



MINISTRY OF LABOUR AND CITIZENS' SERVICES
LABOUR
SERVICE PLAN SUMMARY
2007/08–2009/10

Message from the Minister



Providing the best services possible for the citizens of British Columbia remains a focus of the Ministry of Labour and Citizens' Services, and our commitment is reaffirmed in the 2007/08 – 2009/10 Ministry Service Plan. B.C. is Canada's leader and is recognized internationally for excellence in citizen-centred service

delivery. This plan articulates the steps that will be taken to further strengthen our position.

Public services must work for all British Columbians. High-speed Internet is an important component in that it enables citizens in all corners of the province to share in health, education and economic opportunities. Through the work of Network BC, we have bridged the digital divide, and broadband connections are now available in almost all of the communities identified by the Premier's Technology Council. Going forward, Network BC will focus on connectivity for First Nations.

Shared Services BC continues to leverage technologies and economies of scale to offer effective business solutions to its clients across government and the broader public sector. Over 30 services are provided by Shared Services BC, including procurement and supply, corporate accounting, strategic acquisitions and intellectual property, information technology, payroll and accommodation and real estate.

British Columbia is enjoying an unprecedented level of labour peace, thanks to the success of last year's public sector bargaining that saw more than 139 agreements (as of December 31/06) reached, covering more than 98 per cent of the province's public employees. Our economy continues to benefit from a labour code that is fair and balanced for both employers and employees.

We also have a workers' compensation system that remains responsive to the needs of workers and employers. And just as WorkSafeBC has a mandate to work with workers and employers to prevent workplace injury, illness and disease, the Provincial Council on SafeBC will work toward making British Columbia the safest province in Canada.

This Ministry is broad in scope and the opportunities and challenges are many. As we achieve our goals and objectives, and make government services more centred on the needs of the citizens of British Columbia, I thank all staff within the Ministry of Labour and Citizens' Services for their dedication and contributions to the tasks at hand.

A handwritten signature in blue ink, reading "O. Ilich". The signature is fluid and cursive.

Honourable Olga Ilich

*Minister of Labour and Citizens' Services
February 12, 2007*

Purpose of the Ministry

The Ministry of Labour and Citizens' Services is focused on providing excellent service. Labour's mandate is to foster positive working relationships in safe and healthy workplaces, and to support strong and vibrant provincial economic development and employment growth.

Labour works with employers, organized labour and other key stakeholders to provide progressive policy directions to advance overall government priorities for promoting harmonious and productive labour relations and labour stability in the province. This productive dialogue between the ministry and its stakeholders in the labour relations community will continue. Labour also supports the Great Goal of creating more jobs per capita than anywhere else in Canada.

Labour sets the framework within which effective, mutually beneficial, healthy and safe labour and employment relationships can flourish. In this context, Labour has overall responsibility for British Columbia's labour and employment statutes – including the Labour Relations Code, the *Employment Standards Act*, and the *Workers' Compensation Act* – and for the effective administration and enforcement of those statutes.

The total number of British Columbians engaged in paid employment is currently at record levels. It follows that the quality of these employment relationships is a key determinant of the Province's overall productivity growth and economic well-being.

Strategic Context

As Labour pursues its mandate over the next three years it faces an environment of opportunities and challenges.

Opportunities

- » Continuing efforts to enhance British Columbia's labour relations environment to provide labour peace and productive and more collaborative relationships will support government's Great Goal to create more jobs per capita than anywhere else in Canada.
- » The ratification of 139 negotiated agreements since February 2006, covering more than 98 per cent of British Columbia's provincial public sector, will provide certainty and labour stability for public sector labour relations for the period leading up to and including the 2010 Olympic Games.
- » The legislative framework encompassing the *Workers Compensation Act*, the *Employment Standards Act*, and the Labour Relations Code recognizes that one size does not fit all in a modern and changing work environment, and provides the foundation for an expanded economy and diversification.
- » Citizen-centred service improvements and other new proactive initiatives will lay the groundwork for ongoing labour stability and prosperity. These improvements and initiatives include: the creation of the Provincial Council on SafeBC; bringing collective bargaining mediation services into government to enable proactive and innovative approaches to relationship building and dispute resolution; new initiatives to improve service timeliness and responsiveness; and continuing to focus enforcement efforts to provide protection to those vulnerable workers who need it most.
- » Labour is committed to continuing to support and develop staff to ensure a skilled, motivated and client-focused workforce.



Vision

British Columbia will be a leader in Canada and recognized internationally for its progressive labour climate.

Mission

Labour will create an employment environment that meets the needs of workers, employers and unions, and fosters working relationships in safe and healthy workplaces.

Labour Goals and Performance Measures

Goal 1: Laws, regulations and processes that promote productive and mutually beneficial relationships, awareness and satisfaction, and that enable compliance.

Objectives

- 1.1** Increased client and stakeholder awareness and satisfaction through enhanced prevention and early intervention functions as well as enhanced service orientation.

Performance Measure	Baseline	2007/08 Target	2008/09 Target	2009/10 Target
Goal 1 Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch.	97.7% (2004/05)	96.5–98.5%	96.5–98.5%	96.5–98.5%
Goal 1 Person-days lost due to strike/lockout activity in British Columbia relative to Canada as a whole.	0.96 ¹	0.95–1.05	0.90–1.00	0.90–1.00
Goal 1 Percentage of respondents satisfied or very satisfied with Employers' Advisers Office (EAO) or Workers' Advisers Office (WAO) services.	EAO: 90% WAO: 73% (2004/05)	EAO: = or > 90% WAO: >73%	EAO: = or > 90% WAO: >73%	EAO: = or > 90% WAO: >73%

¹ 3-year moving average beginning with 2003–2005 (Source: Government of Canada).

Goal 2: Timely and accurate case management and adjudication.

Objectives

- 2.1 Improve the quality, consistency and timeliness of determinations issued by the Employment Standards Branch.
- 2.2 Ensure timely decisions by administrative tribunals (Labour Relations Board, Employment Standards Tribunal, Workers' Compensation Appeal Tribunal).
- 2.3 Innovations and process improvements to support government-wide effectiveness.

Performance Measure	Baseline (2004/05)	2007/08 Target	2008/09 Target	2009/10 Target
Goal 2 Cases completed within prescribed timelines. ¹	ESB: 82% within 180 days EST: 73% within 90 days WCAT: 100% within 180 days LRB: 37 backlog cases	ESB: >82% EST: >75% WCAT: 100% LRB: < 10	ESB: >82% EST: >75% WCAT: 100% LRB: Under Development ²	ESB: >82% EST: >75% WCAT: 100% LRB: Under Development ²
Goal 2 Percentage of Employment Standards Branch determinations overturned by the Employment Standards Tribunal.	11%	<10%	<10%	<10%

¹ *Employment Standards Branch: Percentage of cases closed within 180 days of complaint being registered with Employment Standards Branch.*

² *The ministry is reviewing timeliness and related issues and it is expected that new measures and targets will be developed in 2007/08 for use in future years.*

EST: Employment Standards Tribunal: Percentage of cases decided within 90 days of date of appeal by the Employment Standards Tribunal.

LRB: Labour Relations Board: Average number of backlog cases before the Labour Relations Board. (In general, a case is seen as part of the backlog if it has been assigned for more than 90 days and no hearing has been held, or where a hearing has been completed and more than 45 days have passed without a decision.)

WCAT: Workers' Compensation Appeal Tribunal: Percentage of cases decided by the Workers' Compensation Appeal Tribunal within 180 days of appeal being filed. (Subject to any permissible extensions under s. 253 of the *Workers Compensation Act*.)

Goal 3: Innovative dispute resolution processes.

Objectives

- 3.1** Effective and mutually beneficial alternatives to traditional adjudication and dispute resolution through self-help, mediation and alternative dispute resolution.

Performance Measure	Baseline (2004/05)	2007/08 Target	2008/09 Target	2009/10 Target
Goal 3 Proportion of Employment Standards Branch cases closed prior to adjudication.	78%	>78%	>78%	>78%
Goal 3 Percentage of mediation applications settled. ¹	74%	>74%	>74%	>74%

¹ Effective September 4, 2006, collective bargaining mediation services were transferred from the Labour Relations Board to the Ministry.

Goal 4: An aligned, engaged and capable organization that supports a client-focused, results-oriented, innovative and knowledgeable team.

Objectives

- 4.1** The Ministry's culture and leadership provide the foundation for high performance.

Performance Measure: Employee engagement. The engagement and satisfaction of employees has been cited in several studies as an important predictor of client satisfaction. The execution of the strategies outlined above will contribute to the Ministry's ability to achieve the targets it has set in its Service Plan.

Resource Summary Table

Core Business Areas	2006/07 Restated Estimates	2007/08 Estimates	2008/09 Plan	2009/10 Plan
Operating Expenses (\$000)				
Labour Programs	16,879	17,170	17,409	17,666
Citizens' Services				
<i>Service to Citizens and Businesses</i>	30,895	31,804	32,043	32,540
<i>Services to the Public Sector</i>	3	4	4	4
<i>Governance</i>	25,861	33,081	25,932	26,074
Executive and Support Services	13,555	15,448	16,921	18,530
Totals	87,193	97,507	92,309	94,814

CONTACT INFORMATION

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For more information on the British Columbia Ministry of Labour and Citizens' Services visit our web site at: www.gov.bc.ca/lcs on the Internet.

For more information on this and other ministry Service Plans, please visit:

www.bcbudget.gov.bc.ca/2007/serviceplans.htm