

## INTERNAL REVIEW

**Table 1: Activity Levels and Decision Outcomes 2011-2013**

| Activity Levels                               | Year     |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|----------|
|   | 2011     |          | 2012     |          | 2013     |          |
| Requests Received                             | 1,274    |          | 1,261    |          | 1,244    |          |
| Requests Cancelled or Withdrawn               | 286      |          | 318      |          | 276      |          |
| <b>Total <sup>1</sup></b>                     | 988      |          | 943      |          | 968      |          |
| <b>Decision Outcomes:</b>                     |          |          |          |          |          |          |
|   | <b>#</b> | <b>%</b> | <b>#</b> | <b>%</b> | <b>#</b> | <b>%</b> |
| Denied  | 820      | 81%      | 823      | 85%      | 771      | 81%      |
| Allowed                                       | 89       | 9%       | 59       | 6%       | 84       | 9%       |
| Referred Back                                 | 100      | 10%      | 88       | 9%       | 96       | 10%      |
| <b>Total decisions finalized <sup>1</sup></b> | 1,009    | 100%     | 970      | 100%     | 951      | 100%     |

**Table 2: Activity Levels and Decision Outcomes 2014-2016**

| Activity Levels                               | Year     |          |          |          |          |          |
|---|----------|----------|----------|----------|----------|----------|
|   | 2014     |          | 2015     |          | 2016     |          |
| Requests Received                             | 1,172    |          | 1,109    |          | 1,159    |          |
| Requests Cancelled or Withdrawn               | 244      |          | 213      |          | 230      |          |
| <b>Total <sup>1</sup></b>                     | 928      |          | 896      |          | 929      |          |
| <b>Decision Outcomes:</b>                     |          |          |          |          |          |          |
|   | <b>#</b> | <b>%</b> | <b>#</b> | <b>%</b> | <b>#</b> | <b>%</b> |
| Denied  | 737      | 74%      | 634      | 71%      | 670      | 72%      |
| Allowed                                       | 127      | 13%      | 80       | 9%       | 53       | 6%       |
| Referred Back                                 | 132      | 13%      | 180      | 20%      | 202      | 22%      |
| <b>Total decisions finalized <sup>1</sup></b> | 996      | 100%     | 894      | 100%     | 925      | 100%     |

**Table 3: Activity Levels and Decision Outcomes 2017-2019**

| Activity Levels                               | Year  |      |      |      |      |      |
|---|-------|------|------|------|------|------|
|   | 2017  |      | 2018 |      | 2019 |      |
| Requests Received                             | 1,049 |      | 860  |      | 871  |      |
| Requests Cancelled or Withdrawn               | 199   |      | 146  |      | 142  |      |
| <b>Total <sup>1</sup></b>                     | 850   |      | 714  |      | 729  |      |
| <b>Decision Outcomes:</b>                     |       |      |      |      |      |      |
|   | #     | %    | #    | %    | #    | %    |
| Denied  | 600   | 72%  | 591  | 75%  | 507  | 74%  |
| Allowed                                       | 57    | 7%   | 28   | 4%   | 48   | 7%   |
| Referred Back                                 | 176   | 21%  | 163  | 21%  | 129  | 19%  |
| <b>Total decisions finalized <sup>1</sup></b> | 833   | 100% | 782  | 100% | 684  | 100% |

**Table 4: Activity Levels and Decision Outcomes 2020-2022**

| Activity Levels                               | Year |      |      |      |      |      |
|---|------|------|------|------|------|------|
|   | 2020 |      | 2021 |      | 2022 |      |
| Requests Received                             | 598  |      | 853  |      | 738  |      |
| Requests Cancelled or Withdrawn               | 78   |      | 105  |      | 106  |      |
| <b>Total <sup>1</sup></b>                     | 520  |      | 748  |      | 632  |      |
| <b>Decision Outcomes:</b>                     |      |      |      |      |      |      |
|   | #    | %    | #    | %    | #    | %    |
| Denied  | 402  | 70%  | 493  | 72%  | 496  | 71%  |
| Allowed                                       | 43   | 7%   | 52   | 7%   | 58   | 8%   |
| Referred Back                                 | 131  | 23%  | 144  | 21%  | 147  | 21%  |
| <b>Total decisions finalized <sup>1</sup></b> | 576  | 100% | 689  | 100% | 701  | 100% |

Notes

1. Requests that are received in November and December of one year may not be finalized until the following year. Therefore, activity level totals will not equal decision outcome totals, due to carry-over.
2. Effective January 1, 2022 modified decisions have been captured under 'Allowed or Allowed in Part' instead of 'Denied'. This change in reporting aligns us with Workplace Health, Safety and Compensation Review Division (WHSCRD) and other jurisdictions.

If you have questions regarding the above information, please contact an Internal Review Clerk at 709.778.1000 or 1.800.563.9000, or by email at [internalreview@workplacnl.ca](mailto:internalreview@workplacnl.ca).