



---

# TECHNOLOGY FOR SOCIAL JUSTICE



---

**INFOXCHANGE  
GROUP**

---

**ANNUAL REPORT  
2021**







## CONTENTS

Who we are .....	2
A message from our Chair and CEO .....	4
Our three year strategy: 2021-2024 .....	6
Using technology to empower people and communities .....	8
Using technology to strengthen our sector .....	16
What's next? .....	25
Our people .....	28
Finances.....	36
Thank you .....	40

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

**2.9**   
**MILLION**  
**PEOPLE IN NEED**

**25,000**  
**NOT-FOR-PROFIT, COMMUNITY & GOVERNMENT SERVICES** 

### OUR VISION

**TECHNOLOGY FOR SOCIAL JUSTICE**

### OUR MISSION

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



# WHO WE ARE

The Infoxchange Group is a leading not-for-profit social enterprise dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The Infoxchange Group was created when Infoxchange and Connecting Up joined forces in 2018.

Infoxchange and Connecting Up\* share a vision of technology for social justice. Together 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.

*\*Connecting Up became a subsidiary of Infoxchange in 2018 and, with Infoxchange's support, continues to meet the needs of the not-for-profit sector. Connecting Up trades in New Zealand as TechSoup New Zealand.*

## RECONCILIATION ACTION PLAN

In October 2020, we launched our "Reflect" Reconciliation Action Plan (RAP) at a fantastic virtual staff meeting, with support from guest speaker and proud Kurna woman and journalist Katrina Karlapina Power.

The RAP represents an important step for us in expanding and strengthening our existing relationships with Aboriginal and Torres Strait Islander communities and helps guide the actions we're taking to realise our vision for reconciliation.

Over the last year, we've successfully delivered on the commitments in our "Reflect" RAP and are using this knowledge to collaborate with First Nations organisations to empower and support through technology to achieve their goals.

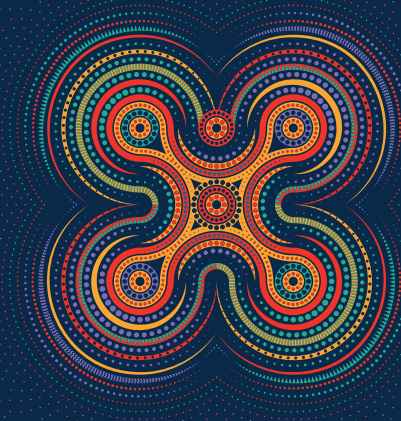
We begin all staff meetings with an acknowledgment of country and encourage all staff to continue this demonstration of respect for the lands on which we work, especially as we continue to work remotely around the country.

Embedding these practices across the organisation is central to our reconciliation journey and have allowed us to do some great work with First Nations-led not-for-profits. We are proud to support many Aboriginal and Torres Strait Islander organisations from housing to health, who are using our client and case management system to manage clients and social and emotional wellbeing programs.

Recently we embarked on a project with the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) to implement our client and case management solution. This solution will assist with building the capacity of its membership, particularly those who are impacted by issues related to alcohol and other drug use.

Our system allows these Aboriginal Community Controlled Organisations (ACCO) to accurately report data to the Victorian Alcohol and Drug Collective for purposes of research, lobbying and to advise upon improving future initiatives.

We are at the beginning of our reconciliation journey and are energised and more determined than ever to play our role in meaningful reconciliation in Australia.



## USING 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.

We believe that no-one should be left behind in today's digital world.

### ASK IZZY

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

### DIGITAL SKILLS AND EMPLOYMENT PROGRAMS

We build digital inclusion across Australia by delivering training to help people gain digital skills, as well as supporting their transition into employment.

### Current programs include:

- » Digital Springboard, a program with Google to help people across Australia learn the digital skills they need to thrive in work and life.
- » Connected Future, a program with Great Southern Bank and Australian Red Cross to help people learn the digital skills they need to confidently manage their money online.

## USING TECHNOLOGY TO STRENGTHEN OUR SECTOR

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, from nation wide service coordination and referral systems to IT support, advice, technology products and training that meets the needs of the not-for-profit sector.

### 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.

### CLIENT AND CASE MANAGEMENT

Our client and case management solutions are used by 6000 services across Australia to manage client centred care and referrals.

### DONATED AND DISCOUNTED TECHNOLOGY

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

### SERVICE DIRECTORIES

Our service directory is Australia's largest up-to-date directory of health and welfare services. This directory powers Ask Izzy and is used by several government and not-for-profit organisations. Supported by the Government of South Australia, we also deliver the SA Community directory.

# A MESSAGE FROM OUR CHAIR AND CEO

As COVID-19 lockdowns became part of the "new normal" across Australia throughout 2020 and 2021, the reliance upon technology in the community and across the not-for-profit sector increased to levels never seen before.

The challenges of life under the shadow of a pandemic have become more evident as we approach the year ahead. Ask Izzy and our service directories have seen unprecedented demand, and the communities we serve and our sector partners have shared stories highlighting the increased level of fatigue being felt by individuals and for-purpose organisations across Australia.

Despite these ongoing challenges, we can confidently report that our team is working with a sense of urgency to help connect people with much needed services, address the issues of digital inclusion and lead the digital transformation of the sector.

## 4.4M+

Searches for assistance across our service directories



Provided over **26,000 hours** of technology support to not-for-profits

## 900,000+

people have been supported through our Client and Case Management Services



Over **\$205 million** worth of technology products and services donated to not-for-profits



The Infoxchange Group would like to take this opportunity to formally acknowledge and extend our thanks to our former Chair, Stan Krpan.

Serving on the Infoxchange Board for the last decade, and as Chair for the past four years, Stan has steered Infoxchange through a period of significant growth, including the merger with Connecting Up in 2018.

In his time as Chair, Stan has seen Infoxchange go from strength to strength. During this period, we have secured trusted corporate partnerships to leverage our sector knowledge and ICT capabilities, doubled our revenue and most importantly increased the impact our products and services have on the lives of people experiencing hardship and disadvantage.

## Some of our significant achievements this year include:

- » Over **4.4 million** searches for assistance across our service directories including Ask Izzy.
- » Continued to improve the digital capability of community members across Australia through our shared value partnerships and work with the Australian Digital Inclusion Alliance (ADIA).
- » Supported **25,000** organisations with a range of technology solutions including IT support and capacity building, client and case management, service directory and referral solutions.
- » Over **\$205 million** worth of technology products and services were donated to not-for-profits this past financial year through our Connecting Up and TechSoup New Zealand platforms.
- » Provided over **26,000 hours** of technology support to not-for-profits across Australia.
- » Launched our **Digital Transformation Hub** with seed funding from the Lord Mayor's Charitable Foundation and Gandel Foundation which will further assist Australian not-for-profits to build digital capability and resilience during the pandemic and beyond.

We have recently finalised our new 3-year strategy, with the goal of continuing to scale our impact with our vision of technology for social justice at the heart of everything we do.

Key to our success to date has been our strong partnerships across government, corporate organisations, universities and the for-purpose sector.

We are looking to build on this as part of our new strategy – leveraging our products, data and expertise in cross-sector collaborations to improve outcomes for people experiencing disadvantage.

Thank you to all our staff and volunteers for your dedication and hard work during what was another challenging year.

We extend our gratitude to our board for your leadership and guidance, and to our customers and partners for your ongoing and unwavering support.

Morgana Ryan, Chair

David Spriggs, Group CEO  
Infoxchange, Connecting Up and TechSoup New Zealand





# OUR THREE YEAR STRATEGY: 2021–2024

## 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

We are committed to the Uluru Statement from the Heart and highly value the contributions of First Nations People in all of our work. 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.

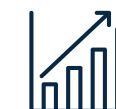
## HOW WE WORK

**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.

## 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 Group thrives as a social enterprise while serving our mission.



# EMPOWER

Using technology  
to empower people  
& communities

## USING TECHNOLOGY TO EMPOWER PEOPLE & COMMUNITIES

Through our work in digital inclusion and social innovation, we strive to utilise technology to empower people experiencing disadvantage. Used effectively, we play an important role in driving social inclusion and creating stronger, more resilient communities.

**Eleven percent of Australians<sup>1</sup> are highly digitally excluded, and 3.2 million<sup>2</sup> live below the poverty line.**

Nobody should be left behind in today's digital world. With 87% of the Australian workforce requiring a basic level of digital understanding, it is more important than ever that we continue our work to improve accessibility via our various programs, collaborations and by advocating for digital inclusion to be prioritised by all levels of government.

<sup>1</sup>Source: Australian Digital Inclusion Index 2021

<sup>2</sup>Source: Australian Bureau of Statistics 2020

### 3.2M

Australians live below the poverty line



**2.5 million** Australians are not online

### 87%

of the Australian workforce requires a basic level of digital understanding



Ask Izzy recorded over **2.3 million** searches for help

### ASK IZZY YEAR IN REVIEW

**Ask Izzy recorded over 2.3 million searches for help in FY20/21.**

It has been an enormous year for Ask Izzy, from both search volume and website improvement perspectives.

Thanks to a funding boost from the Department of Social Services, the Ask Izzy team were able to significantly improve the user experience and accessibility of the website for people with a disability, their families and carers.

Working alongside our partners at the Telstra Foundation, the Infoxchange team redesigned the overall Ask Izzy experience, and defined a series of impact measures so that a better understanding of how the community utilises Ask Izzy could inform future modifications and additions to website.

Our Product Advisory Group (PAG) continue to ensure community collaboration is at the heart of Ask Izzy's evolution. Representing the wider community, each member of the PAG brings a diverse background, unique knowledge and lived experience to the table. This provides our team with real life insights regarding future improvements and opportunities based on the feedback provided to them by the communities who regularly use Ask Izzy.



# ANOTHER BIG YEAR FOR ASK IZZY

Ask Izzy is our website that works to connect people experiencing disadvantage with housing, a meal, assistance with financial issues, family violence support, mental health services and beyond. It is free, completely anonymous and lists over 400,000 different services across Australia.

Thanks to our ongoing partnerships with both Telstra and Vodafone, Ask Izzy remains accessible even if a person doesn't have credit on their phone or access to a Wi-Fi network.

## ASK IZZY AND THE IMPACT OF COVID-19

Ask Izzy saw a surge in searches across most categories in FY20/21, with food, housing and financial services remaining among the most frequently searched services on the platform.

The introduction of JobKeeper and the moratorium on rental evictions, coupled with providing emergency accommodation for those experiencing homelessness, led to a slight decline in searches for housing services early in the pandemic. As these services were rolled back in March 2021, we witnessed a rapid increase in people seeking accommodation, with more people at risk of, or experiencing homelessness than at the beginning of the pandemic 12 months prior.

Without the JobKeeper scheme, flow on effects were visible via a 14.3% increase in searches for non-Centrelink related financial assistance. While we saw searches for food assistance in FY19/20



remain relatively stable, they increased steadily from April 2021 once government supplements were retracted.

Searches for mental health support grew by almost 20% on FY19/20, and of great concern, Ask Izzy saw its largest ever search volume for assistance with alcohol and other drugs, with searches up 24% on last year.

Those seeking urgent support for issues related to family violence grew by more than 30%, with the directory returning more than 25,000 search results in this category.

Our Ask Izzy search data provides us with a true insight into the challenges faced by many vulnerable Australians and bolster a case for additional government intervention into numerous social pillars now, and beyond the pandemic.

## HELPING PEOPLE PUT FOOD ON THE TABLE

Helping people put food on the table is second nature to Zoe Fulcher who is the Agency Coordinator at SecondBite in Western Australia. Ask Izzy is an essential part of her job. "Ask Izzy is awesome because when someone comes to the office for a food hamper, I can either show them how to use the site on their phone or help them find what services are available in their area."



## GOVERNMENT SUPPORT ENSURES ASK IZZY CAN KEEP HELPING AUSSIES DOING IT TOUGH DURING COVID-19

In July 2020 the federal government granted Ask Izzy \$685,000 to enhance the service, allowing the team to continue helping individuals and families facing financial stress, uncertainty and material deprivation as a result of the pandemic. Our service has since become more efficient, up-to-date and we have been able to better provide insights across the sector to further improve service delivery to those in need.

Minister for Families and Social Services, Anne Ruston said that Ask Izzy is providing a vital service to the community during the COVID-19 pandemic.

The Ask Izzy team thanks the Australian Government for their ongoing support as we navigate the post-pandemic way of life.



During these unprecedented times, it is important people know what support is available to them. The Morrison Government is committed to helping Australians through the pandemic and by supporting the Ask Izzy website we're connecting Australians with a variety of crucial government, charitable and other services.



ANNE RUSTON, MINISTER FOR FAMILIES AND SOCIAL SERVICES

## UNEXPECTED TURN

In October 2020 we launched our "Unexpected Turn" campaign as part of the Yarra Trams Community Partnerships Program.

The campaign raised awareness of Ask Izzy and how it can connect people who face unexpected hardship with support and aimed to reduce the stigma that can come with seeking help.

As part of this campaign, we had our very own Ask Izzy tram on the tracks in Melbourne (pictured), which contributed to a whopping 88% increase in visitors to the website.

## ASK IZZY PARTNERS

Ask Izzy was developed by Infoxchange in partnership with Google, realestate.com.au and News Corp Australia. Thank you to our supporting partners, Australian Government Department of Social Services, Great Southern Bank, Telstra Foundation, The Lord Mayor's Charitable Foundation, The NAB Foundation, The Victorian State Government and Vodafone.



Photos (clockwise from top): Infoxchange team members at North Richmond Community Health, along with Orange Sky and Yarra Libraries; James Morgan Photography - Yarra Trams Community Partnerships Program; Zoe Fulcher from Second Bite, one of the thousands of services listed on Ask Izzy.



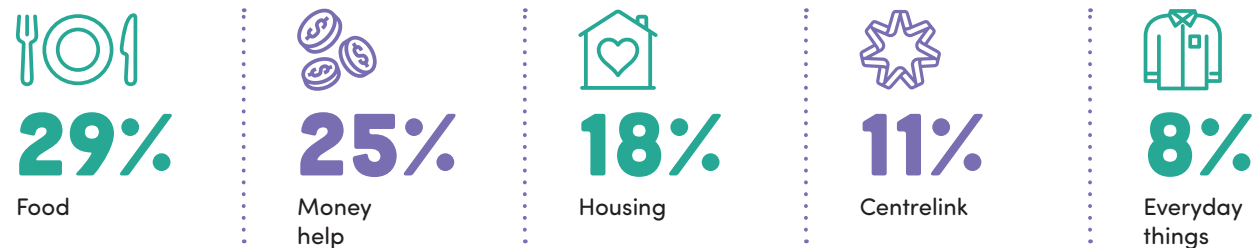
# 2.3M

## ASK IZZY

SEARCHES IN THE LAST YEAR



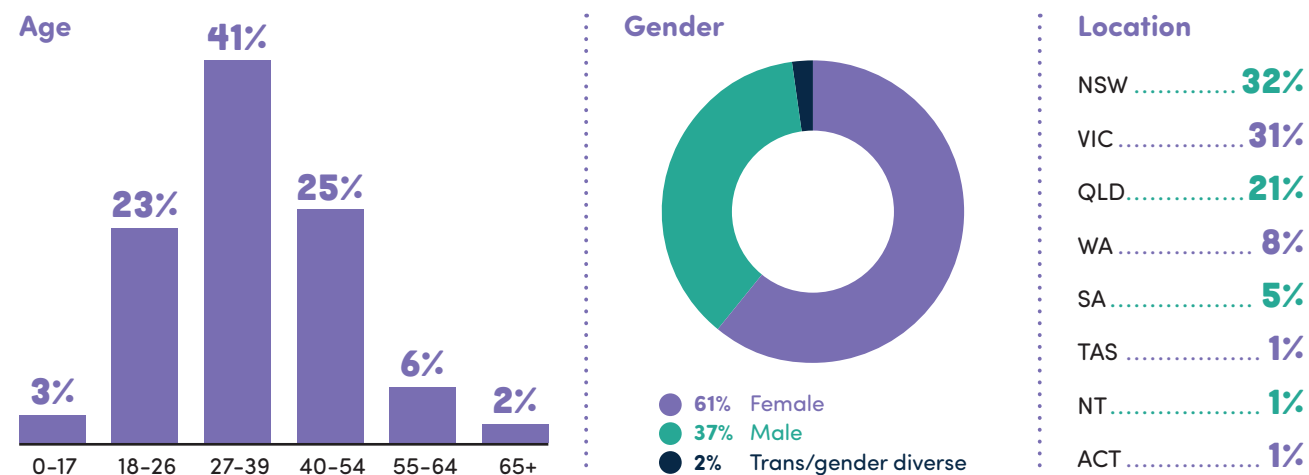
### TOP 5 CATEGORY SEARCHES



### TOP 5 DEMOGRAPHICS OF USERS SEEKING HOUSING SUPPORT



### BREAKDOWN OF ASK IZZY USERS



## USING TECHNOLOGY TO IMPROVE HUMAN CONNECTION AND MENTAL HEALTH

After David Titeu's parents separated, his dad Virgil fell into a deep depression and considered suicide. David was also grappling with his own anxiety. They both tried conventional therapy options, but it didn't give them the help they were really looking for. Then a search on Ask Izzy opened up a new world of support and social connection.

David decided to share with Virgil that he had also been struggling with his mental health. By expressing these feelings with someone who understood what it's like to struggle daily, David says he and his dad both felt heard and validated.

"We realised that opening up about these things is really important and necessary for recovery," says David.

The next step in Virgil's recovery came when David introduced him to Ask Izzy.

"We browsed through a few different support options on Ask Izzy, like community health services, support for divorcees, social groups specifically tailored to the challenges that Dad was experiencing," says David.

After exploring Ask Izzy for a while, David and Virgil found the perfect thing – dance classes hosted at a local community centre.

Virgil says that taking up dancing classes helped him feel a true sense of belonging and ultimately supported him to feel better again.

"Finding social connection saved my life. A friend is someone who makes me happier when I share happy moments and lighter when I share the sad ones," he says.

If Ask Izzy hadn't been around, David says he would probably have searched online to find support options for his dad. But it would have been far more time-consuming and he's not sure they would have found anything in the local community.

“

With Ask Izzy you can find support that's unique to you, to your needs and your area, within a few clicks of a button.

”

"I think the sheer variety and comprehensiveness of Ask Izzy means that you're bound to find a service that will be of therapeutic value and have a meaningful impact on your health and wellbeing," he says.

Recovery is an ongoing process for both David and Virgil. David makes a point to see his dad at least once a week to check in and keep the conversation open about their mental health challenges.

"We just have a chat and I see how he's doing, we vent and unburden ourselves. That seems to help us."





# OUR SERVICE DIRECTORY

## 400K

Dynamic database of over  
**400,000** service listings



Our customers include the federal, state and local governments

**Our service directory is a dynamic database of 400,000+ health, community and welfare service listings across Australia.**

Our customers include federal, state and territory governments, local councils and numerous community organisations.

Our service directory powers SAcommunity, Ask Izzy and Service Seeker. Searches on Ask Izzy made up more than two-thirds of all Service Directory requests, with the most frequently searched services including those related to food, financial assistance and housing.

## 67%

of searches for assistance  
came via Ask Izzy



Most frequently searched services  
including those related to food,  
financial assistance and housing

### RECOVERY CONNECT AND INFOXCHANGE JOIN TO ASSIST DURING TIMES OF CRISIS

In early 2020 Infoxchange joined forces with Recovery Connect, a government initiative developed by Services Australia to assist those impacted by the 2019-2020 summer bushfires that raged across New South Wales and Victoria.

Services Australia and Infoxchange worked together closely to provide Recovery Connect access to the services directory, ensuring that those in need were able to access the most relevant, up-to-date information and services.

Given the success of the initial rollout, Recovery Connect has since expanded to include support resources for people affected by COVID-19, cyclones, droughts and other natural disasters with the support of Infoxchange.

### USING THE SERVICE DIRECTORY TO IMPROVE OUTCOMES FOR YOUNG PEOPLE

Yourtown are one of many organisations that regularly utilise our service directory – here's a little more about how we work together to improve the social outcomes for young people.

Yourtown works with young people across Australia, by helping them find employment, undertake training and by providing mental health and family violence support.

Yourtown regularly connects young people with free, confidential 24/7 phone and online counselling services offered by the team at Kids Helpline.

The service directory allows Kids Helpline counsellors to direct young people to services in their local area, so that they can take proactive, safe steps once they hang up the phone or log off their computer, and Infoxchange looks forward to providing continued support for this invaluable service.

"By ensuring that those requiring the support of Kids Helpline feel safe and empowered to speak with a counsellor, we know that those referred to the service will be given the tools they need to make independent decisions about how to deal with any issue, big or small," says Tony Fitzgerald, Virtual Services Manager at Yourtown.

# CONNECTED FUTURE PARTNERSHIP WITH AUSTRALIAN RED CROSS AND GREAT SOUTHERN BANK

**Increased frequency of extreme climate events, alongside a global pandemic, meant that the urgency to better utilise technology to keep communities safe and informed reached a critical point over the past 12 months.**

Infoxchange, in collaboration with Great Southern Bank and Australian Red Cross, developed a shared value partnership in 2019. Known as Connected Future, this venture aims to improve the digital and financial capability of vulnerable community members across Australia.

The Victorian and New South Wales bushfires of 2019/20 and the emergence of COVID-19 in March 2020 shone a light on the need for practical, sustainable and highly deliverable solutions allowing for stronger community resilience when faced with an array of diverse challenges.

Through a human-centred design process with communities in Queensland, New South Wales and Victoria, the partnership was able to develop community-led solutions that would reach those facing digital exclusion while improving wider community resilience.

In November 2020, this partnership was recognised with a Shared Value Award in the category of Collaboration of the Year to Watch by the Shared Value Project, the peak body for advancing the adoption of shared value in Australia and New Zealand.

We look forward to continuing this partnership and further developing and scaling future projects benefiting a range of vulnerable communities.





# STRENGTHEN

Using  
technology  
to strengthen  
our sector

## USING TECHNOLOGY TO STRENGTHEN OUR SECTOR

With the COVID-19 pandemic continuing to profoundly change the way not-for-profits work, it's never been more important for organisations to have good, reliable technology so they can keep supporting communities.

Technology can be incredibly transformative in its ability to help not-for-profits find new and innovative ways of reaching and helping people, helping to increase staff efficiency, improve service delivery and save precious time and money.



Over 900,000 people have been supported through our client and case management

448,717

electronic referrals sent for people in need of support in FY20-21



Provided over 26,000 hours of tech support

\$205M

in donated cloud services, hardware and software to the sector



Saved almost 22 tonnes of e-waste from going to landfill

### CONNECTING THE SECTOR

Connecting Up has saved the sector over **\$205 million** this past financial year by providing donated and discounted technology from our partners.

We solved almost **41,000 support tickets** with an average customer satisfaction rating of over 90%.

Our Digital Learning program helped over **3,000 organisations build their capacity** through 141 webinars.

Despite ongoing lockdowns, our first "hybrid" Connecting Up conference attracted a **record 739 registrations** for in-person and virtual plenaries, streams and virtual expo booths. Feedback from attendees, speakers and exhibitors was overwhelmingly positive.

We enhanced our offering to the sector by launching refreshed and updated websites, on-boarding 15 new tech partners across Australia and New Zealand and accepted nearly **7,000 new organisations into the donations and discounts program.**



# CONNECTING UP CONFERENCE

The annual Connecting Up Conference is a three-day interactive event that aims to help Australian not-for-profits get the most out of technology, training and strategy.

Established in 2004, it is targeted at organisations who are interested in using technology and innovation to improve their impact and achieve better outcomes for the communities they serve.

As technology and the digital landscape continue to evolve rapidly and the competition becomes stronger, not-for-profit

organisations need to continue to innovate to keep up with the changes.

We were fortunate enough to be able to hold the 2021 event in Melbourne, prior to the prolonged Victorian lockdown.

As part of the conference, the Not-For-Profit Technology Awards took place on the final evening as a gala event. The awards acknowledged the very best in technology innovation and excellence by organisations and individuals across the sector.

## 2021 NOT-FOR-PROFIT TECHNOLOGY AWARD WINNERS

- » **Technology Innovator of the Year** - Good360
- » **Technology Volunteer of the Year** - Jane Richardson, Generous & Grateful AND Karen Stuckey, Church Support Australia
- » **Not-for-Profit Technology Lifetime Service Award** - Pam Doughty, AUSOM News AND Chris Deacon, ArtSound and Canberra Multicultural Service AND Andrew Mahar AM, The xpanse Foundation
- » **Best Social Media Campaign of the Year** - This Life Cambodia's "Not Her Fault" campaign AND Centre for Non-Violence's "You Are Not Alone" campaign
- » **Technology For Community Impact** - Best Private Sector Organisation - Communitier
- » **Technology for Community Impact** - Best Government Agency - CivVic Labs, Victorian Government
- » **Best Technology Innovation by an Indigenous Australian** - Mikaela Jade, Indigital
- » **Best Accidental IT Person** - Lauren Tuck, The Funding Network AND Matthew Sandstrom, Craniofacial Australia





# SUPPORTING THE SECTOR THROUGH CLIENT AND CASE MANAGEMENT

## SOME OF THE CHALLENGES WE'RE ADDRESSING:

- » **Only 38%** of organisations reported that their primary information system allows them to understand the impact of their services.
- » **Twenty-five percent** of not-for-profits felt they were completely or largely unprepared to support staff working from home.
- » **Almost 50%** of not-for-profit organisations do not have effective organisational information security plans.
- » **The top technology challenges** for not-for-profits are developing staff capability, improving digital marketing, websites and information security.

Source: Infoxchange Group Digital Technology in the Not-for-Profit Sector 2021 report

## SOME OF THE SERVICE AREAS WE ASSIST:



## OUR REACH

**6.1M**

client records securely stored in our client and case management system

**448,717**

electronic referrals sent for people in need of support in FY20-21

**5,923**

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

## INFOXCHANGE & TELSTRA HELPING PEOPLE STAY CONNECTED

This partnership has seen the development of the Telstra Top-up program, which provides a complimentary \$40 mobile credit recharge to those who are experiencing or at risk of homelessness, family violence or who have been impacted by natural disaster. On average, the program has assisted **1000 customers per month** and delivered over **\$500k worth of value** to those in need.

# CONSISTENT CLIENT AND CASE MANAGEMENT METHODS KEY TO ADDRESSING SECTOR REFORM

Our client and case management solutions continue to be utilised by thousands of government and community services across Australia to safely and efficiently manage the care of some of our community's most vulnerable people.

Family Safety Victoria are the peak government agency in the state, designed to drive key elements of Victoria's family violence strategy. Family Safety Victoria have been working tirelessly to implement key recommendations from the Royal Commission into Family Violence since the findings were handed down in early 2016.

A major recommendation of the Royal Commission was to update the tools and techniques used to assess people fleeing dangerous situations.

This is where Infoxchange stepped in, assisting the team at Family Safety Victoria to implement the new Multi Agency Risk Assessment Management (MARAM) tools into organisations dealing with cases of domestic and family violence.

By utilising our services, organisations are able to ensure

they follow best practice when it comes to assessing those looking to remove themselves and their families from unsafe environments, as outlined by the Royal Commission.

Organisations that have reaped the benefits of the implementation of MARAM tools into their case management systems include Eastern Domestic Violence Service (EDVOS).

Sage, Case Manager at EDVOS says that the implementation of the MARAM tools into their case management system has had an "undeniably positive impact on our practice. It allows us to ensure we are accountable and informed, which ultimately supports EDVOS' dedication to a person-centred practise as well as increase the clients experience."

Infoxchange looks forward to working with more organisations in the family and domestic violence sector into and beyond 2022, and hopes to see more positive outcomes for the people that rely on these services as a result of streamlining assessment processes.

“

It allows us to ensure we are accountable and informed, which ultimately supports EDVOS' dedication to a person-centred practise as well as increase the clients experience.

”

SAGE, CASE MANAGER, EDVOS

## ORGANISATIONS WE'RE PROUD TO PROVIDE WITH CASE MANAGEMENT SOLUTIONS INCLUDE:





# HELPING ORGANISATIONS EMBRACE DIGITAL TRANSFORMATION ON A HOLISTIC LEVEL

Whitelion is one of the many not-for-profit organisations supporting disadvantaged young people across Australia. Since its inception in 1999, the organisation has gone through multiple evolutions, including their recent digital transformation.

In 2018, new CEO Hang Vo initiated a strategic refocus which included identifying gaps in the IT environment.

Rowena Middlemiss, Director of Strategy, Marketing & Communications, told us that prior to this, "Like many not-for-profits, all of our money went into delivering the services not really into developing the systems."

Whitelion originally used a bespoke client management system (CMS) which while adequate, was more complex than it needed to be. The most concerning element of this system was its reliance upon a single software developer for maintenance. This became an obvious liability from a contingency perspective once the developer advised they were soon to cease operations.

With the CMS coming to the end of its life, Whitelion underwent a rigorous analysis, assessing exactly what they required in a new system. Ultimately Infoxchange's client and case management system was selected as the preferred provider.

Rollout of the client and case management system is almost complete and by the end of 2021, Whitelion will be managing all 30 of their programs through it.

Having a single source of truth for client data means they can now accurately record the positive impact each program is having on young people.

This is great for staff to be able to see the fruits of their labour, and also means the organisation can prove the value of its work, which in turn helps secure funding for future programs.

**“**  
The trust this creates in staff and in volunteers – that you are actually making an impact – it draws a clear line of sight between why we ask staff to record so much data and the impact their work is having.  
**”**

**“**

We have come so far from where we started. Technology was always an add-on, and through working with Infoxchange we've learnt that it can't be considered an add-on anymore.

**”**

ROWENA MIDDLEMISS, DIRECTOR OF STRATEGY, MARKETING & COMMUNICATIONS



We're proud to offer technology donations and discounts in partnership with more than 50 organisations, including:

**techsoup**

**Adobe**

**amazon**  
web services

**calxa**

**CISCO**

**CyberPower**

**Google**

**Goodtel**

**Lenovo**

**Microsoft**

**myob**

**NortonLifeLock**

**OnBoard**

**REBOOT IT**  
refurbished equipment specialists

**zoom**



# TAILORED FULL SERVICE IT MANAGEMENT SOLUTIONS TO SUIT EACH ORGANISATIONS UNIQUE REQUIREMENTS

**Our wide range of IT strategy services includes end-to-end overhauls of entire IT environments, hardware replacement plans and improving mobility and remote access.**

Each organisation we service is unique, however there is one service our clients have valued most in FY20/21: migration of their file management and collaboration systems to the cloud.

This has enabled critical services to continue with staff working remotely through rolling lockdowns.

When we first audited Westgate Community Initiatives Group's (WCIG) IT environment, we found staff were working with time-consuming manual data systems, outdated communication tools and labour-intensive processes which meant a 15-minute task could take up to an hour.

WCIG's main priority was to create a mobile workforce, so we helped them implement Microsoft Office 365, Microsoft Teams and Sharepoint. We also set up a new client case management system that could be accessed remotely.

Staff were consulted every step of the way, and given time to learn the new systems, which meant they were comfortable connecting with each other and their clients via video meetings on Microsoft Teams, and collaborating on documents securely from their homes during lockdowns.

"We had received a lot of negative feedback about the previous environment in staff satisfaction surveys, so we knew there'd be trepidation when we did introduce these new products. Most people grabbed it and ran with it. Now I see people chatting on Teams and Yammer, and their excitement to use these products to support our clients is so different compared to the old environment," says Tristan Ellery, Group Manager of Corporate and Culture at WCIG.

“

Moving to the cloud and leveraging modern technologies has transformed our ability to work remotely and share information securely, allowing us to communicate to and provide better support for individuals and families living with cerebral palsy.

”

SCOTT SHEPPARD,  
CEO OF CPSN

Another of our clients, The Cerebral Palsy Support Network (CPSN), were well into their digital transformation journey with us when the pandemic struck and have found unexpected benefits from moving to the cloud. Not only could staff work together efficiently and securely, but many of their clients who live with cerebral palsy found this new way of accessing support and information to be preferable to physical visits. The need to travel has been eradicated, saving both staff and clients travel time and expenses.

For not-for-profits like WCIG and CPSN the benefits of improving their IT environments can't be understated. It has meant they have continued helping vulnerable people while meeting their targets and delivering on their missions at this critical time.

# WHAT'S NEXT?



# WHAT'S NEXT?

## DIGITAL TRANSFORMATION HUB

In July we launched the Digital Transformation Hub to help Australian not-for-profits build digital capability and resilience for a post COVID-19 world.

The COVID-19 pandemic has highlighted ongoing technology challenges faced by not-for-profits. In response to this, we are leading a cross-sector partnership to deliver the Hub, which we established with seed funding from the Lord Mayor's Charitable Foundation and Gandel Foundation.

The Hub will bring together capacity building programs, access to technology solutions, web-based resources and tailored advice to help organisations have an even greater impact.

In August, we welcomed an additional \$2.7 million from the New South Wales Government as part of a larger investment into the social services sector. This funding will help to migrate organisations to the cloud, and ensure a variety of online tools, courses and resources remain accessible to not-for-profit organisations during and beyond the COVID-19 pandemic.



Digital Transformation Hub



Google AI for Social Good



Partnerships for impact

## GOOGLE AI FOR SOCIAL GOOD

**Infoxchange has been selected to participate in the Google AI for Social Good program.**

In partnership with the University of New South Wales and the CSIRO, we will receive a grant along with expertise from the team at Google to assist us in the development of solutions based around artificial intelligence and machine learning.

Infoxchange is thrilled to be part of the program and is looking forward to demonstrating our innovative way of thinking and increasing our involvement in this exciting space.

## PARTNERSHIPS FOR IMPACT

**We know we can't solve the most pressing social issues alone. In the coming years we're looking to further leverage our products, data and expertise in cross-sector collaborations to improve outcomes for people experiencing disadvantage.**

We added a new social objective of *Collaborative Impact* to our organisational strategy to help bring this to life. Partnerships to watch are:

- » As a founding member and Chair of the Australian Digital Inclusion Alliance, we aspire to improve rates of digital inclusion nationally.
- » As the technology partner for the Thriving Communities partnership, we are committed to helping people in our community experiencing vulnerability to better navigate and connect to vital support programs in a safe and secure way.

## YOUR PEER NYC

Having already established a partnership with Infoxchange, Streetlives New York City (NYC) had long seen the impact Ask Izzy is having in Australia and were keen to scale a similar solution designed specifically for vulnerable New Yorkers.

With additional support from the NYC Office of the Deputy Mayor for Health and Human Services and design and development studio Winfield & Co, a project group was established.

Our expertise was called upon to ensure the project was feasible scalable, and sustainable, and to assist with establishing crucial relationships with government, businesses and other funding sources. Our experience, along with that of the Streetlives' teams learnings from creating their original service directory, "GoGetta" made for a team with diverse skills, networks and passion.

Human-centred design was a key focus, and saw the project engage a group of youth with lived experience of homelessness to form a "research council". This council worked with the wider community to design and prototype what is known as "Your Peer NYC".

Infoxchange looks forward to continuing the relationship with this project group and will work to obtain additional funding to further develop the pilot program across NYC, with vision to scale the solution across the US and implement our learnings to projects in Australia.





# OUR PEOPLE

## OUR PEOPLE

Our work in the sector has become more critical than ever. We couldn't do what we do without the fantastic efforts that our people contribute every day as we work towards our goal of using technology for social justice.

As we faced another 12 months of uncertainty, we continued to be in awe of our staff and volunteers who have demonstrated a deep sense of commitment and agility as we navigated our way through the many challenges and continued opportunities.

Taking care of our people has always been one of our top priorities to ensure that they

Congratulations  
and thank you  
to all of our people  
for the incredible  
contributions  
you have made  
this year.

feel supported in the workplace. That's why our health and wellbeing activities including weekly yoga and meditation classes continued to be available online, even during lockdown.

We even found other innovative ways to keep our staff engaged through virtual cocktail hours, trivia nights and other online events to help keep us connected. Through all the feedback we received through our engagement survey, we continue to try out new and innovative ways to engage our people and provide an environment that our people can thrive in.





# OUR CULTURE

## OUR VALUES



Commitment



Inclusion



Collaboration



Innovation



Accountability

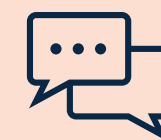


## KEY STATS

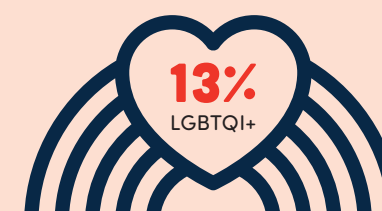
  
**181**  
**STAFF**

**7%**

LIVE WITH  
A DISABILITY



**21** LANGUAGES  
SPOKEN



**56%**  
FEMALE

**43%**  
MALE

**01%**  
NON-BINARY



**32**  
VOLUNTEERS

**35%**  
BORN OUTSIDE  
OF AUSTRALIA



ACROSS  
**18**  
COUNTRIES

## BEHIND THE SCENES



**6**  
Babies born



**22**  
online social  
events



**28**  
boxes of  
organic fruit  
consumed



**60**  
online wellness  
sessions



**57%**  
live with  
a pet



**60**  
massages



**49%**  
have had a  
COVID-19 test



**52%** of staff  
are team Lord  
of the Rings and  
**48%** are team  
Harry Potter



# OUR BOARD

## EXTENSIVE EXPERIENCE AND PROFESSIONAL EXPERTISE ACROSS THE COMMUNITY, BUSINESS AND GOVERNMENT SECTORS



**MORGANA RYAN,  
CHAIR**

Morgana's career spans strategic, IT and business process transformation across the corporate and international development sectors. Morgana is the author of two books: *Building a Better International NGO* and *Navigating Change for International NGOs*. She's also a non-executive director on the Wodonga TAFE Board and the CARE Australia Board. She is a Fellow of the Australian Institute of Company Directors.



**LINDA O'BRIEN,  
DEPUTY CHAIR**

Linda is Pro Vice Chancellor at Griffith University and Head of the Logan Campus. Linda currently chairs the ORCID Board, a not-for-profit global research infrastructure organisation and is a Director on the Board of Logan Together, a not-for-profit organisation seeking to improve outcomes for children in Logan. Linda has published and presented both nationally and internationally and contributed to a number of state and national digital research infrastructure initiatives.



**PARTHA NAG,  
DIRECTOR**

Partha joined the Infoxchange Board in 2014 and is Chair of the Finance Committee. He has more than 16 years' experience in senior executive roles, corporate governance and risk management. He is currently Executive Director of Strategic Business Alliance and also serves as a board member for various other not-for-profit organisations.



**CAROL AUSTIN,  
DIRECTOR**

Carol Austin is an experienced investment professional with a strong interest in public policy and social justice. She is currently a director of HSBC Bank Australia, State Super and the Grattan Institute, and is Chairman 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 the ANU College of Business and Economics Hall of Fame.



**JON BISSET,  
DIRECTOR**

Jon is the CEO of the Community Broadcasting Association of Australia and CEO of RPH Australia, the peak body for the Radio Reading Network. He has spent more than 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 Nonprofit 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.



**JO FISHER,  
DIRECTOR**

Jo has been on the Infoxchange Board since 2012 and is the Founding Director of Fisher Leadership. Jo is also a member of the Australian Institute of Company Directors (AICD) National Education Advisory Committee, a founding member of the International Women's Forum of Australia and is an Adjunct Professor at Deakin University. She holds a Master of Applied Positive Psychology, an MBA and is a graduate of the AICD.



**DAVID JONAS,  
DIRECTOR**

David has served on the Infoxchange Board since 2012 and is a consultant, director and writer. Previously he headed up commercialisation for the Capital Markets CRC where he led their health R&D program and was founding CEO of Lorica Health. David was founder/CEO of e-commerce advisory firm ETC, acquired by Securenet (now part of Verizon). His leadership in online services led to appointments to several Australian and European Union Government bodies.



**AMY ORANGE,  
DIRECTOR**

Amy is 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.



## OUR SENIOR LEADERSHIP TEAM

The Infoxchange Group is led by a group of dedicated professionals who are 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.

2020/21 senior leadership team (left to right):

- » **David Spriggs:** Group CEO of Infoxchange and Connecting Up
- » **Pallavi Susarla:** People and Culture Business Partner
- » **Pankaj Chhalotre:** Head of Connecting Up
- » **Jessica Kitch:** People and Culture Manager
- » **Brian McLaughlin:** Chief Operating Officer
- » **Jess Perrin:** Head of Strategic Partnerships and Communications
- » **Ben Shaw:** Head of Community Impact
- » **Rachel Misitano:** Manager, Brand and Communications
- » **Gerard Palk:** Regional Manager and Senior Consultant
- » **Wayne Gorst:** Head of Corporate Services
- » **Cathy Culliver:** Team Lead, Marketing and Communications (on maternity leave)
- » **Tanveer Siddiqui:** Head of Technology
- » **Alana Pascolo:** People and Culture Business Manager (on maternity leave)







# FINANCES

## FINANCE & SUSTAINABILITY

We have seen continued growth in demand for our products and services over the past 12 months, as we have responded to the needs of the community sector and their increased reliance on technology to deliver their services.

This year saw total income for the Infoxchange Group being \$28.8 million, with a surplus of \$1.49 million. Total Group equity as at 30 June 2021 is now \$5.7 million.

We are grateful for the continued support of customers, government and other stakeholders that have enabled us to achieve this result. This year we also received some generous in-kind support from a range of organisations that has assisted in containing our costs.

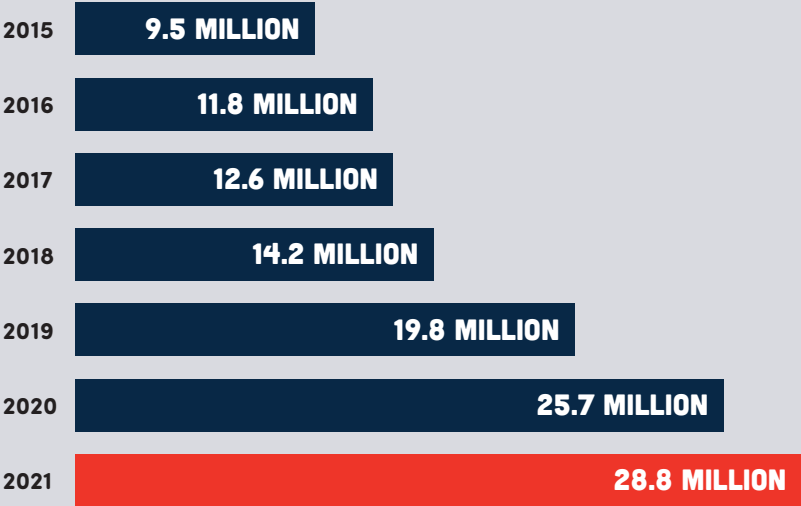
Organisations across the community sector have faced many challenges as a result of the uncertainty in the current environment. This has led to some delays in implementation of projects, and we envisage that some of these challenges will continue into the 2021/22 year.

Two decisions were made during the year to strengthen the sustainability of the Infoxchange Group. The first was to utilise some of the organisational reserves over the next two to three years to invest in a range of strategic initiatives. These include next generation product development, transforming our managed IT services, development of Ask Izzy Plus and strengthening our people and systems capabilities.

The second decision was to transfer a major part of our cash holdings into a managed investment fund managed by Koda Capital. The investment portfolio has been established based on the board's risk appetite profile, but also consistent with agreed ethical and impact requirements. A stated aim of these investments is to generate a recurrent source of income for innovative initiatives each year.

Infoxchange's and Connecting Up's accounts were audited by Banks Group, Melbourne, and a summary version of the group audited financial statements is included in the 2021 annual report. A full copy of the audited financials for both Infoxchange Group and Connecting Up is available upon request.

### INCOME GROWTH BY FINANCIAL YEAR



*Infoxchange became the sole member of Connecting Up on 30 November 2018. Connecting Up retains its separate identity and continues its own operations. Infoxchange and Connecting Up support each other in joint activities through a shared services agreement. Connecting Up continues to pursue its own objectives, collaborating with Infoxchange where it serves the interests of both organisations. Connecting Up retains its own staff and board but, consistent with Infoxchange as sole member, Connecting Up staff report to the Head of Connecting Up who reports through to the Group CEO of Infoxchange and Connecting Up.*



# FINANCIAL STATEMENTS

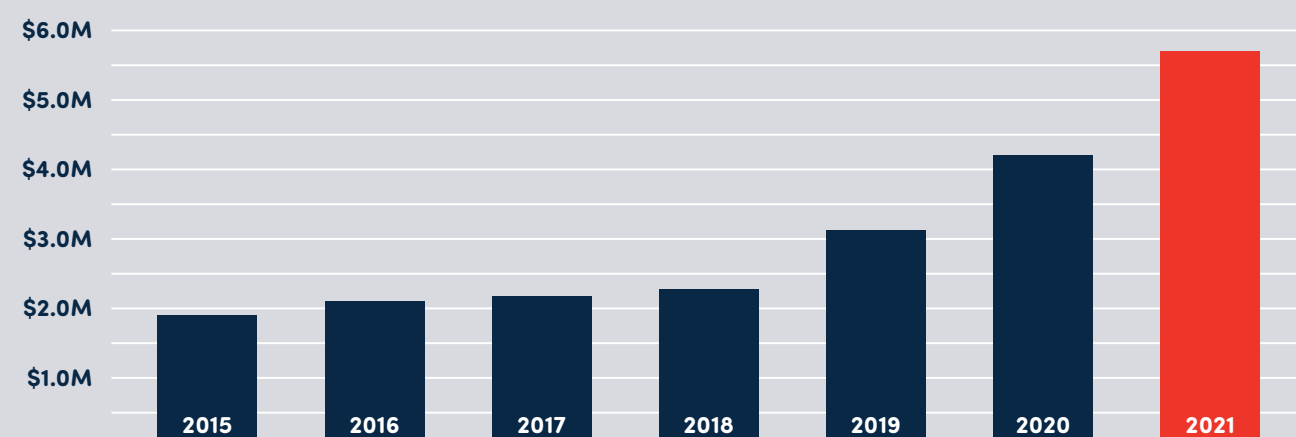
## STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

AS AT 30 JUNE 2021

	2021 (\$)	2020 (\$)
Revenue	26,087,513	24,340,676
Other income	2,736,926	1,344,023
Contract labour	(1,360,370)	(893,463)
Depreciation and amortisation expense	(821,925)	(1,211,245)
Direct costs of providing services	(7,053,262)	(6,468,843)
Employee benefits expense	(15,221,557)	(13,075,658)
Lease interest expense	(115,131)	(134,747)
Property expenses	(267,493)	(211,340)
Travel expenses	(41,967)	(187,700)
Other operating expenses	(2,455,509)	(2,233,199)
<b>Surplus before income tax</b>	<b>1,487,225</b>	<b>1,268,504</b>
Income tax expense	-	-
<b>Surplus for the year</b>	<b>1,487,225</b>	<b>1,268,504</b>
<b>Total comprehensive income for the year</b>	<b>1,487,225</b>	<b>1,268,504</b>

## GROWTH IN EQUITY BY FINANCIAL YEAR

Note: includes Connecting Up from 1 December 2018



## STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	2021 (\$)	2020 (\$)
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	13,185,334	8,768,810
Trade and other receivables	3,508,165	2,702,762
Inventories	9,727	8,555
Other assets	583,960	755,541
<b>TOTAL CURRENT ASSETS</b>	<b>17,287,186</b>	<b>12,235,668</b>
<b>NON-CURRENT ASSETS</b>		
Property, plant and equipment	327,205	431,520
Intangible assets	492,509	655,727
Right of use assets	1,646,925	2,032,016
Shares in entities	20,000	20,000
<b>TOTAL NON-CURRENT ASSETS</b>	<b>2,486,639</b>	<b>3,139,263</b>
<b>TOTAL ASSETS</b>	<b>19,773,825</b>	<b>15,374,931</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	2,310,076	2,060,340
Employee benefits	1,920,501	1,595,474
Income in advance	7,734,479	5,152,857
Lease liabilities	323,237	399,350
<b>TOTAL CURRENT LIABILITIES</b>	<b>12,288,293</b>	<b>9,208,021</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	190,752	36,115
Lease liabilities	1,601,317	1,924,553
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,792,069</b>	<b>1,960,668</b>
<b>TOTAL LIABILITIES</b>	<b>14,080,362</b>	<b>11,168,689</b>
<b>NET ASSETS</b>	<b>5,693,463</b>	<b>4,206,242</b>
<b>EQUITY</b>		
Membership fee	7	11
Retained earnings	5,693,456	4,206,231
<b>TOTAL EQUITY</b>	<b>5,693,463</b>	<b>4,206,242</b>



# 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.





## ACKNOWLEDGEMENT OF COUNTRY

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.



## OUR COMMITMENT TO THE ENVIRONMENT

We are proud to officially be a 100 percent carbon neutral organisation. We've achieved this through various initiatives such as switching to power-saving LEDs, reducing the waste we send to landfill, using only carbon-offset power and the purchasing of carbon credits from Carbon Social.



**CHECK OUT THIS REPORT ONLINE:**  
**[WWW.INFOXCHANGE.ORG/2021](http://WWW.INFOXCHANGE.ORG/2021)**

Follow us on:



### INFOXCHANGE

+61 3 9418 7400  
[info@infoxchange.org](mailto:info@infoxchange.org)  
[www.infoxchange.org](http://www.infoxchange.org)

### CONNECTING UP

+61 8 8212 8555  
[customercare@connectingup.org](mailto:customercare@connectingup.org)  
[www.connectingup.org](http://www.connectingup.org)

### TECHSOUP NEW ZEALAND

+64 9 8870 291  
[support@techsoup.net.nz](mailto:support@techsoup.net.nz)  
[www.techsoup.net.nz](http://www.techsoup.net.nz)