

# What happens when you lodge an application

## Case management process for sexual harassment disputes

When you start a case at the Fair Work Commission, there are several stages. This guide explains the steps we usually take when we first receive an application.

Sometimes we might deal with cases differently. We will let you know during the case how things will proceed and what you need to do.

### We know this process can be stressful

Our case managers will try to support your wellbeing and welfare throughout this process. Please contact us if you need extra support. We can talk to you about your options.

We also have information on our website about [support for your health and wellbeing](#).

Below is a summary of the steps:



### Step 1 – We will call you

After you lodge your application, one of our case managers will call you. If you have a representative, we will call them instead. We will do this as soon as we can after we receive your application. We will call you on the phone number you put in your application form.

If there's a good time for us to call you, please let us know. We will do our best to accommodate it.

During the call, we will:

- **Explain how the Commission will deal with your case** — In some cases, there may be options to choose from. If there are, we may ask you how you would prefer for your case to proceed. If there is anything you are worried about sharing with the other parties, we can explain your options.
- **Let you know if we need any extra information before your case can proceed** – If we need more information, we will wait until we receive that from you before we go to Step 2.
- **Check to see if there is any extra support or help you need.**

We can't tell you if you have a strong case, or if we think you should go ahead with your case.

However, we can tell you where to find legal help if you need it, and we can answer any questions you have about the process and what to expect during your case. We can also provide you with information about support services.

You can have a support person with you when we call. If you need an interpreter, we can arrange one at no cost.

## **Step 2 – We will call the other parties**

After we have contacted you (or your representative), we will contact the other parties. The other parties are:

- **Your employer or principal** — this is who you work or used to work for, or who you were seeking to work for (your answer to question 6 of your application)
- **Respondent(s)** – this is the person, or people, you say have sexually harassed you (your answer to question 7)
- **The employer(s) or principal(s) of the respondent(s)** — if they work for someone different to you (your answer to question 8).

We will send a copy of your application to these parties. We will remove your home address before we do this.

We will ask them to respond to your claims in writing. If they do, we will send you a copy of their response.

We send your application to the other parties, and their responses to you, so that the process is open and fair.

## **Step 3 – We will write to you about the next steps**

After the other parties have had a chance to respond, we will write to you again with information about the next steps. What happens next will depend on your case and how we think it might be best resolved.

If you'd like general information on how cases about sexual harassment may proceed, you can read about [how Commission Members may deal with disputes](#) on our website.