



Office of the
Commissioner of
Official Languages

Commissariat
aux langues
officielles

OFFICE OF THE COMMISSIONER OF OFFICIAL LANGUAGES

2024-25

Departmental Plan

The Honourable Dominic LeBlanc, P.C. , Q.C , M.P.
Minister of Public Safety, Democratic Institutions and Intergovernmental Affairs

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Also available in French
Plan ministériel 2024-2025

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Office of the Commissioner of Official Languages' 2024–2025 Departmental plan at a glance

A departmental plan describes a department's priorities, plans and associated costs for the upcoming three fiscal years.

[Icon] [Vision, mission, purpose and operating context](#)

[\[Read the full departmental plan\]](#)

[\[Print this page\]](#)

Key priorities

- Establish a framework for intervention with the various federal government entities.
- Establish concrete mechanisms to evaluate the impact of the implementation of the *Official Languages Act* (the Act) on the vitality of official language minority communities.
- Support an organizational culture that optimizes synergy between branches and strengthens the commitment of all staff to the Office of the Commissioner of Official Languages' (the Office of the Commissioner's) mandate.

Refocusing Government Spending

In Budget 2023, the government committed to reducing spending by \$14.1 billion over the next five years, starting in 2023–2024, and by \$4.1 billion annually after that.

While not officially part of this spending reduction exercise, the Office of the Commissioner will respect the spirit of this exercise.

Highlights

A Departmental Results Framework consists of an organization's core responsibilities, the results it plans to achieve and the performance indicators that measure progress toward these results.

Protection of rights related to official languages

Departmental results:

- Rights related to official languages are protected.
- Canadians benefit from the Commissioner's interventions before the courts.

Planned spending: \$8,873,979

Planned human resources: 68

In 2024–2025, the Office of the Commissioner is planning the organizational and procedural changes required to implement the new powers granted to it by the Act.

The organization will continue to implement its complaint management strategies to strengthen its ability to meet its service standards while developing new compliance strategies that will result from the new powers granted to it by the Act.

The Office of the Commissioner will also continue to encourage federal institutions to respect their obligations under the Act through various interventions throughout the year and will continue to intervene before the courts to ensure that they continue to interpret language rights broadly and liberally and that the Act is implemented as intended.

More information about [the protection of rights related to official languages](#) can be found in the full Departmental Plan.

Advancement of English and French in Canadian society

Departmental results:

- Canadians know their language rights and those of official language minority communities and recognize the importance of linguistic duality and bilingualism.
- The Commissioner influences decision-makers in Parliament, government and communities on issues related to the Act.

Planned spending: \$8,366,894

Planned human resources: 50

With the new Act, the Office of the Commissioner is redefining its role in promoting language rights by ensuring that the efforts of each of the responsible entities complement each other and by strategically providing information sessions to federal institutions.

The Office of the Commissioner will ensure that the implementation of the Act remains the government's priority and will communicate its new means of intervention to institutions subject to the modernized Act and to Canadians.

Finally, the Office of the Commissioner will establish concrete mechanisms to evaluate the impact of the implementation of the Act on the vitality of official language minority communities.

More information about [the advancement of English and French in Canadian society](#) can be found in the full Departmental Plan.

Office of the Commissioner of Official Languages 2024–2025

Departmental plan

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From the Commissioner

I am pleased to present the 2024–2025 Departmental Plan for the Office of the Commissioner of Official Languages (the Office of the Commissioner), which outlines planned activities and expected results in support of the organization’s mandate.

The Office of the Commissioner plays a key role in advancing Canada’s language policy. It ensures that the equality of English and French remains a fundamental value shared by Canadian society and a national priority. Through its actions and interventions, the Office of the Commissioner fosters the vitality of both official language minority communities.

The coming into force of the new *Official Languages Act* (the Act) marks the beginning of a new era for the Office of the Commissioner. We are laying the foundations for an organization that will set the tone for the new language policy for the next decade.

The Office of the Commissioner has put in place a three-year strategic plan for 2024–2027 to prepare for the implementation of its new powers. The plan’s priorities reflect the new Act and the necessary renewal of the organization to adapt to this new language policy. The activities of the 2024–2025 Departmental Plan stem from three main priority areas for the Office of the Commissioner:

- The federal government
- Official language minority communities

- Office of the Commissioner employees

The Office of the Commissioner's mission is to ensure that the spirit of the Act is respected in the administration of the affairs of federal institutions. To ensure that federal institutions comply with the Act, the Office of the Commissioner will establish a framework for intervention with the various federal entities in order to influence federal government decisions. It will also implement a compliance promotion framework to raise awareness of its role as defined in the new Act.

The Office of the Commissioner is responsible for ensuring the preservation and development of official language minority communities in Canada. It will therefore establish concrete mechanisms to evaluate the impact of the implementation of the Act on the vitality of official language minority communities. This exercise will help define evidence-based interventions to influence government decisions for the next review of the Act 10 years from now.

The Office of the Commissioner will support an organizational culture aimed at optimizing synergy between its branches and strengthening the commitment of all staff members to its new mandate. It will ensure that its staff is fully aware of the new provisions of the Act and of the role of the Office of the Commissioner and will lead the renewal of the organization and establish a horizontal framework between the branches.

The next few years will be decisive for the Office of the Commissioner. Beyond the new powers entrusted to us, I am convinced that the renewal of our organization will enable us to better respond to today's reality and the various challenges that we face. I'm delighted to be at the forefront of these changes, which I am convinced will help us better ensure that the language rights of Canadians are respected.



Raymond Th  berge



Plans to deliver on core responsibilities and internal services

Core responsibilities and internal services:

- Protection of rights related to official languages
- Advancement of English and French in Canadian society
- Internal services

Protection of rights related to official languages

In this section

- Description
- Quality of life impacts
- Results and targets
- Plans to achieve results
- Key risks
- Snapshot of planned resources in 2024–2025
- Related government priorities
- Program inventory
- Summary of changes to reporting framework since last year

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.

Quality of life impacts

The Office of the Commissioner notes that official languages are listed under the “society” quality of life domain and establishes this domain as the one that most affects the Office of the Commissioner’s responsibilities to protect official language rights: specifically, the knowledge of official languages indicator.

Official languages are one of Canada’s fundamental values and are at the heart of its social fabric. The Office of the Commissioner will therefore use the coming year to examine how the other indicators can be aligned with its core responsibilities and mandate.

Results and targets

The following tables show, for each departmental result with regard to the protection of rights related to official languages, the indicators, the results from the three most recently reported fiscal years, the targets and target dates approved in 2024–2025.

Table 1: Indicators, results and targets for departmental result

Rights related to official languages are protected.

Indicator	2020–2021 result	2021–2022 result	2022–2023 result	Target	Date to achieve target
Percentage of the Commissioner’s Recommendations	81%	57%	69%	60%	March 2025

Indicator	2020–2021 result	2021–2022 result	2022–2023 result	Target	Date to achieve target
made in response to shortcomings identified through audit and investigation reports that have been fully or partially implemented ¹ .					
Percentage of complaints and inquiries processed within the timelines set out by the service standards.	50%	73%	84%	70%	March 2025

Table 2: Indicators, results and targets for departmental result

Canadians benefit from the Commissioner’s interventions before the courts.

Indicator	2020–2021 result	2021–2022 result	2022–2023 result	Target	Date to achieve target
Percentage of remedies involving the Commissioner that had a positive impact on the interpretation or the application of the <i>Official Languages Act</i> or the Canadian Charter of Rights and Freedoms.	71%	81%	90%	60%	March 2025

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

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.

Plans to achieve results

The adoption of Bill C-13 in June 2023 gave the Commissioner new powers to help him better protect the language rights of Canadians. To prepare for the implementation of these powers, the Office of the Commissioner has put in place a three-year strategic plan for 2024–2027, which prioritizes the modernization of the *Official Languages Act* and the necessary renewal of the organization to adapt to this new language policy. Among other things, the organization will prioritize making the organizational and procedural changes required to implement these new powers. Work and working groups were implemented in fiscal year 2023–2024 to review procedures and tools. Work will continue during this transitional year with the review and update of the investigation process and the development and upgrading of internal tools, such as procedures, directives and the training of employees on the various new powers.

The Office of the Commissioner will continue to implement its complaint management strategies to ensure that it not only meets its mandate, but also strengthens its ability to meet its service standards while developing new compliance strategies that will result from the new power granted to it by the Act.

At the same time, the Office of the Commissioner will continue to encourage federal institutions to meet their obligations under the Act through various interventions over the course of the year. Complaint management, namely through investigations, is part of the tools at its disposal until the internal procedures are established to implement the new compliance tools. The Office of the Commissioner also plans to use its expertise and knowledge to influence the implementation of the new Act—regarding the development of regulations, policies and directives arising from it—with a view to improving compliance by federal institutions.

Finally, the Commissioner will continue to intervene before the courts to ensure that they continue to interpret language rights broadly and liberally and that the Act is implemented as intended.

Key risks

The two main risks that were identified are the Office of the Commissioner's ability to respond to strategic and operational priorities and its ability to support its mandate. The impact of the modernization of the Act and the imperative of the situation require the renewal and development of the procedures to be completed within the next three years in order to be able to fully use the new powers and implement the *Official Languages Act*. To attenuate the identified risks, the Office of the Commissioner has already taken measures, such as the implementation of a modernization special working group and teams who will work on the strategic priorities of the organization. To support this exercise, the Office of the Commissioner expects to submit a request for necessary funds and resources to finish the renewal of the organization and the implementation of its strategic plan.

Snapshot of planned resources in 2024–2025

- Planned spending: \$8 873 979
- Planned full-time resources: 68

Related government priorities

Gender-based analysis plus

The Office of the Commissioner will examine the appropriate use of the gender-based analysis plus in the implementation of its activities tied to the protection of rights related to official languages.

United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals
The Office of the Commissioner subscribes to an approach to sustainable development that contributes to the advancement of Canada’s two official languages while respecting the path toward reconciliation with First Nations, Inuit and Métis communities; equality and diversity; inclusion and accessibility; responsible consumption; and climate change and its impacts. The Office of the Commissioner’s sustainable development goals include the following:

- Advance reconciliation with Indigenous peoples and take measures to reduce inequalities.
- Reduce waste and move toward zero-emission vehicles.
- Take measures related to climate change and its impacts.

More information on the Office of the Commissioner’s contributions to Canada’s Federal Implementation Plan on the 2030 Agenda and the Federal Sustainable Development Strategy can be found in our [Departmental Sustainable Development Strategy](#).

Program inventory

The protection of rights related to official languages is supported by the following program from the program inventory:

- Official language rights protection program

The following program from the program inventory has the core responsibility of advancing English and French in Canadian society.

- Advancement of official languages program

Supporting information on planned expenditures, human resources, and results related to the Office of the Commissioner’s program inventory is available on [GC Infobase](#).

Advancement of English and French in Canadian society

In this section

- [Description](#)
- [Quality of life impacts](#)
- [Results and targets](#)
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Description

In meeting this core responsibility, the Office of the Commissioner has a keen interest in 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.

Quality of life impacts

The “society” category in the quality of life domain is the category that most affects the Office of the Commissioner’s core responsibility of advancing English and French in Canadian society. This specifically refers to the indicator of positive perceptions of diversity in relation to the Office of the Commissioner’s mandate to support the development and vitality of official language minority communities.

Official languages are a fundamental value of our country and are at the heart of Canada’s social fabric. The Office of the Commissioner will use the coming year to examine how the other indicators can be aligned with its core responsibilities and mandate.

Results and targets

The following tables show, for each departmental result with regard to the advancement of English and French in Canadian society, the indicators, the results from the three most recently reported fiscal years, the targets and target dates approved in 2024–2025.

Table 3: Indicators, results and targets for departmental result
Canadians know their language rights and those of official language minority communities and they recognize the importance of linguistic duality and bilingualism.

Indicator	2020–2021 result	2021–2022 result	2022–2023 result	Target	Date to achieve target
Number of Canadians who have been informed of issues related to the <i>Official Languages Act</i> .	443,497	469,129	890,469	350,000	March 2025
Percentage of public support for linguistic duality and bilingualism (measured every five years).	Not available	91%	Not available ²	73%	March 2025

²The next results will be in 2026–2027 or 2027–2028.

Table 4: Indicators, results and targets for departmental result

The Commissioner Influences decision-makers in Parliament, government and communities on issues relating to the *Official Languages Act*.

Indicator	2020–2021 result	2021–2022 result	2022–2023 result	Target	Date to achieve target
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.	99	69	79	15	March 2025
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 ³ .	N/A ⁴	N/A ⁵	Not available ⁶	60%	March 2025

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

Plans to achieve results

In the wake of the Royal Assent of Bill C-13, the Office of the Commissioner is redefining its role with regard to the promotion of languages rights while ensuring that each responsible entity’s efforts are complimentary. The organization intends to reaffirm its external role, which will focus more on promoting compliance, primarily through liaison activities with federal institutions.

³ This indicator was amended in 2018–2019.

⁴ No follow-up was conducted because of the shift in priorities across the federal government during the COVID-19 pandemic.

⁵ The follow-up to the recommendations was deferred to 2022–2023 in light of the changes in the past year, including the pandemic.

⁶ The follow-up to the recommendations from the annual reports since 2019 has been consolidated and will begin in 2023–2024.

As part of its mandate, the Office of the Commissioner will begin monitoring the implementation of the Act with the ultimate goal of assessing its impact on official language minority communities. This priority is in line with its mission of contributing to the preservation and development of official language minority communities in Canada.

Advancing Canada's linguistic duality remains a fundamental aspect of the Commissioner's mandate. The Office of the Commissioner will therefore:

- ensure that the implementation of the Act remains a government priority, continue to influence the government regarding the development of directives and regulations stemming from the Act and pursue a dialogue with various stakeholders to communicate its vision and keep abreast of various positions;
- communicate its new intervention methods to institutions subject to the modernized Act and to Canadians;
- implement a compliance promotion framework to raise awareness of its new role under the new Act while working in harmony with the Treasury Board of Canada Secretariat and Canadian Heritage's promotional activities; and
- strategically deliver information sessions to federal institutions across the country based on compliance promotion priorities identified through investigations and other means and establish concrete mechanisms to assess the impact of the implementation of the Act on the vitality of official language minority communities.

Key risks

The two main identified risks are the Office of the Commissioner's ability to respond to strategic and operational priorities and its ability to support its mandate. The implementation of the new Act and the renewal will have a significant impact on these risks. With regard to the mitigation strategy, the Office of the Commissioner will update its internal and external communications strategy by developing activities that will contribute to the management of the sub-risks that were identified. This measure will also help raise awareness of the Office of the Commissioner's position in this new context and share its expertise on official languages in Canada.

Snapshot of planned resources in 2024–2025

- Planned spending: \$8,366,894
- Planned full-time resources: 50

Related government priorities

Gender-based analysis plus

The Office of the Commissioner will examine the appropriate use of the gender-based analysis plus in the implementation of its activities tied to the protection of rights related to official languages.

United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals
The Office of the Commissioner subscribes to an approach to sustainable development that contributes to the advancement of our two official languages while respecting the path toward reconciliation with First Nations, Inuit and Métis communities; equality and diversity; inclusion and accessibility; responsible consumption; and climate change and its impacts. The Office of the Commissioner's sustainable development goals include the following:

- Advance reconciliation with Indigenous peoples and take measures to reduce inequalities.
- Reduce waste and move toward zero-emission vehicles.
- Take measures related to climate change and its impacts.

More information on the Office of the Commissioner’s contributions to Canada’s Federal Implementation Plan on the 2030 Agenda and the Federal Sustainable Development Strategy can be found in our [Departmental Sustainable Development Strategy](#).

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Internal services

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- [Plans to achieve results](#)
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- [Related government priorities](#)

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.

Plans to achieve results

The Office of the Commissioner remains committed to fostering a culture of cooperation and in which it prioritizes the optimization of resources: specifically, in the workplace. The organization continues to explore ways of maintaining a cooperative work environment that leads to the achievement of objectives.

The Office of the Commissioner will continue to pursue its activities related to the Treasury Board of Canada Secretariat's Policy on Service and Digital requirements.

To this end, in 2024–2025, the Office of the Commissioner will continue the development of a plan to migrate its customer relationship management platform to cloud computing and to align with the Government of Canada's "cloud smart" principle. Existing functionalities will also be updated to support the implementation of the renewal and functionality modules will be developed to enable the management and administration of the new C-13 powers. In this new reality and in compliance with the Privacy Impact Assessment Directive, an evaluation will also be conducted.

The Office of the Commissioner will continue its efforts related to cybersecurity to follow up on an internal audit of the infrastructure and the results obtained from its assessments.

With the modernization of the Act, the Office of the Commissioner will continue to evaluate its capacity to respond to any new imposed requirements. The implementation of these new powers will require the support of internal services in the evaluation of the organization's capacity to operationalize changes, obtain additional human and financial resources, update technological tools, etc. The review of the Office of the Commissioner's organizational structure will continue in order to better support the Commissioner's expanded mandate.

These activities will make it possible to integrate the Office of the Commissioner's entire mandate and objectives by grouping together all functions and sectors.

Snapshot of planned resources in 2024–2025

- Planned spending: \$8,113,352
- Planned full-time resources: 51

Related government priorities

Planning for contracts awarded to Indigenous businesses

Table 5: 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 2024–2025. 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	2022-23 actual result	2023-24 forecasted result	2024-25 planned result
Total percentage of contracts with Indigenous businesses	16.96%	N/A	5%

Planned spending and human resources

This section provides an overview of the Office of the Commissioner’s planned spending and human resources for the next three fiscal years and compares planned spending for 2024–2025 with actual spending from previous years.

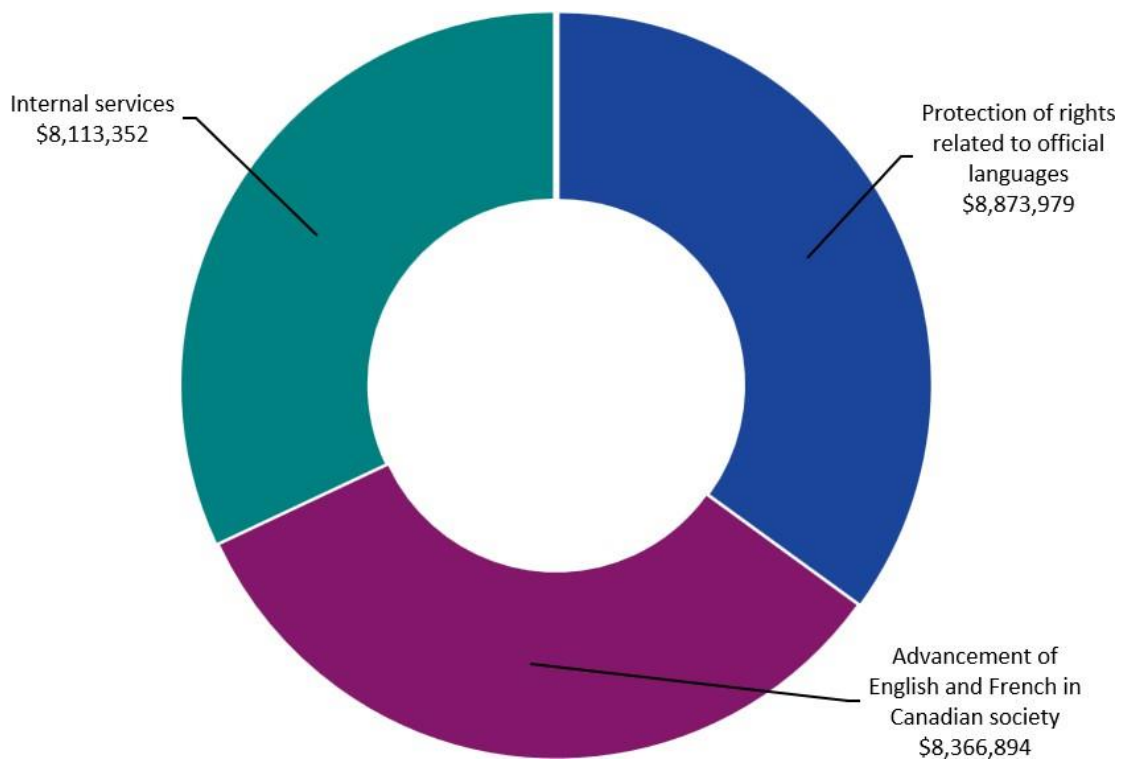
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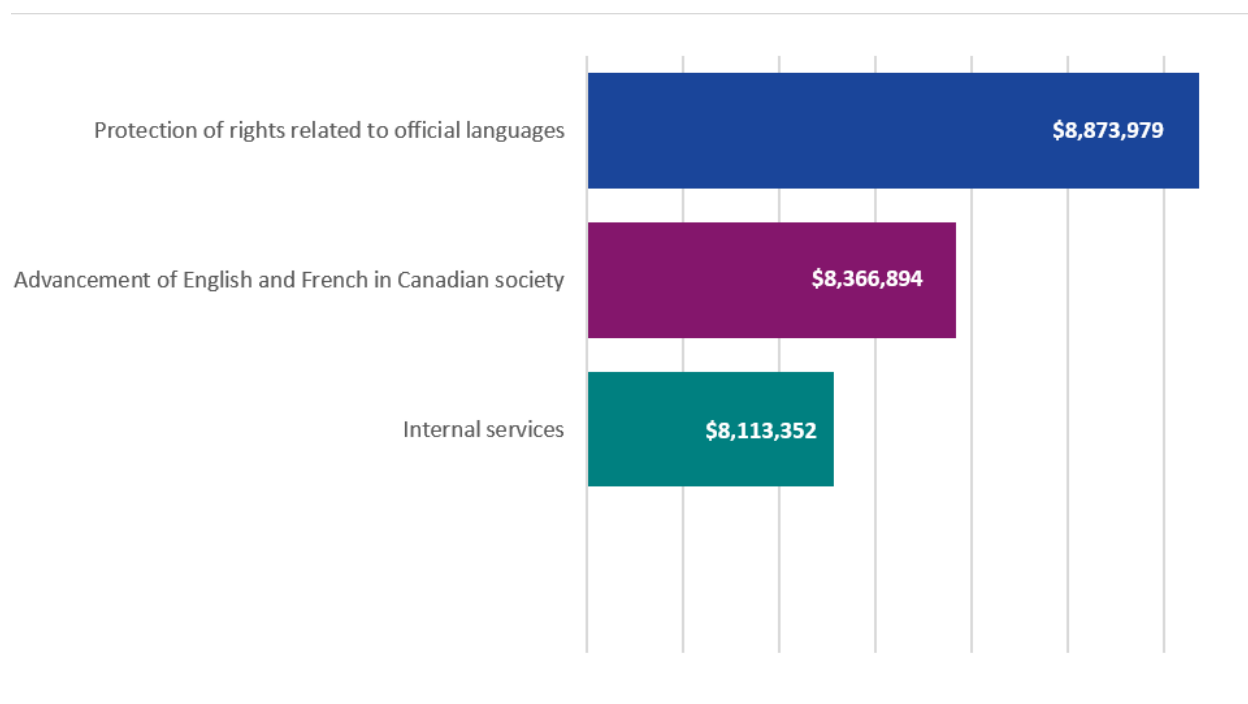
- [Spending](#)
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Spending

Figure 1: Spending by core responsibility in 2024–2025

The charts below summarize the Office of the Commissioner’s planned spending by core responsibility.





The forecasted spending presented in the graphic is derived from the 2024-25 Main Estimates.

Table 6: Actual spending summary for core responsibilities and internal services (\$ dollars)

The following table shows information on spending for each of Office of the Commissioner’s core responsibilities and for its internal services for the previous three fiscal years. Amounts for the current fiscal year are forecasted based on spending to date.

Core responsibilities and internal services	2021–2022 actual expenditures	2022–2023 actual expenditures	2023–2024 forecast spending
1. Protection of rights related to official languages	7,821,975	7,510,619	8,946,380
2. Advancement of English and French in Canadian society	7,080,393	6,934,354	8,435,158

Subtotal	14,902,368	14,444,973	17,381,538
Core responsibilities and internal services	2021–2022 actual expenditures	2022–2023 actual expenditures	2023–2024 forecast spending
Internal services	8,211,938	7,987,949	8,179,547
Total	23,114,306	22,432,922	25,561,085

The variance between the 2022-23 expenditures and the 2023-24 forecasted spending is primarily due to payments related to the signing of collective agreements.

Table 7: 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 the upcoming three fiscal years.

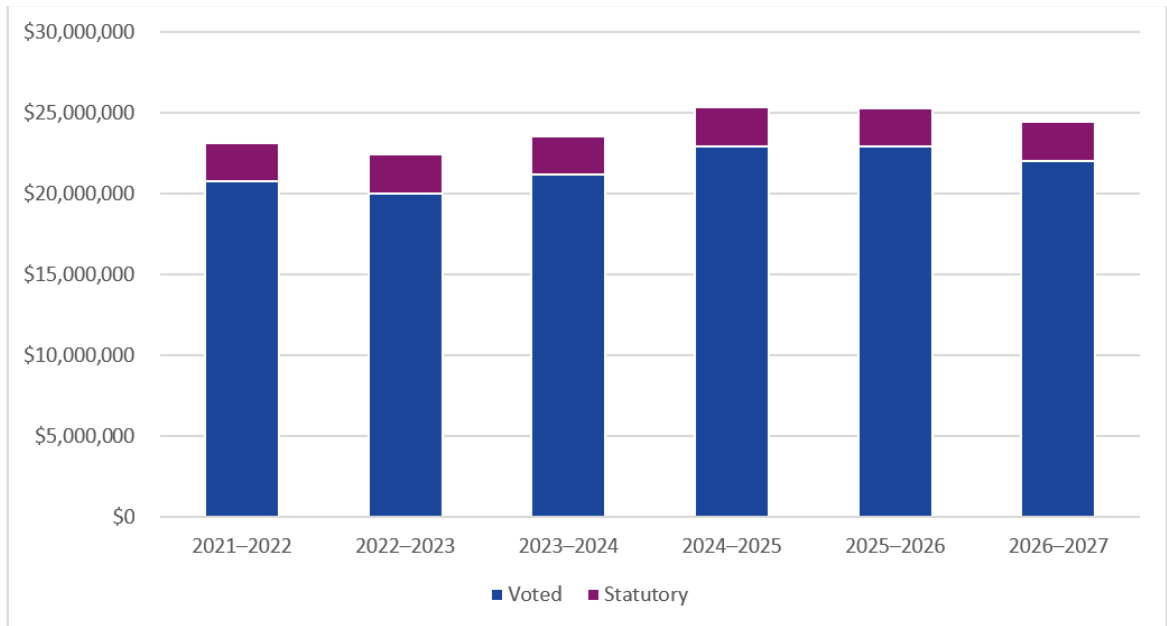
Core responsibilities and internal services	2024–2025 budgetary spending (as indicated in Main Estimates)	2024–2025 planned spending	2025–2026 planned spending	2026–2027 planned spending
1. Protection of rights related to official languages	8,873,979	8,873,979	8,548,331	8,558,425
2. Advancement of English and French in Canadian society	8,366,894	8,366,894	8,059,855	8,069,373
Subtotal	17,240,873	17,240,873	16,608,186	16,627,798
Internal services	8,113,352	8,113,352	7,815,616	7,824,846
Total	25,354,225	25,354,225	24,423,802	24,452,644

The variance between the 2024-25 forecasted spending and the upcoming years is due to the approval of the Treasury Board Submission related to the *Official Languages Act* modernization.

Funding

Figure 2: Departmental spending 2020–2021 to 2026–2027

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



Year	2021–2022	2022–2023	2023–2024	2024–2025	2025–2026	2026–2027
Statutory	\$2,365,739	\$2,433,254	\$2,371,184	\$2,463,129	\$2,404,006	\$2,407,503
Voted	\$20,748,567	\$19,999,668	\$21,194,592	\$22,891,096	\$22,019,798	\$22,045,141
Total	\$23,114,306	\$22,432,922	\$23,565,776	\$25,354,225	\$24,423,804	\$24,452,644

The difference between the 2022–2023 expenditures and the 2023–2024 expenditure forecast is mainly because of payments related to the signing of collective agreements.

Estimates by vote

Information on the Office of the Commissioner’s organizational appropriations is available in the [2024–2025 Main Estimates](#).

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 2023–2024 to 2024–2025.

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’s [website](#).

Table 8: Future-oriented condensed statement of operations for the year ending March 31, 2025 (dollars)

Financial information	2023–2024 forecast results	2024–2025 planned results	Difference (2024–2025 planned results minus 2023–2024 forecast results)
Total expenses	29,234,202	29,102,609	131,593
Total revenues	0	0	0
Net cost of operations before government funding and transfers	29,234,202	29,102,609	131,593

The net cost of operations before government funding and transfers forecast for 2024–2025 are expected to decrease by \$131,593 compared with the net cost of operations before government funding and transfers in the 2023–2024 forecast results. This decrease is mainly due to the inclusion of the operating budget carry-forward and funds received for retroactive compensation adjustments resulting from collective agreements in the 2023–2024 forecast results.

Human resources

Table 9: Actual human resources for core responsibilities and internal services

The following table shows a summary of human resources, in full-time equivalents (FTEs), for the Office of the Commissioner’s core responsibilities and for its internal services for the previous three fiscal years. Human resources for the current fiscal year are forecasted based on year to date.

Core responsibilities and internal services	2021–2022 actual FTEs	2022–2023 actual FTEs	2023–2024 forecasted FTEs
1. Protection of rights related to official languages	67	63	68
2. Advancement of English and French in Canadian society	54	52	50
Subtotal	121	115	118
Internal services	46	47	51
Total	167	162	169

Staffing levels decreased slightly between 2021–2022 and 2022–2023, which reflects normal staff turnover. An increase in full-time equivalents (FTEs) is observed for 2023–2024 due to the implementation of the modernization of the *Official Languages Act*.

Table 10: Human resources planning summary for core responsibilities and internal services

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 planned for 2024–2025 and future years.

Core responsibilities and internal services	2024–2025 planned full-time equivalents	2025–2026 planned full-time equivalents	2026–2027 planned full-time equivalents
1. Protection of rights related to official languages	68	68	68
2. Advancement of English and French in Canadian society	50	50	50
Subtotal	118	118	118
Internal services	51	51	51
Total	169	169	169

Staffing levels for the coming years reflect the currently approved resources.

Corporate information

Organizational profile

Commissioner of Official Languages: Raymond Th  berge

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

Year of incorporation / commencement: 1970

Organizational contact information

Mailing address

30 Victoria Street, 6th floor

Gatineau, Quebec K1A 0T8

Telephone: 819-420-4877

TTY: 1-877-996-6368

Fax: 819-420-4873

Email: information@clo-ocol.gc.ca

Website(s): [Office of the Commissioner of Official Languages of Canada \(clo-ocol.gc.ca\)](http://Office of the Commissioner of Official Languages of Canada (clo-ocol.gc.ca))

Supplementary information tables

Information on Office of the Commissioner's departmental sustainable development strategy can be found on the [Office of the Commissioner's website](#).

Federal tax expenditures

The Office of the Commissioner's 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](#).

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.

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.

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 tool used to support the development of responsive and inclusive policies, programs and other initiatives. GBA Plus is a process for understanding who is impacted by the issue or opportunity being addressed by the initiative; identifying how the initiative could be tailored to meet the diverse needs of the people most impacted; and anticipating and mitigating any barriers to accessing or benefitting from the initiative. GBA Plus is an intersectional analysis that goes beyond biological (sex) and sociocultural (gender) differences to consider other factors, such as age, disability, education, ethnicity, economic status, geography, language, race, religion, and sexual orientation.

government-wide priorities (priorités pangouvernementales)

For the purpose of the 2024–25 Departmental Plan, government-wide priorities are the high-level themes outlining the government's agenda in the 2021 Speech from the Throne: building a healthier today and tomorrow; growing a more resilient economy; bolder climate action; fighter harder for safer communities; standing up for diversity and inclusion; moving faster on the path to reconciliation and fighting for a secure, just, and equitable world.

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.

Indigenous business

As defined on the [Indigenous Services Canada website](#) in accordance with the Government of Canada's commitment that a mandatory minimum target of 5% of the total value of contracts is awarded to Indigenous businesses annually.

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.