Template for 2024/25 Crown Agency Service Plans

Provided by the Crown Agencies Secretariat -   
Crown Agencies and Board Resourcing Office (delete this text)

[Crown Agency Name]

2024/25 – 2026/27

Service Plan

February 2024



For more information on the [Crown Agency Name] contact:

[Insert Address]

[Insert Telephone Number]

Or visit our website at

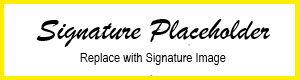
[Website URL with Hyperlink]

Published by [Crown Agency Name]

# Board Chair’s Accountability Statement

The 2024/25 – 2026/27 [Crown Agency Name] Service Plan was prepared under the Board’s direction in accordance with the *Budget Transparency and Accountability Act*. This plan is consistent with government’s strategic priorities and fiscal plan. The Board is accountable for the contents of this plan and is responsible for the validity and reliability of the information presented.

All significant assumptions, policy decisions, events and identified risks, as of [Month ##] have been considered in preparing the plan. The performance measures presented are consistent with the *Budget Transparency and Accountability Act*, [Crown Agency Name]’s mandate and goals, and focus on aspects critical to the organization’s performance. The targets in this plan have been determined based on an assessment of [Crown Agency Name]’s operating environment, forecast conditions, risk assessment and past performance.

Signed on behalf of the Board by:

[Board Chair’s Name]  
Board Chair, [Crown Agency Name]  
[Month] [##], 2024

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# Strategic Direction

[Placeholder for prescribed strategic direction paragraph provided by CABRO.]

[Placeholder for Crown Agency-specific text, including hyperlink to the mandate letter appendix].

# Purpose of the Organization and Alignment with Government Priorities

[Placeholder for text]

# Operating Environment

[Placeholder for text]

# Annual Economic Statement

[Placeholder for optional inclusion of the economic statement provided by CABRO.]

# Performance Planning

## Goal 1: [Placeholder for text]

[Placeholder for text]

### Objective 1.1: [Placeholder for text]

[Placeholder for text]

#### Key Strategies

* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]

#### Discussion

[Placeholder for text]

### Objective 1.2: [Placeholder for text]

[Placeholder for text]

#### Key Strategies

* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]

#### Discussion

[Placeholder for text]

### Performance Measures

| Performance Measure | 20XX/XX Baseline | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
| --- | --- | --- | --- | --- | --- |
| [1a] [Type name/description of performance measure **with a baseline** here]1,2 | [Actuals] | [Forecast] | [Target] | [Target] | [Target] |

Data source: [Placeholder]

1[type footnote here]

2[type footnote here]

#### Discussion

[Placeholder for text]

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
| --- | --- | --- | --- | --- |
| [1a] [Type name/description of performance measure **without a baseline** here]1,2 | [Forecast] | [Target] | [Target] | [Target] |

Data source: [Placeholder]

1[type footnote here]

2[type footnote here]

#### Discussion

[Placeholder for text]

## Goal 2: [Placeholder for text]

[Placeholder for text]

### Objective 2.1: [Placeholder for text]

[Placeholder for text]

#### Key Strategies

* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]

#### Discussion

[Placeholder for text]

### Objective 2.2: [Placeholder for text]

[Placeholder for text]

#### Key Strategies

* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]

#### Discussion

[Placeholder for text]

### Performance Measures

| Performance Measure | 20XX/XX Baseline | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
| --- | --- | --- | --- | --- | --- |
| [2a] [Type name/description of performance measure **with a baseline** here]1,2 | [Actuals] | [Forecast] | [Target] | [Target] | [Target] |

Data source: [Placeholder]

1[type footnote here]

2[type footnote here]

#### Discussion

[Placeholder for text]

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
| --- | --- | --- | --- | --- |
| [2a] [Type name/description of performance measure **without a baseline** here]1,2 | [Forecast] | [Target] | [Target] | [Target] |

Data source: [Placeholder]

1[type footnote here]

2[type footnote here]

#### Discussion

[Placeholder for text]

## Goal 3: [Placeholder for text]

[Placeholder for text]

### Objective 3.1: [Placeholder for text]

[Placeholder for text]

#### Key Strategies

* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]

#### Discussion

[Placeholder for text]

### Objective 3.2: [Placeholder for text]

[Placeholder for text]

#### Key Strategies

* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]
* [Placeholder for text]

#### Discussion

[Placeholder for text]

### Performance Measures

| Performance Measure | 20XX/XX Baseline | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
| --- | --- | --- | --- | --- | --- |
| [3a] [Type name/description of performance measure **with a baseline** here]1,2 | [Actual] | [Forecast] | [Target] | [Target] | [Target] |

Data source: [Placeholder]

1[type footnote here]

2[type footnote here]

#### Discussion

[Placeholder for text]

| Performance Measure | 2023/24 Forecast | 2024/25 Target | 2025/26 Target | 2026/27 Target |
| --- | --- | --- | --- | --- |
| [3a] [Type name/description of performance measure **without a baseline** here]1,2 | [Forecast] | [Target] | [Target] | [Target] |

Data source: [Placeholder]

1[type footnote here]

2[type footnote here]

#### Discussion

[Placeholder for text]

# Financial Plan

## Financial Summary

| [$000s/$m] | 2023/24 Forecast | 2024/25 Budget | 2025/26 Plan | 2026/27 Plan |
| --- | --- | --- | --- | --- |
| **Revenues** |  |  |  |  |
| [By Major Sources] | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
| **Total Revenue** | **0,000** | **0,000** | **0,000** | **0,000** |
| **Expenses** |  |  |  |  |
| [By Program Area / Function] | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
| **Total Expenses** | **0,000** | **0,000** | **0,000** | **0,000** |
| **Annual Surplus (Deficit)** | **0,000** | **0,000** | **0,000** | **0,000** |
| **Total Debt [even if zero]** | **0,000** | **0,000** | **0,000** | **0,000** |
| **Accumulated Surplus (Deficit)** | **0,000** | **0,000** | **0,000** | **0,000** |
| **Capital Expenditures** | **0,000** | **0,000** | **0,000** | **0,000** |
| **Dividends/Other Transfers [delete if not used]** | **0,000** | **0,000** | **0,000** | **0,000** |

Note: The above financial information was prepared based on current Generally Accepted Accounting Principles.

1 [footnote placeholder]

[Additional instructions (delete once table is populated):  
Crown Agencies should customize their revenue and expense items to accurately reflect the nature of their business model. Please ensure the financial summary tables reflect an accurate level of transparency and understandability as per your responsible Ministry’s requirements.]

## Breakdown of Total Expenses [Optional]

| [$000s/$m] | 2023/24 Forecast | 2024/25 Budget | 2025/26 Plan | 2026/27 Plan |
| --- | --- | --- | --- | --- |
| [Category] | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
|  | 0,000 | 0,000 | 0,000 | 0,000 |
| **Total Expenses** | **0,000** | **0,000** | **0,000** | **0,000** |

1 [Footnote Placeholder]

## Key Forecast Assumptions, Risks and Sensitivities

[Placeholder for Text]

## Sensitivity Analysis [large and commercial Crown corporations only – delete if not applicable]

[Placeholder for text]

## Management’s Perspective on Financial Outlook

[Placeholder for text]

## Capital Expenditures [delete table(s) or section if not applicable]

| Major Capital Projects  (over $50 million in total) | Targeted Year of Completion | Project Cost to Dec 31, 2023  ($m) | Estimated Cost to Complete ($m) | Anticipated Total Cost ($m) |
| --- | --- | --- | --- | --- |
| **[Name of project (linked if possible]** | 20XX | 0,000 | 0,000 | 0,000 |
| **Objective:** [Placeholder]  **Costs:** [Placeholder]  **Benefits:**   * [Placeholder]   **Risks:**   * [Placeholder] | | | | |

1 [Footnote placeholder if necessary]

| Significant IT Projects  (over $20 million in total) | Targeted Year of Completion | Project Cost to Dec 31, 2023  ($m) | Estimated Cost to Complete ($m) | Anticipated Total Cost ($m) |
| --- | --- | --- | --- | --- |
| **[Name of project (linked if possible]** | 20XX | 0,000 | 0,000 | 0,000 |
| **Objective:** [Placeholder]  **Costs:** [Placeholder]  **Benefits:**   * [Placeholder]   **Risks:**   * [Placeholder] | | | | |

1 [Footnote placeholder if necessary]

# Appendix [Letter]: Subsidiaries and Operating Segments [delete if not applicable]

## Active Subsidiaries

#### [Active Subsidiary Name]

[Placeholder for text]

#### Financial Summary [one table for each active subsidiary, delete if not required]

| [$000s/$m] | 2023/24 Forecast | 2024/25 Budget | 2025/26 Plan | 2026/27 Plan |
| --- | --- | --- | --- | --- |
| Total Revenue | 0,000 | 0,000 | 0,000 | 0,000 |
| Total Expenses | (0,000) | (0,000) | (0,000) | (0,000) |
| **Annual Surplus (Deficit)** | **0,000** | **0,000** | **0,000** | **0,000** |

## Inactive Subsidiaries

* [Inactive Subsidiary Name]
* [Inactive Subsidiary Name]

## Operating Segments

[Placeholder for text]

| [$000s/$m] | 2023/24 Forecast | 2024/25 Budget | 2025/26 Plan | 2026/27 Plan |
| --- | --- | --- | --- | --- |
| Total Revenue | 0,000 | 0,000 | 0,000 | 0,000 |
| Total Expenses | (0,000) | (0,000) | (0,000) | (0,000) |
| **Annual Surplus (Deficit)** | **0,000** | **0,000** | **0,000** | **0,000** |

# Appendix [Letter]: Mandate Letter from the Minister Responsible

[Attach the latest Crown Agency mandate Letter from the Minister Responsible after this page]