

Conciliation Conferences / Arbitration Hearings Venue Policy

The Workers Compensation Commission is a transparent and independent forum for the fair, just, timely, consistent, appropriate and cost effective resolution of workers compensation disputes.

We are committed to access and equity for all people who use our services. This includes assisting parties who reside in rural and regional areas of New South Wales.

This policy supplements the Commission's Access and Equity Charter [see www.wcc.nsw.gov.au/pdfs/access_equity_charter.pdf] and should be read in conjunction with it.

It outlines:

- How the Commission will arrange the location of conciliation conferences/arbitration hearings; and
- Our expectation of parties and representatives located within the Sydney Metropolitan area, rural or regional New South Wales, and outside New South Wales regarding location of conciliation conferences/arbitration hearings.

We will:

- Make available to parties a Location list where conciliation conferences/ arbitration hearings will be held. This list may be used by worker and his or her representative to nominate his or her preferred location for the conciliation conference/arbitration hearing, should the dispute not resolve prior to the conciliation conference/arbitration hearing;
- Hold all conferences or hearings in the nominated location at approved venues, unless leave has been granted by the Registrar of the Commission;
- Ensure appropriate venues are available in each location. Approved venues are defined as being easy to locate, having appropriate security, suitable access to premises, spaces for parties to confer separately, adequate lighting, photocopying and facsimile facilities;
- Hold the conference or hearing at the Workers Compensation Commission premises or approved venue if the preferred region is Sydney, or no location is requested;

- Hold the conciliation conference/arbitration hearing at the most convenient location within New South Wales if the worker lives outside New South Wales; and
- Ensure the venue chosen takes into consideration the special needs of the worker (where possible).

We expect that you as a worker, or the representative of the worker, to:

- Advise your preferred location for the conciliation conference/arbitration hearing from the Location List when lodging an application with the Commission;
- Indicate the most convenient location within New South Wales if you are a worker, or represent a worker, who lives outside New South Wales; and
- Indicate any special needs of the worker in the application.

Special Circumstances

A party must make a request in writing to the Registrar of the Commission should they wish a conciliation conference/arbitration hearing to be arranged in a location not included in the Location List, or a venue other than that approved by the Commission.

Providing Feedback

Feedback regarding a venue is welcome from people who have used the Commission's services. The feedback will be dealt with as indicated in the Workers Compensation Commission Access and Equity Charter.

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WCC Location List

Albury
Ballina
Bathurst
Broken hill
Bourke
Coffs Harbour
Dubbo

Gosford
Griffith
Newcastle
Orange
Penrith
Port Macquarie
Queanbeyan

Sydney
Tamworth
Taree
Tweed Heads
Wagga Wagga
Woollongong

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