The following information is included in the document:

**Chairman's report**

I am very proud of the significant impact Infoxchange achieved across 2011. If the social sector in 2012 can achieve our aspirations of getting our systems and infrastructure up to speed, and beefing up our core social inclusion services, we will be able to do even more for our clients in 2012. With support from the Victorian Government we have developed e4000 in 3 years for NGOs, providing a sustainable IT solution.

**Executive Director’s report**

For technology to really make a difference, it must be simple and accessible. The idea behind e4000 is to provide an easy to use, low cost, web based system for housing, homelessness and disability organisations to create basic information systems to support their work. e4000 will give these organisations the ability to document their clients cases, record events, produce reports, and manage their workloads.

Even with all good intentions, however, the actual impact of digital inclusion projects on social exclusion is still not certain. The powerful role that digital inclusion can play in addressing social exclusion is widely acknowledged, but it is not clear how digital inclusion can be defined or measured.

**Digital Inclusion**

Infoxchange's Digital Inclusion initiative is an example of community effort, designed to engage the digital divide by providing access to computers, software, Internet and social support for community organisations. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Online Services**

It has been another exciting year for Online Services, delivering on our social objectives to reach the highest level of digital inclusion for the most disadvantaged groups in society.

**Apprac4nfo**

The SocialDesign team is an innovative application development team involved in all stages of the application lifecycle. Development, project management, volunteer management, donations and pledges, campaigns and event management are all part of the SocialDesign service. The team is headed by a professional with a background in social marketing and annual report production. The Infoxchange brand continues to grow with a new suite of digital tools and services designed to help community organisations reach new audiences.

**ServiceSeeker**

ServiceSeeker is a national online directory of health, welfare and community organisations. It is a cornerstone of the Infoxchange model and has been developed in partnership with organisations from around Australia and the world. The directory is designed to provide a comprehensive range of services to help people find the help they need.

**JobSeeker**

JobSeeker is a national online job search service designed to help people find work. It is a key part of the Infoxchange model and has been developed in partnership with organisations from around Australia and the world. The directory is designed to provide a comprehensive range of services to help people find the help they need.

**SRS**

The Service Record System (SRS) is an online client management system designed specifically for the Victorian Health Department’s SRS online records. It is designed to improve the efficiency of the Victorian Health Department’s SRS online records by reducing the amount of time spent on administrative tasks.

**SMP**

The Specialist Management Platform (SMP) is a comprehensive, enterprise-level implementation of the Infoxchange Service Record System (SRS) designed to manage a range of information and data for a large number of clients.

**MeasureIT**

The MeasureIT program is a joint venture between Infoxchange and the Australian Federal Government, providing a comprehensive measurement framework for social sector organisations.

**ила**

The HiLa project is a significant milestone in the development of the National Broadband Network. Infoxchange will be calling for the establishment of a national broadband network to provide for all without deliberate and considered intervention.

**Language Factory**

Language Factory works with residents of public housing estates, using the language and cultural diversity of the estate to enrich social and community programs. Language Factory will continue to build partnerships with public housing agencies to conduct training to improve their education and employment opportunities. Language Factory is also exploring new partnerships to support high-potential community organisations and to support vulnerable residents.

**SocialDesign**

SocialDesign is a social media strategy service that helps organisations develop social media strategies. The service is designed to help organisations understand and use social media to achieve their social and community objectives.

**GreenPC**

GreenPC has been at the heart of Infoxchange's digital inclusion strategy for 10 years, assisting 35,000 individuals and households to gain access to affordable technology. Including providing remanufactured computers to the Wired@Wattle Hill that has enabled them to access the Internet and communicate with their families.

**Social Welfare Innovation**

The Student Social Welfare Innovation Fund (SSWIF) is a multi-year initiative aimed at improving the outcomes for students by developing new models of social welfare services. The SSWIF fund is designed to support the development and implementation of innovative approaches to social welfare service delivery.

**S2S4community**

S2S4community is a pan-Asia Pacific region to deliver MeasureIT audits in their respective countries. MeasureIT services are designed to be scalable and cost-effective, and to provide a comprehensive range of social welfare measurement and reporting tools.

**Syndrome**

The SocialDesign team has been working with the Victorian Health Department to develop an innovative social outcomes measurement framework for the health sector. The framework is designed to be scalable and cost-effective, and to provide a comprehensive range of social welfare measurement and reporting tools.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.

**Welfare**

Infoxchange’s Digital Inclusion Initiative is a whole-of-community effort, designed to eradicate the digital divide in socially excluded people. The initiative is based on three key principles: inclusivity, sustainability and accessibility. While the digital divide is a very broad and complex issue, the initiative is designed to address the needs of those who are most disadvantaged.