

# 2024 - 2030 STRATEGIC PLAN

## AT-A-GLANCE

### PROTECT MORE: Our increased role in a safer, healthier, working Nova Scotia.

The WCB has a transformational Strategic Plan, with an ambitious vision toward 2030. A summary of our plan follows – for the full version, please visit [strategicplan.wcb.ns.ca](https://strategicplan.wcb.ns.ca).

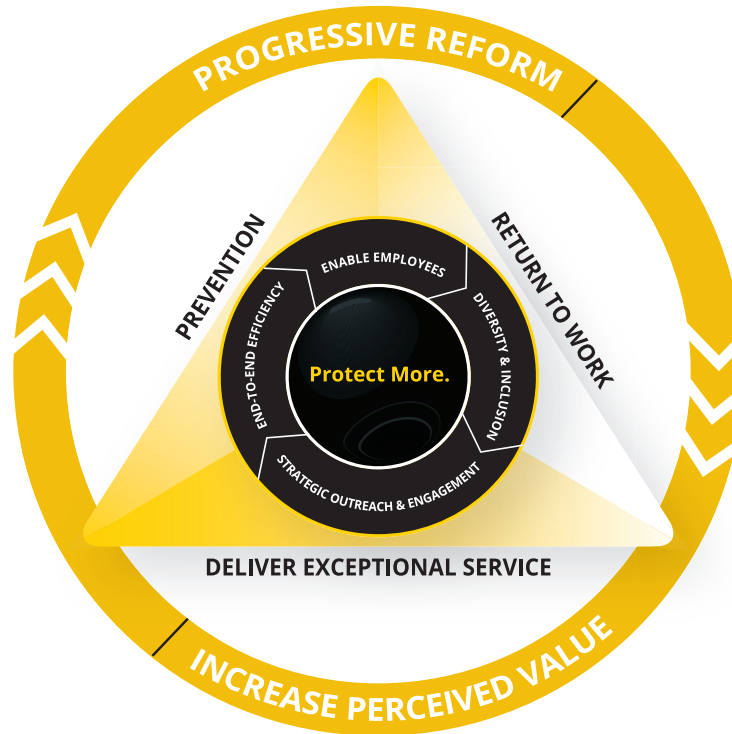
### OUR STRATEGIC PILLARS: Progress toward our three most important strategic pillars: Prevention, Return to Work, and Exceptional Service.

#### WE WILL PREVENT WORKPLACE INJURY.

- Psychological injury transformative service changes.
- Improved data for improved targeting and analytics.
- Continue workplace-based safety approaches and certifications.

#### WE WILL SUPPORT HEALTHY, SAFE, TIMELY RETURN TO WORK (RTW).

- Service that puts the worker at the centre of all we do.
- Focus on improved service in the first 30 days of a claim.
- A national leader in psychological injury management and recovery.
- Health services agreements driven by worker centricity.



#### Key Performance Indicators (Reported annually, WCB Annual Report)

TARGET:	Year-end 2023:	2030:
Injury Rate	1.40	1.15

#### Performance Indicators (Reported annually, WCB Annual Report)

TARGET:	Year-end 2023:	2030:
Protect more working time - <i>Time Loss Days per 100 covered workers</i>	259	174
Support more timely RTW - <i>% workers back at work within 90 days</i>	68%	80%
Reduce work disability - <i>% Return to workforce</i>	91.7%	94.5%

## WE WILL DELIVER EXCEPTIONAL SERVICE.

- Our service will be measured closer to its delivery.
- A service experience will be built around the people we serve.
- We will have vastly improved our use of technology, in all its forms, across the organization.
- We will have clear, understood, service level agreements. And we will deliver on them.

Key Performance Indicators (Reported annually, WCB Annual Report)		
TARGET:	2023:	2030:
Timely Contact - <i>First contact in two business days</i>	73%	80%
Timely Decisions - <i>Decisions issued within 7 days of claim open</i>	40%	80%
Timely Payment - <i>Claims paid within 15 days of claim open</i>	56%	80%
Responsive Service - <i>Message response within 2 business days</i>	66%	80%
Service Quality	N/A	80%

## OUR STRATEGIC PLAN GOALS

While our operational and financial results are focused on reporting the pillars of our Strategic Plan at a more detailed level, we will also report annually on our progress at the strategic level toward our overall, long-term strategic objectives.

### STRATEGIC PLAN OBJECTIVES: WHAT WE WILL DO BY 2030

<p><b>REDUCE TIME LOSS</b> workplace injuries by <b>17%</b></p>	<p><b>REDUCE THE TIME LOST</b> from work due to injury by <b>35%</b> becoming one of the top three jurisdictions in Canada for this outcome.</p>	<p><b>80%</b> <b>OF WORKERS AND EMPLOYERS WILL</b> believe the WCB provides exceptional service.</p>
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Measures of our operational progress toward these Strategic Pillars will be reported annually.

### STRATEGIC PLAN GOALS: HOW WE'LL DO IT BY 2030

<p><b>80%</b> <b>OF WCB EMPLOYEES</b> will indicate that their leader, and their work environment, enables them to do exceptional work.</p>	<p><b>80%</b> <b>OF WORKERS, EMPLOYERS AND PARTNERS</b> will indicate they feel engaged by and trust the WCB.</p>
<p> <b>50%</b> <b>OF NOVA SCOTIANS</b> will indicate the WCB is an inclusive organization.</p>	<p> <b>80%</b> <b>OF THOSE WE SERVE</b> will agree the WCB provides efficient service.</p>

### STRATEGIC PLAN GOALS: WHAT WE WILL INFLUENCE BY 2030

<p><b>WE WILL HAVE SUPPORTED</b> a transformation in Nova Scotia's workers' compensation legislative, policy, appeal and rate framework.</p>	<p><b>80%</b> <b>OF NOVA SCOTIANS</b> will understand the value of workers' compensation.</p> 
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