

Fact sheet

About dispute resolution

How can the Fair Work Commission assist in dispute resolution?

Members of the Fair Work Commission (the Commission) are experienced in a wide range of alternative dispute resolution techniques including conciliation, mediation and arbitration.

They are skilled in helping employers and employees resolve workplace disputes and can suggest means of resolving differences that may not have been immediately apparent to those directly involved.

They are also impartial and have a sound knowledge and understanding of the relevant legal and industrial issues.

Depending on the circumstances, the Commission can exercise statutory powers that enable disputes to be resolved on a final basis.

Who can seek assistance from the Commission?

In general, the Commission can assist in resolving disputes involving employers, employees and unions and employer associations who are covered by the national workplace relations system.

These include:

- any employer that is a constitutional corporation
- any employer in Victoria or the territories
- the Commonwealth (including any Commonwealth authority)
- any employee of one of the above types of employers
- a registered union or employer organisation.

Unsure if you are covered?

- Contact the Commission on **1300 799 675** to see if you may be able to seek assistance.

What types of disputes can be referred to the Commission?

The main types of disputes that can be referred to the Commission are:

- disputes under the terms of an award or a collective or enterprise agreement
- bargaining disputes, and
- disputes arising under the general protections provisions of the *Fair Work Act 2009*.

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This fact sheet is not intended to be comprehensive. It is designed to assist in gaining an understanding of the Fair Work Commission (the Commission) and its work. The Commission does not provide legal advice.