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Canada

# CANADA'S NATIONAL ACTION PLAN ON OPEN GOVERNMENT

2025-29





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## **Message from the President of the Treasury Board**

I am pleased to present Canada's 6<sup>th</sup> National Action Plan on Open Government, which sets out new open government priorities for the federal public service for 2025 to 2029 and supports the objectives of the Government of Canada's Trust and Transparency Strategy.

Open government is based on transparency, accountability, participation, and collaboration. It plays a key enabling role in global economic and social issues, including public trust in democratic institutions, inclusive economic development and in countering misinformation, disinformation, and threats to democracy. It also allows stable international partners to work collaboratively to advance shared global priorities.

Open government strengthens democracy by giving citizens more access to government information and data, and by creating meaningful opportunities for their input on policy and services. It also ensures that citizens can hold their governments accountable for their use of public funds. Open data, which is part of open government, accelerates economic growth by enabling business expansion, fostering innovation, and supporting job creation across multiple industries.

This 6<sup>th</sup> National Action Plan focuses on enhancing public feedback to support ongoing dialogue between the Government of Canada and civil society. It sets out new commitments and actions to strengthen public trust and help create an environment that is conducive to investment and economic development and supports a healthy and functioning democratic society.

I would like to thank the members of the Multi-Stakeholder Forum on Open Government, and Canadians from across the country, whose ongoing feedback helped shape this plan.

I invite you to read about the measures set out in this plan and encourage you to follow the government's progress on the Open Government Portal at [open.canada.ca](https://open.canada.ca).

The Honourable Shafqat Ali, P.C., M.P.

President of the Treasury Board

## **Letter from the civil society members of the Multi-Stakeholder Forum on Open Government**

The [Multi-Stakeholder Forum on Open Government](#) is a group of 12 members, 8 civil-society representatives and 4 federal government officials, who provide input and advice on the development and implementation of the Government of Canada's open government activities. The forum is co-chaired by one government and one civil society member.

In addition to being an international best practice, the Open Government Partnership (OGP) requires that all member countries maintain a multi-stakeholder forum to enable regular multi-stakeholder consultation on National Action Plan implementation.

The forum was formally established in 2018 to support ongoing dialogue on open government between Canadian civil society and government. Canada's 2025–2029 National Action Plan on Open Government is the third National Action Plan developed collaboratively between the federal government and the Multi-Stakeholder Forum.

As a key pillar to the Government of Canada's Trust & Transparency Strategy, Canada's 6th National Action Plan on Open Government remains a work in progress. With the new flexibilities in the development process, the Open Government Partnership (OGP) allows for commitments to be added throughout the 4-year process and even beyond, which in turn allows for the Government of Canada to increase its ambitions. In its current state, a handful of the plan's commitments have the potential to foster moderate impact or lay a foundation that more substantive commitments may build upon in the future. The balance of the commitments in this plan are short-term, incremental and less responsive to civil society input than we collectively had hoped. We remain optimistic that the Government will add new, longer term and more ambitious commitments to the plan throughout this 4-year exercise.

A number of circumstantial factors constrained the development of this National Action Plan, including financial uncertainty, geo-political emergencies and transitions in government. However, structural issues are equally responsible for inhibiting the development of Canada's action commitments, including "limited visibility of senior government members championing open government" (OGP 2025) and a "fragmented" approach across siloed departments (OECD, 2023). Despite these constraints, we recognize there are government champions and reformers who do continue to advocate for open government within their spheres of influence. We would like to acknowledge them here—your work and dedication is meaningful and seen.

The values of transparency, accountability and participation will be central to our governments' ability to foster trust and sustain social cohesion through the transformative changes ahead, as Canada reorients its economy, navigates difficult trade-offs, and embarks on a nation-building agenda of generational proportions. Especially important will be the implementation of adequate transparency and accountability measures to oversee the large volumes of spending and decision-making taking place outside normal protocols and safeguards.

What happens next is vital. Civil society members of Canada's Multi-Stakeholder Forum on Open Government call upon the government to:

1. Elevate meaningful, inclusive Participation as a core open government pillar alongside Accountability and Transparency, recognizing that trust in government is more than three times higher among people who feel they have a say in what the government does compared to those who don't, according to the OECD.
2. Position Canada's open government program under senior leadership to enable whole-of-government influence, for example, by creating the first-ever post of Chief Open Government Officer among OECD countries.
3. Hold departments and agencies accountable for delivering on open government, for instance, by encoding standards in policy and developing maturity models for mandatory learning and evaluation in each pillar of Participation, Accountability and Transparency.
4. Find cost-effective ways to drive progress forward by leveraging existing policy frameworks and processes, such as the 2025 Review of the Access to Information Act, Canada's Trust and Transparency Strategy, and the Multi-Stakeholder Forum on Open Government.
5. Use open government to create a coordinated response for democratic resilience and renewal, and to reduce fragmentation among relevant departments and agencies.
6. Accelerate capacity building and culture change by providing recognition to institutional leaders, building upon existing good practices and creating spaces for learning & collaboration.
7. Invest resources in open government, recognizing both the strong economic business case, as well as the possibility for increased trust in government via meaningful citizen engagement and increased value-for-money through better designed services.
8. Grow a community of open government champions across Canada, including civil society organizations, businesses and all levels of government.

At a moment when freedom is in global decline and information integrity is increasingly compromised, open government is both an expression of our values as Canadians and a manifestation of our sovereignty. We continue this work because of a profound belief that better is possible, and we commit to the type of constructive collaboration with our government partners that will enable our shared success.

Sincerely,

The Civil Society Members of Canada's Multi-Stakeholder Forum on Open Government:

**Robin Prest**

Civil Society Co-Chair  
Director of Democratic Participation & Innovation  
SFU Morris J Wosk Centre for Dialogue

**Eugene Chen**

Board Member & Former Chair  
Canadian Open Data Society (CODS)

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Executive Director  
Institut du Nouveau Monde

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ICD.D, GCB.D, CPF, PMP  
Founder  
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**Nick Scott**

CEO and Principal Consultant  
ShiftFlow Innovation and Design

**Beatrice Wayne**

Director of Research and Policy  
Samara Centre for Democracy

**Introduction**

Canada has been a member of the [Open Government Partnership](#) (OGP) since 2011. The OGP is a global partnership made up of 75 national governments, 150 local jurisdictions and thousands of civil society organizations.

As a member, Canada uses National Action Plans (NAPs) to advance publicly driven reforms to make the government more open. These plans are co-created with civil society, business and academia to set commitments and activities. Canada's membership in the OGP helps it design, implement and monitor reforms using established standards and processes to make governments more inclusive, responsive and accountable.

Canada has long championed open government reforms worldwide. It works with partners to make government policy and services more transparent and participatory and to make government more accountable. Public involvement is key to this effort.

### **Trust and Transparency Strategy and new approach to national action plans**

In May 2024, the Government of Canada launched its Trust and Transparency Strategy. The strategy provides a unified vision for transparency, accountability and public participation. It provides a whole-of-government blueprint for open by design to strengthen public trust in federal institutions. Canada's NAPs are key tools for implementing the strategy.

In line with global trends Canada is introducing a four-year NAP. This longer timeframe will allow for more complex reforms, greater public involvement and better measurement of impact and outcomes. As noted through the previous Independent Reporting Mechanism (IRM), Canada will focus on results, not just on completing activities.

Open governments adapt to change and are open to feedback. Canada will update the NAP as needed to determine whether activities are having their intended outcomes and to incorporate new opportunities, making the plan iterative and adaptive.

### **Progress achieved to date on implementing open government in Canada**

Under the 2022–2024 NAP, Canada took significant steps to making government more open, including the following:

- Published the Trust and Transparency Strategy
- Enacted legislation that created a publicly accessible and searchable ownership registry of federal corporations; the registry went live in January 2024
- Introduced open government reforms in the RCMP
- Published the RCMP's Transparency and Trust Strategy and the action plan for implementing it
- Created the RCMP Open Government Office
- Established the RCMP Open Government Working Group, made up of staff from several divisions of the force
- Formed the Open Data Advisory Group, made up of government officials, civil representatives, academics, and open-data experts
- Drafted the *Policy on External Data-Sharing*, in collaboration with Indigenous governments and organizations

- Released data from the Canadian Survey on Disability and related work

According to the [2022–2024 report](#), Canada completed 83 of the 106 indicators (or 78%) during that period.

Information on other open government activities are in the 2025 [Annual Report on the Government of Canada’s Trust and Transparency Strategy](#).

### **Co-developing Canada’s National Action Plan for 2025–2029**

Government of Canada officials worked with civil society representatives through Canada’s Multi-Stakeholder Forum on Open Government. The forum promotes dialogue between government and civil society on open government. Its mandate is to:

- provide input and advice on Canada’s open government commitments
- identify new areas of focus
- build the open government community across Canada

Forum members met regularly online to share advice and make recommendations on the overall direction of the NAP and its commitments. They also suggested which actions should be prioritized for each theme.

Draft commitments were published online for public feedback.

Between March 2024 and November 2025, the Government of Canada held public consultations to develop the 2025–2029 NAP. Canadians were invited to provide their feedback on the draft commitments through online surveys, virtual sessions and in-person workshops across Canada.

### **Timeline of consultations**

- Spring 2024: Initial online consultations launched on the themes, including surveys for public input
- Fall 2024 to fall 2025: In-person workshops held in cities across Canada to gather regional perspectives
- Winter to spring 2025: Online platform relaunched to support discussions on themes
- Fall 2025: Public feedback collected on draft commitments through surveys and online sessions

From the start, the Open Government team at the Treasury Board of Canada Secretariat (TBS) wanted to get input from communities that have often been marginalized or under-

represented. Based on lessons learned from previous consultations, the team knew it needed to hold more in-person sessions and to provide more regional opportunities for public involvement.

Although there was more regional representation than in previous consultations, there could be even more. The team's experience shows that ongoing relationship-building and in-person consultations make participants feel their input matters. Short engagement windows are not enough, especially for Indigenous people and other under-represented communities. During the implementation of the NAP, we will continue to look for opportunities for ongoing and meaningful communication about how the government delivers open government activities.

More details on the process are available in the 6th NAP engagement What We Heard Report.

### **Looking ahead**

The new NAP is ambitious, practical and forward-thinking NAP. It reflects OGP values—transparency, accountability and participation—and public priorities. The Open Government team at TBS will work with partners throughout the federal government, across Canada and around the world to fulfill these commitments and identify new activities for each theme.

Canada's leadership in open government continues to evolve. It emphasizes collaborative policy-making, global partnerships and digital innovation. The 2025–2029 NAP is a roadmap for implementing the strategy. The NAP focuses on transparency, civic engagement, ethical governance, and making government adaptive, responsive and accountable.

While they are implementing the NAP, commitment leads should maintain ongoing dialogue with their working groups and interested parties. Dialogue will ensure that the NAP remains a living document that is adaptable to change, responsive to feedback, inclusive of diverse perspectives and focused on making an impact. Departments can also track and report on activities through the annual report on the strategy.

### **Priorities and resulting commitments**

The **2025–2029 National Action Plan on Open Government** aims to build on past successes while addressing new challenges. It focuses on four themes:

- Inclusive and meaningful public participation
- Protecting civic space and democracy in the digital era

- Anti-corruption, public confidence, and corporate transparency
- Designing inclusive government programs and services

## **2025–2029 National Action Plan on Open Government Commitments**

### **1. Inclusive and meaningful public participation**

#### **Issue to be addressed**

Although public input is increasingly valued, many Canadians still face barriers to meaningful participation in government decision-making. Marginalized communities, youth and underrepresented groups often lack access to platforms where their voices are heard and respected. This calls for inclusive, accessible and responsive engagement mechanisms that go beyond token consultation.

Governments must create diverse and equitable opportunities for dialogue, both online and in person, that empower individuals to shape policies, programs and services. Genuine engagement means listening and acting on public input to produce tangible outcomes that reflect the interests, needs and rights of all Canadians.

#### **Problem statement**

Persistent barriers keep many Canadians, especially youth and newcomers, and people in marginalized and underrepresented groups, from participating meaningfully in government decision-making. Existing engagement efforts are often not inclusive, accessible or impactful, which results in public input either being overlooked or ineffective. Without platforms and dedicated efforts that foster genuine dialogue and integrate diverse perspectives, government risks being disconnected from the real needs, and priorities of the people they serve.

#### **Commitment**

The Government of Canada commits to fostering inclusive, equitable and effective public engagement that removes barriers to participation in government decision-making. By developing and promoting diverse, accessible platforms for public input, the government will ensure that meaningful dialogue shapes policies, programs and services. This commitment reflects our focus on collaboration, transparency and responsiveness, and on making sure policies, programs and services reflect the lived experiences, needs and rights of all Canadians.

#### **Lead departments**

- Royal Canadian Mounted Police (RCMP)

- Public Services and Procurement Canada (PSPC)
- Health Canada (HC)
- Treasury Board of Canada Secretariat (TBS)
- Indigenous Services Canada (ISC)
- Veterans Affairs Canada (VAC)

| What will we do?  | How will we know we succeeded?   | What is our deadline? | Department |
|---|--|-----------------------|------------|
| <p><b>1.1</b> Establish a multi-collaborator forum at the RCMP, made up of people from non-governmental organizations; other government departments; the private sector; academia; and community representatives, including Indigenous people, 2SLGBTQIA+ people and youth to discuss priorities and areas of focus for openness and transparency in the RCMP</p> | <p><b>1.1.1.</b> Draft a strategic plan to establish a multi-collaborator forum. The draft strategic plan outlines the role and mandate of, and the context behind, the creation of the consultation body.</p>   | Fall 2027             | RCMP       |
|   | <p><b>1.1.2.</b> Conduct a three-week consultation with communities across Canada to gather feedback on the strategic plan.</p>  | By winter 2025        | RCMP       |
|   | <p><b>1.1.3.</b> Analyze the feedback received during the consultation period, incorporate it into the final draft of the strategic plan and publish the strategic plan as an open asset (in other words, designed for reuse in future initiatives).</p> | By summer 2025        | RCMP       |
|   | <p><b>1.1.4.</b> Set up the multi-collaborator forum (that is, decide on nomination criteria, governance</p>   | By fall 2028          | RCMP       |

|  |  |                |      |
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|  | structure, engagement approach, and so on).  |                |      |
|  | <b>1.1.5.</b> Secure additional resources for the forum’s activities.  | By fall 2028   | RCMP |
| <b>1.2</b> Establish a feedback loop using an enterprise-wide consultation platform to gather input from racialized communities on the methods the RCMP’s Hate Crimes Task Force is recommending to provincial and municipal law enforcement | <b>1.2.1.</b> Establish an enterprise-wide consultation platform.  | By fall 2027   | RCMP |
|  | <b>1.2.2.</b> Using the RCMP’s public participation framework, incorporate a feedback loop into each consultation. Publish feedback on the Open Government portal.   | Ongoing        | RCMP |
|  | <b>1.2.3.</b> Increase the percentage of Canadians who respond to the Organisation for Economic Co-operation and Development (OECD) survey on drivers of trust in public institutions from the 2024 baseline of 49%. | By winter 2028 | RCMP |
|  | <b>1.2.4.</b> Reduce the percentage of ethnically diverse Canadians who report a hate crime or hate-motivated event from the 79% high in 2022.   | Ongoing        | RCMP |
| <b>1.3</b> Contribute to Working Group on Indigenous Data Sovereignty  | <b>1.3.1.</b> Contribute to the government-wide implementation of the Action Plan Measure for Shared Priority 30 of the United Nations Declaration   | Ongoing        | RCMP |

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|---|---|----------------|------|
|   | on the Rights of Indigenous Peoples Act.  |                |      |
|   | <b>1.3.2.</b> Identify concrete steps the Government of Canada can take to advance this approach, including identifying how to leverage each department’s mandate.  | By end of 2028 | RCMP |
|   | <b>1.3.3.</b> Make meaningful progress on the RCMP’s commitments to reconciliation that were outlined by the Truth and Reconciliation Council.  | By end of 2028 | RCMP |
| <b>1.4</b> Increase public participation through a maturity model framework | <b>1.4.1.</b> Publicly launch the Public Participation Maturity Model tool, including launching a webinar, and a presentation at the 2025 Open Government Partnership Summit.   | By end of 2025 | TBS  |
|   | <b>1.4.2.</b> Test the maturity model framework through the Maturity Model Pilot Program, which includes two one-year test groups (four to six departments in each) to assess the functionality of the model in different settings. | 2026–27        | TBS  |
|   | <b>1.4.3.</b> Collect input from two years of the Maturity Model Pilot Program and  | 2026–27        | TBS  |

|  |   |                |             |
|--|---|----------------|-------------|
|  | refine the model based on the evidence collected.   |                |             |
|  | <b>1.4.4.</b> Share reflections and best practices from the pilot program and make recommendations to senior leadership on the future of public participation in the Government of Canada.  | By end of 2028 | TBS         |
| <b>1.5</b> Foster meaningful public engagement throughout the federal science ecosystem by reducing barriers to the integration and promotion of citizen-science methods across the Government of Canada | <b>1.5.1.</b> Develop and advance infrastructure by, for example, building capacity, providing guidance and creating a digital prototype platform, to facilitate dialogue and the successful adoption of participatory research and citizen science in the federal science ecosystem.     | By end of 2029 | PSPC and HC |
| <b>1.6</b> Proactively address Indigenous organizations' data needs, when feasible, to improve efficiency and increase transparency  | <b>1.6.1.</b> Development of a proposal detailing the design, framework and governance structure for a new external portal that will provide controlled, login-based access to unprotected, non-sensitive data assets and datasets for selected Indigenous organizations and governments. | By March 2026  | ISC         |
|  | <b>1.6.2.</b> Development of a data-sensitivity framework to help identify and categorize non-sensitive data assets that should be proactively shared, including determination of   | By March 2027  | ISC         |

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|  | potential data-sharing platforms, in collaboration with Indigenous governments and organizations.   |  |     |
|  | <b>1.6.3.</b> Identification and prioritization of datasets that should be proactively shared.  | By March 2027  | ISC |
| <b>1.7</b> Establish an internal working group at VAC to identify and act on opportunities to promote open government at VAC | <b>1.7.1.</b> Invite branches to think about their own holdings and consider what could be made available through the Open Government Portal in an accessible format.   | March 2029   | VAC |
|  | <b>1.7.2.</b> Encourage branches to consider whether the work they are doing will include opportunities to promote accountability and citizen engagement.   | March 2029   | VAC |
|  | <b>1.7.3.</b> Ensure that twice annually, open government awareness activities are highlighted (once during Open Government Week and once during “Right to Know” week), with the goal of raising awareness at VAC. Success would be measured through participatory activities like employee knowledge challenges. | Annually, by March 31—to be reported as part of VAC’s access to information and privacy annual reports | VAC |

**2. Protecting civic space and democracy in the digital era**

## **Issue to be addressed**

As digital platforms increasingly shape public discourse, the rights of free expression, peaceful assembly, and civic participation face new and growing threats. Canadians are navigating an online environment marked by rising misinformation and limited space for respectful public debate, which are conditions that erode trust, silence dissent, and weaken democratic engagement.

This theme calls for urgent attention to the design and governance of civic spaces and public debate. Without open, secure and inclusive digital environments, people risk losing the ability to express themselves safely, access reliable information and participate meaningfully in civic life. Transparent regulations, strong privacy protections and proactive digital literacy efforts are essential to preserve and strengthen democratic rights in the face of technological change.

## **Problem statement**

In today's digital society, the fundamental rights to free expression, peaceful assembly, and civic participation must be built into its foundation. Canadians face growing challenges online, including misinformation and disinformation, which undermine trust, restrict dialogue and weaken democratic engagement. Without secure, inclusive and transparent digital environments that are supported by strong privacy protections and clear regulations the public risks losing the ability to participate safely in public debate and influence decision-making. This jeopardizes the health and resilience of democracy in the digital age.

## **Commitment**

The Government of Canada commits to protecting strengthening the fundamental rights of free expression, peaceful assembly, and civic participation. It will create open, secure and inclusive digital spaces to support respectful, informed dialogue and meaningful civic engagement. Through these activities, it aims to strengthen democratic values and make sure Canadians can participate safely and confidently in debate and in shaping government policy.

## **Lead departments**

- Royal Canadian Mounted Police (RCMP)
- Canadian Heritage (PCH)
- Library and Archives Canada (LAC)

| What will we do?   | How will we know we succeeded?   | What is our deadline? | Department  |
|--|--|-----------------------|-------------|
| <p><b>2.1</b> Establish an organization-wide approach to conducting public participation activities with Canadian communities. Engage with communities on a wide variety of topics and encourage feedback at multiple levels to demonstrate the RCMP’s commitment to the principles in the Government of Canada (GC) Digital Standards: Playbook</p> | <p><b>2.1.1.</b> Publish the RCMP Public Participation Framework and accompanying guidebook.</p>   | <p>By summer 2025</p> | <p>RCMP</p> |
|  | <p><b>2.1.2.</b> Promote the framework and guidebook throughout the RCMP to facilitate their adoption and implementation.</p>  | <p>By summer 2025</p> | <p>RCMP</p> |
|  | <p><b>2.1.3.</b> Create an ethics and personal data tool to ensure that data is collected legally and ethically during public consultations.</p>   | <p>By summer 2025</p> | <p>RCMP</p> |
| <p><b>2.2</b> Improve the effectiveness of the Digital Citizen Initiative</p>  | <p><b>2.2.1.</b> Prepare a draft paper that assesses progress to date, identifies domestic and international best practices, and lays out potential approaches to strengthen Canadians’ resilience to online disinformation.</p> | <p>By April 2026</p>  | <p>PCH</p>  |
|  | <p><b>2.2.2.</b> Consult on the paper with government and non-government partners.</p>   | <p>By spring 2026</p> | <p>PCH</p>  |
|  | <p><b>2.2.3.</b> Develop a revised knowledge-sharing and communications strategy for the Digital Citizen Initiative.</p>   | <p>By June 2026</p>   | <p>PCH</p>  |

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|---|---|--------------|-----|
|   | <b>2.2.4.</b> Host three events to build capacity and share best practices among researchers and civil society organizations that work in civic engagement and digital media literacy.                            | By 2026      | PCH |
| <b>2.3</b> Increase Canadians' access to government information | <b>2.3.1.</b> Renew and revise LAC's Access Policy Framework and programs and processes to maximize access to federal records held by LAC.  | 2025 to 2028 | LAC |
|   | <b>2.3.2.</b> Proactively remove access barriers to GC archival records and have 30% to 50% of the archival GC records held at LAC open and readily available for Canadians to access either in person or online. | By 2029      | LAC |
|   | <b>2.3.3.</b> Integrate public demand into the prioritization process of federal archival records to be proactively opened and maximize access to those records.  | 2025 to 2029 | LAC |

**3. Anti-corruption, public confidence, and corporate transparency**

**Issue to be addressed**

Concerns about unethical practices, opaque decision-making and misuse of public resources are straining public trust. Corruption undermines democratic accountability and economic fairness, and limited corporate transparency allows misconduct to go unchecked. All of this erodes confidence in institutions meant to serve the public good and support strong, competitive economies.

Addressing this issue calls for coordinated efforts to promote integrity through anti-corruption measures and transparent governance. Canadians need assurance that public and private organizations operate with fairness, openness and accountability. Building trust requires not only preventing corruption but also creating systems that make financial and operational information accessible and understandable. When institutions are transparent and accountable, people are more likely to engage, invest and believe in the legitimacy of decision-making processes.

**Problem statement**

Persistent concerns about unethical conduct, opaque decision-making, and the misuse of public resources are eroding public trust in both government and the private sector. Corruption undermines democratic accountability and economic fairness. Without coordinated efforts to strengthen anti-corruption measures and promote transparent governance, Canadians cannot be assured that institutions are acting in their best interest. The lack of openness threatens civic engagement, economic stability and the legitimacy of decision-making processes in all sectors.

**Commitment**

The Government of Canada commits to strengthening public trust through transparent governance and rigorous anti-corruption measures. It will foster a culture of integrity and accountability that deters misconduct and empowers Canadians to engage confidently with institutions that serve the public good. By prioritizing openness and fairness, it aims to reinforce democratic accountability, promote economic equity, and uphold the legitimacy of decision-making processes.

**Lead departments**

- Royal Canadian Mounted Police (RCMP)
- Canadian Heritage (PCH)
- Treasury Board of Canada Secretariat (TBS)
- Public Services and Procurement Canada (PSPC)

| What will we do?  | How will we know we succeeded?  | What is our deadline? | Department |
|---|---|-----------------------|------------|
| 3.1 Disclose crime occurrence data and calls for service received through the | 3.1.1. Increase transparency at the RCMP by publicly disclosing data and information that | Ongoing               | RCMP       |

|   |  |                |      |
|---|--|----------------|------|
| Police Reporting and Occurrence System (PROS)   | demonstrates what evidence warrants an investigation into potential criminal activity. Information disclosed complies with requirements of releasing information about ongoing investigations. |                |      |
|   | <b>3.1.2.</b> Increase Canadians' trust in the federal government, which was at 49% in 2023 according to the OECD Surveys on Drivers of Trust in Public Institutions.                          | By winter 2028 | RCMP |
|   | <b>3.1.3.</b> Provide dashboards on high-level crime statistics and aggregated occurrence maps.  | By fall 2027   | RCMP |
| <b>3.2</b> Consolidate key data from the Creative Export Strategy into one user-friendly interface that is interactive and accessible | <b>3.2.1.</b> Develop interactive and accessible versions of the Creative Export Strategy's data viewer.   | By summer 2025 | PCH  |
|   | <b>3.2.2.</b> Publish the Creative Export Strategy Interactive Data Viewer on the Canadian Heritage website.   | By fall 2025   | PCH  |
|   | <b>3.2.3.</b> Announce the publication of the data viewer to stakeholders.   | By fall 2025   | PCH  |
| <b>3.3</b> Publish a Government of Canada Artificial Intelligence (AI) Register that would  | <b>3.3.1.</b> Research to identify existing sources of data, information and good practices from other   | By fall 2025   | TBS  |

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| include information about what and how data is being used, how the AI model was trained, and what quality assurance, accountability, success metrics, bias identification and mitigation, and privacy and security measures are in place | jurisdictions, researchers and organizations.  |                   |      |
|  | <b>3.3.2.</b> Publication of minimum viable product (MVP) register using existing data and information.  | By November 2025  | TBS  |
|  | <b>3.3.3.</b> Engagement of internal and external stakeholders to further develop and refine MVP content, format and functionality, and to identify where needed data and information can be sourced.  | By early 2026     | TBS  |
|  | <b>3.3.4.</b> Development and publication of second version of register incorporating user feedback.   | By end of 2026    | TBS  |
| <b>3.4</b> Advance trust and transparency for the Government of Canada’s human resources (HR) and pay transformation   | <b>3.4.1.</b> Foster dialogue with key stakeholders (for example, unions, media and federal public servants) through activities like polling, public opinion research, question-and-answer sessions with senior officials, newsletters, and technical briefings. | Ongoing, annually | PSPC |
|  | <b>3.4.2.</b> PSPC and TBS collaborate to publish internal documents related to HR and pay initiatives, as well as relevant data and findings.   | Ongoing, annually | PSPC |

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|  | Share these documents on the Open Government Portal and promote them through multiple channels to ensure broader access.  |  |      |
|  | <b>3.4.3.</b> Develop and maintain a publicly accessible tracker to monitor progress on key commitments related to HR and pay operations and transformation activities. | Updated monthly internally to reflect progress and published quarterly to the <a href="#">Integrated strategy for human resources and pay webpage</a> .<br>Updated annually to reflect new commitments | PSPC |

**4. Designing inclusive government programs and services**

**Issue to be addressed**

Many Canadians continue to face systemic barriers when accessing government programs and services, particularly those from marginalized communities defined by race, gender, disability, income level or other intersecting factors. When public services are not designed with inclusivity at their core, they risk reinforcing inequality, limiting access to essential resources, and excluding voices from decision-making.

This issue highlights the ongoing need for government policies and services that are intentionally inclusive, equitable and informed by community input. By actively engaging affected populations and integrating their feedback, programs can become more user-friendly, fair and responsive ensuring that all Canadians feel seen and supported. Inclusive design is not just a matter of fairness; it’s essential for effective governance and social cohesion.

**Problem statement**

Government programs and services often do not meet the diverse needs of all Canadians, particularly those from marginalized communities. When policies are not designed with inclusivity and equity in mind, they risk excluding people from essential resources and full

participation in civic life. Without actively incorporating feedback from affected communities, services can remain inaccessible, unfair and unresponsive, which undermining trust and limiting their ability to serve the populations they are intended to support.

### Commitment

The Government of Canada commits to designing and delivering government programs and services that are inclusive, equitable and informed by lived experiences. By actively engaging individuals across diverse identities, we will make sure public services are accessible, responsive and reflective of the real needs of Canadians. This means embedding inclusive design principles into every stage of policy and service development and creating feedback mechanisms that empower communities to shape the systems that serve them. The goal is to build trust, promote fairness and strengthen social cohesion.

### Lead departments

- Royal Canadian Mounted Police (RCMP)
- Treasury Board of Canada Secretariat (TBS)
- Department of Justice Canada (JUS)

| What will we do?  | How will we know we succeeded?  | What is our deadline? | Department |
|---|---|-----------------------|------------|
| 4.1 Align the “open-by-default” and “secure-by-design” approaches to advance Indigenous and information sovereignty and limit legislative barriers through proactive disclosure to facilitate greater information sharing with Indigenous communities | 4.1.1. Review the processes required for Indigenous people when accessing their data and information held by the RCMP.  | By end of 2028        | RCMP       |
|   | 4.1.2. Collaborate with Indigenous communities (First Nations, Inuit and Métis communities) to determine what information should be prioritized in the process. | By end of 2028        | RCMP       |
|   | 4.1.3. Identify and address key barriers in the process to promote proactive disclosure for Indigenous  | By end of 2028        | RCMP       |

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|  | communities accessing their data.  |   |     |
| <b>4.2</b> Develop a targeted learning series on open data for use by federal public servants  | <b>4.2.1.</b> Consult stakeholders on the essential content and desired outcomes of a foundational training or learning program for the federal public service on open data. | By December 2026  | TBS |
|  | <b>4.2.2.</b> Co-create the module(s) with civil society and Canada School of Public Service and do user testing.  | By December 2027  | TBS |
|  | <b>4.2.3.</b> Publish the module(s) on an appropriate platform.  | By December 2028  | TBS |
|  | <b>4.2.4.</b> Assess the effectiveness of the update of the module, by soliciting feedback on how to continually improve it.   | By December 2029  | TBS |
| <b>4.3</b> Monitor Canadians' experiences with serious legal problems and enhance the Department of Justice Canada's understanding of effective responses using findings from the National Justice Survey and Serious Legal Problems in Canada<br><br>Publish findings from the National Justice Survey and from Statistics Canada's | <b>4.3.1.</b> Number of hits on the National Justice Survey results.   | Biannually until 2029   | JUS |
|  | <b>4.3.2.</b> Number of Justice Canada research publications and resources that use National Justice Survey data and are publicly available.                                 | Biannually until 2029   | JUS |
|  | <b>4.3.3.</b> Provide examples of National Justice Survey data being used to inform decision-making.   | Feedback will be compiled in March 2027 and at the end of the commitment and published in a report. | JUS |

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| <p>Canadian Legal Problems Survey (CLPS), in user-friendly formats (for example, infographics or a simple dashboard).</p> <p>Use the National Justice Survey data to inform decision-making both by the Department of Justice Canada and by key external stakeholders</p>   | <p><b>4.3.4.</b> Qualitative feedback from key stakeholders on accessibility and usability of the data.</p>                 | <p>Feedback will be compiled in March 2027 and at the end of the commitment and published in a report.</p>    | <p>JUS</p> |
| <p><b>4.4</b> Update Justice Canada’s State of the Criminal Justice System Dashboard and pursue the automation of updates to support easier dissemination of data to the public.</p> <p>Explore, in collaboration with key partners, the possibility of expanding the indicators in the Department of Justice Canada’s State of the Criminal Justice System dashboard to include available disaggregated data related to court delays and other key justice system issues</p> | <p><b>4.4.1.</b> Number of Canada’s State of the Criminal Justice System Dashboard indicators that have been automated.</p> | <p>Biannually until 2029</p>  | <p>JUS</p> |
|   | <p><b>4.4.2.</b> Number of hits on Canada’s State of the Criminal Justice System Dashboard webpages.</p>                    | <p>Biannually until 2029</p>  | <p>JUS</p> |
|   | <p><b>4.4.3.</b> Provide examples of data being used to inform decision-making.</p>   | <p>Examples will be compiled in March 2027 and at the end of the commitment and shared via public report.</p> | <p>JUS</p> |
|   | <p><b>4.4.4.</b> Qualitative feedback from key stakeholders on accessibility and usability of the data.</p>                 | <p>Feedback will be compiled in March 2027 and at the end of the commitment and shared via public report.</p> | <p>JUS</p> |
| <p><b>4.5</b> Support the design and delivery of accessible administrative services</p>   | <p><b>4.5.1.</b> The number of administrative bodies—federal, provincial and territorial—that apply the</p>                 | <p>Biannually until 2029</p>  | <p>JUS</p> |

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|  | Access to Justice Index to their operations for an initial assessment.  |   |     |
|  | <b>4.5.2.</b> The number of administrative bodies that use the index for a further self-assessment to evaluate progress and identify additional improvements. | Biannually until 2029   | JUS |
|  | <b>4.5.3.</b> Feedback from administrative bodies on the effectiveness of the index as a tool to support more accessible and user-friendly services.          | Feedback will be compiled at the end of two years of promoting the Index — November 2027. | JUS |
|  | <b>4.5.4.</b> Number of awareness raising activities (for example, webinars, talks at conferences).   | Biannually until 2029   | JUS |

**Two-year refresh period**

As part of the OGP framework, members must develop and implement a four-year NAP and refresh it after two years. This refresh keeps the NAP relevant, responsive and aligned with evolving priorities and feedback from the people it impacts and from other interested parties.

The refresh period is a time to pause, reflect and make collaborative decisions. It allows for a thorough evaluation of whether current efforts align with changing priorities and realities. Insights from this evaluation inform decisions about whether to pursue alternatives and whether to respond to new developments. More than a technical update, the refresh is a strategic opportunity to re-engage stakeholders, assess progress, and introduce or revise commitments.

The OGP outlines key requirements for this refresh:

- The Multi-Stakeholder Forum on Open Government is actively involved
- A public-facing website hosts the NAP and its updates
- Amendments are publicly available for at least two weeks

- The refreshed NAP is finalized and submitted within six months of the two-year anniversary of publication

To meet these requirements and ensure a robust and inclusive process, the following timeline is proposed.

### **Step 1: Summer 2027: Start of refresh period**

The refresh process officially begins. TBS, in collaboration with the Multi-Stakeholder Forum, starts formal consultations to identify gaps in current activities. This stage focuses on evaluating progress, identifying areas of underperformance, and determining new priorities from civil society and departmental stakeholders.

### **Step 2: September 2027: Departmental review and proposal development**

Departments review their commitments and milestones to assess progress, identify challenges, and determine what can be improved. They propose amendments and new activities and send them to TBS. TBS consolidates the contributions and updates the NAP framework, including priorities, themes, commitments and problem statements.

### **Step 3: October to December 2027: Stakeholder consultations and gap analysis**

This phase involves deeper engagement with key stakeholders, including the Independent Reporting Mechanism, members of the Multi-Stakeholder Forum on Open Government, departmental working groups, and external partners. The goal is to validate proposed changes, do a gap analysis and make sure the updated NAP aligns with OGP principles. Department are encouraged to hold sector-specific consultations to confirm relevance and get buy-in.

### **Step 4: January 2028: Public consultation on draft revisions**

Revised drafts of the NAP are published on the engagement platform for public comment for at least two weeks. This fulfills the OGP requirement for transparency and public input. At the same time, internal reviews assess feasibility, resource implications, and alignment with departmental mandates and government priorities.

### **Step 5: February to March 2028: Final internal review and approvals**

After public consultation, TBS and departments finalize revisions, get the necessary approvals and make any necessary adjustments based on feedback. This phase ensures that the refreshed NAP is both ambitious and practical to implement.

### **Step 6: May to June 2028: Publication and submission**

The refreshed NAP is submitted to the OGP, then published on its website. An updated tracker is released to monitor progress on new and amended commitments. This concludes the refresh process and begins the next implementation cycle.

The two-year refresh period is a cornerstone of the OGP's commitment to continuous improvement and stakeholder engagement. By embedding a clear process and timeline into the NAP, Canada can keep its commitments relevant, ambitious and aligned with public expectations.

### **Iterative approach to adding new activities**

Open government work is dynamic and requires flexibility to take advantage of emerging opportunities. An iterative approach to updating the NAP allows the government to co-develop new activities and commitments based on stakeholder feedback and priorities. Although the two-year refresh period is the official period for introducing activities, preliminary discussions can start earlier. Updates can also be made in the tracker at the one-year and three-year marks.

The iterative approach makes the NAP a living document, which ensures that it reflects public priorities, minimizes administrative burden and aligns with OGP expectations.

The two-year refresh coincides with the evaluation period. During the first and third years of the NAP, the following activities will be conducted.

- **Multi-Stakeholder Forum on Open Government co-creation:** Departments must consult early and in a meaningful way with the forum during one of its quarterly meetings. TBS will support these discussions by scheduling, distributing materials, and sharing comments afterward.
- **Public engagement:** Departments must play an active role in engagement activities. For example, they must host sessions with their key stakeholders. Departments that have similar commitments can coordinate timelines and resources.
- **Public availability:** Departments will post draft activities online for at least two weeks, making sure they align with their open government commitments.

The iterative approach ensures that new commitments are thoroughly reviewed, strategically aligned, and supported by both internal and external stakeholders.

### **Annex A: Feedback for possible inclusion in National Action Plan**

The following suggestions from stakeholders could be considered for future inclusion in this NAP or in subsequent NAPs.

- Launch an online guide in plain language to help Canadians better understand government processes.
- Partner with libraries and community centres to host civic literacy workshops that build public understanding of democratic institutions.
- Produce videos and infographics that explain policy-making and public engagement in accessible formats.
- Fund non-partisan fact-checking organizations to strengthen information integrity.
- Increase transparency in media ownership and editorial standards to support informed public discourse.
- Increase penalties and boost enforcement capacity to deter anti-competitive behaviour and protect consumers.
- Create targeted programs for international students and immigrants to improve access to government services.
- Conduct a national assessment to identify service gaps affecting vulnerable people and people in under-represented groups.
- Expand the open government community in Canada.
- Better coordinate interdepartmental efforts to strengthen democratic resilience in Canada.
- Explicitly integrate gender and inclusion into public consultation questions so that feedback and commitments reflect these perspectives.
- In surveys, include a short explanation of why demographic information is being collected and how it will be used.
- Place demographic questions at the end of surveys to reduce the number of people who don't finish surveys.
- Improve the open-ended sections of surveys by adding examples of areas of interest, such as climate change, justice, or research, to guide and encourage targeted feedback.
- Review and update policy requirements relating to open government.
- Focus on specific departments or policy areas to improve transparency through open data and compliance with policy requirements.

As was done for past consultations on the National Action Plan, the consultation data will be released on the open government portal.