Checklist companion.

Version 3.1 January 2014

An Australian Government Initiative

business.gov.au

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 the **Small Business Support Line** on **1800 777 275**.

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	http://www.ag.gov.au http://www.accesstojustice.gov.au
AusIndustry	13 28 46	http://www.ausindustry.gov.au
Australian Trade Commission (Austrade)	13 28 78	http://www.austrade.gov.au
Australian Apprenticeships	13 38 73	http://www.australianapprenticeships.gov.au
Australian Bureau of Statistics (ABS)	1300 135 070	http://www.abs.gov.au
Australian Communications and Media Authority (ACMA)	(02) 6219 5555	http://www.acma.gov.au http://www.spam.acma.gov.au
Australian Competition and Consumer Commission (ACCC)	1300 302 502	http://www.accc.gov.au http://www.productsafety.gov.au http://www.scamwatch.gov.au
Australian Customs and Border Protection Service (Customs and Border Protection)	1300 363 263	http://www.customs.gov.au
Australian Human Rights Commission	1300 369 711	http://www.hreoc.gov.au
Australian Quarantine and Inspection Service (AQIS)	1800 020 504	http://www.daff.gov.au/aqis
Australian Securities & Investments Commission (ASIC)	1300 300 630	http://www.asic.gov.au http://www.connectonline.asic.gov.au http://www.moneysmart.gov.au
Australian Taxation Office (ATO)	13 28 66	http://www.ato.gov.au https://www.abr.gov.au
AusTender	1300 651 698	http://www.tenders.gov.au
Centrelink	13 11 58	http://www.centrelink.gov.au http://www.humanservices.gov.au
Communications, Dept of	1800 254 649	http://www.communications.gov.au http://www.digitalbusiness.gov.au http://www.staysmartonline.gov.au
Education, Dept of	1300 363 079	http://www.education.gov.au
Enterprise Connect	13 17 91	http://www.enterpriseconnect.gov.au
Environment, Dept of	(02) 6274 1111	http://www.environment.gov.au http://www.npi.gov.au
Export Finance and Insurance Corporation (EFIC)	1800 887 588	http://www.efic.gov.au
Fair Work Commission	1300 799 675	http://www.fwc.gov.au

Agency	Phone	Website
Fair Work Ombudsman	13 13 94	http://www.fairwork.gov.au
Family Assistance Office	13 61 50	http://www.familyassist.gov.au
Finance, Dept of	(02) 6215 2222	http://www.finance.gov.au
Foreign Affairs and Trade, Dept of (DFAT)	(02) 6261 1111	http://www.dfat.gov.au
Immigration and Border Protection, Dept of	13 18 81	http://www.immi.gov.au
Indigenous Business Australia (IBA)	1800 107 107	http://www.iba.gov.au
Indigenous Coordination Centres (ICCs)	1300 653 227	http://www.indigenous.gov.au
Infrastructure and Regional Development, Dept of	(02) 6274 7111	http://www.infrastructure.gov.au http://www.grantslink.gov.au http://www.myregion.gov.au
Industry, Dept of	1800 024 095	http://www.industry.gov.au http://sblegal.industry.gov.au http://www.livinggreener.gov.au
IP Australia	1300 651 010	http://www.ipaustralia.gov.au
National Industrial Chemicals Notification and Assessment Scheme (NICNAS)	(02) 8577 8800	http://www.nicnas.gov.au
Office of the Australian Information Commissioner	1300 363 992	http://www.oaic.gov.au http://www.privacy.gov.au
Office of the Franchising Mediation Adviser (OFMA)	1800 150 667	http://www.franchisingmediationadviser.com.au
Safe Work Australia	(02) 6121 5317	http://www.safeworkaustralia.gov.au
Small Business Superannuation Clearing House (SBSCH)	1300 660 048	http://www.humanservices.gov.au/smallbusinesssuper
Tax Practitioners Board	1300 362 829	http://www.tpb.gov.au
The Treasury	(02) 6263 2111	http://www.treasury.gov.au
Water Efficiency Labelling and Standards (WELS) Scheme	1800 218 478	http://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 Economic Development, Tourism and the Arts	1800 440 026	http://www.development.tas.gov.au
VIC	Business Victoria (Department of StateDevelopment, 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**