

Common steps to get disability benefits

Canada has a range of income benefits programs that many Canadians find difficult to navigate, however benefit application processes for people with disabilities are the most challenging of all. Typically involving many more steps and costs, the experience is often onerous and expensive and can be profoundly discouraging and even dehumanizing for those who apply.

This map represents a generic view - the common steps that benefits (e.g., the Disability Tax Credit, or disability assistance in B.C.) applications require. It illustrates the complexity and challenges that are commonly found across different disability benefits applications.

This journey map was developed through consultation with 18 researchers and service providers and 16 B.C. residents with disabilities through the Access to Benefits for Persons with Disabilities project. It is designed to support governments and service providers to remove barriers to ensure people with disabilities have smooth access to the benefits they are entitled to. The Access to Benefits for Persons with Disabilities project is funded by the Government of Canada's Social Development Partnerships Program Disability.

