cadac

Frequently Asked Questions

Version 1.0   June 2025

Table of Contents

INTRODUCTION TO CADAC

1. WHAT IS CADAC?

CADAC (Canadian Arts Data / Données sur les arts au Canada) is a shared online platform that allows arts organizations to submit financial and statistical data to multiple public funders through a single, streamlined system.

2. WHAT IS THE MISSION AND VISION OF CADAC?

CADAC's mission is to promote transparency, consistency, and collaboration in the collection and analysis of arts data across Canada. Its vision is to provide a unified system that supports informed decision-making for funders and strengthens the arts sector through reliable, shared data.

3. WHO ARE THE CADAC MEMBER FUNDING AGENCIES?

CADAC is used by a wide network of Canadian public arts funders at the federal, provincial, territorial, municipal, and regional levels. Member agencies include:

- **Canada Council for the Arts**
- **British Columbia Arts Council**
- **Alberta Foundation for the Arts**
- **Edmonton Arts Council**
- **Calgary Arts Development**
- **Saskatchewan Arts Board (SK Arts)**
- **Manitoba Arts Council**
- **Ontario Arts Council**
- **Toronto Arts Council**
- **City of Toronto – Culture Division**
- **City of Kingston**
- **City of Greater Sudbury**
- **Government of New Brunswick**
- **Arts Nova Scotia**
- **Halifax Regional Municipality**
- **ArtsNL (Newfoundland and Labrador Arts Council)**
- **City of Vancouver**
- **City of Saskatoon – Community Development Branch**

4. WHY IS CADAC IMPORTANT TO THE ARTS COMMUNITY?

CADAC plays a vital role in supporting transparency, efficiency, and informed decision-making in the Canadian arts sector.

For **arts organizations**, it simplifies the grant application process by providing a centralized platform where financial and statistical information can be submitted once and used by multiple funders. This reduces administrative burden, minimizes duplication, and ensures that organizations are presenting consistent data across agencies and programs.

For **funding agencies**, CADAC offers standardized, reliable data that supports fair and comparative assessment. It allows funders to better understand organizational needs, monitor trends over time, and evaluate the health and sustainability of the sector.

At a national level, CADAC contributes to broader **sector research and policy development**. The aggregated data helps demonstrate the collective impact of public arts funding, supports advocacy efforts, and informs government reporting and investment strategies.

By using CADAC, the arts community gains access to a shared language of financial and operational metrics that supports both accountability and long-term planning.

5. WHAT ARE THE BENEFITS OF USING CADAC FOR ARTS ORGANIZATIONS?

CADAC offers a number of practical and strategic advantages for arts organizations, especially those receiving core or operating funding from public funders:

- **Submit data once to multiple funders**
  Instead of preparing separate financial and statistical reports for each funder, organizations can enter their data once into CADAC and share it with all participating funding agencies. This reduces duplication, saves time, and ensures consistency across applications.
- **Access historical financial and statistical forms**
  CADAC maintains a record of submitted forms, allowing organizations to view and download their financial and statistical data from previous years. This is helpful for internal reporting, year-over-year comparisons, and long-term planning.
- **Generate reports to analyze organizational trends**
  CADAC includes built-in reporting tools that allow organizations to track their own financial performance and key ratios over time. These reports are useful for board presentations, strategic planning, and internal evaluation. Organizations can also benchmark themselves against similar organizations by filtering reports based on

discipline, region, revenue size, and more—helping to put their data into sector-wide context.

- **Maintain consistent reporting across applications**
Because the data structure is standardized, CADAC helps organizations speak the same financial "language" in every application. This not only supports better funder understanding but also reinforces transparency and accountability.

In short, CADAC is both a compliance tool and a strategic asset that supports the administrative and planning needs of arts organizations across Canada.

6. HOW DOES CADAC ENSURE DATA CONFIDENTIALITY AND SECURITY?

CADAC takes data privacy and security seriously. The system uses **secure login protocols** (HTTPS encryption, password protections, and session timeouts) to ensure that only authorized users can access the platform.

Each organization has **role-based user permissions**, which means only approved users can view or edit data. Access to sensitive financial and statistical information is restricted to those users and to designated staff at participating funding agencies.

All data entered into CADAC is **encrypted and stored securely**, in compliance with Canadian data protection laws and best practices for information security. Activity within the system is also logged to monitor access and ensure accountability.

GETTING STARTED WITH CADAC

7. HOW DO I REGISTER MY ARTS ORGANIZATION IN CADAC?

The first step is to speak with a Program Officer at your funding agency to verify whether your organization is eligible for core (operating) funding and whether a CADAC profile is required for the grant program you're applying to.

If eligible, the Program Officer will initiate the process by sending an email invitation to the person who will serve as the organization's primary CADAC user—the Organization Supervisor.

- If the Organization Supervisor is new to CADAC, they must first create a user account using the link provided in the invitation email.
- Once their user account is active, they can log in and complete the organization registration by updating the organization profile.

After the organization is successfully registered in CADAC, the Organization Supervisor can then invite other users (such as staff or external accountants) to join the organization's CADAC account.

8. WHAT IF I FORGET MY PASSWORD?

Go to the CADAC homepage and click **Sign In**. On the login screen, click **Forgot your password?** and follow the prompts to reset it using your registered email address.

After submitting your request, check your inbox for a password reset email. If you don't see it within a few minutes, be sure to check your **junk or spam folder**—sometimes the message is mistakenly filtered.

If you still don't receive the email, it's possible that your user account was never fully registered, especially if this is your first time attempting to sign in since CADAC migrated to its new platform in January 2023. In that case, contact CADAC support to confirm your registration status or to request a new user invitation.

9. I RECEIVED A REGISTRATION LINK BUT IT SAYS IT IS INVALID.

Registration links sent by CADAC **expire after 10 days** for security reasons. If you try to use an expired link, you'll see an error message or be unable to complete your registration.

If this happens, contact **CADAC support** to request a **new registration link**. Make sure to use the new link promptly and complete your registration as soon as possible to avoid another expiration.

10. WHAT ARE THE DIFFERENT USER ROLES WITHIN AN ORGANIZATION, AND WHAT ACCESS DOES EACH ROLE HAVE?

There are **three user roles** in CADAC for organizations:
- **Organization Supervisor**
  Has full administrative access. Can:
    o Add, remove, and manage users
    o Assign user roles
    o Edit the organization profile
    o Complete and **submit** financial and statistical forms
    o Upload attachments

- **Organization User**

  Has limited access. Can:
    - Edit the organization profile
    - Complete and **submit** financial and statistical forms
    - Upload attachments
    - Cannot edit, add or manage users.

- **Organization Contractor**

  Designed for external bookkeepers, consultants, or accountants. The Organization Contractor has the same privileges as that of an Organization User, except for editing the organization's profile information. A contractor can have access to multiple organizations with one single login.

11. HOW CAN I MANAGE USERS WITHIN MY ORGANIZATION'S CADAC ACCOUNT?

Only **Organization Supervisors** have the ability to manage users in CADAC.
To do this:
1. Click on **"Organization(s)"** in the top menu.
2. Use the **"Actions"** dropdown next to your organization's name.
3. Select **"View Users"** to edit or remove existing users.
4. Select **"Invite User"** to add a new user by email.

When inviting a new user, be sure to assign the correct role based on the level of access they need.

For a short video walkthrough of how to manage users in CADAC, watch: How to update your Organization and User Profiles and Manage Users

12. HOW DO I EDIT MY ORGANIZATION'S PROFILE INFORMATION, INCLUDING DISCIPLINE, SPECIALIZATION, AND PRACTICE?

Both **Organization Supervisors** and **Organization Users** can update certain parts of the organization profile by:
1. Clicking **"Organization(s)"** in the top menu.
2. Selecting the organization from the list.
3. Clicking the **"Actions"** dropdown menu.
4. Selecting **"Edit Organization."**

You can update:
- **Discipline, specialization, and practice**
- **Mailing address and website**

- **CRA charity number** (if applicable)

However, to change your organization's **legal name**, **operating name**, or **fiscal year end**, you must contact **CADAC support** directly, as these changes require manual verification.

FINANCIAL AND STATISTICAL FORMS

13. WHAT DOES THE "+DRAFT" LABEL NEXT TO MY FORM MEAN?

The "+Draft" label means your form was previously submitted, but someone from your organization has since made changes that were saved but not submitted. These updates are saved as a draft on top of your submission and are only visible to users within your organization.

Funding agencies and CADAC staff will continue to see only the last submitted version until the new draft is officially submitted. If further revisions are needed, be sure to complete and submit the form again to ensure the most up-to-date information is visible to reviewers.

14. WHY IS A "+DRAFT" AUTOMATICALLY CREATED IN THE NEXT YEAR AFTER I SUBMIT A FORM?

When you submit a financial form, any changes that affect the **closing balance** automatically update the **opening balance** of the following fiscal year. To ensure consistency, CADAC creates a **"+Draft"** for that next year with the updated opening balance.

Because of this, it's important to **submit your financial forms in chronological order**. Submitting years out of sequence can result in discrepancies and prevent future years from being properly updated or validated.

15. WHAT IS THE REVISION BUTTON AT THE BOTTOM OF THE FORM?

This lets you view your form's submission history: when it was submitted, who submitted it, and what changes were made. Increased values appear in **green**, decreased in **red**.

16. SHOULD I COMPLETE THE FORM ONLINE OR USE THE EXCEL IMPORT?

It depends on how much data you're working with.

- The online form is best if you're working on one fiscal year or making minor updates or corrections.
- The Excel import is more efficient if you're entering or editing multiple years at once, especially during initial setup or when updating projections.

Both options feed into the same system, so choose the one that best suits your workflow.

17. CAN I FILL OUT THE FORM IN PARTS AND COME BACK TO IT LATER?

Yes. You can work on the form over time by saving your progress as a draft, then returning to complete it later. You can also submit the form and continue making updates afterward—each new submission will overwrite the previous one.

However, it's best to wait until the form is fully complete and accurate before attaching your financial statements. Attaching statements to a submitted form automatically triggers the reconciliation process, so to avoid starting that too early, either continue working in draft or hold off on uploading your statements until everything is finalized.

18. CAN I EDIT A FORM AFTER IT'S BEEN SUBMITTED OR LOCKED?

Submitted: Yes. You can continue editing the form after it's been submitted or re-submitted. Any new submission will overwrite the previous one.

Locked: No. Once a form is locked, it can no longer be edited. If you need to make changes, you must contact CADAC support to request that the form be unlocked. Unlocking is granted on a case-by-case basis.

19. HOW DO I KNOW WHEN MY FORM HAS BEEN VALIDATED?

Once your submitted form has been reviewed by CADAC:
- The status will change to **Revise** if corrections are needed. In this case, you'll find reconciliation notes added directly in the form explaining what needs to be fixed or clarified.

- The status will change to **Locked** if the form is approved with no changes required. This means the reconciliation is complete and no further edits can be made unless you request an unlock.
-

You can view your form's status directly from the **Financial and Statistical Forms** page.

20. CAN I REUSE LAST YEAR'S DATA OR COPY DATA FROM A PREVIOUS FORM?

Yes. While there's no "copy/paste" button within the online form itself, you can reuse past data by exporting it through CADAC.

Click the **Export** button on the Forms page—this will generate an Excel file that includes the past two years, the current year, and four future years (seven years total). You can then copy and paste relevant data from the previous year into the new year directly within the Excel file.

This method is especially useful when working on multiple years or entering projections. Just make sure to review and update the numbers so they are accurate for that year.

21. I'M GETTING THIS ERROR: "LINES 6275 AND 6345 MUST CONTAIN THE SAME AMOUNTS." WHAT DOES IT MEAN?

This error message appears when your **balance sheet doesn't balance**—meaning the total value of your assets doesn't align with your liabilities and net assets.

CADAC uses this accounting formula to validate your data: **Assets (Line 6275) = Liabilities (Line 6345) + Net Assets**
Or, rearranged: **Assets – Liabilities = Net Assets**

In CADAC, **Line 6275** is the **Total Assets**, and **Line 6345** is the **Total Liabilities and Net Assets**. These two lines must match **exactly** for the form to be submitted, because the balance sheet represents a financial snapshot where everything your organization owns (assets) is either owed (liabilities) or retained (net assets).
If the amounts don't match:
- Double-check that all lines under your assets, liabilities, and net assets sections have been filled in correctly.
- Look for typos, duplicate entries, or misclassifications (e.g., putting a liability under net assets).
- Ensure your retained earnings or year-end surplus/deficit is properly calculated and allocated.

If you're unsure, reviewing your accountant-prepared financial statements alongside the form can help pinpoint the issue.

22.WHY ARE SOME LINES IN MY FORM GREYED OUT OR LOCKED?

CADAC only allows you to edit **one fiscal year at a time**—the year you selected when clicking "Edit." Other years will appear in the form (left and right columns) but will be locked for editing.

Additionally, some specific lines (such as **4305 and 4310**, which relate to charitable donations) will be greyed out if your organization **does not have a registered charity number** entered in your profile. These fields only apply to registered charities.

32. We don't track all the details CADAC asks for—can we leave lines blank?
Yes. If a line item does **not apply** to your organization's operations or you do not have relevant data, you can leave it blank. However, ensure that your **totals are complete and accurate**, and that they are **fully supported by your financial statements**. Blank lines are acceptable, but missing or inconsistent totals may delay reconciliation.

23. HOW CAN I GET HELP INTERPRETING LINE DEFINITIONS?

Detailed Line Instructions documents are available on the CADAC Training page for both financial and statistical forms. These documents explain what each line means and provide guidance on how to fill them out.
If you're unsure how to categorize a particular entry or need further clarification beyond the instructions, you can also contact CADAC support for assistance.

24. WHO DO I CONTACT IF I DON'T UNDERSTAND SOMETHING IN THE FORM?

If you have questions about completing the form or interpreting the requirements, contact CADAC support by emailing **cadacinfo@cadac.ca.**

RECONCILIATION AND VALIDATION

25. WHAT IS THE RECONCILIATION PROCESS IN CADAC?

Reconciliation is the process where CADAC staff review your submitted financial form and attached statements to ensure accuracy and alignment. If discrepancies are found, notes will be left for you to revise. CADAC is one of the only arts data platforms globally to validate

submitted data for consistency—this improves accuracy for funders, researchers, and sector reporting.

26. WHAT ARE RECONCILIATION NOTES, AND HOW DO I RESPOND TO THEM?

Reconciliation notes are specific comments or questions added to your form by CADAC or a funding agency when something in your submission needs clarification, correction, or additional context.

You can respond to a reconciliation note in two ways:
- By providing a written response directly in the **Notes** tab (when more details are requested).
- By updating the relevant lines in the form and **re-submitting** it.

Notes are marked as **unresolved** by default. Once you've addressed the issue, either through edits or a written explanation, re-submit the form. When CADAC reviews your submission and determines that the issue has been addressed, they will mark the note as **resolved**.

27. WHAT DO THE FORM STATUSES MEAN?

For Financial Forms (which are reviewed and reconciled by CADAC and/or funding agencies):
- **New** – The form has not been started yet.
- **Draft** – Work has begun on the form and it has been saved but not submitted.
- **Submitted** – The form has been submitted for review and reconciliation.
- **Revise** – Reviewers have requested corrections or clarifications; reconciliation notes have been added.
- **Resubmitted** – The form has been corrected and submitted again for further review.
- **Under Review** – The form is currently being reviewed by CADAC or your funding agency.
- **Locked** – The form has been validated and finalized; no further changes can be made unless it is unlocked.
- **+Draft** – Changes have been made and saved after a submission, but not yet submitted. Only your organization can see these changes until they are submitted.

For Statistical Forms (which are submitted for information purposes and are not reconciled):
- **New** – The form has not been started yet.
- **Draft** – The form is in progress and saved.
- **Submitted** – The completed form has been submitted.
- **+Draft** – Changes have been made since the last submission but not yet submitted. Only visible to your organization.

DOCUMENTS & ATTACHMENTS

28. HOW DO I MANAGE AND ATTACH FINANCIAL STATEMENTS IN CADAC?

To attach your financial statements:
1. Go to the **Financial and Statistical Form** page in your dashboard.
2. Click **Edit** beside the fiscal year you're working on.
3. Scroll down to the **Financial Statements** section at the bottom of the page.
4. Click the **Attachments** tab and upload your PDF file.

Statements must be final (see next question), clearly labeled, and uploaded while the form is in **Draft**, **Submitted**, **Revise**, or **Resubmitted** status. If the form is **Locked**, contact CADAC support for changes.

Once Financial Statements are attached, only CADAC support can remove them.

29. WHAT KIND OF FINANCIAL STATEMENTS DO I NEED TO ATTACH?

You must upload the **final version** of your financial statements:
- Approved by your **board of directors**
- Signed by the **accountant/auditor** and at least **one board member**
- Compliant with **CRA** and your funder's requirements (audit, review engagement, or notice to reader)

Do not attach draft statements, internal reports, or projections. Uploading incorrect statements may delay reconciliation or affect your funding eligibility.

30. CAN I ATTACH DRAFT FINANCIAL STATEMENTS WHILE WAITING FOR THE FINAL VERSION?

No. You should **only upload the final, signed version** of your financial statements—approved by your board and signed by the accountant or auditor.

Attaching statements to a submitted form signals to CADAC that your submission is ready for reconciliation. Uploading a draft can lead to confusion or premature review.

31. CAN I ATTACH OTHER DOCUMENTS (E.G., BUDGET, ANNUAL REPORT, OR BOARD MINUTES)?

No. You should **only attach your final, board-approved financial statements** to the form.

However, if additional documentation is needed to support or clarify information in your financial statements, you may include specific supporting documents such as:
- A detailed grant or revenue schedule
- A letter from your accountant or auditor

Avoid attaching unrelated materials like budgets, annual reports, or meeting minutes, as they are not part of the reconciliation process and may delay review.

32. WHAT FILE TYPES CAN I UPLOAD TO CADAC?

The **preferred file format is PDF**, especially for financial statements and supporting documents. This ensures formatting is preserved and files are easy to read.

However, CADAC also accepts the following file types:
- .XLS / .XLSX (Excel)
- .CSV (Comma-separated values)
- .DOC / .DOCX (Word)
- .JPG / .JPEG (Image files)

Be sure that uploaded documents are clearly labeled and relevant to the form. Avoid uploading zipped folders or unsupported file types.

REPORTS & DATA USE

33. CAN I USE CADAC REPORTS FOR MY BOARD PRESENTATIONS?

Absolutely. CADAC reports are meant to be used by organizations, not just funders. Use them to track trends, demonstrate impact, and support strategic planning.

34. HOW DO I DOWNLOAD MY DATA FOR INTERNAL ANALYSIS?

From the **Forms** page, click **Export** to download an Excel file that includes the past two years, the current year, and up to four future years.

For longer-term trends or comparisons, use the **Reports** section to filter and export multi-year data.

35. ARE CADAC FINANCIAL RATIOS USEFUL FOR SMALL ORGANIZATIONS?

Yes! CADAC financial ratios—like operating margin, accumulated surplus, and working capital—are valuable tools for organizations of all sizes, including small and emerging ones.

These ratios are based on standard nonprofit financial indicators and can help you assess your organization's financial health, identify risks, and support internal planning.

The Ratio Report available in the *Reports* section of CADAC includes a wide variety of ratios, with color-coded thresholds to help you interpret the results easily. This makes it an accessible and informative tool regardless of your organization's size or financial complexity.

36. CAN I COMPARE MY RESULTS TO SIMILAR ORGANIZATIONS?

Yes. CADAC's Comparison Reports let you benchmark your organization against others across the country.
You can filter by region, discipline, field of practice, revenue range, and more to generate side-by-side comparisons. This helps you see how your financial and statistical data align with similar organizations and can support strategic planning or board discussions.

TIMING & DEADLINES

37. WHAT HAPPENS IF I MISS A SUBMISSION DEADLINE?

If you miss a CADAC submission deadline, you should contact your funding agency right away. Late submissions can delay your grant application and may affect your eligibility depending on the agency's policies and timelines.

38. HOW OFTEN DO I NEED TO UPDATE MY CADAC FORMS?

Most organizations update their CADAC forms once per year, in line with their fiscal year end and funding application cycle. Some funders may also request updates to projected years more frequently—always follow your funder's specific guidance.

39. WILL I BE NOTIFIED WHEN IT'S TIME TO COMPLETE A NEW FORM?

CADAC will begin sending monthly email reminders to your organization's users starting six months after your fiscal year end if your financial form has not been submitted and your financial statements have not been attached.

However, these reminders are not tied to grant application deadlines. It is the organization's responsibility to know when their CADAC forms need to be completed and to ensure they meet any funder-specific deadlines. Keeping your user list up to date ensures that the right people receive these system-generated reminders.