

Department of Service Nova Scotia

Responsibilities:

Service Nova Scotia (SNS) has a relationship with every citizen, business, and municipality in Nova Scotia by understanding evolving client needs and balancing these needs with the public good. SNS provides client-focused services directly and enables other Departments to deliver programs and services quickly and easily. SNS carries out broad legislative mandates and is responsible for the administration and enforcement of a wide array of legislation and regulations. Some of our activities include:

- Maintaining the Provincial Registries, including Registered Joint Stock Companies, Vital Statistics, Land, and Registry of Motor Vehicles (in partnership with Department of Public Works);
- Providing government-wide services including financial services, internal audit and fraud reporting services, procurement services, continuous improvement and innovation, insurance and risk management, business continuity, records management, and printing and postal services;
- Providing consumer protection services to help consumers make informed decisions and to regulate businesses where necessary and appropriate;
- Providing processing services for obtaining licences, permits, registrations, certificates, refunds, and rebates;
- Providing contact centre and access services to citizens and businesses; acting as a single point of contact (via telephone and email) for information related to all provincial government programs and services;
- Providing tenants and landlords with efficient and cost-effective services to settle disputes through the Residential Tenancies program. The objective of the legislation is to provide a framework that balances the rights and responsibilities of both landlords and tenants;
- Supporting the Office of Regulatory Affairs and Service Effectiveness (ORASE) in meeting their burden reduction target;
- Fostering innovation in procurement and seek new ways to utilize government procurement in a way that supports the economic, environmental, and social impacts of purchases;
- Recovering debt owed to the province and some municipalities, universities, and Health Authorities;

- Working to ensure the enhanced protection of personal information and data under the care and control of government;
- Providing sustainable geographic solutions to support planning and informed decision making;
- Providing licensing and compliance functions for a broad range of provincial commodity tax programs, while minimizing the sale of contraband products;
- Licensing and regulating alcohol and gaming activities, including all related compliance and enforcement activities;
- Providing reliable public safety communication services and plan for next generation services; and
- Providing corporate support for the people, culture, programs, services and facilities of SNS.

BRANCHES AND DIVISIONS REPORTING DIRECTLY TO THE DEPUTY

CORPORATE SERVICES

Corporate Services provides support to the Deputy Minister in addition to corporate support for the people, culture, programs, services, and facilities of SNS. It ensures SNS has a strategic focus and alignment with government direction, supports the engagement and development of staff that leads to organizational success and provides the infrastructure, tools and technology to support SNS staff to work safely and effectively.

GOVERNMENT SERVICES

Provides government wide support and direction for a variety of services and programs including operational and service excellence, outpost for public sector innovation, insurance and risk management, , public safety and field communications, business continuity, corporate records management, printing and postal services. In addition, the division is responsible for providing geographic information services and products.

CITIZEN SERVICES

Responsible for delivering programs and services to Nova Scotians through its four interactive channels: digital, in person, mail and phone. The division is organized in four areas, providing process and administrative support and accountability for each channel: In-Person Services (including Access Centres), Client Relations and Operations Support, Provincial Contact Centre, Business Registration Unit and Operations Support.

INTERNAL AUDIT CENTRE

Internal Audit provides independent and objective assurance and consulting functions to evaluate and improve risk management, internal controls, and governance processes. The Internal Audit Centre supports the Deputy Minister's Audit Committee and their responsibility for the oversight of provincial departments and the related systems of internal control. The Centre is uniquely positioned to provide an independent and objective appraisal of provincial activities.

PROCUREMENT

Procurement Services is responsible for administering the shared services model for strategic sourcing, contract management and updated policies to support creating value for money through fair, open and transparent procurement processes. There is an emphasis on maximizing competition while maintaining or improving the quality of goods and services. The Division supports departments, agencies, boards, and commissions, Regional Centres for Education, the Nova Scotia Health Authority, and Crown corporations.

FINANCIAL SERVICES

Financial Services provides corporate financial services including accounts payable, accounts receivable, general ledger, travel expenses, payment production and financial reporting for most government departments and agencies. This division is responsible for corporate payroll master data maintenance and payroll processing for government departments and agencies, plus payroll processing for Regional Centres for Education and all pensioners served by the Nova Scotia Pension Services Corporation. In addition, the division administers Collection Services for outstanding provincial government debt as well as some Healthcare, Municipal and university debt.

PROGRAM MODERNIZATION BRANCH

The Program Modernization Branch is responsible for legislation, regulation and policy development for programs assigned to Service Nova Scotia. This branch consists of four divisions:

REGISTRIES

Registries includes the Land Registry, Lobbyist Registry, Registry of Joint Stock Companies, Personal Property Registry, Vital Statistics, and the Provincial Tax Commission.

BUSINESS AND CONSUMER SERVICES

Responsible for empowering consumers and regulating Nova Scotia's consumer marketplace by administering modern legislation that balances economic growth with the protection of public interest.

ALCOHOL, GAMING, FUEL AND TOBACCO

Responsible for the administration of the Liquor Control Act, Gaming Control Act, and Theatres and Amusements Act, as well as compliance under the Revenue Act and other Acts as it relates to fuel, tobacco, vaping, and corporate capital taxes.

INFORMATION ACCESS AND PRIVACY

Responsible for the implementation of the Access and Privacy Program with authority over information, access and privacy policy, practices, services, and resources for government.

Acts Administered by Service Nova Scotia

- Business Electronic Filing Act
- Cemetery and Funeral Services Act
- Change of Name Act
- Collection and Debt Management Agencies Act
- Community Interest Companies Act
- Companies Act
- Condominium Act
- Consumer Creditors' Conduct Act
- Consumer Protection Act
- Consumer Reporting Act
- Consumer Services Act
- Co-operative Associations Act
- Corporations Registration Act
- Direct Sellers' Regulation Act
- Embalmers and Funeral Directors Act
- Government Records Act
- Land Registration Act
- Limited Partnerships Act
- Lobbyists' Registration Act
- Marketable Titles Act
- Marriage Act
- Mortgage Regulation Act

- Partnership Act
- Partnerships and Business Names Registration Act
- Personal Property Security Act
- Petroleum Products Pricing Act
- Private Investment Holding Companies Act
- Public Procurement Act
- Public Sector Lobbyists Act
- Real Estate Appraisers Act
- Real Estate Trading Act
- Registry Act
- Residential Tenancies Act
- Rental Property Conversion Act
- Securities Transfer Act
- Senior Citizens' Property Tax Rebate Act
- Shared Services Act
- Societies Act
- Theaters and Amusements Act
- Unconscionable Transaction Relief Act
- Vital Statistics Act

Other Acts Administered by Service Nova Scotia in cooperation or on behalf of other Departments

- Corporation Capital Tax Act
- Freedom of Information and Protection of Privacy Act
- Gaming Control Act
- Health Protection Control Act
- Liquor Control Act
- Motor Vehicle Act
- Personal Information International Disclosure Protection Act
- Privacy Review Office Act
- Revenue Act
- Sales Tax Act
- Smoke Free Places Act
- Tobacco Access Act

Administrative update: **July 6, 2023**