

Offices

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 \(https://coronavirus.fairwork.gov.au\)](https://coronavirus.fairwork.gov.au) .

Most of your workplace relations questions can be answered on our website or over the phone but in some cases we may ask you to come into one of our offices to meet with us face to face.

We have offices in all capital cities and 14 regional locations across Australia. If you've submitted an online enquiry and we need to meet with you face to face we will book in a time for you to come and see us at one of these locations.

You can find the address by selecting the relevant state or territory.

Help for small business

- Contact the small business helpline for quick and easy access to our advisers and workplace relations information. Call the helpline on 13 13 94 and press option 3
- Find tools, resources and information you might need on our [Small business page \(www.fairwork.gov.au/Find-help-for/Small-business/default\)](http://www.fairwork.gov.au/Find-help-for/Small-business/default) .

You might also be interested in

- [Call us \(www.fairwork.gov.au/contact-us/call-us/default\)](http://www.fairwork.gov.au/contact-us/call-us/default)
- [Online enquiries \(www.fairwork.gov.au/contact-us/online-enquiries/online-enquiries\)](http://www.fairwork.gov.au/contact-us/online-enquiries/online-enquiries)
- [Language help \(www.fairwork.gov.au/language-help/default\)](http://www.fairwork.gov.au/language-help/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