Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Immigration, Refugees and Citizenship Canada

2024–25 Departmental Results Report

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The Hon. Lena Metlege Diab, ECNS, KC, P.C., M.P.

Minister of Immigration, Refugees and Citizenship

Canada

Data in this report:
- Data are suppressed or rounded to prevent the identification of individuals when the figures are compiled and compared with other publicly available statistics. Values between 0 and 5 are shown as "--"and all other values are rounded to the nearest multiple of 5. This may result to the sum of the figures not equating to the totals indicated. Please note that this applies to all data from 2024 onwards.
- Data are preliminary and subject to change, and they may not match official IRCC reporting.
- Additional disaggregated data for IRCC's programs are available on the Open Government Portal.

Immigration, Refugees and Citizenship Canada's 2024–25 Departmental results report

Contents:

At a glance

This Departmental results report details Immigration, Refugees and Citizenship Canada's (IRCC's) actual accomplishments against the plans, priorities and expected results outlined in its [2024–25 Departmental Plan](#).

- [Vision, mission, raison d'être and operating context](#)

Key priorities

IRCC identified the following key priorities for 2024–25:

- achieve targets from the Immigration Levels Plan for 2024–2026
- encourage Francophone immigration to Canada and support measures along the immigration continuum
- reform the International Student Program
- reduce overall processing times
- continue with business transformation to modernize programs and services
- continue to expand its capacity and increase efficiencies in order to meet important international legal obligations to provide a safe haven to people fleeing persecution

Highlights for IRCC in 2024–25

- Total actual spending (including internal services): $6,508,539,896
- Total full-time equivalent staff (including internal services): 12,763

For complete information on IRCC's total spending and human resources, read the [Spending and human resources](#) of its full departmental results report.

Summary of results

The following provides a summary of the results the department achieved in 2024–25 under its main areas of activity, called "core responsibilities."

Core responsibility 1: Visitors, International Students and Temporary Workers

Actual spending: $409,035,843

Actual full-time equivalent staff: 2,806

The department maintained its focus on backlog reduction measures and facilitating entries to Canada. The international student program continued to modernize and to strengthen program integrity, so that international students were well supported while in Canada. IRCC also prioritized temporary foreign workers that supported essential sectors of Canada's economy.

For more information on IRCC's [Core responsibility 1: Visitors, International Students and Temporary Workers](#) read the "Results – what we achieved" section of its departmental results report.

Core responsibility 2: Immigrant and Refugee Selection and Integration

Actual spending: $5,260,844,875

Actual full-time equivalent staff: 4,621

In accordance with Canada's Immigration Levels Plan, IRCC facilitated the admission of a targeted number of permanent residents under various categories. Economic immigration streams were adjusted to prioritize the transition of temporary residents to permanent residents, and to respond to labour market needs. IRCC improved the efficiency of asylum claim processing, and worked with provinces and territories to support asylum claimants in gaining housing independence. New multi-year refugee resettlement commitments were developed for government assisted refugees, and settlement programming continued to provide services to help newcomers settle in their communities.

For more information on IRCC's [Core responsibility 2: Immigrant and Refugee Selection and Integration](#) read the "Results – what we achieved" section of its departmental results report.

Core responsibility 3: Citizenship and Passports

Actual spending: $222,547,042

Actual full-time equivalent staff: 2,010

In 2024–25, the citizenship program continued facilitation and modernization activities to further improve processing efficiencies.

The passport program continued to improve client satisfaction. This included advancing the passport modernization agenda towards digital solutions and leveraging a new issuance platform that uses automation, both of which began deployment in 2024–25.

For more information on IRCC's Core responsibility 3: Citizenship and Passports read the "Results – what we achieved" section of its departmental results report.

From the Minister

As the Minister of Immigration, Refugees and Citizenship, I am pleased to present the 2024–25 Departmental Results Report, highlighting progress in helping to build Canada's economy while keeping immigration at sustainable levels.

Our actions have focused on strengthening economic immigration, supporting employers and communities and increasing Francophone immigration outside Quebec.

In 2024, our immigration levels plan set arrival targets for the first time for international students and temporary workers to support the goal of reducing the non-permanent resident share of Canada's population to below 5% by 2027. These targets build on reforms—such as intake caps for students and updated criteria for work and study permits—that strengthen program integrity and balance arrivals with regional needs and capacities. The reforms are already showing results: in just the first quarter of 2025, the number of study permits issued decreased by 24%, and the non-permanent resident population declined, too.

The Hon. Lena Metlege Diab, ECNS, KC, P.C., M.P.
Minister of Immigration, Refugees and Citizenship

Canada granted permanent residence to over 483,600 people in 2024, with planned levels met across most immigration categories. Nearly 6 in 10 people qualified through the economic class. Almost 7 in 10 people invited to apply through Express Entry were already in Canada as temporary residents—demonstrating the success of our focus on transitioning those already here to become permanent residents. Community-focused pilot programs connected rural, northern and Francophone minority areas with international talent. They also helped experienced caregivers, agri-food workers and out-of-status construction workers gain permanent status, supporting sectors facing persistent shortages. At the same time, record numbers of French-speaking newcomers were welcomed outside Quebec, exceeding the government's ambitious target and reinforcing Canada's commitment to strengthening Francophone minority communities.

Technological innovation improved service and clients' experience. We expanded digital delivery, added automated eligibility assessments for some programs and streamlined processing overall. These improvements helped us respond to a historic number of citizenship applications, granting citizenship to close to 360,000 people while issuing more than 5 million travel documents.

Canada responded to humanitarian needs by resettling over 49,000 refugees in 2024—more than a quarter of all those resettled worldwide. We accelerated pathways and tailored supports for people affected by conflicts in multiple regions. We adapted to rising inland asylum claims by reducing processing times for initial eligibility decisions and providing $526 million to provinces and municipalities

for the interim housing of asylum claimants as they shift to longer-term solutions. These results show our efforts to modernize the asylum system with timely, efficient processing.

To support newcomer integration, we fund a wide-reaching network of settlement and resettlement service providers outside Quebec. In 2024, more than 550 partner organizations helped slightly over 690,000 newcomers contribute to their communities. Job fairs and other initiatives helped connect asylum claimants with potential employers. Services for French-speaking newcomers expanded, resulting in a 38% increase from the previous year in those accessing at least one settlement or resettlement service. To sustain this progress, IRCC negotiated more than $3.2 billion in new funding agreements for the next 3 years and launched the Council of Newcomers to incorporate lived experience into our decision making.

Work is under way now so that the department operates within an environment of fiscal restraint. We will ensure that IRCC runs within its revised budget, while continuing to work toward meeting the needs of the people we serve. Looking ahead, IRCC remains focused on delivering a responsive and innovative immigration system that sustains public trust. We're making necessary adjustments to keep immigration at sustainable levels while working closely with partners to attract the best and brightest to fuel our economy and drive Canada's long-term prosperity.

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The Hon. Lena Metlege Diab, ECNS, KC, P.C., M.P.
Minister of Immigration, Refugees and Citizenship

Results – what we achieved

Core responsibilities and internal services

- [Core responsibility 1: Visitors, International Students and Temporary Workers](#)
- [Core responsibility 2: Immigrant and Refugee Selection and Integration](#)
- [Core responsibility 3: Citizenship and Passports](#)
- [Internal services](#)

Core responsibility 1: Visitors, International Students and Temporary Workers

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Description

IRCC facilitates the entry of migrants who wish to come to Canada temporarily, while protecting the health, safety and security of Canadians. The department works with partners to verify that individuals meet admissibility requirements. IRCC processes visas, electronic travel authorizations, and work and study permits for tourists, business travellers, international students and temporary workers, whose spending and presence in Canada benefit the economy.

Quality of life impacts

This core responsibility contributes to the "Prosperity" and "Good governance" as well as "Fairness and inclusion" domains of the Quality of Life Framework for Canada and, more specifically "Household incomes" and "Employment," "confidence in institutions" and addressing "discrimination and unfair treatment".

Progress on results

This section details the department's performance against its targets for each departmental result under Core responsibility 1: Visitors, International Students and Temporary Workers.

Table 1: Entry to Canada of eligible visitors, international students and temporary workers is facilitated
Table 1 shows the target, the date to achieve the target and the actual result for each indicator under Entry to Canada of eligible visitors, international students and temporary workers is facilitated in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Total number of visas and electronic travel authorizations issued to visitors, international students and temporary workers	≥ 6.6 million[1]	End of each Calendar Year (CY)	**2022**: 4,789,693 **2023**: 6,645,353 **2024**: 5,598,490
2. Percentage of visitor, international student and temporary worker applicants found inadmissible on health grounds and those who are authorized to enter with a condition on their visa related to health surveillance	≤ 3%[2]	End of each CY	**2022**: 1.6% **2023**: 2.23% **2024**: 3.24%
3. Percentage of visitor, international student and temporary worker applicants found inadmissible on safety and security grounds	≤ 0.06%[3]	End of each CY	**2022**: 0.04% **2023**: 0.03% **2024**: 0.04%
4. Percentage of temporary resident applications that met service standards	≥ 80%	End of each Fiscal Year (FY)	**2022–23**: 60% **2023–24**: 64% **2024–25**: 64%
5. Percentage of visitor, international student and temporary worker applicants who report they were satisfied overall with the services they received	≥ 90%	End of each FY	**2022–23**: 83% **2023–24**: 88% **2024–25**: 84%

Table 2: Facilitation of temporary entry helps to generate economic benefits
Table 2 shows the target, the date to achieve the target and actual result for each indicator under Facilitation of temporary entry helps to generate economic benefits in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Total monetary contribution of visitors and international students to Canada's economy[4]	≥ $36 billion	End of each CY	**2022**: $18.4 billion (2020) **2023**: $41.1 billion (2021) **2024**: $51.3 billion (2022)
2. Number of temporary workers who fill labour market needs for which Canadians are unavailable	130,00 – 160,000[5]	End of each CY	**2022**: 135,818 **2023**: 184,008 **2024**: 191,630

The Results section of the Infographic for IRCC on GC InfoBase page provides additional information on results and performance related to its program inventory.

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[1] This target is not aspirational; rather, it is meant to reflect the expected outcomes of temporary resident processing based on operational forecasting.

[2] This target is not aspirational; rather, it is meant to reflect the expected outcomes of temporary resident screening based on historical data.

[3] Ibid.

[4] Results for this indicator are reported every year, but are based on the most recent data available, which are from two years earlier.

[5] This target range reflects the fact that the indicator is demand-driven, and the target is therefore based on historical trends.

The following section describes the results for Core responsibility 1: Visitors, International Students and Temporary Workers in 2024–25 compared with the planned results set out in IRCC's departmental plan for the year.

Departmental Result 1: Entry to Canada of eligible visitors, international students and temporary workers is facilitated
Foreign nationals are screened before being issued a travel document. IRCC strives to process these demands within service standards and seeks to improve client satisfaction.

Results achieved

- Introduced the first ever arrival targets for international students and temporary workers in the [2025-2027 Immigration Levels Plan](#), and committed to reducing the temporary resident population to less than 5% of Canada's population by the end of 2027, to better align growth with community capacity. IRCC introduced a study permit intake cap and tightened eligibility requirements for work permits to meet the Levels Plan targets.
  - The changes are proving effective, and Canada's non-permanent resident (NPR) population is starting to decline. Between January 1, 2025, and April 1, 2025, the number of NPRs fell from 3.02 million to 2.96 million.
  - Compared to 2023, 24% fewer people received a study permit in 2024, and the international student population decreased by 4% over the same period. As a result of the national intake cap on most study permit applications, approximately 166,615 fewer student permit holders issued in 2024 compared to 2023. This drop in student arrivals has contributed to fewer visas and electronic travel authorizations issued in 2024 compared to 2023.
  - Despite recent increases in the number of temporary workers who fill labour market needs for which Canadians are unavailable, IRCC issued 4% fewer work permits overall in 2024 compared to 2023. Since most work permit changes came into effect in the second half of 2024 and early 2025, the downward trend is expected to accelerate in late 2025.
- Adopted measures to improve processing times for temporary residents (TRs).
  - Expedited processing for specific TR categories, such as certain PhD students and essential workers.
  - Leveraged advanced analytics-enabled tools when triaging applications. This allowed applications to be assigned to officers based on their expertise, while facilitating eligibility for auto-approvals in routine cases.
  - Expanded measures to reduce backlogs and speed up processing times by streamlining forms, enhancing online communication channels, and expanding digital processing.
- Implemented new regulatory changes to better protect international students in Canada and strengthen the integrity of the international student program. International students are expected to attend the [Designated Learning Institution](#) (DLI) named on their study permit, and DLIs are expected to report on student compliance and verify acceptance letters. For non-compliant DLIs, the consequences could include being suspended from being able to host international students for up to 12 months. In cases of suspected non-compliance by students, the information is added to

the individual's file and may be taken into consideration on any subsequent immigration application. IRCC may take action – including canceling their permit – if a student is found to be non-compliant.

- Implemented the Letter of Acceptance (LOA) verification tool, which requires designated learning institutions to verify documents providing acceptance or enrolment. Since the program was launched in December 2023, IRCC successfully conducted over 600,000 LOA verifications, of which only 2% were flagged as being potentially fraudulent. In 2024, over 14,000 potentially fraudulent letters of acceptance were intercepted by the new system. Study permit applications for postsecondary studies cannot be approved without the letters of acceptance being verified by the designated learning institution.

- Launched the Francophone Minority Communities Student Pilot, a study permit-to-PR pathway aimed at increasing the number of French-speaking international students outside Québec. This pilot is also meant to improve their integration and retention in those communities, while facilitating access to study permits for clients coming from countries with historically low approval rates.

> **Quebec and Immigration**
>
> Under the Canada-Quebec Accord, Quebec has full responsibility for the selection of immigrants destined to Quebec, with the exception of the family class and protected persons.

- Adjusted open work permit eligibility for family members of temporary workers. Access is now limited to the spouse of a high-skilled temporary worker employed in a management or professional occupation, or in jobs linked to government priorities including natural and applied sciences, construction, health care, natural resources, and education, with at least 16 months remaining on their work authorization at the time of application.

- Limited open work permit access to spouses of international students enrolled in master's programs of 16 months or more in duration, doctoral programs, certain professional programs, and select pilot programs.

- Administered the Open Work Permit for Vulnerable Workers (OWP-V), which provides temporary foreign workers on valid employer-specific work permits access to an open work permit, if they are experiencing, or are at risk of experiencing, abuse in their job.

- Launched two new targeted measures to support temporary to permanent resident transitions and to facilitate foreign apprentices in the construction sector.

- Supported an increased focus on maintaining integrity in the visitor program, with a renewed focus on tighter visa screening in the context of evolving migration trends and threats.

- Revoked the visitor to worker public policy that temporarily allowed visitors to apply for a work permit from within Canada in August 2024. The elimination of this measure, originally introduced to address pressures early in the pandemic, supports broader efforts to recalibrate the number of temporary residents in Canada and strengthen the integrity of the immigration system.

- Devoted additional time and resources to screening and detecting fraud to reduce the number of non-genuine visitors, including monitoring the results of the partial visa requirement for Mexico, which was implemented in February 2024. Since the partial visa requirement on Mexico was introduced, asylum claims from Mexican nationals at airports across the country decreased by 98%, and the rate of Mexican nationals attempting to enter the U.S. irregularly from Canada dropped by 96%.

- In the year following the visa change, approximately 60% of Mexican visitors continued to fly visa-free to Canada, preserving mobility and economic benefits.
- Monitored the results of expanding access to the electronic travel authorization (eTA) program to eligible visitors in 13 additional countries. After 18 months of expanded access, travel volumes from these countries nearly doubled, facilitating more travel, tourism and international business, while keeping Canadians safe.
- Began rolling out a new single-window online account to eligible visitor clients, as part of the broader Digital Platform Modernization initiative.
- IRCC continued to provide client support across program lines to improve the overall client experience.
  - In 2024–25, the Client Support Centre (CSC) responded to 4.85 million enquiries by phone and email, including those received by the Ministerial Centre for Members of Parliament and Senators and the dedicated crisis support lines. The CSC received approximately 7% more enquiries than in 2023–24, but the response rate remained consistent.
- Implemented measures in response to domestic and international crises, including humanitarian situations in Ukraine, Gaza, Iran, Lebanon, and Haiti.
  - Accepted 5,000 applications into processing for a temporary resident pathway for Palestinian nationals directly affected by the crisis in Gaza and who are the extended family of Canadian citizens or permanent residents. A total of 780 persons arrived in Canada from Gaza, as of March 2025.
  - Approved open work permits for over 40,000 Iranian foreign nationals already in Canada with valid temporary resident status, as of May 2025.
  - Received and approved over 2,000 applications under the measures introduced in response to the situation in Lebanon, as of April 2025.
  - Issued close to 7,500 permits for measures introduced in response to the situation in Haiti, as of March 2025.
  - Approved over 4,000 permits for Sudanese nationals already in Canada, as of March 2025.
  - Approved 1,435 applications overseas via the Canada-Ukraine Authorization for Emergency Travel (CUAET) program. 6,545 Ukrainians and their dependents arrived in 2024–25. IRCC also approved over 31,000 in-Canada extension applications under the CUAET program in the same period.

Departmental Result 2: Facilitation of temporary entry helps to generate economic benefits

Visitors, international students and temporary workers support the Canadian economy and help fill gaps in the labour market.

Results achieved

- Launched a tailored Innovation Stream under the International Mobility Programs part of the Global Hypergrowth Project (GHP) to hire individuals Canadian employers need to expand their business. The stream will be in place for two years, and facilitates access to work permits that have no Labour Market Impact Assessment requirement, for foreign nationals with a job offer in specific occupations from a GHP company.
- Recalibrated the post-graduation work permit program (PGWP) by limiting PGWP eligibility for non-degree students to those who are graduating in a field of study that is aligned with the priorities in

[Express Entry's category-based selection](#). This will help to create a pipeline of international graduates whose skills match Canada's long term economic and labour needs. A minimum language proficiency requirement was also introduced. These changes enable graduates to transition from education into the areas of the workforce in greatest need, while also providing greater opportunities to access permanent residence.

Key risks

Meeting the temporary residents targets in the [2025-2027 Immigration Levels Plan](#) involves a degree of uncertainty, particularly in light of recent policy reforms. These changes require ongoing analysis to understand their impact on overall population trends and to support agile, strategic and adaptive planning.

As the department continues to manage volumes under the Levels Plan, it must balance competing priorities between welcoming new temporary workers and international students and continuing to extend work or study authorizations for existing in-Canada populations.

Measures that result in greater rates of work and/or study permit extensions among the existing Non-Permanent Resident (NPR) population directly impact the government's temporary resident targets, and may result in fewer spaces for new arrivals of workers and students in order for the government to remain on track to achieve the 5% NPR target reduction in the desired timeframe.

Resources required to achieve results

Table 3: Snapshot of resources required for Core responsibility 1: Visitors, International Students and Temporary Workers
Table 3 provides a summary of the planned and actual spending and full-time equivalents required to achieve results.

Resource	Planned	Actual
Spending	$320,314,525	$409,035,843
Full-time equivalents	2,853	2,806

The [Finances section of the Infographic for IRCC on GC InfoBase page](#) and the [People section of the Infographic for IRCC on GC InfoBase page](#) provide complete financial and human resources information related to its program inventory.

Actual full-time equivalents (FTEs) for 2024–25 is closely aligned with planned levels and are linked mainly to the salary portion of the total spending in Table 1. The total spending planned and actuals presented in table 1 also includes non-salary spending. The spending variance is primarily attributable to new in-year funding received through the Supplementary Estimates. Among other initiatives, this funding supported the partial visa imposition on Mexico and helped the department maintain a high standard of client service for all applicants from Mexico. Additionally, the variance also includes an internal reallocation of resources resulting from a departmental reorganization.

Related government priorities

This section highlights government priorities that are being addressed through this core responsibility.

Gender-based Analysis Plus

International student policies are shaped by a Gender-based analysis Plus (GBA Plus) lens to help ensure changes are inclusive and address systemic inequalities. The Francophone Minority Communities Student Pilot was introduced to support Francophone communities outside Quebec and to make access to the program fairer for French-speaking international students from regions where the study permit approval rate is generally lower, including Africa, the Middle East, and the Americas. The department also continues to collect disaggregated data to help identify areas of parity or disparity, which plays a key role in informing international student policies.

In 2024–25, IRCC continued to administer the Open Work Permit for Vulnerable Workers, which supports GBA Plus objectives and contributes to the Government of Canada's Gender Results Framework. Qualitative and quantitative data on gender, age, country of citizenship, ability to speak English or French, prior and subsequent work permits, and location of work (in Canada) are collected.

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

In alignment with SDG 8 (decent work and economic growth) and 10 (reduced inequalities), IRCC continued to engage with international partners and leverage Canada's immigration programs and policies in 2024–25 to support and promote safe, orderly and regular migration internationally and help Canada's economy and society.

More information on IRCC'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

Core responsibility 1: Visitors, International Students and Temporary Workers is supported by the following programs:

- Visitors
- International Students
- Temporary Workers

Additional information related to the program inventory for Visitors, International Students and Temporary Workers is available on the Results page on GC InfoBase.

Core responsibility 2: Immigrant and Refugee Selection and Integration

In this section

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- Quality of life impacts
- Progress on results
- Details on results
- Key risks
- Resources required to achieve results
- Related government priorities
- Program inventory

Description

IRCC facilitates the admission and economic and social integration of immigrants and refugees who intend to stay in Canada permanently, while protecting the health, safety and security of Canadians. The department selects economic immigrant applicants to contribute to the Canadian economy, processes family member applicants to reunite families, and processes refugee and protected person applicants to provide a safe haven for those facing persecution. IRCC works with partners to verify that individuals meet admissibility requirements before they enter Canada. To support immigrants and refugees in integrating into Canadian society, IRCC offers a variety of settlement support services through a network of service providers.

Quality of life impacts

This core responsibility contributes to the "Prosperity" and "Good governance" as well as "Fairness and inclusion" domains of the Quality of Life Framework for Canada and, more specifically "Household incomes" and "Employment", "personal safety", "confidence in institutions" and addressing "discrimination and unfair treatment" through all of the activities mentioned in the core responsibility description.

Progress on results

This section details the department's performance against its targets for each departmental result under Core responsibility 2: Immigrant and Refugee Selection and Integration.

Table 4: Potential permanent residents are selected for immigration to Canada

Table 4 shows the target, the date to achieve the target and the actual result for each indicator under Potential permanent residents are selected for immigration to Canada in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Total number of permanent resident admissions, against the annual immigration levels plan	≥ 485,000	End of each CY	**2022**: 437,539 **2023**: 471,808 **2024**: 483,640
2. Percentage of permanent residents admitted to Canada, outside Quebec, who identify as French-speaking	≥ 6%	End of CY 2024	**2022**: 4.44% **2023**: 4.68% **2024**: 7.2%
3. Percentage of permanent resident applicants found inadmissible on health grounds and those who are permitted admission with a condition on their visa related to health surveillance	≤ 3%[6]	End of each CY	**2022**: 2.4% **2023**: 2.98% **2024**: 3.6%
4. Percentage of permanent resident applicants found inadmissible on safety and security grounds	≤ 0.4%[7]	End of each CY	**2022**: 0.11% **2023**: 0.12% **2024**: 0.11%
5. Percentage of permanent resident applications that met service standards	≥ 80%	End of each FY	**2022–23**: 56% **2023–24**: 77% **2024–25**: 79%

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[6] This target reflects the expected outcomes of permanent resident screening based on historical data.

[7] Ibid.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
6. Percentage of permanent resident applicants who report they were satisfied overall with the services they received	≥ 90%	End of each FY	**2022–23**: 81% **2023–24**: 84% **2024–25**: 88%

Table 5: Permanent residents are welcomed and benefit from settlement supports

Table 5 shows the target, the date to achieve the target and actual result for each indicator under Permanent residents are welcomed and benefit from settlement supports in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Percentage of Canadians who support the current level of immigration	≥ 65%	End of each FY	**2022–23**: 61% **2023–24**: 50% **2024–25**: 42%
2. Percentage of settlement clients who improved their official language skills	≥ 50%	End of each FY	**2022–23**: 34% **2023–24**: 34.7% **2024–25**: 37.6%
3. Percentage of settlement clients who acquired knowledge and skills to integrate into the Canadian labour market	≥ 50%	End of each FY	**2022–23**: 66% **2023–24**: 53.8% **2024–25**: 54%

Table 6: Immigrants and refugees achieve economic independence and contribute to labour force growth

Table 6 shows the target, the date to achieve the target and actual result for each indicator under Immigrants and refugees achieve economic independence and contribute to labour force growth in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Percentage of newcomers who are employed[8]	≥ 65%	End of each CY	**2022**: 78% **2023**: 77.8% **2024**: 77.1%
2. Percentage of immigrants and refugees who are in the middle-income range or above[9]	≥ 50%	End of each FY	**2022–23**: 63% **2023–24**: 62.7% **2024–25**: 73.1%
3. Percentage of the Canadian labour force that is made up of immigrants and refugees	≥ 25%	End of each CY	**2022**: 29% **2023**: 28.9% **2024**: 30.4%

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[8] This includes those 25–54 years of age and who landed in Canada between one and five years ago.

[9] Actual results for this indicator are based on the eight preceding years of income data. Specifically, the 2022–23 result covers 2013 to 2020, the 2023–24 result covers 2014 to 2021, and the 2024–25 result covers 2015 to 2022.

Table 7: Immigrant and refugees feel part of and participate in Canadian society

Table 7 shows the target, the date to achieve the target and actual result for each indicator under Immigrant and refugees feel part of and participate in Canadian society in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Percentage of immigrants and refugees that have a strong sense of belonging	≥ 85%	End of each FY	**2022–23:** 90% **2023–24:** 87.5% **2024–25:** 79.7%
2. Percentage of immigrants and refugees who volunteer in Canada	≥ 20%	End of each FY	**2022–23:** 22% **2023–24:** 23% **2024–25**: 24%

The Results section of the Infographic for IRCC on GC InfoBase page provides additional information on results and performance related to its program inventory.

Details on results

The following section describes the results for Core responsibility 2: Immigrant and Refugee Selection and Integration in 2024–25 compared with the planned results set out in IRCC's departmental plan for the year.

Departmental Result 3: Potential permanent residents are selected for immigration to Canada

In accordance with Canada's annual Immigration Levels Plan, a targeted number of permanent residents are selected under each immigration category. Applicants are screened before being granted permanent residency. IRCC strives to process these demands within service standards and seeks to improve client satisfaction.

Results achieved

- Admitted 483,640 new permanent residents (PRs) in 2024, which fell within the planned range for PR admissions, as outlined in the 2024-2026 Immigration Levels Plan.
  - 58% of permanent resident admissions were in the economic class, 22% were family class admissions, and the remaining 20% were in the refugee and humanitarian classes.
- Met the planned admission ranges for most categories in the 2024-2026 Immigration Levels Plan.
  - Federal economic PR admissions: Fell within the Levels Plan range.
  - Regional economic PR admissions: Surpassed the Levels Plan range.
  - Family class admissions: Fell within the Levels Plan range.
  - Refugee admissions: Fell within the Levels Plan range.
  - Protected persons admissions: Fell within the Levels Plan range.
  - Humanitarian & compassionate and other admissions: Surpassed the Levels Plan range.
- Prioritized the transition of temporary residents to permanent residents with the creation of an "in-Canada focus" theme introduced in the 2025-2027 Immigration Levels Plan, which specifically focuses on those already living in Canada.
  - Nearly 69% of Express Entry candidates who received an Invitation to Apply (ITA) for permanent residence in 2024 were already in Canada as temporary residents.

- Made over 25 amendments to [Provincial Nominee Program](#) (PNP) pathways in 2024 to respond to changing labour market needs. IRCC worked with provinces and territories to amend and update their streams to reflect priorities and support their specific labour market needs.
  - For example, IRCC worked with New Brunswick to amend [their Skilled Worker Stream](#) to refine occupations eligible within this stream, including adding multiple high-demand occupations in the health, construction, and education sectors – areas facing critical shortage in the province.
- Issued 98,905 ITAs as part of Express Entry in 2024, a decrease from 110,265 invitations issued in 2023, in line with the reduction of immigration admission levels.
- Continued to implement [category-based selection (CBS)](#) in the Express Entry system for Science, Technology, Engineering, and Mathematics (STEM); health care; trades; transport, agriculture and agri-foods, and French-proficiency to address long term labour shortages and focus on economic growth through Francophone immigration outside Quebec.
- In 2024, category-based occupations of candidates with work experience in STEM occupations yielded over 16,600 economic admissions; invitations to candidates with experience in healthcare occupations yielded over 8,200 admissions; trades, over 2,400 admissions; transport invitations resulted in 1,845 admissions; and agriculture and agrifood, supported over 900 admissions. French-proficient candidates settling in Francophone communities outside Quebec, also a CBS category for 2024, represented over 21,200 of economic admissions.
- Launched Rural and Francophone [Community Immigration Pilots](#) in January 2025 to provide a pathway to permanent residence for skilled workers and international graduates. IRCC partnered with 18 rural, remote, and Francophone-minority communities outside of Quebec, to support rural immigration and fill critical labour market gaps within the communities. The Community Immigration Pilots, including the Rural and Northern Immigration Pilot (started in 2019 and ended in 2024), have admitted over 9,700 individuals as of March 31, 2025.
- Continued to welcome refugees as economic immigrants through Canada's first labour mobility pathway for refugees, the [Economic Mobility Pathways Pilot](#) (EMPP). In 2024, 550 people arrived to safety in Canada. These individuals fill labour market needs in in demand sectors such as health care, which represents 37% of EMPP admissions.
- Extended the temporary public policy for [Out-of-Status Construction Workers in the Greater Toronto Area](#) until the end of 2024 to provide more time for up to 1,000 of these workers to obtain permanent residence. In 2024, 80 workers were approved for permanent residence, as well as 115 of their spouses and dependents, bringing the number of individuals admitted under this program to 1,365 from its inception in 2020 to December 2024.
- Admitted close to 6,100 persons through existing [Caregiver Programming pathways](#) ([Home Child Care Provider Pilot, Home Support Worker Pilot](#), [Caring for Children Program](#), [Interim Pathways for Caregivers](#), and the [Live-in Caregiver Program](#)) in 2024.
- Introduced [two new caregiver pilots](#) – the Home Care Worker Immigration Pilot: Home Support, and the Home Care Worker Immigration Pilot: Child Care. As part of the pilots, language and education requirements were reduced to broaden access while still ensuring that candidates possess the requisite skills and competency. Both pilots expand the types of employers beyond private households, to include organizations that directly employ homecare workers full-time, but deploy them to clients' homes.

- Admitted close to 1,840 persons through the [Agri-Food Pilot](#) in 2024. The application intake for the pilot was set at 1,010 applications for 2025, and the intake cap was reached in mid-February.
- Admitted over 30,550 new French-speaking permanent residents outside Quebec, representing 7.2% of total admissions. This exceeded the 6% target for this category.
- Leveraged Express Entry as the main channel for French-speaking and bilingual immigration outside Quebec, accounting for nearly 73% of total French-speaking permanent resident admissions in 2024.
  - Issued over 23,000 invitations to apply for permanent residence to candidates with strong French language skills through French-proficiency category-based invitation rounds in Express Entry.
- Launched the [Francophone Community Immigration Pilot](#) to attract French-speaking immigrants to Francophone minority communities outside Quebec and address labour shortages. Six communities have been selected for the program, which will support their economic development.
- Supported 13 projects totaling approximately $10.2M under the [Centre for Innovation in Francophone Immigration](#)'s [Francophone Immigration Support Program](#) (FISP).
- Welcomed 105,990 permanent residents under the family class, reuniting Canadian citizens and permanent residents with their spouses, partners, children, parents, and grandparents.
- Received over 171,000 in-Canada asylum claims in 2024 in different ports of entry and inland offices, which is a 20% increase from 2023. The increase in claims may be attributed to several factors, including global patterns of conflict and displacement.
- Conducted more efficient and effective asylum claim processing to keep pace with increased claim volumes. For the eight-week period ending March 31, 2025, 80% of eligibility decisions made by IRCC were finalized in 21 days or less, compared to 109 days for the same measure in April 2024.
- Worked collaboratively with provinces and territories through the [Forum of Ministers Responsible for Immigration](#) (FMRI) and established a Federal-Provincial-Territorial Working Group on Asylum that met 12 times in 2024.
- Allocated approximately $526M to 16 provincial and municipal governments under the [Interim Housing Assistance Program,](#) in support of their work to provide interim housing for asylum claimants.
  - $62.3M of these allocations were provided in support of the early development of reception center and transitional housing models, aimed to better assist asylum claimants towards housing independence.
- Reduced the footprint of IRCC's hotel interim lodging sites for asylum claimants by 76% by the end of 2024–25. This was achieved through a reduction in the number of claimants in need of temporary accommodation support, the increased rate of transition out of interim accommodations, and the opening of reception centres and transitional housing models in key communities.
- Provided 623,365 eligible individuals with temporary health care through the [Interim Federal Health Program](#).
- Welcomed 49,285 resettled refugees, including government-assisted refugees, privately sponsored refugees, and refugees that receive a blend of support from the government and private sponsors.
- Created new multi-year resettlement commitments for government assisted refugees from Africa, the Middle East, and Asia Pacific, allocating 12,000 admissions to each region for 2024–2026, while maintaining the existing commitment to resettle 4,000 refugees from the Americas by 2028.

- Temporarily paused the acceptance of new applications from Groups of Five and Community Sponsors as part of the Private Sponsorship of Refugees program in November 2024.
- Renewed IRCC's partnership with the Rainbow Refugee Society until the end of 2029. Canada has welcomed more than 330 refugees through the partnership since the initiative began in 2011, with the help of over 60 organizations.
- Admitted 10,375 individuals to Canada in 2024–25, as part of the Americas Commitment to welcome 15,000 individuals through safe and regular pathways.
- Responded to international crises, including:
  - Approved 1,690 applications and admitted 720 persons under a humanitarian pathway in 2024–25, in addition to existing temporary measures. The pathway was launched in February 2024 to facilitate permanent residence for both Sudanese and non-Sudanese nationals.
  - Welcomed over 57,000 Afghans under the Afghan Resettlement Initiative as of March 2025.
  - Leveraged IRCC's Crisis Response Framework to enable a sustainable approach to immigration, advance consistent and coherent advice, and facilitate well-coordinated implementation of Government decisions.
- Engaged with key multilateral, regional and bilateral partners on migration and protection issues.
  - Assumed co-chairmanship of the Global Compact on Migration Champion Countries Initiative alongside Ecuador for 2025.
  - Canada was elected as the Chairperson of the International Organization for Migration's (IOM) Council Bureau for the 2027–28 term.

Departmental Result 4: Permanent residents are welcomed and benefit from settlement supports

Canada welcomes newcomers and funds service provider organisations to support the integration of permanent residents.

Results achieved

- Supported slightly over 690,000 unique clients by helping them settle and adapt to life in Canada.
- Enabled the provision of direct and indirect settlement and resettlement services by over 550 service provider organizations across Canada (outside Quebec).
  - This included close to 80 francophone service providers to support the integration of French-speaking newcomers[10] into francophone-minority communities.
- Negotiated and signed 802 funding agreements to provide settlement and resettlement supports across Canada, with a total 3-year value of $3.2B, as part of the Call for Proposals 2024.
- Invested $88.5 million in Francophone organizations for settlement and resettlement services in 2024–25. Around 41,730 French-speaking newcomers received at least one settlement or resettlement service, which is about a 38% increase from 2023–24 (30,210).

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[10] For the purposes of this report, the term "newcomer" is defined as a foreign national (who is not a Canadian Citizen) who has been in Canada for a brief time (usually less than five years). "Newcomer" is employed in this report to talk about settlement and resettlement services. The term "immigrant" is defined as a person that has been granted the right to live in Canada permanently by immigration authorities. The term includes immigrants who obtained Canadian citizenship by naturalization and refugees.

- Increased the percentage of French-speaking newcomers who received at least one settlement service from a francophone service provider organization from around 64% in 2023–24 to about 69% in 2024–25.

Departmental Result 5: Immigrants and refugees achieve economic independence and contribute to labour force growth

Immigration attracts individuals with skills that allow them to quickly integrate into the Canadian economy.

Results achieved

- Funded employment and occupation specific language training, which targets the development of language skills as well as the communication skills, terminology and cultural skills required in the workplace. Proficiency in English or French plays a key role in helping newcomers succeed in Canada. Timely access by newcomers to IRCC's funded language training and employment-related services can help them better understand the Canadian labour market, present their skills effectively, and identify new skills in demand.
  - While direct outcomes may vary, early access to language training—particularly when tailored to employment—can help bolster and equip newcomers to find employment faster and integrate more confidently into Canadian society.
- Facilitated employment connections between asylum claimants and potential employers by engaging and collaborating with other government and NGO partners, holding targeted meetings with employers and employer councils, and coordinating job fairs and other employment events at IRCC-funded hotels.

Departmental Result 6: Immigrants and refugees feel part of and participate in Canadian society

Immigrant integration is a shared effort with federal, provincial/territorial and municipal partners, service providers, and civil society which encourages immigrants to contribute to building a stronger Canada.

Results achieved

- Launched the Council of Newcomers which is comprised of eleven newcomers from across the country. The Council reports to the Deputy Minister of IRCC to share their lived experience and perspectives on Canada's immigration system.
- Continued to support the network of 90 Local Immigration Partnerships in 2024–25, which includes seven Zonal Immigration Partnerships.
- Completed the pilot phase of the Welcoming Francophone Communities Initiative (WFC). Preliminary findings from an external report indicate that French-speaking newcomers attach great importance to the presence of a Francophone population in their community and express a desire to settle permanently when they successfully build community connections.
  - Announced the WFC initiative's renewal in all 14 existing communities and an expansion to 10 more communities following the success of its pilot phase. As of March 2025, there are a total of 24 WFCs across Canada (outside Québec).
- Supported the Réseaux en immigration francophones to engage more than 350 organizations to attract, welcome and retain newcomers in Francophone and Acadian communities.

Key risks

To mitigate funding pressures in 2025, IRCC signed new funding agreements with service provider organizations for three years, rather than five, to limit longer-term commitments and provide flexibility to reassess funding needs. IRCC continues to maintain bilateral relations with PT partners to support information sharing and communication around service pressures.

The department identified the risk of not meeting a more ambitious admissions target for French-speaking permanent residents outside Quebec in 2024. To mitigate this risk, the department leveraged measures such as Francophone category-based selection rounds in Express Entry, and expanded promotional efforts both internationally and in Canada to meet the 6% target.

To manage the risks created by growing volumes of applicants to permanent resident programs, the department strengthened program integrity and risk-informed processing. IRCC reinforced information sharing and operational partnerships with provinces and territories to better manage service pressures while protecting program integrity. These measures helped to ensure IRCC maintained the integrity of permanent immigration pathways.

The department continued to prepare for humanitarian and international crises while sustaining ongoing immigration and refugee commitments. Work progressed on the development of a Crisis Response Framework designed to support IRCC's ability to respond to emerging crises. IRCC also collaborated with settlement and resettlement service providers and maintained bilateral relations with provincial and territorial partners to address service capacity and human resources pressures.

Resources required to achieve results

Table 8: Snapshot of resources required for Core responsibility 2: Immigrant and Refugee Selection and Integration.
Table 8 provides a summary of the planned and actual spending and full-time equivalents required to achieve results.

Resource	Planned	Actual
Spending	$3,219,046,164	$5,260,844,875
Full-time equivalents	5,177	4,621

The Finances section of the Infographic for IRCC on GC InfoBase page and the People section of the Infographic for IRCC on GC InfoBase page provide complete financial and human resources information related to its program inventory.

Although IRCC's actual FTEs under this core responsibility decreased compared to its planned levels due to an internal relocation of resources in order to meet operational requirements, overall spending increased primarily driven by new in-year non-salary funding received through the Supplementary Estimates. This funding was directed toward several key initiatives, including:

- Covering incremental costs associated with the provision of health-care benefits to eligible beneficiaries under the Interim Federal Health Program;
- Supporting asylum claimants in Quebec through a one-time grant to address housing-related pressures resulting from increased volumes of asylum claimants;

- Compensating provinces and municipalities for interim housing of asylum claimants via the Interim Housing Assistance Program; and
- Continuing to provide temporary accommodations to asylum claimants who do not have access to shelters or affordable housing.

Related government priorities

This section highlights government priorities that are being addressed through this core responsibility.

Gender-based Analysis Plus

IRCC's 2024 Call for Proposals (CFP), though which hundreds of settlement and resettlement organizations across Canada received funding, integrated GBA Plus throughout the process for the first time. Applicants were expected to incorporate GBA Plus in the design, implementation, and evaluation of their proposed project. This included incorporating Truth and Reconciliation through programming to increase awareness of Indigenous-related topics among newcomers, and facilitating meaningful connections between Indigenous Peoples, newcomers, and Canadians. All IRCC employees assessing CFP applications completed mandatory training on GBA Plus, and integrated an Equity, Diversity and Inclusion score in the assessment. Four funding agreements were signed under a specific CFP Equity stream, for a total investment of $16M over three years.

United Nations 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDG)

IRCC is a partner in the implementation of Canada's National Action Plan on Women, Peace and Security. The implementation Plan reflects connections between the department's mandate and the Women Peace and Security agenda, including reducing the impacts of displacement due to violent conflict and persecution, promoting gender equality (SDG 5), empowering women and girls, and strengthening inclusion.

Recognizing the distinct protection needs of refugee women, girls and gender-diverse individuals, the Government of Canada provides resettlement opportunities to women who are in precarious or permanently unstable situations abroad through various mechanisms, such as the assistance to women at risk category, the Urgent Protection Program and the human rights defenders stream. These opportunities are also offered to women who are experiencing significant difficulties, such as harassment by local authorities or members of their own communities, or women who are single heads of households.

More information on IRCC'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.

Innovation

IRCC successfully deployed advanced analytics solutions in May and June 2024 to facilitate the department's processing of overseas spousal and partner applications under the family class, including streamlining the eligibility assessment. While the solutions do not automate final decisions, this innovation helped improve service delivery efficiency and supported the department's commitment towards meeting its permanent resident targets under its 2024-2026 Immigration Levels Plan. Over the last year, over half of sponsors and about one-third of principal applicants have had their eligibility passed automatically by the solutions, which enabled officers to focus on admissibility assessment and applications that are more complex.

Regional economic immigration programs are designed and delivered in collaboration with delivery partners, provinces and territories, and communities, where they can add innovative measures to address their critical labour market needs. [Saskatchewan](#) and [Manitoba](#) amended their PNP streams to waive the language testing requirement for qualified nurses that already demonstrated language competencies as part of the foreign credential recognition (FCR) process. This change addressed duplication in requiring candidates to provide language results for both the regulatory process and the immigration process. Other provinces have also explored innovative solutions. For example, [British Columbia](#) took steps to streamline the FCR process, where the College of Nurses and Midwives modified the application process so U.S. nurses could register in just a few days and work in British Columbia, compared to the previous average of four months.

Program inventory

Core responsibility 2: Immigrant and Refugee Selection and Integration is supported by the following programs:

- Federal Economic Immigration
- Regional Economic Immigration
- Family Reunification
- Humanitarian/Compassionate and Discretionary Immigration
- Refugee Resettlement
- Asylum
- Settlement

Additional information related to the program inventory for Immigrant and Refugee Selection and Integration is available on the [Results page on GC InfoBase](#).

Core responsibility 3: Citizenship and Passports

In this section
- [Description](#)
- [Quality of life impacts](#)
- [Progress on results](#)
- [Details on results](#)
- [Key risks](#)
- [Resources required to achieve results](#)
- [Related government priorities](#)
- [Program inventory](#)

Description

IRCC promotes the rights and responsibilities of Canadian citizenship, and issues secure and internationally recognized Canadian citizenship and travel documents so that Canadians can participate fully in civic society and so that travel is facilitated across borders while contributing to international and domestic security.

Quality of life impacts

This core responsibility contributes to the "Society" and "Good governance" as well as "Fairness and inclusion" domains of the Quality of Life Framework for Canada and, more specifically "sense of

belonging," "confidence in institutions" and "performance of socio-economic groups" through all of the activities mentioned in the core responsibility description.

Progress on results

This section details the department's performance against its targets for each departmental result under Core responsibility 3: Citizenship and Passports

Table 9: Eligible permanent residents become Canadian citizens

Table 9 shows the target, the date to achieve the target and the actual result for each indicator under Eligible permanent residents become Canadian citizens in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Percentage of permanent residents who become Canadian citizens	≥ 85%	2026 (every five years)[11]	**2022**: 83% (2021) **2023**: 83% (2021) **2024**: 83% (2021)
2. Percentage of citizenship applications that met service standards	≥ 80%	End of each FY	**2022–23**: 36% **2023–24**: 66% **2024–25**: 86%
3. Percentage of citizenship applicants who report they were satisfied overall with the services they received	≥ 90%	End of each FY	**2022–23**: 81% **2023–24**: 88.6% **2024–25**: 92%

Table 10: Canadians' international travel is facilitated

Table 10 shows the target, the date to achieve the target and actual result for each indicator under Canadians' international travel is facilitated in the last three fiscal years.

Departmental Result Indicator	Target	Date to achieve target	Actual Result
1. Percentage compliance of the Canadian passport with international standards	100%	End of each FY	**2022–23**: 100% **2023–24**: 100% **2024–25**: 100%
2. Percentage of Canadian travel document applications that met service standards[12]	≥ 90%	End of each FY	**2022–23**: 77% **2023–24**: 91.4% **2024–25**: 78.5%
3. Percentage of passport applicants who report they were satisfied overall with the services they received	≥ 90%	End of each FY	**2022–23**: 71% **2023–24**: 84.7% **2024–25**: 86.5%

The Results section of the Infographic for IRCC on GC InfoBase page provides additional information on results and performance related to its program inventory.

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[11] Statistics Canada conducts the census every five years, and results are available after census data is published.

[12] Service standard timelines for passport services vary based on location and service being sought.

The following section describes the results for Core responsibility 3: Citizenship and Passports in 2024–25 compared with the planned results set out in IRCC's departmental plan for the year.

Departmental Result 7: Eligible permanent residents become Canadian citizens

The final step of the immigration process is for permanent resident to be granted Citizenship. IRCC strives to process these demands within service standards and seeks to improve client satisfaction.

Results achieved

- Received over 362,000 citizenship applications in 2024–25, surmounting volumes that have not been achieved in close to two decades. IRCC welcomed 359,535 new citizens in the same period, which is comparable to the last two years.
- Continued efforts to reduce older inventory and streamline processing, meaning that 86% of applications received a decision on their application within 12 months of being received, a 20% increase from last year.
- Increased the number of applicants invited to in-person citizenship ceremonies to better meet client preferences. In 2024–25, IRCC held 1,510 in-person ceremonies compared to 705 the year before.[13]

Departmental Result 8: Canadians' international travel is facilitated

IRCC strives to process travel document applications within service standards and seeks to improve client satisfaction, and ensure that Canadian travel documents continue to be internationally recognized.

Results achieved

- Issued 5,163,395 Canadian travel documents in Canada and abroad, representing an increase over the previous five years when volumes were lower as a result of the pandemic.
  - Volumes were expected to be higher because 10-year passports, which started being issued in 2013, are coming due for renewal.
- Enabled the use of automated decision-making for passport processing through the deployment of a new issuance system.
  - Currently 72% of adult renewal applications made in Canada, and more than 36% of applications overall, benefit from automation capabilities.
- Launched an online channel for adult passport renewals. In 2024–25, 3,905 passport applications were submitted through this new channel.
- Deployed a redesigned passport book in September 2024, with new security features and 100% alignment with the International Civil Aviation Organization (ICAO) standards.
- Fell below the expected service standard target due to several issues including: a significant inventory of applications in March 2024 (over 380,000), and transitioning to a new issuance platform, Global Case Management System in September 2024. Service disruptions, caused by system outages, staff training requirements, and the Canada Post labour dispute in late 2024 led inventory levels to grow.

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[13] Data is manually tracked and should be considered preliminary and subject to change without notice.

- Fell short of the client satisfaction target, although clients are generally satisfied with the passport services that they receive. Contributing factors may include service disruptions over the last year, such as the Canada Post strike, or the transition to a new system that led to longer processing times.

Key risks

The financial situation of the Passport Program, funded by the revenues it collects from Canadian travel document service fees, remains a challenge. Inflation-driven costs have continued to rise since the pandemic while the service fees to Canadians remain unchanged. The Program continues to leverage efficiencies to offset structural shortfalls in the cost of delivering its operations, but these measures alone are not sufficient to return to sustainability.

Application volumes are outside of the department's control and fluctuate throughout the year. Unexpected fluctuations in demand can put pressure on service delivery when demand increases substantially and impacts program revenues when demand is low. The Program continues to roll out its modernization initiatives to mitigate the impact of demand fluctuations, while recognizing that security measures must be in place to protect its integrity. Demand for travel documents declined sharply in early 2025. The predicted volumes for 2024–25 was 5,752,400 for passport while the actual total number of applications received was 5,236,840. The forecasted demand was adjusted down to account for this shift in demand which is expected to continue into 2025–26. This trend will result in reduced revenue and higher operational costs. To address these challenges, the department has implemented spending controls and continues to explore strategies to ensure long-term sustainability.

Resources required to achieve results

Table 11: Snapshot of resources required for Core responsibility 3: Citizenship and Passport
Table 11 provides a summary of the planned and actual spending and full-time equivalents required to achieve results.

Resource	Planned	Actual
Spending	$130,262,871	$222,547,042
Full-time equivalents	1,969	2,010

The Finances section of the Infographic for IRCC on GC InfoBase page and the People section of the Infographic for IRCC on GC InfoBase page provide complete financial and human resources information related to its program inventory.

While FTEs for 2024–25 closely aligned with planned levels, actual expenditures for this core responsibility differed by 71% from the planned budget. This variance is primarily attributable to the Passport Program. In 2024–25, travel document requests decreased relative to the forecast established in October 2023, while remission payments increased due to non-compliance of service standards, which resulted in lower than anticipated revenues. Although an increase in volumes was initially forecasted, a revised projection indicated even greater demand. This required additional service delivery costs to meet expectations, contributing to a larger than expected deficit. Furthermore, the planned cost reductions through automation and mitigation measures did not fully materialize in 2024–25. While surpluses for previous years will offset the 2024–25 deficit, the Passport Revolving Fund remains in a challenging financial position due to the higher than expected shortfall.

This section highlights government priorities that are being addressed through this core responsibility.

Gender-based Analysis Plus

IRCC aims to improve how services are delivered by expanding digital and virtual offerings. For instance, the department has expanded access to the citizenship grant e-application to minors and family groups, recognizing that 80% of new citizens in 2024–25 submitted an online application, compared to 60% the year before.

In 2024–25, IRCC completed a study that assessed how different populations may be impacted by the department's use of the facial recognition system, and determined whether any Canadian passport and travel document applicant cohorts were disproportionately impacted by the system due to their gender or age. Performance testing demonstrated that the facial recognition algorithm is highly accurate, for cohorts included in the testing, and that both the system and the supporting processes do not create significant inequities or have negative impacts on these clients based on gender or age differences. However, additional testing is required in order to further understand the accuracy of facial recognition for individuals of different skin tones and individuals who identify with a gender other than male or female. A summary of the results of the 2024–25 study will be published on the [Open Government Portal](#) website in late 2025.

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

IRCC is committed to educating new and established citizens about the diverse Indigenous communities across Canada ([SDG 10](#)). An Indigenous-produced video continues to be played during every citizenship ceremony to increase indigenous representation. In December 2024, IRCC hosted an Indigenous Knowledge Keepers event to gather feedback on how to best include Indigenous participants within ceremonies throughout the country.

The department continues to help build effective institutions ([SDG 16](#)) through the launch of its passport online application channel for the simplified adult renewal cohort. Additionally, the department continues to help advance reconciliation with Indigenous Peoples ([SDG 10](#)) through the replacement of their passports and Canadian citizenship certificates to reflect their traditional names free of charge.

More information on IRCC'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](#).

Innovation

IRCC launched a passport online portal for simplified adult renewals at the end of 2024 as part of the broader Digital Platform Modernization initiative. The goal is to scale up to include all simplified adult renewal applications from within Canada in 2026.

IRCC is also exploring the use of artificial intelligence (AI) as a learning tool for initiatives related to citizenship. Proof of concept projects have been initiated to evaluate how AI might be used for routine processing inquiries and beyond.

[Program inventory](#)

Core responsibility 3: Citizenship and Passports is supported by the following programs:

- Citizenship
- Passport

Additional information related to the program inventory for Citizenship and Passports is available on the [Results page on GC InfoBase](#).

Internal services

In this section
- [Description](#)
- [Progress on results](#)
- [Key risks](#)
- [Resources required to achieve results](#)
- [Contracts awarded to Indigenous businesses](#)

Description
Internal services refer to the activities and resources that support a department in its work to meet its corporate obligations and deliver its programs. The 10 categories of internal services are:

- Management and Oversight Services
- Communications Services
- Legal Services
- Human Resources Management
- Financial Management
- Information Management
- Information Technology
- Real Property
- Materiel
- Acquisitions

Progress on results
This section presents details on how the department performed to achieve results and meet targets for internal services.

Management and Oversight Services
- Implemented a Dissent Channel, that offers all IRCC employees the opportunity to raise substantive, good faith dissenting policy views directly with the Deputy Minister without fear of retribution. During the first year, 72% of accepted messages proposed actions that were partially or fully implemented by the DM, while 28% of accepted messages proposed ideas that were already being put into action at IRCC.
- Reviewed the Departmental Results Framework and Program Inventory structure, and worked on amendments to the framework for improved Program performance measurement aligned with the department's mandate and priorities.
- Published IRCC's 2025-2027 Strategic Plan in December 2024, a multi-year plan identifying key actions and results to meet the department's five Strategic Priorities.

- Produced a pilot Departmental Results Risk Profile and based on its valuable lessons learned, initial steps were taken to integrate risk into the first Strategic Plan progress update, marking the beginning of broader integration efforts.

Access to Information and Privacy
- Led the Government of Canada in leveraging emerging technology to accelerate the processing of Access to Information and Privacy requests. Automated tools were deployed to handle routine tasks and streamline file processing.
    - With support of Robotic Process Automation, IRCC processed over 277,000 requests; achieving a compliance rate of 80% for *Privacy Act* requests and 72% for requests received under the *Access to Information Act*.
- Advanced initiatives aimed at improving access to client information through a new account for clients, which will allow clients to have increased access to information as IRCC advances its Digital Platform Modernization programme.

Human Resources Management Services
- Initiated Workforce Adjustment, through which IRCC's planned workforce will be reduced by approximately 3,300 positions between 2025–26 and 2027–28. It is estimated that about 80% of these reductions can be achieved by eliminating planned staffing, terms and other temporary staffing commitments. The remaining 20% of reductions will be achieved through the Workforce Adjustment process and will affect 660 indeterminate employees.
- Delivered Anti-racism Middle Manager training and an Anti-racism leadership coaching program for executives.
- Enhanced departmental capacity for the prevention, management and resolution of workplace conflicts through improved access to resolution resources and support services.
- Created new training for executives on how to foster meaningful values and ethics conversations and how to establish concrete objectives.
- Implemented a new conflict of interest attestation mechanism.

Information Management and Information Technology Services
- Implemented IRCC's 2023–26 Data Strategy. More than half of this work is already complete, helping the department to become a more service-oriented and effective organization.
- Advanced service redesign and digital transformation taking part as part of the Digital Platform Modernization programme. Specifically:
    - Began rolling-out a new online account in June 2024, starting with visitor clients and then to eligible Canadian adults seeking to renew their passports in December 2024. Almost 47,000 clients have used the new online account to apply for a service as of March 31, 2025.
    - Completed procurement of a new Case Management Platform in September 2024, which will eventually replace IRCC's legacy Global Case Management System (GCMS), and began design and solution delivery activities.
- Developed an AI strategy to enhance operational efficiency and service delivery at IRCC, supported by pilot projects to test impact and guide broader adoption, and procured a scalable AI platform to enable ongoing development and deployment of AI solutions.

Real Property Management Services
- Provided tools to IRCC employees to support the reintegration to the office using the unassigned flexible work model.
- Implemented automatic door openers across all regions, and made progress on all access washrooms and sit-stand desk installations, to foster accessibility in the workplace. Created 12 dedicated spiritual spaces and four low luminance quiet zones to support diverse religious, wellness, and sensory needs.
- Made progress towards developing a spiritual space to support Indigenous smudging ceremonies.

Key risks
- IRCC faces the risk of losing in-demand talent to other departments, levels of government, and the private sector due to budget constraints, slowed growth, limited promotional opportunities, and increased uncertainty. To address this challenge, IRCC is prioritizing strategies aimed at stabilizing the department post-workforce adjustment, ensuring employees have pathways for career development, and fostering an environment that supports long-term retention and organizational resilience.
- IRCC continues to modernize its digital platforms, introducing a new online account which will increasingly give clients access to better information about their applications. Given the complexity of IRCC's digital transformation, there is a risk that the implementation will be delayed which may lead clients to continue seeking application information through the *Access to Information Act*, or the *Privacy Act*. To mitigate this, IRCC continues to advance a number of improvements to increase the information accessible to clients such as making refusal letters clearer and more accessible, and continuing to roll out online application status tracking functionality in the new account.

Resources required to achieve results
Table 12: Resources required to achieve results for internal services this year
Table 12 provides a summary of the planned and actual spending and full-time equivalents required to achieve results.

Resource	Planned	Actual
Spending	$524,825,065	$616,112,136
Full-time equivalents	2,910	3,326

The Finances section of the Infographic for IRCC on GC InfoBase page and the People section of the Infographic for IRCC on GC InfoBase page provide complete financial and human resources information related to its program inventory.

The increase in actual expenditures closely mirrored the rise in FTEs, with both metrics growing at nearly the same rate compared the planned budget and staffing levels. The variance is primarily attributable to new in-year non-salary funding received through the Supplementary Estimates and to an internal relocation of resources (FTEs) in order to meet operational requirements. The funding supported several key initiatives, including:
- Enhancing the cross-channel experience for IRCC clients as part of Tranche 1 of the Digital Platform Modernization Initiative; and
- Procuring a new back-end Case Management Platform under Tranche 2 of the same initiative.

[Contracts awarded to Indigenous businesses](#)

Government of Canada departments are required to award at least 5% of the total value of contracts to Indigenous businesses every year.

IRCC results for 2024–25:

Table 13: Total value of contracts awarded to Indigenous businesses[1]

As shown in Table 13, IRCC awarded 5.34% of the total value of all contracts to Indigenous businesses for the fiscal year.

Contracting performance indicators	2024–25 Results
Total value of contracts awarded to Indigenous businesses[2] (A)	$ 29,055,292.53*
Total value of contracts awarded to Indigenous and non-Indigenous businesses[3] (B)	$ 543,753,188.09
Value of exceptions approved by deputy head (C)	$ 0
Proportion of contracts awarded to Indigenous businesses [A / (B−C) × 100]	5.34%*

- [1]"Contract" is a binding agreement for the procurement of a good, service, or construction and does not include real property leases. It includes contract amendments and contracts entered into by means of acquisition cards of more than $10,000.00.
- [2]For the purposes of the minimum 5% target, the data in this table reflects how Indigenous Services Canada (ISC) defines "Indigenous business" as either:
  - owned and operated by Elders, band and tribal councils
  - registered in the [Indigenous Business Directory](#)
  - registered on a modern treaty beneficiary business list
  - The calculated result of 5.34% includes an Indigenous sub-contracting value of $9,533,083.44.

*This is an estimate as supplier sub-contractor data for Q4 2024-25 has not yet been fully received by IRCC. Final number could vary slightly.

IRCC awarded 5.34% of its total contract value to Indigenous-owned businesses in the 2024–25 fiscal year, exceeding the 5% target established under the Procurement Strategy for Indigenous Business (PSIB).

Looking ahead to 2025–26, several PSIB contracts were awarded at the end of 2024–25. While these contracts yielded limited Indigenous procurement in the current fiscal year, they are expected to contribute significantly to Indigenous contracting figures in 2025–26.

IRCC remains firmly committed to fulfilling the procurement expectations set out by the Treasury Board Secretariat, Public Services and Procurement Canada, and Indigenous Services Canada. The department continues to embed procurement streams that support both Indigenous and non-Indigenous suppliers and is actively seeking opportunities to include Indigenous Participation Plans. These plans would enable subcontracting with Indigenous businesses within larger, non-Indigenous contracts, thereby increasing Indigenous involvement.

Recent initiatives demonstrate IRCC's ongoing efforts:

- A multi-year $16M contract was signed with Telecom Computer Inc. to replenish laptop inventory.
- A request for information was launched for a second-language training program to support Foreign Service Officers; industry days and informal consultations in the National Capital Region may offer Indigenous participation opportunities.
- Site visits are being incorporated into specific office furniture Requests for Proposal, fostering Indigenous capacity building.

To reinforce governance and alignment with socio-economic goals, IRCC is instituting reviews for all contracts exceeding $1M through its Procurement and Contract Oversight Committee. This mechanism ensures senior management engagement on Indigenous participation and supports the development of set-aside procurement strategies.

The department achieved 5.34%, reflecting sustained efforts to meet and exceed the target of 5%.

Internal achievements supporting the target:

- IRCC will continue to review if Indigenous procurement opportunities are available via its contract planning tool.

Internal evaluations guiding future improvements:

- Assessment of current Task-based informatics professional services and Solutions-based informatics professional services contracts to explore Indigenous-centric re-procurement strategies.

# Spending and human resources

In this section
- [Spending](#)
- [Funding](#)
- [Financial statement highlights](#)
- [Human resources](#)

Spending
This section presents an overview of the department's actual and planned expenditures from 2022–23 to 2027–28.

Graph 1: Actual spending by core responsibility in 2024–25
Graph 1 presents how much the department spent in 2024–25 to carry out core responsibilities and internal services.
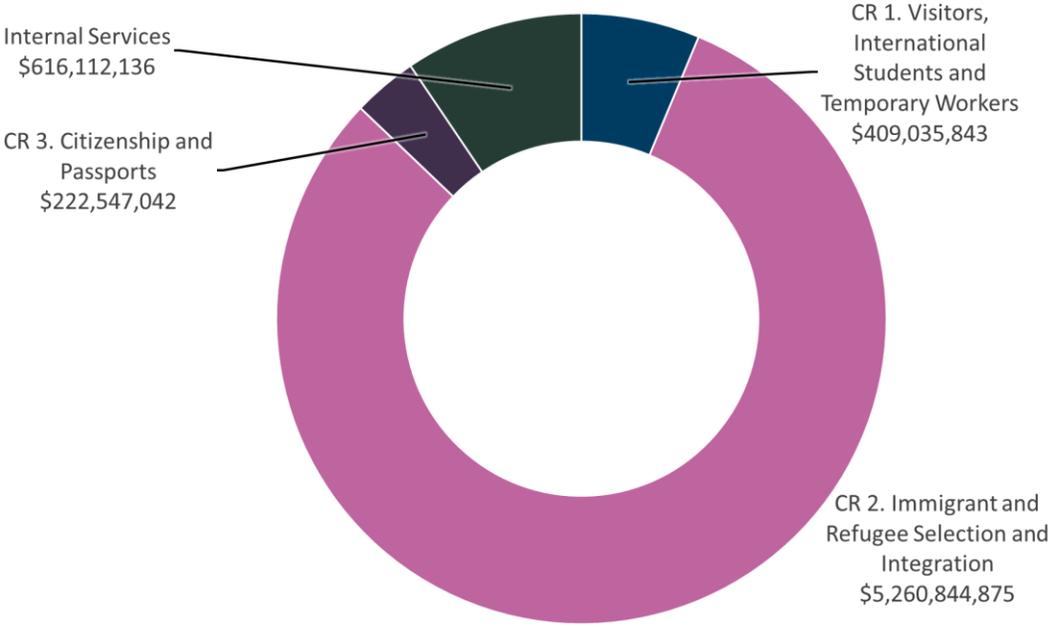
Text version of Graph 1

Spending by Core Responsibility	Amount (dollars)
CR 1. Visitors, International Students and Temporary Workers	$409,035,843
CR 2. Immigrant and Refugee Selection and Integration	$5,260,844,875
CR 3. Citizenship and Passports	$222,547,042
Internal Services	$616,112,136

Analysis of actual spending by core responsibility

In 2024–25, the department spent $409.0 million under Core Responsibility 1: Visitors, International Students and Temporary Workers to facilitate the entry of migrants who wished to come to Canada temporarily, while protecting the health, safety and security of Canadians. The department worked with partners to verify that individuals met admissibility requirements. Under this core responsibility, IRCC processed visas, electronic travel authorizations, and work and study permits for tourists, business travelers, international students and temporary workers, whose spending and presence in Canada benefited the economy.

The department spent $5.3 billion under Core Responsibility 2: Immigrant and Refugee Selection and Integration to facilitate the admission and economic and social integration of immigrants and refugees who intended to stay in Canada permanently, while protecting the health, safety and security of Canadians. IRCC selected economic immigrant applicants to contribute to the Canadian economy, processed family member applicants to reunite families, and processed refugee and protected person applicants to provide a safe haven for those facing persecution, as set out in the multi-year Immigration Levels Plan. At the same time, the department continued to work with federal, provincial/territorial and other partners to ensure that the support and services are in place for the successful settlement and integration of permanent residents, as well as temporary housing for asylum claimants. The department

also continued to invest in the Interim Federal Health Program to provide limited, temporary health-care coverage to vulnerable newcomers.

The department spent $222.5 million under Core Responsibility 3: Citizenship and Passports to promote the rights and responsibilities of Canadian citizenship, and issue secure and internationally recognized Canadian citizenship and travel documents so that Canadians can participate fully in civic society and so that travel is facilitated across borders while contributing to international and domestic security. The financial situation of the Passport program remains challenging. Inflation-driven costs have continued to rise since the pandemic while the fees to Canadians remain unchanged. The Program continues to leverage efficiencies to offset structural shortfalls in the cost of delivering its operations, but these measures alone are not sufficient to return to sustainability.

Finally, the department spent $616.1 million for Internal Services to meet its corporate obligations and deliver on its programs. IRCC continued to revitalize and/or implement new tools and initiatives, including working toward replacing the aging GCMS with a new Digital Platform (through the Digital Platform Modernization initiative) that is more reliable, flexible and accessible for all users. The department also continued supporting digital transformation and business transformation to enhance service delivery and improve client service in all lines of business.

Refocusing Government Spending
In Budget 2023, the government committed to reducing spending by $14.1 billion over five years, starting in 2023–24, and by $4.1 billion annually after that.

As part of meeting this commitment, IRCC identified the following spending reductions.

- 2024–25: $97,250,042
- 2025–26: $103,125,479
- 2026–27 and after: $116,896,479

During 2024–25, IRCC worked to realize these reductions through the following measures:

- **Savings Measure 1: Reductions to the Operating Budget beginning in 2024-25 and increasing in later years (including ongoing)**
  During the fiscal year 2024–25, the department successfully met its operational budget reduction targets while strategically advancing modernization efforts to mitigate impacts on clients.

Budgetary performance summary
Table 14: Actual three-year spending on core responsibilities and internal services (dollars)
Table 14 shows the money that IRCC spent in each of the past three years on its core responsibilities and on internal services.

Core responsibilities and internal services	2024–25 Main Estimates	2024–25 total authorities available for use	Actual spending over three years (authorities used)
Visitors, International Students and Temporary Workers	$320,314,525	$442,672,218	- 2022–23: $373,511,658 - 2023–24: $520,355,542 - 2024–25: $409,035,843

Core responsibilities and internal services	2024–25 Main Estimates	2024–25 total authorities available for use	Actual spending over three years (authorities used)
Immigrants and Refugee Selection and Integration	$3,219,046,164	$5,375,361,736	• 2022–23: $3,979,176,018 • 2023–24: $4,674,884,681 • 2024–25: $5,260,844,875
Citizenship and Passports	$130,262,871	$296,868,946	• 2022–23: $411,971,360 • 2023–24: $244,311,930 • 2024–25: $222,547,042
Subtotal	**$3,669,623,560**	**$6,114,902,900**	• **2022–23: $4,764,659,037** • **2023–24: $5,439,552,153** • **2024–25: $5,892,427,760**
Internal services	$524,825,065	$655,557,505	• 2022–23: $444,457,933 • 2023–24: $554,703,163 • 2024–25: $616,112,136
Total	**$4,194,448,625**	**$6,770,460,405**	• **2022–23: $5,209,116,970** • **2023–24: $5,994,255,316** • **2024–25: $6,508,539,896**

Analysis of the past three years of spending

The 2024–25 actual spending increased by $1.3 billion (or 25%) in comparison with 2022–23. The increase is mainly due to a one-time stand-alone payment to Quebec to cover housing-related pressures associated with heightened volumes of asylum claimants; expenditures associated with the increased levels in permanent resident admissions as per the past Immigration Levels Plan, the increase in interim housing of asylum claimants under the Interim Housing Assistance Program, incremental costs related to the provision of health-care benefits to eligible beneficiaries as part of the Interim Federal Health Program, and an increase in spending under the Canada-Quebec Accord.

Multiple sources of temporary funding that have supported the department in recent years are now coming to an end, including allocations for the Afghanistan Resettlement Commitment and the Canada-Ukraine Authorization for Emergency Travel. In addition, Budget 2023 directed federal government departments to conduct spending reviews. In response, IRCC committed to reducing its operating expenditures by $97.0M in 2024–25, prioritizing modernization to minimize impacts on clients.

The [Finances section of the Infographic for IRCC on GC Infobase](#) offers more financial information from previous years.

Table 15: Planned three-year spending on core responsibilities and internal services (dollars)

Table 15 shows IRCC's planned spending for each of the next three years on its core responsibilities and on internal services.

Core responsibilities and internal services	2025–26 planned spending	2026–27 planned spending	2027–28 planned spending
Visitors, International Students and Temporary Workers	$427,247,353	$361,696,267	$333,337,908
Immigrants and Refugee Selection and Integration	$3,999,913,801	$3,054,520,958	$2,726,824,139

Core responsibilities and internal services	2025–26 planned spending	2026–27 planned spending	2027–28 planned spending
Citizenship and Passports	$117,646,909	$106,085,188	$99,525,718
Subtotal	**$4,544,808,063**	**$3,522,302,413**	**$3,159,687,765**
Internal services	$629,219,589	$551,841,168	$436,795,958
Total	**$5,174,027,652**	**$4,074,143,581**	**$3,596,483,723**

Analysis of the next three years of spending

The department's financial outlook over the next three fiscal years signals substantial shifts in funding allocations, with a projected reduction of $1.6 billion (approximately 30%). This downward trend is primarily driven by the conclusion of temporary top-up funding for the Interim Federal Health Program in 2025–26; the end of extended funding for the Interim Housing Assistance Program in 2026–27; and a planned decrease in funding associated with the government's decision to lower immigration levels under the 2025-2027 Immigration Levels Plan.

This reduction will require adjustments to operational planning and service delivery strategies to maintain alignment with departmental priorities. IRCC will continue to enhance efficiency and productivity through ongoing modernization efforts, the implementation of new policies, and infrastructure investments. These investments aim to improve service delivery and strengthen the department's ability to achieve results both now and in the future.

The [Finances section of the Infographic for IRCC on GC Infobase](#) offers more detailed financial information related to future years.

Table 16: Budgetary actual gross spending summary (dollars)

Table 16 reconciles gross planned spending with net spending for 2024–25.

Core responsibilities and internal services	2024–25 actual gross spending	2024–25 actual revenues netted against expenditures	2024–25 actual net spending (authorities used)
Visitors, International Students and Temporary Workers	$421,537,639	$12,501,796	$409,035,843
Immigrants and Refugee Selection and Integration	$5,260,844,875	$0	$5,260,844,875
Citizenship and Passports	$830,749,290	$608,202,248	$222,547,042
Subtotal	**$6,513,131,804**	**$620,704,044**	**$5,892,427,760**
Internal services	$616,112,136	$0	$616,112,136
Total	**$7,129,243,940**	**$620,704,044**	**$6,508,539,896**

Analysis of budgetary actual gross spending summary

Through its activities, the department collects revenues on behalf of the government. Of these collected revenues, the department has re-spendable revenue authorities for the Passport Program and the International Experience Canada Program.

The International Experience Canada Program operates on a vote-netted revenue basis, where the department has the permission to collect and spend revenues earned. Its revenues are generated through the collection of a participation fee.

The Passport Program operates on a full cost-recovery basis over its 10-year business cycle and generates revenues through fees paid for passports and other travel documents.

The [Finances section of the Infographic for IRCC on GC Infobase](#) offers information on the alignment of IRCC's spending with Government of Canada's spending and activities.

Funding

This section provides an overview of the department's voted and statutory funding for its core responsibilities and for internal services. Consult the [Government of Canada budgets and expenditures](#) for further information on funding authorities.

Graph 2: Approved funding (statutory and voted) over a six-year period

Graph 2 summarizes the department's approved voted and statutory funding from 2022–23 to 2027–28.
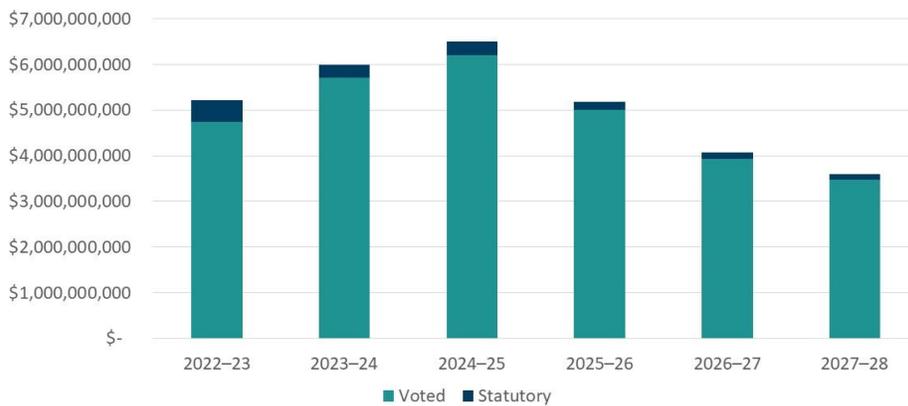
Text version of graph 2

Graph 2 includes the following information in a bar graph:

Fiscal year	Statutory	Voted	Total
2022–23	$459,860,289	$4,749,256,681	$5,209,116,970
2023–24	$281,601,336	$5,712,653,980	$5,994,255,316
2024–25	$301,905,265	$6,206,634,631	$6,508,539,896
2025–26	$167,345,847	$5,006,681,805	$5,174,027,652
2026–27	$143,472,073	$3,930,671,508	$4,074,143,581
2027–28	$128,994,311	$3,467,489,412	$3,596,483,723

Analysis of statutory and voted funding over a six-year period

This graph presents the department's financial figures, with actual expenditures shown from fiscal years 2022–23 to 2024–25, and planned expenditures for 2025–26 to 2027–28. As illustrated, IRCC's actual spending increased from fiscal year 2022–23 through 2024–25, primarily due to incremental funding received for a one-time stand-alone payment to Quebec to cover housing-related pressures; the

Immigration Levels Plan, the Interim Housing Assistance Program, the Interim Federal Health Program, and the Canada-Quebec Accord.

Planned expenditures are expected to decline significantly after 2024–25, reflecting the conclusion of temporary funding for the Interim Federal Health Program and the Interim Housing Assistance Program. This reduction is further influenced by decreased funding associated with the government's decision to lower immigration levels under the 2025-2027 Immigration Levels Plan.

Consult the Public Accounts of Canada for further information on IRCC's departmental voted and statutory expenditures.

Financial statement highlights

IRCC's financial statements (unaudited) for the year ended March 31, 2025.

Table 17: Condensed Statement of Operations (unaudited) for the year ended March 31, 2025 (dollars)
Table 17 summarizes the expenses and revenues for 2024–25 which net to the cost of operations before government funding and transfers.

Financial information	2024–25 actual results	2024–25 planned results	Difference (actual results minus planned)
Total expenses	7,464,499,838	5,291,495,199	2,173,004,639
Total revenues	644,364,945	681,890,036	(37,525,091)
Net cost of operations before government funding and transfers	6,820,134,893	4,609,605,163	2,210,529,730

Analysis of expenses and revenues for 2024-25
Total expenses for 2024–25 are $2,173.0 million (41.1%) higher than the planned results. This variance is mainly attributable to new in-year funding received to:

- Cover incremental costs related to the provision of health-care benefits to eligible beneficiaries under the Interim Federal Health Program;
- Support asylum claimants in Quebec by providing a one-time grant payment to cover housing-related pressures associated with heightened volumes of asylum claimants;
- Compensate provinces and municipalities for the interim housing of asylum claimants under the Interim Housing of Asylum;
- Continue to provide temporary accommodations to asylum claimants who do not have access to shelters or affordable housing;
- Support settlement and integration services in the province of Quebec under the Canada-Quebec Accord; and
- Deliver an improved cross-channel experience for IRCC clients and procure a new back-end Case Management Platform as part of the Digital Platform Modernization Initiative.

The departmental respendable revenues are $37.5 million (5.5%) lower than the planned revenues due to smaller-than-expected increase in travel document requests, as well as a significant increase in remissions due to processing times exceeding services standards.

The 2024–25 planned results information is provided in IRCC's [Consolidated Future-Oriented Statement of Operations and Notes 2024–25.](#)

Table 18: Condensed Statement of Operations (unaudited) for 2023–24 and 2024–25 (dollars)

Table 18 summarizes actual expenses and revenues and shows the net cost of operations before government funding and transfers.

Financial information	2024–25 actual results	2023–24 actual results	Difference (2024–25 minus 2023–24)
Total expenses	7,464,499,838	7,007,555,762	456,944,076
Total revenues	644,364,945	566,204,664	78,160,281
Net cost of operations before government funding and transfers	6,820,134,893	6,441,351,098	378,783,795

Analysis of differences in expenses and revenues between 2023-24 and 2024-25

Expenses

Total expenses of $7,464.5 million in 2024–25 included $3,568.3 million (47.8%) in transfer payments, 1,785.5 million (23.9%) in professional and special services and $1,545.2 million (20.7%) in salaries and employee benefits.

Total expenses increased by $456.9 million (6.5%) compared to the previous year. This variance is primarily due to an increase in transfer payments, driven by a one-time payment to the Province of Quebec to support services for asylum claimants, including temporary housing, increased funding under the Interim Housing Assistance Program and additional funding for the Canada-Quebec Accord. This increase was partially offset by a decrease under the Resettlement Assistance Program due to the termination of the Canada-Ukraine Transitional Assistance initiative and the Afghanistan crisis and its associated targets in the Immigration Levels Plan.

Revenues

Total revenues amounted to $2,307.3 million in 2024–25, of which $1,662.9 million (72.1%) were revenues earned on behalf of the government and $644.4 million (27.9%) were departmental respendable revenues, largely composed of passport program revenues and International Experience Canada revenues.

Revenues earned on behalf of the government decreased by $58.7 million (3.4%) compared to the previous year. This variance is mainly attributable to a decline in citizenship service fees, primarily driven by a decrease of applications compared to 2023–24, resulting in the program to return to processing applications within service standards.

Departmental respendable revenues increased by $78.2 million (13.8%) compared to the previous year, mainly attributable to the rise in renewal applications for 10-year passports issued since 2013 that have now expired. It is also explained by higher service revenues, particularly related to growth of pick-up

services. This increase was partially offset by higher remissions resulting from processing times exceeding service standards, including delays caused by the Canada Post strike.

Table 19: Condensed Statement of Financial Position (unaudited) as at March 31, 2025 (dollars)
Table 19 provides a brief snapshot of the amounts the department owes or must spend (liabilities) and its available resources (assets), which helps to indicate its ability to carry out programs and services.

Financial information	Actual fiscal year (2024–25)	Previous fiscal year (2023–24)	Difference (2024–25 minus 2023–24)
Total net financial assets	1,191,463,182	1,172,735,083	18,728,099
Total net liabilities	947,588,447	1,011,415,441	(63,826,994)
Departmental net financial asset	243,874,735	161,319,642	82,555,093
Total non-financial assets	175,371,316	179,583,634	(4,212,318)
Departmental net financial position	419,246,051	340,903,276	78,342,775

Analysis of department's liabilities and assets since last fiscal year

Net financial assets

Total net financial assets increased by $18.7 million (1.6%) in 2024–25 compared to 2023–24 and is mainly explained by an increase in loans receivable from the issuance of 24,241 new loans. This increase was partially offset by a decrease in the accounts receivable and advances, primarily due to a lower amounts receivable from Employment and Social Development Canada, reflecting a decline in the volume of passport applications in March 2025 compared to March 2024. Additionally, the decrease is also attributable to a higher allowance for doubtful accounts on external receivables, due to a significant rise in fraudulent chargebacks and an increase in remissions granted under section 24(1) of the *Financial Administration Act*.

Net liabilities

Total net liabilities decreased by $63.8 million (6.3%) in 2024–25 compared to 2023–24. This variance in mainly attributable to a reduction in accounts payable and accrued liabilities, as well as a decrease in passport deferred revenues. The latter is explained by increased processing of passport applications and the return to normal service standards by the end of 2024–25.

Non-financial assets

Total non-financial assets decreased by $4.2 million (2.3%) in 2024–25 compared to 2023–24, which is mainly attributable to the decrease in the acquisitions of capital assets and the yearly amortization expense.

Human resources

This section presents an overview of the Department's actual and planned human resources from 2022–23 to 2027–28.

Table 20: Actual human resources for core responsibilities and internal services

Table 20 shows a summary in full-time equivalents of human resources for IRCC's core responsibilities and for its internal services for the previous three fiscal years.

Core responsibilities and internal services	2022–23 actual full-time equivalents	2023–24 actual full-time equivalents	2024–25 actual full-time equivalents
Visitors, International Students and Temporary Workers	2,139	2,649	2,806
Immigrants and Refugee Selection and Integration	4,538	4,785	4,621
Citizenship and Passports	2,062	2,164	2,010
Subtotal	**8,738**	**9,598**	**9,437**
Internal services	2,491	3,044	3,326
Total	**11,229**	**12,642**	**12,763**

Analysis of human resources for the last three years

In 2024–25, actual full-time equivalents (FTEs) increased by 1,534 FTEs (14%) compared to 2022–23. This growth was primarily driven by increased staffing to support higher permanent resident admissions under the previous Immigration Levels Plan; and to advance the Digital Platform Modernization, which is designed to enhance client experience and replace the current Global Case Management System with new back-end digital technologies. Additionally, staffing levels also increased following the termination of the Memorandum of Understanding with Employment and Social Development Canada and as a result, IRCC assumed full responsibility for the International Mobility Program. Additional increases supported the partial visa imposition on Mexico and the International Student program and visa centers as part of the Canada's Indo-Pacific Strategy and the Asia Pacific foundation of Canada.

Table 21: Human resources planning summary for core responsibilities and internal services

Table 21 shows the planned full-time equivalents for each of IRCC's core responsibilities and for its internal services for the next three years. Human resources for the current fiscal year are forecast based on year to date.

Core responsibilities and internal services	2025–26 planned full-time equivalents	2026–27 planned full-time equivalents	2027–28 planned full-time equivalents
Visitors, International Students and Temporary Workers	3,210	2,922	2,951
Immigrants and Refugee Selection and Integration	4,557	4,166	3,920
Citizenship and Passports	1,844	1,859	1,858
Subtotal	**9,611**	**8,947**	**8,729**
Internal services	3,078	2,925	2,528
Total	**12,689**	**11,872**	**11,257**

<u>Analysis of human resources for the next three years</u>

The department's human resources outlook over the next three fiscal years indicates a projected reduction of 1,432 full-time equivalents (FTEs), representing an 11% decrease in workforce levels. This decline is primarily attributable to reduced personnel funding resulting from the government's decision to lower immigration levels, the gradual phase-out of temporary staffing for the Digital Platform Modernization initiative—which aims to enhance client experience and replace the existing Global Case Management System with new back-end digital technologies; expenditure reductions committed under Budget 2023's Refocusing Government Spending initiative; and the stabilization of Canada's asylum system, which has enabled further efficiencies in processing asylum claims.

In anticipation of a planned workforce reduction over the next few years, the department is proactively implementing strategies to safeguard its ability to meet operational requirements and achieve targets The department is positioning itself to maintain a high standard of productivity and service delivery by investing in streamlined processes and technology-driven efficiencies. This forward-thinking approach ensures that, even with a leaner structure, the department will remain agile, resilient, and aligned with its strategic objectives.

Supplementary information tables

The following supplementary information tables are available on IRCC's website:

- [Details on transfer payment programs](#)
- [Gender-based analysis plus](#)
- [Response to Parliamentary committees and external audits](#)

Federal tax expenditures

The tax system can be used to achieve public policy objectives through the application of special measures such as low tax rates, exemptions, deductions, deferrals and credits. The Department of Finance Canada publishes cost estimates and projections for these measures each year in the [Report on Federal Tax Expenditures](#). This report also provides detailed background information on tax expenditures, including descriptions, objectives, historical information and references to related federal spending programs as well as evaluations and GBA Plus of tax expenditures.

Corporate information

Departmental profile

Appropriate minister: [The Hon. Lena Metlege Diab, ECNS, KC, P.C., M.P.](#)

Institutional head: [Dr. Harpreet S. Kochhar](#)

Ministerial portfolio: Immigration, Refugees and Citizenship

Enabling instruments: Section 95 of the *[Constitution Act, 1867](#)*, the *[Citizenship Act](#)*, the *[Immigration and Refugee Protection Act](#)*, and the *[Canadian Passport Order](#)*.

Year of incorporation / commencement: 1994

Departmental contact information

Mailing address:	365 Laurier Avenue West
	Ottawa, Ontario K1A 1L1
	Canada
Telephone:	1-888-242-2100
Email:	ParliamentaryReports-RapportsParlementaires@cic.gc.ca
Website:	Immigration and citizenship - Canada.ca

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, departments or individuals; and payments to Crown corporations.

core responsibility (responsabilité essentielle)

An enduring function or role of a department. The departmental results listed for a core responsibility reflect the outcomes that the department seeks to influence or achieve.

Departmental Plan (plan ministériel)

A report that outlines the anticipated activities and expected performance of an appropriated department over a 3-year period. Departmental Plans are usually tabled in Parliament in spring.

departmental priority (priorité)

A plan, project or activity that a department focuses and reports on during a specific planning period. Priorities represent the most important things to be done or those to be addressed first to help achieve the desired departmental results.

departmental result (résultat ministériel)

A high-level outcome related to the core responsibilities of a department.

departmental result indicator (indicateur de résultat ministériel)

A quantitative or qualitative measure that assesses progress toward a departmental result.

departmental results framework (cadre ministériel des résultats)

A framework that connects the department's core responsibilities to its departmental results and departmental result indicators.

Departmental Results Report (rapport sur les résultats ministériels)

A report outlining a department's accomplishments against the plans, priorities and expected results set out in the corresponding Departmental Plan.

Full-time equivalent (équivalent temps plein)

Measures the person years in a departmental budget. An employee's scheduled hours per week divided by the employer's hours for a full-time workweek calculates a full-time equivalent. For example, an employee who works 20 hours in a 40-hour standard workweek represents a 0.5 full-time equivalent.

Gender-based Analysis Plus (GBA Plus) (analyse comparative entre les sexes plus [ACS Plus])

An analytical tool that helps to understand the ways diverse individuals experience policies, programs and other initiatives. Applying GBA Plus to policies, programs and other initiatives helps to identify the different needs of the people affected, the ways to be more responsive and inclusive, and the methods to anticipate and mitigate potential barriers to accessing or benefitting from the initiative. GBA Plus goes beyond biological (sex) and socio-cultural (gender) differences to consider other factors, such as age, disability, education, ethnicity, economic status, geography (including rurality), language, race, religion, and sexual orientation.

government priorities (priorités pangouvernementales)

For the purpose of the 2024–25 Departmental Results Report, government priorities are the high-level themes outlining the government's agenda as announced in the 2021 Speech from the Throne.

horizontal initiative (initiative horizontale)

A program, project or other initiative where two or more federal departments receive funding to work collaboratively on a shared outcome usually linked to a government priority, and where the ministers involved agree to designate it as horizontal. Specific reporting requirements apply, including that the lead department must report on combined expenditures and results.

Indigenous business (entreprise autochtones)

For the purposes of a Departmental Result Report, this includes any entity that meets the Indigenous Services Canada's criteria of being owned and operated by Elders, band and tribal councils, registered in the Indigenous Business Directory or registered on a modern treaty beneficiary business list.

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

performance indicator (indicateur de rendement)

A qualitative or quantitative measure that assesses progress toward a departmental-level or program-level result, or the expected outputs or outcomes of a program, policy or initiative.

plan (plan)

The articulation of strategic choices, which provides information on how a department 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 to the expected result.

planned spending (dépenses prévues)

For Departmental Plans and Departmental Results Reports, planned spending refers to the amounts presented in Main Estimates. Departments must determine their planned spending and be able to defend the financial numbers presented in their Departmental Plans and Departmental Results Reports.

program (programme)

An Individual, group, or combination of services and activities managed together within a department and focused on a specific set of outputs, outcomes or service levels.

program inventory (répertoire des programmes)

A listing that identifies all the department's programs and the resources that contribute to delivering on the department's core responsibilities and achieving its results.

result (résultat)

An outcome or output related to the activities of a department, policy, program or initiative.

statutory expenditures (dépenses législatives)

Spending approved through legislation passed in Parliament, other than appropriation acts. The legislation sets out the purpose and the terms and conditions of the expenditures.

target (cible)

A quantitative or qualitative, measurable goal that a department, program or initiative plans to achieve within a specified time period.

voted expenditures (dépenses votées)

Spending approved annually through an appropriation act passed in Parliament. The vote also outlines the conditions that govern the spending.