

Department of Government Services Annual Performance Report 2006 - 2007



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Minister's Message

In accordance with the Government's commitment to accountability, this Annual Performance Report outlines the results achieved by the Department of Government Services for the 2006-07 fiscal year. As Minister, I am accountable for the preparation of this report and the achievement of the results contained herein.

The mandate of the Department of Government Services is to provide accessible and responsive services in the areas of public health and safety, occupational health and safety, the protection of consumer interests and the preservation of vital events and commercial transactions. The authority to carry out these functions is derived from more than 100 pieces of legislation and related regulations, standards and codes of practice. The Department of Government Services has a staff complement of approximately 434 positions structured through regional and rural offices across the Province.

The Department is organized into three Branches - Government Services, Consumer and Commercial Affairs, Occupational Health and Safety. Additionally, the Minister is accountable for 13 public entities.

The purpose of this document is to promote a better understanding of departmental activities and policy directions. This is accomplished by providing an overview of the Department and highlighting key statistics, accomplishments, outcomes of objectives and identifying potential challenges for fiscal year 2007-08.

I would like to take this opportunity to acknowledge all those who contributed to this report and the diligent everyday work and dedication of the staff of Government Services.



Dianne Whalen
Minister



Departmental Overview

The Department of Government Services provides services to protect the public and the occupational health and safety of employees and employers of Newfoundland and Labrador. It also safeguards consumer interests and provides a wide array of services to the general public. The Department was founded on the concept of consolidating, as much as possible, licencing, permitting, inspections and regulations within government and providing a single window entry for the public in these areas. The authority to carry out these functions is derived from more than 100 pieces of legislation and related regulations, standards and codes of practice.

Vision

Newfoundlanders and Labradorians living and working in a healthy and safe environment with access to an open, fair, and responsive regulatory system.

Mission Statement

By 2011, the Department of Government Services will have improved citizen protection in the areas of public health and safety, worker health and safety and consumer interests.

Additional information on the background of the mission statement, the measures, indicators, or any other component of the Department's Strategic Plan is available on its website: www.gs.gov.nl.ca.

Lines of Business

The Department of Government Services is responsible for carrying out four basic lines of business throughout all of its Branches and Divisions including: enforcement of legislated requirements; licensing, permitting, inspections and registrations; conflict resolution; and printing services.

Enforcement of Legislated Requirements

The Department of Government Services enforces legislated requirements in all mandated aspects of public health and safety, occupational health and safety, environmental protection, provincially regulated financial services and consumer protection.

Licensing, Permitting, Inspections and Registrations

The Department of Government Services provides licences, permits, inspections and registration services at designated locations around the province for:

- public safety activities (boiler and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors, and building design for fire/life safety);
- environmental health activities (food establishments, tobacco retailers, septic and other waste water disposal systems, municipal water supplies, abattoirs, public pools, recreational facilities, child care centres, dairy farms [milk and water sampling] and housing sanitation);
- environmental protection activities (waste disposal sites, spill responses, petroleum storage tank systems, dry cleaners, sawmills, quarries, asphalt plants, scrap yards, used tire facilities, used oil storage facilities, PCB storage sites, farm waste management facilities, soil treatment facilities and illegal dumping);
- regulation of provincial financial services activities (insurance, securities, pension plans, real estate, mortgage brokers and prepaid funeral services);
- consumer protection activities (trade practices, collection agencies, private investigators and security guards, charitable gaming and residential tenancies);
- commercial registrations activities (deeds, companies, personal property, co-operatives, limited partnerships, mechanics' liens, condominiums and lobbyists);

- occupational health and safety activities (workplaces, radiation emitting devices, asbestos abatement contractors, explosive magazines on mine sites and underground diesel equipment);
- motor vehicle activities (driver licensing and vehicle registrations, commercial vehicle inspections and highway safety);
- vital statistic activities (marriages, births, deaths, legal name changes, adoptions and gender changes);
- sale and distribution of angling and small game licences.

Select licensing application information is available on the Department's web site: <http://www.gs.gov.nl.ca/gs/>.

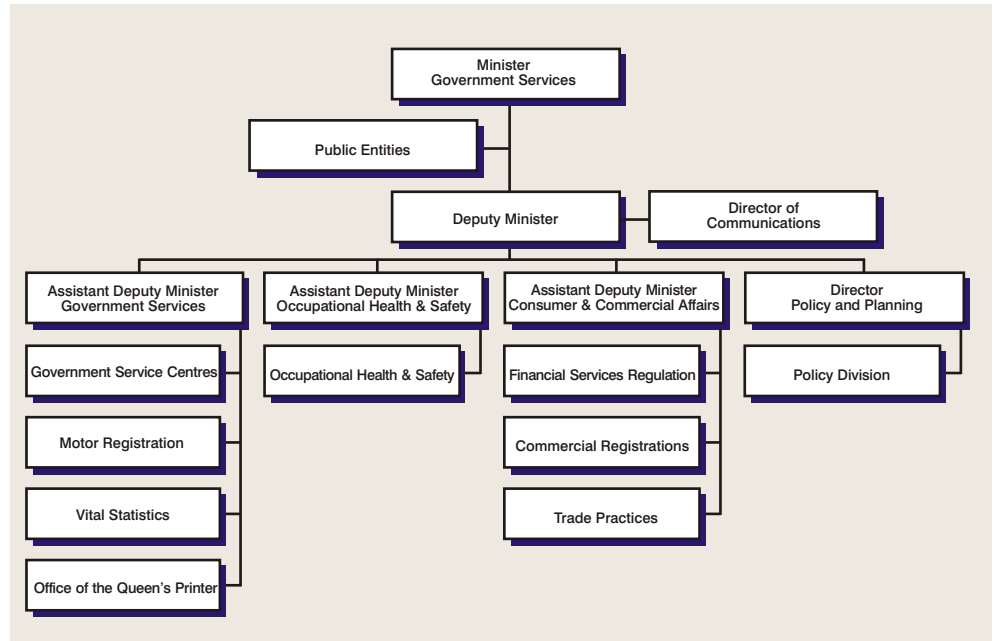
Conflict Resolution

The Department of Government Services provides conflict resolution services for such disputes as: residential tenancies, the provincially regulated financial services industry, occupational health and safety complaints and compliance orders, building accessibility outcomes, consumer complaints and suspension of driver licences.

Printing Services

The Department of Government Services provides internal printing and microfilming services through the Office of the Queen's Printer. The Queen's Printer book store, located in the Confederation Building, provides provincial government legislation and various provincial government reports to the public for purchase. Select documents and purchasing information are available on the Queen's Printer web site: <http://www.gs.gov.nl.ca/gs/oqp/bookstore.stm>

The following organizational chart depicts the Department's reporting structure.



Additionally, as a result of the shared services model for the delivery of Human Resources Management and Financial and General Operation, the Director of Strategic Human Resource Management for the Social Sector reports to the Deputy Minister of Government Services for administrative purposes. The Social Sector includes the departments of Intergovernmental Affairs, Education, Human Resources, Labour and Employment, Government Services, Municipal Affairs, Health and Community Services, as well as the Labour Relations Agency and the Emergency Measures Organization.

Other Key Statistics

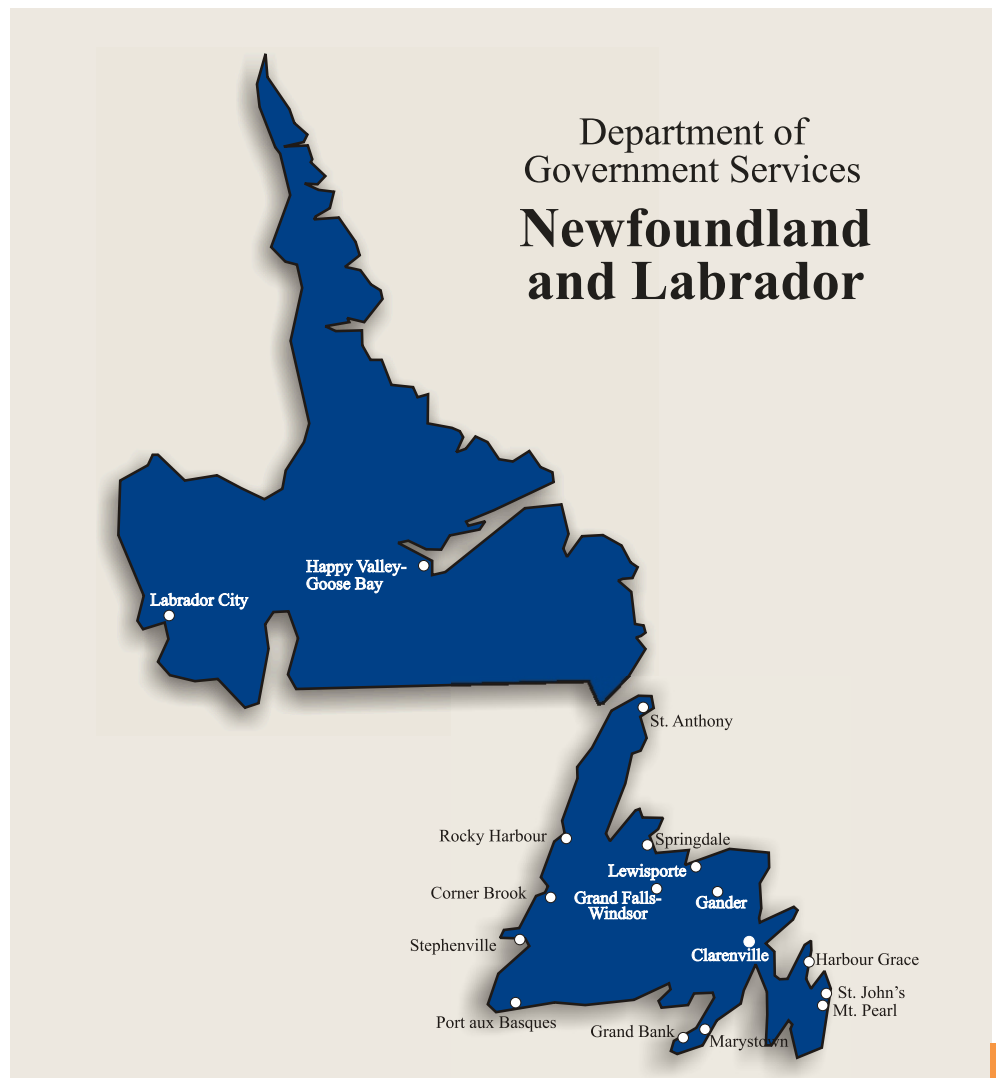
Number of Employees

On April 1, 2006, the Department of Government Services employed 434 individuals in its three branches: the Government Services Branch, the Consumer and Commercial Affairs Branch, and the Occupational Health and Safety Branch. The Department of Government Services is accessible to the residents of the province through widely dispersed offices across the province, as well as internet and mail services.

Branch	Female	Male	Total
Government Services	165	160	325
Consumer and Commercial Affairs	36	23	59
Occupational Health and Safety	17	33	50
Total	165	216	434

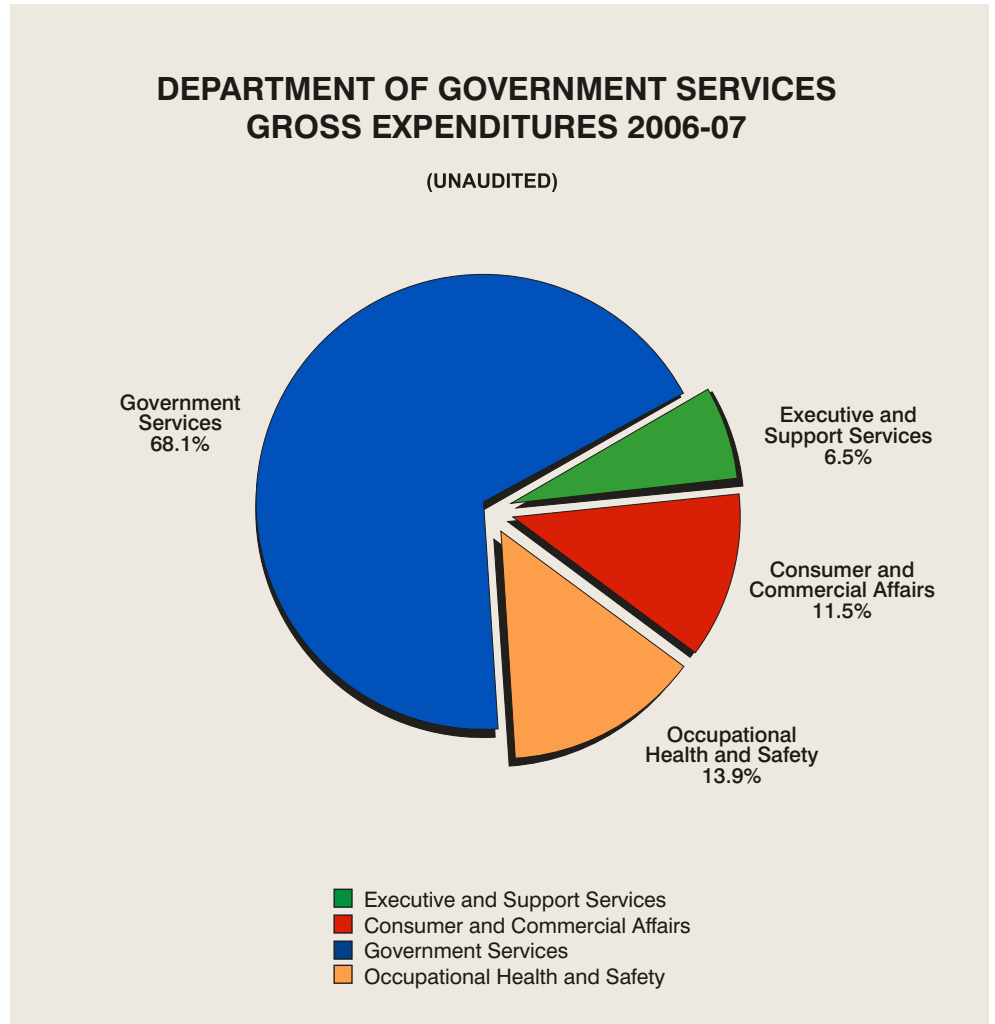
Physical Locations

The Headquarters for the Department of Government Services are located in the West Block of Confederation Building in St. John's. Government Service Centres provide services through five regional centres and eleven sub-offices: Avalon Region St. John's, with a sub-office in Harbour Grace; Eastern Region Clarenville, with sub-offices in Grand Bank and Marystown; Central Region Gander, with sub-offices in Lewisporte, Grand-Falls-Windsor and Springdale; Western Region Corner Brook, with sub-offices in Stephenville, Port aux Basques, Rocky Harbour, and St. Anthony; Labrador Region Happy Valley-Goose Bay with a sub-office in Labrador City. These physical locations deliver licensing, permitting, inspection and registration programs and services to the public. Motor Registration Division delivers programs and services to the public from locations in Mount Pearl, Grand Falls-Windsor, Corner Brook and Labrador City. Occupational Health and Safety fulfills its mandate to the public from locations in Mount Pearl, Corner Brook, Grand Falls-Windsor and Wabush. The Queen's Printer provides services to Government and the public from St. Johns.



Budget

Combined, the Department collected \$108 million in current account and related revenues in 2006-07 and conducted 2.5 million transactions with the public. The operating budget for fiscal year 2006-07 was \$27 million.



Ministerial Entities

The Department is accountable for 13 Public Entities. Two of these, the Credit Union Deposit Guarantee Corporation and the Government Purchasing Agency, provide independent annual reports, upon approval by the Minister of Government Services, to the House of Assembly.

Of the Public Entities reporting to the Minister responsible for the Department of Government Services, the following provide activity letters:

- Consumer Protection Fund for Prepaid Funerals
- Embalmers and Funeral Directors Board
- Public Accountants Licensing Board

The eight remaining Entities are covered under the *Transparency and Accountability Act*. However, they are only required to provide an annual activity letter if they are active during the year. A brief summary of each of these entities is provided in Appendix A. The Entities are as follows:

- Advisory Council on Occupational Health and Safety
- Boiler/Pressure Vessel Advisory Board
- Boiler/Pressure Vessel Appeal Tribunal
- Buildings Accessibility Advisory Board
- Buildings Accessibility Appeal Tribunal
- Driver's License Medical Advisory Board
- Financial Services Appeal Board
- Radiation Health and Safety Advisory Committee

Shared Commitments

Our ability to fulfill the challenges of the Department's legislative responsibilities is directly linked to the strength of our collaborative relationships with our partners and key stakeholders. Key stakeholders include other departments/agencies, industry, and federal/provincial/territorial (F/P/T) governments and regulatory agencies.

Government Services collaborates with other government departments to facilitate integration of planning and implementing strategies across government, which ensures that all entities are moving forward on the achievement of Government's key commitments.

One of the Strategic Directions that the Department of Government Services has committed itself to is Health and Safety, with a desired outcome of improved health and safety for school transportation systems, school buildings and public drinking water supplies. The focus areas include:

- Review of compliance with school bus regulations;
- Enforcement of health and safety legislation to provide safe and clean learning and teaching environments;
- Frequency of drinking water testing.

The Department of Government Services is working with the Department of Education to ensure the overall quality of the province's school transportation system and healthy school environments. In particular, work begun in 2006-07 will continue on developing enhanced inspection standards for school buildings to assist school boards in identifying maintenance priorities. Preliminary research into school bus safety issues was also undertaken with an in-depth assessment to be completed in 2007-2008. In addition, the Department adopted a zero tolerance approach to bus vehicle maintenance requirements identified through its inspection regime.

The Department of Government Services also participates in a multi-departmental process to address water quality issues. During the past year several issues were advanced including:

- Reviewed proposed standards for drinking water safety for semi-public water supplies and developed a draft implementation plan;
- Reviewed provincial boil water advisories and identified ways to help communities address the issues that bring about those advisories;
- Reviewed the province's bacteriological water quality sampling frequency protocol.

For the 2006-08 planning cycle, a goal for the Department of Government Services was the establishment of timely and relevant standards for key inspection activities. During 2006-07, priority inspection standards were identified and assessment of these areas were completed with the applicable partner departments.



Work begun in 2006-07 will continue on developing enhanced inspection standards for school buildings to assist school boards in identifying maintenance priorities.



The You Are in Control program targets problem driving behaviour such as the use of cell phones, impaired driving, speeding, and the lack of seat belt use.



There are one-dimensional and two-dimensional barcodes on the new licence, as well as micro-printing and a "ghost" portrait.

Another example of interdepartmental/agency cooperation is the reestablished Traffic Safety Committee (TSC) by the Motor Registration Division (MRD), with representation from the RNC, RCMP, the Newfoundland and Labrador Safety Council, the Departments of Health and Community Services and Transportation and Works, and the City of St. John's.

In addition, many of the Department's day to day operations involve collaboration with other Departments and agencies, including:

- Government Services Centres are responsible for delivering permitting, inspection, licensing and enforcement services on behalf of a number of other departments/ agencies in which the partners retain legislative and policy responsibility, including: the Departments of Environment and Conservation, Health and Community Services, and Natural Resources. Memoranda of Understanding are established to clarify the roles and responsibilities;
- Motor Registration coordinates joint efforts around highway safety with the Department of Transportation and Works;
- In its role to protect consumers and facilitate commerce in Newfoundland and Labrador, the Consumer and Commercial Affairs Branch collaborates with a number of industry associations and F/P/T governments and regulatory agencies;
- The Occupational Health and Safety Branch shares data with Workplace Health and Safety Compensation Commission and continues to collaborate extensively with industry stakeholders on the implementation of new and revised legislative requirements.

The Department also works at a national level on a number of key issues including, by way of example:

- In December, new drivers' licenses and photo identification cards were introduced, as part of a joint project of all the Atlantic Provinces. These cards have many new security features including security patterns on the front of the card which are visible only under ultraviolet light. The laminate coating on the card contains an optical image that increases the card's durability, security and tamper resistance. These patterns shift in colour as the card is tilted. With these new security features, the new licences are extremely difficult to alter or counterfeit without detection;
- As of January 1, 2007, commercial drivers have new limits on the amount of driving and on-duty time per day. Amendments have been made to the provincial Highway Traffic Hours of Service Regulations to mirror new federal regulations and harmonize these requirements with the rest of the country. These regulations aim to reduce driver fatigue in the interest of protecting public safety.

Highlights and Accomplishments

Insurance Reform

One very critical piece of work that was accomplished by this Department in the past few years was that of Insurance Reform. One of Government's Strategic Directions is to aim for reduced costs and improved consumer protection in automobile insurance and improved availability and accessibility of home, commercial and marine insurance. Automobile insurance reforms were concluded in 2006. These reform measures provided consumers with an average savings of 20 per cent on their auto insurance bills and an average savings of up to 46 per cent for young drivers. In addition to these rate reductions, government implemented a number of reforms to make the automobile insurance system more fair to consumers. A very important reform was the introduction of underwriting guidelines. Under these guidelines insurance companies can no longer rate or refuse insurance based on age, gender or marital status. Also, insurance companies cannot rate based on accidents where the insured was not at fault or minor damage where no claim was paid. These, along with other underwriting guidelines, have resulted in over 11,000 drivers being removed from the high risk pool called Facility Association, providing them with considerable savings. Before reforms over 7 per cent of our drivers were in Facility Association and this has been reduced to only about 2.5 per cent. Implementation of recommendations relating to the report on home, commercial and marine insurance already underway include:

- Principles for the Sale of Insurance a Consumer Protection Document was introduced;
- Volunteer Sector Insurance Committee established;
- Position being created to provide risk management information to the voluntary sector and to undertake education on insurance products.

Role and Mandate Review

Another very important accomplishment for the Department of Government Services, during the 2006-07 fiscal year, was the review of its role and mandate. This initiative met the objective of the Strategic Direction for improved delivery of programs and services offered through the Department of Government Services. This review resulted in a number of recommendations, some of which are already in the process of being implemented, including:

- Review of opportunities to expand electronic service delivery;
- Staff training in both customer service and enforcement of legislation;
- Investment in a bursary program to develop a pool of certified environmental health officers to fill vacant positions, particularly in rural areas;



Auto Insurance reform measures provided consumers with an average savings of 20 per cent on their auto insurance bills and an average savings of up to 46 per cent for young drivers.

- Addition of 35 new positions to strengthen the Department's ability to protect public health and safety and environmental protection, with over 50 per cent located in communities outside St. John's.

Amendments to the *Buildings Accessibility Act*

In 2006-07, amendments to the *Buildings Accessibility Act* and Regulations were made to improve accessibility to public buildings for persons with disabilities.

The changes include:

- ensuring that voluntary accessibility upgrades to older buildings meet the safety and other standards of the legislation;
- increasing fines to ensure a sufficient incentive for compliance;
- ensuring separate employee entrances, in addition to main public entrances, are accessible;
- increasing the number of accessible parking spaces and public telephones;
- increasing the number of spaces in public areas for wheelchair use; and
- increasing the number of barrier-free public washrooms.



Other Accomplishments for the Department of Government Services in 2006-07

- In 2006-07, there were 2.5 million transactions with the public of Newfoundland and Labrador;
- A Silica Code of Practice was introduced for workers at the Iron Ore Company of Canada and Wabush Mines;
- Continued progress on the implementation of a new state-of-the-art computer system to improve service at the Registries of Companies and Deeds;
- Continued progress on the implementation of a passport system for securities regulation in Canada. The passport system allows issuers and registrants to deal only with the regulator in their principal jurisdiction, providing a single window of access to capital markets in 12 Canadian Provinces and Territories;
- Permanent weigh scales sites were reopened in Port Aux Basques and Foxtrap;
- Improved drivers' licences have been introduced providing more secure licences and photo identification cards;
- The Department invested in a multi-media safety campaign to target the riding and general public as to the laws regarding ATV use;
- A Landlord Tenant Relations Information Session was held in conjunction with the off-campus housing office at Memorial University of Newfoundland which provided an overview of the rights of tenants and landlords under the legislation;
- Through partnerships with the Occupational Health and Safety Branch a symposium workshop, Shining a Light on Health & Safety, was held on the South Coast of Labrador. This event was specially tailored for

Companies and Deeds Online (CADO) implementation team awarded the 2005 Public Service Award of Excellence in 2006-07.

residents of the Labrador Coast to discuss strategies to promote access to workplace health and safety services and training;

- Development of standard operating procedures for Occupational Health and Safety Inspection Activity;
- The governments of Newfoundland and Labrador, Nova Scotia and the Federal Government, in conjunction with the respective offshore boards, have been working co-operatively to implement an Occupational Health and Safety (OHS) legislative regime that is clear, enforceable and provides appropriate regulatory-making powers. Officials on all sides have reached consensus on the policy issues required to provide a comprehensive, enforceable and legally sound offshore OHS framework. Following the legal drafting processes, this consensus model will be brought forward for Cabinet's consideration and, if acceptable, will be introduced into the House of Assembly in the near future.



The Occupational Health and Safety Inspection Branch performed 4,010 inspections and issued 6,310 directives in 2006-07.

Outcomes of Objectives

The following section presents the outcomes of objectives fulfilling requirements outlined in the *Transparency and Accountability Act* to report to the people of Newfoundland and Labrador on progress in the areas of E-Government and Balanced Regulations during 2006-07.

Strategic Issue 1: E-Government

Improving access to and convenience of government services provided through the Department of Government Services is a current and growing challenge, particularly services for citizens in rural areas of the province. Information technology (IT) with emphasis on improved internet access to government services offered by the Department of Government Services is one of the Strategic Directions of this government with the following focus areas:

- Availability of government services online
- Use of online services
- Response time

Goal 1

By 2008: The Department of Government Services has developed a plan to improve public accessibility to select services and increase the number of services offered online (through the internet and other electronic means of communication) as well as the frequency of use of this method by clients.

Objective 1

The Department of Government Services will have underway the development of a plan including consultations, research, and analysis.

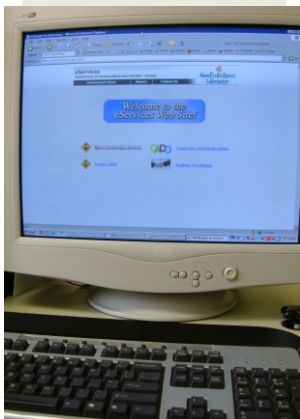
Indicators

- Preliminary list of services identified;
- Technological requirements assessed for preliminary list.

Actions Identified

The actions identified as necessary in order to meet Objective 1 were as follows:

- Assessment of current services available online;
- Survey of front counter staff to assess public interest;
- Research of other jurisdictional practices;
- Initial assessment of technological requirements;
- Completion of a financial analysis; and
- Identification of select services for further analysis



The Department of Government Services will expand access to electronic services.

Results Achieved

The Department's planning process has begun and has been combined with the government wide Electronic Service Delivery (ESD) Initiative. An initial assessment of current services available online was completed, along with the survey of front line staff, and a survey of other jurisdictions. As a result of this assessment of services, select client services were identified for 2007-08, including:

- e-funds transfer of Motor Registration Division dealer applications;
- I-Debit for Motor Registration Division functions;
- online appointment bookings for road testing; and
- online deeds registration.

A financial analysis was completed by the Office of the Chief Information Officer (OCIO) on these client service applications along with the Department's foundation technology requirements which are in need of substantial improvements to expand electronic service delivery. Some new initiatives were advanced in 2006-07 and priorities will continue to be addressed as funding becomes available.

The priorities that have been implemented include:

- Continued progress on the implementation of a new state-of-the-art computer system to improve service and a consistent reduction in turnaround times at the Registry of Companies and Deeds, with easier access. Funding was provided by the OCIO;
- The conversion of paper deeds indices to digital format, which was also funded by OCIO.

Once the full assessment of ESD opportunities is complete there will be an ongoing process of selecting priorities and implementing service improvements over time.

The objectives for 2006-07 towards achieving the e-government goal have been met. During the next year, 2007-08, the Department will continue to work towards meeting the goals and objectives of the Strategic Plan.

Objective 2

By 2008: The Department of Government Services will have developed a plan to improve public accessibility to select services.

Measure: The plan has been developed.

Indicators: Full list of services has been identified to be delivered through Electronic Service Delivery; and analysis of the technological requirements which involves consultations with other Departments has started.

Strategic Issue 2: Balanced Regulation

Achieving and maintaining the appropriate level of government regulation is a challenge for the Department of Government Services. Ensuring protection of the public and minimizing unnecessary legislation is the aim of balanced regulation. This work is consistent with government's Red Tape Reduction Initiative. Some regulations may be outdated and need to be repealed. In changing times, new areas emerge where regulations will have to be enacted in order to protect the public. Additionally, some of the Department's regulatory functions overlap with other regulations across the country. These overlaps are being addressed at a national level through harmonization initiatives.

Goal 2

By 2008: The Department of Government Services has identified what is necessary and essential legislation to protect public health and safety and worker health and safety, safeguard consumer interests, and preserve vital event and commercial transactions.

Objective 1

The Department of Government Services has identified the assessment criteria, targeted specific to the legislation under the Department's mandate, to determine necessary and essential legislation, and has reviewed existing legislation against these criteria.

Indicators

- All legislation, regulations, policies and forms identified and reviewed against current needs of the public, consumers, employees and industry; and
- Areas requiring further work are identified.

Actions Identified

The actions identified as necessary in order to meet Objective 1 were as follows:

- Develop criteria guidelines;
- Assign responsibility for reviews;
- Oversee the review of legislation against the criteria;
- Summarize the preliminary findings;
- Identify areas for stakeholder consultations and further work.

Results Achieved

The objective of balanced legislation stated above was established before the commencement of the Red Tape Reduction (RTR) Initiative and is a significant undertaking for this Department. The assessment criteria for RTR; harmonization, plain language, timeliness, transparency, cost benefit and results based; have been adopted for this initiative. The Department of Government Services has included one additional piece: the identification of key areas of risk

The initial review of the 100 pieces of legislation and related regulations, standards and codes of practice are now completed and the areas for red tape reduction identified. Priorities have been established and a plan to systematically review and revise legislation has been developed.

for public and worker health and safety, consumer protection and the preservation of vital events. The Red Tape Reduction process will continue over the next two years.

In addition, progress has been made in specific areas. The *Automobile Dealers Act*, the *Salvage Dealer Licensing Act*, and the *Lodgers Goods Protection Act* were repealed in 2006-07, which reduced duplicated and unnecessary legislation. An amendment to the Occupational Health and Safety Regulations permitted employers to choose from a range of first aid providers. Previously, the regulations restricted employers to one specific trainer. This new amendment provides for a level playing field in the marketplace for service providers. As well, work proceeded on several significant pieces of legislation to revise and/or repeal, including the following:

- *Trust and Loan Companies Licensing Act*;
- *Licensing Provisions of the Private Investigations and Security Act*;
- *Mines Safety of Worker Regulations*;
- *Vital Statistics Act*;
- *Securities Act*;
- *Uniform Securities Transfer Act*;
- *Co-operative Societies Regulations*;
- *Collections Regulations*;
- *Pension Benefits Act, 1997*.

The Department of Government Services has met the indicator requirements as outlined for Objective 1 and has actually progressed beyond this by already repealing and revising several pieces of legislation. During the next year, 2007-2008, the Department will continue to work towards meeting the goals and objectives of the Strategic Plan.

Objective 2

By 2008: The Department of Government Services has identified and/or eliminated unnecessary legislation, regulations, policies, and forms.

Measure:

Review of legislation has been completed.

Indicators:

- What has to be retained has been identified
- What has to be revised has been identified or revised
- What has to be eliminated has been identified or eliminated

Opportunities and Challenges Ahead

Service Delivery

The Department of Government Services continues to be challenged in the timely delivery of public services with the resources available under conditions of high demand. Notwithstanding this challenge, the Department is confident that the key priorities of protecting public health, public safety, the environment, and consumers are being met.

As indicated in the outcomes of objectives, the Department will continue to develop and promote the availability of on-line services and e-commerce to improve public access to government programs.

The Department recognizes the demographic challenges confronting the province in the coming years, including changing patterns of migration both from and within the province, general population decline, and an aging population. In an effort to provide its services to the public as effectively as possible, the Department is undergoing a review of the placement of its Government Service Centres around the province, utilizing Geographic Information Sciences (GIS) technology, with a view to ensuring optimal placement of its Centres for client service. Further, it is exploring various means of service delivery, in an effort towards greater responsiveness to citizens.

Recruitment and Retention of Staff

The Department of Government Services recognizes the challenges associated with the recruitment and retention of our workforce. There are certain positions within the Department of Government Services that have been identified as hard-to-fill, such as occupational health and safety officers and environmental health officers, particularly in areas outside the Avalon region. Various strategies are being introduced to help alleviate this problem, for example a bursary program for environmental health officers.

The aging workforce is another potential challenge for the Department. As employees approach retirement, a formal mechanism is needed to ensure knowledge transfer from experienced employees to those remaining in the Department. Corporate memory is significantly beneficial to new employees with little experience.



As employees approach retirement, a formal mechanism is needed to ensure knowledge transfer from experienced employees to those remaining in the Department.

In light of these challenges, a Workforce Plan was prepared by a Departmental Workforce Planning Committee, consisting of the executive, directors, managers, and front-line staff. This plan, informed by an environmental scan and workload analysis, resulted in identification of the critical gaps and strategies to address these gaps. The Workforce Plan is a starting point for the effective alignment of current and future employees with departmental strategic objectives.

Training

The Department of Government Services has significant responsibility in providing customer service to the public in a wide range of program areas and enforcement of legislation. Therefore, training in both customer service and enforcement of legislation are critical to the Department's performance. The Centre for Learning and Development provides educational tools that support these strategic priorities.

Review of OHS Regulations

The process of reviewing and improving the Occupational Health and Safety Regulations is ongoing. To ensure that the regulations are current and align with best practices, a comprehensive review of existing regulations, stakeholder comments, and other jurisdictional regulations was undertaken with a view to developing amendments. Draft regulations have now been completed and formal stakeholder consultations have commenced.

Red Tape Reduction Initiative

The Red Tape Reduction Initiative is an extensive undertaking for this Department, given the large volume of legislation. The Red Tape Reduction Initiative will reduce administrative and regulatory inefficiencies while maintaining high standards, creating a level playing field for businesses, and improving the efficiency and effectiveness of government services to its citizens. It will not compromise important public objectives such as protection of the environment, health and safety, and consumer and public protection, nor will it compromise government's internal controls and due diligence.

Financial Statements

DEPARTMENT OF GOVERNMENT SERVICES
Statement of Expenditure and Related Revenue
FOR THE YEAR ENDED 31 MARCH 2007

	Actual	Estimates	
		Amended	Original
	\$	\$	\$
EXECUTIVE AND SUPPORT SERVICES			
MINISTER'S OFFICE			
<i>CURRENT</i>			
1.1.01. MINISTER'S OFFICE			
01. Salaries	209,261	211,400	205,400
02. Employee Benefits	294	1,000	1,000
03. Transportation & Communications	21,803	34,000	40,000
04. Supplies	3,029	5,400	5,400
06. Purchased Services	2,168	16,300	18,800
07. Property, Furnishings & Equipment	2,523	3,000	500
Total: Minister's Office	239,078	271,100	271,100
TOTAL: MINISTER'S OFFICE	239,078	271,100	271,100
GENERAL ADMINISTRATION			
<i>CURRENT</i>			
1.2.01. EXECUTIVE SUPPORT			
01. Salaries	1,049,339	1,054,400	769,200
02. Employee Benefits	3,198	3,400	3,500
03. Transportation & Communications	66,813	69,900	78,300
04. Supplies	23,387	26,200	11,100
05. Professional Services	28,715	110,790	185,000
06. Purchased Services	21,475	22,300	13,500
07. Property, Furnishings & Equipment	11,518	13,000	3,000
	1,204,445	1,299,990	1,063,600
02. Revenue - Provincial	(709,930)	(589,700)	(589,700)
Total: Executive Support	494,515	710,290	473,900
<i>CAPITAL</i>			
1.2.02. ADMINISTRATIVE SUPPORT			
07. Property, Furnishings & Equipment	309,306	319,000	299,000
01. Revenue - Federal	-	(80,000)	(80,000)
02. Revenue - Provincial	-	(25,000)	(25,000)
Total: Administrative Support	309,306	214,000	194,000
TOTAL: GENERAL ADMINISTRATION	803,821	924,290	667,900
TOTAL: EXECUTIVE AND SUPPORT SERVICES	1,042,899	1,195,390	939,000

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	<u>Actual</u>	<u>Estimates</u>	
		<u>Amended</u>	<u>Original</u>
	\$	\$	\$
CONSUMER AND COMMERCIAL AFFAIRS			
CONSUMER AND COMMERCIAL AFFAIRS			
<i>CURRENT</i>			
2.1.01. TRADE PRACTICES			
01. Salaries	860,982	861,100	818,100
02. Employee Benefits	1,016	2,500	2,500
03. Transportation & Communications	29,510	43,100	62,600
04. Supplies	8,574	16,900	19,900
05. Professional Services	100	1,000	1,000
06. Purchased Services	8,650	20,100	20,100
07. Property, Furnishings & Equipment	6,187	15,400	5,900
	915,019	960,100	930,100
02. Revenue - Provincial	(12,060)	(6,500)	(6,500)
Total: Trade Practices	902,959	953,600	923,600
2.1.02. FINANCIAL SERVICES REGULATION			
01. Salaries	626,989	633,900	884,900
02. Employee Benefits	1,815	6,100	6,100
03. Transportation & Communications	40,291	47,400	47,400
04. Supplies	13,086	14,000	14,000
05. Professional Services	22,391	26,500	26,500
06. Purchased Services	5,637	7,500	11,000
07. Property, Furnishings & Equipment	3,297	5,500	2,000
Total: Financial Services Regulation	713,506	740,900	991,900
2.1.03. COMMERCIAL REGISTRATIONS			
01. Salaries	823,925	876,100	892,100
02. Employee Benefits	295	2,000	2,000
03. Transportation & Communications	65,486	80,800	80,800
04. Supplies	26,976	46,600	46,600
06. Purchased Services	546,157	553,600	530,600
07. Property, Furnishings & Equipment	1,463	2,900	40,900
Total: Commercial Registrations	1,464,302	1,562,000	1,593,000
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,080,767	3,256,500	3,508,500
TOTAL: CONSUMER AND COMMERCIAL AFFAIRS	3,080,767	3,256,500	3,508,500

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	<u>Actual</u>	<u>Estimates</u>	
		<u>Amended</u>	<u>Original</u>
	\$	\$	\$
GOVERNMENT SERVICES			
MOTOR VEHICLE REGISTRATION			
<i>CURRENT</i>			
3.1.01. ADMINISTRATION			
01. Salaries	991,044	991,600	857,600
02. Employee Benefits	1,360	1,500	1,500
03. Transportation & Communications	552,474	559,200	497,200
04. Supplies	237,777	242,800	196,900
05. Professional Services	9,835	10,000	-
06. Purchased Services	295,524	308,400	299,000
07. Property, Furnishings & Equipment	15,733	15,750	3,000
10. Grants and Subsidies	46,886	52,100	52,100
Total: Administration	2,150,633	2,181,350	1,907,300
3.1.02. DRIVER EXAMINATIONS AND WEIGH SCALE OPERATIONS			
01. Salaries	1,634,561	1,634,600	1,766,600
02. Employee Benefits	27,108	27,500	4,000
03. Transportation & Communications	97,846	98,800	103,800
04. Supplies	5,913	6,000	18,000
06. Purchased Services	31,399	31,600	89,000
07. Property, Furnishings & Equipment	14,093	14,100	14,100
Total: Driver Examinations and Weigh Scale Operations	1,810,920	1,812,600	1,995,500
3.1.03. LICENCE AND REGISTRATION PROCESSING			
01. Salaries	1,659,039	1,659,300	1,574,300
02. Employee Benefits	47,756	48,100	9,000
03. Transportation & Communications	2,774	3,300	3,300
04. Supplies	322,887	323,400	247,400
06. Purchased Services	468,396	522,400	613,800
07. Property, Furnishings & Equipment	11,663	11,800	7,000
Total: Licence and Registration Processing	2,512,515	2,568,300	2,454,800
3.1.04. NATIONAL SAFETY CODE			
01. Salaries	1,071,343	1,073,200	1,072,200
02. Employee Benefits	2,079	3,000	2,000
03. Transportation & Communications	148,562	149,400	93,100
04. Supplies	14,555	14,700	12,200
05. Professional Services	-	-	87,000
06. Purchased Services	20,448	22,000	9,400
07. Property, Furnishings & Equipment	3,826	7,250	22,100
	1,260,813	1,269,550	1,298,000
01. Revenue - Federal	-	(96,800)	(96,800)
Total: National Safety Code	1,260,813	1,172,750	1,201,200
TOTAL: MOTOR VEHICLE REGISTRATION	7,734,881	7,735,000	7,558,800

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	<u>Actual</u>	<u>Estimates</u>	
		<u>Amended</u>	<u>Original</u>
	\$	\$	\$
GOVERNMENT SERVICES			
PERMITTING AND INSPECTION SERVICES			
<i>CURRENT</i>			
3.2.01. SUPPORT SERVICES			
01. Salaries	1,034,234	1,224,100	1,224,100
02. Employee Benefits	8,414	18,600	3,600
03. Transportation & Communications	226,425	234,500	249,500
04. Supplies	22,680	25,100	25,100
05. Professional Services	-	15,800	15,800
06. Purchased Services	1,116,818	1,239,300	1,048,700
07. Property, Furnishings & Equipment	20,020	29,000	29,000
	<u>2,428,591</u>	<u>2,786,400</u>	<u>2,595,800</u>
02. Revenue - Provincial	(1,048,238)	(1,804,000)	(1,804,000)
Total: Support Services	<u>1,380,353</u>	<u>982,400</u>	<u>791,800</u>
3.2.02. REGIONAL SERVICES			
01. Salaries	5,301,865	5,481,000	5,632,800
02. Employee Benefits	32,335	38,900	60,900
03. Transportation & Communications	578,219	623,100	699,300
04. Supplies	152,876	153,700	122,400
06. Purchased Services	99,056	104,600	63,800
07. Property, Furnishings & Equipment	43,661	46,900	50,900
09. Allowances and Assistance	66,156	80,800	-
	<u>6,274,168</u>	<u>6,529,000</u>	<u>6,630,100</u>
01. Revenue - Federal	(187,920)	(124,000)	(124,000)
02. Revenue - Provincial	(1,810,570)	(940,000)	(940,000)
Total: Regional Services	<u>4,275,678</u>	<u>5,465,000</u>	<u>5,566,100</u>
TOTAL: PERMITTING AND INSPECTION SERVICES	<u>5,656,031</u>	<u>6,447,400</u>	<u>6,357,900</u>
OTHER SERVICES			
<i>CURRENT</i>			
3.3.01. VITAL STATISTICS REGISTRY			
01. Salaries	533,053	533,100	542,000
02. Employee Benefits	7,177	7,300	6,000
03. Transportation & Communications	36,195	36,400	25,100
04. Supplies	9,223	10,000	10,000
05. Professional Services	3,055	3,060	2,000
06. Purchased Services	44,188	47,050	50,000
07. Property, Furnishings & Equipment	9,524	10,000	1,000
	<u>642,415</u>	<u>646,910</u>	<u>636,100</u>
01. Revenue - Federal	(9,939)	(9,200)	(9,200)
Total: Vital Statistics Registry	<u>632,476</u>	<u>637,710</u>	<u>626,900</u>

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

	<u>Actual</u>	<u>Estimates</u>	
		<u>Amended</u>	<u>Original</u>
	\$	\$	\$
GOVERNMENT SERVICES			
OTHER SERVICES			
<i>CURRENT</i>			
3.3.02. QUEEN'S PRINTER			
01. Salaries	31,567	35,200	35,200
02. Employee Benefits	600	2,000	-
03. Transportation & Communications	2,303	2,900	2,900
04. Supplies	1,917	2,000	2,000
06. Purchased Services	64,314	98,500	100,500
	<u>100,701</u>	<u>140,600</u>	<u>140,600</u>
02. Revenue - Provincial	(150,054)	(325,000)	(325,000)
Total: Queen's Printer	<u>(49,353)</u>	<u>(184,400)</u>	<u>(184,400)</u>
3.3.03. PRINTING AND MICROGRAPHIC SERVICES			
01. Salaries	596,061	687,500	687,500
03. Transportation & Communications	10,004	14,400	14,400
04. Supplies	292,479	338,400	339,400
06. Purchased Services	307,172	394,600	394,600
07. Property, Furnishings & Equipment	160	1,000	-
	<u>1,205,876</u>	<u>1,435,900</u>	<u>1,435,900</u>
02. Revenue - Provincial	(1,040,127)	(1,300,000)	(1,300,000)
Total: Printing and Micrographic Services	<u>165,749</u>	<u>135,900</u>	<u>135,900</u>
TOTAL: OTHER SERVICES	<u>748,872</u>	<u>589,210</u>	<u>578,400</u>
TOTAL: GOVERNMENT SERVICES	<u>14,139,784</u>	<u>14,771,610</u>	<u>14,495,100</u>
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS			
<i>CURRENT</i>			
4.1.01. STANDARDS AND REGULATORY REVIEW			
01. Salaries	214,993	288,600	288,600
02. Employee Benefits	410	5,000	5,000
03. Transportation & Communications	2,675	23,700	23,700
04. Supplies	10,443	19,100	19,100
05. Professional Services	-	29,000	29,000
06. Purchased Services	821	5,700	5,700
07. Property, Furnishings & Equipment	86	14,400	14,400
	<u>229,428</u>	<u>385,500</u>	<u>385,500</u>
02. Revenue - Provincial	(162,879)	(385,500)	(385,500)
Total: Standards and Regulatory Review	<u>66,549</u>	<u>-</u>	<u>-</u>

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

		Estimates	
	Actual	Amended	Original
	\$	\$	\$
OCCUPATIONAL HEALTH AND SAFETY			
OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS			
<i>CURRENT</i>			
4.1.02. OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS			
01. Salaries	2,545,802	3,089,900	3,089,900
02. Employee Benefits	66,004	66,600	49,600
03. Transportation & Communications	344,882	410,400	410,400
04. Supplies	94,366	129,700	129,700
05. Professional Services	33,669	145,000	145,000
06. Purchased Services	338,081	470,400	487,400
07. Property, Furnishings & Equipment	36,283	67,500	67,500
	3,459,087	4,379,500	4,379,500
02. Revenue - Provincial	(2,685,946)	(4,379,500)	(4,379,500)
Total: Occupational Health and Safety Inspections	773,141	-	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY			
INSPECTIONS	839,690	-	-
FINANCIAL ASSISTANCE			
<i>CURRENT</i>			
4.2.01. ASSISTANCE TO ST. LAWRENCE MINERS'			
DEPENDENTS			
09. Allowances and Assistance	57,566	66,000	66,000
02. Revenue - Provincial	(13,792)	(66,000)	(66,000)
Total: Assistance to St. Lawrence Miners'			
Dependents	43,774	-	-
4.2.02. ASSISTANCE TO OUTSIDE AGENCIES			
10. Grants and Subsidies	14,660	16,500	16,500
02. Revenue - Provincial	(11,500)	(16,500)	(16,500)
Total: Assistance to Outside Agencies	3,160	-	-
TOTAL: FINANCIAL ASSISTANCE	46,934	-	-
TOTAL: OCCUPATIONAL HEALTH AND SAFETY	886,624	-	-

DEPARTMENT OF GOVERNMENT SERVICES (CONTINUED)

Summary of Gross Expenditure and Unexpended Balances

	\$
Original estimates (net)	20,065,200
Add (subtract) transfers of estimates	260,900
Addback revenue estimates net of transfers	<u>10,405,700</u>
Original estimates of expenditure	30,731,800
Supplementary supply	-
Total appropriation	<u>30,731,800</u>
Total net expenditure	20,228,137
Add revenue less transfers	<u>8,029,533</u>
Total gross expenditure (budgetary, non-statutory)	<u>28,257,670</u>
Unexpended balance of appropriation	<u><u>2,474,130</u></u>

Summary of Cash Payments and Receipts

	<u>Payments</u>	<u>Receipts</u>	<u>Net</u>
	\$	\$	\$
Current Account	27,948,364	8,029,533	19,918,831
Capital Account	<u>309,306</u>	-	<u>309,306</u>
Totals	<u><u>28,257,670</u></u>	<u><u>8,029,533</u></u>	<u><u>20,228,137</u></u>

LARRY CAHILL
 Chief Operating Officer
 Government Purchasing
 Agency

SHEREE MACDONALD
 Deputy Minister
 Government Services

Appendix A: Ministerial Entities Inactive in the 2006-2007 Fiscal Year

Advisory Council on Occupational Health and Safety

The Advisory Council on Occupational Health and Safety is established under Section 12 of the *Occupational Health and Safety Act*. The duties and responsibilities of the council include providing advice to the Minister on the administration of the Act and regulations; and any matter relating to occupational health and safety that the Minister has referred to the Council for advice. The Advisory Council has 11 members, including Chairperson, Vice-Chairperson, two ex-officio positions, secretary, and the remaining membership consists of equal representation from labour and management. Members are appointed for terms not exceeding three years, and are eligible for reappointment for not more than two consecutive terms. The Council comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year.

Boiler/Pressure Vessel Advisory Board

The Boiler/Pressure Vessel Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 29 of the *Public Safety Act*, SNL1996 P-41.01. The Board's mandate is to report to and advise the Minister on the application of the *Public Safety Act* and the Boiler, Pressure Vessel and Compressed Gas Regulations and on other matters that may be assigned by the Minister regarding systems or devices. The Board comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year.

Boiler/Pressure Vessel Appeal Tribunal

The Boiler/Pressure Vessel Appeal Tribunal is appointed by the Lieutenant-Governor in Council under the authority of Section 29 of the *Public Safety Act*, SNL1996 P-41.01. The body's mandate is to make decisions regarding a person aggrieved by an action taken under the *Public Safety Act* or the Boiler, Pressure Vessel and Compressed Gas Regulations. The tribunal comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year as there were no cases referred for its consideration.

Buildings Accessibility Advisory Board

The Buildings Accessibility Advisory Board is appointed by the Lieutenant-Governor in Council under the authority of Section 18 of the *Buildings Accessibility Act*, RSNL1990 B-10. The mandate of the Board is to report to and advise the Minister on the application of the *Buildings Accessibility Act* and regulations, and on other matters in relation to the Act and regulations that may be assigned to the Board by the Minister. The Board comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year.

Buildings Accessibility Appeal Tribunal

The Buildings Accessibility Appeal Tribunal is appointed by the Lieutenant-Governor in Council under the authority of Section 20 of the *Buildings Accessibility Act*, RSNL1990 B-10. The tribunal's mandate is to hear appeals of notices, decisions, directions or orders confirmed or varied by the director under Section 17 of the *Buildings Accessibility Act*. The tribunal comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year as there were no cases referred for its consideration.

Driver's License Medical Advisory Board

The Driver's License Medical Advisory Board provides guidance to the Registrar of Motor Vehicles on difficult or unusual medical cases involving driver competency as determined by the national medical standards. Driver medical standards are developed jointly by the provinces and territories, through the Canadian Council of Motor Transport Administrators, and in consultation with the Canadian Medical Association. However, from time to time professional evaluation of drivers must be undertaken to ensure the applicability of standards on an individual basis, such as when a client suffers from a severe condition likely to interfere with safe driving, but wishes to obtain a driver's license or to retain an existing license. The Board does not have authority to grant a driver's license, but acts solely in an advisory role. The Board consists of six specialists in various fields, chaired by a medical doctor on contract to the Department as a Medical Advisor to the Registrar and any others required on an ad hoc basis. The Board comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year.

Financial Services Appeal Board

The Financial Services Appeal Board is established under Section 3 of the *Financial Services Appeal Board Act*, SNL2005 F-9.1. The mandate of the Board is to hear appeals from persons impacted by a decision or order of the Superintendent of Securities under the *Securities Act*, Superintendent of Insurance under the *Insurance Adjusters, Agents and Brokers Act*, Superintendent of Real Estate Agents under the *Real Estate Trading Act*, and Registrar of Mortgage Brokers under the *Mortgage Brokers Act*. The Board is comprised of five individuals appointed by the Lieutenant-Governor in Council, with one member being appointed Chairperson. Board members have the power of a commissioner appointed under the *Public Enquiries Act*. An appeal to the Board is to be heard by the Chairperson and two members. The Board comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year.

Radiation Health and Safety Advisory Committee

The Radiation Health and Safety Advisory Committee was established under Section 11 of the *Radiation Health and Safety Act*. The duties and responsibilities of the Committee include providing advice to the Minister on the administration of the Act and regulations; promoting educational programs to those who may be exposed to radiation; advising the Minister with respect to non-iodizing radiation emitting devices; reviewing professional qualifications of persons applying for appointment as inspectors; and any matter to radiation health and safety that the Minister has referred to the Committee for its advice. The Committee comes together as a group only when the need arises, and was inactive for the 2006-07 fiscal year.