

## **Errata to WHSCC Annual Performance Report 2008**

### **Amendments:**

1. Inclusion of more specific or direct references to strategic direction within each introductory paragraph of each relevant strategic issue, as appropriate.
2. Inclusion of additional explanation of how the communication strategy will position the organization to be more responsive.

### **Amendment 1: References to Strategic Direction**

#### **Outcome of Objectives**

There is no change to introductory paragraph for this section.

#### **Strategic Issue One: Client Service**

The Commission is committed to providing a high level of service to its clients and continues to focus on building a stronger service culture within the organization. The Commission has implemented a number of initiatives in 2008 to strengthen service delivery to employers and injured workers across the province.

#### **Added Text:**

The Commission's outcomes against its 2008 client service objectives show progress against its goal and objective of improved client service. This relates directly to government's focus area of client service and contributes to the achievement of government's strategic direction of improved client service.

#### **Strategic Issue Two: Workplace Injury and Illness Prevention**

Occupational health and safety and injury prevention are the Commission's main priorities as we continue on the road to safety. A continued focus on prevention is the best strategy to reduce the human suffering and financial costs caused by workplace injuries. The Commission's efforts to educate workers, youth and employers in health and safety awareness are contributing to safer workplaces and reduced injuries. The incidence rate (number of injuries per 100 workers) for lost time claims was 1.9 in 2008 down from 2.0 in 2007 and 2.1 in 2006.

#### **Added Text:**

Education and awareness of workplace health and safety is a key focus area of government's strategic direction. To help create a work safety culture in the province in 2008, the Commission has increased marketing efforts towards youth and the public. The Commission believes increased marketing efforts will lead to increased awareness levels which will influence behavioral changes at work. These behaviour changes will result in fewer workplace injuries for the workers and employers of Newfoundland and Labrador as well as a reduction in the costs of the system. The decline in the overall and young worker incidence rates in an environment of increasing employment levels reflects increasing awareness of workplace health and safety as well as changing behaviours. These results contribute to the achievement of government's strategic direction of improved client service within a financially sustainable system.

### **Strategic Issue Three: Financial Sustainability**

The Commission is entrusted with managing funds collected through employer assessments to ensure the system is financially sustained. Sustainability is managed through investment policy, establishing employer assessment rates and providing affordable compensation benefits. The intent is to ensure that future generation of employers will not have to pay for shortfalls in the injury fund from previous years and that the right to fair compensation is assured to injured workers and their families.

In the current economic climate, it is now more important than ever to maintain a sound financial plan. The Commission focuses on adhering to its funding and investment policies and on controlling the growth of health care costs, one of the Commission's fastest growing expenditures. Management of administration costs continue as the Commission strives to deliver the highest level of service in the most cost-effective manner while recognizing its unique requirements relating to geographic and client demands.

#### Added Text:

The Commission's progress against its 2008 objectives will contribute government's achievement of its strategic direction of improved client service in a financially sustainable system.

### **Strategic Issue Four: Responsive Organization (preamble only)**

To be recognized as a more responsive organization, the Commission is committed to improving communications with stakeholders and implementing key human resource and change management strategies. These strategies will ensure critical positions are recruited and retained and actions are taken to better enable teamwork and collaboration. As we continue on the road to becoming more responsive, the Commission strives to instill trust and confidence in the workers' compensation system. The Commission is initiating new strategies to promote a clear understanding regarding its mandate, responsibilities and limitations. Improving confidence in the system and clarifying perceptions of the Commission's mandate will help us become more responsive to the needs of stakeholders and achieve our mission of improved client service.

#### Added Text:

As is the case of any statutory agency, the Commission recognizes that client satisfaction may also be impacted by the requirements and limitations of coverage under legislation within which the Commission must operate. To be recognized as a responsive organization there must also be public trust and confidence in the workers' compensation system as well as clear understanding of the Commission's mandate and limitations. The communication strategy outlines initiatives focused on improving understanding of the Commission's roles and responsibilities. Improved communication with stakeholders and the public regarding its mandate will help the Commission create realistic expectations and improve perceptions of the Commission and its services. The Commission believes an increased understanding of its mandate will help the Commission to be recognized as a more responsive organization thereby improving client service.

The Commission's outcomes against its 2008 objectives show progress against its communications objective and will improve service to our clients. This relates directly to government's focus area of client service and contributes to the achievement of government's strategic direction of improved client service.

**Amendment 2: Explanation of link between communication strategy and improved responsiveness (consistent with preamble for strategic issue four)**

As is the case of any statutory agency, the Commission recognizes that client satisfaction may also be impacted by the requirements and limitations of coverage under legislation within which the Commission must operate. To be recognized as a responsive organization there must also be public trust and confidence in the workers' compensation system as well as clear understanding of the Commission's mandate and limitations. The communication strategy outlines initiatives focused on improving understanding of the Commission's roles and responsibilities. Improved communication with stakeholders and the public regarding its mandate will help the Commission create realistic expectations and improve perceptions of the Commission and its services. The Commission believes an increased understanding of its mandate will help the Commission to be recognized as a more responsive organization thereby improving client service.