

# Workers' Advisers Office of British Columbia: Client Service Agreement

## Who We Are:

The Workers' Advisers Office (WAO) is part of the BC Government's Ministry of Labour and is independent from WorkSafeBC. We provide expert advice and support to workers and their families on issues under the *Workers' Compensation Act* of British Columbia, at no cost.

## How We Can Help You:

If your inquiry requires the assistance of a Workers' Adviser, we will:

- Explain how your file will be handled by our office.
- Provide you with advice once an Adviser has reviewed your file.
- Explain decisions you receive, your options, and the appeal process.
- In some cases, represent you in reviews or appeals.

## What You Can Expect From Us:

- Fair and respectful service that is considerate of statutory deadlines.
- A safe and accessible environment. We offer translation services and will work with you to meet any medical or disability-related needs.
- Actions that follow our policies and procedures when we work with you or other parties, including WorkSafeBC or the Workers' Compensation Appeals Tribunal.
- Protection of your privacy, subject to applicable laws.
- Confirmation that your messages have been added to your file. Mail or email messages may take longer than portal messages or phone calls.
- The opportunity to provide specific feedback anytime you have concerns about WAO's service, and/or more general feedback about your experience once your file is closed.

## What We Cannot Do:

- Tolerate disrespectful, threatening, or abusive behaviour.
- Monitor your WorkSafeBC file for new decisions or issues that you may wish to dispute.
- Act as a liaison between you and WorkSafeBC.
- Guarantee an outcome from or resolve service issues with other organizations.
- Represent you without enough evidence to support your case.
- Represent you if you are not communicating honestly, or if you take actions that contradict our advice.
- Provide advice and assistance on your case if you are already represented by your union or a lawyer.
- Review or analyze any legal opinions provided by others, including legal arguments generated by an Artificial Intelligence application.

## What You Can Do:

- Treat staff respectfully in all interactions.
- Communicate honestly and work with us in good faith.
- Provide the information requested by the WAO in a timely manner.
- Understand that our staff must allocate their time effectively across *all* clients.
- Keep your contact details up to date and tell us when you cannot be reached.
- Contact us right away if you disagree with a new decision.
- Understand that the Workers' Compensation System can move slowly, and that we have no control over the duration of the review or appeal or adjudication process.

## For Indigenous Clients:

If you are Indigenous (First Nations, Métis, Inuit, or non-status), you may self-identify at any stage during your claim or appeal. Self-identification is voluntary, and does not affect your service, but may help the WAO guide you toward culturally safe supports available within the compensation system.