

**Office of Acadian Affairs
Statement of Mandate
2010-2011**

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1. Message from the Minister and CEO

It gives us great pleasure to present the Office of Acadian Affairs Statement of Mandate for the 2010-2011 fiscal year.

The Office of Acadian Affairs will continue its mandate as a central support agency for designated public institutions that have obligations under the *French-language Services Act*. The signing of the 2009-2013 Canada-Nova Scotia Agreement on French-language Services in December 2009 will help the Office of Acadian Affairs fulfill this role in 2010-2011 and beyond.

The Office of Acadian Affairs aims to increase government's awareness of the needs of the Acadian and francophone community and to confirm that the needs are reflected in the development and delivery of programs, policies and services. The Office of Acadian Affairs will also encourage the Acadian and francophone community to request and use French-language services and to participate in government consultations.

The Office of Acadian Affairs plans to continue several of its long-term activities in 2010-2011: supporting the French-language Services Coordinating Committee in its objective to provide direction to designated public institutions; contributing to the strategic initiatives of the Ministerial Conference on the Canadian Francophonie; and promoting the use and benefits of the *Bonjour!* Visual Identification Program across government. The *Bonjour!* program encourages government employees to use an active offer – a bilingual greeting with a visual cue – to indicate to members of the public that a service is available in English and French.

New activities for 2010-2011 include a review of French-language services to evaluate the effectiveness of the *French-language Services Regulations*. The review of French-language services by summer 2010 will determine whether there have been substantive and measurable improvements to services since the *Regulations* were introduced in 2006.

In 2010-2011 the *Acadie at a Glance: The Acadians of Nova Scotia and French-language Services* workshop will be held on a regular basis in English and French. The workshop is a new one-day session designed to help government employees become more aware of the Acadian and francophone community and the *French-language Services Act*.

Maintaining strong relationships is essential for the Office of Acadian Affairs. We look forward to working with the French-language Services Coordinating Committee, designated public institutions, the federal government through Canadian Heritage, and the Acadian and francophone community to reach the desired outcomes set out in this Statement of Mandate.

Original signed

Graham Steele
Minister of Acadian Affairs

Original signed

Vaughne Madden
Chief Executive Officer of Acadian Affairs

2. Mandate

The objects and purposes of the Office of Acadian Affairs as stated in the *French-language Services Act* are to:

- (a) ensure that the Government is aware of the needs of the Acadian and francophone community;
- (b) offer advice and support to departments, offices and agencies of Government and to Crown corporations for the purpose of developing and adopting or providing programs, policies and services that reflect the needs of the Acadian and francophone community;
- (c) serve as a central support agency for other departments for French-language services within the Government;
- (d) develop partnerships with Acadian and francophone agencies at provincial, national and international levels;
- (e) ensure that Acadian and francophone needs are addressed in the development of programs, policies and services; and
- (f) recognize the contribution of the Acadian and francophone community.

3. Vision

The Office of Acadian Affairs envisions a vibrant Acadian and francophone community that enjoys significant support from the Province of Nova Scotia, thus enabling its members to grow and develop as a people.

4. Mission

The mission of the Office of Acadian Affairs is to offer advice and support to departments, agencies, and Crown corporations so they can develop and adapt policies, programs, and services that reflect the needs of the Acadian and francophone community of Nova Scotia.

5. Performance Measures

Performance measures for the Office of Acadian Affairs are aligned with its mandate.

(a) Ensure that the Government is aware of the needs of the Acadian and francophone community (e) Ensure that Acadian and francophone needs are addressed in the development of programs, policies and services					
Outcome	Measure	Data Base Year	Target for 2010-2011 Ultimate Target	Trends	Strategic Actions to Achieve Target
The Acadian and francophone community has opportunities to inform government on its needs related to government policy or services during public consultations where French services are provided, through meetings, or through ongoing dialogue.	# of designated public institutions consulting with Acadian and francophone community, as reported in the annual report on French-language services.	2008-2009	Annual target: 2010-2011 - 30 Ultimate target: 47	2008-2009 - 26 2009-2010 - data will be collected during the Spring of 2010	<p>Make presentations to designated public institutions regarding obligations respecting consultations in the <i>French-language Services Act</i>.</p> <p>Provide funding and other support to designated public institutions to assist them in providing services in French during consultations.</p> <p>Encourage the Acadian and francophone community to participate when citizen engagement opportunities are presented.</p> <p>Encourage dialogue between designated public institutions and Acadian and francophone community stakeholders.</p>
French-language services offered by the Government of Nova Scotia have been reviewed and the effectiveness of the French-language Services Regulations in achieving their objective has been evaluated.	Completion of review	2009-2010	Annual target and Ultimate target: 2010-2011 Completion of review by July 31, 2010	2009-2010 - Action plan and evaluation framework developed, and review initiated.	<p>Implement action plan for review of French-language services in collaboration with French-language Services Coordinating Committee.</p> <p>Consult with government and community stakeholders.</p> <p>Report on findings.</p>

(b) Offer advice and support to departments, offices and agencies of Government and to Crown corporations for the purpose of developing and adopting or providing programs, policies and services that reflect the needs of the Acadian and francophone community					
Outcome	Measure	Data Base Year	Target for 2010-2011 Ultimate Target	Trends	Strategic actions to achieve Target
The French-language Services Coordinating Committee provides direction to government on the implementation of the <i>French-language Services Act</i> .	# of designated departments and offices represented on the French-language Services Coordinating Committee.	2006-2007	Annual Target: 2010-2011 - 26 Ultimate target: 26	2006-2007 – 20 2007-2008 – 22 2008-2009 – 24 2009-2010 – 24	Recognize value and contribution of work of French-language services coordinators. Support the subcommittees tasked with planned deliverables. Maintain up-to-date published list of French-language Services Coordinators.
Government is aware of its obligations under the <i>French-language Services Act</i> and the Acadian and francophone community is informed of government's progress and plans relating to French-language services.	# of designated public institutions developing and publishing French-language services plans.	2007-2008	Annual Target: 2010-2011 - 40 Ultimate target 47	2007-2008 - 34 2008-2009 – 34 2009-2010 – 39	Promote government's obligations under the <i>French-language Services Act</i> throughout government and provide advice on development of plans. Publish an annual report on government's initiatives and programs undertaken respecting access to French-language services.
Designated public institutions develop, adapt and provide French-language services with the help of funding from intergovernmental agreements administered by the Office of Acadian Affairs.	# of designated public institutions obtaining funding assistance.	2005-2006	Annual target: 2010-2011 - 17 Ultimate target: Available funding is used and objectives of strategic plan are met.	2005-2006 - 10 2006-2007 – 17 2007-2008 – 17 2008-2009 – 17 2009-2010 – 13	Communicate and provide advice to designated public institutions regarding funding opportunities. Provide funding to designated public institutions for French-language services projects.

(b) Offer advice and support to departments, offices and agencies of Government and to Crown corporations for the purpose of developing and adopting or providing programs, policies and services that reflect the needs of the Acadian and francophone community					
Outcome	Measure	Data Base Year	Target for 2010-2011 Ultimate Target	Trends	Strategic actions to achieve Target
The Acadian and francophone community has access to an increasing number of services and programs delivered in French which address its needs.	# of designated public institutions contributing to progress report on French-language services.	2007 report	Annual target: 2010 report – 40 Ultimate target: 47	2007 report – 18 2008 report – 39 2009 report – 38	<p>Make presentations to designated public institutions regarding requirements of the <i>French-language Services Act</i>.</p> <p>Participate in interdepartmental initiatives led by other departments and provide input which helps government to understand the needs of the Acadian and francophone community.</p> <p>Publish annual report on government's progress in delivering French-language services.</p> <p>Support the community's efforts to inform government about their needs.</p>
Public servants are more knowledgeable about the approach being taken by the government to provide French-language services and more aware of the cultural, social and economic issues pertaining to the Acadian and francophone community.	# of public servants taking the "Acadie At A Glance" workshop and # of sessions offered.	2009-2010	Annual target: 2010-2011 – 100 participants in 8 sessions Ultimate target: 2011-2012 - 130 participants (Year 3 of program)	2009-2010 – 48 participants in 4 sessions	<p>Offer the "Acadie At A Glance" workshop to public servants to raise awareness of <i>French-language Services Act</i> and of the needs of Acadian and francophone community.</p> <p>Promote workshop in collaboration with Public Service Commission and French-language Services Coordinating Committee.</p> <p>Expand the offering of the workshop to areas outside of Halifax.</p>

(c) Serve as a central support agency for other departments for French-language services within the Government					
Outcome	Measure	Data Base Year	Target for 2010-2011 Ultimate Target	Trends	Strategic Actions to achieve target
The capacity of government to provide services in French is increased.	% of survey respondents with self-assessed intermediate or advanced French language capacity in Speaking/Listening, Reading, and Writing	2009 employee survey	2011 biennial survey target – Speaking and listening – 15% Reading – 17% Writing – 13%	2009 biennial survey – Speaking and listening – 13% Reading – 16% Writing – 12%	Provide French language training opportunities for public servants to build on their French language capacity. Evaluate results of French-language capacity questions in 2009 biennial employee survey “How’s Work Going?” Finalize and support the introduction of human resources guidelines regarding recruitment of bilingual employees, evaluation of French capacity, and French language training. Evaluate French-language training practices.
Designated public institutions receive translations of documents and other materials including correspondence.	# of designated public institutions accessing translation services.	2005-2006	Annual Target : 2010-2011 - 40 Ultimate target - 47	2005-2006 – 26 2006-2007 – 30 2007-2008 – 29 2008-2009 – 42 2009-2010 – 41	Promote translation services which are available. Provide timely and accurate translations. Inform designated public institutions regarding obligations for translating public information. Recruit additional translator.

(c) Serve as a central support agency for other departments for French-language services within the Government					
Outcome	Measure	Data Base Year	Target for 2010-2011 Ultimate Target	Trends	Strategic Actions to achieve target
Designated public institutions communicate an active offer of French-language services using Bonjour! materials (e.g. lapel pins, and signage) available from the Office of Acadian Affairs.	Cumulative # of designated public institutions who have received Bonjour! materials.	2007-2008	Annual target: 2010-2011 - 38 Ultimate target 47	2007-2008 – 27 2008-2009 – 33 2009-2010 - 37	Promote the use and benefits of the <i>Bonjour!</i> program across government. Promote the <i>Bonjour!</i> program to the Acadian and francophone community as a means of informing on the availability of services in French. Distribute <i>Bonjour!</i> materials to designated public institutions.
Designated public institutions and public servants are recognized for their outstanding contribution to French-language service delivery.	# of nominations received for the Bonjour! Awards for Excellence in French-language Services. Awards have been presented.	2008-2009	Annual target: 2010-2011 - increase nominations by 70% (+15) Ultimate target: Annual recognitions made	2008-2009 – Program launched 2009-2010 – 21 nominations received and 3 awards presented.	Evaluate 2009-2010 program activities in order to improve program. Continue to promote program internally and externally. Evaluate nominations received and present awards in a suitable ceremony

(d) Develop partnerships with Acadian and francophone agencies at provincial, national and international levels. (f) Recognize the contribution of the Acadian and francophone community.					
Outcome	Measure	Data Base Year	Target for 2010-2011 Ultimate Target	Trends	Strategic actions to achieve Target
The Acadian and francophone community of Nova Scotia has a higher profile on the provincial, national, and international levels.	Media coverage of events or initiatives supported by the Office of Acadian Affairs	2009-2010	Annual target: 2010-2011 – support 6 initiatives at various levels: <ul style="list-style-type: none"> • 2 provincial • 2 national • 2 international 	2009-2010 – The Acadian and francophone community of Nova Scotia was promoted through various opportunities: <ul style="list-style-type: none"> • Bonjour! Award for Excellence in French-language Services • Publication of the results of the study <i>Utilization of French-language Government Services</i> • Metropolis National Pre-conference Session on Francophone Immigration • Congrès mondial acadien 2009 • The <i>Assemblée parlementaire de la Francophonie</i> meeting in Halifax • Cultural presentations during Olympic Games 2010 	Support strategic initiatives of the Ministerial Conference on the Canadian Francophonie. Support Acadian and francophone community development initiatives. Use various opportunities to promote the Acadian and francophone community on the local, national and international levels: <ul style="list-style-type: none"> • Review of French-language Services • Annual Progress Report on French-language Services • Canada Games 2011 • Ministerial Conference on the Canadian Francophonie • Expo Acadie 2010 • Grand Pré UNESCO nomination

6. Financial Context and Budget

Office of Acadian Affairs			
	2009-2010 Estimate	2009-2010 Forecast	2010-2011 Estimate
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
Total Program Expenses	2,094	2,121	2,094
Ordinary Recoveries	(1,400)	(1,427)	(1,400)
Funded Staff (FTEs) Gross	11.0	9.8	11.0
Provincial Funded Staff (FTEs) Net	6.2	5.1	6.2