SUMMARY OF FEEDBACK FROM THE PUBLIC CONSULTATION ON PROPOSED INDICATORS ON THE CHARITY PORTAL AND RESPONSES

S/N	Subject	Feedback Received	Our Responses and Considerations
1	Annual Submissions Status	Propose to display which individual annual submissions are submitted/outstanding.	This indicator is intended to give donors a quick summary of the status of a charity's annual submissions for its latest financial year where the annual submissions are due. For clarity, the financial year will be reflected in a statement above the indicators (*e.g. These indicators are based on the Charity's Financial Year 2023 annual submissions.*)
		Unsure of what status will be reflected prior to the annual submission deadline.	Members of the public will be able to refer to the Financial Information, Annual Report ("AR") and Governance Evaluation Checklist ("GEC") tabs on the charity's profile on the Charity Portal to view further details of the Annual Submissions and which submissions are outstanding (if any).
			To clarify on the submission status,
			(a) If the charity has not submitted the latest annual submissions and the submission deadline has not passed, the status reflected will be that for the prior year's submission.
			(b) If all of the charity's Annual Submissions (Financial Statements ("FS"), AR and GEC) for the charity's latest financial year have been submitted, whether on time or late, this will be reflected as "Submitted". This means that at the point of viewing the Annual Submissions status, if the charity has submitted all the Annual Submissions (even if these were submitted after the given deadline), the status will be "Submitted". This is since the status will be updated approximately on a real-time basis. If only part of the charity's Annual Submissions for the charity's latest financial

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			year have been submitted, the status will be reflected as "Incomplete".
			(c) If all of the charity's Annual Submissions have not been submitted, this will be reflected as "Not Received".
			(d) If the charity is a new charity and its annual submissions are not yet due, no indicators will be reflected. Instead a statement will be shown (e.g. *Not applicable as first set of annual submissions are only due on 30/09/2024.*)
			For clarity, we have included footnotes below the indicators to explain how they are derived.
2	Compliance with the Code of Governance	GEC is not mandatory. Hence, there should be another indicator to reflect if the GEC is available for public viewing.	All charities and IPCs (with the exception of exempt charities which are not IPCs, self-funded grantmakers which are not IPCs, and charities which are not IPCs and whose gross annual receipts or total expenditure in any 2 financial years preceding the current financial year is less than $50,000) are required to submit their extent of compliance with the Code of Governance for Charities and IPCs to the Commissioner of Charities within 6 months after the end of each financial year. This is done via the GEC submission.
		Unsure of how the Code of Governance percentage compliance is computed and propose that it should be explained.	This indicator reflects the charity's declaration of complied items in its latest due GEC submission.
		Propose for Code of Governance compliance to be reflected in tiers or to indicate number of items complied with	Members of the public will be able to refer to the GEC tab on the charity's profile on the Charity Portal for details of the charity's GEC submission, non-compliances (if any) and its accompanying explanations.

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		in the charity's latest GEC instead of a percentage.	
		To consider displaying the charity's explanations on what the non-compliances are.	
3	Charity Transparency Award ("CTA") and Charity Governance Award ("CGA")	As the public may not be familiar with the CTA and CGA awards, propose to include a summary of what the awards are about and that the CGA award runs on a 3-year cycle. Hence, if a charity has won CGA, it is barred from participating in the following 3 years.	We have included footnotes below the indicators to provide a quick background of the awards and that the main category award winners will not be able to compete for CGA awards in the following 3 years.
4	Free Text/ Other Information Field	Instead of a 500-character limit, the free text field should allow more characters (e.g. 1,000 character limit).	The indicators are meant to be concise and help donors see, at a glance, where a charity stands in terms of regulatory compliance and adoption of best practices. The free-text/ other information field is an optional field available for charities to enter other relevant information such as quick explanations for outstanding/incomplete regulatory submissions, a high fund-raising expense ratio or low compliance with the Code of Governance, without diluting the purpose of the indicators. For further information on the charity, members of the public may refer to the other tabs on the charity's profile.

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5	Further proposed indicators	Propose to have other indicators such as the charity's total donations, grants received, amount of reserves and number of staff.	The intent of the initiative is to give donors a quick overview of a charity's regulatory compliance and adoption of best practices. Information on the financials of the charity and its background, including its number of staff, can be found in the other tabs on the charity's profile (e.g. the Financial Information, Annual Report and Organisation Profile).
6	Presentation of Indicators	To consider using colours and icons/symbols to make the indicators more intuitive to read and understand. Propose to allow grouping of charities for comparisons.	We have incorporated colours, icons and symbols to the indicators where applicable. We will consider allowing grouping of charities for comparisons if this feature will be beneficial to members of the public should the initiative expand and include all charities. For a start, this initiative will involve only IPCs.