

# INFORMATION AND SUPPORT FOR BUSINESSES AFFECTED BY COVID-19

## NSW GOVERNMENT 24 HOUR COVID-19 HOTLINE

NSW workers and businesses are now able to access a range of advice and support on non-health related COVID-19 enquiries via the Service NSW contact centre 13 77 88.

<https://www.nsw.gov.au/covid-19>

## AUSTRALIAN GOVERNMENT

This site is regularly updated to give you the latest Coronavirus news, updates and advice from government agencies across Australia.

<https://www.australia.gov.au/>

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## AUSTRALIAN GOVERNMENT

### [Coronavirus \(COVID-19\)](#)

This site is regularly updated to give you the latest Coronavirus news, updates and advice from government agencies across Australia.

<https://www.australia.gov.au/>

- **Key updates** - Up-to-date coronavirus alerts and news
- **Health alerts & advice** - View the latest advice and recommendations from the Dept of Health
- **Restrictions & safety advice** - Understand the current status of restrictions and latest safety advice
- **Financial support** - How to access financial help during the coronavirus pandemic
- **Business & employer information** - Financial support and information for businesses of all sizes
- **Support for individuals, families & communities** - Access services and support to help you through coronavirus
- **Education & childcare information** - Latest advice for parents, students and all education providers
- **State and Territory Government information** - Refer to your local state government for the latest responses to the coronavirus pandemic
- **Stay connected** - Follow the Australian Government on social media, download the official coronavirus applications, or message us on WhatsApp

### **Department of Health**

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Find out how we are monitoring and responding to the outbreak, how you can help slow the spread of COVID-19 in Australia, and what to do if you have symptoms. We also report the latest official medical advice and case numbers. P: 1800 020 080

### [Coronavirus \(COVID-19\) resources](#)

A collection of resources for the general public and industry about coronavirus (COVID-19).

### [COVIDSafe app](#)

The new COVIDSafe app is completely voluntary. Downloading the app is something you can do to protect you, your family and friends and save the lives of other Australians. The more Australians connect to the COVIDSafe app, the quicker we can find the virus.

### **Business.gov.au**

#### [Coronavirus information and support for business](#)

Find financial assistance, eligibility and timing for the new government support for Australian businesses. We'll be updating this page as new information is available.

#### [JobKeeper Payment](#)

Under the JobKeeper Payment, businesses impacted by the coronavirus will be able to access a subsidy from the Government to continue paying their employees. Affected employers will be able to claim a fortnightly payment of \$1,500 per eligible employee from 30 March 2020, for a maximum period of 6 months.

### JobKeeper Payment for sole traders

Sole traders may be eligible to receive the JobKeeper Payment if their turnover has reduced. Following registration by the eligible business, the Government will provide \$1,500 per fortnight per eligible employee for a maximum of 6 months. This will support sole traders to maintain their income and connection with employees.

### A hold on evictions for renters

The Australian Government, together with the states and territories have agreed on a common set of principles:

- a short term, temporary moratorium on eviction for non-payment of rent to be applied across commercial tenancies impacted by severe rental distress due to coronavirus
- tenants and landlords are encouraged to agree on rent relief or temporary amendments to the lease
- the reduction or waiver of rental payment for a defined period for impacted tenants
- the ability for tenants to terminate leases and/or seek mediation or conciliation on the grounds of financial distress
- commercial property owners should ensure that any benefits received in respect of their properties should also benefit their tenants in proportion to the economic impact caused by coronavirus
- landlords and tenants not significantly affected by coronavirus are expected to honour their lease and rental agreements
- cost-sharing or deferral of losses between landlords and tenants, with Commonwealth, state and territory governments, local government and financial institutions to consider mechanisms to provide assistance

Commercial tenants, landlords and financial institutions are encouraged to talk about short term agreements.

### **What support is available to you?**

- [Restrictions on non-essential services](#)
- [Support available for sole traders](#)
- [Support available for employers](#)
- [Support available for companies](#)

### **Government assistance**

- [Increasing the Instant Asset Write-Off](#)
- [Backing Business Investment \(BBI\)](#)
- [Increased and accelerated income support](#)
- [Early access to superannuation](#)
- [Supporting the flow of credit](#)
- [Boosting cash flow for employers](#)
- [Supporting apprentices and trainees](#)
- [Temporary relief for financially distressed businesses](#)
- [Assistance for affected regions, communities and industries](#)
- [State and territory information, grants and assistance](#)
  - [NSW](#)
- [Support for existing government program participants and applicants](#)

## Business information

- [Tax support](#)
- [Travelling for work](#)
- [Be aware of coronavirus scams](#)
- [Coronavirus and mental health](#)
- [Continuing your business](#)
  - Create or update your business continuity plan
  - Get expert advice
  - Review your finances
  - Customer rights during COVID-19
  - Set yourself up for remote working
  - Exporting advice
  - Find webinars and events for advice
  - COVID-19 infection control training

## The Treasury - <https://treasury.gov.au/coronavirus>

The Government's economic response targets three areas:

- [Supporting Individuals and Households](#)
- [JobKeeper payment](#)
- [Support for Businesses](#)
- [Supporting the Flow of Credit](#)
- [Coronavirus SME Guarantee Scheme](#)
- [Resources / Fact Sheets](#)

## Australian Tax Office (ATO)

[Support for businesses and employers](#)

ATO Emergency Support Infoline on 1800 806 218

## Services Australia

<https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19>

Information and services to help individuals affected by coronavirus (COVID-19) or looking for more details: Carers / Families / Job Seekers / Older Australians / People with disability / Students and trainees

- [How to register your intention to claim a Centrelink payment - coronavirus \(COVID-19\)](#)
- [More financial support for people affected by coronavirus](#)

## Department of Education, Skills & Employment

<https://www.dese.gov.au/news/coronavirus-covid-19>

### Jobs Hub

While many businesses have been adversely affected by COVID-19 and are reducing their workforces, there are some areas of the economy which have an increased demand for workers. This includes jobs in health and care sectors, transport and logistics, some areas of retail, mining and mining services, manufacturing, agriculture and government sectors, among others. The Jobs Hub helps you find advertised vacancies.

### Employment Facilitators

Employment Facilitators are an on-the-ground presence that work with retrenched workers and other job seekers in specific regions to connect them with training, job opportunities and to link them with other existing support. Employment Facilitators are engaged to facilitate government initiatives but can also be engaged in exceptional circumstances after careful assessment on a case-by-case basis.

- Far South Coast - Andrew Wales, P: 0497 832 330, E: [andrew.wales@fscfacilitator.com.au](mailto:andrew.wales@fscfacilitator.com.au)
- Hunter Region - Warrick Jordan, P: 0451 633 197, E: [warrick.jordan@hunterfacilitator.com](mailto:warrick.jordan@hunterfacilitator.com)
- Northern Inland
  - Rechelle Leahy, P: 0408 224 489,  
E: [rechelle@northerninlandemploymentfacilitator.com.au](mailto:rechelle@northerninlandemploymentfacilitator.com.au)
  - Bronwyn Pearson, P: 0412 400 206,  
E: [bronwyn@northerninlandemploymentfacilitator.com.au](mailto:bronwyn@northerninlandemploymentfacilitator.com.au)

## [Coronavirus \(COVID-19\) information for higher education providers](#)

### [Higher education relief package - Frequently Asked Questions](#)

The package will support workers displaced by the COVID-19 crisis to upskill or retrain, and support universities and other higher education providers to continue teaching.

### **Department of Home Affairs**

<https://www.homeaffairs.gov.au/news-media/current-alerts/novel-coronavirus>

- COVID-19 and The Australian Border
- Travelling from Overseas
- Exemptions to travel restrictions
- Visa holders in Australia
- Complying with visa conditions
  - Special arrangements for students who are in Australia - Information about working in Australia
  - Education providers - Information about deferrals, extensions and what to tell students
  - Bridging visa holders
  - Cruise ship passengers - See what you can and must do
  - Cruise ship industry - See details of the restriction on arrivals
  - Airline staff- See what you can and must do

### **Australian Maritime Safety Authority (AMSA) - [Advice for the Maritime Industry](#)**

### **Australian Trade & Investment Commission**

<https://www.austrade.gov.au/news/news/novel-coronavirus>

Exporters are advised to keep abreast of the situation in various locations by using the link above, relying on trusted partners in local markets, or by contacting Austrade on 13 28 78 and following the prompts for 'Export enquiries' (within Australia). We recommend that you:

- Stay in contact with your customers and partners; communicate on a regular basis as far as possible. Be aware there is a likelihood that the customer's business is being heavily impacted as well.
- Stay in touch with your peak industry body.
- Be aware that many events are being cancelled or rescheduled.
- Prepare a plan for when the pandemic effects ease so you can scale up delivery and promotion of your product or service.
- Note the latest Australian Government Travel Advice and travel restrictions in place, which are there for your safety.

[McKinsey & Company: COVID-19: Implications for business](#)

[World Health Organisation – Coronavirus diseases \(COVID-19\) Pandemic](#)

### [Export Market Development Grants \(EMDG\)](#)

The Export Market Development Grants (EMDG) scheme is a key Australian Government financial assistance program for aspiring and current exporters. Administered by Austrade, the scheme supports a wide range of industries.

On 1 April 2020, the Federal Government announced an increase in funding for the Export Market Development Grants (EMDG) scheme. Funding for the scheme will increase by \$49.8 million in the 2019-20 financial year, allowing exporters and tourism businesses to get additional reimbursements for costs incurred in marketing their products and services around the world. This supplements the additional \$60 million already committed by the Government, and brings EMDG funding to its highest level in more than 20 years at \$207.7 million for the 2019-20 financial year.

[About EMDG](#)

[Apply for a grant](#)

### [International Freight Assistance Mechanism](#)

A new network of 15 air freight service providers and freight forwarders has now been established to accelerate delivery of agricultural and fisheries exports into key overseas markets.

The network will allow the Government's \$110 million International Freight Assistance Mechanism (IFAM) to ramp-up assistance to exporters and re-establish global supply chains. In the first three weeks of its operation, over 560 Australian businesses have registered their interest in utilising the IFAM and agreements for 55 freight flights have already been secured.

Through the IFAM, the government will meet a portion of the airfreight costs – reducing costs for exporters and ensuring they can get their produce on flights and to international customers quickly.

To access the IFAM you must [register your interest](#).

## Department of Agriculture, Water & the Environment

### **Agriculture** – [Coronavirus \(COVID-19\) advice](#)

Explore advice

- [Food and agriculture](#)
- [Exports](#)
- [Imports](#)
- [Travel](#)
- [Domestic animals](#)
- [Human health](#)

Industry support

- [Industry engagement](#)
- [Business support](#)

[Whole of government advice](#)

[In your area](#)

### [Export and Regional Wine Support package](#)

### [International freight support measures](#)

We are providing support to the agriculture and seafood sector to deal with current air freight constraints. This includes \$110 million to ensure air freight capacity remains open for critical markets. An International Freight Coordinator-General has been appointed to oversee this task. They will work with airlines and freight forwarders.

We are now seeking information to best guide this investment. Do you rely on air freight to export high-value agricultural and fisheries products? This could include:

- seafood
- red meat
- dairy
- horticulture.

We want to hear from you. [Please share your freight requirements with us](#).

Contact: Freight assistance team

Department of Agriculture, Water and the Environment

Phone 02 6272 2444

Email [freight.assistance@agriculture.gov.au](mailto:freight.assistance@agriculture.gov.au)

## Department of Infrastructure, Transport, Regional Development and Communications [COVID-19 response](#)

### Areas of portfolio support

- [Assistance to the aviation sector](#)
- [Heavy vehicle industry](#)
- [Media sector](#)
- [Office for the Arts](#)
- [Postal sector](#)
- [Relief and Recovery Fund](#)
- [Returning Australians home](#)
- [Telecommunications sector](#)
- [Vehicle imports](#)

### COVID-19 Relief and Recovery Fund

The Australian Government has established a \$1 billion COVID-19 Relief and Recovery Fund to support regions, communities and industry sectors that have been disproportionately affected by the Coronavirus crisis. This includes those heavily reliant on industries including agriculture, the arts, aviation, communication, education, fisheries, tourism and transport.

- How does the Fund work?
- What kinds of support are available?
- How can industry groups, regional bodies or communities apply for assistance?
- What initiatives are currently part of the Fund?
  - [Regional Airlines Funding Assistance](#)
  - [Regional Air Network Assistance](#)
  - [Airfreight Support for Essential Agriculture, Fisheries and Forestry Industries](#)
  - [Levy Relief for Commonwealth Fisheries](#)
  - [Additional Funding for the Export Market Development Grants Scheme](#)
  - [Supporting Indigenous Visual Arts Centres](#)
  - [Crisis Relief for Regional Arts](#)
  - [Support Act: Crisis Relief to Artists, Crew and Music Workers](#)
  - [Supporting Australia's exhibiting zoos and aquariums](#)
  - [Commonwealth National Parks—Support for Tourism—Fee Waivers](#)

### **Office of the Arts**

#### COVID-19 Update

- What is the Government doing for the cultural and creative sector?
- Whole of government measures
- Relief and Recovery Fund
- [Australia Council's Resilience Fund](#)
- Australian screen content
- [What about my funding?](#)
- [Personal support](#)
- [Contact the Office for the Arts](#)
- Fact sheets
  - [Arts Industry Support Package—Support Act: crisis relief to artists, crew and music workers](#)
  - [Arts Industry Support Package—supporting Indigenous visual arts centres](#)
  - [Arts Industry Support Package—crisis relief for regional arts](#)

**Australian Bureau of Statistics (ABS)**[Additional ABS products to measure impact of COVID-19](#)

The implications of the spread of the coronavirus, COVID-19, are highly uncertain. In these circumstances, there are sizeable benefits for the community and governments to have access to information about the economic responses of individuals and businesses that is as up-to-date as possible. The ABS is responding to this by producing a range of new statistical products to help us all understand what the impacts of this worldwide event may be. As noted in a further statement by the Australian Statistician on 31 March, a second tranche of products will include:

[Measuring the labour market impacts of COVID-19](#)

- ABS Cat. No. 6160.0.55.001 [Weekly Payroll Jobs and Wages in Australia](#) will provide frequent information on changes in total jobs and total wages paid, for all employing businesses who report through the Single Touch Payroll system to the Australian Taxation Office (approximately 99% of large and medium sized businesses, and around 70% of small businesses).
- ABS Cat. No. 5676.0.55.003 [Business Impacts of COVID-19](#) Survey will provide information from a sample of around 1,000 businesses, including changes to workforce arrangements, staffing levels and location of work.
- ABS Cat. No. 4940.0 [Household Impacts of COVID-19](#) Survey will provide information from a sample of around 1,000 households, including changes in jobs or hours worked related to COVID-19.

**National Indigenous Australians Agency (NIAA) - [Coronavirus \(COVID-19\)](#)**

Aboriginal and Torres Strait Islander peoples and communities are a priority in the Federal Government's COVID-19 Emergency Response Plan. At the Federal level, the Department of Health is the lead Commonwealth Agency on the health-related aspects of COVID-19, with the NIAA supporting this effort.

NIAA has an important role to play in the broader efforts to reduce the impacts of the virus on Indigenous Australians. The Agency is coordinating with a range of Commonwealth, State and Territory Departments and Agencies to protect against the serious threat to Indigenous Australians, with an immediate focus on those in remote areas.

The Agency is working with the Department of Home Affairs and other stakeholders to ensure that food security is maintained. The NIAA is also working with a range of stakeholders to ensure Indigenous businesses and organisations can access the wide range of Government support that has been announced.

**Australian Competition & Consumer Commission (ACCC) - [COVID-19 \(coronavirus\) information for consumers](#)**

On this page you will find the latest information on consumer rights, travel and event cancellations in relation to COVID-19. This will be updated regularly as new guidance is available. The ACCC understands many businesses are struggling to manage cancellations at this time. Mindful of this we are urging consumers to remain patient, and where possible to contact the business by email or website, rather than by phone. These are very complex issues and may take smaller businesses more time to respond. The ACCC is alert to any instances of unfair or unconscionable conduct on the part of businesses in dealing with consumers during the current crisis.

**NBN Co. - [Coronavirus \(COVID-19\) and nbn: latest updates, working from home tips and FAQs](#)****Department of Defence – [Defence Health – COVID-19](#)**

**NSW GOVERNMENT****COVID-19 (Coronavirus) updates**<https://www.nsw.gov.au/covid-19>

Information and advice on COVID-19 (Coronavirus) for community and businesses in New South Wales. 13 77 88

- [Have symptoms?](#)  
Come forward and get tested even if you only have mild symptoms like a cough. You can help stop the spread of COVID-19 in the community.
- [Visiting other people at home](#)  
From Friday 1 May, up to 2 adults and their dependent children will be allowed to visit another household.
- [How to protect your customers and staff](#)  
Give your customers the confidence to shop with you by promoting good hygiene and physical distancing on your premises.

**What you need to know**

- [What you can or can't do under the current rules](#)  
Find out how public health orders affect what you can or can't do, where you can go and what is open, closed or restricted.
- [Financial support](#)  
Support is available if you're affected by COVID-19 and experiencing financial difficulty.
- [How to protect yourself and others](#)  
Wash your hands regularly and keep your distance from others but stay connected.

**Supporting our community**

- [Education](#)  
Information about COVID-19 (coronavirus) for NSW schools, universities and childcare centres.
- [Businesses and employment](#)  
Information for businesses, employees and jobseekers, including advice about the latest closures.
- [Step-by-step guides for job or housing problems](#)  
Information, advice and support so that you can make the right decisions for you.

**News and resources**

- [Latest news and updates](#)
- [Travel and transport advice](#)
- [Symptoms and testing](#)
- [Fee and licence relief](#)
- [Community resources and advice](#)
- [Mental health and safety](#)
- [For health workers and carers](#)
- [Aboriginal health](#)
- [COVIDSafe app](#)
- [Social distancing](#)
- [COVID-19 testing clinics](#)
- [Your rights: retail, travel and rentals](#)
- [Self-isolation and mandatory quarantine](#)
- [Service NSW Mobile App](#)
- [Government services](#)

### What you can and can't do under the rules

- [Keep your distance](#)
- [Look after yourself and others](#)
- [Family and domestic violence support](#)
- Stay at home rules
- Gatherings, behaviour and public places
- Businesses, places and services that are open, closed or restricted
- Penalties for breaching orders

### Public Health Orders and COVID-19 Legislation

### Businesses and employment

Support and financial relief for businesses, employees and jobseekers, to help manage the impact of COVID-19.

- [PPE supplies portal for industry and the community](#)
- [How to protect your customers and staff](#)
- [Fee and licence relief](#)
- [Licence fees frozen for school businesses](#)
- [Protection for NSW commercial tenants](#)
- [Call for local manufacturing of medical supplies](#)
- [Payroll tax assistance](#)
- [\\$10,000 grants for small business](#)
- [Grants and loans](#)
- [Personalised business support](#)
- [Help for small business](#)
- [Financial assistance for business and employers](#)
- [Employer and jobseeker resources](#)
- [How to keep your workplace healthy](#)
- [Tradespeople working in residential premises](#)
- [What you can and can't do under the rules](#)
- [Free TAFE courses to support NSW in pandemic](#)
- [Request advice on supply issues](#)
- [Meet a NSW Government export advisor](#)
- [Financial support if you're affected by COVID-19](#)
- [Hand sanitiser production information](#)
- [Construction hours extended to support industry during COVID-19](#)
- [Planning rules relaxed for food trucks and "dark kitchens"](#)
- [Fair Trading COVID-19 consumer and business rights](#)
- [Information for international education sector](#)
- [SafeWork NSW guidance for workplaces](#)

**Service NSW** - <https://www.nsw.gov.au/covid-19/businesses-and-employment>

Businesses impacted by COVID-19 can call 13 77 88

### **COVID-19 help for small businesses**

- [Request a call from a Business Concierge. We're here to help.](#)
- [Financial stimulus packages](#)
- [Opportunity for NSW businesses to help fill the medical supply chain](#)
- [Small Business Support Grant](#)
- [Personalised support](#)
- [Changes to business trading](#)
- [Fee waivers and tax assistance](#)
- [Grants, loans and financial assistance](#)
- [Your employees and apprentices](#)
- [Mental health and general wellbeing](#)
- [Training and education](#)
- [Information for primary producers](#)
- [General business support](#)
- [Online events for business owners](#)

### **Concessions, rebates and assistance**

#### **NSW Industrial Relations**

[COVID-19 Long Service Leave Act Amendment - FAQ](#)

#### **Fair Trading** - [Coronavirus \(COVID-19\) FAQs on consumer and business rights](#)

The impact of COVID-19 is being felt by consumers and businesses across NSW as conditions are imposed to help slow the spread of the virus. We are working closely with our stakeholders and we will continue to offer as much support and guidance as we can. The information below is based on the application of existing laws. Where you are genuinely unable to comply with the law, we will take a reasonable and pragmatic approach. If you require a legal opinion you should seek independent legal advice.

- [Renting and property](#)
- [Event and travel cancellations](#)
- [Shopping and subscription services](#)
- [Weddings](#)

#### **NSW Food Authority** - [COVID-19 \(Coronavirus\) advice for businesses](#)

- Food safety aspects of COVID-19
- Workforce impacts
- What measures can I take to protect my workforce?
- Precautionary approaches – how to deal with customers who are ill, or staff waiting on a test for COVID-19
- What happens if an employee tests positive for COVID-19?
- Will there be changes to food safety inspections / audits?
- Changes to planning rules for food trucks and “dark kitchens” during the COVID-19 crisis

**NSW Health**

<https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus-professionals.aspx>

- Update for health professionals
- Advice for health sector
- Assessment, testing and control
- Clinical guidance and resources
- Personal Protective Equipment (PPE)
- Pathology
- Other resources

[Guidance for managers and staff at hotels and other accommodation facilities hosting people in COVID-19 quarantine isolation](#)

**NSW Health & Medical Research****[COVID-19 Research Grants](#)**

The Program has been designed to ensure that research results are obtained as quickly as possible to directly support the NSW Health response to the COVID-19 pandemic. The COVID-19 research program will facilitate public health research, rapid diagnostics, clinical trials and trialling new vaccines. It will also support social, behavioural and mental health research, and health systems responsiveness.

There will be two rounds of funding. Round one funding will be allocated to an initial rapid funding round with shorter application and review timeframes. This initial round will focus on research topics that address key COVID-19 response needs. This funding round has been developed for projects that are ready to commence shortly and require rapid funding.

There will be two rounds of funding.

- Round one funding will be allocated to an initial rapid funding round with shorter application and review timeframes. This initial round will focus on research topics that address key COVID-19 response needs. This funding round has been developed for projects that are ready to commence shortly and require rapid funding.
- Round two funding will be reserved for a second round of proposals requiring a longer development period. This round will encompass a broader range of topic areas that have been identified as important to support patients, health care workers, the community and the health system in responding to COVID-19.

Funding will be available for existing and new research projects. Applications submitted for the first round but not funded may be reconsidered in the second round depending on alignment with research topics. Applicants in this category will be offered an opportunity to revise their proposal if required.

Applications will be peer reviewed against the eligibility and selection criteria in accordance with the process detailed in the COVID-19 Research Grants guidelines.

Any queries regarding NSW COVID-19 Research Program grants may be directed by email to: [MOH-COVID-19Grants@health.nsw.gov.au](mailto:MOH-COVID-19Grants@health.nsw.gov.au)

Please be advised we cannot respond to emails requesting:

- advice on whether your project fits within the eligible research topics outlined in Appendix A of the 2020 COVID-19 Research Grants Round One Guidelines
- advice on the merit or likelihood of success in receiving funding for a project.

**Department of Planning, Industry & Environment – Policy & Legislation**

<https://www.planning.nsw.gov.au/Policy-and-Legislation/COVID19-response>

**New Ministerial Order power**

On 25 March 2020, the NSW Government introduced the [COVID-19 Legislation Amendment \(Emergency Measures\) Bill 2020](#), which made changes to the *Environmental Planning and Assessment Act 1979*. The changes allow the Minister for Planning & Public Spaces to make an order for development to be carried out without the normal planning approval in order to protect the health, safety and welfare of the public during the COVID-19 pandemic. The list of Ministerial orders currently in force is below. The list will be updated progressively. Orders can also be found on the [NSW Government Gazette](#). These measures will be kept in place until the crisis is over and reviewed as new issues arise.

- [Physical copies of planning documents no longer required](#)
- [Flexibility for food trucks and dark kitchens](#)
- [Extended days for infrastructure construction work](#)
- [Extended days for construction work](#)
- [Supporting supermarket deliveries](#)
- [Retail trading and operating hours and waste removal](#)
- [Home businesses operating hours](#)
- [Instructions to councils and other planning authorities on the COVID-19 pandemic](#)
- Public hearings online

All planning panels will be required to hold public hearings and meetings online under a new regulation introduced on 30 April 2020 to ensure no delays in the system during the COVID-19 pandemic. The *Environmental Planning and Assessment Regulation 2000* has been amended to set out the minimum requirements for holding public hearings and meetings using telephone and video conferencing. The regulation will be gazetted on Friday 1 May.

**Create NSW**[Create NSW COVID-19 support for the small-medium arts and screen sector](#)

To support independent artists and small to medium arts, screen and cultural organisations impacted by COVID-19, Create NSW is implementing a number of measures. This includes accommodation assistance, new support for creatives to engage with online platforms, and a suite of initiatives that provide employment and development opportunities, and audience engagement and skill-sharing for arts, screen and cultural organisations and individuals across the State.

- [Creative Koori Digital Initiative](#)
- [Digitise Initiative](#)
- [Health and Wellbeing Initiative](#)
- [Regenerate Regional Event Initiative](#)
- [Small Project Grants](#)
- [Visual Arts Emerging Fellowship in partnership with Artspace](#)
- [Screen NSW Slate Development Fund](#)
- [Create Connects – webinar series](#)

**TAFE NSW**[Important Updates](#)[COVID-19 Support: Fee-Free Courses](#)

In response to the COVID-19 pandemic, TAFE NSW, in conjunction with the NSW Government, is offering a number of fee-free short courses that can be completed in just days or weeks, offering practical skills and experiences across a range of industries. If you're considering a new direction, why not explore some of the fee-free short courses as well as learn more about our Mature Age Scholarships, Destination Australia Scholarships and Women in Business program, among many others. Whether or not you've studied at TAFE NSW before, we encourage you to explore some of the courses available today. Our course list is updated often, so be sure to check back regularly to find a fee-free short course that's right for you.

- Develop Administration Skills
  - Business Administration Skills
  - Enhance Customer Service
  - Executive Assistant Skills
- Enhance Your Digital Impact
  - Build Creative Digital Imaging Skills
  - Build Your Digital Literacy with Coding
  - Computing Skills
  - Creating and Maintaining Simple Websites
  - Digital Security Basics
  - Using Social Media Tools
  - Digital Skills
- Grow Health and Medical Knowledge
  - Introduction to Infection Prevention and Healthy Body Function
- Improve Leadership Performance
  - Leading Teams
  - Managing Risk and Facilitating Continuous Improvement
- Practical Business Skills
  - Business Presentations
  - Computer Applications
  - Brand Presentation
  - Introductory Office Skills
  - Microsoft Excel – Intermediate
  - Microsoft Excel and Word – Introductory
  - Undertaking Projects and Managing Risk

**Training Services NSW - [COVID-19 Update](#)**

- [Information for apprentices and trainees](#)
- [Information for Registered Training Organisations](#)
- [Information for organisations employing apprentices and/or trainees](#)
- [Information for students of TAFE NSW and other training providers](#)

**NSW Education - [COVID-19 \(coronavirus\)](#)**

- [Advice for families](#)
- [NSW Schools Update app](#)
- [Learning from home](#)
- [Advice for staff \(Staff only\)](#)
- [School safety](#)
- [Early childhood education](#)
- [Training Services NSW](#)
- [Latest news](#)

**Department of Treasury – [Support for Businesses](#)****Department of Primary Industries - [COVID-19 advice](#)**

- [Essential services and assistance available to industry](#)
- [Border crossing information](#)
- [Your own health and the health of your workers](#)
- [Managing primary production workforce](#)
- [Animal care](#)
- [Food consumption](#)
- [Outdoor activities relating to primary industries](#)
- [Resources and information](#)

**Office of Local Government - [COVID-19 Local Government Resources](#)**

- [COVID-19 Local Government Economic Stimulus Package – FAQs](#)
- [Postponement of the September 2020 Local Government Elections](#)
- [Electronic council meetings now permitted](#)
- [Resource pack for Local Government](#)
- [Engagement guide for local government](#)

**Destination NSW - [COVID-19](#)****Transport for NSW - [Information and advice on the novel coronavirus \(COVID-19\)](#)****Hunter Water - [COVID-19 Update](#)****Ausgrid - [COVID-19 Response](#)****Endeavour Energy - [Maintaining Customer Services through COVID-19](#)****Essential Energy - [Coronavirus \(COVID-19\) Preparations](#)****National Parks and Wildlife Service (NPWS)****[COVID-19 Update](#)****[Frequently asked questions](#)**

- Closed parks, sites and attractions
- Restrictions that apply in open parks
- Campground and accommodation bookings
- Tours, events and volunteer activities

**Forestry Corporation NSW - [Closure of camping and picnic areas](#)****[NSW Police Force](#)**

Anyone who has information regarding individuals or businesses in contravention of a COVID-19 related ministerial direction is urged to contact Crime Stoppers. Information is treated in strict confidence. The public is reminded not to report crime via NSW Police social media pages. <https://nsw.crimestoppers.com.au>

**Office of Sport****[Coronavirus \(COVID-19\) Update](#)**

- [COVID-19 Sport and Active Recreation Sector Resources Library](#)

## LOCAL GOVERNMENT

Office of Local Government - [COVID-19 Local Government Resources](#)

### Hunter & Central Coast Councils

- [Hunter Joint Organisation](#)
- Central Coast Council [Helpful information on COVID-19](#)
- City of Newcastle
  - [How we are responding](#)
  - [Community and Economic Resilience Package](#)
- Lake Macquarie City Council [Novel Coronavirus \(COVID-19\) – community updates](#)
- Port Stephens Council [COVID-19 update from Port Stephens Council](#)
- MidCoast Council [COVID-19 Information](#)
- Dungog Shire Council [Covid-19 Community Update](#)
- Maitland City Council [Council's information regarding Coronavirus \(COVID-19\)](#)
- Cessnock City Council [COVID-19 \(coronavirus\)](#)
- Singleton Council
  - [COVID-19: How Council is responding](#)
  - [Community Economic Development Fund pays dividends to help address Economic and Social Impacts of COVID-19 in Singleton](#)
- Muswellbrook Shire Council [COVID-19: Updates and impacts on Council Services](#)
- Upper Hunter Shire Council [Council's Response to Coronavirus \(COVID-19\)](#)

### Riverina & Murray Councils

- Albury City Council [COVID-19 Information](#)
- Coolamon Shire Council [COVID-19 What it Means for Coolamon Shire](#)
- Federation Council [COVID-19 Assistance for Business](#)
- Murray River Council [Service Updates COVID-19](#)
- City of Wagga Wagga Council [Novel Coronavirus \(COVID-19\)](#)

## NON-GOVERNMENT

### Business Australia

- [Business guide to Coronavirus](#)
- [Non Employing and Sole Trader Guide](#)
- [Employer Guide](#)

[Hunter Business Chamber](#)

[Central Coast Business Chamber](#)

[MidCoast Business Chamber](#)

**Jemena** - [COVID-19 Update: Keeping the Lights On and Gas Flowing](#)

**AGL** - [Helping to keep the lights on](#)

**Telstra** - [Coronavirus \(COVID-19\) updates for our Telstra customers](#)

**Optus** - [Coronavirus COVID-19 updates](#)

**Advanced Manufacturing Growth Centre (AMGC)** - [COVID-19 Manufacturer Response](#)

**Energy Networks Australia** - [Energy network relief package](#)

**Google** - [Helping your business through Bushfires & COVID-19](#)

**Facebook** - [Small Business Grants](#)

**Atlassian** - [Free for small teams to achieve big dreams](#)

**Australian Banking Association** - [Financial Difficulty](#)

**Australian Information Industry Association** – [Australian Business Continuity](#)  
[Free COVID-19 Essentials](#) [intellHR Platform](#)

**National Farmers Federation** - [COVID-19: Key Information](#)

**NSW Minerals Council** - [Our Response To COVID-19](#)

**AiGroup** - [Coronavirus COVID-19 Advice and Resources](#)

**Australian Council of Trade Unions (ACTU)** - [Coronavirus Updates](#)

### **National Apprentice Employment Network (NAEN)**

#### [Apprentice and Trainee Re-engagement Register](#)

The Apprentice and Trainee Re-engagement Register will support apprentices and trainees displaced as a result of the coronavirus outbreak, by connecting them with a network of employers across the country. The register enables apprentices and trainees who were in a training contract with a small business at March 1 to upload details such as qualifications, work experience and resumes. Employers of any size, including Group Training Organisations, are able to register their details and post a vacancy for an apprentice or trainee. Employers who re-engage apprentices or trainees displaced from a small business may be eligible for a wage subsidy of 50 per cent of the apprentice's or trainee's wage, under the government's Supporting Apprentices and Trainees initiative.



## GENERAL SUPPORT

### [Business Connect](#)

P: 1300 134 359

A free mobile advisory service is available to small businesses through Business Connect. An advisor can meet you at a convenient place and discuss your business needs. Advice is offered about managing cash flow, planning the next steps, accessing financial support schemes and connecting to additional support. A trusted local business advisor can meet you at your business premises or another convenient location.

### [NSW Small Business Commissioner](#)

P: 1300 795 534

Access a confidential and free dispute resolution service which has been set up to help small businesses needing assistance to work through problems with other businesses or government. The NSW Small Business Commissioner helps parties talk about their problems and work towards a solution through negotiation and communication. We can also assist small businesses with issues in relation to insurance and regulatory concerns.

### [Department of Planning, Industry & Environment – Regional NSW](#)

Works with state and local government agencies, business and other stakeholders to effectively deliver the support and information to regional businesses.

### [SafeWork NSW](#)

P: 13 10 50

### [Service NSW](#)

We're the NSW government agency where you can apply for a licence, get a permit, register a birth, pay most fines and more. Service NSW is your single contact point for a growing number of agencies including Roads and Maritime Services, Fair Trading NSW and Births, Deaths and Marriages.

P: 13 77 88

### [Fair Trading](#)

P: 13 32 20

Can provide information on credit matters to assist people in negotiating repayments with their lenders and fund regional based financial counselling and legal services for people in financial hardship. Can provide information and assistance on tenants, landlords, renting and buying or selling your home. Assist with home building, renovations and repairs, starting up a business, registering a business name, information for builders and tradespeople on how to obtain a contractor licence.

### [Local Land Services \(LLS\)](#)

P: 1300 795 299

Provides assistance with livestock and other animals.

### [NSW Rural Assistance Authority \(RAA\)](#)

P: 1800 678 593

Provides disaster relief low interest loans of up to \$130,000 to eligible primary producers and small businesses, and transport subsidies of up to 50% of the cost to transport livestock or fodder, to eligible primary producers.

### [Insurance Council of Australia](#)

P: 1300 728 228

Can assist policy holders determine which insurer they are with and assisting with general inquiries about the claims process.



## CREDIT / MORTGAGE HARDSHIP LINES

### **ANZ Bank**

P: 1800 252 845

### **Newcastle Permanent**

P: 13 19 87

### **Commonwealth Bank Hardship**

P: 1300 720 814

### **Regional Australia Bank Hardship**

P: 132 067

### **National Australia Bank Care**

P: 1800 701 599

### **Bank of Queensland**

P: 1800 079 866

### **St George Bank Assist**

P: 1800 629 795

### **Westpac Assist**

P: 1800 067 497

### **Support with energy bills**

<http://www.resourcesandenergy.nsw.gov.au/?a=295483>

The NSW Government provides a range of measures to help NSW customers manage their energy bills. Help includes direct financial assistance, like rebates and emergency assistance vouchers, and legal protection through the National Energy Customer Framework (NECF).

### **Energy & Water Ombudsman (EWON)**

P: 1800 246 545

The Energy and Water Ombudsman NSW provides a free, fair and independent dispute resolution service for all electricity and gas customers in NSW, and some water customers.

### **Telecommunications Industry Ombudsman (TIO)**

P: 1800 062 058

We provide a fair, independent and accessible external dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Our service is free and complies with the Government Benchmarks for Industry-Based Customer Dispute Resolution.

### **Financial Counselling Australia**

P: 1800 007 007

Free, independent and confidential support to people in financial difficulty.

### **Financial Rights Legal Centre**

P: 1300 663 464

Advice and advocacy for consumers in financial distress.

### **Australian Taxation Office**

P: 13 11 42

Can assist if you are experiencing difficulties meeting your tax obligations.

### **Centrelink**

If your staff resign, are retrenched, or are considering a redundancy package, they may be entitled to income support payments. Centrelink can provide information on the impact of leave and other entitlements on eligibility for Centrelink payments. Financial Information Services Officers can help people plan and prepare for their financial future and give information on superannuation, shares and investments.

Employment Services P: 13 28 50

Youth & Student Services P: 13 24 90

Family Assistance Office P: 13 61 50

Disabilities, Sickness & Carers P: 13 27 17

Retirement Services P: 13 23 00

Multilingual Service P: 13 12 02

**Communities & Justice**

P: 9337 6000 (Sydney Head Office)

Help, protect and care for children and young people and support their families, provide and monitor care and support for children and young people who can't live with their families, provide and regulate adoption services, help people separated from their families trace their records, fund and regulate children's services, regulate children's employment, meet the basic welfare needs of people affected by natural and other disasters.

**Family Relationship Advice Line**

P: 1800 050 321

**Lifeline**

P: 13 11 14

**Australian Red Cross**

P: 1800 812 028

**Housing NSW**

P: 1300 468 746

Housing NSW offers assistance in housing applications and bond assistance through programs such as Tenancy Assist, Rent Start, and Mortgage Assistance Scheme.

**Law Access NSW**

P: 1300 888 529

Free legal advice available by phone.

**Central Sydney Legal Aid Office (Head Office)**P: 02 9219 5000 TTY: **02 92195126**

Legal Aid NSW helps people with their legal problems. Legal services include legal advice, help at court and family dispute resolution. Able to provide help in most areas of criminal law, family law and civil law.

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## **COVID-19 Emergency Supplies registration portal - SCM8821**

The NSW Government would like to hear from suppliers that have the capacity to provide critical supplies, raw materials or manufacturing capability to produce critical supplies during the COVID-19 crisis. The Portal will be used to establish a supplier list to connect NSW government agencies and eligible buyers with suppliers capable of providing critical supplies within a range of categories.

### **Capabilities**

The Applicant must identify its areas of substantial expertise by nominating the categories in which it is seeking prequalification.

#### **1. Critical Supplies**

##### **01. Hand sanitiser**

We are seeking hand sanitiser produced in Australia including Therapeutic Goods Administration (TGA) approved hand sanitiser.

##### **02. Examination gloves**

Australia requires manufacturers of examination and surgical gloves. We are seeking Australian based manufacturers to set up production to support NSW

##### **03. Disinfectant and cleaning products**

We are seeking Therapeutic Goods Administration (TGA) approved disinfectant wipes produced in Australia.

##### **04. Handwash and soap**

We are seeking standard and Therapeutic Goods Administration (TGA) approved handwash produced in Australia.

##### **05. Masks**

We are seeking Australian based manufacturers with the ability to set up production of a range of surgical masks to support NSW.

##### **06. Eyewear**

We are seeking Australian manufacturers of plastic products and related fields to support production of protective eyewear and face shields.

##### **07. Gowns and protective overalls**

We are appealing for Australian based manufacturers with the capacity to produce surgical and isolation gowns to support NSW.

##### **08. Paper products, including toilet and tissue paper**

To meet the higher than normal demand for paper products, NSW is appealing to Australian-based manufacturers to support increased production.

#### **2. Other**

##### **09. Any other relevant goods and service**

#### **Contact Person**

NSWBuy

Phone: 1800 679 289

[nswbuy@treasury.nsw.gov.au](mailto:nswbuy@treasury.nsw.gov.au)