

At a Glance



Outcomes for Workers and Employers

Results

	2022	2023
Injury Rate The rate of time-loss injury per 100 covered workers continues to decline. It's less than half what it was in the early 2000s.	1.54	1.40
% Claims resolved in < 180 days Too many people in Nova Scotia stay on short-term benefits too long, and too many of them go on to long-term benefits, many for life. This is the major problem facing our province.	81.0%	79.7%
% Labour Force Covered Workers' compensation coverage protects the workforce. The percentage of the workforce protected in Nova Scotia is lower than in many other provinces.	73%	75%
Return To Employability While most people who experience a workplace injury are able to return to work, on average, it takes far too long for that to happen.	90.2%	91.7%



Financial Sustainability

Results

	2022	2023
% Funded – funding basis WCB now reports the funded percentage in two ways — as required under IFRS 17 Insurance Contracts requirements, and, on a funding basis, as used to calculate the funded percentage and for rate setting. On a funding basis, System financial stability improved in 2023.	92.9%	94.9%
Average Assessment Rate (Actual) Both the target and actual assessment rates paid by employers have been unchanged in two decades. They remain the highest rates in Canada.	\$2.60	\$2.63



Service Delivery

Results

	2022	2023
<p>Injured Worker Satisfaction Index (WCB) While survey results indicate injured workers are satisfied, as the Review Committee Report outlines, there is opportunity for the WCB to improve its service. Exceptional service, measured by SLAs, is a pillar of the WCB's new Strategic Plan.</p>	74%	76%
<p>Employer Satisfaction Index (WCB) Similarly, WCB is committed to improving service to employers. There's a particular opportunity to leverage technology to do this, and to reconsider the overall service model to employers.</p>	81%	82%
<p>Workers' Advisers Program (WAP) Client Satisfaction Consistent with 2022, clients of WAP indicate satisfaction with their experience.</p>	96%	96%
<p>Injured Worker Satisfaction (WCB) Claims > 26 weeks While it has increased slightly, service satisfaction on longer claims is lower than on claims where return to work achieved more quickly. WCB is introducing improvements to the long-term benefits service process in 2025.</p>	65.9%	68.6%
<p>Awareness of Importance of Workplace Health and Safety In surveys, Nova Scotians continue to report that health and safety is an important part of their day to day work.</p>	86%	83%
<p>Decisions allowed or allowed in part (WCAT) Fewer appeals were allowed by WCAT in 2023 than in 2022.</p>	54.2%	50.8%

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