

HTH-2015-54216

The Agency's database was searched for all records where a waiver of fees was processed against a request for a birth certificate and produced the following numbers:

2010 = 14

2011 = 24

2012 = 11

2013 = 13

2014 = 26

2015 = 25

These numbers represent the number of waivers of fees requested and approved. The Agency has no way to determine if a waiver request has not been approved as that information is not recorded. If an applicant does not meet the policy for the waiver of fees then the applicant is advised before proceeding with their application and the request is not forwarded on.

Overview:

In cases of financial hardship the Vital Statistics Agency **may** consider waiving fees for vital event services. Final approval for fee waiver, due to financial hardship, lies with the Chief Executive Officer (CEO) (previously known as Director) or his/her delegate.

Legislation:

Vital Statistics Act Regulation Part 4, Section 14 states:

Any fee may be waived, by the director, in favour of any person if such action is necessary to obtain compliance with the Act or to avoid undue hardship.

Policy:

Applicants may request a fee waiver if the service is necessary and the payment would cause financial hardship, at the time of application. To qualify clients must have a net personal annual income of \$20,000 or less. Extenuating circumstances may be considered by the Regional Manager. Waiver of fees is not automatic. Proof of financial hardship must be provided.

The fee waiver for RUSH service may be considered if the applicant can demonstrate the service is required immediately.

Fees to witness signatures for Statutory Declarations may also be waived.

Procedure:

Applicants requesting a fee waiver due to financial hardship must:

- Be eligible to apply for the service
- Apply for the service
- Submit a letter stating why the applicant is experiencing financial hardship. The letter should include an explanation why the service is required immediately and not at some point in the future when the financial hardship situation changes.
- Provide supporting evidence of financial hardship:
 - Previous years tax return **and**,
 - Letter from Housing and Social Development confirming the applicant is in receipt of social assistance and for how long (if applicable)
 - Letters from any other organization proving current financial support (if applicable)

Approved by CEO

[Signature]

Effective Date

Jan '18

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Customer Service Staff will:

- Create an AFS on VISION, payment details should be left blank
- Record explanatory comments within the AFS
- CSR should complete Wavier of Fees request cover sheet (VSA 588b)
- Document package should be forwarded to the Assistant Regional Manager (ARM) for completeness review
- ARM will forward to Regional Manager (RM) for review and recommendation to CEO for approval or denial of request
- CEO to approve or deny
- Completed signed off cover sheet will be returned to ARM to advise client of decision and complete AFS
- Any Statutory Declarations that require a client signature witnessed should be completed after waiver request has been reviewed and approved
- For steps to process in VISION see CSR Manual

Approved by CEO

JS.

Effective Date

Jan '09

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