

## Unclaimed Monies

### The Fair Work Ombudsman

The Fair Work Ombudsman (FWO) is an independent statutory agency that provides advice and assistance to employers and employees through its network of offices throughout Australia.

The role of the FWO is to promote harmonious, productive and cooperative workplace relations. We also monitor, inquire into, investigate, and enforce compliance with relevant Commonwealth workplace laws.

### What are Unclaimed Monies?

Through our investigations, we may find an employer owes wages to employees who have left the business and can't be contacted.

If the employer can't find these employees to pay the monies owed, money may be paid directly to the FWO where it is held for the employee.

### What happens to the wages after we collect them?

After the FWO accepts the unclaimed monies payment from the employer, the FWO attempts to reunite these wages with former employees who have made an unclaimed monies claim.

The Settlement of Unclaimed Monies Team (SUM Team) is the FWO's dedicated service for all unclaimed monies matters.

### What is the role of the SUM Team?

The main role of the SUM Team is to locate employees who are owed wages and assist them in receiving their unclaimed monies.

They also provide advice and assistance to employers who are considering making a payment to the FWO for wages owed to their former employees.

Employees who are owed any money may be contacted by the SUM Team by either letter, email or phone.

### What do I do if I am contacted by the SUM Team in relation to unclaimed monies?

If the SUM Team contacts you about unclaimed monies, there may be outstanding wages owed to you.

To ensure we have the right person, the SUM Team may require the following information before any money is paid:

- Name of the business you worked at
- The dates you worked for that business
- Proof of your identity.

### Further Information

For further information about unclaimed monies visit: [www.fairwork.gov.au/how-we-will-help/helping-the-community/search-for-unpaid-wages](http://www.fairwork.gov.au/how-we-will-help/helping-the-community/search-for-unpaid-wages)

Email us: [unclaimedmonies@fwo.gov.au](mailto:unclaimedmonies@fwo.gov.au)

#### Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

#### Hearing & speech assistance

Call through the National Relay Service (NRS):

- For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94
- Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94