



# Digital Technology in the Not-for-Profit Sector

REPORT  
NOVEMBER  
2022

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We're based on the lands of the Wurundjeri, Kurna 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.

We support the Uluru Statement from the Heart.





## **ABOUT THIS REPORT**

The Digital Technology in the Not-for-Profit Sector report is an annual research project conducted by Infoxchange.

It aims to recognise areas of growth and improvement by understanding how not-for-profit organisations across Australia and New Zealand use technology.

Now in its seventh year, this report provides a benchmark for all not-for-profit organisations across the sector to ensure they are using technology in the best way possible to achieve their mission.

# WHO WE ARE

**Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With over 180 staff across Australia and New Zealand, 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 Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 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.

In November 2018, Infoxchange joined forces with Connecting Up and TechSoup New Zealand. Together, 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.

**We strengthen communities using technology to create positive social change**



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# A MESSAGE FROM OUR CEO

**It has never been more important to build a digitally capable, highly skilled and resilient not-for-profit sector.**

I am delighted to present the 2022 Digital Technology in the Not-for-Profit Sector report, the most comprehensive look at not-for-profit technology use across Australia and New Zealand.

The global pandemic, natural disasters, rising cost of living pressures and ongoing economic uncertainty are continuing to challenge the not-for-profit sector.

Organisations have invested more in technology in this environment in response to the rapidly changing needs of our communities, the need to transform service delivery and to support new ways of working.

Our reports in 2020 and 2021 showed the pressure organisations were facing in upgrading their technology to enable staff to work remotely during lockdowns.

This year's report paints a picture of a sector that has largely transitioned to hybrid-based working, with the focus now on building the digital skills of staff members and volunteers.

Given the increasing number of cyber-attacks and data breaches, we must urgently address the significant shortcomings of the sector in relation to information security. The report shows that organisations are falling behind in not having in place information security policies,

staff training and even basic protection measures like multi-factor authentication.

Improving information systems has also been identified as a key priority, with only 41% of organisations reporting that their systems allow them to measure outcomes and understand the impact of their services.

On behalf of Infoxchange, I would like to say a huge thank you to the 625 organisations across Australia and New Zealand that took the time to participate in our survey.

We will use the insights from this year's report to inform the ongoing development of our Digital Transformation Hub, designed to help not-for-profits deliver services more effectively, improve staff productivity and better serve communities in need. The Hub brings together web-based resources, capacity-building programs and tailored advice in a one-stop-shop.

We look forward to supporting the sector to ensure the smart use of technology continues to improve the way we serve our communities.



**David Spriggs**  
CEO, Infoxchange



# EXECUTIVE SUMMARY

## This report provides a comprehensive overview of how the sector has been utilising technology over the past 12 months.

As we settle into new ways of working, it is clear that efficient, reliable and secure technology has become more of a priority across the sector and has allowed not-for-profits to continue delivering impact despite the challenges of the pandemic over the past three years.

It has been pleasing to see the efforts that so many organisations have put in to ensure they can operate at full capacity in an online environment, with 57% indicating they now have all the necessary infrastructure in place so that staff can work remotely with ease and efficiency. This is a huge increase from our 2021 report, where only 24% were able to fully support staff working away from the office.

This year's survey indicated that 78% plan to move a significant portion of IT services to the cloud, or are already there. We have also seen an increase in organisations utilising the resources and guides available on the Digital Transformation Hub to assist them with making this transition.

Building the digital capability of staff is now the number one priority for organisations coming out of COVID-19, with only 56% of respondents indicating that their staff are confident with their digital skill level.

Of significant concern is that only 47% of organisations indicated that they provide cyber-security awareness training to their staff, with most of these organisations also having no processes in place to manage information security related risks. More than 1 in 3 not-for-profits are also yet to implement multi-factor authentication, a simple step to significantly improve information security.

Respondents have indicated that improving cyber-security protocols and staff knowledge in this area is a key priority for the next 12 months.

The last few years have shown us how important technology is to the sector, and how the effective use of technology can help organisations deliver greater impact and be more responsive to the needs of our communities. We look forward to seeing how not-for-profits continue to embrace new and emerging technologies as we look ahead to 2023.



## Some of our key findings include:



**57%** of not-for-profits have all the necessary infrastructure in place to support remote working



Building staff digital skills to better respond to challenges is the **#1 priority** for not-for-profits as a result of COVID-19



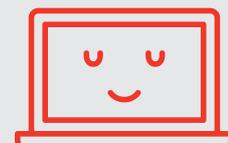
Only **47%** of organisations provide cyber-security awareness training to their staff



Only **41%** of organisations reported that their information systems allow them to understand their impact



**78%** plan to move a significant portion of IT services to the cloud, or are already there



Only **56%** of respondents indicated most of their staff are confident using the technology and IT systems required for their role

# THE BIG PICTURE

**It has never been more important to build a digitally capable, highly skilled and resilient not-for-profit sector.**

We know that effective use of digital technology can assist not-for-profits in responding appropriately to the challenges faced due to global pandemic and widespread economic uncertainty.

Despite being almost three years into the COVID-19 pandemic, we are still witnessing many organisations struggle with service delivery and meeting the ever-increasing levels of service demand from the community.

This report aims to recognise opportunities to help these organisations improve efficiency, and provide compelling data to support our ongoing mission of tech for social justice the need for capacity building programs.



## GOVERNMENT

**Government is looking for ways to reduce spending and COVID-19 support payments are ending.**

Governments want new models which devolve greater responsibility to the not-for-profit sector and reduce traditional levels of funding. They also increasingly require demonstrable outcomes from funding commitments.

This creates pressure on not-for-profits to become more efficient, competitive and sophisticated in measuring impact and outcomes.

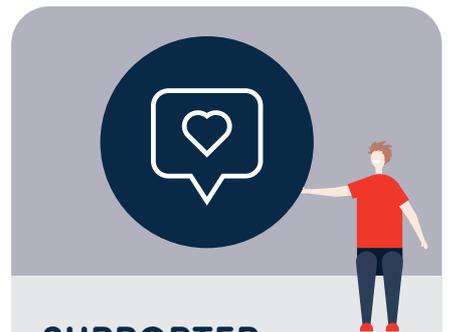


## FUNDING

**Traditional forms of funding are under threat at multiple levels.**

For many not-for-profits, the dependence on government funding means the need to be responsive to requirements to improve efficiency and demonstrate data-driven outcomes. In parallel, donations made by everyday Australians have dropped to the lowest levels since the 1970s.

In response, many not-for-profits are looking to diversify income streams by pivoting their service model and establishing revenue generating activities for the first time. Some of this gap is being met by philanthropy and corporates who are actively seeking partnerships that align to their own environmental, social and governance goals.



## SUPPORTER ENGAGEMENT

**Supporters increasingly want to see the impact of their investment.**

The public now expects far more information about the project they are funding and will actively engage through social media to do this. Social media continues to grow as a key factor in supporter engagement strategies, particularly as the younger generation become a new key source of public investment for not-for-profits.

Not-for-profits are under pressure to maintain engagement with supporters to drive ongoing investment and must harness the power of social media.

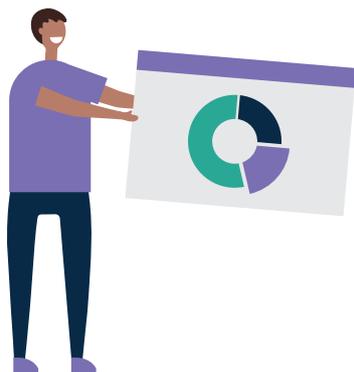


**The need for greater impact and efficiency drives the urgency for digital transformation.**

Historically, not-for-profits have under-invested in digital technology, with spending usually directed towards frontline service delivery. Without the right technology to drive supporter engagement, enable staff to deliver services efficiently, measure client and community outcomes and communicate success in a professional manner, organisations will be unable to keep up.

# WHY DIGITAL TECHNOLOGY?

We know that technology allows not-for-profits to bolster their impact and improve efficiencies across their service delivery. Ensuring that organisations throughout the sector are getting the most out of their digital infrastructure is crucial, particularly during times of unprecedented demand.



The last three years have shown us that not-for-profits and charities with robust systems have been better able to ensure staff can work remotely and deliver services where they're needed most.

Improvements in digital marketing and how organisations engage with supporters via social media have meant that the wheels have kept turning despite the multitude of potential roadblocks that the COVID-19 pandemic has thrown at the sector and the community.

We measure digital capability across five key areas as shown below – along with the corresponding organisational benefits.

		Basic 	Advanced 	Benefit 
<b>TECH FOUNDATIONS</b> PCs, network, telephony, servers, email, file sharing and collaboration platforms such as Microsoft 365 and Google Workspace 		Individual PCs sharing files and information via email attachments	Staff can work anywhere productively, enabled by cloud-collaboration platforms	Staff can collaborate, work productively and access information anywhere
<b>INFORMATION SYSTEMS</b> Client/case management, CRM, membership, finance, HR and related systems to deliver services and understand activities, outputs and outcomes 		Spreadsheets and documents often support service delivery and reporting	Integrated, accessible solutions support efficient processes, service deliver and track outcomes	Painless reporting, efficient processes and client outcomes tracked
<b>DIGITAL MARKETING</b> Website, email marketing, social media, events management systems, and fundraising processes and systems 		No social media presence and very basic, static website	Effective stakeholder engagement across multiple digital channels delivers substantial benefits	Attract new funds supporters, volunteers, staff and clients
<b>DIGITAL TECHNOLOGY MANAGEMENT</b> Digital technology management, governance, planning, project delivery and business resilience systems 		No ICT plan, ad-hoc and reactive	Clear and compelling digital vision and plan with identified benefits and costs	Maximise impact from ICT investment
<b>CYBERSECURITY</b> Information security, threat protection processes, systems and governance 		We'll worry about it when it happens	Our staff, systems and processes keep information safe and secure	Reputation, client and staff information protected

# PARTICIPANT SNAPSHOT

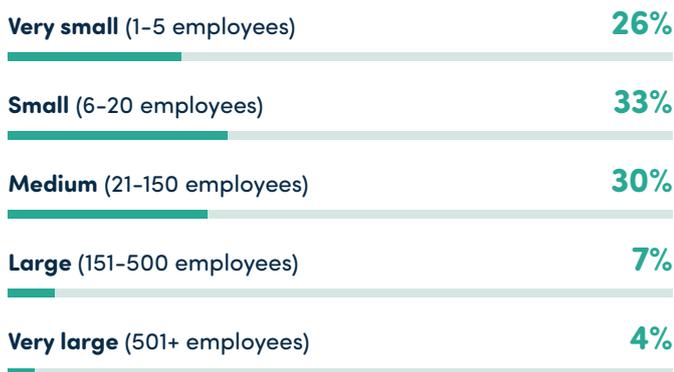


**625** organisations participated in the survey

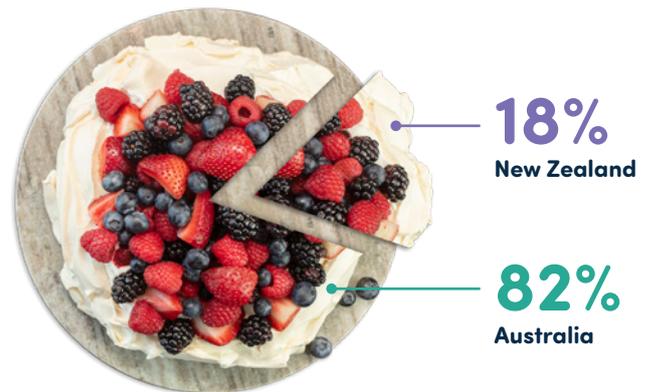
**57%** of respondents work across more than one service area



## Organisation size



## Respondents by country



## Organisation by primary service area



\*Please note that this does not add up to 100% as many organisations provide services across more than one area.

<sup>^</sup>Other services include: Womens services, family and maternal health services, shower and hygiene services for those experiencing homelessness, sexual health services, art services, mens services and emergency relief.



# LIVING WITH COVID-19

The sector has continued to deliver critical services consistently over what has been an incredibly challenging three years. Not-for-profits have managed to respond to the ever-evolving remote working environment, with more than 83% of respondents indicating that they provided staff with the option to work from home.

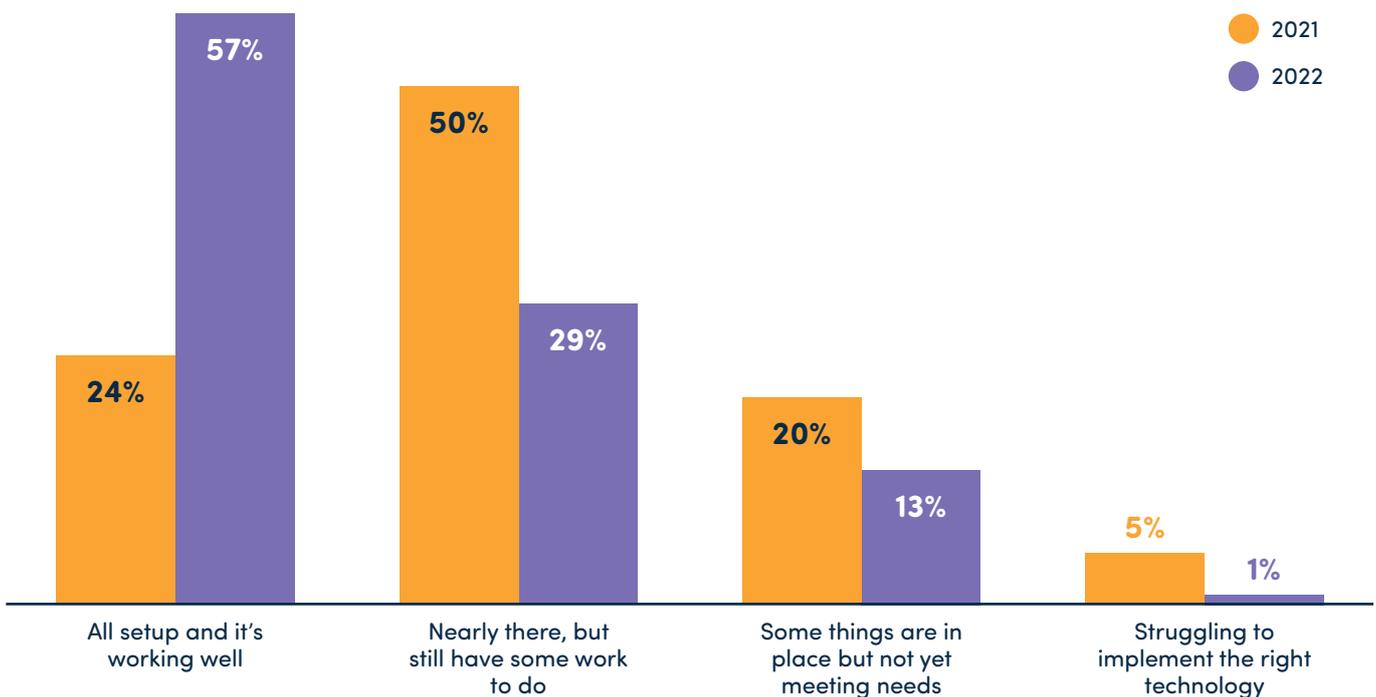
This differed slightly depending on the size of the organisation, with smaller organisations more reluctant to implement remote working. This is potentially due to difficulties in securing the appropriate systems and infrastructure to support new ways of working.

More than half of organisations indicated that they are well-equipped to support remote work, having all the required systems, software and infrastructure in place to ensure system delivery and productivity remains at pre-pandemic levels.

Only 14% of organisations indicated that they were having problems meeting the technology needs required to support remote working, with the responses remaining similar in both Australia and New Zealand.



## How well does your organisation's technology environment support staff working remotely?



**As a result of COVID-19 what aspects of your technology environment have you identified as a priority for improving your resilience in future crises?**

	2020	2021	2022
 <b>Building our staff members' digital skills</b>	47%	46%	45%
 <b>Setting up better team collaboration tools</b>	46%	44%	39%
 <b>Setting up better video conferencing tools</b>	53%	38%	34%
 <b>Managing our information security and data privacy better</b>	26%	33%	34%
 <b>Finding better ways of storing files and information</b>	29%	31%	34%
 <b>Supporting delivery of services online</b>	-	33%	31%
 <b>Moving to the cloud</b>	27%	31%	27%
 <b>Technology wise, COVID-19 hasn't changed anything for us</b>	14%	12%	18%
 <b>Supporting online fundraising</b>	-	15%	15%
 <b>Updating and maintaining hardware</b>	32%	27%	2%
 <b>Other</b>	10%	7%	2%
 <b>Not sure</b>	1%	2%	2%



# IT SPENDING



## This year's survey showed that Australian not-for-profits spent more on digital technologies than last year.

Many Australian not-for-profits we worked with over the year invested significantly in digital technologies so that staff could provide services from home, helping to explain the spend increase. In New Zealand, the strong lockdown response in 2020 followed by less severe restrictions over the past 12 months could help to explain the difference in technology spending between the two countries.

Australian not-for-profits spent AU\$4,943 per FTE on technology (30% more than last year), while New Zealand not-for-profits spent NZ \$2,452 per FTE.



## Further analysis showed that:

- » Economies of scale generally hold. Digital Technology spend as a percentage of operating expenditure (OpEx) generally decreases with size; very small spend 4.5% of OpEx while large organisations spend 3.8% of OpEx. Interestingly, very large organisations (500+ employees) buck this trend, spending 6.3% of OpEx on Digital Technologies, indicating potential underlying digital challenges that need to be overcome to deliver value.
- » On average, peak bodies/membership organisations, residential disability/aged care and sport/recreation focused organisations spend the most on digital technology as a percentage of operating expenses (5.4% - 7.1%). Organisations providing Māori, Aboriginal and Torres Strait Islander services, together with creative/performing arts and the media spent the lowest percentage of operating expenditure on Digital Technologies (<3%).

## Average spend per FTE in each area for Australia and New Zealand

- IT staff salaries
- Infrastructure
- PCs, software & equipment
- External IT support services
- Website & core applications
- IT training & staff skills development
- Internet/network data links
- Telephony costs (mobile / fixed)
- Other



**\$4,943 AUD**  
per FTE/annum

**\$2,452 NZD**  
per FTE/annum

# DIGITAL CAPABILITY AND SKILLS



**It is encouraging to see more organisations leveraging digital technologies effectively, supporting staff and volunteers to perform their jobs effectively at home, in the office and wherever they need to work.**

Over the last 3 years, more and more organisations embraced new technologies, invested in staff training, and allocated budget for digital capability improvement to have more effective online service delivery and support their communities.

This year, 61% of organisations described their technology environment as functional (compared to 56% last year). 47% of organisations are satisfied or better with their IT technology environment, a decrease to last year's 53% which we suspect is due in part to higher expectations across the sector of what technology should provide organisations.

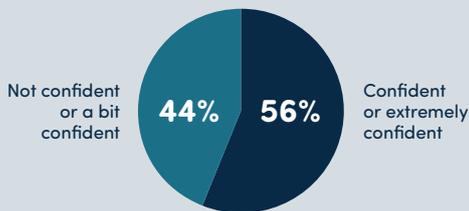
Staff confidence and capability has improved significantly compared to pre-pandemic levels, but significant work is still

required with only 56% of organisations reporting staff are confident in using technology and systems.

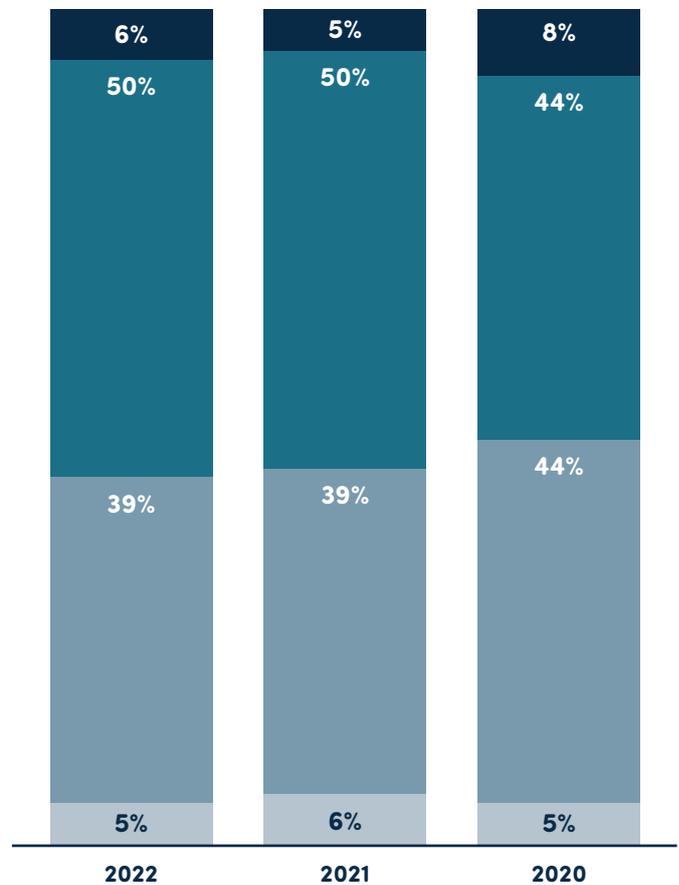
The presence of a digital transformation/IT plan allows organisations to clearly identify areas of investment in IT operations to operate efficiently, generate more revenue, and measure program outcomes. The lack of having a plan can therefore affect an organisation's ability to focus on the 'right' areas. It is exciting to see the number of organisations indicating that they do not have a digital transformation/IT plan has decreased again in 2022, now down to 73% compared to 82% in 2019. There are many resources available for not-for-profits looking to develop their IT plan and the Digital Transformation Hub is an excellent place to start.

Despite the complexities that often come with size, this year's results show that the larger an organisation is, the more likely they are to have a digital transformation/IT plan. This indicates that the inherent resource and capacity limitations that come with small organisation size is a major barrier to developing a plan.

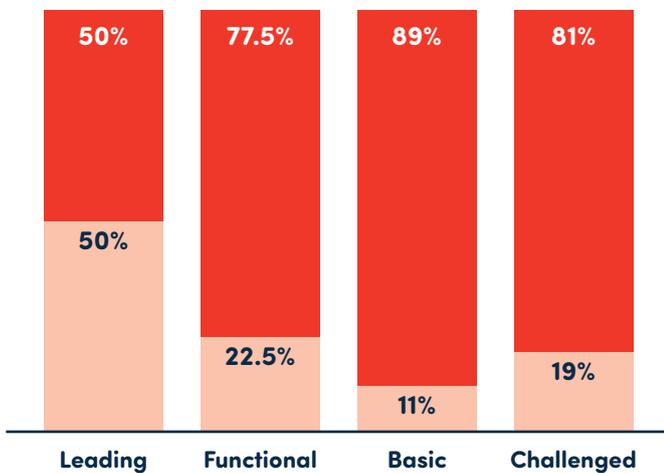
## Staff confidence in using technology & systems (overview)



## Staff confidence in using technology & systems (detail)



## Organisations with a digital transformation or IT plan by technology capability



Yes No

Not confident Confident  
A bit confident Extremely confident

# DIGITAL MARKETING



**Organisations across the not-for-profit sector are continuing to grow their online presence. They recognise the importance of being able to engage with their supporters, donors and other organisations in order to raise awareness, promote services and raise funds.**

96% of not-for-profits have a website, with almost 73% of respondents indicating they were satisfied with the overall look and feel of their individual sites. Wordpress remains the most popular content management system.

Social media remains one of the most popular ways that organisations in the sector maintain an online presence. Almost 88% of not-for-profits regularly use at least one social media platform, with Facebook being the most popular. Instagram has grown in popularity in 2022 with 45% of organisations running active profiles up from 37% in 2019. LinkedIn has also enjoyed a surge in use across the sector with 35% of not-for-profits utilising the platform up from 25% in 2019.

Email marketing holds steady in 2022 as a key communications channel with almost 69% of respondents regularly providing updates to donors and supporters via email, with Mailchimp remaining the most popular platform across the sector.

While we're seeing modest increases in these more mainstream digital marketing methods, there are still plenty of opportunities to grow more robust, well-rounded marketing strategies.

While marginally up on last year, only 40% of organisations regularly report on and analyse their online marketing and communications activities. Regularly reviewing this practice is important to understand what's working well, and where adjustments to an organisations' online presence can be made to yield greater engagement, awareness and donations.

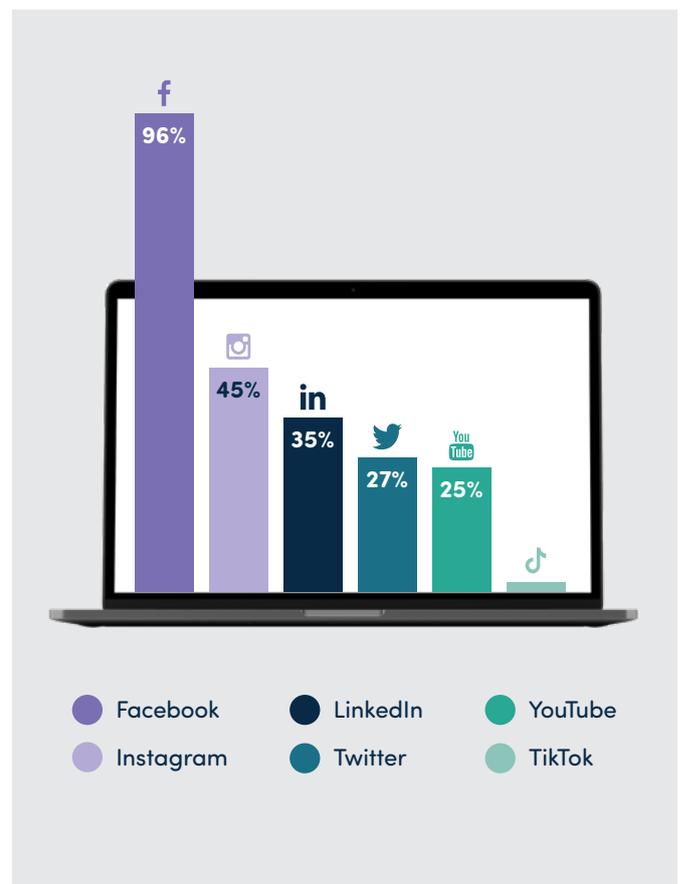
Pleasingly, almost 26% of respondents indicated that they're involved in the Google for Nonprofits program, up from 20% in 2020. The largest barrier to organisations participating in this program remains a lack of awareness particularly around organisational eligibility.

The number of free or low-cost digital marketing tools readily available continues to grow, which is encouraging as it removes a significant barrier that many not-for-profits face when trying to build a strong online presence.

## Social media



## Social media platforms used



## Websites



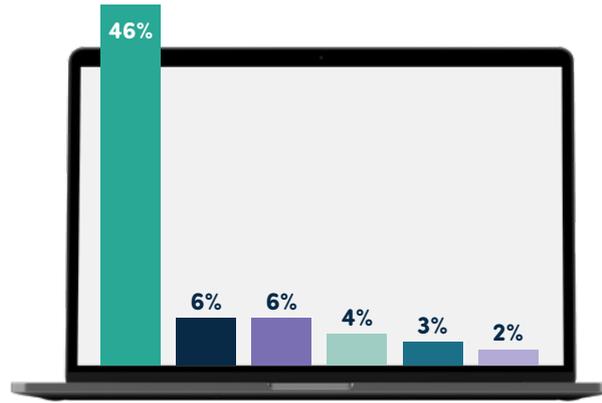
**96%**  
of not-for-profits  
have a website

of those



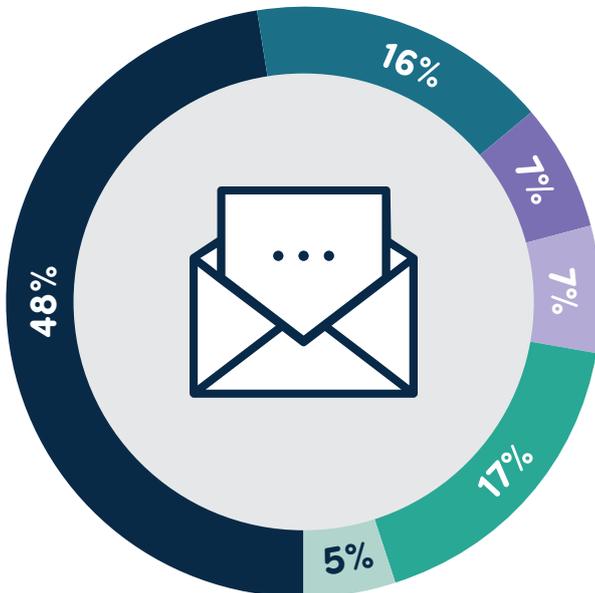
**73%**  
like the look, feel  
and functionality  
of their website

## Most popular content management systems



- Wordpress
- Wix
- Joomla!
- Squarespace
- Weebly
- Drupal

## Most popular platforms for email newsletters & updates

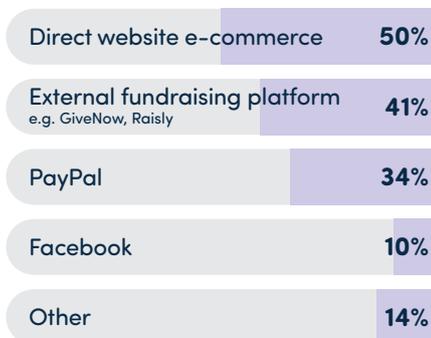


- Mailchimp
- Regular email provider e.g. Outlook
- Customer relationship management (CRM) software
- Campaign Monitor
- Other
- Unsure

## Email updates

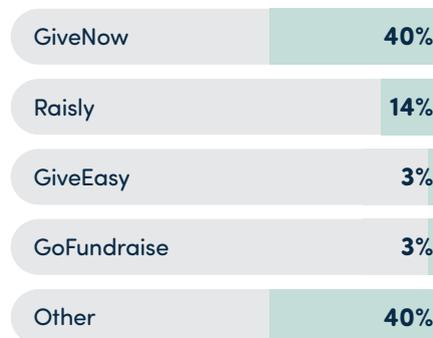


## How donations are collected



**42%**  
of not-for-profits  
collect donations  
online

## Fundraising platforms



**69%**



of organisations regularly send news regarding their cause to supporters and donors

## Reporting



**40%** of not-for-profits regularly track and report back to management on the performance of their online marketing and communications activities.



# INNOVATION



This year, 19.6% of not-for-profits indicated that their organisation was either 'on the leading edge' or 'scaling' regarding their appetite for using new or emerging technology.

Over 50% of respondents indicated that their interest was either low or even sceptical in terms of taking on new technology. This seemed to relate closely to the size of the organisation, with uptake of innovative technology higher for larger organisations.

## Top 10 new or emerging technologies being used by not-for-profits



\*2022 is the first year these options have been included

# CLOUD



**70% of respondents indicated that they have moved, or are in the process of moving a significant portion of their IT Services to the cloud, which is a very similar figure to last year. This indicates some consolidation has occurred after a significant jump between our 2020 and 2021 reports.**

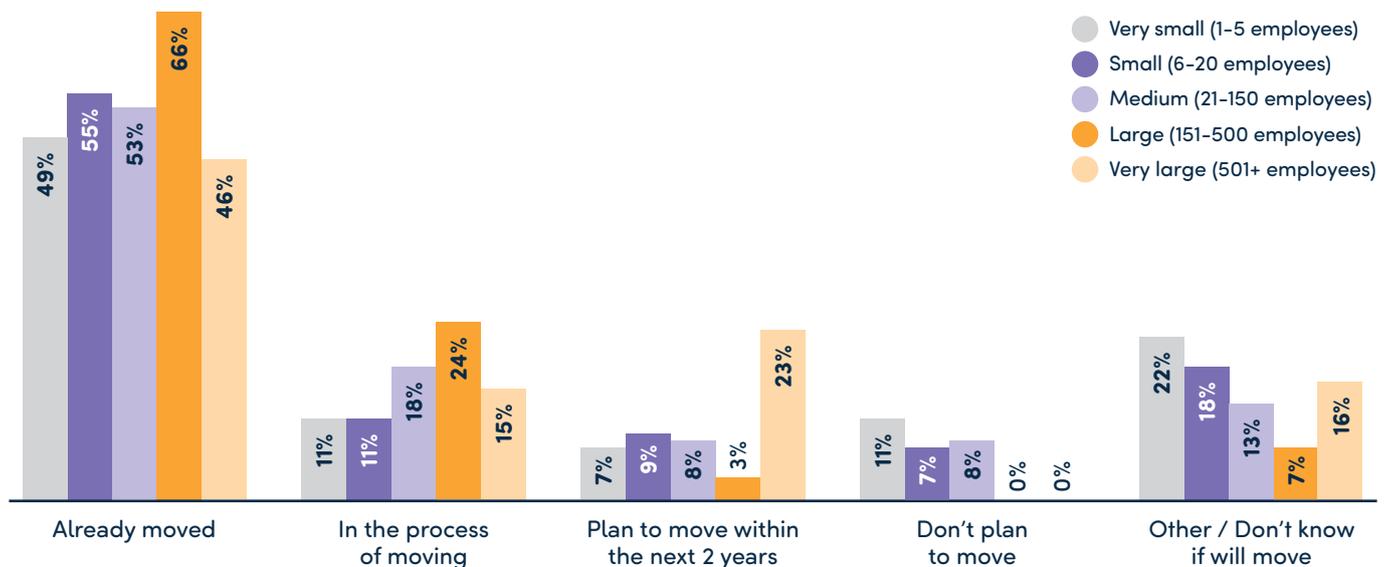
This potentially indicates that those organisations who faced the greatest pressure from the pandemic to shift to cloud-based services have now largely done so, and those who remain 'of the cloud' are generally comfortable doing so and are unlikely to shift.

This is supported by the continued decrease in the percentage of organisations who plan on shifting to the cloud over this

period, from a high of 16% of organisations in 2020, to just over 8% of organisations in 2022. These patterns of shifting to the cloud vary according to organisation size: 67% of very small organisations indicated that they had either moved to the cloud, were in the process of moving to the cloud, or were planning to move to the cloud in the next two years. By contrast, 93% of large and 85% of very large organisations had moved or were in the process of moving to the cloud.

There were only slight differences in cloud adoption when comparing Australia and New Zealand – Slightly more New Zealand respondents indicated that their organisation had either moved, was in the process of moving, or planned to move to the cloud (78%) compared to 75% of Australian respondents.

## Not-for-profit plans to move a significant proportion of IT to the cloud (by size)



## Not-for-profit plans to move a significant proportion of IT to the cloud (overall)



## Key reasons for not moving to the cloud



# TECHNOLOGY FOUNDATIONS



**Sound technology foundations are an essential component of any not-for-profit organisation wanting to provide the highest standard of service to their clients.**

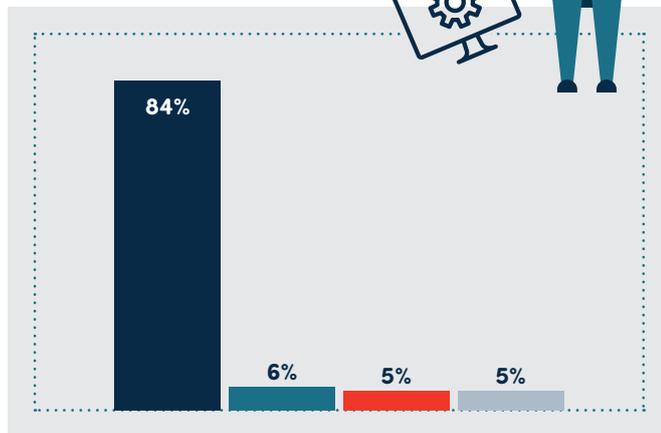
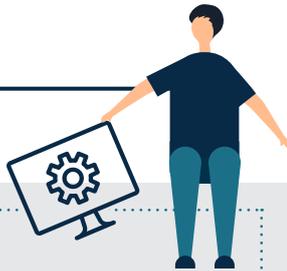
Microsoft 365 remains the most commonly used platform across the sector, with respondents indicating that it is their preferred operating system, file sharing and email application.

Almost half of respondents are using cloud based file sharing, however the usual barriers still remain for those yet to migrate including:

- » Unreliable or expensive internet connectivity
- » The cost of migration
- » Lack of knowledge about the migration process
- » A lack of time and prioritization

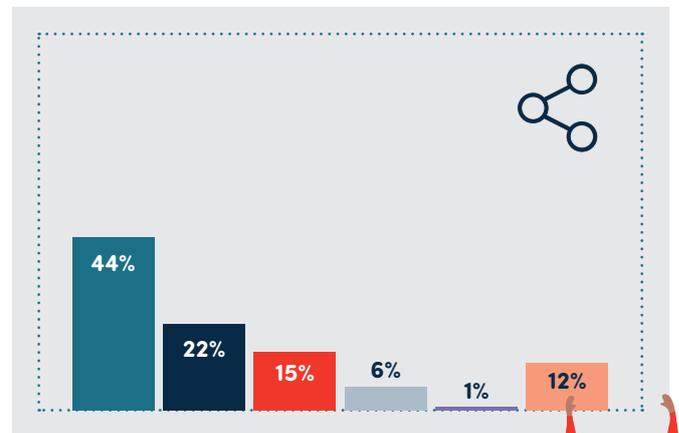
Resources such as the Digital Transformation Hub are invaluable in helping organisations better understand what is involved regarding time commitment, financial investment and the basics for those who are unfamiliar with how to use cloud technology.

## Operating systems used



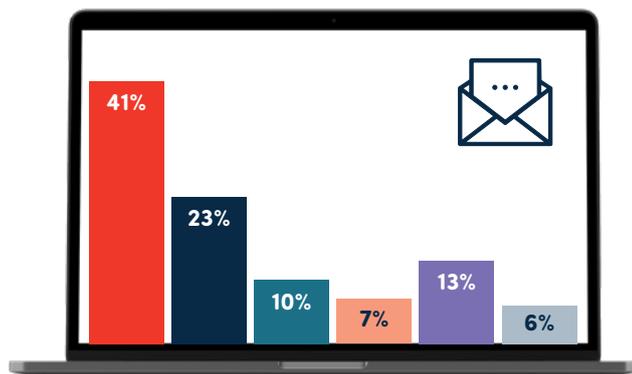
- Microsoft Windows
- Google Chrome OS
- Apple Mac OS
- Other/unsure

## Primary file sharing applications used



- Microsoft 365 (includes SharePoint & OneDrive)
- Google Workspace (previously G-suite)
- Microsoft Windows server
- Dropbox
- Linux/Mac server
- Other / unsure

## Primary email applications used



- Exchange Online (Microsoft 365)
- Google Workspace (previously G-suite)
- Email provided by internet service provider
- Exchange server
- Personal cloud email service (e.g. Hotmail, Gmail)
- Other/unsure

# INFORMATION SYSTEMS



**Information systems enable organisations to capture, process, analyse and report on service data. When these systems work well, they enhance service delivery and increase understanding of outcomes and impact.**

When we asked participants about the system they primarily use to capture client, donor, member, or stakeholder information, we found that when there is an information system in place, 76% of participants agree that their solution allows their organisation to capture valuable information about their clients. Of those same participants, 79% agree that this system enables them to work effectively both in the office and remotely, and we are seeing these statistics rise over time, as organisations invest in information systems that support their needs now and into the future.

There is still a significant portion, 33% of participants, that utilise paper forms or Microsoft Office (Word or Excel) to manage and deliver services. Of this cohort, 56% are unhappy with these methods to support their service delivery.

Time for change is imminent for these organisations to continue delivering services effectively into the future, so it is pleasing to see that implementation of a new system is an organisational priority for many - with one in five listing it as their top technology project for the next year.

Information systems require constant monitoring and maintenance to ensure the solution meets business requirements and is utilising the latest features available. Only 55% of participants agree that all relevant staff members can access and update data at any given time. Additionally, 65% of participants use more than one system to view all services of assistance provided over time.

Fortunately, more and more organisations are contacting the Digital Transformation Hub to find and enhance the right information systems that will effectively support their organisational needs. We are excited to see so many organisations investing the necessary time to select the right system that enables them to effectively track and engage with clients, donors, members or stakeholders and automate processes, to better understand their impact.

**41%**

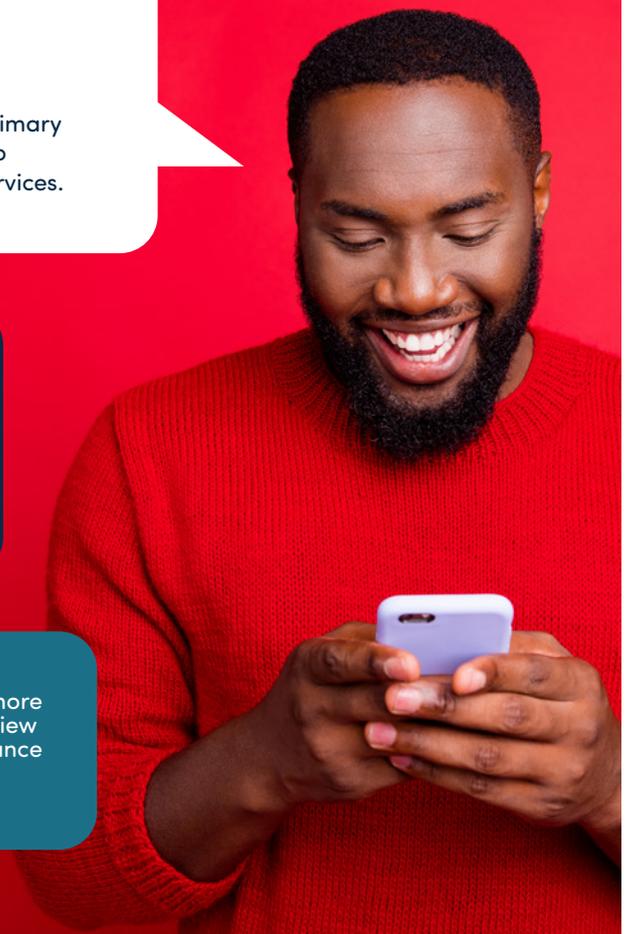
of participants agree that their primary information system allows them to understand the impact of their services.

**33%**

of respondents still utilise paper, Microsoft Office (Word or Excel) to manage and deliver services

**65%**

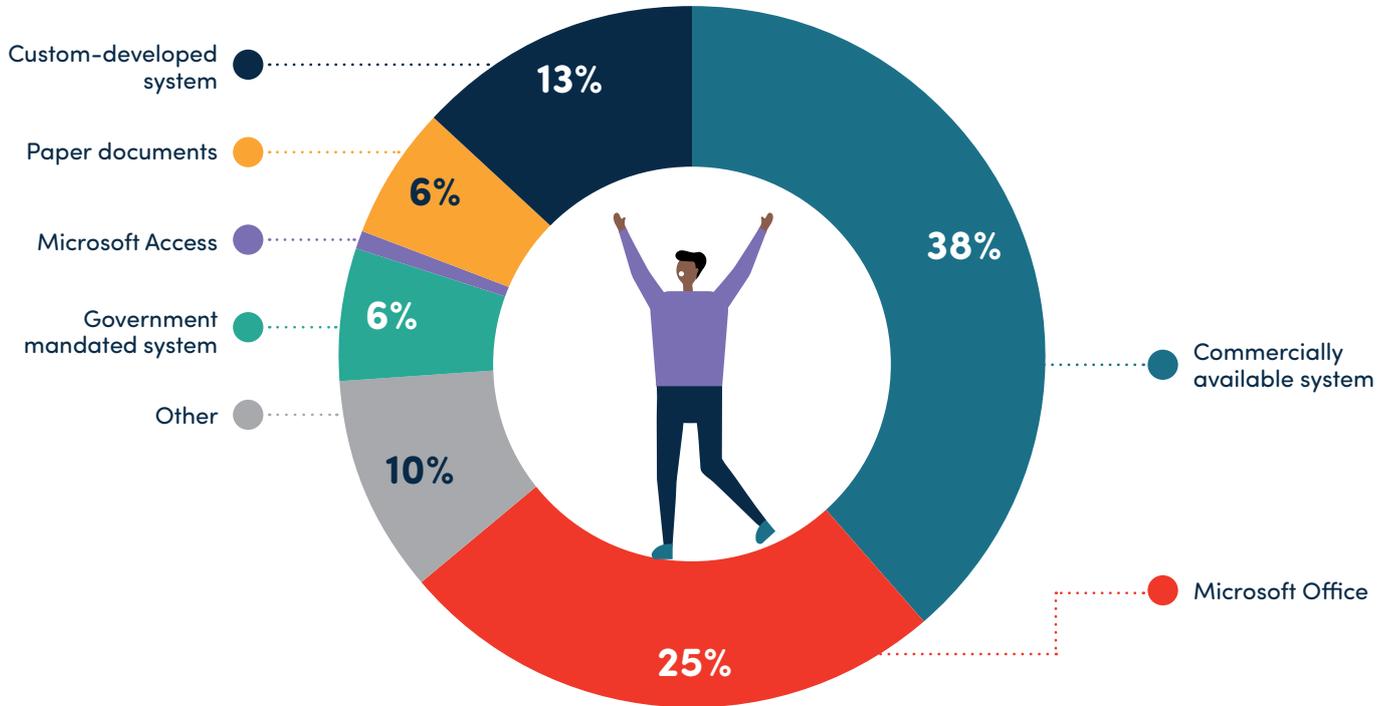
of participants use more than one system to view all services of assistance provided over time.



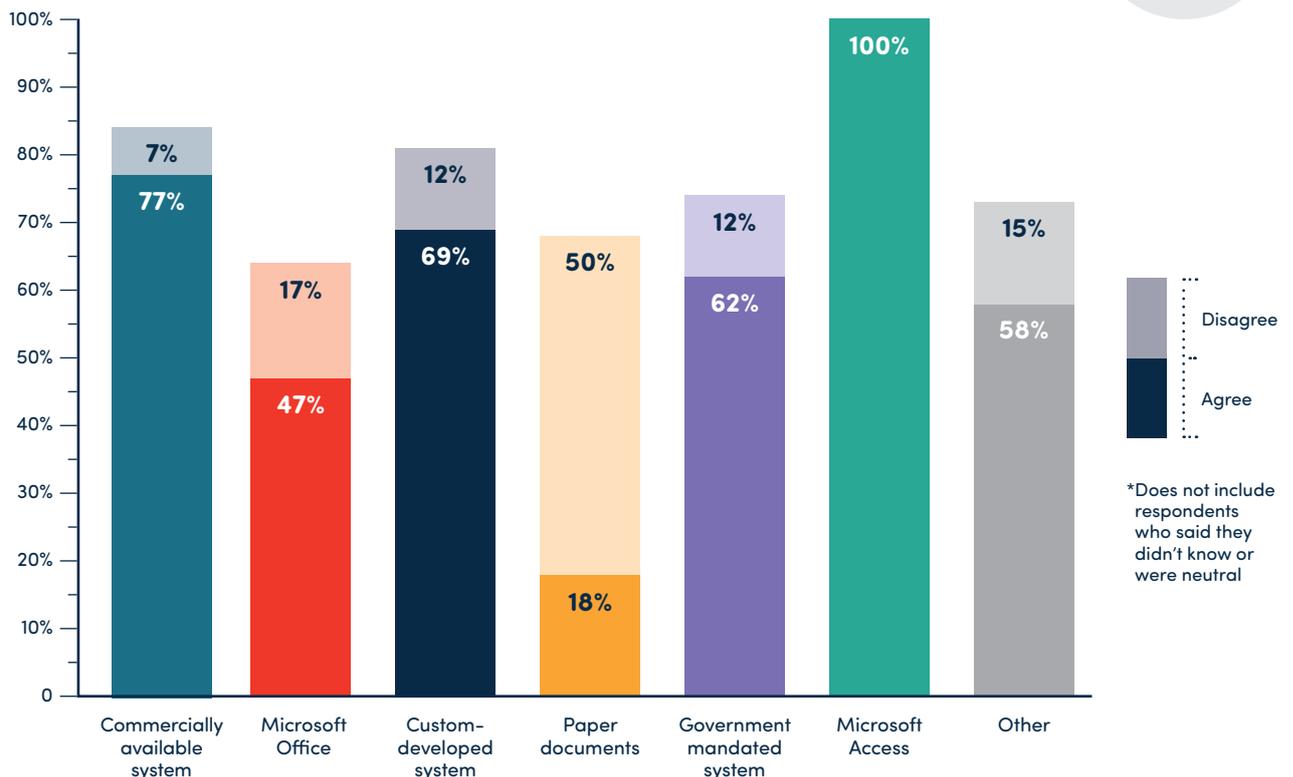
# INFORMATION SYSTEMS (continued)



## Primary system used to capture information

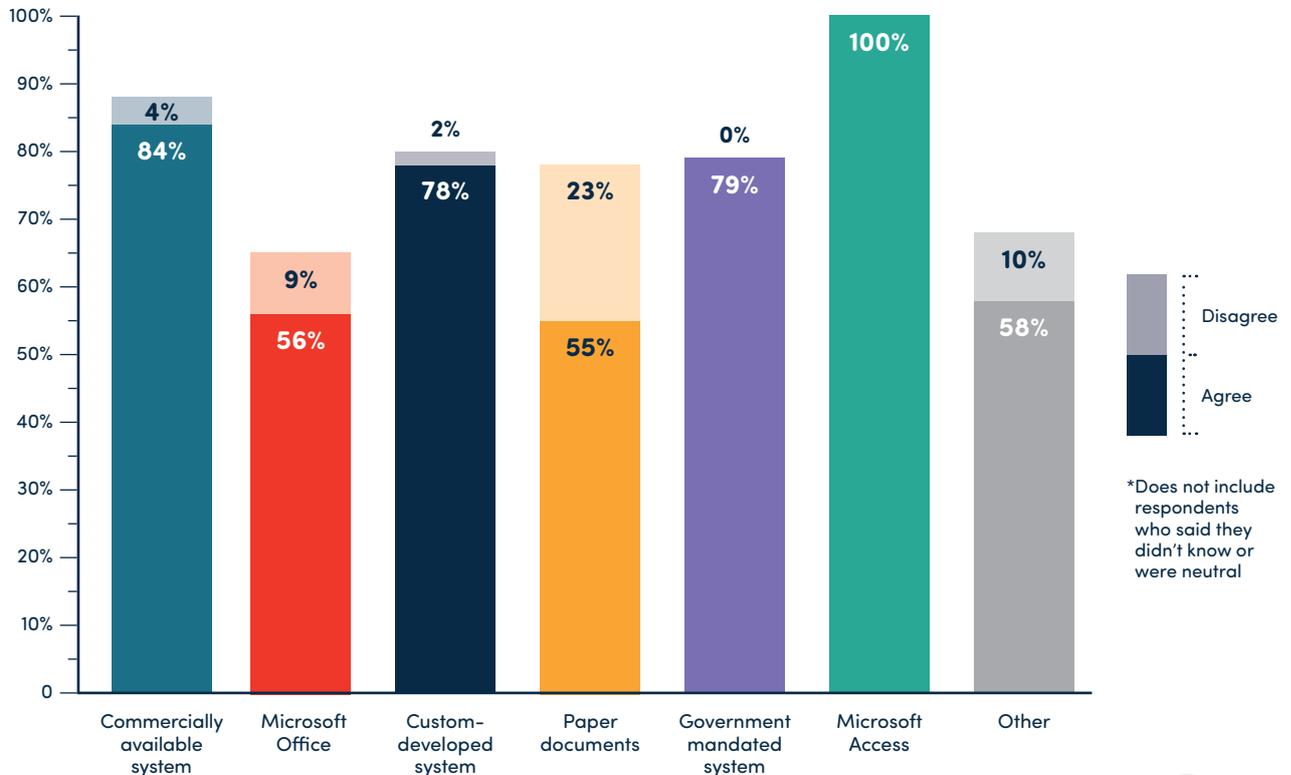


## This system enables staff to work efficiently both in the office and remotely

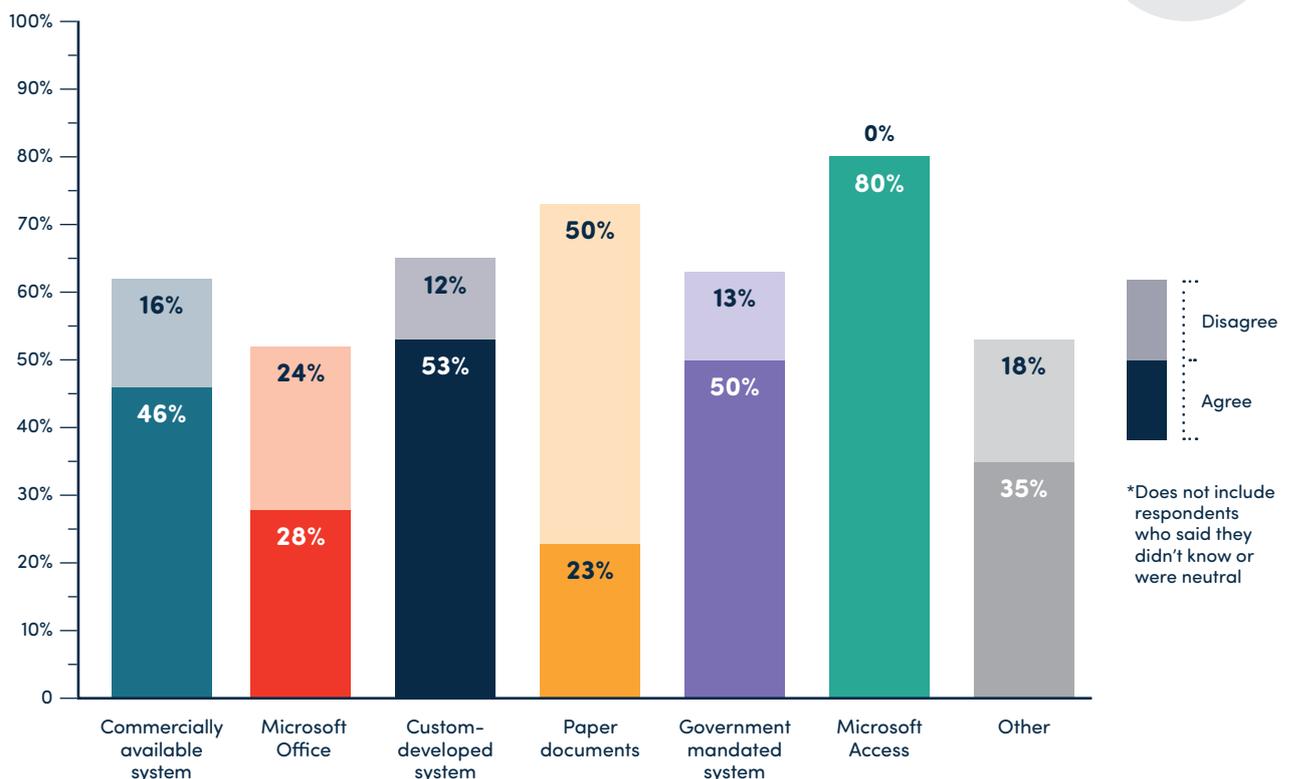




## This system allows us to capture valuable information about clients & services



## This system enables us to understand the impact of services & outcomes



# INFORMATION SECURITY



**Information security resilience involves a combination of measures in the area of people, process and technology.**

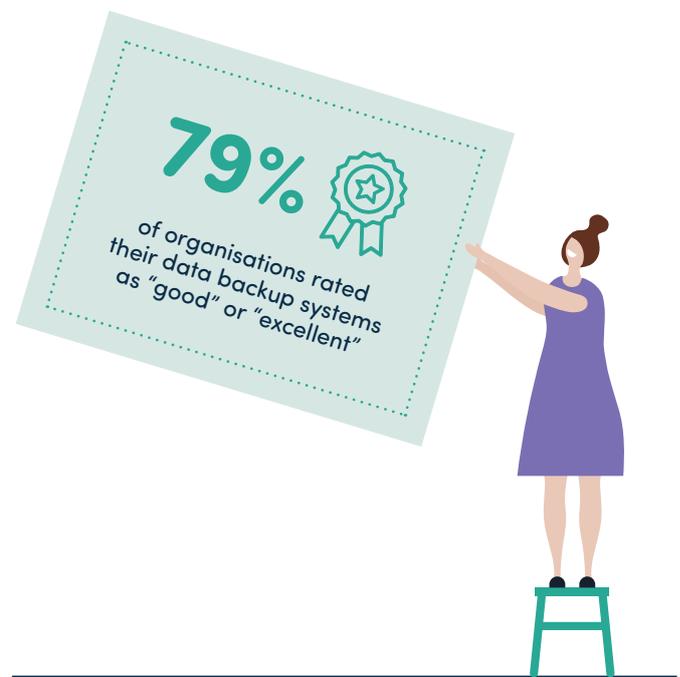
Staff training is key to protecting organisational data by giving staff the knowledge to address threats. Of the organisations surveyed, only 47% provide staff security awareness training. The remainder acknowledge that they need to place more priority on ensuring staff are aware of how to be safe and secure online.

Only 73% of respondents consider their password practices strong, with 35% of not-for-profits yet to implement multi-factor authentication access to their systems, which often hold highly sensitive information.

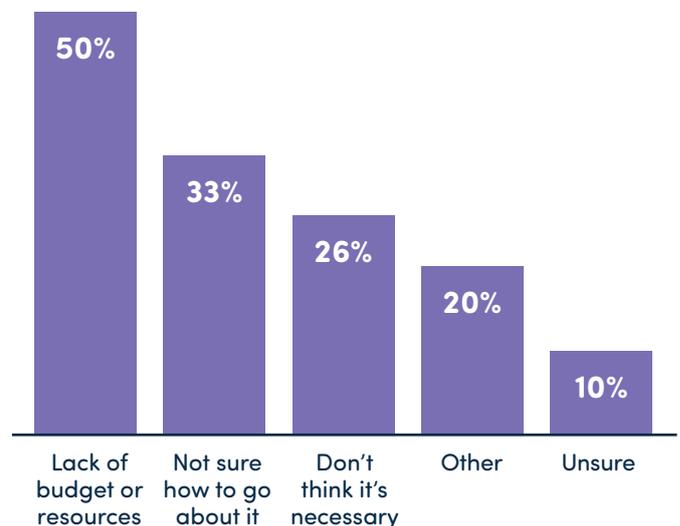
While this has improved from previous years, the importance of securing data is becoming all the more important as attacks are becoming more frequent and sophisticated in nature.

Almost 79% of not-for-profits surveyed indicated that they had robust data backup protocols in place, however 45% of not-for-profits surveyed are yet to develop a data breach response plan, indicating the need for greater education across the sector in this particular area of information security best practice.

Fortunately, there are a growing number of free or low-cost resources tailored for the not-for-profit sector should they be ready to improve or upgrade their current information security practices. Guides, policy templates, training webinars and more are all available on the Digital Transformation Hub.



## Reasons for not having an information security policy



# PRIORITIES AND CHALLENGES



Improving online presence and boosting social media marketing are top priorities across the sector, with improving the digital capability of staff and bolstering cyber-security practices also featuring among the top focus areas for not-for-profits over the upcoming 12 months.

Budget constraints remain the primary challenge for more than 41% of respondents, with 35% indicating that access to affordable, skilled technical resources was also something that needed to be addressed as a priority.

## Top priorities

	2021	2022
 Improve website	44%	44%
 Make better use of social media &/or digital marketing	38%	36%
 Improve the digital capabilities of staff	23%	29%
 Improve data & information security	24%	25%
 Implement a new client, stakeholder or member information management system	20%	20%
 Move to the cloud	17%	15%
 Upgrade IT infrastructure	15%	15%
 Develop an IT/Digital transformation plan	11%	12%
 Explore new technologies/innovations to help achieve social mission	15%	12%
 Supporting delivery of our services online	12%	11%

## Biggest challenges

	2021	2022
 Budget/funding	43%	42%
 Access to affordable, skilled technical resources	37%	35%
 Staff capacity & capability	36%	33%
 Improving the user experience / accessibility of our apps and website	-	27%
 Making the most of the cloud	23%	20%
 Affordable staff training	16%	18%
 Keeping abreast of technology changes & identifying where to invest IT spend	28%	18%
 Impartial technical advice	11%	10%
 Refreshing IT infrastructure	11%	10%
 Improving ability to recover in the event of an IT disaster	15%	8%

# WE'RE HERE TO HELP

**Infoxchange is here to assist with all your technology needs, from IT management to donated technology through to building your staff digital capability.**

If you're looking to improve efficiency and service delivery through the better use of technology, we're here to help.

Whether you're a tiny team running on a shoestring budget or a large organisations operating across multiple locations and services 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 experts on all things technology to help you make an even greater impact.

Learn more at [digitaltransformation.org.au](https://digitaltransformation.org.au)

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