



QUEBEC FIRST NATIONS' HEALTH AND SOCIAL SERVICES GOVERNANCE PROCESS

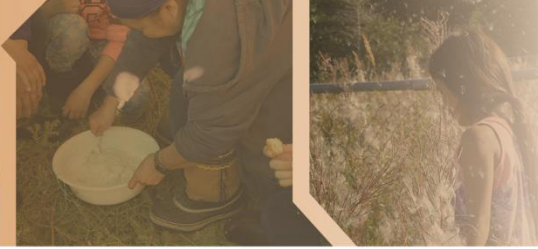
TOOLBOX SECTION 1



What is governance?
Points for consideration



FIRST NATIONS OF QUEBEC
AND LABRADOR HEALTH
AND SOCIAL SERVICES
COMMISSION



Points for consideration

This document contains some points for consideration to facilitate establishing a position in relation to local and regional governance in health and social services.

This tool does not aim to evaluate your knowledge or understanding of the concepts and notions contained in section 1. Its objective is rather to encourage your individual reflection on key elements that may be useful to you as part of your local communication initiatives. There are therefore no wrong answers to the questions.

The tool can be used before, during or after reviewing the contents of section 1. To answer the questions, use your understanding of the issues specific to your community. Based on the answers provided, you will be able to better position yourself on local issues and therefore better understand the needs of your community.

A. Definition of governance and effective governance

For questions 1, 2 and 3, use the adapted definition of governance of the National Centre for First Nations Governance as well as the definition of the concept of effective governance below:

Adapted definition of governance of the National Centre for First Nations Governance

“Governance is the traditions (norms, values, culture, language) and institutions (formal structures, organization, practices) that a community uses to make decisions and accomplish its goals. At the heart of the concept of governance is the creation of effective, accountable and legitimate systems and processes where citizens articulate their interests, exercise their rights and responsibilities and reconcile their differences.”

Definition of effective governance

Effective governance is a concept that focuses on the achievement of collective goals, and thus on effects and results. The collective concept is at the heart of this approach. To be “effective,” this mode of governance must involve all social players in the management, sharing of responsibilities, decision-making and service delivery. It is the collaboration between all stakeholders that allows for the achievement of objectives as part of a process of continuous improvement.

1. What are your comments regarding these definitions?



2. In your opinion, are there any important elements missing? If so, what are they?

3. How do these two definitions apply...

a) ... to your **current local** health and social services governance?

b) ... to the **current regional** (i.e., Indigenous Services Canada) health and social services governance?

B. Local governance

1. How do you perceive the “governance” of...

a) ...your band council, tribal council or board of directors?



b) ...your health and social services facilities?

2. In your opinion, how do the population or clients perceive the “governance” of...

a) ...your band council, tribal council or board of directors?

b) ...your health and social services facilities?

3. What wellness-related needs are expressed by your population or clientele?

4. In your opinion, what changes or improvements should be implemented to improve your local health and social services governance, so that it meets the needs of the population or clientele?



C. Representation of governance in health and social services

1. In your opinion, what are the expectations of members of your community in terms of health and social services? What measures are in place to address the needs and concerns of the population on this issue?

2. If you had more powers and responsibilities in health and social services, what decisions would you make? What needs and expectations would you like to meet in a priority fashion?

3. Still in terms of health and social services, what are the obstacles you encounter in terms of...

a) ...administration?



b) ...service delivery?

c) ...relationships with your funding agencies (governments and others)?

d) ...relationships with your partners?

D. Support

1. What kind of support do you need in your efforts to achieve greater governance in health and social services?
