



WHO WE ARE

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for over 25 years. Our mission is to strengthen communities using technology to create positive social change.

We believe no-one should be left behind in today's digital world. We are increasing digital inclusion in our community by helping 320 000 people get online and improve their quality of life.

We build the capability of the not-for-profit sector by providing online applications, technology advice and services to nearly 5000 organisations. This enables not-for-profits to focus on what they do best and have greater impact in their communities.

WE BELIEVE
NO-ONE SHOULD
BE LEFT BEHIND
IN TODAY'S
DIGITAL WORLD

Our Vision

TECHNOLOGY
FOR SOCIAL
JUSTICE

Our Reach



ORGANISATIONS USING OUR PRODUCTS & SERVICES



114 STAFF ACROSS AUSTRALIA & NEW ZEALAND

Snapshot



#1 not-for-profit technology supplier to the Australian community sector



Supporting frontline workers help over 650 000 people in the past year alone



Enabling over 150 000 Australians to find the community service they need



Building the online confidence and skills of 320 000 people



Working with all levels of government across Australia and New Zealand



Helping 5000 people find jobs in the community sector in the last year

Our Values

Integrity
Empowerment
Excellence
Agility

Focus Areas



Housing & homelessness



Youth & families



Mental health



Ageing



Disability



Indigenous communities

OUR BOARD

- **Jonathan Moodie**
Chairman
- **Stan Krpan**
Chair, Strategy Committee
- **Alan Dormer**
- **Jo Fisher**
- **David Jonas**
- **Robert Morsillo**
- **Partha Nag**
- **Morgana Ryan**

OUR MANAGEMENT TEAM

- **David Spriggs**
Chief Executive Officer
- **Peter Holmes**
Corporate Services Manager
- **Amodha Ratnayake**
Applications Manager
- **Marcus Harvey**
Consulting and ICT Services Manager
- **Brendan Fitzgerald**
Digital Inclusion Manager
- **Nigel D'Souza**
Project Delivery and Technical Services Manager
- **Brian McLaughlin**
Business Development and Partnerships Manager



Message from our Chairman

It is my pleasure to present Infoxchange's Annual Report for 2015. We've gone from strength to strength this year, continuing our push for positive social change through our vision of "technology for social justice".

This year we've expanded our reach and impact through important partnerships with government, corporate and community organisations. With these partners, we're continuing to strive for our social objectives: digital inclusion and increasing sector capacity.

One of our key projects has seen us working with Google, News Corp Australia, realestate.com.au and Swinburne University to create the Ask Izzy app, a tool for people experiencing homelessness to find nearby services.

We have also progressed with Go Digi, our national digital inclusion program with Australia Post, aimed at mobilising the community to realise their online potential.

This is to name just a couple of examples of Infoxchange's important work this year, you will find plenty more within this report.

I would like to thank my fellow Board members, Chief Executive Officer David Spriggs and the senior management team for all their efforts this year. I would also like to extend my gratitude and appreciation to all Infoxchange staff, clients and partners for their inspiring work. I look forward to seeing what the next year brings.

Jonathan Moodie

Jonathan Moodie
Chairman

OUR VISION
OF "TECHNOLOGY
FOR SOCIAL JUSTICE"
CONTINUES TO
SHAPE EVERYTHING
WE DO

Message from our Chief Executive Officer

We've had an incredibly productive and successful year in 2014-15.

Our vision of "technology for social justice" continues to shape everything we do and through our work we've continued to strengthen communities and organisations with technology.

Our focus remains on addressing areas of entrenched disadvantage, such as housing and homelessness, youth and families, indigenous communities, mental health, ageing and disability.

An integral part of this work is our collaboration and partnerships across government, corporate and community organisations. We're working effectively together on a range of projects to achieve positive social change, such as:

- connecting people experiencing homelessness with services in their area
- getting more Australians online than ever before
- helping disability organisations prepare for the National Disability Insurance Scheme
- giving youth experiencing disadvantage a chance to study for a career in IT

Some of our other achievements include supporting frontline workers to help over 650 000 people through our service delivery and customer management platforms and giving more than 150 000 Australians better access to the services they need through our various online services and apps.

We've also seen significant financial growth again this year, with income of over \$9.5 million and a 16.7 percent increase from last year. Our activities continue to financially strengthen the organisation in support of our commitment to sustainable growth.

I would like to thank our Board, senior management team, staff, volunteers, clients, partners and supporters for all their efforts this year. I look forward to continuing our important work together.

David Spriggs

David Spriggs
Chief Executive Officer



Building strong communities

Everyone has the right to take advantage of the social and economic opportunities that technology provides, but many lack the access and skills to do so. With the significant expansion of our community programs, we are using technology to strengthen communities and improve the lives of thousands of people each year.

Our broad range of programs at local and national scale highlight the power of working with community, government and corporate partners. From supporting young people in their first step towards an IT career, to providing people who are homeless or at risk with access to essential services, we are committed to using technology for good.

Ask Izzy – an app we wish no one needed

Providing information about 345 000 services across Australia, Ask Izzy is an innovative new app that helps people find the services they need, when they need them the most.

No-one expects to be homeless and often they don't know where to find help. Finding shelter, food, health and other services can be difficult – information can be outdated, waiting lists long and service criteria complex. Recent research found that almost 80 percent of people who are homeless have smart phones, so the time is right to use technology to help tackle this problem.

Our idea won the Google Impact Challenge in October 2014. Since then we have partnered with Google, realestate.com.au and News Corp Australia. We have also worked closely with Swinburne University and organisations delivering a range of services for people who are homeless or at risk around the country.

Over time, Ask Izzy will give a comprehensive view of service demand across the country, allowing providers and government to make informed choices about future investment.

“ASK IZZY. I DON'T HAVE TO ASK ANYONE ELSE.”

DANNY NEPEAN, VICTORIAN COUNCIL FOR HOMELESS PERSONS

OUR IDEA WON

THE GOOGLE

IMPACT CHALLENGE

IN OCTOBER 2014



Almost **80 percent** of people experiencing homelessness have a smart phone



We aim to improve the quality of life of **100 000 Australians** by giving them better access to services nearby



We aim to save the sector up to **\$3 million** by streamlining access

Helping over 300 000 Australians get online

We are empowering 300 000 Australians to realise their online potential and improve their lives with Go Digi, our national digital literacy program run in partnership with Australia Post. Just under four million Australians don't have access to the online world because of lack of confidence and skills.

Launched in early 2015 with over 50 key representatives from the community, government and corporate sectors, Go Digi has reached over 50 000 people so far. Through our strong and growing network of community partners we have hosted over 260 face-to-face learning events, which are critical to the success of the program.

**"THIS SITE HAS HELPED ME
HELP MY MUM TO USE THE
INTERNET FOR THE FIRST
TIME. NOW SHE'S ONLINE
EVERYDAY – IT'S GIVEN HER
A NEW LEASE ON LIFE!"**

SUSAN, 55, BUNDABERG



More than **50 000**
people reached so far



110 network partners



Almost **20 000**
website users

Creating the next generation of IT professionals

Recognising that Australia needs 100 000 new IT professionals by 2020, Infoxchange and Microsoft teamed up to pilot YouthSpark IT Career Pathways. This program is designed to address this skills gap and give young people, who face significant barriers to employment, their first step towards an IT career.

Thirty young people have participated in the pilot program so far. Four Microsoft business partners, including Open Windows, Thomas Duryea, Generation-e and Myriad IT have signed up to provide graduates with traineeships in their businesses.



Former Premier of Tasmania and MC, David Bartlett, Australia Post's Andrew Walduck, the National Library of Australia's Anne-Marie Schwirtlich and Infoxchange's David Spriggs.

**"I WANTED
TO TAKE CONTROL
OF MY LIFE AND
BECOME AN ADULT
SO I LEFT SCHOOL
TO TRY AND FIND
A JOB"**

Daniel's story

Daniel's father passed away when he was in Year 11 and shortly afterwards he was kicked out of home. Without a stable home, he found it hard to keep up at school.

"I wanted to take control of my life and become an adult so I left school to try and find a job," Daniel says.

"I spent a lot of time looking for work and in my own time I taught myself all about computers."

He spent three years job hunting before he enrolled in YouthSpark. Now, he is working alongside Adam McInnes, CEO of Melbourne technology company Open Windows.

"When Adam called me to tell me that they wanted to offer me the traineeship position I was rapt. It felt like a huge weight had lifted off my shoulders," Daniel says.

"My dad used to say that anything worth doing was worth doing 100 percent. That's what I've done with IT and it's worked out for me so far, so I guess they're words to live by."

Daniel will complete his traineeship with Open Windows in mid-2016.

Giving not-for-profits the tools they need

We are tackling the biggest social challenges of our time including homelessness, mental health, suicide prevention and family violence through the smart and creative use of technology.

With growing demand for services and constrained budgets, the community sectors in Australia and New Zealand are under pressure to do more with less. As the largest not-for-profit technology provider to the sector, we deliver the right tools to improve efficiency and deliver greater impact – from nation-wide systems to advice for individual organisations.

BETTER SERVICE FOR PEOPLE IN NEED

Our suite of products helps community organisations manage clients, find relevant services and refer them quickly and easily.

With efficient reporting to funding bodies, our products help map service demand and allow providers and government to make informed choices about future investment.

Finding people homes

We are committed to breaking the cycle of homelessness and are continuing to provide an Australia-wide client management system for service providers through the Australian Institute of Health and Welfare. We are also working with several state governments to improve care for people who are homeless or at risk.

NEW SOUTH WALES

As part of its reform of the specialist homelessness services system, the New South Wales Government wanted to find better ways of improving access to services for people who are homeless or at risk of homelessness.

These included providing an online platform for specialist homelessness services in order to enable consistent assessment and referral practices, share client information and get access to up-to-date service information.

Infoxchange worked with the Department of Family and Community Services to develop this new centralised client information management system. The system now allows specialist homelessness services to share client information (with client consent) to prevent people having to retell their stories, and provides service providers with access to up-to-date, real-time information about service options and capacity.

This system is an important part of the NSW Government's approach to improving access to homelessness services. It will help service providers better meet the needs of people experiencing homelessness across the state. Infoxchange is working with the Department to continually improve the system.

TASMANIA

Housing Tasmania provides affordable and secure housing for Tasmanians on low incomes or with special needs. Infoxchange worked with Housing Tasmania to enhance the Tasmanian instance of our Specialist Homelessness Information Platform (SHIP) to significantly improve case management and service coordination. The enhanced system, which came into effect in December 2014, is now easier to use and delivers better outcomes for clients and staff.

Enhancing SHIP has reduced the need for clients to re-tell their story, thanks to a central client record. The system also makes it quicker for support services to provide assistance to clients, and reduces the time spent capturing client information. In addition, the improved system ensures clients experiencing homelessness, domestic violence and child abuse or neglect are prioritised as high need.

ON ANY GIVEN

NIGHT IN AUSTRALIA,

1 IN 200 PEOPLE

ARE HOMELESS

“THE ENHANCED SPECIALIST HOMELESSNESS INFORMATION PLATFORM IS SIMPLER, MORE FLEXIBLE AND BETTER TARGETS PEOPLE WITH THE GREATEST NEED. WE APPRECIATE THE EFFORT AND COMMITMENT OF INFOXCHANGE IN DELIVERING THIS KEY PROJECT AS PART OF OUR BROADER REFORM OF SOCIAL HOUSING AND RELATED SERVICE PROVISION IN TASMANIA.”

PETER WHITE, CHIEF EXECUTIVE OF HOUSING AND DISABILITY REFORM WITH THE TASMANIAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

Making it easier to find the right service

We provided the New South Wales Government with a new, improved, state-wide service platform that coordinates services in ageing, disability, community welfare and justice.

The Human Services Network (HSNet) is a centralised system for service providers to share information with people working in the same field, region or across the state.

The existing platform used outdated technology, was hard to navigate and wasn't meeting the needs of its users. The new platform provides a public directory of over 107 000 records, a system that allows service providers to share capacity information and electronic referrals, and gives the public the ability to request services for themselves.

The dynamic, all-inclusive service platform makes finding and using support services in NSW much clearer and simpler for providers and the public.



Public access to a directory of over **107 000 records**



Utilised by over **9000 service providers**

ONE IN FIVE AUSTRALIANS WILL EXPERIENCE A MENTAL HEALTH ISSUE IN THE NEXT 12 MONTHS

Lifeline app supports people in crisis

One in five Australians will experience a mental health issue in the next 12 months, so it's important that those who need help have easy access to it. Lifeline Australia provides 24-hour crisis support and suicide prevention services to anyone experiencing a personal crisis.

Infoxchange has worked with Lifeline to develop their Service Finder directory and this year the Lifeline Service Finder app was launched. The app is putting the details of almost 90 000 support service records in the hands of over 2000 Australians who use Lifeline's services every day.

The Lifeline Service Finder is powered by Infoxchange Service Seeker, software that was developed to allow people to access up-to-date, accurate information on health and welfare support services at any time of the day or night.



90 000 records listed on the app



Lifeline receives over **2500 calls a day**, or one every 33 seconds

Providing better care for people experiencing a mental health issue

Supporting more than 4000 people at over 60 locations in New South Wales and Queensland, RichmondPRA is one of the largest mental health providers in Australia. To respond to the needs of people with a lived experience of a mental health issue, it's critical that frontline staff have the most up-to-date service information on-hand.

The product of a merger between the Richmond Fellowship of NSW and Psychiatric Rehabilitation Australia (PRA), RichmondPRA needed to combine information on the supports people were accessing to ensure it was readily available across their large network.

One half of the organisation had been using Infoxchange's SRS case management system for over four years, so the decision was made to migrate the other half onto the same system.

RichmondPRA now has centralised information that helps them deliver high quality services, carry out National Disability Insurance Scheme reporting and coordinate their many services across multiple locations. Using SRS will also allow for further developments that support people who access RichmondPRA's services to manage their own support plans and record keeping.

"HAVING ONE DATABASE IN WHICH WE CAN RECORD HOW PEOPLE ACCESS OUR SERVICES HAS BEEN A MAJOR STEP FORWARD. THIS PROJECT REQUIRED THE MIGRATION OF A LARGE AMOUNT OF HISTORICAL DATA IN A SHORT PERIOD OF TIME. INFOXCHANGE WORKED CLOSELY WITH US TO ENSURE THE TRANSITION WENT SMOOTHLY."

MARK ORR, CHIEF INFORMATION OFFICER, RICHMONDPRA



NOT-FOR-PROFITS POWER UP

Our IT advice, support and services has helped over a thousand not-for-profits keep up with the digital world and by doing so, have greater impact in the community.

Getting the right technology for our clients and teaching them to use it well saves them time and money and sets them up for the future. It also allows them to work from anywhere, keep their data safe and improve their effectiveness.

Backing up not-for-profits

We've helped over 1000 small to medium not-for-profits across Australia and New Zealand understand and implement Microsoft Office 365, a suite of cloud-hosted services. Over 4500 people now have the flexibility to work from home, collaborate over vast distances, share information and communicate easily.

Including email, calendars, conferencing and file sharing, Office 365 saves these organisations ongoing IT costs and protects them from losing important data. Our range of services give not-for-profits a chance to take advantage of the cloud in a way that's right for them.

"A BIG ADVANTAGE I FOUND SO FAR WITH MOVING TO THE CLOUD IS THAT NOW IT'S ALL ONLINE, I CAN WORK FROM HOME IF I NEED TO AND IT'S ALL THERE, IT'S ALL BACKED UP INSTANTLY. IT'S QUITE COMFORTING."

LUKAS MARKOVIC, PROGRAM COORDINATOR, LADDER



Supported over 1000 not-for-profits through readiness assessments, webinars and workshops



More than 4500 people on cloud systems we have implemented



Provided ongoing support to small to medium not-for-profits

Helping New Zealand not-for-profits end sexual abuse

For organisations working in sensitive areas like sexual abuse, family violence and mental health, managing cases effectively and keeping client data private is critical. With so many products on the market, often organisations don't know where to start when choosing a case management system.

We helped New Zealand not-for-profits working to end sexual abuse – STOP, WellStop and SAFE Network – understand what they need in a case management system and what product is best for them. We also helped identify a qualified and experienced person to manage implementation.

Frontline workers will now have the right tools to manage case information easily and efficiently, and provide better service to their clients.

KEEPING

CLIENT DATA

PRIVATE IS

CRITICAL

"INFOXCHANGE ASSISTED OUR CONSORTIUM OF NGOS IN THE SCOPING OF A TRANSFORMATIONAL CASE MANAGEMENT SYSTEM. WHAT COULD HAVE BEEN AN OVERWHELMING PROCESS WAS EASY TO NAVIGATE THANKS TO THEIR EXPERT ADVICE THAT WAS ACCESSIBLE AND EASY TO UNDERSTAND."

DON MORTENSON, CEO, STOP

What's next for Infoxchange?

We are continuing to deliver strategic projects that improve the safety, health and wellbeing of people across Australia and New Zealand.

We are getting the disability sector ready for the National Disability Insurance Scheme, teaming up with the Queensland Government to tackle family violence and leading the way in shaping our digital future. These projects and many more contribute to our vision of technology for social justice.

Creating a safer world for children and families

We're working with the Queensland Government on the "Stronger Families" initiative to transform child and family protection services and make Queensland the safest place in Australia to raise a child.

Our case management and service coordination system will link child and family protection services with Queensland Police and over 80 youth support services.

People from all sectors will be able to find local services for their clients and refer them quickly and easily. They will also have a complete picture of a client's history, allowing them to make better decisions about care.

With all operations interlinked, everyone is better able to respond to family violence and ensure that children and their families are safe and healthy.



47 child and family support services



81 youth support services

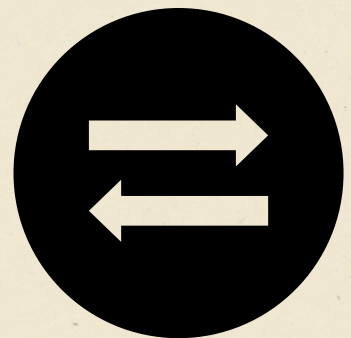


Queensland Police

CONNECTING



Search 46 000 services



Referral portal for 300 not-for-profits

Shaping Australia's digital future

At Infoxchange, we imagine a world where everyone has access to the health, education, financial and social benefits of being connected. Our digital skills in public housing program and the National Year of Digital Inclusion are two major initiatives that work towards this goal.

WE IMAGINE A WORLD WHERE EVERYONE HAS ACCESS TO THE HEALTH, EDUCATION, FINANCIAL AND SOCIAL BENEFITS OF BEING CONNECTED

2016 NATIONAL YEAR OF DIGITAL INCLUSION

The National Year of Digital Inclusion is the cornerstone of Go Digi, our joint initiative with Australia Post. Bringing together the community, government, and corporate sectors, it will set the direction for building a digitally inclusive Australian society.

Together with our network partners, we are hosting community pop-up festivals across the country, to build community spirit and connect people in both the physical and digital world.

Our first group of Go Digi Champions are already busy spreading the word about the benefits of digital inclusion. They are Former Premier of Tasmania David Bartlett, President of the Australian Seniors Computer Clubs Association Nan Bosler and Brad Howarth, journalist and digital inclusion advocate.

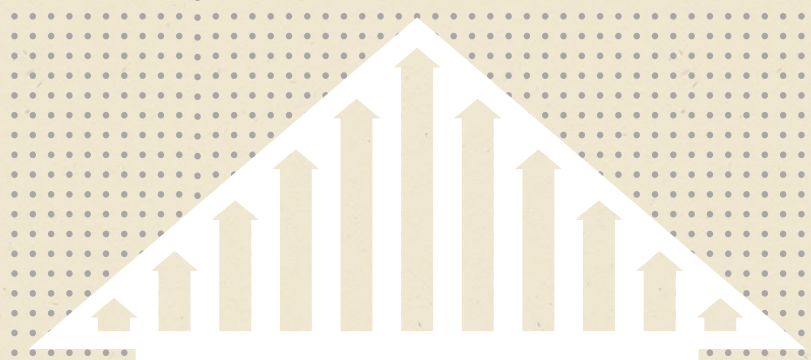
"I'M EXCITED ABOUT 2016 THE NATIONAL YEAR OF DIGITAL INCLUSION. IT'S IMPORTANT TO OUR NATION THAT NO ONE GETS LEFT BEHIND WHEN IT COMES TO THE SKILLS, DIGITAL LITERACY AND ACCESS TO THE TECHNOLOGIES THAT ARE GOING TO PROVIDE OPPORTUNITIES – BOTH SOCIAL AND ECONOMIC."

DAVID BARTLETT, FORMER PREMIER OF TASMANIA AND GO DIGI CHAMPION

DIGITAL SKILLS FOR PUBLIC AND SOCIAL HOUSING RESIDENTS

Our digital skills for public and social housing program, sponsored by Google, will build the skills and online confidence of 20 000 people living in public and social housing across the country.

Pop up learning events, mentoring workshops for frontline staff and a network of community partners will allow us to reach many of the 50 percent of people living in public and social housing without broadband internet.



BUILDING THE SKILLS AND ONLINE CONFIDENCE OF

20 000

PEOPLE LIVING IN PUBLIC AND SOCIAL HOUSING



Preparing for the National Disability Insurance Scheme

We're getting Australia's disability sector ready for the rollout of the National Disability Insurance Scheme (NDIS), a major national reform that will transform the lives of people living with disability.

The NDIS will place significant new demands on the IT systems of service providers. Their ability to deliver services profitably, report to funding bodies and attract and retain clients is dependent on having the right IT.

We are working with hundreds of service providers, including Hobart City Mission and McCallum Disability Services, to evaluate their IT needs and implement our case management system, SRS. We are also helping organisations already using SRS to update their systems to align with NDIS reporting requirements.

Working with National Disability Services, our suite of online resources will support providers to develop an IT improvement plan and prepare for the NDIS. A series of webinars and workshops across the country will complement the online resources, helping providers to leverage technology effectively and thrive in the future.

THE NDIS WILL

PLACE SIGNIFICANT

NEW DEMANDS

ON THE IT

SYSTEMS OF

SERVICE PROVIDERS

Financials

Infoxchange finished the 2014-15 financial year in a strong financial position with \$9.5 million in revenue. This was a 16.7 percent increase from 2013-14.

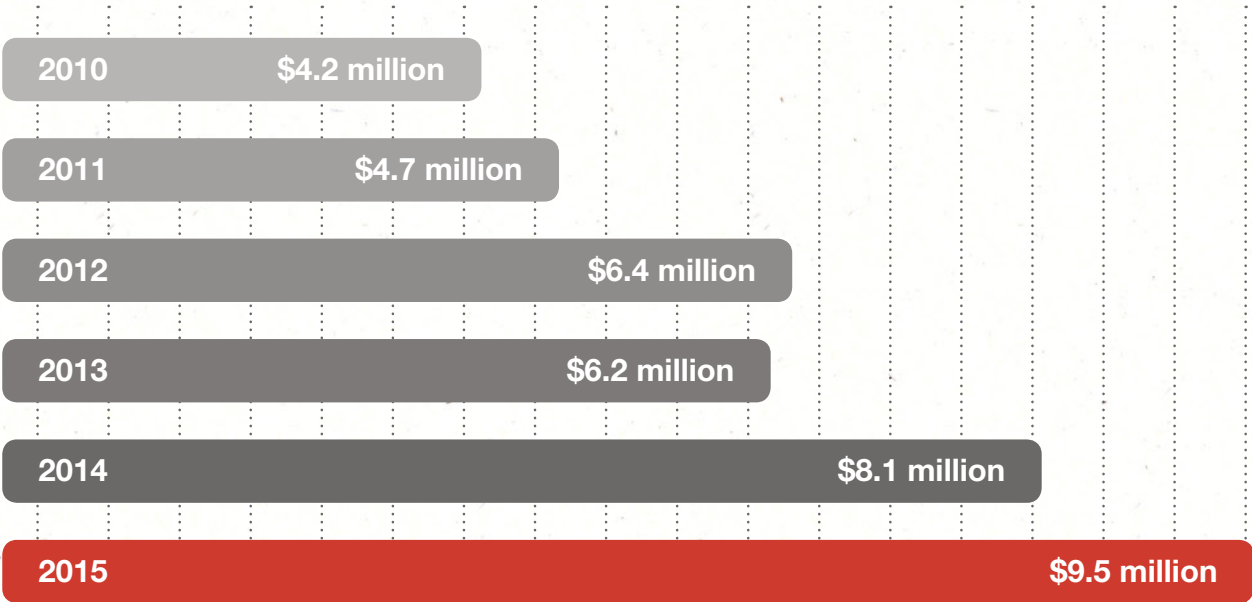
Our expenditure also increased \$1.3 million (16.7 percent) as we continued to deliver on a range of projects and invest in the future growth of the organisation. This expenditure included \$477 899 of amortisation and depreciation expense.

Infoxchange achieved a surplus of \$52 854 during 2014-15 and an improvement in its equity position of 2.8 percent to \$1.9 million.

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.

Infoxchange income
Financial Years 2010-15



Statement of profit
or loss and other
comprehensive income

For the Year Ended
30 June 2015

	2015 \$	2014 \$
Revenue	9,477,616	8,119,148
Other Income	-	4,439
Direct costs of providing services	(359,046)	(411,825)
Employee benefits expense	(6,130,590)	(5,308,140)
Depreciation and amortisation expense	(477,899)	(475,524)
Contract labour	(920,148)	(933,629)
Property expenses	(325,759)	(290,380)
Travel expenses	(151,175)	(139,217)
Other expenses	(1,050,353)	(523,624)
Finance costs	(9,792)	(897)
Surplus before income tax	52,854	40,351
Income tax expense	-	-
Surplus for the year	52,854	40,351
Revaluation of financial assets	176	2,052
Other comprehensive income for the year	176	2,052
Total comprehensive income for the year	53,030	42,403

INFOXCHANGE
FINISHED THE
2014-15 FINANCIAL
YEAR IN A STRONG
FINANCIAL POSITION
WITH \$9.5 MILLION
IN REVENUE

Statement of
financial position

30 June 2015

	2015 \$	2014 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,815,325	1,629,803
Trade and other receivables	2,742,124	1,899,061
Inventories	9,466	19,750
Other financial assets	132	129
TOTAL CURRENT ASSETS	4,567,047	3,548,743
NON-CURRENT ASSETS		
Financial assets	21,427	43,460
Property, plant and equipment	376,393	351,930
Intangible assets	139,546	418,638
TOTAL NON-CURRENT ASSETS	537,366	814,028
TOTAL ASSETS	5,104,413	4,362,771
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	772,915	697,857
Borrowings	-	34,735
Employee benefits	570,273	432,720
Other financial liabilities	1,815,195	1,295,916
TOTAL CURRENT LIABILITIES	3,158,383	2,461,228
NON-CURRENT LIABILITIES		
Employee benefits	40,727	49,280
TOTAL NON-CURRENT LIABILITIES	40,727	49,280
TOTAL LIABILITIES	3,199,110	2,510,508
NET ASSETS	1,905,303	1,852,263
EQUITY		
Membership fee	9	-
Reserves	(608)	(2,038)
Retained earnings	1,905,901	1,854,301
TOTAL EQUITY	1,905,302	1,852,263

Our partners and supporters



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

Help us make 2016 the National Year of Digital Inclusion

*"WE'VE GOT TO MAKE SURE
NO AUSTRALIAN IS LEFT
BEHIND IN THE YEAR OF
DIGITAL INCLUSION"*

DAVID BARTLETT, FORMER PREMIER
OF TASMANIA AND GO DIGI CHAMPION

*"DIGITAL INCLUSION
IS NOT A NICE-TO-HAVE.
IT'S A MUST-HAVE."*

HELEN MILNER, CHIEF EXECUTIVE
OF TINDER FOUNDATION UK AND
GO DIGI SUPPORTER

+61 3 9418 7400
info@infoxchange.org
www.infoxchange.org

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