



# Departmental Plan



**Employment and Social  
Development**

2024-2025



## **Employment and Social Development Canada 2024 to 2025 Departmental Plan**

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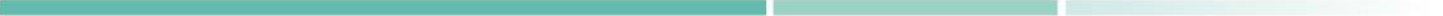




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## From the Ministers

We are proud to present Employment and Social Development Canada's 2024 to 2025 Departmental Plan.


The Government of Canada's investments in our economy, communities and middle-class careers have delivered real economic opportunities for Canadians across the country. Yet we remain mindful that Canadians continue to face challenges-particularly the increased cost of living-which government action is addressing.

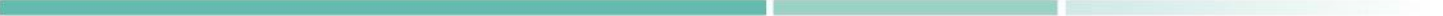
As part of this plan for families, we will work with provincial, territorial and Indigenous partners to deliver high-quality, accessible, and regulated early learning and child care for an average of \$10 a day across Canada by March 2026. We will also invest significantly in the expansion of this system, which remains on track to deliver 250,000 new spaces.

Supporting Canadians during employment transitions remains a priority, such as continued Employment Insurance support for workers in seasonal employment. In addition, we will launch a Sustainable Jobs Training Fund to help workers upgrade or gain new skills for jobs in the low-carbon economy. We will also launch a new sustainable jobs training funding stream under the Canadian Apprenticeship Strategy's Union Training and Innovation Program. This stream will fund projects led by unions to provide green skills training for trades workers.

We will provide support to employers facing critical labour shortages through measures under the Temporary Foreign Worker Program. This program helps Canadian employers fill labour and skills shortages on a temporary basis when Canadians and permanent residents are not available. Temporary foreign workers play a vital role in many sectors of the economy, including agriculture and agri-food, and program policies are continuously reviewed to ensure they reflect the latest economic conditions and maintain program integrity. We will deliver on the Budget 2022 commitment to develop a new foreign labour program for agriculture and fish processing to ensure that Canada's food producers have access to a stable and reliable labour supply and to strengthen worker protections. Ensuring the health and safety of temporary foreign workers and ensuring that they are free from any form of abuse while in Canada are key priorities. Safe, healthy, fair and inclusive work conditions and cooperative workplace relations are priorities for all workers in Canada.

We are dedicated to enhancing services for Canadians, which will involve a multifaceted strategy aimed at addressing all aspects of services including efficiency, accessibility, responsiveness, technology innovation, and strengthening our partnership with other departments. As part of the Service Delivery Partnerships Program, we are adopting new client-centric approaches to service delivery while implementing new critical initiatives, such as helping deliver the Canadian Dental Care Plan to eligible uninsured Canadians. In late 2024, we will complete the deployment of the Passport Program Modernization Initiative, which contains a new intake tool to help address surges in passport applications. We also have expanded our 10-day passport service to 21 Service Canada Centres. Finally, as part of the Reaching All Canadians initiative, we will continue to ensure that all Canadians can access government services regardless of where they are or their circumstances, which includes understanding and





reducing barriers faced by marginalized and underserved Canadians in receiving services. For example, we will test an interpretation service for both Indigenous and non-official languages on our telephone general enquiries program.

Canada's commitment to accessibility and inclusion is driven by a vision where every Canadian can thrive and participate fully in society. This year, we will develop options for modernizing the Employment Equity Act. This is an important step to advance equity, diversity and inclusion in federally regulated workplaces.

We will advance toward accessibility and inclusion by working with partners to implement the Canada Disability Benefit. Collaboration with persons with disabilities from various backgrounds will ensure that the new benefit's design and regulations are informed by the needs and lived experiences of the people who will receive it. We will also launch a pilot project to test improved employment supports for Canada Pension Plan disability clients who want to return to work while still receiving benefits.

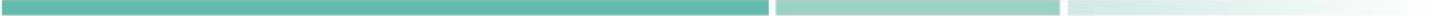
We know that young Canadians continue to struggle with the rising cost of living. That's why we will continue to work with partners to help make higher education more affordable and accessible for Canadian students, particularly those facing barriers. In 2024 to 2025, as part of the Canada Student Financial Assistance Program, more than 700,000 post-secondary students are expected to receive financial assistance through non-repayable Canada Student Grants and interest-free Canada Student Loans. In addition, we will make it easier for youth who are ready to enter the workforce to find the opportunities and resources that will aid them in making that transition.

The Supporting Black Canadian Communities Initiative will continue to play a key role in the Department's efforts to increase social inclusion, reduce systemic barriers, and strengthen social cohesion within Canada by advancing targeted measures for Black communities. This includes addressing emerging priorities as identified by Black community stakeholders and strengthening the foundational capacity of Black-led and Black-serving community organizations in Canada.

We are also protecting the financial security of seniors through the Canada Pension Plan enhancement, which is being phased in through 2025. The limit of earnings protected by the plan will increase by 14% from the original limit. We will continue to move the Old Age Security (OAS) program to the new Benefits Delivery Modernization platform to offer faster payments, reduce wait times and improve online services. The next phases of the OAS migration, scheduled to be completed in December 2024, will see approximately 7 million new and existing OAS clients transition onto the new platform.

Finally, advancing progress on the Sustainable Development Goals both domestically and internationally remains a priority. This summer, Canada will release its 2024 annual report, highlighting progress made toward implementing the United Nations 2030 Agenda on Sustainable Development. We remain committed to advancing progress on the Sustainable Development Goals by reducing poverty, providing access to quality education, advancing gender equality and taking action on climate change and clean energy. Canada's poverty rate remains below the pre-pandemic rate, and the Government of Canada is continuing to make





significant investments through targeted social programs and income supplements to reduce poverty, mitigate food insecurity and increase well-being.

We are determined to deliver programs and services to every Canadian, and to support them through every stage of their lives, now and in the future.

Minister of Employment, Workforce Development and Official Languages, Randy Boissonnault

Minister of Families, Children and Social Development, Jenna Sudds

Minister of Labour and Seniors, Seamus O'Regan Jr.

Minister of Diversity, Inclusion and Persons with Disabilities, Kamal Khara

Minister of Citizens' Services, Terry Beech


Minister for Women and Gender Equality and Youth, Marci Ien

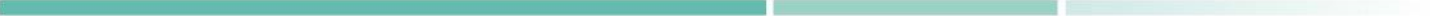
## Service Excellence

The department is dedicated to providing Canadians with high quality, timely, and accessible services. We will improve services for Canadians and other clients in 3 main areas:

### 1. Modernizing our Information Technology (IT)

In the post COVID-19 pandemic world, Canadians are accessing government services online more than ever before. They expect to receive a secure, high quality, and accessible digital service experience. We are using technology to improve how we deliver programs and services to Canadians. This year we will:

- continue to transform the service experience for Canadians receiving-or seeking to receive-Old Age Security, Employment Insurance, and Canada Pension Plan benefits. Between now and 2030, the Benefits Delivery Modernization Programme will help us simplify application processes, offer more convenient self-serve options and process files by routing work more efficiently. For clients who require help, there will be a smooth transition between self-service and assisted service, for example when an application moves from the online portal to the phone or in-person
  - launch an EI Benefits Estimator, similar to the [Old Age Security Benefits Estimator](#). This online tool will help citizens quickly estimate their allowable EI income based on information they provide
  - improve services to speech and hearing-impaired clients. We will do this by refining and improving processes following our expanded use of a modern teletypewriter (TTY) solution which allows TTY calls to be answered in real time
  - work with federal partners to establish agreements with provinces. This will allow individuals to use provincial digital credentials to access our online services. Individuals will be able to access online programs in a quick and secure manner. Programs include Employment Insurance, Canada Pension Plan and Old Age Security, and Canada Student Financial Assistance
  - help clients securely access their online accounts. As stated in the [2023 Fall Economic Statement](#), we will maintain Simplified Digital Identity Validation (SDIV) and Multifactor
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Authentication (MFA) solutions associated with service delivery platforms, such as My Service Canada Account

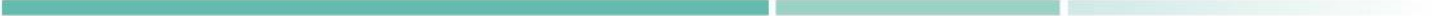
- improve the experience for clients who are using the 1 800 O-Canada service. Replacement of the existing contact centre platform will span several years and the new platform will include improved capabilities and enhance the client experience in the long term
- make our digital platforms more accessible and user-friendly for clients by ensuring they meet the Web Content Accessibility Guidelines (WCAG) - version 2.1 Level AA Accessibility Standards. This is an international standard, adopted by the Government of Canada to support the goal of barrier-free access to Government of Canada information and services. On Canada.ca, accessibility is built into the platform, helping it meet WCAG version 2.1 standards

## 2. Improving Services for Canadians

Making services better for Canadians remains a top priority and will involve addressing various aspect of services, including efficiency, accessibility, responsiveness and technology innovation. Client service experience matters - it impacts whether we meet program objectives and helps to build trust in government. Canadians want services to be quick, safe, digital, and easy to access through many service channels. We will use feedback from clients to make services better and show clear results. Examples of this work will include:

- making it easier for clients to understand which benefits they are eligible for and reducing application errors by improving the usability of forms, letters, web content, guides, and web portals. Improvements will make the content easier to understand and online navigation more efficient. Changes will ensure that the language used for correspondence products is clear and concise, and the applications and forms are easy to complete
  - improving our service to better fit client needs. We will gather feedback through our delivery channels (in-person, online, phone). This will help us know if our service delivery is working for clients, or if we need to make changes. Feedback will be used to inform data-driven enhancements by highlighting service delivery pain points experienced by service users
  - focusing on client feedback, we will make sure we are meeting their needs. Some of the ways that feedback will be collected are:
    - annual Service Canada Client Experience Survey questionnaires when clients access services on Canada.ca
    - exit questionnaires when clients visit an in-person Service Canada Centre, call 1 800 O-Canada or use eServiceCanada
  - providing other federal departments with digital tools so they can measure how well they are meeting client needs online. Through Canada.ca, we provide departments with access to a digital analytics tool to measure web traffic, and an in-page feedback tool to gather visitors' input. A survey tool is also available to collect feedback from users on a continuous basis. Survey data is shared with departments so they can identify where they need to make improvements within their content. For example, how it's presented, worded and how easy the information is to find
  - making our new online portal, the Service Canada Client Hub, available to Canadians in 2024. The portal is a bilingual, accessible platform that provides clients and their circle of care with a personalized, easy-to-navigate dashboard of all Service Canada benefits and
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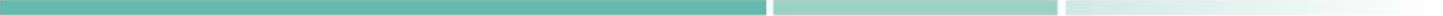
services. The hub represents the next generation of the My Service Canada Account interface and will mark the initial change that Service Canada clients will experience from our renewed digital channel

- partnering with Ontario, New Brunswick, Nova Scotia, Saskatchewan, Prince Edward Island and Manitoba to digitize the death registration process. This will allow medical informants and funeral directors to send death notifications to vital statistics organizations. This will be done in a timely, accurate and secure manner. Getting this information faster will help reduce benefit overpayments. There will be less need for payment recovery and investigations

### **3. Removing Barriers**

Ensuring that all eligible Canadians can access government services remains a priority. We are committed to understanding and reducing barriers faced by marginalized and underserved Canadians. These most vulnerable clients, including children, low-income seniors, families, and Indigenous communities, have traditionally faced significant challenges in accessing government services. They might not know about the benefits they are entitled to. To reduce these barriers and increase the number of eligible Canadians receiving benefits, in 2024 to 2025 we will continue to:

- work with the Canada Revenue Agency and Statistics Canada to strengthen our understanding of the socio-economic and geographical characteristics of hard-to-reach populations, including barriers they face when accessing benefits. This information will help us tailor coordinated outreach measures to the needs of those requiring a higher level of support to access benefits
  - provide hard-to-reach and at-risk individuals with additional support to access services and benefits. Our Service Referral Initiative will connect clients with a Service Canada representative who can help them apply for benefits
  - collaborate with the United Way/Centraide's 211 community information service and the Canada Revenue Agency's income tax help lines to provide clients with seamless access to the department's programs and proactively seek to engage with other organizations who share a vision of providing clients with seamless access to core departmental programs
  - work with community organizations to help vulnerable populations apply for departmental funding programs. We will do this by ensuring equitable access to grants and contributions through our Removing Barriers to Program Access initiative. Support may include an applicant guide and tools to help organizations complete and submit their applications
  - increase awareness of funding opportunities so Canadians have all the necessary information to find and apply for departmental funding. We will do this by improving and updating the department's grants and contributions funding webpage content and simplifying language. In addition, we will promote this webpage through outreach packages, promotional campaigns and by offering information sessions to support the registration process
  - continue the implementation of the Youth Digital Gateway project, project to provide youth with curated information, opportunities, resources, and other supports to help them find a job, build their skills, go to school, participate in training, and serve their communities. Through our work on the Youth Digital Gateway we will work with partners
- 



to integrate its services into a holistic single-window, user friendly Government of Canada digital channel for youth

## **Service Canada Regional Service Delivery**

Through partnerships with the provinces, territories, municipalities, and communities, our regional Service Canada offices deliver a wide array of essential services at hundreds of Service Canada Centres across the country. Service Canada offices will continue reaching out and responding to the changing needs of clients. Each region works on various activities, some of which are shared across all regions while others are distinct and unique to each region. Here are a few highlights of the activities that regions will pursue this year:

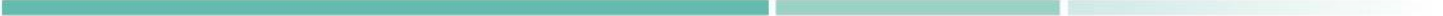
### Western Canada and Territories

- open a third Passport Delivery and Operations Centre in the west to expand passport processing and printing capacity across the nation
- collaborate with [Indigenous Skills and Employment Training \(ISET\)](#) agreement holders including, Indigenous service organizations, Nations, Tribal Councils and Self-Government/Modern Treaty Holders, to strengthen their understanding of the program and the built-in flexibilities that agreement holders can use to provide wrap around support services for clients and/or to establish emergency response plans that allow it to meet Indigenous communities' needs
- the region will also support these partners by working closely with them to make sure they are taking full advantage of ISET flexibilities and to increase capacity to meet the reporting requirements which will reduce administrative burdens, leading to improved employment outcomes for Indigenous peoples and communities

### Ontario Region

- improve uptake and accessibility of programs and benefits, as well as service outcomes for vulnerable groups through ongoing partnerships and relationships with Indigenous communities, other government departments and community partners. These groups include Indigenous, persons with disabilities, seniors, newcomers, youth, racialized communities, and communities with low income, experiencing unemployment, or requiring assistance
- we will work with Immigration, Refugees, and Citizenship Canada, the Ontario Ministry of Labour, Immigration, Training and Skills Development (MLITSD), and municipalities to streamline the process for refugee claimants to obtain primary identification documents and accelerate their pathway to employment in Canada. We will also work with MLITSD to streamline and enhance the response times for the Joint Rapid Response Action Plan (JRRAP)
- expand on the use technology where available to create a more inclusive environment for clients. For example:
  - accessible Point of Sale machines equipped with audible technology to enable clients with vision loss to hear the amount owed for payment
  - high contrast displays to enable clients to input their PIN without assistance from an employee
  - tactile Flooring and Tactile Maps to assist persons with disabilities to navigate



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- geo-based technology such as Wayfinder Beacons to provide clients with cellular phone navigational information
    - video Remote Interpretation between clients and employees to communicate using sign language and on-demand video remote interpretation
  - resolve more client requests at first contact. We will do this by increasing automation for the review and processing of client requests. This includes creating a Pensions Virtual Registry to centralize digital information storage, to speed up processing and access to necessary information
  - conduct Official Languages Minority Community consultations in major cities to ensure equal service quality in both Official Languages

### Québec Region

- lead a single point of contact project to consolidate several services responding to the needs of homeless and Indigenous clients. The goal of the project is to enable these clients to benefit from the programs and services they are entitled to. Providing services in the same location will encourage these marginalized clients to come to our offices, which they do not do for many reasons and because of various obstacles
- expand the work of the Québec Region's Innovation Labs. This work, initially focused on Indigenous communities, and will now also benefit newcomers to Canada. The Labs bring clients, community organizations, and public servants together to identify the needs of clients and find solutions to provide them with better access to services
- facilitate the transition from Services Québec to Employment and Social Development Canada's Old Age Security for clients faced with language and/or literacy issues with a personalized service. Services Québec financially supports Québec seniors that are in a precarious situation until they reach the age of 65. At that point, this support ends, and these clients must seek support from Employment and Social Development Canada to obtain Old Age Security benefits. Québec Region Citizen Services officers will help those clients to organize the required documentation

### Atlantic Region


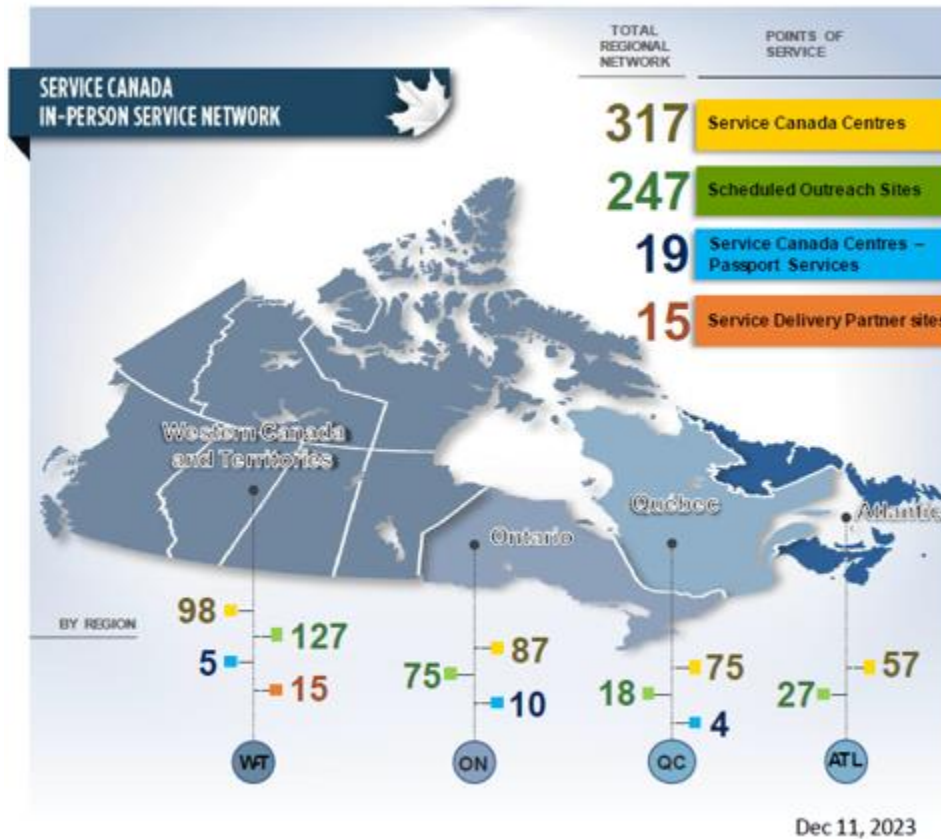
- expand the parameters for intake of cases that contain allegations with heightened probability of serious concern to the health and safety of Temporary Foreign Workers who are working outside of the Atlantic region. The expansion will continue to support the National Workload initiative, assist other regions with heavy workload pressures, and improve timeliness across the network
  - improve client service by having more employees in the Employment Insurance and Pensions processing and call centres cross-trained. This will allow employees to have broader knowledge to resolve issues at first contact with clients. This is being done as part of an expansion of the region's Integrated Service Management approach
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Figure 1: Service Canada in-person service network, as of December 11, 2023



## Plans to deliver on core responsibilities and internal services

### Core responsibilities and internal services:

- Social development
- Pensions and benefits
- Learning, skills development and employment
- Working conditions and workplace relations
- Information delivery and services for other government departments
- Internal services
- Overall risks and mitigation strategies

### Social Development

#### In this section

- Description

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

## Description

Increase inclusion and opportunities for Canadians to participate in their communities.

## Quality of life impacts

Programs under this this core responsibility contribute to several Quality of Life domains and indicators, including:

- **Domain - Society** (Indicators - Accessible environments, Indigenous languages, Positive perceptions of diversity, Sense of belonging to the local community, Volunteering) through activities that help remove barriers and provide racialized communities, people with disabilities, and other vulnerable groups, such as the elderly and families with children, opportunities to participate in their communities
- **Domain - Prosperity** (Indicators - Access to early learning and child care, Financial well-being, Protection from income shocks) through activities that increase the availability of affordable child care and support Indigenous groups to provide child care, and reduce poverty
- **Domain - Good Governance** (Indicator - Confidence in institutions), through activities that focus on the Sustainable Development framework, innovative projects and research that strengthen the programs of the department and the Government of Canada

## Results and targets

The following tables show, for each departmental result related to Social Development, the indicators, the results from the 3 most recently reported fiscal years, the targets and target dates approved in 2024 to 2025.

**Table 1 - Indicators, results and targets for departmental result: Not for profit organizations, communities and other groups have an enhanced capacity to address a range of social issues such as the social inclusion of persons with disabilities, the engagement of seniors and support for children and families.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Newly developed partnerships as a percentage of all partnerships developed by recipient	Result to be achieved in the future	Result to be achieved in the future	61%	At least 45%	March 2025

organizations to address a range of social issues such as the social inclusion of persons with disabilities, children and families and other vulnerable populations					
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**Table 2 - Indicators, results and targets for departmental result: Barriers to accessibility for persons with disabilities are removed.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Number of community spaces and workplaces that are more accessible due to Enabling Accessibility Fund funding	386	1,290	1,048	At least 287	March 2025

**Table 3 - Indicators, results and targets for departmental result: Affordability of early learning and child care is increased.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Average child care fees for regulated early learning and child care spaces	Not available	Not available	As of November 2023, 6 provinces and territories are delivering regulated child care for an average of \$10-a-day or less. All remaining jurisdictions have reduced fees by at least 50% on average <sup>1</sup>	At most \$10-a-day	March 2026

**Table 4 - Indicators, results and targets for departmental result: Clients receive high quality, timely and efficient services that meet their needs.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Number of targets that are being met for the published service	1 out of 1	2 out of 3 <sup>3</sup>	3 out of 3	3 out of 3	March 2025

standards of Social Development programs <sup>2</sup>					
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- **Notes:**

1. Québec and Yukon had already achieved \$10-a-day prior to Budget 2021. While the Government of Québec supports the general principles of the Early Learning and Child Care Framework, it does not adhere to the Multilateral Framework as it intends to preserve its sole responsibility in this area. The Government of Canada has entered into an asymmetrical agreement with the province of Quebec that will allow for further improvements to their system.
2. Service standards are published on [Transparency - Canada.ca](https://www.transparency-canada.ca).
3. Notification of funding is the only service standard not met.

The financial, human resources and performance information for Employment and Social Development Canada's program inventory is available on [GC InfoBase](#).

### Plans to achieve results

In fiscal year 2024 to 2025, the department will undertake the following activities to advance this core responsibility.

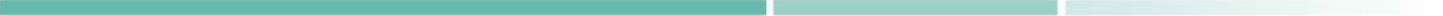
#### **Affordability of early learning and child care is increased**

We will continue to work with provinces and territories to increase access to high-quality, affordable, flexible and inclusive early learning and child care. This will help to reduce fees for regulated child care towards an average of \$10-a-day and to create 250,000 new regulated child care spaces by March 2026.

We will support commitments from the provinces and territories to develop a highly qualified early learning and child care workforce. Specific measures to develop the workforce are outlined in the Canada-wide Agreements and include implementing wage grids where not already in place and initiatives to increase the percentage of certified early childhood educators providing regulated care to children. At the July 2023 Federal-Provincial-Territorial Meeting of Ministers Most Responsible for Early Learning and Child Care, all ministers (except Quebec, which participates as an observer only) agreed to develop a Canada-wide, multilateral workforce strategy for the early learning and child care workforce, recognizing that federal, provincial and territorial governments will have final authority on any implementation actions within their respective jurisdictions. The multilateral workforce strategy will centre on recruitment, retention and recognition.

The department will continue to support the work of the National Advisory Council on Early Learning and Child Care. This Council brings together academics, advocates, practitioners and caregivers and serves as a forum for consultations on issues and challenges facing the early learning and child care sector. It provides third-party expert advice to the Government of Canada.

The department will also continue to support communities and organizations exploring innovative practices to help improve the life outcomes of children through projects funded by the



Early Learning and Child Care Innovation Program. These projects explore, test and develop new approaches that aim to improve the quality, accessibility, affordability, inclusivity and flexibility of early learning and child care programs and services. Data and research initiatives, including the development of a data and research strategy specific to early learning and child care, will also continue.

Finally, the department will continue to work with provinces and territories to support greater inclusion in the Canada-wide early learning and child care system through the Early Learning and Child Care Infrastructure Fund announced in Budget 2022.

Guided by the co-developed Indigenous Early Learning and Child Care Framework, we will continue to collaborate with First Nations, Inuit and Métis Nation governments and organizations in supporting Indigenous-led Early Learning and Child Care programs and services, delivered in communities across the country. Significant investments will continue to be made in [Indigenous Early Learning and Child Care](#) infrastructure. This funding aims to build new early learning and child care centres and upgrade older ones, ensuring that there are high quality facilities for Indigenous children. This investment will help grow the availability of Indigenous Early Learning and Child Care and improve access for Indigenous children and families. The goal is to provide them with access to high-quality, culturally-relevant, early learning programming and services across the nation.


### **Barriers to accessibility for persons with disabilities are removed**

We will continue to track how well accessibility barriers are being identified and removed. We will use this data to measure progress in the removal of barriers which is part of our implementation of the Federal Data and Measurement Strategy for Accessibility. We will also publish the second half of the performance indicator framework for the [Accessible Canada Act](#) through this strategy. In addition, indicator data sources will be identified. A key data source will be the [2022 Canadian Survey on Disability](#). This survey collects data from Canadians with disabilities about the barriers they face and how these affect their full participation in society. Reports based on this data will help organizations working to advance accessibility across Canada.

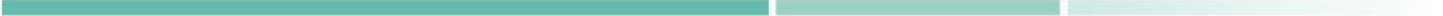
Through the Enabling Accessibility Fund we will continue to remove barriers by supporting projects that improve safety and accessibility in communities and workplaces across Canada.

### **Poverty is reduced**

Under the [Poverty Reduction Strategy](#), we will continue to reduce poverty, by:

- leading and coordinating initiatives across the federal government which are helping to address the many dimensions of poverty and its impacts
  - supporting the National Advisory Council on Poverty to develop their fifth annual report on the Government of Canada's progress toward the goal of a 50% reduction in poverty by 2030. We offer support to the Council in its provision of advice to the Minister of Families, Children and Social Development on poverty reduction, and in their engagement activities to continue a national dialogue with Canadians on poverty
  - working with Statistics Canada to conduct the third comprehensive review of the Market Basket Measure. This will ensure that poverty in Canada is measured using the latest
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available data and methods, and that Canada's Official Poverty Line continues to accurately reflect a basic and modest standard of living. This work ensures that Canadians can be confident that poverty reduction results are reported using an approach that is up-to-date, transparent and informed by a diversity of stakeholder perspectives

- continuing to collaborate with First Nations, Inuit, and Métis to better understand poverty among Indigenous populations in Canada and determine specific indicators. Co-developed indicators of poverty and well-being would help track poverty over time and would provide insight on the interactions between programs and initiatives and their effectiveness for Indigenous persons in Canada. This is expected to improve transparency and accountability

We will continue to engage with provinces, territories, and Indigenous partners, and stakeholders on the development of a National School Food Policy and to work towards a national school meal program. We will seek to ensure that a National School Food Policy reflects regional and local needs by building on our partners' existing efforts on school food programming. This includes exploring how to expand and enhance existing efforts, and creating an environment for ongoing collaboration to increase the number of children who have access to nutritious food in school.

The [Canada Disability Benefit](#) (CDB), a key part of the [Disability Inclusion Action Plan](#), will help to reduce poverty and support the financial security of working-age persons with disabilities by providing a direct monthly payment to eligible individuals. Working-age Canadians with disabilities experience poverty at twice the rate of working-age Canadians without disabilities. This year, we will continue the regulatory development process for this benefit which is essential to the delivery of the Disability Inclusion Action Plan.

### **Capacity to address social issues is enhanced**

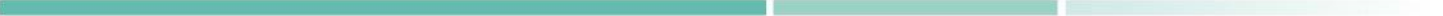
We will help charities and non-profits become more adaptable to changing community needs in Canada. Since the launch of the [Community Services Recovery Fund](#) in 2023, nearly 5,500 organizations will have received assistance to enhance staff and volunteer capabilities, improve systems and processes, and innovate program service.

This year, investments from the [Social Innovation and Social Finance Strategy's Social Finance Fund](#) will start reaching Social Purpose Organizations, helping them to address social and environmental issues. The fund's data will also be available for social finance wholesalers, social finance intermediaries, and Social Purpose Organizations to use as a guide for measuring the social and environmental impacts of investments.

The [Black-led Philanthropic Endowment Fund](#) will keep investing and supporting Black-led, Black-focused, and Black-serving charities and non-profits. These funds will help organizations run projects that fight anti-Black racism and improve social and economic outcomes for Black communities in Canada.

The Supporting Black Canadian Communities Initiative will continue to play a key role in the department's efforts to increase social inclusion, reduce systemic barriers, and strengthen social cohesion within Canada by advancing targeted measures for Black communities. This includes





addressing emerging priorities as identified by Black community stakeholders and strengthening the foundational capacity of Black-led and Black-serving community organizations in Canada.

Through a 2 year investment announced in Budget 2023 (beginning in 2023 to 2024), the [Social Development Partnerships Program](#) - Disability (SDPP-D) will continue to help address the unique needs and ongoing barriers faced by persons with disabilities by investing in capacity building and the community-level work of Canada's disability organizations.

We will continue to lead Canada's implementation of the United Nations 2030 Agenda for Sustainable Development (2030 Agenda) and its Sustainable Development Goals (SDGs). This includes developing Canada's 2024 Annual Report on the 2030 Agenda and the SDGs. The report will highlight actions taken by the whole-of-government and whole-of-society to achieve the SDGs at home and abroad. The report will be published in summer 2024 and we will be part of Canada's official delegation to the 2024 United Nations High-level Political Forum on Sustainable Development in July 2024.

### Snapshot of planned resources in 2024 to 2025

- Gross planned spending: \$7,930,989,184
- Net planned spending: \$7,930,989,184
- Planned full-time resources: 529

### Related government priorities


#### Gender-based analysis plus

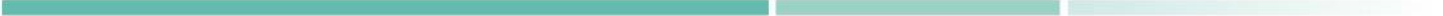
Work underway with provinces and territories to establish a Canada-wide early learning and child care system will benefit all Canadians. In the long term, it is projected to boost Canada's gross domestic product through increased labor market participation, particularly among women with young children. The program aims to increase the labor force participation rate of core-aged women with children under age 6 (currently estimated at 79.2%), and it benefits families of lower socio-economic status, single parents, and underrepresented groups.

For the Indigenous Early Learning and Child Care Initiative, we will collaborate with Indigenous partners to identify specific Gender Based Analysis plus indicators that are useful and practical to collect. This will help us gain a clearer understanding of program results for Indigenous equity-diverse people.

We will collect Gender Based Analysis plus-related data from [Social Development Partnerships Program](#) - Disability projects. Data will include the number and types of groups served by projects, including groups that identify with more than 1 identity. For example, these groups can include persons with disabilities who also identify with Official Language minority communities, 2SLGBTQI+ communities, Indigenous and minority communities including Black and other visible minority groups.

The [Supporting Black Canadian Communities Initiative](#) will use Gender Based Analysis plus analysis to inform decisions on outreach and funding priorities. This will help ensure that organizations serving specific communities, or multiple marginalized groups, receive funding to





enhance their capacity and ensure access to proper facilities and equipment. For example, analysis suggests a need for more outreach to Black Nova Scotian organizations, as well as ensuring access for northern organizations, due to the high number of Black people per capita in the North. This will help National Funders to do targeted outreach and provide support in their next call for proposals.

The Poverty Reduction Strategy was developed using a Gender Based Analysis plus analysis to understand the unique risk factors encountered by diverse groups. The strategy brings together significant investments that the government has made since 2015 to support the social and economic well-being of all Canadians, including funding for key poverty reduction initiatives. Gender Based Analysis plus analysis will continue to inform these investments to help maximize support to the many individuals experiencing poverty with identities that intersect with a diversity of groups including, but not limited to, Indigenous peoples, female-led lone parent families, persons with disabilities and visible minorities.

### **United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals**


In fiscal year 2024 to 2025, the department will continue to support the Sustainable Development Goals (SDGs) to ensure a coordinated whole-of-government and whole-of-society approach for advancing on the SDGs and the 2030 Agenda. This will be done in our department through the following programs:

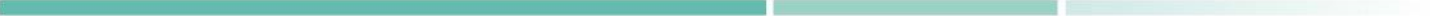
**End poverty in all its forms everywhere (SDG 1)** - Through the Poverty Reduction Strategy, the department is aiming to reduce poverty by 50% by 2030, when compared to 2015. Through the Canada Child Benefit (CCB), a benefit provided as part of this strategy, the Government is providing more than \$25 billion each year to more than 3.5 million families, including more than 6 million children. The CCB is indexed to keep pace with the cost of living.

**Quality Education (SDG 4)** - In its work with provincial, territorial and Indigenous partners to build and implement a Canada-wide early learning and child care system, the Government of Canada is supporting SDG 4. The goal of the Canada-wide system is that families have access to high-quality, affordable, flexible and inclusive early learning and child care no matter where they live in Canada through implementation of the Early Learning and Child Care and Indigenous Early Learning and Child Care programs.

**Decent work and economic growth (SDG 8) and Industry, innovation and infrastructure (SDG 9)** - The Accessible Canada Act will lead to the removal and prevention of barriers in transportation, the built environment, information, communication and technology (ICT), and employment. This will make infrastructure such as housing, public buildings, and public transportation systems more accessible for persons with disabilities. It will also improve access to information, products and services for individuals with disabilities. This year we will establish performance indicators to measure progress in removing barriers to accessibility in employment, transportation and ICT.

**Partnerships for the goals (SDG 17)** - Through the Sustainable Development Goals Funding Program, we will support implementation of the 2030 Agenda by strengthening partnerships and





engagement with Canadians. As such, a new call for proposal of the program was launched in November 2023, with the aim to have projects in place in the summer 2024. These projects are expected to increase public awareness of the SDGs, share best practices or lessons learned that support Canada's progress on the 2030 Agenda within equity-deserving groups or groups of individuals in vulnerable situations. Projects are also expected to help support the integration of the SDGs in communities. We will also advance the core principle of the 2030 Agenda to leave no one behind by engaging with the whole-of-society and the whole-of-government in reporting on the SDGs. This will be accomplished through engagement activities led by civil society organizations such as the Together/Ensemble Conference and also by department-led engagement activities with stakeholders that serve different segments of the population.

More information on Employment and Social Development Canada'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

Social Development is supported by the following programs:

- Accessible Canada Initiative
- Black-led Philanthropic Endowment Fund
- Canadian Benefit for Parents of Young Victims of Crime
- Early Learning and Child Care
- Enabling Accessibility Fund
- Indigenous Early Learning Child Care Transformation Initiative
- New Horizons for Seniors Program
- Social Development Partnerships Program
- Social Innovation and Social Finance Strategy
- Strategic Engagement and Research Program
- Sustainable Development Goals Funding Program


Supporting information on planned expenditures, human resources, and results related to Employment and Social Development's program inventory is available on [GC Infobase](#).

## Summary of changes made to reporting framework since last year

- Indicator removed: Reduction in the estimated number of shelter users who are chronically homeless

## Pensions and Benefits

### In this section

- Description
  - Quality of life impacts
  - Results and targets
  - Plans to achieve results
  - Snapshot of planned resources in 2024 to 2025
- 

- Related government priorities
- Program inventory
- Summary of changes to reporting framework since last year

## Description

Assist Canadians in maintaining income for retirement, and provide financial benefits to survivors, people with disabilities and their families.

## Quality of life impacts

Programs under this core responsibility contribute to the following Quality of Life domain and indicators:

- **Domain - Prosperity** (indicators - Poverty, Household Income, Financial Wellbeing) through activities that provide Canadians with income for retirement, and financial benefits to people with disabilities, survivors of pension contributors and their families

## Results and targets

The following tables show, for each departmental result related to Pensions and Benefits, the indicators, the results from the 3 most recently reported fiscal years, the targets and target dates approved in 2024 to 2025.

**Table 5 - Indicators, results and targets for departmental result: Seniors have income support for retirement.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Percentage of seniors living in poverty	5.7% (2019)	3.1% (2020)	5.6% (2021)	At most 7.3%	December 2030
Percentage of seniors receiving the Old Age Security Pension at age 65 and over in relation to the estimated total number of eligible seniors aged 65 and over (OAS pension take-up rate)	97.1% (2018)	96.8% (2019)	96.7% (2020)	At least 94% <sup>1</sup>	March 2025
Percentage of seniors receiving the Old Age Security pension at age 70 and over in relation to the estimated total number of eligible seniors aged 70 and over (OAS pension take-up rate 70+)	99% (2018)	99% (2019)	99% (2020)	At least 99%	March 2025

Percentage of seniors receiving the Guaranteed Income Supplement in relation to the estimated total number of eligible seniors	91.2% (2018)	92.2% (2019)	91.9% (2020)	At least 90%	March 2025
Percentage of Canada Pension Plan contributors aged 70+ receiving retirement benefits	99% (2019)	99% (2020)	99% (2021)	At least 99%	March 2025

**Table 6 - Indicators, results and targets for departmental result: Persons with disabilities and their families have financial support.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Percentage of Canada Pension Plan contributors who have contributory eligibility for Canada Pension Plan Disability benefits and therefore have access to financial support in the event of a severe and prolonged disability	65% (2019)	65% (2020)	65% (2021)	At least 68%	March 2025
Percentage of Canadians approved for the Disability Tax Credit who have a Registered Disability Savings Plan to encourage private savings <sup>2</sup>	35% (2021)	36% (2022)	Not yet available (2023)	At least 36%	December 2024
Percentage of Registered Disability Savings Plan beneficiaries that have been issued a grant and/or a bond to assist them and their families to save for their long term financial security	78% (2021)	76% (2022)	76% (2023)	At least 74%	December 2024

**Table 7 - Indicators, results and targets for departmental result: Clients receive high quality, timely and efficient services that meet their needs.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Number of targets that are being met for the published service standards of Pensions and Benefits programs <sup>3</sup>	5 out of 10	5 out of 10	4 out of 10	10 out of 10	March 2025

Percentage of Canada Pension Plan Retirement Benefits paid within the first month of entitlement	98%	95.9%	94.3%	At least 90%	March 2025
Percentage of decisions on applications for a Canada Pension Plan disability benefit within 120 calendar days	61%	87.2%	78.7% <sup>4</sup>	At least 80%	March 2025
Percentage of Old Age Security basic benefits paid within the first month of entitlement	91%	89.5%	87.6%	At least 90%	March 2025

• **Notes:**

1. This recognizes that not all people aged 65 years and older apply for Old Age Security (OAS) benefits when they first become eligible. Since 2013, seniors can choose to delay their OAS pension up to age 70, in exchange for a higher monthly benefit amount. As more people delay their applications for the OAS pension, there could be a decrease in the OAS take-up rate. This is why a new indicator has been added to measure take-up of the OAS pension by eligible seniors aged 70 and over. In addition, there is a 3-year time lag in the availability of data for this indicator.
2. The target for this indicator looks at Canadian residents who have a disability and are aged 0 to 49 years. We adjusted the calculation in 2023 to reduce the lag time for reporting on results. Because of this adjustment, year over year comparisons should be done with caution.
3. Service standards are published on [Transparency - Canada.ca](https://www.transparency-canada.ca).
4. Results are below the 80% target because the intake is back to pre-pandemic levels. In 2021 to 2022 intake was lower because clients were receiving the Canada Emergency Response Benefit, which resulted in the department exceeding its Speed of Service projections and target. In order to meet its service standard moving forward and improve service delivery results for Canadians, the department received a multi-year funding to address these workload challenges and hired additional resources.

Results are below the 80% target because the intake is back to pre-pandemic levels. In 2021 to 2022 intake was lower because clients were receiving the Canada Emergency Response Benefit, which resulted in the department exceeding its Speed of Service projections and target. In order to meet its service standard moving forward and improve service delivery results for Canadians, the department received a multi-year funding to address these workload challenges and hired additional resources. The financial, human resources and performance information for Employment and Social Development's program inventory is available on [GC InfoBase](https://www.gcinfo.ca).

**Plans to achieve results**

In fiscal year 2024 to 2025, the department will undertake the following activities to advance this core responsibility.

**Seniors have income support for retirement**





## Old Age Security

The department will ensure that seniors continue to have income support for retirement through the Old Age Security (OAS) program. The department will continue to provide the basic OAS pension, which is paid to all persons aged 65 or over who meet the residence requirements. The program will also provide eligible low-income OAS pensioners with the Guaranteed Income Supplement (GIS), and Allowances for low-income Canadians aged 60 to 64 who are the spouses or common-law partners of GIS recipients, or who are widows or widowers.

We will migrate Old Age Security (OAS) to the new Benefits Delivery Modernization platform. This will simplify the experiences of everyone who engages with the OAS program. This includes both the over 7 million seniors that receive benefits and the employees who administer them. The migration of the OAS to the new platform will be done through several releases. Based on lessons learned, a pilot will take place in summer 2024 to confirm that the solution works as planned and that the employees are ready for the change. The final release will follow in December 2024. Once the new system is in place, all OAS, Guaranteed Income Supplement (GIS) and Allowance benefits will be paid from the new system.

## Canada Pension Plan


Enhancement to the Canada Pension Plan (CPP) that began in 2019 will, over time, increase the maximum Canada Pension Plan retirement pension by over 50%. January 2025 will mark the end of the enhancement's 7-year phase-in, when the range of earnings protected by the Plan will increase to 14% above the original limit. The Canada Revenue Agency will determine the 2025 basic and enhanced earnings limits in late 2024 based on wage growth.

### **Persons with disabilities and their families have financial support**

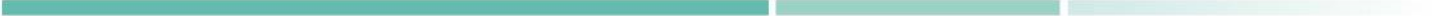
We will make sure Canadians with severe and prolonged disabilities and their families have financial support from the [Canada Pension Plan - Disability](#) program. This year we will aim to improve the client experience by:

- expanding our quality assurance program to review more types of files, including grave medical conditions and terminal illness applications, in addition to initial and reconsideration decisions. Having more files undergo a quality assurance review will help to ensure medical decisions to determine eligibility are appropriate and consistent
- use experimental approaches to improve the program for Canadians with severe and prolonged disabilities. Specifically, we will launch a pilot project to test improved employment supports for Canada Pension Plan Disability clients who want to return to work while continuing to receive the benefit

We will continue to promote the [Canada Disability Savings Grant and the Canada Disability Savings Bond](#) to encourage people with disabilities, approved for the Disability Tax Credit (DTC) and who have opened a Registered Disability Savings Plan (RDSP), to save for the future. The bond is money the government contributes to the RDSPs of low-and-modest-income persons with disabilities, up to the lifetime maximum of \$20,000. No personal contributions are required to receive the bond. The grant matches personal contributions up to 300%, to a lifetime







maximum of \$70,000. We will also raise awareness of the [Canada Disability Savings Program](#) to eligible individuals who have not yet opened an RDSP. We will undertake a range of activities including annual mass mail-outs, engagement with community-based stakeholders, and webinars conducted with the Canada Revenue Agency (CRA) to increase awareness of these initiatives.

## Snapshot of planned resources in 2024 to 2025

- Gross planned spending: \$148,006,897,563
- Net planned spending: \$82,359,460,288
- Planned full-time resources: 7,522

## Related government priorities

### Gender-based analysis plus


There are gender differences in who receives Canada Pension Plan benefits. More women receive survivors' pension and disability pension compared to men. Men typically receive higher retirement pensions due to historically higher earnings. The Canada Pension Plan uses a Gender-based analysis plus approach in considering potential reforms to the Plan, which is currently taking place by means of the 2022 to 2024 Triennial Review. Items such as gender, household income level, work history, family status and widowhood are being considered to ensure that any potential changes to the Canada Pension Plan promote gender equality, diversity and inclusiveness. This focus will remain as potential options are presented to Canada's Finance Ministers and, should there be consensus on a reform package as a result of the Triennial Review, the department will work on implementing these reforms in 2025.

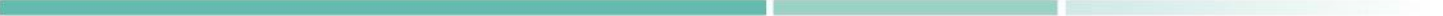
### United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals

In fiscal year 2024 to 2025, the department will continue to support the Sustainable Development Goals (SDGs) to ensure a coordinated whole-of-government and whole-of-society approach for advancing on the SDGs and the 2030 Agenda. This will be done in our department through the following programs:

**End poverty in all its forms everywhere (SDG 1)** - We are helping to reduce low income among seniors by updating the Old Age Security benefit amounts 4 times a year, in January, April, July, and October. This update makes sure benefits keep pace with the rising cost of living.

**Achieve gender equality and empower all women and girls (SDG 5)** - The [Guaranteed Income Supplement](#) is a monthly payment to low-income OAS pensioners and [Allowances](#) are benefits for low-income 60 to 64 year-old individuals who are either the spouse or common-law partner of a Guaranteed Income Supplement recipient, or who are a widow/widower. Both of these items assist more women than men. For example, in 2022 to 2023, 58% of Guaranteed Income Supplement beneficiaries were women and 42% were men. In the same year, 85% of Allowances beneficiaries were women and 15% were men.





More information on Employment and Social Development Canada'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

Pensions and Benefits is supported by the following programs:

- Canada Disability Savings Program
- Canada Pension Plan
- Old Age Security

Supporting information on planned expenditures, human resources, and results related to Employment and Social Development Canada's program inventory is available on [GC Infobase](#).

## Summary of changes made to reporting framework since last year

- Not applicable

## Learning, Skills Development and Employment

### In this section


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

### Description

Help Canadians access post-secondary education, obtain the skills and training needed to participate in a changing labour market, and provide supports to those who are temporarily unemployed.

### Quality of life impacts

Programs under this core responsibility contribute to several Quality of Life domains and indicators, including:

- **Domain - Prosperity** (Indicators - Postsecondary attainment, Youth not in employment, education or training [NEET], Child, student and adult skills, Protection from income shocks, Employment, Financial well-being, Labour underutilization) through programs that help Canadians access post-secondary education and assist Indigenous people, youth, and other groups obtain the training they need to participate in the labour market
- 

or return to school. In addition, programs provide support to individuals who are temporarily unemployed and to employers with labour needs

- **Domain - Society** (Indicators - Knowledge of official languages, Sense of belonging to local community and Volunteering), through programs that help Canadians in second-language minority communities obtain the skills and training they need to find employment in their communities

## Results and targets

The following tables show, for each departmental result related to Learning, Skills Development and Employment, the indicators, the results from the 3 most recently reported fiscal years, the targets and target dates approved in 2024 to 2025.

**Table 8 - Indicators, results and targets for departmental result: Canadians access education, training, and lifelong learning supports to gain the skills and work experience they need.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Employment or returns to school following provincially or territorially delivered skills training and/or employment services supported by Government of Canada funding transfers	341,869 <sup>2</sup> (2019 to 2020) <sup>1</sup>	321,803 <sup>2</sup> (2020 to 2021) <sup>1</sup>	373,654 <sup>2</sup> (2021 to 2022) <sup>1</sup>	Not available <sup>3</sup>	March 2025
Number of Canadians receiving provincially or territorially delivered skills training and/or employment services supported by Government of Canada funding transfers	804,070 (2019 to 2020) <sup>1</sup>	607,149 (2020 to 2021) <sup>1</sup>	671,349 <sup>4</sup> (2021 to 2022) <sup>1</sup>	Not available <sup>3</sup>	March 2025
Employment or returns to school following training/supports through federally administered programs	96,699	196,498	132,975	139,094 <sup>5</sup>	March 2025
Number of Canadians receiving training and/or employment supports through federally administered programs	152,212	285,684	269,607	316,551 <sup>6</sup>	March 2025

Percentage change in Canadians aged 25 to 64 enrolled in university or college	1% decrease (2020)	5.7% increase (2021)	2.6% decrease (2022) <sup>7</sup>	Between a 1.5% decrease and a 1.5% increase (2024)	March 2025
Percentage of Canadians between the ages of 18 and 24 that are enrolled in university or college	44.6% (2020)	45.2% (2021)	44.5% (2022) <sup>7</sup>	At least 44.8% (2024)	March 2025

**Table 9 - Indicators, results and targets for departmental result: Canadians participate in an inclusive and efficient labour market.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Difference in the employment rate between Indigenous peoples (First Nations status and nonstatus, Inuit and Métis) and non-Indigenous peoples <sup>8</sup>	14.1 percentage points (Census 2021)	14.1 percentage points (Census 2021)	14.1 percentage points (Census 2021)	At most 12.4 percentage points	March 2027
Difference in the employment rate between persons with disabilities and persons without disabilities <sup>8</sup>	16.0 percentage points (2022 Canadian Survey of Disability) <sup>9</sup>	16.0 percentage points (2022 Canadian Survey of Disability) <sup>9</sup>	16.0 percentage points (2022 Canadian Survey of Disability) <sup>9</sup>	At most 14.0 percentage points <sup>10</sup>	March 2028
Difference in the employment rate between women and men <sup>8</sup>	6.1 percentage points (Census 2021) <sup>11</sup>	6.1 percentage points (Census 2021) <sup>11</sup>	6.1 percentage points (Census 2021) <sup>11</sup>	At most 5.6 percentage points	March 2027
Difference in the employment rate between visible minority group	4.6 percentage points (Census 2021)	4.6 percentage points	4.6 percentage points	At most 3.7 percentage points	March 2027

members and the non-visible minority population <sup>8</sup>		(Census 2021)	(Census 2021)		
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**Table 10 - Indicators, results and targets for departmental result: Canadians receive financial support during employment transitions such as job loss, illness, or maternity/parental leave.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Beneficiary to Unemployed Contributor ratio (B/UC ratio)	64.4% (2019 to 2020) <sup>12</sup>	Not available <sup>13</sup>	Not available <sup>13</sup>	64.3%	March 2025

**Table 11 - Indicators, results and targets for departmental result: Students, including those from low and middle-income families, are provided with federally funded supports to help them participate in post-secondary education (PSE).**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result
Percentage of low and middle-income Canadian young adults participating in Post-Secondary Education	50.1% (2017)	50.1% (2018)	51.5% (2019)
Percentage of children under 18 who were eligible for the Canada Learning Bond and/or the additional amount of the Canada Education Savings Grant and were provided with any of those benefits in the current year	28.5% (2017)	31.2% (2018)	32.3% (2019) <sup>14</sup>

**Table 12 - Indicators, results and targets for departmental result: Student borrowers are able to repay their federal student debt.**

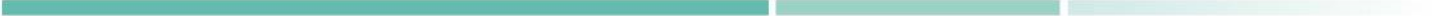
Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
The percentage of loans in repayment that are paid each year.	11.9% (2020 to 2021)	15.8% (2021 to 2022)	15.1% (2022 to 2023)	At least 12% (2024 to 2025)	March 2025

**Table 13 - Indicators, results and targets for departmental result: Clients receive high quality, timely and efficient services that meet their needs.**


Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Number of targets that are being met for the published service standards of Learning, Skills Development and Employment programs <sup>15</sup>	17 out of 23	19 out of 25	19 out of 25	25 out of 25	March 2025
Percentage of Employment Insurance benefit payments or non-benefit notifications issued within 28 days of filing	88.8%	85.4%	76.2% <sup>16</sup>	At least 80%	March 2025
Percentage of Employment Insurance requests for reconsideration reviewed within 30 days of filing	88.7%	83.7%	33.8%	At least 80%	March 2025
Percentage of Social Insurance Numbers applied for through the Newborn Registration Service issued within 10 business days	99%	100%	100%	100%	March 2025
Percentage of registrations to My Service Canada Account through Trusted Digital Identities in participating provinces/territories	5.7%	6.3%	5%	At least 5%	March 2025

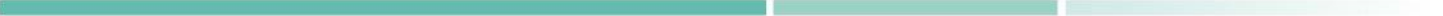
• **Notes:**

1. These results are for both Labour Market Development Agreements (LMDAs) and Workforce Development Agreements (WDAs). Results shown are from the previous year because there is a 1-year lag in data availability.
2. The results for this indicator have been slightly revised in view of program flexibilities for inclusion of uninsured participants who find employment or return to school. As such, actual results for fiscal year 2020 to 2021, 2021 to 2022, and 2022 to 2023 have been updated.
3. Provincially and territorially (P/T) delivered programs set their own annual targets.
4. Since the publication of the of the 2022 to 2023 Departmental Results Report, the actual result for this indicator in 2022 to 2023 was updated. As such, actual result was 671,349.
5. This target includes the anticipated number of participants who find employment or return to school upon completion of 1 of the following federally funded programs: Community Workforce Development Program 250; Indigenous Skills and Employment Training Program (ISET) 20,000; Opportunities Fund for Persons with Disabilities (OF-PwD) 3,700; Student Work Placement Program



(SWP) 40,000 opportunities (20,000 from SWP and 20,000 from Innovative Work-Integrated Learning Initiative); Youth Employment and Skills Strategy (YESS) 73,000, (which includes ESDC-delivered Youth Employment and Skills Strategy Program (YESSP) 3,000 and Canada Summer Jobs (CSJ) 70,000); and Skills for Success (SFS) 2,000. The Skills and Partnership Fund is not included in the target, but results will be provided for the performance indicator's actual results.

6. This target includes the anticipated number of participants that will take training or receive employment supports through the following federally delivered programs: Canadian Apprenticeship Strategy (CAS) 81,795; Community Workforce Development Program (CWDP) 1,000; Future Skills (FS) 20,000; Indigenous Skills and Employment Training Program (ISET) 40,000; Opportunities Fund for Persons with Disabilities (OF-PwD) 6,200; Sectoral Workforce Solutions Programs (SWSP) 3,750; Student Work Placement Program (SWP) 40,000 opportunities (20,000 from SWP and 20,000 from Innovative Work-Integrated Learning Initiative) ; Youth Employment and Skills Strategy (YESS) 93,806, (which includes Youth Employment and Skills Strategy Program (YESSP) 23,806 and Canada Summer Jobs (CSJ) 70,000); Skills for Success (SFS) 30,000.
  7. Lower unemployment rates in 2022 had a significant impact on Post Secondary Education participation when compared to earlier in the COVID-19 pandemic.
  8. Many factors can affect employment rates within specific groups, and these factors may affect groups differently. Employment and Social Development Canada programming cannot be considered solely responsible for changes to the employment rate gaps.
  9. The result for this indicator may be skewed due to an increase in unemployment rates in 2020 and 2021 as the COVID-19 pandemic significantly impacted the labour market.
  10. The department is setting a new target of 14.0 percentage points (at most) which takes into consideration the goal of the Accessible Canada Act which aims for a barrier-free Canada by 2040 and the expected impact of federal, provincial, and territorial policies and programming.
  11. The COVID-19 pandemic had a bigger impact on women's employment compared with men in the labour market.
  12. This result comes from the 2019 to 2020 EI Monitoring and Assessment Report. There is a 1-year lag in reporting for this indicator due to data availability.
  13. Due to temporary changes made to the Employment Insurance Program in response to the COVID-19 pandemic, there are no results for fiscal years 2020 to 2021 and 2021 to 2022 and due to a 1-year lag in data availability, results for 2022 to 2023 will be made available in the 2023 to 2024 Departmental Results Report.
  14. As a result of a time lag in the availability of data from Statistics Canada, 2019 data is used for 2022 to 2023 actual results as it is the most recent available.
  15. Service standards are published on [Transparency - Canada.ca](https://www.transparency-canada.ca).
  16. On average, eligible clients received their first payment within 24 days. Results are below the 80% target due in part to an unforeseen increase in claims related to the COVID-19 Omicron variant. In order to meet its service standard moving forward and reduce claim inventories to a sustainable level, Service Canada hired and trained 600 incremental resources in 2022 to 2023.
- 



The financial, human resources and performance information for Employment and Social Development Canada's program inventory is available on [GC InfoBase](#).

### **Plans to achieve results**

In fiscal year 2024 to 2025, the department will undertake the following activities to advance this core responsibility.

#### **Students, including those from low- and middle-income families, are provided with federally funded supports to help them participate in post-secondary education (PSE)**

We will work with community organizations and government partners to raise awareness of, and access to, education savings benefits, including among students aged 18 to 20 with unclaimed amounts of the [Canada Learning Bond](#). This funding helps youth from low-income households participate in post-secondary education.

We will fund the [Supports for Student Learning Program](#) to help youth who face barriers to education. Through the Student and Afterschool Supports stream of the program, we will work with youth-serving organizations to support over 40,000 youth this year. Projects will help youth complete high school and transition to post-secondary education so they can gain skills and experience needed in the labour market. Additionally, by the end of March 2025, at least 11,000 Canadian post-secondary students are expected to have received assistance to study or work abroad through the Global Skills Opportunity stream. These 2 streams aim to equip students with the skills and abilities needed to succeed in the labour market.


#### **Student borrowers are able to repay their federal student debt**

In the 2024 to 2025 academic year, we aim to provide financial assistance to 700,000 post-secondary students through non-repayable Canada Student Grants and interest-free Canada Student Loans as part of the [Canada Student Financial Assistance \(CSFA\)](#) Program.

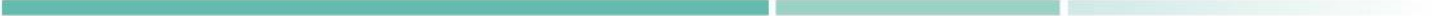
By fall 2024, we expect to expand the reach of the [Canada Student Loan \(CSL\) Forgiveness](#) initiative, which is part of our commitment to improve access to health care and social services in rural communities. This benefit is currently available to family doctors and nurses who work in underserved rural and remote communities in Canada and will be expanded to include all communities with populations of 30,000 or fewer.

#### **Canadians access education, training and lifelong learning supports to gain the skills and work experience they need**

Success strategies and lessons learned for training and skills development will be shared by the [Future Skills Centre](#) through regular engagement activities with employers, industry, labour, training providers, Indigenous and not-for-profit organizations, and government. For example, what types of training and supports are most helpful for people in career transition versus people newly landed in Canada. Sharing this information will help to guide these groups in replicating and expanding effective practices based on reliable evidence. The Centre will also test a guide on how to pilot and scale promising skills interventions for Canadians.







We will invest in skills training and employment supports for Canadians with approximately \$3 billion provided annually to provinces and territories through the bilateral [Labour Market Development Agreements](#) (LMDAs) and the [Workforce Development Agreements](#) (WDAs).

Additionally, we will create employment and career opportunities for persons with disabilities and support both employers and employees in the tourism and hospitality sector. We will do this by supporting 32 multi-year projects through the [Sectoral Workforce Solutions Program](#). Ten of the projects will create employment and career opportunities for persons with disabilities, 20 will help employers, employees, and other industry stakeholder organizations in the tourism and hospitality sector to attract and retain skilled workers and 2 projects will focus on developing labour market information and tools. In addition, the program will launch a Sustainable Jobs Training Fund to help workers upgrade or gain new skills for jobs in the low-carbon economy.

In 2024 to 2025, we will support the transition of workers from declining industries to growth areas through the [Community Workforce Development Program](#). This program aims to support workforce development while communities diversify their local economies, enhancing their long-term economic resiliency.

We will also work to remove barriers to internal labour mobility within Canada and encourage provinces and territories to cut the red tape that impedes the movement of workers, particularly in construction, health care and child care as announced in the [2023 Fall Economic Statement](#)


Advice on supporting workers in a changing labour market will be provided in a final report from a Union-Led Advisory Table that was launched on December 5, 2023 by the Minister of Employment, Workforce Development and Official Languages and the Minister of Labour and Seniors. The report will outline actions to:

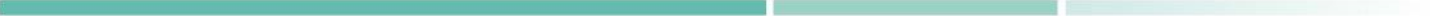
- help mid-career workers, particularly those in at-risk sectors and jobs, access training and transition to in-demand jobs
- address the needs of workers in industries facing changes and disruptions
- encourage ongoing skills development for workers throughout their working lives
- support diversity and inclusion in Canadian workplaces and remove barriers for equity-deserving groups to access jobs and advance in their careers
- help workers transition to retirement with dignity

### **Increase employment opportunities for youth**

Our department leads the [Youth Employment and Skills Strategy](#), delivered in partnership with 11 other federal departments, agencies and Crown corporations. This year, at least 23,648 youth, including 5,240 supported directly by our department, will take part in work experience opportunities offered by the Youth Employment and Skills Strategy Program. An additional 70,000 jobs for youth across Canada will be created through Canada Summer Jobs which is also part of the Youth Employment and Skills Strategy but delivered solely by our department.

In addition, a new series of youth-focused projects, as part of the Youth Employment and Skills Strategy Program, are anticipated to start as early as 2024. These projects will support youth facing multiple barriers develop the skills and experience they need to find and keep good jobs.





Starting this year, we will conduct a small-scale trial as part of the Youth Employment and Skills Strategy Program's Call for Proposals. This trial, through a randomized control test, will gauge the effectiveness of a small investment (up to \$30,000) on improving organizations' capacity for data collection, analysis and reporting. For example, these activities could include staff development, use of digital tools, or data-driven testing. Approximately 30 to 35 projects will be selected to participate in the trial and the results will guide improvements in reporting and program design to better meet the diverse needs of Canadian youth.

We will increase [Canada Service Corps \(CSC\)](#) opportunities for Indigenous and under-served youth to be involved with their community, providing service placements and micro-grants to at least 11,000 youth in 2024 to 2025.

Finally, [Job Bank](#) will display Canada Summer Jobs opportunities on its Youth targeted page and on the Canada Summer Jobs page of its mobile app, during the 2024 campaign, to help youth find work.

### **Support apprenticeship training and access to skilled trades**

This year we will support, through the [Canadian Apprenticeship Strategy](#), approximately 81,795 individuals to participate and succeed in trades-focused training.

We will also launch a new sustainable jobs training funding stream under the [Canadian Apprenticeship Strategy](#)'s Union Training and Innovation Program. This stream will fund projects led by unions to provide green skills training for trades workers. About 5,000 apprentices and certified tradespersons will benefit from this investment in 2024 to 2025.


We will support the development of standards and examination to help labour mobility, align apprenticeship training, and ensure uniform certification tools for the trades. We will do this by working with the provinces and territories as part of the [Red Seal Program](#). This year, 7 interprovincial standards and 32 examinations for 8 trades will be finalised.

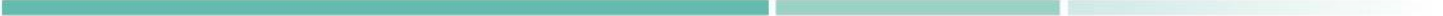
### **Canadians participate in an inclusive and efficient labour market**

This year, through the [Opportunities Fund for Persons with Disabilities](#), we will help approximately 6,000 persons gain skills and work experience for employment. In addition, about 2,000 employers will receive support to make workplaces more accessible and inclusive for persons with disabilities.

The [Disability Inclusion Business Council](#) launched the Canadian Business Disability Network in December 2023 and will continue to support the Network in its mission to assist businesses and employers in adopting best practices for disability inclusion. The Council will also offer advice and recommendations to the Minister of Diversity, Inclusion and Persons with Disabilities on disability inclusion in the workplace.

This year, we will engage with Indigenous partners to co-develop the evaluation of the [Indigenous Skills and Employment Training \(ISET\)](#) program. This will help to provide a holistic perspective on how the program impacts Indigenous partners. Through the ISET program, funding is provided to Indigenous service delivery organizations and governments to offer training and other supports to their communities, typically supporting at least 40,000 Indigenous





people annually with the aim of at least 16,500 people finding jobs. The ISET program, and collaborative work on its evaluation, demonstrates our commitment to advance reconciliation and contributes to the Government of Canada's Action Plan on the United Nations Declaration on the Rights of Indigenous Peoples by supporting self-determination in skills training and employment.

In addition, through the Engagement Protocol Agreements, we will continue to fund national Indigenous partners who have a mandate to collaborate with the Government of Canada to engage First Nations, Inuit and Métis governments and rights holders. For example, funding will support continued collaborative work with Indigenous partners on the ongoing implementation of, and improvements of Indigenous labour market programming. This investment in engagement, research and policy development will inform legislative, policy and program development and implementation and support the Government of Canada's commitment to recognizing Indigenous rights, including self-determination.


We will add a new stream to the [Enabling Fund for Official Language Minority Communities](#) Program to help local official language minority community organizations provide employment assistance service to community members.

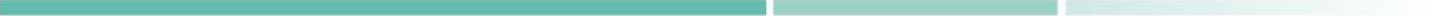
We will assist Canadian employers facing labour shortages through the [Temporary Foreign Worker Program](#), allowing temporary hiring when Canadians and permanent residents are not available.

We will continue providing support to employers facing critical labour shortages with measures under [the Temporary Foreign Worker Program Workforce Solutions Road Map](#). These measures are meant to help employers more quickly fill in short-term labour gaps and meet their business needs. For example, allowing employers in 7 sectors with demonstrated labour shortages to hire up to 30% of their workforce through the program, for positions under the provincial or territorial median hourly wage. Some of these measures are in place until August 30, 2024, and might be adjusted to ensure that we remain responsive to changing labour market conditions.

We will work with stakeholders to deliver on the federal Budget 2022 commitment to develop a new foreign labour program for agriculture and fish processing. The new program will streamline requirements under the Temporary Foreign Worker Program to better support the unique needs of employers and temporary foreign workers in these sectors. The new program will also strengthen worker protections and ensure that Canada's food producers have access to a stable and reliable supply of labour.

We will continue to improve the compliance regime to protect the health and safety of temporary foreign workers. We will increase the number of inspectors to strengthen the quality of inspection activities and to hold employers accountable for the treatment of temporary foreign workers in Canada. We will continue to maintain the Service Canada confidential worker protection tip line ([1-866-602-9448](tel:1-866-602-9448)), and to report abuse, and engage in outreach activities to increase the awareness of rights and obligations among workers and employers, including identifying and eliminating systemic issues.





We will continue to modernize our operations to process more Labour Market Impact Assessment (LMIA) applications. We will also support the transition of employers to submit LMIA applications electronically, which will result in faster processing of applications. Additionally, public-facing service expectations will be introduced for all streams of the Program to help employers manage their service delivery expectations.

### **Canadians receive financial support during employment transitions such as job loss, illness, or maternity/parental leave**

We will continue delivery of a new temporary 1-year measure that will provide up to 4 additional weeks of [Employment Insurance](#) (EI) regular benefits to eligible seasonal workers in 13 economic regions as announced in the 2023 Fall Economic Statement. This additional measure supplements the existing temporary seasonal measure which provides up to 5 additional weeks of EI regular benefits. Eligible seasonal claims that are established between September 10, 2023 and September 7, 2024, in these 13 regions will benefit from the new temporary seasonal measure.

We will work to introduce a new 15-week shareable Employment Insurance adoption benefit starting in 2023 to 2024, as announced in the [2023 Fall Economic Statement](#). The benefit is expected to provide approximately 1,700 Canadian families each year with additional time and flexibility as they welcome a new child in their home. Surrogate parents will also be eligible for this benefit.

Policy work is also underway to improve the EI program, informed by lessons learned from the pandemic, including from EI temporary measures, and what we heard during the 2 years of EI consultations to ensure the program remains financially sustainable.

### **Snapshot of planned resources in 2024 to 2025**


- Gross planned spending: \$33,754,261,064
- Net planned spending: \$7,230,578,580
- Planned full-time resources: 15,054

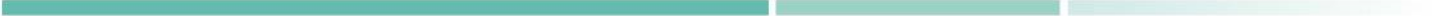
### **Related government priorities**

#### **Gender-based analysis plus**

We will review several sources of data, including from the Canada Student Financial Assistance (CSFA) Program and the Census of Population, to better understand the representation of various student groups, such as students who are Indigenous, members of Black and other racialized communities, and immigrant students within post-secondary education and the CSFA Program. This analysis will help us assess how student financial assistance impacts the client population of this program and help us develop intersectional analysis that informs policy and addresses potential gaps in the program. We aim to complete the work between 2024 and 2025.

We are looking at getting more work permit data from Immigration, Refugees and Citizenship Canada to see if it is possible to integrate it into the Temporary Foreign Worker Program's





Labour Market Impact Assessment system. This integration would provide us with gender, age, and nationality for temporary foreign workers. Having access to additional data will allow us to analyze any GBA plus impacts, and identify areas where supports are needed to achieve inclusive outcomes for all temporary foreign workers under the Temporary Foreign Worker Program.

### **United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals**

In fiscal year 2024 to 2025, the department will continue to support the Sustainable Development Goals (SDGs) to ensure a coordinated whole-of-government and whole-of-society approach for advancing on the SDGs and the 2030 Agenda. This will be done in our department through the following programs:

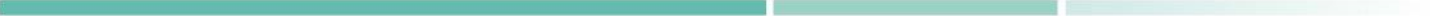
**Quality Education (SDG 4)** - We will explore the use of Canada Education Savings Plan mailings to harder-to-reach and underserved populations, including individuals living with low-income. The mailings to these populations will provide them with information on their eligibility for Government of Canada education savings benefits and how to access the funds, as well as additional information on related Government of Canada programs and supports. Additionally, we will provide grants and interest-free loans to help students pay for their post-secondary education as part of the CSFA Program. Also, as part of the Supports for Student Learning Program, we will fund educational supports and opportunities for equity-deserving youth and those who face greater barriers to education.

**Achieve gender equality and empower all women and girls (SDG 5)** - We will continue to provide Employment Insurance maternity, parental and caregiving benefits to women to support their recovery from pregnancy and childbirth. We will also continue to provide Employment Insurance benefits for caregivers looking after adult family members who are critically ill or injured and those providing end of life care to a family member. As noted in the [2021 to 2022 Employment Insurance Monitoring and Assessment Report](#), women represent more than half of the claimants for these benefits. Offering these benefits contribute to the recognition and value of care and domestic work. Additionally, our [Women in the Skilled Trades initiative](#) funds projects aimed at recruiting, retaining, and helping women apprentices succeed in 39 eligible Red Seals trades, mostly in construction and manufacturing. We expect about 2,745 women will benefit from this investment in 2024 to 2025.

**Decent work and economic growth (SDG 8)** - Our Union Training and Innovation Program sustainable jobs training funding stream under the Canadian Apprenticeship Strategy will support unions to lead the creation of green skills training for workers in the Red Seal trades. We expect about 20,000 apprentices and certified tradespersons will benefit from this investment between 2024 to 2025 and 2027 to 2028.

In addition, through our Temporary Foreign Worker Program we will also advance this SDG. A recently implemented new wage requirement implemented in January 2024 will help to ensure that employers continue to pay temporary foreign workers fair and equitable wages that support their economic well-being and reduce their overall vulnerability. Further, compliance activities will make sure employers maintain good employment standards and decent working conditions,





and that temporary foreign workers receive the same worker protections and rights as Canadians.

**Reduced inequalities (SDG 10)** - Through our Labour Market Agreements we are promoting equitable employment by improving individuals' job potential. This is being done by offering them employment assistance and skills training. With our Workforce Development Agreements, we focus on people who encounter challenges in the labour market, such as persons with disabilities, Indigenous people, and recent immigrants. This helps them access job opportunities and training opportunities. These individuals receive support for employment and training to build and market their skills, gain certifications, and prepare for the job market. Through the Youth Employment and Skills Strategy, we promote equal opportunity by helping young people, particularly those facing barriers to employment such as youth with disabilities, Indigenous youth and racialized youth, gain the skills, work experience and abilities they need to make a successful transition into the labour market.

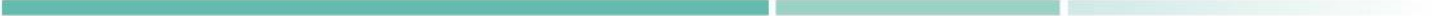
More information on Employment and Social Development Canada's contributions to Canada's Federal Implementation Plan on the 2030 Agenda and the Federal Sustainable Development Strategy can be found in our [Departmental Sustainable Development Strategy](#).

### Program inventory

Learning, Skills Development and Employment is supported by the following programs:

- Canada Apprenticeship Strategy
- Canada Education Savings Program
- Canada Emergency Response Benefit
- Canada Recovery Benefits
- Canada Service Corps
- Canada Student Financial Assistance Program and Canada Apprentice Loans
- Community Workforce Development Program
- Canada Worker Lockdown Benefit
- Employment Insurance
- Enabling Fund for Official Language Minority Communities
- Foreign Credential Recognition Program
- Future Skills
- Indigenous Skills and Employment Training (ISET) Program
- Job Bank
- Labour Market Development Agreements
- Opportunities Fund for Persons with Disabilities
- Sectoral Workforce Solutions Program
- Skilled Trades and Apprenticeship (Red Seal Program)
- Skills and Partnership Fund
- Skills for Success
- Student Work Placement Program
- Supports for Student Learning
- Temporary Foreign Worker Program
- Workforce Development Agreements
- Youth Employment and Skills Strategy





Supporting information on planned expenditures, human resources, and results related to Employment and Social Development Canada's program inventory is available on [GC Infobase](#).

### Summary of changes made to reporting framework since last year

- Not applicable

## Working Conditions and Workplace Relations

### In this section

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

### Description

Promotes safe, healthy, fair and inclusive work conditions and cooperative workplace relations.


### Quality of life impacts

Programs under this core responsibility contribute to several Quality of Life domains and indicators, including:

- **Domain - Health** (Indicator - Functional health status), through programs aimed at ensuring safe and healthy work conditions
- **Domain - Good Governance** (Indicators - Canada's place in the world, Cyberbullying, Resolution of serious legal problems, Access to fair and equal justice, Elimination of Discrimination and unfair treatment, and Representation in senior leadership positions), through programs promoting fair and equitable treatment of workers, supporting labour standards enforcement, addressing discrimination and harassment in the workplace, and ensuring fair work standards in other areas of the world
- **Domain - Prosperity** (Indicator - Protection from income shock), through programs designed to safeguard workers in cases of workplace injuries or when affected by workplace bankruptcy, protecting them from sudden income loss

### Results and targets

The following tables show, for each departmental result related to Working Conditions and Workplace Relations, the indicators, the results from the 3 most recently reported fiscal years, the targets and target dates approved in 2024 to 2025.



**Table 14 - Indicators, results and targets for departmental result: Workplaces are safe and healthy.**

<b>Indicator</b>	<b>2020 to 2021 result</b>	<b>2021 to 2022 result</b>	<b>2022 to 2023 result</b>	<b>Target</b>	<b>Date to achieve</b>
Number of health and safety violations identified under the Canada Labour Code (Part II) per 1,000 federally regulated employees	2.0	5.0 <sup>1</sup>	10.4 <sup>2</sup>	At most 9	March 2025

**Table 15 - Indicators, results and targets for departmental result: Work Conditions are fair and inclusive.**

<b>Indicator</b>	<b>2020 to 2021 result</b>	<b>2021 to 2022 result</b>	<b>2022 to 2023 result</b>	<b>Target</b>	<b>Date to achieve</b>
Percentage of Legislated Employment Equity Program employers whose representation equals or surpasses Canadian labour market availability for 2+ designated groups or who demonstrated progress towards representation since the previous reporting period	74%	74%	78%	At least 65%	September 2024
3-year average number of founded violations identified under Part III of the Canada Labour Code per 1,000 federally regulated employees	2.6 (2018 to 2021)	2.7 (2019 to 2022)	2.2 (2020 to 2023)	At most 3	March 2025

**Table 16 - Indicators, results and targets for departmental result: Labour relations are cooperative.**

<b>Indicator</b>	<b>2020 to 2021 result</b>	<b>2021 to 2022 result</b>	<b>2022 to 2023 result</b>	<b>Target</b>	<b>Date to achieve</b>
Percentage of labour disputes settled under the Canada Labour Code (Part 1) without work stoppages, where	96%	99%	96%	At least 95%	March 2025



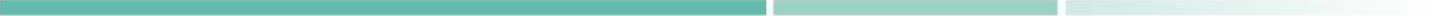
parties were assisted by Labour Program officers					
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**Table 17 - Indicators, results and targets for departmental result: Clients receive high quality, timely and efficient services that meet their needs.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
Number of targets that are being met for the published service standards of Working Conditions and Workplace Relations programs <sup>3</sup>	3 out of 4	3 out of 4	2 out of 4	4 out of 4	March 2025
Percentage of occupational health and safety cases each fiscal year that are finalized within 120 days (excluding prosecutions, appeals, and technical surveys)	73%	82.9%	72% <sup>4</sup>	At least 80%	March 2025
Percentage of unjust dismissal complaints that are finalized within 180 days	69%	72% <sup>5</sup>	65% <sup>6</sup>	At least 75%	March 2025
Percentage of conciliators assigned under the Canada Labour Code within 15 calendar days of receiving requests that are compliant with Canada Industrial Relations Regulations	100%	100%	100%	100%	March 2025
Percentage of initial Wage Earner Protection Program payments and non-payment notifications issued within 35 calendar days	89%	97.8%	99%	At least 80%	March 2025

• **Notes:**

- Violations are typically identified during proactive inspections in workplaces. However, these were greatly reduced in fiscal year 2020 to 2021 and in fiscal year 2021 to 2022, due to the pandemic. We found less violations because we did less proactive inspections during that period.
- The number of violations found in 2022 to 2023 was higher than the previous years because inspections were done more often (post-pandemic). This does not mean the safety performance of the federally regulated employers got worse. Rather, more violations were discovered with increased inspections. As a result of changes to legislation, particularly due to compliance and enforcement, this indicator will fluctuate. It will most likely increase over the short term as the program improves its service delivery.

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3. Service standards are published on [Transparency - Canada.ca](https://www.transparency-canada.ca).
  4. This decrease is partly related to a new case management system. Demographic shifts have also decreased the average experience level of the inspectors. This has affected the department's ability to formally close cases in the system within the 120 days target. Demands on the time of experienced officers has affected administrative closure of cases in the new system, but not health and safety outcomes in federally regulated workplaces.
  5. Approximately half of all Labour Affairs Officers in the field are new employees who have less than 2 years experience. Unjust dismissal complaints require experienced officers to conduct alternate dispute resolution services. It may take longer for new officers to finalize these complaints, having an impact on the expected results. As officers gain experience, the result is expected to improve, and the targets to be met.
  6. In fiscal year 2022 to 2023, Labour Affairs Officers faced an increasing workload for a variety of reasons. This made it difficult to resolve all unjust dismissal complaints within the standard 180 days. In addition, a new case management system was introduced in which cases where Alternate Dispute Resolution is used to settle complaints of unjust dismissal are now counted in the total number of cases resolved. This has contributed to a decrease of percentage of complaints resolved within 180 days.

The financial, human resources and performance information for the Employment and Social Development Canada's program inventory is available on [GC InfoBase](#).

### **Plans to achieve results**

In fiscal year 2024 to 2025, the department will undertake the following activities to advance this core responsibility.

#### **Workplaces are safe and healthy**

We will advance changes to the [Occupational Health and Safety Regulations](#) that will improve outcomes for workers and address changes in the society. These include addressing thermal stress and recognizing all-gender toilets

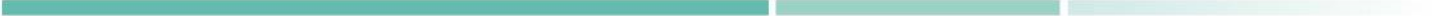
We will also propose updates to the sanitation provisions of the regulations under Part II of the [Canada Labour Code](#) to recognize all-gender toilets, and modernize language to be gender-inclusive.

We will continue to meet with representatives from the provinces and territories to discuss issues of mutual interest including occupational health and safety as well as labour standards such as sick leave.

#### **Work conditions are fair and inclusive**

We will continue to explore ways to amend the Canada Labour Code to improve job protections for federally regulated gig workers by strengthening prohibitions against employee misclassification.

Legislation will be introduced to amend the Canada Labour Code to create 3 days of paid leave to support employees in the federally regulated private sector who experience a pregnancy loss.



This leave will allow employees to start recovering from a loss without worrying about job security or income.

We will take stronger action against employers in the road transportation industry who are misclassifying employees. It has been common for employers to avoid classifying workers as employees, depriving these workers access to important rights and entitlements that they would normally be entitled to. We'll grow our teams dedicated to addressing misclassification issues. These teams will conduct awareness sessions for organizations, associations, and employers in the road transportation sector. In the case of non-compliance, enforcement strategies, such as orders directing the employers to correct the situation and monetary penalties, will be used.

We will introduce regulations to support the Pay Equity Commissioner's (Commissioner's) ability to address non-compliance with the [Pay Equity Act](#) and [Pay Equity Regulations](#). The regulations will allow the Commissioner to use administrative monetary penalties when employers are in violation of the Pay Equity Act and Pay Equity Regulations. These regulations will be used to encourage compliance in a manner that is non-punitive. Regulations are expected to come into force in 2024.

Following the publication of the final report from the [Employment Equity Act Review Task Force](#) in December 2023, we will develop options for modernizing the [Employment Equity Act](#). This is an important step to advance equity, diversity and inclusion in federally regulated workplaces.

We will also continue to improve the [Federal Contractors Program](#) to ensure that federal contractors are paying their employees the federal minimum wage.


We will continue to work with the International Labour Organization to develop, implement and promote international labour standards. For example, standards on violence and harassment, occupational health and safety, and emerging challenges for people working through digital platforms. By doing this we hope to ensure minimum labour standards across the global economy and provide a level playing field for workers in Canada.

The department will also support the [Canada Indo-Pacific Strategy](#) which puts forward how Canada intends to work with allies and partners to shape the future of the region. We will help Indo-Pacific trading partners enforce labour provisions in current and future free trade agreements to improve respect for fundamental labour rights and ensure companies are respecting human rights in their supply chains.

### **Labour relations are cooperative**

We will improve the process used to review activities that must continue during work stoppages to ensure public health and safety. Improving this process will reduce cases of employers using replacement workers during a strike or lockout.

Lastly, we will continue to deliver the Wage Earner Protection Program to provide financial support to workers for wages owed to them when their employer files for bankruptcy, enters receivership, or in other qualifying circumstances.



## Snapshot of planned resources in 2024 to 2025

- Gross planned spending: \$198,483,987
- Net planned spending: \$197,583,987
- Planned full-time resources: 856

## Related government priorities

### Gender-based analysis plus

GBA plus analysis is applied to all of our initiatives. For example, Occupational Health and Safety Regulations include requirements for the number of toilets that must be provided in the workplace per number of employees of each gender. Our initiative to Modernize the Sanitation Provision and Recognize All Toilets will allow employers to count all toilets, including toilets that are not gender or sex specific in their total toilet count.

The Workplace Equity program will continue to collect the annual employment equity data of federally regulated private-sector employers for the 4 groups designated under the Employment Equity Act - women, Indigenous people, persons with disabilities, and members of visible minorities. This includes data on the pay of these groups compared to other employees, highlighting any differences in pay between them.

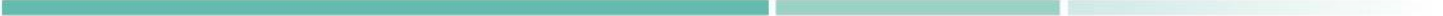
### United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals

In fiscal year 2024 to 2025, the department will continue to support the Sustainable Development Goals (SDGs) to ensure a coordinated whole-of-government and whole-of-society approach for advancing on the SDGs and the 2030 Agenda. This will be done in our department through the following programs:

**Promote inclusive and sustainable economic growth, employment and decent work for all (SDG 8)** - The department will ensure employees have access to benefits they are entitled to through continued work to stop the misclassification of employees in the road transportation industry. Employee misclassification happens when an employer does not consider and does not treat a person who is an employee, as an employee. As a result, the employee cannot access standards and benefits that they should be entitled to. To do this, we will expand compliance and enforcement measures and hold awareness sessions for those involved with the road transportation sector.

We will continue to work with other departments and stakeholders to advance the mandate commitment to introduce legislation that addresses forced labour in Canada's global supply chains. Work with the Canada Border Services Agency will also continue to strengthen Canada's ban on the import of goods produced with forced labour, in addition to continued international collaboration to tackling exploitation in global supply chains.

In addition, we will continue to support implementation of labour obligations under the Canada-United States-Mexico Agreement (CUSMA). One of the obligations requires Mexico to effectively implement its labour laws, including freedom of association and collective bargaining.



This work supports the Government of Canada's commitment to upholding human rights and international labour standards.

More information on Employment and Social Development Canada'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

Working Conditions and Workplace Relations is supported by the following programs:

- Federal Workers' Compensation
- International Labour Affairs
- Labour Relations
- Labour Standards
- Occupational Health and Safety
- Wage Earner Protection Program
- Workplace Equity

Supporting information on planned expenditures, human resources, and results related to Employment and Social Development Canada's program inventory is available on [GC Infobase](#).

## Summary of changes made to reporting framework since last year

- Not applicable

## Information Delivery and Services for Other Government Departments

### In this section

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

### Description

Provide information to the public on the programs of the Government of Canada and the department and provide services on behalf of other government departments.

### Quality of life impacts

Programs under this core responsibility contribute to several Quality of Life domains and indicators including:



- **Domain - Good Governance** (Indicators - Confidence in institutions, Misinformation/trust in media) through activities that provide information to the public on services offered by various levels of government
- **Domain - Society** (Indicators - Indigenous languages, Knowledge of official languages) through programs that involve collaborating with Indigenous organizations, as well as provinces and territories, to deliver services and information to the public in the official language of their choice

## Results and targets

The following tables show, for each departmental result related to Information Delivery and Service for Other Government Departments, the indicators, the results from the 3 most recently reported fiscal years, the targets and target dates approved in 2024 to 2025.

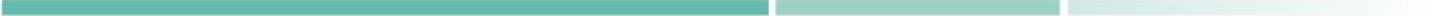
**Table 18 - Indicators, results and targets for departmental result: Clients receive high quality, timely and accurate government information and services that meet their needs.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target	Date to achieve
1 800 O-Canada information completeness, relevancy and accuracy assessment	89%	85%	86%	At least 85%	March 2025
Percentage of clients served in person who received assistance within 25 minutes	95%	95%	78% <sup>1</sup>	At least 80%	March 2025
Number of program services that meet their service standard targets <sup>2</sup>	1 of 5	2 out of 5	3 out of 5	4 out of 4 <sup>3</sup>	March 2025

**Table 19 - Indicators, results and targets for departmental result: Canadians can obtain a passport within Canada in a timely manner.**

Indicator	2020 to 2021 result	2021 to 2022 result	2022 to 2023 result	Target
Percentage of travel documents and other passport services processed within standards	80% <sup>4</sup>	77%	70% <sup>4</sup>	At least 90%

- **Notes:**

- 
1. We are seeing a shift in the most common types of service requests at our in-person network. Interview times have also increased for most transactions to provide improved client service, for example Passport services. The combination of increased interview times and shift in volumes at Service Canada Centres have, at times, resulted in an increase of wait times mainly in urban centres.
  2. Service standards are published on [Transparency - Canada.ca](https://www.transparency-canada.ca).
  3. In past years there were 5 service standards for this target. Two of the Passport Service standards have been combined and there are now only 4.
  4. During the first 2 years of the pandemic, we only received about 20% of the usual number of passport applications, resulting in 3 million fewer Canadians renewing or applying for a passport. As travel restrictions eased, mail applications nearly doubled. Also, a large portion of received applications were for new passports, which take longer to process compared to renewals. The high application volume exceeded the department's capacity to process passports within the service standards.

The financial, human resources and performance information for Employment and Social Development Canada's program inventory is available on [GC InfoBase](#).

### **Plans to achieve results**

In fiscal year 2024 to 2025, the department will undertake the following activities to advance this core responsibility.

#### **Clients receive high quality, timely and accurate government information and services that meet their needs**

We will put in place measures from our Accessibility Plan for Client Service to ensure our delivery channels (in-person, online, phone) are more accessible for persons with disabilities. We will reduce barriers by:

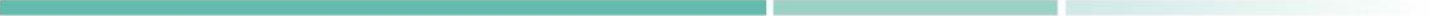
- using outreach approaches that make it easier for persons with disabilities to access our programs and services in person
- making it easier to use telephone assistive technologies and to authorize a third party to act on a client's behalf
- making online program information easier to find and understand

Additionally, starting in 2024, as part of the revision of the Official Languages Regulations Re-Application Exercise, we will expand bilingual services to additional Service Canada Centres, so more clients can receive service in the official language of their choice.

We plan to maintain high quality services and program information for Canadians through in-person service at Service Canada Centres, Passport Service sites, Scheduled Outreach, and through eServiceCanada requests.

We will also use our Community Outreach and Liaison Services to reach clients who face barriers to accessing benefits and services with Service Canada online, by telephone, or at an in person point of service. The Community Outreach and Liaison Services provides clients with access to programs, services and benefits within their communities. To do this, we will:



- 
- collaborate with service delivery partners to implement alternative service delivery methods, like working with community organizations to identify clients needing additional support and referring them directly to a Service Canada representative
  - provide support for Indigenous and vulnerable populations experiencing barriers to accessing Service Canada programs and benefits by offering them service in-person, virtually, or through our Outreach Support Centre (a toll-free telephone line)

In addition, we will make it easier and less expensive for departments to deliver more consistent and improved services to Canadians. The Canadian Digital Service will continue to build and grow reusable digital tools that help departments:

- GC Notify - send emails and text messages to clients to notify them of service updates
- GC Forms - rapidly build accessible online forms, which make it easier for clients to submit information for services
- Digital credentials – enabling one front door for all Government of Canada services by making it easier for clients to sign-in to government services and prove their identity

#### Telephone General Enquiries Program

We will continue to provide clients with accurate information, low wait times to speak with an agent, and service of equal quality in both official languages of choice through delivery of our general enquiries telephone program. This program is provided through the 1 800 O-Canada service and the Customized Information Services.

Through 1 800 O-Canada, we aim to:


- answer 80% of calls within 18 seconds
- maintain a minimum rating of 85% for completeness, relevancy and accuracy of information provided during calls, as measured through a quality monitoring program

With our Customized Information Services, we will continue to help partners, which are other federal departments and agencies, communicate with Canadians through agile and easy to implement call centre solutions.

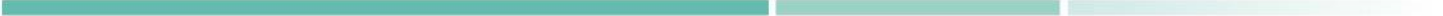
As part of the Reaching all Canadians initiative, our telephone general enquiries program will test a non-official and Indigenous languages interpretation service. This will increase the number of Canadians, including vulnerable Canadians, who access Government of Canada services.

#### Government of Canada Digital Presence

We will provide up to date and mobile-friendly access to government information and services on Canada.ca. This year we will continue to:

- ensure Canada.ca remains available, reliable, secure and a trusted as a source of authoritative government information for Canadians and the international public
- 



- 
- support more than 80 federal departments and agencies deliver important information to the public through Canada.ca, social media, and the Government of Canada digital newsroom
  - support the 38 federal department and agencies who are fully on-boarded to Canada.ca and continue to onboard new departments and agencies to Canada.ca as needed
  - expand analysis and reporting capabilities within the social media management system. Government of Canada organizations can use these tools to improve their ability to reach Canadians
  - provide departments and agencies with quantitative and qualitative data from digital analytics solutions and services to help them measure and continuously improve services delivered online

We will launch a Community Outreach and Liaison service webpage this year with information about outreach activities across Canada. Through this new resource, community organizations will be able to use a secure online form to request information sessions and application intake clinics for our common clients. The "outreach activities close to you" page, will allow clients to locate outreach activities close to their home providing them with faster service and preventing long wait times at Service Canada Centres.

### **Canadians can obtain a passport within Canada in a timely manner**

We will work closely with Immigration, Refugees and Citizenship Canada (IRCC) to simplify the passport application process while maintaining program security, integrity, and service standards. The department will:

- complete the deployment of the Passport Program Modernization Initiative (PPMI) in the fall of 2024. PPMI will position the Passport Program for the future through a sustainable and scalable passport issuance platform based on IRCC's Global Case Management System, including a new application intake tool (Tempo). From a client service perspective, PPMI is expected to increase automation in renewals, thereby supporting an increase in renewal volumes expected as part of the 10-year surge and decreasing wait times and line-ups
- complete the deployment of the ePassport Next Generation (ePNG) project by summer of 2024. ePNG will procure and deploy a new solution for all Canadian travel documents across the domestic passport networks (IRCC will implement the same solution for abroad networks). Canadians will benefit from a secure passport design and improved overall security of the passport
- continue exploring and deploying Robotic Process Automation (RPA) solutions to support increasing productivity with passport intake, processing and printing functions. The RPA initiative is being used to automate data extraction and data entry into Passport systems, reducing the number of manual tasks for employees. This will make processes more efficient, saving time, cost and resources

### **Service Delivery Partnerships program**

We will continue to collaborate with federal, provincial, territorial, municipal, and Indigenous partners as part of the Service Delivery Partnerships program. This program allows partners to use the department's service delivery network to provide client services. Here are a few examples of what we will do this year:



- help Health Canada with the delivery of the Canadian Dental Care Plan by validating eligibility of Canadians against the program criteria, providing information to Canadians on the plan and supporting them in the application process. This will provide eligible uninsured Canadians with access to insured dental care
- continue to strengthen our relationship with Immigration, Refugees and Citizenship Canada on the delivery of the Passport program and the collection of in-Canada biometrics. We will also collaborate with them on the delivery of the Canada-Ukraine Transitional Assistance Initiative (CUTAI) which is intended to meet the immediate and basic needs of eligible recipients facilitated under the Canada-Ukraine Authorization for Emergency Travel (CUAET), following their arrival in Canada

## Snapshot of planned resources in 2024 to 2025

- Gross planned spending: \$599,204,881
- Net planned spending: \$599,204,881
- Planned full-time resources: 4,932

## Related government priorities

### Gender-based analysis plus

We will continue to remove barriers, making it easier for all Canadians to access information and services. The focus will be on the groups that face the most barriers, women, persons with disabilities or health issues or their caregivers, newcomers and immigrants, individuals with lower income or lower education, older adults (seniors), Indigenous people, rural and remote residents, gender diverse persons, racialized Canadians, homeless persons, clients with language barriers or with no access to devices and e-vulnerable clients.

### United Nations 2030 Agenda for Sustainable Development and the UN Sustainable Development Goals

In fiscal year 2024 to 2025, the department will continue to support the Sustainable Development Goals (SDGs) to ensure a coordinated whole-of-government and whole-of-society approach for advancing on the SDGs and the 2030 Agenda. This will be done in our department through the following programs:

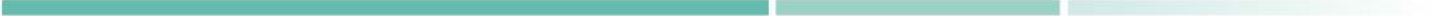
**End poverty in all its forms everywhere (SDG 1)** - The department's Service Referral Initiative connects at-risk and hard-to-reach individuals with Service Canada, so they can access government benefits, for example, financial aid to help those who are living in poverty.

More information on Employment and Social Development Canada'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

Information Delivery and Services for Other Departments is supported by the following programs:

- Citizen Service Network

- 
- Canadian Digital Service
  - Government of Canada Internet Presence
  - Government of Canada Telephone General Enquiries Services
  - Passport
  - Service Delivery Partnerships

Supporting information on planned expenditures, human resources, and results related to Employment and Social Development Canada's program inventory is available on [GC Infobase](#).

## Summary of changes made to reporting framework since last year

- Program added: Canadian Digital Service

## Internal services

### In this section

- Description
- Plans to achieve results
- Snapshot of planned resources in 2024 to 2025
- 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

Below are some highlights of key actions for some internal services that are planned for 2024 to 2025.

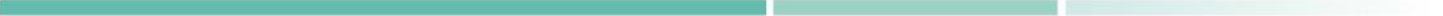
### Plans to achieve results

#### Management and oversight services

##### Access to information

The department will continue to promote openness and transparency as set out in the [Access to Information Act](#) and the [Privacy Act](#). The Acts enable Canadian citizens, permanent residents,





persons present in Canada, or corporations to formally or informally, request records under the control of the department. We will do this by:

- modernizing Access to Information and Privacy (ATIP) technology and processes to improve client experience and service to Canadians
- responding to ATIP requests within legislated timeframes and implementing measures to manage workload, including requests from previous fiscal years
- proactively disclosing required departmental information
- providing employees with resources and training so the department is more open and transparent to the public


## **Privacy**

The department will continue to protect the privacy rights of Canadians by:

- using privacy-by-design processes to build privacy into new projects and initiatives, such as the Benefits Delivery Modernization Programme, service delivery improvements and the Employment and Social Development Canada Data Strategy
- having policies, processes and training in place for the responsible collection, use, disclosure, and retention of personal information

## **Data strategy**

The department will continue to implement its Data Strategy, focusing on innovative and responsible data and analytical methods. This includes:

- carrying out the department's Data Foundations Programme so employees have tools that help them access trusted departmental data to make evidence-based decisions and have a more complete picture of citizen's needs. The Programme will also provide consistent privacy and quality controls to balance secure, ethical and transparent use of data, including when using advanced analytical methods
  - defining data stewardship roles and responsibilities from the Data Accountabilities Framework to strengthen accountability for data management at all levels of the department. This will allow us to optimize innovative and responsible use of data for effective decision-making related to policy, programs, and service delivery
  - developing consistent department -wide guidance, processes, and tools for the innovative and responsible use of data in collaboration with the Enterprise Data Stewardship Network working groups. These working groups, composed of Data Stewards from across the department, are focused on co-developing approaches that will allow for the advancement of departmental data priorities and on enhancing our use of data as a strategic asset to drive better outcomes for Canadians
  - using employee demographic information to plan for resources to effectively deliver programs and services. The information will also help support the Call to Action on Anti-Racism, Equity, and Inclusion in the Federal Public Service initiatives. Demographic data will highlight diversity gaps in our workforce enabling informed decisions for increased participation
  - continuing to partner with Statistics Canada under a joint ESDC-Statistics Canada Data Strategy to enhance the evidence base required to support policy analysis research and evaluation, and results reporting
- 



## **Evaluation services**

The department will continue to improve evaluations services by:

- ensuring evaluations are timely, relevant and support informed policy decisions and the delivery of programs and services to Canadians
- engaging with Indigenous partners to complete the first co-developed evaluations of Indigenous programs, in support of reconciliation
- incorporating Gender-based Analysis Plus into evaluation activities when data is available to help ensure vulnerable populations can access the services they need

## **Research**

We will continue to support our ongoing commitment to innovation by working on more than 150 research projects to inform program, policy development and service delivery, as part of the 2023 to 2025 Departmental Research Plan. This work will help us better identify the challenges many Canadians face and help inform how best to respond to these. For example, we will use data from the 2022 Canadian Survey on Disability to generate new evidence that will support ongoing policy work. This includes work related to the Poverty Reduction Strategy, the Employment Equity Act, the Disability Inclusion Action Plan, the ongoing implementation of the Accessible Canada Act, and Canada's implementation of the United Nations Convention on the Rights of Persons with Disabilities


## **Security**

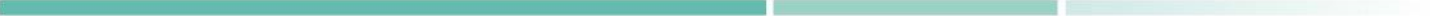
To protect the department's information, assets, and employees from risks both within and outside the organization, we will focus on:

- launching new software that combines our business continuity, IT continuity, and emergency management information. This will help us respond better to security incidents while minimizing disruption to public services
- improving communications and training materials to raise security awareness among employees. This enables protection of employees, the department's assets and the personal information of Canadians and other clients

## **Human resources management services**

The department will continue to support a healthy workplace and a diverse workforce. We will focus on:

- hiring equity deserving individuals to reflect Canada's diversity. As part of this effort, we are planning a process to attract and hire Canadians who self-identify as Indigenous Peoples
  - advancing anti-racism, diversity, accessibility, reconciliation, equity and inclusion with the following 6 diversity networks that are supported by senior executives:
    - Black Employee Network
    - Employees with Disabilities Network (EwDN)
    - Employee Pride Network
    - Indigenous Employees' Circle
- 

- 
- Visible Minorities Network
  - Women's Network
  - creating an inclusive workplace where every employee should feel that they can be themselves at work regardless of age, gender, race, sexual orientation, disability, religion and belief, with prevention, awareness, training, and communication
  - implementing strategies to recruit and retain employees with disabilities
  - promoting a new self-identification questionnaire that is more inclusive while reflecting different types of disabilities, gender, ethnic origin, 2SLGBTQIA+, so that all employees see themselves represented within the department
  - expanding bilingual services by offering language training to employees, especially in designated bilingual regions of Canada

### **Financial management services**

The department will continue to build trust in all areas of financial management.

We will achieve this by continuing to empower our employees to be innovative and responsible. Proper practices of budgeting and forecasting, costing, planning, reporting, systems, and controls are essential.

The department will continue to improve investment and project management practices, including:

- developing tools for better management and collaboration
- promoting best practices, continuous learning, and using governance processes to improve decision-making

These actions will increase the performance of investments so that they are delivered on time, on scope, and on budget.

We will keep service excellence as our focus to ensure optimal program delivery. This will help us continue to build a high performing organization.


### **Information management services**

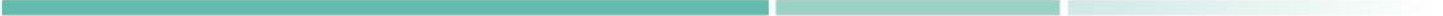
The department will mature Information Management with its new Information Strategy for 2023 to 2025. This strategy emphasizes the use of digital methods to simplify information management while still observing best practices when handling information within the department and while serving the public.

### **Information technology services**

We will continue to stabilize and upgrade our IT applications to align with [Government of Canada's Digital Ambition](#) and [Standard on At-Risk Information Technology](#) as well as modernize our networks and supporting infrastructure. This ensures Canadians can access programs and services online when they need them.

We will continue to work with key cyber partners, including the Treasury Board Secretariat, Shared Services Canada, and Canadian Centre for Cyber Security, to increase our cybersecurity capabilities. This helps us to counter cyber fraud and cyber threats and protect Canadians' sensitive information.





We are building a talented and diverse workforce to meet the rising demand for digital services. We will provide leadership across the Government of Canada for the [IT Apprenticeship Program for Indigenous Peoples](#) and use it to build our workforce.

We are exploring emerging technologies such as Generative AI and Extended Reality to enhance communication of program information across the department in ways that reinforce our commitment to consistent service to all Canadians.

In addition, we will continue to mature our cloud adoption in alignment with the Government of Canada's cloud smart direction including the operationalization and maintenance of current cloud environments with a strong emphasis on security and automation, and on improving the cloud cost management. These cloud environments are critical to support applications migrating to the cloud such as Old Age Security and Employment Insurance. We will continue to align with the Government of Canada's recent strategic direction including pivoting the recent departmental long-term cloud procurement to a newer Government of Canada-wide long-term cloud procurement to establish a stable longer-term supply of the cloud services for the delivery of programs and services.

#### Real property management services

The department is committed to real property management that supports strong service delivery. We will:

- continue to modernize the workplace for flexibility, accessibility and inclusivity, ensuring an ideal work environment
- develop plans to match real property space with needs and usage, while meeting re-sizing targets to optimize the use of government funds


#### Snapshot of planned resources in 2024 to 2025

- Gross pPlanned spending: \$1,167,648,689
- Net planned spending: \$414,403,173
- Planned full-time resources: 5,517

#### Related government priorities

##### Planning for contracts awarded to Indigenous businesses

We will continue to use our Indigenous procurement strategy and the [Indigenous Business Directory](#) to reach our goal of awarding at least 5% of contract value annually to Indigenous businesses. We will ensure Indigenous businesses are invited to submit bids when the department makes purchases through the Centralized Professional Services System as capacity allows. Given our high volume of professional services contracts this is expected to result in a marked increase in Indigenous contracts awarded. We will continue to include Indigenous contract choices for some of the department's larger internal capacity-on-demand tools, such as project management, which are used widely within the department. Request for Information on the Government Electronics Tendering System, CanadaBuys, is used to solicit ideas for increased participation and engagement from the Indigenous community in



procurement processes. Further, we will update the Procurement Requirement Form (PRF) used by our employees to inquire if they have considered Indigenous businesses when procuring goods and services.

We aim to minimize exceptions to the 5% contract target for Indigenous businesses. For example, our largest program, Benefits Delivery Modernization (BDM) has existing contracts that pre-date the 5% target. To compensate, BDM is exploring the introduction of Indigenous sub-contracting into the project which will be thoroughly examined in this fiscal year.

5% reporting field	2022 to 2023 actual result	2023 to 2024 forecasted result	2024 to 2025 planned result
Total percentage of contracts with Indigenous businesses	6.19%	5%	5%

## Overall Risks and Mitigation Strategies

Canadians want the department to deliver high quality, on-time and easy to use programs and services. We continuously analyze the work we do to develop mitigation strategies for potential risks. This lets us know about what possible risks exist so that we can have a plan in place to address them if they happen. We have broken up the risks that can affect the quality of services to Canadians into 6 themes.

### Theme 1: Planning and Stewardship

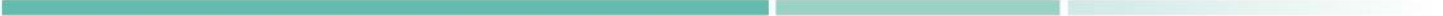
The 2023 Fall Economic Statement outlined the Government's efforts to refocus government spending. Now more than ever, it is important to mitigate risks related to planning and stewardship so we can meet our commitments. We are developing a joint financial and human resources plan. The plan will serve as a guide for the department to balance its budget and put resources into the most important services and activities. This will allow us to be ready to address risks related to planning and stewardship.

Having this plan in place is important because the department has set levels of financial and human resources to provide and improve service to Canadians. This is why we state what we want to achieve and make plans to use resources wisely.

### Theme 2: Technical debt

To address technical debt, which is the gap between the technology the department has now and what it needs to deliver on its mandate, we are putting in place a technical debt remediation program which is planned to continue until 2026. The department's remediation program will upgrade network capacity and update the hardware and software used to deliver programs which will address our aging technology and mitigate the impact on Canadians if these systems were to fail. Client needs and expectations are changing rapidly, and if the systems fail, it could negatively affect programs and services for Canadians.





In addition to aging technology, our current systems are complex. This is a result of how our work is structured which includes working with Shared Services Canada and third parties, such as expert consultants and commercial vendors. For this reason, we have a plan in place to fix aging systems while getting ready to switch to more modern ones, all without interrupting programs and services to Canadians.

### **Theme 3: Cybersecurity**

To maintain Canadians' trust, we are making sure there is a secure way for people to access our programs and services by:

- introducing a simple and secure sign-on portal where individuals' identity and eligibility can be safely and quickly verified
- making information accessible whether Canadians choose to contact us by mail, telephone, or on-line using upfront controls to deter suspicious activity

Security is important because we use Canadians' personal information to deliver our programs and services. There is a risk of unauthorized access to this sensitive information. Outdated systems can increase this risk. This is why we will continue to mature our cybersecurity operations to monitor the risk of cyber-attacks, and if an incident happens, we have plans to get things back to normal as fast as possible.

The department is also focusing on employee cybersecurity training to keep information safe and has developed a data accountability framework which supports the goal of treating data as a valuable asset by clearly identifying roles, responsibilities and guidance for proper data governance.


### **Theme 4: Workforce Management and Employee Wellness**

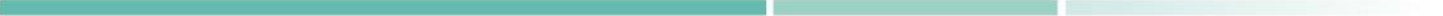
To provide services to Canadians, the department needs a skilled, healthy and diverse workforce. This is why we are developing a Staffing and Retention Strategy and continue to plan for potential staff changes. This will help us attract and keep employees in a challenging job market.

We are also committed to creating a healthy and safe work environment and are implementing a Workplace Wellbeing and Mental Health Action Plan to do this. This will mitigate the risk that high workloads and other stressors could have on our employees mental and physical health, which would affect their ability to meet the demands of the job.

### **Theme 5: Business Transformation**

Several department-wide transformation projects are underway to improve the client and employee experience for benefits and service delivery. By 2030, the Benefits Delivery Modernization Programme will bring together 1 common delivery platform for:

- Old Age Security
  - Employment Insurance
  - the Canada Pension Plan
- 



However, with any large-scale IT transformation there remains risks that could impact the timelines and costs. To address these risks, we are implementing measures, including:

- applying lessons learned from past projects
- putting in place dedicated leadership
- applying cross Government of Canada governance
- ensuring unwavering focus on business functionality
- applying robust third-party oversight and assurance

These measures will ensure we are ready to address potential issues as they may arise.

## **Theme 6: Service Excellence**

The department provides social services to Canadians throughout their lives and is always looking to improve the experience for clients. The department is taking steps to minimize risks to service delivery and potential service delays.

An emphasis on service excellence has led to the appointment of the first-ever Minister of Citizens' Services. This Minister's sole focus is improving the service delivery model. Additionally, the Canadian Digital Service is now part of the department and will continue to advance the government's digital service delivery.

There is a risk that gaps in the department's ability to digitize and modernize its service delivery applications will impede the department's ability to be responsive in the face of rapidly changing needs or unpredictable events and circumstances. Through modernization efforts, the department aims to offer Canadians a seamless and positive experience by improving timeliness and digital service options.


We are putting in place a data strategy, which is focused on delivering key initiatives for an integrated data governance, a strong data infrastructure and use of innovative tools to streamline processes and support evidence-based decision making. The department is also working on better methods to estimate service demands and operational requirements.

These steps help to minimize risks to service delivery and potential service delays.

## **Planned spending and human resources**

This section provides an overview of Employment and Social Development Canada's planned spending and human resources for the next three fiscal years and compares planned spending for the fiscal year 2024 to 2025 with actual spending from previous years.

### **In this section**

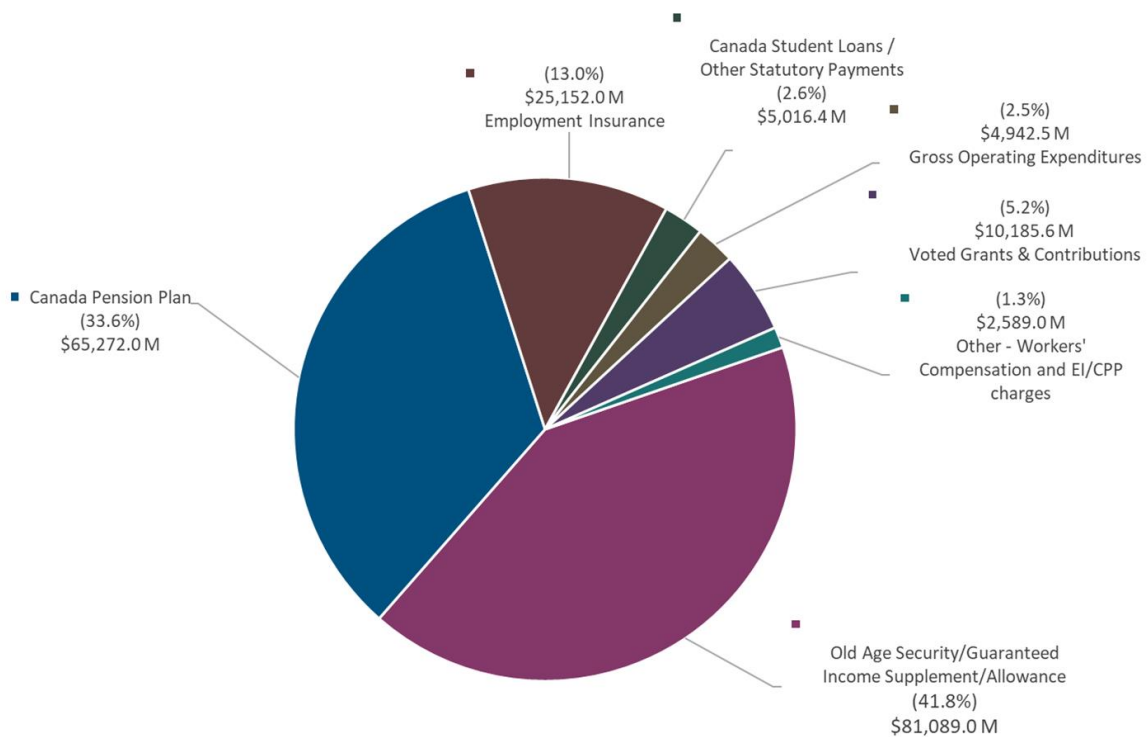
- Spending
  - Funding
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- 

## Spending

### ESDC Planned spending for the fiscal year 2024 to 2025

For fiscal year 2024 to 2025, the department's planned expenditures on programs and services total \$194.2 billion. Of that amount, \$176.5 billion will directly benefit Canadians through statutory transfer payment programs. These include Employment Insurance (EI), the Canada Pension Plan (CPP), Old Age Security (OAS), the Canada Student Financial Assistance Program and Canada Apprentice Loans, the Canada Education Savings Program, and the Canada Disability Savings Program.

**Figure 2: Breakdown of planned expenditures for fiscal year 2024 to 2025 – Consolidated total: \$194,246.5 M**



### Figure 3: detailed view of planned expenditures for fiscal year 2024 to 2025

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA —GROSS EXPENDITURES (\$ millions)		STATUTORY TRANSFER PAYMENTS (\$ millions)	
<b>Budgetary</b>		<b>Grants and Contributions:</b>	
Net Operating Costs	2,451.1 *	Old Age Security	61,064.0
Add Recoveries in relation to:		Guaranteed Income Supplement	19,277.0
Canada Pension Plan	513.0	Allowance	748.0
Employment Insurance Operating Account	1,977.5	<b>Other Statutory Payments:</b>	
Government Employee Compensation Act	0.9	Canada Student Financial Assistance Program and Canada Apprentice Loans	2,966.7
Gross Operating Costs	4,942.5	Canada Education Savings Grant	1,070.0
Voted Grants and Contributions	10,185.6	Canada Disability Savings Program	729.1
<b>Total Gross Expenditures</b>	<b>15,128.1</b>	Canada Learning Bond	190.0
		Wage Earner Protection Program	49.3
		Universal Child Care	1.4
		<b>Sub-Total</b>	<b>86,095.5</b>
<b>Other - EI and CPP Charges and Recoveries</b>	<b>2,589.0</b>	Canada Pension Plan Benefits	65,272.0
		Employment Insurance Benefits	
		Part I	23,045.0
		Part II	2,107.0
		<b>Other Specified Purpose Accounts</b>	<b>9.9 **</b>
		<b>Total Statutory Transfer Payments</b>	<b>176,529.4</b>

\*Net Operating Costs includes \$1,296.7 million in net voted operating expenditures, \$351.3 million in contributions to employee benefit plans, \$576.0 million for delivery service to the public on behalf of partners under the Department of Employment and Social Development Act, \$93.7 million in statutory administrative fees related to Canada Student Loans and Apprentice Loans, \$101.4 million in pandemic benefits, \$31.4 million in net expenditures for Federal Workers' Compensation and \$0.6 million for other items.

\*\*Other Specified Purpose Accounts includes payments related to the Government Annuities Account and the Civil Service Insurance Fund.

The following table reconciles gross planned spending with net planned spending of Employment and Social Development Canada for the upcoming three fiscal years. Please refer to the [Employment and Social Development Canada's Financial Framework](#) for a complete description of the departmental financial profile, including an explanation of gross planned spending.

Table 20: Financial resources (dollars)

Categories	2024 to 2025 budgetary spending (as indicated in Main Estimates)	2024 to 2025 planned spending	2025 to 2026 planned spending	2026 to 2027 planned spending
Planned Gross Spending	101,223,603,677	194,246,497,726	201,872,437,722	210,034,536,203
less: Planned Spending in Specified	0	93,022,894,049	95,769,888,753	99,057,146,407

Purpose Accounts				
less: Planned Revenues netted against expenditures	2,491,383,584	2,491,383,584	2,080,384,190	2,020,022,893
<b>Planned Net Spending</b>	<b>98,732,220,093</b>	<b>98,732,220,093</b>	<b>104,022,164,779</b>	<b>108,957,366,903</b>

## ESDC's Financial Framework

The department has a complex financial structure, with various funding mechanisms used to deliver its mandate. The department is funded by 4 main sources of funds:

1. Appropriated funds from the Consolidated Revenue Fund
2. The Employment Insurance (EI) Operating Account
3. The Canada Pension Plan (CPP)
4. Other government departments and Crown corporations

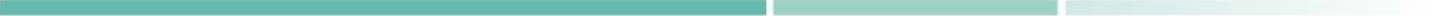
Planned expenditures related to the EI Operating Account and the CPP, as well as planned expenditures that are recovered from Crown corporations and other government departments for the administration of the [Government Employee Compensation Act](#), are excluded from ESDC's Main and Supplementary Estimates and net planned spending because they are not voted by Parliament.

EI and CPP benefits and related administrative costs are charged against revenues earmarked in separate specified purpose accounts.

- the EI program provides financial support and other assistance to eligible workers and is entirely funded by contributions from employees and employers
- the CPP is an income security plan which is funded by the contributions of employees, employers, and self-employed persons and by the revenue earned on plan investments. It provides partial income protection in the case of the retirement, disability or death of a contributor to virtually all employed and self-employed persons in Canada, excluding Quebec, which operates its own comprehensive pension plan

Administrative costs incurred by the department in the delivery of programs related to EI and CPP are charged to their respective specified purpose accounts and reported as revenues netted against expenditures under the department.

The [Department of Employment and Social Development Act](#) was amended in June 2018 to broaden the department's mandate to include service delivery to the public with a view to improve services to Canadians. The department has the legislative authority to deliver services to the public for partners on a cost-recovery basis as well as to deliver select services for the Government of Canada, such as passport services.



These items are included in the department's gross planned spending to provide readers with the full cost to government of the department's programs and services and present a complete picture of the resources managed by ESDC to deliver its mandate.

The sources of funds, including specified purpose accounts, for each of the Department's core responsibilities are as follows:

#### Core Responsibility 1: Social Development

- Consolidated Revenue Fund

#### Core Responsibility 2: Pensions and Benefits

- Consolidated Revenue Fund
- CPP (in gross planned spending only for CPP benefits and related administrative costs)

#### Core Responsibility 3: Learning, Skills Development and Employment

- Consolidated Revenue Fund
- EI Operating Account (in gross planned spending only for EI benefits and related administrative costs)

#### Core Responsibility 4: Working Conditions and Workplace Relations

- Consolidated Revenue Fund
- Crown corporations and other departments

#### Core Responsibility 5: Information Delivery and Services for Other Departments


- Consolidated Revenue Fund
- Revenues from partners using legislative cost-recovery authority to deliver programs and services on their behalf

#### Internal Services

- Consolidated Revenue Fund
- CPP (in gross planned spending only for CPP administrative costs)
- EI Operating Account (in gross planned spending only for EI administrative costs)

### **Actual spending summary for core responsibilities and internal services**

The following tables show information on spending for each of Employment and Social Development Canada'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. This first table shows the gross amounts, while the second table shows the net amounts. Please refer to the ESDC's Financial Framework for a complete description of the departmental financial profile, including an explanation of gross planned spending.



**Table 21: Actual spending summary for core responsibilities and internal services — Gross (dollars)**

<b>Core responsibilities and internal services</b>	<b>2021 to 2022 actual expenditures</b>	<b>2022 to 2023 actual expenditures</b>	<b>2023 to 2024 forecast spending</b>
Core Responsibility 1: Social Development	4,463,385,712	6,463,358,293	6,883,550,299
Core Responsibility 2: Pensions and Benefit	116,883,878,441	127,532,814,815	138,517,508,502
Core Responsibility 3: Learning, Skills Development and Employment	67,279,306,958	32,666,489,864	34,555,136,067
Core Responsibility 4: Working Conditions and Workplace Relations	158,283,303	156,557,151	202,795,966
Core Responsibility 5: Information Delivery and Services for Other Departments	283,787,168	460,979,539	530,027,629
<b>Subtotal</b>	<b>189,068,641,582</b>	<b>167,280,199,662</b>	<b>180,689,018,463</b>
Internal services	1,310,935,981	1,362,786,014	1,308,292,207
Other Costs <sup>1</sup>	2,628,540,530	4,899,914,283	2,453,020,371
<b>Total</b>	<b>193,008,118,093</b>	<b>173,542,899,959</b>	<b>184,450,331,041</b>

- **Note :**

1. Other costs includes administrative costs of other government departments charged to the EI Operating Account and the Canada Pension Plan. It also includes EI doubtful accounts and recoveries from other government departments.

**Table 22: Actual spending summary for core responsibilities and internal services — Net (dollars)**

<b>Core responsibilities and internal services</b>	<b>2021 to 2022 actual expenditures</b>	<b>2022 to 2023 actual expenditures</b>	<b>2023 to 2024 forecast spending</b>
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Core Responsibility 1: Social Development	4,463,385,712	6,463,358,293	6,883,550,299
Core Responsibility 2: Pensions and Benefits	63,494,075,466	71,252,425,079	76,855,711,759
Core Responsibility 3: Learning, Skills Development and Employment	26,940,441,609	9,316,562,627	9,359,519,165
Core Responsibility 4: Working Conditions and Workplace Relations	157,383,303	155,343,293	200,995,966
Core Responsibility 5: Information Delivery and Services for Other Departments	283,787,168	460,979,539	530,027,629
<b>Subtotal</b>	<b>95,339,073,258</b>	<b>87,648,668,831</b>	<b>93,829,804,818</b>
Internal services	445,791,056	503,568,500	481,219,898
<b>Total</b>	<b>95,784,864,314</b>	<b>88,152,237,331</b>	<b>94,311,024,716</b>

The department expects an overall decrease of \$8.5 billion in gross spending from fiscal year 2021 to 2022 to fiscal year 2023 to 2024. This can be explained mainly by the reduction in measures approved to support Canadians facing hardship as a result of the COVID-19 pandemic and a decrease in EI benefits.

To summarize the overall spending decrease over fiscal year 2021 to 2022 to fiscal year 2023 to 2024:

- a decrease of \$17.4 billion mainly due to the reduction in measures approved to support Canadians facing hardship as a result of the COVID-19 pandemic
- EI benefits are estimated at \$23.4 billion in fiscal year 2023 to 2024, a decrease of 15.5 billion from the 2021 to 2022 spending of \$38.9 billion, mainly attributed to a decrease in unemployment rate and a decrease in average weekly benefits due to the sunsetting of temporary measures
- a decrease of \$4.5 billion in other statutory items mainly due to measures funded for one year only through the Budget Implementation Act 2021, which resulted in a decrease of \$2.6 billion attributable to a reduction of statutory payments to provinces and territories to build a Canada-wide Early Learning and Child Care system as well as a decrease of \$1.7 billion for a one-time taxable payment of \$500 provided to seniors who were 75 years old or older to help them meet their immediate needs until a permanent 10 percent increase to the monthly Old Age Security pension was implemented in July 2022

As offset to these decreases are some increases that contribute to the variance. This includes the following:





- an increase of \$14.7 billion in OAS benefits, including Guaranteed Income Supplement and Allowances, mainly explained by an increased number of beneficiaries due to the aging population and an increase in benefits
- CPP benefits are expected to increase by \$8.2 billion from fiscal year 2021 to 2022 to fiscal year 2023 to 2024, mainly attributable to an increased number of beneficiaries due to the aging population and an increase in benefits
- an increase of \$5.3 billion mainly related to investments announced in the Fall Economic Statement 2020 and Budget 2021 for programs such as the Early Learning and Child Care Program, the Sectoral Workforce Solutions Program and Apprenticeship Service
- an increase of \$0.4 billion in net operating mostly due to investments to modernize information technology infrastructure supporting benefit delivery, to address OAS workload pressures and to support compensation adjustments for new collective agreement
- a net increase of \$0.3 billion for the CPP and EI administration costs.

### Budgetary planning summary for core responsibilities and internal services

The following tables shows information on spending for each of Employment and Social Development Canada 's core responsibilities and for its internal services for the upcoming three fiscal years. This first table shows the gross amounts, while the second table shows the net amounts. Please refer to the [ESDC's Financial Framework](#) for a complete description of the departmental financial profile, including an explanation of gross planned spending.

**Table 23: Budgetary planning summary for core responsibilities and internal services — Gross (dollars)**

Core responsibilities and internal services	2024 to 2025 budgetary spending (as indicated in Main Estimates)	2024 to 2025 planned spending	2025 to 2026 planned spending	2026 to 2027 planned spending
Core Responsibility 1: Social Development	7,930,989,184	7,930,989,184	9,377,645,337	9,428,664,273
Core Responsibility 2: Pensions and Benefits	82,734,953,051	148,006,897,563	156,578,774,962	165,501,730,249
Core Responsibility 3: Learning, Skills Development	8,592,323,885	33,754,261,064	31,598,604,402	30,675,281,403

and Employment				
Core Responsibility 4: Working Conditions and Workplace Relations	198,483,987	198,483,987	190,777,225	189,723,899
Core Responsibility 5: Information Delivery and Services for Other Departments	599,204,881	599,204,881	369,803,052	369,422,692
<b>Subtotal</b>	<b>100,055,954,988</b>	<b>190,489,836,679</b>	<b>198,115,604,978</b>	<b>206,164,822,516</b>
Internal services	1,167,648,689	1,167,648,689	1,049,796,117	1,025,308,164
Other Costs <sup>1</sup>	0	2,589,012,358	2,707,036,627	2,844,405,523
<b>Total</b>	<b>101,223,603,677</b>	<b>194,246,497,726</b>	<b>201,872,437,722</b>	<b>210,034,536,203</b>

- **Note :**

1. Other costs includes administrative costs of other government departments charged to the EI Operating Account and the Canada Pension Plan. It also includes EI doubtful accounts and recoveries from other government departments.

**Table 24: Budgetary planning summary for core responsibilities and internal services — Net (dollars)**

<b>Core responsibilities and internal services</b>	<b>2024 to 2025 budgetary spending (as indicated in Main Estimates)</b>	<b>2024 to 2025 planned spending</b>	<b>2025 to 2026 planned spending</b>	<b>2026 to 2027 planned spending</b>
Core Responsibility 1: Social Development	7,930,989,184	7,930,989,184	9,377,645,337	9,428,664,273
Core Responsibility 2:	82,359,460,288	82,359,460,288	87,239,542,616	92,350,409,262

Pensions and Benefits				
Core Responsibility 3: Learning, Skills Development and Employment	7,230,578,580	7,230,578,580	6,511,062,502	6,296,630,185
Core Responsibility 4: Working Conditions and Workplace Relations	197,583,987	197,583,987	189,877,225	188,823,899
Core Responsibility 5: Information Delivery and Services for Other Departments	599,204,881	599,204,881	369,803,052	369,422,692
<b>Subtotal</b>	<b>98,317,816,920</b>	<b>98,317,816,920</b>	<b>103,687,930,732</b>	<b>108,633,950,311</b>
Internal services	414,403,173	414,403,173	334,234,047	323,416,592
<b>Total</b>	<b>98,732,220,093</b>	<b>98,732,220,093</b>	<b>104,022,164,779</b>	<b>108,957,366,903</b>

The department expects an overall increase of \$15.8 billion in gross spending from fiscal year 2024 to 2025 to fiscal year 2026 to 2027. This can be explained mainly by yearly increases to CPP and OAS benefits.

To summarize the overall funding increase over the planning years:

- planned OAS benefits, including Guaranteed Income Supplement and Allowances, are expected to reach \$91.4 billion in fiscal year 2026 to 2027, which represents an increase of \$10.3 billion from the 2024 to 2025 planned spending of \$81.1 billion. This variance is mainly explained by an increased number of beneficiaries due to the aging population and an increase in benefits, resulting from the indexation
- planned CPP benefits are estimated at \$72.9 billion in fiscal year 2026 to 2027, an increase of \$7.6 billion from the 2024 to 2025 planned spending of \$65.3 billion, mainly attributed to inflation assumptions. It is also associated with a higher number of beneficiaries due to the aging population
- an increase of \$0.9 billion to voted grants and contributions, mainly related to Early Learning and Child Care transfer payments, due to investments intended to build a Canada-wide early learning and childcare system with provinces and territories

As offset to these increases are some decreases from fiscal year 2024 to 2025 to fiscal year 2026 to 2027 that contribute to the variance. This includes the following:

- EI benefits are expected to decrease by \$1.8 billion from fiscal year 2024 to 2025 to the fiscal year 2026 to 2027, based on the latest update of the premium and benefit model
- a decrease of \$0.6 billion to other statutory planned spending mainly explained by the sunsetting in the fiscal year 2024 to 2025, of the service delivery of the Canadian Dental Care Plan on behalf of Health Canada as well as to a decrease to Pandemic Benefits and to the Canada Student Financial Assistance Program mainly due to the permanent elimination of interests on Canada Student Loans
- a decrease of \$0.4 billion in net operating planned spending mostly due to the sunsetting of temporary funding for OAS workload and Benefits Delivery Modernization. The variance is also due to the sunsetting of administrative and integrity costs related to COVID-19 measures and temporary resources for the Temporary Foreign Worker Program's compliance regime as well as for rebasing Labour Market Impact Assessment processing
- a net decrease of \$0.2 billion for the CPP and EI administration costs

Planned spending currently included in this Departmental Plan reflects authorities approved as of tabling in Parliament. As priorities shift and evolve, additional funding will be sought and approved for fiscal year 2024 to 2025 and future years through Estimates. Some temporary resources will be renewed and new programs and initiatives will be funded.

### Table 25: 2024–25 budgetary gross and net planned spending summary (dollars)

The following table reconciles gross planned spending with net planned spending for the fiscal year 2024 to 2025 for each of Employment and Social Development Canada's core responsibilities and for its internal services. Please refer to the [ESDC's Financial Framework](#) for a complete description of the departmental financial profile, including an explanation of gross planned spending.

Table 25: 2024–25 budgetary gross and net planned spending summary (dollars)

Core responsibilities and internal services	2024 to 2025 gross planned spending	2024 to 2025 planned gross spending in specified purpose accounts	2024 to 2025 planned revenues netted against spending	2024 to 2025 planned net spending
Core Responsibility 1: Social Development	7,930,989,184	0	0	7,930,989,184

Core Responsibility 2: Pensions and Benefits	148,006,897,563	65,271,944,512	375,492,763	82,359,460,288
Core Responsibility 3: Learning, Skills Development and Employment	33,754,261,064	25,161,937,179	1,361,745,305	7,230,578,580
Core Responsibility 4: Working Conditions and Workplace Relations	198,483,987	0	900,000	197,583,987
Core Responsibility 5: Information Delivery and Services for Other Departments	599,204,881	0	0	599,204,881
<b>Subtotal</b>	<b>190,489,836,679</b>	<b>90,433,881,691</b>	<b>1,738,138,068</b>	<b>98,317,816,920</b>
Internal services	1,167,648,689	0	753,245,516	414,403,173
Other Costs <sup>1</sup>	2,589,012,358	2,589,012,358	0	0
<b>Total</b>	<b>194,246,497,726</b>	<b>93,022,894,049</b>	<b>2,491,383,584</b>	<b>98,732,220,093</b>

- **Note :**

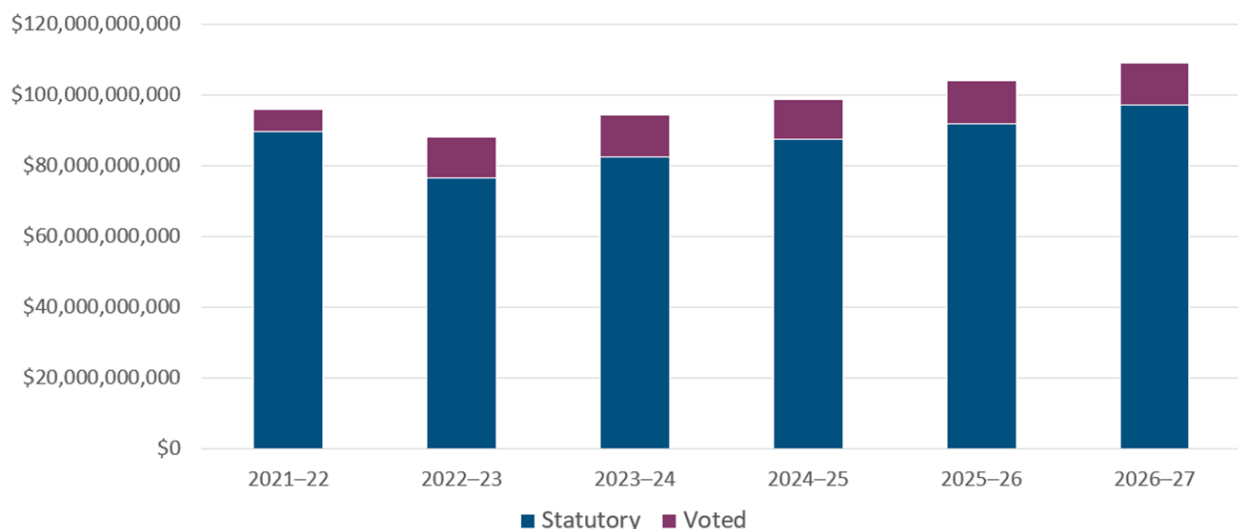
1. Other costs includes administrative costs of other government departments charged to the EI Operating Account and the Canada Pension Plan. It also includes EI doubtful accounts and recoveries from other government departments.

## Funding

**Figure 4: Departmental spending 2021–2022 to 2026–2027**

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





### Estimates by vote

Information on Employment and Social Development Canada 's organizational appropriations is available in the [2024 to 2025 Main Estimates](#).

### Future-oriented condensed statement of operations

The Consolidated Future-Oriented Condensed Statement of Operations provides a general overview of ESDC's operations. The forecast of financial information on expenses and revenues is prepared on an accrual accounting basis to strengthen accountability and to improve transparency and financial management.

Because the Consolidated Future-Oriented Condensed Statement of Operations is prepared on an accrual accounting basis, and the forecast and planned spending amounts presented in other sections of the Departmental Plan are prepared on an expenditure basis, amounts may differ.

The Consolidated Future-Oriented Condensed Statement of Operations includes the transactions of the Employment Insurance Operating (EIO) Account, a consolidated specified purpose account which includes revenues credited and expenses charged under the Employment Insurance Act. The accounts of the EIO Account have been consolidated with those of ESDC and all inter-organizational balances and transactions have been eliminated. However, the Canada Pension Plan (CPP) is excluded from ESDC's reporting entity because changes to the CPP require the agreement of two thirds of the provinces and therefore, the CPP is not controlled by ESDC.

A more detailed Consolidated Future-Oriented Statement of Operations and associated notes, including a reconciliation of the net cost of operations to the requested authorities, are available on [ESDC's website](#).

**Table 26: Consolidated Future-oriented condensed statement of operations for the year ending March 31, 2025 (dollars)**

<b>Financial information</b>	<b>2023 to 2024 forecast results</b>	<b>2024 to 2025 planned results</b>	<b>Difference (2024 to 2025 planned results minus 2023 to 2024 forecast results)</b>
Total expenses	121,505,553,557	127,171,998,906	5,666,445,349
Total revenues	30,484,331,474	31,736,758,963	1,252,427,489
Net cost of operations	<b>91,021,222,083</b>	<b>95,435,239,943</b>	<b>4,414,017,860</b>

The increase of \$4,414.0 million in the 2024 to 2025 planned results of the net cost of operations, when compared to the 2023 to 2024 forecast results, is primarily driven by:

- an increase of \$5,479.1 million in Pensions and Benefits expenses mainly due to an increase in the number of Old Age Security and Guaranteed Income Supplement beneficiaries due to an aging population and an increase in benefits due to indexation
- an increase of \$1,050.3 million in Social Development expenses mainly due to increases in Early Learning and Child Care Program payments to provinces and territories
- a decrease of \$776.0 million in Learning, Skills Development and Employment expenses mainly due to a decrease in transfer payments due to funding decreases, offset by an increase in Employment Insurance benefits
- an increase of \$1,255.9 million in Employment Insurance revenues mainly due to projected future growth in employment coupled with increases in earnings and maximum insurable earnings

## Human resources

The following table shows a summary of human resources, in full-time equivalents (FTEs), for Employment and Social Development Canada'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.

**Table 27: Actual human resources for core responsibilities and internal services**

<b>Core responsibilities and internal services</b>	<b>2021 to 2022 actual FTEs</b>	<b>2022 to 2023 actual FTEs</b>	<b>2023 to 2024 forecast FTEs</b>
Core Responsibility 1: Social Development	622	638	538
Core Responsibility 2: Pensions and Benefits	6,829	7,276	7,880

Core Responsibility 3: Learning, Skills Development and Employment	15,930	17,216	16,784
Core Responsibility 4: Working Conditions and Workplace Relations	853	872	862
Core Responsibility 5: Information Delivery and Services for Other Departments	2,236	4,382	4,628
<b>Subtotal</b>	<b>26,470</b>	<b>30,384</b>	<b>30,692</b>
Internal services	5,943	6,575	5,544
<b>Total</b>	<b>32,413</b>	<b>36,959</b>	<b>36,236</b>

The overall increase of 3,823 full-time equivalents (FTEs) from fiscal year 2021 to 2022 to fiscal year 2023 to 2024 is mainly explained by the following:

- a decrease of 84 FTEs mainly related to Reaching Home, which has been transferred to the Office of Infrastructure of Canada during the fiscal year ending March 31, 2022
- a increase of 1,051 FTEs mostly as a result of temporary resources provided to address OAS and CPP workload capacity and Benefits Delivery Modernization
- a increase of 854 FTEs mainly due to temporary resources provided to address the EI processing and call centre workload as well as the Temporary Foreign Worker Program and the Sectoral Workforce Solutions Program
- a increase of 2,392 FTEs mainly as a result of passport activities following an increase of passport applications in 2023 related to the first 10-year passports introduced in 2013 expiring in 2023 and a new 2-year service delivery partnership with Health Canada for the new Canadian Dental Care Plan
- a decrease of 390 FTEs mostly due to sunsetting funding related to corporate costs for various initiatives

The following table shows information on human resources, in full-time equivalents (FTEs), for each of Employment and Social Development Canada 's core responsibilities and for its internal services planned for 2024 to 2025 and future years.

**Table 28: Human resources planning summary for core responsibilities and internal services**

<b>Core responsibilities and internal services</b>	<b>2024 to 2025 planned FTEs</b>	<b>2025 to 2026 planned FTEs</b>	<b>2026 to 2027 planned FTEs</b>
Core Responsibility 1: Social Development	529	474	435
Core Responsibility 2: Pensions and Benefits	7,522	6,281	4,772



Core Responsibility 3: Learning, Skills Development and Employment	15,054	9,841	9,745
Core Responsibility 4: Working Conditions and Workplace Relations	856	830	825
Core Responsibility 5: Information Delivery and Services for Other Departments	4,932	2,727	2,733
<b>Subtotal</b>	<b>28,893</b>	<b>20,153</b>	<b>18,510</b>
Internal services	5,517	4,902	4,714
<b>Total</b>	<b>34,410</b>	<b>25,055</b>	<b>23,224</b>

The overall decrease of 11,186 full-time equivalents (FTEs) from fiscal year 2024 to 2025 to fiscal year 2026 to 2027 is mainly explained by the following:

- a decrease of 125 FTEs due to the sunsetting of temporary resources associated with social development initiatives such as Early Learning and Child Care, as well as other initiatives under the Labour program
- a decrease of 2,750 FTEs as a result of a reduction in temporary resources provided to address OAS and CPP workload capacity and Benefits Delivery Modernization
- a decrease of 5,309 FTEs mainly due to the sunsetting of temporary resources provided to address the EI processing and call centre workload, for Benefits Delivery Modernization, as well as the integrity of the Employment Insurance Emergency Response Benefit. It is also due to the sunsetting of resources for grant and contribution programs such as Youth Employment and Skills Strategy and Canada Summer Jobs, as well as the Temporary Foreign Worker Program
- a decrease of 2,199 FTEs as a result of passport activities returning to normal following an increase of passport applications in 2023 because of the first 10-year passports introduced in 2013 expiring in 2023. It is also attributable to the sunsetting, in the fiscal year 2024 to 2025, of the service delivery partnership of the Canadian Dental Care Plan with Health Canada
- a decrease of 803 FTEs mainly related to the Refocusing Government Spending reductions and to the sunsetting of funding for the corporate costs associated with various initiatives such as the service delivery of the Canadian Dental Care Plan on behalf of Health Canada, OAS, CPP and EI processing and call centre workload

The following table shows information on human resources, in full-time equivalents (FTEs), for each of Employment and Social Development Canada’s core responsibilities and for its internal services planned for 2024 to 2025 and future years.



## Statutory annual reports

### Employment Insurance Part II

Activities under Part II of the Employment Insurance Act help individuals in Canada prepare for, find, and maintain employment.

Activities include programs and services delivered by provinces and territories under Labour Market Development Agreements. These include training courses or wage subsidies for eligible individuals supporting Canadians as they look for work and increase their skills. Our partners in the provinces and territories also provide services such as employment assistance, research and innovation, and partnerships.

There are also nationwide programs, known as pan-Canadian activities, which are conducted by our department. These activities include Labour Market Partnerships and Research and Innovation. The department also delivers functions of the National Employment service under Part II of the Employment Insurance Act Act.

More detailed information on Employment Insurance Part II is publicly available on the [department's website](#) and in Chapter 3 of the annual [Employment Insurance Monitoring and Assessment Report](#).

### 2024 to 2025 Employment Insurance Part II Expenditure Plan (Notional as of January 31, 2024 and pending concurrence by the Minister of Finance and formal Treasury Board approval)

For fiscal year 2024 to 2025, the total EI Part II expenditure authority of \$2.131 billion represents approximately 0.25% of total estimated insurable earnings of \$842.532 billion in 2024 to 2025. This represents a lower level of expenditure than the 0.8% ceiling imposed under the EI Act, which is estimated at \$6.741 for 2024 to 2025.

**Table 29: 2024 to 2025 Allocations<sup>1</sup>**

Province or territory	Base funding	Re-investment	Sub-total	Top Up	Total plan
Newfoundland and Labrador	50,458,634	73,086,000	<b>123,544,634</b>	0	<b>123,544,634</b>
Nova Scotia	44,390,706	30,348,000	<b>74,738,706</b>	0	<b>74,738,706</b>
New Brunswick	43,783,051	42,116,000	<b>85,899,051</b>	0	<b>85,899,051</b>
Prince Edward Island	12,310,111	10,022,000	<b>22,332,111</b>	0	<b>22,332,111</b>

<b>Quebec</b>	286,473,015	248,071,000	<b>534,544,015</b>	0	<b>534,544,015</b>
<b>Ontario</b>	399,653,801	184,097,000	<b>583,750,801</b>	0	<b>583,750,801</b>
<b>Manitoba</b>	34,217,496	10,233,000	<b>44,450,496</b>	0	<b>44,450,496</b>
<b>Saskatchewan</b>	28,344,816	9,862,000	<b>38,206,816</b>	0	<b>38,206,816</b>
<b>Alberta</b>	121,692,720	35,921,000	<b>157,613,720</b>	0	<b>157,613,720</b>
<b>Nunavut</b>	2,124,360	954,000	<b>3,078,360</b>	0	<b>3,078,360</b>
<b>Northwest Territories</b>	1,515,904	1,552,000	<b>3,067,904</b>	0	<b>3,067,904</b>
<b>British Columbia</b>	123,874,902	151,732,000	<b>275,606,902</b>	0	<b>275,606,902</b>
<b>Yukon</b>	1,160,484	2,006,000	<b>3,166,484</b>	0	<b>3,166,484</b>
<b>Total</b>	<b>1,150,000,000</b>	<b>800,000,000</b>	<b>1,950,000,000</b>	0	<b>1,950,000,000</b>
<b>Pan-Canadian Activities<sup>2</sup></b>	121,031,877	0	121,031,877	30,410,000	<b>151,441,877</b>
<b>Funds available for Employment Benefits and Support Measures</b>	<b>1,271,031,877</b>	<b>800,000,000</b>	<b>2,071,031,877</b>	<b>30,410,000</b>	<b>2,101,441,877</b>

- **Notes:**

1. LMDA Allocations are draft and currently under review and are subject to change.
2. The amount for Pan-Canadian Activities includes the ongoing envelope of \$150,867,575 minus the permanent conversion to operating of \$24,317,698 and \$5,518,000 for which a temporary conversion of Employment Insurance Part II Pan-Canadian program funds to operating funds is being sought for 2024-2025 to fund the Education and Labour Market Longitudinal Platform. The amount for Pan-Canadian Responsibilities also includes \$30.41 million for the Indigenous Skills and Employment Training program.



## Corporate information

### Organizational profile

#### Appropriate minister(s):

The Honourable Randy Boissonnault

The Honourable Jenna Suds

The Honourable Seamus O'Regan Jr.

The Honourable Kamal Khera

The Honourable Terry Beech

The Honourable Marci Ien

#### Institutional head:

Paul Thompson, Deputy Minister, Employment and Social Development

#### Ministerial portfolio:

Minister of Employment, Workforce Development and Official Languages

Minister of Families, Children and Social Development

Minister of Labour and Seniors

Minister of Diversity, Inclusion and Persons with Disabilities

Minister of Citizens' Services

Minister for Women and Gender Equality and Youth

Enabling instrument(s): [Department of Employment and Social Development Act \(S.C. 2005, c. 34\)](#); additional information on acts and regulations can be found on the [Employment and Social Development Canada website](#).

Year of incorporation / commencement: 2005

Other: For more information on the department's role, please visit the [Employment and Social Development Canada website](#).


### Organizational contact information

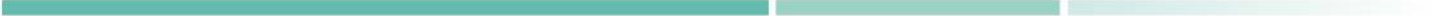
Mailing address

Portage IV

140 Promenade du Portage

Gatineau, QC K1A 0J9





Telephone: 1-800-622-6232

TTY: 1-800-622-6232

Email: [NC-SPR-PSR-CPMD-DPMG-GD@hrsdc-rhdcc.gc.ca](mailto:NC-SPR-PSR-CPMD-DPMG-GD@hrsdc-rhdcc.gc.ca)

Website(s): [www.canada.ca/en/employment-social-development.html](http://www.canada.ca/en/employment-social-development.html)

## Supplementary information tables

The following supplementary information tables are available on Employment and Social Development Canada's [website](#):

- [Details on transfer payment programs](#)
- [Gender-based analysis plus](#)
- [Horizontal initiatives](#)
- [Up front multiyear funding](#)

Information on Employment and Social Development Canada's departmental sustainable development strategy can be found on the department's [website](#).

## Federal tax expenditures

Employment and Social Development Canada'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 1 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 3-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 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 socio-cultural (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 2 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.





