

Facilitated Discussion service

Edition 1 – February 2022

What is Facilitated Discussion?

Facilitated Discussion is a form of alternative dispute resolution for injured workers where workplace relationship issues or interpersonal conflict are present as a barrier. It is a voluntary process that offers a safe and supportive environment for injured workers to identify and discuss the barriers to returning to work.

Facilitated Discussion also assists injured workers to reach a mutual agreement and to determine a pathway forward with their employer and/or other participant involved.

The service is broken down into two parts –

Step 1 (Part A) - Pre- Meetings

Step 2 (Part B) – Mediation Meeting*

*Please note – Part B will only progress if all participants agree to meet together

An independent Facilitated Discussion (FD) Consultant (who hold National Mediator Accreditation System credentials) conducts both Part A and Part B of the service.

Step 1 (Part A) – is where **separate meetings** with the worker and other participant/s occur

Step 2 (Part B) – is where a **joint meeting/s** between the worker and other participant/s occur

Is Facilitated Discussion suitable for my worker?

Scenario's where FD may be appropriate include, but are not limited to –

- Injured workers who are reportedly experiencing bullying or harassment from a co-worker or Manager
- Injured workers who may be experiencing heightened symptoms of anxiety and stress due to workload demands and are experiencing lack of support from their employer
- Injured workers who have a primary physical injury claim; however are experiencing feelings of lack of support from their employer post injury or have residual issues around the circumstances of the accident.

Further Information

If you believe this service would be of benefit to an injured worker, you can either write to their General Practitioner to discuss this service being referred or contact their WorkSafe Agent directly and request a referral be sent.

The WorkSafe Agent will then arrange for a referral to be sent out to an approved FD Consultant (employed by an Occupational Rehabilitation Provider) who will deliver this FD service.

The *FD Guidance Brochure for Workers* is a useful resource and can be found **here**.

Furthermore, you can reach out to **occupational_rehab@worksafe.vic.gov.au** if you have any questions or wish to discuss anything further.