

Information for Employers/Income Sources

What is the role of the employer and income source?

Employers and income sources have an important role under the Family Responsibility and Support Arrears Enforcement Act, 1996. You are helping the many Ontario families who rely on court-ordered child and spousal support to receive payments. You are also assisting the parent who is paying support to keep their payment records in good standing. Payments (also called remittances) can be made by many different methods. The Family Responsibility Office (FRO) offers several secure, easy and timesaving electronic payment options.

What are electronic payment options?

Electronic payments are easier and faster to process and more secure than cheques. Making payments electronically will reduce and/or eliminate calls to your payroll department from the FRO.

You can use one of the following electronic options to make payments:

- On-line banking
- FRO flat file
- Electronic Data Interchange (EDI)
- Corporate pre-authorized payment
- Electronic Corporate Link to Internet Payment Services (ECLIPS).

For more information about electronic remittance options, please contact the FRO's electronic commerce coordinator at 416-243-1900 Ext.7042. E-mail contact details are on the back of the Support Deduction Notice that you will receive from the FRO.

Where do I mail cheque and money order payments?

Make cheques or money orders payable to:
Director, Family Responsibility Office

Send payments to:
Family Responsibility Office
P.O. Box 2204
Station P
Toronto, ON
M5S 3E9

Cheques and Money Orders

With each payment, you must include the employee's last name and the seven-digit FRO case number.

Why have I been sent a Support Deduction Notice for an employee?

In Ontario, all court-ordered support payments are collected by the FRO. If there is a known employer, the FRO will issue a Support Deduction Notice to the employer. This is normal practice in Ontario and benefits the families and children who receive court-ordered support payments. Issuing a Support Deduction Notice is not punitive and it does not indicate a payment problem or a concern with debt management.

What do I do when I receive a Support Deduction Notice?

After receiving a Support Deduction Notice, you have up to 14 days to set up the deductions with your payroll system. On the first pay date after the initial 14 days, you are required to begin deducting from the employee's net pay.

In the period between the court order and the time when you start to make support deductions, it is the employee's responsibility to send support payments to the FRO. If these payments are not made, the Support Deduction Notice will tell you that there are arrears.

What if the employee is laid off, terminated or unable to work?

You should notify the FRO within 10 days of any change in the employee's status with your organization. Please send a letter to the FRO indicating the employee's name, case number and the reason for the interruption in support deductions. If the employee is receiving short or long-term disability payments, please indicate this and provide the name of your organization's insurance carrier.

Send letters to:
Family Responsibility Office
P.O. Box 220
Downsview, ON
M3M 3A3

Or fax to:
416-240-2401

If your organization is enrolled with ECLIPS, FRO's internet-based remittance service, simply complete the on-line electronic employment change form to report an interruption in support deductions.

Where can you get more information?

Go to www.theFRO.ca TTY: 416-240-2414

24-Hour Automated Information Line: 416-326-1818 or toll-free at 1-800-267-7263 for general information about the FRO.

Customer Service Unit: 416-243-1909 or toll-free at 1-888-815-2757 for general inquiries such as payment information, to update an address or to request forms. Call Monday to Friday 8 a.m. to 5 p.m.

Employer Hot Line for income sources only: 1-800-463-3533
Monday to Friday from 8 a.m. to 5 p.m.