



Fraud Strategy Statement

The Fair Entitlements Guarantee (FEG) provides financial assistance to employees who have unpaid employment entitlements when they lose their employment due to the liquidation or bankruptcy of their employer.

The Department of Employment and Workplace Relations (the department) expects all persons making claims for assistance, all persons supporting the verification and assessment of claims, and its staff and contractors to be honest and act with integrity in their interactions with the FEG program.

Fraud against the Commonwealth is a serious criminal offence and the department does not tolerate fraud in any form. The FEG program applies ongoing intelligence and detection measures to identify criminal offences. We continually improve our fraud and corruption controls to prevent, detect and respond to fraud.

What is fraud?

Fraud is dishonestly obtaining a benefit, or causing a loss, by deception or other means. It is deliberate, not an accidental action. A benefit may be money, objects, information or power.

Who commits fraud?

The risk of fraud can come from persons making FEG claims, persons supporting the assessment or verification of claims, and departmental staff and contractors. There is also the risk of complex fraud involving collusion and corrupt conduct, which can include instances where persons are targeted by external parties with criminal interests.

What does fraud look like?

Examples of FEG fraud may include:

- misuse of identity or use of a fake identity
- lodging altered or falsified documents
- theft of confidential information
- diverting funds paid by FEG
- intentionally providing false information to support or verify a claim
- collusion (secret or illegal cooperation or conspiracy in order to deceive others) with departmental employees, contractors, liquidators, insolvency practitioners, former employees, employers and company directors.

How to report fraud

If you suspect someone has committed fraud or is attempting to commit fraud related to the FEG program, report it:

- call the FEG Hotline on 1300 135 040 (Monday - Friday, 9am - 5pm, AEST/ADST) to provide a tip-off
- email a tip-off report to FEGCompliance@dewr.gov.au
- anonymously report the matter to the department online using [Whispli](#)
- mail a tip-off report to FEG Compliance Team, Department of Employment and Workplace Relations, GPO Box 9828, Canberra ACT 2601.

When reporting fraud to the department you do not have to provide your name or contact details but we do ask that you provide as much information as you can in your report.

All personal information collected by the department is protected by the *Privacy Act 1988* (Cth). For more information, refer to our [Privacy Statement](#).

How we manage fraud

The FEG program does not tolerate fraud in any form and takes all reasonable steps to prevent, detect and respond to fraud, including but not limited to the steps outlined below.

Prevention: to support voluntary compliance and deter fraud

- Raising fraud awareness of persons making claims for assistance, persons supporting the verification of claims, and departmental staff and contractors through the claim form, Deed Poll, and other means
- Conducting regular fraud risk assessments
- Mandatory fraud awareness training for departmental staff
- Maintaining and continually improving procedures, policies and systems that prevent fraud

Detection: to identify fraud

- Reporting of fraud by persons making claims for assistance, persons supporting the verification of claims, departmental staff and other members of the public
- Information sharing with other Australian Government agencies
- Data matching and screening of claims with red flags for fraud and non-compliance
- Ongoing compliance and accuracy testing of a random selection of claim decisions

Response: to assess, investigate and respond to suspected fraud

- All reported and suspected fraud is assessed
- Qualified staff undertake investigations into alleged fraud, or refer matters to the appropriate law enforcement agency
- There are serious consequences for fraud, criminal, civil, administrative or disciplinary action may be pursued
- The money FEG paid due to fraudulent claims or activity is recovered

Further information

For further information, please visit:

[FEG related fraud and illegal phoenix activity](#)

[How to report fraud to the Department of Employment and Workplace Relations](#)

[Public Interest Disclosure \(PID\) scheme](#)