



DIGITAL TECHNOLOGY IN THE NOT-FOR-PROFIT SECTOR

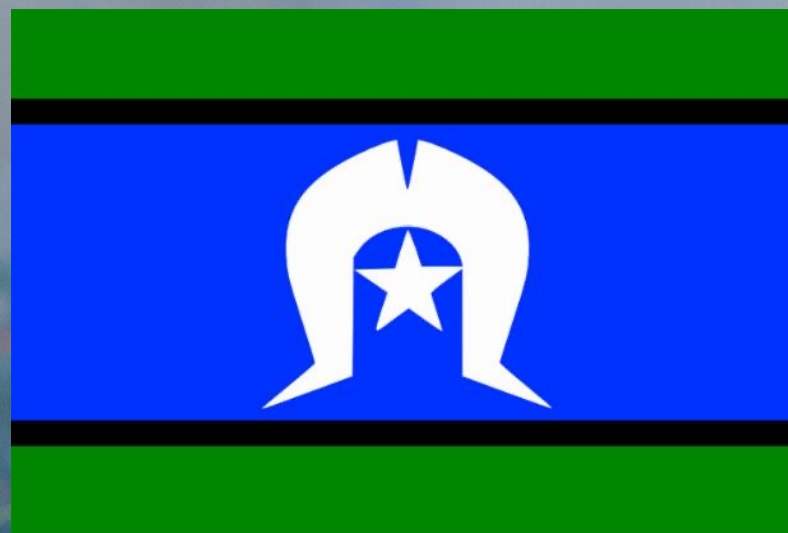
1st December 2023



HOST

DAVID SPRIGGS

**CHIEF EXECUTIVE OFFICER
INFOXCHANGE**



We acknowledge the traditional custodians of the land
and pay our respects to Elders past, present and emerging.

Today's agenda

1. Welcome and introduction
2. Opening address: Hon. Dr. Andrew Leigh MP, Assistant Minister for Competition, Charities, Treasury and Employment, and Federal Member for Fenner
3. A closer look at our report findings with Sophie Souchon, Digital Transformation Consultant, Infoxchange
4. Cyber security and the NFP sector with Hamish Hansford, acting National Cyber Security Coordinator, Department of Home Affairs
5. Panel discussion (Q&A) with our speakers and Dr. Catherine Brown OAM, CEO, Lord Mayor's Charitable Foundation
6. Closing thoughts and next steps





TECHNOLOGY FOR SOCIAL JUSTICE



INFOXCHANGE BY THE NUMBERS

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

3.1M+

PEOPLE IN NEED

35,000+

**NOT-FOR-PROFIT,
COMMUNITY &
GOVERNMENT SERVICES**

\$195M+

**OF DONATED TECHNOLOGY
DELIVERED TO THE
SECTOR**

11,000+

**ORGANISATIONS USED
OUR DIGITAL
TRANSFORMATION HUB**

7M+

**SEARCHES FOR HELP ON
ASK IZZY AND OUR
SERVICE DIRECTORY**

430K

**SERVICE LISTINGS NOW
FEATURE ON OUR SERVICE
DIRECTORY**

DIGITAL TECHNOLOGY IN THE NOT-FOR-PROFIT SECTOR REPORT





HON. DR. ANDREW LEIGH MP

**ASSISTANT MINISTER FOR COMPETITION,
CHARITIES AND TREASURY**

FEDERAL MEMBER FOR FENNER



SOPHIE SOUCHON

**DIGITAL TRANSFORMATION
CONSULTANT, INFOXCHANGE**

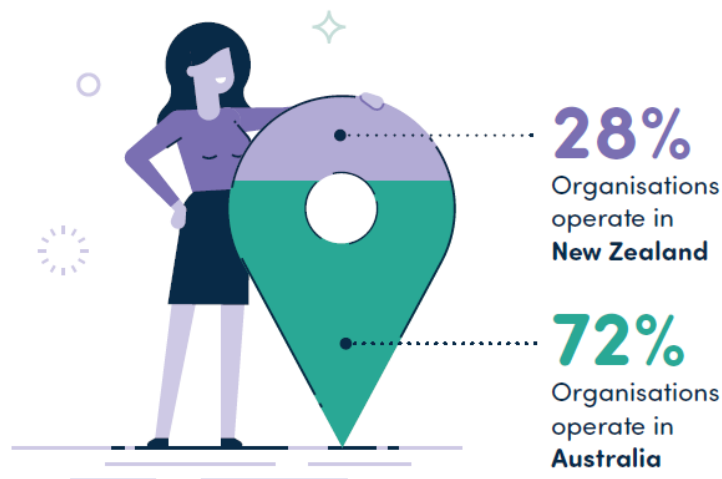
DIGITAL TECHNOLOGY IN THE NOT-FOR-PROFIT SECTOR REPORT



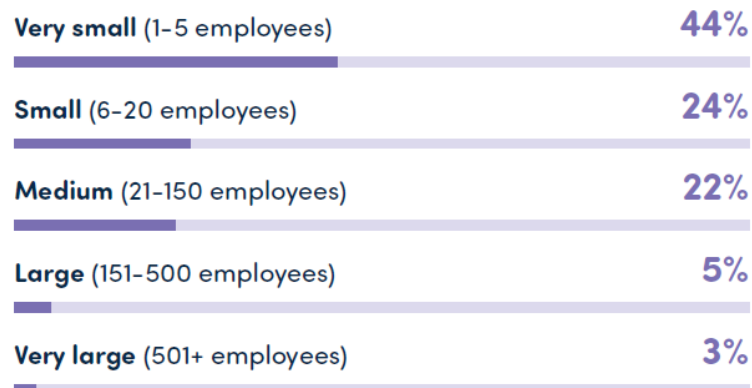
Participant Snapshot

A record 1,020 organisations participated in this year's survey across Australia and New Zealand, representing a wide range of service areas.

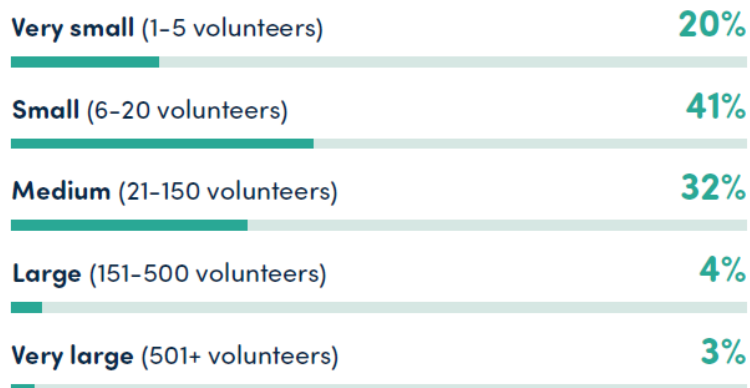
At a time when volunteer numbers are declining, we saw good representation from organisations who are supported by the invaluable work of volunteers. Eighty-seven percent of respondents said they work with volunteers regularly and over half told us they have between 1 and 20 people who volunteer with them on an ongoing basis.



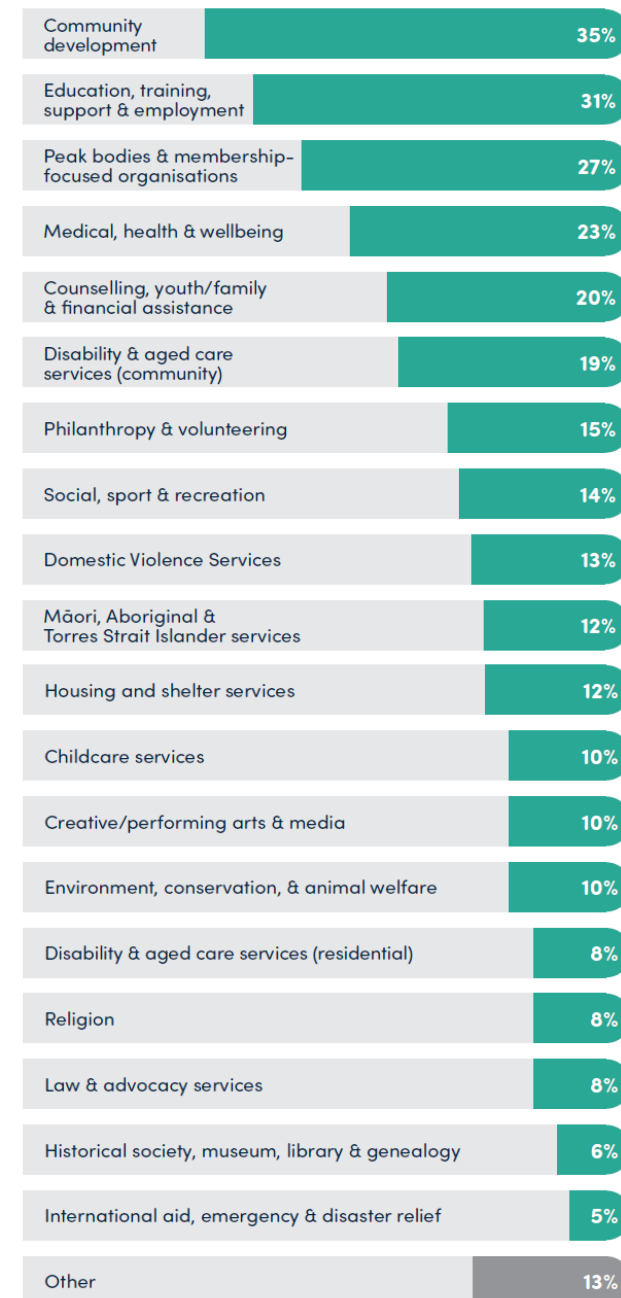
Organisation size



Regular Volunteer Size



Organisation by significant service area



Key findings



Some of our key findings include:

2x



increase in adoption of generative AI tools over the last 12 months

76%



of organisations have implemented multi-factor authentication to some degree

13%



of organisations agree they have a clearly documented plan to improve cyber security protection

22%



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

33%



of organisations agree data regularly guides decision-making across their organisation

38%



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

Cyber security

Key Insight

Strong cyber security starts with people, yet only 12% of the organisations surveyed provide regular cyber security awareness training for their staff and less than one quarter have effective processes to manage information security risks.

Implementation of tangible security measures



76% of organisations have implemented Multi-Factor Authentication to some degree



47% of organisations maintain appropriate and reliable backups for important information systems



23% of organisations reported having effective processes to manage information security risk



43% of organisations have processes to ensure software security updates are applied in a timely manner



Cyber security processes implemented by organisations

Regularly conduct cyber security awareness training

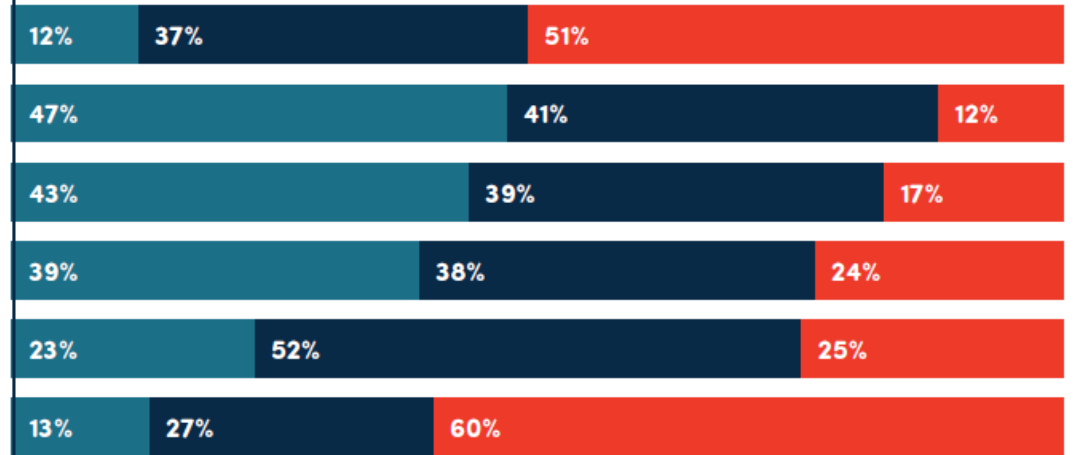
Maintain appropriate & reliable backups for important information systems

Processes that ensure software security updates are applied in a timely manner

Implemented MFA for all internet-facing systems with sensitive data

Effective processes to manage information security related risks

Documented plan to improve cyber security protection



● Agree ● Partially agree ● Disagree

Systems and data

Key Insight

Only one-third of organisations agree their systems work well for management, staff and volunteers and less (just 22%) agree their system enables them to measure the impact of their services and outcomes.

66%

of organisations use two to four systems to store information about clients, members or stakeholders and their services.

Fourteen percent use five or more systems.



Systems

31%

agree that their systems work well for staff, volunteers and management

29%

agree that their system enables them to easily access essential information and reports

Data

22%

agree that their system enables them to understand the impact of their services and outcomes



33%

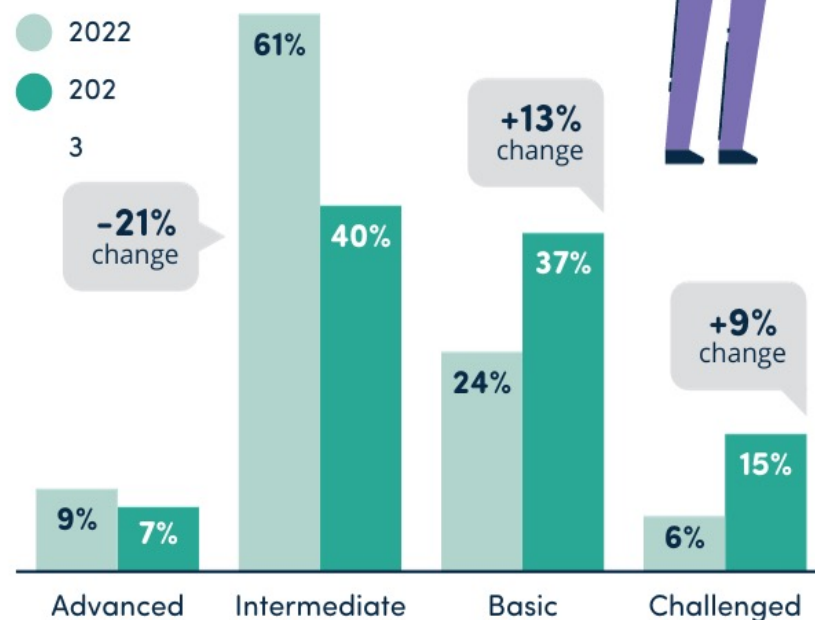
agree that their data regularly guides decision-making across their organisation

Digital capability and skills

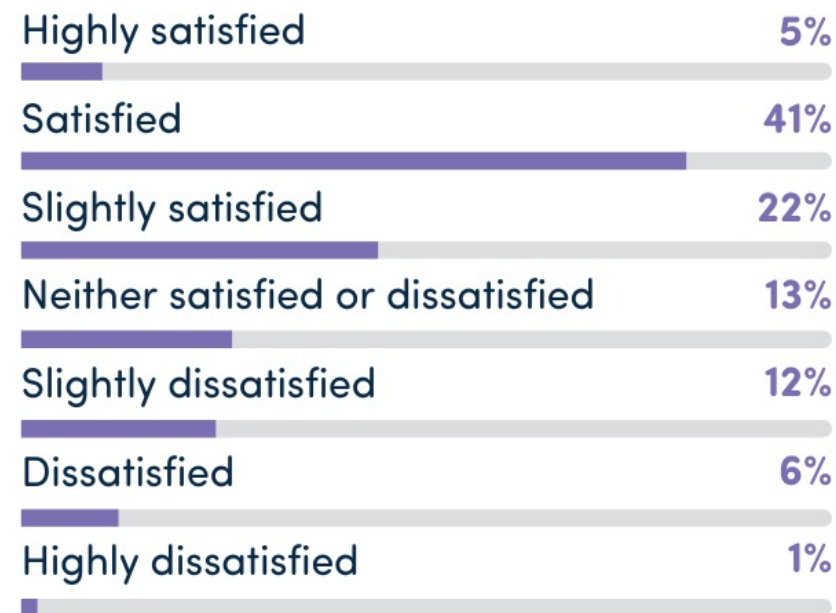
Key Insight

80% of smaller organisations don't have a roadmap in place, leading to reactive approaches. The presence of a digital or IT plan increases staff confidence and satisfaction with technology by 24%.

How do you rate your organisation's technology environment?



How satisfied are staff & volunteers with your digital technology?



Innovation

Key Insight

Sector adoption of AI has doubled since our 2022 report, with one in four organisations making use of generative AI tools such as ChatGPT.



Innovative technology currently in use (+ plan to use)

32% (28%)



Mobile apps

24% (45%)



Generative AI

10% (27%)



Assistive Technology e.g. disabilities

7% (12%)



Drones

6% (15%)



Voice / speech recognition / NLP

4% (24%)



Big data and/or machine learning

3% (14%)



Virtual / Augmented Reality

2% (12%)



Blockchain, cryptocurrency, NFTs

2% (9%)



Robotics




Priorities and challenges

Top priorities

	2021	2022	2023
 Improve our website	44%	44%	38%
 Make better use of social media and/or digital marketing	38%	35%	32%
 Improve our data protection and cyber security practices	24%	25%	28%

Improve the digital capabilities of our staff and volunteers

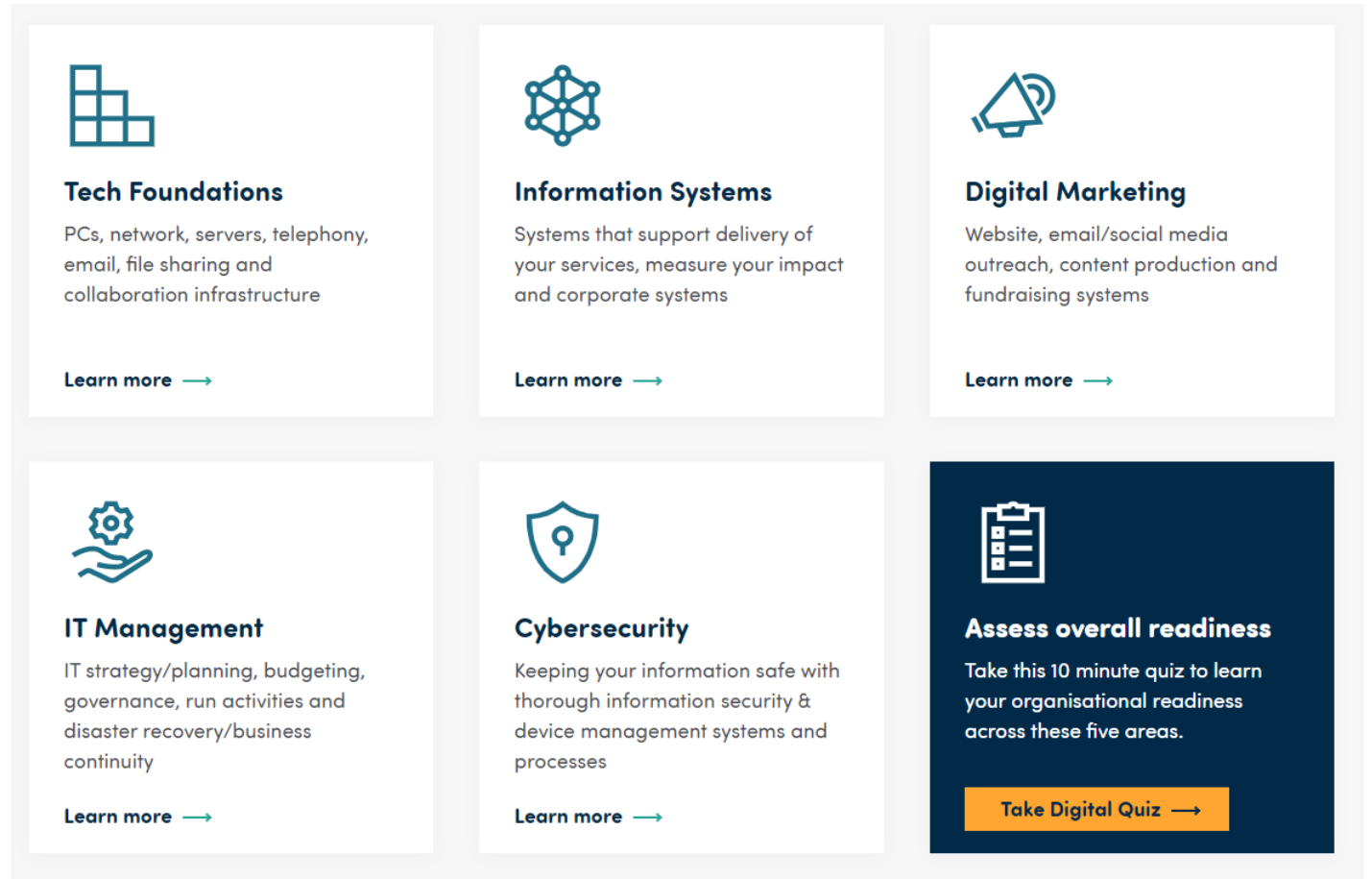
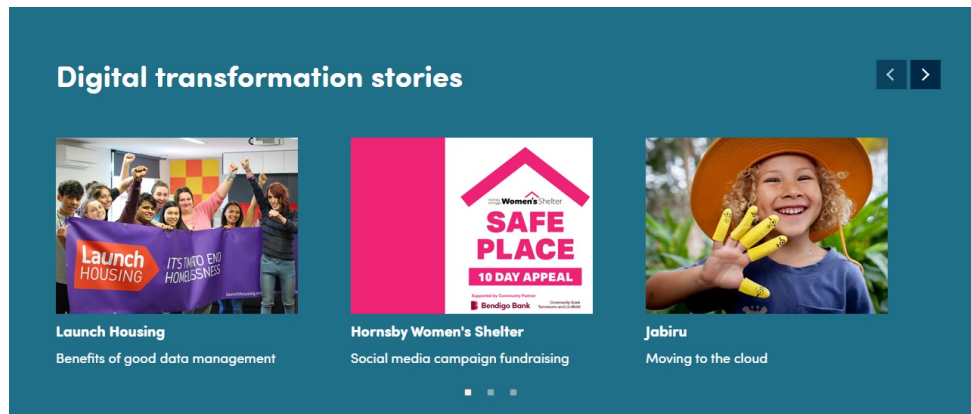
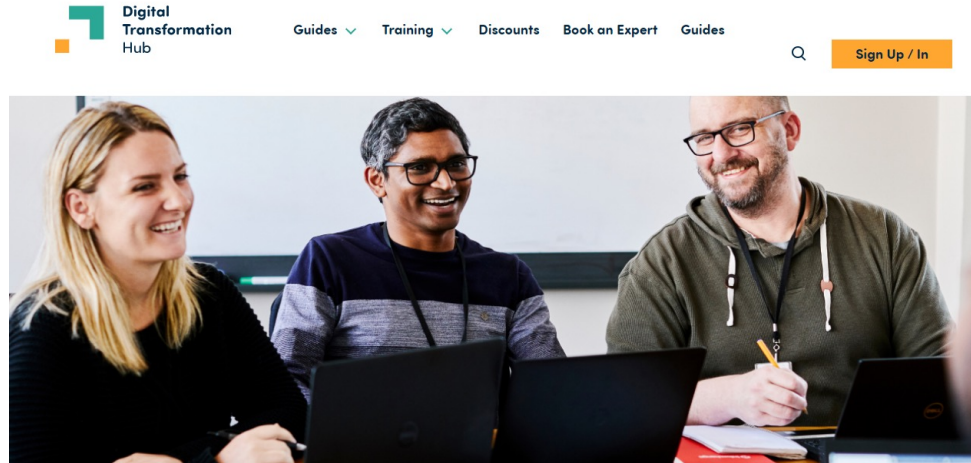
Biggest challenges

	2021	2022	2023
 Budget/funding	43%	42%	50%
 Staff capacity and capability	36%	33%	45%
 Access to affordable, skilled technical resources	37%	35%	35%

Keeping abreast of technology changes and identifying where to invest our IT spend



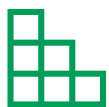
Digital Transformation Hub



www.digitaltransformation.org.au



Supporting NFPs to build digital capability



Domain	Tech Foundations	Information Systems	Digital Marketing	IT Management	Information Security
Description	PCs, network, servers, telephony, email, file sharing and collaboration infrastructure	Systems that support delivery of your services, measure your impact and corporate systems	Website, email/social media outreach, content production and fundraising systems	IT strategy/planning, budgeting, governance, and disaster recovery/ business continuity	Keeping information safe with information security & device management systems and processes
Popularity	31%	26%	14%	17%	12%
Key topics	<u>Microsoft 365 NFP platform</u> <u>Google for non-profits program</u> <u>Microsoft Teams for everyday use</u>	<u>What is a client/case management system?</u> <u>How to choose a new information system</u> <u>Data, reporting & business intelligence – getting started</u>	<u>Planning your online communications</u> <u>Accepting online donations</u> <u>Digital marketing tools</u>	<u>10 steps to create a digital transformation roadmap</u> <u>What to look for in an IT contract</u> <u>Asset register template</u>	<u>Cyber security essentials: where to begin</u> <u>Current cyber security landscape</u> <u>Cyber security training</u>





HAMISH HANSFORD

**NATIONAL CYBER
SECURITY COORDINATOR**

DEPARTMENT OF HOME AFFAIRS



DR. CATHERINE BROWN OAM

**CHIEF EXECUTIVE OFFICER
LORD MAYOR'S CHARITABLE
FOUNDATION**

PANEL DISCUSSION

Digital Transformation Hub

Infoxchange is here to assist with your technology needs. Our not-for-profit services include managed IT services, donated and discounted technology, digital capacity building and client/case management solutions. We operate exclusively to support Australia and New Zealand's not-for-profit sectors.

We know how to help not-for-profits because we *are* not-for-profit.

Over 35,000 organisations are currently using our products and services. Whether you're a tiny team operating on a shoestring budget or a large organisation working across multiple locations and service areas, we have scalable solutions to suit your needs.

Visit the Digital Transformation Hub for a range of practical guides, not-for-profit technology discounts and tailored advice from our technology experts to help you make a greater impact.

Learn more at digitaltransformation.org.au



Thank you to our partners and supporters





THANK YOU!