



The role of an Agent

This fact sheet provides information about nominating an agent to act on a claimant's behalf. Agents can assist claimants to seek assistance under the Fair Entitlements Guarantee (FEG).

Agent permissions

What an agent can do

Agents can perform most functions relating to a FEG claim. Once a claimant nominates an agent, the department will seek and accept information from them in relation to most aspects of a FEG claim without checking with the claimant first.

Agents:

- will be able to view all information about a claim, including the Tax File Number (TFN) declaration
- can also track claim progress, view and add attachments to a FEG claim via FEG Online Services
- will receive correspondence from FEG in addition to or instead of the claimant where authorised by the claimant.

What an agent can't do

Agents are not permitted to:

- lodge a claim on another person's behalf
- provide the department with a claimant's TFN declaration, or
- change a claimant's bank account details.

Note: agents cannot submit a claim on another person's behalf, they may help claimants complete their claim form. The agent must be identified in the claim form as having assisted the claimant to lodge a claim. The person making a claim for assistance under the FEG remains responsible for any information provided to the department in relation to their claim by the agent they nominate.

Nominating an agent

Who can nominate an agent?

Only a person who is making or has made a claim for FEG assistance can nominate an agent to act on their behalf.

How to nominate an agent

There are a number of ways to nominate an agent, including:

- within a FEG claim form in the department's FEG Online Services or using the hard copy FEG claim form
- in the Update Agent details section of FEG Online Services
- using an Alternative contact and agent nomination form (if unable to use FEG Online Services)
- when lodging an Application for an Internal Review form.

Note: where a claimant only wishes for the person to be able to make enquiries and receive information in relation to their FEG claim they should nominate an 'alternative contact' rather than an agent. Claimants can nominate an alternative contact through one of the four options listed above.

Replacing or removing an agent

Claimant can nominate only one person to act as their agent. To remove an agent use the Update Agent details section in FEG Online Services or email FEG at FEG@dewr.gov.au.

What does an agent need to do

When claimants nominate an agent, the agent will need to create their own account in FEG Online Services. They must then link the account to the claimant's claim form. To link an account, the agent's legal first name and legal surname used to register on FEG Online Services must match the agent details provided by the claimant.

Where an agent does not register an account using FEG Online Services, they can provide information/documents to the department in writing by:

- sending it to:
Fair Entitlements Guarantee Branch
Department of Employment and Workplace Relations
GPO Box 9828
CANBERRA ACT 2601
- emailing it to FEG@dewr.gov.au

Want more information?

You can contact the FEG Hotline if you would like more information about the role of an agent.

To contact the FEG Hotline:

- phone 1300 135 040
Mon - Fri, 9 am - 5 pm (AEST/ADST)
- email 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).

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.