

This information explains how your Indigenous culture and approach can be part of your appeal. Find more information on our website: wcat.bc.ca. Or call our team to ask for help: 604-664-7800 or 1-800-663-2782.

Working with a Navigator

People who have Indigenous heritage or background can choose to work with a WCAT team member called a navigator.

- Navigators have an in-depth knowledge of processing of appeals. They also have training from Indigenous peoples to deepen their understanding of cultural differences.
- They can explain the appeal process and offer neutral support to help you stay on track.
- It is up to you whether you would like this option.



LEARN MORE ONLINE: [WCAT.BC.CA](https://wcat.bc.ca) > [SELF-IDENTIFY AS INDIGENOUS](#) > [WORK WITH A NAVIGATOR TO TELL YOUR STORY](#)

Any time during the appeal process, you can let WCAT know if you have Indigenous heritage. This includes Inuit, Métis, non-status, status and anyone with First Nations ancestry.

You do not need proof of ancestry or status. Here is how you can let WCAT know:

- Look for the question on your notice of appeal form: Are you an Indigenous person?
- Call WCAT at 604-664-7800 or 1-800-663-2782 (toll-free in B.C.)

What happens during the appeal process

Whether you choose to work with a navigator or not, here is how the appeal process works:

- 1. Start an appeal.** If you disagree with the review decision from WorkSafeBC, you can appeal to WCAT.
- 2. Prepare your case.** Once your appeal is started, you can start to gather information to help tell your story. During this stage, WCAT will invite everyone who may be directly affected by the appeal to participate.

Everyone participating will be able to access information from your WorkSafeBC file. This information includes :

- Documents and correspondence
- Medical reports
- Phone conversations
- Medical records



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Richmond, BC V6V 3B1



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Online
wcat.bc.ca

Talk to your navigator about who has access to your WorkSafeBC file and how you can access the WorkSafeBC file online. They can find somewhere for you to access the claim file from a computer or have a paper copy sent to you.

3. Tell your story. WCAT will ask you to tell your story about your appeal in writing or at a meeting called a hearing. Your navigator will:

- Explain what to expect
- Help you understand the process

If you will be attending a hearing, navigators can:

- Arrange a time before the hearing to talk about your individual needs and make a plan to proceed
- Find a suitable place for the hearing – either in person, by phone or computer
- Discuss cultural practices you would like to include at the hearing

4. Get a final decision. A vice chair or panel at WCAT reviews your story along with all of the other information and appeal details. They make a decision and send a copy to everyone involved, including WorkSafeBC.



LEARN MORE ONLINE: [WCAT.BC.CA > SELF-IDENTIFY AS INDIGENOUS > WHAT HAPPENS DURING THE APPEAL PROCESS](https://www.wcat.bc.ca/self-identify-as-indigenous/what-happens-during-the-appeal-process)

WCAT commits to the spirit of reconciliation. It tries to provide respectful service and understand differences in culture and heritage.



LEARN MORE ONLINE: [WCAT.BC.CA > SELF-IDENTIFY AS INDIGENOUS > WCAT'S COMMITMENT TO RECONCILIATION](https://www.wcat.bc.ca/self-identify-as-indigenous/wcat-s-commitment-to-reconciliation)

WCAT serves all communities in B.C. Our office is located on the traditional, ancestral and unceded territory of the hən̓d̓ əmihəm speaking Musqueam people, and our work spans the traditional territories of 204 First Nations and 38 Métis chartered communities across B.C. We honour all our hosts and their welcome and graciousness toward our work and the people we serve.



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