



## Stolen Wages Settlement

### Update 14, 21 August 2020

Welcome to our fourteenth Stolen Wages Settlement email update to claimants (workers under the Stolen Wages practices) and registered representatives (for deceased claimants).

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### Only 7 days left



There are only 7 days left to submit all the information (including bank account details) and identity verification (photo ID) required to support a registered claim under the Stolen Wages Settlement Distribution Scheme.

The deadline is 5.00pm, 28 August 2020. Information and documents must be received, not sent, by that date. Please now use email to send your information and photo ID to the Stolen Wages Information Centre as information sent by post may not arrive at our centre before the deadline.

Thank you once again to everyone that has already provided their bank account details and photo ID to the Stolen Wages Information Centre. This must have been provided to our centre and not to Bottoms English Lawyers.

**The deadline will not be extended so please do not delay.**

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## **Stolen Wages Information Centre staff in the community**

We have now visited 19 Aboriginal and Torres Strait Islander communities and islands since the COVID-19 restrictions were lifted to assist claimants and registered representatives ahead of the 28 August 2020 deadline. Our final visits will be to Badu Island on 25 August 2020 and Brisbane (Musgrave Park) on 26 August 2020.

Jonathon Kawa from the Stolen Wages Information Centre travelled to Mornington Island and is seen below assisting Maxwell Gabori with his claim.



If you missed seeing us in your community, please contact the Stolen Wages Information Centre or visit our offices in Cairns, Yarrabah and Brisbane.

## Telephone calls to Stolen Wages Information Centre

We are currently experiencing high volumes of calls to the Stolen Wages Information Centre and apologise if we are unable to immediately answer your call.

The following information is provided so that you can assist us to help as many people as possible:

1. Please only call until 28 August 2020 if you are providing missing information and documents to support a claim. If you are calling about something else please delay your call and refer to information on the website or emailed or posted to you.

2. During busy periods we may not be able to assist you with some matters, such as the following:

- Registrations closed on 21 November 2020 and no new claims can be accepted
- All information and identity verification documents to support a claim must be received by 5.00 pm on 28 August 2020. This date will not be extended and there will not be a second round
- Payments will be made before 6 December 2020 and this advice has not changed since 17 January 2020. No early payments will be made. COVID-19 has not delayed payments and will not result in early payments
- The amount that will be paid to each person will be calculated in September 2020 (not earlier) and details will be posted to each claimant and registered representative (for deceased claimants). The amount cannot be provided over the telephone
- No payments will be made by cheque. Payments will only be made to a bank account
- For reasons of privacy we cannot talk to you about someone else's claim
- We cannot accept change of bank account details over the phone. A bank account details form (which can be located on our website under the [Documents](#) tab) must be completed, signed and returned to the Stolen Wages Information Centre by no later than 28 August 2020
- All claimants and registered representatives (for deceased claimants) must provide an identity verification document (photo ID or birth certificate) - the list of suitable ID can be found on our website under

the [FAQ](#) tab) even if it was previously provided to Bottoms English Lawyers

- Details of community visits and the locations of our offices can be found on our website under the [Contact us](#) tab.

3. Please have your bank account details, telephone number, address and email address ready when you call so we can quickly verify your details. You will need to provide these to us as due to privacy we cannot read your registered details out to you over the phone. Bank account details cannot be changed over the phone.

4. Please turn off radios, music and TVs when calling so we are able to hear you.

5. Please don't use the speaker function on phones as it is difficult to hear if you use this function. Please speak directly and clearly into your phone.

6. We have a zero tolerance to abuse, bullying or threats. Our staff will immediately terminate calls if they experience inappropriate conduct towards them.

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**Our website - [www.stolenwages.com.au](http://www.stolenwages.com.au) - is the place to go to for accurate and up to date information.**

**FOR MORE INFORMATION, PLEASE CONTACT:**

**[Stolen Wages Information Centre](#)**

**Email: [stolenwages@au.gt.com](mailto:stolenwages@au.gt.com)**

**Phone: 1300 591 545 (9am-5pm weekdays)**

**Post: PO Box 7200, CAIRNS QLD 4870**

**Fax: 07 3222 0447**

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