

**MEMBER'S STATEMENT — KEVIN O'REILLY, MLA FRAME LAKE**  
**NWT SINGLE-WINDOW SERVICE CENTRES**

**February 12, 2020**

**MR. O'REILLY:** Merci, Monsieur le President. The GNWT began setting up single-service window centres in small communities in 2010-2011, and we now operate in a total of 23 communities. The most recent is Jean Marie River in 2018-2019. These centres house government service officers, or GSOs, who help residents gain much-improved access to government, especially for residents in more remote communities where GNWT staff may not be located. An annual training camp provides professional skills development, functional training, and updates from various departments and Service Canada, and team-building opportunities for the officers. The training has also been delivered to 12 GSOs where the office has expanded its service to deliver seven Service Canada programs directly to residents.

Some of the GSOs now provide awareness and access to all Government of Canada programs and services. This includes services ranging from Employment Insurance and Canada Pension Plan queries to income tax enquiries and passport applications.

Service TNO offers much the same single-window services in Yellowknife for francophones as the GSOs in smaller communities. As hard as Regular MLAs tried in the last Assembly, the Minister of executive and intergovernmental affairs refused to develop a plan, schedule, or even make a commitment to completing the network of GSOs in their single-service window centres across the Northwest Territories that would include all of our small communities and the regional centres.

Later today, I will have questions for the Minister of executive and intergovernmental affairs on how we can complete our network of single-service window centres for all of our communities. Mahsi, Mr. Speaker.