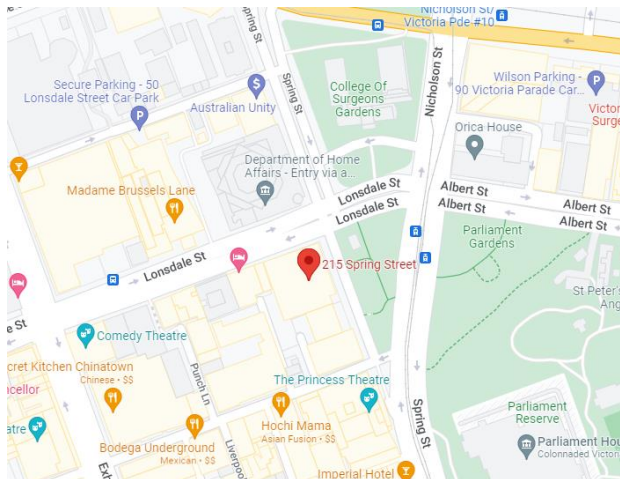


Attending the Workplace Injury Commission



Where to find us

We're located at: WIC Resolution Centre, Level 1, 215 Spring Street, Melbourne – a map and image of our building entrance is below.



Getting here

We recommend you use the PTV Journey Planner <https://www.ptv.vic.gov.au/journey> to plan your trip by public transport.

Bus: Our office is close to bus routes on nearby Lonsdale Street.

Train: We're located across the road from Parliament Station, Lonsdale Street exit.

Tram: Our office is close to tram routes on nearby Bourke Street and Nicholson Street.

Parking: If you'd like to drive, you can find paid parking nearby or metered street parking.

What to do when you get here

Make your way to our Resolution Centre reception desk on Level 1 via the lifts where we will check you in and you'll get the choice to wait in our lounge area or a private meeting room.

Keeping everyone safe from COVID-19

Your comfort, safety and wellbeing is our priority when you're at the Resolution Centre, so we're taking a number of steps to create a COVID Safe environment.

The day before your conciliation conference or arbitration hearing

The day before your conference or hearing, we may contact you and ask you some COVID-19 related health questions. If we try to contact you, but cannot get through, we will leave a voicemail and send you a text message with a link to the same questions. We would ask you to answer these before you get to the Resolution Centre.

It is important that if you feel ill or are showing symptoms of COVID-19 at any point before your conference or hearing – even if it is on the day - we'd ask you not to attend the Resolution Centre in person, but **phone us on 03 9940 1111 or 1800 635 960** so we can organise for you to attend online, by telephone or rearrange your conference or hearing to another date.

Arrival

When you arrive, we'll ask everyone in your party to register their name and contact details with our friendly reception staff and may reconfirm your answers to COVID-19 questions from the day before.

Masks

When you come to our Resolution Centre we may ask you to wear a mask. If you don't have a suitable mask, we'll provide one.



If you can't wear a mask, but we've asked you to wear one when you arrive, you will need to have a medical exemption. It is important you bring proof of this along to your conference or hearing. If you're unable to provide proof of your exemption to wear a mask and it's a requirement on the day then we'll unfortunately need to reschedule your conference or hearing to another day.

Social distancing and hygiene

We'd encourage everyone visiting our Resolution Centre to practice social distancing where possible and follow good hygiene and social distancing practices.

We'll have plenty of hand sanitizer, tissues and antibacterial wipe on hand. We'll also give you the option to wait in a private meeting room before and after your conference or hearing if you would like and ensure there is plenty of space in each room between everyone.

To help us manage this, if you plan to bring more than two support people with you please let us know in advance if you can so we can try to make sure we have a room big enough to accommodate you all.

Wellbeing

We know that attending a conciliation conference or arbitration hearing can be stressful, so we also have a quiet room and wellness room available for you to use for prayers, contemplation or medical emergencies.

Need to talk?

If you have any questions, are not able to make your conference or hearing for any reason, or would prefer an online or telephone conference please contact us 8.30am-5pm on:

- 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 fact sheet 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 WIC إذا لم تستطع فهم هذا النموذج، فيرجى الاتصال بـ 131450. اطلب من المترجم الاتصال بـ 03 99401111 لشرح هذا النموذج أو.

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.