

## DEPARTMENT OF COMMUNITY SERVICES OFFICES

### Central Region

**Cole Harbour District Office**  
PO Box 1  
51 Forrest Hills Parkway  
Dartmouth, NS B2W 6C6  
902 435-7472

**Dartmouth District Office**  
Suite 400, 277 Pleasant Street  
Dartmouth, NS B2Y 3Z6  
902 424-5910

**Halifax District Office**  
PO Box 2561  
3rd Floor, 2131 Gottingen Street  
Halifax, NS B3J 3N5  
902 424-1952

**Lakeside Sub-Office**  
PO Box 190  
1492 St. Margaret's Bay Road  
Lakeside, NS B3T 1M6  
902 876-0580

**Portland District Office**  
Royal Bank Building  
4th Floor, 44 Portland Street  
Dartmouth, NS B2Y 4B7  
902 424-1600

**Sackville District Office**  
70 Memory Lane  
Sackville, NS B4C 2J3  
902 869-3607

**Sheet Harbour Sub-Office**  
PO Box 52  
Bluewater Building  
Suite 210, 22756 Highway 7  
Sheet Harbour, NS B0J 3B0  
902 885-2974

### Western Region

**Annapolis District Office**  
PO Box 70  
752 Saint George Street  
Annapolis Royal, NS B0S 1A0  
902 532-2358

**Digby District Office**  
PO Box 399  
84 Warwick Street  
Digby, NS B0V 1A0  
902 245-5811

**Hants District Office**  
PO Box 2350  
80 Water Street  
Windsor, NS B0N 2T0  
902 798-8319

**Kings District Office**  
76 River Street  
Kentville, NS B4N 1G9  
902 678-6176

**Lunenburg District Office**  
Suite 105, 99 High Street  
Bridgewater, NS B4V 1V8  
902 543-5527 ext. 2221

**Middleton District Office**  
PO Box 1000  
101 Magee Drive  
Middleton, NS B0P 1P0  
902 825-5021

**Queens District Office**  
PO Box 1360  
123 Henry Hensey Drive  
Liverpool, NS B0T 1K0  
902 354-2771

**Shelburne District Office**  
PO Box 9  
2447 Highway 3  
Barrington, NS B0W 1E0  
902 637-2335

**Yarmouth District Office**  
10 Starrs Road  
Yarmouth, NS B5A 2T1  
902 742-0741

### Northern Region

**Antigonish District Office**  
325 Main Street  
Antigonish, NS B2G 2C3  
902 863-7568

**Colchester District Office**  
PO Box 950  
60 Lorne Street  
Truro, NS B2N 5C6  
902 893-5953

**Cumberland District Office**  
PO Box 399  
26-28 Prince Arthur Street  
Amherst, NS B4H 3Z5  
902 667-6223

**Guysborough District Office**  
PO Box 90  
Chedabucto Centre  
Unit H, 9996 Highway 16  
Guysborough, NS B0H 1N0  
902 533-4007

**New Glasgow District Office**  
PO Box 488  
678 East River Road  
New Glasgow, NS B2H 5E5  
902 752-4981

### Eastern Region

**Baddeck Sub-Office**  
521 Chebucto Street  
Baddeck, NS B0E 1B0  
902 295-3815

**Cheticamp Sub-Office**  
Trois Pignons  
15584 Cabot Trail  
Cheticamp, NS B0E 1H0  
902 224-4106

**Glace Bay District Office**  
Senator's Place  
633 Main Street  
Glace Bay, NS B1A 6J3  
902 842-4058

**Ingonish Sub-Office**  
PO Box 84  
36243 Cabot Trail Highway  
Ingonish, NS B0C 1K0  
902 285-2652

**North Sydney District Office**  
184 Commercial Street  
North Sydney, NS B2A 3Y7  
902 794-5159

**Port Hawkesbury District Office**  
Unit 3, 218 MacSween Street  
Port Hawkesbury, NS B9A 2J9  
902 625-0660

**Port Hood Sub-Office**  
PO Box 68  
86 High Road  
Port Hood, NS B0E 2W0  
902 787-4000

**St. Peters Sub-Office**  
PO Box 365  
9999 Grenville Street  
St. Peters, NS B0E 3B0  
902 535-3000

**Sydney District Office**  
Provincial Building  
Suite 25, 360 Prince Street  
Sydney, NS B1P 5L1  
902 563-3300

ESIA Employment Support and Income Assistance Program



*Everyone needs help sometimes*



## How to Appeal a Decision About Your Income Assistance

### YOUR RIGHT TO APPEAL

If you have applied in writing for or are receiving assistance under the Employment Support and Income Assistance Act or the Social Assistance Act, you may appeal any decision related to your application or the amount of your assistance. Administrative issues cannot be appealed. For example, you cannot appeal to have your caseworker changed. You must request an appeal within 30 business days of the date you received notice of the Department's decision about your assistance. If you want to appeal, here is what you must do:

- Fill out the appeal form attached to this brochure OR write a letter. Be sure to state what decision you are appealing and why.
- Take your appeal form to any office of the Department of Community Services or send it by mail.

### STEP 1 - THE ADMINISTRATIVE REVIEW

The first step in the appeal process is an Administrative Review. This is done by a local supervisor who was not involved in the original decision you are appealing. Within 10 business days, this supervisor must let you know if the original decision should stay the same, should be changed completely or changed a little bit. The supervisor's decision will be based on the information you have provided the department and on the Employment Support and Income Assistance Act.

### STEP 2 - APPEAL HEARING

If you are unhappy with the results of the Administrative Review, you can request an appeal hearing. Within 10 business days, you must let the department know that you wish to continue the appeal. If you do not respond within 10 business days, the decision of the Administrative Review will be final. If you request an appeal hearing, one will be scheduled within 45 business days. You will be sent a notice of the time, date and location of the appeal hearing by registered mail. In the event of an emergency or illness, you may ask to have the date changed.



## Income Assistance: Appeal Request Form

Once you fill out this form, drop it off or mail it to your local office of the Department of Community Services.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Telephone: \_\_\_\_\_ Health Card #: \_\_\_\_\_

I am appealing the decision of:  
 (Print the name of your caseworker)  
 \_\_\_\_\_

I was denied:  
 (Tell us what you were denied)  
 \_\_\_\_\_  
 \_\_\_\_\_

I am appealing this decision because:  
 (Tell us why you think the decision is wrong)  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Sign here: \_\_\_\_\_ Date: \_\_\_\_\_

### How to prepare for an appeal hearing

At the Appeal Hearing, you will have a chance to say why you think the department made the wrong decision. Before you go to the hearing, you may wish to do the following:

- make a list of the points you want to make during the hearing
- bring with you anything that can help to prove your point
- ask a lawyer to represent you (Resources in your local area may be able to help you get a lawyer.)

If you require the services of an interpreter to assist you during the appeal hearing, please contact the Coordinator of Appeals at (902) 424-2768 to discuss your needs.

### What is the Assistance Appeal Board?

The Minister of Community Services appoints the members of the Appeal Board. They are people from your community who do not work for the department. Their job is to provide an independent review of a decision made by the department. One of the members of the Appeal Board will hear your appeal. The Appeal Board is not bound by the findings of the Administrative Review, however they cannot change the law. For example, the Appeal Board cannot give you more money than the law allows.

### What will happen at the appeal hearing?

You and/or your representative, a department representative and the Appeal Board member will be present at the hearing. To protect your privacy, the appeal is not open to the public. The department representative may be your worker, your worker's supervisor, and/or other officials. The Appeal Board member will introduce everyone, explain the rules of the hearing, state the decision being appealed, and outline the process that will take place during the hearing. The Appeal Board member will hear evidence and information from both you and the department about the appeal at hand only. The department representative will explain the reason for the decision. That person is there to speak on behalf of the department and cannot give you advice or support. Both you and the Appeal Board member will be able to ask questions of the department representative. When the department representative is finished speaking, it is your turn. You can give your information by speaking or by providing it in writing. You can also bring someone along with you to help present your case. Then the department representative and the Appeal Board member may ask you questions. Finally, you and the department representative will have a chance to make any final statements based on the information given during the hearing. When the Appeal Board member has all the information they need, you and the department representative will leave and the Appeal Board member will decide your case.

### What will happen after the appeal hearing?

The Appeal Board member will send you a written decision that will explain the reasons for their decision. The decision will be sent to you within 7 business days of your appeal hearing. If you do not agree with the Appeal Board's decision, you may take the matter to the Supreme Court of Nova Scotia. It would be a good idea to have a lawyer assist you in taking this step.

Remove form and drop it off or mail it to your local office of the Department of Community Services