

**Ministry of  
Jobs, Tourism and Skills Training  
and Minister Responsible for Labour**

**2017/18 – 2019/20  
SERVICE PLAN**

**February 2017**



For more information on the British Columbia  
Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour,  
see Ministry Contact Information on page 19 or contact:

**Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour**

PO BOX 9846  
STN PROV GOVT  
VICTORIA, B.C.  
V8W 9T2

or visit our website at

[www.gov.bc.ca/jtst](http://www.gov.bc.ca/jtst)

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# Minister Accountability Statement



The *Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour 2017/18 - 2019/20 Service Plan* was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared.

A handwritten signature in blue ink that reads "Shirley Bond".

Honourable Shirley Bond  
Minister of Jobs, Tourism and Skills Training  
and Minister Responsible for Labour  
February 21, 2017

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# Purpose of the Ministry

The [Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour](#) manages key lines of government services that help support and maintain the strong and diverse economy that British Columbians need for long-term prosperity. Our programs promote a supportive and attractive business and investment environment; maximize investment potential in communities across B.C.; develop a skilled labour force that is ready to meet the challenges of our expanding industries; foster thriving business, tourism and creative sectors; and support workplaces that are safe, healthy and fair. This means seizing the opportunities and responding to the challenges of a globalized economy to support the creation of new jobs and to position ourselves for long-term growth.

The Ministry leads the development of government's economic strategy: [Canada Starts Here: The BC Jobs Plan](#) and works across government to align its economic development efforts and maximize their impact for communities around B.C., whether urban or rural. The Ministry also works closely with the Ministries of Education and Advanced Education, Aboriginal Relations and Reconciliation and Social Development and Social Innovation to implement [B.C.'s Skills for Jobs Blueprint](#)—government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. Additionally, the Ministry collaborates with government, industry and communities to help advance government's liquefied natural gas (LNG) agenda.

The Ministry also plays a key role in implementing the [#BCTECH Strategy](#), with an ongoing focus on deepening B.C.'s technology talent pool. The technology sector is a key driver of growth for our economy, with more than 92,000 jobs that pay wages 75 per cent higher than the B.C. average. B.C.'s world-class high tech clusters in areas such as information and communications technology, clean-tech, engineering, life sciences, and digital media are driving the need for a workforce that is more creative and skilled than ever before.

The Ministry has an oversight role for the following Crown corporations: [Destination British Columbia](#), the [Industry Training Authority](#), and the [Nechako-Kitimaat Development Fund Society](#). The Ministry also has legislative responsibility for a number of agencies, boards and commissions, including [WorkSafeBC](#), the [Labour Relations Board](#), the [Employment Standards Tribunal](#) and the [Workers' Compensation Appeal Tribunal](#). For more information about the Ministry's many areas of responsibility and key initiatives, visit the Ministry's website at [www.gov.bc.ca/jtst](http://www.gov.bc.ca/jtst).

## Strategic Direction and Context

### Strategic Direction

Premier Christy Clark's [July 30, 2015 Mandate Letter](#) to the Honourable Shirley Bond, Minister of Jobs, Tourism and Skills Training included direction to: balance the ministerial budget; continue to work with the Ministry of Education to improve access for students who wish to participate in applied trades skills programs while in high school; implement [Gaining the Edge: 2015-2018, British Columbia's Tourism Strategy](#); and work with the Ministry of Technology, Innovation and Citizens' Services on the development of a 10-year skills plan for B.C.'s Technology Sector.

In addition, the Ministry is partnering with the Ministry of Small Business and Red Tape Reduction to

reduce unnecessary red tape and regulation—making it easier for citizens and businesses to access government services—and works closely with the Ministry of International Trade to develop new export opportunities for B.C. businesses.

The introduction of provincial Taxpayer Accountability Principles (TAP) in June 2014 provided a framework to enhance strategic engagement between the Ministry and its associated Crown corporations. The Ministry will continue to work with its Crown corporations to implement the TAP—strengthening accountability, promoting cost control and supporting strategic alignment so that these public sector agencies can continue to be effective and efficient in their service delivery, while doing so with integrity and respect and in the best interests of taxpayers.

## Strategic Context

The Economic Forecast Council (EFC) expects British Columbia's real GDP to grow by 2.3 per cent in 2017 and 2.2 per cent in 2018. Meanwhile for Canada, the EFC projects national real GDP growth of 1.9 per cent in 2017 and 2.0 per cent in 2018. As such, B.C.'s economic growth is expected to outperform Canada in the coming years. Downside risks to B.C.'s economic outlook include the potential for a slowdown in North American economic activity, ongoing fragility in Europe, slower than anticipated Asian demand (particularly in China), and uncertainty in the outlook for the Canadian dollar.

A number of additional factors are expected to affect the Ministry's operations during the 2017/18-2019/20 period. The most significant of these are:

- Continued economic growth, realized through the ongoing implementation of the *BC Jobs Plan*, as detailed in the *BC Jobs Plan: 5 Year Progress Update*.
- The appointment of a Minister of State for Rural Economic Development in October 2016, with a mandate to lead the design of a Rural Economic Development Strategy to further focus government's efforts to support rural economies.
- The investment of \$10 million in the North Island-Coast Development Initiative Trust (known as the Island Coastal Economic Trust) to support economic development of the Vancouver Island/Coast region.
- Expectations of continued growth in the tourism sector and, in particular, in the fast-growing Aboriginal cultural tourism sector.
- Strong growth in the film and television sectors, due largely to a favourable exchange rate, a stable tax credit regime and a highly skilled workforce.
- Amendments to the *Industry Training Authority Act* which will strengthen B.C.'s trades training system and ensure the Industry Training Authority is positioned to meet the demand for skilled workers.
- A changing labour market, driven by demographic changes and an aging population, with two-thirds of all job openings over the next 10 years expected to be due to retirements.
- The release of the [B.C. 2026 Labour Market Outlook](#), which will inform government decisions relating to the education and training sectors.
- National efforts to harmonize the training for two-thirds of Red Seal apprentices by 2017 and a total of 30 Red Seal Trades in most jurisdictions by 2020.

- The continued implementation of B.C.'s new policy for Apprentices on Public Projects, which will help increase the number of employer sponsors and provide more opportunities for apprentices to gain the skills and experience needed to become certified tradespersons.
- The 2017 implementation of the *Provincial Immigration Programs Act*, as a foundation for the Province's role in selecting newcomers to B.C.
- B.C.'s improved capacity to attract high-impact workers and entrepreneurs, through the redesigned Provincial Nominee Program (PNP).
- The announcement by the federal government of a national immigration levels target of 300,000 for 2017, with a signal that it may remain at this level for several years to come.
- The anticipated release (in late 2017) of the British Columbia Law Institute (BCLI) review of employment standards and recommendations for reform of British Columbia's *Employment Standards Act*.
- The potential for economic dislocations in some resource-dependent communities, necessitating support from the Ministry's Community Transition Services team.

## Goals, Objectives, Strategies and Performance Measures

Each year, the Ministry looks ahead three years to plan future work. The development and communication of the resulting goals, objectives and strategies serves to ensure the Ministry's work is clearly linked to government's priorities and that those priorities, including leadership in the creation of jobs and investment attraction, are clearly communicated to citizens. Over the next three fiscal years, the Ministry will work toward achieving the following outcomes:

- Goal 1: British Columbia has a skilled workforce that is ready to meet the challenges of our expanding industries
- Goal 2: Investment potential in each of British Columbia's regions and communities is maximized
- Goal 3: British Columbia's business, tourism and creative sectors are thriving
- Goal 4: Safe, healthy and fair workplaces, where employers and workers prosper and contribute to British Columbia's economic growth and prosperity

The Ministry operates under the Taxpayer Accountability Principles, which strengthen accountability to the citizens of B.C. by providing a common platform of compensation and accountability across the public sector. The six principles of cost-consciousness (efficiency), accountability, appropriate compensation, service, respect and integrity are integrated into the Ministry's operations and reflected in the goals, strategies and performance measures of this service plan.

## **Goal 1: British Columbia has a skilled workforce that is ready to meet the challenges of our expanding industries**

B.C. needs a skilled labour force to support job creation and economic growth. In alignment with [\*B.C.'s Skills for Jobs Blueprint\*](#), the Ministry provides leadership to reduce demand-supply gaps in the labour market through targeted, data-driven skills development programs, the provision of labour information, and support for the attraction of new workers and entrepreneurs to the province. Through *B.C.'s Skills for Jobs Blueprint* we are making significant improvements to B.C.'s education and training system across all regions of the province. These enhancements include: alignment of the Industry Training Authority (ITA) with the recommendations of the independent ITA Review, implementation of the six-year Canada-BC Job Fund, which provides \$65 million per year to support skills and employment, and increases in the number of apprenticeships in high demand areas (such as programs for Aboriginal people, women, and immigrants). The strategies below detail how the Ministry intends to build on these accomplishments.

### **Objective 1.1: Support British Columbians to be first in line for the jobs of today and tomorrow by helping them develop the skills needed to take advantage of job opportunities**

#### **Strategies**

- Continue to implement the successful *B.C.'s Skills for Jobs Blueprint* in close collaboration with the Ministries of Education, Advanced Education, Social Development and Social Innovation, and Aboriginal Relations and Reconciliation.
- Work with employers, industry and service delivery groups to design and implement innovative skills training programs for British Columbians to support the development of a strong and adaptable workforce.
- Work with the Industry Training Authority to continue to implement innovative approaches to trades training in B.C. to better support apprentices and meet industry's needs for skilled workers.
- Ensure that British Columbians from all regions of B.C.—whether urban or rural—are supported in developing their skills and taking advantage of job opportunities.
- Provide tools, resources and services for those who are struggling to gain a foothold in the job market, such as youth, Aboriginal persons, and persons with disabilities, in order for them to gain needed skills and secure sustainable employment.
- Work with the federal government to ensure the renewal of the Canada-BC Job Fund Agreement provides B.C. with the flexibility and funding to meet B.C.'s unique and diverse labour market needs.
- Work with the Industry Training Authority to ensure the expanded youth trades program and supporting capital funds are effectively implemented to provide B.C. students with the opportunity to discover, explore, train and work in the trades earlier in their school years.

- Ensure the best available labour market information is used to align skills training priorities with labour market needs.
- Continue to collaborate with the federal government to support more detailed labour market analysis, and ensure B.C. has access to accurate and timely labour market information.
- Continue to share labour market information on WorkBC.ca using innovative platforms and social media to help all British Columbians make informed education, training and career decisions and to promote entrepreneurship.

**Performance Measure 1: Update a provincial labour market forecast indicating demand for future jobs and identifying the high-opportunity occupations**

Performance Measure	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Status of the annual Labour Market Outlook (LMO), indicating demand for future jobs and identifying the high opportunity occupations	LMO completed	Complete the LMO	Complete the LMO	Complete the LMO

**Data Source:** Labour Market and Information Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

**Discussion**

Every year, B.C. invests over \$7.8 billion in education and training. The [Labour Market Outlook \(LMO\)](#)—the province’s ten year forecast of labour demand and supply—is a vital tool that provides the evidence to support decisions relating to these investments. With a scheduled release in July, 2017, the LMO identifies the number of job openings for 500 occupations in 58 industries across B.C.’s seven economic development regions, utilizing information about the state of the economy, new projects, population changes and in-demand skills and competencies.

LMO results are used by government to determine skills training priorities and also by a broad range of citizens and organizations. The outlook captures specific information on the latest trends and expectations that are key to government, educators and trainers aligning resources to needs. In addition, students and job-seekers use the projections to inform career planning decisions while employers and investors use the data, available through Data BC, to inform long-term planning.

**Objective 1.2: Attract international skilled workers, entrepreneurs, and students to British Columbia and facilitate their successful integration across the province**

**Strategies**

- Use the [Provincial Nominee Program](#) (PNP) to attract and retain more economic immigrants with the skills to meet specific labour market needs that support *BC Jobs Plan* priorities and the #BCTECH Strategy.
- Work with the federal government to enhance the responsiveness of federal immigration programs to B.C.’s labour market and economic needs, in particular by working to increase B.C.’s annual PNP allocation levels and by advocating for enhancements to federal Express Entry to ensure it meets the needs of B.C. employers.
- Provide settlement and integration services to support the social and economic integration of newcomers, who are not eligible to receive immigrant support services under the federally funded program.
- Support skilled immigrants to be successful in gaining and maintaining employment through the Career Paths for Skilled Immigrants Program.
- Continue to work with jurisdictions across Canada to break down barriers with respect to the mobility of labour across provincial borders.

**Performance Measure 2: Percentage of available Provincial Nominee Program nominations utilized by B.C.**

Performance Measure	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Percentage of available Provincial Nominee Program nominations utilized by B.C. <sup>1</sup>	100%	100%	100%	100%

**Data Source:** Workforce Development and Immigration Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

<sup>1</sup> This measure includes principal applicants selected under the Entrepreneur, Skills Immigration, and Express Entry BC categories. The measure is calculated on a calendar year basis. For example, the 2017/18 target is based on the period from January 1, 2017 to December 31, 2017.

**Discussion**

The [Provincial Nominee Program](#) (PNP) offers accelerated immigration for qualified skilled workers and experienced entrepreneurs who can contribute economic benefits to the province. While the PNP is a provincially administered program, the federal government sets the annual number of nominations available to each province and is responsible for issuing permanent resident visas. The Ministry’s target is to utilize 100 per cent of this federal allotment each year, including the expected allocation

through PNP's Express Entry British Columbia categories (the number of nominations for 2017 is not yet available). The Ministry is also actively working to secure increases in B.C.'s future nominations allocations to help meet evolving labour market needs.

## **Goal 2: Investment potential in each of British Columbia's regions and communities is maximized**

Investment is a key contributor to economic growth. The Ministry works to support all communities and regions—whether urban or rural—to become investment-ready, by assisting with economic development strategies and by attracting and facilitating investments across the province. The Ministry also works with industry and their representative associations to identify and reduce barriers and constraints to job creation and growth, thereby improving productivity and competitiveness. In the five years since the launch of Canada Starts Here: The BC Jobs Plan in the fall of 2011, B.C. added 191,500 new jobs and the provincial economy grew by nearly \$25 billion.

The Ministry will continue as the provincial lead responsible for the *BC Jobs Plan*, working across government—including with the new Minister of State for Rural Economic Development, Donna Barnett—and with partners to optimize opportunities for job creation.

### **Objective 2.1: Enhance investment attraction and economic opportunities within each of B.C.'s key sectors**

#### **Strategies**

- Work to implement the [\*BC Jobs Plan: 5 Year Progress Update\*](#).
- Support government policy and programming relating to economic growth and job creation in all regions of the province.
- Continue to foster partnerships between Aboriginal peoples and industry, including the work of the Aboriginal Business and Investment Council, to increase Aboriginal participation in the economy, strengthen communities and increase economic diversification.
- Help connect B.C.'s international trade representatives from the Ministry of International Trade with business opportunities and products in B.C.
- Work with industry partners and the Ministry of International Trade, and align efforts with the federal government and agencies, to:
  - Develop new export opportunities for B.C. manufacturers and businesses.
  - Improve business export services so they are easier to find, understand and use.
  - Continue to work with in-bound trade missions to connect B.C. manufacturers with potential new buyers.
- Implement strategic actions to support growth of B.C.'s manufacturing sector, in particular the aerospace and marine sub-sectors.

- Identify and reduce barriers and constraints impacting development across all sectors, including B.C.’s fast-growing technology sector.
- Work with other provinces, territories and the federal government to develop and implement a national innovation action plan which will support economic development and job creation in B.C.

**Performance Measure 3: Implement manufacturing strategies to support B.C.’s Manufacturing Sector**

Performance Measure	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Implement strategic actions to support B.C.’s Manufacturing Sector as outlined in the <i>BC Jobs Plan</i> —including targeted initiatives to support the marine and aerospace sub-sectors	100% of strategy commitments underway	100% of strategy commitments underway or completed	100% of strategy commitments completed	N/A <sup>1</sup>

**Data Source:** Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

<sup>1</sup> This strategy will be completed in 2018/19.

**Discussion**

This performance measure sets targets consistent with the [BC Jobs Plan: 5 Year Progress Update](#). The focus on the manufacturing sector helps to further diversify B.C.’s economy and lay the foundation for high-paying jobs for generations to come. The Ministry engages with industry and cross-government representatives to identify opportunities for growth and development.

**Objective 2.2: Facilitate major investments**

**Strategies**

- Through the Major Investments Office, assist global investors in taking significant projects from idea to completion by bringing proponents, various levels of government and First Nations together to advance investment decisions.
- Work across government to help facilitate timely permitting and approvals for major projects.
- Ensure significant investors visiting B.C. are provided services tailored to their individual requirements, resulting in a positive business experience.

**Objective 2.3: Increase the capacity of communities to support economic development, diversification and resilience across all regions of B.C.**

**Strategies**

- Continue to collaborate with and support the Ministry of Forest, Lands and Natural Resource Operations in implementing the Rural Economic Development Strategy and the Rural Dividend Program.
- Invest \$10 million in the North Island-Coast Development Initiative Trust (known as the Island Coastal Economic Trust) to support economic development of the Vancouver Island/Coast region.
- Through direct, on the ground expertise, actively support rural communities in accessing key provincial resources, such as the Rural Dividend Program, to assist in communities' efforts to diversify and grow their local economies.
- Conduct stakeholder interviews with key local government and economic development practitioners from every region of the province to continue to improve our understanding of economic development issues facing B.C. communities.
- Develop and share economic development best practices, government programming and supports with municipalities, regional districts and First Nations communities.
- Raise awareness in communities of new and existing economic development programs and resources through face-to-face interaction, workshops, webinars and emails.
- Support Aboriginal economic development in priority sectors (e.g., LNG, tourism, agri-foods) to advance opportunities for employment and economic sustainability.
- Lead and coordinate cross-government [community transition support](#).
- Provide on the ground economic development support in all regions of British Columbia through the Ministry's network of regional managers.
- Develop and launch new and innovative online economic development tools and resources for communities and businesses, via the [B.C. Economic Portal](#) and enhance existing tools and resources, such as the Funding and Grants Search Tool, the B.C. Ideas Exchange, the Strategic Planning and Performance Measurement Toolkits, the BC Economic Atlas, and the First Nations Economic Development Database.
- Assist communities to be investment-ready by working with communities and regions to promote local business and investment opportunities through the [Trade and Invest BC](#) website—a powerful investment attraction tool.
- Support B.C.'s international trade and investment opportunities by connecting with communities and encouraging investment in the province.

## **Goal 3: British Columbia's business, tourism and creative sectors are thriving**

The business, tourism and creative sectors are key segments of B.C.'s economy and ones that the Ministry takes a direct role in supporting. The Ministry will build on key achievements and initiatives, such as [Gaining the Edge](#), the province's tourism strategy, to promote growth and job creation across these sectors and in all parts of the province.

### **Objective 3.1: Work to ensure a globally competitive tourism industry across the province**

#### **Strategies**

- Oversee continued implementation of *Gaining the Edge: 2015-2018*, by facilitating greater alignment, investments and efficiencies in B.C.'s tourism system.
- Build on Destination British Columbia's successful marketing initiatives, (including the ExploreBC campaign), to attract visitors nationally and internationally from key markets and to encourage British Columbians to travel within British Columbia, to communities large and small.
- Partner with Destination British Columbia to implement a province-wide Destination Development program to help guide tourism development.
- Work with Aboriginal organizations to continue to increase the number of Aboriginal tourism businesses and jobs.
- Work with the tourism industry to address workforce challenges and opportunities.
- Work with the federal, provincial and territorial governments to improve traveler access (e.g., border issues, visa issues and air access).
- Continue to implement the Tourism Events Program to support events that attract Canadian and international travelers to communities across B.C. The program will be funded by a small proportion of revenue received under the Municipal and Regional District Tax (MRDT) program from communities voluntarily choosing to implement a MRDT rate of 3 per cent.
- Continue funding through to March 2018 to 14 resort municipalities to build and enhance tourism infrastructure and programming through the Resort Municipality Initiative and consider the model for future funding.

## Performance Measure 4: Provincial tourism revenue growth

Performance Measure	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Provincial tourism revenue growth	5%	5%	5%	5%

**Data Source:** Provincial tourism revenues are estimated by BC Stats based on data on revenues of B.C. tourism businesses. This measure is calculated on a calendar year basis. For example, the 2017/18 target is based on the period from January 1, 2017 to December 31, 2017.

### Discussion

Provincial tourism revenue growth is a key measure for tracking the health and growth of the tourism industry. As a result of provincial investments in the tourism sector and cross-government collaboration led by the Ministry, the province has seen 37.7% growth in revenue in 2014 over 2004, and an average growth rate of 3.9% over the same period. The Province will continue to drive growth, with 5% growth as an ambitious annual target. Changes to growth are affected by numerous factors beyond the Ministry's scope of influence including exchange rates, fuel costs, international security policies, ease of air travel access and provincial, national, and global economies.

### Objective 3.2: British Columbia has a dynamic and sustainable creative sector

#### Strategies

- Work across government to collaborate and coordinate resources and policy development to grow B.C.'s creative sector.
- Support [Creative BC](#) in their unique role in advancing the interests of British Columbia's creative sector, including implementation of the BC Music Fund.
- Continue to partner with BC Stats and sector stakeholders to evaluate the size and economic impact of B.C.'s creative sector and work to raise awareness of the sector's contributions.

## Goal 4: Safe, healthy and fair workplaces, where employers and workers prosper and contribute to British Columbia's economic growth and prosperity

The Ministry supports [Canada Starts Here: The BC Jobs Plan](#) by maintaining a stable labour environment in the province and by supporting a fair workers' compensation system, ensuring worker safety, and minimum employment standards. In practice, this means reducing strikes and labour disruptions by monitoring and assisting parties in negotiations. It also means balancing the interests of employers and workers. The Ministry does this through employment standards, workplace health and safety standards that attract and protect all B.C. workers, and through a fair and equitable workers'

compensation system for workers and employers. Finally, the Ministry is committed to continued action designed to ensure a world class health and safety regime in B.C.

**Objective 4.1: Labour laws and policy are responsive to, and supportive of, the evolving world of work**

**Strategies**

- Monitor the evolving world of work and collect feedback on labour laws, policy and other key issues through ongoing communication and dialogue with workers, employers, stakeholders and the public.
- Building on the recent implementation of recommendations from two Coroner jury verdicts as well as from Gordon Macatee's *WorkSafeBC Review and Action Plan*, continue to work with industry and WorkSafeBC to ensure that appropriate measures are in place to protect workers across British Columbia.
- Review and consider the final report of the British Columbia Law Institute (BCLI) review of British Columbia employment standards. The Ministry is supporting the review by contributing \$15,000 toward the project costs and by having a Ministry staff member participate as an observer and liaison.
- Implement government's commitment to provide yearly minimum wage increases.

**Objective 4.2: Clients and stakeholders are aware of and understand labour requirements and processes**

**Strategies**

- Conduct outreach, education and training, and make educational materials available in relation to employment standards, the workers' compensation system and the *Labour Relations Code*.
- Address potential language barriers within various ethnic communities by providing information and services in multiple languages where practicable through leveraging our multilingual workforce.
- Provide direct workers' compensation assistance, guidance, representation and advisory services to workers and employers through the [Workers' Advisers Office](#) and the [Employers' Advisers Office](#).

**Performance Measure 5: Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch**

Performance Measure	2004/05 Baseline	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch	97.7%	98.1%	Maintain or improve <sup>1</sup>	Maintain or improve <sup>1</sup>	Maintain or improve <sup>1</sup>

**Data Source:** Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

**Note:** This measure is determined by dividing the total number of employers subject to complaints filed with the Employment Standards Branch within a fiscal year by the total number of business establishments with employees throughout the province.

<sup>1</sup> Over the 2004/05 baseline.

## Discussion

This performance measure is both a reflection of labour stability and of employer and worker knowledge of requirements and processes. A high percentage of employers without employee complaints registered with the [Employment Standards Branch](#) indicates a comprehensive and widespread understanding of Labour requirements and processes. This in turn creates the stable labour climate that the *BC Jobs Plan* is based upon. While there are no specific national benchmarks for this performance measure, other jurisdictions within Canada have also adopted this measure as a means to track labour stability. The target range for this measure continues to reflect an ambitious and appropriate target for labour stability in our province.

## Objective 4.3: Accessible, reliable and timely services

Timely, accurate and quality decisions are critical for ensuring that a fair and effective process exists, and for the successful delivery of Ministry programs and services. The Ministry remains committed to service excellence in its interaction with the public and will continue to measure its performance against service delivery standards while engaging with clients to identify new ways to further improve.

## Strategies

- Track, analyze and report out on service timelines.
- Use client satisfaction surveys to gather feedback about how service delivery can be improved.

**Performance Measure 6: Percentage of Employment Standards Branch complaints resolved within 180 days**

Performance Measure	2010/11 Baseline	2016/17 Forecast	2017/18 Target	2018/19 Target	2019/20 Target
Percentage of Employment Standards Branch complaints resolved within 180 days	78%	86.5%	Greater than 79%	Greater than 80%	Greater than 80%

**Data Source:** Labour Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.

**Discussion**

By striving to resolve complaints within the 180-day time period, the Ministry is able to establish clear expectations for workers and employers. The measure is based on a 2010/2011 baseline and is calculated by dividing the number of complaints resolved within 180 days by the total number of complaints filed.

# Resource Summary

Core Business Area	2016/17 Restated Estimates <sup>1</sup>	2017/18 Estimates	2018/19 Plan	2019/20 Plan
<b>Operating Expenses (\$000)</b>				
Labour Market and Information .....	10,523	14,629 <sup>2</sup>	17,712	17,712
Labour Programs .....	9,653	9,761	9,836	9,836
Workforce Development and Immigration .....	10,615	10,653	10,715	10,715
Economic Development .....	13,209	23,210 <sup>3</sup>	13,266	13,266
Transfers to Crown Corporations and Agencies .....	146,757	147,890	148,668	148,668
Executive and Support Services .....	4,841	4,880	4,903	4,903
Northern Development Fund Special Account .....	500	500	500	500
<b>Total .....</b>	<b>196,098</b>	<b>211,523</b>	<b>205,600</b>	<b>205,600</b>
<b>Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)</b>				
Labour Programs .....	3	3	3	3
Executive and Support Services .....	1	925	1	1
<b>Total .....</b>	<b>4</b>	<b>928</b>	<b>4</b>	<b>4</b>

<sup>1</sup> For comparative purposes, amounts shown for 2016/17 have been restated to be consistent with the presentation of the 2017/18 Estimates.

<sup>2</sup> \$4.0 million is allocated to support a range of activities and initiatives using public data to enable evidence-based decision-making and improve social and economic outcomes.

<sup>3</sup> Reflects an investment of \$10 million in the North Island-Coast Development Initiative Trust to support economic development of the Vancouver Island/Coast region.

\*Further information on program funding and vote recoveries is available in the [Estimates and Supplement to the Estimates](#).

# Appendices

## Appendix A: Ministry Contact Information

### Minister's Office

Honourable Shirley Bond  
Minister of Jobs, Tourism and Skills Training and  
Minister Responsible for Labour  
PO Box 9071  
Stn Prov Govt  
Victoria B.C. V8W 9E2  
Email: [JTST.Minister@gov.bc.ca](mailto:JTST.Minister@gov.bc.ca)  
Phone: 250 356-2771

### Parliamentary Secretary for the BC Jobs Plan

Greg Kyлло  
Parliamentary Secretary for the BC Jobs Plan  
East Annex, Parliament Buildings  
Victoria, B.C. V8V 1X4  
Email: [greg.kyllo.mla@leg.bc.ca](mailto:greg.kyllo.mla@leg.bc.ca)  
Phone: 250 953-0964

### Deputy Minister's Office

Shannon Baskerville  
Deputy Minister  
Ministry of Jobs, Tourism and Skills Training and  
Minister Responsible for Labour  
PO Box 9846  
Stn Prov Govt  
Victoria, B.C. V8W 9T2  
Email: [DM.JTST@gov.bc.ca](mailto:DM.JTST@gov.bc.ca)  
Phone: 250 952-0103

To learn more about the numerous programs and services provided by the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, please visit [www.gov.bc.ca/jtst](http://www.gov.bc.ca/jtst).

To find a specific person or program in the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour, you can use the [B.C. Government Directory](#).

## Appendix B: Nechako-Kitamaat Development Fund Society

### Organizational Overview

The Nechako-Kitamaat Development Fund Society (NKDFS) was incorporated on August 18, 1999 to support sustainable economic activity in northern communities affected by the Kemano Completion Project and by the creation of the Nechako Reservoir. The Government of British Columbia provides NKDFS with \$500,000 annually from the Northern Development Fund, a 50-50 cost-sharing partnership fund created by the Province and Rio Tinto.

NKDFS spends the income from its long-term investments on programs and projects that meet each community's goals for economic development and community stability. For more information on the Nechako-Kitamaat Development Fund Society, visit the website at [www.nkdf.org](http://www.nkdf.org).

### Corporate Governance

The Nechako-Kitamaat Development Fund Society's Board of Directors includes:

- Doris Fraser
- Greg Goodwin (Ministry Representative)
- Lindsay Grant
- Ray Klingspohn
- Kathie LaForge
- Jamie Neilson
- Lianne Olson
- Mike Robertson
- Wayne Salewski (Chair)
- Cindy Shelford

Biographical information is located at: [nkdf.org/about/board-members](http://nkdf.org/about/board-members).

### Goals and Strategies

The *BC-Alcan Northern Development Fund Act* defines the purpose of the fund as follows:

- (1) The purpose of the fund is to promote sustainable economic development in Northwestern British Columbia.
- (2) Without limiting subsection (1), the fund may be used for the following:
  - (a) Supporting investment in new or existing businesses;
  - (b) Creating new employment or stabilizing existing employment;
  - (c) Supporting other goals that are consistent with subsection (1) and that the minister considers desirable.

The Nechako-Kitamaat Development Fund Society will focus on the following primary areas—Capacity Building; Planning; Business Development; Recreational-Social; Community Infrastructure; and Tourism—and adopt the following strategies:

- 1) To fund projects that address impacts most important to the communities.
- 2) To review applications expeditiously.
- 3) To give priority to projects that maximize economic benefits.
- 4) To canvas communities and organizations to solicit feedback and determine the effectiveness of NKDF programs and potential new initiatives.

- 5) To explore ways to target funding toward more diverse, collaborative, and regional projects.
- 6) To explore options to increase capital for NKDF programs.

### Summary Financial Outlook

	2015/16 Actual	2016/17 Forecast	2017/18 Budget	2018/19 Budget	2019/20 Budget
Transfers from British Columbia Investment Management Corporation	\$500,000	\$500,000	\$500,000	\$500,000	\$500,000