

PAC Status Update – October 14, 2026

**Chapter 29, Saskatchewan Workers' Compensation Board – Administering Psychological Injury Claims, 2025
Report – Volume 2**

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
Outstanding We recommended the Workers' Compensation Board make decisions on psychological injury claim applications consistent with its established target (i.e., within 14 business days). (2022 Report – Volume 1, p. 121, Recommendation 3; Public Accounts Committee agreement February 6, 2023) Status: Implemented	271	Implemented	Developed a dashboard for the Psychological Injuries Unit Manager to monitor claim decision timelines and claimant communication requirements. Established regular reporting and management oversight of timeliness measures. Introduced routine file reviews to identify claims at risk of exceeding service targets and address barriers to timely decision-making. Established ongoing review of performance results to support continuous improvement in claim adjudication timeliness	N/A – Implemented	N/A – Implemented
Outstanding We recommended the Workers' Compensation Board regularly communicate with psychological injury claimants consistent with	271	Implemented	Implemented processes to monitor claimant contact requirements throughout the life of a claim. Established reporting and oversight controls to identify claims where	N/A – Implemented	N/A – Implemented

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its established timeframe (i.e., at least every three weeks). (2022 Report – Volume 1, p. 121, Recommendation 4; Public Accounts Committee agreement February 6, 2023) Status: Implemented			communication timelines may not be met. Reinforced expectations with staff regarding regular communication with claimants. Incorporated communication standards into file review and management oversight activities. Established monthly reviews of performance results and weekly case discussions with staff to monitor ongoing psychological injury claims.		
Outstanding We recommended the Workers' Compensation Board implement ongoing quality reviews for psychological injury claim and appeal files. (2022 Report – Volume 1, p. 123, Recommendation 5; Public Accounts Committee agreement February 6, 2023). Status: Implemented	272	Implemented	Established formal quality assurance processes for ongoing psychological injury claim and appeal files. Implemented periodic file reviews by management and operational staff to assess compliance with policies, procedures, and service standards. Developed review tools and documentation templates to support consistent quality assessments.	N/A – Implemented	N/A – Implemented

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			Used quality review findings to identify improvement opportunities and guide staff training and coaching. Implemented three levels of quality review for psychological injury claims, including six-week reviews by the Psychological Injury Unit Manager, 12-week reviews by Work Disability Prevention and Mitigation staff, and Service Excellence Branch reviews. Implemented a quality review template for appeal files and review processes led by the Appeals Manager.		
Outstanding We recommended the Workers' Compensation Board develop formal guidance about key information appeals officers need to support and communicate psychological injury claim appeal decisions to stakeholders. (2022 Report – Volume 1, p. 119, Recommendation 1; Public	273	Implemented	Developed additional guidance, quality review templates and decision templates to support appeal officers in identifying key information, documenting rationale and communicating appeal decisions. Delivered training and support to appeals staff on information gathering, evidence assessment and decision communication.	N/A – Implemented	N/A – Implemented

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Accounts Committee agreement February 6, 2023) Status: Implemented			Established expectations for documenting rationale and supporting information.		
Outstanding We recommended the Workers' Compensation Board develop formal guidance for staff on what file information for psychological injury claims to release when an employer requests information during an appeal. (2022 Report – Volume 1, p. 120, Recommendation 2; Public Accounts Committee agreement February 6, 2023) Status: Implemented	274	Implemented	Developed formal procedures for responding to employer requests for information during psychological injury appeals. Clarified disclosure requirements, including information that may be released and information that must be protected. Developed guidance materials and delivered training to staff responsible for information disclosure. Implemented oversight processes to support consistent application of disclosure requirements.	N/A – Implemented	N/A – Implemented

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**Chapter 21, Saskatchewan Workers' Compensation Board – Monitoring Safety Associations' Use of Funding,
2026 Report – Volume 1**

Recommendation and Status at Time of Audit (Indicate whether new or outstanding)	Page	Current Status (implemented, partially implemented, not implemented)	Actions Taken to Implement Since PA Report	Planned Actions for Implementation	Timeline for Implementation
Outstanding We recommend Saskatchewan Workers' Compensation Board set detailed guidelines on eligible expenses for safety association funding. (2023 Report – Volume 1, p. 89, Recommendation 2; Public Accounts Committee agreement October 16, 2025) Status: Implemented	231	Implemented	This recommendation has been implemented through revised safety association funding agreement guidelines. WCB worked collaboratively with the safety associations to establish clear requirements, expectations, and guidance for funding agreement administration.	N/A – Implemented	N/A – Implemented
Outstanding We recommend Saskatchewan Workers' Compensation Board formally document its review of key financial planning information provided by safety associations, including discussions with safety associations and resolution of any identified issues. (2023 Report – Volume 1, p. 87, Recommendation 1; Public	232	Implemented	The safety association evaluation process and related review forms were updated in 2022 and continue to be used to assess annual reports, financial reporting, and compliance with applicable policies and agreements. WCB officials review each safety association's annual report using a standardized assessment template. The template supports the review of reporting and financial planning requirements, facilitates follow-up discussions where discrepancies are	N/A – Implemented	N/A – Implemented

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Accounts Committee agreement October 16, 2025) Status: Implemented			identified, and ensures evaluations and related correspondence are documented in WCB safety association files. Formal budget meetings are held annually in August to review year-to-date financial performance and discuss budget variances.		
Outstanding We recommend Saskatchewan Workers' Compensation Board formally evaluate the key performance results reported by safety associations to determine whether performance meets planned expectations, and resolve any identified issues. (2023 Report – Volume 1, p. 95, Recommendation 3; Public Accounts Committee agreement October 16, 2025) Status: Implemented	232	Implemented	Through the annual evaluation process established for financial planning requirements (Recommendation 1), WCB officials, including quality assurance personnel, assess safety associations' key performance results. Assessment findings are documented in the safety association files and communicated in writing to support ongoing discussions and follow-up where issues are identified. The revised guidelines provide enhanced direction on the development of key performance indicators and program evaluation. In addition, external consultants	N/A – Implemented	N/A – Implemented

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			have delivered program evaluation and governance training to safety association administrators and boards of directors.		
Outstanding We recommend Saskatchewan Workers' Compensation Board periodically verify safety associations provide key information (e.g., financial statements, budgets, key performance measures) to employer members. (2023 Report – Volume 1, p. 96, Recommendation 4; Public Accounts Committee agreement October 16, 2025) Status: Implemented	233	Implemented	Annual reporting requirements for safety associations were enhanced through updated funding agreements and revised guidelines. These changes provide WCB with evidence that key financial, governance, and performance information has been communicated to employer rate code members. Through the annual evaluation process, WCB officials review information related to member communications to assess compliance with these requirements. As part of the annual safety association budget meetings held each August, safety associations report on the progress and results of their customer survey activities.	N/A – Implemented	N/A – Implemented

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			Funding Agreement Compliance Audit Notices have been issued for audits scheduled in 2026. The audits will be led by an independent third-party audit firm with support from WCB Internal Audit with support from an independent third- party audit firm.		