

Self Employed Support Workers – Payment Process Update – January 2025

Durham Association for Family Respite Services (DFR) provides a direct deposit payment service for families who choose to have their hired workers paid this way. Invoices once approved are sent to DFR on a bi-weekly basis, based on an annual schedule issued by DFR at the beginning of each calendar year.

- The DFR direct deposit payment system is available to families if they choose to have support worker invoices paid through this centralized service. Contracted self-employed support workers will be advised by the hiring family as to how invoices will be paid and the expected payment dates.
- All individuals being paid through DFR direct deposit service must provide a void cheque or PDF banking information along with contact information, email address and telephone # when hired. Invoices cannot be paid until the DFR office has this information. The worker is responsible for advising the accounts payable department of changes to either bank information or contact information.
- Completed, authorized Invoices must be submitted by the family or family coordinator by the deadlines indicated in the annual payment schedule to be processed and paid on time. Deadline is 4:30 p.m. on Monday. Invoices can be hand delivered to the DFR office timesheet mailbox, faxed to 905-436-3587 or emailed to supporterinvoice@dafts.com.
- All invoices must be filled in completely and authorized by the authorized family member or designate. Invoices received that are not complete and/or not authorized will be removed from the payment file and an attempt will be made to get the required information to meet the payment deadline.
- The annual payment schedule indicates the date the deposit should be expected in the support workers designated bank account. This deadline will be met unless there are extenuating circumstances beyond the control of DFR. DFR will make every effort to contact all workers if there is a deviation from the schedule as soon as DFR is aware payment may be delayed. Families will also be notified by email.
- If a worker does not receive payment for their submitted invoice on the expected date, they should contact DFR Family Focused Account Coordinator – Jennifer Collins at 905-436-2500 ext.2222 or supporterinvoice@dafrs.com. Your invoice may not have been received as expected or there may be a problem with the payment information. Jennifer will respond as soon as she has determined the reason for the non-payment and will advise what needs to happen for payment to be processed. Typically, payment will go into your account the following business day. Individuals should take the necessary precautions in their personal banking commitments, understanding there can be unexpected delays of up to 24 hours.
- Self-employed contract workers are responsible for declaring their income to Revenue Canada and making legislated deductions and remittances. DFR will provide the workers with a letter stating the total amount billed for the calendar year within 60 days of the end of the year, to assist with income tax filing.

DFR is not the employer and provides a payment service only.