

Australian Capital Territory

Counter service and appointments at Fair Work Ombudsman offices

From Wednesday 18 March 2020, and until further notice, we will be stopping face to face service in our offices. This change follows recommendations to help contain the spread of coronavirus (also known as COVID-19).

Customers please contact us by:

- [Sending an online enquiry \(www.fairwork.gov.au/contact-us/online-enquiries\)](http://www.fairwork.gov.au/contact-us/online-enquiries)
- [Calling us \(www.fairwork.gov.au/contact-us/call-us\)](http://www.fairwork.gov.au/contact-us/call-us) .

We apologise for any service delays and inconvenience this may cause. We'll update this page when counter service at our offices resumes.

Learn more about workplace rights and obligations relating to coronavirus on [Coronavirus and Australian workplace laws \(www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws\)](http://www.fairwork.gov.au/about-us/news-and-media-releases/website-news/coronavirus-and-australian-workplace-laws) .

If you've submitted an [Online enquiry \(www.fairwork.gov.au/contact-us/online-enquiries/online-enquiries\)](http://www.fairwork.gov.au/contact-us/online-enquiries/online-enquiries) and we need to meet with you face to face at our Canberra office, we will book in a time for you to come and see us at the address below.

If you decide to visit us without an appointment, we may not be able to see you at your preferred time.

Canberra

Level 10
224 Bunda Street and cnr Akuna Street
Canberra ACT 2600

You might also be interested in

- [Calling us \(www.fairwork.gov.au/contact-us/call-us/default\)](http://www.fairwork.gov.au/contact-us/call-us/default)

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Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

The Fair Work Ombudsman is committed to providing advice that you can rely on. The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional. Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died.