

R E V I S E D   P L A N

Following analysis of the current situation, the Department has updated its goals within the framework of the Official Languages Program. A number of activities spread out over a three-year period have been planned so that the Department can make steady progress. The following pages outline the directions and new goals the Department is proposing to add to its official languages programme.

Service to the public

The Department's policy on service to the public is based on the following three principles:

1. bilingual services must be provided wherever there is demand;
2. the public will avail itself of the services offered by the Department in the language of its choice, to the extent it is aware of their availability;
3. both quantity and quality of service must be satisfactory.

During the next few years, the Department will work at improving the quality of the services offered to the public. Among other things, it will see to:

1. setting up information return mechanisms enabling it to assess public satisfaction;
2. gradually raising the profile of language proficiency in positions of service to the public;
3. increasing its participation on the international scene in the field of bilingualism;
4. undertaking the audits necessary for ensuring the high efficiency and sustained effectiveness of the ongoing activities.