

Strategic Plan

2025-2026

Government Services





MESSAGE FROM THE MINISTER

It is my privilege to present the Government Services Strategic Plan for the period October 29, 2025, to March 31, 2026.

This plan was prepared under my direction in accordance with the **Transparency and Accountability Act**, which requires the department to prepare a performance-based strategic plan based on its categorization as a Category 1 government entity, and I am responsible for its development and for achieving the goals and objectives it sets out. The Strategic Plan outlines key priorities for fiscal year 2025-26, developed in alignment with the strategic directions detailed in Annex A.

During our first year, the focus will be on enhancing program and service delivery, supporting public and worker safety, strengthening consumer protection, and improving accessibility. We are committed to making government services easier and faster to use through clear service standards, streamlined application processes, and expanded online options. This includes increasing the number of services available online for residents of Newfoundland and Labrador, reducing red tape and outdated regulations to help businesses thrive, and providing step-by-step guides for new entrepreneurs as they navigate the system. Building a stronger customer service culture, improving program quality and access, and modernizing legislative and regulatory frameworks are central to achieving the outcomes of this plan.

As Minister, I look forward to working with departmental staff, the public, industry partners, and other government departments to implement this plan and deliver on its important objectives.

Sincerely

A stylized, handwritten signature in black ink, appearing to read 'Mike Goosney'.

Hon. Mike Goosney
Minister of Government Services

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Departmental Overview

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 services to government.

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 and operational units is available online:

<https://www.gov.nl.ca/gs/Department/>.

Further, 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:

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

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 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](#).

4. French Services

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

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

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/departement/contact/>.

Branch/Division	# of Employees*
Minister's Office	3
Executive Support Services	18

STRATEGIC PLAN 2025-2026

Government Services	304
Regulatory Affairs	103**
Labour	38
Office of French Services	3
Totals	469

* As of January 1, 2026.

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

Budget 2025-26:

	Total	Salaries	Operating and Capital
2025-26 Budget (Estimates)	\$41,082,100	\$29,972,400	\$11,109,700
Labour*	\$4,071,700	\$3,567,500	\$504,200
Total Department	\$45,153,800	\$33,539,900	\$11,613,900

* Added to the Department on October 29, 2025.

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.

Issue One – 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 avail of such 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.

Indicators:

- Further expansion of service offerings under MyGovNL;
- Expanded services available in French;
- Identified options to enhance the management of land titles; and,
- Reviewed legislation and policies with a view to reduce regulatory burden and “red tape.”

Issue Two – 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.

Indicators:

- Worked towards amending the **Highway Traffic Act** to improve road safety;
- Worked towards national harmonization by implementing a memorandum of understanding on interprovincial trucking;
- Worked towards improving workplace safety; and
- Worked towards identifying options to modernize licensing provisions for Insurance Adjusters, Agents, and Brokers.

Issue Three – Supporting Provincial 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, the Government Services will have worked to improve labour relations supports and maintained a responsive labour policy framework.

Indicators:

- Enhanced stakeholder engagement and available supports.
- Supported analysis of minimum wage increases and related recommendations.

Annex A: Strategic Directions

Government Services will work collaboratively with other departments to pursue opportunities to support our core pillars of better health care, greater affordability, and safer communities.

Strategic Direction #1: Better Healthcare

This direction is addressed through the following focus areas:

1. Carry out occupational health and safety inspections and investigations.
2. Carry out environmental public health inspection and enforcement activities.

Strategic Direction #2: Greater Affordability

This direction is addressed through the following focus areas:

1. Improve service delivery by reducing red tape to create more ease of access for citizens and businesses.
2. Foster stable and constructive labour relations and keep workplace laws responsive to the needs of employers and employees across the province.
3. Support an efficient economy by encouraging labour mobility initiatives.
4. Monitor Insurance rates to aid stability.

Strategic Direction #3: Safer Communities

1. Support initiatives that make roads, highways, and neighbourhoods safer.
2. Provide for public safety by enforcing the provisions of the **Public Safety Act**.
3. Carrying out environmental inspections and enforcement activities.

