



Presentation to PSSDC Meeting

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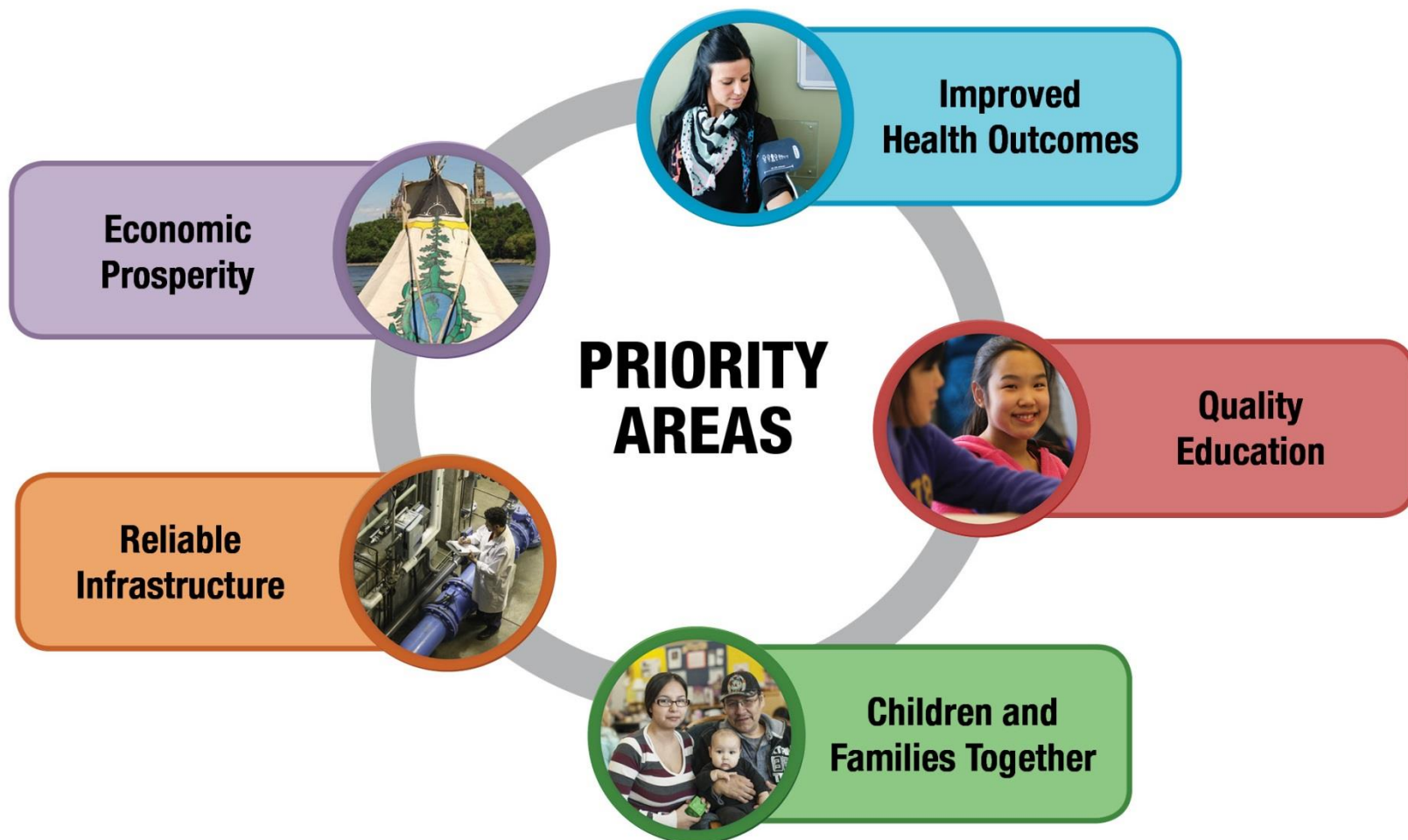


“The goal of our new department of Indigenous Services is to work in partnership with you and other Indigenous peoples to ensure excellent services, in order to improve the day-to-day quality of life for Indigenous peoples – and in doing so, to close wide socioeconomic gaps that exist between Indigenous and non-Indigenous Canadians.

As we work in partnership with Indigenous peoples to improve services, we do so recognizing – and supporting the implementation of – the right to self-determination.

The goal is that, in all sectors, we aim for the design, delivery, and control of services to be led by Indigenous peoples for Indigenous peoples. When that is achieved, there should no longer be a need for our department in the federal government.” *

***Minister Philpott speech on December 6, 2017**





KEY CONSIDERATIONS FOR SERVICE PROVIDERS

- Culturally Safe Services
- Input from the Communities
- Collaboration, Co-creation, Empowering



From Programs to Services

Current Landscape for ISC Services: Provides and/or funds a wide-range of services for clients

Partnership Services

EXAMPLES:

- Supporting Self – Determination
- Engagement Protocols
- Funding services
- Emergency management and preparedness services
- Health System Support Services

Individual Services

EXAMPLES:

- Status cards
- Registration
- Direct health and health-related services for primary care
- Non-Insured Health Benefits services
- Jordan's Principle access services

Enabling Services

EXAMPLES:

- Training for staff and communities
- Cultural Awareness
- Quality-Client Satisfaction Assessment
- Continuous Improvement Circles (Employees, Clients, Elders)
- Service Oversight and Management



From Programs to Services: Developing a Service Strategy with First Nations, Inuit and Métis Partners

- **IDENTIFY A VISION and SERVICE COMMITMENT**

A transformative, holistic approach to services that aligns with the Minister's commitment to:

- Ensure service excellence
- Improve the quality of life for Indigenous peoples
- Support Indigenous design, delivery, and control of services

- **A COLLABORATIVE APPROACH (A Plan for Engagement)**

Conduct Regional Transformation and Engagement Service sessions with local communities on:

- Existing services
- Service gaps
- Level of Quality and Satisfaction
- Areas of Improvement, Partners

- **CHARTING A PATH FORWARD** together for each service area in the Regions

- **DEFINE the KEY PRINCIPLES** that support:

- A climate of client and relationship-centric service excellence
- Creation of and Transformation to services that are responsive to individuals and communities

- **BUILDING an SUPPORTING INDIGENOUS ORGANIZATION** to provide quality services

- **STRUCTURE of SERVICE MANAGEMENT STRATEGY**



LEARNING FROM EACH OTHER: BREAK OUT SESSION

1. What are some good practices of Service Delivery to Indigenous populations?
2. What are some of the challenges your jurisdiction faces?
3. What are some recommendations for improving service delivery to Indigenous populations, including how to measure impact/success?