



What disputes can be dealt with at arbitration?

We can arbitrate disputes about:

- Weekly payments
- Medical and like expenses, such as surgery, physiotherapy and home help
- Provisional payments
- Superannuation contributions
- Interest on an outstanding amount

If:

- The Worker lodges a referral for arbitration
- Their injury happened on or after 1 September 2022
- We have issued a Genuine Dispute Certificate after conciliation
- The Worker has not taken the same dispute to court

How does arbitration start?

The first step in arbitration is for the Worker to fill out a *Referral for Arbitration Form* and send it to us. We call this lodging a referral for arbitration. We will then confirm if we can accept the referral. You will find this Form on our website www.wic.vic.gov.au/resources.

Can someone else lodge a Referral for Arbitration Form for a Worker?

Yes. A person other than the Worker can send in a *Referral for Arbitration Form*, but first:

- the Worker must have agreed to that person lodging the *Referral for Arbitration Form* for them, and
- The person must have the right information from the Worker so the questions in the form can be answered accurately

When should a Referral for Arbitration Form be lodged?

We should receive a *Referral for Arbitration Form* within 60 days of the Worker receiving a *Genuine Dispute Certificate* from conciliation. They need to allow enough time for us to receive it.

If a Worker thinks they need more than 60 days to complete the *Referral for Arbitration Form*, they can apply for an extension of time during the 60 days by sending us a *Request to Extend Time to Lodge a Referral for Arbitration Form* found on our website www.wic.vic.gov.au/resources. On that form, they need to tell us why they are requesting more time.

What if it is more than 60 days since the Genuine Dispute Certificate was received by the Worker?

If 60 days have already passed the Worker can still send their *Referral for Arbitration Form* and tell us why they are applying late.

Will the WorkSafe Agent or Self-insurer be asked for their views if there is a request to extend time or the Referral for Arbitration Form is sent in after 60 days?

Yes. If the Worker requests an extension of time or sends us the *Referral for Arbitration Form* late, we will ask the WorkSafe Agent or Self-insurer for their views about the extension or late lodgement. We will then decide



whether to extend the time or accept the referral for arbitration late.

How is a Referral for Arbitration Form lodged?

A *Referral for Arbitration Form* can be sent to:

- arbferral@wic.vic.gov.au
- or
- GPO Box 251, Melbourne VIC 3001

or delivered in person to:

- Level 1, 215 Spring Street, Melbourne

website www.wic.vic.gov.au/resources.

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

What happens once the referral for arbitration is lodged?

If we accept the referral for arbitration, we inform the Worker, the Employer and the WorkSafe Agent or Self-insurer within two business days. We will advise the parties of:

- The arbitration reference number
- The date of the initial arbitration hearing
- Any request for further information
- The Hearing Support Officer's contact information

We will also provide information to help each party prepare for the hearing.

What happens if we reject the referral?

If we reject the referral, we explain why in writing. If the Worker disagrees with our decision, they may choose to seek legal advice.

Where do I get more information?

For more information, see our *Referral for Arbitration Policy and Procedure* on our

Do you need an interpreter?



If you cannot understand this form please contact 131 450. Ask the interpreter to contact the Workplace Injury Commission on 1800 635 960 or 03 9940 1111 to explain this form.

على الرقم 1800635960 أو WIC إذا لم تستطع فهم هذا النموذج، فيرجى الاتصال بـ 131450. اطلب من المترجم الاتصال بـ 99401111 03 لشرح هذا النموذج.

如果您看不懂这份表格，请拨打 131 450，要求口译员帮忙联系 WIC 来解释此表格，电话 1800 635 960 或 03 9940 1111。

Ako ne razumijete ovaj obrazac, kontaktirajte 131 450. Zamolite tumača da vam nazovu WIC na 1800 635 960 ili 03 9940 1111 kako bi vam se objasnilo za što služi ovaj obrazac.

Αν δεν μπορείτε να καταλάβετε αυτό το έντυπο παρακαλώ επικοινωνήστε με το 131 450. Ζητήστε από τον διερμηνέα να επικοινωνήσει με το WIC στο 1800 635 960 ή 03 9940 1111 για να εξηγήσει αυτό το έντυπο.

Se non riesci a capire questo modulo, contatta il 131 450. Chiedi all'interprete di contattare WIC al 1800 635 960 oppure al 03 9940 1111 per spiegarti questo modulo.

Ако не го разбирате овој формулар, ве молиме јавете се на 131 450. Побарајте од преведувачот да се јави на WIC на 1800 635 960 или на 03 9940 1111 за да ви го објаснат овој формулар.

Jeśli nie rozumiesz tego formularza, zadzwoń pod numer 131 450. Poproś tłumacza o skontaktowanie się z WIC pod numerem 1800 635 960 lub 03 9940 1111 w celu uzyskania wyjaśnienia.

Ако не разумете овај образац, контактирајте 131 450. Замолиште преводиоца да вам назову WIC на 1800 635 960 или (03) 9940 1111 да би вам се објаснило за шта служи овај образац.

Si no puede comprender este formulario, comuníquese con el 131 450. Pida que el intérprete se ponga en contacto con WIC llamando al 1800 635 960 o al 03 9940 1111 para explicar este formulario

BU FORMU ANLAYAMAZSANIZ 131450 NUMARAYA TELEFON EDİN. BİR TERCÜMAN İSTEYİN VE TERCÜMANA YA 1800 635 960 NUMARAYA YA DA 03 9940 1111 NUMARAYLA TEMAS KURMASINI İSTEYİN BU FORMU SANA ALTMALARI ICIN

Nếu quý vị không hiểu mẫu này, xin gọi 131 450. Yêu cầu thông dịch viên liên lạc WIC qua số 1800 635 960 hoặc (03) 9940 1111 để giải thích về mẫu này.