

# Employer support



## Dear Employer, Receiver or Administrator

During these difficult times it is extremely important to keep staff well informed of current activities and support options available. Please know that the Queensland and Australian Governments have a range of services to support you and your staff.

If you are considering redundancy or retrenchment of 15 or more staff, you must give written notification to the Australian Government. For details please contact the National Business Gateway on 131 158.

As an employer, you also have an obligation to ensure employees receive entitlements in the event of retrenchments. This includes payment of any salaries, annual leave, long service leave and any other leave agreed on. If the organisation enters liquidation and cannot meet its current obligations to staff members, you need to contact the Australian Government's Fair Entitlements Guarantee scheme (FEG) on 1300 135 040.

We would encourage you to have a conversation with your staff about the following:

- potential entitlements available through the Australian Government Department of Human Services (Centrelink)
- advice from the Australian Taxation Office on tax implications following redundancy
- support and advice from the Australian Government Department of Employment and Workplace Relations in seeking new work opportunities
- training and retraining support available from TAFE Queensland and the Queensland Government Department of Trade, Employment and Training.

Importantly, such difficult events and uncertain times can take a toll on mental health, and support is offered by both Uniting Care and Lifeline.

### Mental Wellbeing and Financial Counselling Services

#### Uniting Care

Phone 3253 4000

[www.unitingcareqld.com.au](http://www.unitingcareqld.com.au)

#### Lifeline

Phone 13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

Uniting Care and Lifeline both provide information, support and advocacy to assist people in financial difficulty. The service is funded by the Queensland Government and is free, independent and confidential.

Financial counsellors have extensive knowledge of a range of areas of law and policy, including consumer credit law, debt enforcement practices, the bankruptcy regime, industry hardship policies and government concession frameworks and an understanding of SPER debt options.

Uniting Care and Lifeline can assist you to understand your options so that you can get back on your feet.



**Queensland  
Government**

Australian Government – Services Australia

**National Business Gateway Phone 131 158**

[www.servicesaustralia.gov.au/redundancy-information-for-employers](http://www.servicesaustralia.gov.au/redundancy-information-for-employers)

The National Business Gateway is a national contact centre that works directly with the Australian business community, helping deliver integrated services for Australian business.

They can help you:

- use Centrelink Business Online Services
- complete forms including work details reports, employment separation certificates and employer contact certificates
- arrange for extensions of time
- strategies and options to help you meet reporting requirements
- referrals to services from other government departments and agencies.

If you are considering redundancy or retrenchment of 15 or more staff, you must give written notification to the Australian Government. You need to copy the details of the Notice to the Department of Human Services of proposed dismissals document to your company's letterhead in Microsoft Word format, and include the following:

- the name of your company
- the registered address
- the number of affected staff and employment types.

Its financial information service can be accessed at [www.servicesaustralia.gov.au/individuals/services/financial-information-service](http://www.servicesaustralia.gov.au/individuals/services/financial-information-service) and can organise information sessions for staff facing redundancy with investment and financial concerns. You can request an information session when you either:

- provide your written notification
- call the information line on 13 23 00

For business entering into liquidation  
Fair Entitlements Guarantee (FEG)

**FEG Hotline 1300 135 040**

[www.dewr.gov.au/fair-entitlements-guarantee](http://www.dewr.gov.au/fair-entitlements-guarantee)

The Australian Government provides financial assistance to cover unpaid employment entitlements to eligible employees who lose their job due to the liquidation or bankruptcy of their employer. The Fair Entitlements Guarantee Scheme is a legislative safety net scheme of last resort with assistance available for eligible employees.

Your employees may be able to claim:

- unpaid wages – up to 13 weeks
- unpaid annual leave
- unpaid long service leave
- Payment in lieu of notice – up to five weeks
- Redundancy pay – up to four weeks per full year of service.

If you are in liquidation, please ask affected staff to register their details on the FEG hotline 1300 135 040

Australian Taxation Office

**Phone 13 72 26 (Business) or 13 28 65 (Individuals)**

[www.ato.gov.au/About-ATO/Contact-us/Phone-us/](http://www.ato.gov.au/About-ATO/Contact-us/Phone-us/)

The Australian Taxation office provide support in understanding the tax implications regarding any payments received upon termination, including redundancy payouts, Employee Termination Payments and leave entitlements.

Please contact the ATO if you have any questions regarding your tax obligations (for yourself and your staff).