



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 and Aboriginal and Torres Strait Islander communities.

We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT support and 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



OUR REACH



WE WORK WITH



FOCUS AREAS



Housing & homelessness



Youth & families



Indigenous communities



Disability



Mental health



Ageing

SNAPSHOT

IN THE LAST YEAR WE HAVE:



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



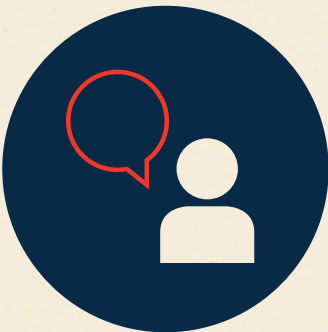
Enabled people to find the support they need with nearly **2 million** searches for community services



Helped more than **4000** services manage their client data to provide better outcomes



Supported over **3500** not-for-profits to get the most out of the cloud



Facilitated more than **1400** face-to-face learning events to help Australians improve their digital skills



Helped more than **4500** people to find jobs in the community sector



## OUR BOARD

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

## OUR SENIOR LEADERSHIP TEAM

- **David Spriggs**  
Chief Executive Officer
- **Brendan Fitzgerald**  
Digital Inclusion Manager
- **Wayne Gorst**  
Corporate Services Manager
- **Marcus Harvey**  
Consulting and IT Services Manager
- **Brian McLaughlin**  
Business Development and Partnerships Manager
- **Paul Monks**  
Technical Services Manager
- **Gerard Palk**  
Queensland Manager
- **Alana Pascolo**  
Human Resources Manager
- **Amodha Ratnayeke**  
Online Applications Manager



## A message from our Chair

It is with great pleasure that I present our annual report for 2017, my first as Chair of the Infoxchange Board.

I am honoured to be appointed to lead the Board at a very exciting time for Infoxchange. It is an important time for digital inclusion and the not-for-profit sector more broadly with the enormous opportunities that technology, data and digitisation now provide.

I would like Infoxchange to continue to be at the forefront of these developments, growing its impact while maintaining the ethos that underpins our work.

Throughout my seven years on the Board I have seen the organisation move forward in leaps and bounds, and this annual report is full of fantastic examples of what can be achieved through strong partnerships, a passion for innovation and a deep understanding of the clients we work with.

Some of the year's highlights include:

- celebrating 10 years of our SRS client and case management system, which has so far been used by workers across the community and government sectors to help more than 2 million people

- the formation of the Australian Digital Inclusion Alliance, established by Infoxchange with support from Australia Post, Google and Telstra, bringing together over 100 organisations to accelerate action on digital inclusion
- the expansion of Ask Izzy into new areas such as providing better support for Aboriginal and Torres Strait Islander communities and the creation of a new open data platform.

I would like to commend outgoing Chair Jonathan Moodie and thank him for the outstanding support and guidance he has provided during his 12 years on the Infoxchange Board.

I'd like to thank my fellow Board members, Chief Executive Officer David Spriggs, the senior leadership team and most importantly the people of Infoxchange for their exceptional efforts this year in continuing our vision of technology for social justice.

I would also like to thank all our clients, partners and supporters for their valued contribution, and I look forward to continuing our important work together.

Stan Krpan  
Chair

WE HAVE A DEEP  
UNDERSTANDING  
OF THE CLIENTS  
WE WORK WITH



## A message from our Chief Executive Officer

At Infoxchange, we believe that technology has the ability to transform lives.

This belief is at the heart of everything we do – whether it's providing quality, affordable IT support to not-for-profits, helping Australians realise their online potential or working with government and community organisations to help them provide better support to people in need.

Recently we've seen the use of data emerge as a game-changing tool for understanding client needs and measuring demand, and we're excited to explore the possibilities this brings to the community sector.

We're already taking our first steps into this area with our new Ask Izzy open data platform, which you will be able to read more about in this report.

Other achievements this year include:

- working with government and community organisations to provide better support for people affected by family violence
- continuing to break down barriers to employment with our Youth IT Careers program, which helps young people kick-start their careers in IT

WE'RE  
EXCITED TO  
EXPLORE THE  
POSSIBILITIES  
USING DATA  
BRINGS TO THE  
COMMUNITY  
SECTOR

- helping more people access the many benefits of being online through our digital inclusion programs
- renewing our Specialist Homelessness Information Platform (SHIP) with the Australian Institute of Health and Welfare which will continue to improve service delivery and provide quality, up-to-date data on service demand
- working with thousands of not-for-profits to help them deliver greater impact by providing quality IT support and advice.

I would like to take this opportunity to thank our outgoing Chair Jonathan Moodie for his many years of outstanding service on the Infoxchange Board.

I'm also very happy to welcome Stan Krpan to his new role as Chair. Stan has been a highly-valued member of our Board for the last seven years and I'm looking forward to working closely with him as we guide Infoxchange into the future.

I would also like to thank our Board, senior leadership team, staff, clients, partners and supporters for helping us deliver another highly successful year working towards our vision of technology for social justice.

David Spriggs  
Chief Executive Officer



# CONNECTING PEOPLE IN NEED WITH NEARBY SERVICES

Since it was launched in 2016, Ask Izzy – our mobile website that connects people in need with housing, a meal, health and wellbeing services, support and counselling and much more – has continued to go from strength to strength.

Starting out as a tool for people experiencing homelessness, Ask Izzy has now expanded to become an easy-to-use, valuable resource for anyone seeking help or support across Australia.

Ask Izzy was developed by Infoxchange in partnership with Google, realestate.com.au and News Corp Australia.

## What Ask Izzy is telling us

With more than 500 000 searches on the site since it was launched 18 months ago, Ask Izzy continues to connect tens of thousands of people to the help they need across the country.

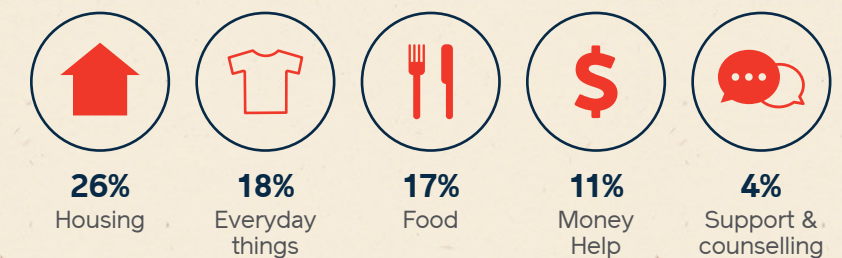
From these searches, we've been able to capture a clear picture of who is using Ask Izzy, what their situation is and what kind of help they're searching for.



**500 000**

searches for help since Ask Izzy was launched

### TOP FIVE CATEGORY SEARCHES

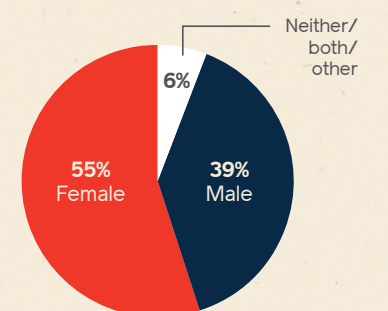


### WHILE SEARCHING THE HOUSING CATEGORY\*

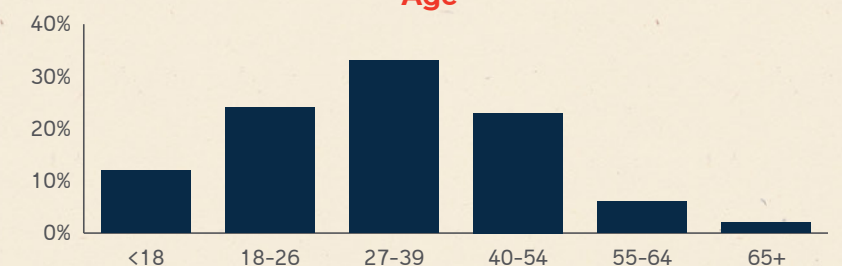
#### People identified as:

- 17% Escaping family violence
- 16% Family with children
- 13% Aboriginal or Torres Strait Islander
- 10% Mental health or emotional difficulties
- 8% Have a disability

#### Gender



#### Age



\*Data is only representative of users who chose to supply this information



# Improving access for Aboriginal and Torres Strait Islander communities

Aboriginal and Torres Strait Islanders make up almost a quarter of people supported by homelessness services and are twice as likely to visit a hospital for preventable conditions.

That's why we've enhanced Ask Izzy to improve Aboriginal and Torres Strait Islander people's access to health and wellbeing services, with help from the Victorian Government.

By working with the sector and members of the community, we've made a series of improvements including the ability to prioritise the listing of Aboriginal and Torres Strait Islander services across a number of categories.



15 000 Aboriginal and Torres Strait Islander-specific services listed



Hosted or presented at more than 30 community events this year

We've also hosted or been involved in more than 30 events aimed at increasing awareness of Ask Izzy within the community. A new look and feel for the site will be released later this year based on community feedback.

**USERS CAN  
PRIORITISE THE  
LISTING OF  
ABORIGINAL  
AND TORRES  
STRAIT ISLANDER  
SERVICES**

# Ask Izzy open data platform uncovers homeless need

For the first time in Australia, a real-time, location-based and holistic view of supply and demand for homelessness and other support services will be available on the Ask Izzy open data platform.

Supported by Google, the platform combines data from a range of sources, including Ask Izzy, the Australian Bureau of Statistics and Australian Institute of Health and Welfare, on the demand and supply of services as well as identifying the contributing factors of someone seeking support.

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

Co-designed with service providers and government, the platform is now in the beta testing phase with the official launch to follow in 2018.

**“THE ASK IZZY OPEN DATA PLATFORM HAS THE POTENTIAL TO HELP TRANSFORM THE WAY SERVICES ARE PROVIDED FOR PEOPLE WHO ARE HOMELESS OR IN NEED IN AUSTRALIA.”**

Jacqueline Fuller,  
President, Google.org



During the co-design process, the Ask Izzy open data team spoke to over 50 stakeholders across the government and community sectors

**THE PLATFORM  
WILL ENABLE  
BETTER DECISION  
MAKING AROUND  
HOMELESSNESS**



From left: Google Australia and New Zealand Managing Director Jason Pellegrino, Infoxchange CEO David Spriggs and Google.org President Jacqueline Fuller.



Powering the homeless

Almost 80 percent of people who are homeless own a smartphone; it's their lifeline. But for those living on the street, in a refuge, shelter or someone's couch, there can still be barriers to using Ask Izzy — such as running out of credit or finding somewhere to charge their phone.

With the help of corporate and public donations, we've been able to deliver over 13 000 Ask Izzy power cards into the hands of some of the one in 200 people in Australia who are homeless or at risk of homelessness each night.

One power card provides a mobile phone with one full charge at a time — providing someone in need with enough power to use Ask Izzy to find a meal, health services, a blanket or even a bed for the night.

Telstra has also made Ask Izzy free of data charges on their network – the first time Telstra has made a site meter-free for social good – meaning that people who have run out of credit can still find the support services they need.

“MORE OFTEN THAN NOT THESE PEOPLE ARE FLEEING DOMESTIC OR FAMILY VIOLENCE ... THEY NEED HELP STRAIGHTAWAY SO THE LAST THING THEY NEED IS THEIR PHONE DYING IN THE MIDDLE OF THE NIGHT.”

John Kenney,  
Peer Education Support  
Program member, Council for  
Homeless Persons



Over 13 000 power cards  
for people in need



80 per cent of people  
who are homeless have  
a smart phone



Council for Homeless Persons Peer Education Support Program member John Kenney with an Ask Izzy power card.  
Image source: News Corp Australia.

EMPOWERING  
THE LIVES OF  
YOUNG PEOPLE  
AND FAMILIES



**We believe technology can play a significant role in improving the lives of young people and families.**

Our work with government, corporate and community partners across Australia focuses on providing the best possible outcomes by ensuring individuals have access to the support they need, when they need it.

Whether it's connecting people experiencing family violence with the right services or helping young people experiencing disadvantage start their IT career, we're passionate about providing the right tools and opportunities for young people and families to lead better and safer lives.

## Addressing youth unemployment through a career in the IT industry

Youth IT Careers gives young people who have faced disadvantage the chance to kick start a career in the IT industry.

This year we joined forces with J.P. Morgan to launch the program in NSW, as part of their commitment to build stronger communities through their global workforce readiness programs.

Partnering with TAFE NSW and Parramatta Skills Exchange, our first Sydney students have completed the initial phase of the program with guest lectures and industry tours at both the J.P. Morgan and Microsoft offices.

The program has been enthusiastically adopted by our business partners in Sydney, who have helped to make the expansion a success.

**“YOUTH IT CAREERS PROVIDES A UNIQUE OPPORTUNITY TO TACKLE THE CHRONIC YOUTH UNEMPLOYMENT THIS COUNTRY FACES, WHILE ADDRESSING THE SHORTAGE OF IT TALENT.”**

**Paul Uren,**  
CEO, J.P. Morgan,  
Australia and New Zealand



### GEORGE AND MARCO'S STORY

George Sinis, Director at Inspired Print, was looking to make changes in the way his business operated.

Through the Youth IT Careers team at Infoxchange, George was introduced to Marco who had graduated from the program and was looking to apply his new skills through a Youth IT Careers traineeship.

Marco joined the Inspired Print team where he has helped to implement a unique software solution that has transformed their quoting process.

What once took up to two hours can now be done in a few minutes – meaning customers are happier with the faster response time and the Inspired Print team have increased their capacity and focus.

“I would encourage any business to consider taking on a Youth IT Careers trainee,” says George.

“It's an opportunity to not only support a young person in their career, but also to develop the capabilities within your business.”

## Supporting Queenslanders affected by family violence

We're committed to tackling family and domestic violence, and believe that technology can be an effective solution to providing better support for individuals affected.

In Queensland, we've been working with different clients who all have the same goal – to stamp out family and domestic violence and help people affected get the support they need.

We've worked with the Queensland Government to create the Domestic and Family Violence Prevention Client Management System, designed to help services better record information and develop specialised safety plans for high risk people experiencing family violence.

We've also developed a new client and case management system for the Domestic Violence Prevention Centre on the Gold Coast, which caters to their specific needs. These include a risk assessment tool that calculates a client's level of risk of harm and also allows workers to prioritise clients based on the calculated risk level.

Together we're working towards better prevention and support for people affected by this serious issue.

**HELPING PEOPLE  
AFFECTED BY  
VIOLENCE GET  
THE SUPPORT  
THEY NEED**

**“WE VALUE OUR CLIENTS' SAFETY AND WELLBEING ABOVE ALL ELSE, AND BEING ABLE TO USE A SYSTEM ADAPTED TO THEIR PARTICULAR NEEDS HAS HELPED US ENSURE WE'RE PROVIDING THEM WITH THE BEST POSSIBLE SUPPORT.”**

**Kelly-Ann Tansley,**  
Project Manager, Domestic  
Violence Prevention Centre  
Gold Coast Inc.





## Giving police the power to help our most vulnerable

It has been almost two years since we launched the Queensland Police referral service, which is now used by police officers across the state to put people in touch with the services they need.

By viewing someone's prior history in real time via a tablet and referring them to one of over 400 support services, police officers can help individuals they encounter reduce the likelihood that they either reoffend or become the victim of a crime.

In the past year alone, police have used the system to issue more than 57 000 referrals across a broad range of areas including domestic and family violence support, personal counselling, mental health, drug and alcohol support and homelessness.

By using our referral service, Queensland Police are making a positive impact in the lives of the state's most vulnerable people.

**"CONNECTING VULNERABLE PEOPLE WITH COMMUNITY SUPPORT SERVICES IS KEY TO REDUCING RE-VICTIMISATION AND RECIDIVISM. POLICE REFERRALS ARE NOW FIRMLY EMBEDDED AS A POLICE RESPONSE, AND ARE BEING USED INCREASINGLY TO ADDRESS EMERGING PRIORITIES."**

**Regan Carr,**  
Inspector, Manager, Domestic,  
Family Violence and Vulnerable  
Persons Unit, Queensland  
Police Service

57 000

More than 57 000  
referrals covering over  
83 000 issues in the  
last 12 months



Network of over  
400 service providers



View someone's prior  
history in real time

## Working to reduce youth homelessness

Too many of Australia's homeless are young people. Being homeless can interrupt a young person's access to education and training, and have a negative effect on their physical and mental health.

That's why we worked with the New South Wales Government on the Premier's Youth Initiative, which is piloting a new approach to supporting vulnerable young people leaving out-of-home care.

By using our client and case management system, service providers are able to record the support provided by different staff to each young person and also monitor the achievement of goals as they are helped to transition to independence.

Our system allows workers to track and monitor the progress of their clients as they engage with the core services of personal advisor, education and employment mentor and accommodation support – giving young people the best possible chance to break the cycle of disadvantage.

**TOO MANY  
OF AUSTRALIA'S  
HOMELESS  
ARE YOUNG  
PEOPLE**

# DRIVING BETTER OUTCOMES FOR ABORIGINAL & TORRES STRAIT ISLANDER PEOPLE





**Together with local communities, we're supporting Aboriginal and Torres Strait Islander people to use technology to find help and learn new ways of interacting online.**

We believe technology has enormous potential to help all Australians, and we're proud to be working closely with Aboriginal and Torres Strait Islander communities and service providers to ensure our products and services respond to their needs.

**Supporting better lives for Aboriginal children**

Save the Children is one of Australia's largest aid and development agencies, dedicated to protecting children from harm and helping them access quality education and health services.

The organisation delivers two Children and Family Centres in northern Queensland, designed to support Aboriginal children and families in a culturally appropriate and safe environment.

The previous client and case management system used by staff was based on hand written records and paper files. The program needed to explore new strategies to work more efficiently and improve reporting data to submit to funding bodies.

Infoxchange worked with Save the Children to implement our client and case management system within these centres, providing a simple case management workflow and reporting framework that was suitable for the remote Aboriginal communities.

Workers can now access client information quickly and easily, resulting in improved service delivery for the children and families accessing the centres.

**"THE SKILLS AND EXPERIENCE INFOXCHANGE HAVE BROUGHT TO THE TABLE HAVE BEEN INVALUABLE TO OVERCOME THE HURDLES OPERATING OUR SYSTEM IN A REMOTE SETTING."**

**Matthew Berne,**  
Regional Coordinator,  
Save the Children Australia

**Boosting digital skills in remote communities**

Aboriginal and Torres Strait Islanders are some of the most digitally excluded people in Australia. This digital divide means these communities are missing out on critical education, health and economic opportunities that the rest of us take for granted.

In 2016, we joined with East Arnhem Regional Council to improve the digital inclusion of local Aboriginal communities across East Arnhem Land.

As part of the partnership, in June this year we assisted in the delivery of a new program designed to spark the interest and talent of young Aboriginal people in digital technology such as robotics, drones and 3D printing.

We also ran a session giving older Aboriginal people the chance to learn new skills, including how to book an airline ticket online, set up an email account and use eBay.

Through this work we're helping communities to embrace technology and find new ways of communicating and learning.

**Better access to services for Aboriginal and Torres Strait Islander families**

We've worked with the Queensland Government to improve the wellbeing and safety of Aboriginal and Torres Strait Islander families and young people across the state.

As part of our work to improve access to services across Queensland, we have now

developed an online referral portal to connect Aboriginal and Torres Strait Islander families with care specific to their needs. This includes prevention and early intervention support to help families at the earliest possible opportunity.

Workers and members of the public can use this portal to generate referrals to the state-wide network of family and child support services, including Aboriginal and Torres Strait Islander-specific services.

**PROVIDING  
FAMILIES WITH  
CARE SPECIFIC  
TO THEIR NEEDS**





# BUILDING DIGITAL SKILLS TO KEEP COMMUNITIES CONNECTED

We've been working closely with community and government organisations across Australia to give our communities the skills and confidence to access the many benefits of being online.

With around three million Australians still not online, people with low levels of income, education and employment, along with older Australians, people with a disability, remote Indigenous communities and people in regional areas are the most likely to be digitally excluded.

Technology plays a central role in our lives and can empower people to connect, find employment and learning opportunities and feel socially included.

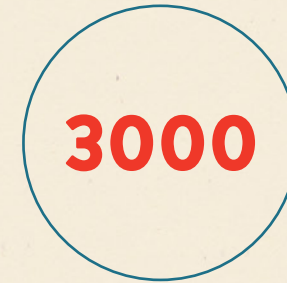
We believe it's more important than ever that no one gets left behind.



Helped 300 000  
Australians improve  
their digital skills



Over 350  
network partners



More than 3000 face-to-  
face digital learning events



Over 80 digital  
learning guides



Media reach of 27 million

## Improving digital skills across Australia

We're living in a digital age but many Australians are being left behind and don't have the skills to make the most of being connected.

During our four-year partnership with Australia Post, our Go Digi program has helped 300 000 Australians improve their digital skills with over 3000 face-to-face digital learning events.

The National Year of Digital Inclusion (NYDI) in 2016 was a cornerstone of Go Digi, during which we brought together individuals and organisations passionate about helping their communities to realise their online potential.

We've also kept digital inclusion on the national agenda, reaching more than 27 million people through the media.

Together with over 350 network partners, we're continuing to take learning out of the classroom and into the community.

## A Smart City needs digital skills for all

Taking inspiration from cities around the world, the City of Melbourne (CoM) is currently taking steps to become a Smart City. CoM is aware of how developments and disruptions in digital technology impacts the city as it grows.

CoM commissioned our digital inclusion team to explore the demand and supply of digital skills learning programs with a focus on services for individuals with a limited digital skill set.



The research used mixed methods, including individual interviews, online and in-person surveys and an audit of existing digital skills learning programs.

From this project, Infoxchange provided valuable insights and identified opportunities for CoM to explore and enhance the digital skills of those who live, visit and work in Melbourne.

**Social housing residents get comfy with technology**

In Australia, people living in social housing make up a significant proportion of those who are not yet online.

Supported by Google, Digi House has helped build the digital skills and confidence of more than 130 000 people living in public and social housing through



Over 130 000 social housing residents reached



60 network partners



600 frontline staff reached

pop-up learning events, staff training and online resources.

In the last year, over 60 network partners helped to facilitate digital learning for social housing residents across Victoria and New South Wales.

In partnership with NSW Department of Family and Community Services, we also delivered the Housing Connect Roadshow across regional and metropolitan New South Wales.

This combined with our other face-to-face learning activities saw 600 frontline staff trained to empower residents to build their digital skills.

**BUILDING  
SOCIAL HOUSING  
RESIDENTS'  
DIGITAL SKILLS**



**PROVIDING  
THE RIGHT TOOLS  
FOR GREATER  
IMPACT**



We work with the community and government sectors across Australia to make sure they're better equipped to serve people in need.

Our IT services provide not-for-profits with quality, affordable support, allowing organisations to focus on their important work without having to worry about the pressures of maintaining their IT systems and staying up-to-date.

And our award-winning online applications are used by thousands of government and community services to manage client data, outcomes, referrals and other specific needs – ensuring the people they serve are always receiving the best possible support.

Celebrating a decade of impact with SRS Client and Case Management

This year marks the tenth anniversary of our SRS Client and Case Management system, which is used by government and community services across Australia to plan, manage and record service delivery.

From humble beginnings in Brisbane with a single service provider, SRS is now used by nearly 4000 community and government services across Australia. It is also at the forefront of major government reform programs across the country in areas including homelessness, family violence, child protection, disability and mental health.

What sets SRS apart is not just that it is highly-configurable, affordable and can be adapted to any organisation's specific needs – it is also implemented by a team who understand the sector, allowing services to get on with their job knowing that their data requirements are well taken care of.

“FOR US, SRS HAS EVOLVED AND CHANGED INTO SOMETHING THAT REALLY WORKS. AND THAT SOUNDS LIKE A GIVEN, BUT IT’S NOT - IT’S PRETTY SPECIAL.”

Shaun Feeley,  
Data Coordinator,  
Launch Housing



17 000+ workers use the system



Nearly 4000 services use the system Australia-wide



2 million+ people have been helped by the system so far

A TEAM WHO UNDERSTANDS THE SECTOR

Helping Red Cross to support clients Australia-wide

As one of the largest humanitarian organisations in the country, the Australian Red Cross supports tens of thousands of vulnerable people each year.

With many services on offer, they needed a way to support individuals across different areas of need without the client having to repeat their story.

We worked with Red Cross to implement our client and case management system with a single client view that allows for workers across the country to see their clients' history from any Red Cross program area (with capacity for exceptions where appropriate).

This way, workers can see a client's whole story right from the outset – meaning they can provide the best possible support without delay.

“HAVING A SINGLE CLIENT VIEW MEANS OUR CLIENTS ONLY NEED TO PROVIDE THEIR DETAILS ONCE ALLOWING US TO SPEND MORE TIME WITH THEM ON THE THINGS THAT MAKE A DIFFERENCE.”

Noel Clement,  
Director Migration,  
Emergencies and Movement  
Relations, Australian Red Cross



Currently supporting over 50 Red Cross services across Australia

SEE A CLIENT'S WHOLE STORY FROM THE OUTSET





## Using the cloud for social good

In partnership with Microsoft, we developed the Cloud for Social Good Non-profit Leadership Program to provide participants across Asia and Oceania with advice, support and help in managing technology efficiently.

The 14-week training program helped 28 organisations within 15 different countries to improve their use of technology, such as Microsoft's cloud products Office 365 and Azure, for productivity, collaboration, mobility and reliability.

It also covered the benefits of using Skype for Business for video conferencing and SharePoint for remote document sharing, allowing not-for-profits to work more efficiently.

Drawing on the many benefits that Microsoft offers to not-for-profits, the program showcased how organisations could reduce costs and save time by accessing information remotely.

PROVIDED

PARTICIPANTS

WITH ADVICE,

SUPPORT

AND HELP IN

MANAGING

TECHNOLOGY

EFFICIENTLY



The program was delivered in 15 countries



28 organisations took part



Onsite and remote training for staff

## Helping workers better support refugees

The Refugee Council of Australia is the national umbrella body for refugees and the organisations and individuals who support them.

Like many not-for-profits, the council operates on a tight budget with no IT staff. With increased workloads and team numbers, it became clear their outdated IT infrastructure could not sustain them. Their IT systems needed to be upgraded, and having limited access to information while offsite was a daily challenge.

After an initial IT review, we replaced their infrastructure and internet access in both their Melbourne and Sydney offices, as well as a number of computers. We also moved staff over to the cloud with SharePoint, providing a central place for documents that can be accessed from anywhere, as well as providing onsite and remote training to staff.

Council staff can now work more collaboratively whether they're in or out of the office – meaning they can focus more of their energy on better supporting refugees without having to deal with outdated IT.

# UP NEXT FOR

# INFOXCHANGE



# A new alliance to reduce the digital divide

At its heart, digital inclusion is about using online and mobile technologies to improve skills, enhance quality of life and promote wellbeing across our communities.

With support from Australia Post, Google and Telstra, we've led the formation of the Australian Digital Inclusion Alliance (ADIA) which will bring together over 100 organisations to accelerate action on digital inclusion.

ACCELERATE  
ACTION  
ON DIGITAL  
INCLUSION

We believe all Australians should be able to make full use of digital technologies, and the ADIA aims to reduce the digital divide through actionable projects.

In its first year, the alliance will focus on raising awareness and addressing issues around affordability, digital ability and accessibility. Projects will work towards achieving an Australia where everyone can participate in the digital world.

# Helping not-for-profits plan for a better future

We believe technology can have its greatest impact when it is supported by strategic planning, leaving organisations better equipped to achieve their core mission.

Our new offering, Infoxchange CIO Plus, helps not-for-profits proactively plan their IT to support business outcomes.

With the help of our tech experts and IT consultants, we partner with organisations to save them time and money, as well as improve efficiency, by providing strategic advice and ongoing IT support.

We're also working with the sector on how they can use data to measure demand and make better decisions around the services they deliver.

With over 25 years' experience and being a not-for-profit ourselves, we have the knowledge and skills to partner with not-for-profits and help them take full advantage of the power of technology.

# A helping hand to tackle family violence

Domestic and family violence is the largest single cause of homelessness in Australia, with the biggest users of Ask Izzy being women and children fleeing family violence.

That's why we've partnered with NAB on a new project called Help at Hand to connect people who are at risk of or have experienced family violence with Ask Izzy.

Part of the project aims to enhance the site through a co-design process with service providers and people who have experienced family violence. The project will also raise awareness of Ask Izzy as a tool to empower and connect people to essential services including housing, legal, money help and support and counselling.



55 percent of people using Ask Izzy are female



Majority of people searching for housing on Ask Izzy are escaping family violence



'Domestic violence' is the most searched for term on Ask Izzy

The project also aims to build digital literacy amongst people affected by family violence, empowering them to use technology safely to help prevent technology-facilitated abuse and assist in the rebuilding of lives.

RAISING  
AWARENESS  
OF ASK IZZY  
AS A TOOL TO  
EMPOWER AND  
CONNECT



Attendees at the launch of the Australian Digital Inclusion Alliance.





**Expanding the reach of SRS client and case management**

We're continuing to expand the reach and impact of our client and case management system, helping to ensure more people receive the best possible care from service providers.

As part of our commitment to ease the pressure of the National Disability Insurance Scheme (NDIS), users of our NDIS module will soon be able to link to rostering functionality and integrate with finance systems.

We'll also be implementing SRS on some major new projects, including working with Anglicare Victoria to implement a new system that will automate and digitise their many services.

HELPING  
TO ENSURE  
MORE PEOPLE  
RECEIVE THE  
BEST POSSIBLE  
CARE FROM  
THEIR SERVICE  
PROVIDERS



Rostering functionality



Finance system integration



Upcoming major projects with new clients



**FINANCIAL  
REPORT**





**After a period of very strong income growth over the past few years, 2016/17 was a year of consolidation.**

A growth in income of 7 percent from the previous year saw total income for the year grow to \$12.6 million which is a continued testament to the commitment and professionalism of our staff.

The success of our online applications for the community sector remains a key pillar of our financial strength, and we are seeing continued growth of our IT managed services.

Our staff are fundamental to who we are and what we do, so during the year we announced a number of new initiatives to retain the great staff we have and attract more in the future.

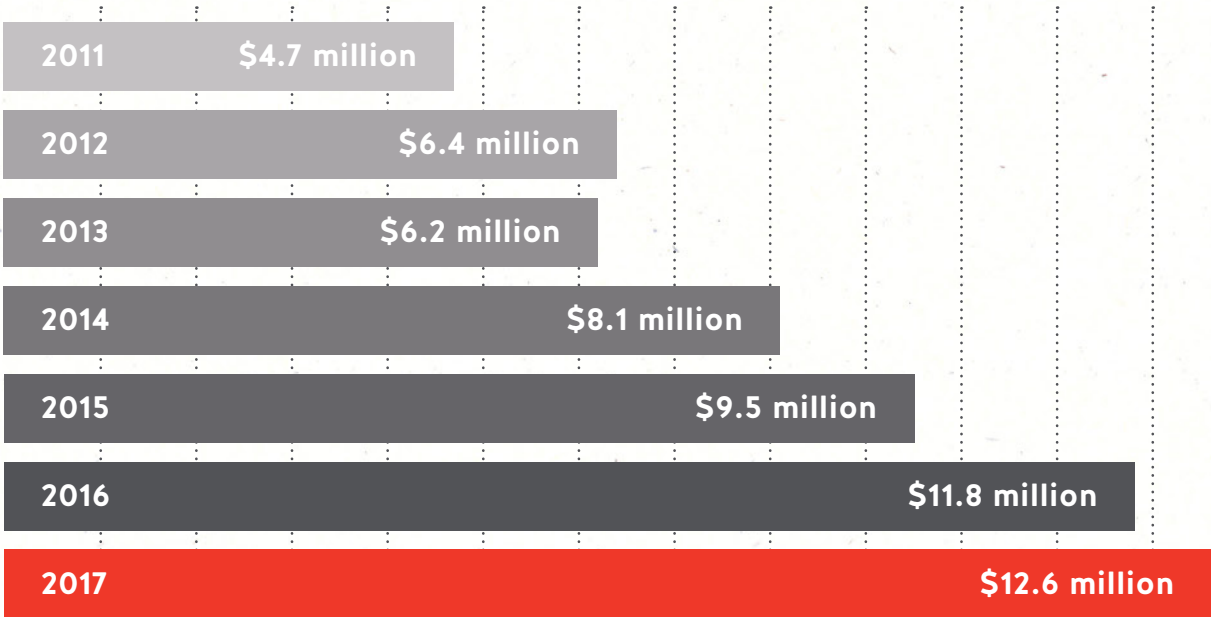
Paid parental leave, new parenting initiatives, increased paid study leave and other enhanced leave entitlements are some of the changes we have made. These initiatives assisted in Infoxchange being nominated as a finalist in the 2017 National Employer of Choice Awards (NFP & Public Sector).

We have also continued to focus on improving our carbon footprint as we progress towards being carbon neutral by the end of 2018, with the implementation of projects such as an LED lighting upgrade and new waste disposal and recycling measures.

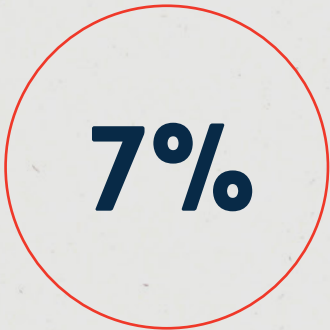
The finances are overseen by a very capable and competent Board, with a finance subcommittee providing focussed monitoring of our financial performance. The Board undertook a benchmarking review of senior leadership salaries during the year and formed the view that salaries for senior managers are consistent with industry benchmarks. Additionally, it should be noted that the Board receive no remuneration for their role as a Director of Infoxchange.

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.

**Infoxchange Income Financial Years 2011-17**



Total revenue of \$12.6 million



7 percent growth in income from the previous year



Finalist in the 2017 National Employer of Choice Awards



On track towards being carbon neutral by the end of 2018

**Statement of profit or loss and other comprehensive income**

**For the year ended 30 June 2017**

	2017 \$	2016 \$
Revenue	12 648 217	11 795 614
Direct costs of providing services	(742 169)	(642 206)
Employee benefits expense	(8 323 068)	(7 270 412)
Depreciation and amortisation expense	(361 491)	(398 680)
Contract labour	(867 247)	(1 257 566)
Property expenses	(420 728)	(380 309)
Travel expenses	(337 629)	(320 553)
Other operating expenses	(1 519 347)	(1 331 116)
<b>Surplus before income tax</b>	<b>76 538</b>	<b>194 772</b>
Income tax expense	-	-
<b>Surplus for the year</b>	<b>76 538</b>	<b>194 772</b>
Revaluation of financial assets	0	2188
<b>Other comprehensive income for the year</b>	<b>0</b>	<b>2188</b>
<b>Total comprehensive income for the year</b>	<b>76 538</b>	<b>196 960</b>



OUR  
STAFF ARE  
FUNDAMENTAL  
TO WHO WE  
ARE AND  
WHAT WE DO

## Statement of financial position

30 June 2017

	2017 \$	2016 \$
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and cash equivalents	3 815 013	3 411 930
Trade and other receivables	1 473 803	1 101 742
Inventories	10 974	11 289
Other financial assets	-	136
<b>TOTAL CURRENT ASSETS</b>	<b>5 299 790</b>	<b>4 525 097</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	-	309
Property, plant and equipment	556 217	562 307
Intangible assets	113 052	169 570
<b>TOTAL NON-CURRENT ASSETS</b>	<b>669 269</b>	<b>732 186</b>
<b>TOTAL ASSETS</b>	<b>5 969 059</b>	<b>5 257 283</b>
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Trade and other payables	766 966	625 249
Employee benefits	846 274	763 360
Income in advance	2 128 552	1 730 124
<b>TOTAL CURRENT LIABILITIES</b>	<b>3 741 792</b>	<b>3 118 733</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	48 467	36 288
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>48 467</b>	<b>36 288</b>
<b>TOTAL LIABILITIES</b>	<b>3 790 259</b>	<b>3 155 021</b>
<b>NET ASSETS</b>	<b>2 178 800</b>	<b>2 102 262</b>
<b>EQUITY</b>		
Membership fee	9	9
Retained earnings	2 178 791	2 102 253
<b>TOTAL EQUITY</b>	<b>2 178 800</b>	<b>2 102 262</b>

OUR PARTNERS  
AND SUPPORTERS

change



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We believe that the real power for social change comes from strong partnerships and great collaboration.

That's why we're proud to work with these organisations from across the community, government, corporate and academic sectors.

We thank them for their support and look forward to continuing our work together.

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HELP US

MAKE ASK IZZY

SAFER AND

EASIER TO USE

FOR PEOPLE

EXPERIENCING

FAMILY

VIOLENCE

GET IN TOUCH:  
[askizzy@infoxchange.org](mailto:askizzy@infoxchange.org)



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Infoxchange acknowledges  
the traditional custodians of  
the land and pays respect to  
elders both past and present.

