

UNION FACT SHEET 2 - Victoria

Workers Compensation



Preventing and Resolving Disputes section 53-68 of The Accident Compensation Act 1985

If an injured worker believes their claim for compensation has not been handled correctly, they are encouraged to initially talk to their employer, treating health practitioner and the WorkSafe Agent. The HSR or Union representative may also be able to help. They could also call the WorkSafe Advisory line 1800 136 089 to clarify issues or request a RTW Inspector to come out to the workplace.

Compensation Conciliation Service (ACCS)

Any decision or failure to make a decision by the employer, the agent or self-insurer can be referred to the ACCS by the injured worker for review. The injured worker must complete a "Request for Conciliation" form within 60 days of receiving a written decision from the agent. This form is available from the agent, Australia Post, WorkSafe, the union office, Self-Insurer and the ACCS (1800 635 960) or www.conciliation.vic.gov.au.

It is the Conciliation Officer's responsibility to convene a meeting. Conciliation Officers are appointed by the government and are independent and is about bringing the parties together in an informal meeting to seek a resolution to the dispute. Most workers compensation disputes are resolved through conciliation rather than court action.

Referring Matters to the Medical Panel

There may be times when the conciliation process is adjourned due to conflicting medical information such as the extent to which the worker's physical or mental condition was caused by a workplace injury. When this occurs the parties may agree, or the Conciliation Officer may decide, to refer the matter to the Medical Panel.

WorkSafe Advisory Service will provide free advice to both workers and employers.

Contact the WorkSafe Advisory Service on (03) 9641 1444 or 1800 136 089.

Contact us on 1800 060 556 Free call

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Visit our website www.cfmeuffpd.org for more information

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