

STAKEHOLDER ACCESS TO JUSTICE AND ACCESSIBILITY SURVEY



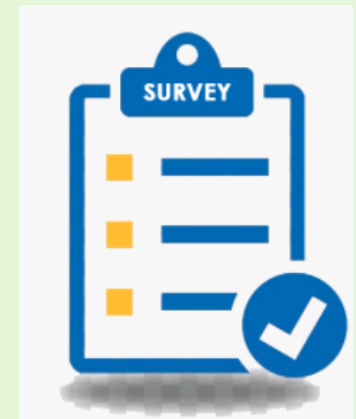
WSIAT ACCESS TO JUSTICE AND ACCESSIBILITY SURVEY FOR STAKEHOLDERS

- In late 2019, the WSIAT's Access to Justice Working Group was established. This group focuses on ensuring all parties are able to meaningfully participate in proceedings before the WSIAT. We strive to remove barriers to participation and support a “user-centric/client focused” adjudicative approach.
- To support our work on access to justice and accessibility, the WSIAT sought feedback from stakeholders about our adjudicative processes and resources via a survey.

SURVEY OVERVIEW

The survey asked for stakeholder feedback on our:

- ✓ customer service
- ✓ communication (letters, forms, and practice directions)
- ✓ website/online resources
- ✓ hearings
- ✓ accommodation process.



- The survey was e-mailed to the WSIAT's stakeholder distribution list on October 1, 2021

**Stakeholders were asked to complete the survey before
Friday, October 22, 2021**

SURVEY OVERVIEW (CONT'D)

- Survey was sent to approximately 250 stakeholders
 - The WSIAT received 105 responses (response rate of 42%)



- 35 questions were asked

TAKEAWAYS: WSIAT CUSTOMER SERVICE

Going Well

- **Most** respondents felt WSIAT staff responded in a timely way
- **Most** respondents felt WSIAT staff were polite, respectful and helpful
- **88%** of respondents felt the WSIAT staff person addressed their issue(s)

Room for Improvement

- 31% of respondents stated they experienced a barrier accessing WSIAT's services

Barriers noted by respondents included:

- Size restrictions for document uploading
- Phasing out of fax
- Wait times
- Accessing WSIAT's Services
- Access to technology for remote hearings

TAKEAWAYS:

WSIAT COMMUNICATION

(LETTERS, FORMS, PRACTICE DIRECTIONS)

Going Well

- **Most** respondents felt WSIAT letters were easy to understand
- **Most** respondents felt WSIAT forms were easy to find, understand and complete
- **Most** respondents felt WSIAT Practice Directions were easy to find and understand

Room for Improvement

- Plain/Simple language on letters, forms and Practice Directions
- Desire for WSIAT decisions to be e-mailed
- Larger font size on forms

Barriers noted by respondents included:

- Language (English or French not first language)
- No access to Adobe software

TAKEAWAYS: WSIAT WEBSITE/ONLINE RESOURCES

Going Well

- **94%** of respondents accessed the WSIAT's website for information & resources
- **Most** respondents felt the info on WSIAT's website was easy to find and understand
- **Favourite webpages:** Decision Search, E-File, and Medical Resources

Room for Improvement

- More visually appealing, organized and helpful website
- Clear step-by-step outline of the WSIAT's appeal process
- Easier to find quarterly reports
- Larger file size for E-File

TAKEAWAYS: WSIAT HEARINGS

Going Well

- **Format of hearings:** videoconference, teleconference, written, in-person, hybrid
- **Most** respondents felt hearings were easy to participate in
- **Most** respondents did not face any barriers participating in a hearing

Room for Improvement

- **39%** of respondents noted they faced a barrier to participating in a hearing
- Barriers noted by respondents included:
- Sound issues and difficulty connecting to remote hearing
 - Suspension of in-person hearings during COVID-19
 - Access to electronic Case Record

TAKEAWAYS: WSIAT ACCOMMODATION

Going Well

- **Most** respondents who requested accommodation for a hearing felt their needs were met or mostly met
- **Most** respondents who requested accommodation for a hearing felt the accommodation process was easy to understand

Room for Improvement

- Accommodation process could be easier to find and access on the website
- More training for staff and adjudicators on psychological and cultural differences
- Some respondents noted a perceived stigma attached to requesting accommodation (fear of negative impact)

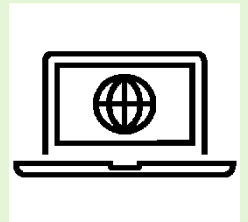
KEY TAKEAWAYS FROM SURVEY

Takeaways
from the
survey

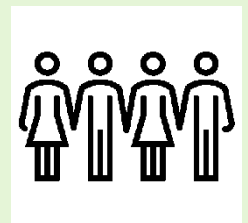
We all have a part to play



Adopting a client focused
approach is important to the
WSIAT and stakeholders



Stakeholder feedback will
continue to inform WSIAT's
future steps



WSIAT NEXT STEPS

The WSIAT continues to address accessibility survey feedback in the following ways:

- Regular meetings of the 'Access to Justice Working Group'
- Improvements to the WSIAT website and forms, including a plain language review
- Clear communication at Stakeholder meetings and other WSIAT communications about the availability of accommodations
- Establishing the WSIAT 'Diversity and Anti-Racism Office'
- Promotion of equal opportunities for participation and a culture of responsiveness
- Continued Feedback from Stakeholders