

The injured worker submits a request for extension of time within 60 days of the decision date.

WIC will contact the injured worker to let them know their request is under review.

The injured worker's request is rejected.

The injured worker gets a letter explaining the reasons their request has been rejected.

Conciliation application

Where can the injured worker find information?

- · Letter or email
- WebsitePhone
- · In person

What documents are required at this stage?

- · Application for Conciliation form
- · Adverse decision
- Application for extension of time form (if required)
- · Supporting information relevant to the dispute

Who from WIC is involved at this stage?

- · Client Services
- · Senior Technical Officer
- · Principal Conciliation Officer

Who can help the injured worker?

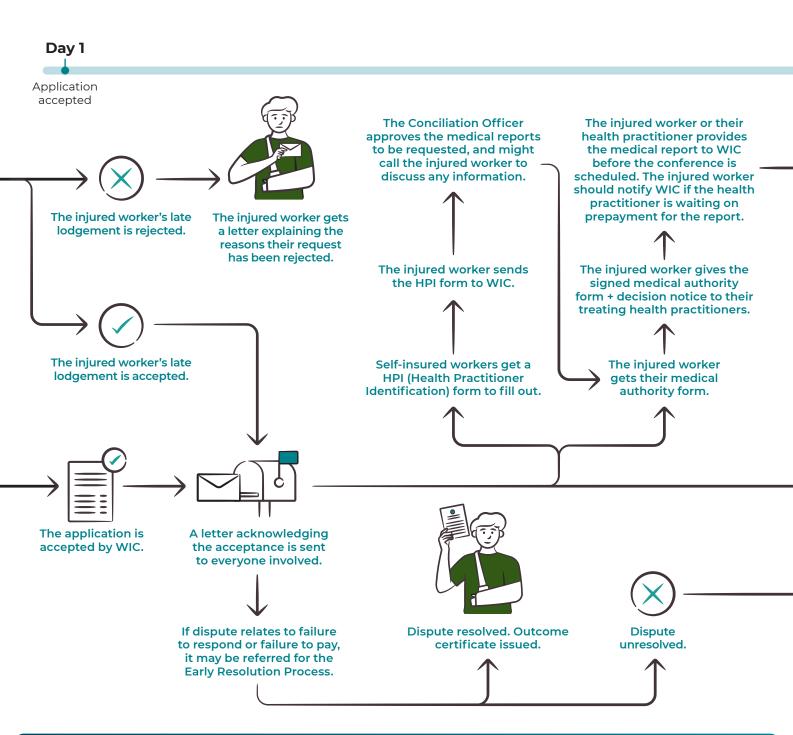
- · Support person
- · Union or other representatives
- · Union Assist or WorkCover Assist
- Legal representatives
- ·Interpreter
- ·WIC

Who else might be involved?

- · Self-insurer
- · WorkSafe Agent
- · Employer

What are the next steps?

· Injured worker notified by phone, email or mail



Dispute acceptance

Where can the injured worker find information?

- · Letter or email
- Website
- · Phone
- \cdot In person

What documents are required at this stage?

- · Medical authority form
- · WorkSafe Agent / Self-insurer advice
- · Health Practitioner Identification form
- · Supporting medical information
- Other supporting information relevant to the dispute

Who from WIC is involved at this stage?

- · Client Services
- · Information Officer
- · Team leaders

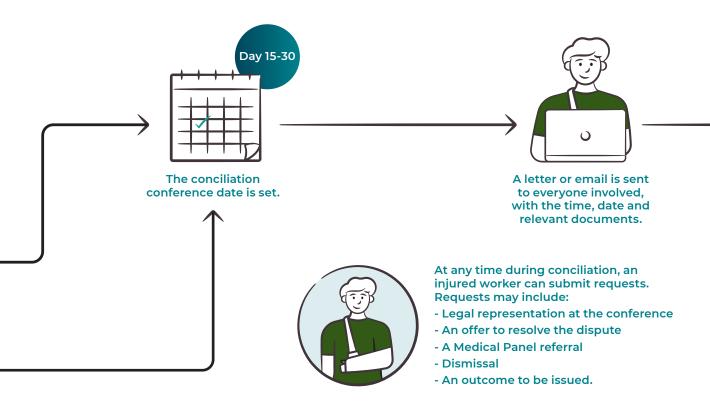
Who can help the injured worker?

- · Support person
- \cdot Union or other representatives
- · Union Assist or WorkCover Assist
- Legal representatives
- ·Interpreter
- · Health practitioners
- ·WIC

Who else might be involved?

- · WorkSafe Agent
- · Self-insurer
- Employer
- · Health practitioners

- Injured worker notified by phone, email or mail
- · Acknowledgement letter sent with medical authority forms and HPI form, where applicable



Conference allocation

Where can the injured worker find information?

- · Letter or email
- · Phone
- · In person
- $\cdot \, \text{Website}$

Who from WIC is involved at this stage?

- · Information Officer
- · Conciliation Officer
- · Team Leaders

Who can help the injured worker?

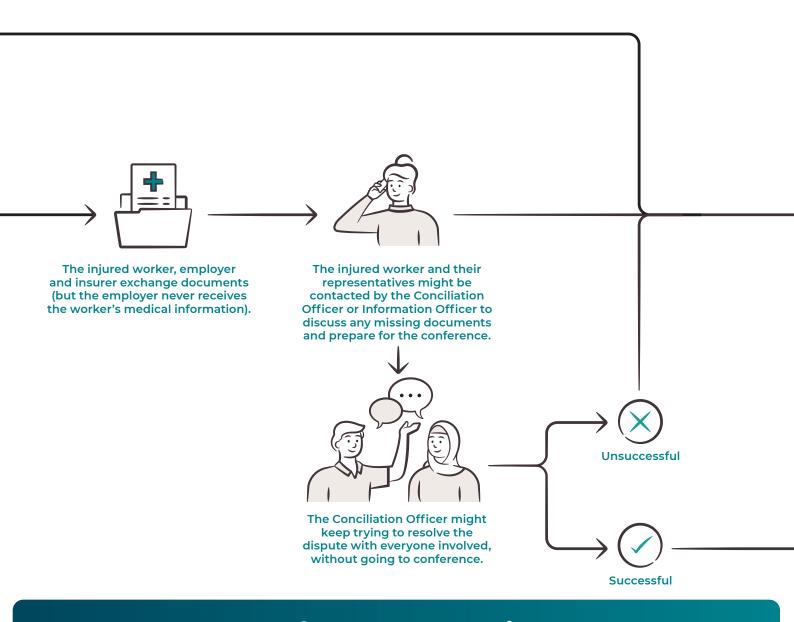
- · Support person
- \cdot Union or other representatives
- · Union Assist or WorkCover Assist
- · Legal representatives
- ·Interpreter
- ·WIC

Who else might be involved?

- · Self-insurer
- · WorkSafe Agent
- · Employer

What are the next steps?

· Injured worker and participants are notified of conference date and details by phone, email or mail



Conference preparation

Where can the injured worker find information?

- · Letter or email
- Website
- Phone
- · In person

What documents are required at this stage?

- Completed information and documents
- · PIAWE calculations
- Payslips
- · Supporting medical information
- · WorkSafe Agent or Self-insurer advice

Who from WIC is involved at this stage?

- · Information Officer
- · Conciliation Officer

Who can help the injured worker?

- · Support person
- · Union or other representatives
- · Union Assist or WorkCover Assist
- $\cdot \ \text{Legal representatives}$
- ·Interpreter
- ·WIC

Who else might be involved?

- · WorkSafe Agent
- · Self-insurer
- · Employer

- Injured worker may be contacted for more information
- · All relevant documents exchanged between everyone involved
- · Conference participants are confirmed



The Conciliation Officer refers the dispute to a Medical Panel for a binding opinion on a medical question.



Agreed way forward.

The Conciliation conference happens over phone, video or in person.

Day 45-60

The Conciliation Officer gives opening statement to the injured worker and everyone involved.



The injured worker and other parties explain their positions and have an opportunity to discuss the issues together, facilitated by the Conciliation Officer.



The Conciliation Officer may speak separately with the injured worker (and their representative) as well as with the insurer and employer.



The Conciliation Officer will bring everyone together to confirm the outcome and next steps of the conference.

The dispute is progressed or suspended for further information to be provided or to obtain legal advice.

A progress or suspension certificate is sent out.



At any stage of the conciliation process, the injured worker can take time to think about their options and talk to a lawyer if necessary.

Conciliation conference

Where can the injured worker find information?

- · Letter or email
- Website
- Phone
- · In person

What documents are required at this stage?

· All information related to the dispute

Who from WIC is involved at this stage?

· Conciliation Officer

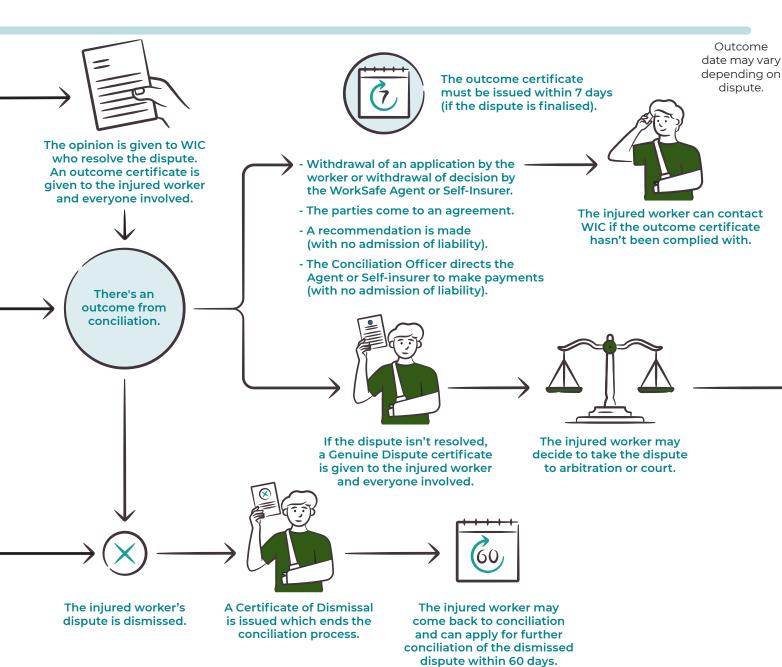
Who can help the injured worker?

- · Support person
- · Union or other representatives
- · Union Assist or WorkCover Assist
- · Legal representatives
- ·Interpreter
- ·WIC

Who else might be involved?

- Employer
- · WorkSafe Agent
- · Self-insurer
- · Representative

- · Actions may be required following the conference
- · Possibilities and options presented



Conference outcomes

Where can the injured worker find information?

- · Letter or email
- · Website
- Phone
- \cdot In person

What documents are required at this stage?

· Outcome certificate

Who from WIC is involved at this stage?

- · Information Officer
- · Conciliation Officer

Who can help the injured worker?

- · Support person
- · Union or other representatives
- · Union Assist or WorkCover Assist
- Legal representatives
- ·Interpreter
- ·WIC

Who else might be involved?

- · WorkSafe Agent
- · Self-insurer
- · Employer

- · Injured worker receives the Outcome certificate by email or mail
- · Genuine Dispute is given, they may go to Court or arbitration