

The Conciliation Conference

At the conciliation conference

The conciliation conference will typically be attended by:

- the Conciliation Officer
- you
- your assistant (such as a WorkCover Assist Workers' Consultant), if requested
- a friend or family member
- a representative of the WorkSafe agent or self-insurer
- a representative from your employer and employer assistant (on some occasions)

Role of the Conciliation Officer

During the course of the conciliation conference, the Conciliation Officer will:

- set out some ground rules and explain how the conference will proceed
- manage who is in the conference room to ensure fair discussion
- clarify the relevant issues in dispute
- remain impartial and ask questions, make sure you understand the views of others, make suggestions and help you to reach a fair agreement
- ensure that relevant and appropriate reports and documents are exchanged and discussed so that everyone understands their contents
- where appropriate, talk with people privately. This will give you the opportunity to talk with the Conciliation Officer about anything you may feel uncomfortable discussing openly

Your role

At the conference, you take an active part by:

- bringing all relevant information with you to support your position
- stating your own views as clearly as possible
- requesting information if you are unclear on any issue
- listening to other points of view
- suggesting and considering options for resolving the dispute

WorkCover Assist's role

Your WorkCover Assist Workers' Consultant will act as your assistant during the conciliation process. They will provide you with support, encouragement, information and analysis to help you participate in the conference and understand the issues and content involved. Your Workers' Consultant will also keep you fully informed and assist you when considering any offer to resolve/progress your workcover dispute.

Confidentiality

Unless very specific circumstances arise, the discussions held during the conciliation conference are private and confidential and not admissible in any court or tribunal.

For more information, please contact **WorkCover Assist** on **9941 0537**.