



# How do I apply for FEG assistance?

This fact sheet provides information about how to lodge a claim for assistance under the Fair Entitlements Guarantee (FEG). Decisions about eligibility for FEG assistance are made in accordance with the *Fair Entitlements Guarantee Act 2012* (FEG Act). For information about eligibility requirements and what assistance is available please refer to the [Eligibility for FEG assistance](#) and the [What assistance can FEG provide?](#) fact sheets available on the [FEG website](#) ([www.dewr.gov.au/fair-entitlements-guarantee](http://www.dewr.gov.au/fair-entitlements-guarantee)).

## Making a claim

Making a claim is easy. Just go to [FEG Online Services](#) to register and complete your claim. For more information about making your claim please refer to the [How do I access FEG Online Services](#) fact sheet available on the [FEG website](#) ([www.dewr.gov.au/fair-entitlements-guarantee](http://www.dewr.gov.au/fair-entitlements-guarantee)).

If you are unable to lodge a claim online, you can submit a [paper based form](#) available from the [FEG website](#).

For information about eligibility requirements and what assistance is available please refer to the [Eligibility for FEG assistance](#) and the [What assistance can FEG provide?](#) fact sheets available on the [FEG website](#) ([www.dewr.gov.au/fair-entitlements-guarantee](http://www.dewr.gov.au/fair-entitlements-guarantee)).

## How long do I have to make a claim?

You must make an effective claim to be eligible for FEG assistance. It is important that you submit your claim as soon as possible because FEG has strict time limits.

To make an effective claim, you must:

- lodge a FEG claim form
- include all mandatory information and documentation requested on the form
- lodge your claim no more than 12 months after the end of your employment or the date your employer entered liquidation or bankruptcy (whichever is later) and
- lodge your claim before the discharge of your former employer's bankruptcy (if your employer was a bankrupt sole trader or partnership).

**If your claim is not made within this timeframe, or does not include all required information and documentation, it will not be effective and you will not be eligible for FEG assistance.**

## Mandatory and Supporting documentation

The provision of some documents is mandatory. You should also provide us with any supporting documentation that may assist us in deciding your claim.

## Mandatory documents

It is mandatory that you provide documentary evidence of your residency or citizenship status at the time your employment ended to assist us in assessing your eligibility for FEG assistance (see s. 10 of the FEG Act).

Where the name on the document does not match the name that you are claiming under you will also need to provide proof of the change of name by providing a:

- Change of name certificate, or
- Marriage certificate.

Acceptable evidence of your citizenship or residency status includes a copy of at least one of the following categories of documents:

- Australian passport issued **no later** than the date of the end of your employment
- Full Australian birth certificate. Extracts of birth certificates are insufficient
- Australian citizenship certificate issued prior to the end of your employment. Including both sides if there is anything on the reverse side
- Immicard that is linked to an official online record of your permanent Australian visa, and which confirms that the visa was issued prior to the end of your employment
- Registration by Descent document
- Where appropriate, for the purpose of proving you hold a permanent visa, a copy of a passport that is linked to an official online record of your permanent Australian visa, or a copy the visa label from your passport (passport details must be visible), or a copy of the Visa Grant Notice that includes the details of your passport you used to apply for that visa
- Where appropriate, for the purpose of proving you held a Special Category visa at the end of your employment, a current New Zealand passport that is linked to an official online record of your Special Category visa, or a New Zealand passport that was current at the end of your employment, or if your passport had expired, the most recent expired New Zealand passport that you held at the time you entered Australia prior to working for the employer
- [Confirmation of Identity and Citizenship for Aboriginal and Torres Strait Islander people](#) form where other documentation is not available.

Please note: your driver's licence is not acceptable evidence of your citizenship or residency status.

If submitting a paper form, you should include copies **not** originals.

## Other supporting documents

We will usually rely on information provided by the insolvency practitioner using the company books and records to tell us what you were owed. If this is not possible we may request further information from you. Examples of the other types of documents that may help us to assess your claim include:

- signed employment contract or letter of appointment
- payslips
- PAYG payment summaries
- bank statements for the 13 weeks prior to the initial appointment of the insolvency practitioner (or if your employment ended before the appointment of the insolvency practitioner, bank statements for the 13 week period prior to the end of your employment)
- bank statements for the 30 days immediately after your employment ended
- evidence of weekly or annual wage rate
- separation certificate
- letter of termination.

For information about how the department may use and disclose your personal information please refer to the Information Management provisions of the FEG Act (see ss. 42–45).

## Getting assistance

The Australian Government does not charge a fee for submitting a FEG claim. You may nominate an **alternative contact** or an **agent** in your claim form. An alternative contact or an agent cannot submit a claim on your behalf; they may however help you complete your claim form.

### Alternative Contact

If you nominate an alternative contact, they will be able to enquire and receive information from the department in relation to any and all aspects of your FEG claim without checking with you first. They may not perform other actions on your behalf.

### Agent

When you nominate an agent to act as the primary contact the department will seek and accept information from them in relation to most aspects of your FEG claim without checking with you first.

Agents can perform most functions relating to your FEG claim on your behalf except submitting a claim, providing us with your TFN declaration and changing your bank account details.

## Want more information?

You can contact the FEG Hotline if you would like more information about how to make your claim or you are unsure about the types of supporting documentation to include.

To contact the FEG Hotline:

- phone 1300 135 040  
Mon - Fri, 9 am - 5 pm (AEST/ADST)
- email [FEG@dewr.gov.au](mailto:FEG@dewr.gov.au)

If you speak a language other than English, call the Translating and Interpreting Service (TIS) on 13 14 50 for free help anytime. If you speak an Indigenous language, call the Aboriginal Interpreter Service on 1800 334 944.

Further information about FEG is also available on the [FEG website](http://www.dewr.gov.au/fair-entitlements-guarantee) ([www.dewr.gov.au/fair-entitlements-guarantee](http://www.dewr.gov.au/fair-entitlements-guarantee)).

The information contained in this fact sheet is of a general nature and explains, in summary form, the intended operation of the *Fair Entitlements Guarantee Act 2012* - it is not legal advice. Where necessary, you should seek your own independent legal advice relevant to your particular circumstances. The Commonwealth does not make any representation or warranty about the accuracy, reliability, currency or completeness of the information contained in this fact sheet and is not liable for any loss resulting from any action taken or reliance made by you on the information contained in this fact sheet.