



**Victor Dominello**  
Minister for Finance, Services and Property

## **MEDIA RELEASE**

Wednesday, 20 December 2017

### **HAVE YOUR SAY ON IMPROVING THE DISPUTE RESOLUTION SCHEME**

Public feedback is sought on options to improve the workers compensation dispute resolution system to simplify the system and ensure workers are adequately supported, with the NSW Government today releasing a Discussion Paper for comment.

Minister for Finance, Services and Property Victor Dominello welcomed feedback on potential reforms which includes four options to create an integrated one stop shop for workers compensation dispute resolution.

“Independent research has shown us that claimants find the current system difficult to understand and navigate at an already stressful time in their lives,” Mr Dominello said.

“We want a system that harnesses digital technology to be more user friendly and one that better supports claimants so they can return to work and good health.”

The four options are:

1. One stop shop;
2. One stop shop with more focused claimant and legal support;
3. One stop shop with increased CTP consistency; and
4. Consolidated personal injury dispute resolution model.

The Paper has been developed by the Department of Finance, Services and Innovation with input from an expert Reference Group of representatives from the agencies involved in the current system. Stakeholders including insurers, unions, lawyers and injured workers have also been consulted.

Improving the dispute resolution system is the next step in the Government’s ongoing process to build a more sustainable workers compensation system.

The paper is available under Current Consultations at [www.finance.nsw.gov.au](http://www.finance.nsw.gov.au).

Submissions can be made via post, email or by completing a survey at [www.haveyoursay.nsw.gov.au](http://www.haveyoursay.nsw.gov.au). Submissions close 16 February 2018.

**MEDIA: William Sparling | Minister Dominello | 0408 576 636**