



 Infoxchange

2018

**TECHNOLOGY FOR
SOCIAL JUSTICE**



**WE STRENGTHEN
COMMUNITIES USING
TECHNOLOGY TO
CREATE POSITIVE
SOCIAL CHANGE**



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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 and Aboriginal, Torres Strait Islander, Maori and Pasifika 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 people experiencing disadvantage, driving social inclusion and creating stronger communities.

We believe no-one should be left behind in today's digital world.

OUR IMPACT

IN THE PAST YEAR,
WE'RE PROUD TO
HAVE SUPPORTED:

1.7
MILLION
PEOPLE IN NEED

8800
NOT-FOR-PROFIT,
COMMUNITY AND
GOVERNMENT SERVICES

WE'VE SUPPORTED:

854,875

PEOPLE THROUGH CASE
MANAGEMENT AND REFERRALS

483,706

PEOPLE TO FIND SUPPORT
SERVICES NEARBY

389,114

PEOPLE TO BUILD THEIR DIGITAL
SKILLS AND FIND EMPLOYMENT

7,036

SERVICES WITH CASE MANAGEMENT
AND ELECTRONIC REFERRALS

1,154

SERVICES WITH IT SUPPORT,
CONSULTING, ADVICE & TRAINING

684

SERVICES BY HELPING THEM
DELIVER DIGITAL SKILLS TRAINING
AND FIND NEW EMPLOYEES

FOCUS
AREAS



HOUSING &
HOMELESSNESS



WOMEN, YOUTH
& FAMILIES



INDIGENOUS
COMMUNITIES



DISABILITY



MENTAL HEALTH

A MESSAGE FROM OUR CHAIR AND CEO

Through the smart and creative use of technology, our work enables a more just, inclusive and fairer society

It is with great pleasure that we present Infoxchange's Annual Report for 2018.

We believe technology has a crucial role to play in solving our biggest social challenges. That's why we're incredibly proud to showcase our work from this past year, which uses technology to empower vulnerable people and communities while also helping our sector ensure they have the right tools for the job at hand.

Through the smart and creative use of technology, our work enables a more just, inclusive and fairer society in which people from all backgrounds and circumstances can reach their full potential.

Some of this year's achievements include:

- » partnering with Google to launch Digital Springboard, a new program to help people learn the digital skills they need to thrive in work and life
- » working to make Ask Izzy safer for people experiencing or at risk of family violence with help from the NAB Foundation
- » launching the Ask Izzy Open Data Platform with support from Google, which for the first time provides insights into the supply and demand of support services across

Australia including housing, food, health and more

- » supporting over half a million people through the thousands of community and government services that use our client and case management system
- » helping over a thousand not-for-profits get the most out of their IT, so they can work better and more efficiently to help people in need.

You will find further details about these achievements and more within this report.

This year we also finalised our new three-year strategy, which sets out our ambition to be the leading provider of technology solutions for people experiencing disadvantage and the organisations that support them – with the people we serve at the heart of everything we do.

We plan to build on our cross-sector partnerships, deep domain expertise and existing technology and data assets to further grow our reach and impact in three key areas:

- » greater focus on serving individuals and communities
- » transforming the not-for-profit sector using technology
- » scaling our social impact through platform-based models.

Next year promises to be a significant one, as we prepare to join forces with Connecting Up and celebrate 30 years of Infoxchange. We're looking forward to this exciting opportunity to not only celebrate how far we've come but also look to the future of our organisation.

Our team have been the key to our success, so we'd like to thank the Board, senior leadership team and all Infoxchange staff for another outstanding year of delivering technology for social justice.

We'd also like to sincerely thank our clients, partners and supporters. So much of what we do would not be possible without you, and we're looking forward to working with you all again next year.



Stan Krpan, Chair



David Spriggs, CEO







Let's grow our own



using technology to

EMPOWER

people & communities





SOME OF THE CHALLENGES WE'RE ADDRESSING

2.5M

Over 2.5 million people in Australia are not online, and therefore not able to take advantage of the educational, health, social and financial benefits of being connected

50%

More than 50% of Australians will soon need to be able to use, configure or build digital systems

5.8↓

Indigenous Australians are 5.8 points below the national digital inclusion average

65+

People aged 65 and over are 14.2 points below the national digital inclusion average

Sources: Australian Digital Inclusion Index 2018 and The Foundation for Young Australians, "The New Work Order", 2017

HOW WE'RE HELPING

No one should be left behind in today's digital world. That's why we're working to empower people and communities to improve their lives through the use of technology.

It's more important than ever that people be able to make the most of digital technology. But the digital divide continues to deepen, leaving many already vulnerable groups at a disadvantage.

Through our community programs we build online tools and deliver training programs that improve people's digital skills and confidence, helping them realise their digital potential.

Our work builds stronger communities where anyone can participate in the digital world.

THE PAST YEAR HAS SEEN:

254,378

PEOPLE USING ASK IZZY TO FIND HELP



45,723

PEOPLE SUPPORTED TO BUILD THEIR DIGITAL SKILLS



343,391

PEOPLE HELPED TO FIND A JOB IN THE COMMUNITY AND NOT-FOR-PROFIT SECTOR



444

ORGANISATIONS SUPPORTED TO DELIVER DIGITAL SKILLS TRAINING



494

MEMBERS OF THE AUSTRALIAN DIGITAL INCLUSION ALLIANCE (ADIA) WORKING TO ACCELERATE ACTION ON DIGITAL INCLUSION



EMPOWERING PEOPLE TO SEEK HELP WITH ASK IZZY

It's been another big year for Ask Izzy, our mobile website that connects people in need with over 360,000 services across Australia including housing, a meal, money help and more.

We've now marked two years since the site was launched by the Prime Minister, and have also hit another major milestone by reaching over 1 million total searches for help across Australia.

The fact that so many people are searching for help is no cause for celebration – we believe the real achievement would be if no one needed Ask Izzy at all. But we're proud to have developed a tool that is clearly responding to a need in the community.

Ask Izzy was developed by Infoxchange in partnership with Google, REA Group and News Corp Australia, and was co-designed with people who have experienced homelessness and leaders in the homelessness sector.

INCREASED DEMAND FOR FOOD AS MORE AUSTRALIANS STRUGGLE

Food has overtaken housing as the most-searched category on Ask Izzy over the past year, with food parcels and community meals now accounting for nearly a third of all searches.

With so many searches for such a basic need, this data suggests there are a lot of people across Australia who aren't necessarily homeless but who still need help just to make ends meet, due to issues such as family violence, financial stress or illness.

Although Ask Izzy was originally developed as a tool for people experiencing or at risk of homelessness, this latest shift reminds us that Ask Izzy is a tool for anyone who needs help, for any reason.

We're proud to have developed a tool that is responding to a need in the community





PROVIDING SAFER FAMILY VIOLENCE SUPPORT

Women and children escaping family violence remain some of the biggest users of Ask Izzy. That's why we've been working to make Ask Izzy safer and easier to use for people at risk of or experiencing domestic and family violence, with help from the NAB Foundation.

The Ask Izzy Help at Hand project has been undertaken through a co-design process with almost 40 participants, including survivors of domestic violence and service providers.

As a result of this co-design, we've introduced several new features over the past few months. One of these is a quick exit button, which allows someone to close the site quickly without raising

suspicion, and also acts as a reminder that the site has sensitive material. Other measures include an online safety information page to support people to be safe online, and links to online resources.

The full enhancements will be launched in early 2019. These will include a new family and domestic violence category to help people navigate the complex service system, and new features such as safety prompt screens.

GIVING ASK IZZY A VOICE

Through the Telstra Foundation's Tech4Good challenge, we've received funding to develop a voice-activated assistant for Ask Izzy.

The Ask Izzy voice assistant will help disrupt the cycle of youth homelessness by providing a more conversational and personalised way for young people in need to connect to support and services.

It will also make it easier for people with English as a second language, low literacy, limited hand dexterity or vision impairment to find help nearby.

With Telstra's support we've already co-designed a prototype of the assistant with help from young people, and we'll be developing the final product over the next two years.

The Ask Izzy voice assistant will help disrupt the cycle of youth homelessness

680,000 ASK IZZY SEARCHES

IN THE LAST YEAR (OVER 1.2 MILLION SINCE LAUNCH)



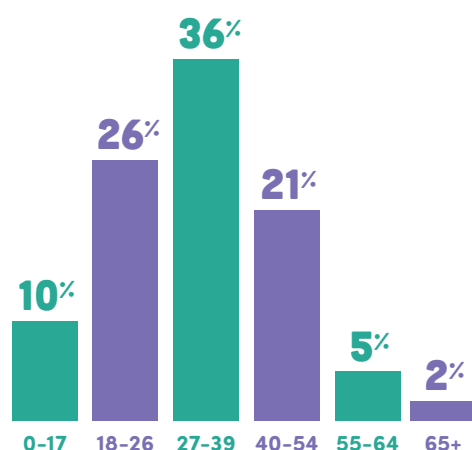
TOP 5 CATEGORIES:



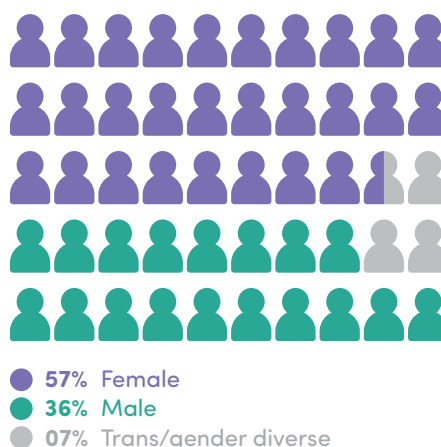
TOP 5 DEMOGRAPHICS OF USERS SEEKING HOUSING SUPPORT:



ASK IZZY USERS ARE:



AGE



GENDER

VIC	31%
NSW	28%
QLD	17%
ACT	11%
WA	7%
SA	4%
TAS	1%
NT	1%

LOCATION

DELIVERING DIGITAL SKILLS FOR WORK AND LIFE

There has never been a more critical time for building the nation's digital skills

It's predicted that more than half of Australians will soon need to be able to use, configure or build digital systems to stay relevant in the workforce.

However, the digital divide continues to deepen. There has never been a more critical time for building the nation's digital skills.

That's why we've partnered with Google.org to launch Digital Springboard, a program to help people access free digital skills training.

Digital Springboard offers the chance for people from diverse and marginalised communities to improve their digital skills, while also supporting transitions to work and career growth.

The courses on offer focus on job readiness, skills to boost your career or start your own business, with in-depth subjects such as social media and coding.

Courses are being delivered nationally through trusted community organisations such as the Australian Red Cross, the Clontarf Foundation, WISE Employment and the Australian Neighbourhood Houses and Centres Association.

Over 60 organisations have joined as delivery partners, and more than 1000 participants have already completed courses.

Digital Springboard is being delivered right across Australia, giving participants nationwide the chance to become more confident using digital technologies.



WE BELIEVE THAT TECHNOLOGY HAS THE POWER TO CONNECT PEOPLE, CREATE OPPORTUNITIES, AND INSPIRE CHANGE. BUT WE ALSO UNDERSTAND THAT SOME AUSTRALIANS DON'T FEEL LIKE THEY HAVE THE SKILLS THEY NEED TO SUCCEED IN TODAY'S DIGITAL ECONOMY. THAT'S WHY WE'RE WORKING WITH INFOXCHANGE TO DELIVER DIGITAL SPRINGBOARD AND HELP PEOPLE TO PREPARE FOR THE FUTURE."

RICHARD FLANAGAN, HEAD OF BRAND AND BUSINESS MARKETING, GOOGLE AUSTRALIA AND NEW ZEALAND



HELPING PEOPLE FACING DISADVANTAGE INTO EMPLOYMENT

Accessing digital skills training, career support and good job opportunities can be especially hard for people who are facing disadvantage.

To help address this, we've partnered with MYOB, the Monarch Institute and the Association of Accounting Technicians to deliver a program that provides people with the skills and confidence they need to get into the workforce by kick starting a career in bookkeeping.

I CAN with MYOB students may have been out of the workforce for a long time, have low levels of education, a disability, health concerns or come from culturally and linguistically diverse backgrounds.

The program provides students with formal bookkeeping training, digital skills and industry coaching, as well as support in finding work.

Our first eight students will soon graduate from the program. Many have already found work and are looking forward to putting their new skills and confidence into practice.

“

[I CAN WITH MYOB] CAN SET YOU UP FOR LIFE - EVEN WHEN YOU ARE OLDER. NOT ONLY DOES IT IMPROVE YOUR WORK SKILLS BUT IT ALSO IMPROVES YOUR PERSONAL SKILLS, BUILDING YOUR CONFIDENCE AND BEING A TEAM PLAYER.”

SALLY HARRIS, I CAN WITH MYOB PARTICIPANT

“

THE I CAN WITH MYOB PROGRAM HAS BEEN A GREAT INITIATIVE TO BE A PART OF. WE'VE SEEN REALLY POSITIVE GROWTH FROM SOME INSPIRING INDIVIDUALS WHO NOW HAVE THE CONFIDENCE AND SKILLS TO GET BACK INTO THE WORKFORCE, AND LOOK TO START THEIR OWN BUSINESS IN THE FUTURE.”

JUSTIN SCHOLTEN, EDUCATION PROGRAM MANAGER, MYOB

Provides people with the skills and confidence they need to get into the workforce



I CAN with MYOB students Sally and Darleen



using technology to

STRENGTHEN

our sector





SOME OF THE CHALLENGES WE'RE ADDRESSING

46%

of not-for-profits don't have information
and service delivery systems that work well
for their staff and management

65%

of not-for-profits have not moved to the
cloud, leaving them with vulnerable data
and too much money spent on networking
hardware or software

TOP TECHNOLOGY CHALLENGES FOR NOT-FOR-PROFITS



FUNDING



KNOWLEDGE



CAPABILITY

Source: Infoxchange, Connecting Up and TechSoup
New Zealand, *Digital technology in the not-for-profit sector*,
February 2018



HOW WE'RE HELPING

The not-for-profit sector is facing increasing pressure to do more with less. That means there's never been a more important time to streamline processes, increase efficiency and replace outdated systems that take precious time away from what's most important – helping people in need.

Through our IT support and consulting services, we're helping not-for-profits secure their data, upgrade their infrastructure and make smart decisions now so they don't get slowed down by technical issues in the future.

And our case management and electronic referral systems are being used by thousands of not-for-profit and government services across Australia, ensuring the most vulnerable people in our society receive the best and most efficient support possible.

THE PAST YEAR HAS SEEN:

2,316,107

SEARCHES ON OUR DIRECTORIES FOR PEOPLE IN NEED OF SUPPORT

7056

ORGANISATIONS SUPPORTED
WITH OUR CASE MANAGEMENT
AND REFERRAL SYSTEMS

1154

NOT-FOR-PROFITS PROVIDED
WITH IT SUPPORT, ADVICE,
CONSULTING AND TRAINING

546,794

PEOPLE PROVIDED WITH
SUPPORT THROUGH OUR
CASE MANAGEMENT SYSTEM

308,801

ELECTRONIC REFERRALS SENT
FOR PEOPLE IN NEED OF SUPPORT

22,201

CUSTOMER SERVICE REQUESTS

13,748

HOURS OF TECHNICAL SUPPORT
PROVIDED TO OUR CLIENTS

SUPPORTING SERVICES THROUGH CLIENT AND CASE MANAGEMENT

**We're proud
to deliver a
system that
is specifically
designed
to meet the
needs of the
community
sector**

For more than a decade, our client and case management system has been positively impacting people's lives by providing an efficient, secure way to manage client data and record service delivery.

As the leading client and case management tool in Australia run by a not-for-profit, we're proud to be delivering a system that is specifically designed to meet the needs of the sector.

Over the last 12 months we've been working with a range of clients on new and enhanced features, including improvements to our National Disability Insurance Scheme module and integration with third party applications.

With thousands of government and not-for-profit services using our client and case management system across Australia, we're proud to be supporting services in these areas:

1646

HOUSING AND
HOMELESSNESS SERVICES

1431

WOMEN, YOUTH
AND FAMILY SERVICES

203

MENTAL HEALTH SERVICES

132

ABORIGINAL AND TORRES
STRAIT ISLANDER SERVICES

92

DISABILITY SERVICES

“

WE WORK WITH TENS OF THOUSANDS OF PEOPLE EVERY YEAR, ACROSS A DIVERSE RANGE OF SERVICES AND ACTIVITIES ALL OVER AUSTRALIA. USING THIS SYSTEM HAS MEANT PEOPLE WE ENGAGE WITH DON'T NEED TO REPEAT THEIR STORY, NO MATTER WHERE THEY GO, AND IT HELPS US PROVIDE THE SUPPORT PEOPLE ARE SEEKING MORE QUICKLY.”

NOEL CLEMENT, DIRECTOR, MIGRATION, EMERGENCIES AND MOVEMENT RELATIONS, AUSTRALIAN RED CROSS

“

HAVING THIS TECHNOLOGY MEANS THAT WE CAN BE MORE EFFICIENT AND EFFECTIVE IN THE WORK WE DO. MOST IMPORTANT OF ALL, IT MEANS THAT PEOPLE IN NEED OF HOUSING GET THE BEST SERVICE AVAILABLE BECAUSE WE'RE ALL WORKING TOGETHER TO ACHIEVE GOOD HOUSING OUTCOMES FOR THEM.”

JESSEMY STONE, DIRECTOR HOUSING PROGRAMS, HOUSING TASMANIA



**SOME OF THE ORGANISATIONS WE'RE PROUD TO PROVIDE
WITH CASE MANAGEMENT SOLUTIONS INCLUDE:**



Australian Government
Australian Institute of
Health and Welfare



IT'S TIME TO END
HOMELESSNESS



the
power of
humanity



VincentCare
Engage. Enable. Empower.



BETTER OUTCOMES FROM BETTER DATA

For the first time in Australia, service providers and policymakers are now able to see where people most need help thanks to the Ask Izzy Open Data Platform.

The platform provides information on the supply and demand of support services such as housing, food, mental health and family violence – using location-based, anonymous search data and service listing information taken from Ask Izzy and other Infoxchange sources.

It's the first time this kind of data has been available in Australia, and it gives the community sector

unprecedented insights on how and where to provide support to people in need.

The platform also contains data from other sources including the Australian Institute of Health and Welfare and the Australian Bureau of Statistics, giving users a comprehensive view of need and reasons for seeking support services.

The Ask Izzy Open Data Platform was developed by Infoxchange with support from Google.org, and was co-designed with organisations from the community, government and academic sectors.



THROUGH THIS PROJECT, INFOXCHANGE IS MAKING INFORMATION AVAILABLE TO BETTER UNDERSTAND THE DEMAND FOR HOUSING, FOOD, HEALTH AND OTHER SERVICES ACROSS AUSTRALIA."

JACQUELINE FULLER, PRESIDENT OF GOOGLE.ORG AND VP, GOOGLE



HAVING ACCESS TO THE OPEN DATA PLATFORM ALLOWS ORANGE SKY TO BECOME MORE INFORMED, BUT ALSO PROVIDES THE OPPORTUNITY FOR VOLUNTEERS TO BETTER SUPPORT OUR FRIENDS DOING IT TOUGH."

LUCAS PATCHETT, CO-FOUNDER, ORANGE SKY AUSTRALIA

It's the first time this kind of data has been available in Australia



USING TECHNOLOGY AND INNOVATION TO BREAK THE CYCLE OF HOMELESSNESS

Sacred Heart Mission (SHM) provides care and support services to people who are experiencing homelessness and disadvantage in St Kilda and surrounding areas of Melbourne's inner south east, as well as women's accommodation in Reservoir and Thomastown.

We worked with SHM to implement our client and case management system across a range of their programs and services so that staff can work better to support people doing it tough.

One of the SHM programs now using our system is the Journey to Social Inclusion Program (J2SI), which will use the first ever Victorian Social Impact Investment (SII) from the Victorian Government to help break the cycle of homelessness for 180 people over the next five years.

The innovative program provides intensive support for people experiencing homelessness to achieve independence and improve their health and wellbeing.

Another service using our system is SHM's engagement hubs, where people in need can connect with case workers and receive assistance on a range of issues, from medication to crisis accommodation and legal representation.

Using our system, workers can work more efficiently and reduce the amount of paperwork needed to support their clients. For example, staff can save time using digital consent forms instead of paper forms. They can also follow processes such as safety assessments more easily by using custom workflows.

By saving time and increasing efficiency, our client and case management system is helping SHM ensure that people experiencing homelessness and disadvantage can get the support they need.



MOVING FROM SEVERAL SYSTEMS TO A CUSTOMISED SINGLE CLIENT RECORD IS ALREADY IMPROVING THE CONSISTENCY OF PRACTICE ACROSS THE ORGANISATION AND STREAMLINING DATA COLLECTION AND REPORTING. INFOXCHANGE HAVE BEEN COMMITTED TO FINDING SOLUTIONS TO OUR REQUIREMENTS ALONG THE WAY."

LEANNE LEWIS, GENERAL MANAGER PEOPLE & STRATEGY, SACRED HEART MISSION

Help break the cycle of homelessness for 180 people over the next five years





SUPPORTING PEOPLE LOOKING FOR HELP WITH ALCOHOL AND DRUG ISSUES

Your Room is a website that provides comprehensive alcohol and other drug information to the people of New South Wales.

A joint initiative by NSW Health and St Vincent's Alcohol and Drug Information Service, the website provides accurate, up-to-date drug and alcohol information through various resources, news and online games.

As part of the website, we created Your Service Hub – a customised online tool that draws from our service directory to provide people with information on nearby alcohol and other drug-related support services.

People can search via keywords or location to find one of over 27,000 support services across the state. These include free or low cost alcohol and other drug services, but also legal aid, domestic violence support, mental health services and more – giving a comprehensive view of the support available.

The directory was also developed to support the Aboriginal and Torres Strait Islander community, with over 11,000 services listed that are sensitive to their cultural needs.

Your Service Hub directory can be accessed via the Your Room website:
yourroom.health.nsw.gov.au



THIS DIRECTORY IS A COMPREHENSIVE ONE-STOP-SHOP FOR INDIVIDUALS, FAMILIES AND AGENCIES IN NEW SOUTH WALES SEEKING SERVICES. IN JULY, YOUR SERVICE HUB WAS ONE OF THE MOST VISITED PAGES ON THE YOUR ROOM WEBSITE."

**ANGELA MATHESON,
A/DIRECTOR, PREVENTION
AND HARM MINIMISATION,
NSW MINISTRY OF HEALTH**

27,000

**SUPPORT SERVICES
CAN BE ACCESSED**

5,500

**ALCOHOL AND OTHER DRUG
SPECIFIC SUPPORT SERVICES**

11,130

**ABORIGINAL AND TORRES
STRAIT ISLANDER SPECIFIC
SUPPORT SERVICES**

The website provides accurate, up-to-date drug and alcohol information

HELPING ONE OF VICTORIA'S OLDEST CHARITIES PLAN FOR A BRIGHT FUTURE

Drummond Street Services is one of Victoria's longest serving charities, supporting families since 1887 by promoting connected and inclusive communities and driving innovation and research into family support interventions.

Placing them in a better position to focus on supporting individuals and families within the community

Faced with the challenge of storing their files and data on ageing servers, staff were having difficulty collaborating across multiple offices throughout Victoria. In reviewing their needs, we found Drummond Street were relying on over-complicated, rigid IT solutions that were frustrating rather than enabling for staff.

We worked with Drummond Street to develop and put in

place a functional, cloud-based IT infrastructure that could increase efficiency and save them time and money.

Over 12 months, we helped to transition the organisation from a complex physical server infrastructure to a simplified cloud-based model with Microsoft Office 365 at its core.

By providing a responsive and collaborative framework, we have built a strong relationship with Drummond Street and provided them with a technology platform on which they can flex and grow – placing them in a better position to focus on supporting individuals and families within the community.

100

STAFF MOVED TO THE CLOUD

20

SERVERS REMOVED

120

EMAIL MAILBOXES MIGRATED

6

LOCATIONS PROVIDED WITH SIMPLIFIED NETWORK ARCHITECTURE



IMPROVING CARE FOR SCHOOL CHILDREN BY MOVING TO THE CLOUD

Staff needed a way to communicate and share information more effectively

Jabiru Community Youth and Children's Services provides outside school hours services as well as programs that support young people and their families.

After expanding to over 200 staff across 17 locations, it became clear that the organisation needed to update their ageing equipment and unreliable IT systems. Staff also needed a way to communicate and share information more effectively.

We worked with Jabiru to develop an IT strategy to address these issues. This strategy included upgrading

40 outdated devices with new hardware, and implementing Microsoft's cloud-based Office 365.

With staff being able to communicate and access their files from anywhere, Jabiru were able to streamline administration and collaborate more efficiently across the organisation.

With our help, staff now have more time to focus on delivering great programs and improving the experience for children and their families.



UPGRADING OUR IT AND MOVING TO THE CLOUD HAS TAKEN A LOT OF STRESS AWAY FROM THE TEAM. THIS HAS ALLOWED THEM TO FOCUS ON GETTING BACK TO WORKING DIRECTLY WITH CHILDREN, YOUNG PEOPLE AND THEIR FAMILIES."

TANIA LINDENMAYER, DIRECTOR OF OPERATION SUPPORT, JABIRU COMMUNITY YOUTH AND CHILDREN'S SERVICES.







OUR TEAM

CELEBRATING

our people and culture



**OUR PEOPLE ARE AT THE
HEART OF EVERYTHING WE
DO AT INFOXCHANGE.**

We value a diversity of people and ideas because we know it creates better outcomes for our organisation – and for our clients.

We're committed to an inclusive culture, and this year we established a Reconciliation Action Plan working group and Diversity and Inclusion committee to work on some important workplace initiatives.

We also know that a good work-life balance is key to maintaining a happy, healthy and effective workplace, so we offer flexible work arrangements, additional leave provisions and a fabulous health and wellbeing program that includes massages, yoga, fitness training and fresh fruit.

Most important of all, we love that our people are passionate about our shared vision of technology for social justice. They want to make a difference and know that they're working for an organisation that contributes to a fairer society.

We're really proud of our staff and everything we've achieved together this year.

124 STAFF



51%
FEMALE

VOLUNTEERS
 **22**

9%
IDENTIFY AS
LGBTIQ+



17 

COUNTRIES
OUR STAFF
ARE FROM

21 **LANGUAGES**
SPOKEN

IN THE PAST YEAR, STAFF IN OUR MELBOURNE & BRISBANE OFFICES:

CONSUMED 
243KG
OF FAIR TRADE COFFEE

TOOK PART
IN 12 SOCIAL
EVENTS
INCLUDING
MINI GOLF



CONSUMED 
1400KG
OF ORGANIC FRUIT

WELCOMED
6 BABIES
BORN TO STAFF
MEMBERS




SWEATED
THROUGH
98 HOURS
OF GROUP FITNESS

RECEIVED
216
MASSAGES



GOING CARBON NEUTRAL

We're doing our bit for a sustainable future – for us and for our planet

At Infoxchange, we're all about making an impact – except when it comes to the environment. That's why we're incredibly proud to say that we are now a 100 percent carbon neutral organisation.

Over the last couple of years, we've been taking gradual steps to reduce our carbon footprint. These include replacing all our fluorescent office lighting with power-saving LEDs, purchasing only carbon-offset power and reducing the waste we send to landfill by updating

our recycling and rubbish collection methods. As an added bonus, we've even saved money in the process.

To make up for any remaining emissions, we purchased carbon credits this year from Carbon Social, a social enterprise that helps tree farmers in Timor-Leste generate a sustainable income and improve their local environment.

With the purchase of these credits, our operations are now completely carbon neutral and we're doing our bit for a sustainable future – for us and for our planet.

26%

REDUCTION IN WASTE SENT TO LANDFILL

20%

REDUCTION IN POWER USAGE

100%

CARBON NEUTRAL



REFLECTING ON RECONCILIATION

We have a vision of respectful, enduring and mutually-beneficial relationships with Aboriginal and Torres Strait Islander peoples.

This year we developed a Reconciliation Action Plan (RAP) to reflect our vision for reconciliation. We've already implemented several initiatives to help Infoxchange be more culturally inclusive and supportive of Aboriginal and Torres Strait Islander peoples, including offering

staff cultural and ceremonial leave and commissioning Indigenous artist Markus Lee to create new artwork for Ask Izzy.

We're only at the beginning of our reconciliation journey. Over the next year we look forward to putting our RAP commitments into action, and working more collaboratively with Aboriginal and Torres Strait Islander people and organisations.

We look forward to putting our RAP commitments into action



OUR LEADERS

OUR BOARD



STAN KRPAN, CHAIR

Stan is the CEO of Sustainability Victoria and a graduate of the Australian Institute of Company Directors. He also has extensive executive experience in government and qualifications in law and economics. Stan is also a Board member of Western BACE (Business Accelerator and Centre of Excellence) and an Advisory Board Member of Behaviour Works Australia.



MORGANA RYAN, DEPUTY CHAIR

Morgana has over 18 years' experience in strategic, IT and business process consulting and is a graduate of the Australian Institute of Company Directors. Morgana is also the author of two books *Building a Better International NGO* and *Navigating Change for International NGOs*. Her key areas of experience are in organisational transformation and international development.



ALAN DORMER, DIRECTOR

Alan has over 20 years' experience in IT and innovation. He is currently General Manager of Opturion, a company which applies new technology for internet traffic optimisation. He has a keen interest in digital literacy as fundamental for a truly digital society and creating opportunities for employment. He has also co-authored several reports on this subject with CSIRO and NICTA.



JO FISHER, DIRECTOR

Jo is the founder and Managing Director of Fisher Leadership, an executive search and leadership advisory firm. She holds a Master of Applied Positive Psychology, University of Melbourne and Master of Business Administration, Deakin University. Jo is also a recipient of a Victorian Telstra Business Women's Award.



DAVID JONAS, DIRECTOR

David Jonas is the CEO of Digital Health CRC. He was previously the COO of Capital Markets CRC and was the founder/CEO of electronic commerce advisory firm ETC, which was acquired by Securenet (now part of Verizon). David's leadership in egovernment and ecommerce led to appointments to a range of Australian and European Union Government bodies.

A group of diverse and devoted leaders who are passionate about using technology to drive social inclusion



ROBERT MORSILLO, DIRECTOR

Robert has worked for Telstra for over 20 years, with responsibilities in community engagement, consumer affairs and advocating for vulnerable and disadvantaged customers. His current role at Telstra is Senior Advisor, Digital Inclusion. In 2014 he was made an Adjunct Associate Professor, Swinburne University, and since 2010 has been a member of the governing Council of the University of Divinity.



PARTHA NAG, DIRECTOR

Partha is Chair of the Finance Committee. He has more than 15 years' experience in senior executive roles, corporate governance & risk management. He is currently Executive Director of Strategic Business Alliance, and also serves as a Board member for various other not-for-profit organisations.



LINDA O'BRIEN, DIRECTOR

Linda is Pro Vice Chancellor at Griffith University. Linda currently represents Australia on the ORCID Board, a non-profit global research infrastructure organisation, is Chair of the Board of the Open Data Institute Australia and is a member of the Queensland Public Records Review Committee. Linda has published and presented both nationally and internationally and contributed to a number of state and national initiatives.



JENNIFER WILLIAMS AM, DIRECTOR

Jennifer has had over 20 years' experience in the health sector having been Chief Executive of Austin Health, Alfred Health and the Red Cross Blood Service. She is now a company Director with several organisations including being Chair of Northern Health and Chair of Yooralla, and a Board member of the National Medical Research Advisory Board.

SENIOR LEADERSHIP TEAM



DAVID SPRIGGS, CEO

David has over 20 years' experience in senior management positions in the not-for-profit and technology sectors. He is passionate about creating a more digitally inclusive society and improving the efficiency and effectiveness of the not-for-profit sector. Before joining Infoxchange in 2009, he worked for Kronos Incorporated where he led business partner operations across Asia Pacific and Europe.



WAYNE GORST, CORPORATE SERVICES MANAGER

Wayne has over 20 years' experience in the community sector, including working in homelessness, Aboriginal and Torres Strait Islander health and offender support. As a certified practicing accountant, Wayne has supported many organisations to deliver effective services, and is committed to enhancing the lives of those who are the most marginalised and disadvantaged in our community.



MARCUS HARVEY, IT SERVICES & CONSULTING MANAGER

Joining Infoxchange from Nous Group, Marcus is an experienced facilitator and not-for-profit technology expert. He and his team are passionate about helping organisations use technology effectively to work smarter rather than harder and achieve measurable outcomes with the clients and communities they work with.



JESSICA KITCH, HUMAN RESOURCES MANAGER

Jess's role involves supporting management of the employee lifecycle for all staff at Infoxchange. She has worked in human resources for 15 years across a range of sectors including technology, not-for-profit and health. She is excited by opportunities to work with progressive organisations like Infoxchange to help people be better at what they do.



BRIAN MCLAUGHLIN, BUSINESS DEVELOPMENT & PARTNERSHIPS MANAGER

Brian has previously worked for Microsoft and also ran his own IT consultancy business. Brian's role involves fostering relationships with strategic partners, increasing the adoption of our products and services in the sector and building Infoxchange's profile across corporate, government and community sectors.

Experience in
the community
sector,
government,
technology
and business
operations

**Committed
to delivering
services and
community
programs
to improve
the lives of
vulnerable
people**



PAUL MONKS, TECHNICAL SERVICES MANAGER

Paul leads our technical services capability, managing the strategy, design, development, operations and security of our products. Joining Infoxchange in 2016, Paul brings a comprehensive perspective and understanding to the role, having previously worked in technology management across corporate, government, not-for-profit, software vendors, consulting and start-ups.



GERARD PALK, QUEENSLAND MANAGER

Gerard has been working in human services in Queensland for over 20 years. Before joining Infoxchange in 2006 he was involved in the implementation of client management systems for the youth sector, prison support services, family support programs, child protection and disability services. Since joining Infoxchange he has led the development of our client and case management system.



JESS PERRIN, DIGITAL INCLUSION & SOCIAL INNOVATION MANAGER

Jess leads our social impact programs to ensure no-one is left behind in today's digital world. Her career has focused on building partnerships to support and scale innovative social justice projects. She brings over 10 years of international experience, most recently from the Thomson Reuters Foundation in London where she was the Head of Global Programs.



AMODHA RATNAYEKE, ONLINE APPLICATIONS MANAGER

Amodha joined Infoxchange in 1998 as a database updater, before eventually moving on to managing our online applications. She oversees the implementation of our various service coordination applications, while also liaising with clients and managing relationships.

We're looking forward to welcoming Alana Pascolo, who is currently on maternity leave, back to the senior leadership team next year.



CKED

TEST

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Expand
Max
client

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in terms of
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#204711
ESS Search
Location/Shops
using ES pm-indexed shops
15/10



READY

#79
Some more
16/10

#2104
16/10

#2104
16/10





UP
NEXT

WHAT'S NEXT FOR INFOXCHANGE

It's going to be a huge year, and we can't wait to get stuck in to it

In 2019, we'll be celebrating 30 years of Infoxchange – no mean feat for any technology organisation, let alone a not-for-profit that began with a \$2000 grant in a garage.

We're looking forward to joining forces with Connecting Up and welcoming their staff into the Infoxchange family. Combining the strengths of our two organisations will allow us to better serve people experiencing disadvantage and our sector through our combined range of technology solutions and community programs.

For the remainder of 2018, we'll be busy delivering Digital Springboard courses across

the country to help people to learn the digital skills they need to thrive in work and life, with support from Google.

We'll also be continuing to develop and expand Ask Izzy. With help from the NAB Foundation, our enhancements from the Help at Hand family violence project will be launched in early 2019, and we'll be starting work on the Ask Izzy voice assistant with support from Telstra.

We'll be rolling out more enhancements to our client and case management system, and working with some of Australia's biggest community and government services on large-scale

implementations that will help thousands of vulnerable people across the country.

We'll continue our focus on supporting small to medium not-for-profits to build their capability through our products and services.

And our Ask Izzy Open Data Platform will continue to expand and improve as we add more functionality, while also working with other organisations to help our sector get the most out of this valuable data.

It's going to be a huge year, and we can't wait to get stuck in to it.





FINANCIALS



FINANCIAL REPORTS

Strong growth across all of Infoxchange saw an overall income increase of \$1.5 million, or 12 percent from the 2016-17 year result.

The securing of several new projects has continued the success of our client and case management solution, delivered through our Online Applications team. We have also seen growth in our income from the Social Innovation & Digital Inclusion team, largely through funding from Google.org for the Digital Springboard program.

We invested a significant amount of funds in initiatives to strengthen the organisation this year. These included funding a dedicated information security role, office upgrades in Melbourne

and Brisbane and continued investment in our software architecture roadmap.

A major investment was also made in reviewing and implementing new business systems, with this implementation continuing into the 2018-19 year.

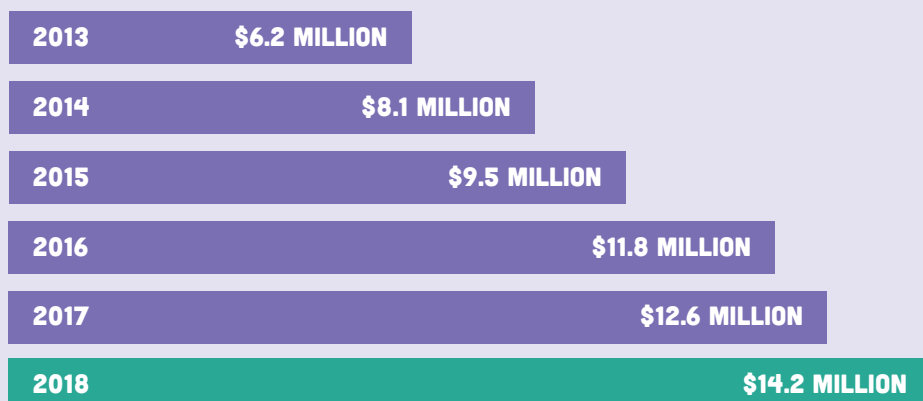
The successful attainment of Public Benevolent Institution status during the year meant that we were able to provide staff some significant additional benefits without direct cost for the organisation. We were pleased to partner with social enterprise Community Business Bureau to provide salary packaging services to staff.

The finances are overseen by a very capable and competent Board of Directors, with a finance subcommittee providing focused monitoring of our financial performance. We also funded a review of governance activities as a means of improving the organisation's governance. Whilst there were no major issues identified, there will be an investment in activities to improve the Board's governance capability during the coming year.

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.

The finances are overseen by a very capable and competent Board of Directors

INFOXCHANGE INCOME FINANCIAL YEARS 2013-18



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR
ENDED 30 JUNE 2018

Strong income growth across all of Infoxchange saw an overall income increase of \$1.5 million

	2018 \$	2017 \$
Revenue	14,191,853	12,648,217
Direct costs of providing services	(881,756)	(742,169)
Employee benefits expense	(9,456,763)	(8,323,068)
Depreciation and amortisation expense	(481,169)	(361,491)
Contract labour	(809,325)	(867,247)
Property expenses	(443,843)	(420,728)
Travel expenses	(328,676)	(337,629)
Other operating expenses	(1,685,009)	(1,519,347)
Surplus before income tax	105,312	76,538
Income tax expense	-	-
Surplus for the year	105,312	76,538
Total comprehensive income for the year	105,312	76,538



14.2

MILLION TOTAL
REVENUE



12%

GROWTH IN INCOME
FROM PREVIOUS YEAR



**SIGNIFICANT
INVESTMENTS
IN INFORMATION
SECURITY AND
NEW BUSINESS
SYSTEMS**



**PBI STATUS
ACHIEVED
AND SALARY
PACKAGING NOW
AVAILABLE
TO STAFF**

STATEMENT OF FINANCIAL POSITION

30 JUNE 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,919,174	3,815,013
Trade and other receivables	1,949,395	1,473,803
Inventories	-	10,974
TOTAL CURRENT ASSETS	5,868,569	5,299,790
NON-CURRENT ASSETS		
Property, plant and equipment	610,748	556,217
Intangible assets	840,471	113,052
TOTAL NON-CURRENT ASSETS	1,451,219	669,269
TOTAL ASSETS	7,319,788	5,969,059
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,097,134	766,966
Employee benefits	989,708	846,274
Income in advance	2,873,286	2,128,552
TOTAL CURRENT LIABILITIES	4,960,128	3,741,792
NON-CURRENT LIABILITIES		
Employee benefits	75,548	48,467
TOTAL NON-CURRENT LIABILITIES	75,548	48,467
TOTAL LIABILITIES	5,035,676	3,790,259
NET ASSETS	2,284,112	2,178,800
EQUITY		
Membership fee	9	9
Retained earnings	2,284,103	2,178,791
TOTAL EQUITY	2,284,112	2,178,800

A full copy
of the audited
financials
is available
upon request



THANK YOU

We're incredibly grateful to all our wonderful partners and supporters for helping us achieve positive social change through the smart and creative use of technology.

We thank them for their support and we look forward to many more years of collaboration together.



nabfoundation





JOIN US IN 2019 AS WE CELEBRATE 30 YEARS OF TECHNOLOGY FOR SOCIAL JUSTICE



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info@infoxchange.org
www.infoxchange.org

Follow us on:



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



Check out this report online at
www.infoxchange.org/2018

