

**KEVIN O'REILLY—MLA FRAME LAKE**  
**Single Window Service Centres**  
**Committee of the Whole—2019-2020 Operating Budget Review**  
**Dept. of Executive and Indigenous Affairs—February 28, 2019**

**MR. O'REILLY:** Thanks, Mr. Chair. I think Regular MLAs have been asking for three years, this will be the fourth year, if there is a plan to complete the Single Window Service Centres, GSOs, or similar functions for all of the communities of the Northwest Territories. Is there such a plan, and can the Minister share it with the Regular MLAs? Thanks, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Thank you. Premier.

**HON. BOB MCLEOD:** Thank you. We responded to committee by letter on February 11<sup>th</sup>. That is our approach to dealing with this. Thank you, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Thank you. Mr. O'Reilly.

**MR. O'REILLY:** Thanks, Mr. Chair. Sorry. I didn't quite hear what the Premier said. If he could provide an explanation, that would be helpful. Thanks, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Premier.

**HON. BOB MCLEOD:** Thank you, Mr. Chair. We provided, though confidential letter, our response to his very question on the letter dated February 11<sup>th</sup> to the Member. Essentially, we said if we had additional resources, we would look at it. Thank you, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Thank you. Mr. O'Reilly.

**MR. O'REILLY:** Thanks, Mr. Chair. I am trying to understand what the problem is here. If there are additional resources required, why not prepare a plan so that we know what those are and whether it is over three, five years, whatever, that is fine, and how that function is going to be carried out in the regional centres, the capital, to have the Single Window Service Centres. I don't understand what the problem is in preparing a plan. Can the Premier try again? Thanks, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Premier.

**HON. BOB MCLEOD:** Thank you, Mr. Chair. I think the problem is a difference in opinion. When we first started with Single Window Service Centres, it was for small, isolated communities, not for the capital city and not for regional centres. Thank you, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Mr. O'Reilly.

**MR. O'REILLY:** Thanks, Mr. Chair. I guess we actually do have a difference of opinion here. I don't understand why we wouldn't want to ensure that our residents in regional centres, including Yellowknife, would have access to Single Window Service Centres. It is a good move that there are 15 communities now where the federal government and territorial government services are offered through a one-window approach. Why

wouldn't we want to do that sort of thing in regional centres, as well, or even Yellowknife?

Service Canada has an office here in Yellowknife. Is there not a way that we can try to work with those folks so that they could also offer information and access to GNWT programs? I don't think it necessarily even means hiring more staff. Without a plan, it is just not going to happen. Can the Minister commit to preparing a plan to roll out this function in all of our communities? Thanks, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Thank you. Premier.

**HON. BOB MCLEOD:** Thank you, Mr. Chair. Our plan is: we have been converting all of our services to online services as much as we can. We are continuing to move in that direction. We are also moving towards Single Window Service Centres. We have shared services arrangements. If the Member feels that we would be better served by having individual service officers in Yellowknife, we certainly can look at that, as well. Thank you.

**CHAIRPERSON (Mr. Simpson):** Mr. O'Reilly.

**MR. O'REILLY:** Thanks, Mr. Chair. I am actually suggesting that. I think that is what a number of Regular MLAs have been suggesting for the last three years, the development of such a plan. It is fine to have more services available online, but not everybody has access to the Internet. Not everybody knows how to use the Internet. We have a growing population of seniors who, I think, would find that function particularly helpful. Can the Minister commit to preparing such a plan? Thanks, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Premier.

**HON. BOB MCLEOD:** At this late stage, if it is on the mandate list for the next government, they could look at it, for sure. Thank you, Mr. Chair.

**CHAIRPERSON (Mr. Simpson):** Thank you. Mr. O'Reilly.

**MR. O'REILLY:** Thanks, Mr. Chair. I think we will just have to wait until we get a different Minister to complete this task.