



Did you know the Department of Commerce can provide your business with information and advice on trading, employment and safety at work?

Use this checklist to help identify where the department may be able to assist you.

Protecting consumers – Consumer Protection

Are you aware of your obligations under the Fair Trading Act?
Do you know what a consumer's rights are when they buy from you?
Do you know how to deal with customer complaints?
Does your business have a refund policy sign?
Are you packaging goods for sale or selling pre-packed articles?

The Consumer Protection Division provides advice and publications that can assist businesses to meet their obligations under consumer protection laws.
Visit the website and look under Consumer Protection, or contact our advice line on 1300 30 40 54.

Promoting fair employment – Labour Relations

Do you employ anyone?
Do you know what employment arrangements are covered by Federal or State legislation?
Are you aware of the legal requirements for employees' pay and working conditions?
Are you aware of time and wages record keeping requirements?
Are you aware of the requirements when terminating employees?

The Labour Relations Division can assist with information, training, advice and publications on employment matters.
For answers to your questions, visit the website and look under Labour Relations, or contact Wageline on 1300 655 266.

Promoting safe work – WorkSafe

Do you need work safety and health advice specific to your industry?
Do you need safety and health advice on a particular hazard in your workplace?
Do you need a free independent and confidential safety assessment of your workplace?
Do you need help to create your own safety and health management system in your workplace?
Do you know where to go for further advice or assistance with occupational safety and health in your small business?

The WorkSafe Division promotes occupational safety and health (OSH) in workplaces.
For information on a wide range of industry specific and general safety and health topics, visit the website and look under WorkSafe.
The ThinkSafe Small Business Assistance Program can further assist small businesses by providing individual assessments of your workplace and materials to create your own OSH management system.

Promoting safe use of electricity and gas – EnergySafety

Do you employ electricians or gas workers?
Do you manufacture, import or sell electrical or gas equipment or appliances?

The EnergySafety Division regulates the technical and safety aspects of electricity and gas distribution and use by consumers. EnergySafety also licenses electrical contractors, electricians and gas workers.
For assistance, contact EnergySafety on 9422 5200, or visit the website and look under EnergySafety.

Facilitating business sector development – Science, Innovation and Business

Are you looking for a Western Australian supplier?
Do you need help to commercialise a new product?
Are you involved in science?
Would you like to access the Buy WA First logo?
Do you need to increase your opportunities to access major public and private sector resource and development projects?

The Science, Innovation and Business Division plays a key role in building science capability and capacity; promoting and supporting innovation; and facilitating industry and business development in Western Australia.
For more information, contact Science, Innovation and Business on 1300 136 237 or visit the website and look under Science and Innovation.



Department of Commerce

Consumer Protection

Advice Line: 1300 30 40 54
Forrest Centre 219 St Georges Terrace Perth WA 6000
Administration: (08) 9282 0777
Facsimile: (08) 9282 0850
Mail: Locked Bag 14 Cloisters Square Western Australia 6850
Email: consumer@commerce.wa.gov.au

Energy Safety

303 Sevenoaks Street
Cannington WA 6107
Administration: (08) 9422 5200
Facsimile: (08) 9422 5244
Mail: P.O. Box 135 Cannington Western Australia 6987
Email: energysafety@commerce.wa.gov.au

Labour Relations

Wageline: 1300 655 266
Dumas House 2 Havelock Street West Perth WA 6005
Administration: (08) 9222 7700
Facsimile: (08) 9222 7777
Mail: P.O. Box 1218 West Perth Western Australia 6782
Email: labourrelations@commerce.wa.gov.au

Science, Innovation and Business

Level 7, 1 Adelaide Terrace East Perth WA 6004
Administration: 1300 136 237
Facsimile: (08) 9263 8100
Mail: Locked Bag 14 Cloisters Square Western Australia 6850
Email: sib@commerce.wa.gov.au

WorkSafe

Customer help centre: 1300 307 877
Westcentre 1260 Hay Street West Perth WA 6005
Administration: (08) 9327 8777
Facsimile: (08) 9321 8973
Mail: PO Box 294 West Perth Western Australia 6872
Email: safety@commerce.wa.gov.au

Regional offices

Great Southern (08) 9842 8366
South-West (08) 9722 2888
Mid-West (08) 9964 5644
Goldfields/Esperance (08) 9026 3250
North-West (08) 9185 0900
Kimberley (08) 9169 2811

National Relay Service: 13 36 77

Website: www.commerce.wa.gov.au