

# Media Release

23 March 2020



## UPDATE: Fair Work Commission COVID-19 response

The Fair Work Commission is taking all possible steps to ensure continued service provision to employees, employers and their representatives during the COVID-19 pandemic.

**We ask that anyone who is at risk, is required to self-isolate or has a confirmed case of COVID-19, follows the official advice and does not attend our offices.**

This is so we can maintain social distancing in accordance with the latest official health advice.

Applications do not need to be made in person at a Commission office. Those wishing to make an application can:

- make an application using our [online lodgment service](#)
- download and complete a [form](#) and send it by email, post or fax to the nearest [Commission office](#).

The Commission has implemented arrangements to minimise face-to-face interactions while maintaining service delivery. We are now dealing with almost all matters remotely, either by deciding matters on the papers, conducting proceedings by telephone or video-conferencing or, where no other option exists, delaying them.

We understand that COVID-19 is causing significant disruption to Australian workplaces. The Commission has established a dedicated email inbox ([COVID19Applications@fwc.gov.au](mailto:COVID19Applications@fwc.gov.au)) and workflows to deal with urgent applications related to the COVID-19 pandemic.

Planning is well advanced to ensure the Commission can respond effectively as circumstances change. The Commission is well placed to switch to end-to-end remote management of major matter types, should it be necessary. We will endeavour to minimise service disruptions or delays to the extent possible and ask for the patience of parties where this occurs.

These arrangements mean the Commission is well positioned to continue to perform its functions to meet the needs of the community during this difficult time.

The Commission is maintaining frequent communication with key external stakeholders to keep them informed of our actions. We are seeking the co-operation of all parties in working collaboratively to ensure we continue to be able to provide safe, efficient and flexible services.

- Ends -

### For further information please contact:

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