

## Contact us

JobKeeper changes to the Fair Work Act

On 9 April 2020, the Fair Work Act was amended to support the implementation and operation of the JobKeeper scheme in Australian workplaces.

For information about the changes and how they apply, go to [JobKeeper wage subsidy scheme \(www.fairwork.gov.au/coronavirus-and-australian-workplace-laws/pay-and-leave-during-coronavirus/jobkeeper-wage-subsidy-scheme/default\)](http://www.fairwork.gov.au/coronavirus-and-australian-workplace-laws/pay-and-leave-during-coronavirus/jobkeeper-wage-subsidy-scheme/default) .

Published 27 March 2020 | Updated 4 June 2020

When considering our guidance, we encourage employees and employers to work together to find the most beneficial and workable solutions that suit their individual workplaces and staff. We are all facing difficult and unprecedented circumstances, and it's in everyone's interests to try to reach productive and cooperative solutions. Employers and employees can explore options that suit their individual needs, including taking different forms of leave (paid and unpaid), working from home, or taking extra precautions in the workplace.

### Resolving workplace issues during coronavirus

For information about how and where to get help, visit [Resolving workplace issues during coronavirus \(www.fairwork.gov.au/coronavirus-and-australian-workplace-laws/contact-us/resolving-workplace-issues-during-coronavirus/resolving-workplace-issues-during-coronavirus\)](http://www.fairwork.gov.au/coronavirus-and-australian-workplace-laws/contact-us/resolving-workplace-issues-during-coronavirus/resolving-workplace-issues-during-coronavirus) . This page has resources to help you with resolving workplace issues, explains how to ask for help, and has information about disputes and enforcement relating to the JobKeeper scheme.

### Coronavirus hotline

If you have an urgent enquiry about your workplace obligations or entitlements, please [contact us \(https://www.fairwork.gov.au/contact-us\)](https://www.fairwork.gov.au/contact-us) on 13 13 94 (tel:131394) and select the prompt for the coronavirus hotline. You can also submit an enquiry online through [My account \(https://www.fairwork.gov.au/my-account/registerpage.aspx\)](https://www.fairwork.gov.au/my-account/registerpage.aspx) .

If you or someone you know needs an interpreter when contacting us, call the Translating and Interpreting Service on 13 14 50. They will call us for you and interpret your question. Tell the operator the language you speak and ask them to call us on 13 13 94.

Please be aware that we are currently experiencing higher than normal wait times due to an increase in coronavirus related enquiries.

### Translated information

You can use our website translator to read some pages on the website in your language, including our [JobKeeper wage subsidy scheme section \(www.fairwork.gov.au/coronavirus-and-australian-workplace-laws/pay-and-leave-during-coronavirus/jobkeeper-wage-subsidy-scheme/default\)](http://www.fairwork.gov.au/coronavirus-and-australian-workplace-laws/pay-and-leave-during-coronavirus/jobkeeper-wage-subsidy-scheme/default) . Choose your language from the menu at the top of the page to translate the information.

We also have a page where you can read essential information about [workplace laws during coronavirus in your language \(https://www.fairwork.gov.au/about-us/news-and-media-releases/website-news/translate-coronavirus-and-australian-workplace-laws-in-formation-into-your-language\)](https://www.fairwork.gov.au/about-us/news-and-media-releases/website-news/translate-coronavirus-and-australian-workplace-laws-in-formation-into-your-language) .

### Other questions about workplace laws

Do you have a different workplace question? Find out how to get the answer you need quickly by using our self-service tools or one of our other contact channels at [Contact us \(https://www.fairwork.gov.au/contact-us\)](https://www.fairwork.gov.au/contact-us) .

## Contact us

Fair Work Online: [www.fairwork.gov.au](http://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

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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.

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