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Who we are

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for over 25 years.

We tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Māori and Pasifika communities.

We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

Our community programs focus on digital inclusion. We use technology to improve the lives of vulnerable people, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

OUR VISION

TECHNOLOGY
FOR SOCIAL
JUSTICE

OUR REACH



116 staff across Australia and New Zealand



7 locations



Supporting over 6500 organisations

SNAPSHOT



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



Supporting frontline workers to help over 700 000 people in the past year alone



Enabling over 220 000 Australians to find the community service they need



Building the online skills and confidence of more than 250 000 people



Working with all levels of government across Australia and New Zealand



Enabled almost 4000 people to find jobs that matter in the last year

OUR VALUES

Integrity
Empowerment
Excellence
Agility

FOCUS AREAS



Housing & homelessness



Youth & families



Indigenous communities



Disability



Mental health



Ageing

OUR BOARD

- **Chair:**
Jonathan Moodie
- **Deputy Chair:**
Stan Krpan
- **Directors:**
Alan Dormer
Jo Fisher
David Jonas
Robert Morsillo
Partha Nag
Morgana Ryan

OUR MANAGEMENT TEAM

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



A message from our Chair

It has been a big year for Infoxchange and it is with great pleasure that I present our annual report for 2016.

We have continued to grow our reach and impact through cultivating strong partnerships across the community, corporate, government and academic sectors.

These partnerships are critical in our efforts to deliver on our vision of "technology for social justice". We've launched a range of exciting projects this year that are achieving positive social change.

**WE HAVE
CONTINUED
TO GROW OUR
REACH AND
IMPACT**

Some of the highlights of our year have been:

- Prime Minister Malcolm Turnbull launching Ask Izzy, our mobile website connecting people who are homeless with essential services, delivered in partnership with Google, realestate.com.au and News Corp Australia
- supporting over 900 events for the National Year of Digital Inclusion, run in partnership with Australia Post as part of our national digital literacy program Go Digi, which demonstrates the importance of digital skills and connected communities
- helping more young people in their first step towards an IT career through Youth IT Careers, and expanding the program in Melbourne and Sydney with the help of Microsoft, the Victorian Government and Victoria Polytechnic
- partnering with National Disability Services to help organisations across Australia prepare for the National Disability Insurance Scheme.

I'd like to thank my fellow board members, Chief Executive Officer David Spriggs and the senior management team for their tireless effort this year. I would also like to extend my thanks to all Infoxchange staff, clients and partners for contributing to an extraordinary year for Infoxchange and for our vision of delivering technology for social justice.

Jonathan Moodie

Jonathan Moodie
Chairman



A message from our Chief Executive Officer

At Infoxchange, we strive to deliver positive social change through the use of technology – from working to improve digital inclusion to helping not-for-profits to increase efficiency and deliver greater impact.

The tools we provide break down barriers between not-for-profits and government, with the aim of unifying a human services system in which we work together to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Māori and Pasifika communities.

This year, our products and services have supported over 6500 not-for-profits to become more efficient and provide better care for vulnerable communities.

We are proud to have:

- reached our five year anniversary providing client and case management to over 1200 specialist homelessness services, which deliver critical support to people who are homeless or at risk across Australia
- supported Queensland Police to respond to family violence and other issues faced by vulnerable people with an award-winning referral service

**WE STRIVE
TO PROVIDE
THE RIGHT
TOOLS TO
IMPROVE
EFFICIENCY
AND DELIVER
GREATER
IMPACT**

- supported New Zealand organisations in choosing and implementing a case management system in partnership with the Ministry of Social Development
- worked with the ACT, New South Wales and Queensland Governments on reforms that strengthen their child and family support services.

These are just a few of the many projects delivered in a bumper year for Infoxchange.

We were also honoured to win multiple state, national and international awards, including iAwards for Ask Izzy and our Queensland Police project and an Australia and New Zealand Internet Award for Go Digi and the National Year of Digital Inclusion.

Our commitment to sustainable growth has seen an increase of 24 percent in income to almost \$12 million. This underpins the strength of the organisation and allows us to continue to deliver a wide range of programs.

I would like to thank our Board, senior management team, staff, volunteers, clients, partners and supporters for helping us take another big step towards our vision of technology for social justice.

David Spriggs

David Spriggs
Chief Executive Officer



INNOVATION AND

COLLABORATION ARE KEY TO

TACKLING HOMELESSNESS

AND HOUSING STRESS

Since 1989 when we built the first online crisis accommodation register, Infoxchange has been committed to breaking the cycle of homelessness.

As the number of people who are homeless or at risk continues to increase, we recognise the need to work together and think differently.

We're working with community, government and corporate partners to tackle the issue – from delivering national and state-wide client and case management systems to developing the first ever mobile directory of services co-designed with people who are homeless or at risk, Ask Izzy.

Informing policy and boosting service delivery

Our client and case management system used by homelessness services across Australia has reached its five year anniversary.

The Specialist Homelessness Information Platform (SHIP), developed with the Australian Institute of Health and Welfare, has helped 1200 services improve the wellbeing of over 1.1 million vulnerable Australians.

The platform has brought homelessness more sharply into focus, demonstrating the breadth and depth of the issue at a national scale with quality, timely data.

This data continues to inform policymaking including the National Partnership Agreement on Homelessness.

The platform enables services to better support their clients and has improved the efficiency of service provision across the country.

“AIHW’S COLLABORATIVE PARTNERSHIP WITH INFOXCHANGE HAS ACHIEVED OVER FIVE YEARS OF SYSTEM RELIABILITY AND SOLUTIONS TO MEET GOVERNMENT DATA REPORTING NEEDS. WELL DONE INFOXCHANGE!”

Penny Siu
Unit Head, Housing and Homelessness Collection Operations, Australian Institute of Health and Welfare



Supporting 1200 homelessness services for over five years

SINCE 1989

INFOXCHANGE

HAS BEEN

COMMITTED

TO BREAKING

THE CYCLE OF

HOMELESSNESS

1.1m

1.1 million vulnerable Australians helped

Homeless support in your pocket

Launched by Prime Minister Malcolm Turnbull in January, Ask Izzy has helped people find homelessness support with more than 200 000 searches for shelter, food and other services.

Ask Izzy is a mobile website that lists over 350 000 services across Australia. Through a co-design involving more than 2000 people who have been homeless and frontline workers, it responds to the needs of the homeless community.

Developed with Google, realestate.com.au and News Corp Australia, Ask Izzy has become a whole of community partnership with over 20 community, government, academic and corporate partners. We've also provided over 5000 mobile power cards to keep people connected, with help from RAMS Financial Group.

200 000

200 000 searches in the first six months



More than 350 000 services listed

“ASK IZZY IS AN OUTSTANDING EXAMPLE OF EVERYTHING A SUCCESSFUL, PROGRESSIVE, COMPASSIONATE 21ST-CENTURY AUSTRALIA WILL BE; A COUNTRY THAT IS KNOWN FOR ITS INNOVATION, FOR ITS COMPASSION, FOR ITS LOVE AND SUPPORT FOR THOSE LESS FORTUNATE.”

Malcolm Turnbull, Prime Minister of Australia

5000

5000 power cards for young people at risk

“THE KNOWLEDGE THAT I PICKED UP USING ASK IZZY FOR ABOUT AN HOUR PROBABLY WOULD HAVE TAKEN ME TWO TO THREE YEARS ON THE STREET TO PICK UP.”

Danny Nepean, Homeless Advocate, Victorian Council to Homeless Persons

Getting people the right help, quickly

In response to the Australian Capital Territory Government's Better Services reform, we've helped improve the delivery of human services across the territory.

OneLink provides a central access point for homelessness, child, youth and family services, making it easier for people to get support.

Homelessness services and housing providers are now able to easily notify OneLink of their bed and support vacancies so clients are efficiently referred and get the right help, quickly.

Common information sharing and assessment processes are also reducing stress on clients, with people only having to tell their story once.

“CASE WORKERS CAN IMMEDIATELY GO INTO SUPPORT MODE BECAUSE THEY HAVE SUCH GOOD INFORMATION ABOUT THE PERSON BEFORE THEY MAKE THE FIRST CONTACT.”

Community Services Directorate, ACT Government



Homeless advocate Danny Nepean speaking with Prime Minister Malcolm Turnbull and Chief Commissioner of the Greater Sydney Commission Lucy Turnbull



Orange Sky Laundry co-founder Nic Marchesi, Victorian Special Minister of State Gavin Jennings and Lord Mayor of Melbourne Robert Doyle at the launch of Ask Izzy

Helping regional Victorians who need housing support

Better IT systems have unlocked 500 hours for Victoria's Rural Housing Network, allowing staff to spend more time delivering services for low-income families.

Rural Housing Network is the largest social housing provider in the Hume region, providing low-cost housing to over 950 people across 700 properties.

Infoxchange overhauled and automated Rural Housing Network's processes for client intake, home visits and appointment scheduling.

Staff were trained in the use of new systems, along with how to more efficiently use the ones they were already familiar with.

We also set up an internal social media network, video conferencing and provided devices to allow staff to work remotely.

“WE SAVE UP TO 35 MINUTES FOR EVERY NEW CLIENT AND 15 MINUTES PER ONGOING CLIENT. THAT ADDS UP TO 500 HOURS FOR OUR HOMELESSNESS WORKERS.”

Laura Simpson,
Service Development
Manager, Rural Housing
Network

BETTER
IT SYSTEMS
ALLOW STAFF
TO SPEND
MORE TIME
DELIVERING
SERVICES



EASING THE PRESSURE
ON YOUNG PEOPLE
AND FAMILIES

We want to make it as easy as possible for young people and families to get the help they need.

We believe that with the right support, everyone has the ability to create a better future for themselves and their families.

Our products and services are providing the right tools for individuals to access support when they need it most. Our community programs are empowering young people to connect with services and take the first step into their careers.

\$1.6 million builds IT careers for young people facing disadvantage

Infoxchange, Microsoft and Victoria Polytechnic have teamed up with Victorian businesses to support young people experiencing disadvantage to build their IT careers.

Funded by the Victorian Government and Microsoft, the \$1.6 million Youth IT Careers program supports young people, who have struggled to find employment or remain in school, to complete training and a traineeship with a local business.

The program has a unique delivery model, connecting training with real-life job experience while providing support outside the classroom to help our trainees overcome any obstacles. After a successful pilot in 2015, the program is now expanding in Melbourne and Sydney.

“YOUTH IT CAREERS HAS GIVEN ME A CHANCE, UNLIKE ANY OTHER PROGRAM THAT I HAVE COME INTO CONTACT WITH. IT HAS SHOWN ME THAT I CAN MAKE SOMETHING OF MYSELF DESPITE NOT HAVING HAD THE BEST START IN LIFE.”

Nick,
Youth IT participant



NICK'S STORY

Nick left high school in Year 9 due to mental health issues. Despite recovering from the illness he found that many education and employment doors were closed to him.

Nick joined the Youth IT Careers program in October 2015 and is now doing a traineeship with Melbourne business, BizData.

BizData Director, Ofir Even-Bar says Nick has been an invaluable part of the team.

“Youth IT Careers has given us the opportunity not just to do something good for a young person who needs help getting started in life, it has also brought a valuable employee into our business,” Ofir says.

Nick is completing his accreditation while working at BizData.

Connecting support services

We're helping Wesley Mission Queensland provide vital support for 100 000 young people and families across the state. Our client and case management system has enabled Wesley to provide seamless services across multiple locations, in and out of the office.

Being able to manage care plans centrally means staff can tailor their support to individuals and get better outcomes for clients. The software was also integrated with Wesley's existing systems, so staff can move easily between systems using a single login.

Wesley is now also linked in to the state-wide network of child and family services, implemented by Infoxchange with the Queensland Government, enabling them to refer to other services quickly and easily. This means that children and families are getting consistent support from service providers across the state.

STAFF CAN

TAILOR THEIR

SUPPORT TO

INDIVIDUALS

AND GET BETTER

OUTCOMES

FOR CLIENTS

“THE INFOXCHANGE TEAM WERE CONSUMMATE PROFESSIONALS IN HELPING US TO TAILOR THIS PRODUCT TO MEET OUR NEEDS - FROM SCOPING THROUGH TO CONFIGURATION, TRAINING AND IMPLEMENTATION.”

Shane Beacall,
Community Services
Operations Manager,
Wesley Mission Queensland



Keeping children and families safe in Queensland

COORDINATED SUPPORT SERVICES

We have worked with the Queensland Government in their efforts to overhaul the child protection system and improve the safety of children and families across the state.

We have implemented a new client and case management system for 16 new Family and Child Connect Centres and 33 Intensive Family Support Services throughout Queensland. In the last 12 months we have also provided client and case management for 95 youth support services around the state.

The partnership includes the oneplace public directory of 46 000 services, which people can use to find services quickly and easily.



16 Family and Child Connect Centres and 33 Intensive Family Support Services



95 youth support services



Search for 46 000 services

The system supports the end-to-end delivery of family and child services across the state and is used by over 2000 workers in the sector.

The project is part of the Queensland Government's Supporting Families, Changing Futures initiative, a response to the Queensland Child Protection Commission of Inquiry.

IMPROVING THE SAFETY OF CHILDREN AND FAMILIES ACROSS THE STATE

POLICE AS HELPERS NOT JUST ENFORCERS

Each day, Queensland Police receive over 180 calls relating to family violence and many other calls to assist vulnerable people experiencing a broad range of social issues.

For the first time in these instances, officers can view someone's prior history of referrals to support services by Police and refer them to one of 380 services in real time.

The Queensland Police referral service makes it easier for 11 500 officers to direct vulnerable people to the right services at the right time. This enables them to proactively respond to people in need and reduce the likelihood of them either offending or becoming a victim of crime.



11 500 police officers



Over 380 community services



46 000 issues referred

This project won the 2016 Queensland iAward for public sector and government innovation and gold in the Queensland Police Service Awards for Excellence, customer focus category.

“I HAVE COMPLETED MY MASTER’S DEGREE ON POLICE REFERRALS AND CAN SAY IN TERMS OF GLOBAL BEST PRACTICE, THERE IS NO OTHER POLICE JURISDICTION WITH SUCH A SOPHISTICATED AND EFFECTIVE REFERRAL MODEL.”

Acting Inspector Kim Jackson, Queensland Police Service



Giving people better access to the help they need

New South Wales homelessness services help more than 58 000 people each year by providing specialised support and accommodation services. Connecting these services with other providers in the sector allows for better targeted support to individuals and communities who need it the most.

That's why we worked with the NSW Government to implement the Client Information Management System, which allows more than 700 homelessness services to search for service and accommodation vacancies and manage their clients more effectively.

We also redeveloped the Human Services Network (HSNet), a free website where the public can search over 110 000 human and justice services across NSW, as well as accessing service capacity and requesting assistance directly from selected services. Providers are also able to easily refer clients between services.

Our redevelopment of HSNet has improved communication and collaboration in the delivery of services to people and communities in NSW, and is helping individuals to make informed choices about their support requirements.

By streamlining access to services, we are making it easier for people to get the help they need.

700+

Over 700 services use the Client Information Management System



Over 110 000 support services listed on the Human Services Network



70 000 online searches in the last 12 months

Ensuring children get the education they deserve

Children in our community need the best possible early learning and care. That's why we're helping early childhood educators to focus more on what they do for children and less on their IT requirements.

Early Childhood Management Services (ECMS) is a social enterprise that educates and cares for 6500 children and their families in 75 centres across Melbourne.

We replaced their ageing hardware and outdated software, moved their systems to the cloud to help staff work with each other remotely, set up instant messaging and video conferencing tools and provided devices to assist in learning.

ECMS staff can instantly share ideas with each other on the cloud and spend less time waiting for ageing hardware and software. With our ongoing IT support they can focus on providing a great learning environment for the next generation.

"WE WENT FROM HAVING ONLY A THIRD OF OUR WORKFORCE USING EMAIL ON OUTDATED SYSTEMS TO HAVING 700 STAFF MEMBERS CONNECTED AND TRAINED IN OFFICE 365 IN JUST A FEW MONTHS."

Angie Farrugia,
Communications and Business
Services Director, Early
Childhood Management
Services



HELPING 300 000

AUSTRALIANS IMPROVE

THEIR DIGITAL SKILLS

We're working with not-for-profits, libraries, government and corporates to make sure digital literacy and inclusion is on the national agenda.

Low-income earners, regional and remote communities, non-English speakers, the elderly, people with disabilities and Aboriginal and Torres Strait Islanders are among the almost 3.5 million Australians who are not online.

For these groups the education, health, social and financial benefits of being connected remain out of reach.

The National Year of Digital Inclusion is bringing this divide into focus on a national scale. Combined with our community programs, it is helping us ensure all Australians can take advantage of the online world.



On track to reach 300 000 people



Over 350 network partners



Over 900 face-to-face learning activities

THE BENEFITS OF BEING CONNECTED REMAIN OUT OF REACH FOR MANY PEOPLE

The National Year of Digital Inclusion

The National Year of Digital Inclusion was launched in the Victorian regional town of Bendigo in February. With digital learning events and conversation forums across Australia, the year is raising awareness of digital inclusion at all levels of society.

It is the cornerstone of Go Digi, our four year national digital literacy program delivered in partnership with Australia Post. So far there have been over 900 face-to-face learning activities and conversation forums run in Brisbane, Perth, Launceston, Darwin and Adelaide.

Go Digi is on track to reach 300 000 people and has a network of almost 350 community partners across the country.

Our National Year of Digital Inclusion Champions have been using their profile to put digital inclusion on the national agenda.



“RELIABLE, AFFORDABLE AND ADEQUATE BROADBAND AND MOBILE SERVICES, AS WELL AS THE DIGITAL LITERACY SKILLS TO OPERATE SUCCESSFULLY IN A DIGITAL ENVIRONMENT, ARE ESSENTIAL TO ALL AUSTRALIANS LIVING IN REMOTE REGIONS.”

Natalie Ahmat,
NITV News Presenter
and National Year of Digital
Inclusion Champion



NATIONAL YEAR OF DIGITAL INCLUSION CHAMPIONS

- **Natalie Ahmat**
Presenter, NITV News
- **David Bartlett**
Former Premier of Tasmania
- **Nan Bosler**
President, Australian Seniors Computer Clubs Association
- **Terri Butler MP**
Federal Member for Griffith
- **Teresa Corbin**
CEO, Australian Communications Consumer Action Network
- **Brad Howarth**
Technology Journalist and Writer
- **Senator Scott Ludlam**
Greens Senator, Western Australia
- **Cassie McCullagh**
Presenter Life Matters, ABC RN
- **Pino Migliorino**
Managing Director, Cultural Perspectives Group
- **Laurie Patton**
CEO, Internet Australia
- **Jane Prentice MP**
Federal Member for Ryan
- **Anne Marie Schwirtlich**
Director, National Library of Australia

“FOR US, GREATER PARTICIPATION IN A DIGITAL WORLD STARTS WITH A RECOGNITION OF THE IMPORTANCE FOR ALL AUSTRALIANS TO GET ONLINE, AND BUILD THE NECESSARY SKILLS AND CONFIDENCE TO USE TECHNOLOGY.”

Andrew Walduck,
Executive General Manager,
Trusted eCommerce Solutions,
Australia Post

**Bridging the gap
for people living
in social housing**

To date, Digi House has built the online skills and confidence of 8000 people living in social housing.

Sponsored by Google, Digi House was launched in February with social housing residents at SGCH in Sydney's south. Since then we have partnered with over 40 community organisations and housing providers to deliver pop-up learning events across New South Wales and Victoria.

Mentoring workshops for frontline staff allow them to deliver training directly to residents and online learning resources are available to individuals.

Digi House aims to reach 20 000 people across New South Wales and Victoria.



Reached over 8000 social housing residents to date



40 community partners



117 frontline staff engaged

“PEOPLE WHO DON'T HAVE DIGITAL SKILLS ARE MORE LIKELY TO BE ENCOUNTERING DISADVANTAGE AND THEY NEED TO BE SET UP TO ACCESS THE ONLINE WORLD CONFIDENTLY AND SAFELY.”

Annie Baxter,
Google

**DIGI HOUSE
AIMS TO REACH
20 000 PEOPLE
ACROSS
NSW AND VIC**



**SUPPORTING AUSTRALIA
AND NEW ZEALAND'S
FIRST PEOPLES**

Working together with local communities, we are supporting Aboriginal, Torres Strait Islander, Māori and Pasifika people to use technology to improve their health and wellbeing.

As part of the Broadband for the Bush Alliance and through our local partnerships, we're working to drive better access to digital skills and technology in Australia's regional and remote communities. We're also working to make our products, like Ask Izzy, better respond to the needs of Aboriginal people.

In New Zealand we're helping Māori and Pasifika organisations improve their IT so they can spend more time with their clients.

Building digital literacy in remote communities

We have joined with East Arnhem Regional Council to improve the digital inclusion of local Aboriginal communities.

Launched in April, the four-year Learning Strategy is boosting the digital skills and internet access for 1000 people across the region. Online learning guides and face-to-face training are helping small business owners develop their online presence and grow their business.

The strategy will improve career opportunities for Council staff and maximise the effectiveness of services into the community. Most importantly, it will increase education and employment in remote communities that have historically had limited internet access.

**INCREASING
EDUCATION AND
EMPLOYMENT
IN REMOTE
COMMUNITIES**



Developing the digital skills of 1000 people



Assisting Aboriginal businesses to develop their online business



Providing training and skills for all council staff

Helping Raukawa iwi to thrive

The Raukawa Charitable Trust is one of over 100 New Zealand organisations we've supported in choosing and implementing a case management system.

With our help the Trust, based in the South Waikato region, is now better equipped to deliver its innovative community-led health and social initiatives.

We held a series of workshops in eight centres across New Zealand and with help from the Ministry of Social Development, we conducted the first ever review of case management systems for the sector in NZ.

The Trust's new client and case management system has improved efficiency. The phases of our workshops aligned with the stages of specifying, selecting and implementing the Trust's case management system, and staff found our free resources very helpful.

"THE WORKSHOPS, RESOURCES AND COMPARATIVE REPORT WERE VERY USEFUL. THEY HAVE ADDED TO OUR VERY CAPABLE PROJECT MANAGER'S TOOL KIT AND EXPERTISE."

Maria Te Kanawa,
Raukawa Charitable Trust

*Raukawa is a Māori tribe based in the South Waikato region in New Zealand

**OVER 10 PERCENT
OF ASK IZZY
USERS IDENTIFY
AS ABORIGINAL**

Improving access to health and wellbeing services

Ask Izzy has taken its first step towards a new look that will help Aboriginal and Torres Strait Islanders better access health and wellbeing services.

Over 10 percent of Ask Izzy users identify as Aboriginal and we wanted to do more to make sure it responds to their needs.

With help from the Victorian Government, we conducted a trial in regional Victoria to see what we could do differently. Recommendations on artwork, language and community engagement are informing an in-depth co-design process that is now underway.

By making Ask Izzy more welcoming for Aboriginal people, we hope more will use it to seek health and wellbeing services when needed.





A NEW WAY OF SUPPORTING PEOPLE WITH DISABILITIES

The introduction of the National Disability Insurance Scheme (NDIS) is giving people with disabilities more control than ever over the services they receive.

But it's also putting new demands on disability organisations, many of whom need to make big changes to the way they operate.

We believe technology can hold the key to a smooth transition to the NDIS. Our IT services are helping organisations prepare by updating their IT systems and infrastructure.

We're reaching out to service providers across Australia with our client and case management system, which can help manage their service agreements and track client outcomes.

Helping disability organisations get their IT up to speed

For disability providers, adapting to the NDIS is a big job. That's why we partnered with National Disability Services (NDS) to deliver an Australia-wide IT support program to help providers prepare for the transition.

The Improve IT program for the NDIS included webinars, online resources and workshops held across the country. We worked closely with NDS to provide useful information on topics such as IT planning, infrastructure and mobile technology.

With these tools, disability providers can feel prepared and confident that their IT systems are ready to handle the demands of the NDIS.

"HAVING INFOXCHANGE LOOK AFTER AND MAINTAIN OUR IT SYSTEMS HAS BEEN BRILLIANT. IT TAKES A LOAD OFF MY SHOULDERS KNOWING THAT OUR STAFF CAN WORK EFFICIENTLY, AND IT'S WHAT WE NEED AS WE GROW."

Trevor McFarlane,
Business Manager,
Leisure Networks

IT key to NDIS success

As an NDIS trial participant, Leisure Networks were expanding rapidly but their systems were out-of-date. This meant keeping up with the demands of the NDIS was challenging and labour-intensive.

We took over the management of their IT systems and updated their software and infrastructure so that it was consistent throughout the organisation.

By using Microsoft Office 365, staff can now easily share information whether they're in the office or out working in the community.

This means staff can work much more efficiently, and have more time to help their clients.

DISABILITY

ORGANISATIONS

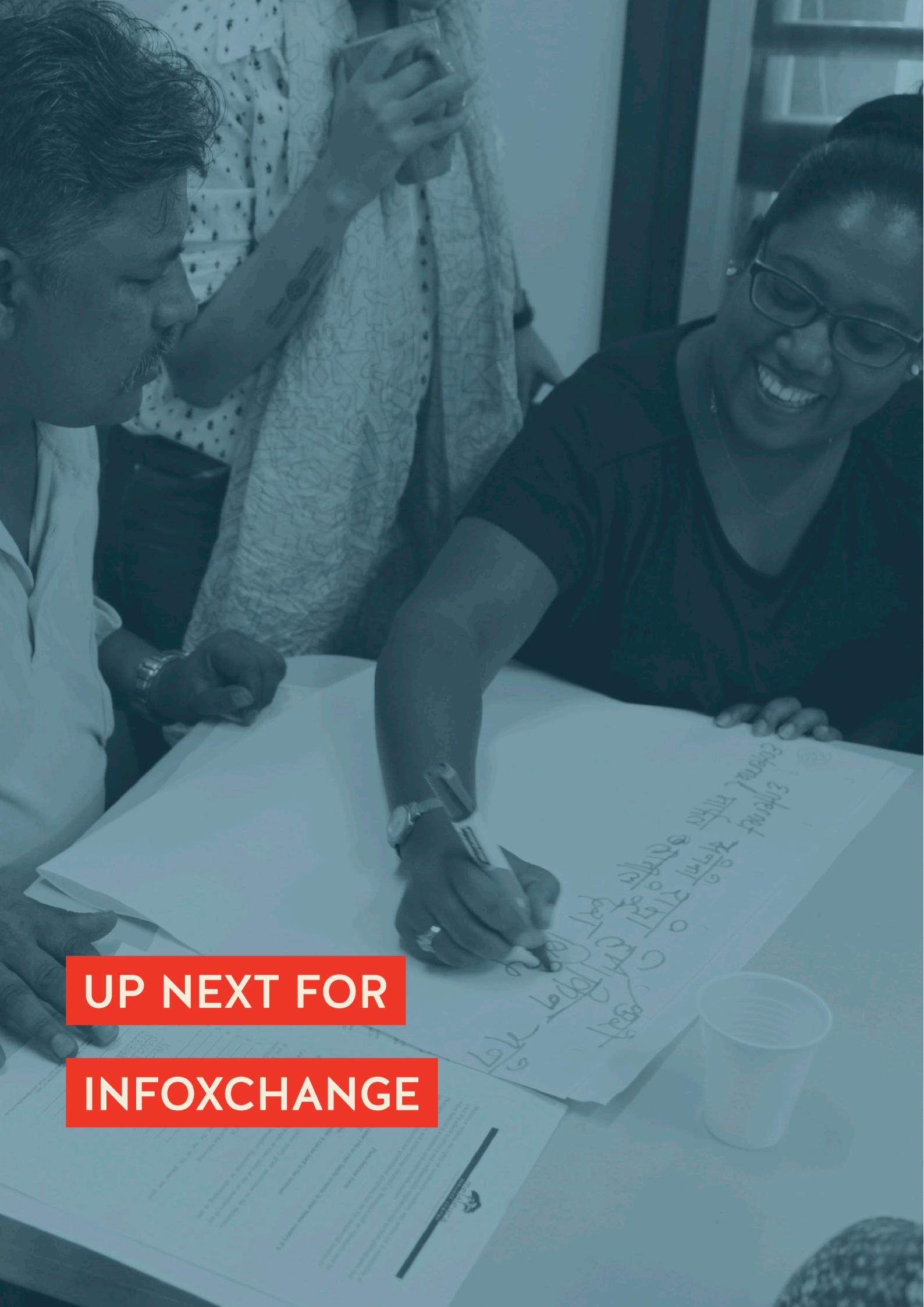
FEEL CONFIDENT

THAT THEIR

IT SYSTEMS

ARE READY FOR

THE NDIS



UP NEXT FOR
INFOXCHANGE

Big data to tackle entrenched disadvantage

In the coming year Infoxchange will be focused on helping the community sector embrace the next big technology trend – big data.

As the community sector moves to a client-centred service model with greater connection and coordination, data is being collected that can improve frontline service delivery as well as the policy that informs it.

Big data will be, before long, transforming service delivery and providing a huge amount of value for the sector and community. It will improve the ease with which people access services and enable service providers and government to better target those in need.

Importantly, it will also get us closer to a larger goal that we all strive for – better understanding our impact.

But the game changer will be predictive analytics. Combining data with frontline expertise, we can start to anticipate how people will respond to the services they receive and tailor them to the individual.

Predictive analytics can also be used to support real-time decision making, enabling organisations to better support people in need.

With over 25 years' experience in leading technology change within the community sector, we'll be supporting organisations to embrace this new trend.

THE GAME
CHANGER WILL
BE PREDICTIVE
ANALYTICS

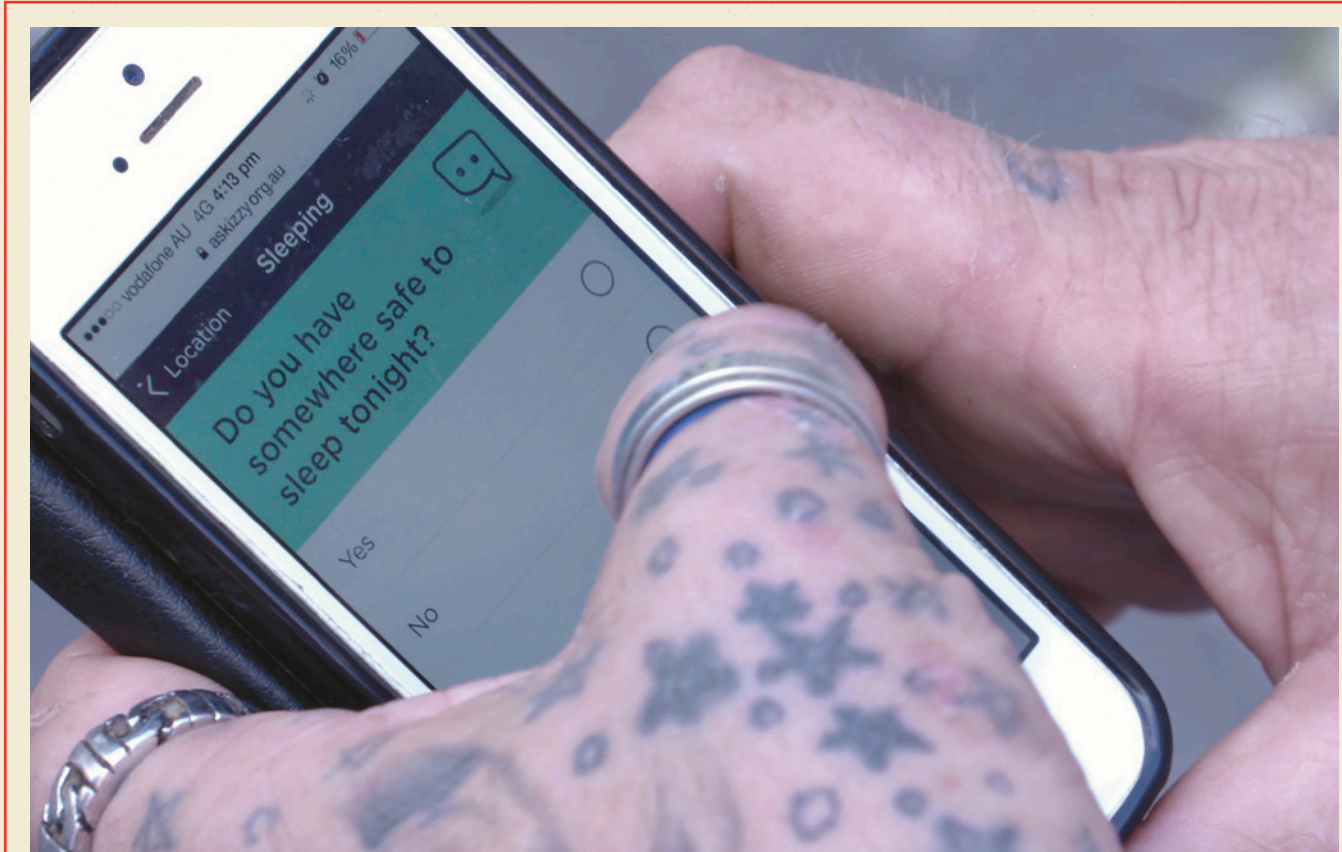
Uncovering homeless need

Next year for the first time in Australia, a real-time, location-based and holistic view of demand for homelessness services will be available.

The Ask Izzy open data platform, supported by Google, will combine data on the demand and supply of homelessness services. Co-designed with service providers and government, it will be publicly available in 2017.

The platform will enable better decision making regarding the location and type of services available to people who are homeless or at risk across the country.

Through data-driven innovation it will identify burgeoning trends in the need for housing, food, health and counselling support.



Continued support for the NDIS

As the NDIS rolls out across Australia, more and more disability organisations are looking to adapt their IT systems. We'll be continuing to provide free and low-cost advice for those struggling with the transition.

With workshops and webinars scheduled monthly, we're providing the right training and tools for organisations to adapt.

Our IT specialists also provide advice and products to organisations with more in-depth needs, including client and case management that responds to NDIS payment and reporting requirements.

With the right support, we're helping disability organisations and their clients thrive under the NDIS.

TOGETHER
WE CAN WORK
TOWARDS THE
PREVENTION
OF NEEDLESS
VIOLENCE

Tackling family violence

We are committed to working with governments and service providers to tackle family violence. One in four women have experienced family violence. We will continue to help community-based services, including police, better coordinate care for these individuals.

When frontline workers have the ability to better coordinate services and share client information, individuals and families receive more timely and relevant support from the range of services they interact with.

And with a central client record, our systems save people the trauma of repeating their story to multiple services.

By underpinning the family violence sector with the right technology, together we can work towards the prevention of needless violence.



FINANCIAL

REPORT

2015-16 saw us exceed \$10 million annual income for the first time, with total revenue of \$11.8 million.

This represents a 24 percent growth in our income on the previous financial year across the entire organisation, with a total growth of more than 150 percent over the past 5 years.

While a significant amount of our income is spent on initiatives that have enhanced our growth, Infoxchange finished the 2015-16 financial year in a strong financial position with a surplus of \$196 960.

Our asset base is stronger with total equity now in excess of \$2 million. This places us in a good position to continue to invest in opportunities that will provide benefit to our clients and customers, with an increased focus on environmental sustainability and initiatives to attract and retain quality staff.

Infoxchange's accounts were audited by Banks Group, Melbourne, and a summary version of the audited financial statements is included here. A full copy of the audited financials is available upon request.

**TOTAL GROWTH
OF MORE THAN
150 PERCENT
OVER THE PAST
5 YEARS**



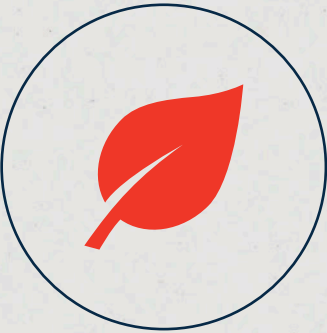
Total revenue of \$11.8 million



Surplus of \$196 960



24 percent income growth on the previous financial year



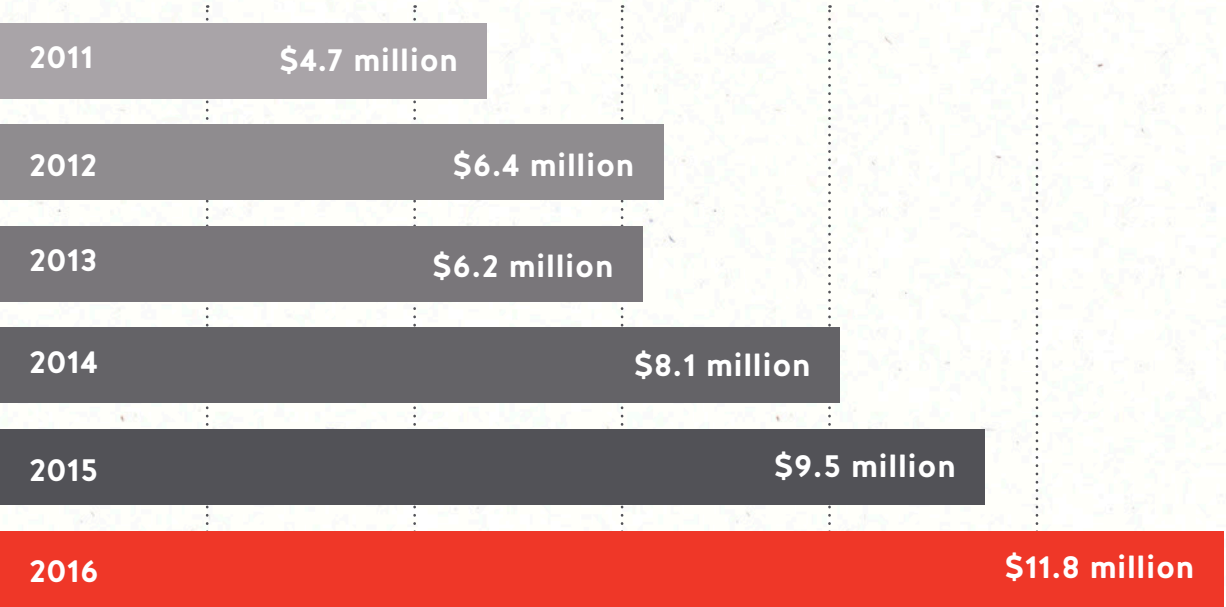
Increased focus on environmental sustainability

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2016

	2016 \$	2015 \$
Revenue	11 795 614	9 477 616
Direct costs of providing services	(642 206)	(359 046)
Employee benefits expense	(7 270 412)	(6 130 590)
Depreciation and amortisation expense	(398 680)	(477 899)
Contract labour	(1 257 566)	(920 148)
Property expenses	(380 309)	(325 759)
Travel expenses	(320 553)	(151 175)
Other expenses	(1 331 116)	(1 050 353)
Finance costs	-	(9792)
Surplus before income tax	194 772	52 854
Income tax expense	-	-
Surplus for the year	194 772	52 854
Revaluation of financial assets	2188	176
Other comprehensive income for the year	2188	176
Total comprehensive income for the year	196 960	53 030

Infoxchange Income Financial Years 2011-16



OUR ASSET
BASE IS
STRONGER
WITH TOTAL
EQUITY NOW
IN EXCESS OF
\$2 MILLION

Statement of financial position

30 June 2016

	2016 \$	2015 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3 411 930	1 815 325
Trade and other receivables	1 101 742	2 742 124
Inventories	11 289	9466
Other financial assets	136	132
TOTAL CURRENT ASSETS	4 525 097	4 567 047
NON-CURRENT ASSETS		
Financial assets	309	21 427
Property, plant and equipment	562 307	376 393
Intangible assets	169 570	139 546
TOTAL NON-CURRENT ASSETS	732 186	537 366
TOTAL ASSETS	5 257 283	5 104 413
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	625 249	772 916
Employee benefits	763 360	570 273
Other financial liabilities	1 730 124	1 815 195
TOTAL CURRENT LIABILITIES	3 118 733	3 158 384
NON-CURRENT LIABILITIES		
Employee benefits	36 288	40 727
TOTAL NON-CURRENT LIABILITIES	36 288	40 727
TOTAL LIABILITIES	3 155 021	3 199 111
NET ASSETS	2 102 262	1 905 302
EQUITY		
Membership fee	9	9
Reserves	0	(608)
Retained earnings	2 102 253	1 905 901
TOTAL EQUITY	2 102 262	1 905 302



OUR PARTNERS

AND SUPPORTERS

At Infoxchange, we believe that to tackle the biggest social challenges of our time, we need to work with the best organisations across the community, government, corporate and academic sectors.

We are proud to work with these organisations and thank them for their ongoing support.



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INTERESTED IN
HOW DATA CAN
TRANSFORM
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FROM YOU

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