

2025 OPERATIONAL PLAN

**WORK SAFE.
FOR LIFE.**

WORKERS' COMPENSATION BOARD OF NOVA SCOTIA

**AT A GLANCE: OUR PLANS, OUR GOALS,
AND OUR PROMISES TO THOSE WE SERVE.**

In the second year of our new [Strategic Plan](#), our strategic objectives are clear: injury prevention, safe and timely return to meaningful work, and exceptional service.

We're committed more than ever to changing the way we work and keeping ourselves and others accountable for protecting the Nova Scotia workforce.

This document summarizes our key operational priorities in 2025.



INJURY PREVENTION: A focus on customized solutions

Prevention always comes first, and we're committed to keeping Nova Scotia's injury rate on the decline. That's why we're working closely with employers who see the most injuries—many of them large public-sector organizations that have the power to make real change. This year for example, we're developing tailored solutions like toolkits, videos and other customized resources for the workplaces that need it most.



RETURN TO WORK: It's a shared accountability

In 2025, our focus is clear: getting Nova Scotians back to work within the first 30 to 90 days after an injury—and making sure everyone plays their part to make that happen.

We're holding ourselves to a higher standard with clear service level agreements and more transparent reporting. From how quickly we return phone calls to how fast we process claims, we're tracking our performance and making it visible.

But we're not doing this alone—we're driving change with others, too. One of our top priorities this year is to prepare for the new Duty to Cooperate legislation that takes effect on July 15. The legislation holds workers and employers accountable in the return-to-work process. To help them play their part, we're engaging directly with employers, working with labour groups and unions, hosting webinars, answering questions, and providing targeted updates—ensuring everyone is ready for what's ahead.

The next step in our transformation includes introducing new agreements with health service providers that put the worker at the centre of the recovery process by providing an integrated, quicker and more consistent approach to care resulting in a better experience and outcome. We're also planning to recover interest and penalties this year from employers who don't meet their payment obligations.

Through all of this, we're working toward one goal: a faster, more accountable system that supports Nova Scotians in a safe and timely return to meaningful work.



EXCEPTIONAL SERVICE: Placing users at the centre of our work

We're re-shaping our teams to make sure workers and employers get the best support possible. In 2025, this includes re-imagining a new way to deliver long-term benefits that is a more streamlined, personalized way to help speed up service, stay on top of claims, and deliver improved service for over 27,000 recipients on long-term benefits.

Another major priority in 2025 is to create a seamless, one-stop digital hub that tackles—head on—the complexity that people face when navigating our system. Our vision is to offer more than a simple website—we want to make the entire experience easier, more accessible, and more user-friendly. By listening to our users and being thoughtful on design and development, we're investing in a digital experience that meets user needs and improves the overall service experience.

We're not stopping there. We're also revamping our correspondence for workers and employers, making it clear what our decisions mean and what the next steps are—an issue we know has been a major pain point in the past.

In 2025, we're continuing to listen to the people who matter most—workers, employers, providers—so our decisions stay client-focused and benefit the system as a whole.

Enhancing talent recruitment and retention

We're upgrading our HR systems to make recruitment smoother and more efficient. By automating key tasks and reducing manual work, we're making it easier to get valuable insights when we need them. These changes will help us bring in great talent—people who can deliver exceptional service and keep us moving toward our goals this year.

Enabling employees through technology

We're making big tech upgrades to give employees the tools they need to work more nimbly and serve people better. We're modernizing our systems—upgrading outdated technology, improving service delivery, and moving more to the cloud. It's all about keeping things secure, reliable, and ready for the future.

Improving business intelligence

We're building reports and dashboards to improve how we track and manage important metrics, like how quickly workers are safely returning to work. This helps us monitor performance at all levels, stay on top of targets, and provide accountability and deliver the kind of service that Nova Scotia workers and employers have asked for and deserve.

We can't achieve our ambitious 2030 goals without transforming our mindset. Building on our progress in 2024, we're showing up differently for the people we serve by moving from:

Risk Averse >>>> **Risk Aware**

Unreliable >>>> **Accountable**

Reactive >>>> **Proactive**

Internally Focused >>>> **Client Focused**

2025 Goals and Service Level Agreements

KEY PERFORMANCE INDICATORS – KPI	Actual 2024	Target 2025	Target 2030
INJURY PREVENTION			
Time Loss Injuries per 100 Covered Workers: All Industries	1.38	1.36	1.16
Prevention Improvement	NA	100%	100%
RETURN TO WORK			
Time Loss Days per 100 Covered Employees	269	223	167
Return to Work within 90 days	67%	71%	80%
Return to Work Final - Full / Partial	94% 2.1%	93.5% 3.5%	94.5% 3.5%
EXCEPTIONAL SERVICE			
First Contact in 2 days	77%	75%	80%
Entitlement Decisions in 7 days	65%	75%	80%
First Payment in 15 Days	64%	75%	80%
Message Response in 2 Days	65%	75%	80%
System Availability	NA	99.5%	99.5%
Admin Costs per \$100 Assessable Payroll	NA	\$0.46	\$0.40