



# Tasmanian Freight Equalisation Scheme Information Paper

This information paper is made under subclause 8.3.1 of the Ministerial Directions (MDs) for the Tasmanian Freight Equalisation Scheme (TFES).

## Extension of Time Process

You must submit TFES claims to Services Australia within six months after the date of shipment. The six month claim period applies to claimants and claims agents. If you wish to seek assistance under TFES, you are expected to adjust your business arrangements to meet the six month timeframe.

Where you are unable to submit your claim within the six month timeframe you may request an extension of time from the Department of Infrastructure, Transport, Regional Development and Communications (the Department) or by contacting Services Australia, who will forward your request to the Department for consideration. It is important that your request includes the reasons for the delay and any steps being taken or that have been taken to ensure the issue does not reoccur.

The Department or Services Australia may request additional information from you. Services Australia will then forward your additional information to the Department for consideration.

The Department assesses each request for extension of time on a case by case basis. Usually requests for extension of time for submission of claims will only be granted in exceptional circumstances. Exceptional circumstances may include, but are not limited to, the following:

- Loss of records by fire, flood or other natural disasters;
- Nature of the industry prevents the claimant from submitting claims within the six month time limit including situations where the claimant has deferred payment plans. For example, a primary producer paying for fertiliser after the crop has been harvested or goods shipped where the cost of shipping is not paid for until the goods are sold; or
- Serious illness or incapacity during the relevant period rendering the claimant unable to prepare and submit the relevant paper work.
- COVID-19 related issues.

The Department will advise you of its decision on your request for extension of time. If your original request is not allowed then you may request, within 30 days from the date of the decision, that the Department review the original decision.

For further information, please see Clauses 4.12 and 8.6 of the TFES Ministerial Directions