



## 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](http://www.wic.vic.gov.au/resources).

## How can I apply for conciliation?

Send a completed Application for Conciliation Form to:

- [afc@wic.vic.gov.au](mailto:afc@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](http://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](http://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](http://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)  
[www.unionassist.org.au](http://www.unionassist.org.au)
- WorkCover Assist  
[www.workcoverassist.vic.gov.au](http://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](http://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](http://www.wic.vic.gov.au/resources).

## What is conciliation?

Conciliation is an alternative dispute resolution process aimed at helping parties reach a mutually acceptable agreement.

A conciliation conference may be held, if necessary, where both parties, with the assistance of an independent Conciliation Officer, work through the issues in dispute.

We aim to have your dispute assigned to a Conciliation Officer within 6-8 weeks. In some cases, your dispute may be resolved without the need for a conference. You may be contacted by WIC or your representative to discuss your dispute in more detail.

## 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.

## Is a conciliation conference necessary?

Not all disputes require a formal conference to be resolved.

In many cases, conciliation can occur without a formal conference process—such as phone calls, emails, or written correspondence—between the Conciliation Officer and each party. This flexibility allows the process to adapt to the specific needs of the dispute. As a result, a resolution can be achieved without the need for a formal meeting or conference.



## **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.