Australian Government
Department of Employment and Workplace Relations

Fair Entitlements Guarantee Logo


How do I access FEG Online Services

Online lodgement is the easy way to make a claim for assistance under the Fair Entitlements Guarantee (FEG). Lodging a claim online also ensures that we receive your claim as soon as it is submitted. This fact sheet provides a step-by-step guide to using FEG Online Services (https://fegonlineservices.dewr.gov.au/).

Features of FEG Online Services

FEG Online Services provides the following features:

* lodge your FEG claim online
* complete your tax file number declaration online
* provide your bank details
* upload supporting documentation
* check the status of your claim
* update your bank details
* update your tax file number
* update agent details
* update entitlement details
* update contact details
* access letters the department has sent you
* lodge a review of your FEG decision.

If you have already lodged a paper-based claim form you can still register for FEG Online Services to monitor your claim and access letters sent by the department.

Section 1 – Accessing the portal

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| 1. | First time users of this portal will need to register an account. To register go to FEG Online Services (https://fegonlineservices.dewr.gov.au/) and click **Continue.** |  |

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| 2. | Click **Sign up now** to begin the registration process. | A screenshot of a sign in form  AI-generated content may be incorrect. |

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| 3. | Accurately complete all fields and then click **Send verification code**. You **must** provide your legal first and surname (no middle names). These details will flow through to any claim for FEG assistance you submit. |

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| 4. | Once your registration is successful a verification code will be emailed to your nominated email address.  **NOTE**: Your registration email address is a unique identifier which your online services account is registered under. Once you have created an online services registration using a particular email address, no one else can use the same email address to register for FEG Online Services. |  |

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| 5. | Enter the verification code contained in the email and click **Verify code**. |  |

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| 6. | Accurately complete all fields and then click **Create**. Your password must contain:   * 8-16 characters, * contain 3 out of 4 of the following   + Lowercase characters,   + uppercase characters,   + digits (0-9), one or more of the following symbols: @ # $ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .   **NOTE: This is not your application for FEG.** To apply for FEG, use your email and password for FEG Online Services to sign in and make a claim |  |

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| 7. | Download your preferred multi-factor authentication application\* from your App store. Scan the **QR code** with your nominated multi-factor authentication application on your smart device. You will be required to enter the one time verification code displayed on your smart device.  \* Examples of a multi-factor authentication application are:   * Microsoft Authenticator * Google Authenticator * Duo Mobile * Authenticator App * Okta Verify and more. | *(example)* |

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| 8. | Once you have successfully linked your smart device, for existing claimants, you will be redirected to the FEG Online Services sign in page.  **Accurately** complete all fields and then click **Update**. You must provide your legal first, legal surname and email address. These details will flow through to any claim for FEG assistance you initiate. | A screenshot of a computer  AI-generated content may be incorrect. |

Further information about FEG is also available on the FEG website (https://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  
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