

[Translation]

Hon. Jean Marchand (Minister of Manpower and Immigration): Mr. Chairman, when the estimates of my department were studied last year, I pointed out that in the forthcoming months we would be introducing a number of projects and programs.

Since I have had the honour of directing the destinies of the Department of Manpower and Immigration, somewhat less than two years, we have adopted a new method to distribute training allowances which has proved remarkably effective as may be seen by the number of adults who adapt themselves to retraining.

We have implemented a good number of pilot projects which tend to direct our action towards the training of handicapped persons.

I proposed a new legislative measure for the creation of advisory bodies.

I presented a white paper on immigration.

We reformed the Immigration Appeal Board.

We have, for the first time, consolidated immigration selection procedures by adopting new regulations which will be of greater benefit to individuals while at the same time meeting our manpower needs in a more satisfactory way.

We have set up a new and better system of enrolment in vocational training institutions.

And we have implemented a new manpower mobility program.

Since most of those programs are now being implemented, the estimates which we are considering at this time naturally represent the amounts of money we need for the 1967-68 fiscal year. I also wish to take this opportunity to explain the other steps taken in order to provide Canada with an extensive range of services in the fields of manpower and immigration.

A manpower policy, Mr. Chairman, is short-lived if it does not provide both the workers and the employers with adequate services in their work or their everyday life. This is the basic need which inspired the program changes I have just mentioned. To this end, we made special efforts to improve the counselling services of the manpower centres all over the country.

I said earlier that we would not get short-term results, because our efforts can be successful only if they are continued all year long. Furthermore, some of our officials must undergo difficult readjustment to new working devices and new methods. Hence the

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necessity to institute personnel training programs of unprecedented scope in both the public and private fields. The results of such an effort take some time to become apparent. They are not obtained without transitory difficulties nor mistakes. On the other hand, I am pleased to point out that the first results are beginning to be felt much more quickly than I had hoped.

But we are far from having in each of our communities a manpower centre of Canada to which one would quite naturally apply to solve an employment problem, a centre which the community would consider has an essential unit of its activities, finally a centre which would help people to use their skills in the best possible way in the work of their choice. Such a centre would also provide employers with the services which they require to fulfil their task. We are not even close to such an ideal objective, but several of our offices should attain it before long.

Now, I want to say a few words about our staff. We all know that consultation is very demanding, that it is not practised as if the applicant were a mere cog in the production machinery of a large industry. It calls for interviews where emphasis must be placed on the employment needs of the applicant and the help he requires to find out all about his skill, to provide him with information he will understand and use to his advantage when applying for a job or a promotion. Of course, in many cases the information called for pertains to the jobs available, according to time and place. Then, placement must be done without delay and needs are sometimes more complex because quite often an individual is unable to improve his situation or his income because in order to take a vocational training course he has to move for which he needs financial help.

To this effect, our personnel must have a wide knowledge of human behaviour and of the nature and activity of the labour market. Therefore, each employee must make the best use of his knowledge and must have the personal qualifications required to give out proper advice and information.

Training for that type of work is difficult and sometimes upsetting. It concerns senior officials, some of whom have to temporarily relinquish their regular duties, receive the required training and subsequently take up their duties again, equipped with all that is required to face national manpower problems. Such training cannot be acquired overnight. Yet, it is essential to all our activities.