

Subject: Changes to the Overpayment Process

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BACKGROUND:

The *Income and Employment Supports Act* (IESA) has been amended effective January 1, 2019 to reflect changes to the definition of administrative error and the process to waive overpayments.

Overpayments resulting from administrative error will no longer require repayment. Other circumstances can also be considered and are outlined in policy. Amendments to IESA will provide the Director with the authority to waive repayment of overpayments in appropriate circumstances.

The procedure for reviewing overpayments is included in the policy, and will be subject to review and feedback from impacted delivery areas after 90 days.

INTENT:

To ensure that policy accurately reflects changes to the overpayments process.

POLICY:

The following Learner policies have been updated:

[Learner Income Support-Overpayments and Debts](#)

[Appeal and Decision Review/Introduction and Authority](#)

[Appeals Through an Income and Employment Supports Appeal Panel](#)

[Recovery of Debts](#)

[Right to Appeal and the Appeal Process](#)

The following Learner policy has been added:

[Learner Income Support - Waiving of Overpayments](#)