

Appendix one - General enquiries and assistance with disputed claims

There are a number of places you can turn to for assistance with disputed claims and the Accident Compensation Conciliation Service process including:

- **A solicitor** - if you do not have a solicitor, you may wish to phone the Law Institute of Victoria's legal referral service for advice on (03) 9607 9550.
- **Union Assist** - a free service operated by the Victorian Trades Hall Council. Please call (03) 9639 6144.
- **WorkCover Assist** - a free service provided by WorkSafe Victoria. They offer support and guidance and can simplify the dispute resolution process for you. Please call (03) 9941 0537.
- **Your union** - contact details for unions operating in Victoria are detailed in the table below.

Union	Phone Number
Ambulance Employees Australia	(03) 9235 7675
Association Of Professional Engineers, Scientists And Managers, Australia (APESMA)	(03) 9695 8807
Australasian Meat Industry Employees' Union (AMIEU)	(03) 9662 3766
Australian Education Union Victorian Branch (AEUVB)	(03) 9417 2822
Australian Institute Of Marine And Power Engineers (AIMPE)	(03) 9690 0506
Australian Licenced Aircraft Engineers Association (ALAEA)	(03) 9691 7103
Australian Manufacturing Workers Union (AMWU)	(03) 9230 5700
Australian Nursing Federation (ANF)	(03) 9275 9333
Australian Services Union (ASU) - Victorian Authorities & Services Branch	1300 855 570
- Victorian Private Sector Branch	(03) 9320 6700
Australian Workers Union (AWU)	1300 362 298
Blind Workers Union Of Victoria (BWU Of V)	(03) 8378 1205
Civil Air Operations (CAOOAA)	(03) 9647 9100
Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing And Allied Services Union Of Australia (CEPU)	
- Communications Workers Union (CWU)	(03) 9349 2100
- Electrical Trades Union (ETU)	(03) 8329 0000
- Plumbing Trades Employees Union (PTEU)	(03) 9662 3388
Community and Public Sector Union - PSU Group	1800 137 636
- State Public Services Federation (CPSU/SPSF)	(03) 9639 1822
Construction, Forestry, Mining & Energy Union (CFMEU)	
- Construction & General Division	(03) 9341 3444
- Forestry & Furnishing Products Division (FFPD) - Victorian Forestry District	(03) 9274 9200
- Pulp & Paper Workers' District	
- Mining & Energy Division	(03) 5134 3311
Finance Sector Union Of Australia (FSU)	1300 366 378
Flight Attendants Association Of Australia (FAAA)	1800 733 222
Health Services Union (HSU) Victoria - No 1 Branch	1800 331 974
No 2 Branch - Health and Community Services Union (HACSU)	1300 651 931
No 3 Branch - Health Professionals	(03) 9341 3390
No 4 Branch - Association of Hospital Pharmacists (AHP)	
- Medical Scientists Association of Victoria (MSAV)	(03) 9623 9623
- Victorian Psychologists Association Incorporated (VPA)	
Independent Education Union (IEU)	(03) 9254 1860
Maritime Union of Australia (MUA)	(03) 9329 5477
Media, Entertainment & Arts Alliance (MEAA)	1300 656 512
National Tertiary Education Union (NTEU)	(03) 9254 1930
National Union Of Workers (NUW)	(03) 9287 1777
The Police Association of Victoria (TPAV)	(03) 9468 2600
Professional Footballers Association (PFA)	(03) 9287 1888
Rail, Tram & Bus Union (RTBU)	(03) 9600 3030
Shop, Distributive and Allied Employees' Association (SDA)	(03) 9698 1400
Textile, Clothing And Footwear Union Of Australia (TCFUA)	(03) 9639 2955
Transport Workers Union Of Australia (TWU)	1300 727 614
United Firefighters Union (UFU)	(03) 9419 8811
United Voice	(03) 9235 7777