



Seniors Programs

The Senior Home Heating Subsidy (SHHS) helps low-income seniors pay for the cost of heating their homes. Seniors may be eligible to receive assistance to buy wood, oil, propane, gas or electricity depending on household income and the community in which they live.

The NWT Senior Citizen Supplementary Benefit (SCSB) helps low-income NWT seniors pay for living costs by providing a monthly payment. The program is automatically provided to eligible NWT seniors who are receiving Old Age Security (OAS) and the Guaranteed Income Supplement or the Spouse's Allowance from the Federal Government.

Our Services

The SHHS and the SCSB are part of the Income Security Program which is designed to assist northerners to be as self-reliant as individual capacity allows, participate fully in community life and share in the opportunities available to them.



Program Services and Service Standards

SCSB

- Payments are issued by the Federal Government on a monthly basis and are included in OAS payments.

SHHS

- You will receive a verbal or written response to your application within 2 business days of receiving all required documents.
- If your application is approved, payments will be issued within 2 business days.
- If you disagree with a decision, you have the right to appeal.
- A client services officer can also help you with the appeal process.
- We will welcome a friend, family member or advocate attending appointments with you.

Appeals

- An internal appeal will be conducted within the Department of Education, Culture and Employment. If you disagree with the result of this appeal, you may appeal the decision to your regional Social Assistance Appeal Committee.
- You will receive a written or verbal communication from the Appeals Office within two business days of filing your appeal.
- Your appeal will be scheduled within a maximum of 30 days of the date you filed your appeal. A written decision will be released within a maximum of 10 days following your hearing.
- You will be sent a copy of the written decision within one business day of the decision being released by the Committee.