

Reasons for Decision:

Order # AP1819-0130

On <date removed>, <name removed> filed an appeal of the Director's determination of the amount of their child care subsidy. The decision was communicated somewhere between <dates removed>. The appellant did not submit a copy of the decision letter, and the Department stated it does not retain copies of system-generated letters.

The Department stated <name removed> applied online on <date removed>. Based on supporting documents provided on <date removed>, <name removed>'s subsidy was calculated at approximately <amount removed> per 20-day cycle.

After <name removed> filed their appeal, the Department reviewed and confirmed the calculation. The Department stated it provided the most favorable allowances it could to <name removed> including excluding their mileage reimbursements from income, but the results did not materially change. While <name removed>'s status as a single parent has built into the subsidy formula, utilities and other bills cannot be considered.

<name removed> stated the Department's calculation used gross income less EI and CPP deductions, rather than their take-home pay. The appellant stated their take-home pay is <amount removed> bi-weekly, while their rent is <amount removed> per month. The appellant noted moving to less expensive housing is not an option, as they would have to go back on a waiting list for child care.

<name removed> stated they do not receive maintenance or child support, and they experience higher food costs because their child is lactose-intolerant. The appellant must use their parents' vehicle for work, as access to a vehicle is a condition of employment.

<name removed> told the Board they are not eligible for sick leave, since they are a temporary employee. The Department stated it will recalculate the subsidy amount for extended periods of sick leave.

In response to a question from the Board, the Department stated <name removed> could apply to Children's Disability Services through their doctor for support with their child's medical needs. The Department stated it does not send information on other programs to applicants, even when it is determined the applicant is not eligible for a subsidy.

In response to a question from the Board, the Department stated it does not include the full calculation in its letter to applicants because the formula is too complex to explain in a letter.

The Board noted the original letter to <name removed> was not included in the Department's report to the Board, which impacted the efficiency of the hearing. The Board requested that future appeal reports include the original letter.

The Board understands <name removed>'s circumstances. However, after careful consideration of the written and verbal evidence submitted to it, the Board has determined the Department assessed <name removed>'s application correctly based on the information it had before it, in accordance with the legislation and regulations. The Board confirmed the Director's decision setting <name removed>'s family contribution at <amount removed> per four-week period.

While the Board acknowledges that Child Care Subsidy staff are authorized to speak to clients only about the child care subsidy programs, other areas of the Department provide program information to clients, particularly those clients who are deemed ineligible for the program they have applied. The Board recommends the Child Care Subsidy program investigate whether other related program areas have existing promotional materials available that can be distributed with the subsidy letter.

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