WCB / NOVA SCOTIA

2026 Operational Plan

At a glance: Our plans, our goals, and promises to those we serve.

As we enter the third year of our Strategic Plan, we remain focused on preventing injuries, supporting safe and timely return to work, and delivering exceptional service.

We are no longer working toward change – we have changed. This change is strengthening injury prevention, supporting faster recovery, and improving service reliability.

Now it is time to aim higher. Updated key performance indicators reflect where we are today and set clear expectations for the results we will deliver to workers and employers in 2026.

At the centre of our work is a simple purpose: protecting more people. Behind every claim is an employer, a family, a community, all navigating recovery. Their experiences drive us to deliver results that Nova Scotians deserve.

This document outlines our key operational priorities for 2026.

Protecting the Workforce

Stories from our People

"People are getting back to their lives sooner. They are getting back to work that they love, and that matters to them. At the end of the day, that's why we do the work that we do."

Courtney Shortt
CASE WORKER

INJURY PREVENTION: Building On Strong Results



Workplace injury rates have reached a record low, showing the impact effective prevention efforts can have. In 2026, we will continue investing in training and resources for employers, aligned with the Safer Workplaces Together action plan, to help prevent injuries before they happen.

This work includes reducing sprains, strains, and other musculoskeletal injuries; preventing psychological injuries, with a focus on workplace harassment and traumatic incidents; and strengthening supervisors' safety capabilities.

Our prevention mandate extends beyond the 25,000 registered employers to reach all employers in Nova Scotia, supported by accessible, scalable resources delivered through a digital-first approach.

RETURN TO WORK: Keeping Recovery on Track



Over the past two years, we have set a clear expectation that return to work is a shared accountability. Through initiatives like Duty to Cooperate, Safer Workplaces Together, and Work-Connected Recovery, we are holding ourselves, employers, workers, healthcare providers, and partners accountable for better return-to-work outcomes.

In 2026, we will continue with a relentless focus on helping more Nova Scotians get back to work after an injury, particularly for workers who remain off work beyond 90 days and are at greater risk of being off long-term. By strengthening coordination and accountability at this stage of recovery, we can identify barriers sooner and improve return-to-work planning with workers, employers, and healthcare providers.

EXCEPTIONAL SERVICE: Raising The Standard



We will improve how we engage and support employers during the transitional work phase of each worker's recovery plan. This keeps workers connected to their workplace and supports a positive recovery alongside a safe, timely return to work.

We know that dependable service starts with giving our people the right tools for the job. That is why we are modernizing our systems. By streamlining processes and improving access to self-serve tools, employees and leaders can spend less time navigating systems and more time focused on what matters most – supporting those we serve.

Strengthening The Systems Behind Our Services

In 2026, we are upgrading our finance system by replacing manual processes with a cloud-based solution. This reduces administrative efforts, simplifies activities such as rate setting and employer services, and allows systems to work together more effectively.

We are also moving our core systems – including claims, policy, and billing – to a cloud-based environment. This change will support quicker response times and strengthen cybersecurity, system reliability, and our ability to keep services running.

Protecting Digital Systems And Data

We are improving how we protect our systems and data. This includes moving data to secure cloud environments, and establishing a 24/7 security operations centre. These actions bolster our ability to prevent, detect, and respond to cyber threats.

Clear Direction For Workers And Employers

Recent changes to legislation will shape how our services are delivered. By aligning our operations with legislative and policy direction, we help ensure fair, transparent, and timely service.

In 2026, we will continue to track outcomes, adjust our approach where needed, and remain accountable to the Nova Scotians we serve.

Protecting the Workforce

Stories from our People

"We're showing up differently now. We're collaborating more with employers, and we're seeing the benefits of that. We're reducing injuries, we're reducing costs, and ultimately helping Nova Scotia."

Chris Mann
BUSINESS PARTNER

2026 Goals and Service Level Agreements

KEY PERFORMANCE INDICATORS (KPIs)		Target 2025	Actual 2025	Target 2026	Target 2030
INJURY PREVENTION					
Time Loss Injuries per 100 Covered Worker: All Industries		1.36	1.22	1.25	1.15
RETURN TO WORK					
Time Loss Days per 100 Covered Workers		223	226	213	167
Return to Work in 90 days		71%	78%	78%	80%
Return to Work	Full Partial	93.5% 3.5%	96.5% 1.9%	96% 2.0%	96% 2.0%
EXCEPTIONAL SERVICE					
First Contact in 2 Days		75%	92%	90%	95%
Entitlement Decision in 7 Days		75%	79%	80%	80%
First Payment in 15 days		75%	75%	75%	80%
System Availability		99.5%	99.5%	99.5%	99.5%
Admin Costs per $100 Assessable Payroll		$0.46	$0.48	$0.45	$0.39

* Final 2025 KPI results will be published in the Q1 Community Report (spring 2026)

Protecting the Workforce

Stories from our People

"Better data and better insights empower employees to make informed decisions which help us deliver exceptional service to our clients."

Antonio Pineda

DATA ANALYST