

# Our Performance in 2024

## At a Glance



### Outcomes for Workers and Employers

#### Results

|                                                                                                                                                                                                                                                                                                                                                                                                                            | 2023  | 2024         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------|
| <b>Injury Rate</b><br>Nova Scotia's serious workplace injury rate reached its lowest point ever in 2024 and has continued to decline. This progress reflects the combined efforts of the WCB, LSI, safety associations, employer safety leaders, and others across the system.                                                                                                                                             | 1.40  | <b>1.38</b>  |
| <b>Claims Resolved in Under 180 Days</b><br>In 2024, the WCB strengthened return-to-work support by adding mandatory case conferences, requiring adherence to medical disability guidelines, training case workers, and increasing accountability for health service providers. Duty to Cooperate legislation will bring even more accountability for all of us, as we protect Nova Scotia's workforce in 2025 and beyond. | 79.7% | <b>78.7%</b> |
| <b>Labour Force Covered</b><br>Workers' compensation coverage protects the workforce, but Nova Scotia covers a lower percentage of workers than many other provinces.                                                                                                                                                                                                                                                      | 74%   | <b>73%</b>   |
| <b>Return to Employability</b><br>Most workers injured on the job return to work, but too many wait too long or move to long-term benefits. We made progress in 2024, but significant work remains.                                                                                                                                                                                                                        | 91.7% | <b>94%</b>   |



### Financial Sustainability

#### 20232024

|                                                                                                                                                                                                                                            |        |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------|
| <b>System Funding</b><br>The system's financial stability improved significantly in 2024, reaching 106.7% funded (funding basis methodology). This enables the Board of Directors to consider rate changes within the Approved Rate Range. | 94.9%  | <b>106.7%</b> |
| <b>Average Assessment Rate</b><br>Nova Scotia's average assessment rates – both targeted and actual – are higher than elsewhere in Canada. The Board of Directors plans to reduce rates for 2027 while balancing benefit improvements.     | \$2.63 | <b>\$2.63</b> |



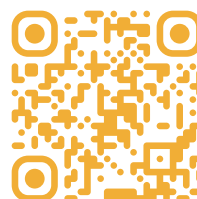
## Service Delivery

**2023****2024**

|                                                                                                                                                                                                                            |       |              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------|
| <b>*Injured Worker Satisfaction</b><br>Following the Review Report, we changed how we measure service satisfaction. Instead of telephone surveys months later, we now collect feedback in real-time, using new technology. | 76%   | <b>65%</b>   |
| <b>*Employer Satisfaction</b><br>We also measure employer satisfaction closer to service delivery, making results more accurate than delayed telephone surveys.                                                            | 82%   | <b>71%</b>   |
| <b>Workers' Advisers Program Client Satisfaction (WAP)</b><br>Consistent with 2023, clients of WAP indicate satisfaction with their experience.                                                                            | 96%   | <b>95.5%</b> |
| <b>*Injured Worker Satisfaction (Long-term Benefits)</b><br>Instead of telephone surveys months after service, we now collect feedback in real-time, using new technology.                                                 | 68.6% | <b>66%</b>   |
| <b>Workplace Health and Safety Awareness</b><br>Despite survey methodology changes, Nova Scotians continue prioritizing safety—perhaps explaining why we're now one of Canada's safest places to work.                     | 83%   | <b>89%</b>   |
| <b>Appeals Outstanding at Year End (WCAT)</b><br>WCAT had more outstanding appeals at the end of 2024.                                                                                                                     | 509   | <b>523</b>   |
| <b>Number of Appeals of WCAT Decisions Allowed by Court of Appeal (WCAT)</b><br>One more appeal was allowed by the Court of Appeal in 2024.                                                                                | 2     | <b>3</b>     |

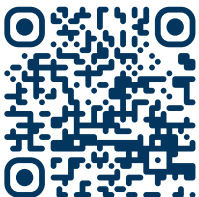
### Help us build a better website

During the review, you told us the WCB website needed a rebuild. Visit our new beta website, and offer your feedback: [wcb.ns.ca](https://wcb.ns.ca)

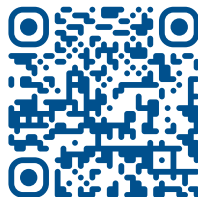


### Learn More

To take a closer look at the performance of the various system partners, visit their individual pages. Each organization provides regular reporting on their contributions toward the shared goals, and ultimately, what we all want: Nova Scotians working.



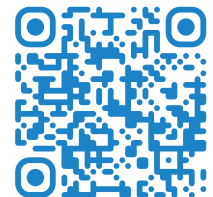
**WCB Nova Scotia**  
[wcb.ns.ca/accountability](https://wcb.ns.ca/accountability)



**LSI**  
[novascotia.ca/lae/healthandsafety/](https://novascotia.ca/lae/healthandsafety/)



**WCAT**  
[wcat.novascotia.ca](https://wcat.novascotia.ca)



**WAP**  
[novascotia.ca/lae/wap](https://novascotia.ca/lae/wap)

*\*Exceptional service is a key pillar in WCB Nova Scotia's Strategic Plan. New digital data measures the customer experience in the moment – an authentic result, and one that tends to provide a lower average than verbal telephone surveys.*