



# FEG assistance: How do I apply?

The Fair Entitlements Guarantee (FEG) is a legislative safety net for eligible employees who have lost their job due to their employer's liquidation or bankruptcy and have unpaid entitlements that cannot be paid through other means.

## How do I apply for FEG?

The easiest way to apply for FEG assistance is through [FEG Online Services](#). It allows you to:

- lodge your claim quickly and securely
- upload documents
- track the progress of your claim
- update your details if needed

### Online applications

To register and lodge your claim using FEG Online Services, you will need a smart device with an authentication app (e.g., Microsoft Authenticator), your bank account details and your proof of citizenship or residency in a format that can be uploaded through the portal

You may also need your Tax File Number (TFN). We are required to withhold tax from your FEG assistance at the top rate of tax if you do not provide your TFN or claim an exemption from providing your TFN.

More information about lodging an online claim form can be found in the [How to use FEG Online Services](#) fact sheet.

### Offline applications

If you can't apply online, you can download and complete the [FEG Claim form](#) and submit it by

**Email:** [FEG@dewr.gov.au](mailto:FEG@dewr.gov.au)

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

**Note:** If you submit a hard copy claim form you will need to contact the Australian Taxation Office (ATO) for a TFN Declaration. Visit the ATO's [Tax file number declaration](#) page for more information.

## What documents do I need to provide?

### Mandatory documents

You must provide evidence of your Australian citizenship or residency status at the time your employment ended. If submitting a paper form, provide copies **not** originals. Acceptable documents include:

- Australian passport (issued before employment ended)
- Full Australian birth certificate
- Australian citizenship certificate issued prior to the end of your employment
- Registration by Descent document
- Visa Grant Notice, ImmiCard, or passport showing permanent or special category visa
- For name changes: Change of Name Certificate or Marriage Certificate

**Note:** A driver's licence is **not** acceptable evidence.

You can find more information about the documents you can use to prove your Australian citizenship or residency status in the FEG claim form.

### Supporting documentation

Your FEG claim is generally calculated using information verified by the insolvency practitioner as they have access to the employer's records.

If you have information or evidence that may affect the assessment of your claim and you don't believe the insolvency practitioner has these documents, you may provide them to the department when submitting your claim.

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

You must lodge your claim within 12 months of the later of:

- the date your employment ended, or
- the date your employer entered liquidation or bankruptcy.

### Can I get assistance?

You can nominate an **alternative contact** or an **agent** in your claim form. You can also do this after you submit your claim either through **FEG Online Services** or by completing the **Alternative Contact and Agent Nomination form**.

- An **alternative contact** can make enquires about your claim and receive information from the department but cannot act on your behalf.
- An **agent** can act on your behalf by viewing your claim details, uploading documents and receiving or responding to correspondence. They cannot lodge a claim on your behalf, provide your TFN declaration or change your bank details.

### 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 to Friday, 9am — 5pm, Canberra time)

**Email:** [FEG@dewr.gov.au](mailto:FEG@dewr.gov.au)

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