



French-language Services Plan

2024–2025

*Department of
Economic Development*

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French-language Services Plan
Department of Economic Development
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Ce document est également disponible en français sous le titre : « Plan de services en français 2024-2025 »

Message from the deputy head

I am pleased to present the French-language Services Plan for 2024-2025 for the Department of Economic Development (DED).

Our department is responsible for developing and informing economic policy in the province. We work alongside our partners to create the foundation for business growth, sector development, and community economic development across the province. DED builds close relationships with other departments to offer strategic advice on economic issues and provide data-informed analysis.

To achieve the department's mandate, our office collaborates with its Crown corporations, other provincial departments, municipal and federal government partners, businesses, entrepreneurs, and post-secondary institutions, across Nova Scotia to create a dynamic environment for businesses to succeed.

The department understands the importance of delivering French-language services and is committed to working in partnership with the Acadian and francophone community, the Office of Acadian Affairs and Francophonie, and other government departments and agencies working to improve French-language services in the Province.

Scott Farmer
Deputy Minister

What we're doing to contribute to the growth of the Acadian and francophone community

We recognize the importance of French-language services and we endeavour to fulfil our responsibilities under the *French-language Services Act* and Regulations. To achieve this aim, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards, and commissions, which are regularly advertised by the Executive Council Office. As we continue to maintain and improve our French-language services, we welcome feedback on our progress, and we invite you to share with us your comments or questions by contacting our French-language services coordinator. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Sandra Hamilton (Sandra.Hamilton@novascotia.ca; 902-943-1275)

Services we offer in French

Our department does not provide programs or services directly to the public, we currently do not provide any specific French language services.

Our department does not provide programs or services directly to the public, instead, these supports are provided by our partners at Invest Nova Scotia who have staff available to respond to inquiries in French.

How we communicate with the public in French

As mandated by the French-language Services Act, the Department responds to written correspondence in French, with translation assistance from Communications Nova Scotia when needed.

What we did to maintain or improve our French-language services in 2023-24

The Department of Economic Development aligns government efforts for economic growth. We work primarily with government departments, Crown corporations, and other agencies. The Department generally does not have public-facing programs or services.

The Department promoted opportunities for staff to participate in French language and culture learning opportunities.

How we plan to maintain or improve our French-language services in 2024–2025

Objective 1: Leadership and Policy Direction

- Goal: Increase French language services through internal engagement within the department
 - *Planned measure:* Promote French language and culture sessions offered by the Public Service Commission and Acadian Affairs to all departmental employees. Provide an introductory presentation on the French Language Services Act during Acadian Heritage Month.

Objective 2: Availability and Accessibility of French-language services and programmes to the public

- Goal: Increase the department's capacity to offer services and programs in French with our partners and the public
 - *Planned measures:* Increase the use of French Translation programs and services to allow our NS Loyal Program to reach more Acadian and francophone communities.

Objective 3: Community Engagement and Outreach

- Goal: Increase the awareness of vacancies on agencies, boards, and commissions.
 - *Planned measure:* Promote opportunities to members of the Acadian and francophone community during any recruitment processes.