

SERVING YOU BETTER




Consultations with Northern Residents at a Glance

The Canada Revenue Agency (CRA) heard feedback from taxpayers living in the North; feedback that we will use to help make our programs and services fairer, more helpful and easier to use.

What you told us

- “Consultations with northern residents provided very good discussions about the challenges and issues that Nunavummiut face with respect to CRA.”
- “The CRA should provide more assistance to residents in the Northwest Territories so they can get caught up on their filings and receive the benefits to which they are entitled.”
- “CRA employees should receive Nunavut 101 training.”
- “To service the northern centre and nearest centre, there could be 20,000 flights in a month. The airlines ask, ‘what do you mean by the average lowest return airfare? We could have many sales going on in that month.’”

What you want us to do

-  Expand CRA outreach and partnerships in northern communities
-  Improve services for Canadians living in the North
-  Help taxpayers better understand how to claim the northern residents deductions for Canadians living in the North

The CRA’s 2017–2018 Northern Consultations Action Plan identifies ways to improve services for you.

Top 10 things the CRA will do

- 1 Collaborate with Service Canada to conduct outreach activities that inform northern residents of the variety of tax benefits available to them, including the northern residents deductions, when they file their income taxes.
- 2 Promote the Community Volunteer Income Tax Program and create partnerships with organizations in the North that can provide volunteers.
- 3 Carry out a pilot project to attract and recruit post-secondary students to the CRA who can speak Inuktitut.
- 4 Develop an interim telephone protocol to help northern residents who experience unreliable telephone service.
- 5 Explore routing options that will allow northern callers to connect with CRA telephone agents who are familiar with northern residency issues.
- 6 Examine the issue of slow mail delivery in the northern regions and its impact on taxpayers’ compliance.
- 7 Explore new payment options for taxpayers in the North that go beyond the telephone banking and cheque mailing services currently available there.
- 8 Improve information presented in the CRA’s publications and webpages to help northern residents better understand the northern residents deductions, and how to claim them.
- 9 Create a checklist for claiming the northern residents deductions that includes a reminder to taxpayers to collect their expense receipts throughout the year.
- 10 Explore options that can help taxpayers identify the Lowest Return Airfare.



Thank You!

Thank you to everyone who shared feedback. Special thanks to the Mayor of Iqaluit, the participants from territorial governments, Whitehorse Chamber of Commerce, Yellowknife Chamber of Commerce, Certified General Accountants Association of the Northwest Territories/Nunavut, Baffin Regional Chamber of Commerce, Northwest Company, and Lester Landau, Chartered Accountants.

To learn more
canada.ca/cra-northern-consultations