



WORKING TO MAKE A DIFFERENCE

Review Division

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Review Division Update January, 2009

On behalf of the Review Division, I would like to start out by thanking all worker and employer applicants and their representatives for your cooperation and hard work in meeting our deadlines during 2008. Thanks to your efforts and those of the Review Division staff, we were able to stay current with the over 13,000 reviews received in 2008. Highlights from 2008 are included at the end of this note for your ease of reference.

We also wanted to let you know of service enhancements or changes introduced in 2008 or planned for early 2009.

- **Increased telephone contact** by Intake or Review Officers particularly with unrepresented applicants. Over 5,000 such contacts were made in 2008 and feedback from both the officers and the applicants has been positive.
- **Expanded interpretation services** beginning in January, 2009. Review Division staff now have instant access to WorkSafeBC's language line services so that an interpreter can be easily added in to any incoming or outgoing client calls.
- **All Review Division forms and form letters are being reviewed again** with a view to further enhancing "plain language" use so as to benefit unrepresented applicants particularly. The revised letters will be put into circulation over the next 2 months.
- **The name and phone number of Intake Officers will also be included on initial correspondence** in case the applicant requires additional information or assistance during the course of a review.
- The [Request for Review Form](#) has been revised mostly to allow applicants to request telephone contact or an oral hearing. While the "Read and Review method" will remain the predominant method for conducting reviews, applicants can use the form to indicate why they feel telephone contact or a hearing might be necessary.

- Please make sure you are using the new form and **please send all Review Division correspondence to fax number 604-232-7747 or to P.O. Box 2071 Stn Terminal, Vancouver, BC V6B 3S3**

We hope these service enhancements will be helpful. We look forward to your continuing feedback on the review process. Thank you again.

Joe Pinto
Chief Review Officer
Review Division

2008 Highlights

- Number of Review Requests received: 13,139
 - Number of Reviews decided: 10,363
 - Number closed for other reasons: 2,659
(withdrawn, abandoned, declined or not valid, etc)
 - Average time to complete a review: 130 days
(the *Workers Compensation Act* requires that reviews be completed 150 days from date of filing unless the deadline is extended by the Chief Review Officer due to complexity)
- Percentage completed within 150 days: 89%