

Service Delivery and Indigenous Communities

Prestation de services et communautés autochtones



Indigenous Services Canada - Mandate

In August 2017, the Prime Minister announced the Government's intention to create Indigenous Services Canada, a Department with the primary mandate of improving the quality of services delivered to First Nations, Inuit, and Métis peoples. The Department will work to close socio-economic gaps and ultimately ensure that Indigenous peoples have control over their services and programs....

Over time, one fundamental measure of success will be that appropriate programs and services will be increasingly delivered not by the Government of Canada, but instead by Indigenous peoples. This work will be done in partnership with Indigenous leaders and communities.

The Honourable Jane Philpott, P.C., M.P.
Minister of Indigenous Services
Departmental Plan 2018-2019

Summary of Discussions – Whitehorse 2018

Examples of Good Practices:

- Opening offices in remote communities through partnerships
- Bundling services using community members as interpreters
- Recognition of Government to Government Relationship
- Increased awareness and sensitivities (more training available)

Challenges Delivery Services:

- Stereotypes and bias
- Authentically understanding users' needs
- Difficulty delivering services (especially remote communities)
- Recruitment on Indigenous employees

Summary of Discussions cont...

Role/Considerations for PSSDC

- Participation of Indigenous Partners at PSSDC
- Having a deliberate Indigenous lens applied to the work of PSSDC
- More education opportunities/cultural awareness at PSSDC
- Pilot an initiative with Indigenous partner
- Track outcomes – Collect data
- Keep Indigenous Services at PSSDC!

Case Study: BC First Nation Health Authority

“Nothing for us without us”

- Created by First Nations for First Nations
- Empowering individuals, families, and communities to be self-determining
- BC’s 7th Health Authority.
Working at all levels of the health system simultaneously

▪In some ways, **FNHA is like the Ministry of Health and Health Canada:** FNHA undertakes strategic policy and planning.

▪In some ways, **FNHA is like the Provincial Health Services Authority:** FNHA delivers some services to the entire First Nations population across the province, and can provide certain services across BC First Nations health centres.

▪In some ways, **FNHA is like Regional Health Authorities:** FNHA undertakes local and regional health services planning and delivery

The Road to Service Transformation

Listen

Hearing from First Nations

- Regional Caucus and Offices
- Topic specific engagements
- Client Satisfaction
- Web Access Points
- Service Complaints
- Internal Audit

Learn

Building our Evidence Base

- Data governance and matching
- Regional Health Survey
- First Nations Regional Early Childhood, Education and Employment Survey
- Health Benefits Analytics
- Partnerships
- Public Opinion Polling

Act

Service Improvements

- Planning & Accountability processes
- Training
- Trauma informed organization
- Cultural safety & humility
- Primary care
- Mental health and wellness
- Cancer – Listen, Learn, Act
- Health Benefits
- Other improvements

Factors Critical to Success

- **Governance-** Health Council is effective means to real involvement of First Nations; Health Directors Association provides accountability.
- **Unity amongst ourselves:** As BC First Nations establish consensus and build on existing agreements of our political leadership
- **Relationship and trust building:** Across partners develop a series of evolving agreements over time and ensure willingness to provide long-term funding for engagement
- **Focus on the administration:** This is not a process of jurisdiction, treaty or Aboriginal rights, it is a transfer of administrative responsibility that leverages the authorities of our communities
- **Acknowledgement of provincial responsibility:** Continue to clarify and confirm that the province provides aspects of health services to First Nations people living on and off reserve.
- **Investment in Community Engagement:** Build a mandate, unity, and governance processes involving political and health leaders.
- **Common Agreement** – 10 year window – sufficient for communities to develop long-term strategies

- Questions and Comments