

Independent Registered Agents: Information for Clients



Parties to a dispute in WorkCover WA's Conciliation and Arbitration Services are entitled to be represented by a legal practitioner or registered agent.

Registered agents are approved and regulated by WorkCover WA and are required to comply with the *Workers' Compensation and Injury Management Act 1981* (the Act) and *Workers' Compensation and Injury Management Regulations 1982*, including a code of conduct and scale of costs.

Some agents are approved to operate as independent registered agents and others work within law firms, insurance offices and other specified organisations.

Before an independent registered agent begins to act for you, WorkCover WA requires that they provide you with this information sheet together with details of the maximum costs they can charge for their services (this is provided separately to you on a form called **Acknowledgment of Costs**).

When you have carefully read this information please sign both forms to acknowledge that you have received them.

Important information about the fees your independent registered agent can charge

- The **maximum** hours that can be charged by registered agents is governed by a scale of costs called the [Workers' Compensation \(Legal Practitioners And Registered Agents\) Costs Determination](#). Your independent registered agent should provide a copy of the relevant parts of this document or it is available on WorkCover WA's website.

- The **maximum** hourly rate that an independent registered agent is able to charge is governed by the [Legal Practitioners \(Magistrates Court\) \(Civil\) Report and Determination](#) in effect at the date of the service.
- The maximum amount that an independent registered agent can charge is shown on the **Acknowledgement of Costs** form and calculated based on the **maximum** number of hours permitted for items on the workers' compensation scale of costs.
- The final cost is dependent on the number of hours worked.
- Before additional costs are incurred, the independent registered agent is required to advise you (in writing) of any changes to the previously advised maximum and the reasons for the change. For example if your dispute is not resolved at the first conciliation conference and your matter proceeds further, additional costs will apply.

Independent registered agents are not legal practitioners

Independent registered agents are not legal practitioners and cannot provide advice about any matters other than the resolution of workers' compensation disputes. In the course of resolution of your dispute issues may arise in relation to common law rights and liability, employment rights and obligations, and settlement of the workers' compensation claim outside the workers' compensation system. Independent registered agents can only advise about settlement of a claim via redemption or permanent impairment lump sum payment. If you have questions in relation to these matters you will need to obtain legal advice from a legal practitioner.