REGROUPEMENT
DES CENTRES D'AMITIÉ
AUTOCHTONES DU QUÉBEC

Urban Indigenous People and Public Service Accessibility in Quebec

Outline

1. **Background** and methodology
2. **Sociodemographic data** of the respondents
3. **General observations**, by gender and sexual diversity
4. **Evaluation of services**, by gender and sexual diversity



Background and methodology

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2025 data collection

Goal

Document the experiences, needs, strengths and concerns of Indigenous people and their relationship to the various public and non-public services available to them in cities.

Orientations

- Develop a longitudinal survey tool
- Foster participation, taking territorial belonging and political recognition into account
- Include Indigenous people both who do and do not live in urban areas

Reflections

- Enhancing knowledge related to Indigenous populations with experience living in urban environments and accessing public services in Quebec
- Developing a recruitment strategy relying on the Quebec Native Friendship Centre Movement network
- Engaging with Indigenous partners to expand and diversify recruitment



2025 data collection

First steps

- Develop the questionnaire and test it with several Indigenous and non-Indigenous staff members
- Develop and deliver training for participating organizations and interviewers

Methodology

- Online survey administered by employees of participating organizations and contracted interviewers

Organizations that contributed to the survey's success:

- All RCAAQ-affiliated Friendship Centres
- Friendship Centres in Québec City and Montréal
- RCAAQ's real estate company and Projets Autochtones du Québec (PAQ)
- Various frontline organizations (Hope for Wellness Helpline, Info-Social, Centre de prévention du suicide and Écoute Entraide)

Collection period	July 2024 to March 2025	Number of respondents	**2,003**	Margin of error	**2%**



Sociodemographic data

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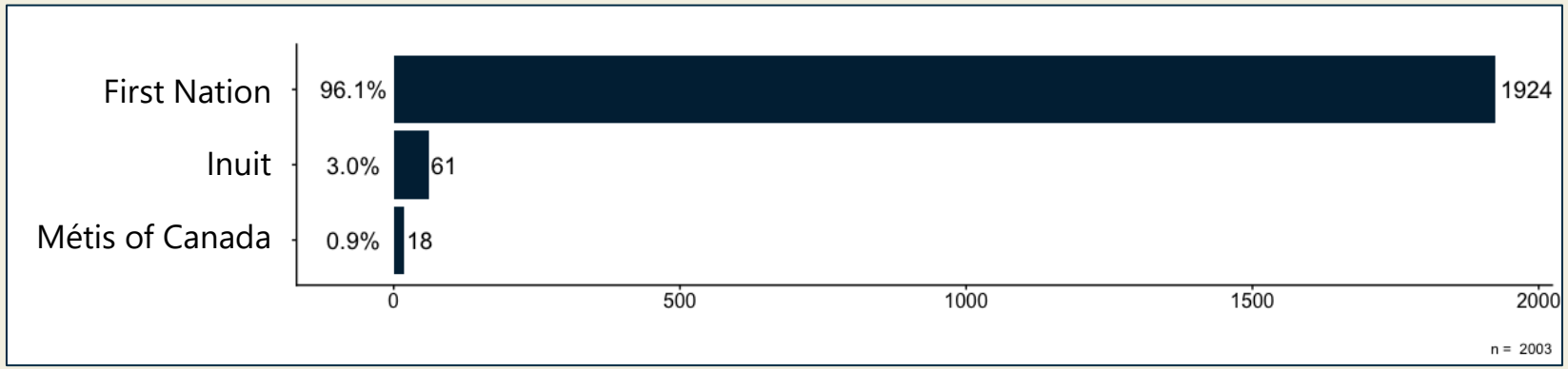
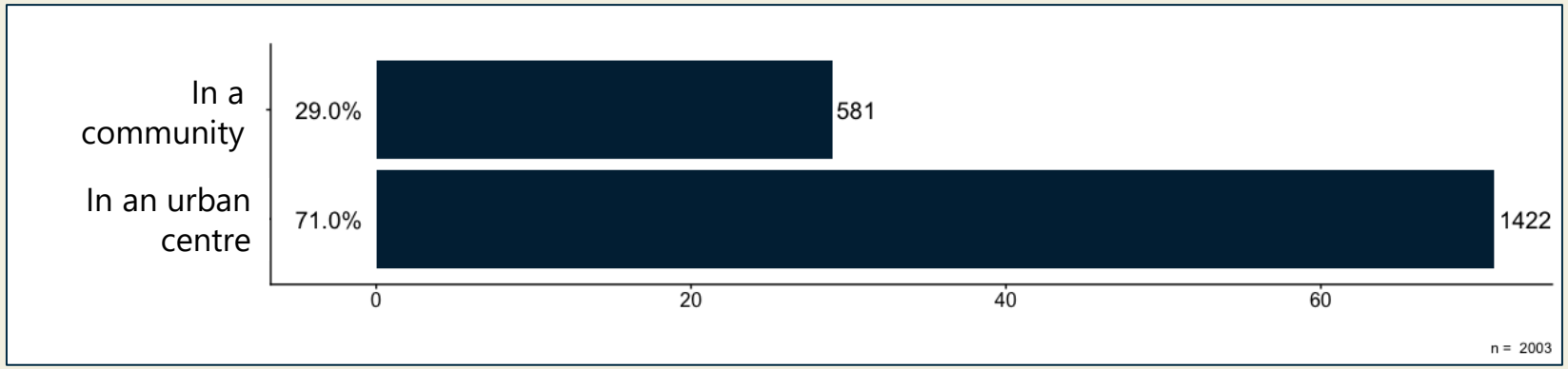
Sociodemographic data

Indigenous identity

Indigenous identity



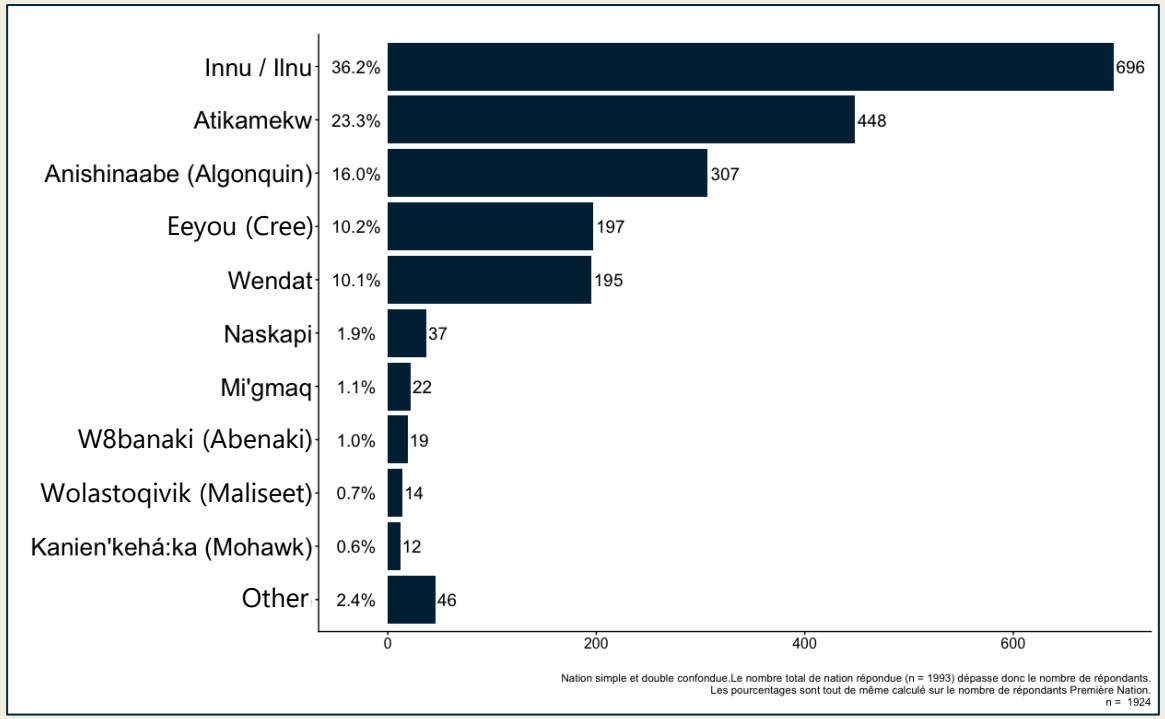
Place of residence



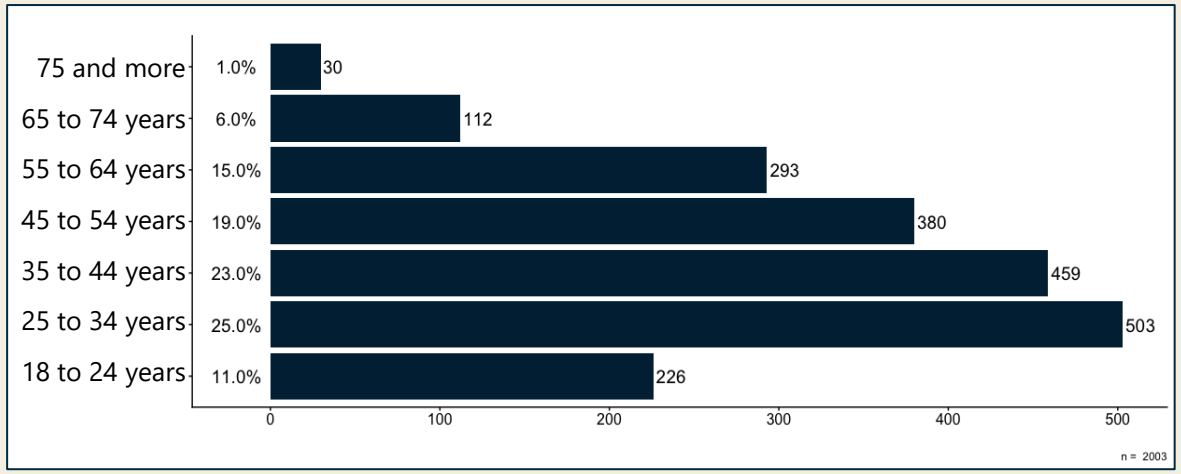
Sociodemographic data

Nation (for FN respondents) and age group

Nation



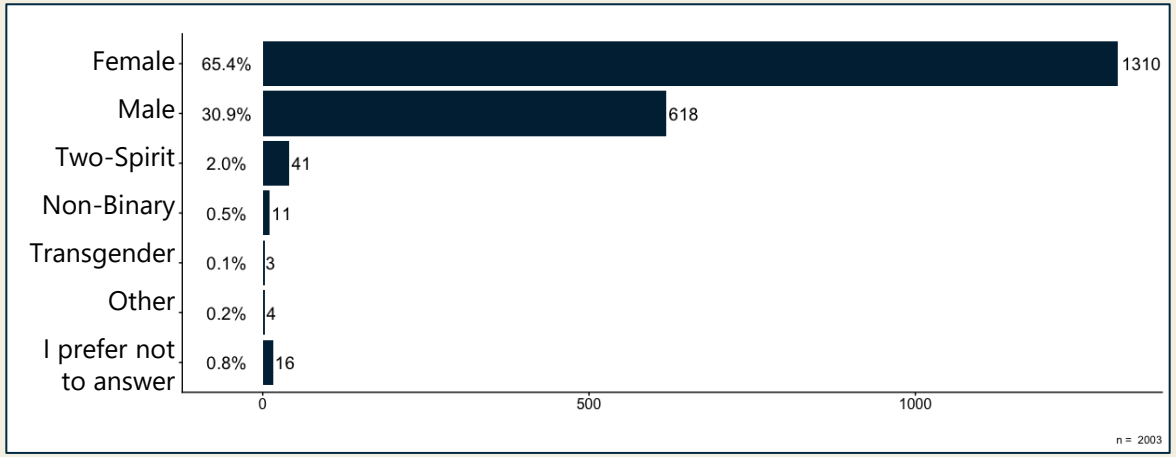
Age Group



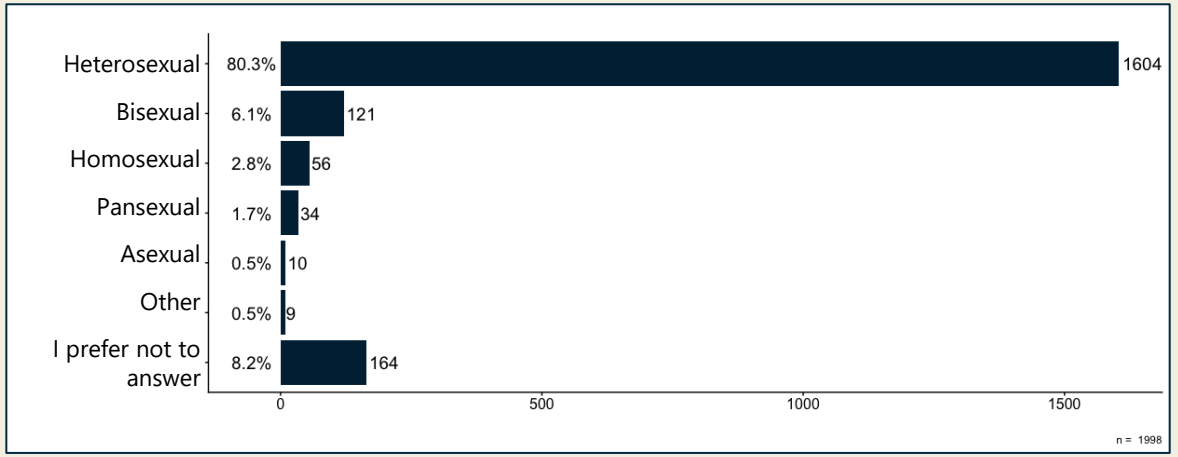
Sociodemographic data

Gender identity and sexual diversity

Gender identity



Sexual diversity



Sociodemographic data

Defining the profiles

PROFILE	SEX AT BIRTH	GENDER IDENTITY	SEXUAL DIVERSITY	n
Women	Female	Woman	Heterosexual	1054
Men	Male	Man	Heterosexual	537
Gender and sexual diversity	Different from gender identity	Other than *Woman* or *Man*, unless the sexual orientation is not *Heterosexual*	Other than *Heterosexual*, unless *Sex at birth* differs from *Gender identity* or based on gender identity	242
Unknown	Respondents not wanting to be identified			170

General observations

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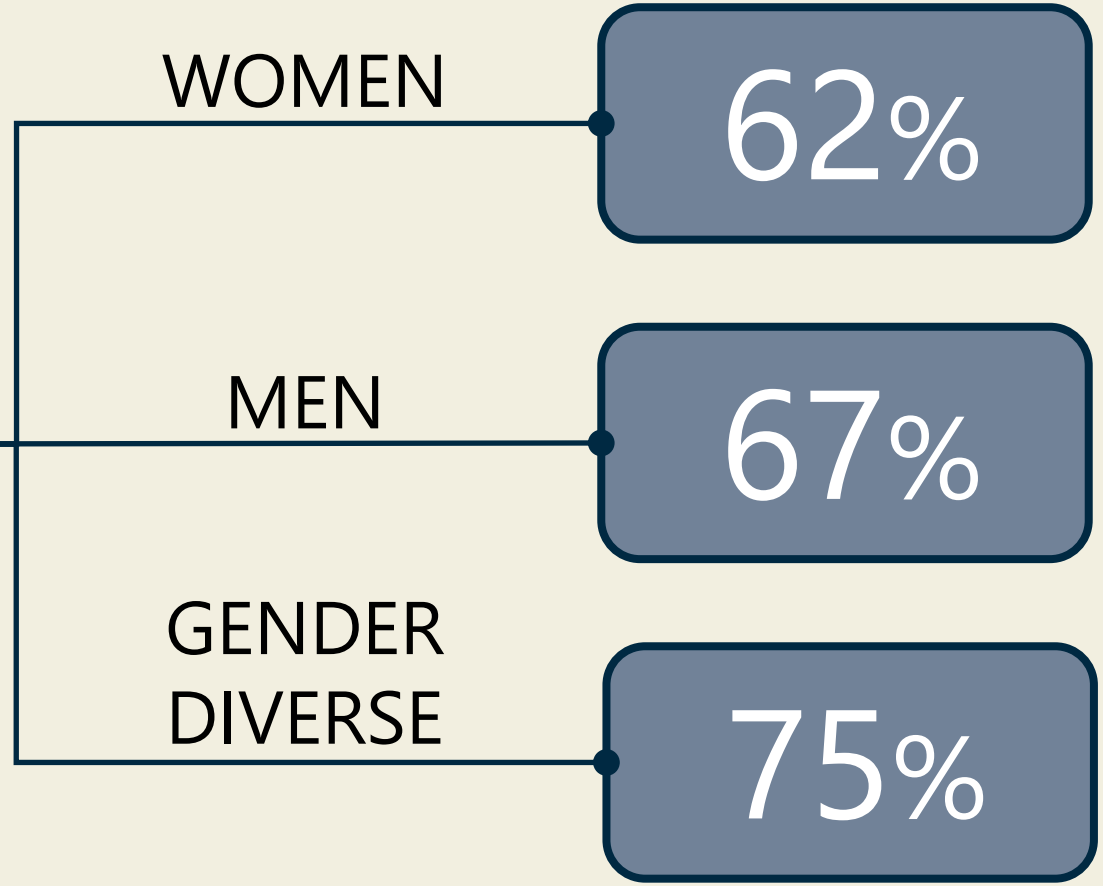
Education

Barriers to success

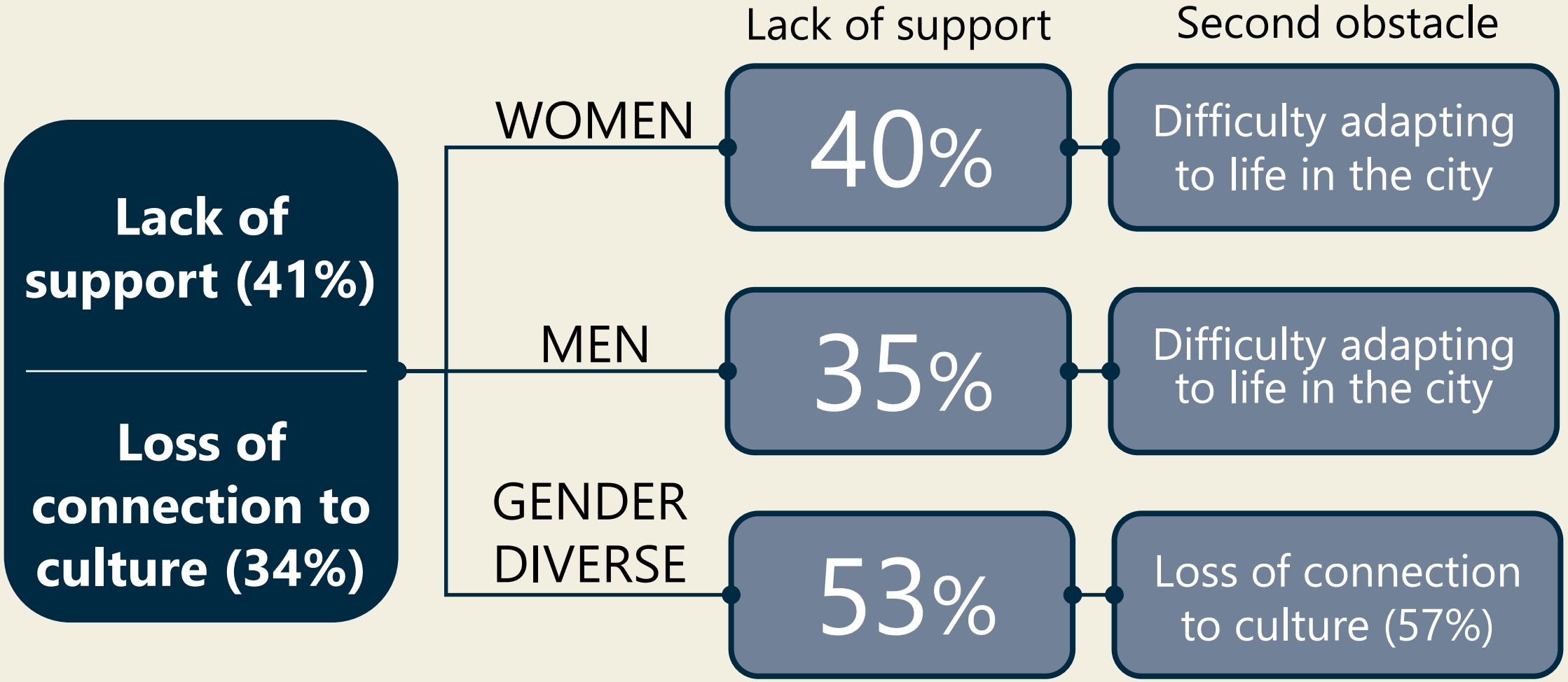
64%

of Indigenous people report obstacles that impeded their educational success



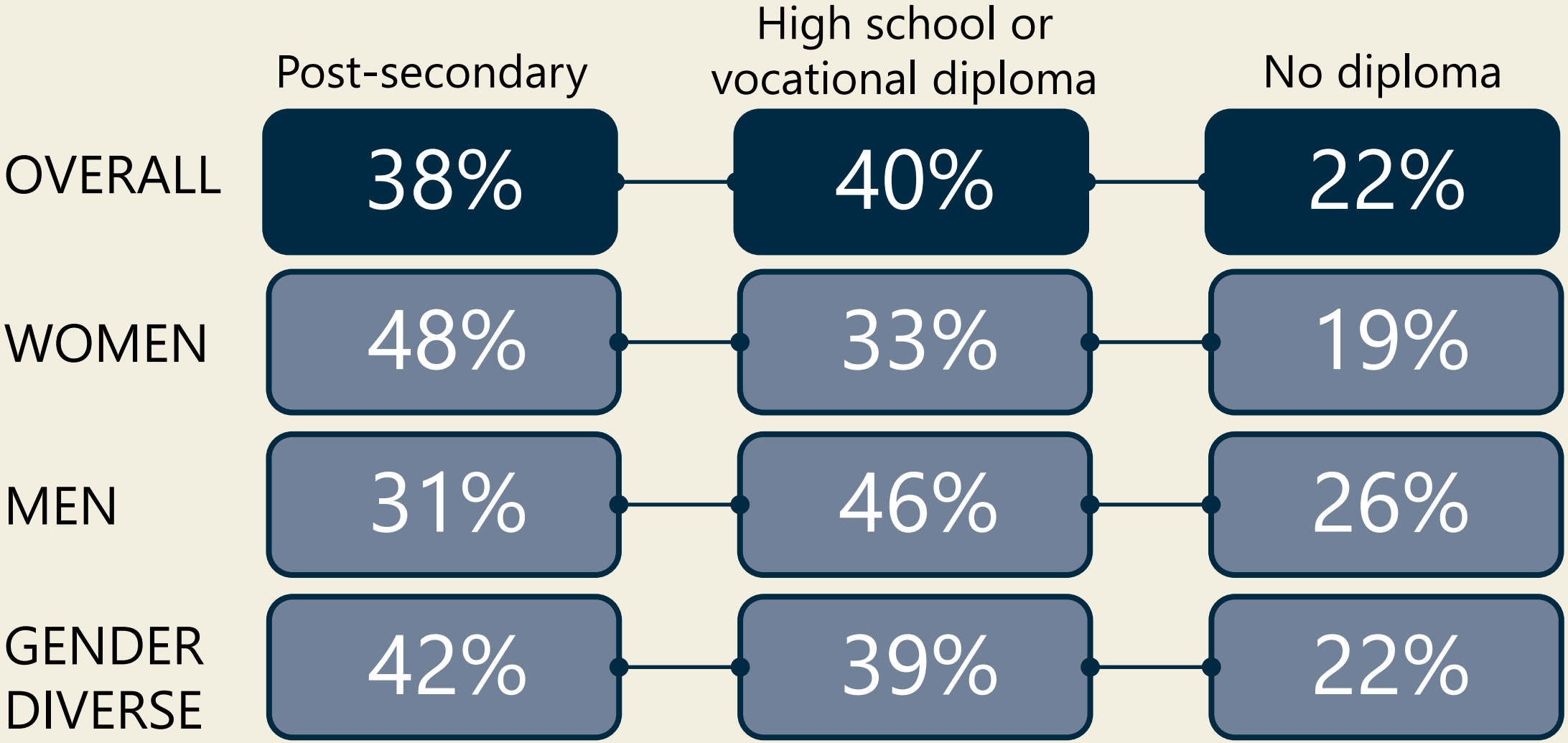
Education

Main obstacles encountered



Education

Highest level of education completed

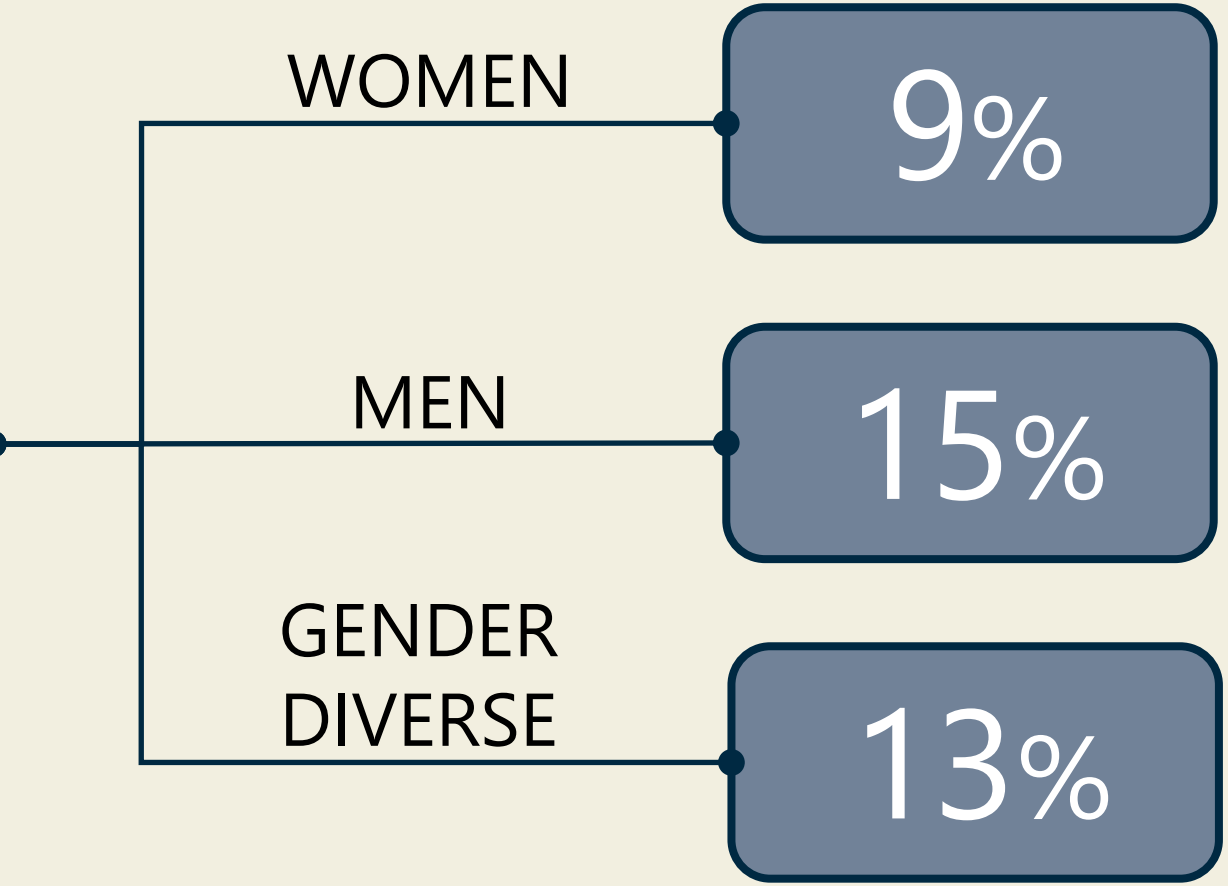


Housing

Permanent home

13%

of Indigenous people do not have a permanent home



Housing

Hidden homelessness

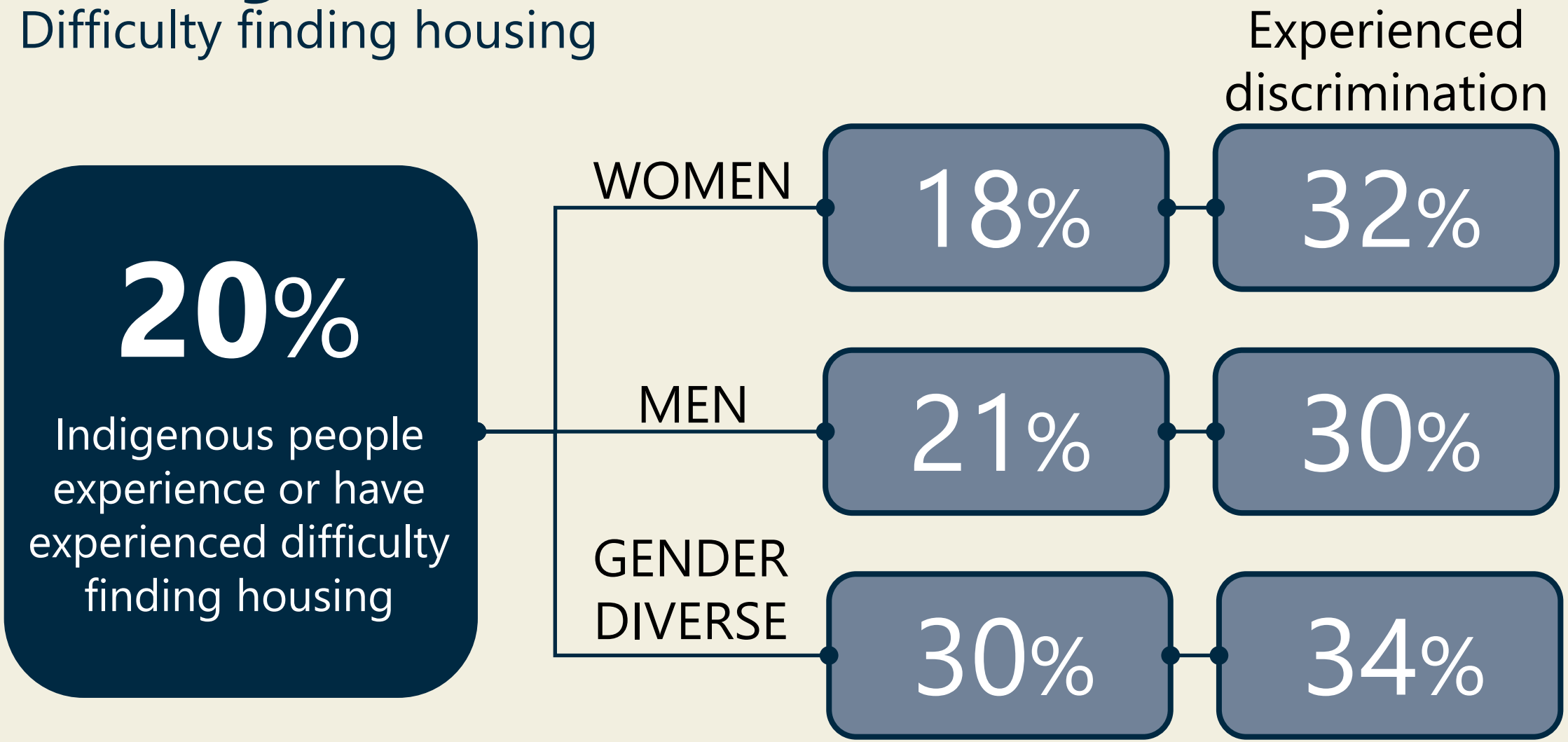
18%

of Indigenous people lived with a relative or friend, between 2023 and 2025

WOMEN	12%
MEN	23%
GENDER DIVERSE	24%

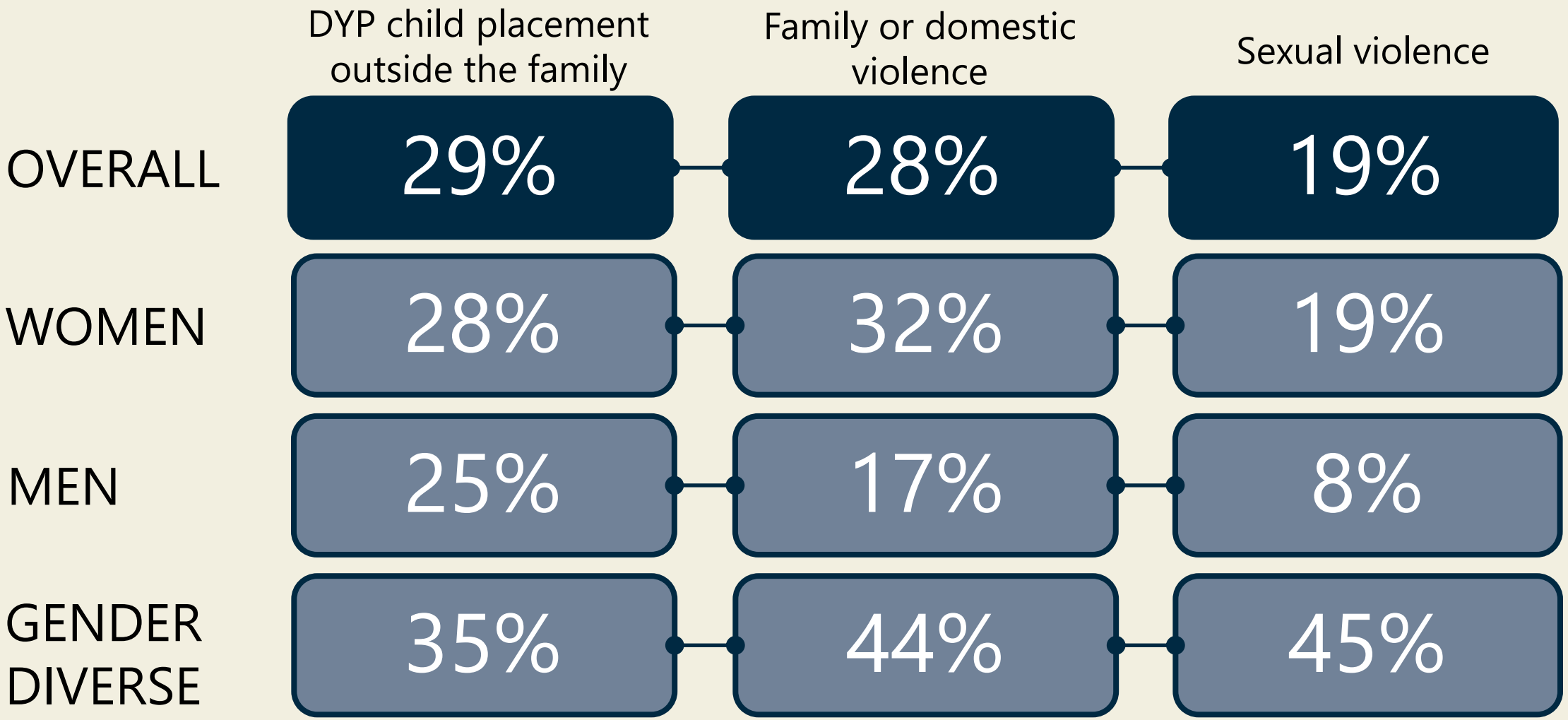
Housing

Difficulty finding housing



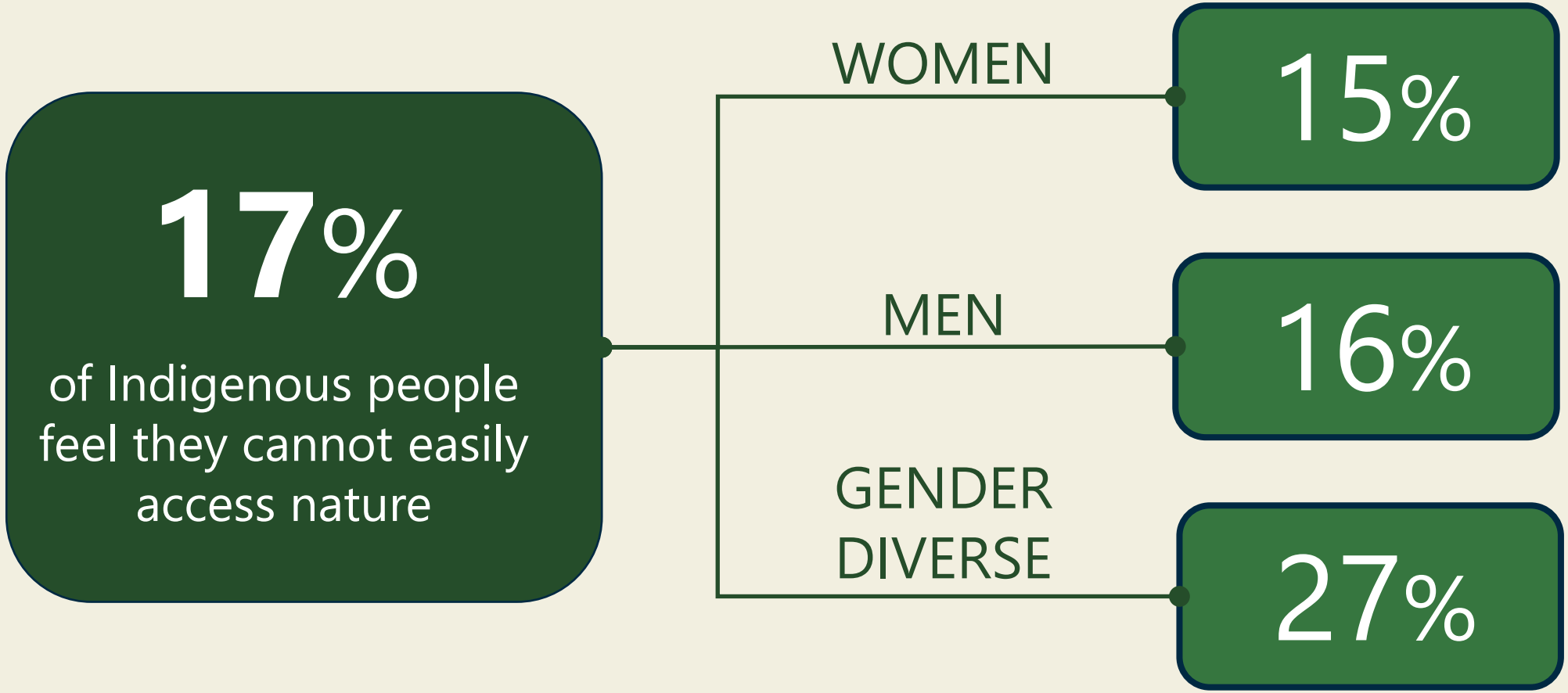
Realities

Current and past lived situations



Culture

Access to nature



Culture

Eating traditional foods

53%

of Indigenous people say they do not eat enough traditional foods

WOMEN	54%
MEN	52%
GENDER DIVERSE	64%

Culture

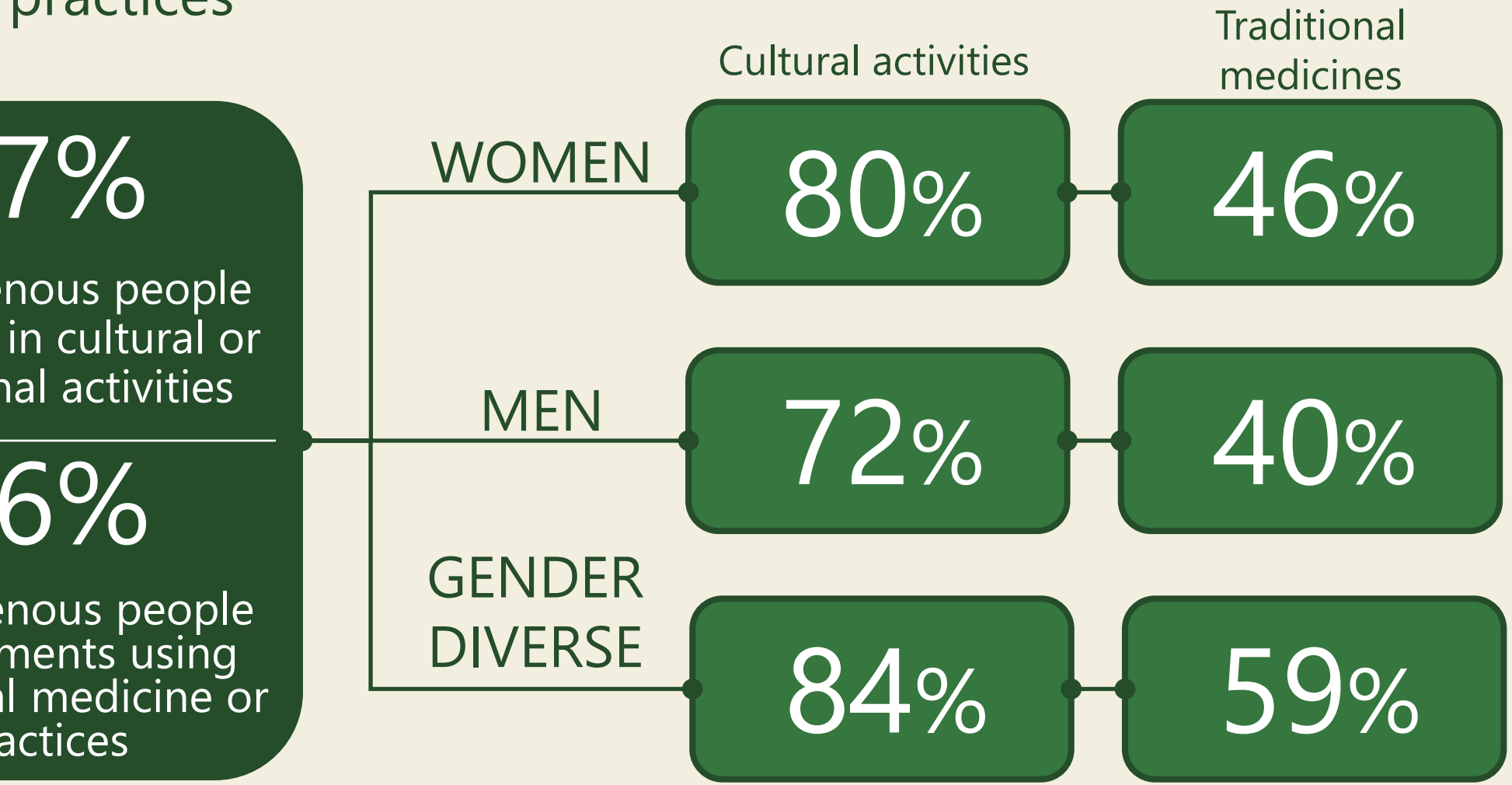
Cultural practices

77%

of Indigenous people take part in cultural or traditional activities

46%

of Indigenous people treat ailments using traditional medicine or practices



Culture

Pride

81%

of Indigenous people are proud of their First Nations, Inuit or Métis identity

WOMEN	85%
MEN	78%
GENDER DIVERSE	80%

Health and wellness

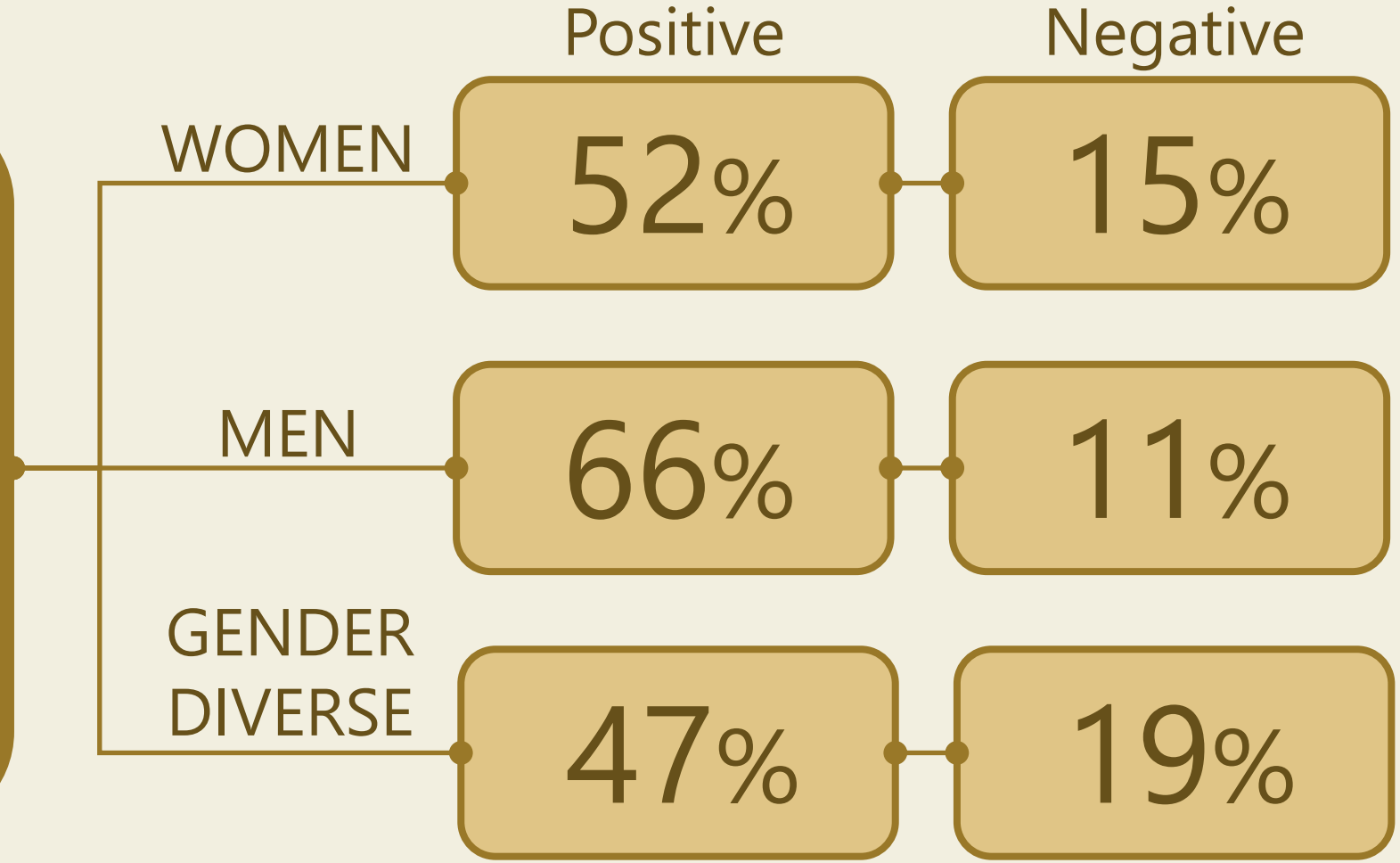
Perception of physical health

55%

of Indigenous people have a positive perception

14%

of Indigenous people have a negative perception



Health and wellness

Eating less due to lack of money

31%

of Indigenous people did not have enough to eat between 2023 and 2025, because they lacked money for food

WOMEN	26%
MEN	31%
GENDER DIVERSE	45%

Health and wellness

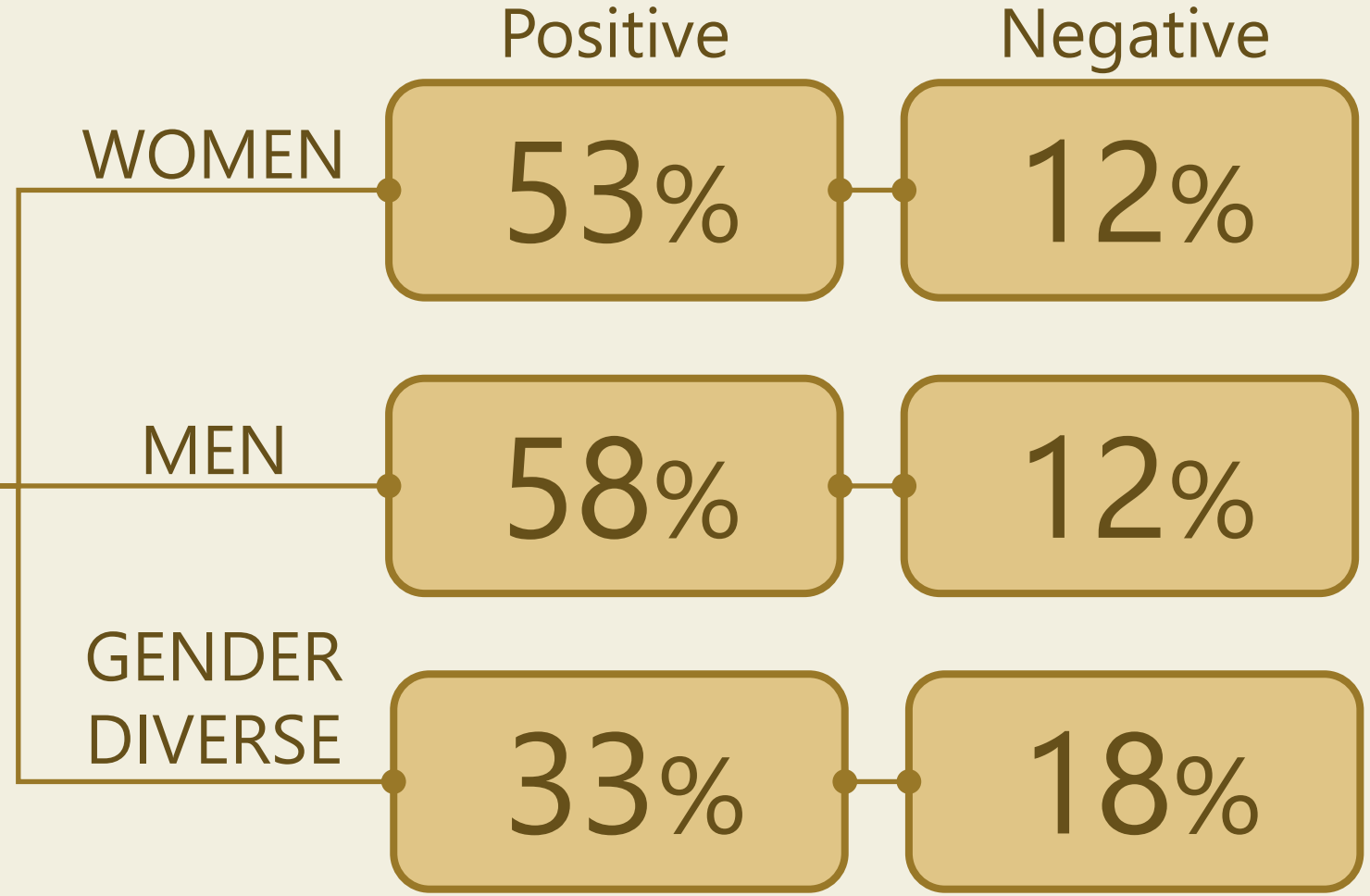
Perception of mental health

50%

of Indigenous people have a positive perception

14%

of Indigenous people have a negative perception



Health and wellness

Seriously considering suicide

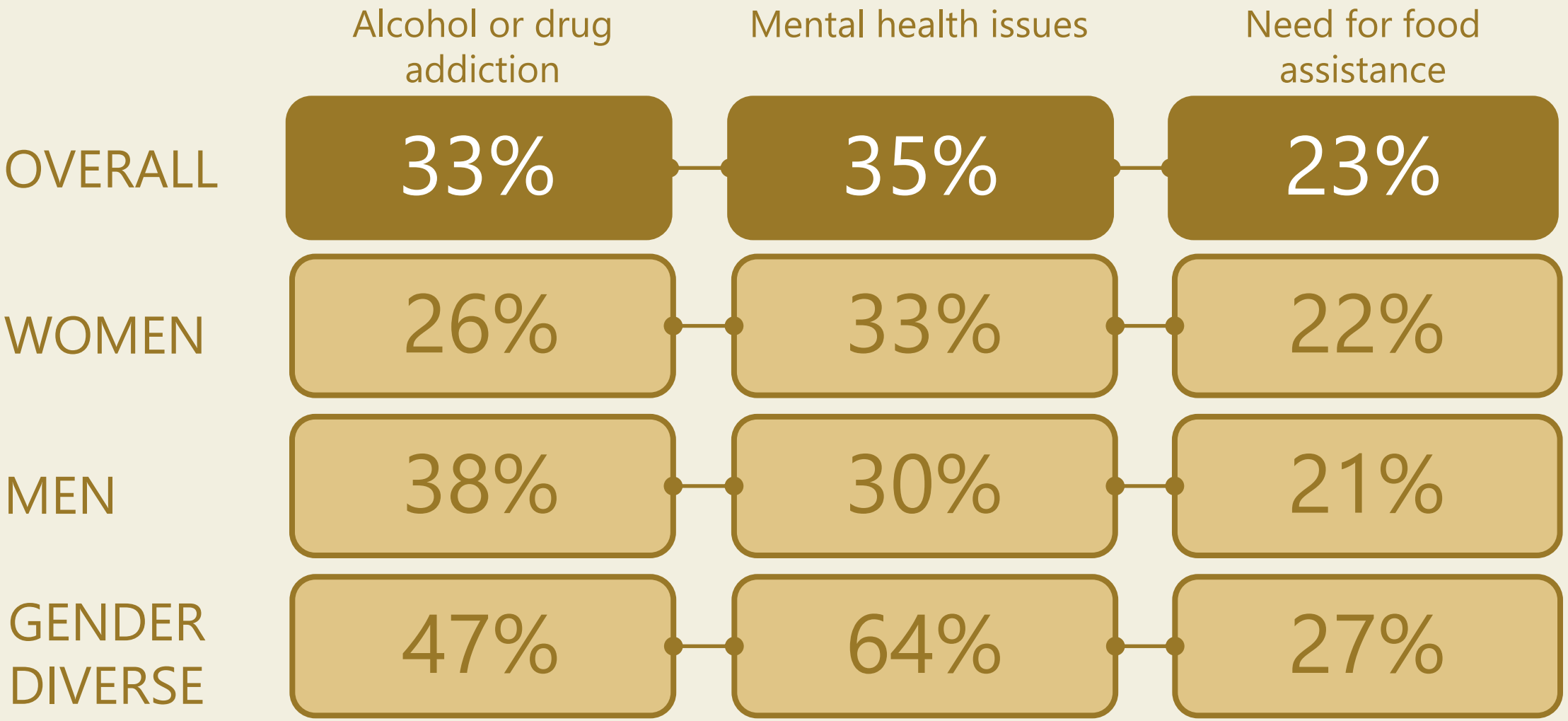
33%

of Indigenous people have seriously considered suicide at some point in their lives

WOMEN	28%
MEN	30%
GENDER DIVERSE	60%

Health and wellness issues

Current and past lived situations



Evaluation of services

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Evaluation process

Elements that were evaluated

For sectors with services used in the 12 months before the survey period (2023–2025)

1. Level of satisfaction

For the service sectors, in general

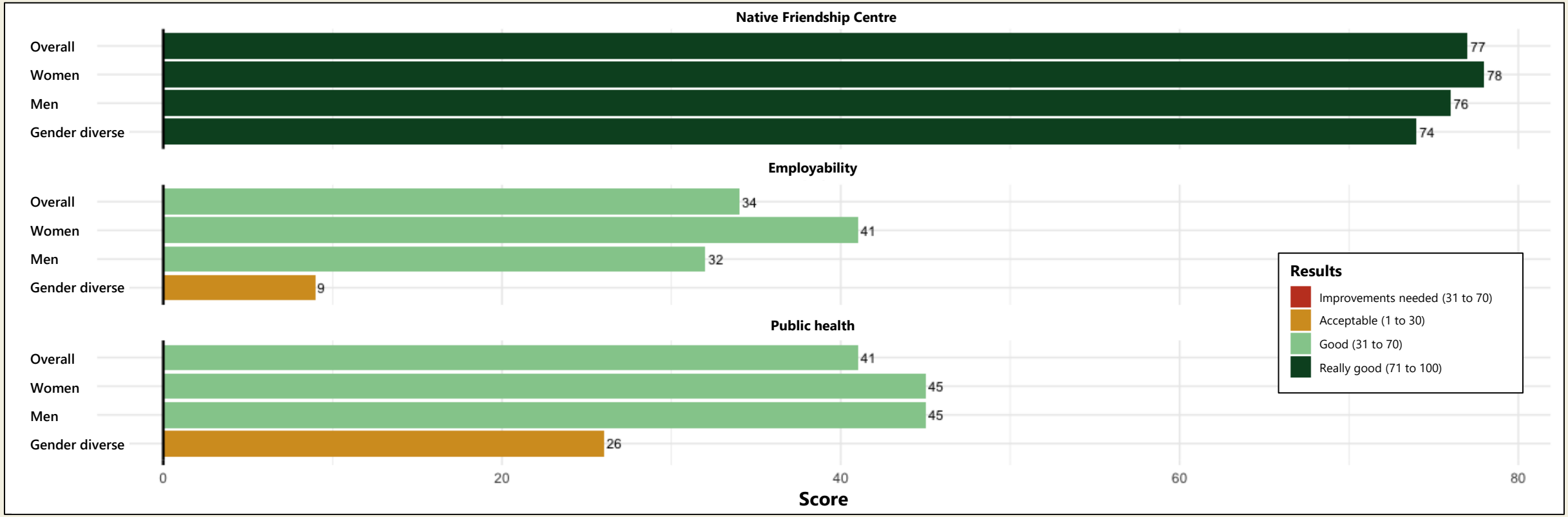
2. Level of trust
3. Level of access
4. Level to which Indigenous realities are taken into account

Data processing

- An approach based on a loyalty metric (net promoter score)
- Goal: To obtain data that is
  - easy to understand,
  - comparable over time, and
  - comparable across organizations.
- A simple calculation, with telling results

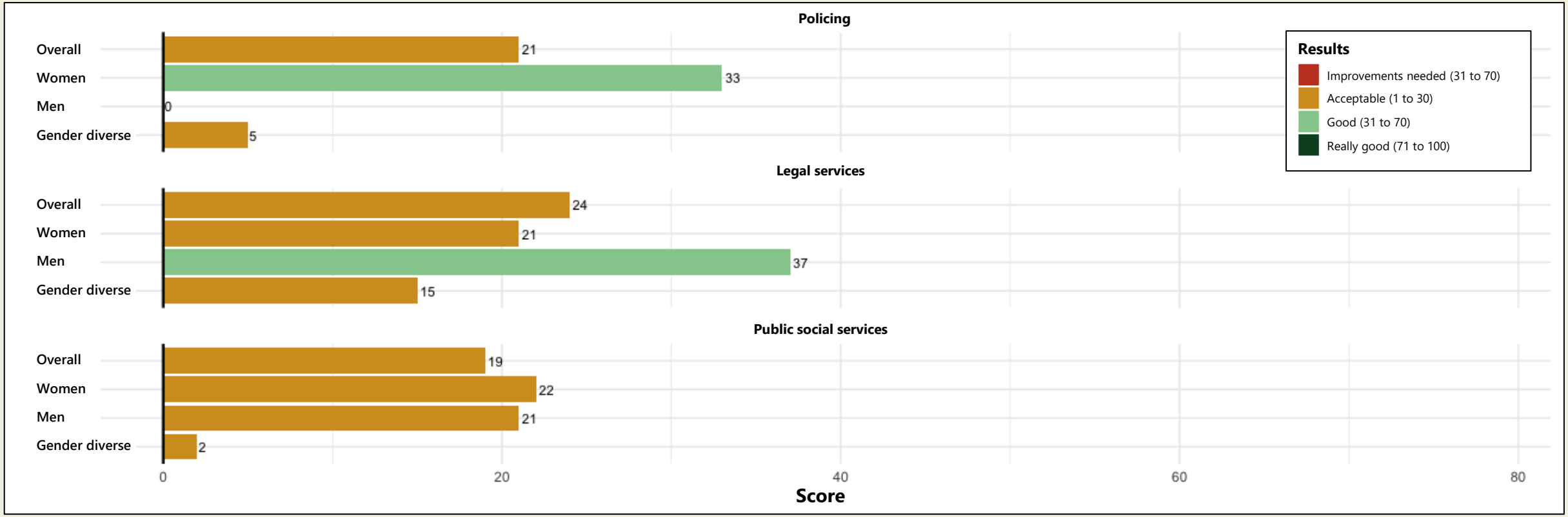
Evaluation of services

Satisfaction with services used 2023–2025



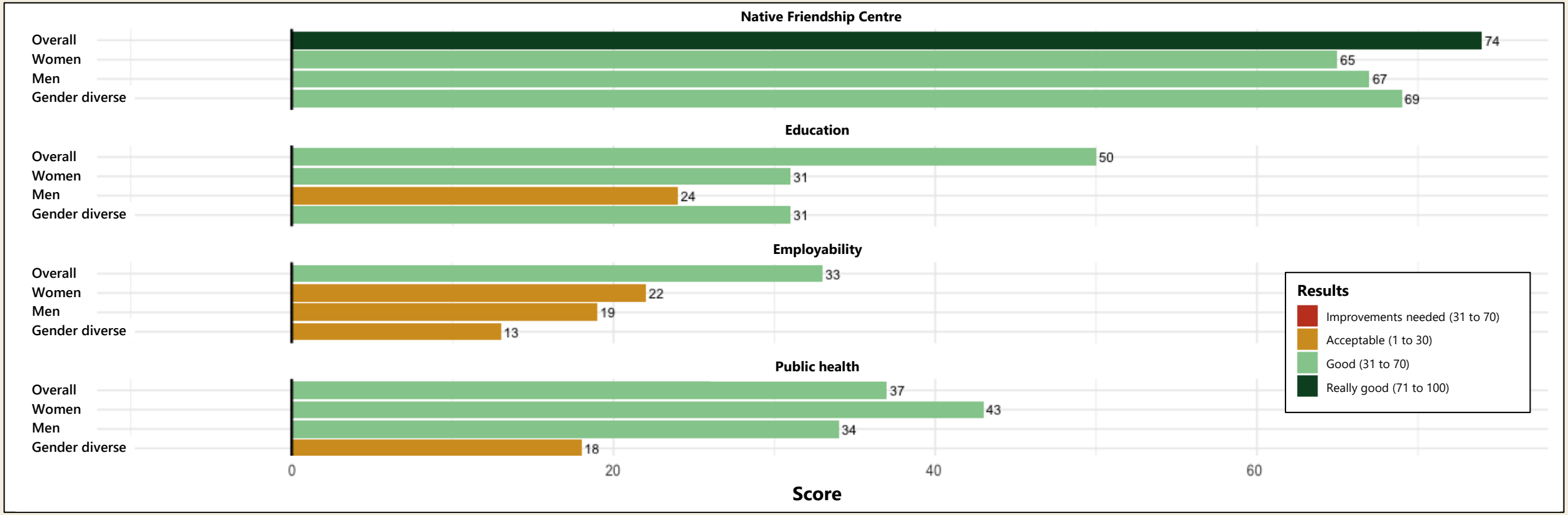
Evaluation of services

Satisfaction with services used 2023–2025 (cont.)



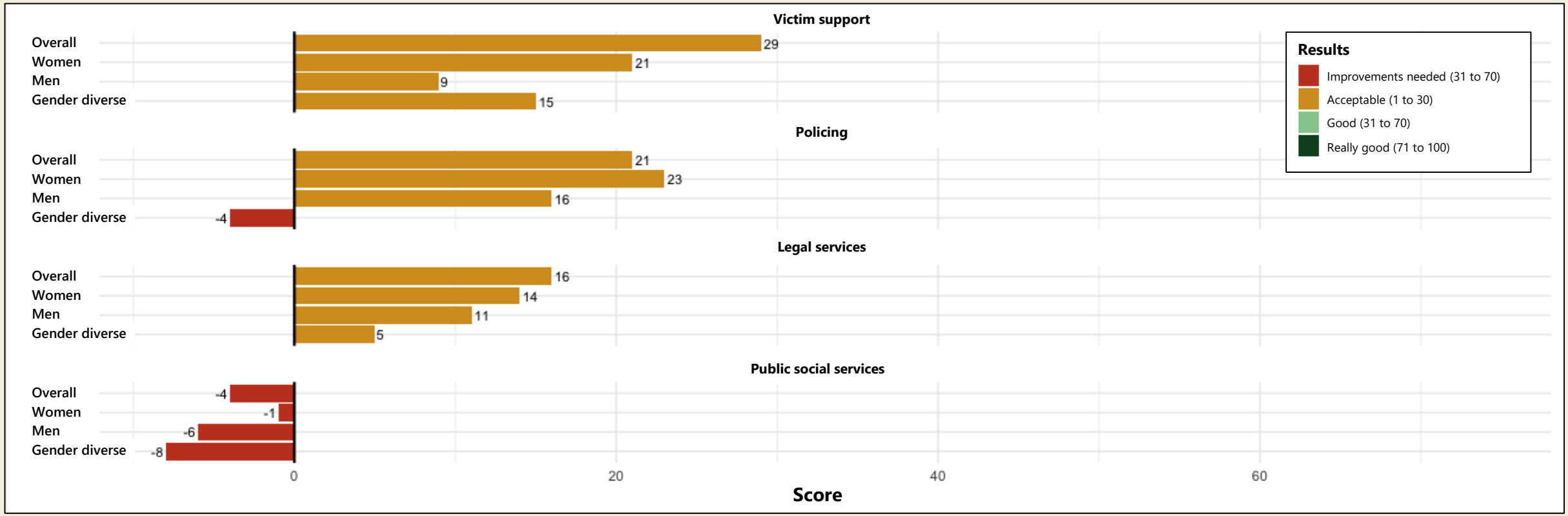
Evaluation of services

Trust



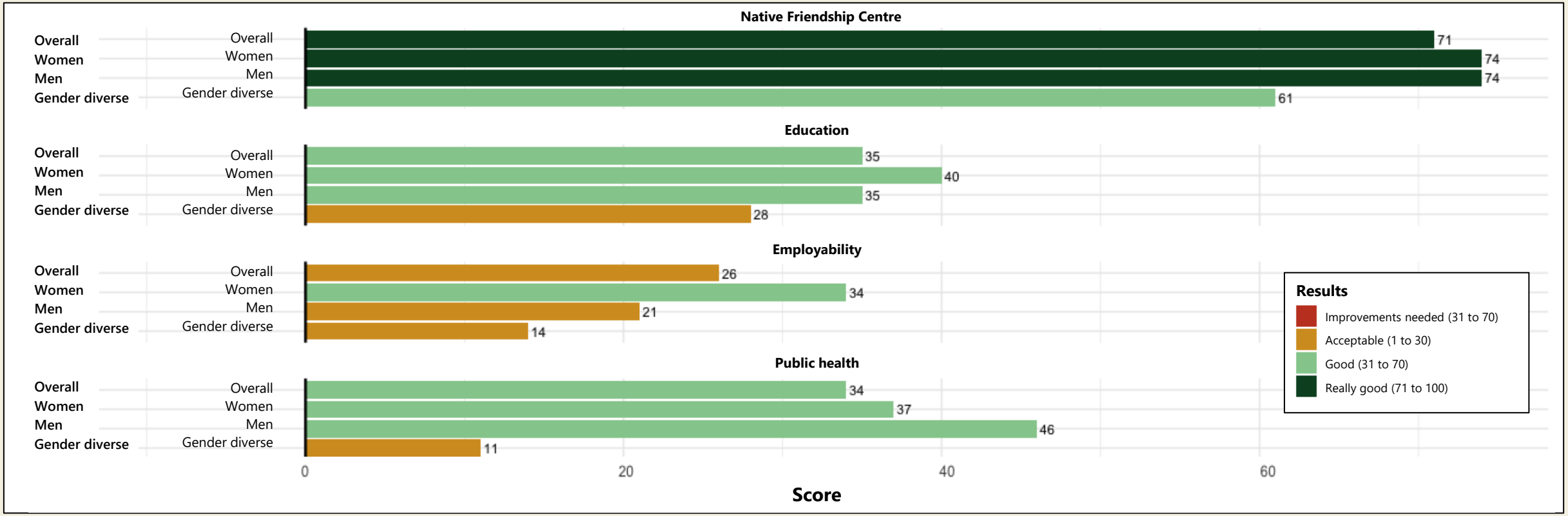
Evaluation of services

Trust (cont.)



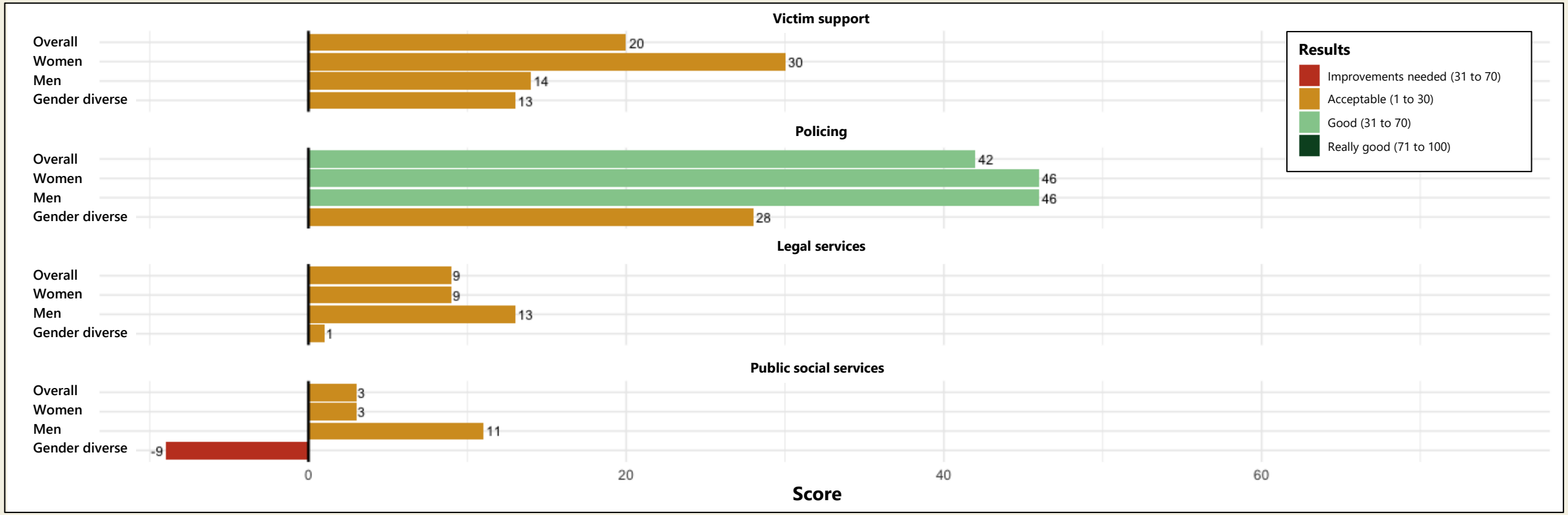
Evaluation of services

Accessibility



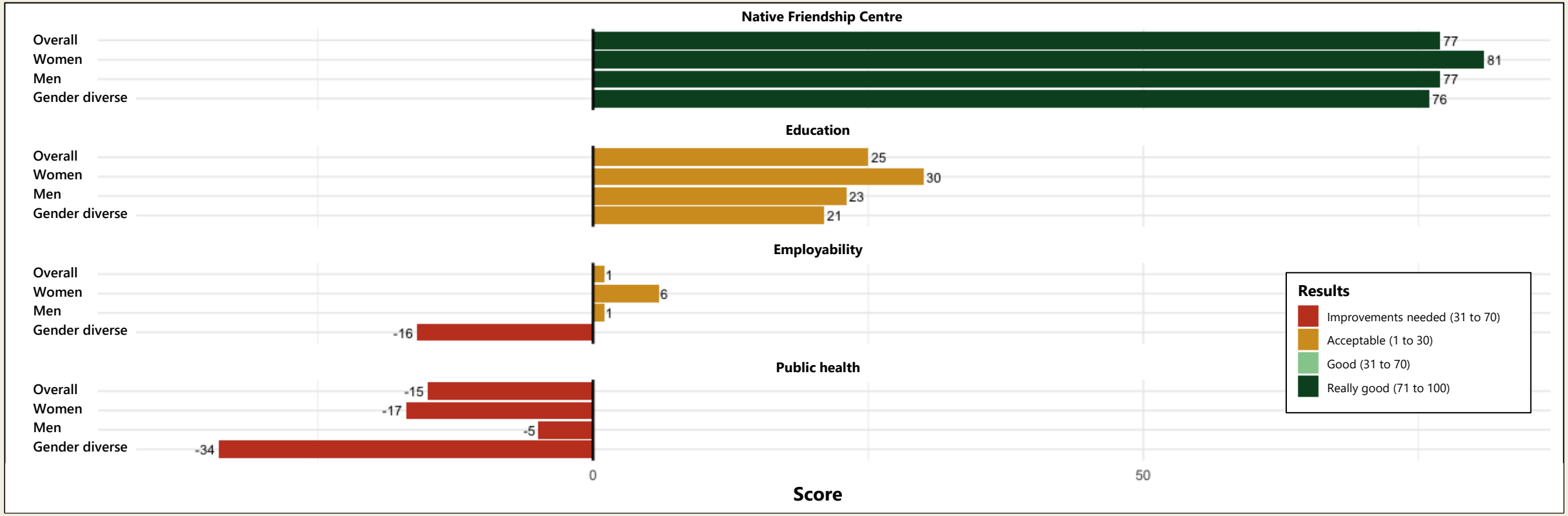
Evaluation of services

Accessibility (cont.)



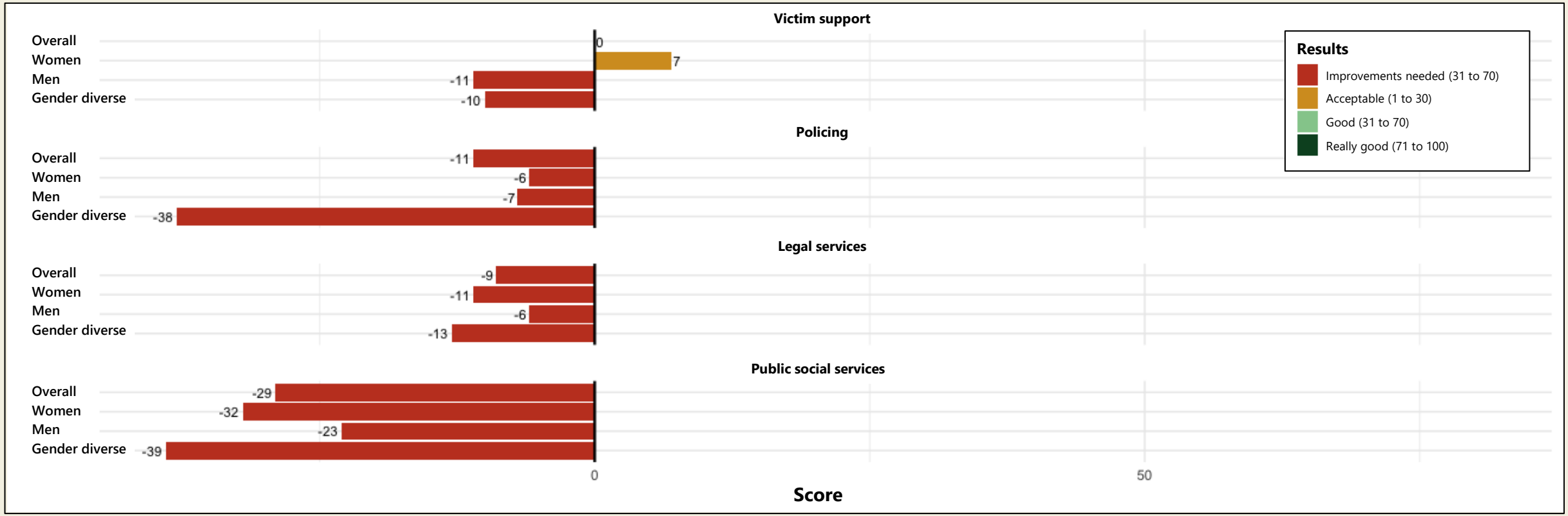
Evaluation of services

Consideration of Indigenous realities



Evaluation of services

Consideration of Indigenous realities (cont.)



Experiences of racism and discrimination

63%

of Indigenous people report having been victims of racism or discrimination at some point in their life

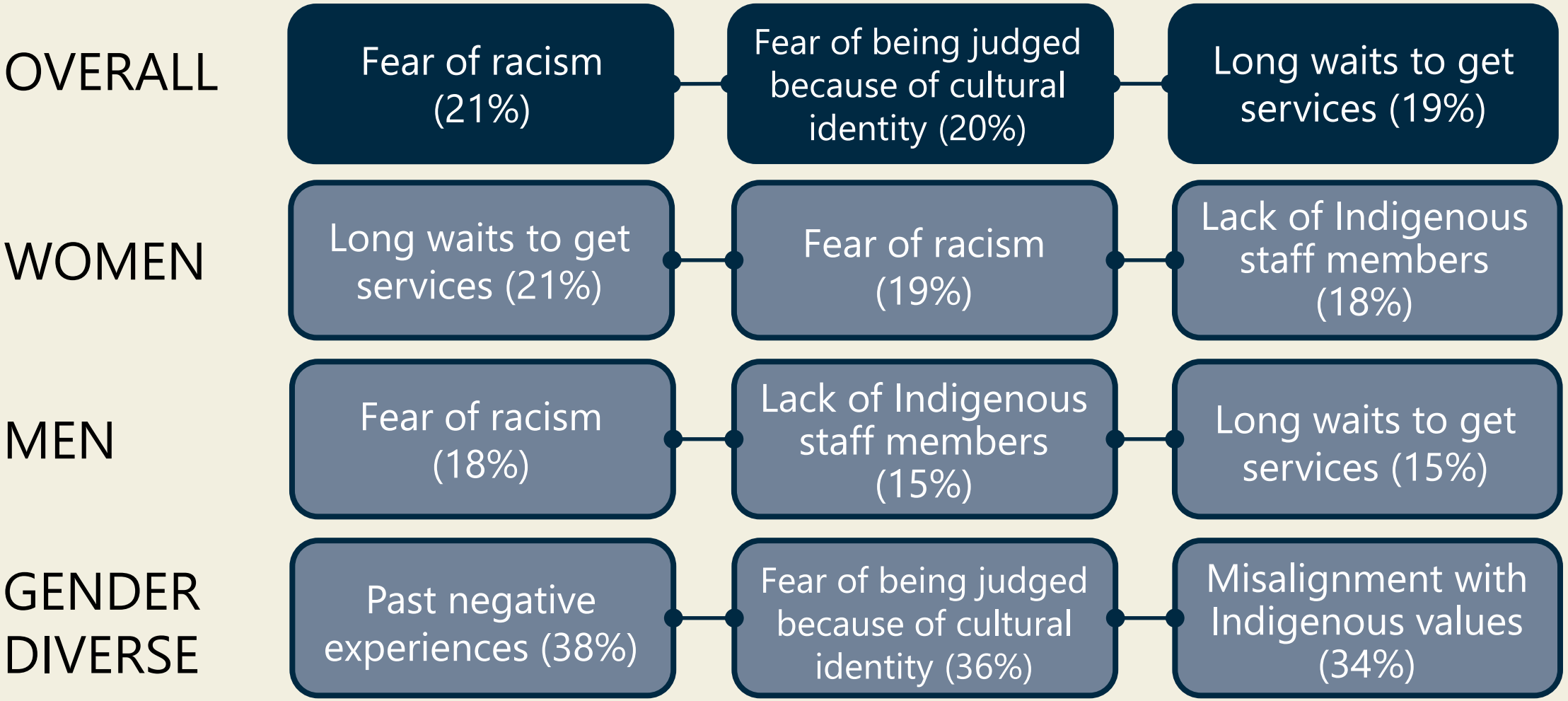
28%

of Indigenous people experienced racism and discrimination between 2023 and 2025

	Throughout life	From 2023 to 2025
WOMEN	61%	26%
MEN	67%	27%
GENDER DIVERSE	72%	40%

Access to services in urban areas

Main barriers



Thank you

for attending this presentation

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Woliwon

Mikwetc

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Welalin

Tshi nashkumitin

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