

November 15, 2017

The Honourable Sherry Gambin-Walsh
Minister of Service NL
Minister Responsible for the Government Purchasing Agency
Minister Responsible for WorkplaceNL

Dear Minister Gambin-Walsh:

It has been my pleasure to work with you in Cabinet since December 2015. I am honoured that you have agreed to serve the people of our province in a new capacity as Minister of Service NL, Minister Responsible for the Government Purchasing Agency and Minister Responsible for WorkplaceNL. I am placing my trust in you to support the delivery of better services for the people of our province.

As we approach the mid-point of our mandate, we have a strong Cabinet. We are guided by our plan for sustainability and growth, The Way Forward. It focuses on strengthening our economy and creating private sector jobs, delivering better services, improving outcomes to promote a prosperous Newfoundland and Labrador, and improving public sector efficiency. I am asking you to deliver on this plan by leading the following:

Procurement

- Implementing the new Public Procurement Act and modernizing government's procurement practices.

Service Delivery

- Collaborating with your colleagues to enhance service delivery, including becoming a Government that is digital-by-design, increasing online services by 50 per cent by 2022 and consolidating toll-free telephone numbers;
- Building on recent service enhancements at Motor Registration Division, such as the Customer Flow Management System, by implementing a new driver's licence delivery system;
- Continuing to digitize historical records at Registry of Deeds;
- Identifying opportunities to increase accessibility and inclusion; and
- Supporting innovative work arrangements.

Enhanced Safety and Consumer Protection

- Improving highway safety including amendments to the Highway Traffic Act;
- Improving occupational health and safety regulations;
- Enhancing consumer protection, including proclaiming legislation and implementing regulations for payday loans, and implementing food safety training requirements for food service workers;
- Establishing an online searchable database to alert consumers of bad business practices, and explore the possibility of posting convictions made under our provincial consumer protection legislation;
- Completing an auto insurance review that strikes the right balance between affordable insurance and the rights of victims of injury, and consists of two phases:
 - Phase one of the review will consist of a closed claims study into private passenger automobile insurance and a separate closed claims study into causes of high taxi claims costs;
 - Phase two will include a review of the existing private passenger automobile insurance products offered in Newfoundland and Labrador, as well as recommendations for possible options to contain costs;
- Completing a review of the Real Estate Trading Act; and
- Completing a review of the Residential Tenancies Act.

Together, Cabinet is responsible for achieving the targets set out in The Way Forward. Achieving these targets is critical to attaining inclusive growth, improving employment levels and reducing poverty and realizing financial sustainability. To support reaching these targets, I ask all Ministers to consider the impact of their decisions on the health of Newfoundlanders and Labradorians through our Health in All Policies approach. You must also consider whether your decisions are best positioning our province for economic and private sector job growth.

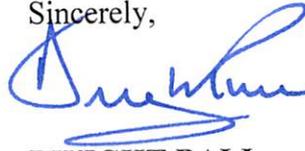
As Premier, I expect you to be open and transparent. We must use evidence and research and engage with the public, stakeholders and our Indigenous partners to inform our decisions. We must ensure that we are focused on service excellence. I have asked all Ministers to reduce red tape, adopt Lean continuous improvement principles and publish business standards for all major programs by March 31, 2018. I also expect all Ministers to work together to support our commitment to being a government that is digital-by-design.

In fulfilling your responsibility as Minister, you must ensure collaboration in a positive and constructive manner with your Cabinet colleagues. I take this opportunity to remind you that, as you carry out your responsibilities as a Member of the House of Assembly and Member of Cabinet, adhering to the Code of Conduct and the Conflict of Interest guidelines are mandatory to ensure you discharge your duties with the highest ethical standards.

Deputy Ministers are your key source of support and will provide you with advice in meeting your responsibilities. I expect you to develop a positive, respectful and trusting relationship with your Deputy Minister and the public service.

At the end of the day, Newfoundlanders and Labradorians want to see results. You must track and report on your progress towards completing the work outlined in this letter. We will continue to highlight our progress in our annual Way Forward report cards and annual performance reports. Together, we will improve health, social and economic outcomes and deliver high quality services for Newfoundlanders and Labradorians.

Sincerely,



DWIGHT BALL
Premier