

THE GEERS APPEAL PROCESS

How we assess your claim?

- The Department of Education, Employment and Workplace Relations administers the General Employee Entitlements and Redundancy Scheme (GEERS) in accordance with the GEERS Operational Arrangements (OAs).
- The OAs are used by the department to assess your eligibility and the amount of any GEERS advances. The OAs are available on the department's website at deewr.gov.au/geers.
- The department assesses your GEERS claim based principally on verified information provided by the insolvency practitioner (IP) who is managing the affairs of your former employer.

What is an appeal?

An appeal is a request for reassessment of the department's decision in respect of a claim for GEERS assistance.

- Under the OAs, if you disagree with the department's decision, you have a right of review, which you have accessed and a right of appeal. You have **one right of appeal** in relation to the department's decision in respect of the review of your claim for GEERS assistance. The outcome of **an appeal is final** and the department will not consider subsequent correspondence.
- To assist the department in considering your appeal you should provide any additional information you consider relevant including supporting documents. **Do not send original documents as these will not be returned.**
- Documents that may be used for this purpose include:
 - Signed Employment Contracts or Agreements
 - Signed letter of appointment (with conditions listed)
 - Signed separation certificate
 - Payment Summaries
 - Payslips and
 - Bank statements with periodic deposits by the employer.

Processing your appeal

- The department will consider your appeal, including any additional information you have provided, and respond in writing.
- The process is limited to the issues which are disputed by you as stated in your request, and any related matters which flow from considering those issues.
- It does not involve an automatic re-examination of the entire claim.
- The timeframe involved in reaching a decision on your appeal will depend on the department obtaining information from yourself, the IP who is managing the affairs of your former employer's business, or any other third party.

How to lodge an appeal

- You have **28 days** from date of the review outcome letter in which to do so. Your correspondence should be clearly marked as '**Appeal**' and addressed to:

Employee Entitlements Branch
Department of Education, Employment and Workplace Relations
GPO Box 9880
CANBERRA ACT 2601

- Before you appeal, please contact the GEERS Hotline on **1300 135 040** to ensure that your appeal addresses the department's decision.

For more information on GEERS you can contact us on 1300 135 040 or email GEERS@deewr.gov.au

Alternatively visit the department's website: deewr.gov.au/geers