

INFORMATION AND GUIDELINES FOR COMMUNICATING WITH THE WORKERS' COMPENSATION CONCILIATION SERVICE

The process for lodging documents with the Workers' Compensation Conciliation Service (Conciliation Service) in relation to the conciliation of a dispute is governed by the *Workers' Compensation and Injury Management Conciliation Rules 2011* (Rules).

In accordance with Rule 26, every document in relation to conciliation of a dispute must be lodged with the Conciliation Service using the Electronic Document System (EDS) via [WorkCover WA Online](#), unless the person lodging the document is EDS exempt. An EDS exempt person is usually an unrepresented worker or an uninsured employer. Legal representatives, registered agents, insurers and self-insured employers are required to use the EDS.

Questions regarding the conduct of a particular case and the related documents should be directed to the Conciliation Officer in the first instance.

Notices and correspondence from the Conciliation Service about a particular case will be provided to non-exempt parties via the EDS and email notifications are sent to alert parties to new documents and notices in accordance with Rule 26A.

EDS exempt parties who choose not to use the EDS are notified by email or post, depending on their preference.

The EDS provides on-screen notification to representatives and insurers if their client/insured has not established their own EDS access.

Email Correspondence

Email correspondence to the Conciliation Service should be copied to all parties to the dispute. Emails must not include attachments or other information that would otherwise be considered a document as defined by the Rules unless the document has first been lodged via the EDS.

Communication General

The Conciliation Service recognises that it may also be necessary and/or beneficial for communication to occur between the parties to a dispute and the Conciliation Service outside the formal lodgement of documents. This kind of communication does not involve the submission of documents so it is not covered by the document lodgement provisions of the Rules.

In the absence of an interactive communication function within the online system, staff of the Conciliation Service may use telephone and email to liaise with the parties as necessary. Similarly, in the interests of acting fairly, economically, informally, and quickly, Conciliation Officers will continue to manage the conduct of allocated disputes using various means including telephone calls and email.

If you require further assistance, please contact conciliation@workcover.wa.gov.au or visit workcover.wa.gov.au.