



BRITISH  
COLUMBIA

FEB 06 2018

Ms. Celeste Haldane  
Chair  
Board of Directors  
Legal Services Society  
400 – 510 Burrard Street  
Vancouver BC V6C 3A8

Dear Ms. Haldane:

On behalf of Premier John Horgan, thank you for your service to the people of British Columbia. The government remains committed to working with our Crown agency partners to deliver on government's commitments to British Columbians: to help make life more affordable for people, invest in services and build a strong, sustainable economy.

This Mandate Letter outlines the guiding principles of the government which should inform the preparation of your three-year Service Plan for *Budget 2018*. This Mandate Letter also confirms your organization's mandate, provides government's annual strategic direction and sets out key performance expectations for the 2018/19 fiscal year.

The government made three key commitments to British Columbians. All ministries and Crown agencies are expected to work together to help government achieve these commitments.

Our first commitment is to make life more affordable. We expect all public sector organizations to support government's agenda to help manage the daily cost of living for British Columbians.

Our second commitment is to deliver the services that people count on. Many of the programs and services that British Columbians access on a regular basis are delivered by Crown agencies. We want to build on programs that are working well, and make improvements where needed, to ensure British Columbians get quality and timely customer service from public sector organizations across the province.

Our third key commitment is to build a strong, sustainable, innovative economy that works for everyone. The government believes that public sector organizations have a key role to play in supporting broad-based economic growth in every region of the province.

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To support true and lasting reconciliation with Indigenous Peoples in British Columbia, our government is fully adopting and implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), and the Calls to Action of the Truth and Reconciliation Commission (TRC). Please ensure that going forward your organization incorporates the UNDRIP and TRC, given the specific mandate and context of your organization.

Government provided the following mandate direction to Legal Services Society under the *Legal Services Society Act*:

- To assist individuals to resolve their legal problems and facilitate their access to justice;
- To establish and administer an effective and efficient system for providing legal aid to individuals in BC; and
- To provide advice to the Attorney General respecting legal aid and access to justice for individuals in BC.

As the Minister Responsible for the Legal Services Society, I expect that you will make substantive progress on the following priorities and incorporate these priorities when developing the goals, objectives and performance measures for inclusion in the Service Plan. In addition to the statutory mandated priorities, there are two additional priorities on which to focus:

- **Indigenous Access to Justice:** Work with Indigenous communities and leaders, the Ministry of Attorney General and affected ministries to continue to identify ways to improve access to justice for Indigenous peoples.
- **Family Law Services:** Work with the Ministry of Attorney General, affected ministries and relevant stakeholders to determine opportunities to better meet the legal needs of low income families.

The Crown Agencies and Board Resourcing Office (CABRO) at the Ministry of Finance has lead responsibility for overseeing and maintaining the Public Sector Organizations Governance Framework, and provides leadership for the merit based appointment of qualified and competent individuals to the boards of Crown agencies.

Legal Services Society is asked to work closely with CABRO through your ministry contact on board appointments, all governance matters including orientation and training of board members, and meeting public sector reporting requirements under the *Budget Transparency and Accountability Act*.

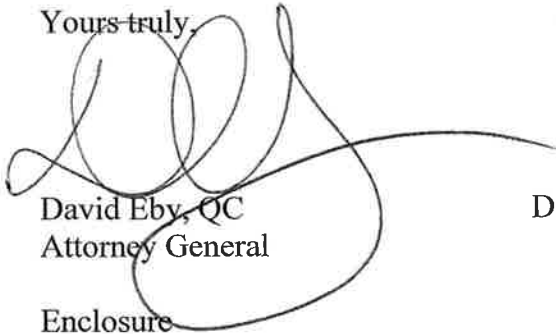
Ms. Celeste Haldane  
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Each board member is required to acknowledge the direction provided in this Mandate Letter by signing this letter. The Mandate Letter is to be posted publicly on your organization's website on Budget Day on February 20, 2018, to coincide with the release of your organizations' Service Plan.

I have appreciated your support as Board Chair to me as Minister responsible in the first few months of our government's term in office. I look forward to ongoing dialogue and engagement going forward through our scheduled meetings and other communication channels between my ministry and your organization. Part of that engagement process includes regular meetings between your communications staff and the appropriate Government Communications and Public Engagement staff who provide support to your ministry responsible.

Once again, thanks to you and your Board of Directors for your commitment to public service. Together, we will work to build a better British Columbia.

Yours truly,



David Eby, QC  
Attorney General

Date: FEB 06 2018

Enclosure

pc: The Honourable John Horgan, Premier  
Mr. Don Wright, Deputy Minister to the Premier, Cabinet Secretary  
and Head of the Public Service  
Ms. Lori Wanamaker, Deputy Minister, Ministry of Finance  
Mr. David Galbraith, Secretary to Treasury Board, Ministry of Finance  
Mr. Richard J. M. Fyfe, QC, Deputy Attorney General, Ministry of Attorney General  
Ms. Alison MacPhail, Vice-Chair, Board of Directors, Legal Services Society  
Ms. Linda Thomas, Member, Board of Directors, Legal Services Society  
Ms. Karen Christiansen, FCPA, FCA, Chair, Finance Committee, Board of Directors,  
Legal Services Society  
Mr. Dinyar Marzban, QC, Member, Board of Directors, Legal Services Society  
Ms. Puneet P. K. Sandhar, Member, Board of Directors, Legal Services Society  
Ms. Jean P. Whittow, QC, Chair, Stakeholder Engagement Committee, Board of  
Directors, Legal Services Society  
Mr. Phil Riddell, Member, Board of Directors, Legal Services Society  
Mr. Raymond D. Phillips, QC, Member, Board of Directors, Legal Services Society  
Mr. Mark Benton, QC, Chief Executive Officer, Legal Services Society



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Celeste Haldane  
Chair  
Board of Directors  
Legal Services Society



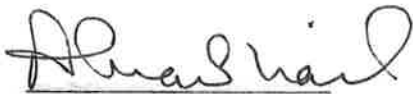
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Karen Christiansen, FCPA,  
FCA  
Chair, Finance Committee  
Legal Services Society



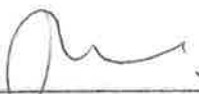
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Jean Whittow, QC,  
Chair, Stakeholder  
Engagement Committee  
Legal Services Society



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Alison MacPhail  
Vice-Chair  
Board of Directors  
Legal Services Society



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Dinyar Marzban, QC  
Member  
Board of Directors  
Legal Services Society



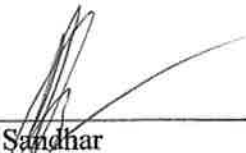
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Phil Riddell  
Member  
Board of Directors  
Legal Services Society



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Linda Thomas  
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Puneet Sandhar  
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Raymond D. Phillips, QC  
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