

# Workers Care Program

## Resolving disputes about treatment and care

This information sheet outlines how to resolve disputes about medical, hospital, and rehabilitation treatment, and care services. A dispute is when you disagree with a decision we have made about your treatment or care services. Disputes are different to complaints and other feedback. Information sheet *W10 Your feedback* has more details on these.

### If you disagree with a decision

If you disagree with a decision we have made about your treatment or care talk with your Workers Care contact first. It is likely that they can resolve your concerns with you.

They may contact other people working with you, such as your service provider who requested the treatment to discuss alternative 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 completing the *SIRA Review form – application for review by the insurer* attached to the letter we sent you with our decision (called a decision notice). Your Workers Care contact can provide you with the form if you no longer have a copy, we can also arrange assistance in completing the form if you need help. If you have additional information, reports, or documents to support your application please include them.

A staff member who was not 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 examination is conducted to provide a second opinion. The health professional will have experience in treating injuries like yours, and we will arrange and pay for this.

### What is the Personal Injury Commission?

The Personal Injury Commission (PIC) is an independent government agency 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 PIC?

You, your legal representative, or someone acting on your behalf can lodge an *Application to Resolve a Dispute* form with the PIC. For more information on lodging an application and where to find the *Application to Resolve a Dispute form*, contact the PIC.

Phone: 1800 742 679  
 Website: [www.pi.nsw.gov.au](http://www.pi.nsw.gov.au)  
 Email: [help@pi.nsw.gov.au](mailto:help@pi.nsw.gov.au)  
 The Registry  
 Post: Level 20, 1 Oxford Street  
 Darlinghurst NSW 2010

The Independent Legal Assistance and Review Service (ILARS) can provide access to free, independent legal advice to assist you with lodging a dispute. ILARS is managed by the Independent Review Office (IRO).

## What is the Independent Review Office?

The Independent Review Office (IRO) is an independent government organisation that addresses complaints made by workers about their insurer. IRO can facilitate access to free legal advice in some instances. If at any stage you are not happy with the management of your injury, you can contact IRO. IRO has a list of approved lawyers who can give advice at no cost to you. The list is available through the IRO.

Phone: 13 94 76  
 Email: [www.iro.nsw.gov.au](http://www.iro.nsw.gov.au)

## More help

If you need more assistance or advice please contact your Workers Care contact. You can also contact our Customer Resolution Team.

Phone: 1300 738 586  
 Email: [feedback.workers-care@icare.nsw.gov.au](mailto:feedback.workers-care@icare.nsw.gov.au)

You can also contact your trade union or lawyer.

Workers Care Program  
 GPO Box 4052, Sydney, NSW 2001  
**General Phone Enquiries:** 1300 738 586  
 Email: [care-requests@icare.nsw.gov.au](mailto:care-requests@icare.nsw.gov.au)  
[www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)