



B. Expectations regarding support to travellers from the Government of Canada (20 minutes)

- Now I want to focus the discussion more directly on support from the Government of Canada to travellers. In your view, what role should the Government of Canada play in terms of providing support for Canadians who are travelling abroad? Probe for:
 - What are your expectations for the kinds of services and support travellers should receive?
- What is your expectation about who you could reach, how quickly they would respond, and how they could assist you? Probe for:
 - I want to drill down a little more on the question of your expectations as to what is a personal responsibility and what is a situation or circumstance when you would expect some assistance from the Government of Canada. What should individual travellers be responsible for? And, what should GoC do for travellers, if anything?
 - Generally, what kind of assistance do you expect from the GoC? How do you expect to be able to access services and support?
 - Would you expect a different level of service from the GoC if you were in need of assistance abroad versus if you needed assistance in Canada? Why or why not?
- Have any of you had any experience contacting the Government of Canada while you were abroad? Tell us about your experience. Was it positive/negative? Elaborate.
- If you found yourself in a situation where you needed assistance would you turn to the Canadian Government first or would you be more likely to try to access assistance from another individual/organization first? If other than GoC, who would you turn to? Explain.
- If you wanted to contact the Canadian Government while you were travelling abroad, how would you do this? Who would you contact? How would you contact them? Probe for:
 - Within the Canadian Government officials located both in Canada and abroad provide consular services to people travelling overseas. Have you heard anything about consular services to travellers? MODERATOR TO SPELL OUT ON A FLIPCHART.
 - What does the term Consular Services mean to you?
 - What do you think the people who provide consular services do? What are some examples of consular services?
- Are there some groups that you feel might be more vulnerable when travelling abroad and/or find themselves in situations where they would need some assistance from the Canadian Government? Which groups? LIST ON FLIP CHART. Probe for:
 - LGBTQ
 - Elderly
 - Children
 - People who suffer from mental illness
 - From this list, which group do you think is most vulnerable when travelling abroad?
- What other advice can you offer to the Government of Canada in terms of what they could be doing to help you make more informed decisions on international travel?

C. Principles underpinning support to travellers abroad and service standards (25 minutes)

- In this part of the discussion, I want to focus on some specific scenarios and get your feedback regarding your expectations as to how Consular Services could assist you. Before we do that, however, let's think more broadly about the principles or values that should underpin the services, support and information that are provided to Canadians travelling abroad. What should be our basic guiding principles or values? Probe for:
 - Timeliness
 - Accurate and up to date information
 - 24/7 access
 - Availability anywhere in the world

