

Service Standards

There are fluctuations with wait times, response, and decision times that can happen throughout the year (for example, cheque issue week). The target is to meet service standards at least 80 per cent of the time.

Applying for Assistance

After you have applied for assistance, the ministry will contact you about the application within:

- » **5** business days, except as follows:
 - if you are fleeing abuse **1** business day, or
 - if you have an immediate need for food, shelter or urgent medical attention **1** business day

Access to Phone Service



Calls answered in **10** minutes or less

Service Delivery Timelines

Once you submit all the required documentation to the ministry, decisions on the following services will be provided within:

- » Persons with Disabilities (PWD) Designation Determination
 - **45** business days
- » Persons with Persistent Multiple Barriers (PPMB)
 - **10** business days
- » Request for Reconsideration (after a signed request has been submitted)
 - **10** business days
 - **20** business days when an extension has been granted

We will work to meet these service standards and are committed to listening and addressing your service concerns. If you have a complaint about our service, please call toll free **1 866 866-0800**.