



**APPEALS  
COMMISSION**  
FOR ALBERTA WORKERS' COMPENSATION

# ANNUAL GENERAL MEETING

October 6, 2016

*Alberta* 

# INDEX

1. Appeals Commission Overview
2. Corporate Structure
3. Budget
4. Appeal Process
5. Performance Measures
6. Tribunal Comparison



# OVERVIEW

## Authority

- *Workers' Compensation Act, Part 2*

## Powers & Limitations

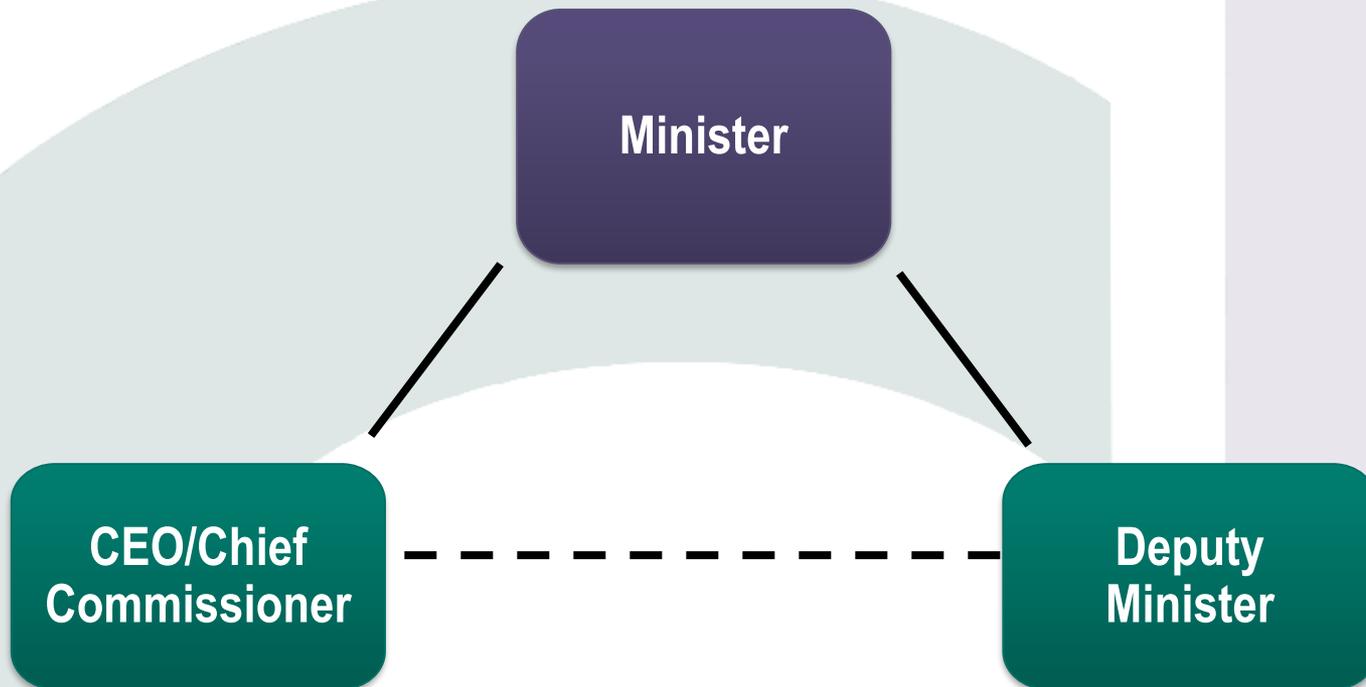
- Jurisdiction from DRDRB Decisions
- Confirm, Reverse or Vary Decisions
- Bound by WCB Policy
- Parties appeal decisions to Court & Ombudsman

## Independence

- Independent government entity
- Funded (indirectly) through Accident Fund
- May create our own rules of procedure

# MANDATE AND ROLES

**“Provide Albertans access to timely, fair and independent appeal services through the Appeals Commission for Alberta Workers’ Compensation”**



# "THE LEADER IN INNOVATIVE APPEAL SERVICES"

Respect

Co-operation

*"To provide a timely, fair, and independent appeals process consistent with legislation, policy and the principles of natural justice."*

Excellence

Fairness

Alberta

# ACCOUNTABILITY

## Executive

- Minister responsible for the Commission

- Auditor General
- Ethics Commissioner
- Information & Privacy Commissioner
- Ombudsman

## Legislative

## Administrative

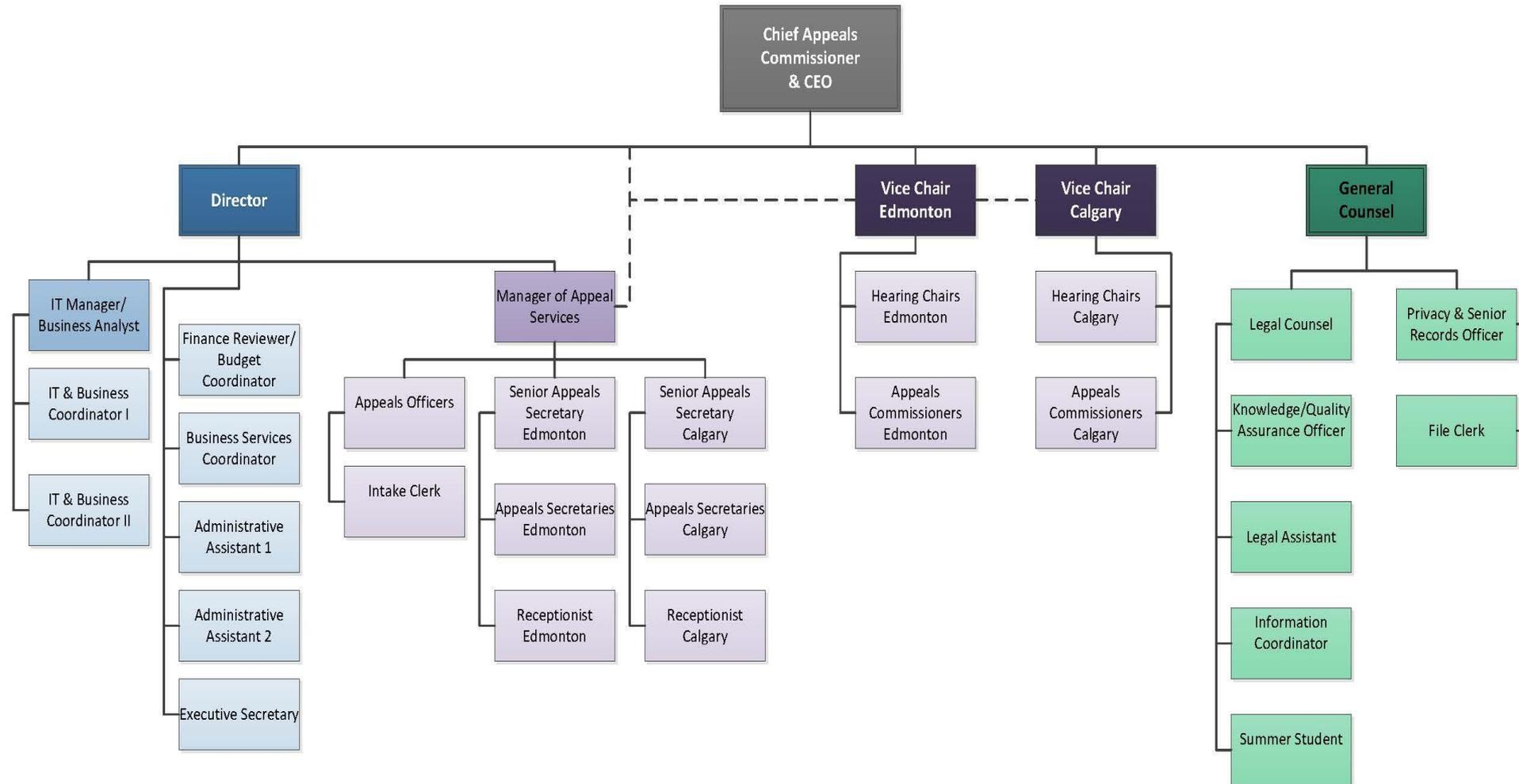
- Budget Process (Labour)
- Financial Controls (GOA)
- Records Management
- Privacy (*FOIP*)



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# CORPORATE STRUCTURE

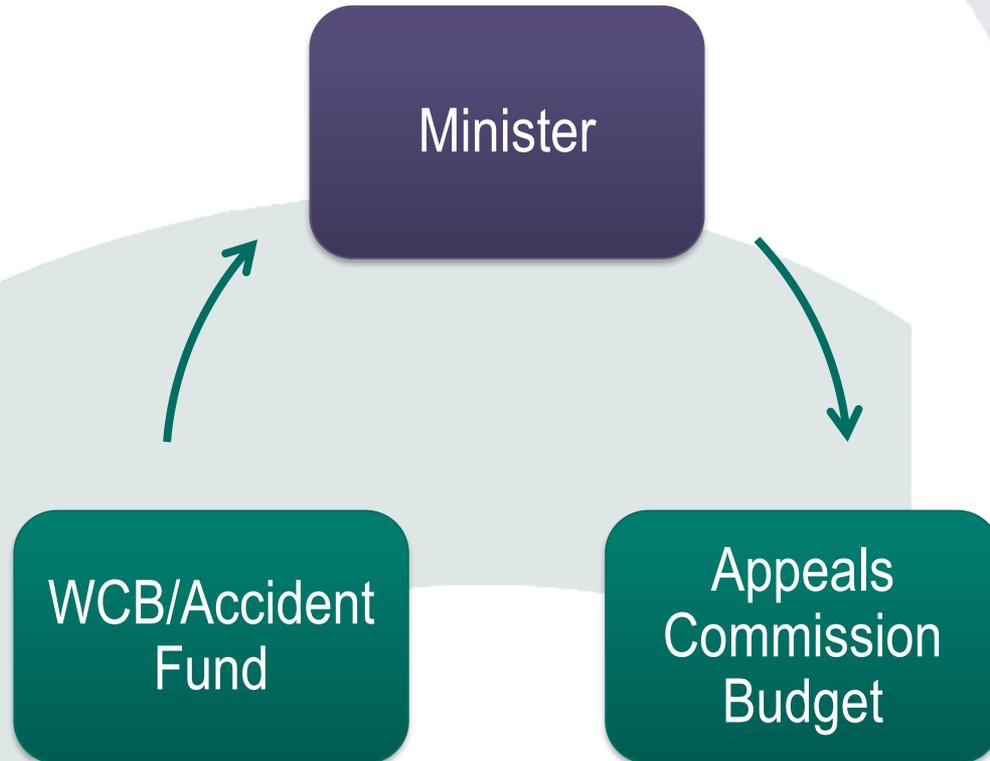
# CORPORATE STRUCTURE





# BUDGET

# FUNDING

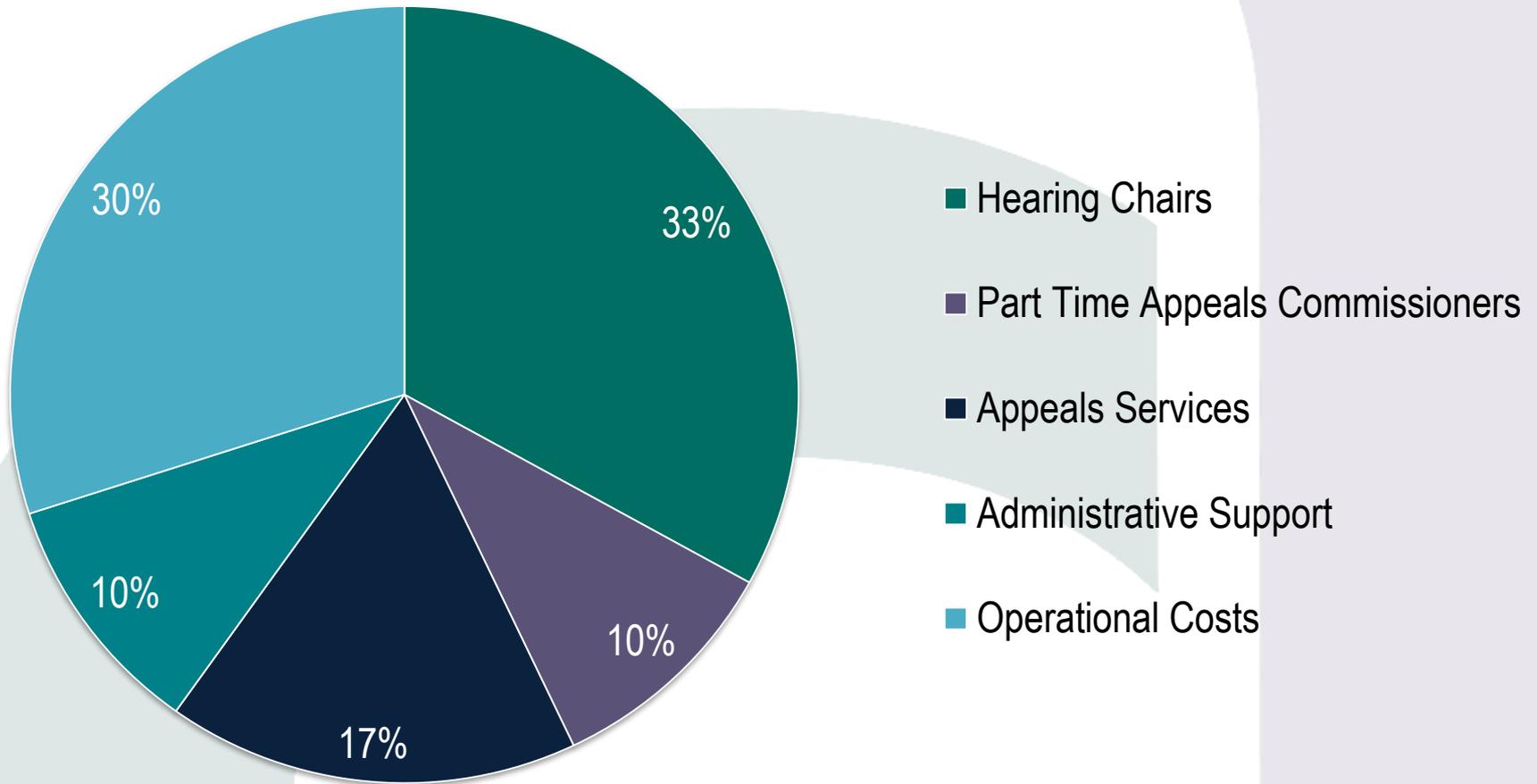


# BUDGET OVERVIEW



 Administrative Costs	\$2,522,586	\$2,974,207	\$3,777,942
 Staffing Costs	\$8,051,439	\$8,692,790	\$8,470,300
<b>Total Budget</b>	<b>\$ 10,547,025</b>	<b>\$ 11,666,997</b>	<b>\$ 12,248,242</b>

# BUDGET DETAILS FOR 2015-2016





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# APPEALS COMMISSIONERS

# APPEALS COMMISSIONERS

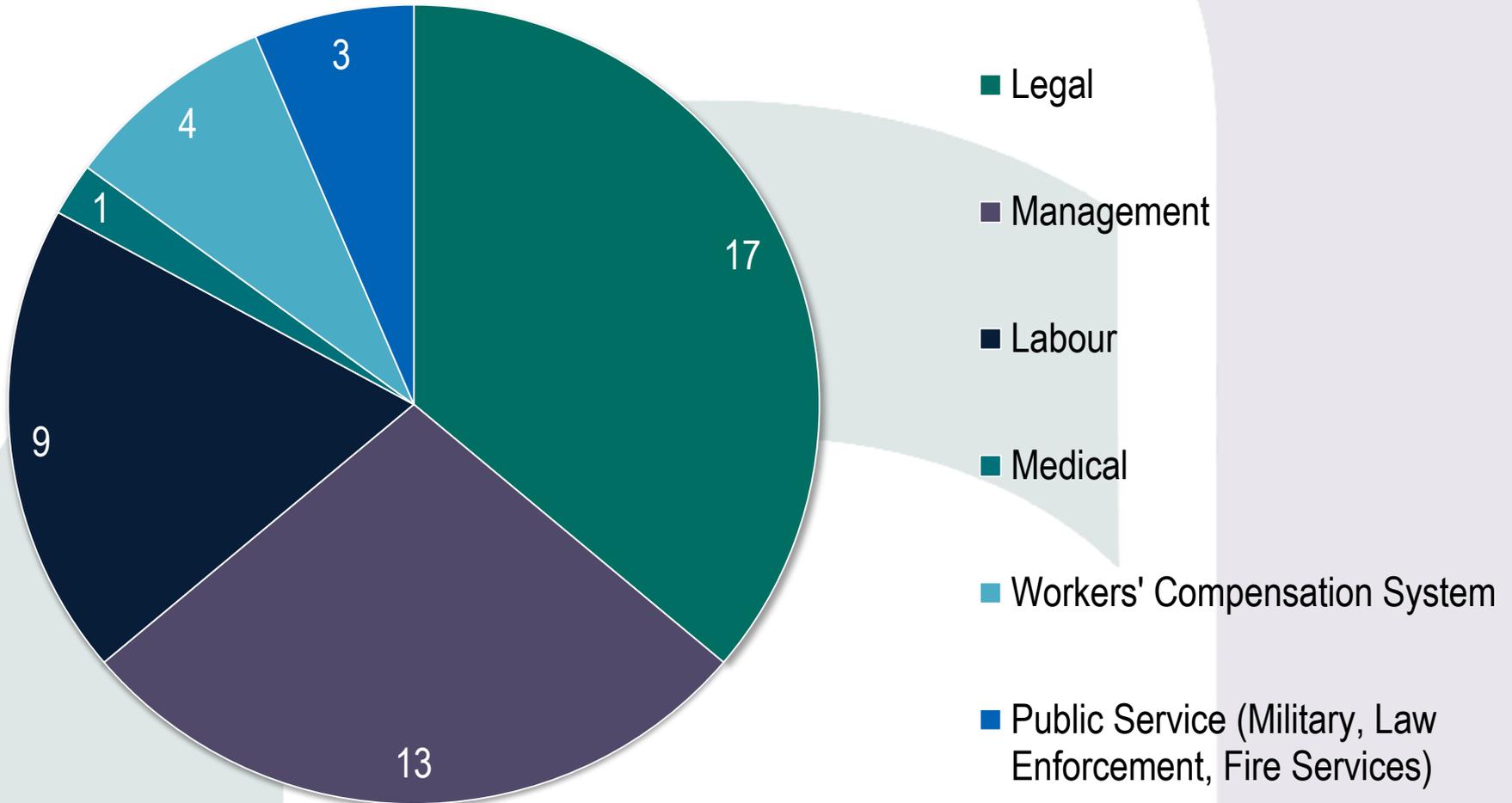
## Appointment

- Recruitment Process
- Competency Matrix
- Commissioner Attrition

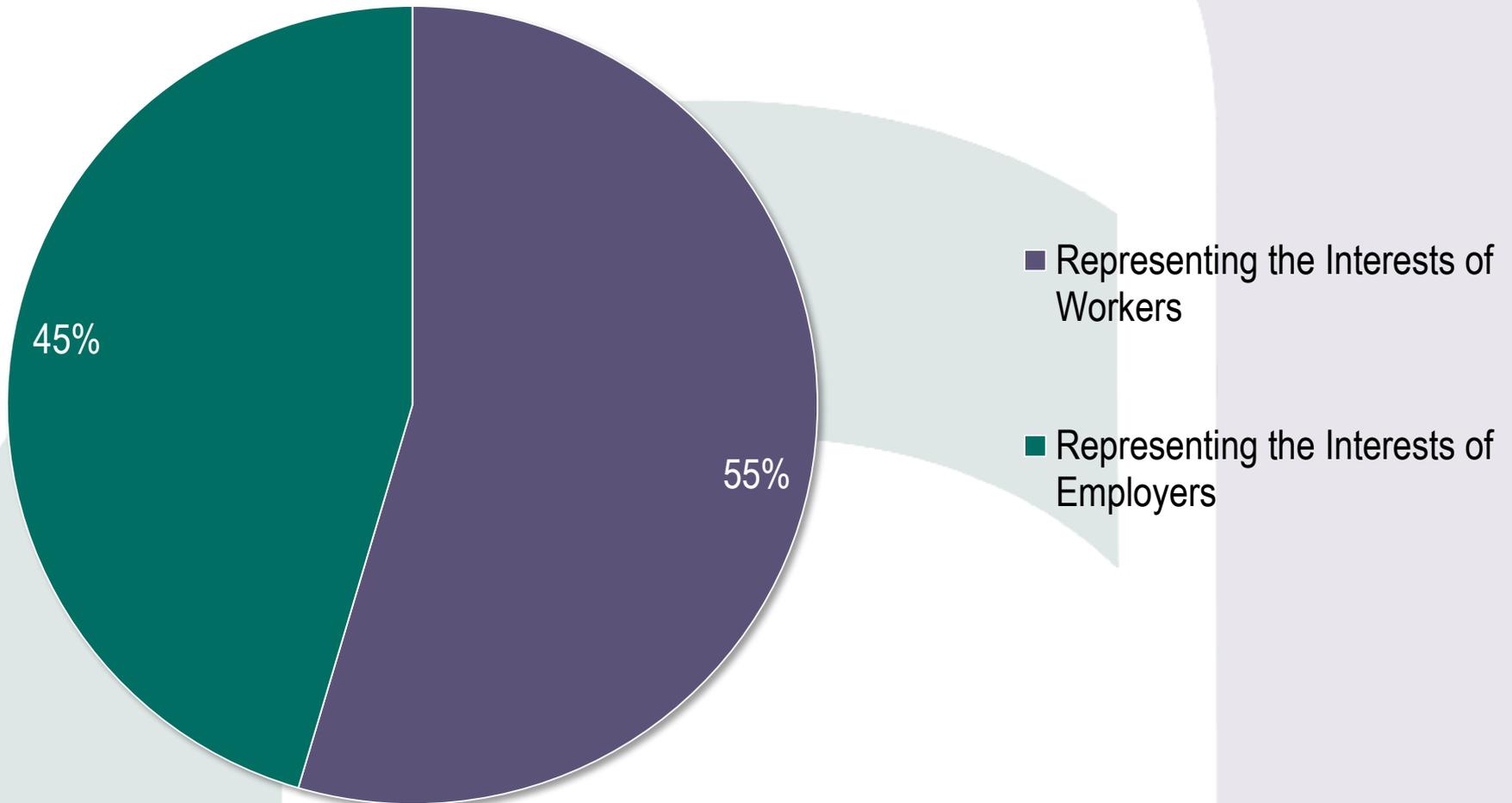
## Compensation

- Commissioner Remuneration
  - Part-time (O.C. 466/2007)
  - Full-time (O.C. 322/2014)

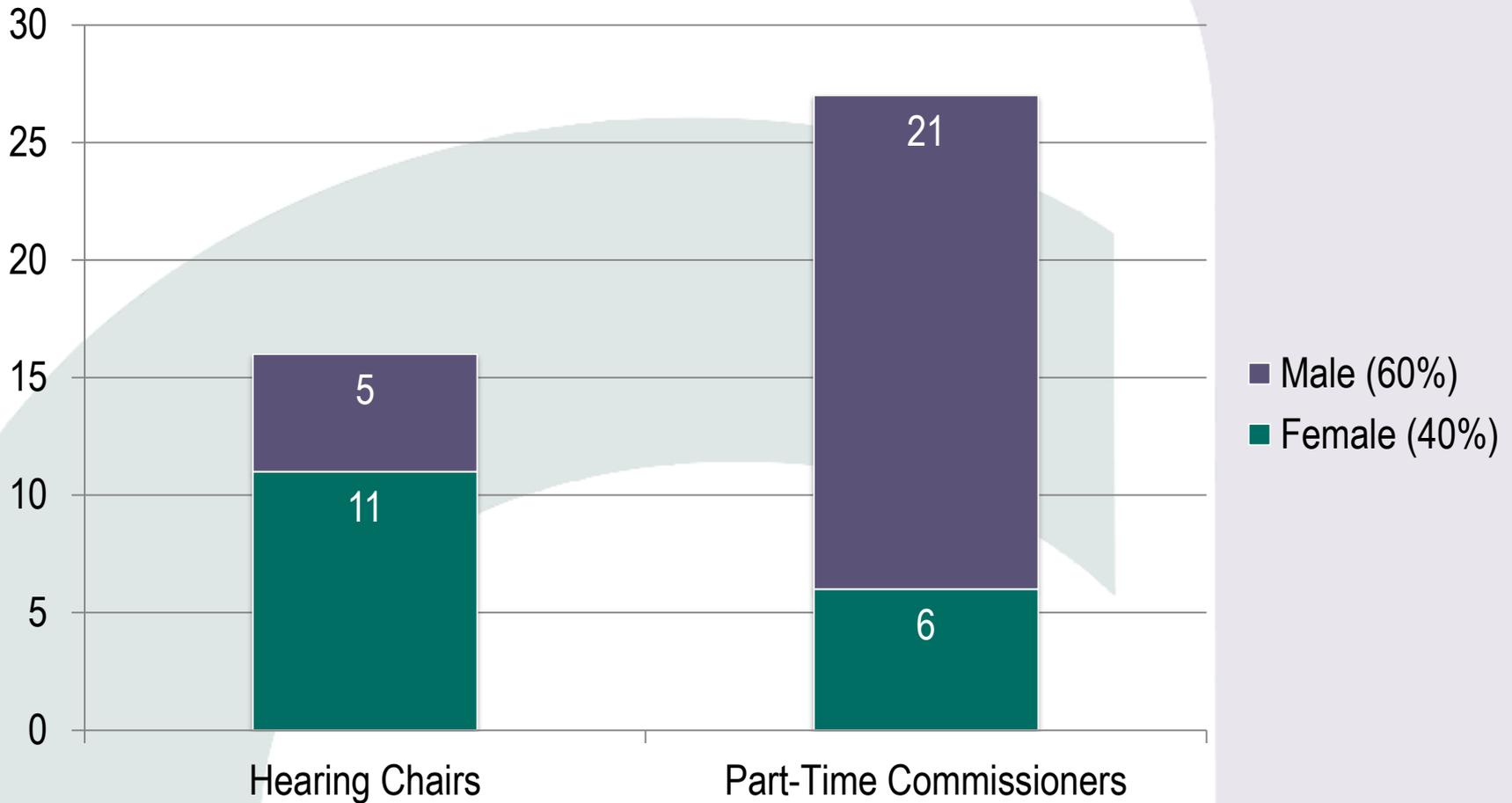
# COMMISSIONER EXPERTISE



# COMMISSIONER CONSTITUENCY



# GENDER REPRESENTATION



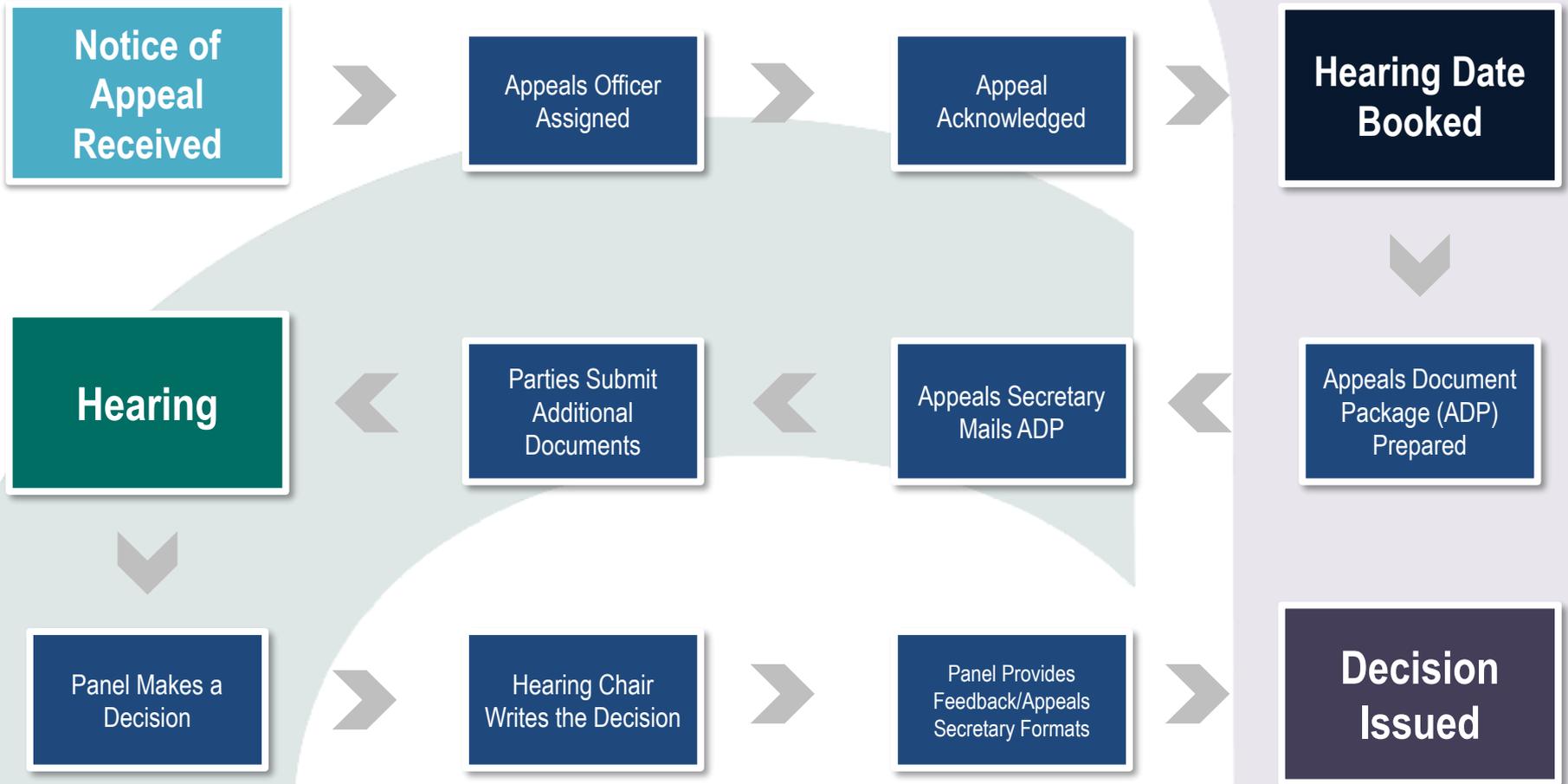


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# LIFE OF AN APPEAL

# LIFE OF AN APPEAL



# APPEAL PROCESS

Appeal Action	Parties	Decision-Maker	Hearing Type
Initial Appeal	Worker Employer WCB	3-Member Panel	In-person or Documentary
Reconsideration Application	Worker Employer Own Motion*	2-Member Panel	Documentary
Reconsideration	Worker Employer WCB	2-Member Panel	Documentary**
One-year Time Limit	Worker Employer	Chief Appeals Commissioner (or delegate)	Documentary

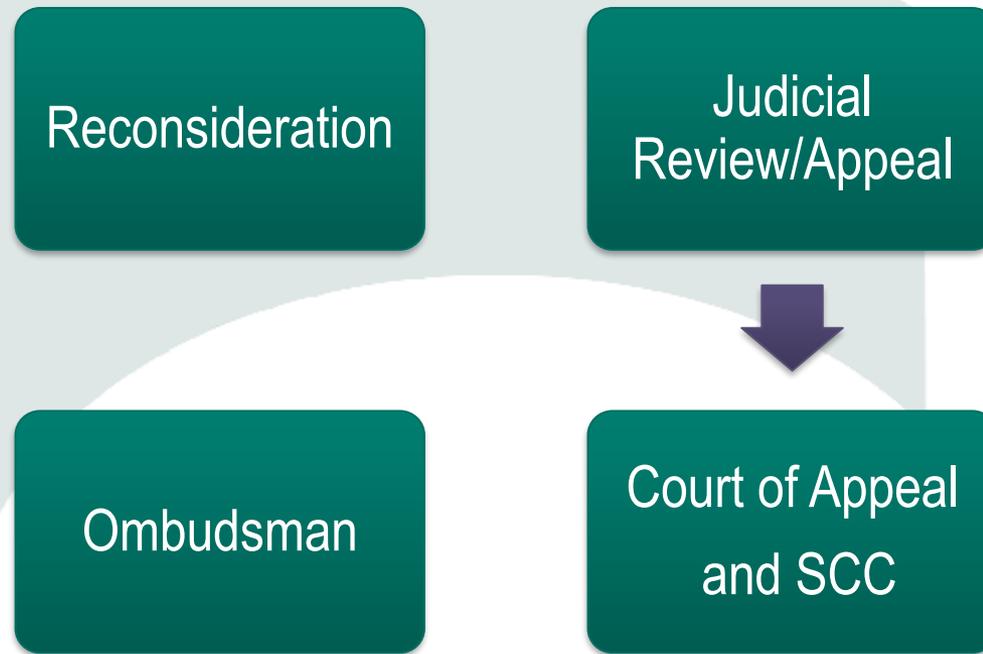
# APPEAL PROCESS CON'T

## Post-Hearing



# APPEAL PROCESS CON'T

## Post-Decision Review



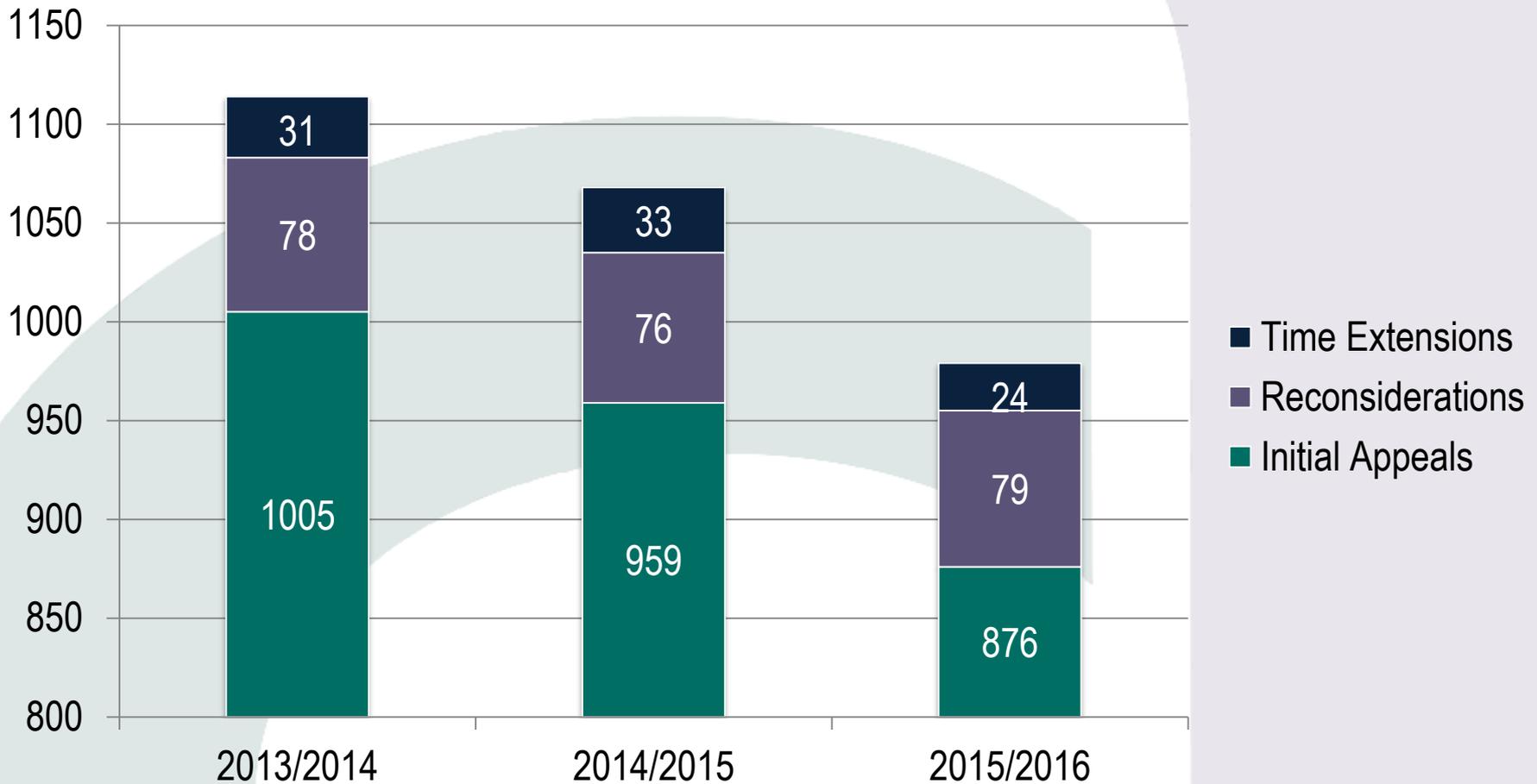


**APPEALS  
COMMISSION**

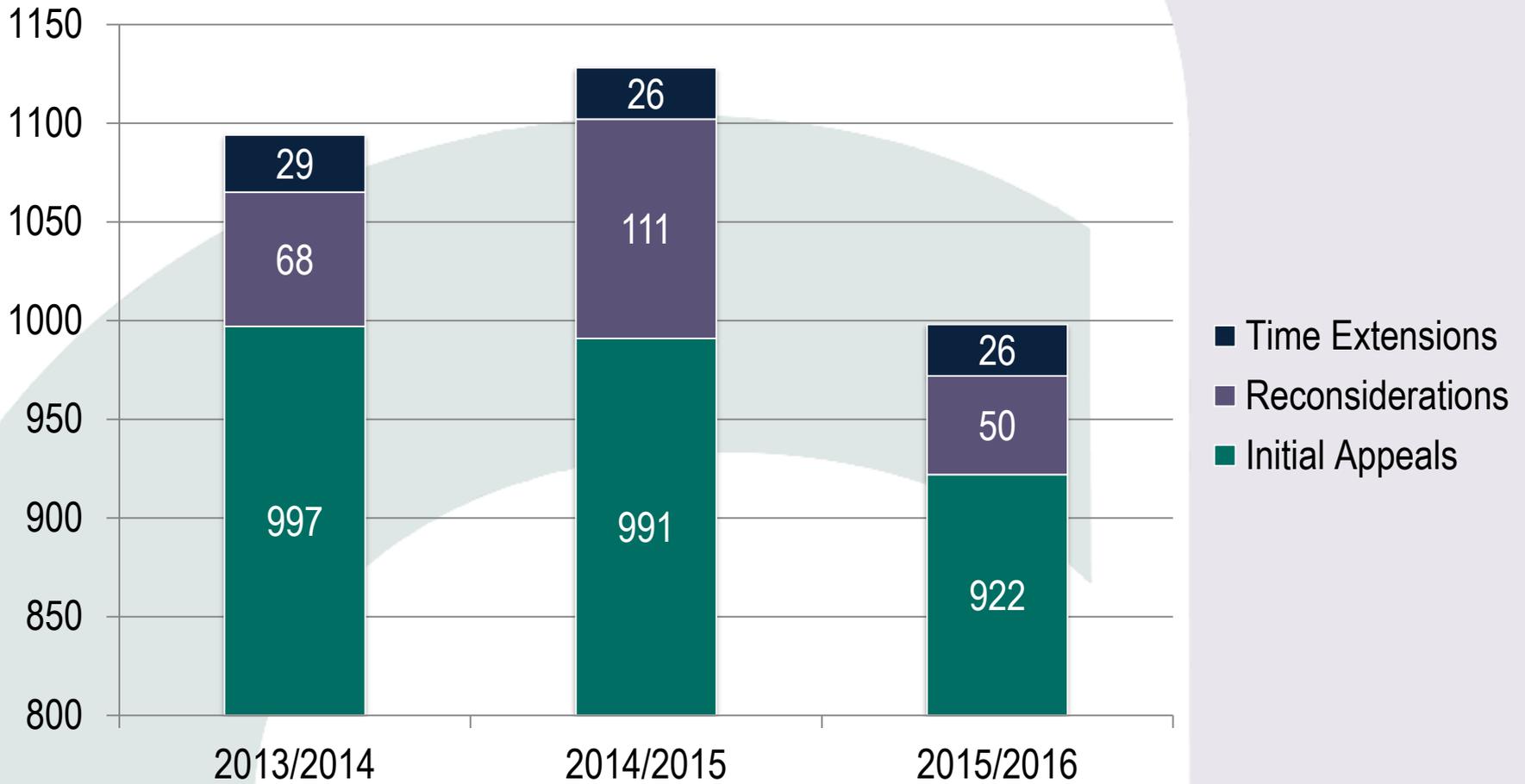
FOR ALBERTA WORKERS' COMPENSATION

# WORKLOAD

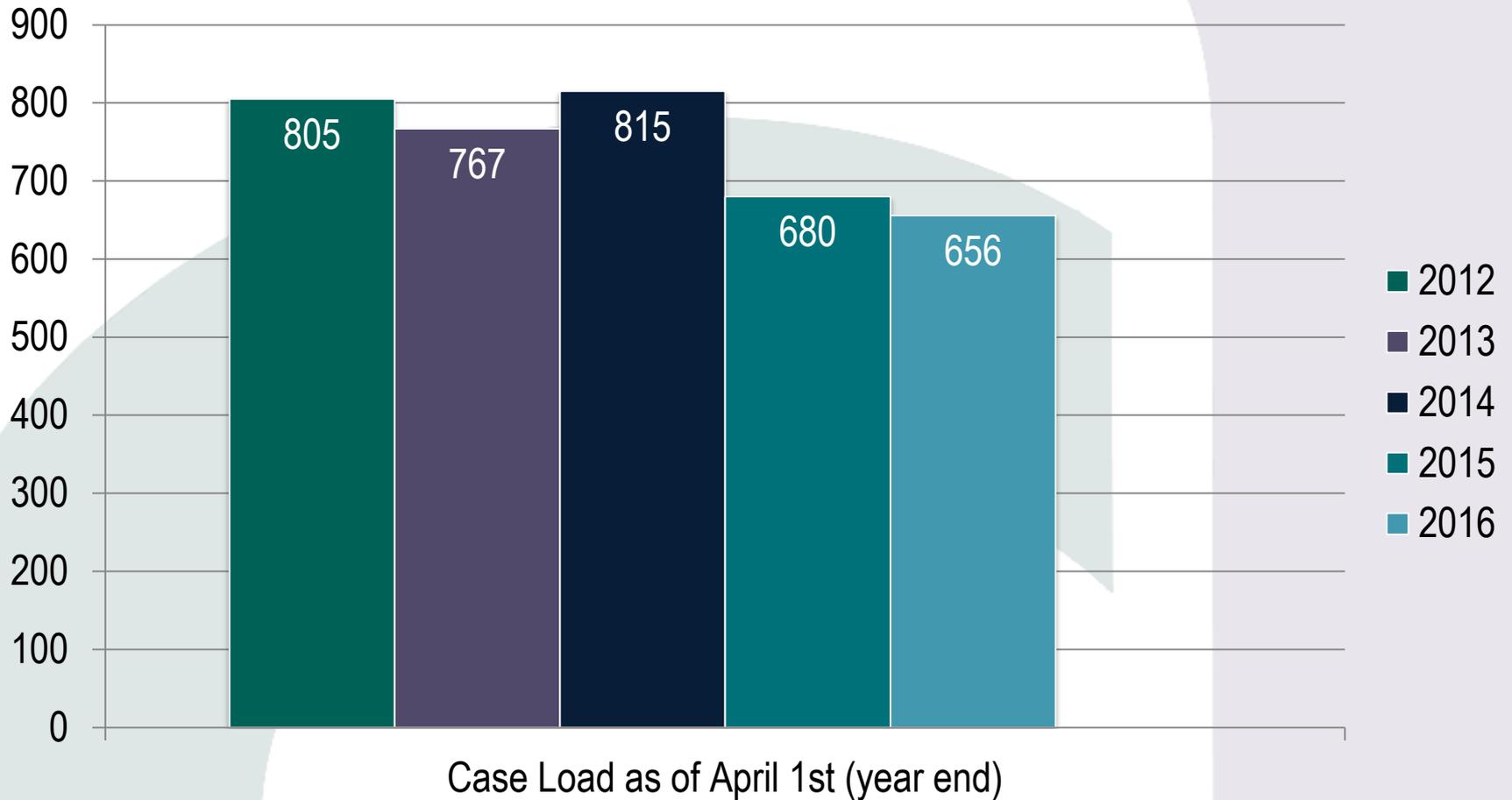
# APPEALS RECEIVED



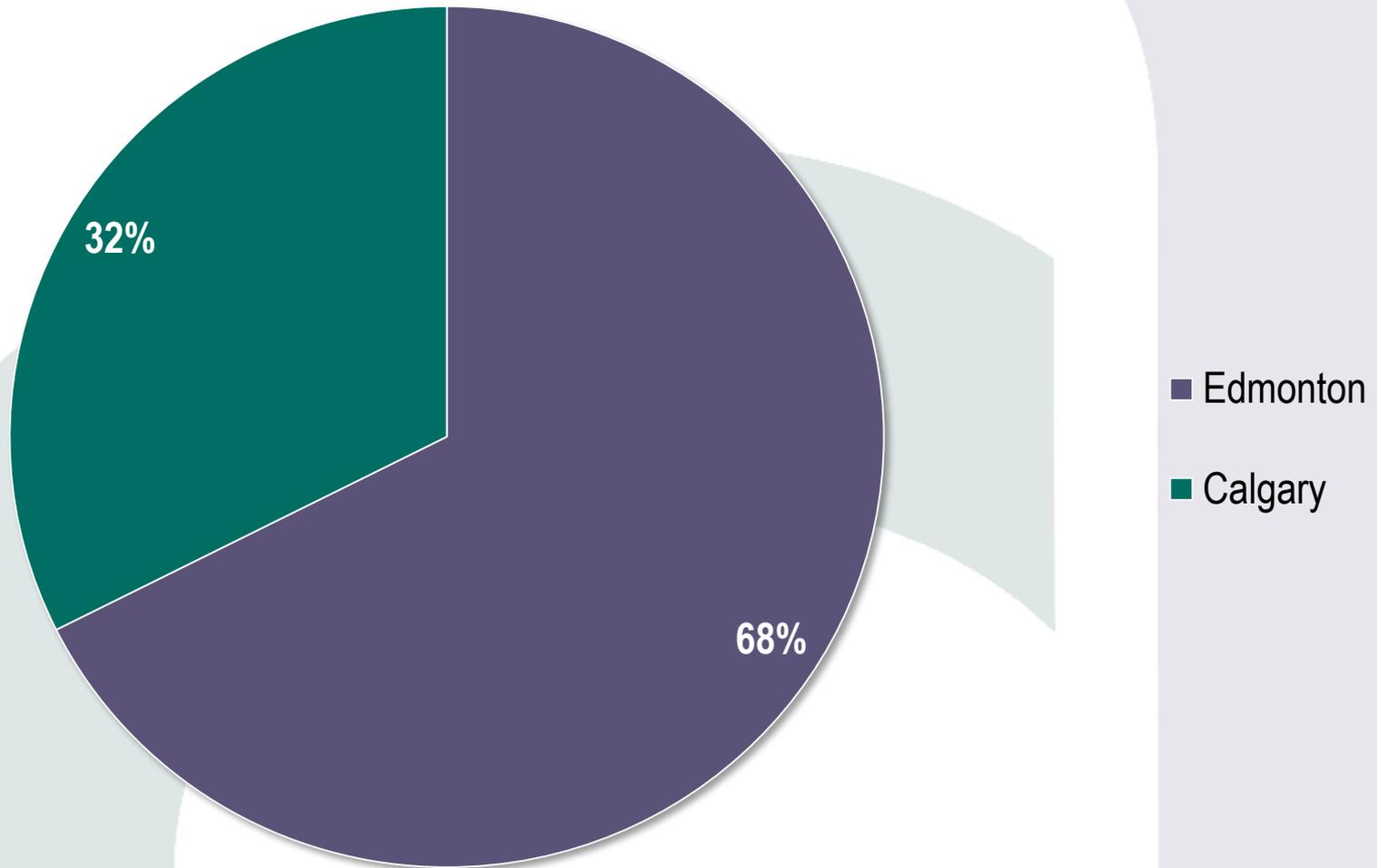
# APPEALS CONCLUDED



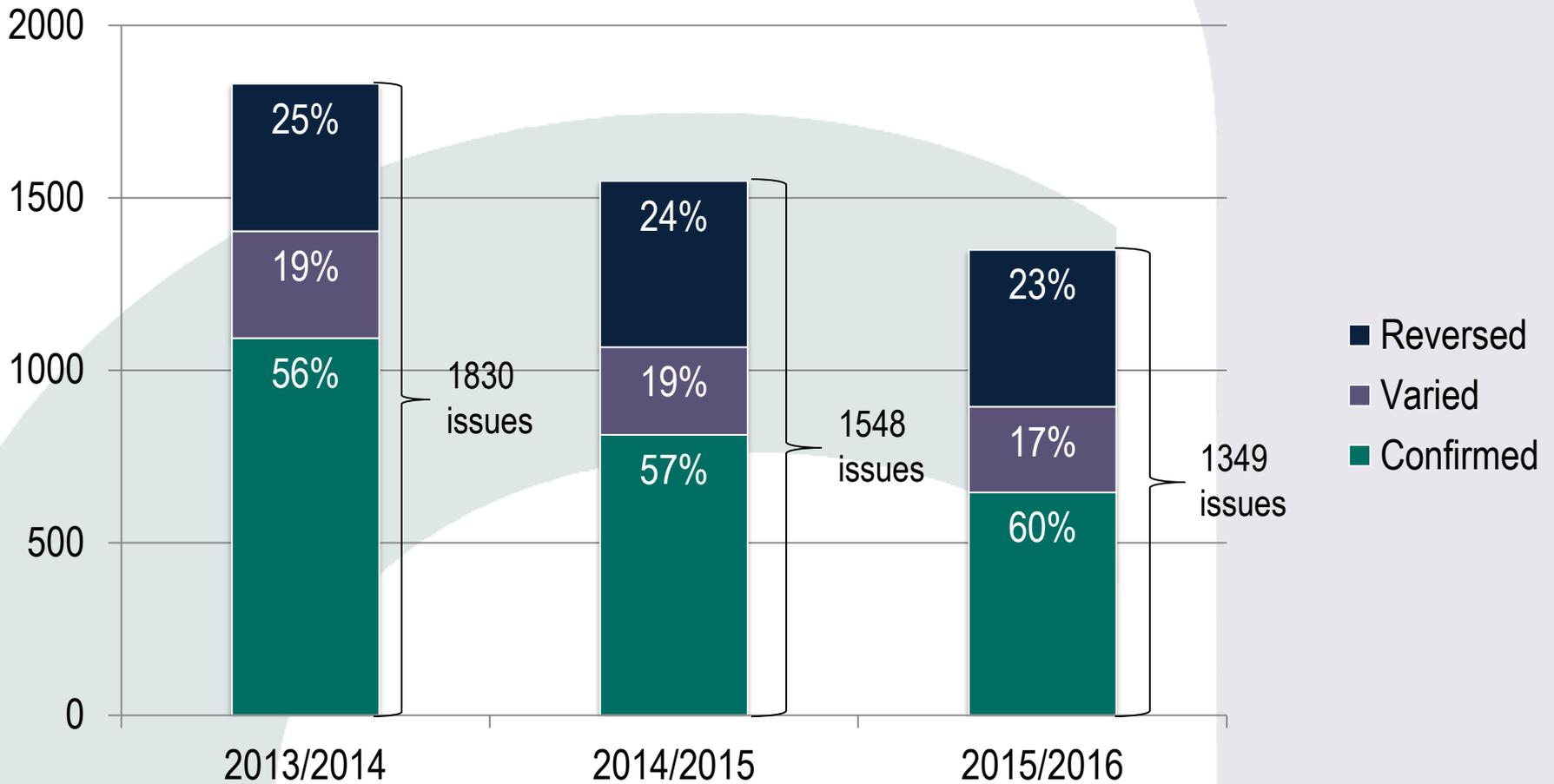
# ACTIVE FILES AT YEAR END (WORK IN PROGRESS)



# APPEAL HEARING LOCATION



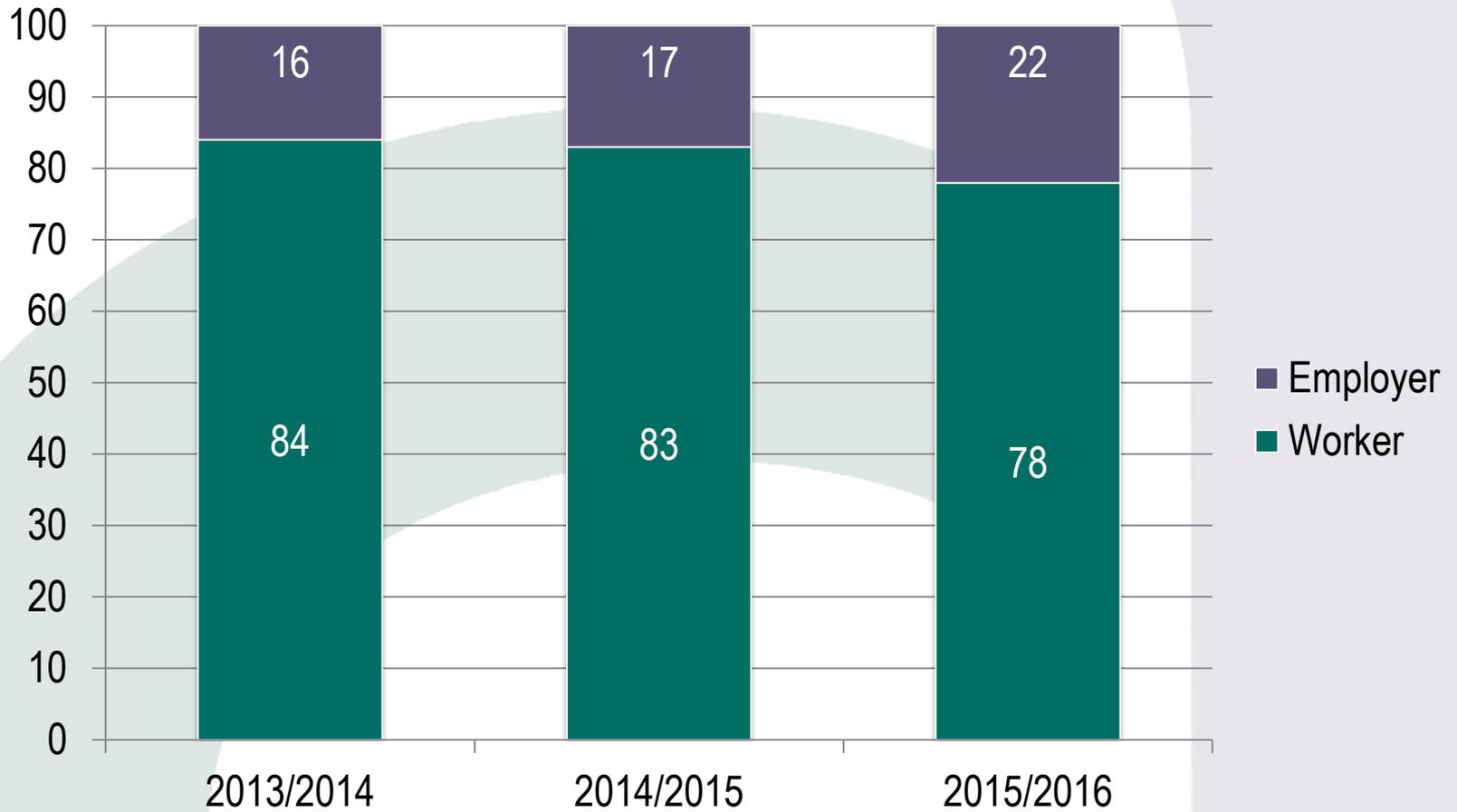
# FINALIZED ISSUES OF APPEAL



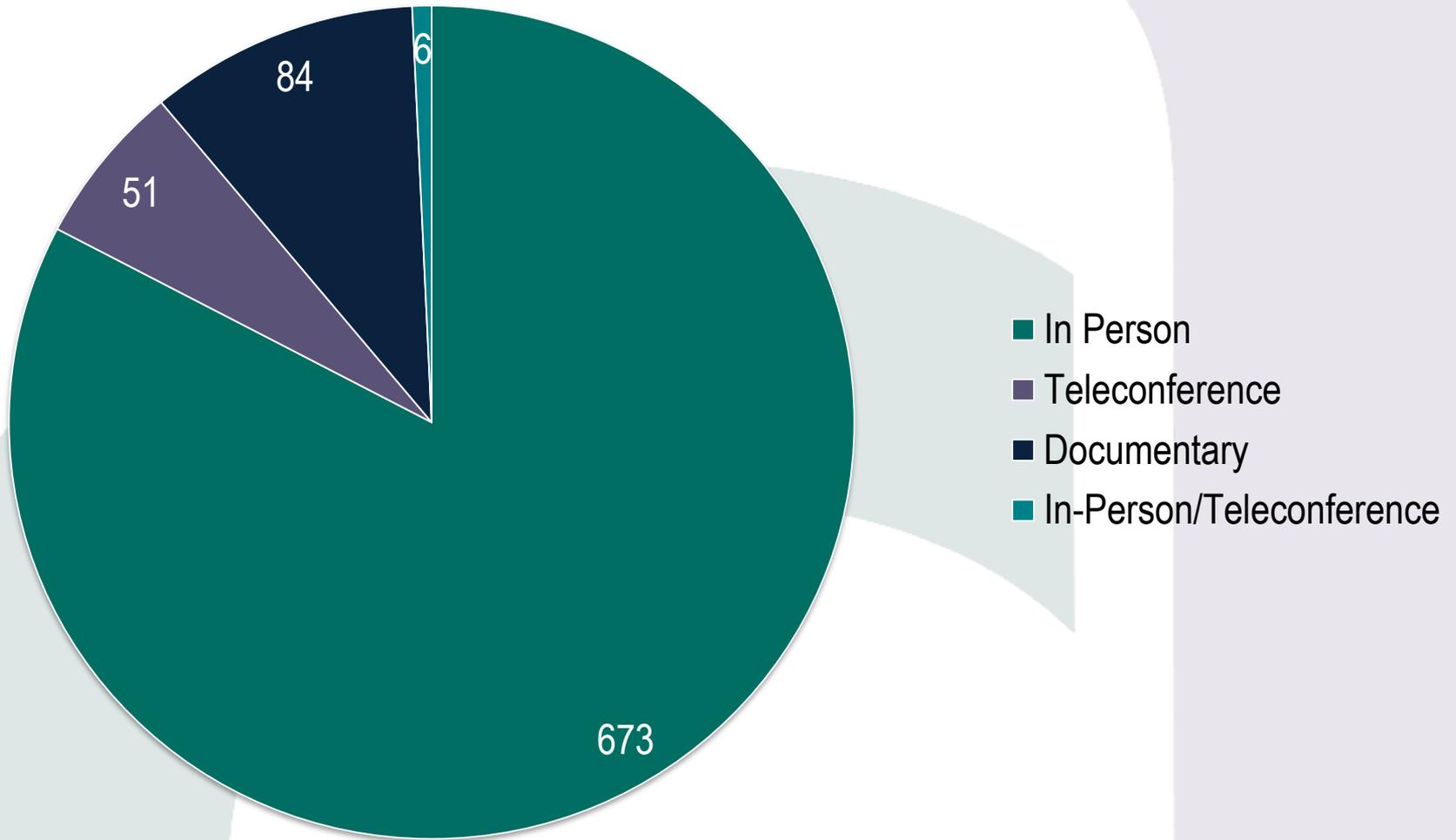
# TOP FIVE ISSUES OF APPEAL

2014/2015	2015/2016
1. Acceptability of Claim – 16%	1. Temporary Total Disability – 14%
2. Additional Entitlement – 14%	2. Acceptability of Claim – 14%
3. Temporary Total Disability – 12%	3. Additional Entitlement – 14%
4. ELP Calculation – 10%	4. Rehabilitation Services – 7%
5. Rehabilitation Services – 7%	5. ELP Calculation – 9%

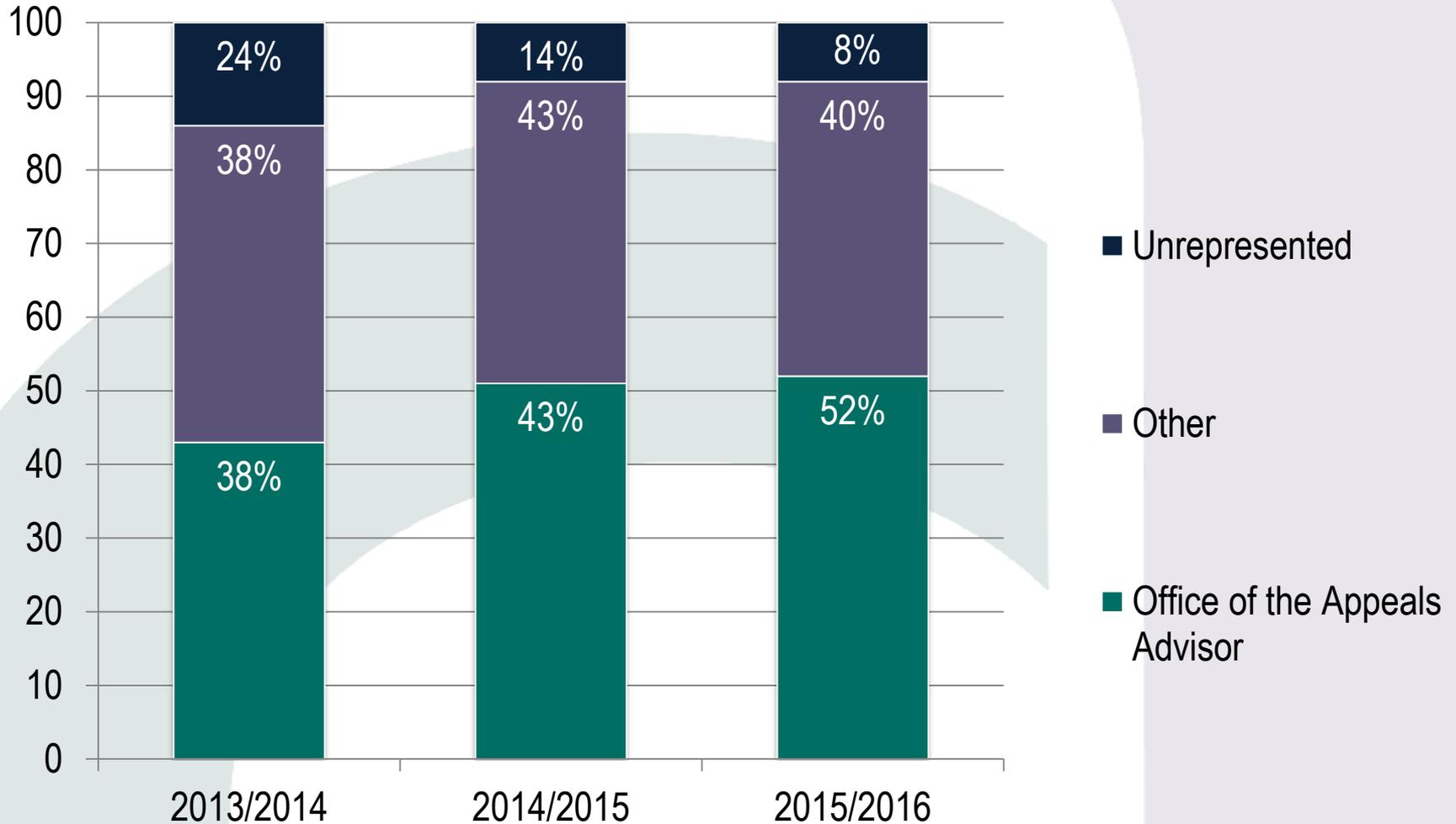
# APPELLANT TYPE



# TYPES OF HEARINGS



# REPRESENTATION BEFORE THE COMMISSION





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# PERFORMANCE MEASURES

# PERFORMANCE MEASURE #1

## TIMELINES

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

Target	2014/2015	2015/2016*
150 days	148 days	144 days

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

Target	2014/2015	2015/2016*
30 days	26.58 days	28.06 days

\*Current to June 29, 2016.

# PERFORMANCE MEASURE #2

## QUALITY



2015/2016	Concluded	Actions
Ombudsman	23	0
Court (QB & Appeal)	23	3
Reconsiderations Requests	50	5



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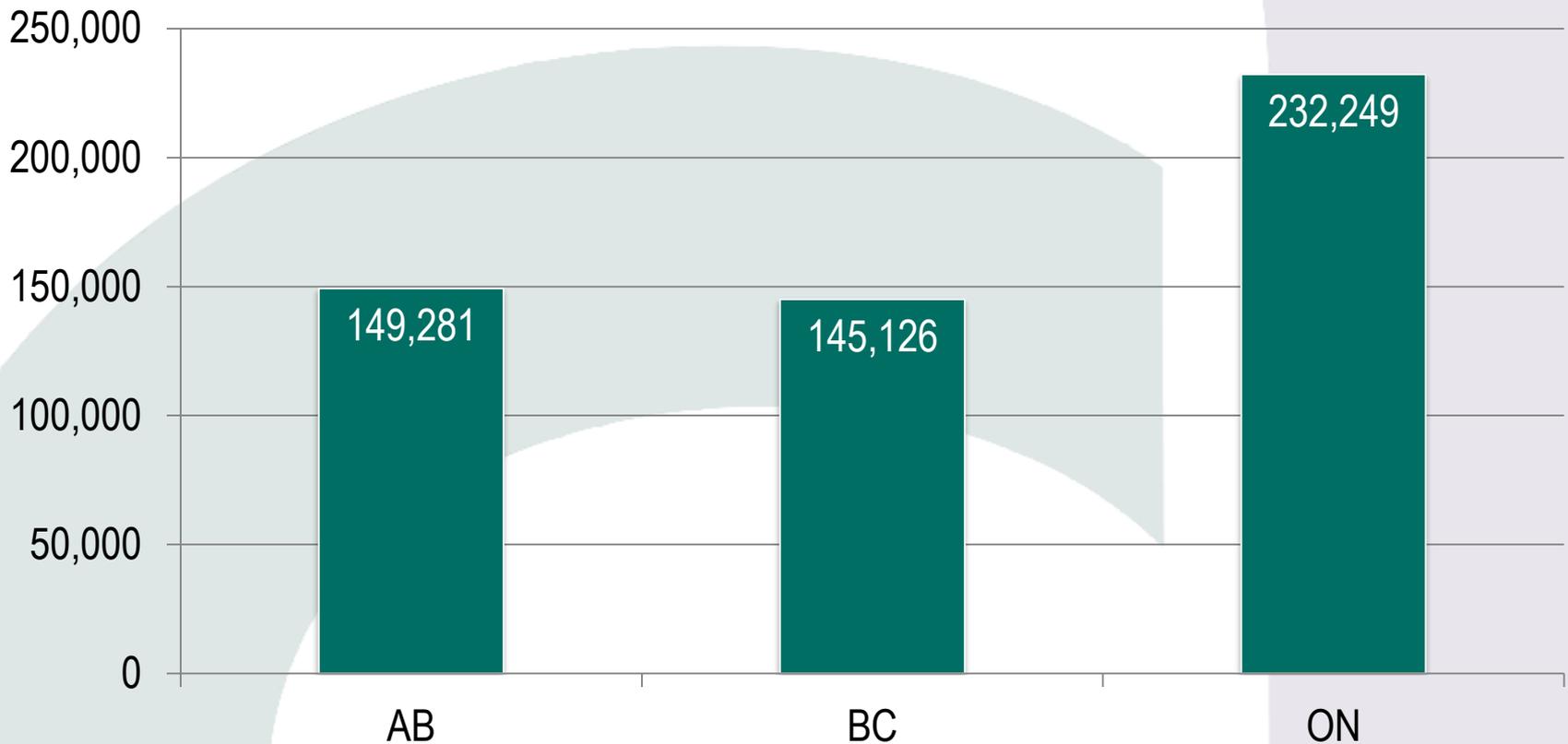
# TRIBUNAL COMPARISON

# WORKERS' COMPENSATION APPEAL STRUCTURE

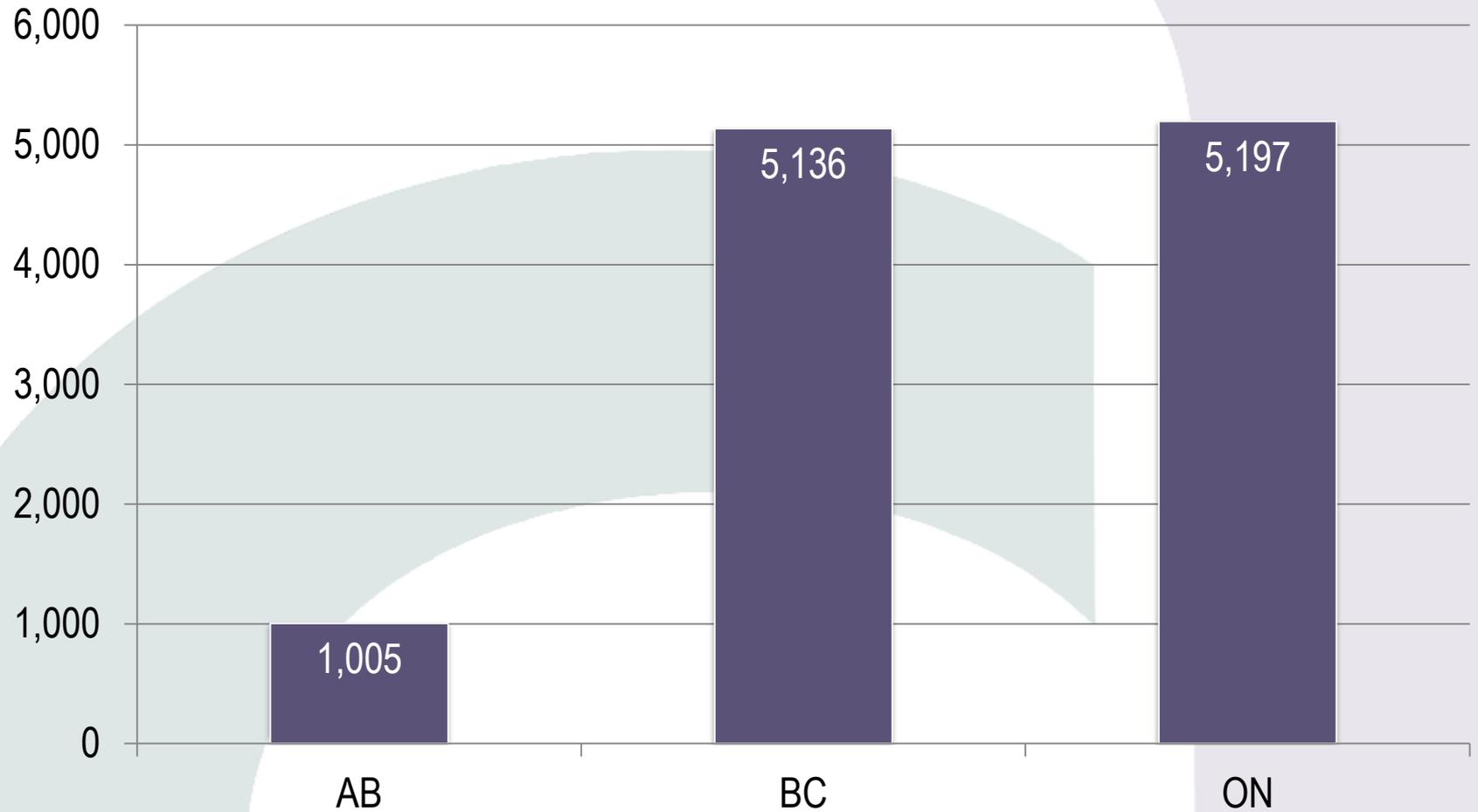
## Majority of Jurisdictions



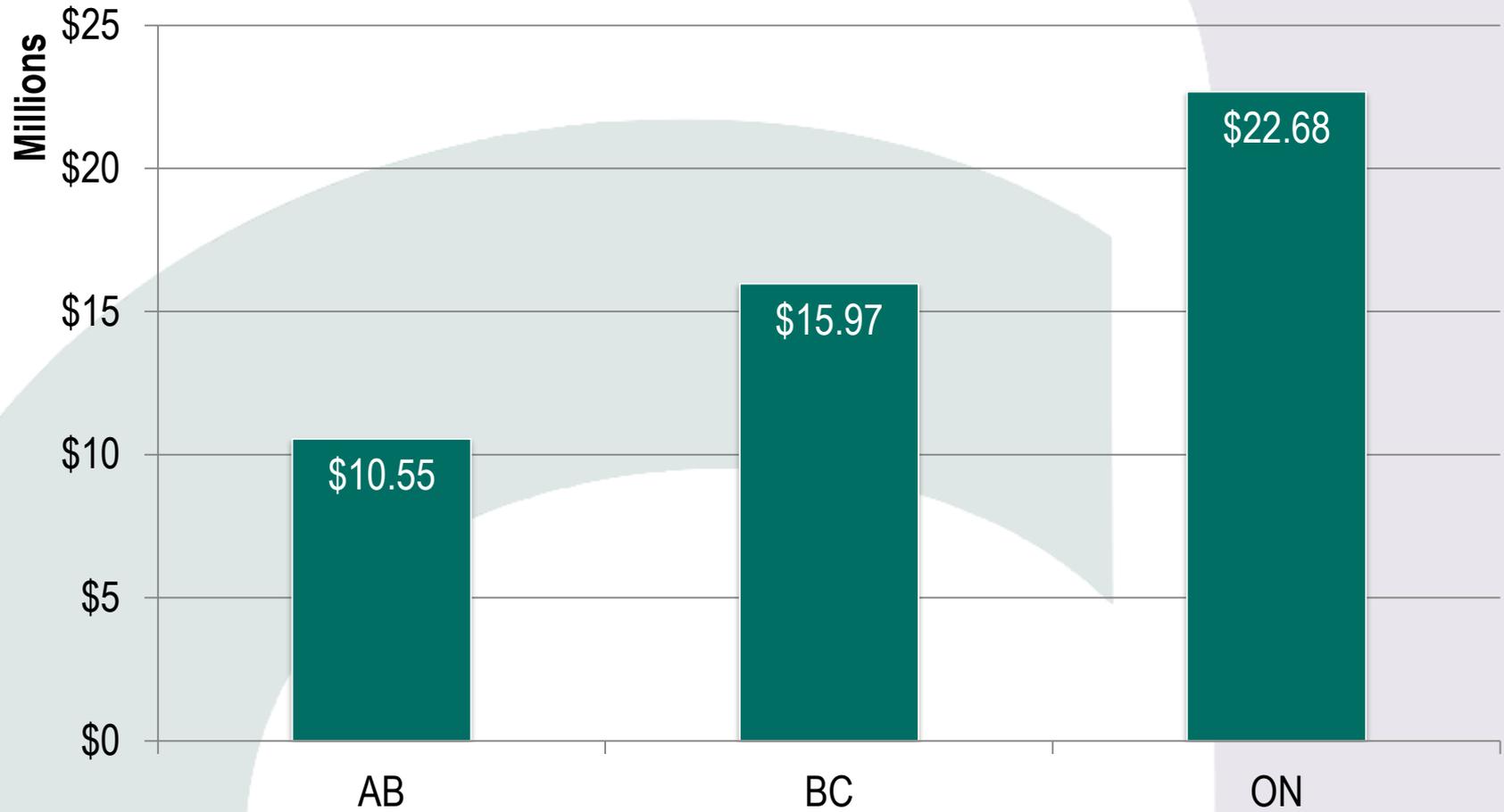
# TOTAL NUMBER OF CLAIMS REPORTED TO SYSTEM ADMINISTRATOR (WCB)



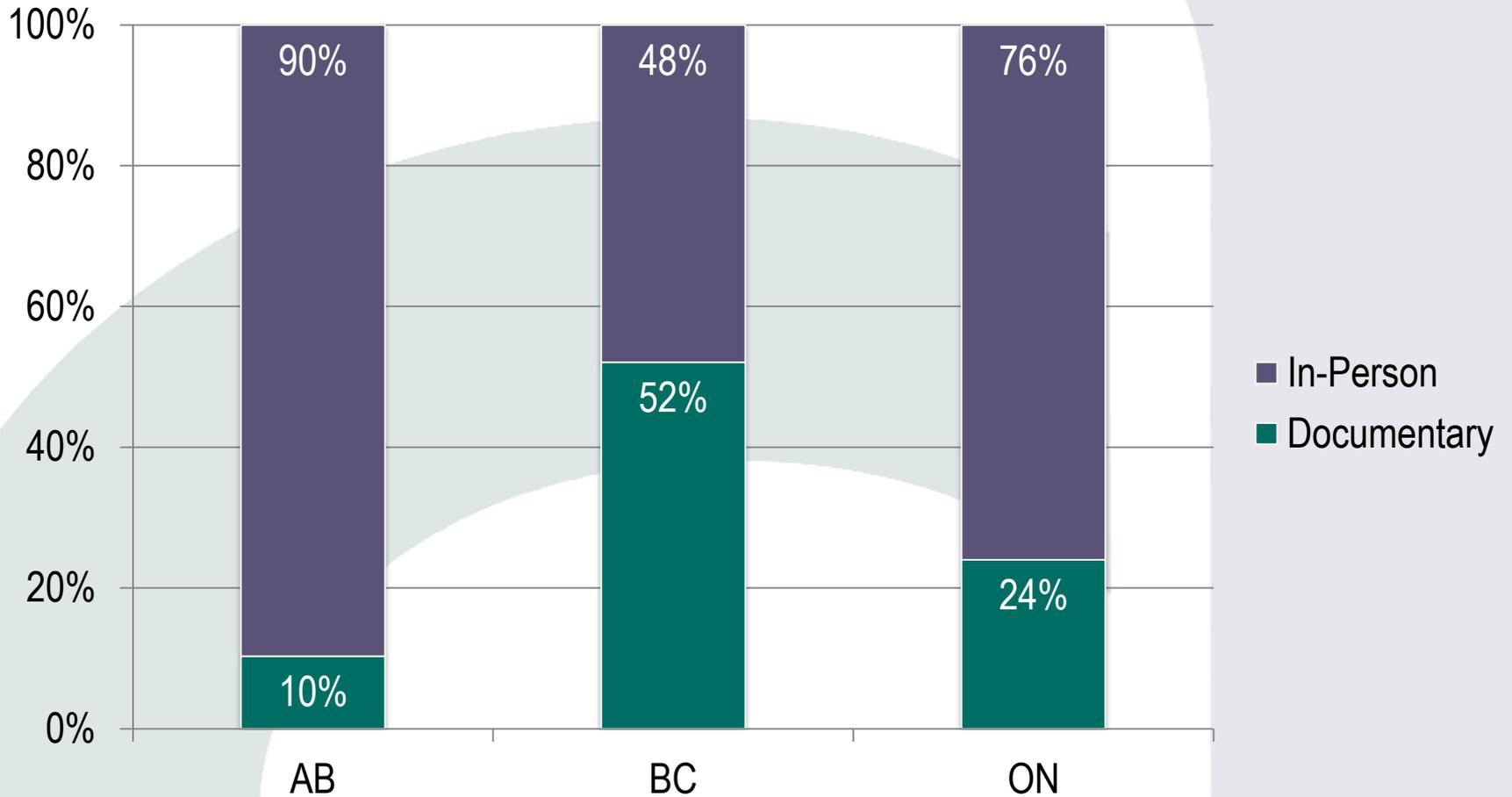
# APPEALS RECEIVED



# EXTERNAL APPEAL BUDGET

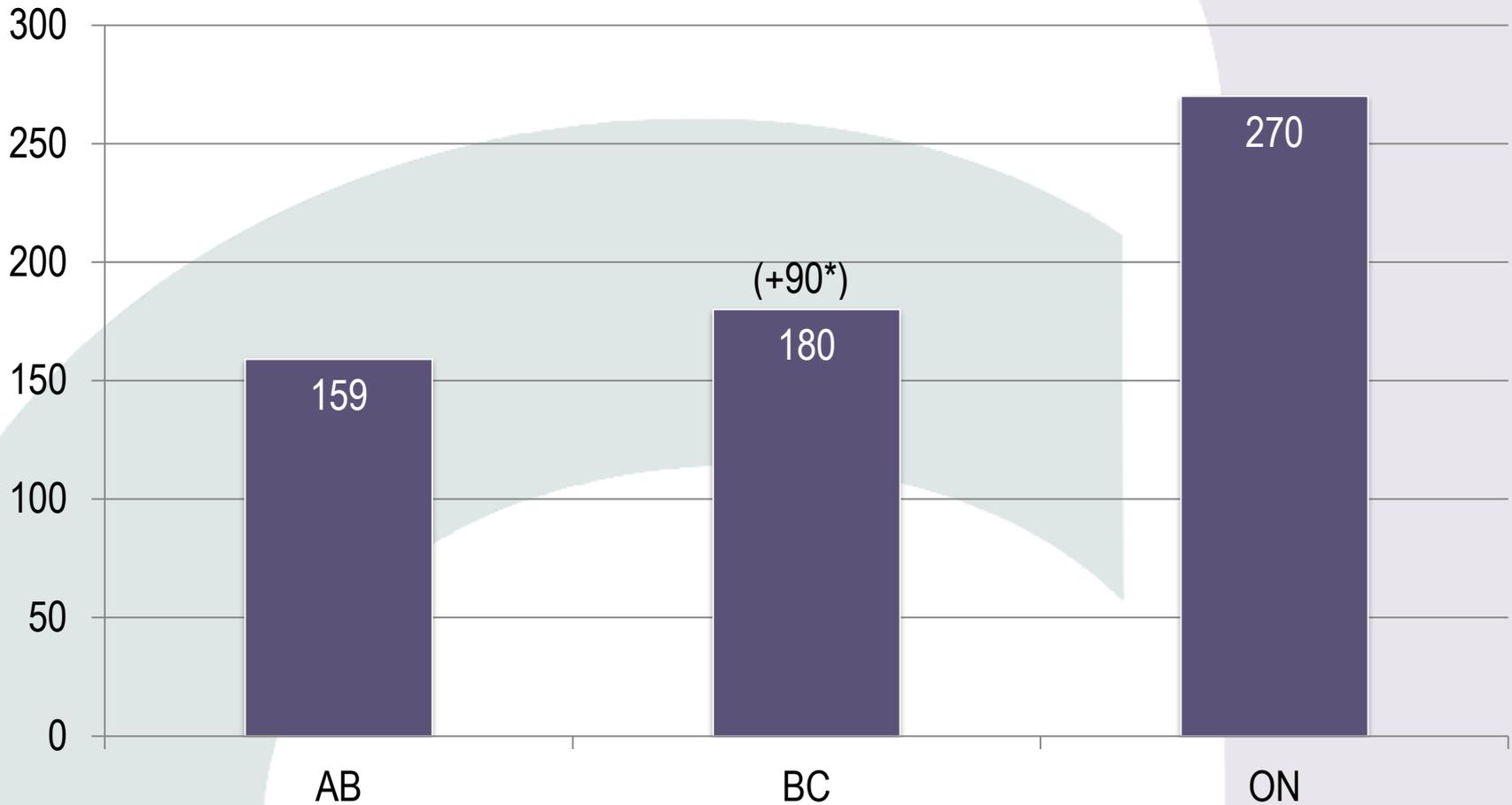


# DOCUMENTARY / IN-PERSON HEARINGS



# TIMELINE

## RECEIPT OF APPEAL TO DECISION

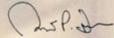


IPAC Award  
for Innovative  
Management

Prix IAPC  
pour gestion  
innovatrice

2  
0  
1  
6

Finalist  
Finaliste



Dr Robert Taylor  
Chief Executive Officer / Chef de la direction générale  
Institute of Public Administration of Canada  
L'Institut d'administration publique du Canada



In recognition of  
Appeals Commission for Alberta  
Workers' Compensation

for  
Electronic Information Access  
Project



Ralph Chapman  
Vice President / Vice Président  
Public Sector Industries / Industrie du Secteur public  
IBM Canada

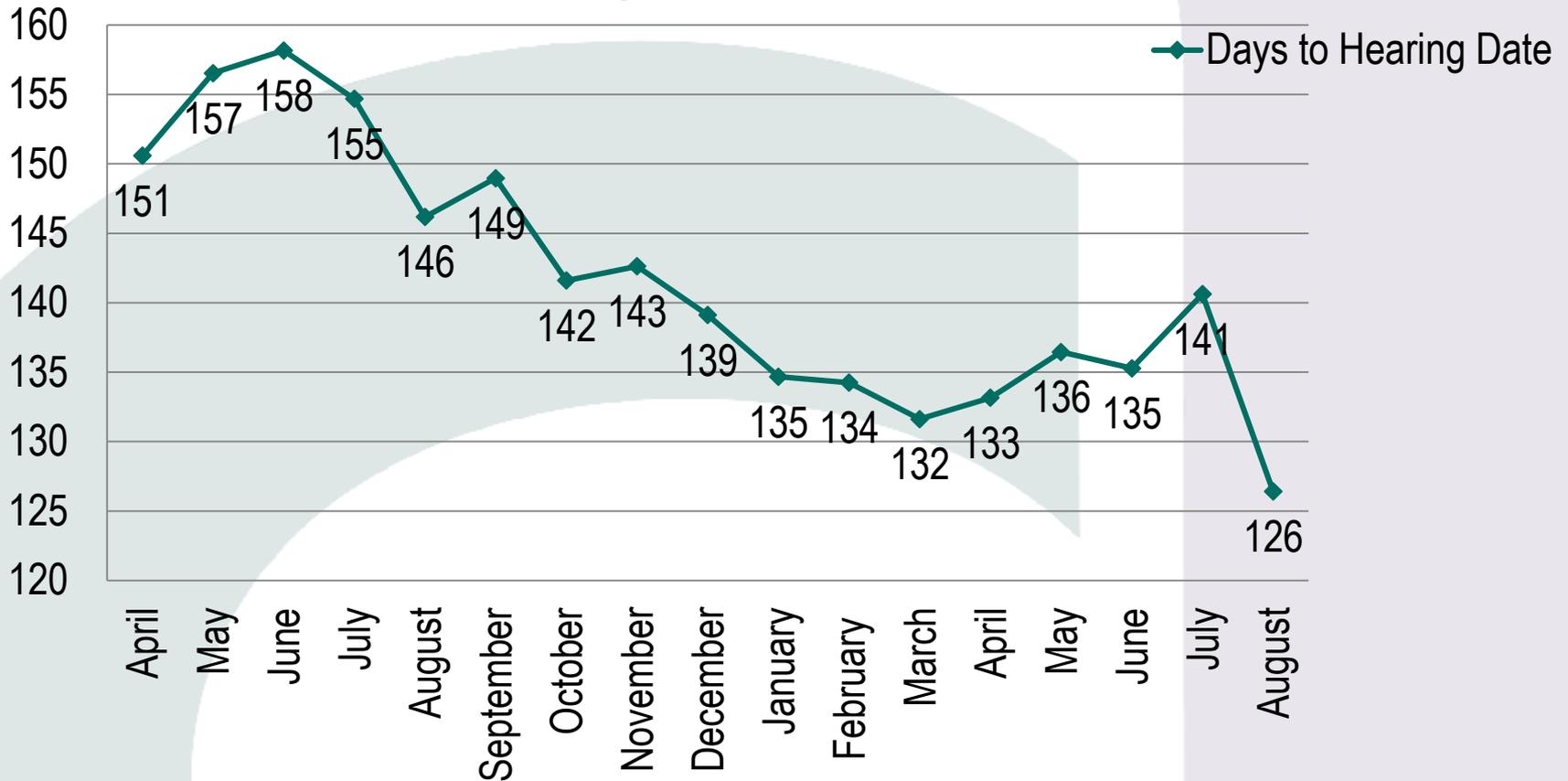


En reconnaissance de  
Commission d'appel pour  
l'indemnisation des travailleurs  
de l'Alberta

pour  
Projet sur l'accès à l'information  
électronique

# TIMELINE: NOTICE OF APPEAL TO HEARING DATE

April 2015 - Present



# AUDITOR GENERAL

- No adverse findings





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**QUESTIONS?**