

FRO Facts

goodparentspay.com

The Family Responsibility Office (FRO) helps families in Ontario receive the support payments they are entitled to by enforcing court-ordered support responsibilities.

To effectively enforce support payments the FRO must be able to locate defaulting payors. If all means of locating the defaulting payor have been exhausted, and there have been no payments in six months, the individual may be considered for posting on goodparentspay.com. The purpose of the website posting is to ask the general public for help in locating a defaulting payor and to take enforcement action on the case.

What information is posted on the website?

The FRO may post the following information:

- Photograph
- Name
- Physical description (height, weight, hair and eye colour)
- Approximate age
- Last known location
- Usual occupation/trades
- Language(s) spoken

How long will the defaulting payor stay on goodparentspay.com?

The purpose of posting a support payor's information on the website is to ask the public to help locate that person. It may take a few days, weeks or even months to receive information about a support payor posted on the website. If the FRO does not receive any information after a few months, the posting will be removed and may be considered for posting at a later date.

A support payor's information will be removed from the website immediately if the support payor contacts the FRO, makes payment on their case, or if the FRO receives and confirms any information about the support payor's location or income source.

A support payor's information may remain on the FRO website for days, weeks or even months.

What is the process for posting a support payor's information on goodparentspay.com?

When the FRO has exhausted all means of locating a defaulting support payor, and no support payments have been received for six months, the individual will be considered for posting on goodparentspay.com.

The FRO will send a letter and consent form to the recipient requesting permission to post the defaulting support payor's information on goodparentspay.com. If the support payor has more than one case, a letter and consent form will be sent to all the recipients in related cases. Consent must be received from each support recipient before the information can be posted on goodparentspay.com.

Once the consent and photograph is received and a photograph of the support payor has been confirmed, the FRO will update the case with the information provided. The case is then reviewed again to ensure that it still meets the criteria for web posting and that all means of locating the support payor have been exhausted.

The support recipient is then contacted again by telephone prior to posting the information on the website to confirm that they still consent to the posting. Once final consent has been received, the information becomes available for public viewing on the FRO website.

How do members of the public provide tips and information on a support payor posted on the website?

Tips and information can be provided anonymously by telephone, e-mail or letter. All tips and information are investigated to determine their accuracy. If the location of the payor or the identity of an income source is confirmed, the posting will be removed immediately.

Can a support payor request to have their information removed from the website?

Yes. The purpose of this exercise is to locate the support payor. Therefore, if the support payor contacts the FRO to update their address and income source their information will be removed from the website.

Where can I get more information?

Go to www.theFRO.ca

TTY: 1-866-545-0083

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

Customer Service Unit: 416-243-1909 or toll-free at 1-888-815-2757

for general inquiries such as payment information, to update your address or to request forms. Call Monday to Friday 8 a.m. to 5 p.m.

Enforcement Call Centre: 416-326-1817 or toll-free at 1-800-267-4330

for specific enforcement information. Call Monday to Friday from 8 a.m. to 5 p.m.