



## 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) [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 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 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](http://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](http://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](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 замолиште 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.