

Ontario Works Online Application

The online application is part of the government's initiative to modernize and improve social assistance technology and delivery across Ontario.

The application includes a screening process where a person can find out whether or not they might be eligible before they start the application process.

The Online Application for Social Assistance is a new, convenient way for people to apply for Ontario Works, the Ontario Disability Support Program or Assistance for Children with Severe Disabilities. It is available 24 hours a day in English and French at:

www.ontario.ca/socialassistance

Applicants can access the online application from the privacy of their own homes, or from any computer with an Internet connection. Computers are available in Ontario Works offices in Dryden, Kenora and Sioux Lookout. People wishing to apply on line for Ontario Works can use the computers in the local Ontario Works office.

Note: Individuals living within a First Nations community who want to apply for Ontario Works will be able to use the screening section of the online tool, but will need to contact their local office to submit an application.

Using the Online Application for Social Assistance

The information required to complete an online application is the same as what is required to complete an in-person or telephone application.

At the start of the application section, applicants will be asked to enter their postal code.

The online application will time out after 30 minutes of inactivity on a single page. As long as the applicant moves from one page to another within the 30 minute time frame, the applicant can take as much time as needed to finish the entire application.

For privacy reasons, if applicants want to stop completing the application, or choose not to submit it at the end of the process, their information will not be saved. If they decide to apply again later, they will need to enter all the required information again.

Can Applicants skip the "Am I Eligible" screening portion and go directly to the application?

All applicants must complete the "Am I Eligible" or screening part of the application. This is to make sure the applicant is fully informed about the programs he/she might be eligible for before completing the full application.

Can clients complete the application online even if the summary states they may not be eligible?

If the screening process indicated the applicant might not be eligible for benefits, he/she may still choose to complete and submit an application.

How will applicants know they have successfully submitted an online application?

After the application has been submitted, a notification will appear on the computer screen confirming that the application has been sent to the local office. A confirmation number will also be provided.

After the application has been submitted, it is sent to the appropriate local office, based on the postal code provided. A staff person will then review the application and contact the applicant within three business days to schedule an in-person appointment to complete the application process. The “Help” function is available if the applicant is having technical difficulties with the online application or they may contact Service Ontario at 1-855-231-1255.

The online application for social assistance is:

- Confidential
- Convenient – applicants can access it from the privacy of their own homes or from any computer with an Internet connection.
- Available 24 hours a day, seven days a week
- More accessible
- Available in English and French

It also includes:

- A screening section that can tell potential applicants whether or not they might be eligible before they start the application process
- A feature allowing the applicants to suggest up to three dates and times for their verification interview.

Do applicants have to use the online application?

Ontario is committed to respecting privacy and protecting personal information. Someone would not be able to access another person’s personal information. Information submitted is subject to the access and privacy provisions of the Freedom of Information and Protection of Privacy Act and the Municipal Freedom of Information and Protection of Privacy Act.

Applicants who do not want to provide their information online can apply by contacting their local office.

Is the online application accessible for Ontarians with disabilities?

The online application was designed and tested for accessibility so that all users will have access to the application. Features include:

- Text alternatives for non-text content
- The ability for users to select the font and font size in their browsers
- Giving users enough time to read and use the content
- Page functionality is available using the keyboard
- Readable and understandable text.

Can clients under the age of 18 apply for assistance using the online application?

An individual applying for Ontario Works must be 16 years or older. If an individual is applying for assistance with the Ontario Disability Support Program, they must be 17.5 years of age. These same rules will be applicable with the online application.

How will the application address situations where clients do not have a phone number for contact purposes?

Applicants are informed on the confirmation page to contact the local office to schedule an appointment within five business days if they have not provided a contact phone number. The office locator assists them to find the office closest to their location.

What do the closing comments say to the applicant? Do they specify a number of days that the office will get in touch with them by?

Applicants are advised that they will be contacted within three days of submitting the application.