



## SERVICE CANADA ANNUAL REPORT – HIGHLIGHTS

For the period ending March 31, 2006

SG1-2006-1  
0-662-49526-8

1 800 O-Canada [servicecanada.gc.ca](http://servicecanada.gc.ca)

Service Canada is proud to present this summary of our first Annual Report. It highlights how we're improving service for Canadians. The full Annual Report is available at [servicecanada.gc.ca](http://servicecanada.gc.ca).

### Who we are

Service Canada's mandate is to improve service to Canadians by working with partners to provide access to the full range of government services and benefits Canadians want and need – in person, by phone, Internet, and mail.

The goal is to give people a single place to go for government programs and services, and to go the extra mile to ensure they get what they need.

Our vision is to achieve better outcomes for Canadians through service excellence.

**96%**

Survey results showed that 96 per cent of Canadians support the idea of accessing the majority of government services through one federal agency or department.

### What we do

Service Canada is the Government of Canada's one-stop service delivery network. This network consists of in-person offices, a national telephone information service at 1 800 O-Canada, and online services at [servicecanada.gc.ca](http://servicecanada.gc.ca). We also have mobile and outreach services that give Canadians living in remote, rural or northern communities that were previously under-served access to government services and information. By March 2006 we had 320 Service Canada Centres and 96 outreach and mobile sites.

In its first year of operation, Service Canada:

- Paid about **\$70 billion in government benefits (\$190 million per day)** to nearly eight million Canadians;
- Made **124 million individual payments** to Canadians for Employment Insurance, Canada Pension Plan, Old Age Security and other benefits;
- Processed more than **five million applications** from Canadians for government benefits;
- Received 1.5 million **requests for Social Insurance Numbers**;
- Posted **800,000 job ads** for employers;
- Received more than **56 million calls** from Canadians;
- Provided electronic services to more than **2.5 million Canadians** each week;
- Conducted **500,000 interviews** with Canadians about the services and programs they need;
- Used **outreach services** to connect directly with more than **250,000 Canadians** in rural and remote communities;
- Mailed more than **20 million letters**;
- Worked with more than **55,000 community organizations**;
- Realized **savings of \$292 million** (fiscal year 2005/2006).

### Planning for retirement?

Check out our online retirement calculator to see a record of your contributions to the Canada Pension Plan or find out what you might get in CPP benefits.

### How we can help you

Today, Canadians can come to us for many things. They can come to us to:

- apply for a **Social Insurance Number**;
- receive **Employment Insurance**;
- apply for their **Canada Pension Plan** and seniors' benefits;
- get help accessing the **Universal Child Care Benefit** program;
- apply for a **passport** in any one of 35 locations.

Service Delivery Representatives Rahil and Nathalie review feedback at the new Galleria Service Canada Centre in Regina, SK.



All in all, Service Canada expanded its service delivery capacity over the past year to include more than **50 programs and services**. We are delivering these services with a level of professionalism and expertise worthy of a world-class service delivery organization.

As part of our commitment to enhance the integrity of our social programs, we are taking steps to improve the Social Insurance Number system. We are building on existing measures to make the Social Insurance Number more secure, and improving information-sharing processes between programs and departments to make sure benefits go to the right person at the right time. Improving these processes will reduce errors in benefit payments and allow us to focus more on citizen-centred activities.

**90%**

of the most common requested programs and services are accessible on the Service Canada Web site.

“Their approach was very sincere. You could tell that staff really like what they do, and that they wanted to help me quickly. That’s very motivating.”

### How you can reach us

Service Canada took steps throughout 2005 to ensure Canadians could access programs and services however they wished to do so – on-line, in person, by telephone, or mail.

In our first year, Service Canada:

- Brought together the **1 800 O-Canada** telephone line and 23 other call centres;
- Added nearly 100 points of service, bringing the total number across the country to 416;
- Increased the number of points of service for official language minority communities;
- Helped over 2,500 clients access Canada Revenue Agency services;
- Began pilot projects to provide services in languages other than French and English such as **Cantonese, Mandarin, and Punjabi** in **Vancouver** and **Toronto**;
- Improved the delivery of Employment Insurance, Canada Pension Plan and Old Age Security programs with new online tools and access to account information;
- Opened a service centre in collaboration with the **City of Ottawa** and the Government of Ontario that delivers the services of all three levels of government.

# 2.5 million

Around 2.5 million Canadians use Service Canada’s electronic services and tools each week.

“At Service Canada, our job is to make sure clients receive the best possible service.”

Service Canada offers a national telephone service at 1 800 O-Canada (1 800 622-6232) or Teletypewriter 1 800 926-9105.



For the staff of the **Fort Simpson, Northwest Territories Service Canada Centre**, it wasn’t enough to simply be a presence in the Deh Cho community located 375 kilometres southwest of Yellowknife. In the spirit of Service Canada, they worked with the community to identify and personally contact approximately 100 individuals to review and assess their eligibility for benefits such as the Guaranteed Income Supplement. The result – many seniors are receiving benefits they didn’t get before and better partnerships have been created with the community.

### How we’re working to do more

To give Canadians access to even more programs and services, we actively sought out partnerships with other departments and levels of government throughout our first year. Service Canada:

- Began an on-line pilot with the Government of Ontario that lets new parents register their children at birth and apply for a Social Insurance Number at the same time;
- Negotiated an agreement between **Service New Brunswick, Transport Canada, Service Canada** and the **Canada Border Services Agency** to begin delivering pleasure craft licenses;
- Signed agreements with the Governments of **New Brunswick, Ontario** and **British Columbia** that will allow us to share citizens’ vital-events information such as dates of birth and death, and marital status;
- Began a pilot project in Trois-Rivières and Sherbrooke, **Quebec** to provide immigration services and information;
- Partnered with Human Resources and Social Development Canada and Canada Revenue Agency to deliver the Government’s new Universal Child Care Benefit;
- Began pilot projects at ten Service Canada Centres to offer **Canada Revenue Agency Services**;
- Began a pilot project in **Manitoba** to provide information on the various services and programs available from **Veterans Affairs Canada** for veterans returning to the workforce;
- Signed an agreement to deliver the **Indian Residential Schools Resolution Common Experience Payment**;
- Received more than 28,000 passport applications in 35 Service Canada Centres on behalf of **Passport Canada**.

# 84 %

Our first annual client satisfaction survey shows that a solid majority (84%) are satisfied with the quality of service they receive from Service Canada.

Gill, Director, Service Canada Centre, Surrey, BC



# 90 %

One of our Service Standards is to give 90 percent of Canadians access to services within 50 kilometres of where they live. By March 2006, we had exceeded this goal, giving 93 percent of Canadians access to services within the targeted 50 kilometre range.

### What you can expect

How can we do even more? How can we make sure we continue to put people at the centre of everything we do? One way is by clearly telling everyone what they should expect from us and how they can provide feedback on the quality of service. That’s why we published a **Service Charter** in 2005. Another way is by publicly spelling out the level of service you can expect from us. That’s what we did when we created our **Service Standards**.

Service Canada has also published its first **Performance Scorecard**, which tracks how we did over the past year in delivering programs and services to Canadians. We created an **Office for Client Satisfaction** to receive your feedback on the quality of our service, and to help us improve our processes. We also took steps to make sure the people you deal with in Service Canada are experts in serving citizens and communities and have the tools and resources to make sure you get what you need.

All this is putting us on track to ensure Canadians get, not just the same results, but **excellent results** – whether they click on our Web site, phone one of our call centres, mail documents to us, or visit a Service Canada Centre or outreach location.

This document can be made available in Braille, large print, audio cassette or on computer diskette. Call 1 800 O-Canada (Teletypewriter 1 800 926-9105) to request your copy.

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