

French-language Services Plan

**Department of
Cyber Security and Digital
Solutions**

2026–
27

French-language services plan 2026–27

Department of Cyber Security and Digital Solutions

Ce document est également disponible en français sous le titre : « Plan des services en français 2026-2027 »

Message from the deputy minister

I am pleased to present the Department of Cyber Security and Digital Solution's French-language Services Plan for the coming year. This plan reflects our ongoing commitment to ensuring that Nova Scotians can access government programs and services in the official language of their choice. Providing high-quality services in French is not only a legislative responsibility, but an important part of building trust, accessibility, and inclusion across our digital and public service offerings.

As a department, we play a central role in shaping how people experience government services. Whether through digital platforms, online information, or service delivery, we are focused on designing services that are inclusive, secure, and responsive to the needs of the communities we serve. This includes integrating French-language services early in the design and development process, using human-centred approaches, and working closely with Acadian and francophone communities to better understand their priorities and lived experiences.

We recognize that delivering effective French-language services is an ongoing effort that requires collaboration, continuous improvement, and awareness across the public service. I am proud of the work our teams are doing to strengthen our capacity, support bilingual service delivery, and promote the availability of services in French. I look forward to continuing this work together as we build modern, people-centred services that respect Nova Scotia's linguistic and cultural diversity.

Jennifer LaPlante

Deputy Minister

Department of Cyber Security and Digital Solutions

What we're doing to contribute to the growth of the Acadian and francophone community

We recognize the importance of French-language services and endeavour to fulfil our responsibilities under the *French-language Services Act* and regulations. This plan demonstrates our commitment to ensuring our programmes, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this aim, we collaborate with other designated public institutions across government, including the Office of Acadian Affairs and Francophonie, through the French-language Services Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

In developing and maintaining digital public services, the Department of Cyber Security and Digital Solutions (CSDS) seeks to incorporate French-language considerations early in the process where appropriate, and to support the availability of services in both official languages over time. A

human-centred approach guides this work, helping teams better understand user needs and design services that are usable, inclusive, and responsive. Engagement, consultation, and collaboration are important tools in this process, and teams are encouraged to consider opportunities to connect with Acadian and francophone communities when developing or enhancing services.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards and commissions, which are regularly advertised by the Executive Council Office. As we continue to maintain and improve our French-language services, we welcome feedback on our progress and invite you to share with us your comments or questions by contacting our French-language services coordinator. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Ameeta Vohra, Ameeta.Vohra@novascotia.ca

Services we offer in French

CSDS works with other government partners to ensure their services offer variety of services in French. Some examples include, but are not limited to:

- Heating Assistance Rebate Program (HARP)
- Seniors Care Grant Applications and Processing
- My NS Account
- NS Pay
- Child Abuse Registry
- Online Driver's License Renewal
- Online Vehicle Permit Renewal
- Land Information Services
- Registry of Joint Stocks Companies
- Publishing information about programs and services in French on NovaScotia.ca.
- Encouraging the translation and development of bilingual services, forms, and affidavits for use online.

How we communicate with the public in French

CSDS communicates with the public in French in accordance with the *French-language Services Act* and its regulations, and in collaboration with our government partners whom we support. When communicating about programs, services, or information that is relevant to the Acadian and francophone community, or where access in French supports health, safety, security, or public understanding, the Department and its partners consider the availability of French-language communications alongside English. Priority is given to publishing information simultaneously in both official languages where feasible, including through digital channels such as NovaScotia.ca, social media, and online service platforms, with French-language content provided as soon as possible when simultaneous publication is not practicable. Decisions regarding translation and publication are made in collaboration with program areas and the department's French-language services coordinator to support clarity, accessibility, and consistency in public communications.

What we did to maintain or improve our French-language services in 2025–26

CSDS continues to explore and provide a range of French-language enabled products and services across government and the broader public sector. For example, this year, new features were added to the My NS Account, government's secure login platform for citizens to access a wide range of public services. CSDS provided user guides related to the My NS Account in both English and French. CSDS also continues to work closely with partners like the Department of Service Nova Scotia (SNS) to improve the quality and capacity of French-language supports for services like grants and contributions, online license or permit renewals, and more. Lastly, CSDS continues to work with partners to identify future digital services that could benefit from French-language supports.

How we plan to maintain or improve our French-language services in 2026–27

In 2026–27, the CSDS will continue to support the availability of French-language services in accordance with the *French-language Services Act* and government priorities. French-language considerations will continue to inform the development, maintenance, and enhancement of digital services and public-facing information where appropriate, with a focus on accessibility, usability, and service quality.

Strengthen frameworks for French-language services

- Goal: Support effective, consistent, and coordinated approaches to French-language service availability across departmental programs and digital services.
 - Planned measure: Continue to support internal awareness of French-language services obligations and considerations, including collaboration with program areas and central partners, such as the Office of Acadian Affairs and Francophonie, to inform planning, communication, and service delivery practices.

Engage with the Acadian and francophone community

- Goal: Support awareness, inclusion, and engagement of Acadian and francophone communities in government initiatives and decision-making processes.
 - Planned measure: Where applicable, encourage opportunities for Acadians and francophones to participate in consultations, engagement activities, and support the inclusion of French-language participation options in accordance with legislative and policy requirements.

Develop and deliver programmes and services in French

- Goal: Support the availability of programs and services in French by considering French-language needs as part of service design, development, and ongoing maintenance.
 - Planned measure: Encourage early consideration of French-language requirements in the development and enhancement of digital public services and support the maintenance of existing French-enabled services, guided by human-centred design principles and user needs.