

# 2023 ANNUAL REPORT





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## ACKNOWLEDGEMENT OF COUNTRY

We're based on the lands of the Wurundjeri, Kaurna and Turrbal peoples, the traditional custodians of the land, waters and knowledge for this place, where we gather to collaborate and strengthen communities.

In our work, we recognise the importance of Country – not just as a place, but how it also maintains community, family, kin, lore and language.

We pay our respects to Elders past and present. This always was, always will be Aboriginal land.



IN THE PAST YEAR, WE'RE  
PROUD TO HAVE SUPPORTED:

.....

**3.1**   
**MILLION**  
**PEOPLE IN NEED**

.....

**35,000+**  
**NOT-FOR-PROFIT,  
COMMUNITY &  
GOVERNMENT  
SERVICES** 

**OUR VISION**

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**TECHNOLOGY  
FOR SOCIAL  
JUSTICE**

**OUR MISSION**

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**TO STRENGTHEN  
COMMUNITIES USING  
TECHNOLOGY TO  
CREATE POSITIVE  
SOCIAL CHANGE**

# WHO WE ARE

**Infoxchange is a leading not-for-profit social enterprise that has been delivering technology for social justice for over 30 years.**

We tackle the biggest social challenges through the smart and creative use of technology. We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting families, women and young people, and Indigenous communities.

Our products and services are used by over 35,000 government and community services. We provide the right tools to improve efficiency and deliver greater impact. And through our work in digital inclusion and social innovation, we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no one should be left behind in today's digital world.

We are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

## EMBRACING THE CULTURE AND COUNTRY UPON WHICH WE WORK

We are committed to the Uluru Statement from the Heart and work to amplify the voice of Aboriginal and Torres Strait Islander peoples.

Infoxchange is proud to work extensively throughout Australia, supporting Indigenous-led organisations with technology, aiding the support they provide for their communities.

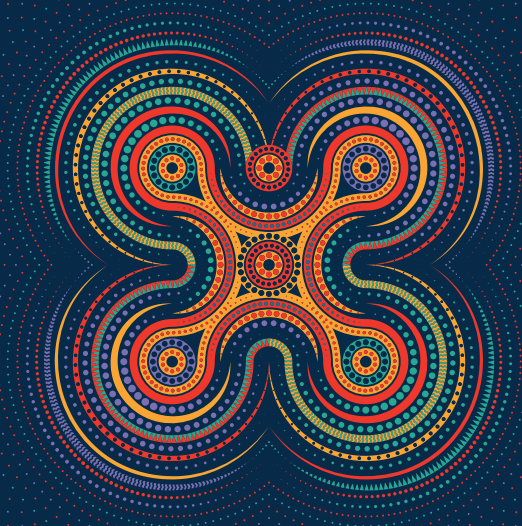
Our Reflect Reconciliation Action Plan provides a framework for cultural engagement at Infoxchange. This year, we have activated our commitment to reconciliation through events, education and cultural engagement, prioritising our support for the Indigenous Voice to Parliament.

In the months leading up to the referendum, Infoxchange was an active member of Allies for Uluru – a civil society network supporting the Voice to Parliament – including submissions to Parliament, internal and external advocacy, and launching a digital referendum resource on Ask Izzy.

We were deeply disappointed in the outcome of the referendum. We will continue listening as allies as we journey towards reconciliation, amplifying culture where we can and supporting Indigenous-led initiatives focused on reducing disadvantage.

We are now working to implement the next stage of our Reconciliation Action Plan in the coming year.

This original artwork (below) was designed for Infoxchange by Marcus Lee, a proud Aboriginal descendant of the Karajarri people of Western Australia.





**WELCOME TO COUNTRY AND CULTURE AT OUR NEW MELBOURNE OFFICE**

Led by the Reconciliation Working Group, this year, we were honoured to have Uncle Perry Wandin join us at the opening of our new office in Melbourne to welcome our local team to Country.

As part of our ongoing work to engage Aboriginal culture, our Reconciliation Action Group also engaged Aunty Gail from the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation to help with naming the meeting rooms in the new office.

With the location close to the Yarra River, Aunty Gail chose the Woi Wurrung words to “represent the many stories from the Birrarung: a sacred place and source of life that has supported the Wurundjeri people to thrive for thousands of years.”

Room names now reflect the local flora and fauna of the Birrarung, such as Bial (River Red Gum), Muyan (Silver Wattle), Dulum (Duck) and Duat (Fish) and assist in connecting language with the local Country we work upon, in a meaningful way.



# EMPOWERING PEOPLE & COMMUNITIES



## WE USE TECHNOLOGY TO EMPOWER PEOPLE AND COMMUNITIES

Through our work in digital inclusion and social innovation, we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities.

### ASK IZZY

Our website connects people in need with relevant and local support services, including housing, a meal, money help, mental health and family violence support, counselling, and much more.

### DIGITAL INCLUSION AND EMPLOYMENT PATHWAYS

We build digital inclusion by helping people gain digital skills, solving affordability challenges and enabling pathways into employment.

# STRENGTHENING OUR SECTOR



## WE USE TECHNOLOGY TO STRENGTHEN OUR SECTOR

Our products and services are used by over 35,000 community sector organisations. We provide the right tools to improve efficiency and deliver greater impact, from nationwide service coordination and referral systems to IT support, advice, technology products and training that meets the needs of the not-for-profit sector.

## CLIENT AND CASE MANAGEMENT

More than 5,000 services across Australia trust our client and case management solutions to manage client-centred care and referrals.

## IT SUPPORT AND CAPACITY BUILDING FOR NOT-FOR-PROFITS

We offer managed IT support, training webinars, and online education to build capacity within the not-for-profit sector and help organisations achieve the greatest impact with technology.

## DONATED AND DISCOUNTED TECHNOLOGY

We help eligible not-for-profits access donated and discounted technology through Connecting Up and TechSoup New Zealand platforms.

## SERVICE DIRECTORIES

Our service directory is Australia's largest and most up-to-date directory of health and welfare services. This directory powers Ask Izzy and is used by multiple not-for-profit organisations and government departments. We also deliver the SA Community directory, which is supported by the South Australian Government.

# A MESSAGE FROM OUR CHAIR AND CEO

**This year further demonstrated the importance of our work to bring technological efficiencies and stability to an overburdened sector.**

We saw the continued ripple effects of the pandemic and cost-of-living crisis facing many families and vulnerable community members, coupled with significant staffing and funding challenges faced by the not-for-profit sector. Data from Ask Izzy and our national service directory tracked several consecutive months of record-breaking service demand.

Responding to these demand challenges, our products and services have supported over 35,000 organisations in the last year with digital transformation and the use of data to measure impact growing in importance.

This year also saw the not-for-profit sector awaken to the realities of cyber security threats, with several large organisations targeted in high-profile cyber-attacks. One in eight organisations has experienced a cyber security incident in the last year, yet the sector remains largely unprepared with significant shortcomings, particularly in small to medium-sized organisations.

We are delighted to see our Digital Transformation Hub continue to provide value to the sector in critical areas, including technology foundations, cyber security, digital marketing and information systems. Since launching in 2021, we have helped over 20,000 organisations build digital capability and resilience.

## 7M+

searches for help on Ask Izzy and our service directory



Over 19,000 hours of tech support delivered to the sector

## \$195M

worth of technology products and services were donated to not-for-profits



Over 11,000 organisations visited the Digital Transformation Hub during the year to access essential resources to build their digital capability

### HIGHLIGHTS FOR THIS YEAR:

- » Over 35,000 community organisations were supported by our range of technology solutions, which includes managed IT services, client and case management, donated technology, service directory and referral solutions.
- » \$195 million worth of technology products and services were donated to not-for-profits through our Connecting Up and TechSoup New Zealand platforms.
- » Our client and case management system was used by over 5,000 organisations with 7.9 million client records.
- » Over 470,000 electronic referrals were sent for people needing support during the year.
- » Our team maintained over 430,000 services listed on Ask Izzy and our service directory.
- » We have more than doubled our number of managed IT services customers in the last two years, providing over 19,000 hours of tech support in the last year alone.
- » Over 400 delegates hosted at the Connecting Up Conference.



Our long-term strategic partnerships continue to play a crucial role in helping us achieve impact at scale.

Over 400 delegates joined us for the Connecting Up Conference this year to learn about the latest technology trends and discuss how to work together to continue building capacity in the sector. We very much appreciate the support from our sponsors, partners and speakers, including keynote presenters Australian Charities and Not-for-Profits Commissioner Sue Woodward AM and eSafety Commissioner Julie Inman Grant.

We thank our customers and partners across the government, corporate, academic and not-for-profit sectors for your support during the year. Our long-term strategic partnerships continue to play a crucial role in helping us achieve impact at scale.

Our team continues to work with a sense of urgency to help connect people with much-needed services and lead digital transformation across the sector. We thank all our staff, volunteers and advisory group members for your hard work and dedication in what has been a very challenging year.

We also thank our Board members for generously giving their time during the year and for their stewardship, guidance and unwavering support.

This year, we farewelled Morgana Ryan from our Board after ten years of dedicated service, including as Deputy Chair and Chair of Infoxchange. We thank Morgana for her contribution during significant growth of the organisation.

We were also very sad to say goodbye to David Jonas, who passed away in March 2023.



David loved Infoxchange and contributed as a member of the Board for ten years, serving on both the Strategy Committee and Finance & Risk Committee. He had a generous spirit, and we miss his friendship, wisdom and sharp sense of humour.

Our vision of technology for social justice remains at the heart of everything we do.

Thank you for your support.

**Elana Rubin**  
Chair

**David Spriggs**  
Chief Executive Officer

# OUR THREE YEAR STRATEGY: 2021-2024

## FOR OVER 30 YEARS, INFOXCHANGE HAS DELIVERED ON OUR VISION OF TECHNOLOGY FOR SOCIAL JUSTICE.

Our 2021-24 strategic ambition must be bold to meet our communities' growing challenges. Together, we aim to scale our impact by supporting the for-purpose sector to better serve people in need and disrupt disadvantage through cross-sector collaborations leveraging our products, data and expertise.

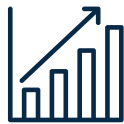
We are committed to the Uluru Statement from the Heart. Our Reconciliation Action Plan (RAP) will be brought to life across our focus areas by listening and reflecting on how we can better support Aboriginal and Torres Strait Islander communities through the use of technology.

## SOCIAL OBJECTIVES



### Digital Empowerment

Support people experiencing disadvantage to improve their lives through the use of technology



### Sector Capability

Build the capability of the for-purpose sector to have greater impact in their communities through the use of technology.



### Collaborative Impact

Leverage our products, services and data expertise in cross-sector collaborations to improve outcomes for people experiencing disadvantage.

## OUR FOCUS AREAS

Our products, services and partnerships support a broad range of people experiencing disadvantage. We focus our efforts on:



People experiencing housing stress or homelessness



Women, youth and families



Mental health



People with a disability



Disaster relief and recovery

Our mission is to strengthen communities using technology to create positive social change.



## OUR GOALS

- #1. Scale our products and services to improve outcomes for people in need and the organisations that support them.
- #2. Share our data, insights and learnings to better inform, connect and empower the for-purpose sector.
- #3. Build and foster collective impact partnerships to disrupt disadvantage.
- #4. Our people, customers, partners and users consistently experience our brand in alignment with our values.
- #5. Infoxchange thrives as a social enterprise while serving our mission.

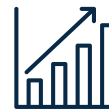
## HOW WE WORK

How we will work together to support our call to action:



### People at the heart

We will design our products and services with the people and organisations we support at the heart of the solution.



### Better outcomes

Our products and services will enable the for-purpose sector to be more effective in their work, leading to better outcomes for people in need.



### Trustworthy & reliable

Our products and services will be trusted and reliable, driving consistency in how people experience our brand.



### Collaboration

We will build partnerships leveraging our expertise, products and data assets to tackle systemic social challenges.

A photograph of a man with a beard and short dark hair, smiling and looking towards a woman whose profile is visible on the left. The man is wearing a dark shirt and a watch on his left wrist. The background is a window with a view of trees. The entire image is overlaid with a semi-transparent purple color. The text 'USING TECHNOLOGY TO EMPOWER PEOPLE & COMMUNITIES' is written in white, bold, uppercase letters. The word 'EMPOWER' is highlighted with a green rectangular background.

**USING  
TECHNOLOGY  
TO **EMPOWER**  
PEOPLE &  
COMMUNITIES**

# DISRUPTING DISADVANTAGE

Pressure on communities and the frontline services that support them reached new heights this year. Beyond the frequent reporting on the cost-of-living crisis, Infoxchange tracked many months of unprecedented service demand across multiple categories via our nationwide service directory, Ask Izzy.

While almost 90 per cent of the Australian workforce requires at least a basic level of digital competence<sup>1</sup>, the 2023 Australian Digital Index found that 9.4% of Australians are still 'highly excluded' digitally, and there is a considerable digital gap between First Nations and non-First Nations people in Australia<sup>2</sup>.

Our work in digital inclusion and social innovation utilises technology to empower people who are experiencing disadvantage. We believe that no one should be left behind in a world that relies heavily on technology.

87%

of jobs require digital literacy skills<sup>1</sup>



42% increase of food support searches on our service directory compared to last financial year



9.4% of Australians are still 'highly excluded' digitally<sup>2</sup>

52%

of tenants in public housing are living in poverty<sup>4</sup>

3M+

households experienced severe food insecurity in the last 12 months<sup>3</sup>



Mental Health and Wellbeing searches overtook Financial Assistance as the third highest search category on our service directory



1 in 6 children live below the poverty line<sup>4</sup>

<sup>1</sup>Source: Ready, set, upskill: effective training for the jobs of tomorrow, RMIT Online and Deloitte Access, 2023

<sup>2</sup>Source: Australian Digital Inclusion Index, 2023

<sup>3</sup>Source: Foodbank Hunger Report, 2023

<sup>4</sup>Source: Poverty in Australia, ACOSS & UNSW, 2023

# ASK IZZY AND THE DIRECTORY HELPING PEOPLE IN NEED



Infoxchange's dedicated service directory team at their annual team meeting in Melbourne

**Infoxchange's service directory is a dynamic database of 430,000+ health, community and welfare service listings across Australia and is maintained by our dedicated directory team.**

Our team provides interfaces to our directory for our customers, who include federal, state, and territory governments, local councils, and numerous community organisations.

Our service directory powers Ask Izzy, helping people in need across the community access critical support services.

## Our customers and partners include:



## IN THE PAST YEAR

# 7M+

SEARCHES ACROSS  
OUR NATIONAL SERVICE  
DIRECTORY

# 60%

OF SEARCHES CAME  
FROM OUR WEBSITE  
ASK IZZY

# 430K

SERVICE LISTINGS NOW  
FEATURE ON OUR SERVICE  
DIRECTORY

### TOP 5 CATEGORY SEARCHES



## 31%

Food



## 15%

Housing



## 14%

Financial  
assistance



## 12%

Mental health  
& wellbeing



## 5%

Relationships,  
parenting & families

### TOP 5 DEMOGRAPHICS OF USERS SEEKING HOUSING SUPPORT VIA ASK IZZY



## 22%

Families with  
children



## 18%

Mental or  
emotional  
difficulties



## 13%

Escaping  
family violence



## 9%

Aboriginal  
and/or Torres  
Strait Islander

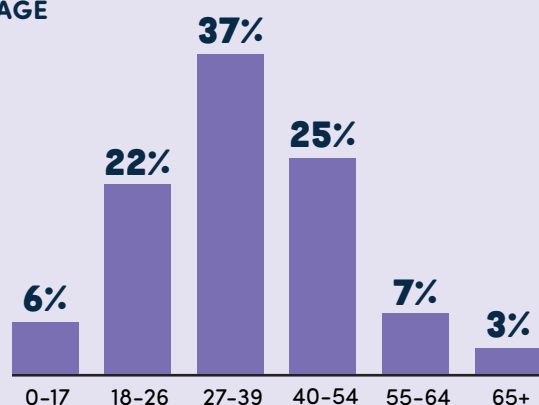


## 6%

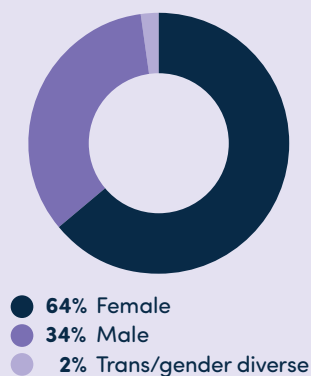
Disabilities

### BREAKDOWN OF ASK IZZY USERS

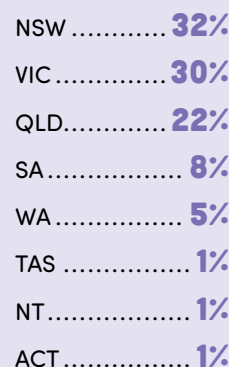
#### AGE



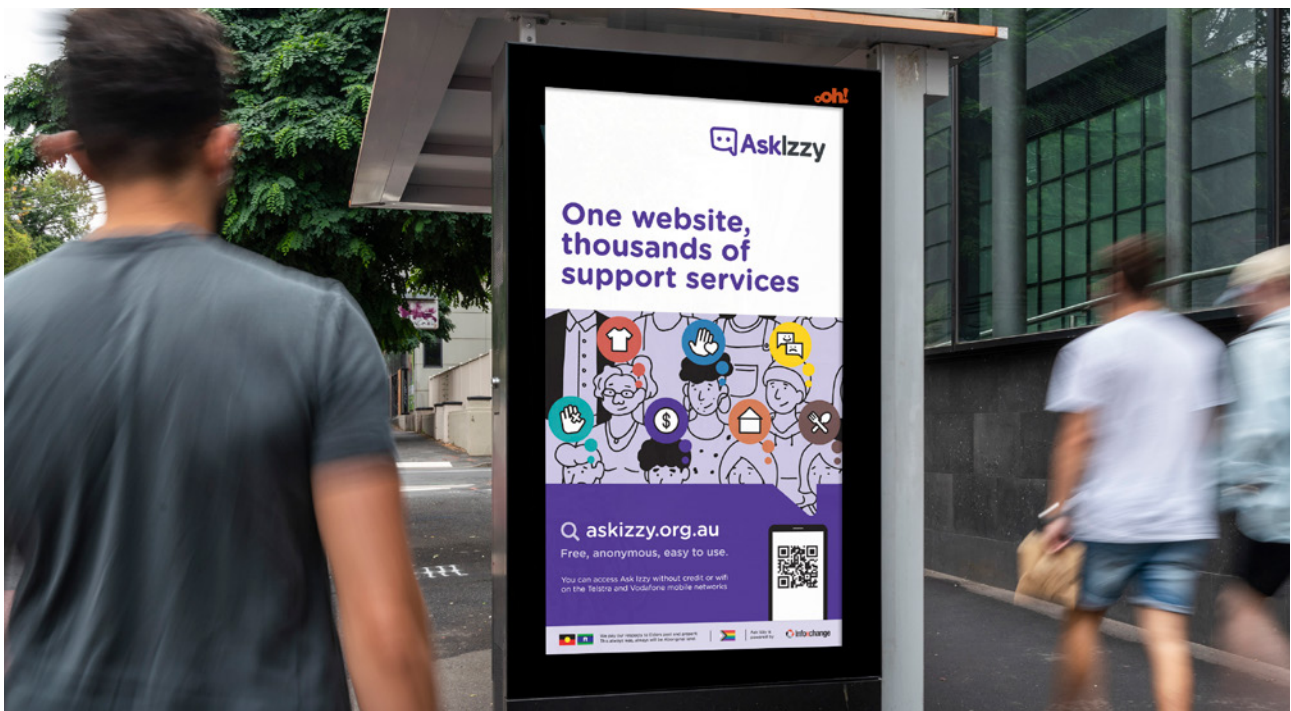
#### GENDER



#### LOCATION



# A BIG YEAR FOR ASK IZZY



**Ask Izzy is our public website providing user-friendly access to our nationwide service directory. The website connects people in need with relevant and local housing, food relief, financial aid, family violence support, counselling and much more. It's free and anonymous to use and, thanks to our partners at Telstra and Vodafone, can be accessed without credit or access to Wi-Fi.**

Ask Izzy has logged millions of searches for information about services across Australia this year. Frontline volunteers and service providers love Ask Izzy for the fast and relevant support it can provide the people they support.

In September 2022, the Ask Izzy team launched the 'My Lists' feature, specifically designed to help service providers connect help seekers to lists of appropriate services.

This year, the team also ran a pilot with the University of New South Wales (UNSW), Data 61 and CSIRO (with support from Google.org) to propose a simple, scalable, and explainable algorithm for recommending social services in Ask Izzy. The pilot explored using machine learning to power recommendations in Ask Izzy to provide faster, more meaningful referrals to help seekers.

## ASK IZZY AND OOH!MEDIA

We were fortunate and grateful to see our partnership with oOh!media develop further this year. As part of a phased upgrade of support, the community partnership to drive awareness of Ask Izzy expanded from state-wide to nationwide.

The outdoor advertising campaign, initially rolled out in the Melbourne CBD and surrounding suburbs, is now featuring on oOh!media's assets at public transport locations, including bus shelters, railway stations and throughout major retail precincts and centres across the country. We thank oOh!media for their continued support.



# ASK IZZY HELPS AUSTRALIANS ‘FIND FOOD’ THROUGH FOODBANK

**‘Having our services supplied on Infoxchange’s database will definitely mean it’ll be easier for people to find food’ says Angus Laing, General Manager of Information at Foodbank.**

Foodbank’s services have been listed on Infoxchange’s Service Directory for many years, allowing greater access for vulnerable people who require their services.

Foodbank’s public profile has grown significantly over the past decade, particularly given the increased cost-of-living pressures and the demand for food by struggling families and individuals.

Foodbank did not initially supply food to individuals; they were a supplier to charities who then distributed the food to those in need.

When their public profile grew, they established a referral process so that people finding food could access their local provider.

This process was very time-consuming and required many hours of administration, which became increasingly difficult to manage when the pandemic hit in 2020.

Mr Laing says the phones began ringing ‘off the hook’, so Foodbank required a more ‘scalable solution’ to managing inquiries.

Cue Infoxchange’s Service Directory!

Foodbank had been aware of Ask Izzy for some time and had been looking at data from the open data platform concerning food searches but hadn’t yet used our services.



As a result of using the Service Directory, Foodbank’s phones are ringing much less, despite their business taking on a considerable increase in work and food donations. Mr Laing says that some offices even thought their phones hadn’t been switched off night mode.

‘Given that previously we only mapped the places we supplied with food, charities who could help a person in their local area would have been missed on our map if Foodbank didn’t supply them.’

Mr Laing attested to the ethos at Infoxchange, which is to support other not-for-profits with technology so they can spend more time helping people who need it. He said: ‘At Foodbank, we’re flat out getting food to the people who need it, so having a team at Infoxchange dedicated to keeping the ‘Find Food’ database up to date for us is fantastic.’

As a result of a partnership between Infoxchange’s service seeker directory and Foodbank, the ‘Find Food’ function is thriving. It is now the most-used page on Foodbank.org.au.

Mr Laing says this is ‘bittersweet’ as whilst it is a great result to reduce administrative pressure on Foodbank, it shows how many people are struggling to find food.

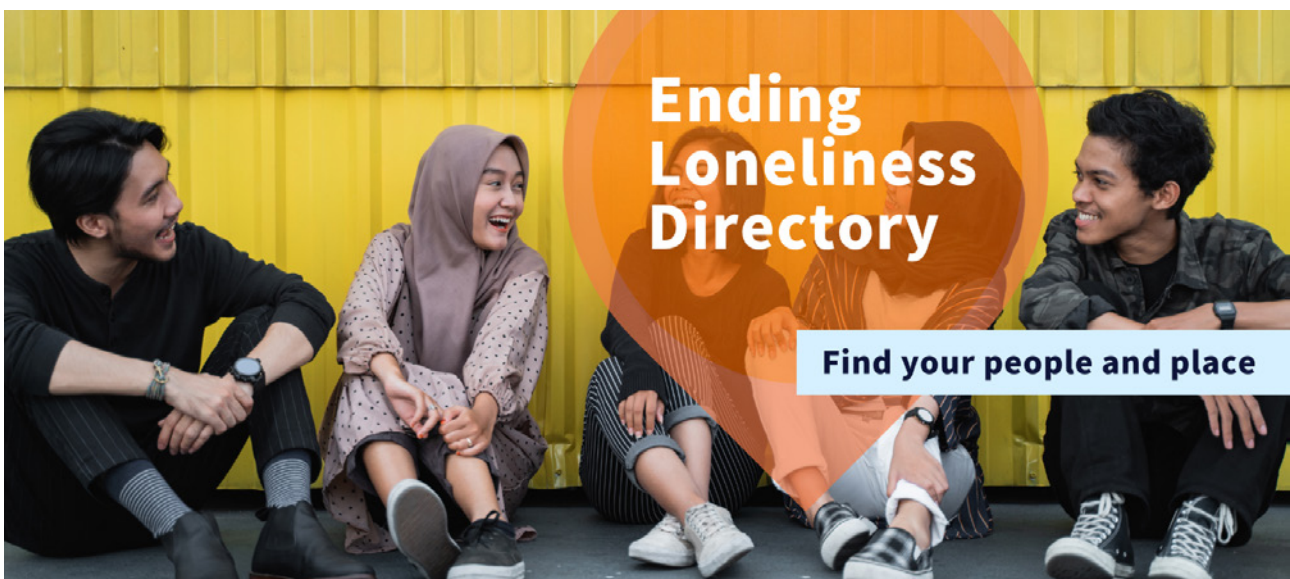


[I hope that with each click on the ‘Find Food’ button, we’ve helped make hard times a little easier for someone.](#)



**ANGUS LAING, GENERAL MANAGER OF INFORMATION, FOODBANK**

# WORKING TO END LONELINESS



**This year, Infoxchange teamed up with Ending Loneliness Together to launch Australia's first directory to search for services and programs for people who experience loneliness and seek meaningful social connection.**

Developed in collaboration with people who have experienced loneliness and service providers, the Ending Loneliness Directory provides a national database of organisations, groups and services offering opportunities for connection and support for people experiencing loneliness – all on a centralised and easy-to-navigate website.

The online directory currently has over 1,500 organisations listed nationwide, where users can search based on their role, preferred type of connection and location.



Two common misconceptions about loneliness are that it only affects older people and that you must be alone to be lonely. But loneliness affects anyone and everyone, from all ages and backgrounds.



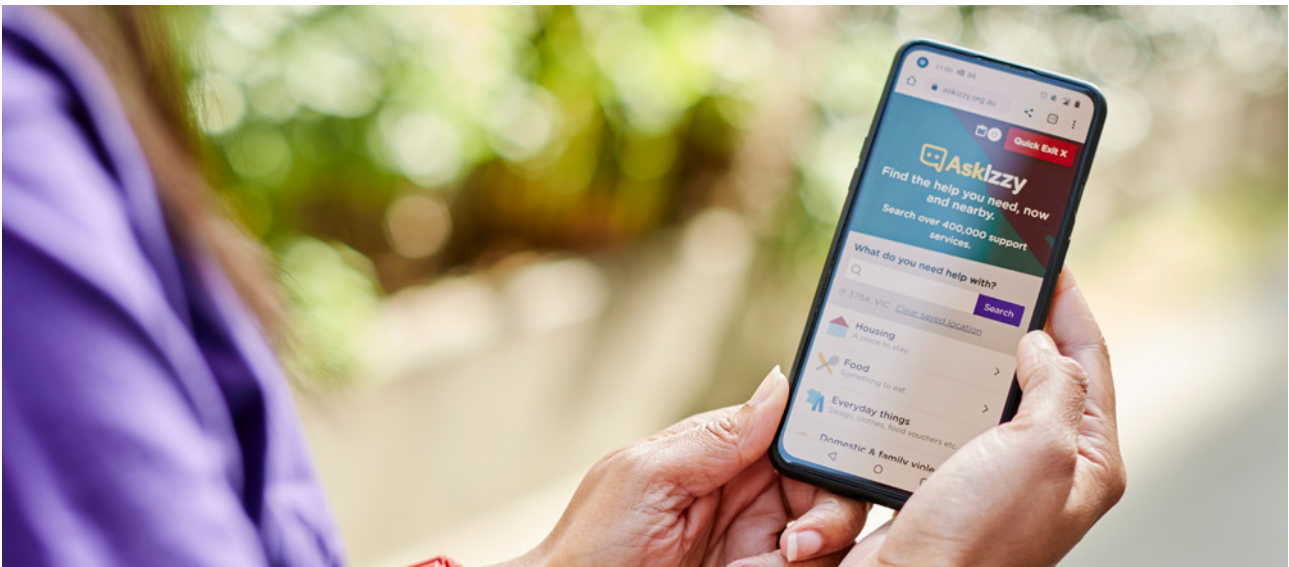
**DR MICHELLE LIM, CHAIR,  
ENDING LONELINESS TOGETHER**

Infoxchange CEO David Spriggs said, “There is a growing community understanding of loneliness and its significant social and health impacts. We are proud to partner with Ending Loneliness Together to make accessing support services easier for Australians experiencing loneliness.”

Kylie experienced loneliness in her thirties while struggling with postnatal depression, concurrent with her older child being diagnosed with autism. She had plenty of support but felt no one understood her situation. Kylie says this tool would have been a game changer.

“I felt so disconnected from everyone around me. But I didn't know it was loneliness because my hands were so full. My family didn't understand or grasp the concept of autism thirteen years ago, and it was an extremely isolating experience. If this directory existed during my struggles, I would have been able to connect with others going through similar experiences (who weren't existing family or friends) and felt understood.”

# VOLUNTEERS USE ASK IZZY TO GIVE THOSE IN NEED A HAND UP



**Gina is a welfare worker who uses Ask Izzy in her day job, working with young people at risk of homelessness in the Western suburbs of Melbourne. Gina also uses Ask Izzy in her volunteer role with a charity organisation operating outside her local church parish. A group of ten volunteers respond to calls for help from individuals in the local community. Through home visits, teams assess the caller's needs and distribute food vouchers, furniture, or gift cards to Opportunity Shops in the area.**

Volunteers also provide information over the phone and refer people to support services around them.

“

Ask Izzy is really useful for volunteers who don't have prior training in the welfare sector. They can use Ask Izzy to find service recommendations when they go out on visits.

”

**GINA, WELFARE WORKER**

Volunteers use Ask Izzy to find support services for those they help. Having a resource like Ask Izzy on hand allows volunteers to provide relevant and up-to-date information to the people they are

assisting. When individuals move to another geographical area and contact their past support group for material assistance, Ask Izzy enables the volunteers to find support services closer to the person's new location.

"In this way, we provide a hand up rather than a handout and empower people to help themselves. By providing relevant information and referring them to support services, we are helping them to get out of that situation," Gina says.

According to Gina, what makes Ask Izzy different and more helpful than other resources available in the sector is the up-to-date information provided through the directory, the website's ease of use and accessibility and saved searches and information-sharing functions.

# A NEW APPROACH TO DIGITAL INCLUSION



## CONNECTED COMMUNITIES

**The Connected Communities pilot project was delivered by Infoxchange across Victoria between January 2022 and January 2023 and was made possible with the support of the TPG Telecom Foundation.**

Connected Communities aimed to strengthen the digital skills, confidence, community connections and capacity of people experiencing barriers to social and digital inclusion through participation and co-creation in supportive place-based community workshops.

Infoxchange collaborated with sector partners from the Australian Red Cross, Star Health, Greenhills Neighbourhood House and the Jeder Institute to deliver this project in the community, building capacity by working alongside each team to plan, co-design and facilitate the community-led workshops.

Sharing knowledge and engaging in meaningful conversations is crucial to the Connected Communities program. Along with supporting participants in developing new technology skills, we facilitate conversations that help them share their insights, skills and experiences and play an active role in leading workshop activities.

These discussions may cover the joys or frustrations of technology use, interactions with family, community activities/services and ideas they may want to explore. This project builds upon our foundational research undertaken through the Connected Futures project, Infoxchange's human-centred-design research approach involving over 130 people living throughout the eastern states of Australia to help improve community resilience and increase digital inclusion.

Sharing knowledge and engaging in meaningful conversations is crucial to the Connected Communities program.



**START WITH INCLUSION - THE CONNECTED COMMUNITIES APPROACH TO DIGITAL INCLUSION**

This report outlines the Connected Communities approach to digital inclusion and its outcomes for participants and community workers. We developed it as a guide and resource for digital inclusion advocates, practitioners, and those who fund digital inclusion work. It presents a more impactful way to plan, scope and deliver digital inclusion activities to those who need them most.



**FIND OUT MORE**

Watch our Connected Communities Video or download the “Start with Inclusion – the Connected Communities Approach To Digital Inclusion” report here:



# THE DATA CATALYST NETWORK LAUNCHES

## BREAKING CYCLES OF DISADVANTAGE WITH DATA INSIGHTS AND SECTOR COLLABORATION

Infoxchange launched an ambitious project this year known as the Data Catalyst Network, a project made possible through the Paul Ramsay Foundation with a mission to break cycles of disadvantage through the innovative use of data.

## AUSTRALIAN CIVIL SOCIETY'S LARGEST NETWORK OF DATA-DRIVEN EXPERTS

Breaking cycles of intergenerational disadvantage is not an easy mission, but we know that the data capabilities of the not-for-profit sector can benefit from improved capabilities. Over 100 data-driven individuals are in our Community of Practice and come together for

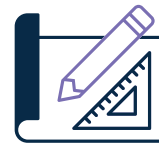
monthly data capability-building webinars and an open discussion about how we can improve data analysis. The working group aims to share data insights, collaborate to identify gaps and hypothesis areas, and generate new evidence-based methods to improve the lives of the most vulnerable young Australians.

Insights from people with lived experience guide a network of more than 50 organisations across the not-for-profit, academic and government sectors, including Mission Australia, The Smith Family, Brotherhood of St Laurence, ARACY, UniSA, Goodstart, the South Australian Government, the Australian Institute of Health and Welfare, Swinburne University, Murdoch University, the University of Queensland, Melbourne Institute (University of Melbourne), yourtown, and more.

**paulramsay**  
FOUNDATION

# 50+

organisations across the not-for-profit, academic and government sectors are participating in the network



The Data Catalyst Network will generate new ideas-to-action projects

# 100+

data-driven participants are in our Community of Practice



Brisbane's place-based initiatives group featuring yourtown, Logan Together, Murdoch University, The University of Queensland, Mission Australia, Griffith University, ARACY, QCOSS and more.

# COMMUNITY ADVISORY GROUP



**Community collaboration and the voice of lived experience is essential to our work.**

With their diverse backgrounds, knowledge of the social services system, and lived experience, our Community Advisory Group (CAG) members represent the wider community. Their contribution is critical to ensure our products and services appropriately support the community sector and people in need.

The CAG has been involved in many activities in the last year, including:

- » **Data Catalyst Network**  
Providing the perspectives of people with lived experience in our workshops focused on better supporting early school leavers to improve training and employment outcomes.
- » **Connecting Up Conference**  
Presenting on the importance and best practice for involving people with lived experience in designing programs and services.
- » **Ask Izzy Connect** Advising, developing content and delivery of our new Ask Izzy Connect training program.
- » **Ask Izzy** Advising on the upgrades to Ask Izzy categories to make searching and finding services easier; research, testing

and advising on Ask Izzy for Culturally and Linguistically Diverse (CALD) communities.

- » **Infoxchange Culture** Speaking at Infoxchange’s IDAHOBIT Day celebrations.
- » **Inclusivity** Conducting an accessibility review of Ask Izzy to improve the accessibility for people living with a disability.

**Thank you to our CAG members: Amanda, Brendon, Elvis, Jo, Luis, Nikki, Simon, Tameika and Vicky.**

Follow this QR code to read more about the unique journeys and work of our CAG members.





**USING  
TECHNOLOGY  
TO **STRENGTHEN**  
OUR SECTOR**



# BUILDING DIGITAL RESILIENCE

It's been an enormous year for Infoxchange as we continue to support many thousands of organisations in their digital transformation journeys with sector-specific products, donated and discounted technology, IT support, guidance and management.

The Digital Transformation Hub is in its second year, providing an invaluable first contact point for not-for-profits and charities of all sizes beginning a digital transformation journey.

Connecting Up, our donated technology and education program, has facilitated \$195 million worth of discounted and donated technology to the sector in collaboration with our partners, including Microsoft, Adobe, Cisco, Google, Amazon Web Services and many more.

## 35,000+

not-for-profit, community organisations and government services have been supported



Over 919,000 individuals have been helped via our client and case management systems

## 477,057

electronic referrals were sent for people requiring support



The team provided over 19,000 hours of tech support

## \$195M

worth of technology discounts were facilitated through our Connecting Up program

### KEY PARTNERSHIPS

techsoup

Adobe

asana

aws

Bitdefender

CISCO

Google

ManageEngine

Microsoft

myob

norton

tableau

TeamViewer

twilio.org

WIX.com

zoom

# THE SECTOR'S FIRST STOP FOR DIGITAL TRANSFORMATION

It's now two years since the Digital Transformation Hub was launched and already it has firmly established itself as the sector's 'one-stop-shop' for building digital capability and resilience.

Over 20,000 organisations have been helped by the Digital Transformation Hub since its commencement. We thank our founding partners, the Lord Mayor's Charitable Foundation and Gandel Foundation, for their continued support.

The team has continued to deliver an invaluable resource to the sector, including a wide range of digital skills-building programs and resources, access to technology solutions and bespoke advice from a range of experts to ensure all not-for-profits have the ability to deliver more significant impact.

The Digital Transformation Hub team also launched and led significant partner projects this year: the Data Catalyst Network with support from the Paul Ramsay Foundation and the Asia-Pacific NGO Digital Transformation Project with support from Google.org.

## 11,000+

organisations accessed essential resources to build their digital capabilities this past year



34% increase in digital skills reported by the not-for-profits that accessed our webinar and self-paced learning programs

## 3,000+

organisations completed one or more of our digital capability programs



Hear our team speak about the launch of the Digital Transformation Hub

## SUPPORTING DIGITAL TRANSFORMATIONS AT THE WATER WELL PROJECT

The Water Well Project (TWWP) improves the health literacy of migrants and people with asylum-seeker backgrounds via free education sessions.



When the pandemic hit, it changed everything around our delivery of health education sessions.



"I read about the Digital Transformation Hub, and their assistance was amazing" says Suzie Bratuskins, former CEO.

The big leap was setting up a CRM – a customer relationship management system, enabling remote contact with those needing health advice.

Partners who support the hub with resources and expertise include:



Over 20,000 organisations have been helped by the Digital Transformation Hub since its commencement.



# BREAKING BARRIERS WITH TECH



**The Deli Women and Children Centre is a dedicated charity that supports women and children impacted by domestic and family violence. The team underwent a remarkable transformation after Infoxchange integrated an IT Support and Client Management System.**

Previously, The Deli's team were hindered by local server reliance, paper client records, and limited data, email and reporting capture. Their systems made it challenging to manage client consultations, monitor client progression at scale and demonstrate impact for fundraising.

Since implementing a cloud-based CMS and Microsoft 365, The Deli has streamlined its internal processes, improved information collection, and ensured confidential client data can be securely managed from any location.

## 87%

reduction in wait time for victims



**Increased** capacity of the team

The team saw an immediate impact from their data management – noticing a large contingent of clients aged between 18-30. They also identified trends in types of abuse experienced across age groups, which will help inform their new programs and workshops in the future.

“

We've been able to identify new areas of therapeutic support required and focus on providing more education around domestic violence, particularly for those older demographics.

”

**LEILA, GENERAL MANAGER, THE DELI WOMEN AND CHILDREN CENTRE**

"We can also quickly triage clients now. Previously, at peak times, some clients may have waited up to 6-8 weeks to see a counsellor, but they can now be assessed within a week and speak to a professional or join a support group immediately – this has a big impact on increasing our capacity."

Leila shared that the CMS reduced low-value manual administrative work and increased the scope for high-value tasks – such as supporting and mentoring talent by tripling the capacity of their student placement program.

# DIGITAL TRANSFORMATION ACROSS THE ASIA PACIFIC

**Across the Asia-Pacific Region, a thriving not-for-profit sector delivers vital programs and services to people in need. However, their efforts to help advance sustainable development and prosperity among vulnerable groups are hampered by a lack of capacity to effectively leverage digital technology or undertake digital transformation in their organisations.**

To address the issue, Infexchange is leading the APAC Digital Transformation Project initiative to help develop the digital capacity of NGOs across the region, and leverage technology and AI more effectively – made possible with support from Google.org, the Asian Development Bank, and with delivery partners TechSoup Asia Pacific, and more.

Infexchange will lead the project, including two key components: a digital transformation coaching program and a webinar training program aimed at helping not-for-profits improve their digital capabilities. The coaching program will involve tailored upskilling of more than 45 organisations across Australia, India, Indonesia, Japan, the Republic of Korea, Malaysia, New Zealand, the Philippines, Singapore, Taiwan, Thailand and Vietnam.

The webinar program is open to any regional charity. It features guest speakers and topics on cloud migration and collaboration, data capture and analysis, digital marketing techniques to attract funding and cybersecurity protection to keep data and employees safe.



## REPORT FINDINGS

# 50%

50% of organisations reported that their staff felt confident using technology to perform their role



1/6 organisations experienced a cybersecurity incident in the last 12 months

# 62%

of organisations do not have a system that enables them to understand their impact



with support from  
**Google.org**

# THE IT SERVICE EMPOWERING THE COMMUNITY SECTOR



**Our Managed IT Services team is passionate and proud of the impact we support across all segments of the community sector.**

Uplifting the IT operations of community services organisations, often with lean budgets, creates the conditions for frontline services organisations to allocate more internal resources to their core mission.

## +100%

We have more than doubled our number of customers since 2021



We have provided over **19,000 hours** of tech support to the sector in the last year

One of our most exciting projects underway is with a network of NSW Aboriginal Land Councils who have engaged Infoxchange to implement a technology uplift across 90 regionally-based Aboriginal Land Councils.

We are implementing Microsoft Cloud services, new audio-visual capability, and training across the state. The network will continue working with our Managed IT support after the implementation.

# SEAMLESS RECOVERY FOR SPECTRUM

**Infoxchange recently showcased its expertise in swiftly restoring operations and driving digital transformation when helping Spectrum, a vital service provider for refugee and migrant communities in Melbourne.**

Spectrum faced significant challenges after a cyber-attack, but thanks to Infoxchange's Managed IT Services team, we were able to ensure a seamless recovery process.

Spectrum operates across seven sites, offering essential services to refugee and migrant communities in Australia. Their dedication to helping these communities integrate and thrive is crucial. However, Spectrum encountered obstacles due to challenges with an incumbent managed service provider and an internal IT team struggling with pandemic-induced changes.

When Infoxchange began working with Spectrum, we assessed their situation and proposed a digital transformation strategy. This plan involved transitioning from their outdated client architecture to a more flexible Microsoft 365 collaborative stack. Despite the logistical challenges posed by the ongoing pandemic and global hardware shortages, Infoxchange successfully executed the transformation within a year.

A few months later, a significant security breach occurred at Spectrum. The organisation had been advised by their security consultants to anticipate four weeks of downtime, however,

## INFOXCHANGE ACTIONED:



Proposed and executed a digital transformation strategy



Swiftly restored operations after a security breach



Boosted security by implementing multi-factor authentication

with Infoxchange engaged, our engineering team leapt into action and successfully supported Spectrum back to full operational capability within just one week.

Multi-factor authentication was promptly implemented, boosting security measures. The responsive support from Infoxchange's engineering and helpdesk teams showcased the company's dedication to its clients and their success.

Spectrum's CEO expressed profound gratitude for Infoxchange's outstanding work, highlighting the quick response, technical expertise, and unwavering support. "The successful partnership resulted in Spectrum flourishing within its new IT environment. The collaboration between Infoxchange and Spectrum continues as they work together to maintain operational and security excellence in the ever-evolving technology landscape."

Infoxchange continues to partner with Spectrum to reduce the organisational risk of being subjected to another cyber-attack, which is integral to Spectrum's security of client information and compliance with funder's requirements.

# A CLIENT AND CASE MANAGEMENT SYSTEM DESIGNED FOR IMPACT

Our client and case management (CCM) systems are used by thousands of service providers across the country to support their work with the community's most vulnerable members.

Infoxchange's CCM systems offer unique flexibility to meet the specialised and complex needs of a vast range of programs, and we are proud to see them widely implemented across the community services sector in Australia.

Our systems enable sensitive client information to be safely and securely recorded in one place. We're delighted to have completed another year supporting the sector to spend less time on administration and more time efficiently delivering impactful support and services to community members.

## 7.9M+

client records are securely stored across our client and case management systems



477,057 electronic referrals were sent for people in need of support in the last year

## 5,381

community not-for-profit and government services used our systems to manage client data and referrals securely

Over the last 12 months, we have seen organisations mature in their use of data. Our CCM stores service delivery data to help organisations describe their impact by measuring program performance and client outcomes. It is compatible with a wide range of funder reporting specifications, making it easier for organisations to comply with funder requirements.

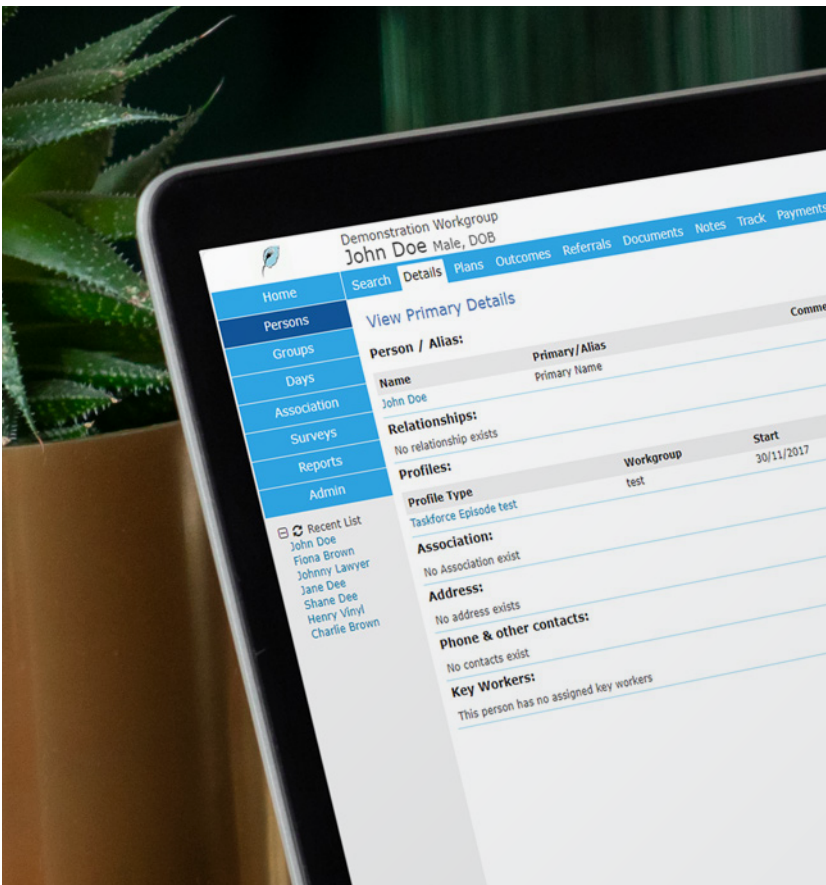
Over the last year, we upgraded our hosting environment, ensuring our product is more reliable than ever. This year, we have begun a bold innovation program that will lead to more exciting innovations and capabilities in how organisations use their data and track their impact.

Organisations we're proud to provide with case management solutions include:





This year, we have begun a bold innovation program that will lead to more exciting innovations and capabilities in how organisations use their data and track their impact.



**SOME OF THE SERVICE AREAS WE ASSIST:**



**2,005**

Housing & homelessness



**2,478**

Women, youth & families



**363**

Indigenous communities



**135**

Disability



**315**

Mental health

# SUPPORTING ABORIGINAL COMMUNITY CONTROLLED ORGANISATIONS

**This year, the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) embarked on a strategic initiative with Infoxchange – to dramatically increase the efficiency and effectiveness of Aboriginal Community Controlled Organisations (ACCOs) by implementing a standardised, co-designed client and case management system.**

Cathy from the Gippsland & East Gippsland Aboriginal Co-Operative in Bairnsdale shared the result: "I thought it wouldn't be what I need, but it is! I am going to get my life back!"

These responses reflect that many workers are dealing with frustratingly large quantities of hard-copy files and older systems. So, when our system was introduced, team members were grateful to see the pathway for increased efficiencies in their work and the new opportunities for upscaling impact in the communities they support.

VACCHO is the peak representative for the community-controlled health and wellbeing sector of Aboriginal and Torres Strait Islander peoples in Victoria, with a membership of more than 30 organisations. They help advocate for community health and wellbeing issues, strengthen support networks, increase workforce development opportunities, and partner with governments and health organisations to embed self-determination and culturally-informed approaches across health services and systems.

#### **Infoxchange's role in this strategic initiative is to:**

- » Provide a case management system that enables the ACCOs to create smoother digital workflows to improve collaboration and efficiencies within their teams
- » Strengthen client privacy and data security
- » Improve worker safety



VACCHO estimated each worker saves 1.5 hours per day following Infoxchange support

- » Improve data ownership and sovereignty for community groups
- » Increase the ability to use devices and workflows in the field and decrease reliance on clients having to repeat their history through service providers.



Sheleigh Kenny, Cathy Brownell, Shannon Beecher Fraser



Georgia Wienhandl, Colleen Clive Griffin, Shae White, Sherry Swanson

# MAJOR UPGRADE OF INFOXCHANGE'S CLOUD SERVICES



**Infoxchange completed the Herculean effort to extend our cloud services to Amazon Web Services (AWS) this year. The migration moved our Client & Case Management System and the Infoxchange Service Directory (the database that powers Ask Izzy) from private cloud hosting of our applications to AWS and now provides significant benefits to our customers.**

The migration required a large team across Infoxchange – led by Infoxchange’s Head of Technology, Alison Ramsay.

## SERVICE AVAILABILITY

AWS infrastructure is spread over multiple locations, with in-built redundancy. If service quality is degraded, a redundant service automatically launches without “server busy” messages or downtime. All of Infoxchange’s critical services now benefit from this upgrade.

## SCALABILITY

Our new AWS environment means we can adjust server or computing resources to deliver uninterrupted platform functionality to every customer regardless of service demand. If, for example, our Service Directory experiences an exponential increase in searches due to a natural disaster, the team at Infoxchange can seamlessly upgrade services to accommodate the demand and maintain the speed of search results.

## SECURITY

The AWS security suite is far above what most companies could build themselves. By switching to AWS, we have gained access to an array of new security solutions unavailable to us before, meaning our customer’s data are more secure than ever before.

## FUTURE-PROOFING

AWS never stops developing and delivering new, cutting-edge services and features – currently at the rate of six new services or features per day – and we can now pass them along to our customers as they are released.

The migration also opens up access to a vast community of online experts and information sources, along with the support and experience of partners like Cevo. We are excited to see the creative ideas that will come from this new pool of knowledge and experience.



All of our applications are now live on AWS – to the sound of many “woohos” and notes of congratulations on the Teams channel. We are already seeing significant performance improvements and receiving positive feedback from our customers.



DAVID SPRIGGS, CEO

A photograph of a man in a dark suit and tie speaking into a Shure microphone. He is smiling and looking to the right. In the background, a woman in a light-colored blazer is also smiling. The entire image has a warm, orange-toned overlay.

**DRIVING  
SECTOR-WIDE  
CONVERSATIONS  
ON TECHNOLOGY  
FOR SOCIAL  
JUSTICE**

# HIGHLIGHTS FROM A YEAR OF ADVOCACY



## SECTOR FORUMS

We continued our leadership of the Australian Digital Inclusion Alliance (ADIA) during the year working to accelerate action on digital inclusion. The ADIA is a shared initiative with over 500 business, government, academic and community organisations working together. We thank Google and Telstra for their continued financial support and recognise Australia Post as a founding member of the alliance.

We were also privileged to co-chair the Digital Leaders Network with the Community Council for Australia (CCA) during the year providing a forum for sector leaders to collaborate on digital technology opportunities and challenges.

4,000 senior leaders in the not-for-profit sector participated in McKinsey's Mission Delivery over the last year, where Infoxchange

delivered sessions on impact measurement, data management and cyber security.

## MEDIA AND COMMS

The Strategic Comms and Partnerships teams elevated our media and communications activities this year with significant growth and engagement on social media, Op-eds with partner communications platforms, several podcast features, and national exposure in high-profile media outlets. David Spriggs, CEO of Infoxchange, shared stories from our service directory data on ABC NewsRadio this year - use the QR below code to listen.



## EVENTS

As well as our own Connecting Up Conference, Infoxchange sponsored, hosted and attended many events this year, including QCOSS Queensland Budget Breakfast, the National Children and Youth Homelessness Conference, and a presentation at the Social Enterprise World Forum.

## AWARDS

Infoxchange won the Shared Value Project of the Year award at the Shared Value Awards 2022 as part of the Thriving Communities Partnership for our work on the One Stop One Story Hub. We were also finalists in the Impact Partner of the Year category for our work with TPG Telecom on Ask Izzy Connect. We thank TPG Telecom for their ongoing partnership.

# CONNECTING UP CONFERENCE 2023

After three days of masterclasses, panels, plenaries and awards, the Connecting Up Conference 2023 was celebrated as our most successful yet.

From our first-ever pre-conference networking drinks (sponsored by Australian Ethical Super) to record attendance at our revamped masterclass program to planting almost 2,000 trees at our first-ever Conference Forest, this was a ground-breaking year in more ways than one.

## Influential Speakers

Our most high-profile, influential panel of speakers yet featured inspiring leaders from across Australia, with Australian Charities and Not-for-Profit Commissioner Sue Woodward AM and Australian eSafety Commissioner Julie Inman Grant taking to the stage in front of a packed room at Melbourne Convention Centre.

## Record sponsorships and awards

The event brought together 400 sector leaders representing every state and territory, and we saw record sponsorship from technology leaders, including

# 70%

of attendees were senior leaders and decision-makers



400+ attendees

# 55%

of attendees agreed the event "exceeded expectations"



20% increase in income (sponsorships and ticket sales)

Platinum Sponsor ManageEngine and Gold Sponsors AWS, ELMO, and Freshworks/Exseed.

The Victorian Government continued as our Major Event Partner and we were thrilled to achieve further recognition of the event through sponsorship by Melbourne City Council.

Our conference team also attracted the participation of mainstream media for the first time, as Channel 9 journalist Mark Santomartino joined our Media and Communications Panel.

## National media coverage

The media excitement continued after a journalist from the Australian Associated Press attended eSafety Commissioner Julie Inman Grant's keynote and wrote an article about the dangers of artificial intelligence, which achieved national coverage in syndicated press across Australia.

Conference attendees and sponsors were excited to wake up to articles proclaiming 'The Genie is out of the bottle on Artificial intelligence' in publications including The Canberra Times and Yahoo!News, with all articles mentioning the conference and venue by name.

Major event partners



Platinum sponsor



Media partners



Gold sponsors



The Connecting Up Conference 2023 was celebrated as our most successful yet.



Silver sponsors



Bronze sponsors



# 2023 AUSTRALIAN NOT-FOR-PROFIT TECHNOLOGY AWARDS

**Infexchange was thrilled to host the Australian Not-for-Profit Technology Awards again in 2023.**

Almost 150 guests attended the sold-out event, celebrating the best in technology innovation and service excellence in the not-for-profit sector across Australia. This year, over 50 nominations were received across eight categories.

The 'Not-for-Profit Technology Innovator of the Year' award was once again the most hotly contested category, followed closely by the inaugural 'Best Use of Data for Community Impact' award, which Mission Australia won.



## AWARD WINNERS:

- » **Best Accidental IT Person:**  
Claire Sowden, Resilient Lismore
- » **Best Social Media Campaign of the Year:**  
This Life Cambodia with 'Goodbye My Love'
- » **Best Technology Achievement by a First Nations Person or Group:**  
Jajoo Warrngara: The Culture Classroom
- » **Technology Volunteer of the Year:**  
Matt Segal, Anika Legal
- » **Best Use of Data for Community Impact:**  
Mission Australia
- » **Technology for Community Impact – Best Private Sector Organisation:**  
UTS Rapido Social Impact
- » **Not-for-Profit Technology Innovator of the Year:**  
ReachOut PeerChat
- » **Not-for-Profit Technology Lifetime Service Award:**  
Peter van Dijk, The Lord Howe Island Museum





# DIGITAL TECHNOLOGY IN THE NOT-FOR-PROFIT SECTOR REPORT



**This year, cyber security in Australia became a hot topic, with daily news coverage on high-profile cyber breaches and ransom events.**

Our annual Digital Technology in the Not-for-Profit Sector Report surveyed over 1000 organisations. The report provided important insight into the needs of the sector on topics of the use of data, measuring impact, cyber security and digital transformation strategy.

We were delighted to host Hon. Dr Andrew Leigh MP, Assistant Minister for Competition, Charities and Treasury and Dr Catherine Brown, Lord Mayor’s Charitable Foundation, at the launch the report.

View the report here:



## KEY REPORT FINDINGS IN 2023:

**22%**

of organisations agree that their systems enable them to understand the impact of their services



**76%** of organisations have implemented multi-factor authentication to some degree

**38%**

of organisations have a technology plan or digital transformation strategy in place



**Only 13%** of organisations agree they have a clearly documented plan to improve cyber security protection



**OUR  
PEOPLE**

# DRIVING BETTER WAYS OF WORKING



**“ We could not deliver Infoxchange’s significant sector contribution and vision of technology for social justice without the ongoing daily efforts of our dedicated people.**

This year, we refreshed and introduced new policies to further progress Infoxchange as an organisation that supports working families.

These policy changes, alongside our new Tech Ready career program, reflect our organisational strategy and place greater focus on all genders to have a career in technology - and we are seeing the result of this with more women being hired, promoted, and retained in our organisation.

Additionally, this year, Infoxchange participated in Career Revive,

a government program in partnership with KPMG to improve employment for women returning to work. We are delighted to have completed the program with a gold status, and be sponsoring our first two trainees through the program.

As part of our Manager Capability Uplift program, all people managers participated in the Management Series this year. The School of Life delivered the series, providing space for managers to reflect and focus on their development and how they can improve support for their teams and each other.

I can’t wait to see what we achieve in the year ahead!”

**Kate Hickman**  
Chief People Officer

## NEW INITIATIVES TO SUPPORT WORKING FAMILIES:

- » More accessible and supportive parental leave for both parents, including removing eligibility waiting periods, top-ups for the government-paid parental leave, and paid superannuation for primary carers for the duration of their parental leave absence
- » Better provisions for children in the workplace, carers, family & domestic violence, and flexible (hybrid) working

# ENGAGEMENT AND CULTURE



We are proud to see strong positive results in almost all areas of our annual Employee Engagement survey this year.

**86%**

Employee Engagement

**88%**

Diversity & Inclusion

**90%**

Work & Life Blend

**84%**

Psychological Safety

**88%**

Social Connection

**85%**

Management

## OUR VALUES



COMMITMENT



INCLUSION



COLLABORATION



INNOVATION



ACCOUNTABILITY



# 155

# STAFF

## 46%

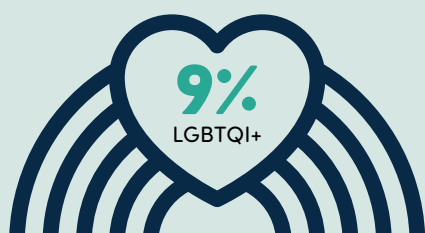
FEMALE

## 53%

MALE

## 01%

NON-BINARY



## 1%

IDENTIFY AS  
ABORIGINAL OR  
TORRES STRAIT  
ISLANDER

## 9%

LIVE WITH A  
DISABILITY

## 39%

SPEAK A  
LANGUAGE  
OTHER THAN  
ENGLISH

## 43%

BORN OUTSIDE  
OF AUSTRALIA

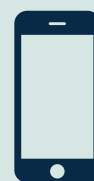
## 54%

ARE PARENTS,  
17% HAVE 3 OR  
MORE CHILDREN

## FUN FACTS



## 65%

of us think Hawaiian  
pizzas are delicious

## APPLE

is the most  
popular phone

## 6

babies born



**Walking / Running**  
is our favourite form  
of exercise



## 65%

of us like Star Wars or  
Star Trek, with 35% not  
interested in either



## EXECUTIVE LEADERSHIP TEAM

Infoxchange is led by dedicated professionals passionate about using technology to drive social change and foster stronger communities. Our leaders possess a breadth of local and international experience across the community, government and technology sectors.

### 2022-2023 Executive Leadership Team (left to right):

- » **Brian McLaughlin:** Chief Operating Officer
- » **Mike Davis:** Head of Strategic Partnerships and Communications
- » **David Spriggs:** CEO of Infoxchange
- » **Wayne Gorst:** Head of Corporate Services
- » **Tomer Ginel:** Chief Financial Officer
- » **Cass Read-Hamilton:** Head of Delivery Operations
- » **Alison Ramsay:** Head of Technology
- » **Kate Hickman:** Chief People Officer



## THANK YOU FOR YOUR SERVICE, WAYNE!

Following a lifetime of service to the community sector and seven years at Infoxchange, we farewell Wayne Gorst from the Infoxchange team and thank him for his outstanding contribution to our vision of technology for social justice.

Over the last seven years, Wayne has played an integral part in our work and growth in the sector. We have appreciated his caring nature and generous support for all around him. Thank you Wayne!

## WELCOME TO OUR NEW CFO TOMER GINEL!

In April 2023, we were thrilled to welcome Tomer Ginel as Chief Financial Officer of Infoxchange.

Tomer has led finance, strategy and operations teams in start-ups, medium-sized organisations and large ASX-listed groups across multiple industries, including Technology, Professional Services, Media, Retail and Consumer Goods. Throughout his career, he has also volunteered his time and skills to support multiple for-purpose organisations. He currently serves on the board of a for-purpose organisation as a non-executive director.

Tomer's blend of financial and strategic leadership skills, values, and commitment to social justice make him a valuable addition to our team.

# OUR BOARD



## LINDA O'BRIEN, DEPUTY CHAIR

Linda is a consultant, board director and Adjunct Professor in Griffith University's Business School. She is currently an independent Director of the Queensland Cyberinfrastructure Foundation and consulting with the Australian Research Data Cloud on the development of a national persistent identifier strategy to accelerate Australian research, innovation and impact. Linda has published and presented both nationally and internationally and contributed to a number of state, national and international digital research infrastructure initiatives.



## CAROL AUSTIN, DIRECTOR

Carol Austin is an experienced investment professional with a strong interest in public policy and social justice. She is currently Chair of the National Housing Finance and Investment Corporation and a Director of State Super and the Grattan Institute. She is also Chair of the ACT Investment Advisory Board. Carol has served on the Future Fund board and several advisory boards. She is a Fellow of the Australian Institute of Company Directors and a member of Chief Executive Women.



## ELANA RUBIN AM, CHAIR

Elana has over 20 years experience as a non-executive company director across diverse sectors. Her career reflects a deep understanding of corporate social license to operate and a commitment to diversity, social equity and participation. Elana is currently a director of listed companies Dexus and Telstra. She is also Chair of the Victorian Managed Insurance Authority and the Australian Business Growth Fund and a director of several unlisted entities. Previous board roles covered the property, financial services, insurance, infrastructure, innovation, public policy, professional services and not-for-profit sectors. Elana received a Member of the Order of Australia in 2021 for services to corporate governance and community and was granted a Life Fellow by the AICD in 2022.



## PARTHA NAG, DIRECTOR AND CHAIR OF FINANCE AND RISK COMMITTEE

Partha joined the Infoxchange Board in 2014 and is Chair of the Finance Committee. He has over 17 years of experience in senior executive roles, corporate governance & risk management. He is currently the Executive Director of Strategic Business Alliance and also serves as a board member for various other not-for-profit organisations.



## JO FISHER, DIRECTOR AND CHAIR OF PEOPLE COMMITTEE

Jo has been on the Infoxchange Board since 2012 and is the Founding Director of Future Leadership (formerly Jo Fisher Executive Search, established in 2002). Jo is a founding member of the International Women's Forum of Australia, an Adjunct Professor at Deakin University and a Graduate member of the Australian Institute of Company Directors (AICD). She holds a Master of Applied Positive Psychology, an MBA and is currently undertaking a PhD in Leadership and Management with Swinburne University.





**JON BISSET,  
DIRECTOR**

Jon is the CEO of the Community Broadcasting Association of Australia, the Chair of the Local and Independent News Association and a Non-Executive Director of the Community Council for Australia. He has spent over 25 years as a Chief Executive and non-executive director of not-for-profit organisations, covering health and ageing, media, technology and fundraising. He is a graduate of the Australian Institute of Company Directors, the Harvard Business School Strategic Perspectives of NFP Management Program and the Sydney Adaptive Leadership Program.



**KATHERINE BOICIUC,  
DIRECTOR**

Katherine Boiciuc is a Director at Maximus International and is recognised as one of Australia's 29 Inspirational Women making waves in STEM. She has been an advocate and global keynote speaker on diversity in technology and women in tech for more than a decade. Katherine has held senior and influential roles focused on global impact and world technology enablement. Her credentials include a Master of Leadership and a Master of Business Administration.



**VALE, DAVID JONAS**

Infoxchange recognises the life of David Jonas and his contribution to our vision of technology for social justice. David loved Infoxchange and contributed significantly as a member of the Board for ten years (2013 - 2023), serving on both the Strategy Committee and Finance & Risk Committee.

Sadly, David passed away on 20 March 2023. We miss his friendship, wisdom and sharp sense of humour. Thank you, David, for your generosity of service to Infoxchange and the community more broadly.



**AMY ORANGE,  
DIRECTOR**

Amy is the Co-Founder of Collab4Good, Social Procurement Lead at Social Traders and Principal of Fourth Sector Solutions. Amy uses her experience and expertise from more than 12 years in the not-for-profit community services and social enterprise sectors to develop sustainable, impact-driven business models and strengthen ecosystems to align people, planet and profit for a better world. Amy holds an MBA and was recognised in 2018 as one of the InDaily Top 40 Under 40 business leaders in South Australia.



**BRENZ SAUNDERS,  
DIRECTOR**

Brenz is the Founder and CEO of Cheedoona Energy, Chairperson of Tauondi Aboriginal College and Chairperson of Far West Coast Investments. He is a strong and passionate advocate for digital inclusion, particularly supporting greater opportunities to ensure digital accessibility and education for Aboriginal and Torres Strait Islander people. He also serves as a board member of Generation Australia's First Nations Advisory Group and as a regional council member for the Australian Information Industry Association.



**NEW BOARD  
OBSERVER**

Bianca Oana Asanache has been appointed as part of our involvement in The Observership Program.

This program provides participants with training and practical experience in not-for-profit board leadership and ongoing networking opportunities to create a passionate and motivated community of future leaders in our sector.

Welcome Bianca!



**FINANCE &  
SUSTAINABILITY**

# FINANCE & SUSTAINABILITY



**We have seen continued growth in demand for our products and services over the last year in a challenging environment as the community sector has responded to the flow-on effects of the pandemic, including record demand for services and the rising cost-of-living pressures.**

Infoxchange’s total turnover was \$32.7 million, an increase of more than 8% from the previous year, and net revenue totalled \$28.6 million.

We are grateful for the continued support of our customers and partners across government, philanthropy, corporate and not-for-profit sectors that have enabled us to achieve this result.

Organisations across the community sector have faced many challenges in the uncertainty of the current economic environment. Delays in the implementation of projects by some of our customers had financial impacts during the year, although we continue to have a strong pipeline of work in this area.

Following significant surpluses in previous financial years, the board has decided to continue investing in several strategic initiatives funded from retained earnings. These initiatives included next-generation product development (including the cost of migration to the AWS cloud), the transformation of our managed IT services, the development of Ask Izzy Plus, strengthening our people and work culture, capability and systems, and uplifting our information security capability.

## \$32.7M

total income this year



we will continue investing in several strategic initiatives funded from retained earnings



## 8%

increase of total income compared to the previous year



*Infoxchange became the sole member of Connecting Up on 30 November 2018. Until 30 June 2022, Connecting Up retained a separate structure and continued its operations, with Infoxchange and Connecting Up supporting each other in joint activities through a shared services agreement. As of 30 June 2022, all assets and operations of Connecting Up were transferred to Infoxchange. Infoxchange continues to operate the Connecting Up platform and associated capability-building programs.*



The total investment in strategic initiatives (including capital expenditure) to date is:

Next-Generation Product Development	\$3,908,325
Managed IT Services	\$670,454
Ask Izzy Plus	\$282,123
People, Capability and Systems	\$472,148
<b>Total</b>	<b>\$5,333,050</b>

This strategic investment was completed by the end of the financial year. This year, Infoxchange leadership began the implementation of new priorities to strengthen our financial sustainability in a challenging period for the sector, including cost containment, new revenue streams and business review.

We have been encouraged by the funding received from philanthropy, state governments and corporate partners to support our work enabling the digital transformation of community organisations.

We have also been fortunate to receive generous in-kind support from several corporate partners over the past 12 months including Google and oOh!Media, whose in-kind support totalled nearly \$4 million this year. These partnerships have been essential during record demand for support services across the community.

The Infoxchange accounts were audited by BDO, Melbourne, and a full copy of the audited financial statements is available upon request.

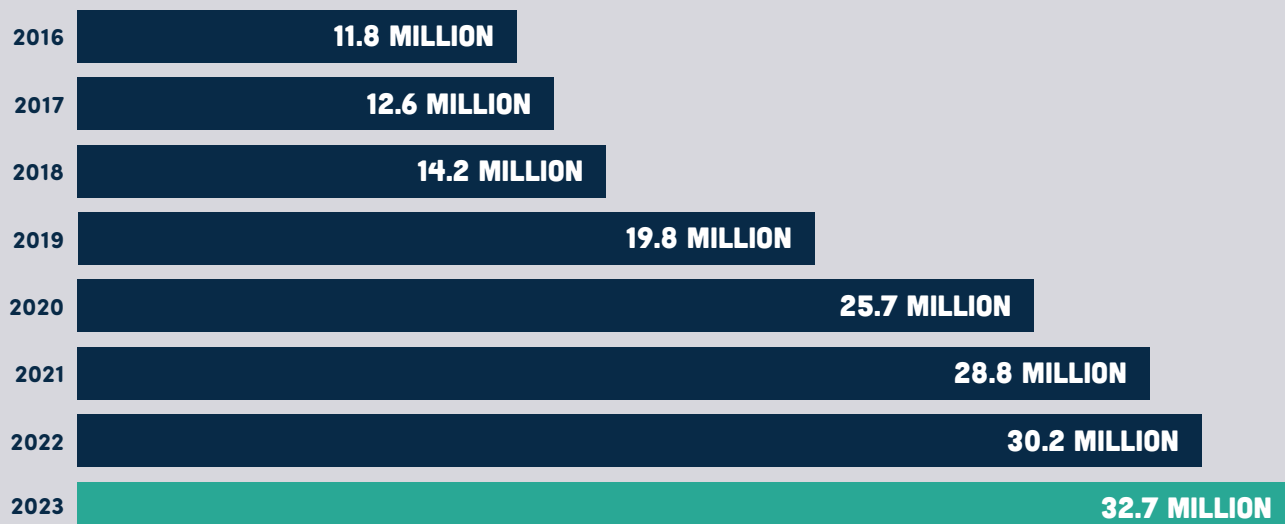
# STATEMENT OF PROFIT AND LOSS

AS AT 30 JUNE 2023

	2023 (\$)	2022 (\$)	2021 (\$)
Turnover	32,666,062	30,206,608	28,824,439
Revenue	28,606,722	27,062,442	28,428,318
Employee benefits	(15,516,547)	(16,791,755)	(15,148,168)
Direct costs of providing services	(9,723,694)	(7,018,561)	(6,657,141)
Contract labour	(1,345,599)	(1,138,700)	(1,041,000)
Depreciation and amortisation	(901,366)	(763,096)	(821,925)
Property expenses	(281,049)	(264,319)	(267,493)
Travel expenses	(147,433)	(70,109)	(41,967)
Lease interest	(101,394)	(96,577)	(115,131)
Other operating	(1,828,389)	(2,116,649)	(2,423,074)
<b>Operating surplus/(deficit) for the year</b>	<b>(1,238,749)</b>	<b>(1,197,324)</b>	<b>(1,912,419)</b>
Net gain on investments classified as Fair Value through other comprehensive income	361,755	(586,293)	-
Spending on strategic initiatives	(778,331)	(1,505,390)	(425,195)
<b>Total comprehensive surplus/(deficit) for the year</b>	<b>(\$1,655,325)</b>	<b>(3,289,007)</b>	<b>1,487,224</b>

N.B. This version of accounts includes different classifications to the audited financial statements. The spending on strategic initiatives has been removed from the separate accounts and is shown in total, excluding capitalised investment in strategic initiatives. The Turnover includes income from software sales where Infoxchange has been treated as an Agent in line with AASB 15 while revenue includes only the gross profit from such sales.

## TURNOVER GROWTH BY FINANCIAL YEAR



# CLIMATE ACTION AT INFOXCHANGE

**This year, our climate action team have made more steps towards sustainability, and our e-waste landfill diversion program has continued to make a large impact.**

We have a new environmental policy and implemented Climate Clever, a carbon accounting system that simplifies tracking, reducing, and offsetting of our operational emissions.

Infoxchange is also implementing an Environmental Management System (EMS) aligned to ISO 14001 Environmental Management Systems. The EMS will govern our environmental management practices and performance and guide our actions.

Our refurbishing partner is PonyUp for Good, a certified social enterprise providing a sustainable collection of decommissioned technology, secure data erasure and re-marketing across Australia. PonyUp donates 50% of its profits to our friends at SecondBite, a charity that rescues many tonnes of fresh food each year and redistributes it to food programs nationally.

## 342T

of CO<sub>2</sub> emissions saved through carbon offsetting program with Carbon Social



**16.5 tonnes** of refurbished hardware diverted from landfill provided to the not-for-profit sector this year (216 tonnes since 2014)

## 2018

Infoxchange has been carbon neutral since 2018



**644 trees** planted as part of our long-service employee recognition program

### DEEP ROOTS IN SUSTAINABILITY

Tree02 is a tree-tracking technology that provides transparency, accountability and motivation for the custodianship of forests by the farmers who plant them. Tree02 is led by Andrew Mahar, founder and former Executive Director of Infoxchange.

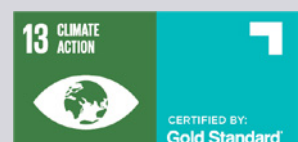
In partnership with Tree02, Infoxchange has planted over 644 trees to recognise the years of service of our employees. For every milestone an employee passes, we donate trees in their name, one for each year of service contributing to carbon drawdown and supporting Timorese tree farmers.

Additionally, delegates at our 2023 Connecting Up Conference were thrilled to hear of and contribute to our first-ever conference forest in partnership with Tree02.

Use the QR code to visit the Infoxchange Forest:



#### Our sustainability partners:



# THANK YOU

Thank you to all our incredible partners and supporters who have worked with us this year to achieve positive social change through the innovative and creative use of technology.







### Contact us:

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We support the Uluru Statement from the Heart. Everyone is welcome at Infoxchange.



Infoxchange is 100% carbon neutral.



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