



## What is the Employer's role at arbitration?

The Employer's role depends on whether they have a WorkSafe Agent managing the claim or if they manage the claim themselves. If they manage the claim themselves, they are called a Self-insurer.

If an Employer has a WorkSafe Agent, the Employer's main role is to provide documents or information relevant to the dispute. They can attend a hearing as an observer and may be asked to give evidence. The WorkSafe Agent conducts the arbitration instead of the Employer.

If the Employer is a Self-insurer, they conduct the arbitration, receive and provide documents and information and can give evidence.

## Can a person from Employer attend the entire hearing if they are giving evidence?

No. If a person from the Employer gives evidence, they may not attend a hearing until they give evidence. The Employer should discuss with their WorkSafe Agent whether they should attend, and advise us before the hearing.

## Can an Employer be represented at an arbitration hearing or bring a support person?

Yes. If the Employer has a WorkSafe Agent, the representative may not speak at the hearing. A support person also can't speak at a hearing. We must be notified of any representative or support person's name before the hearing.

For more information, see our *Representation at Arbitration Policy and Procedure* on our website [www.wic.vic.gov.au/resources](http://www.wic.vic.gov.au/resources).

## What information do we send to the Employer?

We send Self-insurers all correspondence and documents relating to the dispute.

If the Employer has a WorkSafe Agent, we:

- Write to them when a dispute has been accepted
- Send them a copy of the *Referral for Arbitration Form*
- Notify them of the hearing dates
- Send them any requests for information
- Send them drafts of any referral to a Medical Panel (if we ask a Medical Panel to answer medical questions).
- Send them a copy of any Medical Panel opinion we receive
- Send them the final decision about the dispute by the Arbitration Officer (we call this a determination)

## What information does the Employer need to provide?

Employers must provide all documents and information which are relevant to the dispute and reasonably available to them, even if it does not support their case.

In most cases, Employers provide this information to us through their WorkSafe Agent, but if we ask the Employer directly, they should provide the information to us.

## How is an Employer updated about a dispute at arbitration?



We expect WorkSafe Agents to update Employers (which aren't Self-insurers) about the details of a dispute at arbitration and answer any questions they may have.

If an Employer has a question about the arbitration process, they may contact the Hearing Support Officer.

## 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 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 WIC إذا لم تستطع فهم هذا النموذج، فيرجى الاتصال بـ 131450 . اطلب من المترجم الاتصال بـ أو 03 99401111 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 разумеете 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

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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.