

2013-2014 Annual General Meeting

November 14, 2014

Lynn Parish and Ted Giraldeau

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REPORT OF THE AUDITOR GENERAL

- The Auditor General performed an audit of JSTL in its October 2014 report.
- No recommendations to the Appeals Commission

Jobs, Skills, Training and Labour

SUMMARY DEPARTMENT

There are no new recommendations to the Department of Jobs, Skills, Training and Labour in this report.

OUTSTANDING RECOMMENDATIONS DEPARTMENT

The following recommendations are outstanding and not yet ready for follow-up audits:
Occupational health and safety: Work Safe Alberta planning and reporting—April 2010, p. 43
We recommend that the Department of Jobs, Skills, Training and Labour improve its planning and reporting systems for occupational health and safety by:

- obtaining data on chronic injuries and diseases to identify potential occupational health and safety risks
- completing the current update of the Work Safe Alberta Strategic Plan
- measuring and reporting performance of occupational health and safety programs and initiatives that support key themes of the plan

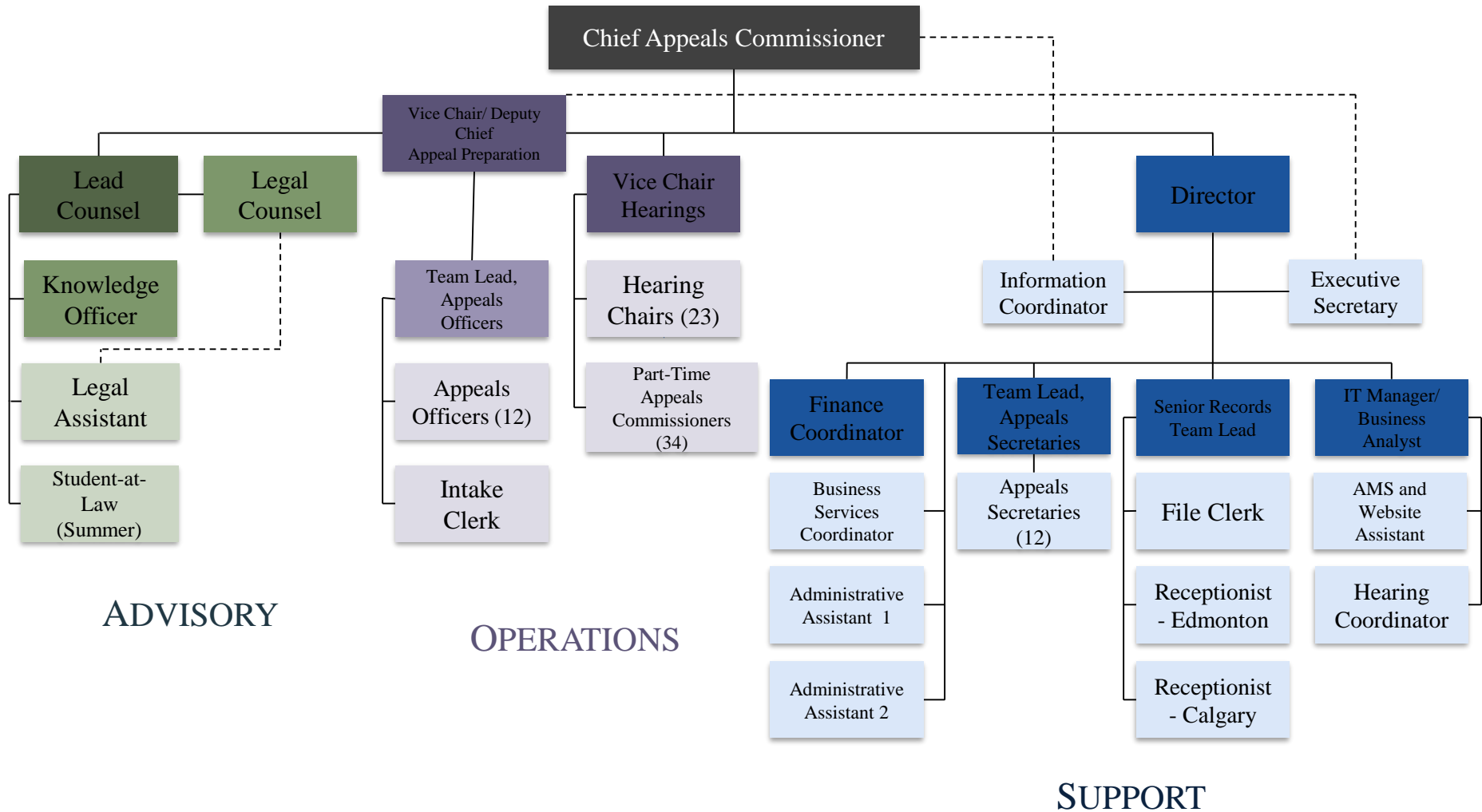
Occupational health and safety: Promoting and enforcing compliance—July 2012, no. 12, p. 83 (Originally April 2010, no. 3, p. 39)
We again recommend that the Department of Jobs, Skills, Training and Labour enforce compliance with the law by high-risk employers and workers.

Management has identified this recommendation as implemented—to be confirmed with a follow-up audit:
Occupational health and safety: Certificate of Recognition—April 2010, p. 48
We recommend that the Department of Jobs, Skills, Training and Labour improve its systems to issue Certificates of Recognition by:

- obtaining assurance on work done by Certificate of Recognition auditors
- consistently following up on recommendations made to certifying partners

STRUCTURE

APPEALS COMMISSION ORGANIZATION CHART

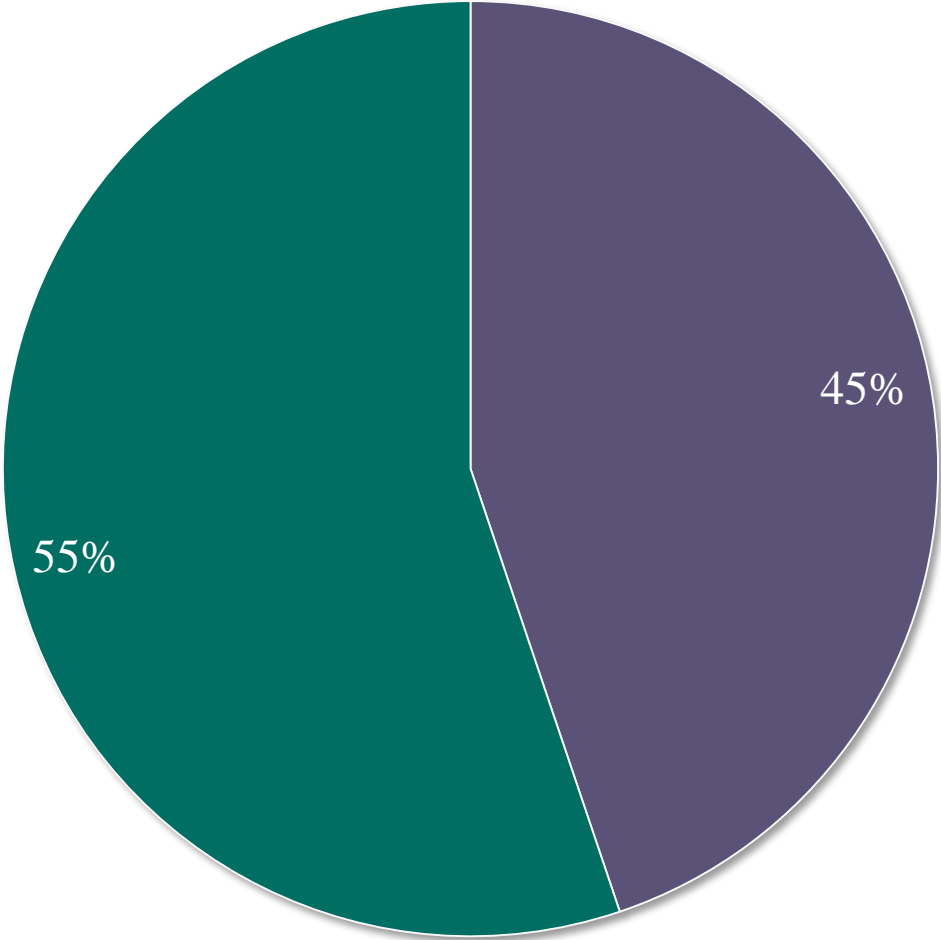


ADVISORY

OPERATIONS

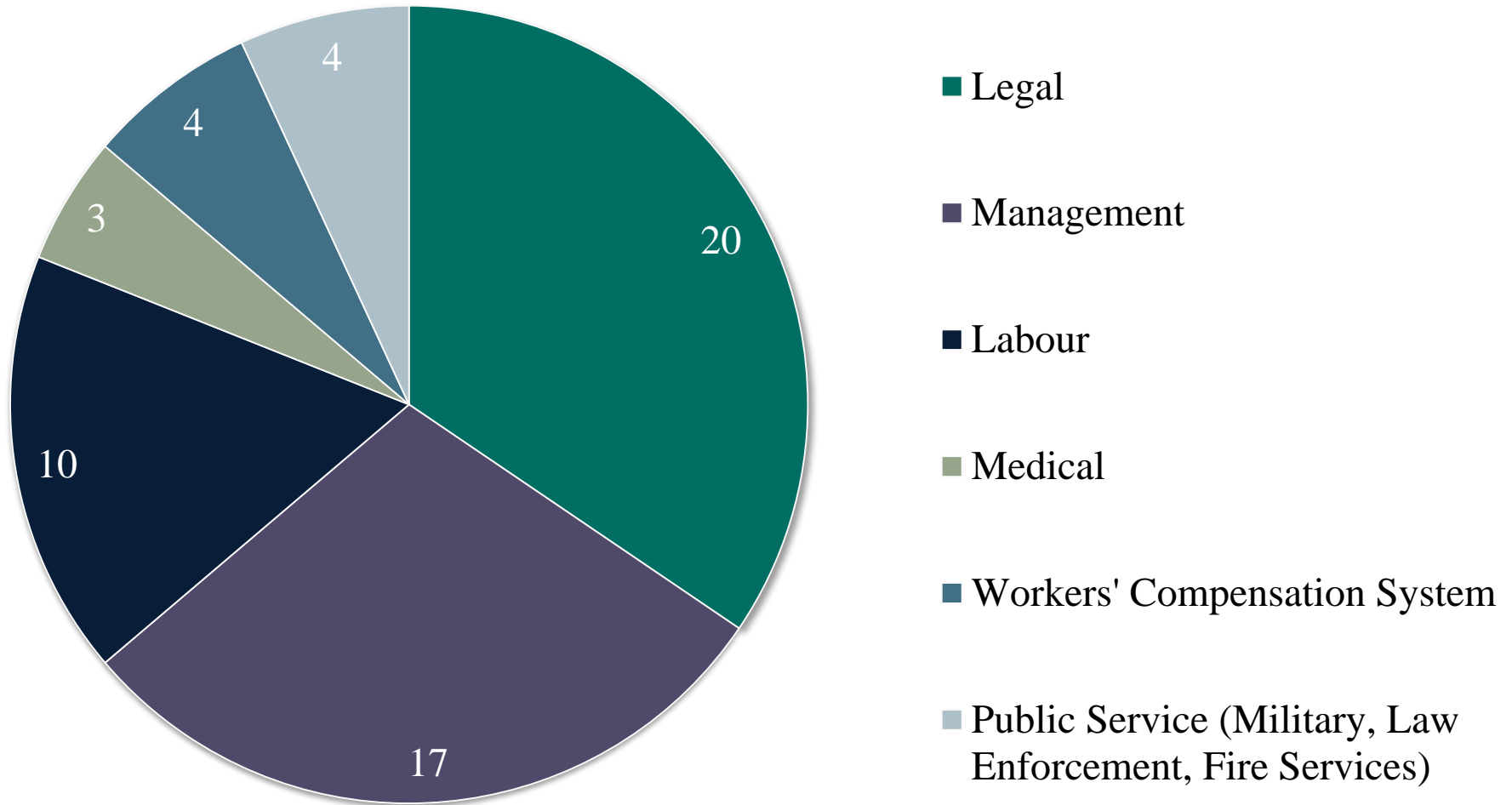
SUPPORT

COMMISSIONER CONSTITUENCY



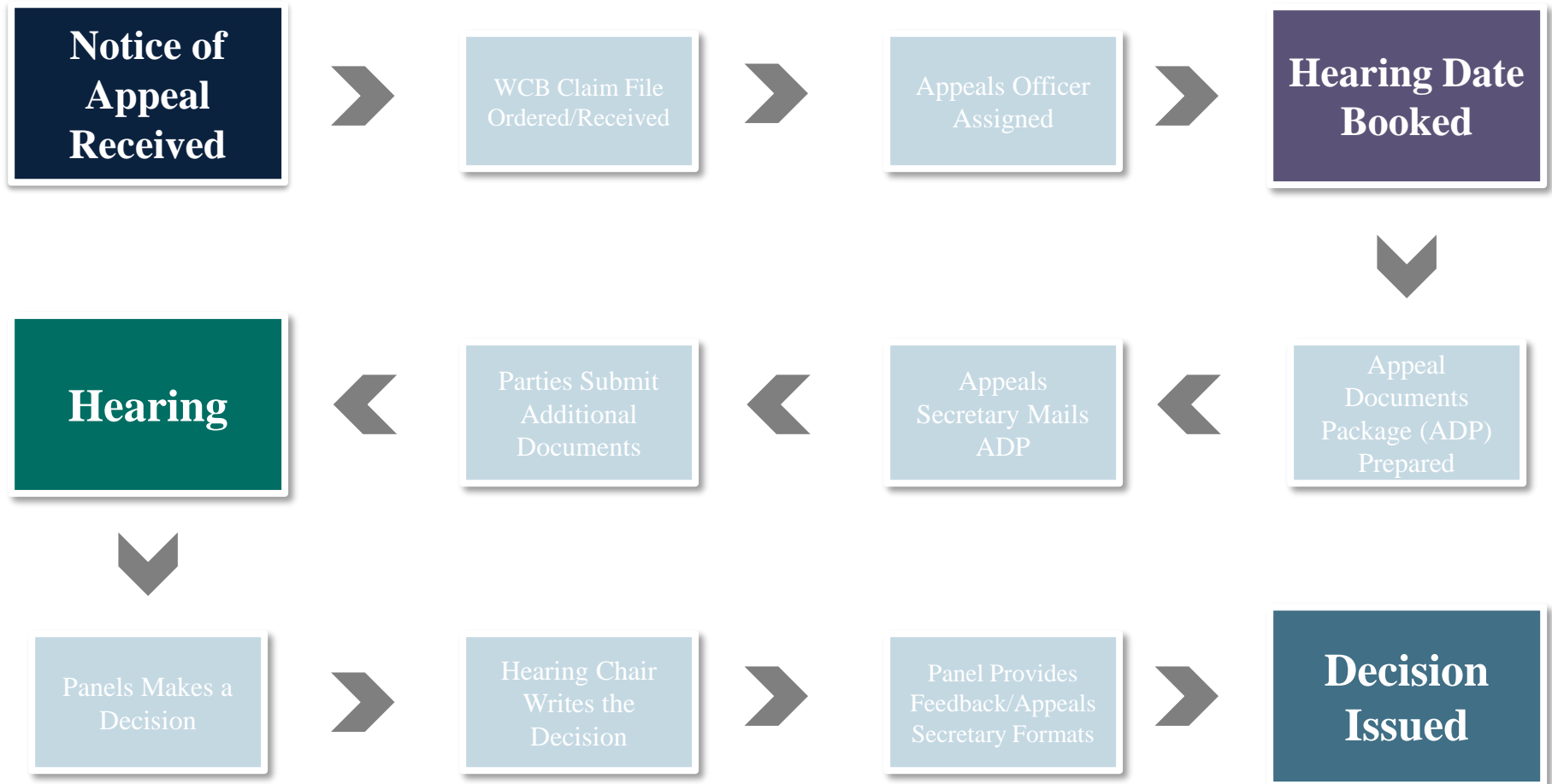
- Representing the Interests of Workers
- Representing the Interests of Employers

COMMISSIONER EXPERTISE



LIFE OF AN APPEAL

LIFE OF AN APPEAL



HEARING *DE NOVO*

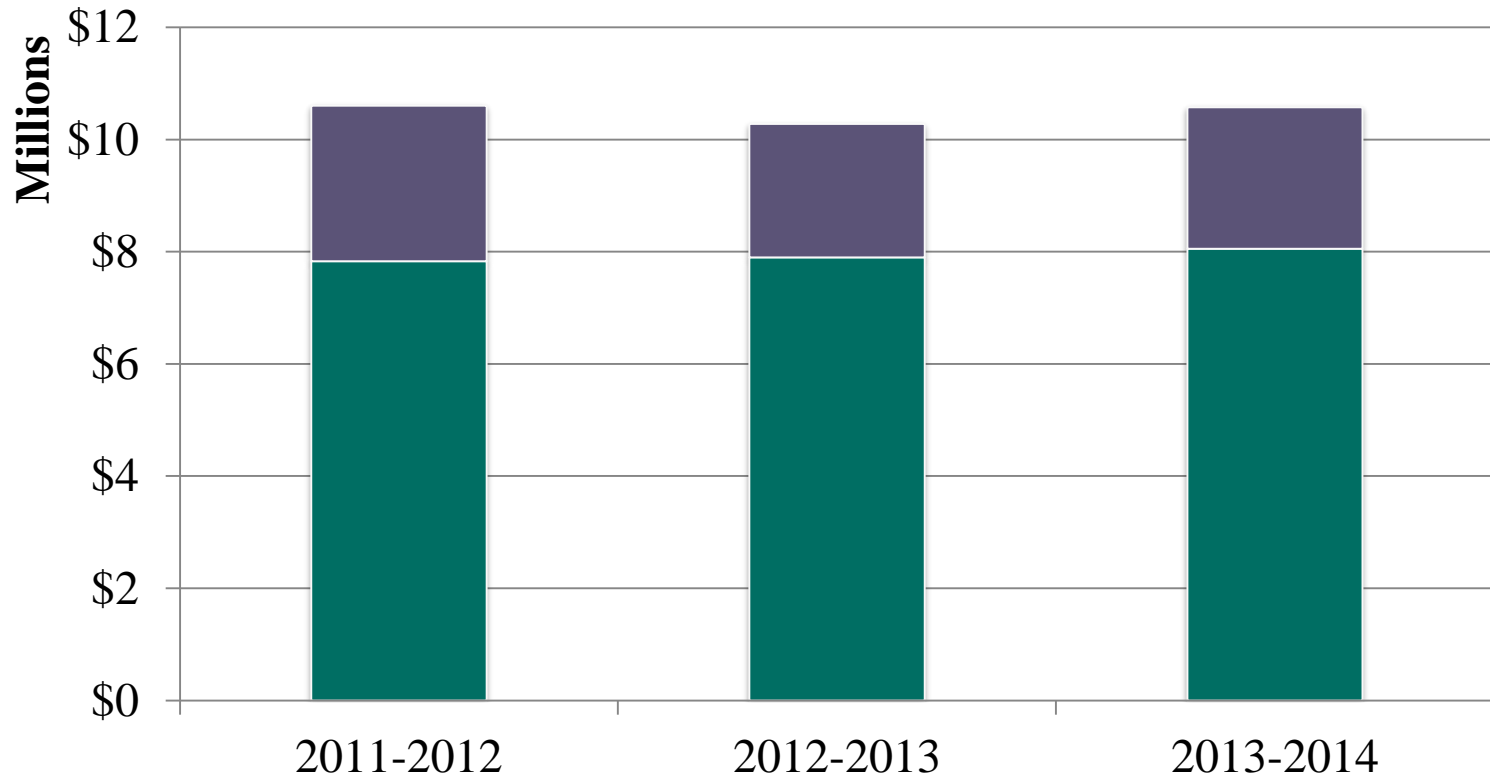


“Appeals to the Appeals Commission are *de novo*.” (*Watson v Appeals Commission*, 2011 ABCA 127)

Appeal Rule 4.1(3): “This also means that the Appeals Commission may hear and decide an appeal as if the matter had not previously been decided and may consider any evidence obtained by it or presented to it that it considers to be relevant to the appeal.”

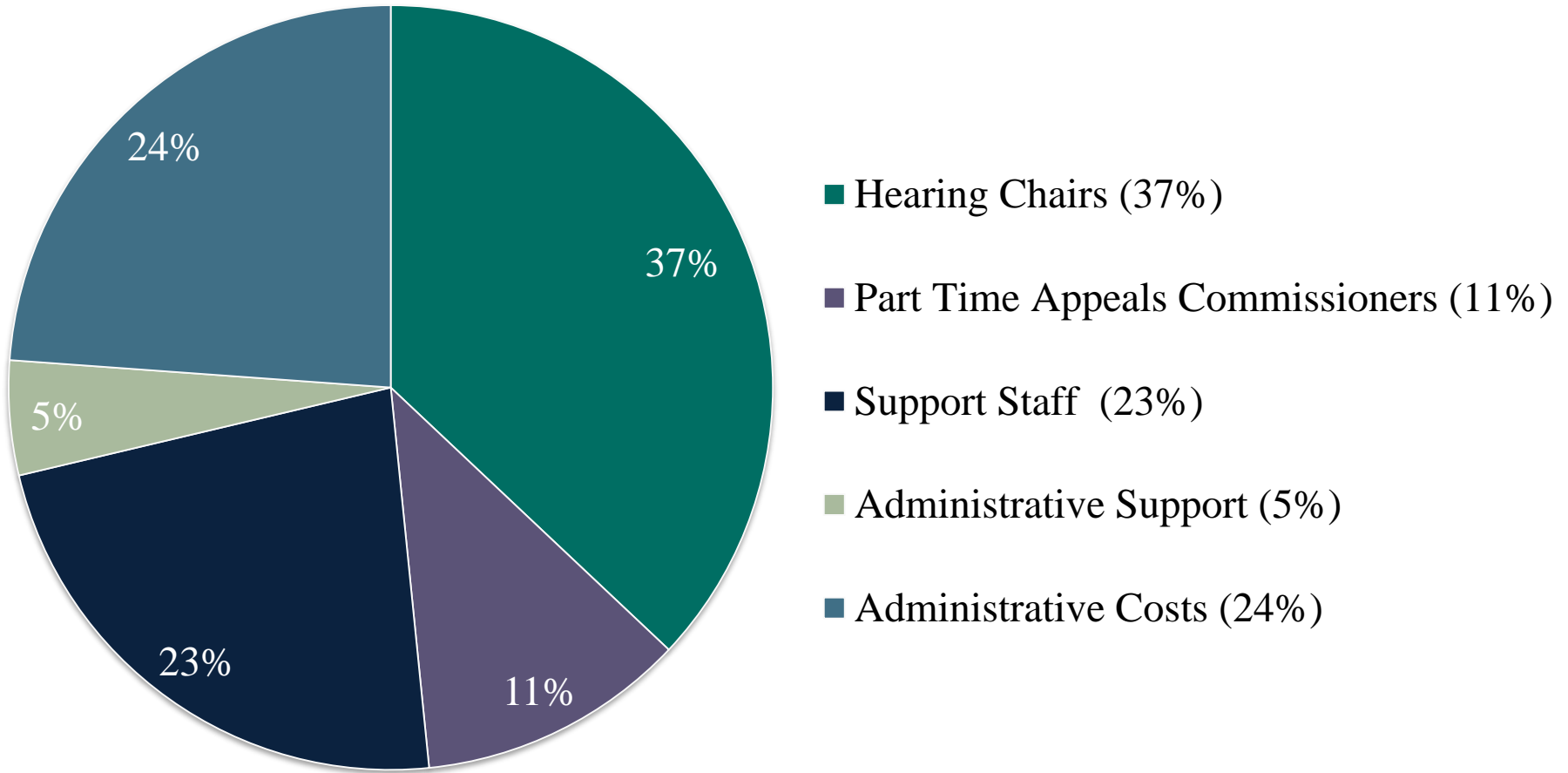
BUDGET

BUDGET OVERVIEW



Administrative Costs	\$2,773,646	\$2,377,340	\$2,522,586
Staffing Costs	\$7,830,052	\$7,901,492	\$8,051,439
Total Budget	\$ 10, 442, 603	\$ 10, 278, 832	\$ 10, 547, 025

BUDGET DETAILS FOR 2013-2014

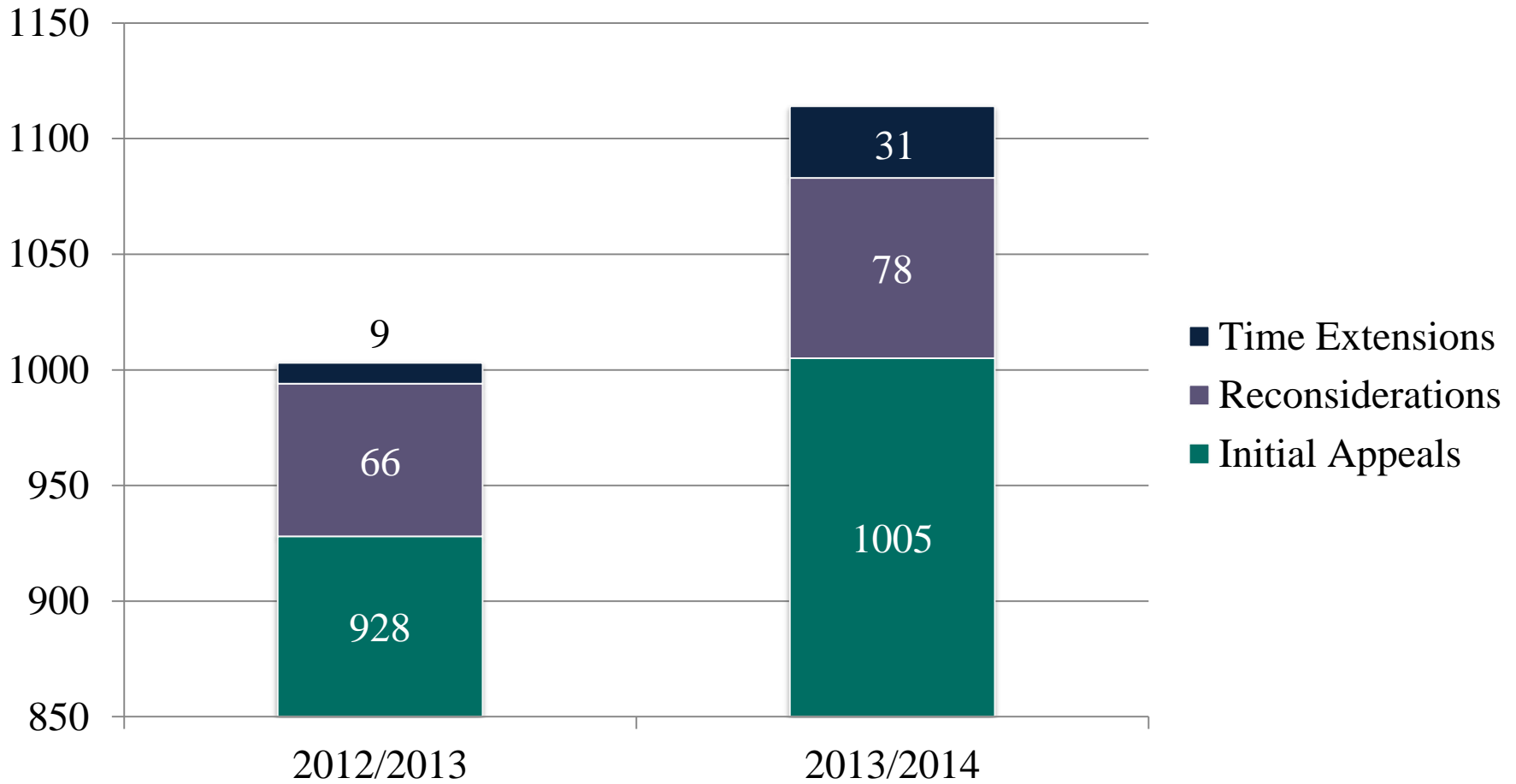


2013-2014 BUSINESS PLAN HIGHLIGHTS

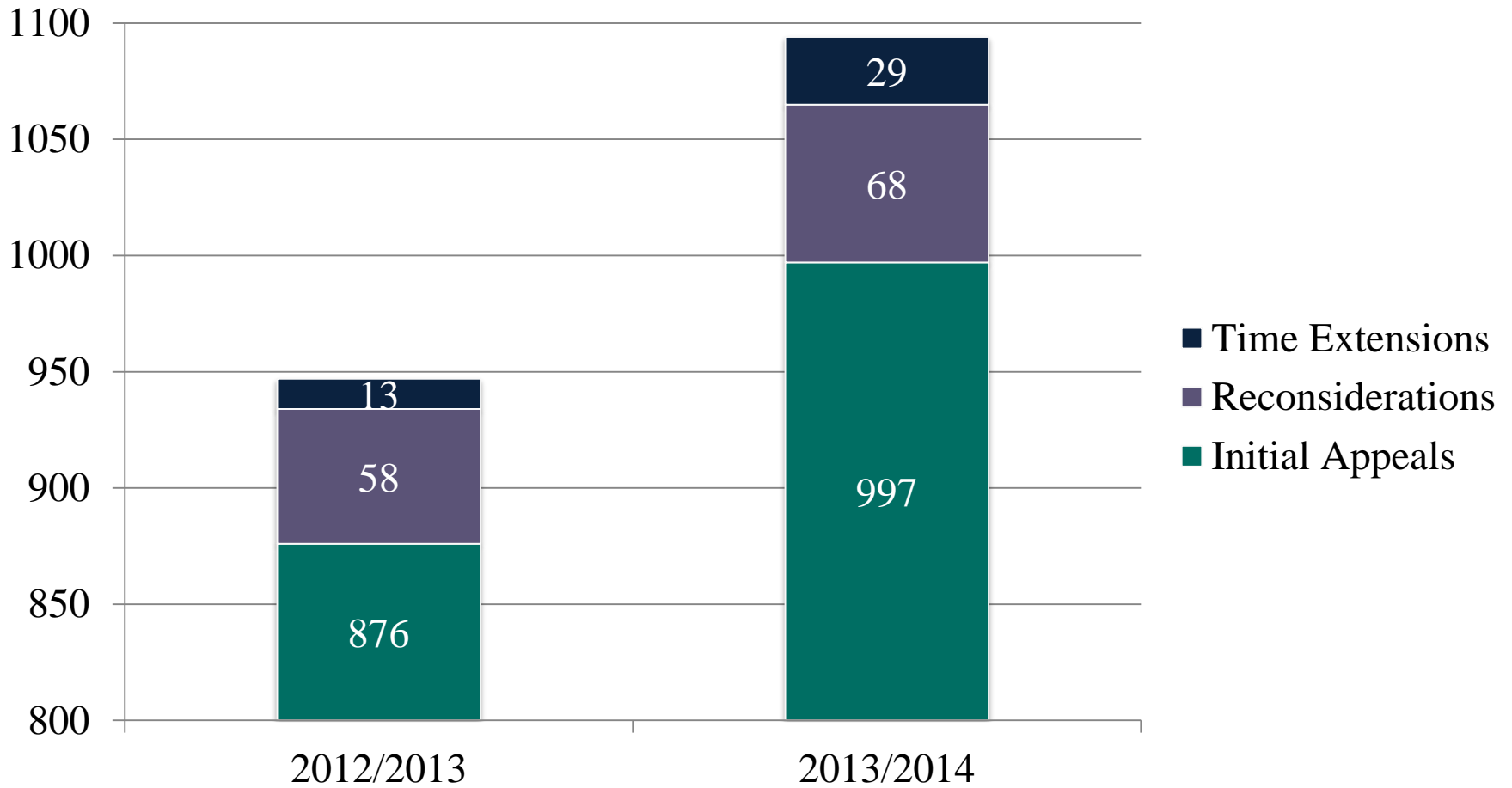
1. Recruit and develop new Commissioners.
2. Recruit a knowledge manager and develop a comprehensive quality management system.
3. Enhance access to justice by redeveloping our current website, implementing electronic document management, enabling receipt of electronic appeals, and broadening the use of video-conferencing.
4. Develop the Commission's technology capacity by continuing development of our Appeals Commission Electronic System (ACES) and updating our records management system, including privacy compliance protocols. This would include the coordination of Commission and WCB information environments.
5. Redevelop Commission offices in Edmonton and Calgary.

WORKLOAD

APPEALS RECEIVED



APPEALS CONCLUDED



PROJECTED APPLICATION FOR 2014-2015

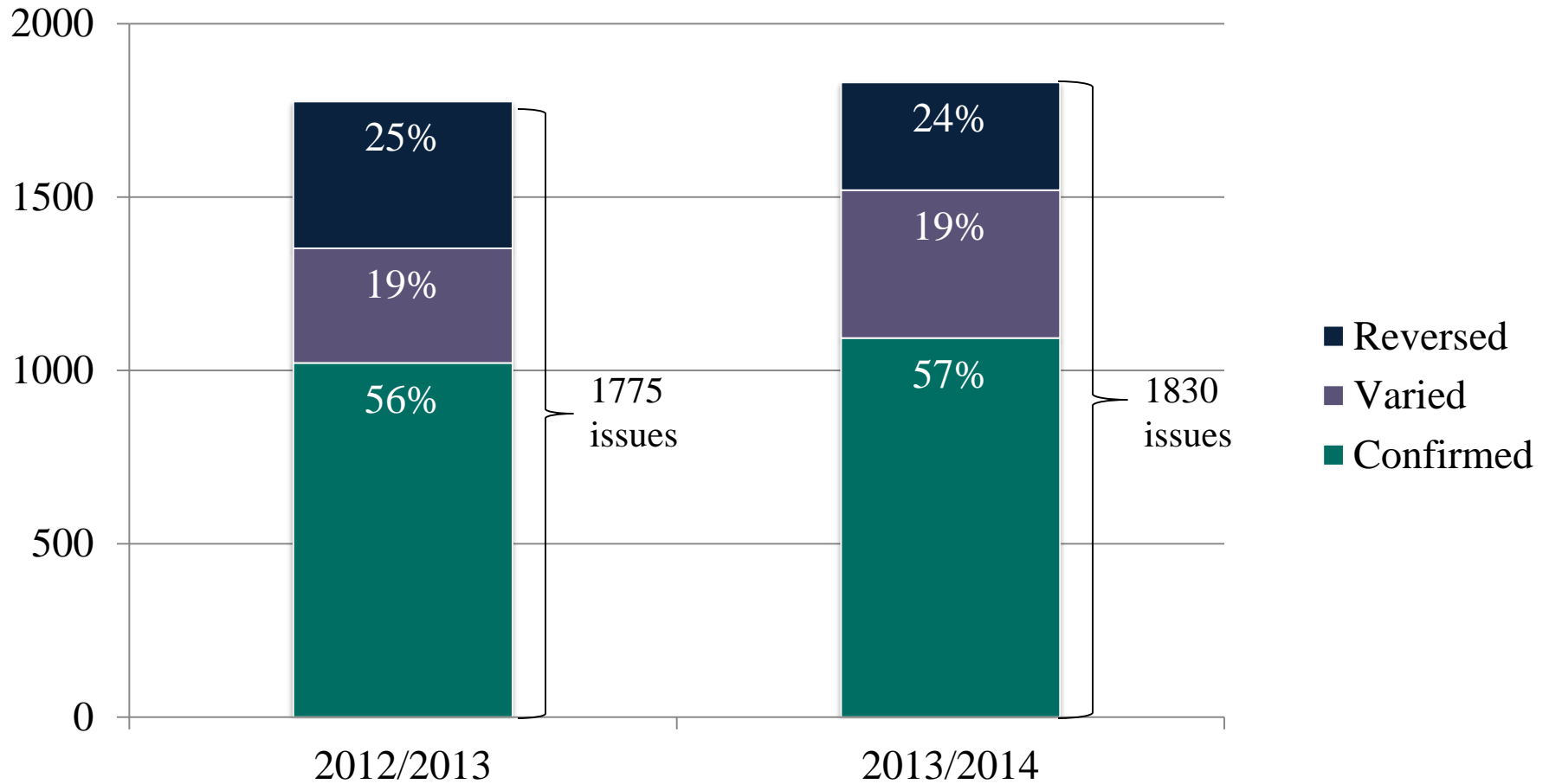
525

- Applications Received April to September, 2014

1050

- Projected Applications for 2014-2015

FINALIZED ISSUES OF APPEAL

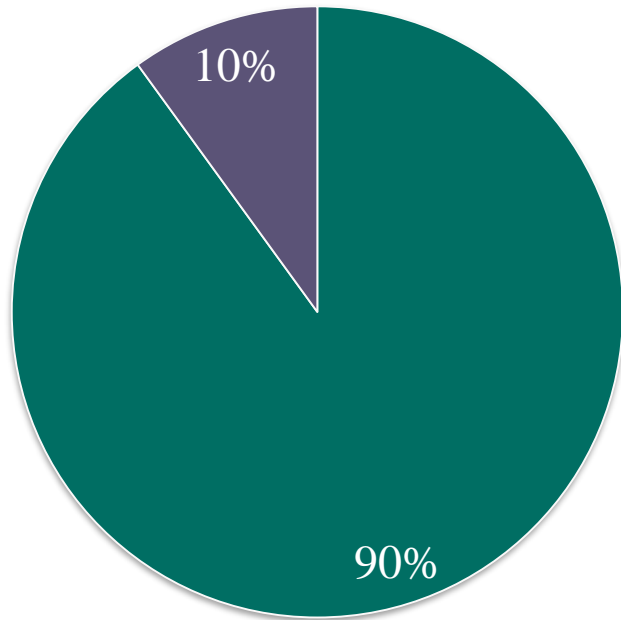


TOP FIVE ISSUES OF APPEAL

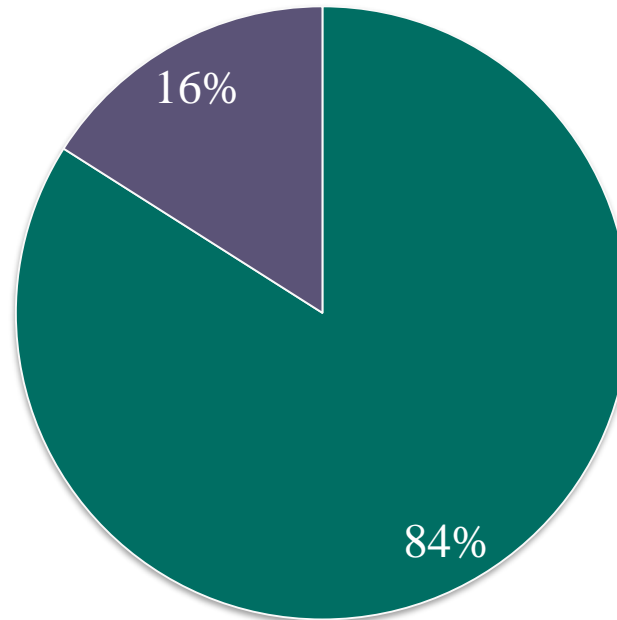
- Additional Entitlement – 17%
- Temporary Total Disability – 12%
- Acceptability of Claim – 12%
- Rehabilitation Services – 9%
- Medical Aid Responsibility – 7%

APPELLANT TYPE

2012-2013



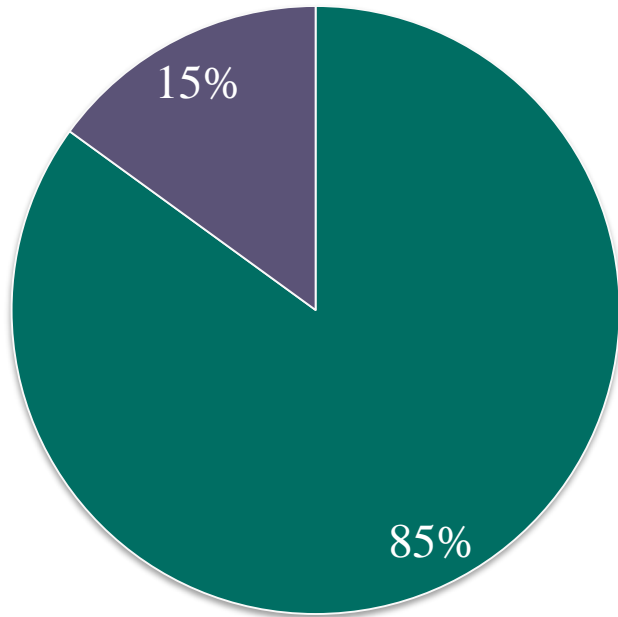
2013-2014



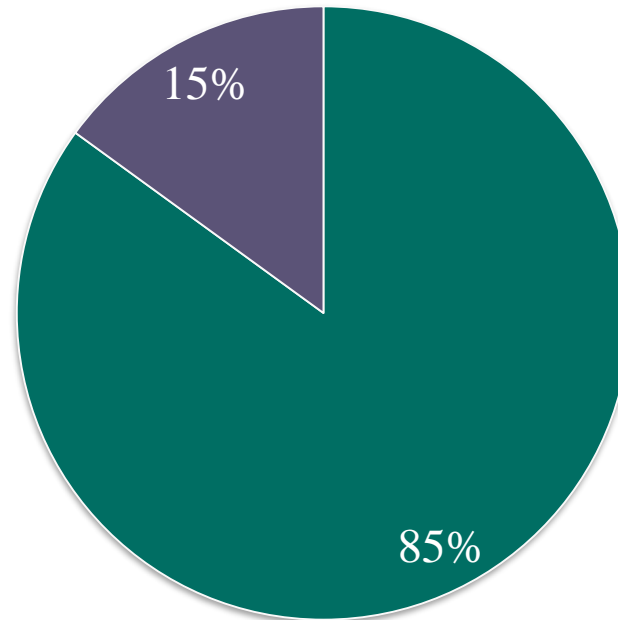
- Worker
- Employer

TYPES OF HEARINGS

2012-2013



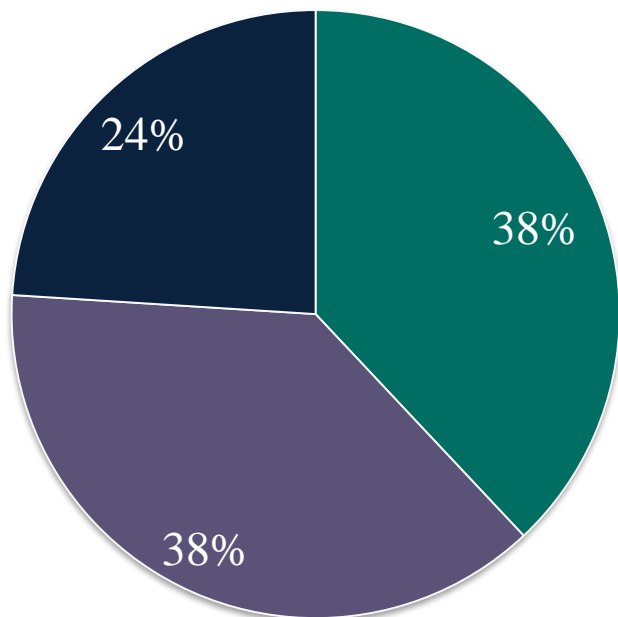
2013-2014



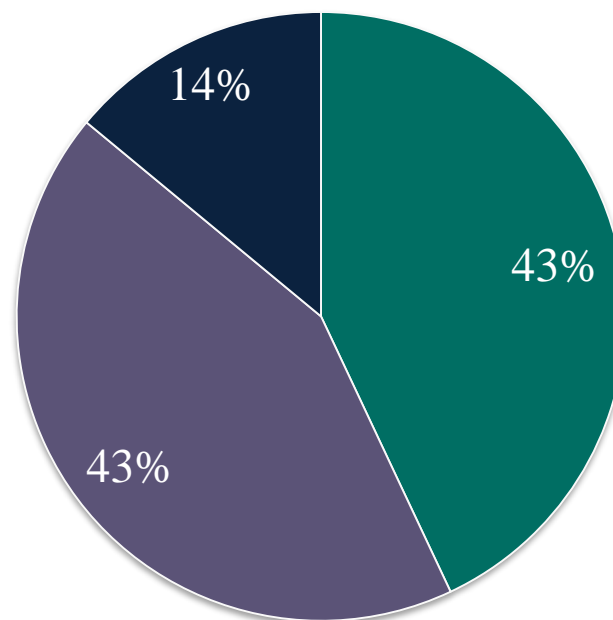
- In Person
- Documentary

REPRESENTATION BEFORE THE COMMISSION

2012-2013



2013-2014



■ Office of the Appeals Advisor

■ Other Representative

■ Unrepresented

PERFORMANCE MEASURES

PERFORMANCE MEASURE A: TIMELINESS

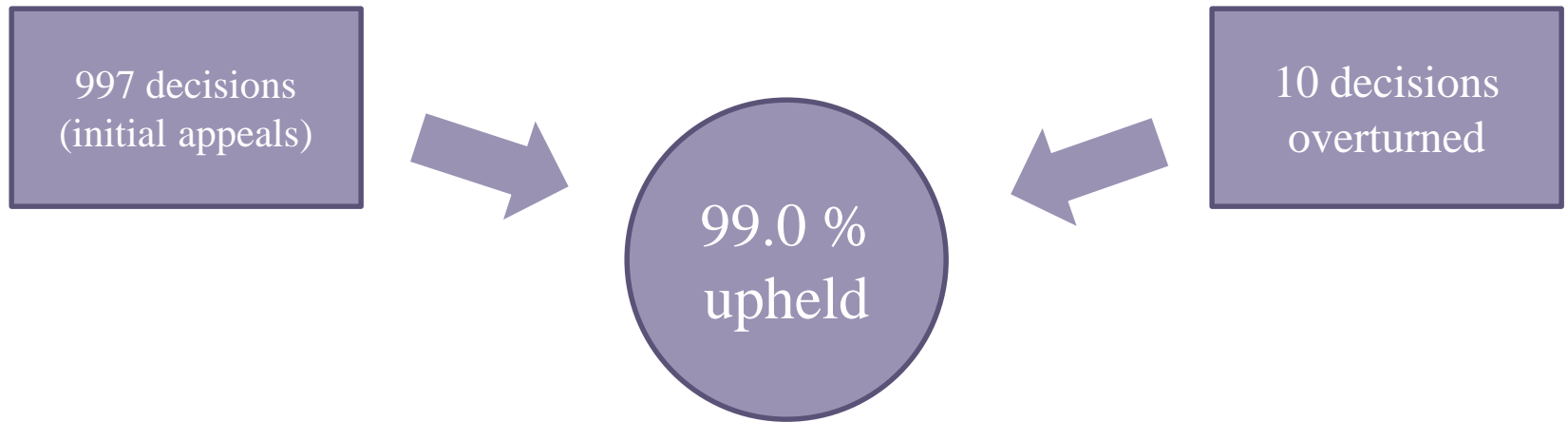
- Average number of days from the date the appeal is filed to the first hearing date offered:

Target	2013-2014
150 days	154 days

- Average number of days from hearing to the decision issue date:

Target	2013-2014
30 days	33 days

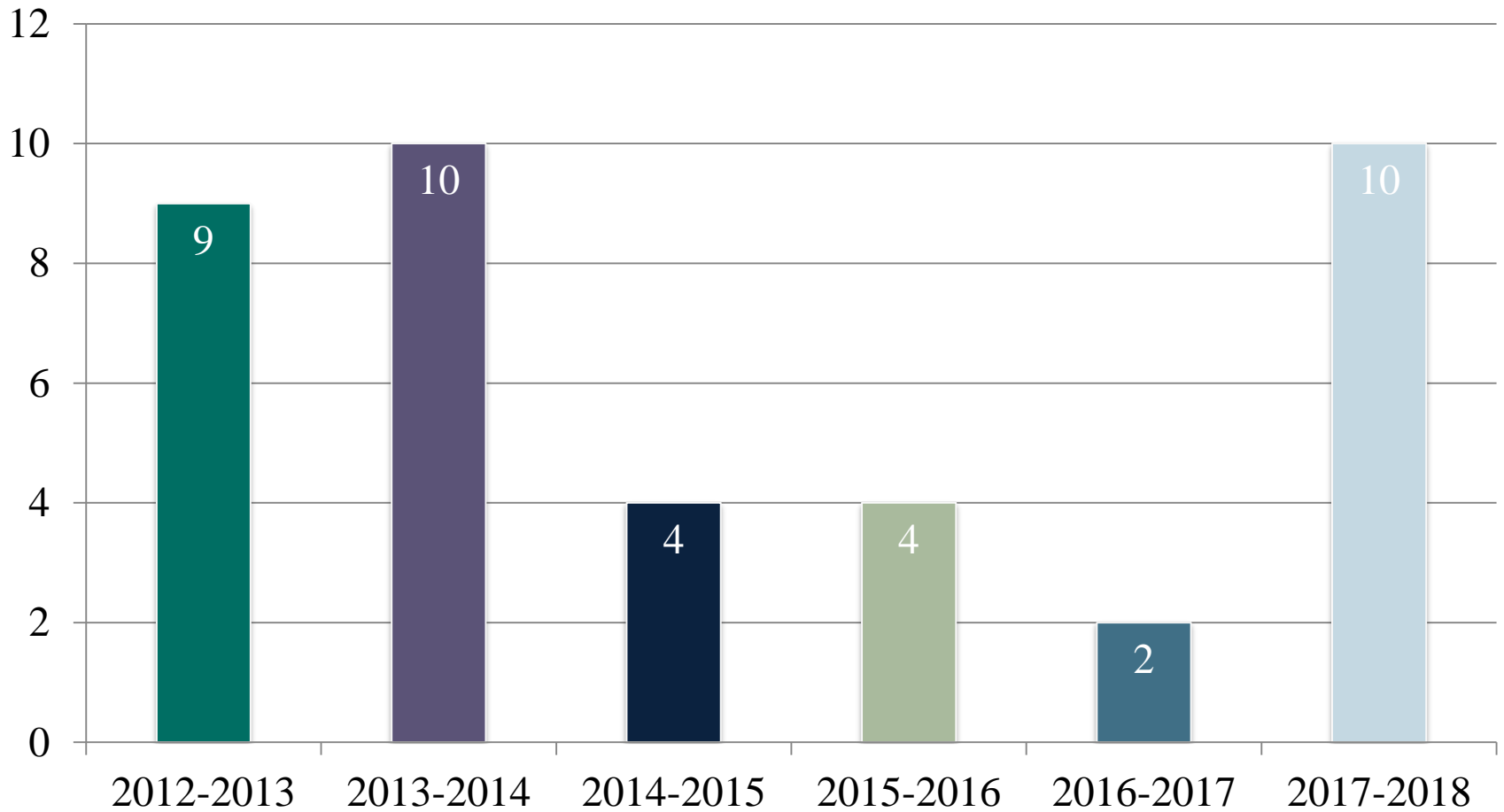
PERFORMANCE MEASURE B: QUALITY



2013/2014	Received	Upheld	Overtured
Ombudsman	16	17	2
Court	12	2	2
Reconsiderations	78	55	6

TERM LIMITS

COMMISSIONER ATTRITION



QUESTIONS?