Infoxchange





Annual Report 2026

Technology for social justice





Contents

02 Who we are
03 Our social objectives
04 Our reconciliation journey continues
06 A message from our Chair & CEO
08 Infoxchange strategy & theory of change
10 Digital empowerment
26 Sector capability
46 Collaborative impact
50 Infoxchange crew and culture
54 Executive leadership team
58 Finance & sustainability
64 Thank you

Acknowledgement of Country

Infoxchange acknowledges the Traditional Owners of the unceded lands on which we live and work. We acknowledge the importance of Country and our First Nations peoples' connection to it. We pay our respects to Elders past and present.







Our Vision:

Technology for Social Justice

Our Mission:

We strengthen communities using technology to create positive social change.

In the past year, we are proud to have supported:

3 million+
PEOPLE IN NEED

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

9.1 million+
SEARCHES FOR HELP ON ASK IZZY

$22.4 million+
OF DISCOUNTED AND DONATED TECHNOLOGY DELIVERED TO THE SECTOR



Who we are

Infoxchange is a leading not-for-profit (NFP) social enterprise, delivering technology for social justice for over 35 years.

With over 160 staff, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting families, women and young people, and First Peoples' communities.

Our products and services are used by over 35,000 government and community services. We provide the right tools to improve efficiency and deliver greater impact.

And through our work in digital inclusion and social innovation, we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no one should be left behind in today's digital world.

We are Australia and New Zealand's leading NFP dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

Infoxchange is an ACNC-registered charity and a certified social trader.

Technology for social justice

Digital Empowerment

Supporting people experiencing disadvantage to improve their lives, through the use of technology.

ASK IZZY

Ask Izzy is Australia's leading community support website. It is designed to help people experiencing or at risk of homelessness, family violence, mental health challenges or emergency relief. It connects them to vital support services and serves as a crucial tool for service providers. The Ask Izzy Connect program also supports frontline workers and hardship teams in better identifying and supporting vulnerable people.

SERVICE DIRECTORIES

Our service directory is Australia's largest and most up-to-date directory of health and welfare services. This directory powers Ask Izzy and is used by thousands of NFP organisations and government departments.

CLIENT & CASE MANAGEMENT

More than 6,000 services across the country trust our Australian-built, owned and operated client and case management systems to manage client-centred care and referrals. We continue to be the market-leading solution for the community sector.

Sector Capability

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

IT SERVICES

We provide IT services tailored for the NFP sector. Our Australian based IT Helpdesk is supported by dedicated infrastructure engineers and a professional services team specialising in areas such as cyber security and knowledge management.

DONATED & DISCOUNTED TECHNOLOGY

We help eligible NFPs access donated and discounted technology through our Connecting Up and TechSoup New Zealand platforms.

DIGITAL TRANSFORMATION AND CAPACITY BUILDING

We support organisations in building their digital capability through our Digital Transformation Hub, Data Catalyst Network, AI Learning Community, Technology for Social Justice conference and more.

Collaborative Impact

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

CROSS-SECTOR PARTNERSHIPS

We facilitate and activate partnerships across the government, corporate, philanthropic, academic and NFP sectors, driving projects and programs focused on technology for social justice.

DIGITAL INCLUSION

Digital inclusion programs ensure vulnerable community members are not left behind in today's digital world. We are proud to lead the Australian Digital Inclusion Alliance (ADIA).

NFP DIGITAL FUTURES INITIATIVE

A sector-led initiative bringing together NFPs, peak bodies, philanthropy, government, industry and technology partners to strengthen digital capability across the sector, collaboratively built to respond to rising and increasingly complex needs of the Australian community.

Our reconciliation journey continues

Reconciliation is an ongoing commitment to listening, learning and building stronger relationships with the First Peoples of Australia. It is also deeply connected to our purpose at Infoxchange – using technology to advance social justice and ensuring communities have a voice in the systems and services that affect them.

This year, we were proud to launch our new Innovate Reconciliation Action Plan (RAP) for July 2026–June 2028, with guidance from the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation and led by our Community Advisory Group and Reconciliation Working Group. Our new RAP sets out renewed commitments to strengthen relationships, deepen cultural understanding and embed reconciliation across our work. Its launch was marked by a Welcome to Country, smoking ceremony and yidaki performance by Wurundjeri Woi Wurrung representatives, Wurundjeri man, Colin Hunter Jnr Jnr and words shared by our board, leadership and Marcus Lee, a Karajarri man and artist who created Infoxchange's signature reconciliation artwork.

As part of our new RAP deliverables, Infoxchange is delighted to introduce a new cultural learning program. Focusing on truth-telling and cultural education for our people, the learning initiative will create opportunities to deepen our understanding of First Nations histories and cultures. Other recent reconciliatory activities include establishing a Movie Club to share insights on First Peoples films, procuring services and products from First Peoples-led businesses and deepening relationships with our customers that are run by or directly serve First Peoples communities.

At our Technology for Social Justice Conference, Uncle Perry Wandin opened proceedings with a Welcome to Country, and 18 First Peoples language groups were represented. Indigenous Data Sovereignty was front and centre, with a panel, "Data Yarns and Practical Solutions to Common Issues".

Through our partnership with auDA, we were delighted to offer First Nations bursaries this year to support participation by those who would otherwise be unable to attend the event.

As we move forward with our new Innovate RAP, we remain committed to turning learning into action, strengthening relationships, embedding cultural understanding and ensuring First Nations voices continue to shape what technology for social justice looks like.

More than 16,000 searchable Aboriginal and Torres Strait Islander services on the Ask Izzy directory, helping people find resources they need

18 First Nations language groups were represented at the Technology for Social Justice Conference

More than 600 people have accessed our Guide to First Nations Data Sovereignty (ID-SOV) resource on the Digital Transformation Hub, featuring information developed by Terri Janke and Company for the Victorian Aboriginal Community Health Organisation.

From L to R: Ragina Rogers, CEO of the Australian Indigenous Governance Institute, David Spriggs, Infoxchange CEO, and Lisa Sarago, CEO of Land on Heart Foundation at the 2026 Australian Not-For-Profit Technology Awards





Reconciliation is deeply connected to our purpose at Infoxchange – using technology to advance social justice and ensuring communities have a voice in the systems and services that affect them.

A message from our Chair and CEO

This year has once again brought into focus both the scale of the challenges facing our communities and what becomes possible when we collaborate.

Community organisations across Australia provide essential services, strengthen connections and play a critical role in our social cohesion, yet demand continues to rise with cost-of-living pressures, housing stress and increasingly complex needs.

At the same time, NFPs are navigating rapid technological change – working to implement safe and ethical Artificial Intelligence (AI), strengthen cyber security in response to increasingly sophisticated threats and improve their use of data for evidence-based decision making.

Within this context, we strengthened our commitment this year to sector capacity building, investing in product innovation and cross-sector collaboration.

We were proud to launch NFP Digital Futures – a sector-led response to the Not-For-Profit Sector Development Blueprint, supported by a cross-sector partnership to strengthen the digital capability of Australia's NFP sector. The initiative recognises that digital capability is now essential infrastructure, requires dedicated investment and support and that no single organisation can address the challenge alone.

Thank you to our founding partners in NFP Digital Futures including PwC Australia, Greater Melbourne Foundation, Paul Ramsay Foundation, Minderoo Foundation, Ian Potter Foundation, Gandel Foundation, Microsoft, Okta for Good and the National AI Centre.

We are fortunate to have such a strong supporter of this work in the Hon Dr Andrew Leigh MP, who opened our Technology for Social Justice Conference this year with a call to action for greater collaboration across philanthropy, technology, government and community organisations with a shared goal of achieving lasting social impact.

The reach of our products and services continues to grow and we were pleased to serve over 35,000 organisations in the last year with technology solutions that improve efficiency and enable the sector to have greater impact in the communities we serve.

A number of milestones were reached this year, including over 10 million client records in our client and case management system, serving over 60,000 NFP staff and volunteers through our Digital Transformation Hub since launch and supporting over 10,000 organisations in their AI adoption journey.

This year also marks 10 years since we launched Ask Izzy. We could not have imagined at the time the role that Ask Izzy now plays as critical infrastructure helping people in need connect with support services across Australia. In the last year alone, Ask Izzy responded to more than 9.1 million searches for help. We thank our partners, organisations across the sector and the community members who have supported the important role Ask Izzy plays in strengthening communities.

As technology becomes more powerful led by the rapid advances in AI, our commitment to inclusion, human-centred design and social justice is more important than ever. We look forward to continuing to support the sector in addressing these opportunities and challenges in the year ahead.

We are also proud to have renewed our commitments to reconciliation for First Peoples organisations and communities, with the launch of our Innovate Reconciliation Action Plan this year.

None of this incredible impact could occur without the work of many people, united in a vision for social justice. Thank you to our staff and volunteers, our Board, our community advisory group, our customers and partners across the community, corporate, philanthropic, academic and government sectors for working alongside us. The challenges ahead are shared, and so too is our ability to address them.

Thank you for your support as we pursue our vision of technology for social justice.



Elana Rubin AM
Chair



David Spriggs
CEO



"For more than three decades, Infoxchange has shown what is possible when digital tools serve human dignity. Infoxchange platforms are used by tens of thousands of frontline services, improving coordination and lifting impact. That is technology doing exactly what it should: helping people get on with the business of changing lives."

— The Hon Dr Andrew Leigh MP, Assistant Minister for Productivity, Competition, Charities and Treasury, speaking at our Technology for Social Justice Conference 2026.



Amodha Ratnayeke
IX Crew Member, 1998–2026

Infoxchange recognises the life of Amodha Ratnayeke and her incredible contribution to our vision of technology for social justice. Amodha served Infoxchange for over 27 years, leading countless projects on behalf of people in need and the community sector.

Sadly, Amodha passed away on 13 January 2026. We miss her warm and welcoming smile, her caring nature and her kindness for all. Thank you, Amodha. Your legacy will live on for many decades to come.

We are proud to have supported over **3 million people** in need and **35,000 NFP,** community and government services over the last year.

Ask Izzy and our service directory responded to over **9.1 million searches** for help across the community, including emergency food relief, housing, financial assistance, mental health and family violence services.

The Digital Transformation Hub and AI Learning Community supported staff and volunteers on their AI journey with training, policies and consulting. More than **60,000 people** have accessed resources on the hub since its inception in 2021.

$22.4 million of discounted and donated technology delivered to NFPs through our Connecting Up and TechSoup New Zealand platforms.

6,545 services were supported via our Client and Case Management system, with over **10 million client records.** Over **467,292 electronic referrals** were sent for people needing support during the year.

Over **11,697 support requests** handled by our IT Services support team and more than **14,000 phishing** simulation emails delivered.

We hosted **300 delegates** at our Technology for Social Justice Conference from NFPs, academia, government and corporate partners, with **18 First Nations groups** represented.

We launched the **NFP Digital Futures initiative**, a cross-sector collaboration to strengthen the digital capability of Australia's NFP sector.

Infoxchange strategy & theory of change

For over 35 years, Infoxchange has delivered on our vision of technology for social justice.

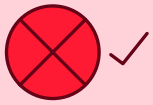
Our mission is to strengthen communities using technology to create positive social change. We aim to scale our impact by supporting the for-purpose sector to better serve people in need and disrupt disadvantage through cross-sector collaborations leveraging our products, data and expertise.

Our 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 "Top 5" priority framework

1. Scaling our impact
Forge new partnerships by delivering on our product roadmaps and establishing sustainable funding models to meet the evolving needs of the for-purpose sector, particularly in data, AI and cyber security.

2. Our customer focus
Empower customer success through innovation, exceptional service and adaptive solutions that meet their evolving needs. By fostering advocacy, partnerships and a customer-centric culture, Infoxchange strives to become an indispensable partner in driving positive social change.

3. Healthy culture
Be a learning healthy organisation that empowers employees to grow and innovate, fostering a culture of continuous learning and holistic wellbeing and enabling our teams to fulfil Infoxchange's mission.

4. Working smarter
Maximise our efficiencies by streamlining our processes, leveraging our tools and sharing our knowledge across the organisation. By working smarter, we will achieve more, increase effectiveness and create a culture of innovation and collaboration.

5. Surplus for purpose
Build the financially sustainable practices that fuel our mission, expand our impact and drive long-term social change.

Our theory of change

The community sector is not leveraging technology to its full potential to maximise its impact.

Our Focus Areas



People experiencing housing stress or homelessness



Women, youth and families



Mental health



People with a disability



Disaster relief and recovery

What we do

We collaborate with the for-purpose sector, government, technology and corporate partners, as well as our community and team members, to create and implement a cohesive portfolio of products, services and advisory solutions. Our goal is to strengthen communities through the effective use of digital technology and data.

- Community
- Government
- Partners
- Funders/Donors
- Employees & Volunteers

Outputs

Sustainable products and services that enable organisations to meet the growing needs of the community at scale.

- Providing information and education about the use of technology to empower innovative thinking for community organisations.
- Share our data, insights and learnings to better inform, connect and empower the for-purpose sector.
- Build partnerships leveraging our expertise, products and data.

Outcomes

Short term outcomes

- Vulnerable people can easily access the right services to support their needs, directly and indirectly through community organisations.
- Affordable products and services that meet the needs of community organisations.
- Leading a cross-collaborative network that seeks to address disadvantage in our core focus areas.
- Bringing evidence-based innovation and technology to the sector.

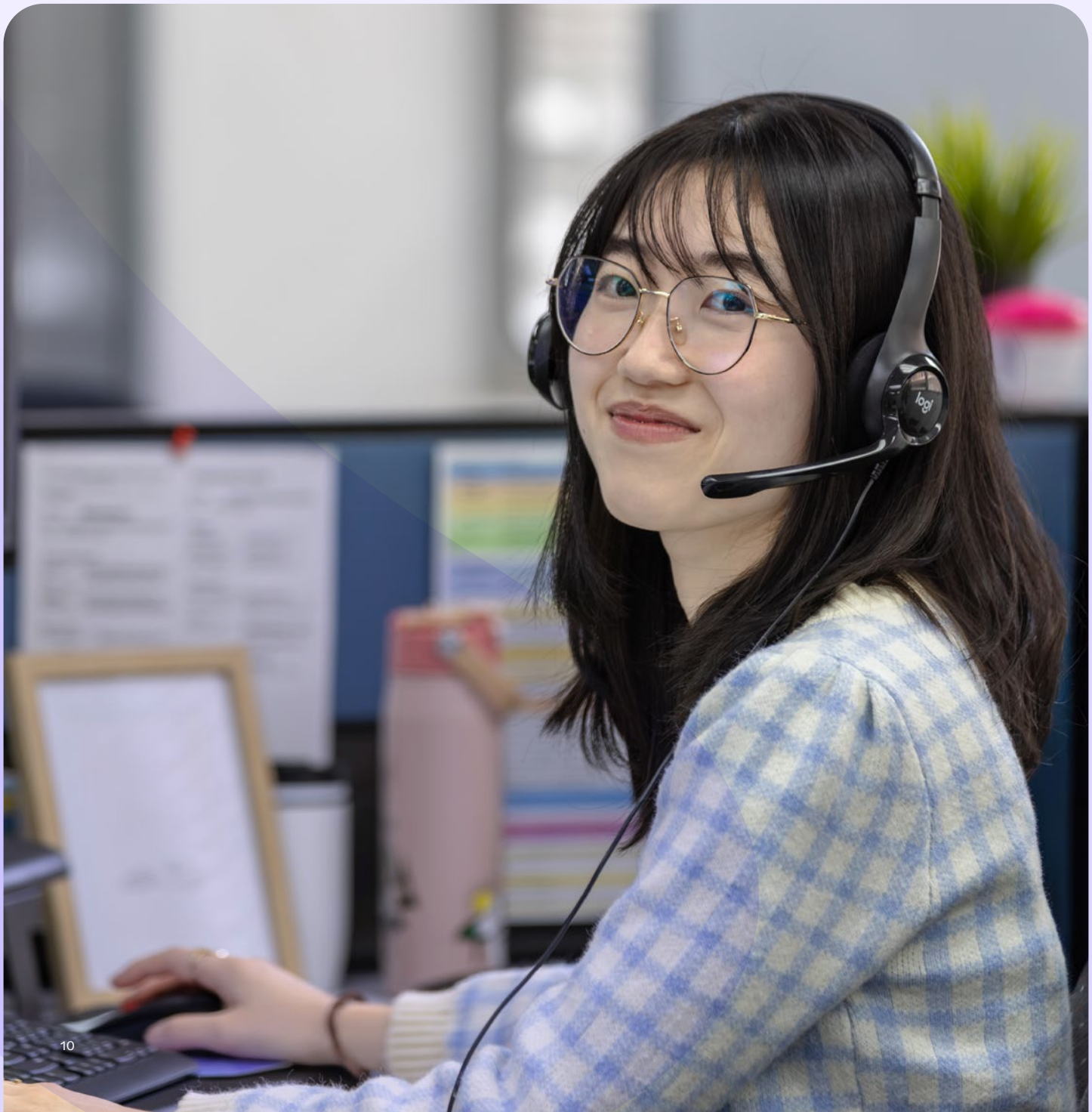
Long term outcomes

- Our products and services enable the for-purpose sector to be more effective in their work leading to better outcomes for people in need.
- Build and foster collaborative and collective impact partnerships to tackle adversity and disadvantage across our core focus areas
- Alleviating the distress of people in need, enabling them to make informed decisions and initiate action to change the circumstances in which they find themselves.

Tackling systemic adversity and disadvantage through cross-sector collaborations, leveraging our products and services, sector knowledge and expertise in technology.

Digital Empowerment

Supporting people to tackle adversity through the smart use of technology.



Tackling adversity

At a time when communities and the NFP organisations that support them are under strain, we remain committed to using technology to expand access and create a more socially cohesive and connected Australia.

Cost-of-living and housing pressures continue to affect millions of people, increasing demand for community support, and putting more strain on NFP staff and volunteers delivering essential humanitarian services.

The Australian Council of Social Service (ACOSS)'s 2025 Poverty in Australia report, in partnership with UNSW Sydney, found that 3.7 million Australians, or one in 7 people, live below the poverty line (ACOSS and UNSW, 2025), including 757,000 children. In the past year, Ask Izzy saw more than 9 million searches for hardship assistance, with people in need seeking access to Infoxchange's national service directory, which now holds 500,000 service and community records.

Foodbank's latest 2026 Hunger Report reveals one in 3 Australian households experienced food insecurity in the past year, with 100,000 more households affected than in 2025.

Data from the Australian Institute of Health and Welfare (AIHW) counted over 206,000 households on the consolidated housing waitlist (AIHW June 2025). Almost 289,000 people were assisted by specialist homelessness agencies.

These challenges reinforce the idea that technology plays an increasingly important role in making support more accessible and in strengthening community organisations.

As AI changes how people find and access information, we are continuing to work with academics, researchers, philanthropic funders, corporate technology experts, community development leaders and individuals with lived experience to maintain and discover trusted information, build the collective digital capability of the sector, strengthen digital safety, enhance accessibility of technology and drive digital inclusion.

We are committed to using technology to reduce barriers to support and help communities make more informed decisions, fostering a more socially cohesive and connected Australia.

3.7 million
Australians live in poverty

206,000 households
on the social housing waitlist

289,000 people
accessed specialist homelessness services

9.1 million
Ask Izzy searches for help

Ask Izzy on the frontline of social impact

In 2026, Ask Izzy marked 10 years of helping people across Australia find support when they need it most.

Free and anonymous, Ask Izzy connects people with housing, food, financial assistance, family violence support, counselling, health services and other essential support. Powered by Infoxchange's national service directory of more than 500,000 social support services and community listings, the use of Ask Izzy also hit a new record, supporting more than 9.1 million searches for help in the past year.

Ask Izzy is also an important resource for frontline workers, NFPs, government agencies and hardship teams supporting people with complex needs.

As Ask Izzy enters its second decade, we're exploring how emerging technology can make finding support easier and more accessible. This year, Infoxchange worked with the University of New South Wales to explore how AI can improve the experience of people seeking support through Ask Izzy. Alongside Telstra's Emerging Technology team, we've been experimenting with how we can better improve the experience for people who face barriers to digital technology, including those without strong digital confidence, who speak English as a second language or who experience literacy, vision or dexterity barriers.

Connecting directly with communities remains central to this work. Through the Ask Izzy Connect program, we continued to train frontline workers to use Ask Izzy with the people they support.

Face-to-face, we continued our vital Ask Izzy Connect program across the country, helping frontline workers better recognise and respond to people experiencing hardship and vulnerability and use Ask Izzy's recommendation directory.

Our team joined Altru Fest 2026 in Fitzroy, Naarm/Melbourne, helping people find services while gaining valuable insights into how Ask Izzy is used in real-world situations and how we can continue improving the experience.

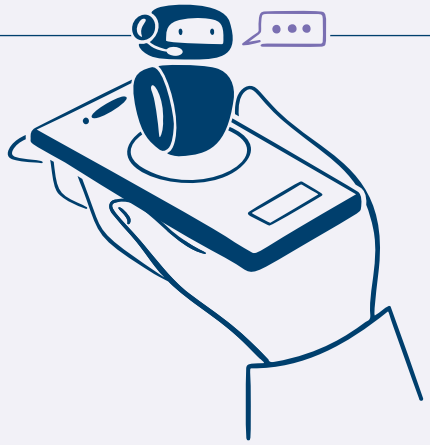
After 10 years, Ask Izzy continues to evolve with the same purpose: making it easier for people experiencing hardship to find the support they need.

Our customers and partners include:

In the past year

9,149,593
searches across Ask Izzy and our national service directory

501,618
service listings now feature on our directory



Top 5 category searches

31%
Food

14%
Housing

17%
Financial assistance

13%
Mental health & wellbeing

6%
Family violence

Breakdown of users seeking housing support via Ask Izzy

23%
Mental ill health/ emotional difficulties

20%
Escaping family violence

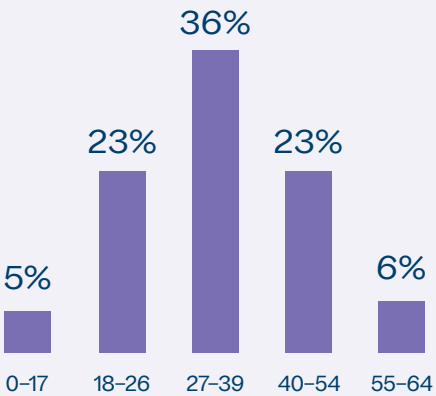
18%
Families with children

10%
First Peoples

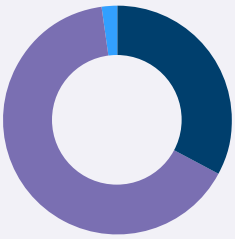
9%
Has a disability

Demographic snapshot

Age



Gender

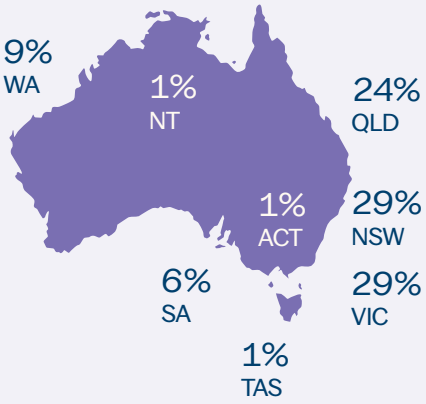


63% Female

32% Male

2% Trans/gender diverse/ prefer not to say

Location



Impact story: Innovating Ask Izzy with AI. Putting purpose, people and safeguards first

"We are really happy to be working with the Infoxchange team on this project. This partnership is an important opportunity to be able to utilise AI expertise and deploy it to a sector where we can genuinely measure the social value and its outcomes."

—Prof. Toby Walsh FAA FTSE FRSN

With support from Google.org, Infoxchange has been working with the University of NSW (UNSW) and its Chief Scientist, Professor Toby Walsh, to explore how AI can improve the experience of people seeking support through Ask Izzy.

The collaboration reflects a shared focus across technology companies, academics and NFPs to create measurable social benefit by exploring machine learning applications.

A fundamental challenge is that help-seekers often face overlapping, complex circumstances and may not know exactly what to search for. Someone escaping family violence, for example, may search for crisis accommodation without knowing that services could also help them access a phone, children's items or other essentials they were forced to leave behind.

A more responsive prototype

The project is exploring how machine learning can improve the recommendation of services based on patterns in previous searches, identifying services that people in similar circumstances have found useful and surfacing these more prominently, rather than a typical search recommendation of the most clicked link rising to the top.

From prototype to proof of concept

The algorithmic prototype developed with UNSW is the first step. The next stage will see Infoxchange build a working proof of concept within Ask Izzy itself, allowing the approach to be tested in a real-world setting.

Central to this stage is the voice of lived experience. Members of Infoxchange's Community Advisory Group – people with direct experience of seeking support – will test the solution and provide feedback on whether recommendations are genuinely relevant and helpful, and whether any unintended bias emerges.

Building guardrails for safer technology

While the potential can be significant, so are the responsibilities – people using Ask Izzy often find themselves in highly vulnerable circumstances, making privacy, fairness and bias critical design considerations.

As Professor Walsh shared, "historical data can reflect existing biases in society and the institutions through which it was generated. So, we are examining data carefully, understanding where searches originate – a query entered directly by someone seeking help may differ from one entered on behalf of an organisation. These differences can influence the patterns an algorithm learns."

Insights from this testing will directly shape the guardrails built into the solution – ensuring recommendations remain free from bias, and that the technology actively supports, rather than puts at risk, the most vulnerable members of the community.

"We are really happy to be working with the Infoxchange team on this project. This partnership is an important opportunity to be able to utilise AI expertise and deploy it to a sector where we can genuinely measure the social value and its outcomes."



Thiya, Callum and Francisco representing Ask Izzy at the 2026 Altru Festival

Ask Izzy Connect

Continuing the Impact of Ask Izzy Connect

For people experiencing hardship or vulnerability, knowing where to turn for help isn't always easy. Frontline workers play a critical role in recognising when someone needs support and helping connect them with the right services.

Ask Izzy Connect is a training program that equips frontline workers with the confidence, language and practical skills to recognise and respond to people experiencing hardship. The program helps workers use Ask Izzy's service directory to make safe, appropriate referrals, while building the skills to respond with empathy and understanding.

Led by Infoxchange's Community Engagement Lead, Laura Notman, and developed in partnership with our Community Advisory Group, including people with lived experience of homelessness, family violence and the social welfare system, the training focuses on recognising signs of hardship, responding appropriately, referring people to trusted services and supporting staff wellbeing.

This year, more than 350 participants nationwide completed the training in 26 workshops, with participants coming from community services, education, telecommunications, health, libraries and other frontline settings.

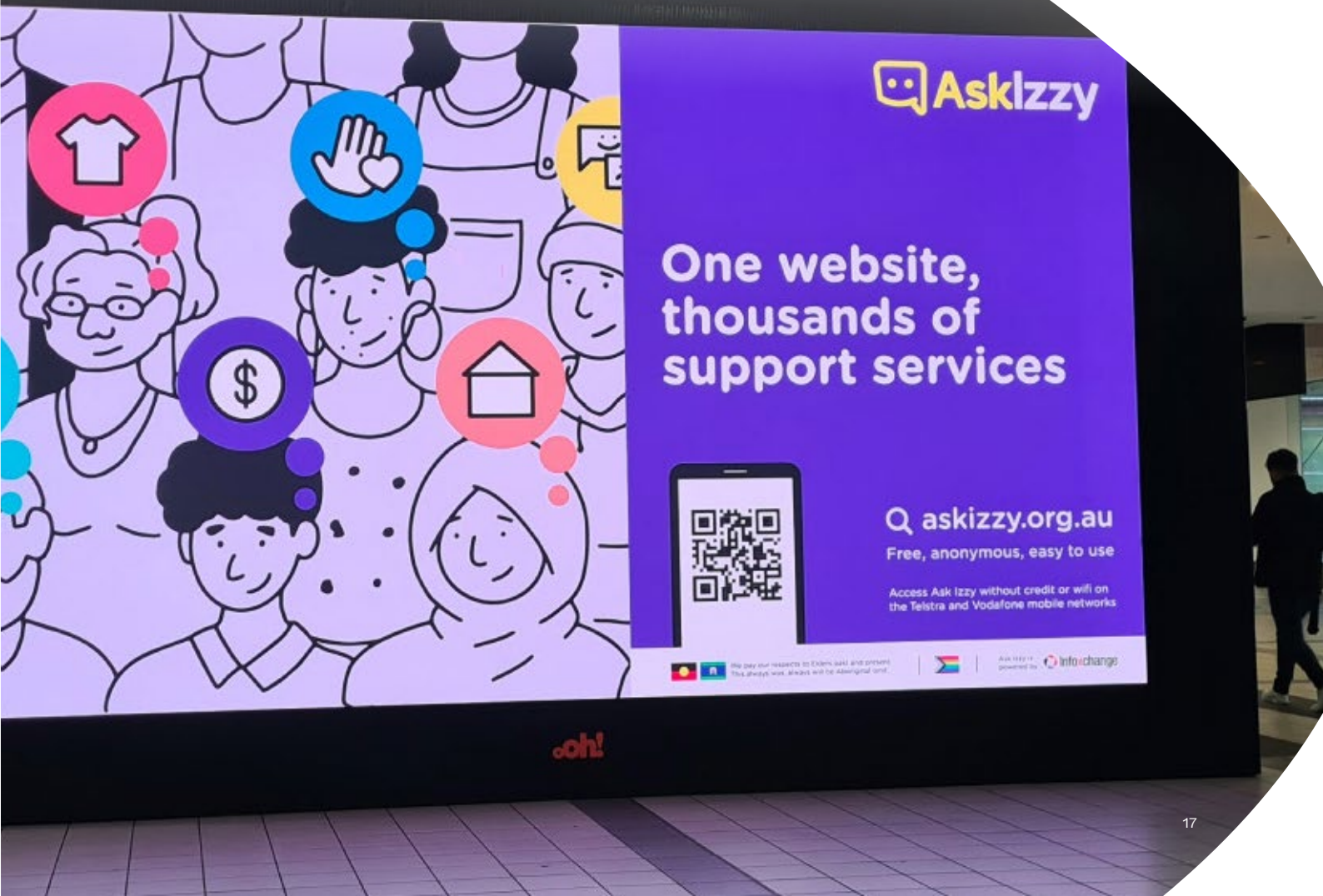
Feedback showed the ongoing value of the program:

- **96%** would recommend the training
- **88%** felt more confident supporting people experiencing vulnerability
- **87%** developed a better understanding of hardship and vulnerability
- **87%** increased their awareness of maintaining their own wellbeing
- **96%** found the training engaging

"The training has been invaluable in helping library staff better identify, relate to and assist individuals to connect to services that can help them in their areas of need. Many people in our communities go to the library seeking assistance, either directly or indirectly and this training has helped library staff to be more insightful, respectful and helpful in their assistance. All staff have highly rated and sincerely appreciated this training and we can't recommend it highly enough."

—Jenna Ford, Energy and Water Ombudsman (Victoria)


Ask Izzy
Connect


AskIzzy
One website, thousands of support services
askizzy.org.au
Free, anonymous, easy to use
Access Ask Izzy without credit or wifi on the Telstra and Vodafone mobile networks
oh!

Behind every search for help: data people can trust



Robyn Karlsen
Service Directory Manager

Behind Ask Izzy and the growing range of front-end digital service navigation tools is Infoxchange's national service directory – a critical piece of digital infrastructure connecting people with support across Australia.

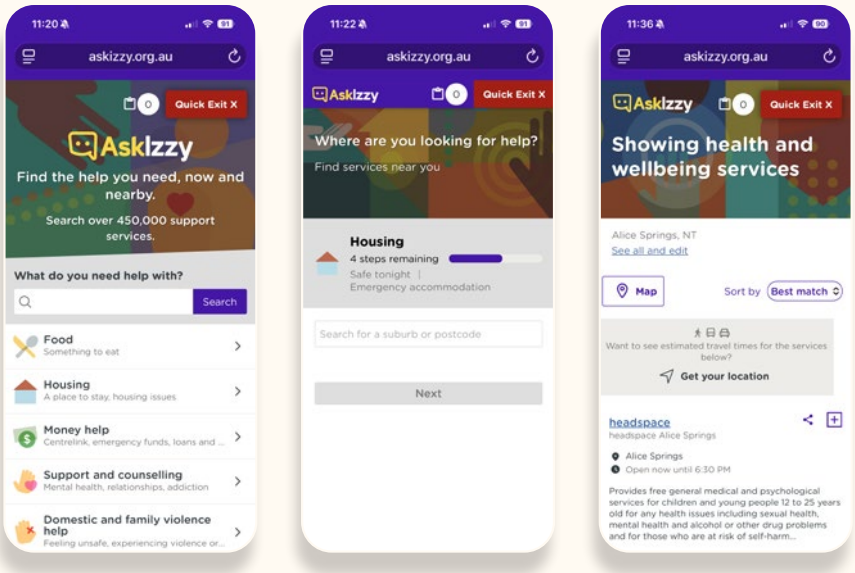
This year, we hit a major milestone, expanding the directory to more than 500,000 searchable service and community records, covering housing, food, financial assistance, family violence support, counselling, health and other essential services.

While Ask Izzy is the best-known public-facing interface for our directory, the directory extends further. Its data powers and supports digital tools and integrations used by organisations including Foodbank where Find Food is powered by the Infoxchange service directory, OzHarvest and government agencies such as the Department of Veterans' Affairs, helping connect people with relevant services through the channels they already use.

The service directory also supports the people working closest to communities – from frontline workers and NFPs to government teams, librarians and others helping people navigate complex support systems.

Maintaining this infrastructure is increasingly important as the way people search for information changes. In an era of AI-powered search, trusted technology still depends on trusted data and behind the service directory is a dedicated team continually working with service providers to maintain, verify and update information so people can access current and useful information when they need help.

We're also researching how the service directory can move beyond helping people find services towards creating stronger connections between help seekers and providers. This includes exploring referral capabilities and signals about service capacity and availability, with the potential to help people identify not only which services may be relevant, but where appropriate support may be available.





Impact story: Connecting veterans and families with the support they need

The Veteran and Family Wellbeing Agency of the Australian Government's Department of Veterans' Affairs (DVA) was established in response to the Royal Commission into Defence and Veteran Suicide, with a focus on improving the way veterans and their families access wellbeing and support services.

A key challenge identified was the difficulty veterans face in navigating a complex and fragmented support system. Veterans and families may need assistance spanning wellbeing, housing, financial support and community services, but finding the right service at the right time can be difficult.

Infoxchange partnered with the DVA to rapidly deliver a national online service directory, drawing on the trusted service directory from Infoxchange.

Rather than building new infrastructure from scratch, the Agency leveraged Infoxchange's existing national service data and technology. To meet the government's delivery speed goal, Infoxchange worked within a compressed timeframe but delivered the initial directory capability in time for the Agency's launch.

This provided veterans and their families with a central place to find relevant services while establishing a foundation that can continue to expand and improve.

As Rodger Corcoran, Director of Culture and Digital Delivery at the Australian Government's Department of Veterans' Affairs, shared, "We needed to move quickly and building this capability from scratch would have taken a significant amount of time and investment. Working with Infoxchange meant we could rapidly build on a trusted national infrastructure and create a simpler pathway for veterans and their families to navigate the support available to them."

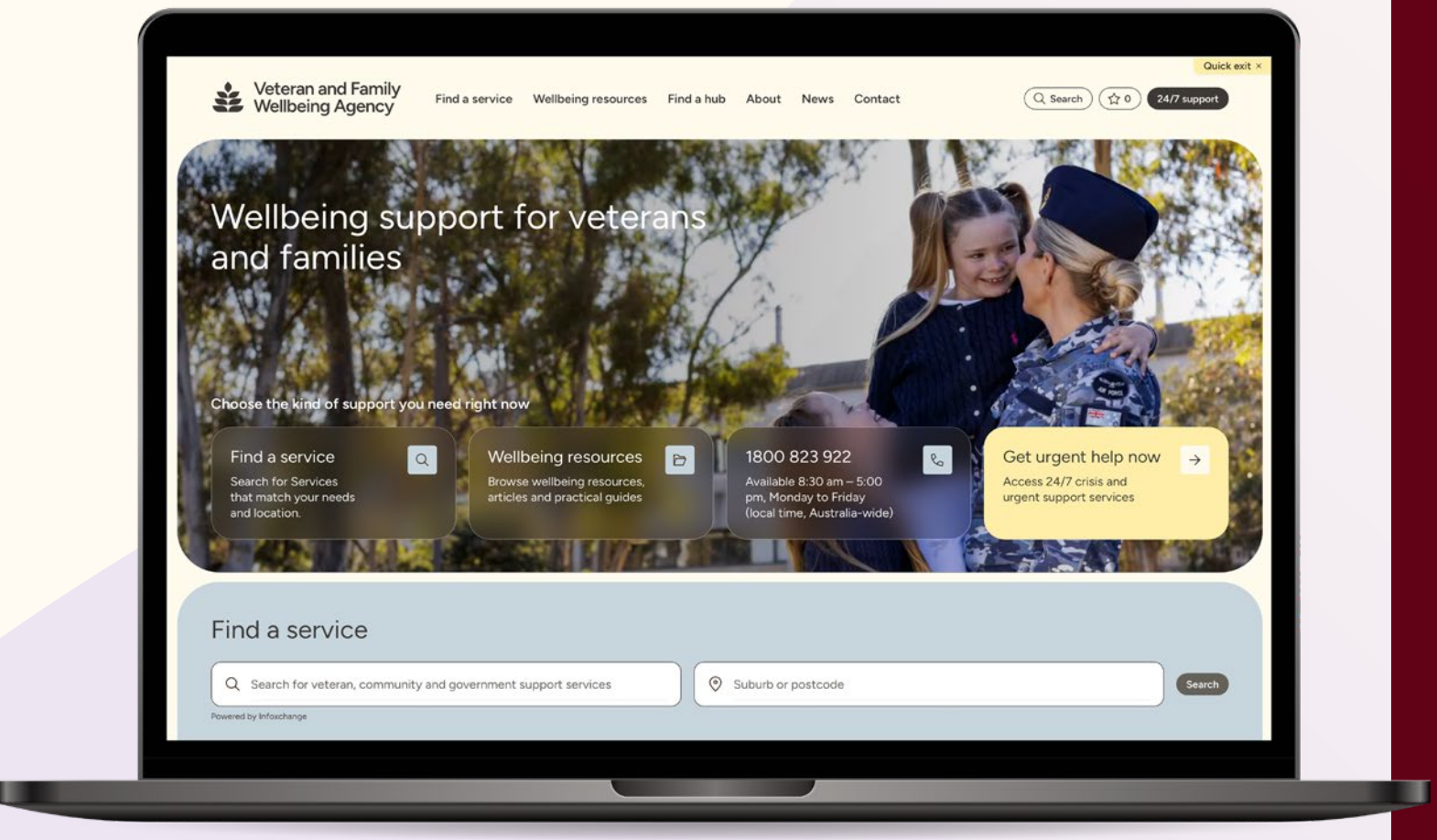
The collaboration with Infoxchange and the DVA demonstrates the importance of having up-to-date digital infrastructure readily available to the community sector. Managing comprehensive service directory information requires significant technology and data management capabilities, and by building on existing infrastructure, government and community organisations can avoid duplicating these capabilities and bring new services to communities more quickly.

For veterans and their families, that ultimately means making it easier to navigate the support system and find appropriate help when they need it most.

"Working with Infoxchange meant we could rapidly build on a trusted national infrastructure and create a simpler pathway for veterans and their families to navigate the support available to them."

—Rodger Corcoran, Director of Culture and Digital Delivery, Australian Government's Department of Veterans' Affairs

The collaboration with Infoxchange and the Department of Veterans Affairs demonstrates the importance of having up-to-date digital infrastructure readily available to the community sector.



Supporting more than one million people through client and case management infrastructure



Faraz Rameshni
Head of Client and Case Management Services



Bar Galon
Head of Product, Digital Empowerment

This year marked a major milestone for Infoxchange's Client and Case Management (CCM) systems, with more than one million people supported through our technology in the last financial year.

Australian-built, owned, hosted and operated CCM systems, assist community organisations to securely manage client information, coordinate services, make referrals and better understand their impact.

Through our partnership with Telstra on the Telstra Top Up program 17,154 free mobile credit vouchers worth more than $3 million were distributed via Infoxchange's CCM, helping people experiencing hardship stay connected to essential services, family and community.

We continued strengthening the technology, processes and partnerships behind CCM. We are deepening our relationships with Aboriginal Community Controlled Organisations, including VACCHO, to support more users and programs as their digital needs grow.

We also delivered a series of enhancements focused on data access and security. Our CCM data warehouse moved from a successful pilot with key customers to general availability, giving organisations secure access to their own data for reporting and analysis, with further value for multi-tenant customers on the way.

New file download protections now warn users when potentially sensitive documents are being downloaded to their device, with a second phase arriving this year that will allow files to be viewed securely without downloading at all. And we extended single sign-on capability to all CCM customers, with self-service tools that let organisations set up and manage their own sign-on – strengthening account security while making access simpler for the people using our systems every day.

We are also improving how customer requests are triaged and routed, providing clearer ownership and more responsive support. Behind the scenes, improvements to our data capture infrastructure are strengthening the quality and reliability of project data – helping us identify delivery risks earlier, better understand team capacity and make more informed operational decisions across our portfolio of CCM support.

Together, these improvements are helping ensure our CCM systems continue to evolve with the organisations and communities that rely on them.

Top 5 service areas

- Housing and homelessness
- Women, youth and families
- Indigenous communities
- Disability
- Mental health

Telstra Top Up Program Highlights

- **17,154 top-ups** provided via Infoxchange
- **$3 Million +** worth of credit provided to people in need via Infoxchange

6,545 organisations

used our CCM systems

10.7+ million

client records are now securely stored on our systems

1+ million

people were supported through CCM in the last year

467,292 electronic referrals

were sent on behalf of people seeking support

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

ACT Government

Australian Government
Australian Institute of Health and Welfare

the power of humanity
Australian Red Cross

BERRY STREET
Believing in Children, Young People, Families & Their Future.

Government of Western Australia
Department of Communities

Launch Housing
IT'S TIME TO END HOMELESSNESS

NSW Government

Queensland Government

Sacred Heart Mission

VACCHO

Victoria State Government

VincentCare
Engage. Enable. Empower.

wesley mission Queensland

Impact story: Helping young people access life-changing alcohol and drug support

When Youth Empowered Towards Independence (YETI), a support agency for young people living in Far North Queensland, was selected by Queensland Health to deliver new alcohol and other drug rehabilitation services, they needed a client and case management system that could support the service from day one.

YETI facilitates programs that focus on the needs of vulnerable people, including case management, counselling, outreach, and research and evaluation.

Infoxchange worked with YETI to implement a tailored case management solution that enables staff to securely record client information, coordinate care and measure outcomes in line with Queensland Health's Treatment and Harm Reduction Outcomes Framework (THROF).

Designed to support both residential and community-based rehabilitation programs, the solution also enables collaboration across partner organisations, including Gindaja Treatment and Healing Indigenous Corporation and the Youth Support and Advocacy Service.

Delivered in time for the launch of the residential rehabilitation service, the system meant the collaborative services could begin supporting young people immediately, with staff able to capture client information, monitor progress and report on outcomes from the very first day.

Beyond meeting reporting requirements, the solution provides YETI with greater visibility into the impact of its programs, helping demonstrate how young people are progressing towards healthier, more independent lives. It also supports culturally responsive service delivery for Aboriginal and Torres Strait Islander communities, ensuring data is collected and managed in ways that reflect the needs of the people the service exists to support.

By providing technology designed around the realities of frontline service delivery, Infoxchange's Client and Case Management system is helping YETI focus on what matters most: giving young people experiencing alcohol and other drug challenges the support they need to build safer, healthier futures.

"We were relieved to have everything working in time for our residential opening. At YETI, young people are at the centre of our work; they direct what we do, and we want all our energy going towards supporting them, not into wrestling with data systems. When the technology just works, it frees us to focus on what matters. And good data helps us advocate for young people and make sure their needs are heard".





"When the technology just works, it frees us to focus on what matters. And good data helps us advocate for young people and make sure their needs are heard"

—Lisa Rackstraw, Executive Officer of YETI



Sector Capability

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



Technology for Social Justice in an Age of Acceleration



Alison Ramsay
Chief Technology Officer

A year ago, I wrote that the AI hype was settling into a clearer picture of what the technology could really do. Twelve months on, the pace of change has only accelerated, and not just in AI. Australia is undertaking its most significant privacy reform in decades; cyber threats against community organisations are rising precisely because they hold sensitive data and are perceived as less well defended; and the people our sector supports increasingly expect services that are digital, accessible and responsive.

This is the reality our sector navigates – demand for services grows, funding remains constrained, and frontline workers carry more than ever. Yet at the heart of this work is something no technology can replicate: human connection. People reaching out for support need to be met by someone who listens, understands and cares, both in the sector's work and in ours. Technology cannot be another burden we hand the sector, and it must never come between a worker and the person in front of them. It must be part of the answer, protecting and expanding the space for that human contact.

What has become clear this year is that access to powerful technology is no longer the differentiator; it is rapidly becoming universal. The organisations that will thrive are those with the strongest foundations: trusted data, resilient and secure platforms, effective governance and the capability to turn innovation into outcomes.

That conviction shapes where we invest. We are modernising the platforms that underpin service delivery, strengthening security and resilience for ourselves and the sector, improving how data is managed and understood and creating the conditions for responsible innovation to thrive – all in service of our 2030 ambition.

We hold to a simple principle: technology should augment human capability, never replace it. The greatest opportunities in front of us are practical ones, reducing administrative burden, improving access to support, increasing visibility of community need and giving frontline workers more time for the work that matters most: supporting people.

Trust is the thread through all of it. The people and communities our sector serves are often at their most vulnerable when they reach out. As technology grows more capable, we must be able to demonstrate – not just declare – that data is protected and systems are used safely, ethically and transparently. Innovation and governance are no longer competing priorities. The organisations that succeed will be those that advance both together.

The next chapter for our sector is not about deploying more technology. It's about using technology more purposefully – combining trusted data, secure foundations, responsible AI and human-centred design to create better outcomes for people and communities.

Technology will keep evolving at an extraordinary pace. Our responsibility is to make sure that evolution serves something greater. At Infoxchange, we remain committed to building the platforms, capabilities and partnerships that help the social sector thrive in a digital world and to using technology, always, as a force for social justice.

The next chapter for our sector is not about deploying more technology. It's about using technology more purposefully – combining trusted data, secure foundations, responsible AI and human-centred design to create better outcomes for people and communities.

2026 Digital Technology in the Not-For-Profit Sector Report

Now in its 11th year, Infoxchange's Digital Technology in the Not-For-Profit Sector Report continues to provide critical evidence on how NFPs across Australia and New Zealand use technology to strengthen their organisations and deliver greater community impact.

With 966 organisations participating in the 2026 survey, this year's report highlights both the progress made in building digital capability and the persistent challenges facing the sector.

The report continues to be an important resource for NFPs to benchmark their digital maturity, while providing evidence to inform government policy, funding priorities, sector advocacy and cross-sector partnerships. Its findings also help guide collaborative initiatives such as NFP Digital Futures, launched this year to strengthen the sector's digital foundations.

This year's findings reveal a sector embracing new technologies while facing growing pressure on its resources and capabilities. AI adoption continues to accelerate, but gaps in planning, governance and digital capability remain, particularly among smaller and volunteer-run organisations.

Key insights from our 2026 report:

Artificial intelligence: Eighty-two per cent of NFPs use generative AI in their daily work and 28% have an AI policy or guideline in place (up from 14% in 2025).

Cyber security: Only 22% of NFPs have a documented plan to improve their cyber security protections. This risk is heightened with organisations with less than 5 staff, where only 17% have the processes to manage security related risks.

Data and analytics: Data and analytical capability remain one of the sector's areas of greatest need. Almost half of organisations (48%) sit at the Essential level, and just one in four use their data to inform service design and delivery.

IT planning: Half of all organisations operate without an IT plan. Small and volunteer-run organisations remain the least likely to plan, with 81% of volunteer-led organisations and 66% of those with 1–5 staff operating without one.

Digital capability: Over the last 3 years, the share of organisations with essential digital capability has grown from 37% to 56%. This year, however, the sector slipped at both ends: the proportion At-Risk rose to 15% (from 12% in 2025), while those assessed as Progressive or Transformative fell to 29% (from 32%).

Priorities and challenges: Technology challenges are impacting the communities NFPs serve. Nearly half of organisations (49%) say these challenges limit their ability to reach new, underserved or urgent community needs, and more than a third say they affect service quality (39%) or capacity to meet demand (35%). Budget and funding remain the top challenge at 63%, the highest level this survey has recorded, while AI has tripled in priority over the last 2 years.

AI adoption continues to accelerate, but gaps in planning, governance and digital capability remain, particularly among smaller and volunteer-run organisations.



Five years of building the Digital Transformation Hub



Sophie Souchon
Digital Transformation Hub Manager

This year, the Digital Transformation Hub continued to help NFPs build the capability to use technology, data, cyber security and AI more effectively.

Through advisory support, training, mentoring, communities of practice and strategic partnerships, we helped thousands of organisations strengthen their digital foundations to make better decisions for the communities they support.

As AI adoption has accelerated, responsible use has become a priority. Through our AI Accelerator programs, we worked with NFP leaders and implementers to strengthen governance and risk management and build responsible AI capability frameworks.

The Hub resources remained an important entry point for the sector, with our AI policy among the most highly engaged resources, alongside practical guidance to help organisations strengthen their digital foundations. We built on our work alongside the National AI Centre, strengthening the Hub's role as a leader in responsible AI capability-building for the sector.

We continued our work in the Data Catalyst Network, helping organisations receive expert support to strengthen their data capability, and expanded our cyber security mentoring to help organisations most at risk better understand and manage cyber challenges. This year also marked five years since the launch of the Digital Transformation Hub. What began as a rapid response to the digital challenges NFPs faced during the early stages of COVID-19 has developed into a nationally recognised capability-building program.

Over that time, 63,000 staff and volunteers have accessed our learning resources or downloaded our templates, and over 15,000 have returned multiple times to engage with training programs on The Hub, engaging, on average, with at least 6 activities and programs. More than 1,500 book-an-expert enquiries were received, varying across topics from NFP budgeting to leveraging AI and more.

This repeat engagement reflects the reality that digital transformation is not a one-off project – capabilities develop over time as organisations strengthen their foundations, build staff confidence and respond to changing needs. Five years on, The Hub continues to provide the practical support, knowledge and connections NFPs need to build stronger, more sustainable digital capability.

We thank our supporters of the Digital Transformation Hub including:

Impact Hub · Australian Government · National AI Centre · GANDEL FOUNDATION · good data institute · FCVic Financial Counselling Victoria Inc. · with support from Google.org · GREATER MELBOURNE FOUNDATION · 日本NPOセンター Japan NPO Center · Kitabisa.com · Microsoft · Minderoo Foundation · NSW Government · nasscom foundation · NFP Digital Futures · okta · ourcommunity.com.au Where not-for-profits go for help · PRF Paul Ramsay Foundation · pwc · techsoup ASIA-PACIFIC · Victoria State Government · Wheelton Social Impact







In the last 5 years

63,000+ staff and volunteers have accessed resources

15,000+ have returned multiple times to engage in training

In the last year

51% report a knowledge increase as a result of participating in the Hub's training program

Our AI Policy guide was the most accessed resource in the last year.





Through the Queensland Kids Partnership, we also helped bring data and evaluation together to develop new approaches to understanding and measuring systems change for children and families.

Building data capability and evidence through collaboration

Through the Data Catalyst Network (DCN), supported by the Paul Ramsay Foundation and the Minderoo Foundation, we continued to help NFPs strengthen their data capability – supporting organisations to use evidence to inform strategy, improve services, demonstrate outcomes and build the data foundations needed to make effective use of emerging technologies such as AI.

The DCN Community of Practice brings together one of the sector's largest communities of NFP practitioners focused specifically on data capability.

This year, the community moved to a new digital platform, making specialised resources, expertise and monthly knowledge-sharing more accessible while creating new opportunities for collaboration.

Alongside this sector-wide support, tailored projects helped organisations apply stronger data practices to real challenges. We worked with the Australian Indigenous Governance Institute (AIGI) to develop a two-way data governance approach grounded in data sovereignty principles, supporting AIGI in linking data to outcomes and impact while ensuring its data governance approach reflected its organisational context and values.

Through the Queensland Kids Partnership, we also helped bring data and evaluation together to develop new approaches to understanding and measuring systems change for children and families. The work demonstrated the value of bringing organisations together around shared data challenges and building the frameworks needed to turn information into collective learning and action.



Impact story: Ensuring cyber is one less thing to navigate alone

The Hub expanded its cyber support through practical training and the introduction of one-on-one mentoring for small NFPS most at risk with their cyber security. The program supports organisations to understand their cyber risks, identify their most important gaps and progressively put stronger protections in place.

Rather than taking a one-size-fits-all approach, mentors work alongside each organisation to understand its digital environment, resources, priorities, values and ways of working.

For Farm My School, this meant identifying critical gaps and prioritising practical improvements including securing the devices staff use to access organisational systems and establishing reliable backups. The support was also tailored to Farm My School's environmental values. Infoxchange helped the organisation explore different backup options, considering cyber security requirements alongside environmental impact, onshore storage and affordability.

Our tailored approaches are helping organisations strengthen their resilience and make informed decisions about cyber security.

Rather than taking a one-size-fits-all approach, mentors work alongside each organisation to understand its digital environment, resources, priorities, values and ways of working.





Building confidence to navigate AI responsibly

As AI becomes more accessible, the Digital Transformation Hub is helping NFPs build the knowledge, confidence and foundations to explore how it can support their work responsibly.

This year, our AI Accelerator program brought together leaders and implementers from 60 NFPs for practical, hands-on learning. Participants explored potential use cases while building their understanding of governance, risk, privacy, data readiness, human oversight and organisational change, leaving with clearer pathways for responsible AI adoption.

Beyond the Accelerators, The Hub provided tailored consulting across the Asia Pacific AI Nonprofit Learning Community and one-on-one support to help organisations assess opportunities, develop governance approaches and turn ideas into practical next steps. Our AI Readiness Assessment helps NFPs understand their current capabilities, identify gaps and determine where stronger foundations may be needed.

As the sector looks for trusted guidance, Infoxchange has also been increasingly invited to speak with NFPs, community-sector leaders and decision-makers about responsible AI adoption. These opportunities allow us to share what we are learning directly from organisations while bringing the experiences and needs of resource-constrained NFPs into broader conversations about AI.

Our AI Learning Community also continued to grow with more than 2,300 participants, providing webinars, tailored learning, practical resources and peer-to-peer forums where organisations can ask questions, share experiences and learn from each other. This ongoing community is particularly important in a field as rapidly changing as AI, where no individual organisation has all the answers.

Across this work, our focus is on helping NFPs make informed decisions rather than adopting AI for its own sake. For resource-constrained organisations, AI can create valuable opportunities to work more efficiently and extend limited capacity. Just as importantly, building AI capability means knowing when better data, processes or digital foundations should come first – and recognising when AI is simply not the right solution to the problem.

Our AI Readiness Assessment help NFPs understand their current capabilities, identify gaps and determine where stronger foundations may be needed.



IT Services for the sector



Madonnah Webb
Head of IT Services

Infoxchange's IT Services team continued to help NFPs build more secure, reliable and effective technology environments, supporting more than 6,800 sector workers across over 180 organisations in the last year.

Our team responded to 11,697 IT support requests throughout the year, helping organisations solve everyday technology challenges while also strengthening their longer-term digital foundations. We estimate this work delivered approximately $2 million in savings to the sector through IT improvements and support, helping organisations direct more of their resources towards their mission and communities.

Cyber security remained a major focus. More than 14,000 phishing simulation emails were delivered to help sector workers build the practical skills to identify phishing attempts and reduce human cyber security risk.

As AI becomes an increasingly important part of the sector's technology environment, members of our IT Services team also participated in Infoxchange's AI Accelerator workshops, strengthening their capability to help organisations navigate emerging opportunities and risks.

Across our work, the focus remains on being a trusted technology partner for NFPs – combining responsive day-to-day support with practical improvements to security, systems and digital capability.

6,800+
sector workers supported in over 180 NFPs

14,000+
phishing simulation email tests

11,697
ITS support requests

$2M
of estimated savings for the sector in IT improvements and support

Across our work, the focus remains on being a trusted technology partner for NFPs – combining responsive day-to-day support with practical improvements to security, systems and digital capability.

Impact Story: Pitjantjatjara Yankunytjatjara Education Committee. Supporting Anangu communities with stronger digital foundations

Pitjantjatjara Yankunytjatjara Education Committee (PYEC) delivers community-led programs designed to increase school engagement and attendance across the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands, including school attendance initiatives, junior ranger programs and sports programs. Central to this work is a local workforce with strong knowledge of the students, families and communities they support.

With staff working across remote communities, PYEC faced unique digital challenges and needed stronger digital foundations to manage information, devices and reporting. Infoxchange's IT Services supported PYEC with an asset management transformation and helped establish SharePoint and a staff intranet, resulting in a more consistent digital environment for its dispersed workforce.

Importantly, these improvements are helping PYEC strengthen how information is captured by frontline staff as programs are delivered, building a clearer evidence base to understand what is working and where young people may need additional support.

Previously, some community staff used personal devices to record hours and send photos to managers for reporting. PYEC is now laying the foundations to make better use of its existing tablets and other devices, while building staff capability to capture information during program delivery.



For PYEC, the next step is using the stronger data foundation to better understand and demonstrate its impact to communities, schools and other stakeholders.

"Being able to present data visually to the community and to school groups can be powerful – rather than talking about what we do, actually showing the impact that we have."

By strengthening the technology behind its frontline work, PYEC is building the capability to make more evidence-based decisions and support better outcomes for young people across the APY Lands.

"Capturing our Anangu staff to be able to collect the data as they deliver is really important. We're set up to do that now and move forward confidently."

– Jack Redden, PYEC

Connecting Up: Every dollar saved is a dollar for the mission



Pankaj Chhalotre
Head of Connecting Up

Every dollar a NFP can save on technology is funding that can stay focused on its mission – supporting people experiencing homelessness, delivering mental health services, helping families in crisis and strengthening communities.

Through Infoxchange's Connecting Up marketplace, our growing network of technology partners provides their products to eligible NFPs at significant discounts – and in some cases, entirely free – aligning their technology and resources with a shared commitment to organisations creating social and humanitarian impact.

This year, more than 70 technology partners supported the program, with new partnerships including Atlassian, Foxit and monday.com expanding the range of affordable technology available to the sector. These partnerships give NFPs access to high-quality tools that can improve productivity, collaboration, security and service delivery, without technology costs diverting limited resources away from their mission.

Over 38,000 members access best-in-market prices on cloud-based products, hardware, software and training. This year, together with our partners, we provided more than $22.4 million in discounts and donated products and services.

Since the program began, Connecting Up has helped NFPs achieve more than $1 billion in technology savings.

Behind that figure are thousands of organisations able to stretch limited budgets further. Whether it means equipping a frontline worker with a reliable laptop, helping a small organisation protect sensitive client information or giving teams better tools to collaborate and deliver services, affordable technology helps organisations direct more resources towards the people and communities they exist to support.

Over 38,000 members access best-in-market prices on cloud-based products, hardware, software and training

$1 billion+
of savings for our members for the life of the program

$22.4 million+
of discounted and donated technology delivered in the last year

Since the program began, Connecting Up has helped NFPs achieve over $1 billion in technology savings.

Key partners:

Adobe asana aws Bitdefender cisco Foxit

Google Lenovo ManageEngine Microsoft myob norton

Reckon tableau techsoup usecure WIX.com

This year, more than 70 technology partners supported the Connecting Up program, with new partnerships including Atlassian and monday.com expanding the range of affordable technology available to the sector.



Expanding access to Atlassian technology for NFPs



With the expanded partnership, the Atlassian team will help more organisations strengthen collaboration, manage their work and explore AI in ways that support their mission.

Atlassian is one of Australia's most successful technology companies, adopted worldwide. This year, the Atlassian Foundation partnered with Infoxchange's technology marketplace, Connecting Up, to broaden access to Atlassian's productivity and collaboration tools, teamwork expertise and support for NFPs.

For resource-constrained organisations, access to high-quality technology is important. Connecting Up exists to reduce cost barriers that can prevent NFPs from adopting contemporary technology, with more than 35,000 members accessing donated and discounted products, hardware and learning resources.

The Atlassian Foundation program, Atlassian for Nonprofits, joined Connecting Up's growing network of technology partners to raise awareness of their new social impact offering. Eligible NFPs and social enterprises can now access Loom, Jira, Confluence and Rovo at 100% off for up to 25 users, alongside free support sessions and resources to help teams get the most from the technology.

This followed their partnership of the 2025 and 2026 Technology for Social Justice Conference as a premium partner to the Day 3 Industry Tech Demo Day. There, they gave NFPs practical opportunities to learn directly from leading technology providers and the NFPs that use them.

At this year's conference, Atlassian for Nonprofits and the Refugee Advice and Casework Service (RACS) shared a demo on how RACS is using Atlassian tools to create a single source of truth, securely capture meeting notes and centralise training, as well as how AI tools such as Rovo can be embedded into clear workflows to support teams.

With the expanded partnership, the Atlassian team will help more organisations strengthen collaboration, manage their work and explore AI in ways that support their mission.

“Infoxchange has enabled the Atlassian Foundation to connect with their network of tech-enabled nonprofits in meaningful ways through events and their marketplace, ultimately helping us support more mission-driven teams in working effectively and efficiently.”

— Taylor Light, Director of Atlassian for Nonprofits



Technology for Social Justice Conference



Bede Eagle
Head of Marketing and Communications

Held across 3 days in May, the Technology for Social Justice Conference 2026 brought together more than 300 leaders, practitioners and partners from NFPs, government, philanthropy, the technology sector, and academia and research to explore how responsible and safeguarded technology can better serve people, communities and social impact.

This year marked an important evolution for the conference. For the first time, the opening day was delivered as a hybrid event, combining the in-person experience with a national livestream to make the program more accessible to people who could not attend in Melbourne.

With the support of auDA, a dedicated bursary program also enabled greater participation of First Nations organisations and communities, with more than 18 First Nations groups represented across the event.

Across keynotes, panels, workshops, lightning talks and hands-on demonstrations, the program addressed the issues increasingly shaping how the sector operates – including responsible AI adoption, cyber resilience, digital inclusion, data capability and data sovereignty.

Indigenous data sovereignty was brought prominently into the conference conversation, reinforcing the importance of community control, governance and culturally appropriate approaches to the collection and use of data.

Two networking events, including the 2026 Australia Not-For-Profit Technology Awards, provided opportunities for delegates to meet, share insights and celebrate their hard-fought achievements.

We were also delighted to invite the Hon Dr Andrew Charlton MP, Assistant Minister for Science, Technology and the Digital Economy, to the conference for a discussion on AI in the community sector and the launch of AI.gov.au.

The conference also continued to create space for practical learning and ongoing collaboration, extending conversations into workshops, networking and peer exchanges, where organisations shared experiences, challenged ideas and developed new connections around how technology can be used responsibly for greater impact.

- **88% of attendees** rated the conferences as good or excellent in building technology knowledge
- **86% of visitors** gained new knowledge they can apply in their work
- **300+ people** attended across the sector
- **18 First Nations groups** were represented

Conference sponsors:

"The role that Infoxchange plays, as a neutral facilitator and enabler of all the industries coming together, like this conference, is absolutely critical to the success of the for-purpose sector."

— Hang Vo, President, Australian Council of Social Service












AUSTRALIAN
NOT-FOR-PROFIT
TECHNOLOGY
AWARDS
2026
Microsoft











Celebrating those changing lives through technology: 2026 Australian Not-For-Profit Technology Awards

The 2026 Australian Not-For-Profit Technology Awards celebrated the incredible organisations and individuals using technology to create meaningful, measurable change for social and environmental causes.

This year a new category "Best Use of AI for Community Impact" was created, and nearly 70 applications in total were received across all categories, with finalists demonstrating how AI, data, digital platforms and human-centred technology can improve services and support, scale impact and strengthen communities.

Award winners

Not-For-Profit Technology Innovator of the Year
Winner: ADHD Foundation

Transformed a single contact-centre phone into a national digital service supporting more than 15,000 families each year.

Technology for Community Impact
Winner: Vital Projex / VitalHub

Integrated technology into a rapid youth mental health intervention model, helping 42% of high-suicide-risk young people move out of immediate crisis in a single session.

Best Use of Data for Community Impact
Winner: Good360 Australia

Used real-time data and sector intelligence to better distribute surplus goods, strengthen charities and inform national policy.

Best Use of AI for Community Impact
Winner: Uniting NSW.ACT

Developed buddy, an AI assistant helping frontline care workers reduce administration through voice-to-text notes, translation and integrated guidance.

Best Accidental IT Person
Winner: Gemma Kollios, Success Works Partners

Led CRM, digital systems and staff capability improvements that strengthened operations and service delivery.

Technology Volunteer of the Year
Winner: Andrew Redfern, Society of Australian Genealogists

Led infrastructure upgrades, Microsoft 365 adoption, digital skills programs and an internal AI learning community.

Award sponsors:

Microsoft · Australian Government · National AI Centre · nbn · CSnet · Infoxchange

Collaborative impact

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



Advocacy and partnerships for impact

In 2026, Infoxchange continued to advocate for a more digitally capable, inclusive and resilient community sector, contributing to national and international conversations on AI, digital inclusion and the technology foundations NFPs need to create impact.

- We publicly launched NFP Digital Futures, a first-of-its-kind sector collaboration bringing together NFPs, philanthropy, technology, corporate partners and government to address the digital capability gap through coordinated action.
- At the Committee for Economic Development of Australia (CEDA)'s State of the Nation conference at Parliament House in Canberra, Infoxchange CEO David Spriggs represented the NFP sector in discussions on Australia's AI future.
- Internationally, Infoxchange contributed to conversations on technology for social impact, including participation at the Hong Kong Council of Social Service's S+Summit to 400 participants spanning NFPs, research institutes and funders.
- We joined Maggie Johnson, Global Head of Google.org, for an international AI Philanthropy Dialogue exploring how technology and AI can strengthen NFP impact.
- In partnership with Microsoft, we delivered our AI NFP Accelerator Series in Melbourne, Sydney and Brisbane, helping NFP leaders and implementers build stronger governance, data foundations and responsible roadmaps.
- We also partnered with CEDA to bring together leaders around findings from the Digital Technology in the Not-For-Profit Sector Report, using sector evidence to strengthen the national conversation about digital capability, investment and the support NFPs need to keep pace with technological change.





Across these forums and partnerships, our advocacy remained focused on ensuring that advances in technology translate into stronger organisations, more equitable access and better outcomes for communities.

A better digital future, made by many hands



Tish Tambakau
Strategic Lead, NFP Digital Futures

This year, in collaboration with philanthropic, corporate, academic, NFP, lived-experience and government partners across the sector, we launched a first-of-its-kind initiative: Not-For-Profit Digital Futures.

Developed as a response to the challenge of increasing demand facing the sector and new technologies rapidly reshaping how organisations work, NFP Digital Futures aims to ensure that Australia's NFP sector is not left behind.

Informed by the NFP Sector Development Blueprint, Infoxchange began convening leaders in 2024 to explore what a sector-led response could look like. What emerged was a shared recognition that digital capability is now essential infrastructure, but that no single organisation can solve the challenge alone.

Over the following 18 months, more than 90 people from 40+ organisations helped shape a collective vision, funding model, governance approach and 2030 strategy. NFP Digital Futures publicly launched at the 2026 Infoxchange Technology for Social Justice Conference, with Infoxchange acting as its backbone and steward.

Now the work moves from strategy to action: lifting essential digital capability, connecting organisations with shared expertise and resources and creating the conditions for digital capability to be sustained across the sector.

"Digital capability is essential for for-purpose organisations. NFP Digital Futures recognises that this challenge must be met collaboratively and ethically, and that coordinated, long-term investment is critical to building a more resilient and effective sector that supports families and communities to thrive."

– Professor Kristy Muir, CEO of Paul Ramsay Foundation

$18m+
raised to date to support NFP Digital Futures

500+ organisations
signed up to be part of NFP Digital Futures

40+ organisations
involved in shaping NFP Digital Futures through its co-design journey

Our funding partners:

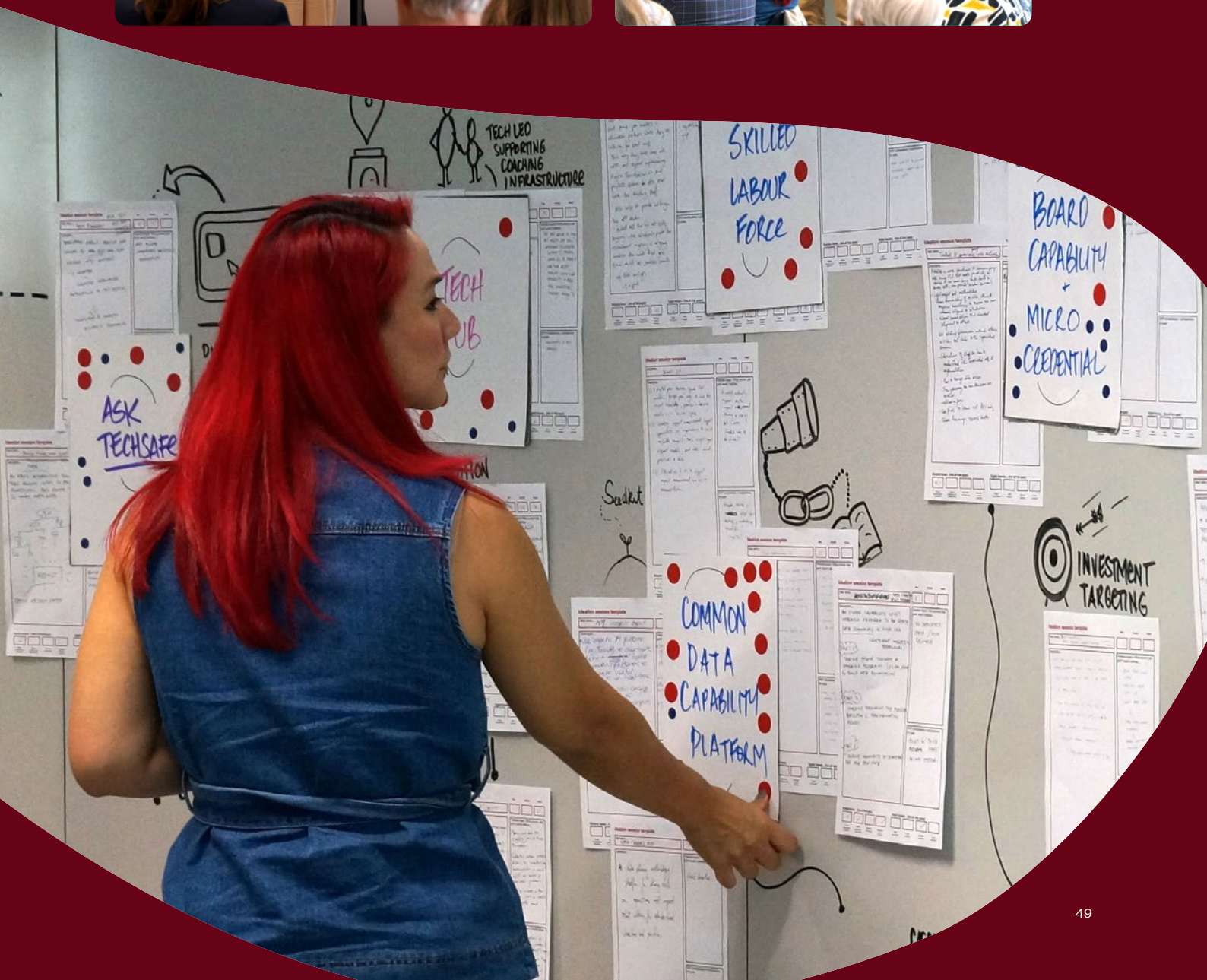
Australian Government | National AI Centre | Gandel Foundation | Greater Melbourne Foundation | The Ian Potter Foundation | Microsoft | Minderoo Foundation | okta | PRF Paul Ramsay Foundation | pwc

“We are building the foundations for a stronger, more capable sector. When digital capability is embedded, organisations can operate more efficiently and safely and focus more resources on supporting communities. This, over time, is what enables a more sustainable, trusted and connected Australia that can respond in new ways to rising demand and continue delivering impact at scale.”

— David Spriggs, CEO Infoxchange







Our people and a culture of growth, leadership and future readiness



Kate Hickman
Chief People Officer

As Chief People Officer at Infoxchange, I am proud to reflect on a year of continued investment in our people, culture and organisational capability.

As technology, workforce expectations and community needs continue to evolve, our focus has remained on creating an environment where our people can thrive, grow and deliver meaningful impact. Our people remain at the heart of everything we do, and their commitment to our mission continues to be one of Infoxchange's greatest strengths.

One of our proudest achievements was once again being recognised as a Great Place to Work®. This certification reflects the strong culture we have built together, grounded in trust, inclusion, collaboration and purpose. Particularly encouraging was the continued strength of the themes that have consistently defined the IX Crew: fairness, connection, respect and personal fulfilment. Maintaining this level of engagement and cultural strength while continuing to evolve as an organisation is something we are incredibly proud of.

A significant focus this year was strengthening leadership capability across the organisation. We launched IX Lead, our organisation-wide leadership development program, alongside the introduction of our new Leadership Principles.

Together, these initiatives establish a shared framework for leadership at Infoxchange, supporting greater accountability, empowerment, collaboration and clarity in decision-making. They are helping build alignment across our leadership groups and creating a common language for how we lead, support our people and deliver outcomes.

As the nature of work continues to change, we have also advanced our Augmented Workforce approach, taking a broader view of how we access capability and build organisational capacity. By thoughtfully combining employees, partners, contractors, volunteers and emerging AI-enabled technologies, we are creating a more flexible and resilient workforce model that strengthens our ability to respond to changing needs and future opportunities, whilst ensuring that humans remain the centre of everything we do.

The wellbeing of our people remained a key priority throughout the year. We introduced TELUS Health as our new wellbeing partner, expanding the support, resources and services available to employees and their families. This investment reinforces our commitment to creating a workplace where people feel supported, connected and able to perform at their best.

During the year, we also transitioned to Rippling, providing a modern platform to support our people and workforce processes. The implementation establishes a stronger foundation for employee lifecycle management, workforce data and people operations, while improving the experience of employees and leaders alike.

Creating opportunities for connection and belonging remained an important part of our culture. Throughout the year, teams came together through organisation-wide gatherings, learning experiences, celebrations and local office activities, strengthening relationships across our nationally distributed workforce and reinforcing the values that bring us together. And we are loving the buzz of Tuesdays and Thursdays in the office!

Beyond Infoxchange, we continued to contribute to initiatives shaping the future of work and digital inclusion. As a partner in the Victorian Digital Skills Compact, we are committed to working alongside industry, community and government organisations to help build the digital skills and workforce capability needed for the future economy.

Looking ahead, we remain focused on building a healthy, engaged and future-ready organisation. By investing in leadership, wellbeing, capability and new ways of working, we are ensuring Infoxchange continues to be a place where talented people can do meaningful work and create lasting social impact.

Our people remain at the heart of everything we do, and their commitment to our mission continues to be one of Infoxchange's greatest strengths.



IX Crew, Melbourne/Naarm office on Wurundjeri Woi Wurrung Country



IX Crew, Brisbane/Meanjin office, on Turrbal and Jagera Country



IX Crew, Adelaide/Tartanya Office, on Kaurna Country



Our Values

Commitment

Collaboration

Accountability

Inclusion

Innovation

Culture at Infoxchange

Our people

160

160 staff, 23 volunteers, 9 interns, 7 Community Advisory Group members and dedicated capability support teams from our collaborative partners



50%
born outside Australia

41%
speak another language fluently

15%
identify as a person with disability or chronic condition

51%
identify as male or transgender male

46%
identify as female or transgender female

3%
gender variant or non-conforming

Fun facts

Just over half of staff are early birds (53% compared to 47% night owls)

Nearly half prefer dogs (55.5%) compared to cats (21.8%)

Other animals owned include birds and fish

6 babies born in the last year

Executive leadership team

Jo Davies
Chief Operating Officer

David Spriggs
Chief Executive Officer

Tomer Ginel
Chief Financial Officer

Kate Hickman
Chief People Officer

Alison Ramsay
Chief Technology Officer



Infoxchange is led by dedicated professionals passionate about using innovative technology to drive social change and foster stronger communities.



Our Board



Elana Rubin AM, Chair

Elana has over 20 years' experience as a non-executive company director across diverse sectors. Her career reflects a deep understanding of corporate social license to operate and a commitment to diversity, social equity and participation. Elana is currently a director of listed company Dexus. She is also Chair of Airwallex Australia and the Australian Business Growth Fund, a member of the Reserve Bank of Australia Governance Board, and a director of several unlisted entities. Previous board roles covered the property, financial services, insurance, infrastructure, innovation, public policy, professional services and NFP sectors. Elana received a Member of the Order of Australia in 2021 for services to corporate governance and community and was granted a Life Fellow by the AICD in 2022.



Linda O'Brien, Deputy Chair

Linda is a senior executive, Board director and consultant who has successfully delivered operational, transformational and strategic initiatives within the academic and community sectors. Professor O'Brien brings a unique breadth and depth of experience to her roles. Her passion is to unlock the power of data to create public value, in research and education and across government and the community sectors, driving innovation, productivity improvements and improved policy outcomes.



Krithika Hansen, Director

With more than two decades of experience spanning marketing, human resources and organisational development, Krithika has built a career at the intersection of people, culture, and transformation. Working across diverse industries in Australia and internationally, she has held senior leadership roles within some of the country's most recognised organisations, driving complex change, shaping workplace culture, and strengthening leadership capability at scale. With deep executive and board experience, Krithika brings expertise in governance, risk oversight and strategic workforce leadership, coupled with a passion for building high-performing, purpose-driven organisations. She is currently the Chief People Officer at the Australian Financial Complaints Authority, where she leads the people and culture agenda in support of the organisation's mission to deliver fair and independent dispute resolution for all Australians.



Carol Austin, Director

Carol is an experienced investment professional with a strong interest in public policy and social justice. She is currently a Director of O'Connell St Associates, a member of the Audit and Risk Committee of the General Sir John Monash Foundation, and a member of the Finance, Audit and Risk Committee of Chief Executive Women. Carol was formerly Chair of Housing Australia. She has served on the Future Fund, State Super, Grattan Institute, and the HSBC Bank Australia boards as well as several advisory boards. She is a Fellow of the Australian Institute of Company Directors and a member of Chief Executive Women.



Katherine Boiciuc, Director

Katherine Boiciuc (KB) is the EY Chief Technology and Innovation Officer for the Oceania region. Prior to joining EY, KB held senior leadership roles at Telstra, Viva Energy and Maximus, where she advised Australia's next generation of CXOs. With over two decades of experience, she is widely regarded as one of Australia's leading voices in technology and innovation. KB holds an MBA and Master of Leadership from Deakin University, is a graduate from of the London Business School where she studied Managing the Company of the Future, and is an accredited Futurist with the Institute for the Future in California.



Joost de Kock, Director

Joost has over 25 years' senior leadership experience across private and public sectors, focusing on strategy, digital transformation and technology innovation. His roles have included Managing Director and Partner at Boston Consulting Group and Deputy Secretary, Customer Strategy and Technology at Transport for NSW. Currently, he serves as a non-executive director at Aruma Disability Services and the Raise Foundation. Joost is passionate about leveraging technology and data analytics to deliver meaningful, positive change in communities.



Dan Lloyd, Director

Dan is CEO of the Space Industry Association of Australia (SIAA) leading policy and commercial work for the nation's space sector. With global executive, board, and government experience – including senior roles at Vodafone, TPG Telecom, and as a technology law firm associate – Dan has driven innovation in communications, digital transformation, and AI. He has chaired industry foundations and champions digital inclusion, particularly for regional, rural, remote, and First Nations communities across Australia.



Vanessa Wolfe-Coote, Director

Vanessa Wolfe-Coote is an executive and board director with more than 25 years' global experience driving customer-centric strategy, digital and AI transformation and product development across healthcare, government and financial services. Previously Vice President at Capgemini Invent, a Partner at KPMG and a founding team member at BCG Digital Ventures, she has led high-impact ventures and transformation programs across Australia, the UK, Europe and Asia. She is passionate about the responsible use of digital, data and AI to empower people and communities.



Catherine Brown OAM, Director

Catherine Brown is an experienced leader in philanthropy, impact investing and social innovation, with a long-standing commitment to addressing complex social and environmental challenges. She is a part-time Enterprise Professor at Melbourne Business School, a Board member of Impact Investing Australia and Philanthropy Australia, and Chair of SEFA Ltd. She was CEO of Lord Mayor's Charitable Foundation for 12 years until 2023. Catherine has contributed significantly to affordable housing, economic inclusion, climate resilience and not-for-profit sector capacity building, and was awarded a Medal of the Order of Australia in 2020. She has a PhD in philanthropy and innovation. She is a lawyer and a Fellow of the AICD.



Farewell & thank you!

We are deeply grateful for Martin Sheppard's contribution to Infoxchange's Board. His leadership, extensive executive and governance experience, and commitment to strong financial oversight have supported the organisation's work and impact, and we wish him well for the future.

Martin Sheppard made a valued contribution as a Director and Chair of the Finance and Risk Committee, bringing significant expertise in audit and financial governance to support Infoxchange's mission.

Finance and Sustainability

As technology reshapes how people connect with services and redefines what is possible, the financial readiness built over recent years has given us the capacity to invest with confidence, ensuring innovation remains centred on people and translates into meaningful social impact.





Tomer Ginel
Chief Financial Officer

In FY26, continued growth and the deliberate allocation of our financial resources further strengthened Infoxchange's capacity to support people, communities and the organisations that serve them. Our diversified revenue model continued to prove its value, with total income growing by nearly 6 per cent and recurring revenue growing by more than 13 per cent. This growth reflects the trust our customers and partners place in us and the enduring value of technology designed around the needs of the social sector.

This continued growth and disciplined approach delivered an underlying surplus of $3.1 million before the recognition of designated donations. Building on the progress of the previous 2 years, the result further strengthened our balance sheet and liquidity, providing both resilience in a changing funding environment and the capacity to invest with confidence and purpose.

Our reported surplus of approximately $5 million also includes donations recognised as income in the last year, although much of the work they support will be delivered over several years. We established a designated donations reserve within equity, preserving this funding for its intended purpose, including our long-term commitment to NFP Digital Futures.

This makes clear the distinction between funding entrusted to us for future delivery and the reserves available to support Infoxchange's broader strategic priorities.

During the year, we committed to multi-year investments in our products and services, technology and data foundations, processes and organisational capability. We also continued evolving our augmented workforce model, bringing together our people, partners, volunteers and emerging technologies to broaden our collective capability, while creating more space for the judgement, expertise and human connection that remain at the heart of our impact.

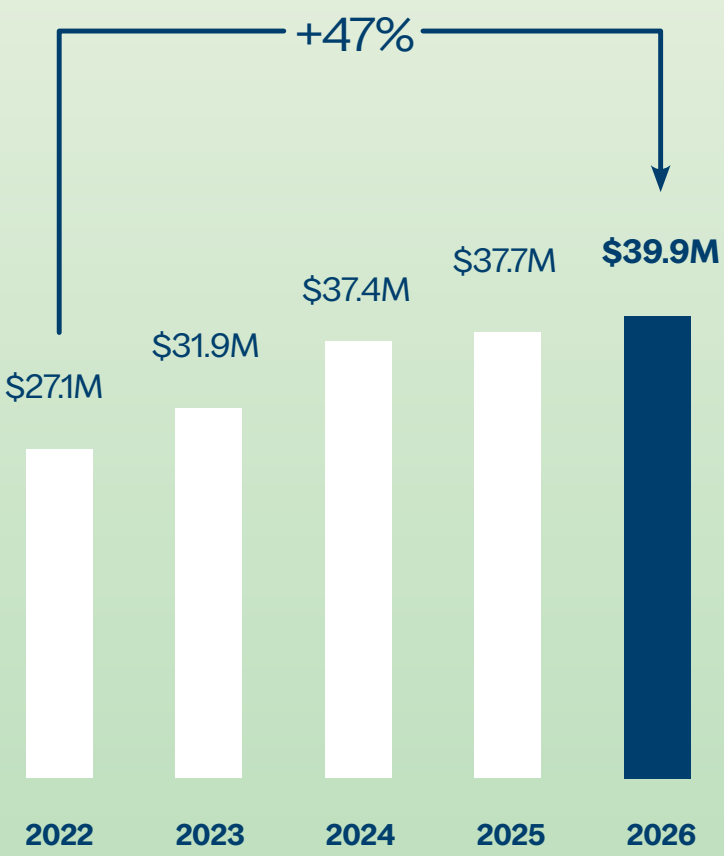
This is surplus for purpose in practice: building the resilience to navigate uncertainty while progressively investing in the capabilities that can sustain and extend our impact. It allows us to take a thoughtful, long-term view of the technology and infrastructure needed by the sector, supported by the governance and financial discipline expected of a trusted social enterprise.

With the financial readiness built over recent years, we can now mobilise more of our resources towards the capabilities, partnerships and technology that will advance our 2030 ambition. The value of that readiness lies in what it enables: thoughtful investment today that amplifies our capacity to create enduring impact for the sector and communities we serve.

A summary of key financial metrics follows. The full audited financial statements are available via the ACNC.

View our full audited statements

Income growth over the last 5 financial years





47%

Increase in income since 2022



13%

Growth in recurring revenue in the last year

	2026 ($)	2025 ($)
Total income	**39,897,554**	**37,675,702**
Statutory surplus	4,967,225	2,505,288
Pro-forma surplus excluding the designated donations reserve	3,099,934	2,505,288
Total reserves (including accumulated surplus)	10,477,639	5,569,993
Reserves excluding the designated donations reserve	8,610,348	5,569,993
Current Ratio (liquidity)	1.68	1.35





Climate action at Infoxchange

Infoxchange is committed to reducing the environmental impact of our work. Across our operations, we measure our carbon emissions, give NFPs access to quality refurbished hardware and more.

For the second year, we measured our carbon footprint across all 3 scopes of emissions. These are the direct emissions from sources we own or control, the emissions from the electricity we buy and the indirect emissions across our wider value chain. Through this work, we have retained our "carbon measured" status with Trace. The data shows us where our emissions come from, and our people use these insights to decide where and how to reduce them.

We also purchase carbon offsets through Trace, which pools contributions from its customers to support a portfolio of climate projects, including forest conservation, clean cookstove, land management and biodiversity projects in Australia and overseas. These contributions support climate action beyond our own operations.

Our forest also kept growing. Through our partnership with TreeO2, we planted more trees this year: 350 trees for our Technology for Social Justice Conference, in recognition of the event's travel emissions, and additional trees to celebrate our team members' service milestones. 2724 trees now live in the Infoxchange forest as of the 30th June 2026.

As they mature, these trees draw carbon from the atmosphere, restore degraded hillsides and provide ongoing income for farming families.

2nd year of "carbon measured" status with Trace

2724 trees now living in the Infoxchange forest as at 30 June 2026





Our sustainability partners:

trace. CARBON MEASURED JUL 2025 - JUN 2026 OFFSET 100% OF EMISSIONS

tree02 tree tracking technology

CITY SWITCH GREEN OFFICE

Visit Infoxchange forest

Thank you


accan
Australian Communications
Consumer Action Network


acoss


ACT
Government


ADIA
Australian Digital
Inclusion Alliance


Adobe


ATLASSIAN


.auDA


Australian Government
Australian Institute of
Health and Welfare


Australian Government
Department of Social Services


aws


the power of humanity
AUSTRALIAN RED CROSS


cbb
Community Business Bureau


CCA
COMMUNITY COUNCIL FOR AUSTRALIA


ceda
committee for economic development of australia


chp
council
to homeless
persons


cisco
Networking
Academy


CITY OF MELBOURNE


CommonwealthBank


GANDEL
FOUNDATION


gdi
good
data
institute


with support from
Google.org


Griffith
UNIVERSITY
Queensland, Australia


Government of
South Australia


GOVERNMENT OF
WESTERN AUSTRALIA


GREATER
MELBOURNE
FOUNDATION


HOLDING REDLICH


The Ian Potter
Foundation


K&L GATES


Launch
HOUSING
IT'S TIME TO END
HOMELESSNESS


Lifeline
Saving
Lives
Crisis Support. Suicide Prevention.


Microsoft


MINDEROO
FOUNDATION


MSIA
MEDICAL SOFTWARE
INDUSTRY ASSOCIATION

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

myob

nabfoundation nab

Australian Government | National AI Centre

nbn

News Corp Australia

NSW GOVERNMENT

OnBoard

oh!

okta

OrangeSky Australia

PRF PAUL RAMSAY FOUNDATION

pwc

QUT Queensland University of Technology

Queensland Government

REA Group

SACRED HEART MISSION

SHARED VALUE PROJECT

TECHIMPACT

techsoup

Telstra Foundation

Queensland Kids Partnership every child thriving

THE BIG ISSUE

tpg TELECOM FOUNDATION

VACCHO

VICTORIA State Government

VincentCare Engage. Enable. Empower.

wesley mission QUEENSLAND

THE UNIVERSITY OF MELBOURNE





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Everybody is welcome.

Great Place To Work. Certified

Infoxchange acknowledges the Traditional Owners of the unceded lands on which we work. We acknowledge the importance of Country and First Peoples people's connection to it. We pay our respects to Elders past and present.