



Do you believe your
compensation claim was
**wrongly denied
or handled unfairly?**

▶ We may be able to help.



WAO
Yukon Workers'
Advocate Office

What can the **Workers' Advocate Office** do for you?

Our office is experienced in providing advice and advocacy services, and are specialists in interpreting the *Workers' Safety and Compensation Act* and policies. We're completely independent from the Yukon Workers' Safety and Compensation Board Safety Board (YWSCB) and report to the Department of Justice.

What are the costs?

Our services are available for free.

Our services

Advice

We provide advice to injured workers and their dependents about their Yukon Workers' Safety and Compensation Board claim.

Advocacy

We will work with you to prepare and present an appeal on your behalf, if:

- your claim meets the criteria for reconsideration or appeal to the tribunal; and
- you want to appeal a board decision about your claim.

Appeal process information

We provide information on the steps involved in the board reconsideration or tribunal appeal process.

Appeal representation

Representation by the Workers' Advocate Office is available at various levels of the appeal process.

We can assist with representation before:

- a reconsideration officer; or
- The Workers' Safety and Compensation Appeal Tribunal.

We will try to resolve your issue with the Yukon Workers' Safety and Compensation Board in an informal way before filing a reconsideration or appeal.

Process for the review of your claim

In order to provide advice, we must first review the details of your case. Before we provide advice and set a phone appointment with you:

1. Complete the two forms available on yukon.ca/en/learn-about-workers-advocate-office
 - Authorization for representation and request for disclosure.
 - Authorization to communicate by email.
2. Review the WAO Service Commitment and Standards which we provide once we receive your forms.
3. Submit your scanned forms to workers.advocate@yukon.ca or fax your forms to [867-393-6346](tel:867-393-6346).
 - a) Once the forms are complete, we will request a copy of your file(s).
 - b) After a thorough review of your claim file information, we will contact you to discuss your case. This might take up to 15 business days depending on the length and complexity of the file(s).

If you need help or have questions about submitting forms, please call [867-667-5324](tel:867-667-5324) or toll free (in Yukon) [1-800-661-0408](tel:1-800-661-0408) extension [5324](tel:5324).

4. We will provide any applicable advice to you on the next steps to take regarding your claim.

Frequently Asked Questions

Who is WAO accountable to?

WAO is impartial and makes decisions based on evidence, the principles of fairness and natural justice, and the *Workers Safety and Compensation Act*. While WAO administratively reports to the Regulatory Services Branch of the Department of Justice, our decisions are not affected by the Government of Yukon. We are funded by YWSCB and we are a member of the Canadian Association of Workers' Advocates and Advisors (CAWAA).

What if I believe I was not treated fairly by WAO?

Clients may complain about services or decisions to the WAO Manager or the Yukon Ombudsman's Office. We are accountable for treating clients fairly, with compassion and are always interested in improving our services.





WAO

Yukon Workers'
Advocate Office

Contact us

Phone 867-667-5324

Toll free in Yukon 1-800-661-0408, ext 5324

Fax 867-393-6346

workers.advocate@yukon.ca

yukon.ca/en/learn-about-workers-advocate-office

In person

4141C 4th Avenue
Whitehorse, Yukon
Y1A 1J1

By mail

P.O. Box 2703 (Q-1)
Whitehorse, Yukon
Y1A 2C6