

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

Agency	Phone	Website
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
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	1300 369 915	http://www.whs.qld.gov.au
	WorkCover Queensland	1300 362 128	http://www.workcoverqld.com.au
SA	WorkCover SA	13 18 55	http://www.workcover.com
	SafeWork SA	1300 365 255	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	1300 307 877	http://www.safetyline.wa.gov.au
	WorkCover WA	(08) 9388 5555	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