080	WA Department of the Premier and Cabinet/ WA Department of Health	www.health.gov.au
International Education Information for educational institutions and international students	Study Perth Australia Dedicated International Student Line: 1300 981 621	Study Perth Australia	www.studyinaustralia.gov.au
Labor relations Private sector labour relations – employees, employers, workers, sole traders, trusts, not-for-profits <ul style="list-style-type: none"> • Pay rates • Leave entitlements 	Wageline 1300 655 266	WA Commerce – now under WA Department of Mines, Industry Regulation and Safety (DMIRS)	www.wa.gov.au www.commerce.wa.gov.au/labour-relations/contact-wageline
Payments Coronavirus (COVID-19) support and payments	Australian Government – Services Australia 132 468	Federal government	www.servicesaustralia.gov.au
State plans Pandemic plan, Remote Aboriginal Communities Directions, plans in other languages	Direct to wa.gov.au website portal: www.wa.gov.au/government/coronavirus-covid-19		
Tax relief - WA Employers – payroll tax relief - WA	9262 1300 1300 368 364 (WA country landline callers)	WA Department of Finance	www.wa.gov.au
Tax support - national	Australian Tax Office (ATO) 1800 806 218	Australian Tax Office (ATO)	www.business.gov.au
Tourism Tourism WA has a Coronavirus webpage with information for businesses, stimulus packages etc – visit the main Tourism site for information www.tourism.wa.gov.au	Tourism Reception at One William 9262 1700	Tourism WA	www.tourism.wa.gov.au

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<p>Travel Restrictions, entry, exit, transit</p>	<p>1300 555 135 www.smartraveller.gov.au/COVID-19-australian-travellers</p>	<p>Smart Traveller (federal)</p>	<p>www.smartraveller.gov.au</p>
<p>Travel – exemptions, international, Australian border Exemptions include: 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.</p>	<p>See website for exemption application www.homeaffairs.gov.au</p>	<p>Australian Border Force</p>	<p>www.homeaffairs.gov.au</p>
<p>Workplace 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</p>	<p>13 13 94 www.fairwork.gov.au</p>	<p>Fair Work Ombudsman</p>	<p>www.wa.gov.au www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws</p>