

Conciliation Outcomes

Resolved dispute

Approximately 70% of disputes are resolved as a result of conciliation. Resolution may take one of the following forms:

1. Agreement

An agreement reached between you and the WorkSafe agent or self-insurer.

2. Recommendation

The Conciliation Officer may make a recommendation that he/she believes is appropriate to resolve the dispute. The dispute is resolved if the recommendation is accepted by you and the WorkSafe agent or self-insurer.

3. Direction

If the Conciliation Officer believes the WorkSafe agent or self-insurer has no arguable case to support the decision in dispute, they may direct them to pay you limited weekly payments and/or limited medical and like expenses.

This is the only instance where a Conciliation Officer has the power to decide a dispute.

4. Medical Panel

A medical dispute may be referred to a Medical Panel for a decision. A referral to the Medical Panel is at the discretion of the Conciliation Officer. The doctors who form a Medical Panel are independent of the WorkSafe agent or self-insurer and WorkSafe Victoria.

The Medical Panel will provide a final and legally binding opinion that will ordinarily resolve the medical issue(s) in dispute. The Medical Panel will provide its opinion to the Conciliation Officer.

Dispute unresolved

1. Genuine Dispute

If your dispute cannot be resolved, the Conciliation Officer will issue a certificate of genuine dispute that will enable you to take your dispute to the Magistrates' or County Court.