

## Part 1: Introduction

### (v) Service Principles

<b>Intent:</b>	To provide an overview of the Service Principles of the Income and Employment Support Programs as defined in the Income and Employment Support Act.
<b>Act:</b> (if applicable)	<p>4. The following principles apply to the delivery of income and employment support programs and services:</p> <p>(a) access to those programs and services shall be provided in a timely manner with appropriate consideration of an applicant's unique circumstances and needs, as departmental resources, including budgetary appropriations, permit;</p> <p>(b) there shall be accountability through regular review of this Act and the regulations made under it;</p> <p>(c) this Act, the regulations made under it, and the policies and procedures of the department, shall, to the extent possible, be available to the public upon reasonable request in a form determined by the minister; and</p> <p>(d) applicants and recipients shall be treated with dignity and respect in accordance with the standards of service developed by the department</p>
<b>Regulations:</b>	N/A
<b>Overview:</b> (if applicable)	N/A
<b>Policy:</b>	N/A
<b>Procedure:</b>	N/A
<b>Authority Level:</b>	N/A
<b>Date revised:</b>	July 28, 2005