

## FACT SHEET: INCOME ASSISTANCE

# Appeals Process

- The *Income Assistance Act* and Regulations establish an appeals process for applicants or recipients of income assistance who disagree with a decision concerning their income assistance.
- If an individual is unsatisfied with an Income Assistance Worker's (IAW) decision concerning their eligibility for assistance or the amount of assistance paid to them, they can appeal to the first level appeal body, the Income Assistance Appeals Committee (IAAC).
  - All seven (7) members of the IAAC are Department of Family Services' staff who are not directly involved in the Income Assistance program.
- If an individual is unsatisfied with the IAAC decision concerning their eligibility for assistance or the amount of assistance paid to them, they can appeal to the second level appeal body, the Income Assistance Appeal Board (IAAB).
  - IAAB members are appointed by the Minister for a term of two years.
- For FY 2019/20, as of September 30, 2019:
  - 48 appeal applications were submitted;
  - 7 appeals were withdrawn by the client;
  - 41 appeals were heard;
  - 37 IAW's decisions were upheld; and
  - 4 IAW's decisions were overturned (all of these with the consent of the Director).
- The IAAC heard the majority of the appeals within the 30-day timeframe. Four appeals exceeded this period due to the client not attending the first appeal and it being rescheduled, or the IAAC not having quorum to hold a meeting. The longest extension was 14 days for a total of 44 days.
- There was one appeal submitted to the IAAB in September of 2019. The applicant withdrew the appeal.
- IAWs assist with the application process and forwards all documentation required for the appeal.