

2023-2026

STRATEGIC PLAN

**Digital Government
and Service NL**



MESSAGE FROM THE MINISTER

It is my pleasure to present Digital Government and Service NL's Strategic Plan for the three-year period from April 1, 2023 to March 31, 2026. This Plan was prepared under my direction in accordance with government's **Transparency and Accountability Act**. I am accountable for the preparation of this Plan and for the achievement of the specific goals and objectives contained herein.

This Strategic Plan identifies the key strategic goals and objectives to be accomplished during the fiscal period 2023-24 to 2025-26. The goals and objectives included in this Plan were prepared in consideration of the strategic directions detailed in Annex A. Enhanced program and service delivery, as well as enhanced consumer protection, accessibility, and public and worker safety are the principal areas of focus over the next three years.

Identification and implementation of better service delivery options, increasing access to online services to transition to a government that is digital-by-design, and strengthening provincial legislative frameworks are key priorities for fulfilling the outcomes of this Plan.

As Minister, I look forward to working with departmental staff, the public, industry partners, and other government departments in implementing this Plan and achieving its important goals and objectives.

Sincerely,

A handwritten signature in black ink that reads "Sarah Stoodley". The signature is written in a cursive, flowing style.

Hon. Sarah Stoodley

Minister of Digital Government and Service NL

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Departmental Overview

Organizational Structure

The Department of Digital Government and Service NL (DGSNL) was created with the goal of consolidating, where possible, the licensing, permitting, inspection and regulatory functions within government, and providing a single-window point of access to the public for these services. The department's mandate is derived from over 175 pieces of legislation, including acts, regulations, standards and codes of practice.

DGSNL is at the forefront of service delivery and functions in large part as the government's primary single-window service delivery centre. DGSNL delivers resident protection services in the areas of public health and safety, occupational health and safety, highway safety, environmental protection, as well as consumer and financial interests. The department is responsible for the provision and preservation of vital events and documents, commercial registries, and printing and micrographic services. The Office of French Services (OFS) supports the government's capacity to provide services and information in French. The OFS also provides support to the Minister Responsible for Francophone Affairs. The department also provides consolidated collection services for past due balances owed on provincial taxes, student loans and other outstanding receivables owed to government departments.

The department is arranged into two branches: Digital Government and Services and Regulatory Affairs. Further, the Minister of Digital Government and Service NL is accountable for 14 public entities, and oversight of the Public Utilities Board's mandate with respect to auto insurance and petroleum pricing. More information regarding the department's two branches and their respective divisions and operational units is available online: <https://www.gov.nl.ca/dgsnl/Department/>.

Staff and Budget

DGSNL offices are located throughout the province with most employees at the Confederation Building in St. John’s and the Motor Registration Building in Mount Pearl. For specific contact details, refer to the department’s website:

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

Division	# of Employees	Restated Salary Budget (as per 23-24 Estimates)
Minister’s Office	3	210,100
Executive Support Services	18	1,641,700
Digital Government and Services	288	20,821,000
Regulatory Affairs	91*	5,951,600
Office of French Services	4	378,300
Totals	404	29,002,700

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

DGSNL has a net budget of \$28.3 million. In addition to the \$8.2 million in revenue identified in the department’s Estimates, there is also \$114.1 million, which does not show on the department’s Estimates but rather in General Revenue. In 2023-24, DGSNL will generate this revenue through such functions as issuer fees, registry of deeds and, most notably, through transactions at the Motor Registration Division.

Mandate

The mandate of DGSNL is derived from section 4 of the **Executive Council Act**; more than 175 pieces of legislation including acts, regulations, standards and codes of practice; Memoranda of Understanding with partner departments; and government directives.

The department is responsible for the supervision, control and direction of all matters related to:

- Digital government
- Vital statistics
- Motor vehicles
- Public health
- Environmental protection
- Public safety
- Regulation and operation of Government Service Centres throughout the province
- Printing services
- Collections
- Services in French / Services en français
- Provincially regulated financial institutions
- Consumer and commercial affairs
- Compliance with occupational health and safety legislation, including radiation health and safety
- Administration of the Acts and Regulations set out in the Schedule to the **Executive Council Act**.

Lines of Business

1. Digital Government

DGSNL is responsible for leading the modernization of the delivery of government services to transition to a government that is digital-by-design to harness the full potential of technology. The Digital Government initiative aims to meet the evolving needs of government's clients, while supporting the commitment of a more efficient public sector.

2. Enforcement of Legislative Requirements

DGSNL 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.

3. Licensing, Permitting, Inspections and Registrations

DGSNL provides licences, permits, inspections, and registration services at its offices around the province for:

- **Commercial Registrations Activities**

deeds, companies, personal property, co-operatives, limited partnerships, mechanics' liens, condominiums, and lobbyists;

- **Consumer Protection Activities**

trade practices, collection agencies, private investigators and security guards, charitable gaming, and residential tenancies;

- **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;
- **Motor Vehicle Activities**
driver licensing and vehicle registrations, commercial vehicle inspections, and other highway safety-related activities;
- **Occupational Health And Safety Activities**
workplaces, radiation emitting devices, asbestos, abatement contractors, explosive magazines on mine sites, and underground diesel equipment;
- **Provincial Financial Services Activities**
insurance, securities, pension plans, real estate, mortgage brokers, and prepaid funeral services;
- **Public Safety Activities**
boiler and pressure vessels, elevating devices, amusement rides, electrical installations, electrical contractors, and building design for fire/life safety;
- **Vital Statistic Activities**
marriage, birth, and death registrations and certificates, legal name changes, adoptions, and gender changes.

4. Conflict Resolution

DGSNL provides conflict resolution services for disputes such as residential tenancies and issues related to legislative compliance with respect to the provincially regulated financial services industry, occupational health and safety, building accessibility, consumer protections, and public safety.

5. Printing Services

DGSNL provides printing and microfilming services for government departments and agencies through the Office of the King's Printer. The King's Printer book store, located in the East Block of the Confederation Building complex, makes available provincial government legislation and various provincial government reports to the public for purchase. Purchasing information, as well as select documents for free download, are available on the [King's Printer website](#).

6. Delivering Services in French

The OFS is responsible for building the capacity of the Government of Newfoundland and Labrador to deliver services in French and to contribute to the development and vitality of the province's Francophone community. The OFS also provides support to the Minister Responsible for Francophone Affairs.

7. Collections

DGSNL is responsible for collecting amounts owed to government including provincially administered taxes payable, defaulted provincial student loans, and various fees and other receivables of certain government departments.

Vision

People in Newfoundland and Labrador living and working in healthy and safe environments with access to efficient and responsive programs and services.

Issue One – Enhanced Program and Service Delivery

Enhancing access to the programs and services provided by DGSNL is a major priority for the department. The initiative coincides with the Strategic Direction (outlined in Annex A) to enhance service delivery overall and specifically through a digital-by-design approach to harness the full potential of technology. DGSNL recognizes the importance of residents receiving the best possible program and service delivery. The department will focus on service delivery capacity by increasing the availability of information and offering more online services for the people of Newfoundland and Labrador.

Goal:

By March 31, 2026, Digital Government and Service NL will have enhanced delivery of its programs and services.

Indicators:

- Increased the number of government services delivered online.
- Advanced initiatives in digital credential verification.
- Streamlined business processes.
- Increased information accessible online to better align with service needs.
- Improved capacity to deliver services in French.

Objective 1:

By March 31, 2024, Digital Government and Service NL will have undertaken activities to modernize government service delivery.

Indicators:

- Expanded service offerings under MyGovNL.
- Launched the Dealer Web for approved automobile dealers.
- Introduced upgrades to Companies and Deeds Online (CADO).
- Increased information about programs and services accessible online.

Objective 2:

By March 31, 2025, Digital Government and Service NL will have continued to lead the modernization of government service delivery.

Objective 3:

By March 31, 2026, Digital Government and Service NL will have advanced the modernization of government service delivery.

Issue Two – Enhanced Consumer Protection, Accessibility, and Worker and Public Safety

DGSNL is mandated to protect the public and enhance the safety of workers and the general public. The establishment of well-defined and up-to-date standards and enforcement practices are the foundation for creating consumer protection and compliance. The department regulates Newfoundland and Labrador's consumer marketplace by administering modern legislation that protects the public interest. DGSNL works to ensure accessibility to public buildings and to enhance worker and public safety through legislation and enforcement measures.

Goal:

By March 31, 2026, Digital Government and Service NL will have improved consumer protection, increased accessibility to public buildings, enhanced safety for workers and the general public, and made our roads and trails safer.

Indicators:

- Recommended amendments to legislative frameworks.
- Progressed opportunities for enhanced harmonization with other governments.
- Improved enforcement activities.

Objective 1:

By March 31, 2024, Digital Government and Service NL, will have undertaken activities to protect consumers, improve accessibility to public buildings, enhance the safety of workers and the public, and make our roads and trails safer.

Indicators:

- Introduced **High-Cost Credit Regulations** to protect consumers.
- Introduced a new **Mortgage Brokerages and Brokers Act** to improve consumer protection.

- Recommended changes to the **Buildings Accessibility Act** and **Regulations** to improve accessibility to public buildings.
- Recommended legislative changes to improve worker safety.
- Implemented initiatives to improve highway safety.

Objective 2:

By March 31, 2025, Digital Government and Service NL will have continued to review and propose legislative amendments to protect consumers, improve accessibility to public buildings, enhance the safety of workers and the public, and make our roads and trails safer.

Objective 3:

By March 31, 2026, Digital Government and Service NL will have advanced the modernization of legislation to protect consumers, improve accessibility to public buildings, enhance the safety of workers and the public, and make our roads and trails safer.

Annex A: Strategic Directions

DGSNL plans to implement the strategic directions of enhanced program and service delivery and enhanced consumer protection, accessibility, and worker and public safety as provided below. They are comprised of several focus areas that are addressed in this Strategic Plan.

Strategic Direction #1: Enhanced Program and Service Delivery

This direction is addressed through the following focus areas:

1. Support the delivery of better services for the people of our province and expand the digital service offerings of government.
2. Transition to a government that is more digital-by-design.
3. Explore the digitization of government health services to reduce expenditures and improve outcomes.
4. Build the capacity of the Government of Newfoundland and Labrador to deliver services in French.
5. Contribute to the development and vitality of the province's Francophone community.

Strategic Direction #2: Enhanced Consumer Protection, Accessibility, and Worker and Public Safety

This direction is addressed through the following focus areas:

1. Implement **High-Cost Credit Regulations** to protect consumers.
2. Review and strengthen legislation related to accessibility to public buildings.

3. Implement changes to the **Radiation Health and Safety Act** and related regulations to enhance safety for radiation workers and others.
4. Work towards enabling the use of traffic cameras.
5. Implement measures to keep our roads safer and stabilize insurance rates.

