

# Representation or Assistance at Conciliation



## Can I get help with my conciliation?

Yes. You can have an assistant or representative to help you with conciliation.

They can guide you through the conciliation process, help you prepare for the conference and communicate with us and the other parties on your behalf.

## Who can represent or assist me?

You can ask your lawyer or another person to help you during the conciliation process.

Employers can be helped by their WorkSafe Agent or an employer association.

For workers, free services available in conciliation include:

- Union Assist (current and former union members may be eligible) [unionassist.org.au](http://unionassist.org.au);
- WorkCover Assist [www.workcoverassist.vic.gov.au](http://www.workcoverassist.vic.gov.au)

Other Union or support services may also be available to assist.

If you are a worker and would like assistance with conciliation, complete section 2 of the *Application for Conciliation Form*, or contact us on 03 9940 1111 or 1800 635 960 for more information.

You do not need our agreement for a non-legal assistant or representative to assist you with conciliation.

If you want a lawyer to help you at a conciliation conference, you or your lawyer will need to ask for agreement from the Conciliation Officer.

## How can I seek approval for legal representation at a conference?

You or your legal practitioner will need to request our agreement and provide reasons for the request.

It is best to send us this request in writing within 7 days from when we inform you of the conference date, but the request can be made at any time up to and during a conference.

## What will we consider when deciding whether or not to approve legal representation at a conference?

We will consider each request on its merits and consider:

- The fairness of allowing a party to be legally represented
- If legal representation will assist in dealing with the dispute efficiently
- The complexity of the dispute
- Any other relevant circumstances

## If my request is refused, can my lawyer still assist me outside the conference?

Yes, your lawyer can still assist you with all other aspects of the conciliation process, including giving advice and making written submissions on your behalf.

## Do I need approval to have someone who is not a lawyer assist me at a conference?

No. However, please let us know if you want to have someone who is not a lawyer assist or support you at a conference.



## Do I need to be represented or assisted at conciliation?

No. You can participate in conciliation without an assistant or representative. When you are deciding whether or not you need help with conciliation, please consider that you may need to:

- Fill in forms
- Talk to the other party or their representative about your dispute
- Make decisions including whether to make or accept an offer to resolve the dispute
- Prepare for a conciliation conference, including submitting information, documents and requests for medical or other reports

We can provide you with information about the conciliation process but we can't give you advice.

## Can I bring a support person to a conference?

Yes. A support person can provide emotional support and reassurance, but they can't speak on your behalf unless the Conciliation Officer agrees. If you are going to bring a support person to the conference, please let us know.

## Can my support person interpret for me at a conference?

No. If you need an interpreter, please let us know. We will arrange a professional interpreter for the conference at no cost to you.

## How many representatives and/or support persons can I have at a

## conference?

To manage the conference, we may limit the number of people that attend, including support people.

## Where can I get more information?

For more information:

- See our *Representation and Assistance at Conciliation Policy and Procedure*
- Visit our website [www.wic.vic.gov.au](http://www.wic.vic.gov.au)
- Call us on (03) 9940 1111 or 1800 635 960

## Need help?

For more information or assistance, please:

- call **03 9940 1111** or **1800 635 960**
- email [info@wic.vic.gov.au](mailto:info@wic.vic.gov.au)
- visit [wic.vic.gov.au](http://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 9940 1111 أو 1800 635 960 في مكان العمل لمزيد من المعلومات اتصل على الرقم

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 διευκρινήσεις.

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 "