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July 24, 2009

Saskatchewan Federation of Labour (SFL)
Larry Hubich/Don Anderson

Dear Sir/Madam:

The Saskatchewan Workers Compensation Board, at the request of the Government, has asked us to conduct a Claims Administration and Service Review.

We would like to gain your perspective on how responsive the SWCB is to workers and employers. This includes service delivery in relation to injury claims, employer services and injury prevention. It is important to note that the primary focus of this review is the level and quality of service provided to workers and employers, rather than the legislation and SWCB policies which are the primary focus of the statutory Committee of Review held every four years.

It is most helpful for you to be as specific as possible in your comments as that does provide the greatest opportunity for us to provide meaningful advice to the SWCB.

We invite you to comment on:

- What are your overall expectations of the SWCB? Do you feel they are being met?
- What are your overall perceptions of service delivery? What drives these perceptions?
- How well does the SWCB perform in the following areas:
 - Consistency of service across areas of activity, and over time?
 - Providing you with access to information
 - Timeliness of communication
 - Effectiveness of communication
 - Professionalism in service delivery (both verbal and written)
 - Knowledgeable staff
 - Fairness in decision-making
 - Helpfulness.

Where possible please describe specific processes and instances in which the SWCB provided responsive and high quality service, and those where you believe specific changes to SWCB operations will improve service.

Please provide your written responses (through email, fax or mail) by August 14, 2009 to:



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