

World Class Services support for Easybiz Councils

Councils will be able to contact World Class Service staff with issues relating to:

- Forms configuration/forms platform
- Changes and maintenance to Step-by-Step guides
- Setup and testing of forms
- Transaction request or failures
- Assistance with linking forms and guides to council websites
- Any content related issues.

Staff will be available between the hours of 8.30am – 5.00 pm business days. After hours enquiries should be directed to the email address provided for after hours support.

World Class Services Support shall respond initially to any council issues that are submitted via email after hours within 4 hours on the next working day.

All enquires or request for assistance should be logged at:

World Class Services Support

For EasyBiz Project issues:

Business Hours: Melissa Ritchie – Project Manager
Tel: (03) 9651 7302
Melissa.Ritchie@iird.vic.gov.au

Jessica Le – Business Analyst
Tel: (03) 9651 7347
Jessica.Le@iird.vic.gov.au

After Hours: wcssupport@business.vic.gov.au

For Content related issues:

Business Hours: Emma Cameron – Team leader Content Management
Tel: (03) 0651 7342
Emma.Cameron@iird.vic.gov.au

After Hours: wcssupport@business.vic.gov.au

For Forms, transactions request and assistance with linking services to council website:

Business Hours: Michael Xiao – Technical Support Officer
Tel: (03) 9651 7356
Michael.Xiao@iird.vic.gov.au

After Hours: wcssupport@business.vic.gov.au