

# 20 25 | ANNUAL REPORT



**WAO**  
Yukon Workers'  
Advocate Office



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## VISION, MISSION AND VALUES

### Vision

The Workers' Advocate Office (WAO) is a recognized leader in promoting organizational fairness and continuous improvement. Our actions enable access to justice, accountability and well-reasoned decision making.

### Mission

We generate and share knowledge with our clients and the Workers' Safety and Compensation Board (WSCB) to improve the understanding of the responsibilities and limitations each organization has towards our shared clients. We strive to demonstrate a case specific and individualized approach to each client, considering their circumstances and the merits of each case.

### Values

We interact with our clients and stakeholders with compassion, based on their identified needs, considering the impact of each decision on them. We communicate with WSCB seeking to contribute towards process and system improvements. We are impartial and independent in our decision making, holding ourselves to a high standard, acting in the public interest.

## GOALS AND GUIDING PRINCIPLES



### Access to justice

Clients have timely access to thorough reviews and decisions that reflect their individual needs, and the merits of their cases.



### Process navigation and continuous improvement

We are successful in enhancing clients' ability to understand and navigate systems, resolving conflict where necessary. We work with the WSCB to highlight areas for improvement based on trends, client rights, and our shared knowledge of the clients we serve.



### Fairness and compassion

We provide services that are relationally, procedurally, and substantively fair. We also uphold and teach those principles in our work with the WSCB and clients alike.



### Organizational excellence

Our workplace is engaged, healthy, and collaborative which is reflected in the outcomes of our work and how our team, clients and stakeholders view our programs.

## FROM THE WORKERS' ADVOCATE

### The year at a glance

In 2025, the Workers' Advocate Office (WAO) welcomed a new Workers' Advocate (Office Manager) and a Deputy Workers' Advocate, both joined the team during the summer of 2025. Our team's dedication allowed us to onboard the new employees while maintaining our excellent service standards.

The WAO improved the tracking of our program statistics and updated our policies and processes to better align with trends and internal and external needs.

One such trend has been the rise in psychological injury claims. In 2025, there was a 4 per cent increase over 2024, and psychological injury claims totalled 34 per cent of all claims.

We served 87 clients in 2025, assisting with 126 separate issues. Of these issues, 83 stemmed from physical injury claims and 43 from psychological injury claims.

WAO reviewed 33,312 pages of secure file disclosures, stemming from 116 requests for initial and updated disclosures. These requests resulted in 1,907 case management actions.

During the year, WAO appealed 33 claim decisions to the reconsideration officers at Yukon Workers' Safety Compensation Board (YWSCB). This is an increase of over 312 per cent over 2024. The appeals resulted in twelve wins and five losses. The remaining appeals are still pending, except for three that had been withdrawn.

WAO also appealed six reconsideration decisions to the Workers' Safety Compensation Appeal Tribunal (WSCAT) in 2025. There were no appeals to WSCAT in 2024. At the end of 2025, all six of these appeals were still pending.

Due to the significant increase in work pressures on the WAO an increase in funding was requested and approved by YWSCB, effective January 1, 2026.

**Mark Manolis**  
*Workers' Advocate*



## WHAT THIS SHOWS

This year, the WAO worked with 87 clients, which is quite close to the three-year average of approximately 90, suggesting that demand for WAO services remains steady.

WAO has measured disclosure review volume and case management actions for the past three years. In 2025, WAO took 1,907 case actions, compared to 1,831 in 2024. This trend is also evident in WAO's disclosure review volume. In 2024, WAO reviewed 42,208 pages of documents from 121 disclosures, whereas in 2025, WAO reviewed 33,312 pages from 116 disclosures. Although these numbers show a decrease in page volume, the complexity of the files and the specific needs of the clients led WAO's team to invest more time in completing each case.

A client is defined as an individual who signs an authorization form requesting the Workers' Advocate review their concerns and, if warranted, provides advice and represents them in reconsideration or appeal. The office also handles general inquiries from workers seeking information or advice on WSCB policies and procedures, as well as the Workers' Safety and Compensation Act. General inquiries usually result in a referral and consist of a few short conversations. WAO responded to 37 general inquiries in 2025, which is the average for the past three years.

|                             | 2023      | 2024       | 2025       |
|-----------------------------|-----------|------------|------------|
| <b>New clients</b>          | 43        | 51         | 35         |
| <b>Carried over clients</b> | 34        | 26         | 23         |
| <b>Returning clients</b>    | NT*       | 28         | 29         |
| <b>Total clients</b>        | <b>77</b> | <b>105</b> | <b>87</b>  |
| <b>New issues</b>           | NT*       | 105        | 98         |
| <b>Carried over issues</b>  | NT*       | 26         | 28         |
| <b>Total issues</b>         | <b>91</b> | <b>131</b> | <b>126</b> |
| <b>General inquiries</b>    | 33        | 43         | 37         |

\*NT: Not tracked

**New clients:** are new to receiving services from WAO.

**Carried over clients:** have received services in the previous year, whose issues are unresolved and continue to receive services into the next year.

**Returning clients:** have received WAO services in past years and return for a new claim.

**Total clients:** all new, returning and carried over clients who received services from the WAO.

**New issues:** All issues received in the year, for new, returning and carried over clients.

**Carried over issues:** Issues within files for clients carried over from one year to another.

**Total issues:** All issues for new, returning and carried over clients, who received services from WAO.

| 2025                      | Jan | Feb   | Mar   | Apr   | May   | Jun   | July  | Aug   | Sept  | Oct   | Nov   | Dec   |
|---------------------------|-----|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| <b>Case actions</b>       | 119 | 146   | 101   | 100   | 108   | 252   | 116   | 225   | 167   | 262   | 201   | 110   |
| <b>Disclosure reviews</b> | 7   | 10    | 3     | 8     | 13    | 14    | 7     | 8     | 11    | 13    | 10    | 12    |
| <b>Volume</b>             | 678 | 6,293 | 1,822 | 4,794 | 3,070 | 3,517 | 2,600 | 2,555 | 2,096 | 1,064 | 1,452 | 3,371 |

**Case actions:** indicates an entry in the WAO database (e.g., communication (notes on an email, phone call or meeting), changes in the case status (filing or results of an appeal), our file review or investigation results, general case management activities).

**Disclosure review volume:** indicates the number of disclosures and pages the WAO reviewed from initial and updated disclosure packages from YWSCB each month.



**1,828**  
case actions in 2024



**1,907**  
case actions in 2025



**121** disclosure reviews in 2024



**116** disclosure reviews in 2025



**41,292**  
volume of disclosure review in 2024



**33,312**  
volume of disclosure review in 2025

## WAO CASE ISSUES IN 2025

Each file often includes more than one issue. The table includes both new and carried-over issues for 2025.

### Issues

|                                   |            |
|-----------------------------------|------------|
| Acceptance                        | 31         |
| Cross reference with current file | 2          |
| Deeming                           | 8          |
| Ongoing entitlement               | 56         |
| Overall file and decision review  | 5          |
| Permanent impairment review       | 8          |
| Return to work accommodation      | 4          |
| Wage loss review                  | 10         |
| Worsening injury                  | 1          |
| WSCB investigation                | 1          |
| <b>Total</b>                      | <b>126</b> |

### Injuries

|                      |            |
|----------------------|------------|
| Physical injury      | 83         |
| Psychological injury | 43         |
| <b>Total</b>         | <b>126</b> |



## RECONSIDERATIONS AND APPEALS

Applications for reconsideration and appeal must be submitted within 12 months of the claim decision. The Reconsideration Officer is the first level of appeal available, and the WSCAT is the second and final level of appeal available to workers through the *Workers' Safety and Compensation Act*. Before WAO submits a reconsideration, we assess files for early case resolution with YWSCB.

The WAO can represent workers in reviews before a Reconsideration Officer and appeals before the WSCAT, if there is merit and sufficient information.

An analysis of WAO reconsiderations demonstrates that 71 per cent (12/17) were overturned in favour of the worker, while 29 per cent (5/17) were upheld. There are still 13 pending reconsiderations and appeals. Three cases were withdrawn.

|                                                  | 2023 | 2024 | 2025  |
|--------------------------------------------------|------|------|-------|
| <b>Reconsideration</b>                           | 7    | 8    | 33    |
| <b>Appeals WSCAT</b>                             | 3    | 0    | 6     |
| <b>Success on<br/>reconsideration and appeal</b> | 7/10 | 4/8  | 12/17 |



## FINANCIALS

The Workers' Advocate Office is funded annually by the Workers' Safety and Compensation Board through employer contributions as outlined in the *Workers' Safety and Compensation Act*.

The figures are rounded and based on the 2025 calendar year, the fiscal year of the Workers' Safety and Compensation Board. The \$42,932 administration fee paid to the Department of Justice is not included in the budgeted amount or in the actual expenditures.

The 2026 proposed fiscal year budget to the Workers' Safety and Compensation Board of Directors, is \$630,000.

### 2025 budget based on calendar year

|                              | Budget           | Actual expenditures |
|------------------------------|------------------|---------------------|
| <b>Personnel</b>             | \$369,698        | \$309,802           |
| <b>Office and operations</b> | \$57,720         | \$57,944            |
| <b>Total</b>                 | <b>\$427,418</b> | <b>\$367,746</b>    |





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