

# Celebrating 25 years

Annual Report  
**2014**



It all started in  
**1989**  
in a garage in Springvale, Melbourne  
and now we're  
**celebrating**  
**25 years**  
in the not-for-profit sector.

**Infoxchange** is a not-for-profit social enterprise. We offer IT solutions to the community sector and work with disadvantaged groups to build digital skills for a fair and equitable future.

We're proud to reach 25 years in the sector and look forward to continuing to deliver **technology for social justice.**

# Chairman's report



*It is an exciting time for Infoxchange. We are continuing to develop partnerships with a range of organisations that also have a strong interest in digital inclusion.*

**Jonathan Moodie**  
Chairman

It is my pleasure to present our Annual Report for 2014 - another year in which Infoxchange has continued to support the spread of digital inclusion and to help increase the digital proficiency of the not-for-profit sector. As we mark the achievement of 25 years as an organisation, it is appropriate to reflect on how we started and where we are now.

The first thing is to recognise the foresight, effort and leadership of Andrew Mahar, the founder of Infoxchange. He not only grew and developed Infoxchange, he provided the fundamental values and direction which continue to drive all our activities. His vision of fair and equitable access to information and communication technology across society is still at the core of everything we do.

We have reviewed our strategy in the last year and are pleased with the progress on our three social objectives:

- » Increase **digital inclusion** by assisting all those in our communities to access and efficiently use Information and Communication Technology.

- » Raise the level of **digital proficiency** and improve the efficiency and effectiveness of the community focused sector through Information and Communication Technology.

- » Showcase the benefits of **digital empowerment** in our communities.

In order to achieve these objectives we have been continuing to invest in organisational capability and the people, processes and systems needed to deliver on our vision.

It is an exciting time for Infoxchange. We are continuing to develop partnerships with a range of organisations that also have a strong interest in digital inclusion. These include major companies such as Australia Post and Telstra, research organisations like CSIRO and Southern Cross University and technology focused organisations such as Microsoft and Cisco.

We also continue to grow our partnerships with local, state and federal governments and have been pleased to be able to expand our work in New Zealand.

**Infoxchange has helped over 1,000 not-for-profit organisations migrate to the cloud.**



I would like to thank the management team including our CEO, David Spriggs, together with my fellow Board members for all their efforts.

Finally and importantly I would like to thank all the staff of Infoxchange for their extraordinary work in improving digital inclusion and digital

proficiency across the community. This thanks is, of course, extended to all our clients, partners and supporters.

*Jonathan Moodie*

# Chief Executive Officer's report



*We have had a significant year of growth in 2013-14 with income above \$8 million for the first time in Infoxchange's history.*

**David Spriggs**

Chief Executive Officer

As we look back over the last 25 years there is a common theme that has guided all of our work – our vision of 'technology for social justice'. I'm pleased to report that this vision is still very much at the centre of everything we do and the foundations put in place in previous years have led to a highly successful year in 2013-14.

We have had a significant year of growth in 2013-14 with income above \$8 million for the first time in Infoxchange's history – representing growth of over 30% from 2012-13.

We have broadened our partnerships and had impact on a larger scale.

Our 2013-14 highlights include:

- » A National Community Partnership with Australia Post to deliver "Go Digi" - a digital literacy project to improve the skills of 300,000 Australians.
- » New digital inclusion initiatives in partnership with the Telstra Foundation, WorkVentures, CSIRO, Southern Cross University, Cisco and Microsoft.

- » Continued growth in our Online Applications including major projects with the NSW Government Human Services Network, Housing NSW and Housing Tasmania.
- » Assisting organisations across Australia to prepare for the National Disability Insurance Scheme.
- » In partnership with the Australian and New Zealand governments, Australian Council of Social Service, Connecting Up and Microsoft we launched ImproveIT.org to help health, welfare and community organisations use technology to improve efficiency and effectiveness.
- » Further expansion of our capacity building work in New Zealand, assisting organisations across the North and South Islands.

We received a number of awards during the year, including a National iAward for our work with the Australian Institute of Health and Welfare to provide a client management system to 1,200 homelessness organisations and a

**Since it started in 2001, GreenPC has provided more than 30,000 computers to people on low income.**



Victorian Disability Sector Award for our TestIT social firm. We were also a finalist in the New Zealand Institute of IT Professionals 'Best IT Project'.

I would like to thank our Board, senior management team, staff, clients, partners and supporters – without whom none of this would be possible.

I would also especially like to acknowledge our founder Andrew Mahar. Andrew's vision and leadership laid the foundations for what Infoxchange is today and we are very grateful for his extraordinary contribution.

I feel honoured to lead Infoxchange as we celebrate 25 years and plan for future success delivering technology for social justice.

*David Spriggs*



# Digital Inclusion

*Digital Inclusion had significant growth and success over the past financial year, which will leave a lasting impact on the individuals and communities we are engaged with.*

Our aim is to improve the digital literacy of as many Australians as possible and three key partnerships launched in the last year will help us achieve that:

## Go Digi

Infoxchange has entered into a four-year national community partnership with Australia Post to deliver a digital literacy program called 'Go Digi'.

Go Digi will be the largest community-focussed digital literacy program ever undertaken in Australia and aims to improve the digital literacy skills of more than 300,000 people.

This exciting partnership will take online learning out of the classroom and into communities around Australia through digital literacy events and a national digital mentoring program.

It will culminate in a series of national forums highlighting the importance of digital inclusion to Australian society and the National Year of Digital Inclusion in 2016.

## We Share

The Telstra Foundation has generously supported Infoxchange to develop and deliver a project called We Share.

We Share is a very different and innovative digital inclusion activity that aims to connect more than 10,000 seniors with the sharing economy. The sharing economy is built on the premise that individuals, communities and organisations share access to products and services rather than having individual ownership. In recent years technology has made it easier for people to share and connect with others. We Share takes good old-fashioned sharing and uses digital technology to bring individuals together, especially older people, allowing them to share skills and goods.

## GreenPC and Connected Communities

In the past year, GreenPC has partnered with WorkVentures to offer a larger range of devices to those on a low income to purchase an affordable computer.

GreenPC also introduced Centrepay – a payment method allowing people on low income to pay over an extended period using their Centrelink benefits.

Both Connected Communities and GreenPC have had significant impact for Infoxchange over a number of years. Since it started in 2001, GreenPC has refurbished 30,000 PCs and provided these to individuals and families on low income.

## Building the case for Digital Inclusion

We continue to advocate for improved digital inclusion across Australia and in September 2013 released a white paper, *Digital Inclusion – Empowering all Australians*.

We also partnered with:

- » Broadband for the Bush Alliance - which focuses on digital inclusion in regional and remote Australia.
- » Anglicare Tasmania - research into the use of technology by people on low income.
- » University of Melbourne IBES - research into barriers to telework for people living with a disability.
- » CSIRO & Southern Cross University through leading workshops in Sydney and Melbourne on digital inclusion in social housing.

## Locally based initiatives

We have also been working on local digital inclusion activities, including the grassroots digital journalism project yarraReporter and Digital Buddies, which paired together younger and older people to improve their digital skills. Both projects were funded by the City of Yarra.

Elderly residents in the City of Glen Eira were part of an iPads in Aged Care project, which was funded by the State Trustees.



**Digital inclusion ensures everyone, regardless of income, age, gender, ethnicity, employment, or ability has equal and affordable access to technology and the digital literacy skills that support full participation in modern society.**

**Our digital inclusion work is supported by volunteers and interns from Swinburne University and Melbourne Business School.**

# Go Digi – a national digital literacy program

*Right now in Australia, 1 in 5 adults do not have access to the online world. We're living in a digital age but many Australians are being left behind and lack the skills to take advantage of the education, health and social benefits of being connected.*

In partnership with Australia Post, Infoxchange has started the roll-out of Go Digi, a four-year nation-wide digital literacy program. Go Digi aims to improve the digital skills of more than 300,000 Australians and will focus on the following groups:

- » Culturally and linguistically diverse communities
- » Indigenous communities
- » Small businesses

- » Australia Post workforce
- » Ageing community members
- » Regional and remote communities

Go Digi will develop learning resources to help people build their digital confidence. There will be a Go Digi website featuring digital skill guides and an online map where people can find face-to-face learning opportunities near them.

Go Digi will take digital learning out of the classroom and into the community through digital learning events that will be held around the country and a national digital mentoring program.

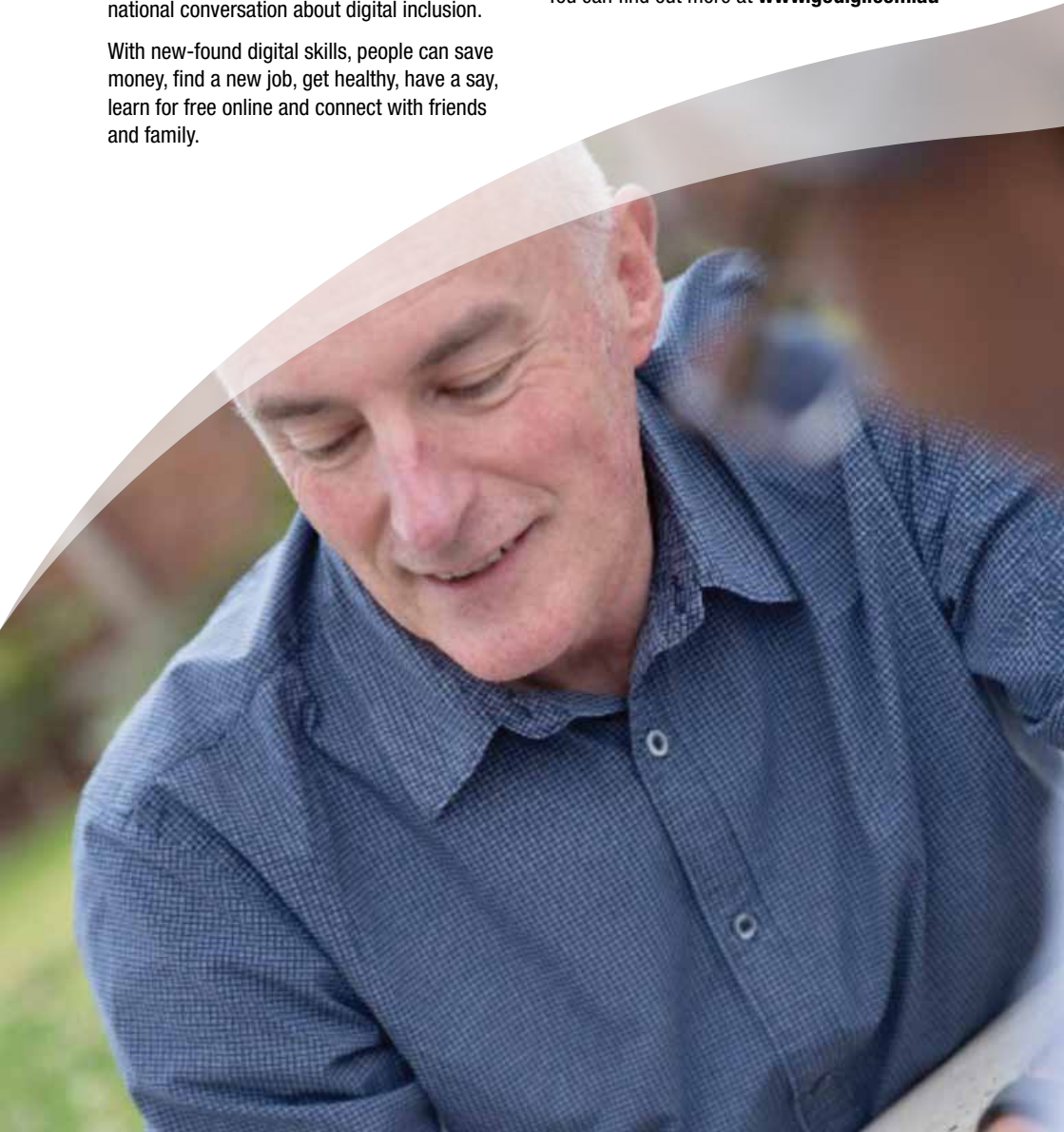


As part of Australia's first National Year of Digital Inclusion in 2016, digital festivals will be held in each state and territory. There will also be a series of forums and discussions to create a national conversation about digital inclusion.

With new-found digital skills, people can save money, find a new job, get healthy, have a say, learn for free online and connect with friends and family.

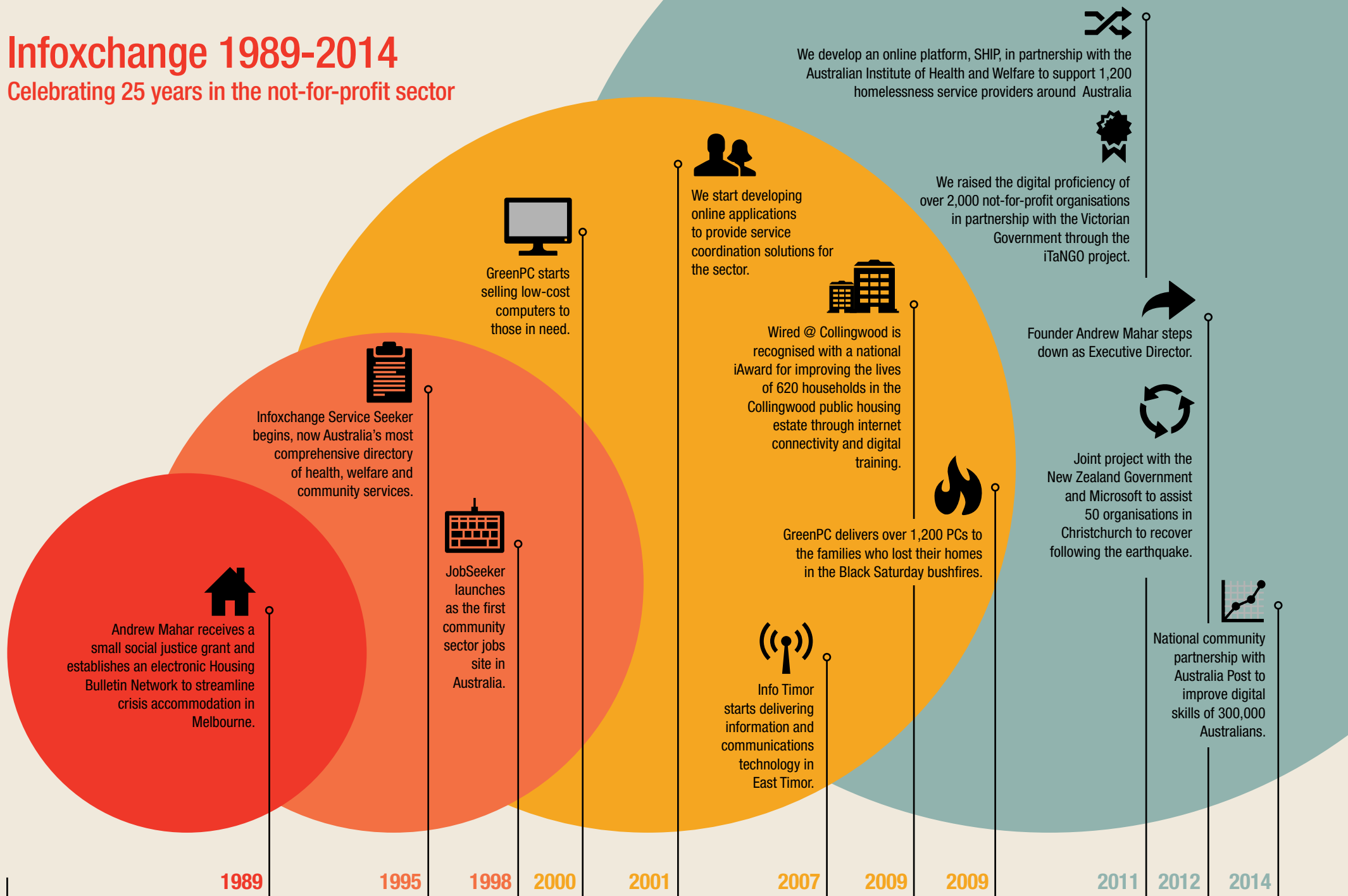
Join our network to promote your own learning events or become a digital mentor to family, friends, neighbours or colleagues.

You can find out more at [www.godigi.com.au](http://www.godigi.com.au)



# Infoxchange 1989-2014

Celebrating 25 years in the not-for-profit sector



# Online Applications

*The highlight of 2013-14 was the release of a new version of Infoxchange Service Seeker.*

The highlight of 2013-14 was the release of a new version of one of our flagship applications – Infoxchange Service Seeker.

Infoxchange Service Seeker holds valuable information of more than 340,000 services across Australia that benefit the community sector services and the general public.

Through Service Seeker we have developed a new public facing service directory for the NSW Department of Family and Community Services Human Services Network (HSNet) project. We have also developed a mobile version of the directory which is being used by Lifeline. The Lifeline dataset demonstrates how electronic databases are a superior way of storing and accessing information, which is crucial to connecting people in crisis with the right service and information.

We continued to see strong demand for our Service Record System (SRS) client and case management solution including major new contracts with Housing NSW and Housing Tasmania.

Infoxchange and the SRS application were the winner of a Victorian and National iAward in the Community Category for improving the efficiency and effectiveness of 1,200 housing and homelessness service providers across Australia as part of the SHIP project in partnership with the Australian Institute of Health and Welfare (AIHW). The iAwards is the premier technology awards platform in Australia recognising the achievements and innovation made in ICT.

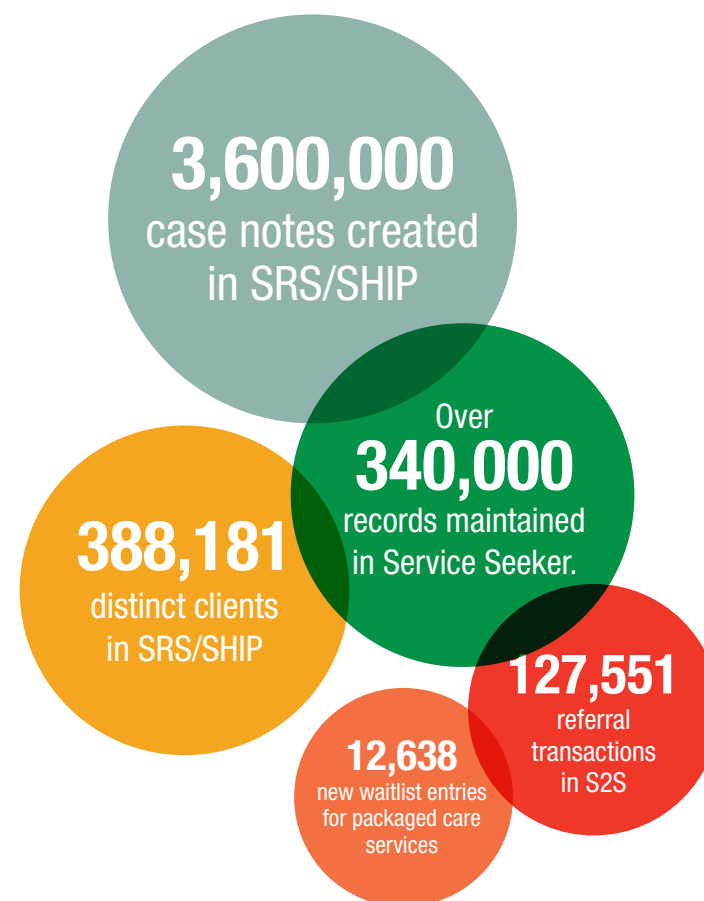
The Online Applications team continue to utilise modern technologies to develop and enhance our product offerings. The team is now able to seamlessly deploy new versions of applications using an open platform to build, ship and run distributed applications.

The consolidation of Infoxchange products saw the web services and JobSeeker teams join the wider Online Applications family that includes SRS Client & Case Management, S2S Service Coordination, CRM4nfp, Quality Improvement Process Planning System (QIPPS), Service Seeker and Respite Seeker.

We also delivered an online productivity and readiness tool for the disability sector to assist organisations in the transition to the National Disability Insurance Scheme (NDIS).

The TestIT team supported the software testing of major projects such as the development of a public service directory for the NSW Human Services Network (HSNet) project, Go Digi and S2S. The TestIT team was recognised in the Victorian Disability Sector Award as Finalists in the Business and Community Supporting Disability Award.

As always, the reason for our success is the dynamic team that has been able to design, develop, deliver and provide support services to the tens of thousands of users that access our online applications every day.



**SRS** – Service Record System is a highly configurable client and case management system designed specifically for the community services sector.

**S2S** – Service-to-Service provides intuitive service coordination tools including electronic referral and care planning, promoting inter-agency communication and collaboration.

**CRM4nfp** – A cloud hosted Customer Relationship Management solution developed for the Australian not-for-profit sector by Infoxchange in partnership with Microsoft.

**QIPPS** – Quality Improvement Program Planning System is an innovative and unique project planning and evaluation system for preventative health and community development projects.



# JobSeeker

*“Being a specialised site, JobSeeker’s reputation attracts enthusiastic and passionate applications to our positions weekly.”*

ANGLICARE VICTORIA

JobSeeker continued to develop during the year as the only specialist community sector jobs board run by a not-for-profit organisation.

JobSeeker is a cost-effective way to advertise health, welfare and community sector jobs to the right people and the profits go back into the community.

This continues to be a strong point of difference, attracting quality applicants and a growing number of agencies and advertisers who see value in the service.

The site continues to attract a high volume of visitors with an average of over 50,000 visits a month. The average number of job ads per month reached 270 in 2014.

With Australian unemployment rates at a two-year high and many not-for-profits facing government funding cuts, the jobs sector faced a difficult year.

The sector is also attracting new job advertising services, making it an increasingly competitive environment to operate in.

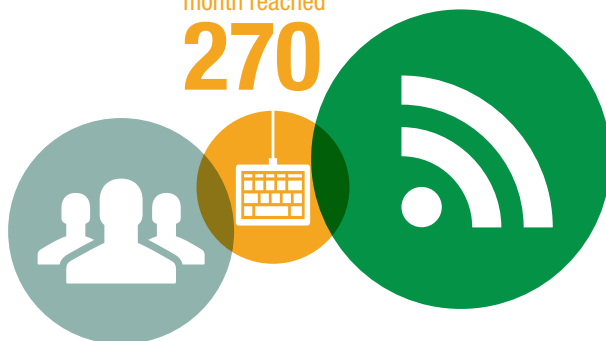
Our ongoing strategy is to build the JobSeeker presence in 2014-15, through proactive engagement with advertisers and candidates in all states.

We will work through partnerships and peak sector bodies to drive awareness and new advertisers to the service. We will also undertake a program of account management to ensure existing customers remain satisfied.

JobSeeker continues to be a valuable resource for the sector in this challenging environment and its financial contribution helps Infoxchange’s digital inclusion and digital literacy mission.

Average number of job ads per month reached

270



An average of over  
**50,000**  
visits monthly

**76,000**  
email and social  
media subscribers

## The top five categories on JobSeeker are:

1. Counselling, social and support work
2. Youth and families
3. Community development
4. Aged care and disabilities
5. Health

# Case study: Lord Somers Camp and Power House

*“Infoxchange helped us to streamline our work, meaning we can focus on helping the community.”*

Lord Somers Camp and Power House is a not-for-profit organisation that runs personal and community development programs for people of all ages.

“We run programs in a fun and supportive environment,” Communications Manager Jarrod Taylor said.

“We help to increase social connectedness, self-esteem, inclusiveness, trust and care.”

It’s no easy task organising 6,500 camp visits a year and the organisation sought help from Infoxchange to provide a new website and a Customer Relationship Management (CRM) solution.

Infoxchange’s CRM4nfp is specifically designed for not-for-profit organisations and records volunteers, events, members and also captures donations. CRM4nfp is an essential tool for not-for-profit organisations to improve service delivery and efficiently manage customers and stakeholders.

“Our work with Infoxchange helped us increase our administration capacity and efficiency, increased volunteer engagement and helped improve our marketing and communications,” Jarrod said.

“We had a number of information double-handling procedures, we had an ancient database that was very limited in its capacity

and function and we needed to offer easier administration for our volunteers and staff.”

Lord Somers Camp and Power House chief executive Mark Thomson said the new processes had made the organisation much more efficient and allowed staff to focus their energy on “what we do best, which is run life-changing camps and programs that help build a stronger, more inclusive society created through service to others”.



# ICT Services and Consulting

*In Australia, our committed IT Services team delivered outstanding support services to not-for-profits across the country.*

The ICT Services and Consulting team continued to expand its influence throughout the year, working with hundreds of new organisations to help them more effectively use technology and better support their clients and communities.

In New Zealand, our work in Christchurch was recognised by the Institute of IT Professionals' Excellence in IT awards as one of three finalists for the 'Best IT Project'. Our work also expanded well beyond Christchurch as we focused on the development of IT plans for organisations across the South Island, including organisations in Golden Bay, along the west coast and down to Invercargill.

In Australia, our committed ICT Services team delivered outstanding support services to not-for-profits across the country, with many of our new clients choosing the flexibility and benefits that come with utilising cloud technologies.

Our consulting team worked to improve health outcomes through more effective technology use across the Bayside region in partnership with Bayside Medicare Local. Undertaking more than 100 IT assessments and plans for general practices, psychologists and pharmacists, the team assisted practices to make the most of their IT investment, benefit from secure messaging, the personally controlled electronic Health Record and other e-Health technologies.

Our work to advise disability service organisations in the Barwon region, which

is hosting a trial of the National Disability Insurance Scheme, has been instrumental to ensuring the right technology foundations are in place to maximise the benefits of the scheme and improve the lives of people with a disability.

The past year has also seen more organisations leverage the power of SharePoint in the Office 365 cloud, partly as a result of the strength of our partnership with Connecting Up and our work together to deliver Office 365 readiness assessments.

To share our experience working across the sector, we launched a new website - ImproveIT.org. This site helps not-for-profits make the most of technology with good practice guides, discussion forums and free or low-cost training options to build the IT skills of staff and volunteers.

Next year we are excited by the opportunity to expand our services, strengthen our partnerships and work with new organisations to help them make the most of technology.

We plan to survey Australian and New Zealand not-for-profits to understand their use of technology, help organisations make the most of Microsoft's Office 365 for non-profits offer and to expand our work in New Zealand to better enable organisations to successfully implement client and case management systems and improve service outcomes.

# ImproveIT.org - IT resources for NGOs

*We believe technology can help-not-for profits reach their aims and serve their clients more effectively.*

In 2013-14 we made ImproveIT.org to help community and health organisations - particularly smaller organisations with fewer than 40 'seats' and little internal technical support - come to grips with information communication technology. We believe technology can help-not-for profits reach their aims and serve their clients more effectively, and that understanding IT will make all our jobs easier.

## ImproveIT includes:

» **UnderstandIT** - IT explainers, guides and templates tailored for the not-for-profit sector. UnderstandIT also hosts a suite of Digital Business Kits to help the sector take advantage of high-speed broadband. These kits cover topics from teleworking to online security to IT planning.

» **DiscussIT** - a bulletin board where you can discuss technology with others in the same boat.

» **Events** - conferences, workshops and lectures to help you with IT issues.

» **Our blog** where we bring you all the latest news and information to help non-profit and community sector organisations make the most of their technology investments.

ImproveIT is supported by Infoxchange, the Australian Council of Social Services (ACOSS), Microsoft NZ, Connecting Up, TechSoup NZ, the Australian Department of Communications and the Victorian Department of Human Services.

Join the ImproveIT.org community and make IT work for your organisation.

The logo for ImproveIT.org, featuring a stylized blue bar chart icon to the left of the text "ImproveIT" in a bold, sans-serif font.

We've published more than 100 free resources on ImproveIT.org to help not-for-profits get the most out of technology.

Over the past 18 months we have developed more than 180 IT plans to help not-for-profit organisations around Australia and New Zealand.

Photo: Stephan Röhl



# Corporate Services and Financial Report

Infoxchange finished the 2013-14 financial year in a strong financial position with \$8.12m in revenue. This was a 30.5% increase from 2012-13. Our expenditure also increased \$8.08m as we continued to deliver on a range of projects and invest in the future growth of the organisation. This expenditure included \$475k of debt repayment and depreciation expense.

Infoxchange achieved a small surplus of \$40k during 2013-14 and an improvement in its equity position of 2.3% to \$1.85m.

During 2013-14 a number of key initiatives were implemented by the Corporate Services team and these included the introduction of a financial forecasting system and a time tracking system. We also further developed our board and financial reporting systems and enhanced our human resources system.

We also undertook a review of the corporate services area and this has led to a business re-engineering process, which has resulted in efficiency improvements in our financial and corporate support processes.

These initiatives along with Infoxchange's current and new projects continue to assist us to increase digital inclusion, raise the level of digital proficiency and improve the efficiency and effectiveness of the community focused sector and advocate for the benefits of digital empowerment.

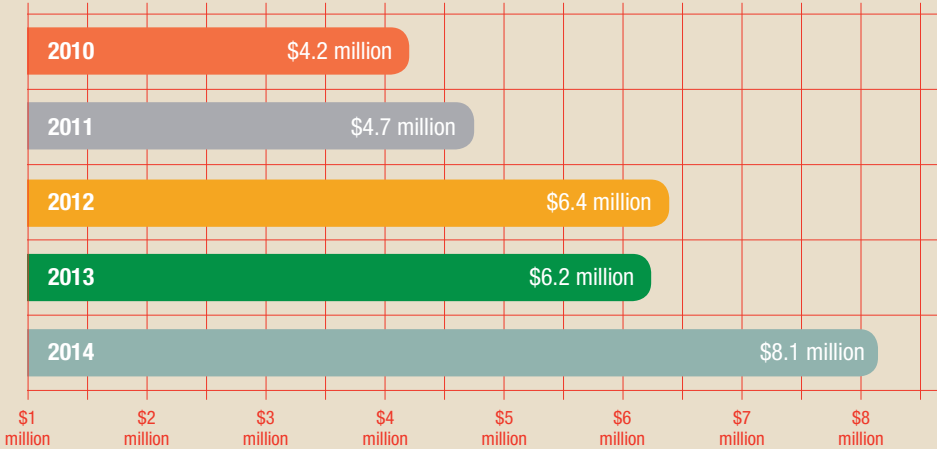
Infoxchange's accounts were audited by Banks Group, Melbourne and a summary version of the audited report is presented in the full annual report. A full copy of the audited financials is available to members by request.

# Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2014

	2014 \$
Revenue	8,119,148
Other income	4,439
Direct costs of providing services	(411,825)
Employee benefits expense	(5,308,140)
Depreciation and amortisation expense	(475,524)
Contract Labour	(933,629)
Property expenses	(290,380)
Travel expenses	(139,217)
Other expenses	(523,624)
Finance costs	(897)
<b>Profit before income tax</b>	<b>40,351</b>
Income tax expense	-
<b>Surplus for the year</b>	<b>40,351</b>
<b>Total comprehensive income for the year</b>	<b>40,351</b>

## INCOME



Infoxchange has over 100 staff across Australia and New Zealand.

# Statement of Financial Position

30 June 2014

	2014 \$
<b>ASSETS</b>	
<b>CURRENT ASSETS</b>	
Cash and cash equivalents	1,629,803
Trade and other receivables	1,899,061
Inventories	19,750
Other financial assets	129
<b>TOTAL CURRENT ASSETS</b>	<b>3,548,743</b>
<b>NON-CURRENT ASSETS</b>	
Financial assets	43,460
Property, plant and equipment	351,930
Intangible assets	418,638
<b>TOTAL NON-CURRENT ASSETS</b>	<b>814,028</b>
<b>TOTAL ASSETS</b>	<b>4,362,771</b>
<b>LIABILITIES</b>	
<b>CURRENT LIABILITIES</b>	
Trade and other payables	697,857
Borrowings	34,735
Employee benefits	432,720
Other financial liabilities	1,295,916
<b>TOTAL CURRENT LIABILITIES</b>	<b>2,461,228</b>
<b>NON-CURRENT LIABILITIES</b>	
Employee benefits	49,280
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>49,280</b>
<b>TOTAL LIABILITIES</b>	<b>2,510,508</b>
<b>NET ASSETS</b>	<b>1,852,263</b>
<b>EQUITY</b>	
Reserves	(2,038)
<b>Retained earnings</b>	<b>1,854,301</b>
<b>TOTAL EQUITY</b>	<b>1,852,263</b>

## Our partners and supporters



Australian Government



Infoxchange would also like to acknowledge all of our volunteers and organisations that have provided us with pro bono or discounted services during the year.



## About Infoxchange

Infoxchange is a not-for-profit social enterprise celebrating 25 years in the sector. We started out in a garage in 1989 and we're still working to deliver our vision of '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 communication technology.

## To find out more

Visit **[www.infoxchange.org.au](http://www.infoxchange.org.au)**

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Email **[info@infoxchange.org.au](mailto:info@infoxchange.org.au)**

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