



Service Guarantee

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. Decisions about eligibility for FEG assistance are made under the *Fair Entitlements Guarantee Act 2012*.

The Department of Employment and Workplace Relations (the department) administers FEG. We are the main contact for both claimants and insolvency practitioners, and we assess and decide all FEG claims.

What you can expect from us

We will provide:

- respectful and professional services
- lawful, fair and efficient program delivery that follows Australian Public Service Values and the Code of Conduct
- accurate, evidence-based decisions consistent with legislation and verified information
- clear, plain-English information, with interpreters and accessibility support available where needed
- clear guidance on eligibility, required documents, how we assess claims and when to expect updates
- timely communication, including:
 - acknowledging claims and complaints within 2 business days (online/email) or 5 business days (post)
 - responding to routine enquiries within 2 business days, or giving an update and timeframe for complex matters
- straightforward decision letters explaining our decision, the evidence considered and your review options
- payments within 3 business days of claim approval
- secure digital services to submit information and track your claim
- respectful and confidential handling of your personal information in line with the *Privacy Act 1988*
- strong cyber security protections, including notification to you of any significant privacy incident
- clear review pathways, including internal department review or through the Administrative Review Tribunal
- responsive complaint handling, with acknowledgement within 2 business days and resolution within 15 business days or by an agreed date
- continuous improvement based on your feedback
- transparent reporting of timeliness of payments and accuracy of decisions in our annual report

What we expect from claimants

To help us assess your claim fairly, transparently and as effectively as possible, we ask that you:

- submit your claim as soon as possible. People who lodge claims more than 12 months after their employment ends or their employer enters liquidation or bankruptcy are not eligible for FEG assistance
- provide complete and accurate information, including all required documents, and respond quickly if we ask for more details
- keep your information up to date, including any changes to your contact details, employment or payments you receive from another source for your outstanding entitlements
- tell us quickly if you think we have made a mistake
- treat our staff with respect so we can work together effectively

What we expect from insolvency practitioners

We rely on timely, accurate information from you so we can assess claims fairly, transparently and efficiently. We ask that you:

- contact us early if there are not enough funds to pay outstanding employee entitlements
- provide information promptly, including complete and accurate employment and entitlement records within 14 calendar days of our request, or within an agreed timeframe for complex matters
- verify entitlements by confirming the amounts owed and helping resolve any discrepancies between records and claims
- maintain a single point of contact to streamline communication
- keep updated on asset realisations and any expected dividends
- treat our staff with respect so we can work together effectively

Giving feedback

We value your feedback and are committed to handling complaints fairly and promptly. You can find details on how to provide feedback or make a complaint on the [department's website](#).

Review of this Service Guarantee

We review this Service Guarantee annually and update it as needed. We welcome your suggestions to improve our service.

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](#).

Contact us

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

Email: FEG@dewr.gov.au

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

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