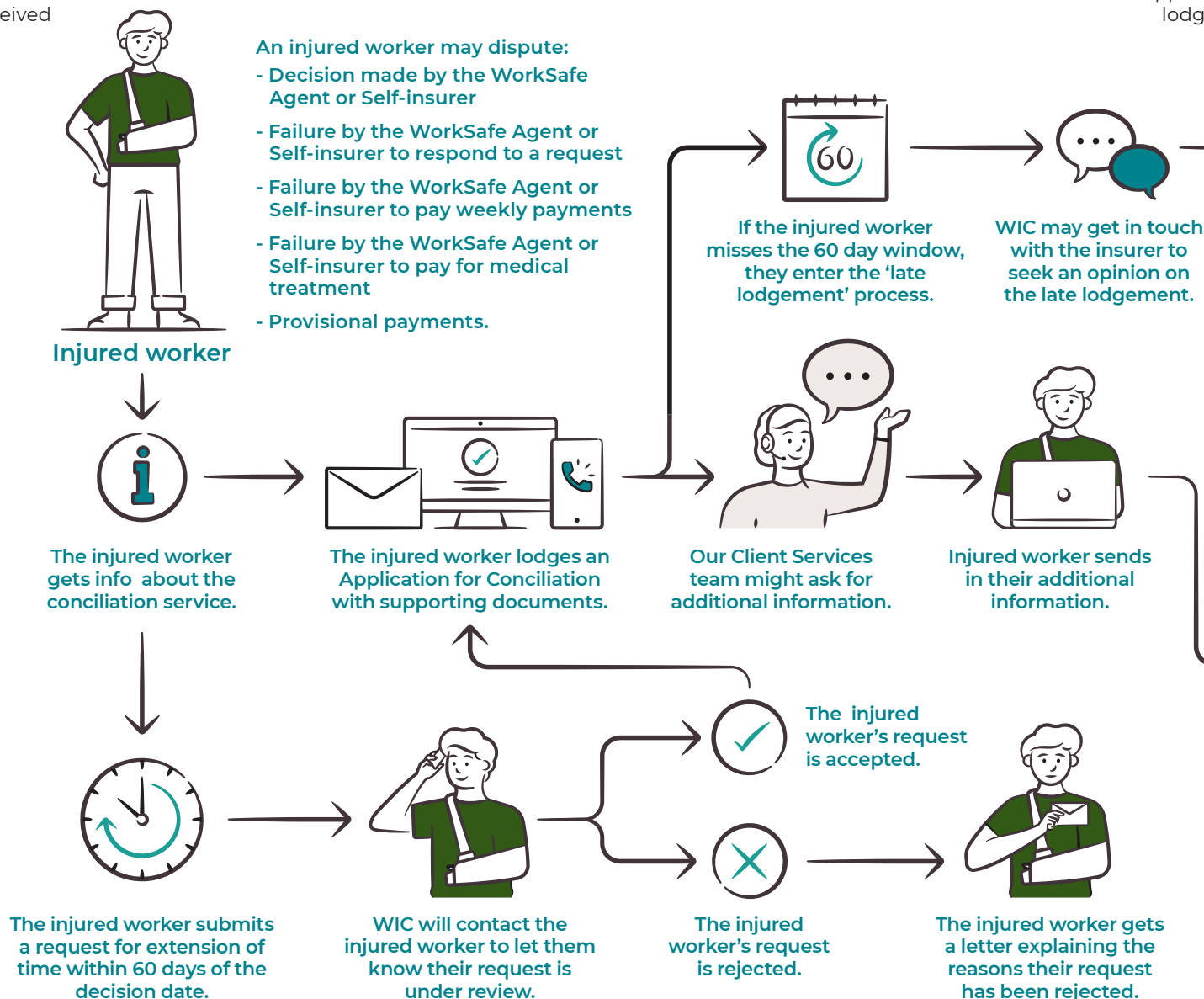


Day 0

Day 60

Decision received

Application lodged



Conciliation application

Where can the injured worker find information?

- Letter or email
- Website
- Phone
- 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?

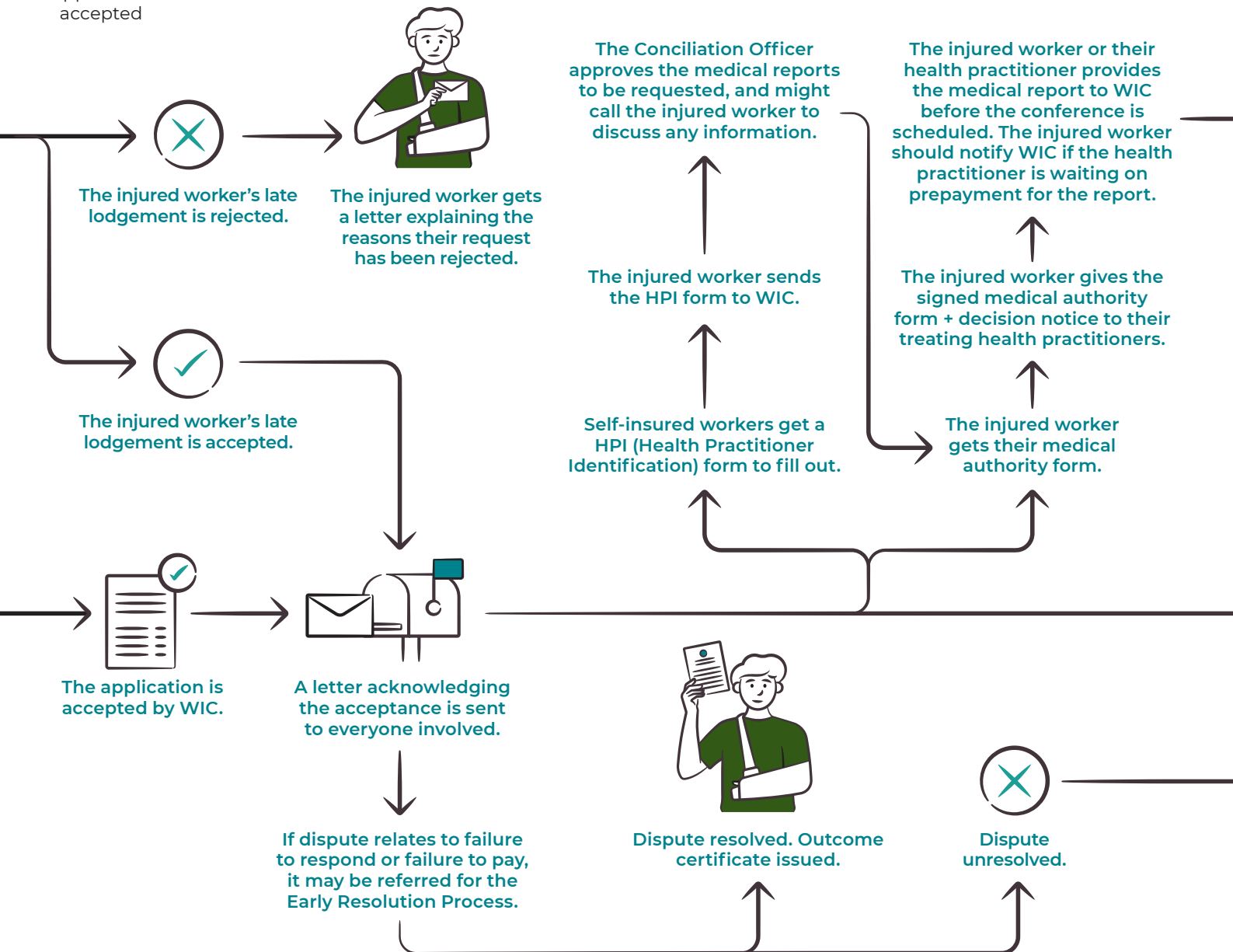
- Self-insurer
- WorkSafe Agent
- Employer

What are the next steps?

- Injured worker notified by phone, email or mail

Day 1

Application accepted



Dispute acceptance

Where can the injured worker find information?

- Letter or email
- Website
- Phone
- 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?

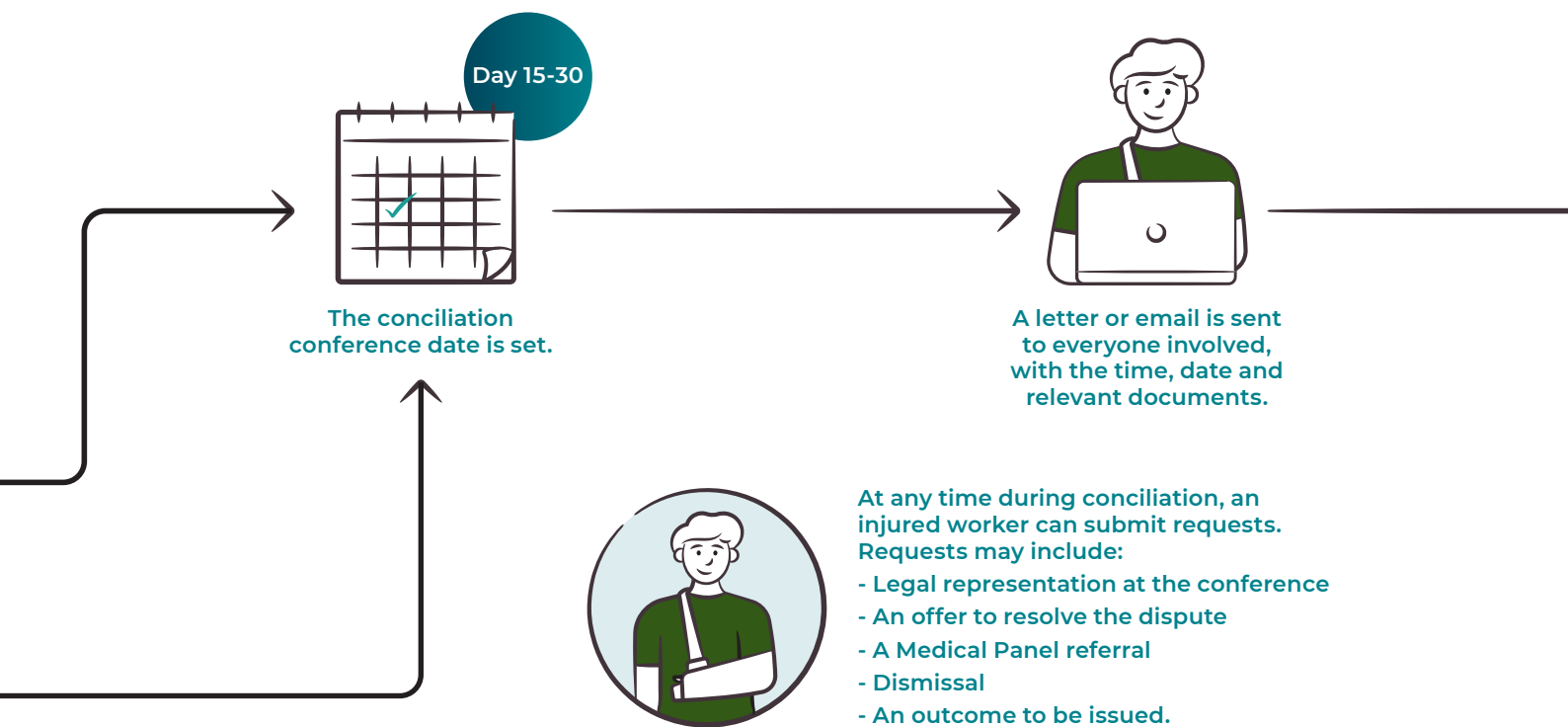
- Support person
- Union or other representatives
- Union Assist or WorkCover Assist
- Legal representatives
- Interpreter
- Health practitioners
- WIC

Who else might be involved?

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

What are the next steps?

- 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
- Website

Who from WIC is involved at this stage?

- Information Officer
- Conciliation Officer
- Team Leaders

Who can help the injured worker?

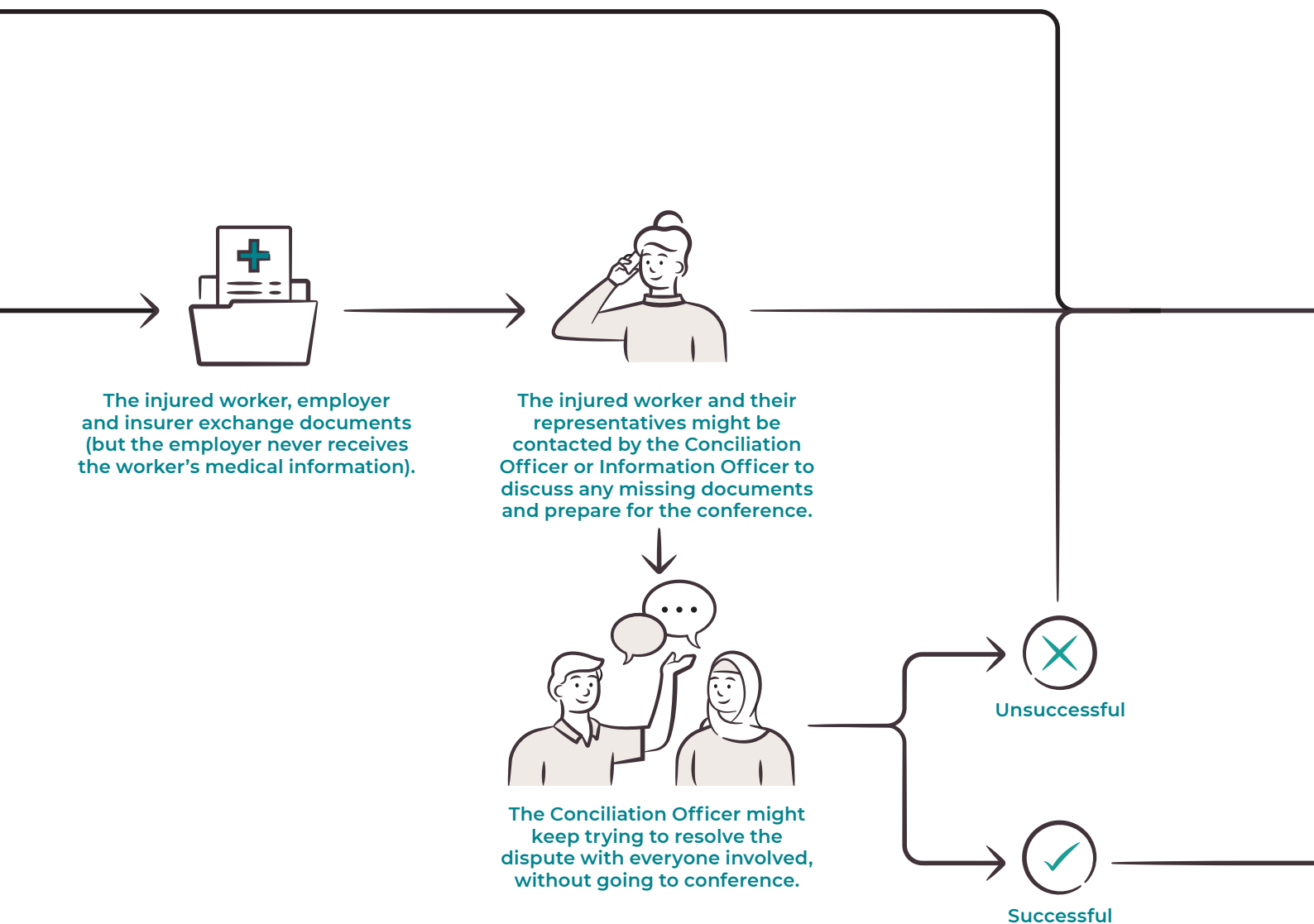
- Support person
- Union or other representatives
- Union Assist or WorkCover Assist
- Legal representatives
- Interpreter
- WIC

Who else might be involved?

- Self-insurer
- WorkSafe Agent
- Employer

What are the next steps?

- Injured worker 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?

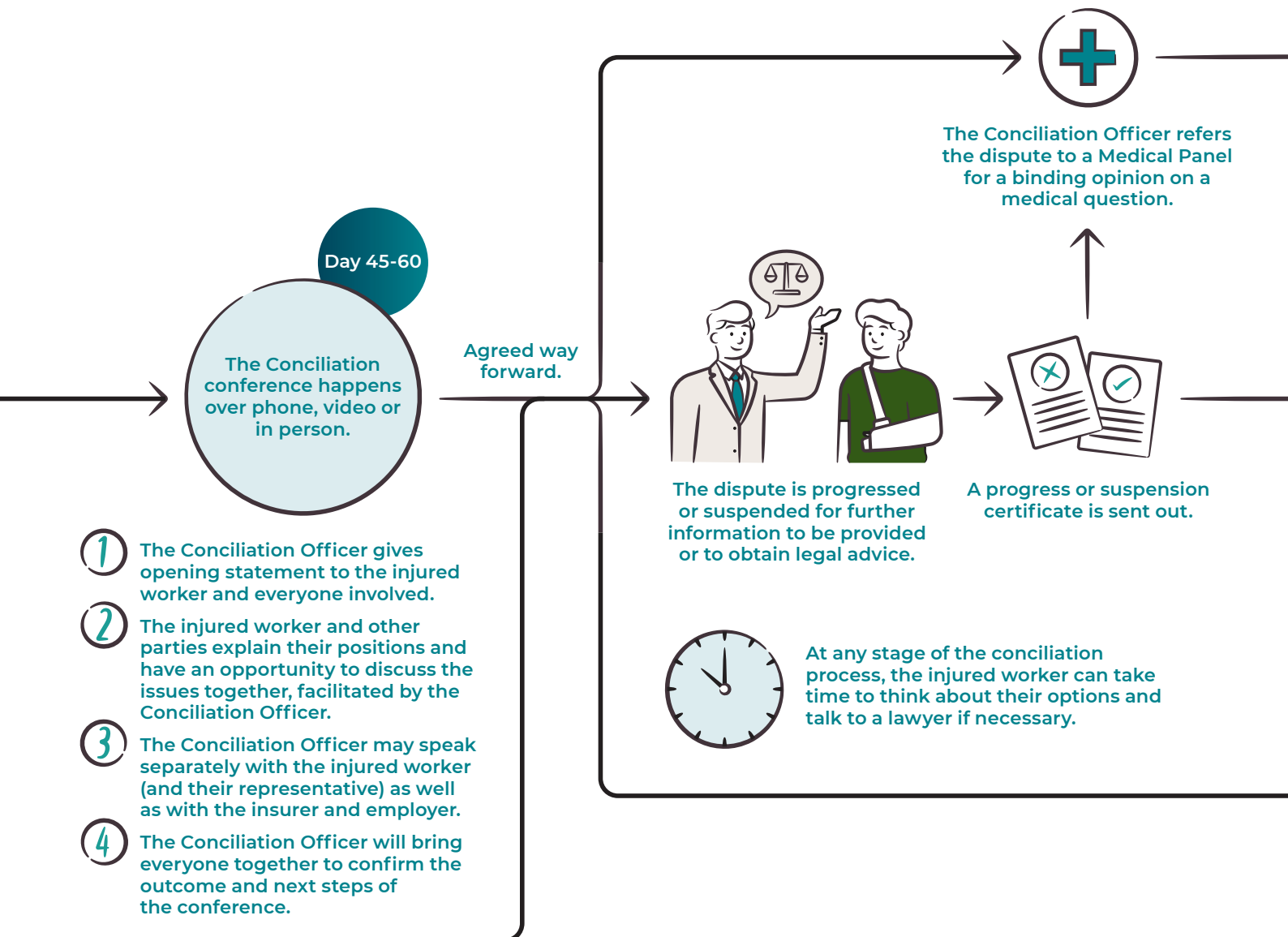
- Support person
- Union or other representatives
- Union Assist or WorkCover Assist
- Legal representatives
- Interpreter
- WIC

Who else might be involved?

- WorkSafe Agent
- Self-insurer
- Employer

What are the next steps?

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



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?

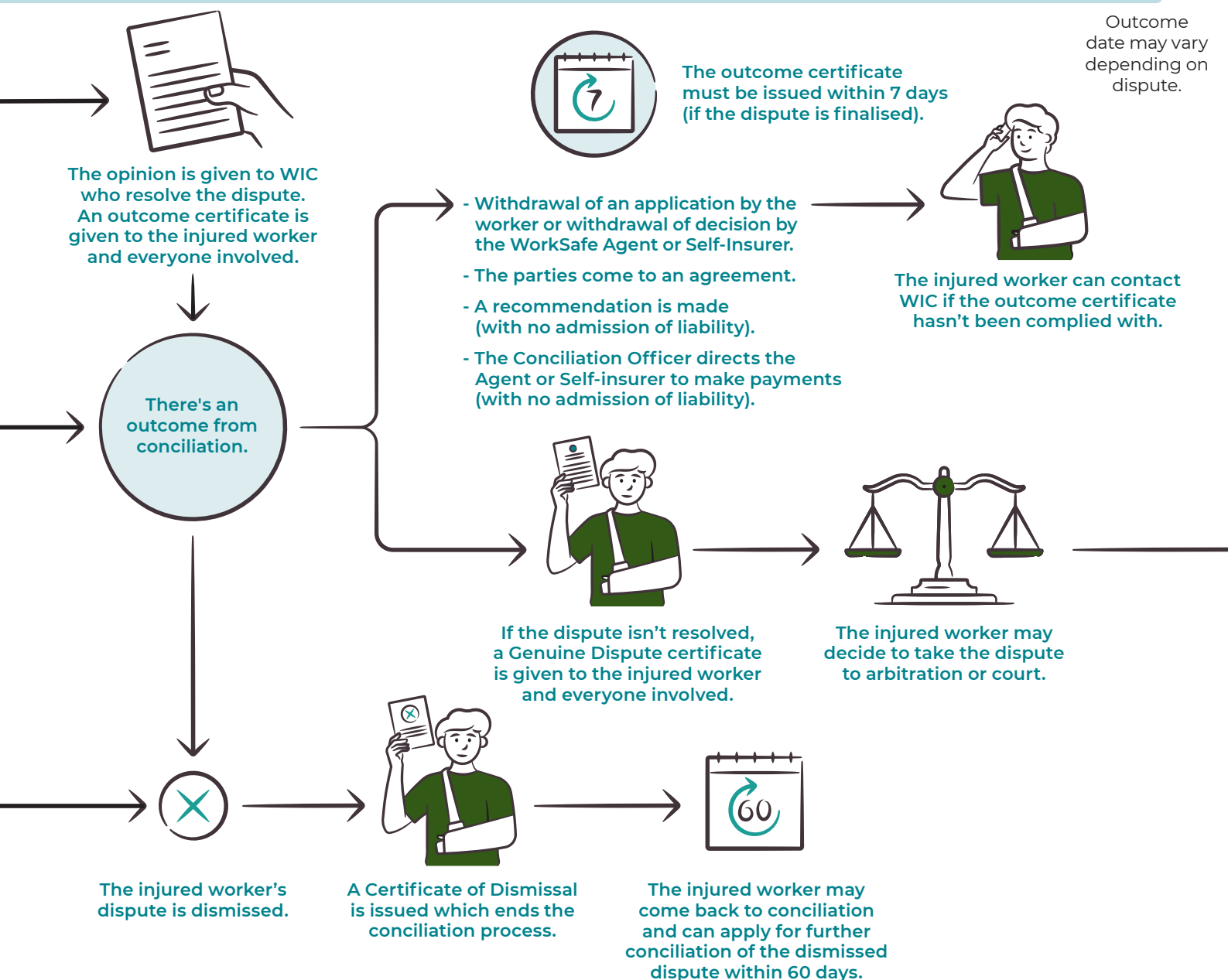
- Support person
- Union or other representatives
- Union Assist or WorkCover Assist
- Legal representatives
- Interpreter
- WIC

Who else might be involved?

- Employer
- WorkSafe Agent
- Self-insurer
- Representative

What are the next steps?

- 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
- 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

What are the next steps?

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