

ACCESS TO INFORMATION REQUEST FORM

Personal Access Request — Government of Alberta | Version 3.2, August 2026 (Classification: Public)

WHAT CHANGED IN THIS VERSION, AND WHY IT MATTERS

Version 2 established that the request is formal. This version adds what happens when a public body does not answer, because that is where people have been getting stuck.

Under section 13(2) of the Access to Information Act, a failure to respond within the time limit is treated as a **decision to refuse access**. Silence is not a delay you have to keep waiting through. It is a refusal, and a refusal can be reviewed by the Information and Privacy Commissioner. Page 2 sets out how.

Version 2 also replaced an outdated submission link. Some material still in circulation points to a page describing the Freedom of Information and Protection of Privacy Act, which was repealed and replaced for public bodies on June 11, 2025. That page states 30 calendar days. The correct period under the current Act is 30 business days.

IF YOU ALREADY SENT AN EARLIER VERSION

Check your response letter for the word **informal**. Wording such as “handled through an informal process” means you were not given the review rights a formal request carries. Also check whether the letter cites specific sections of the Act for anything removed. A formal response has to. If either is missing, submit this version as a fresh formal request, referencing your original request and its date so the history stays attached to your file. Keep everything you have already been sent.

BEFORE YOU FILL THIS OUT

This form goes to the Government of Alberta, not to The Alberta Disability System Breakdown. Read the submission instructions below, check the records templates on Page 2 if you need something other than a full AISH file, then fill out the form on Page 3.

WHERE TO SEND YOUR COMPLETED FORM

Three of the four published submission pathways for non-health personal requests are working. The email channel was bouncing in early May 2026; following a complaint filed with the Office of the Information and Privacy Commissioner of Alberta on May 8, 2026 and outreach to MLA Marie Renaud's office, the channel was restored on May 11, 2026 and is confirmed functioning. The fax pathway remains non-responsive.

Records held by a health custodian, such as hospital or physician records, go through the Health Information Act instead, which is a separate process with its own timelines. This form is for public bodies under the Access to Information Act.

PATHWAY 1 — EMAIL SARTR.ATI-CentralIntake@gov.ab.ca

Restored May 11, 2026 following a complaint to the Information and Privacy Commissioner; last confirmed working in May 2026. An acknowledgment usually returns within a few days. The 30 business day clock begins when the public body receives a request meeting section 7 of the Act.

PATHWAY 2 — ONLINE PORTAL portal.ati.alberta.ca/citizenportal/app/application

Handles Government of Alberta departments, including Assisted Living and Social Services (AISH, ADAP, FSCD, PDD, Income Support). The government states that a basic or verified Alberta.ca Account will do, and that anyone in Canada may set one up. When we filed through the portal in May 2026 a new account started as basic and had to be verified with an Alberta driver's licence or ID card before it would accept a submission, and a photo ID upload was required at step 3. Plan for the verified account. If you do not hold an Alberta driver's licence or ID card, use email or mail instead. The portal confirms submission with a Request ID. Save it.

PATHWAY 3 — MAIL Access to Information Central Intake, Suite 402, 10405 Jasper Avenue, Edmonton, AB T5J 4R7

Send tracked or registered if you can. Keep a copy of the form and your mailing receipt.

NOT CONFIRMED WORKING — FAX (780) 422-3204

Still officially published, but non-responsive when last tested on May 10, 2026 and not confirmed working since. Use one of the three pathways above.

WHAT NOT TO DO

Do not email this completed form to the campaign. The campaign email (albertadisabilitybreakdown@outlook.com) is for advocacy questions only. We cannot submit your file request on your behalf, and your personal file information should not be sitting in a third party's inbox. If you have questions about filling the form out, rather than submitting it, write to us with none of your personal information attached. We are happy to help with the how. We just cannot receive or submit the completed form for you.

IF THEY DO NOT RESPOND, AND RECORDS TEMPLATES

Your review rights, and alternatives to the default AISH file request

WHAT THE DEADLINE REALLY IS

Under section 13(1), a public body must make every reasonable effort to respond no later than **30 business days** after the requirements of section 7(2) are met. A business day excludes Saturdays, holidays and the Government of Alberta's Christmas closure. Sundays count as holidays. So 30 business days is roughly six calendar weeks, not one month.

Under section 16 the public body can extend the time itself, by up to 30 business days and then for further reasonable periods. There is no cap on the number of extensions, and it is on you to seek a review if you think an extension was not justified. If your time is extended you should be told in writing, with a reason and an expected date.

NO ANSWER IS AN ANSWER

Section 13(2): a failure to respond within the time limit, or within any extended period, **is to be treated as a decision to refuse access.**

You do not have to wait indefinitely and you do not have to persuade anyone to reply. Once the period has passed, you have a refusal, and a refusal can be reviewed.

Asking the Commissioner for a review. Contact the Office of the Information and Privacy Commissioner of Alberta at oipc.ab.ca. For access requests under this Act, a review is generally requested within 60 business days of being notified of the decision, act or failure to act, or a longer period the Commissioner allows. There is no fee.

Two points of detail. A review request must be delivered to the Commissioner **and** to the public body. And a deemed refusal is silence, so there is no notification event to start the 60 business days running. Missing the date does not shut you out. The Commissioner may also allow up to 30 additional business days.

Have ready: the date you submitted, how you submitted it, your Request ID or acknowledgment if you have one, and a copy of the form you sent. This is why keeping proof of sending matters.

RECORDS TEMPLATES

Page 3 is pre-filled with the default AISH file request. If you overwrite it, the text is here to paste back. For other record types, use the alternative templates and change the public body field on Page 3 to match.

DEFAULT — FULL AISH FILE (already pre-filled on Page 3)

Public body: Assured Income for the Severely Handicapped (AISH)

- All medical reports and assessments used in the eligibility decision
- All financial records and disclosures
- All caseworker notes and case logs
- All correspondence to and from the file (mail and email)
- Decision rationale documents and any internal review notes

ALTERNATIVE — ADAP FILE

Public body: Alberta Disability Assistance Program (ADAP)

- All medical reports and assessments used in the eligibility decision
- All records relating to my transition from AISH to ADAP
- All caseworker notes and case logs
- All referrals to employment service providers and any records received from them
- All correspondence to and from the file (mail and email)
- Decision rationale documents and any internal review notes

ALTERNATIVE — FSCD (FAMILY SUPPORT FOR CHILDREN WITH DISABILITIES)

Public body: Family Support for Children with Disabilities (FSCD)

- All assessments and medical reports used in eligibility
- All Individual Family Service Plans (IFSPs)
- All caseworker notes and contact logs
- All correspondence to and from the file
- All funding decisions and rationale documents

ALTERNATIVE — PDD (PERSONS WITH DEVELOPMENTAL DISABILITIES)

Public body: Persons with Developmental Disabilities (PDD)

- All assessments used in eligibility decisions
- All Individual Support Plans (ISPs)
- All caseworker notes and case logs
- All correspondence to and from the file
- Decision rationale documents and any internal review notes

ALTERNATIVE — DECISION-ONLY REQUEST (FASTER TURNAROUND)

Public body: Same ministry as the decision you are reviewing

- The decision letter and any attachments sent to me
- The internal rationale and supporting notes for that decision
- Any assessments, reports, or documents relied on for that decision
- Communications between staff regarding my file in the 30 days before the decision

For records held by a public body not listed above, use the Government of Alberta ATI Coordinator directory to identify the correct office.

ACCESS TO INFORMATION REQUEST FORM

Complete this page and send it to the Government of Alberta

FORMAL REQUEST DECLARATION

This is a formal request for access to records under section 7 of the Access to Information Act (Alberta). It is not a request for an informal release under section 90, and I do not consent to it being processed as one.

I require a response complying with section 14. If any record or part of a record is refused or severed, the response must state the reason and identify the specific section of the Act relied on for each severance, with notice of my right to request a review by the Information and Privacy Commissioner.

Under section 13 the public body must make every reasonable effort to respond within 30 business days. If time is extended under section 16, I ask to be notified in writing of the reason and the expected response date. I note that under section 13(2) a failure to respond within the applicable period is to be treated as a decision to refuse access.

The personal information collected on this form will be used to respond to your access to information request. This collection is authorized by section 4(c) of the Protection of Privacy Act.

ABOUT YOU

LAST NAME

FIRST NAME

ORGANIZATION (IF APPLICABLE)

MAILING ADDRESS

CITY / TOWN / VILLAGE

PROVINCE

POSTAL CODE

TELEPHONE (DAYTIME)

TELEPHONE (EVENING)

EMAIL ADDRESS

ABOUT YOUR REQUEST

1. What kind of information do you want to access?

Your own personal information (no initial fee)

General information (\$25 initial fee)

2. TO WHICH PUBLIC BODY ARE YOU MAKING YOUR REQUEST?

Defaults to AISH. Change to ADAP, FSCD, PDD, Income Support, or another ministry. Maximum 70 characters.

3. Do you want to:

Receive a copy of the record

Examine the record

ABOUT THE INFORMATION YOU WANT TO ACCESS

1. WHAT RECORDS DO YOU WANT TO ACCESS?

Pre-filled with the full AISH file request. See Page 2 for other templates. Maximum 1200 characters.

2. WHAT IS THE TIME PERIOD OF THE RECORDS?

For example, application date to present, or a specific date range. Maximum 90 characters.

SIGNATURE

DATE

Keep a copy and proof of how you sent it. The date the public body receives your request starts the 30 business day clock.