



CANDIDATE RECRUITMENT PACK

February 2022



WORKING WITH US

JOIN US IN DELIVERING TECHNOLOGY FOR SOCIAL JUSTICE

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.

BENEFITS



- Contribute to a fairer society
- Salary packaging – reduce your taxable income and put more money in your pocket
- Flexible work arrangements
- Additional leave provisions
- Annual leave loading (get paid an extra 17.5% when you take leave)
- Generous 18 week paid parental leave supplement
- Employee rewards and recognition program
- CEO one-on-ones
- Subsidised on-site massages, yoga and fitness training
- Active staff social club regular social events
- Perks for new parents
- Inner-city location with public transport on our doorstep
- Melbourne office close to the shops and cafes of Victoria Street, Richmond
- Brisbane office close to the cafes and activities of South Bank Parklands
- Adelaide office close to Leigh St and Peel St cafes, and a short walk to Rundle Mall
- Carbon neutral offices

READ MORE ABOUT US IN OUR ANNUAL REPORT:

www.infoxchange.org/2021



WHO WE ARE

Our people are at the heart of everything we do at Infoxchange.

We value a diversity of people and ideas because we know it creates better outcomes for our organisation – and for our clients.

We're committed to an inclusive culture. We have a Reconciliation Action Plan working group and Diversity and Inclusion committee working on some important workplace initiatives.

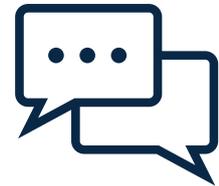
We also know that a good work-life balance is key to maintaining a happy, healthy and effective workplace, so we offer flexible work arrangements, additional leave provisions and a fabulous health and wellbeing program. And we have an active staff social committee who organise regular social events.

Most important of all, we love that our people are passionate about our shared vision of technology for social justice. They want to make a difference and know that they're working for an organisation that contributes to a fairer society.



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

COMMITMENT

We strive to exceed the expectations of our users, customers and partners to support better outcomes for people in need.



INCLUSION

We respect, value and encourage the contributions, passion and creativity of others and create opportunities for everyone to thrive.



COLLABORATION

We achieve more together.



INNOVATION

We adapt and evolve to solve new challenges and improve the way we deliver our impact.



ACCOUNTABILITY

We take ownership of our work and actions, so we can learn from our mistakes and get it right.



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WHAT WE DO

We strengthen communities using technology to create positive social change.

In the past year, we're proud to have supported:

2.9 MILLION
people in need

25,000
not-for-profit, community and government services

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.

OUR HISTORY

Hi-tech bid to help on housing

1989

Infoxchange begins life as the Housing Bulletin Board.

1995

Service Seeker launches.

1996

Renamed the InfoXchange.



2001

GreenPC established to provide refurbished computers to people in need. The program ran for 14 years.

2003

We begin operations in **Brisbane** - now our second largest office, with approx 30 people working predominantly on our client and case management system.

2011

The **Specialist Homelessness Information Platform (SHIP)** is developed in partnership with the Australian Institute of Health and Welfare to support 1,200 homelessness services across Australia.

2008

We help public housing tenants get online through the **Wired Community@Collingwood** project.

2004

Our **client and case management** system (SRS) launches. The system is now used by 4,000 services across Australia.

2004

S2S is developed as the first web-based system that allows referral, assessment and client information sharing between agencies.

2013

Infoxchange founder Andrew Mahar AM steps down as Executive Director in 2012, David Spriggs is appointed in 2013.

2015

In partnership with Microsoft, we launch **Youth IT Careers** to help disadvantaged youth to build a career in the IT sector. The program ran for three years.

2015

Infoxchange and Australia Post launch national digital literacy program **Go Digi**.

2016

Launch of **Ask Izzy**, our website that connects people in need with social services across Australia.

2017

The **Australian Digital Inclusion Alliance (ADIA)** is established by Infoxchange with support from Australia Post, Google and Telstra with the aim to accelerate action on digital inclusion.

2018

Infoxchange and Google launch **Digital Springboard** to help Australians access free digital skills training to further career and bridge the digital divide.

2021

We launch the **Digital Transformation Hub** to help not-for-profits build their digital capability.

2020

We helped people and organisations impacted by **COVID-19 and bushfires** through crucial Ask Izzy and client & case management updates, supporting not-for-profits in the transition to remote work and more.

2019

We celebrated **30 years of technology for social justice**.

2018

Infoxchange, Connecting Up and TechSoup New Zealand officially join forces to create 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.



SALARY PACKAGING

Our people are at the heart of everything we do at Infoxchange

We know that a good work-life balance is key to maintaining a happy, healthy and effective workplace, so we offer our staff a range of benefits including salary packaging.

Salary packaging is a way to increase your income without working longer hours. It's a privilege available to employees of organisations with a Public Benevolent Institution (PBI) or Health Promotion Charity (HPC) status granted by the ATO.

As Infoxchange has PBI status, most staff can benefit from salary packaging. This means income tax is not paid on a portion of your salary and you are financially better off.



SALARY PACKAGING CAN HELP YOU TO:

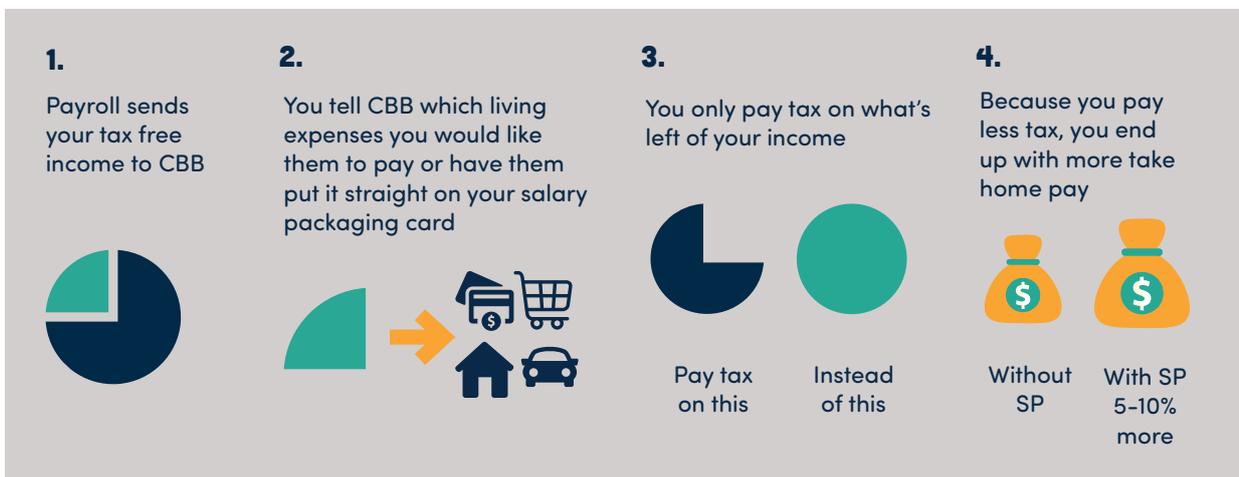
- Reduce your taxable income
- Increase your take home pay by between 5-15 percent
- Pay for your living expenses before tax



HOW DOES SALARY PACKAGING WORK?

Infoxchange works with Community Business Bureau (CBB) to provide staff with salary packaging benefits.

- Each pay period, the payroll team deducts a portion of your pay before tax and sends it to CBB.
- CBB uses your tax free dollars to pay towards the living expenses that you have nominated.
- Payroll only takes tax from what's left of your gross salary – so the tax you pay is reduced and you have more income.



USING YOUR SALARY PACKAGING

You can use salary packing to pay for a number of living expenses – including your mortgage, rent, car or personal loan or credit card repayments.

Or you can put your tax free dollars on a CBB salary packaging card which works just like a debit card, but without the option to withdraw cash. This card can be used wherever Visa is accepted, and can be used for all your day-to-day living expenses. Your partner can also receive a CBB salary packaging card to use.

HOW DO I GET STARTED?

When you join Infoxchange, HR will assist you to organise a time to discuss your salary packaging options with CBB.

CBB will do a salary packaging analysis with you and show you how salary packaging can benefit you and discuss the impact of things like student debt, HECS/HELP and child support so that salary packaging can work best for your personal circumstances.

WANT TO KNOW MORE?

Visit cbb.com.au

or email hr@infoxchange.org



ACKNOWLEDGEMENT OF COUNTRY



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



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