

The Canada Revenue Agency website has an informative page titled “[All about Your Tax Return](#)” which you may wish to visit if you have any questions that you want answered.

If you have your information slips, etc, you may just need the forms. You can get them [online from the CRA website](#).

If you do not have your information slips, you can call CRA on their general enquiries line at 1-800-959-8281 and request that they be mailed to your home address. Before you call, you should be prepared to respond to some general identification questions as well as two specific financial questions. These questions are in place to ensure that confidential information is sent to the correct person. If you are unable to respond to the questions asked, the agent will need to book an appointment with the local Tax Service Office for you, and you will need to bring picture identification in order to obtain the necessary printouts. *Please note that printouts on demand are no longer available at any tax service office; you must have an appointment.*

If you have questions about how to complete your tax return you can call the general enquiries telephone number. If you are unable to get your questions answered on the telephone, the agent will book you an appointment with an officer in the tax service office. Please note that whether you speak with an agent on the telephone or in person they **cannot** prepare your income tax return(s) for you.

Canada has a self-assessing tax system and you are responsible for completing your tax return to the best of your ability. You cannot send in a blank return with your slips and ask CRA to complete it for you. If you do this, CRA will return the forms and slips along with a letter outlining the requirement for you to complete the return.

Most of the mathematical calculations are completed in the system and any errors will usually be caught when the return is assessed. You do, however, need to complete the income fields that relate to your situation. On the back of most of the information slips you are instructed as to where income from each box is entered.

For example:

- Line 101 is where all your T4 slip(s) information from Box 14 is reported.
- Line 129 is where box 16 of a T4RSP slip is reported and if you have contributed to an RRSP in the year line 208 this is where you take your deduction.
- CRA will calculate the taxes payable but they will not automatically claim deductions you may be entitled to so it is important that you claim deductions such as Child Care Expenses.

The CRA website at www.cra.gc.ca is an excellent source of tax information and it has various ways for you to search for answers. There is an alphabetical index and also a keyword search.

You can also [download tax forms](#) from previous years.



You may want to file a return if **any** of the following applies to you if:

- You want to apply for the [GST/HST credit](#). For example, you may be eligible if you turned 19 years old in the taxation year. Under the Taxpayer Relief Provisions you can file returns for the previous ten taxation years and if you meet the eligibility criteria you will receive retroactive payments for the GST/HST credit that you missed.
- You or your [spouse or common-law partner](#) want to begin or continue to receive [Canada Child Tax Benefit](#) and [Universal Child Care Benefit](#). Generally, CRA only retroactively pays the past 11 months for the Child Tax Benefit. You can request in writing for CRA to go beyond the 11 months but you must provide the reason why you have not applied for the benefits at the time you were eligible. You should note that not all requests to go beyond the 11 months are approved. They are decided on a case by case basis.
- You have incurred a non-capital loss (see [line 236](#)) in 2007 that you want to be able to apply in other years.
- You want to carry forward or transfer the unused portion of your tuition, education, and textbook amounts (see [line 323](#) and [line 324](#)).
- You want to report income for which you could contribute to an RRSP, in order to keep your RRSP deduction limit for future years up to date.
- You want to carry forward the unused investment tax credit on expenditures you incurred during the current year (see [line 412](#)).
- You receive the Guaranteed Income Supplement or Allowance benefits under the Old Age Security Program.

In addition to the income tax related credits, you may be entitled to a number of very important benefits and subsidies which are calculated based on your tax return. Things like health care subsidies, housing subsidies, daycare subsidies, student grants and other provincial or city programs all require a Notice of Assessment from your tax return.



Forms for Old Age Security, Canada Pension Plan and Net Federal Supplements can be found on the [Human Resources and Social Development Canada](#) website or by visiting one of their offices.

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The [Community Volunteer Income Tax Program](#) is a CRA sponsored program that provides training to individuals in the community to learn how to do simple basic tax returns. These volunteers then provide free tax return preparation services. In order to use this service you must meet the eligibility criteria for the income limitations. In addition, the volunteers only complete simple returns. They will NOT complete returns that have self-employment income, employment expenses, rental income or if the investment income you are reporting in a year exceeds \$1000. You can find out more information on the general enquiries telephone line or on the CRA website at www.cra.gc.ca/volunteer. If you feel you meet the eligibility criteria you may ask for a referral to the volunteer program in your area when you call general enquiries at 1-800-959-8281. Generally the volunteers are available during the tax filing season from February through to the end of April but there may be help available during the rest of the year based on your location.

