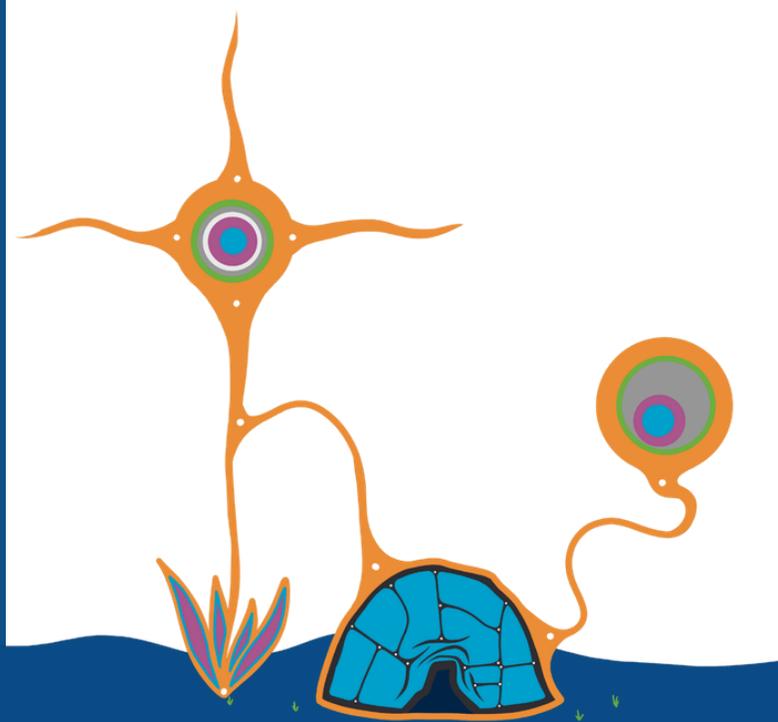




Ombudsman ONTARIO

Indigenous Services Plan



Summary

The Indigenous Services Plan (ISP) aims to increase awareness of Ombudsman Ontario's services and ensure they are accessible, relevant and meaningful to Indigenous Peoples across Ontario. We will work to build strong relationships with Indigenous communities and organizations, integrate reconciliation commitments into the Ombudsman's work, and support effective complaint resolution, systemic improvement and better outcomes for a shared better future. The ISP is intended to be a living document that will reflect ongoing consultation and engagement, as well as reporting on Ombudsman Ontario's progress in implementing it.

Process overview

Ombudsman Ontario worked with Tawi:ne Consulting Inc., a First Nation woman-owned and operated firm, and engaged more than 100 Indigenous participants across Ontario to shape the ISP. Engagement emphasized cultural protocols, transparency, and validation of participant input. The ISP affirms Ombudsman Ontario's responsibility to support reconciliation by advancing equitable, accountable and rights-based public services. The Ombudsman commits to being a trusted ally to Indigenous Peoples and to contributing to meaningful, lasting improvements in public service delivery across Ontario.

Five core commitments

1. Prioritize continuous learning and the expansion of Indigenous cultural competencies across Ombudsman Ontario.
2. Build reciprocal relationships with First Nations, Inuit and Métis individuals, governments, communities and organizations.
3. Enhance service accessibility and experience for Indigenous Peoples.
4. Contribute our voice and expertise to addressing systemic issues in support of reconciliation.
5. Measure impact and report on progress in implementing the Indigenous Services Plan.

Learn more

Read the full plan and learn more about how we can assist Indigenous people.

