

2025-2026

Annual Report

Government Services





MESSAGE FROM THE MINISTER

In accordance with the requirements of a Category One entity under the **Transparency and Accountability Act**, I am pleased to present the 2025-26 Annual Report for the Department of Government Services, highlighting the work undertaken to support the people and businesses of Newfoundland and Labrador. As Minister, I am accountable for the results of the goals and objectives contained in this report.

The Department of Government Services is making progress in improving access to government services, enhancing public and workplace safety, supporting fair and productive labour relations, and reducing regulatory barriers. From expanding online services to advancing road safety initiatives, strengthening workplace protections and modernizing legislation, these achievements reflect the Provincial Government's commitment to responsive, accessible, and effective government.

These accomplishments would not have been possible without the dedication, professionalism, and hard work of our employees across Newfoundland and Labrador. On behalf of the Government of Newfoundland and Labrador, I thank them for their continued commitment to public service and for helping build a stronger province for all of us.

Sincerely,

A stylized, handwritten signature in black ink, appearing to read 'L. Parrott'.

Hon. Lloyd Parrott
Minister of Government Services

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Departmental Overview

Organizational Structure

The department is arranged into three branches: Government Services, Regulatory Affairs and Labour. More information regarding the department's three branches and their respective divisions is available online: <https://www.gov.nl.ca/gs/Department/>.

The Minister of Government Services is also accountable for eight public entities and four self-regulatory organizations, which are listed in Annex A.

Lines of Business

1. Licensing, Permitting, Inspections and Registrations

Providing licences, permits, inspections, and registration services for activities involving public safety, accessibility to public buildings, angling and hunting, land development, highway signs, environmental health, environmental protection, provincial financial services, consumer protection, commercial registrations, occupational health and safety, motor vehicles, and vital statistics.

2. Residential Tenancies Services

Regulating residential tenancies in Newfoundland and Labrador, providing a dispute resolution service that mediates and adjudicates disputes between residential landlords and tenants and providing information to tenants and landlords respecting their rights and obligations under the **Residential Tenancies Act, 2018**.

3. Printing Services

Office of the King's Printer provides printing and microfilming services for government departments and agencies. The King's Printer bookstore, located in the East Block of the Confederation Building Complex, makes available legislation and various reports to the public for purchase. Purchasing information, as well as select documents for free

download, are available on the King's Printer website at
<https://www.gov.nl.ca/gs/printer/>

4. French Services

Supporting the Minister Responsible for Francophone Affairs, Office of French Services is responsible for building the capacity of government to deliver services in French and contribute to the development and vitality of the province's Francophone community.

5. Collection Services

Collecting amounts owed to government including provincially administered taxes payable, defaulted provincial student loans, and various fees and other receivables of certain government departments.

6. Labour

Promoting stable and constructive labour relations climates for private and public sector unionized employees and employers in the province and providing front-line service to employees and employers regarding minimum terms and conditions of employment. Administering and enforcing legislation governing unionized and non-unionized workplaces in the province.

7. Red Tape Reduction

Government Services established a Red Tape Reduction Office to reduce regulatory burden and improve government efficiency. The Red Tape Reduction Office is leading efforts to develop and promote a strong, agile, and efficient regulatory environment to the benefit of residents, businesses and all organizations. The primary focus of this work is reducing unnecessary regulatory burden or red tape.

Staff and Budget

The Department of Government Services has offices located throughout the province. In addition to the West Block of the Confederation Building, offices are also located in St. John's, Mount Pearl, Bay Roberts, Clarenville, Marystown, Gander, Grand Falls-Windsor, Corner Brook, Stephenville, St. Anthony, Happy Valley-Goose Bay, and Labrador City.

For specific contact details, refer to the department's website

<https://www.gov.nl.ca/gs/department/contact/>

Division	# of Employees*	Budget
Minister's Office	3	\$208,900
Executive Support Services	19	\$1,972,800
Government Services	312	\$22,010,100
Regulatory Affairs	99**	\$6,093,500
Labour	34	\$3,363,400
Office of French Services	3	\$375,000
Totals	470	\$34,023,700

*As of March 31, 2026

**Includes six employees with the Credit Union Deposit Guarantee Corporation.

Vision

A province where people live in healthy and safe environments, where programs and services are accessible and efficient, and where employees and employers are supported to achieve healthy, safe, and productive workplaces.

Mandate

The Department of Government Services consolidates, where possible, the licensing, permitting, inspection and regulatory functions within government, and it aims to provide a single window point of access to the public for these services. It also regulates unionized and non-unionized labour relations and standards. The department's mandate is derived from over two hundred statutes, regulations, standards and codes of practice, memoranda of understanding with partner departments, and government directives.

Government Services provides accessible, responsive services in the areas of public health and safety, environmental protection, occupational health and safety, consumer protection, labour, French services, commercial transactions, and the preservation of vital events. It also provides printing and microfilming services to government departments and agencies.

Highlights and Partnerships

Legislative Achievements

Government Services presented two bills which were introduced in the House of Assembly during the reporting period:

- Bill 6, **An Act to Amend the Pension Benefits Act, 1997**; and
- Bill 10, **An Act to Amend the Workplace Health, Safety and Compensation Act, 2022**.

Both bills received Royal Assent after the reporting period. The bills are online at: <https://www.assembly.nl.ca/HouseBusiness/Bills/ga51session1/>.

The Minister also had one set of regulations published in the Newfoundland and Labrador Gazette during the reporting period:

- **Fishing Industry Collective Bargaining Regulations, 2022 (Amendment)**
under the **Fishing Industry Collective Bargaining Act**, dated March 31, 2026.

The Newfoundland and Labrador Gazette can be found online at: <https://www.gov.nl.ca/gs/printer/gazette/>.

Red Tape Reduction Office

Reducing red tape and outdated regulations is key to rebuilding a stronger economy and helping local businesses thrive and expand. To ensure that government operates efficiently and makes things easier for businesses and individuals, Government Services took steps to form a Red Tape Reduction Office to lead the reduction of regulatory burden.

Memorandum on Interprovincial Trucking

On November 18, 2025, the Minister signed a Memorandum of Understanding on Interprovincial Trucking. This memorandum supports efforts to reduce barriers to

interprovincial trade in commercial trucking by seeking national regulatory alignment on 14 aspects of commercial trucking.

Motor Carrier Safety-National Safety Code

The department continued to support road safety initiatives by renewing its agreement with the federal government under the National Safety Code. This agreement provides funding to the province in support of consistent road safety standards across Canada, the United States and Mexico.

Automated Traffic Enforcement Program Implementation

During the reporting period, the province launched its automated traffic enforcement program, with seven speed cameras actively capturing violations and three additional cameras installed and tested. A school bus stop arm pilot project was also launched wherein six school buses were equipped with stop arm cameras and operated throughout the province (one each in Corner Brook, Gander, Happy Valley-Goose Bay, Labrador West, Marystown and Paradise). The purpose of these cameras was to capture video and images of vehicles illegally passing a school bus that is stopped with the stop arm extended and lights flashing. The pilot ended in December 2025 but was restarted early into the 2026-27 fiscal year. Because of the Canada Post strike in September 2025, the issuance of tickets by registered mail was temporarily paused, although violations continued to be recorded. By law, the province has up to one year from the date of a violation to create a ticket. Once the ticket is created, it must be sent within 30 days by registered mail to the vehicle owner. This pause was required because the delivery of the ticket within 30 days by Canada Post could not be guaranteed due to the labour dispute. When the labour dispute was resolved, the mailing of tickets resumed.

Regulatory Modernization of the Buildings Accessibility Act

The **Buildings Accessibility Act** ensures accessibility requirements are applied to public buildings, apartment-type buildings, hotels, and building links during construction, renovations, additions, and changes in use. Amendments to the Act received royal assent in November 2023 following recommendations from the Buildings Accessibility Advisory Board (BAAB) and public consultations. The coming into force of these amendments is contingent upon amending the corresponding regulations. During the 2025-26 fiscal year, the department prepared draft amendments to regulations, taking into consideration recommendations from the BAAB and the 2025 version of the National Building Code, which was released in December 2025. The department is now preparing to launch public consultations and targeted stakeholder engagement to further inform amendments to the regulations.

Report on Performance

Issue #1: Enhanced Program and Service Delivery

Making programs and services easier to use, setting clear service standards and reducing unnecessary rules and paperwork are major priorities. The Department of Government Services will continue to ensure residents receive the best possible program and service delivery by increasing the availability of information and offering more online service options for the people of Newfoundland and Labrador. Putting more services online does not mean less in-person services. In-person services will continue to be offered. By putting more services online, those who choose to use these services will free up availability for those who prefer in-person services.

Goal/Objective: By March 31, 2026, Government Services will have improved service accessibility enhanced delivery of its programs and services.

Over the past three years, the Department of Government Services has made significant progress in improving program and service delivery by expanding online services, increasing access to government information, and enhancing service accessibility for residents. Key achievements included continued growth of MyGovNL service offerings, expanded availability of French-language services, and the review of legislation and policies to reduce regulatory burden and improve service delivery. These initiatives have contributed to a more accessible, efficient, and user-focused service delivery system.

Indicator 1: Further expansion of service offerings under MyGovNL.

During the reporting period, the Department of Government Services continued to enhance service accessibility and improve the delivery of programs and services through the ongoing expansion of offerings available under MyGovNL. Several new online service options were introduced, providing residents with greater convenience and flexibility when accessing government services. These enhancements included the paying of fines and associated fees related to tickets issued for such things as speeding; renewing and reprinting Accessible Parking permits; and printing of annual vehicle registration permits when renewing in MyGovNL. In addition, enhancements were made to the Motor Registration information system so that individuals without a last name could be accommodated, ensuring they can successfully complete Motor Registration Division (MRD) and Medical Care Plan (MCP) validation processes.

Indicator 2: Expanded services available in French.

During the reporting period, the Department of Government Services expanded the availability of services in French to improve accessibility and support the continued development and vitality of Newfoundland and Labrador's Francophone community. Through funding provided under the Canada–Newfoundland and Labrador Agreement on French Language Services, the Office of French Services supported 11 projects with approximately \$1.3 million in funding to advance the planning and delivery of French-language services throughout the province. This investment was further strengthened through matching contributions from the Provincial Government, municipal governments

and other funding partners. In addition, the Office of French Services continued efforts to increase the number of government services available in French by translating key content on the Motor Registration Division website. Newly translated information included pages related to the speed camera program, administrative suspensions and accessible parking permits, making important program and service information more accessible to French-speaking residents and contributing to more inclusive service delivery across the province.

Indicator 3: Identified options to enhance the management of land titles.

During the reporting period, the department continued to review and assess some of the complexities associated with transitioning to a land titles system. The department examined key considerations and potential approaches to support future improvements in land title administration. This preliminary review provided valuable insights into the challenges and opportunities associated with modernizing land title management and may inform future discussions in this area. As a next step, the department will complete an updated jurisdictional scan of land title legislation and registry systems across Canada, which will inform the development of an updated implementation plan and future work in this area.

Indicator 4: Reviewed legislation and policies with a view to reduce regulatory burden and red tape.

The department reviewed legislation and policies to identify opportunities for reducing regulatory burden and improving service delivery while maintaining accountability and compliance. The department also worked toward the establishment of the Red Tape Reduction Office, which will guide efforts to reduce regulatory burden across government.

Issue #2: Safer Communities

Safer communities is more than just policing and crime prevention. It is also about safe roadways, safe workplaces, consumer protection, public health and protection, and environmental health and protection. In this regard, the role of the Department of Government Services is to establish well-defined and up-to-date standards and enforcement practices. Government Services will continue to work towards supporting and improving its contributions to ensure safer communities.

Goal/Objective: By March 31, 2026, Government Services will have contributed towards improved consumer protection, enhanced safety for workers and the general public, and safer roads.

Over the three-year reporting period, the Department of Government Services advanced a range of initiatives aimed at supporting safer communities through improvements in road safety, workplace safety, consumer protection, and regulatory modernization. Key accomplishments included work toward modernizing the Highway Traffic Act, supporting national harmonization initiatives in the trucking sector, strengthening occupational health and safety oversight and regulatory requirements, and improving licensing processes for insurance professionals. Collectively, these efforts enhanced public safety, improved regulatory consistency, and supported a more modern and responsive regulatory framework.

Indicator 1: Worked towards amending the Highway Traffic Act to improve road safety.

During the reporting period, the Department of Government Services continued to work toward potential amendments to the **Highway Traffic Act** aimed at enhancing road safety throughout Newfoundland and Labrador. Preparatory work focused on identifying areas where legislative and regulatory changes could strengthen protections for road users and address emerging transportation trends. The department recently concluded public consultations to help inform the development of regulatory changes. Topics under

consideration include the safe use and regulation of micro-mobility vehicles (e-scooters, e-bikes, etc.), enhancements to car seat safety requirements, rules regarding children riding bicycles on sidewalks, and regulatory oversight of driving schools. These efforts represent an important step in ensuring the province's road safety framework remains responsive to evolving public safety needs and aligns with best practices in traffic safety and driver education.

Indicator 2: Worked towards national harmonization by implementing a memorandum of understanding on interprovincial trucking.

During the reporting period, the Department of Government Services supported national harmonization efforts in the commercial trucking sector through the implementation of the Memorandum of Understanding on Interprovincial Trucking. This memorandum is an initiative of the Council of Ministers Responsible for Transportation and Highway Safety and aims to reduce interprovincial trade barriers, improve supply chain efficiency, and support greater consistency in trucking regulations across Canada. The agreement encompasses 14 measures designed to facilitate the movement of goods and strengthen internal trade, including the implementation of pan-Canadian Mandatory Entry-Level Training (MELT) standards for commercial truck drivers, improvements to oversized and overweight vehicle permit processes, and the adoption of minimum standards for signage, lighting, and flag requirements for oversized and escort vehicles. Through ongoing participation in these initiatives, the department contributed to efforts to improve consistency in regulatory requirements, enhance road safety, and support a more efficient and competitive trucking industry across jurisdictions.

Indicator 3: Worked towards improving workplace safety.

The Department of Government Services advanced initiatives aimed at improving workplace safety through regulatory modernization, enforcement, and prevention activities. The department continued to promote safe and healthy workplaces through its Occupational Health and Safety (OHS) Division. A multidisciplinary team delivered compliance, enforcement, and prevention activities, including the administration of OHS legislation, workplace inspections, and investigations of workplace incidents and

complaints. In 2025, the division maintained strong enforcement efforts, completing 2,754 inspections, issuing 4,930 compliance orders and 292 stop-work orders, and investigating 244 workplace incidents, 394 complaints, and 52 harassment-related complaints. The department also advanced regulatory and policy initiatives, including amendments to OHS legislation to support national harmonization efforts, strengthen worker protections, and improve labour mobility.

The department worked towards fulfilling occupational health and safety harmonization commitments agreed to by Labour Ministers. During the 2025-26 fiscal year, priorities areas included harmonization of training in the construction sector (e.g., fall protection, working from elevated mobile platforms, entry level construction work and supervisor training), filtering respirators and high-visibility safety apparel. The province also worked to extend the Pan-Canadian Occupational Health and Safety Reconciliation Agreement beyond its current September 2026 expiry date to support continued harmonization efforts and reduce administrative requirements.

In partnership with WorkplaceNL and through participation in the Safety Sector Council Program, the department supported industry-led training, education, and safety initiatives in high-risk sectors. Additionally, improvements were implemented to workplace incident investigation processes following a previous audit, including enhanced case-tracking mechanisms, strengthened oversight practices, and the establishment of a dedicated unit responsible for serious incident investigations. Collectively, these actions contributed to safer workplaces, strengthened regulatory oversight, and enhanced protections for workers and the public throughout Newfoundland and Labrador.

Indicator 4: Worked towards identifying options to modernize licensing provisions for insurance adjusters, agents, and brokers.

The Department of Government Services continued efforts to modernize licensing provisions for insurance adjusters, agents, and brokers by enhancing service delivery and exploring opportunities to improve regulatory processes. Online application services

for agents, adjusters, and brokers remained available, providing a more convenient and efficient licensing experience for industry professionals. The department also continued discussions with jurisdictional partners regarding labour mobility initiatives to support greater consistency and reduce barriers for licensed insurance professionals working across jurisdictions. In addition, a review of application and renewal processes was undertaken to identify efficiencies and opportunities for process improvements. These efforts support the department's objective of maintaining a responsive regulatory framework while improving accessibility, efficiency, and mobility within the insurance sector.

Issue #3: Supporting Labour Relations and Labour Standards

Government Services supports the Minister's mandate for Labour by working with employers, employees, and unions to foster effective relationships between employers and employees.

Goal/Objective: By March 31, 2026, Government Services will have worked to improve labour relations supports and maintained a responsive labour policy framework.

Labour represents a new area of responsibility for the Department of Government Services. During this initial reporting period, the department strengthened stakeholder engagement and labour relations support through increased outreach, education, mediation, and consultation activities. The department also supported analysis related to minimum wage adjustments and began preparatory work for the upcoming minimum wage review, contributing to a responsive labour policy and labour standards framework for employers and employees across the province.

Indicator 1: Enhanced stakeholder engagement and available supports.

The Department of Government Services continued to strengthen stakeholder engagement and expand supports available to employers, employees, and unions across Newfoundland and Labrador. Compliance promotion activities increased by 25

per cent, rising from 350 to 438 proactive workplace visits and outreach activities, including targeted regional initiatives and responses to anonymous complaints and inquiries. Public speaking engagements increased by 74 per cent, from 27 to 47 presentations delivered primarily to schools, youth groups, and pre-employment programs. These efforts enhanced awareness and understanding of labour-related rights and responsibilities among employers, employees, and prospective workers.

Through the Labour Relations Division, the department supported improved labour-management relationships by engaging employers and unions in 255 consultations with mediators. These consultations included first collective agreement orientations, assistance to labour-management committees, mediation of collective agreement negotiations and grievances, workplace interventions, and stakeholder training initiatives. In addition, proactive outreach was conducted with approximately 100 unionized employers representing a diverse range of sectors throughout the province, reflecting the division's ongoing commitment to building collaborative relationships with labour stakeholders. Further outreach activities are planned to continue expanding these connections. The division also enhanced its communication and educational resources by updating and modernizing key information products, including fact sheets, website content, and presentation materials, improving accessibility, transparency, and stakeholder engagement.

Indicator 2: Supported analysis of minimum wage increases and related recommendations.

The Department of Government Services conducted analysis in support of the decision to increase the minimum wage effective April 1, 2026. This adjustment is based on changes to the national Consumer Price Index and is required under the **Labour Standards Regulations**. Minimum wage rates are adjusted each year on April 1.

As required under the **Labour Standards Act**, a review of the minimum wage must be conducted every two years to assess current economic conditions and inform recommendations regarding potential adjustments. The department undertook

preliminary work towards initiating this review, which will be conducted during the 2026-2027 reporting period.

This work contributes to maintaining a balanced and responsive labour standards framework that supports both workers and employers while helping to ensure the provincial minimum wage remains appropriate and reflective of prevailing conditions.

Opportunities and Challenges

Program and Service Delivery to Remote Areas

Government Services is committed to maintaining and enhancing accessible, high-quality service delivery across the province. As residents' needs evolve, the department will strive to improve in-person services while expanding online service options to provide greater convenience and flexibility. Maintaining multiple service channels is particularly important for ensuring equitable access for residents and businesses in all regions of the province, including rural and remote communities, and supports broader economic growth and prosperity.

Red Tape Reduction

Red tape reduction also presents challenges and opportunities to the department. By streamlining processes, eliminating unnecessary administrative requirements, and modernizing how services are delivered, government can operate more efficiently and reduce the regulatory burden on individuals and businesses. At the same time, in reducing red tape government must be mindful to avoid unintended consequences. When properly implemented, red tape reduction does not come at the expense of other important policy objectives, such as consumer protection, maintaining occupational health and safety standards, or ensuring effective program oversight and accountability.

Demographic Transformation

Newfoundland and Labrador's changing demographic profile continues to influence how government services are delivered and accessed. As the province's population continues to age, demand for programs, services, and infrastructure that support an aging population continues to grow. At the same time, population growth is concentrated in urban areas, while many rural and remote communities are experiencing population decline. These demographic shifts affect how residents access

government services, requiring a balanced approach that expands digital options while maintaining accessible in-person service, particularly for seniors and those facing barriers to online access.

Demographic shifts also reinforce the importance of rural and regional development in supporting vibrant communities and local economies. As the population ages, continued investments in accessible public facilities and initiatives that help seniors remain safely in their homes can improve quality of life and reduce pressure on institutional care systems. Adapting services and infrastructure to meet the evolving needs of residents will help ensure government programs remain accessible, responsive, and sustainable across all regions of Newfoundland and Labrador.

Gender-Based Analysis+

Government Services will strive to consider GBA+ principles in carrying out their responsibilities. This approach recognizes that people have diverse and intersecting identities, including sex, gender, language, race, ethnicity, culture, age, and disability, which may affect how they access and experience government programs and services.

Financial Information

Expenditure and revenue figures included in this document are based on public information in the Report on the Program Expenditure and Revenues of the Consolidated Revenue Fund for Fiscal Year Ended 31 March 2026.

ANNUAL REPORT 2025-2026

	2025-2026 Estimates (\$)	2024-2025 Revised (\$)	2024-2025 Budget (\$)
<u>EXECUTIVE AND SUPPORT SERVICES</u>			
1.1.01 Minister's Office	246,400	225,500	251,900
1.2.01 Executive Support	809,600	911,300	752,700
1.2.02 French Language Services	193,800	677,100	186,100
1.2.03 Administrative Support	100	100	100
Total: Executive and Support Services	1,249,900	1,814,000	1,190,800
<u>REGULATORY AFFAIRS</u>			
2.1.01 Consumer and Financial Services	1,776,100	1,679,400	1,735,200
2.1.02 Pension Benefit Standards	276,600	258,600	278,300
2.1.03 Commercial Registrations	2,241,400	2,360,500	2,264,500
2.2.01. Vital Statistics Registry	844,000	775,800	832,900
2.2.02. King's Printer	1,821,600	1,782,300	1,789,900
2.2.03. Collection Services	1,165,800	1,075,700	1,145,700
Total: Regulatory Affairs	8,125,500	7,932,300	8,046,500
<u>DIGITAL GOVERNMENT AND SERVICES</u>			
3.1.01 Motor Registration Division	12,915,700	10,953,700	10,534,800
3.2.01. Support Services	1,423,200	1,557,100	1,141,300
3.2.02. Regional Services	7,698,700	7,698,900	7,785,400
3.3.01. Occupational Health and Safety	-	40,600	-
3.4.01. Assistance to St. Lawrence Miners' dependents	10,200	10,200	11,000
3.4.02. Assistance to outside Agencies	-	2,900	-
Total: Digital Government and Services	22,047,800	20,263,400	19,472,500
Total: Department	31,423,200	30,009,700	28,709,800

Annex A

Public Entities and Self-Regulatory Organizations Reporting to the Minister of Government Services

The Minister of Government Services is accountable for eight public entities:

- The Standing Fish Price Setting Panel;
- The Labour Relations Board;
- The WorkplaceNL Board of Directors;
- The Workplace Health, Safety, and Compensation Review Division;
- The Credit Union Deposit Guarantee Corporation;
- The Advisory Council on Occupational Health and Safety;
- The Buildings Accessibility Advisory Board; and
- The Buildings Accessibility Appeal Tribunal.

The Minister of Government Services is also accountable for four self-regulatory organizations:

- The Architects Licensing Board;
- The Embalmers and Funeral Directors Board;
- The Chartered Professional Accountants of Newfoundland and Labrador Board; and
- The Professional Engineers and Geoscientists of Newfoundland and Labrador Board.

