

Department of Finance

French-language Services Plan for 2011-2012

The Department of Finance French-language Services Plan is prepared pursuant to chapter 26 of the Acts of 2004, the *French-language Services Act and Regulations*.

Message from Deputy Minister

I am pleased to present the 2011-2012, French-language Services Plan for the Department of Finance.

The Acadian and Francophone community is an integral part of the social fabric of Nova Scotia, and government is working to enhance the French-language services it offers. This has been done through the formation of the Office of Acadian Affairs and with the passing of the French-language services Act. The Department of Finance is supportive of these efforts and is pleased to work in partnership to improve the services we offer.

We look forward to the opportunities and challenges of fulfilling our plan.

Responding to French Requests

The Department of Finance makes reasonable efforts to respond to verbal French inquiries in French when possible through previously identified French-speaking staff, and ensures that written French inquiries are responded to in French, usually using the translation services of the Office of Acadian Affairs. The Department currently has no employee positions designated as requiring proficiency in French; however, a French-language point-of-contact has been identified and communicated to staff.

Various Nova Scotia tax services are administered by the Canada Revenue Agency, and all those services are available directly from the source in either French or English.

French Language Services Inventory

French speaking departmental staff provide verbal French-language communication services, when available and on a “best effort” basis. If these services are not sufficient to meet the needs of the particular situation, the services of the Office of Acadian Affairs are sought.

Written French-language communication and translation services are provided through the Office of Acadian Affairs.

Nova Scotia’s personal income taxes, corporate income taxes, and harmonized sales taxes are administered by the Canada Revenue Agency (CRA). All associated forms and correspondence are available through CRA in either French or English.

Although Nova Scotia provides its own statistical reports and publications, this data is provided to Statistics Canada for use in Federal / Provincial and Territorial statistical publications. All publications and reports prepared by Statistics Canada are available in either French or English.

Table 1 – Progress in Reaching Goals and Objectives for 2010-2011

Objectives	Department Goals and Objectives – 2010-2011	Planned Measures – 2010-2011	Progress in Reaching Goals and Objectives for 2010-2011
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 Fulfill Department's obligations as determined by the French-language Services Act;</p>	<ul style="list-style-type: none"> - Prepare and report upon the department's French-language services plan - Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee - Contribute to the Government's annual progress report on French-language services 	<ul style="list-style-type: none"> - Prepared departmental report (to be used in corporate report as well) - Ensured representation on the French-language Services Coordinating Committee and sub-committees (Third-party service delivery)
	<p>1.2 improve upon the department's capacity to deliver French-language services</p>	<ul style="list-style-type: none"> - Continue to support staff French language training and identifying priority consultations and services that should be made available in French (see more detail under 2.1 and 2.3) 	<ul style="list-style-type: none"> - Ensured that a bilingual staff member was identified as point-person for information requests in French; ensured that key consultations—Budget—had French sessions - All opportunities for training out of Office of Acadian Affairs were promoted within Department to all staff - FLS Coordinator worked one-on-one with Agency and Crown Corporation staff to arrange advanced training and to ensure Agency and Crown Corporations receive French Language Course information from Office of Acadian Affairs
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 Review primary services provided by the various divisions of the department and develop a list of services which could be delivered in French to meet the obligations of the Act and the</p>	<ul style="list-style-type: none"> - Continue work with Office of Acadian Affairs on Community Counts - consult with key Acadian and francophone stakeholder groups to assess demand for translation of public documents produced by Department 	<ul style="list-style-type: none"> - Department staff consulted with the community (FANE and CDENE) to discuss data needs in Community Counts (CC) area; CC staff consulted with Office of Acadian Affairs on translation of CC website - Community Counts has been reviewing its community boundaries along the Clare Shore and other areas to see if it can modify them to get a better clustering of Acadian and francophone communities. Community Counts has had input from

	needs of the community		local residents about some of this, but further consultation is needed to make the best decisions about defining Acadian and francophone communities on Community Counts.
	2.2 Ensure staff are informed of department's obligations under French-language Services Act and Regulations and of services available through Office of Acadian Affairs	<ul style="list-style-type: none"> - Promote Bonjour! Program - Ensure Management is informed of obligations and opportunities to improve French-language service delivery (via Directors' Forum; Executive Management table) 	<ul style="list-style-type: none"> - Bonjour! Program promoted - CEO of Office of Acadian Affairs delivered an information session on roles and responsibilities directly to Finance Executive; Department FLS Coordinator gave a similar presentation to Finance Directors' Forum
	2.3 Identify high-demand areas and identify an action plan for improved French-language service delivery	<ul style="list-style-type: none"> Under take a survey of demand for French-language service delivery across department divisions and consult with Office of Acadian Affairs on the findings - Identify an action plan with high-demand Divisions, which could include targeted French-language training and better use/awareness of translation services and support available by Office of Acadian Affairs 	<ul style="list-style-type: none"> - FLS Coordinator completed the cross-department survey. - Results indicated that there were no "high-demand" areas; however, FLS Coordinator continues to work with Divisions to ensure that French language issues are accounted for.
<u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability	3.1. Develop and implement policies and procedures for communicating with the public.	<ul style="list-style-type: none"> - Undertake a survey of staff who are bilingual and create a system of "points of contact" within the department 	<ul style="list-style-type: none"> - FLS coordinator completed the survey and identified staff who now make up a roster of French points-of-contact within the Department
	3.2. Prioritize, translate and make available information material in French when requested	<ul style="list-style-type: none"> - Ensure key Department documents are available in French 	<ul style="list-style-type: none"> - Budget consultations and associated materials made available in French; department ensures that request for information in French are handled internally, when possible, or referred to Office of Acadian Affairs for support
	3.3. Work with Webmaster to improve French-language materials available on dept's website.	<ul style="list-style-type: none"> - improved availability of French language materials on the departmental website 	<ul style="list-style-type: none"> - Budget documents, including literature and reports will be made available on a fully translated website - Webmaster has identified increased translation as a goal - work to translate Community Counts website

Table 2 - Goals, Objectives, and Measures for 2011-2012

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-12	Planned Measures – 2011-12
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 - Administrative and Policy Framework The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>1.1 Fulfill Department's obligations as determined by the French-language Services Act;</p>	<ul style="list-style-type: none"> - Prepare and report upon the department's French-language services plan - Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee - Contribute to the Government's annual progress report on French-language services
	<p>1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i>.</p>	<p>1.2 Continue to improve upon the department's capacity to deliver French-language services</p>	<ul style="list-style-type: none"> - Continue to support staff French language training and identifying priority consultations and services that should be made available in French.
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 - Consultations Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.</p>	<ul style="list-style-type: none"> - Consult with Acadian and francophone community to identify priority areas (if applicable) under department's mandate 	<ul style="list-style-type: none"> - Continue work with Office of Acadian Affairs on Community Counts - respond to requests by Acadian and francophone stakeholder groups that additional documents be made available in French (beyond what is currently available).

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-12	Planned Measures – 2011-12
	<p>2.2 – Internal Communications</p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.</p>	<p>- Ensure staff are informed of department's obligations under French-language Services Act and Regulations and of services available through Office of Acadian Affairs</p>	<p>- Promote Bonjour! Program - Ensure Management is informed of obligations and opportunities to improve French-language service delivery (via Directors' Forum; Executive Management table)</p>
	<p>2.3 - Service Delivery</p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.</p>	<p>- Identify high-demand areas and identify an action plan for improved French-language service delivery</p>	<p>- Follow up (to initial survey in 2010) to track whether demand for French-language service delivery is changing - If demand has increased, identify an action plan with affected divisions which could include targeted French-language training and better use/awareness of translation services and support available by Office of Acadian Affairs</p>
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1. Develop and implement policies and procedures for communicating with the public.</p>	<p>- Strive to make multiple points of French-language communication available to public</p>	<p>- Follow up to initial survey in 2010 to see if additional staff, due to training or new hires, can be added to the roster of French "points of contact" within the department</p>
	<p>3.2. Prioritize, translate and make available information material in French when requested</p>	<p>- Ensure key Department documents are available in French</p>	<p>- Continue to make consultations and documents available in French; research demand for and feasibility of translation of other public documents</p>

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-12	Planned Measures – 2011-12
	3.3. Work with Webmaster to improve French-language materials available on the departmental website.	- improved availability of French language materials on the departmental website	- Continue work to translate Community Counts website - research demand for and feasibility of translation of other public documents

Addressing the Priorities of the Acadian and Francophone Community

The materials prepared and presented by the Department of Finance have not been identified by the Office of Acadian Affairs as being a priority for translation and provision for the French community. However, the department has consulted with Acadian Affairs in the past to identify potential areas for service provision in French. Through this process, statistics prepared by Community Counts was identified as a priority, and work with Acadian Affairs to make data available will continue in 2011-2012. The Department will continue to consult internally and with Acadian Affairs in 2011-2012, to assess whether or not there is demand for services and/or translated information in other areas.

The translation of certain aspects of the SAP financial reporting system has been identified as a priority for the French-language school board (CSAP). The SAP system is managed by the Corporate Information Systems (CIS) division of the department. There are certain French language modules available in the SAP system that are being used by CSAP. Other translation services have been needed in the past by CSAP. Translation services have been provided by French speaking staff on a “best effort” basis. Secondary translation services are also provided by the Office of Acadian Affairs as needed.

Contributing to the preservation or growth of the Acadian and francophone community

The Department’s 2011-2012, French-language Services Plan outlines the Department’s willingness, within operational capacity, to provide requested information and services in French. Where internal resources are not sufficient, the Department actively consults with Acadian Affairs to ensure that the Acadian and francophone community are well served. Through this on-going work and inclusion of the Acadian and francophone community in Budget consultations, the Department strives to make a tangible contribution to the preservation and growth of the Acadian and francophone communities in Nova Scotia.