



Can I apply for conciliation?

You can apply for conciliation if:

- A WorkSafe Agent or Self-insurer has made a decision on your claim that you don't agree with, or
- If a WorkSafe Agent or Self-insurer has not responded to a request or has not made a payment on your claim within a reasonable time.

You can also apply for further conciliation of a dispute if you have received a *Dismissal Certificate* from us.

For more information, see our *Application for Further Conciliation after Dismissal Fact Sheet* on our website www.wic.vic.gov.au/resources.

How can I apply for conciliation?

Send a completed *Application for Conciliation Form* to:

- conciliation@wic.vic.gov.au
- GPO BOX 251, Melbourne 3001; or
- Deliver it in person to Level 1, 215 Spring St, Melbourne.

For more information, see our *Application for Conciliation Form* on our website www.wic.vic.gov.au/resources or call us on 1800 635 960 to have one sent to you.

Can someone else lodge my application for me?

Anyone can lodge an application form for you, as long as they have your permission.

When should I apply for conciliation?

You need to apply for conciliation within 60 days from the date you received the WorkSafe Agent or Self-insurer's decision.

Before the 60 days expires you can ask us for more time to apply for conciliation by sending us an *Extension of Time to Lodge an Application for Conciliation Form*. You must provide reasons why you are asking for more time.

If a WorkSafe Agent or Self-insurer has not responded to a request or made a payment, you can apply if you have not received a response within a reasonable time from when you provided them with the request or invoice.

For more information, see our *Extension of Time to Lodge an Application for Conciliation Form* and *Application for Conciliation Policy and Procedure* on our website www.wic.vic.gov.au/resources.

What if it is more than 60 days since I received the decision?

We may accept your application for conciliation if you send it to us late. You must provide reasons for your late application on the *Application for Conciliation Form*.

For more information, see our *Application for Conciliation Form* on our website www.wic.vic.gov.au/resources.

What information should I provide?

You should submit your completed application form and, depending on the reason why you are applying for conciliation, you will need to provide at least one of the following documents about your dispute:

- ✓ Decision made by the WorkSafe Agent or Self-insurer
- ✓ Request for treatment if the WorkSafe Agent or Self-insurer has failed to respond
- ✓ Certificates of capacity if the WorkSafe Agent or Self-insurer has failed to pay weekly payments



- ✓ Invoices/receipts if the WorkSafe Agent or Self-insurer has failed to pay for medical treatment

You can also provide other documents to support your dispute (for example, medical reports or payslips).

Can someone help me during conciliation?

Free assistance is available to help you at conciliation including:

- Union Assist (current and former union members may be eligible) unionassist.org.au
- WorkCover Assist www.workcoverassist.vic.gov.au

Other Union or support services or a legal representative may also assist you.

If you would like assistance during conciliation, complete section 2 of the *Application for Conciliation Form* or contact us on 1800 635 960 for more information about organising this.

You can also bring a friend or family member to support you at the conciliation conference.

If you want a lawyer to attend with you at your conciliation conference, you or your lawyer will need to request approval from the Conciliation Officer.

For more information, see our *Application for Conciliation Form* and *Representation or Assistance at Conciliation Fact Sheet* on our website www.wic.vic.gov.au/resources.

What if I need an interpreter?

We will arrange an interpreter (including Auslan if needed) for the conciliation conference, at no cost to you.

If you need an interpreter in order to talk to us,

contact the Telephone Interpreter Service on 131 450 and ask the interpreter to contact the Workplace Injury Commission on 1800 635 960 or 03 9940 1111. This interpreter service is free.

What if I need special assistance due to disability?

Tick yes in Section 1 of the *Application for Conciliation Form* and we will contact you to discuss your requirements or you can call us on 1800 635 960 or 03 9940 1111.

For more information, see our *Application for Conciliation Form* on our website www.wic.vic.gov.au/resources.

What happens next?

Once your application is accepted we will send you an acknowledgement letter.

A conciliation conference will usually be held within 5 to 10 weeks. We will send you a letter with the conference details.

What happens at a conciliation conference?

A conciliation conference is a meeting where a Conciliation Officer will help you, the WorkSafe Agent or Self-insurer and your employer to discuss the issues and try to resolve your dispute.

Do I need medical reports?

You may need to provide a report from your treating health practitioner to help with conciliation. If you do, we will send you a *Request for Medical Report Form*. You should sign this form and give it to the health practitioners that you want to provide a report for your conciliation.



For more information, see our *Request for Medical Report Form* on our website www.wic.vic.gov.au/resources.

Who pays for medical reports at conciliation?

The reasonable cost of the report is paid for by the WorkSafe Agent or Self-insurer.

Where can I get more information?

For more information, see our *Application for Conciliation Policy* on our website www.wic.vic.gov.au/resources or call us on 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**
- visit **wic.vic.gov.au**

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. Замолисте 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.