



FEG decisions: What if I don't agree?

When you get your Fair Entitlements Guarantee (FEG) claim decision, you may have questions about why your claim is ineligible or why the payment amount is different from what you expected. Most answers to these questions will be in your decision letter and you should take the time to read it.

What if I still have a question about my FEG decision?

If you have questions after reading your decision letter, would like more detail or believe there may be an error contact the Department of Employment and Workplace Relations (the department):

Phone: 1300 135 040 (Monday to Friday, 9am — 5pm, Canberra time)

Email: FEG@dewr.gov.au

How do I request a review of the decision?

If you disagree with a decision about whether you are eligible or how much you will be paid, you can ask for a review under section 38 of the *Fair Entitlements Guarantee Act 2012* (FEG Act).

You must make your request in writing within 28 days of the date of the decision.

Your request must:

- identify which parts of the decision you disagree with
- explain why you disagree with the decision and want the decision reviewed
- include any relevant supporting documents you haven't already given the department.

How do I request a review?

The easiest way to request a review is through [FEG Online Services](#). More information about registering for FEG Online Services can be found on the department's website or in the [How to use FEG Online Services fact sheet](#).

If you can't request the review online, download the review application form and submit it **within 28 days of the date of the decision** by:

Email: FEGreviews@dewr.gov.au

Post: Fair Entitlements Guarantee Branch
Department of Employment and Workplace Relations
GPO Box 9828
CANBERRA ACT 2601

What is the review process and how long does it take?

A departmental officer will review your FEG claim decision by looking at the original decision, the issues you raise, any supporting documents you provide, information already held by the department and any extra details gathered from the insolvency practitioner or other parties.

A different departmental officer — someone who was not involved in your original claim — will then decide whether to keep the original decision (affirm), change parts of it (vary), or replace it with a new decision (set aside).

You will receive a letter explaining the outcome and the reasons for it. You can also withdraw your application for review any time before the review is completed.

There is no set time for completing a review, but the department aims to process reviews as quickly as possible. The time needed depends on how complex the review is and whether extra information is required.

What if I don't agree with the review decision?

If you are not satisfied with the outcome of the review, you asked the department to do, you can apply to the Administrative Review Tribunal (ART) for an independent review.

The ART can review decisions about your eligibility for FEG assistance and the amount you are entitled to, within certain limits. However, it cannot review a decision to reduce your FEG assistance because of debts you owe your former employer.

You must apply within 28 days of receiving your review decision notice, using the forms available from the ART Registry or ART website, and note that a lodgement fee may apply. For more information call the ART on 1800 228 333 or visit the [ART website](#).

Department initiated reviews

Sometimes the department may review the decision on your FEG claim even if you haven't requested it.

This is called a **department-initiated review** which is undertaken under section 37 of the FEG Act. The department can start a department-initiated review at any time if there is a good reason to do so.

More information about department-initiated reviews can be found on the department's website.

Accessibility and support

- **Interpreting:** call TIS National on 131 450 and ask them to contact the FEG Hotline on 1300 135 040.
- **Interpreter services for First Nations people:** visit the [National Indigenous Australians Agency website](#) to find a service that is right for you.
- **Hearing or speech:** contact us through [the National Relay Service](#) (NRS) and provide our contact phone number 1300 135 040 when asked by the relay officer.
- **Support person:** you may nominate someone as an alternative contact or agent to assist you. More information can be found on the [department's website](#).

Need help or more information?

More information about FEG can be found on the [department's website](#).

If you still have questions about eligibility for FEG assistance, contact the FEG Hotline:

Phone: 1300 135 040 (Monday - Friday, 9am — 5pm, Canberra time)

Email: FEG@dewr.gov.au

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