



Office of the Commissioner of Official Languages

2023–24

Departmental Plan

The Honourable Dominic LeBlanc, P.C., Q.C., M.P.
Minister of Intergovernmental Affairs,
Infrastructure and Communities

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From the Commissioner of Official Languages of Canada

I am pleased to present my office's 2023–24 Departmental Plan, which outlines our activities and results expected to support our mandate.

This year we are moving into the fifth year of implementation of Vision 2025, a plan I set into motion upon taking office in 2018 to provide a strategic focus to my seven-year mandate.

The activities outlined in this plan support the three major external priorities I set out at the start of my mandate: modernizing the *Official Languages Act*, monitoring the Action Plan for Official Languages and making sure that federal institutions meet their official languages obligations. A fourth internal priority is to foster a culture of collaboration and resource optimization within a hybrid work environment, which we will continue to do throughout the year.

In the context of the modernization of the *Official Languages Act*, which gained momentum in the past year, my office has dedicated significant effort towards ensuring that the adopted legislation will be relevant, dynamic, and strong. While Bill C-13, which aims at strengthening the *Official Languages Act*, has not yet been adopted, modernization of the Act will continue to be the key priority of my office in the year ahead, given its monumental impact on Canadians' language rights and on the status of our official languages in Canadian society. In light of the anticipated changes to the official languages legislative landscape, and the associated new powers and functions of my Office, we have begun an extensive planning process that will continue throughout the year ahead. We have set up work teams within our organization to address the multi-faced impacts of new legislation on our office: from revising and updating our investigation process, to defining our promotional role, to ensuring federal institutions and stakeholders are informed of our new mandate. While there will be a period of transition before Bill C-13 can be fully enacted, we are committed to successfully guiding our organization through the changes ahead, both internally to ensure employees are supported, and externally to engage with official languages stakeholders and the Canadian public.

The Action Plan for Official Languages is the main tool the government has to support the vitality of official languages in Canadian society. I look forward to a timely implementation of the next iteration of the Official Languages Action Plan, set to begin in April 2023. Our analysis of the current Action Plan helped us set out some key improvements that the government should integrate into the next version. I will continue monitor the Action Plan implementation closely, given its direct impact on official languages communities everywhere in Canada.



In terms of ensuring federal institutions meet their official languages obligations, we will continue to collaborate with institutions to encourage successful compliance with the *Official Languages Act*. My office's expertise with complaints, investigations, and follow-ups to the recommendations we issue are also key pieces to helping federal institutions respect their obligations.

I will continue to share the input received from citizens across the country related to official languages with the Senate and House of Commons standing committees. I will also continue to appear before the federal courts to ensure that they interpret language obligations in a broad and liberal manner.

I am honoured to be in the role of Commissioner of Official Languages during this pivotal time in Canadian history where we are significantly examining our language laws for the first time in over three decades. I often say that Canada is a work in progress, a project with no end point. Official languages are an important part of our cultural diversity and have helped us understand and navigate differences in our society. I look forward to working with parliamentarians, government representatives and communities from coast to coast to coast to continue to forge the path of appreciation and respect for English and French in modern Canada.

Raymond Théberge

Plans at a glance

In 2023–24, the Office of the Commissioner of Official Languages (the Office of the Commissioner) will begin the fifth year of implementation of its strategic priorities for 2018–2025 (Vision 2025). It will develop and implement specific initiatives to address the strategic priorities identified in its multi-year strategic plan.

The modernization of the *Official Languages Act* (the Act) will be, more than ever, a key priority for the Office of the Commissioner. The Commissioner of Official Languages (the Commissioner) will continue to provide ongoing leadership to ensure that the modernization of the Act becomes a reality. At the time of writing this report (mid-January 2023), Bill C-13 has not yet been passed by Parliament. In anticipation of the coming into force of new powers and amendments in this bill, the Office of the Commissioner will need to, among other things, make relevant organizational and procedural changes and secure the necessary funds and resources to implement them.

The Office of the Commissioner will update and release relevant information for institutions, complainants, the Canadian public and its stakeholders on the new processes and requirements of the Act.

While the modernization of the Act is a top priority for the Office of the Commissioner, the organization will continue to work with federal institutions to encourage them to meet their current obligations under the Act. For instance, federal institutions that have developed a progress plan under the Official Languages Maturity Model will continue to make steady progress in the area of official languages.

The Office of the Commissioner will continue to develop complaint management strategies to ensure that it not only fulfills its mandate under the Act, but also strengthens its ability to meet its service standards.

After monitoring the implementation of the Action Plan for Official Languages – 2018–2023: Investing in Our Future over the past three years, the Office of the Commissioner will keep working to ensure that the government’s next action plan for official languages contributes most effectively to the advancement of bilingualism in Canadian society and to the vitality of official language minority communities, particularly through the timely distribution of funds.

The Office of the Commissioner will continue to promote the official languages rights of Canadians by using its expertise to report on the strengths and weaknesses of government policies before the House of Commons and Senate standing committees on official languages. The organization will also need to communicate its new means of intervention to institutions subject to the Act and to the Canadian public. It will be able to coordinate its linguistic duality

promotional activities with other federal institutions responsible for ensuring the harmonization of everyone's efforts.

Finally, the Commissioner will also continue to intervene with the courts to ensure that they continue to interpret language rights in a broad and liberal manner and to ensure that the Act is implemented according to its purpose.

Core responsibilities

Core responsibility 1: Protection of rights related to official languages

- The Office of the Commissioner will encourage federal institutions to meet their obligations under the Act.
- The Office of the Commissioner will intervene in a targeted manner with federal institutions and its partners to influence the implementation of the next action plan for official languages.

Core responsibility 2: Advancement of English and French in Canadian society

- The Office of the Commissioner will provide ongoing leadership to ensure that the government truly modernizes the Act and implements the changes that will result from the new Act.
- The Office of the Commissioner will base its activities in support of the vitality of official languages on a contemporary vision of linguistic duality in a changing Canada.

In addition, the Office of the Commissioner is committed to continuing to foster a culture of collaboration and resource optimization within its organization and as part of a hybrid work environment.

For more information on the Office of the Commissioner’s plans, priorities and planned results, see the “Core responsibilities: planned results and resources, and key risks” section of this report.

Core responsibilities: planned results and resources, and key risks

This section contains information on the department’s planned results and resources for each of its core responsibilities. It also contains information on key risks related to achieving those results.

Protection of rights related to official languages

Description

In meeting this core responsibility, the Office of the Commissioner takes the appropriate steps, including complaints processing, audits, and interventions, to ensure compliance with the Act and language rights in Canada.

Planning highlights

The adoption of Bill C-13 will significantly change the Commissioner’s powers to better protect the language rights of Canadians. As such, in 2023–24, the Office of the Commissioner will continue to prepare so that it can implement the measures included in this bill once it is passed. This will include completing the review and update of the investigation process to incorporate the new powers, which will involve updating internal tools such as procedures and guidelines, as well as training employees on the various new developments. Several work teams have been established and will continue to focus on implementation readiness.

The Office of the Commissioner will continue to encourage federal institutions to meet their obligations under the Act through various interventions throughout the year. The processing of complaints, notably through investigations, is one of the tools at its disposal.

In addition, the Office of the Commissioner will review its monitoring strategy for the next action plan for official languages based on the findings of its report on the Action Plan for Official Languages – 2018–2023 and the recommendations put forward to create and deliver interventions with the federal government and its partners to promote the effective and timely implementation of the next action plan for official languages. As such, the Office of the Commissioner will develop horizontal strategies to mobilize various key stakeholders, including federal institutions, parliamentarians, official language minority communities and other interest groups for the benefit of all Canadians.

The Commissioner will also continue to intervene with the courts to ensure that language rights continue to be interpreted in a broad and liberal manner and to ensure that the Act is implemented according to its purpose.

Innovation

The Office of the Commissioner continually reviews its tools and processes to better protect the language rights of Canadians. The modernization of the Act will effect many changes with

respect to the Commissioner’s powers. As such, no innovative initiatives are planned since the organization will focus on implementing the proposed changes as well as ongoing activities.

Key risk(s)

The Office of the Commissioner conducted its annual risk assessment. The two key risks identified were its ability to meet strategic and operational priorities and its ability to support its mandate. The modernization of the Act will have a significant impact on these risks. To mitigate the risks, the Office of the Commissioner has already implemented measures, such as establishing a special modernization work group and work teams that are already focusing on the organization’s strategic priorities. The Executive Committee will continue to periodically review the issue of resources in an effort to support the organization and ensure it is well prepared.

Planned results for the protection of rights related to official languages

The following table shows, for the protection of rights related to official languages, the planned results, the result indicators, the targets and the target dates for 2023–24, and the actual results for the three most recent fiscal years for which actual results are available.

Departmental result	Departmental result indicator	Target	Date to achieve target	2019–20 actual result	2020–21 actual result	2021–22 actual result
Rights related to official languages are protected.	Percentage of the Commissioner's recommendations made in response to deficiencies identified through audit and investigation reports that have been fully or partially implemented ¹ .	60%	March 2024	72%	81%	57%
	Percentage of complaints and inquiries processed within the timelines set out by the service standards.	70%	March 2024	46%	50% ²	73%
Canadians benefit from the Commissioner's interventions before the courts.	Percentage of remedies involving the Commissioner that had a positive impact on the interpretation or the application of the Official Languages Act or the Canadian Charter of Rights and Freedoms.	60%	March 2024	65%	71%	81%

The financial, human resources and performance information for the Office of the Commissioner's program inventory is available on [GC InfoBase](#)¹.

¹ Note that this percentage is based solely on the recommendations in the Commissioner's investigation reports where the Office of the Commissioner conducted a follow-up.

² The continued increase in complaints in recent years, efforts made to reduce the number of outstanding files, and the personnel turnover rate contributed to the non-achievement of this standard.

Planned budgetary spending for the protection of rights related to official languages

The following table shows, for the protection of rights related to official languages, budgetary spending for 2023–24, as well as planned spending for that year and for each of the next two fiscal years.

2023–24 budgetary spending (as indicated in Main Estimates)	2023–24 planned spending	2024–25 planned spending	2025–26 planned spending
\$7,899,692.00	\$7,899,692.00	\$7,899,692.00	\$7,899,692.00

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBaseⁱⁱ](#).

Planned human resources for the protection of rights related to official languages

The following table shows, in full-time equivalents, the human resources the department will allocate to fulfill this core responsibility for 2023–24 and for each of the next two fiscal years.

2023–24 planned full-time equivalents	2024–25 planned full-time equivalents	2025–26 planned full-time equivalents
64	64	64

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBaseⁱⁱⁱ](#).

Advancement of English and French in Canadian society

Description

Raise awareness of issues related to the advancement of the equal status of English and French in federal institutions and Canadian society, while supporting the development and vitality of official language minority communities.

Planning highlights

The adoption of Bill C-13 will effect major changes to the sphere of official languages. The Office of the Commissioner will need to inform its various stakeholders to clarify its role under the new version of the Act, where appropriate. Advancing Canada's linguistic duality remains a key part of the Commissioner's mandate. As such, the Office of the Commissioner will:

- continue to work to ensure that the government's next action plan for official languages contributes most effectively to the vitality of official language communities and the advancement of bilingualism in Canadian society. This approach will include consultations with its partners and official language minority communities;
- ensure that modernizing the Act remains a government priority, continue to influence the government on implementation of the necessary reforms to the Act, and continue dialogues with various stakeholders to communicate its vision and obtain information on the various positions taken;
- carry out communications activities to raise awareness of its new means of intervention among institutions subject to the Act and the Canadian public;
- coordinate its activities to promote linguistic duality with other federal institutions, including the Department of Canadian Heritage and the Treasury Board Secretariat, to ensure the harmonization of everyone's efforts;
- Deploy ways to better coordinate its information sessions with federal institutions across the country based on the needs identified by the activities of the official languages rights protection program.

Innovation

The Office of the Commissioner continues to look for effective ways to mobilize stakeholders and promote the advancement of English and French within federal institutions and in Canadian society. However, no innovative initiatives are planned as the Office of the Commissioner's limited resources will be focused on the changes that will result from the modernization of the Act and on ongoing activities.

Key risk(s)

The Office of the Commissioner of Official Languages conducted its annual risk assessment. The two key risks identified were its ability to meet strategic and operational priorities and its ability to support its mandate. The modernization of the Act will have a significant impact on these risks. As part of the mitigation strategy, the Office of the Commissioner will update its internal and external communications strategy by developing activities that will help manage the identified sub-risks. This measure will include raising awareness of the Office of the Commissioner’s position in this new context and sharing its expertise on official languages in Canada.

Planned results for the advancement of English and French in Canadian society

The following table shows, for the advancement of English and French in Canadian society, the planned results, the result indicators, the targets and the target dates for 2023–24, and the actual results for the three most recent fiscal years for which actual results are available.

Departmental result	Departmental result indicator	Target	Date to achieve target	2019–20 actual result	2020–21 actual result	2021–22 actual result
Canadians know their language rights and those of official language minority communities and they recognize the importance of linguistic duality and bilingualism.	Number of Canadians who have been informed of issues related to the <i>Official Languages Act</i> .	350,000	March 2024	467,292	443,497	469,129
	Percentage of public support for linguistic duality and bilingualism (measured every five years).	73%	March 2024	Not available	Not available ³	91%
The Commissioner influences decision-makers in Parliament, government and communities on issues relating to the <i>Official Languages Act</i> .	Number of parliamentary deliberations making reference to the <i>Official Languages Act</i> and/or reports and recommendations of the Office of the Commissioner of Official Languages.	15	March 2024	5 ⁴	99	69
	Percentage of recommendations from the Annual Report and research reports prepared by the Office of the Commissioner of Official Languages that were fully or partially implemented ⁵ .	60%	March 2024	100%	N/A ⁶	N/A ⁷

The financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBase](#)^{iv}.

³ Because of the shift in priorities in 2020–21, the search for a consultant to conduct the survey could not start until May 2021. The COVID 19 pandemic also caused delays in procurement. The survey will be conducted in 2021–22.

⁴ Fewer parliamentary proceedings this year due to the summer recess, the 2019 federal election and the COVID 19 pandemic.

⁵ This indicator was amended in 2018-19.

⁶ No follow-up was conducted because of the shift in priorities across the federal government during the COVID 19 pandemic.

⁷ The follow-up to the recommendations was deferred to 2022–23 in light of the changes in the past year, including the pandemic.

Planned budgetary spending for the advancement of English and French in Canadian society

The following table shows, for the protection of rights related to official languages, budgetary spending for 2023–24, as well as planned spending for that year and for each of the next two fiscal years.

2023–24 budgetary spending (as indicated in Main Estimates)	2023–24 planned spending	2024–25 planned spending	2025–26 planned spending
\$7,448,281.00	\$7,448,281.00	\$7,448,281.00	\$7,448,281.00

Financial, human resources and performance information for the Office of the Commissioner’s program inventory is available on [GC InfoBase^v](#).

Planned human resources for the advancement of English and French in Canadian society

The following table shows, in full-time equivalents, the human resources the department will allocate to fulfill this core responsibility for 2023–24 and for each of the next two fiscal years.

2023–24 planned full-time equivalents	2024–25 planned full-time equivalents	2025–26 planned full-time equivalents
57	57	57

Financial, human resources and performance information for Office of the Commissioner’s program inventory is available on [GC InfoBase^{vi}](#).

Internal services: planned results

Description

Internal services are the services that are provided within a department so that it can meet its corporate obligations and deliver its programs. There are 10 categories of internal services:

- ▶ management and oversight services
- ▶ communications services
- ▶ legal services
- ▶ human resources management services
- ▶ financial management services
- ▶ information management services
- ▶ information technology services
- ▶ real property management services
- ▶ materiel management services
- ▶ acquisition management services

Since court remedies are provided for in the Act, the Office of the Commissioner’s legal services are excluded from Internal Services and are an integral part of its official language rights protection program. The same is true of the Office of the Commissioner’s communications services, which, in light of its specific mandate, are not included in Internal Services, but are instead part of the Advancement of Official Languages program.

Planning highlights

The Office of the Commissioner remains committed to fostering a culture of collaboration and resource optimization, particularly in the work environment. The organization continues to explore ways to maintain a collaborative work environment that allows it to meet its work objectives.

In the context of the shift of Government of Canada organizations toward digital management and delivery of services, information and data, information technology and cyber security in the digital era, the Office of the Commissioner will continue leveraging technology to better support its priorities and mandate. To this end, the Office of the Commissioner will continue optimizing its investment in its client relationship management platform. This platform provides an organizational approach that improves client service and program integration. In addition, the Office of the Commissioner will continue its activities in keeping with the requirements of the Treasury Board of Canada Secretariat’s Policy on Service and Digital.

With the modernization of the Act, the Office of the Commissioner will continue to assess its capacity to respond to the new requirements that will be added to it. The implementation of new powers will require the support of internal services in assessing the organization’s capacity to

operationalize the changes, obtaining additional human and financial resources, and updating technological tools, among other things. The Office of the Commissioner’s organizational structure will continue to be reviewed to better support the Commissioner’s enhanced mandate.

Ultimately, these activities will help integrate the Office of the Commissioner’s overall mandate and objectives by bringing together all functions and sectors.

Planning for Contracts Awarded to Indigenous Businesses

Being part of phase 3, the Office of the Commissioner will have to meet the minimum 5% objective for 2024–25. That said, every effort will be made to meet the minimum 5% objective in a proactive manner. Where possible, the organization will rely on Public Services and Procurement Canada and Shared Services Canada tools that have an Indigenous capacity and will consult the Indigenous Business Directory to identify Indigenous businesses that can meet its needs.

5% reporting field description	2021-22 actual % achieved	2022-23 forecasted % target	2023-24 planned % target
Total percentage of contracts with Indigenous businesses	N/A	N/A	N/A

Planned budgetary spending for internal services

The following table shows, for internal services, budgetary spending for 2023–24, as well as planned spending for that year and for each of the next two fiscal years.

2023–24 budgetary spending (as indicated in Main Estimates)	2023–24 planned spending	2024–25 planned spending	2025–26 planned spending
\$7,222,575	\$7,222,575	\$7,222,575	\$7,222,575

Planned human resources for internal services

The following table shows, in full-time equivalents, the human resources the department will need to carry out its internal services for 2023–24 and for each of the next two fiscal years.

2023–24 planned full-time equivalents	2024–25 planned full-time equivalents	2025–26 planned full-time equivalents
44	44	44

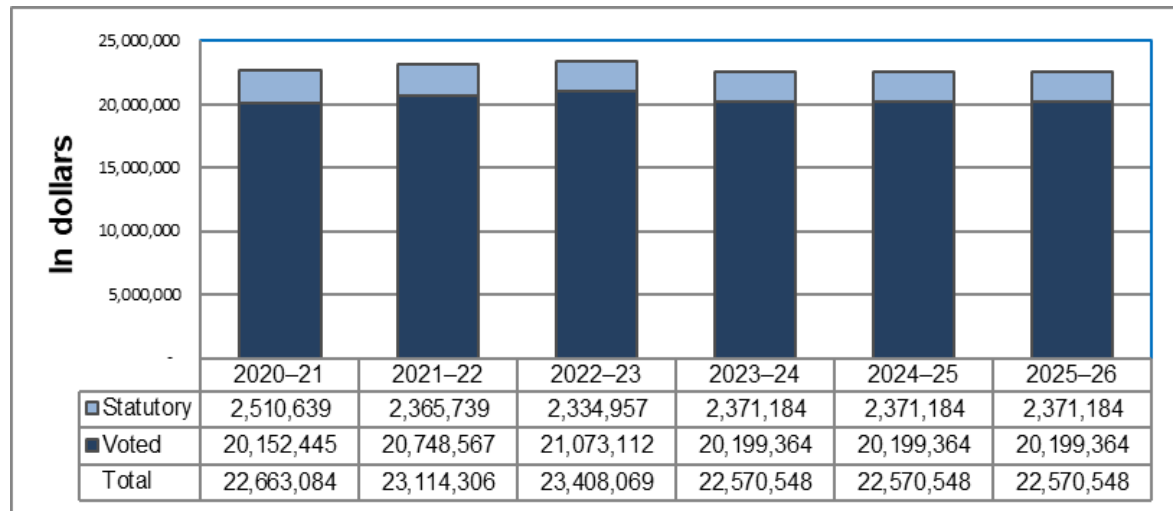
Planned spending and human resources

This section provides an overview of the department’s planned spending and human resources for the next three fiscal years and compares planned spending for 2023–24 with actual spending for the current year and the previous year.

Planned spending

Departmental spending 2020–21 to 2025–26

The following graph presents planned spending (voted and statutory expenditures) over time.



The variance between the 2021-22 expenditures and the 2022-23 forecasted spending is primarily due to additional authorities received in 2022-23 related to the implementation of revised Executive (EX) Group rates of pay and the decrease in investment in capital assets, as workplace reorganisation initiated in 2021-22 is mostly completed in 2022-23.

Budgetary planning summary for core responsibilities and internal services (dollars)

The following table shows information on spending for each of the Office of the Commissioner’s core responsibilities and for its internal services for 2023–24 and other relevant fiscal years.

Core responsibilities and internal services	2020–21 actual expenditures	2021–22 actual expenditures	2022–23 forecast spending	2023–24 budgetary spending (as indicated in Main Estimates)	2023–24 planned spending	2024–25 planned spending	2025–26 planned spending
Protection of rights related to official languages	\$7,657,634.00	\$7,821,975.00	\$8,192,824.00	\$7,899,692.00	\$7,899,692.00	\$7,899,692.00	\$7,899,692.00
Advancement of English and French in Canadian society	\$6,911,473.00	\$7,080,393.00	\$7,724,663.00	\$7,448,281.00	\$7,448,281.00	\$7,448,281.00	\$7,448,281.00
Subtotal	\$14,569,107.00	\$14,902,368.00	\$15,917,487.00	\$15,347,973.00	\$15,347,973.00	\$15,347,973.00	\$15,347,973.00
Internal services	\$8,093,977.00	\$8,211,938.00	\$7,490,582.00	\$7,222,575.00	\$7,222,575.00	\$7,222,575.00	\$7,222,575.00
Total	\$22,663,084.00	\$23,114,306.00	\$23,408,069.00	\$22,570,548.00	\$22,570,548.00	\$22,570,548.00	\$22,570,548.00

Planned human resources

The following table shows information on human resources, in full-time equivalents (FTEs), for each of the Office of the Commissioner’s core responsibilities and for its internal services for 2023–24 and the other relevant years.

Human resources planning summary for core responsibilities and internal services

Core responsibilities and internal services	2020–21 actual full-time equivalents	2021–22 actual full-time equivalents	2022–23 forecast full-time equivalents	2023–24 planned full-time equivalents	2024–25 planned full-time equivalents	2025–26 planned full-time equivalents
Protection of rights related to official languages	67	67	63	64	64	64
Advancement of English and French in Canadian society	55	54	53	57	57	57
Subtotal	122	121	116	121	121	121
Internal services	46	46	47	44	44	44
Total	168	167	163	165	165	165

Our staffing level remained constant in 2020-21 and 2021-22. A slight decrease in full-time equivalents (FTEs) in 2022-23 is a reflection of a normal staff turnover. Future years reflects the currently approved resources.

Estimates by vote

Information on the Office of the Commissioner’s organizational appropriations is available in the [2023–24 Main Estimates](#)^{vii}.

Future-oriented condensed statement of operations

The future-oriented condensed statement of operations provides an overview of the Office of the Commissioner’s operations for 2022–23 to 2023–24.

The forecast and planned amounts in this statement of operations were prepared on an accrual basis. The forecast and planned amounts presented in other sections of the Departmental Plan were prepared on an expenditure basis. Amounts may therefore differ.

A more detailed future-oriented statement of operations and associated notes, including a reconciliation of the net cost of operations with the requested authorities, are available on the Office of the Commissioner of Official Languages’ [website](#)^{viii}.

Future-oriented condensed statement of operations for the year ending March 31, 2024 (dollars)

Financial information	2022–23 forecast results	2023–24 planned results	Difference (2023–24 planned results minus 2022–23 forecast results)
Total expenses	\$26,343,433.00	\$26,110,583.00	\$232,850.00
Total revenues	-	-	-
Net cost of operations before government funding and transfers	\$26,343,433.00	\$26,110,583.00	\$232,850.00

The net cost of operations before government funding and transfers for the 2023–24 planned results is expected to decrease by \$232,850 compared to the net cost of operations before government funding and transfers for the 2022–23 forecast results.

This decrease is due mainly to the inclusion of the operating budget carry-forward in the 2022-23 forecast results and non-recurring expenses incurred in 2022-23 for the redevelopment of office spaces.

Corporate information

Organizational profile

Appropriate minister(s): The Honourable Dominic LeBlanc, P.C., Q.C., M.P.

Institutional head: Raymond Théberge, Commissioner of Official Languages

Ministerial portfolio: Intergovernmental Affairs, Infrastructure and Communities

Enabling instrument(s): [Subsection 56\(1\)^{ix}](#) of the *Official Languages Act*

Year of incorporation / commencement: 1970

Other: The Commissioner of Official Languages is appointed by commission under the Great Seal, after approval by resolution of the House of Commons and the Senate. The Commissioner reports directly to Parliament.

Raison d'être, mandate and role: who we are and what we do

Information on the Office of the Commissioner's raison d'être, mandate and role is available on its [website^x](#).

Information on the Office of the Commissioner's mandate letter commitments is available in the [Minister's mandate letter](#).

Operating context

Information on the operating context is available on the Office of the Commissioner's [website^{xi}](#).

Reporting framework

The Office of the Commissioner's approved departmental results framework and program inventory for 2023–24 are as follows.

Departmental Results Framework	Core Responsibility: Protection of rights related to official languages		Core Responsibility: Advancement of English and French in Canadian society		Internal Services
	Rights related to official languages are protected.	Percentage of the Commissioner's recommendations made in response to deficiencies identified through audit and investigation reports that have been fully or partially implemented.	Canadians know their language rights and those of official language minority communities and they recognize the importance of linguistic duality and bilingualism.	Number of Canadians who have been informed of issues relating to the <i>Official Languages Act</i> .	
		Percentage of complaints and inquiries processed within the timelines set out by the service standards.		Percentage of public support for linguistic duality and bilingualism.	
Canadians benefit from the Commissioner's interventions before the courts.	Percentage of remedies involving the Commissioner that had a positive impact on the interpretation of the <i>Official Languages Act</i> or the	The Commissioner influences decision-makers in Parliament, government and communities on	Number of parliamentary deliberations making reference to the <i>Official Languages Act</i> and/or reports and		

		<i>Canadian Charter of Rights and Freedoms.</i>	issues relating to the <i>Official Languages Act</i> .	recommendations of the Office of the Commissioner of Official Languages.	
				Proportion of recommendations from the annual report and research reports prepared by the Office of the Commissioner that were fully or partially implemented.	

Program Inventory	Protection of Official Languages Rights	Advancement of Official Languages
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Supporting information on the program inventory

Supporting information on planned expenditures, human resources, and results related to the Office of the Commissioner of Official Languages’ program inventory is available on [GC InfoBase](#).^{xii}

Supplementary information tables

The following supplementary information tables are available on the Office of the Commissioner of Official Languages [website](#):

- ▶ Details on transfer payment programs
- ▶ Gender-based analysis plus
- ▶ Horizontal initiatives
- ▶ Up-front multi-year funding
- ▶ United Nations 2030 Agenda for Sustainable Development and the Sustainable Development Goals

Federal tax expenditures

The Office of the Commissioner of Official Languages' Departmental Plan does not include information on tax expenditures.

Tax expenditures are the responsibility of the Minister of Finance. The Department of Finance Canada publishes cost estimates and projections for government-wide tax expenditures each year in the [Report on Federal Tax Expenditures](#)^{xiii}. This report provides detailed information on tax expenditures, including objectives, historical background and references to related federal spending programs, as well as evaluations, research papers and gender-based analysis plus.

Organizational contact information

Mailing address

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Fax: 819-420-4873

Email: information@clo-ocol.gc.ca

Website(s): www.officiallanguages.gc.ca

Appendix: definitions

appropriation (crédit)

Any authority of Parliament to pay money out of the Consolidated Revenue Fund.

budgetary expenditures (dépenses budgétaires)

Operating and capital expenditures; transfer payments to other levels of government, organizations or individuals; and payments to Crown corporations.

core responsibility (responsabilité essentielle)

An enduring function or role performed by a department. The intentions of the department with respect to a core responsibility are reflected in one or more related departmental results that the department seeks to contribute to or influence.

Departmental Plan (plan ministériel)

A document that sets out a department's priorities, programs, expected results and associated resource requirements, covering a three-year period beginning with the year indicated in the title of the report. Departmental Plans are tabled in Parliament each spring.

departmental result (résultat ministériel)

A change that a department seeks to influence. A departmental result is often outside departments' immediate control, but it should be influenced by program-level outcomes.

departmental result indicator (indicateur de résultat ministériel)

A factor or variable that provides a valid and reliable means to measure or describe progress on a departmental result.

departmental results framework (cadre ministériel des résultats)

A framework that consists of the department's core responsibilities, departmental results and departmental result indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report on a department's actual performance in a fiscal year against its plans, priorities and expected results set out in its Departmental Plan for that year. Departmental Results Reports are usually tabled in Parliament each fall.

experimentation (expérimentation)

The conducting of activities that explore, test and compare the effects and impacts of policies and interventions in order to inform decision-making and improve outcomes for Canadians. Experimentation is related to, but distinct from, innovation. Innovation is the trying of something new; experimentation involves a rigorous comparison of results. For example, introducing a new

mobile application to communicate with Canadians can be an innovation; systematically testing the new application and comparing it against an existing website or other tools to see which one reaches more people, is experimentation.

full-time equivalent (équivalent temps plein)

A measure of the extent to which an employee represents a full person-year charge against a departmental budget. Full-time equivalents are calculated as a ratio of assigned hours of work to scheduled hours of work. Scheduled hours of work are set out in collective agreements.

gender-based analysis plus (GBA Plus) (analyse comparative entre les sexes plus [ACS Plus])

An analytical process used to assess how diverse groups of women, men and gender-diverse people experience policies, programs and services based on multiple factors including race, ethnicity, religion, age, and mental or physical disability.

government-wide priorities (priorités pangouvernementales)

For the purpose of the 2022–2023 Departmental Plan, government-wide priorities are the high-level themes outlining the government’s agenda in the 2021 Speech from the Throne: protecting Canadians from COVID-19; helping Canadians through the pandemic; building back better – a resiliency agenda for the middle class; the Canada we’re fighting for.

horizontal initiative (initiative horizontale)

An initiative in which two or more federal organizations are given funding to pursue a shared outcome, often linked to a government priority.

non-budgetary expenditures (dépenses non budgétaires)

Net outlays and receipts related to loans, investments and advances, which change the composition of the financial assets of the Government of Canada.

performance (rendement)

What an organization did with its resources to achieve its results, how well those results compare to what the organization intended to achieve, and how well lessons learned have been identified.

plan (plan)

The articulation of strategic choices, which provides information on how an organization intends to achieve its priorities and associated results. Generally, a plan will explain the logic behind the strategies chosen and tend to focus on actions that lead up to the expected result.

planned spending (dépenses prévues)

For Departmental Plans and Departmental Results Reports, planned spending refers to those amounts presented in the Main Estimates.

A department is expected to be aware of the authorities that it has sought and received. The determination of planned spending is a departmental responsibility, and departments must be able to defend the expenditure and accrual numbers presented in their Departmental Plans and Departmental Results Reports.

program (programme)

Individual or groups of services, activities or combinations thereof that are managed together within a department and that focus on a specific set of outputs, outcomes or service levels.

program inventory (répertoire des programmes)

An inventory of a department's programs that describes how resources are organized to carry out the department's core responsibilities and achieve its planned results.

result (résultat)

An external consequence attributed, in part, to an organization, policy, program or initiative. Results are not within the control of a single organization, policy, program or initiative; instead, they are within the area of the organization's influence.

statutory expenditures (dépenses législatives)

Expenditures that Parliament has approved through legislation other than appropriation acts. The legislation sets out the purpose of the expenditures and the terms and conditions under which they may be made.

target (cible)

A measurable performance or success level that an organization, program or initiative plans to achieve within a specified time period. Targets can be either quantitative or qualitative.

voted expenditures (dépenses votées)

Expenditures that Parliament approves annually through an Appropriation Act. The vote wording becomes the governing conditions under which these expenditures may be made.

Endnotes

- i. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- ii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- iii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- iv. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- v. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- vi. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- vii. 2022–23 Main Estimates, <https://www.canada.ca/en/treasury-board-secretariat/services/planned-government-spending/government-expenditure-plan-main-estimates.html>
- viii. Office of the Commissioner of Official Languages, *Transparency*, <https://www.clo-ocol.gc.ca/en/transparency/index>
- ix. Canada, *Official Languages Act*, R.S.C., 1985, c. 31 (4th Supp.), s 56(1) (<https://laws-lois.justice.gc.ca/eng/acts/o-3.01/>)
- x. Office of the Commissioner of Official Languages, *Mandate and roles*, <https://www.clo-ocol.gc.ca/en/aboutus/mandate>
- xi. Office of the Commissioner of Official Languages, *Transparency*, <https://www.clo-ocol.gc.ca/en/transparency/index>
- xii. GC InfoBase, <https://www.tbs-sct.gc.ca/ems-sgd/edb-bdd/index-eng.html#start>
- xiii. Report on Federal Tax Expenditures, <https://www.canada.ca/en/department-finance/services/publications/federal-tax-expenditures.html>