

## Ontario introduces new initiative as part of building 'smarter' government plans

Written By ALYSSA PARKHILL

This past Friday (Jan. 24) Dufferin-Caledon MPP Sylvia Jones announced that the provincial government is rolling out a new 'Transfer Payment Consolidation Smart Initiative', to simplifying how non-profit organizations, municipalities and other service providers receive government funding.

This initiative is a part of Ontario's plan to build a 'smarter government'. Several acts and initiatives have been introduced as part of this plan including the 'Simpler, Faster, Better Services Act'.

The 'Simpler, Faster, Better Services Act' came into effect in August 2019. It was the first action taken in Canada to develop easier and more effective services to individuals through digital practices.

'Ontarians have access to many of the goods and services they want, when they want, where they want because years ago businesses recognized bringing services online will better meet customers' needs. Unfortunately, the Ontario government has not maintained the same standard due to out-of-date, overly bureaucratic processes that have reduced the quality of service provided to the people,' said Bill Walker, Minister of Government and Consumer Services in a press release last year. 'It's time for the Ontario government to bring its services into the 21st century. Our government has introduced the Simpler, Faster, Better Services Act and a number of other legislative changes to put people at the centre of the services we provide.'

Since then Ontario has made key progress in improving services for Ontarians to improve customer experience, like with Transfer Payment Ontario, which was formerly known as Grants Ontario. The initiative has created an easier and more functional way of applying for funding opportunities.

Organizations like the Caledon Community Services (CCS) will benefit immensely with this new initiative.

'Caledon Community Services is a provider of services; we're called upon to provide resources in myriad sectors of human services. When we can reduce back office and administration, we can increase our front facing services and do more for Caledon and the surrounding communities. The government's direction here is one we applaud,' said Monty Laskin, Caledon Community Services Chief Executive Officer.

MPP Jones discussed with the many positive changes and improvements this initiative will have on CCS' services.

'Smarter, more efficient transfer payments will allow organizations like CCS to focus their efforts on what they do best,' said Jones. 'Delivering services and programs residents in our community relies on.'