

Infoxchange Australia
Annual Report 2012

Digital empowerment
Digital proficiency
Digital inclusion
Digital empowerment
Digital proficiency
Digital inclusion



Chairman's report

The last year was one of the most challenging and successful ever for Infoxchange. It was a time of significant transition, with changes in both leadership and location, but we continued to thrive and grow throughout this period thanks to a tremendous team effort.

In 2011–12 we grew by 36% and this is a strong indication of the real value that Infoxchange offers the community sector. As a part of this vibrant and dynamic sector, we are well placed to continually provide better solutions for our clients and partners through a strong alignment of values and clear focus on quality service. Ultimately this results in a positive social impact.

We have witnessed numerous achievements during the past year, which are captured in this report, but I would like to highlight a few of the most significant:

- » **Impact at scale** – Infoxchange delivered and supported the Australian Institute of Health and Welfare's Specialist Homelessness Information Platform (SHIP) project, engaging 1,200 homelessness agencies and over 7,000 end users. The success of this initiative demonstrates not only our ability to take on larger projects and initiatives, but also shows how better use of information can support the understanding, adaption and improvement of homelessness services throughout Australia.
- » **Growth in online applications** – our suite of online applications, designed to improve service delivery and assist with the management of information and knowledge, expanded this year. We introduced our customised Client Relationship Management (CRM) system designed specifically for the sector, and acquired the Quality Improvement Project Planning System (QIPPS).

- » **Getting more out of Information Communication Technology** – the IT Awareness for Non-Government Organisations (iTANGO) project successfully supported better planning and integration of ICT within thousands of community sector organisations.
- » **A new social enterprise** – we launched TestIT – a software testing social firm that leverages the skills and natural aptitude of people with Asperger's Syndrome.
- » **Boost in SocialDesign** – our SocialDesign work continued to grow as we supported the community sector with their print and digital media needs.

Building on the success of Infoxchange to date, I am very pleased to have welcomed Peter Walton as our new CEO. We have put in place a new three year strategy to guide our work and are well positioned to support more organisations and people to embrace technology for social justice.

Finally and most importantly, in my final report as Chair of Infoxchange, I would like to thank my fellow board members and the entire team of employees and volunteers for their incredible effort again in 2011–12. It has been a privilege to play a small part in the continued success of Infoxchange in its mission to bridge the digital divide.



Lee Wapling – Chairman

Chief Executive Officer's report

In Australia, the ability to access, use, create and share knowledge using Information Communication Technology is critical to social inclusion.

In recent years we have witnessed the wholesale digitisation of just about everything – from photos, maps, books and newspapers to banking and helping children with homework. In addition, government, business and community sector organisations are increasingly moving services online, often for compelling reasons.

While not everyone participates with technology in the same way, it is difficult to ignore how it influences our day-to-day lives. Indeed, technology has become embedded in the very fabric of society such that it is easy to assume that its benefits are available to all. Sadly, this is not the case.

The power of technology to support local communities and individuals in Australia – to provide a voice, to ensure that they are not further entrenched in disadvantage – is quite extraordinary. The internet is transformative and offers real potential to level the playing field, but if not used equitably, it could deepen rather than eradicate the disparities within society. For many the benefits of technology can be unavailable, inaccessible or unaffordable.

In 2012, it remains an alarming fact that 1.8 million Australian households have no internet connection. A large percentage of those on the wrong side of the 'digital divide' are compounded by other forms of disadvantage, exclusion or vulnerability. Infoxchange's vision – technology for social justice – is as necessary now as at any other point in our history, perhaps more so.

In the last year we launched our 2012–15 strategic plan, prioritising three clear social objectives:

1. To increase **digital inclusion** by assisting all those in our communities to access and efficiently use ICT.
2. To raise the level of **digital proficiency** and improve the efficiency and effectiveness of the community focused sector through ICT.
3. To advocate and showcase the benefits of **digital empowerment**.

Our objectives have a clear linkage. The people most likely to be left behind in the digital age are also those who are active users of community support services. Therefore, encouraging community sector organisations to become digitally proficient will not only improve their own efficiency and effectiveness, but will also promote better digital engagement for their clients.

It was a great privilege to join Infoxchange as CEO early in 2012 and I am incredibly grateful for the warm reception I received from the creative, innovative and supportive team. Building on such a solid foundation of success created by our founder, Andrew Mahar, I look forward to continuing to transform the efficiency and effectiveness of not-for-profit clients, helping to narrow the digital divide, and advocating that technology access is a fundamental right in any civil, just and democratic society.



Peter Walton – CEO

Technology for social justice

Digital Inclusion to Digital Empowerment

Digital inclusion is not only at the heart of a socially inclusive society in the digital age, digital inclusion is an indivisible and essential part of social inclusion. Whilst it may not always be apparent, digital inclusion is one of the top issues confronting Australian society today because it is so intertwined, so inextricably linked, to our ability to respond to so many other issues. Digital inclusion involves improving the quality of life of socially and economically excluded people and is critical to a person's ability to be included in society.

With a growing evidence base, globally and within Australia, which demonstrates that those who are digitally excluded are more likely to encounter profound disadvantages, it is neither fair nor right that the opportunities afforded to so many are still unavailable or inaccessible to those who can arguably benefit the most. Australia will always fall short of being genuinely and universally socially inclusive if we do not get to grips with digitally empowering all sections of society.

Digital inclusion is not just about building a high speed broadband network, it is also about ensuring affordability and that users are empowered to have the skills to fully benefit from access. The digital divide, has helped focus attention on one of the critical issues of our time, that is, the extent to which the spread of Information Communication Technology either fosters greater equality or reinforces stratification and marginalisation. It is good to have more attention on this problem, in fact it is critical, but it is also important to note that the challenge is not a binary one. It is not simply a question of being connected or disconnected; increasingly it is about the levels of digital engagement and the ability to participate more fully in society.

Dealing with the digital divide means reaching those already excluded, and a critical first step is getting people on the wrong side of the divide connected. However, the overall challenge is to also expand the effective use of ICT so that its benefits are more equitably distributed or available.

Infoxchange is increasingly focusing on the concept of digital empowerment and overcoming digital inequality. This includes advocating for equality of bandwidth and autonomy of access, improving digital literacy levels and ensuring relevant social support mechanisms. It means ensuring that the social and economic benefits of fuller digital participation are genuinely available to all.

Digital Proficiency in the not-for-profit sector

Today, virtually all not-for-profit organisations use Information Communication Technology. This unfortunately does not mean that all organisations are maximising their potential by using technology to enhance their own efficiency and effectiveness or to improve their service delivery. Infoxchange provides a range of products and services that encourage and facilitate community sector organisations to make the most out of technology.

Being a not-for-profit social enterprise, we are part of the sector and pride ourselves on knowing our partners and clients, understanding their needs and ensuring fit-for-purpose technology solutions that align both in terms of purpose and values. We have a range of online solutions – from case management systems and online service coordination through to client relationship management systems (designed specifically for the sector) and a range of print and digital media communications – that can transform and maximise an organisation's efficiency and effectiveness.

Our engagement with thousands of not-for-profit clients and partners has proven time and time again that greater digital proficiency within an organisation can raise productivity, increase capacity, motivate employees and promote more dynamic organisational development – this translates into greater social impact. Infoxchange's work to support, enhance and promote better use of technology in the not-for-profit sector is yet another way in which we aim to achieve our vision of 'Technology for social justice'. The achievements we had with these services over the last year are outlined in this report.

“Digital inclusion involves improving the quality of life of socially and economically excluded people and is critical to a person’s ability to be included in society.”

empowerment
Digital proficiency
Digital inclusion





Online applications for the community sector



Infoxchange's suite of online applications enables organisations to improve service delivery, manage information and ideas and standardise operational processes for an increasingly mobile workforce.

In 2011–12, online applications consolidated its offerings and became AppPac4nfp, launching a full product website in June 2012. AppPac4nfp brings together Infoxchange's service coordination and client management applications S2S and SRS, ServiceSeeker, Microsoft Office 365, CRM4nfp and QIPPS (a health promotion planning and evaluation tool).

Infoxchange partnered with Microsoft to develop a cloud based relationship management solution – CRM4nfp. Having identified that not-for-profit organisations need a more relevant Customer Relationship Management (CRM) design to get the most out of their investment, the CRM4nfp application was launched in late 2011.

In 2011, the Quality Improvement Program Planning System (QIPPS) joined the online applications suite and has enabled Infoxchange to support preventative health projects in the community services sector across Australia and New Zealand. During the last financial year, over 1,060 projects relating to population health have been managed using QIPPS and these projects have been shared and posted on the QIPPS libraries providing a resource for quality improvement.

The Service-to-Service (S2S) system enabled 115,000 referral transactions and 10,955 new waitlist entries for packaged care services over the last financial year. In the Service Record System (SRS) application there have been 2,260,268 case notes created for 308,388 distinct clients, which have facilitated coordinated case management for the ultimate benefit of the client.

Over 1,200 specialist homelessness service providers have used the SHIP case management application. Our support team has fielded over 10,000 support calls from agencies across Australia.

Infoxchange took the AppPac4nfp suite to the Microsoft Connecting Communities conference in February 2012 and shared a CRM workshop presentation. In May, our team co-hosted the 'CRM' themed table at the Tech4Good Summit in Bintan, Indonesia.

The key to our success has been our dynamic team, which has worked to promote the benefits of our applications within the sector. Our team has developed and delivered on application enhancements and has provided in-depth support services to users.

The training team has focused primarily on delivering training of online applications and Certificate IV in Training & Assessment as a Registered Training Organisation (RTO). We were also successful in retaining our RTO status to 2016.

2012

10,955
new waitlist
entries

115,000
referral
transactions

308,388
distinct clients

2,260,268
case notes created

Online community directory



ServiceSeeker is Australia's most extensive and up-to-date electronic directory that provides people with access to Australia-wide health, welfare and community services.

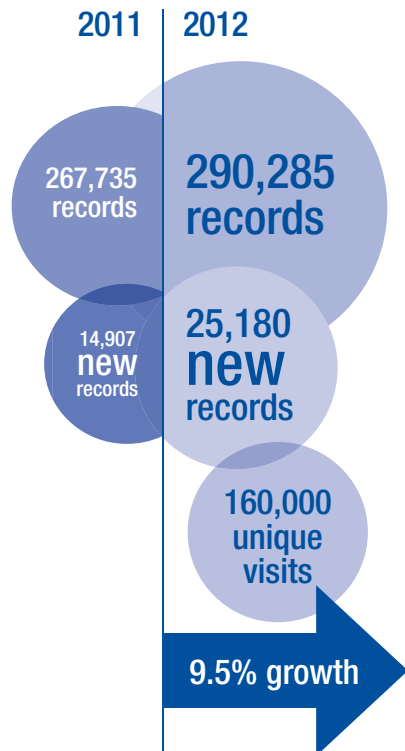
The ServiceSeeker directory continued to grow during the 2011–12 financial year. With 25,180 new agency and service records added to the system, the directory grew by 9.5% during the year. The team reached the milestone of over 290,000 records by the end of June 2012. ServiceSeeker received more than one million searches during the year and had over 160,000 unique visitors to the site.

The ServiceSeeker directory is maintained by a team of 16 people who ensure the accuracy and presentation of data. ServiceSeeker has a very stable and experienced team of employees and most staff members have been in the job for a minimum of four years. A successful telework model for all employees has contributed to high staff retention rates and this year the team increased by three staff to help maintain the ever-growing directory.

The ServiceSeeker team increased the number of customised directories and data management services, which included maintaining Australia-wide data for Lifeline and Medibank Health Solutions. ServiceSeeker has a long list of existing clients such as the NSW Human Services Network, a number of local councils, Medicare Locals, peak bodies, coordinating networks, Respite Seeker, S2S and Vacancy Seeker. We ensure our data is used to assist people in genuine need of help due to crisis or disadvantage in their lives.

Much work has taken place to improve the efficiency of the ServiceSeeker update program, resulting in a faster and more flexible program that has allowed the team to offer a wider range of data management solutions. An Application Programming Interface (API) has been developed to allow third-party use of the information in the directory.

The focus of the coming year is on ongoing development and innovation. Using the latest technology available to meet our users' needs, the team will work toward developing a mobile application, new features and a new interface and search functions.







Print and digital media

SocialDesign supports community organisations to boost their public profile, fundraising and effectiveness through purpose built print and digital media communications.

SocialDesign experienced rapid growth in 2011–12 as we continued to expand our services. The team provides print and digital media communications, social marketing content development, communications planning and video productions services to the community services sector in Australia.

In the past year, services delivered by the SocialDesign studio increased by 60%. With a team restructure and office relocation came a greater focus on developing new ways to deliver communications to the sector. Highlights included the growth in print based graphic design work, the introduction of rich media video production and the delivery of social media strategies and training.

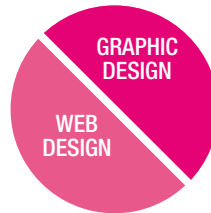
These changes enabled SocialDesign to provide a more holistic range of communication services. In addition, the team was better equipped to deliver communications at both a grassroots community level and at an organisational level across the sector, helping to support our missions to boost digital inclusion and digital proficiency.

The web team had another strong year, delivering purpose built websites to a wide range of clients. SocialDesign was also able to enhance the breadth of our digital media services with the appointment of a dedicated technical advisor and production manager.

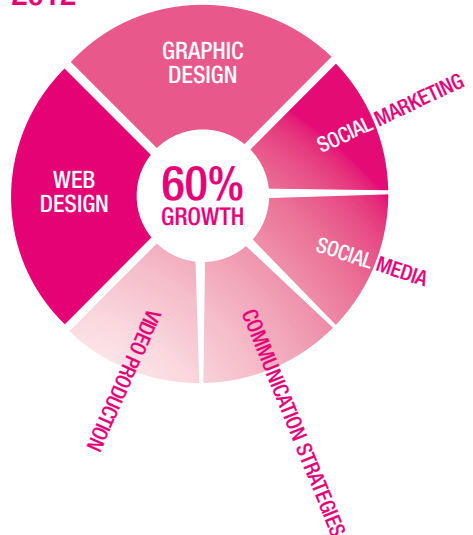
A significant achievement for the year has been SocialDesign's alignment with the needs of the community services sector we seek to serve. In turn, there has been a higher level of understanding across the sector about how design, technology and communications can add value to an organisation's work.

The focus for the future for SocialDesign is to continue developing our print and digital media services by offering 'fit-for-purpose' solutions, including content development, social media and communications information events, web evaluations and accessibility testing.

2011



2012



Technology services for the community sector



ICT Services empowers community sector organisations to get the most out of technology and improve work efficiencies with practical advice, upgrades, cloud services and managed support.

The ICT Services team is now supporting 40% more clients to develop their use of Information Communication Technology (ICT) than it was just one year ago.

Increasingly, organisations are taking advantage of cloud services to achieve significant cost savings, enjoy higher levels of service availability, and access information at anytime, anywhere. In the past year, ICT Services helped more than 25 organisations and 400 staff migrate to cloud-based Microsoft Office 365, and it is anticipated that these figures will grow substantially in coming years.

Project work continued to grow and strengthen. The ICT Services team supported the Information Technology Awareness for Non-Government Organisations (iTaNGO) demonstration project by conducting MeasureIT audits for each of the nine sports assemblies in Regional Sports Network Victoria. The audits identified how each assembly could use ICT more effectively to improve communications and work more efficiently together. Following the audits, the ICT Services team implemented Office 365 for each assembly, and provided training and support to ensure the assemblies could make the most of their new systems.

Traditional on-premise solutions remain the right choice for many community sector organisations. The past year has seen ICT Services deliver hundreds of new PCs, impart thousands of hours of advice, provide support and implementation services, and raise the digital proficiency of our clients.

Next year, ICT Services will be working to build the ICT capacity of community organisations here in Australia and New Zealand. The team plans to deliver even better services to organisations that require managed support, expand ICT consulting services to provide strategic advice to community service organisations and grow cloud-based offerings.

As always, the team will strive to increase the digital proficiency of the community sector both in Australia and overseas to enable everyone to access information anywhere, collaborate easily, deliver efficient and effective services, and use technology to achieve social justice outcomes.

2012

Helping 400 staff and their organisations move to cloud technology

Supporting 40% more clients

Over 100 new PCs delivered



Community sector jobs online



JobSeeker is helping community sector organisations find the right staff and job seekers to find the right role, through our specialised online job board.

In the past year, JobSeeker consolidated its position as Australia's leading employment gateway for the community, health and welfare sectors. On average, JobSeeker attracted over 60,000 visits and 500 new job postings a month, as well as over 10,000 email and social media subscribers.

JobSeeker provided an affordable and efficient service to help community sector organisations find the right staff across a wide variety of fields, including counselling, social work, community development, youth and families, health, aged care and disability services.

In May 2012, the redeveloped JobSeeker website was launched. The new site was the product of 18 months of research, design, development and testing, and provides a fresh look and feel, innovative functionality, intuitive search and navigation functions, and added features such as the JobSeeker Credits payment system. The site has enhanced the efficiency and effectiveness of the service by connecting suitable candidates with community sector employers through a centralised online jobs board.

In addition, the customer service team was strengthened during the year. The team's main focus was to support the development and launch of the new JobSeeker website, to engage and inform customers of the innovations, and to ensure a smooth transition from the old site to the new.

The team is committed to improving customer service and support, exploring opportunities to enhance user experiences of the website, and establishing clearer pathways into community sector employment. Other goals include the development of a more comprehensive and meaningful reporting system

of website traffic and customer activities, and actively advocating the benefits of JobSeeker to current and potential users.

Much work has gone into future planning for JobSeeker, with the development of a three-year business strategy. This strategy is full of new initiatives to engage the community and further improve the user experience, enabling JobSeeker to continue to strengthen its position as a nationally recognised community employment hub.

2012

500
new jobs
per month

10,000
email and social media
subscribers

65,000
visits per month

Software testing with a difference



TestIT provides quality, independent and cost-effective software testing services, which leverages the skills and natural aptitude of people with Asperger's Syndrome.

The first year of Infoxchange's new social firm for software testing has been both exciting and challenging. Importantly, the social firm was given a name – TestIT.

The firm is supported by Social Firms Australia (SoFA) and Alpha Autism Australia and aims to provide sustainable employment for people with Asperger's Syndrome (AS). TestIT offers several fee based services to external clients and typically works on a project basis to determine the complexity of the testing requirements.

With assistance from our partner, Alpha Autism's Alpha Employment Service, four people with AS were employed and provided with training and on-going support. The team grew and a test analyst and senior test analyst joined the team, alongside the test enterprise manager.

Software testing training was delivered by Discover, with all staff gaining their International Software Testing Qualifications Board (ISTQB) Foundation Level Certificate in Software Testing.

To further strengthen our skill base, the team is developing expertise in accessibility and automated testing. One team member has undertaken the Professional Certificate in Web Accessibility at the University of SA and another has been learning about automated software testing with the Online Services development team. The test team now offers functional testing, regression testing, accessibility audits, cross-browser testing and mobile testing.

“TestIT leverages the skills and natural aptitude of people with Asperger's Syndrome, which has proven to be a competitive advantage in software testing firms.”

In collaboration with the SocialDesign team, a marketing strategy was developed for TestIT. The firm now has a website and full suite of marketing materials, including some outstanding case studies. Two social firm expos provided an excellent forum for TestIT to promote its unique and compelling services.

The team has tested a range of software applications including Infoxchange's Respite Seeker and online applications Service-to-Service and Service Record System, the redeveloped JobSeeker site, in addition to websites for external clients. The testers' astute attention to detail and ability to identify defects has been highly regarded.

One of the year's highlights was the positive impact of employment experienced by the employees with AS. A Social Return on Investment evaluation, conducted by Social Ventures Australia Consulting, found that employees had acquired new social skills and increased financial security, felt noticeably less anxious and depressed and developed a sense of purpose and pride.





Digital empowerment initiatives



greenPC remanufactures donated computers and makes them available at affordable prices to low-income earners, community organisations and the general public. greenPC's digital inclusion work has meant that over 35,000 individuals and households have gained access to affordable technology over the past 10 years.

During the 2011–12 financial year, greenPC remanufactured and responsibly recycled almost 2,000 laptops and PCs in addition to providing hundreds of computers to low-income earners and the general public. The greenPC team received 3,293 computer donations and continues to provide training and volunteer opportunities to people looking to increase their skills and work experience.

www.greenpc.com.au



LanguageFactory has continued to successfully provide training and employment opportunities for public housing residents in the areas of interpretation and translation. In 2011–12 it continued to support the language needs of health, welfare and community service organisations. During the 2011–12 financial year LanguageFactory performed over 120 interpreting and translating assignments and strengthened our number of community interpreters through training and employment. LanguageFactory introduced new procedures to improve service delivery and build relationships between contractors, staff and clients.

www.languagefactory.org.au



yarraReporter was involved in a range of activities during the 2011–12 financial year. The program started the year assisting the City of Yarra to document emergency procedures using video, this included a yarraReporter participant filming and working on the editing of this piece. In mid 2012, yarraReporter was involved in the Rising High Yarra Council youth music programs and assisted young people in this program to create music videos and learn a variety of audiovisual skills. yarraReporter ran two grassroots community journalism programs at the Atherton and Collingwood computer hubs, which ran for 8 weeks. yarraReporter continues to plan courses over the coming months to assist public housing residents publish the stories that matter most to them.

www.yarraReporter.org.au

IT awareness for the community sector



The Information Technology Awareness for Non-Government Organisations (iTaNGO) project assists community sector organisations by providing them with the knowledge and resources to get the most out of technology.

In 2011, iTaNGO was officially launched by the Hon Mary Wooldrige, MP, Victorian Minister for Community Services. The iTaNGO project, designed and delivered by Infoxchange, provides community sector organisations with free tools, such as workshops, templates and online forums, to boost their Information Communication Technology (ICT) setup. Supported by the Victorian Department of Human Services, the Department of Planning and Community Development and Microsoft Australia, the project was launched with ten information sessions and ten workshops taking place across Victoria.

As an outcome of the workshops, Communities of Practice (CoPs) were established around identified areas of need. These CoPs are working groups that enable members to collectively explore topics of interest, tackle ICT questions, exchange ideas and share information both physically and virtually with people from across the sector and the state.

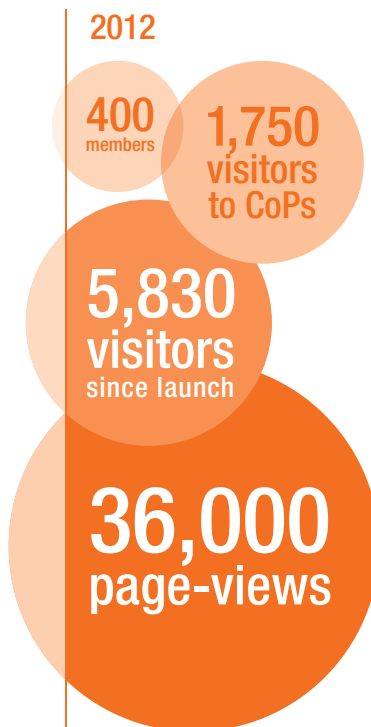
There are now over 400 members reaping the rewards of the iTaNGO CoPs site. Since it was first launched in August 2011 there have been more than 1,750 visitors and the momentum continues to grow.

The CoPs site has enabled members to co-produce documents for use by themselves and the broader community sector by 'crowd-sourcing' information. By sharing the work required for research tasks, the CoPs were able to reduce time and effort expended by individuals and draw from existing knowledge across the community. Through these collaborative experiences, the CoPs developed a range of tools such as documents to assess ICT systems and services.

Members were also able to become familiar with new technologies through CoPs. Many participants were for the first time exposed to online forums, cloud-based, video conferencing services, social media platforms and more.

The iTaNGO Knowledgebase, an ICT resource suite, achieved over 36,000 page-views by more than 5,830 visitors since its launch in May 2011. Of these visitors, 59% were unique and 3,952 were returning visitors.

In the year ahead, we plan to further enhance our iTaNGO offerings. Our focus will be on strengthening iTaNGO to facilitate even greater opportunities for users to collaborate, discuss issues and share experiences.







Corporate services and financial report

Infoxchange finished the 2011–12 financial year in a strong financial position. The organisation grew its revenue by 36% to \$6.4m and its surplus by 53% to \$245,886.

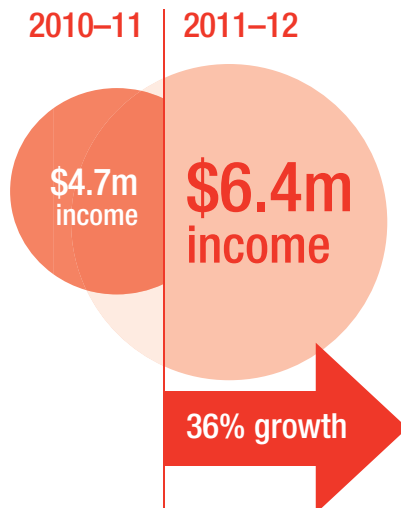
This financial growth can be attributed to the expansion of projects and initiatives aimed at improving digital proficiency in the not-for-profit sector.

Our extensive offerings to the sector and our work towards achieving digital inclusion remained strong during the year. Growth in the organisation has seen our employment costs grow by 28% to \$3.8m and at June 2012 we employed over 85 staff.

The equity position of Infoxchange was also consolidated during the 2011–12 financial year and grew by 15% to \$1.88m. This has provided the base to continue the growth of the organisation into the 2012–13 financial year. Our current three year strategy involves investment of this equity into projects focusing on the future of the organisation and increasing digital proficiency and digital inclusion in our communities and the not-for-profit sector.

During 2011–12 a number of key milestones were also achieved and these included a shift from Infoxchange's old premises in Abbotsford to a new and more modern office space in Elizabeth St, Richmond. A smooth changeover from our founding Executive Director to a new CEO and the ongoing improvement in our financial and internal business systems have also added to the achievements of the year.

Infoxchange's accounts were audited by Banks Group, Melbourne and a summary version of the audited report is presented in the full Annual Report. A full copy of the audited financials is available to members by request.



Financial report

Infoxchange Australia ACN: 098 019 544

Statement of comprehensive income

For the Year Ended 30 June 2012

	2012	2011
	\$	\$
Revenue	6,402,412	4,721,903
Computer components	(257,201)	(298,418)
Employee benefits expense	(3,837,012)	(2,991,079)
Depreciation and amortisation expense	(139,189)	(76,786)
Net loss on disposal of fixed assets	(30,768)	(9,707)
Contract labour	(739,501)	(409,159)
Property expenses	(212,673)	(188,476)
Travel expenses	(114,970)	(119,509)
Other expenses	(816,180)	(459,267)
Finance costs	(9,032)	(9,064)
	<hr/>	<hr/>
Surplus before income taxes	245,886	160,438
Income tax expense	—	—
	<hr/>	<hr/>
Surplus from continuing operations	245,886	160,438
Other comprehensive income	—	—
	<hr/>	<hr/>
Total comprehensive income	245,886	160,438

Statement of Financial Position

30 June 2012

	2012	2011
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	2,422,564	2,386,935
Trade and other receivables	789,367	487,757
Inventories	47,550	111,301
Other financial assets	142,910	–
Total current assets	3,402,391	2,967,993
Non-current assets		
Other financial assets	198,908	489,539
Property, plant and equipment	345,668	251,682
Total non-current assets	544,576	741,221
Total assets	3,946,967	3,709,214
Liabilities		
Current liabilities		
Trade and other payables	607,889	322,620
Borrowings	26,625	27,503
Short-term provisions	223,000	220,953
Other liabilities	949,068	1,252,204
Total current liabilities	1,806,582	1,823,280
Non-current liabilities		
Borrowings	91,518	118,142
Long-term provisions	164,000	124,553
Total non-current liabilities	255,518	242,695
Total liabilities	2,062,100	2,065,975
Net assets	1,884,867	1,643,239
Equity		
Reserves	(11,668)	(7,410)
Accumulated surplus	1,896,535	1,650,649
Total equity	1,884,867	1,643,239

Directors' Declaration

Infoxchange Australia ACN: 098 019 544

The directors have determined that the company is not a reporting entity and that these special purpose financial statements should be prepared in accordance with the accounting policies described in Note 1 of the financial statements.

The directors of the company declare that:

1. The financial statement and notes, as set out in pages 7 to 22, are in accordance with the *Corporations Act 2001* and:
 - (a) Comply with the Australian Accounting Standards as stated in Note 1; and
 - (b) Give a true and fair view of the financial position as at 30 June 2012 and of the performance for the year ended on that date of is in accordance with the accounting policy described in Note 1 of the financial statements.
2. In the directors' opinion, there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Lee Wapling

Director

Dated 25 September 2012



Jonathan Moodie

Director

Dated 25 September 2012

Independent Audit Report to the members of Infoxchange Australia

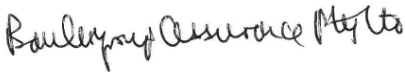
Opinion

In our opinion the financial report of Infoxchange Australia is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2012 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards and the *Corporations Regulations 2001*.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report which describes the basis of accounting. The financial report is prepared on special purpose framework to assist Infoxchange Australia to comply with their financial reporting provisions. As a result, the financial report may not be suitable for another purpose.



Banks Group Assurance Pty Ltd, Chartered Accountants
Authorised audit company number 294178 (ACN 115 749 598)



Andrew Fisher, Partner
Registration number 306364
Melbourne, Australia
25 September 2012

About Infoxchange Australia

Infoxchange is a not-for-profit community organisation that delivers technology for social justice.

We work to strengthen communities and organisations, using information technology as the primary tool to create positive social change.

Our mission is to create social equality and opportunity by empowering people through access to information technology.

Infoxchange Enterprises

AppPac4nfp – Packaged online applications for the sector

ServiceSeeker – Community directories

SocialDesign – Community sector print and digital media

JobSeeker – Australian community sector jobs online

ICT Services – Building capacity in the community sector

greenPC – Affordable computers

Digital Inclusion Initiatives – Living in a civil and democratic society

TestIT – Software assurance services

LanguageFactory – Interpreting and translating services

“We recognise that not-for-profit organisations often have the most to gain from strengthening their digital capability, whether that is through improved productivity or through better engagement with stakeholders and donors.”

To find out more

Visit www.infoxchange.net.au

Telephone (03) 9418 7400

Email info@infoxchange.net.au

Subscribe to our Infocast www.infoxchange.net.au/subscribe

