Canada Revenue Agency
canada.ca/charities-giving

News and events for charities

Start off your new year with some useful tips from our Client Service team

As a new year begins, many of us embrace a fresh start. Charities can also embrace this spirit by making sure their account and information with the Canada Revenue Agency (CRA) are accurate and updated.

If you have made or plan to make changes to your organization, informing the Charities Directorate ensures that your charity complies with its obligations under the Income Tax Act and starts the new year on the right foot. Our client service team is here to support you each step of the way.

Did you know that our client service representatives responded to close to 53,000 calls during the 2023-2024 fiscal year? Charities, other qualified donees and the public received trusted advice from our representatives, with an average response time of two minutes or less.

When you call us with specific questions, such as those related to the Form T3010, charitable purposes, and the disbursement quota, your call will be quickly transferred to one of our representatives, like Josée, Dylan and Ala, who collectively have over 15 years of experience helping the charitable sector. We asked them to share some tips to help your charity meets its obligations:

Differences between updating us on changes and submitting your charity information return

Hi, my name is Dylan! I enjoy talking to charities across the country, and finding the right information for you. Did you know that informing us about changes to your charity and submitting your annual charity information return are two separate processes? To ensure your updates are processed, please remember to submit a separate request for any change you make to your charity.

For example, if you change your address, have new activities, or are updating your list of directors, this information should be submitted to us by following the appropriate steps on make a change to your organization. The easiest way to keep this up to date is using My Business Account or Represent a Client. Unfortunately, since Form T3010, Registered Charity Information Return is not designed for account updates, changes made through this form will not be processed. When in doubt, call us! We would be more than happy to validate your information with you.

Everything you need to know about charities, from A to Z

Hi, I’m Ala! Answering questions about registration and providing links to the appropriate sections of our website are some of the many ways I can provide information to you. To help you navigate the changes your charity may be considering this new year, I highly recommend that you consult our Charities and giving – A to Z index. With close to 400 topics, it’s a search engine to help you find the correct information. This is one the most useful pages I share when charities call us.

Checklists for charities

Hello, bonjour, I’m Josée! I love helping people and providing the information charities need to stay compliant. Did you know that when you call our team, we can send you an email with links to all the information you are seeking? For example, one of my go-to webpages is our checklists for charities. For checklist-lovers, this page offers a ton of information to help you kick off the new year right and check things off your to-do list. Another great tool for anyone involved with operating a registered charity is our important links for directors, officers and volunteers, which contains more need-to-know information!

We’re here to help

Whatever goals you may set for your charity this new year, you can rely on our team to guide you along the way.

For any charities-related questions, please call our Charities Directorate client service team at 1-800-267-2384. We are available to help you Monday through Friday, from 8 am to 5 pm, Eastern time.