

a couple have two or six children, the maximum they can receive is still \$840 a year.

Mr. Tubb: Yes. Perhaps you might be interested in this comment. In 1964 we were meeting the established needs of slightly over 50 per cent of the married recipients. We are now meeting the established needs of about 80 per cent.

Mr. Chatterton: May I ask for a definition of "established needs"?

Mr. Tubb: The establishment of need is based on a formula which takes into account the actual cost of shelter, verified to the satisfaction of the district authority—rent, taxes, fuel, light, water and so forth; a food allowance based on the Canada Food Guide, which is up-dated periodically as far as increasing it is concerned; and clothing and personal care. These two latter amounts are arbitrarily set, but perhaps I should point out that they all compare quite favourably with the Toronto Welfare Council provisions for the same items.

• (11:45 a.m.)

Mr. Chatterton: I should just like to say that I think the officers of the Department of Welfare administer this fund in a humane and generous manner. I think the fault lies mainly in expecting a couple with four dependent children to live on \$270 a month. The fault is more with the legislation than with the administration of the Act.

Mr. Boulanger: Sometimes we receive complaints that when you have a special case to study there is too much delay in giving an answer. This is about the only complaint we hear. Is it because your staff is too small to handle the enquiries? Why do people complain that it takes three months for an answer which should take two weeks? Can you explain this? This is the chief complaint I have received so far.

Mr. Tubb: It is very difficult to say, in the thousands of cases we deal with, what are the typical causes for delay. Certainly there are delays and sometimes longer delays than we would like to see, but perhaps I could identify a few instances that might cause delay.

There is a need, perhaps, to co-ordinate our actions with provincial or local authorities or service benevolent funds. Sometimes the questions that are raised are relatively obscure and require a fair amount of clarification and verification on the ground. But, cer-

tainly, a three month delay is something that we would look upon with abhorrence and if you run into these delays we would be pleased to have them drawn to our attention.

Mr. Boulanger: So, it is not you alone that is involved. Sometimes you have to consult others. But I have been told this many times; I have heard that complaint often.

Mr. Tubb: So far as the staffing is concerned, the rhythm of our work has a peak in the spring and a peak in the fall. It is relatively quiet in the summer and in the winter except for last winter when, of course, we had the amendments for the war veterans' allowance and GIS and so on. But we do not staff for peak periods and probably it would be wrong if we tried to do so. So it might be an association with the time of year where a case that at another time of the year might be dealt with in a short time would take a little longer.

May I add just one other point? Sometimes the matter of service qualifications enters into this. When you are dealing with the Imperials, for example and the birth records at the Admiralty, it becomes quite a project.

Mr. Boulanger: But when you receive complaints do you explain to the people the reason for the delay? Anyway, I am satisfied with your explanation.

Mr. Chatterton: This question might be construed as involving the Veterans' Land Act which we have dealt with.

The Chairman: No, we have not dealt with it yet. It is coming after this Vote.

Mr. Chatterton: This might be an appropriate time to ask it because it does involve the War Veterans' Allowance Act also. My question is this and perhaps Mr. Pawley can answer it. Has the legislation changed to permit a recipient of the war veterans' allowance to receive Veterans' Land Act benefits? Does that still apply?

Mr. Cromb: Mr. Chairman, do I understand that you are asking whether a war veterans' allowance recipient may apply for the Veteran's Land Act? Yes. There is nothing in the WVA Act against that.

Mr. Chatterton: Can I take it, then, that the receipt of the war veterans' allowance does not disqualify from benefits under the Veterans' Land Act?