



What is the Employer's role at arbitration?

The Employer's role depends on whether they have a WorkSafe Agent managing the claim or if they manage the claim themselves. If they manage the claim themselves, they are called a Self-insurer.

If an Employer has a WorkSafe Agent, the Employer's main role is to provide documents or information relevant to the dispute. They can attend a hearing as an observer and may be asked to give evidence. The WorkSafe Agent conducts the arbitration instead of the Employer.

If the Employer is a Self-insurer, they conduct the arbitration, receive and provide documents and information and can give evidence.

Can a person from the Employer attend the entire hearing if they are giving evidence?

No. If a person from the Employer gives evidence, they may not attend a hearing until they give evidence. The Employer should discuss with their WorkSafe Agent whether they should attend, and advise us before the hearing.

Can an Employer be represented at an arbitration hearing or bring a support person?

Yes. If the Employer has a WorkSafe Agent, the representative may not speak at the hearing. A support person also can't speak at a hearing. We must be notified of any representative or support person's name before the hearing.

If an employer has a support person present at the hearing, the support person cannot be in the hearing room while other witnesses are

giving evidence, prior to the Employer giving evidence.

For more information, see our *Representation at Arbitration Policy and Procedure* on our website www.wic.vic.gov.au/resources.

What information do we send to the Employer?

We send Self-insurers all correspondence and documents relating to the dispute.

If the Employer has a WorkSafe Agent, we:

- Write to them when a dispute has been accepted
- Send them a copy of the *Referral for Arbitration Form*
- Notify them of the hearing dates
- Send them any requests for information
- Send them drafts of any referral to a Medical Panel (if we ask a Medical Panel to answer medical questions)
- Send them a copy of any Medical Panel opinion we receive
- Send them the final decision about the dispute by the Arbitration Officer (we call this a determination)

What information does the Employer need to provide?

Employers must provide all documents and information which are relevant to the dispute and reasonably available to them, even if it does not support their case.

In most cases, Employers provide this information to us through their WorkSafe Agent, but if we ask the Employer directly, they should provide the information to us.

How is an Employer updated about a dispute at arbitration?

We expect WorkSafe Agents to update Employers (which aren't Self-insurers) about



the details of a dispute at arbitration and answer any questions they may have.

If an Employer has a question about the arbitration process, they may contact the Hearing Support Officer.

Need help?

For more information or assistance, please:

- call **03 9940 1111** or **1800 635 960**
- email **info@wic.vic.gov.au**
- visit **wic.vic.gov.au**

Do you need an interpreter?



If you have trouble understanding any of the information outlined please contact 131 450 and ask for the interpreter to contact the Workplace Injury Commission on 1800 635 960 or 9940 1111 to explain further.

إذا كنت تواجه مشكلة في فهم أي من المعلومات الموضحة، فيرجى الاتصال بالرقم 131 450 واطلب من المترجم الاتصال بلجنة الإصابات في مكان العمل لمزيد من المعلومات اتصل على الرقم 1800 635 960 أو 9940 1111

如果您对上述信息有疑问，请拨打 131 450，通过口译员联系工伤赔偿委员会，电话 1800 635 960 或 9940 1111，进行进一步咨询。

Ako ne razumijete ove informacije, nazovite 131 450 i zamolite tumača da vam nazovu Workplace Injury Commission (Komisiju za ozljede na radu) na 1800 635 960 ili 9940 1111 za objašnjenja.

Εάν δυσκολεύεστε να κατανοήσετε οποιαδήποτε από τις πληροφορίες που περιγράφονται, επικοινωνήστε με τον αριθμό 131 450 και ζητήστε από τον διερμηνέα να επικοινωνήσει με την Επιτροπή Τραυματισμών στο Χώρο Εργασίας (Workplace Injury Commission) στον αριθμό 1800 635 960 ή 9940 1111 για περαιτέρω διευκρινίσεις.

Se hai difficoltà a comprendere queste informazioni chiama il 131 450 e chiedi all'interprete di contattare la Workplace Injury Commission al 1800 635 960 o al 9940 1111 per una spiegazione più approfondita.

Ако имате тешкотии да разберете која било од наведените информации, ве молиме јавете се на 131 450 и побарајте преведувач да контактира со Workplace Injury Commission (Комисија за повреди на работното место) на 1800 635 960 или 9940 1111 заради натамошни објаснувања.

'Jeśli masz problemy ze zrozumieniem którejkolwiek z podanych informacji, zadzwoń pod numer 131 450 i poproś o tłumacza, aby skontaktował się z Workplace Injury Commission pod numerem 1800 635 960 lub 9940 1111 pod dalsze wyjaśnienia'.

Ако не разумете ове информације, назовите 131 450 и замолите преводиоца да вам назову Workplace Injury Commission (Комисију за повреде на раду) на 1800 635 960 или 9940 1111 да бисте добили објашњења.

"Si usted tiene dificultades para entender cualquier información expuesta, póngase en contacto con el 131 450 y pida que el intérprete contacte a la Workplace Injury Commission (Comision de Accidentes de Trabajo) llamando al 1800 635 960, a fin de obtener una explicación más detallada "

Nếu quý vị có bất kỳ khó khăn trong việc hiểu thông tin được nêu, xin vui lòng liên hệ 131 450 và nhờ thông dịch viên liên hệ với Ủy Ban về Thương Tích tại Nơi Làm Việc qua số 1800 635 960 hoặc 9940 1111 để được giải thích thêm.