

Resolving disputes about medical, hospital and rehabilitation treatment

If you disagree with a decision we've made about your medical, hospital and rehabilitation treatment, talk to your coordinator in the first instance. They might contact other people involved with you, such as your service provider who requested the treatment. Your coordinator may suggest arranging a meeting to discuss the issues with your service provider to agree on solutions.

How do I apply for a review of a decision about my treatment?

You can ask us to review our decision at any time, by calling your coordinator or by completing the *Application for Review of Decision* form attached to the letter we sent you with our decision (called a decision notice). Your coordinator can provide you with the form if you no longer have a copy. If you have additional information, reports or documents to support your application, please include them.

A staff member who wasn't involved in the original decision will complete the review within 14 days. Before we complete the review, we may recommend that an independent health professional visit you to provide a second opinion. The health professional will have experience in treating injuries like yours, and we'll arrange and pay for this option if you choose it.

What is the Workers Compensation Commission?

The Workers Compensation Commission (WCC) is an independent statutory tribunal that handles disputes about workers compensation matters (for example weekly compensation payments, compensation for permanent impairment, pain and suffering and medical expenses).

How do I lodge a dispute with the WCC?

You, or someone acting on your behalf, can lodge an *Application to Resolve a Dispute* with the WCC. For more information about how to lodge an application, including where to find the *Application to Resolve a Dispute* form, please contact the WCC by calling 1300 368 040 or see their website www.wcc.nsw.gov.au.

An *Application to Resolve a Dispute* form can be lodged by post or email via:

- **Post:** WCC Registry
Level 20, 1 Oxford Street
Darlinghurst
NSW 2010
- **Email:** registry@wcc.nsw.gov.au

What is the Workers Compensation Independent Review Office?

The Workers Compensation Independent Review Office (WIRO) is an independent statutory organisation that addresses complaints made by workers about insurance agents. WIRO can facilitate access to free legal advice in some instances. If at any stage you're not happy with the management of your injury, you can contact WIRO by calling 13 94 76 or see their website www.wiro.nsw.gov.au for more information.

What is the Independent Legal Assistance and Review Service?

WIRO has established the Independent Legal Assistance and Review Service (ILARS) which provides funding to pay for costs incurred by injured workers when disputing decisions in some circumstances. You can contact ILARS by calling 13 94 76 or emailing ilars@wiro.nsw.gov.au

More help?

If you need more assistance or advice, please contact your Workers Care coordinator. You can also contact our Assessment Review team by emailing feedback.workers-care@icare.nsw.gov.au or calling 1300 738 586. You can also contact your trade union or lawyer.

Address GPO Box 4052, Sydney NSW 2001 **Phone** 1300 738 586 **Fax** 1300 738 583

Email enquiries.workers-care@icare.nsw.gov.au **Web** www.icare.nsw.gov.au