Checklist companion.

Version 3.2 December 2019

# Checklist companion

The Checklist companion is designed to be used with our Starting your business and Growing your business checklists.

It contains lists of Australian, state and territory government agencies referenced by the checklists, and is quick reference for you to locate who you need to contact when starting and growing your business.

**The agency lists included in the** Checklist companion **are:**

* Australian Government agencies
* Business agencies
* Consumer affairs agencies
* Revenue offices
* Workplace relations agencies
* WHS & workers compensation agencies
* Tender agencies

The Checklist companion will be updated regularly. To ensure you have the latest version, visit
<http://www.business.gov.au/checklist>.

If you need an interpreter to assist with translation, please phone the **Translating and Interpreting Service National** on **13 14 50** and ask them to telephone ***business.gov.au*** on ***13 28 46***.

Please note that every effort has been made to ensure that information provided in this Checklist companion is accurate. The Checklist companion is not intended to be an exhaustive source of information and should not be seen to constitute legal advice. You should, where necessary, seek your own legal advice for any legal issues raised in relation to starting or growing your business.

# Australian Government agencies

Please find below a list of business related Australian Government agencies referenced within the Starting your business and Growing your business checklists. For a more complete list of agencies, visit our Directory of government & business associations at <http://www.business.gov.au/directory>.

| Agency | Phone  | Website |
| --- | --- | --- |
| **Attorney-General’s Department** | (02) 6141 6666  | <https://www.ag.gov.au> |
| **Australian Trade Commission (Austrade)** | 13 28 78  | <https://www.austrade.gov.au> |
| **Australian Apprenticeships** | 13 38 73  | <https://www.australianapprenticeships.gov.au> |
| **Australian Bureau of Statistics (ABS)** | 1300 135 070  | <https://www.abs.gov.au> |
| **Australian Communications and Media Authority (ACMA)** | 1300 850 115  | <https://www.acma.gov.au> |
| **Australian Competition and Consumer Commission (ACCC)** | 1300 302 502  | <https://www.accc.gov.au><https://www.productsafety.gov.au><https://www.scamwatch.gov.au> |
| **Australian Human Rights Commission** | 1300 369 711 | <https://www.hreoc.gov.au> |
| **Australian Securities & Investments Commission (ASIC)** | 1300 300 630  | <https://www.asic.gov.au><https://www.moneysmart.gov.au> |
| **Australian Taxation Office (ATO)** | 13 28 66  | <https://www.ato.gov.au><https://www.abr.gov.au> |
| **AusTender** | 1300 651 698  | <https://www.tenders.gov.au> |
| **Centrelink** | 13 11 58  | <https://www.centrelink.gov.au><https://www.humanservices.gov.au> |
| **Communications, Dept of** | 1800 254 649  | <https://www.communications.gov.au><https://www.staysmartonline.gov.au> |
| **Education, Dept of**  | 1300 566 046 | <https://www.education.gov.au> |
| **Environment and Energy, Dept of the** | 1800 803 772 | <https://www.environment.gov.au><https://www.npi.gov.au> |
| **Export Finance Australia** | 1800 093 724 | https://www.exportfinance.gov.au/ |
| **Fair Work Commission** | 1300 799 675  | <https://www.fwc.gov.au> |
| **Fair Work Ombudsman** | 13 13 94  | <https://www.fairwork.gov.au> |
| **Finance, Dept of** | (02) 6215 2222  | <https://www.finance.gov.au> |
| **Foreign Affairs and Trade, Dept of (DFAT)** | (02) 6261 1111  | <https://www.dfat.gov.au> |
| **Home Affairs, Dept of** | 1300 363 263  | https://www.homeaffairs.gov.au/ |
| **Indigenous Business Australia (IBA)** | 1800 107 107  | <https://www.iba.gov.au> |
| **indigenous.gov.au** |  | <https://www.indigenous.gov.au> |
| **Infrastructure, Transport, Cities and Regional Development, Dept of** | 1800 075 001  | <https://www.infrastructure.gov.au> |
| **Industry, Dept of**  | (02) 6213 6000 | <https://www.industry.gov.au> |
| **IP Australia** | 1300 651 010  | <https://www.ipaustralia.gov.au> |
| **National Industrial Chemicals Notification and Assessment Scheme (NICNAS)** | 1800 638 528 | <https://www.nicnas.gov.au> |
| **Office of the Australian Information Commissioner** | 1300 363 992  | <https://www.oaic.gov.au> |
| **Safe Work Australia** |  | <https://www.safeworkaustralia.gov.au> |
| **Small Business Superannuation Clearing House (SBSCH)** |  | https://www.ato.gov.au/business/super-for-employers/paying-super-contributions/small-business-superannuation-clearing-house/ |
| **Tax Practitioners Board** | 1300 362 829  | [https://www.tpb.gov.au](http://www.tpb.gov.au) |
| **The Treasury** | (02) 6263 2111  | https://www.treasury.gov.au |
| **Water Efficiency Labelling and Standards (WELS) Scheme** | 1800 218 478  | <https://www.waterrating.gov.au> |

# Business agencies

Each state and territory has a business agency or department that provides advice and support to businesses.

| State | Name | Phone | Website |
| --- | --- | --- | --- |
| **ACT** | Business Development | 1800 244 650 | <http://www.business.act.gov.au> |
| **NSW** | Office of the Small Business Commissioner  | 1300 134 359 | <http://www.smallbiz.nsw.gov.au> |
| **NT** | Department of Business | 1800 193 111  | <http://www.dob.nt.gov.au/> |
| **QLD** | Department of Tourism, Major Events, Small Business and the Commonwealth Games  | 13 25 23  | <http://www.business.qld.gov.au/>  |
| **SA** | Department for Manufacturing, Innovation, Trade, Resources and Energy | 1800 188 018 | <http://www.southaustralia.biz> |
| **TAS** | Department of State Growth | 1800 440 026 | https://www.stategrowth.tas.gov.au |
| **VIC** | Business Victoria (Department of State Development, Business and Innovation)  | 13 22 15 | <http://www.business.vic.gov.au> |
| **WA** | Small Business Development Corporation  | 13 12 49 | <http://www.smallbusiness.wa.gov.au> |

# Consumer affairs agencies

Contact your local consumer affairs agency for fair trading and consumer affairs.

| State  | Name  | Phone  | Website |
| --- | --- | --- | --- |
| **ACT**  | Office of Regulatory Services (Justice and Community Safety Directorate) | (02) 6207 3000  | <http://www.ors.act.gov.au> |
| **NSW**  | NSW Fair Trading  | 13 32 20  | <http://www.fairtrading.nsw.gov.au> |
| **NT**  | Dept of the Attorney-General and Justice | (08) 8935 7777  | <http://www.nt.gov.au/justice> |
| **QLD**  | Office of Fair Trading  | 13 74 68  | <http://www.fairtrading.qld.gov.au> |
| **SA**  | Consumer and Business Services  | 131 882  | <http://www.ocba.sa.gov.au> |
| **TAS**  | Consumer Affairs & Fair Trading (Department of Justice)  | 1300 654 499  | <http://www.consumer.tas.gov.au> |
| **VIC**  | Consumer Affairs Victoria (CAV)  | 1300 558 181  | <http://www.consumer.vic.gov.au> |
| **WA**  | Consumer Protection Advice Line (Department of Commerce) | 1300 304 054  | <http://www.commerce.wa.gov.au> |

# Revenue offices

Each state and territory has a revenue office responsible for state taxes.

| State  | Name  | Phone  | Website |
| --- | --- | --- | --- |
| **ACT**  | ACT Revenue Office  | (02) 6207 0028  | <http://www.revenue.act.gov.au> |
| **NSW**  | Office of State Revenue  | (02) 9689 6200  | <http://www.osr.nsw.gov.au> |
| **NT**  | Territory Revenue Office  | 1300 305 353  | <http://www.revenue.nt.gov.au> |
| **QLD**  | Office of State Revenue  | 1300 300 734  | <http://www.osr.qld.gov.au> |
| **SA**  | RevenueSA  | (08) 8226 3750  | <http://www.revenuesa.sa.gov.au> |
| **TAS**  | State Revenue Office (Department of Treasury and Finance) | (03) 6233 8070  | <http://www.sro.tas.gov.au> |
| **VIC**  | State Revenue Office Victoria  | 13 21 61  | <http://www.sro.vic.gov.au> |
| **WA**  | State Revenue  | (08) 9262 1400  | <http://www.finance.wa.gov.au> |

# Workplace relations agencies

Information about pay and conditions in the national Fair Work system is available at the **Fair Work Ombudsman** website at <http://www.fairwork.gov.au> or via the **Fair Work Infoline** on **13 13 94**.

If you’re covered by the Western Australian workplace relations system (for example, if your business is not incorporated), see the **Department of Commerce** website at <http://www.commerce.wa.gov.au/LabourRelations> or phone **1300 655 266**.

# WHS & workers compensation agencies

Each state and territory agency is responsible for promoting and enforcing workers’ compensation and workplace health & safety (WHS) legislation.

| State  | Name  | Phone  | Website |
| --- | --- | --- | --- |
| **National**  | Safe Work Australia  | (02) 6121 5317  | <http://www.safeworkaustralia.gov.au> |
| **ACT**  | WorkSafe ACT  | (02) 6205 0200  | <http://www.worksafety.act.gov.au> |
| **NSW**  | WorkCover NSW  | (02) 4321 5000  | <http://www.workcover.nsw.gov.au> |
| **NT**  | NT WorkSafe  | 1800 019 115  | <http://www.worksafe.nt.gov.au> |
| **QLD**  | Workplace Health and Safety Queensland WorkCover Queensland  | 1300 369 915 1300 362 128  | <http://www.whs.qld.gov.au><http://www.workcoverqld.com.au> |
| **SA**  | WorkCover SA SafeWork SA  | 13 18 55 1300 365 255  | <http://www.workcover.com><http://www.safework.sa.gov.au> |
| **TAS**  | WorkSafe Tasmania | 1300 366 322  | <http://www.wst.tas.gov.au> |
| **VIC**  | WorkSafe Victoria  | (03) 9641 1555  | <http://www.worksafe.vic.gov.au> |
| **WA**  | WorkSafe WA WorkCover WA  | 1300 307 877 (08) 9388 5555  | <http://www.safetyline.wa.gov.au><http://www.workcover.wa.gov.au> |

# Tender agencies

Each state and territory tender agency lists available tenders on their website.

| State  | Name  | Phone  | Website |
| --- | --- | --- | --- |
| **National**  | AusTender  | 1300 651 698  | <http://www.tenders.gov.au> |
| **ACT**  | ACT Shared Services Procurement  | (02) 6207 5542  | <http://www.procurement.act.gov.au> |
| **NSW**  | NSW eTendering (NSW Procurement)  | 1800 679 289  | <http://www.tenders.nsw.gov.au> |
| **NT**  | Quotations and Tenders Online  | (08) 8999 1937  | <http://www.nt.gov.au/tenders> |
| **QLD**  | Dept of Housing and Public Works  | 1800 631 991  | <http://www.hpw.qld.gov.au/procurement> |
| **SA**  | SA Tenders & Contracts (Shared Services SA) | (08) 8462 1401  | <http://www.tenders.sa.gov.au> |
| **TAS**  | Tenders (Department of Treasury and Finance) | (03) 6233 3885  | <http://www.purchasing.tas.gov.au> |
| **VIC**  | Tenders VIC  | (03) 8683 2932  | <http://www.tenders.vic.gov.au> |
| **WA**  | Tenders WA  | (08) 6551 2345  | <http://www.tenders.wa.gov.au> |