

RIGHTS AND OBLIGATIONS

People who are benefiting from programs and services offered by the Ministère du Travail, de l'Emploi et de la Solidarité sociale have rights and obligations. To find out what your rights and obligations will be, as a beneficiary of these programs and services, please read the following information.

YOUR RIGHTS

You have the right to

- ▶ Ask for support to get all the information you need to know which programs or measures could apply to your situation (e.g., employment assistance services, family allowance, programs administered by the Ministère, shelter allowance program)
- ▶ Ask for assistance when you are submitting an application for one of the programs administered by the Ministère
- ▶ Be assisted by the person of your choice when dealing with the Ministère
- ▶ Ask for review of a decision made regarding your file
- ▶ Provide your comments or supply documents to the Ministère if you are informed that it is planning to reduce the amounts it pays you or to stop paying you assistance because you have not declared your real situation (a 10-day advance notice is sent when that is the case)

YOUR OBLIGATIONS

You will have the following obligations

- ▶ Provide all the requested information and documents, so that the Ministère can determine if you are eligible to a program and, if so, determine the amount of financial assistance to which you are entitled
- ▶ Inform the Ministère as soon as a change in your family or financial situation occurs (birth, separation, beginning of employment, change of address, studies, etc.). You will be able to do so by telephone, in person or using the form allowing you to make a [statement of change \(SR-2601A\)](#). Changes can have effects on the financial assistance you can receive
- ▶ Repay any amount received in excess
- ▶ Submit an application for any other government program you could benefit from (e.g., apply for pension or employment insurance) and any other recourse
- ▶ Avoid disposing of property or liquid assets or squander them without adequate consideration, to obtain a greater amount of assistance



IMPORTANT NOTE

If you do not meet your obligations, the assistance granted may be reduced or may no longer be paid to you.

FOR MORE INFORMATION

	By telephone, at 1-877-767-8773 (toll free)	Online, at Quebec.ca/socialassistance
For general information	✓	✓
To ask questions about your file	✓	
To receive the PDF version of a form		✓
To register with My Account – Employment Assistance – Social Assistance (online services)		✓

My Account — Employment Assistance – Social Assistance will give you easy access to the information you will need.

Creating your personalized online account, you will be able to do things such as :

- ▶ Reading the communications you receive online
- ▶ Access your claim slips in electronic form
- ▶ Check important dates
- ▶ Send documents to the Ministère.

NOTE

This general information document may not be used for legal interpretation purposes.



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