



Durham Region Health Department FAX about...

For Health Care Professionals



Health Equity Series – Improve Health Through Financial Empowerment #6

Health Care Providers have a unique opportunity to address the social determinants of health during client interactions. Health status improves at each level of the income hierarchy.

Financial empowerment is an upstream poverty reduction approach focused on improving the financial security of residents living with low income through interventions aimed at building financial literacy, enhancing access to income supports and benefits, growing savings, reducing barriers within the financial system, and more. Please visit prospercanada.org for more information.

Income tax filing

Systemic and personal barriers prevent **approximately 1 in 5 Canadians with low incomes** from filing their taxes and accessing income benefits and tax credits they are entitled to. At the same time, these benefits are the [main income source for 62% of low-income households](#).

There are over 40 benefits and credits in Ontario. Many can only be accessed by filing taxes. Tax filing may help clients receive money back to help cover important expenses like food, rent, and utilities.

Did you know?

- Across Durham Region, several community organizations offer free tax support. In 2025, 16 participating partners shared their results: 68 volunteers filed 5,211 tax returns, **resulting in an estimated \$27 million in benefits and credits for residents**.
- Free tax clinics are available across Durham Region for residents who live with low or no income and have simple tax situations. Clinics are available in a variety of formats: in person, virtual, appointments, drop-in, and form drop off.

Recommended actions for clinicians

- Advise clients that support is available for filing taxes and direct them to durham.ca/FileYourTaxes for a list of free tax filing supports.
- Post the attached poster in a space accessible for clients or the public.
- Share this video with clients and your network: durham.ca/TaxFilingVideo (or search the Region of Durham YouTube channel for tax filing).

More information on living with low income supports can be found on durham.ca/livingwithlowincome.

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905-668-2020 or 1-800-841-2729 | durham.ca/health

If you require this information in an accessible format, contact 1-800-841-2729.





Get money by filing your taxes

If you have no income or earn a low income, you could get more money in your pocket by filing your taxes.

More than 40 income benefits in Ontario can be accessed through tax filing.

Free tax help is available for people with modest incomes and simple tax situations. Visit durham.ca/FileYourTaxes or call 3-1-1 for more information.

