TECHNOLOGY FOR SOCIAL JUSTICE

Infoxchange Group
Annual Report 2019

Infoxchange | Connecting Up | techsoup NEW ZEALAND

CONTENTS

WE STRENGTHEN COMMUNITIES USING TECHNOLOGY TO CREATE POSITIVE SOCIAL CHANGE.

WHO WE ARE

The Infoxchange Group

Infoxchange and Connecting Up joined forces in November 2018, creating Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

As of 30 November 2018, Connecting Up operates as a subsidiary of Infoxchange and continues to trade in New Zealand as TechSoup New Zealand.

Infoxchange

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for 30 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 issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

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.

And through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

Connecting Up

Connecting Up is a not-for-profit social enterprise that aims to bring about positive social change through the power of technology.

By providing high-quality technology products, services and training that meets the needs of the not-for-profit sector, we help organisations fulfil their mission and better serve their communities.

We also work closely with the business, community and government sectors to find ways of using technology to improve outcomes for people in need.

FOCUS AREAS

HOUSING & HOMELESSNESS

WOMEN, YOUTH AND FAMILIES

INDIGENOUS COMMUNITIES

DISABILITY

MENTAL HEALTH

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

2 MILLION

PEOPLE IN NEED

25,000

NOT-FOR-PROFIT, COMMUNITY AND GOVERNMENT SERVICES

A MESSAGE FROM OUR CHAIR AND CEO

It's been a big year of change and exciting new opportunities for Infoxchange and Connecting Up.

The two organisations joined forces in November 2018, making this our first combined Annual Report. Together we're Australia and New Zealand's leading not-for-profit dedicated to using technology for social good.

The integration of the two organisations coincided with Infoxchange's 30th birthday, giving us the opportunity to not only reflect on 30 years of technology for social justice, but also the collective impact we want to make in the years to come.

We've already achieved so much together this year:

» We had 1.5 million searches on Ask Izzy, demonstrating that it's a vital resource not only for people experiencing homelessness, but for members of the broader community needing access to support services.

» We had record-breaking attendance at our Australian and New Zealand not-for-profit technology conferences.

» We supported more than 25,000 not-for-profit and government services with IT support, consulting, training, technology donations and discounts, and client and case management systems.

» We provided not-for-profits with $28.9 million worth of donated technology products.

» We supported over 300,000 people to build their digital skills and find work.

We also received increasing interest in Ask Izzy and our data insights from international partners and universities. We're excited to continue collaborating with them in the coming year to share our learnings.

And we've implemented changes to our organisation design and staff structure this year to enable us to better deliver on our mission and strategy. We're already seeing some of the intended benefits of these changes through our expanded reach and support of the not-for-profit sector.

You'll find more about our achievements and plans for the year ahead in this report.

We're incredibly proud of the difference we're making thanks to our exceptional staff at Infoxchange and Connecting Up, our committed Board, clients, partners and supporters.

Thank you for making our work possible and for partnering with us to deliver technology for social justice.

Stan Krpan, Chair

David Spriggs, CEO

WE'RE INCREDIBLY PROUD OF THE DIFFERENCE WE'RE MAKING THANKS TO OUR EXCEPTIONAL STAFF AT INFOXCHANGE AND CONNECTING UP, OUR COMMITTED BOARD, CLIENTS, PARTNERS AND SUPPORTERS.

JOINING FORCES TO DELIVER GREATER IMPACT

In November 2018, Infoxchange and Connecting Up joined forces to create the Infoxchange Group.

Infoxchange and Connecting Up have been collaborators for many years and share a mission of strengthening communities through the use of technology.

Together, we are 150 staff members strong and have supported more than 25,000 organisations and 2 million people in need in the last year across Australia and New Zealand.

We're excited to already be achieving a greater impact in the sector – from co-presenting the biggest Connecting Up Conference to date, to working together to help not-for-profit organisations increase their capability and get the most from technology.

We believe that technology has the ability to transform lives and that together Infoxchange and Connecting Up will be able to help more people than ever to benefit from today's digital world.

CELEBRATING 30 YEARS OF INFOXCHANGE

"WE WERE DOING SOCIAL ENTERPRISE BEFORE ANYONE KNEW WHAT THAT WAS. WE WERE DOING DISRUPTION BEFORE IT BECAME COOL. MOST IMPORTANTLY, WE WERE GROUNDED IN SOCIAL JUSTICE."

- Andrew Mahar, Infoxchange founder

Technology has changed a lot in the last 30 years. Our commitment to social justice hasn't.

This year we wished Infoxchange a very happy 30th birthday.

Established in 1989 in a garage in Springvale with a $2000 grant, Infoxchange began life as an online crisis accommodation register. As technology evolved, so did we – offering services for the community and not-for-profit sector including Australia's most comprehensive directory of health and welfare services, computers for low-income earners, digital skills training programs and a range of applications to help government and community services improve service delivery.

Through all our incarnations, our vision of technology for social justice has remained at the centre. And with the creation of the Infoxchange Group, we're more excited than ever about our potential to create positive social change through technology.

We celebrated our 30th birthday with our very first all staff conference, bringing together Infoxchange and Connecting Up staff from Adelaide, Melbourne, Brisbane and Christchurch for the first time. We were honoured to have Infoxchange founder Andrew Mahar join the celebrations, as well as members of the Infoxchange Board.

Here's to another 30 years of technology for social justice!

OUR IMPACT

SOME OF THE CHALLENGES WE'RE ADDRESSING

40%

LESS THAN 40% OF AUSTRALIANS FEEL THEY CAN KEEP UP WITH A CHANGING TECHNOLOGICAL LANDSCAPE

2.5M

2.5 MILLION PEOPLE IN AUSTRALIA ARE NOT CONNECTED TO THE INTERNET, MEANING THEY CAN'T TAKE ADVANTAGE OF THE EDUCATIONAL, HEALTH, SOCIAL AND FINANCIAL BENEFITS OF BEING ONLINE

3M

DEMAND FOR DIGITAL LITERACY SKILLS IN THE WORKFORCE EXCEEDS SUPPLY BY 3 MILLION

Sources: *Australian Digital Inclusion Index* and Deloitte, *The path to prosperity: Why the future of work is human*, June 2019

THE MOST DIGITALLY EXCLUDED AUSTRALIANS HAVE LOW LEVELS OF:

INCOME
EDUCATION
EMPLOYMENT

USING TECHNOLOGY TO EMPOWER PEOPLE & COMMUNITIES

HOW WE'RE HELPING

For many of us, using the internet and digital technology are part of everyday life. But many people are missing out on the critical opportunities that technology offers.

That's why we're working to empower people and communities to improve their lives through the use of technology.

Our community programs deliver digital skills training and support to improve the skills and confidence that people need for work and life.

We support volunteers with hands-on work experience to help them transition into work including through our SAcommunity program, while our I CAN with MYOB program provides digital skills and bookkeeping accreditation for people who have experienced long-term unemployment.

And through our service directories, we empower people in need by connecting them with more than 370,000 services across Australia including housing, meals, money help and more.

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

"I FEEL I CAN TAKE THE EXPERIENCE FROM CONNECTING UP AND USE IT IN THE WORKPLACE. MY TIME AT CONNECTING UP HAS BEEN VERY USEFUL AND I FEEL BETTER PREPARED FOR WORK."

– SAcommunity volunteer

THE PAST YEAR HAS SEEN:

4 MILLION +

SEARCHES FOR HELP ON OUR DIRECTORIES, INCLUDING ASK IZZY & SACOMMUNITY

309,996

PEOPLE SUPPORTED TO BUILD THEIR DIGITAL SKILLS AND FIND WORK

WHAT'S NEXT?

- Next year will see the biggest enhancements to Ask Izzy since it launched in 2016. Supported by the Telstra Foundation, we're developing a chatbot to provide a more conversational and personalised way to connect young people at risk of or experiencing homelessness to support and services.

- Using research funded by the Vodafone Foundation, we'll also be looking at further improvements to Ask Izzy to better meet the needs of frontline workers in the community sector and corporate hardship teams.

- Supported by the Victorian Government, our pilot program Tech Ready kicked off in Geelong this year and will expand to Wangaratta and Shepparton in 2020 to help young people gain the digital skills they need for the jobs of the future.

- And continuing our focus on improving digital inclusion in Australia, we're excited to be partnering with the Australian Red Cross and Credit Union Australia for an innovative shared value project focusing on financial and social wellbeing.

EMPOWERING FAMILY VIOLENCE SURVIVORS THROUGH ASK IZZY

Co-design with the community is essential to developing any Infoxchange product

Domestic and family violence is a leading cause of homelessness for women and children in Australia, and people escaping family violence are some of the biggest users of Ask Izzy.

With help from the NAB Foundation, this year we launched important enhancements to Ask Izzy that make it safer and easier for people experiencing violence to find help.

The changes include a new domestic and family violence search category to help navigate services, emergency numbers and best practice tips about safely using technology.

"AS A PERSON WHO'S EXPERIENCED FAMILY VIOLENCE, INDEPENDENCE AND FREEDOM IS THE MOST IMPORTANT TO ME. ASK IZZY PUTS THE POWER IN YOUR HANDS – YOU MAKE THE CALLS."

Vicky Vacondios, Ask Izzy user and homelessness advocate

Co-design with the community is essential to developing any Infoxchange product, and for this project we worked with over 40 family violence services and people with a lived experience of family violence.

As part of our research interviews, family violence survivor Vicky Vacondios shared her personal experiences of leaving a violent relationship. She and her children spent years navigating homelessness services, and they had no idea where to find help.

Vicky says that if Ask Izzy and its family violence features had been available at the time, it would have saved her from many setbacks on her journey to safety.

Thanks to insights from Vicky and our other co-design participants, Ask Izzy's new enhancements are helping to empower more people facing family violence to find the help they need.

18%

OF ASK IZZY USERS SEARCHING FOR HOUSING WERE ESCAPING FAMILY VIOLENCE

12,639

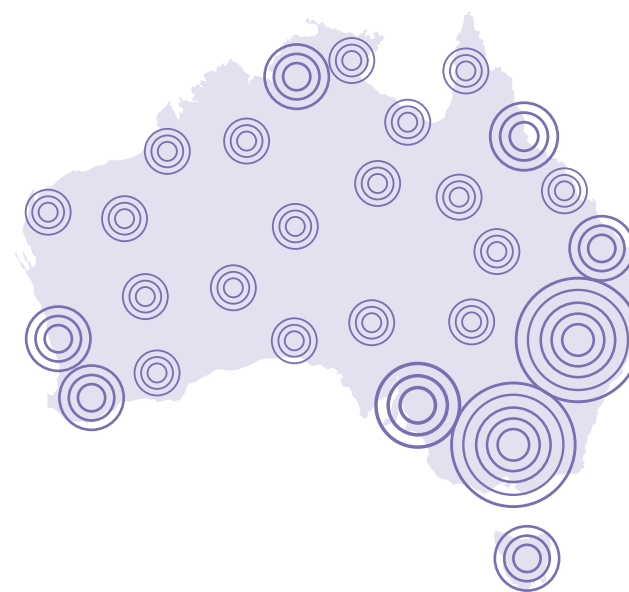SEARCHES ON THE NEW DOMESTIC AND FAMILY VIOLENCE HELP CATEGORY IN THE FIRST 4 MONTHS

4,689

DOMESTIC AND FAMILY VIOLENCE SERVICES LISTED ON ASK IZZY

1.5 MILLION
ASK IZZY
SEARCHES IN THE LAST YEAR

TOP 5 CATEGORY SEARCHES:

32% FOOD | **20%** MONEY HELP | **18%** HOUSING | **10%** EVERYDAY THINGS | **5%** CENTRELINK

TOP 5 DEMOGRAPHICS OF USERS SEEKING HOUSING SUPPORT:

24% MENTAL OR EMOTIONAL DIFFICULTIES | **22%** FAMILIES WITH CHILDREN | **18%** ESCAPING FAMILY VIOLENCE | **10%** ABORIGINAL AND/OR TORRES STRAIT ISLANDER | **8%** HAVE PETS
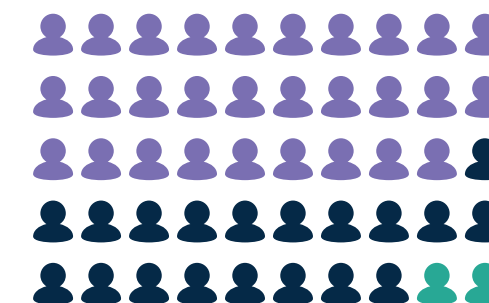
ASK IZZY USERS ARE:

AGE	
0–17	5%
18–26	27%
27–39	38%
40–54	23%
55–64	5%
65+	2%

GENDER

58% FEMALE   38% MALE   4% TRANS/GENDER DIVERSE

LOCATION	
NSW	30%
VIC	29%
QLD	16%
ACT	9%
WA	9%
SA	5%
TAS	1%
NT	1%

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

BUILDING DIGITAL SKILLS IN THE COMMUNITY

When Nina Piotrowicz's mother-in-law became ill, Nina stepped up to help with the family antiques shop. The shop, which is in the regional town of Cootamundra, New South Wales, is her mother-in-law's happy place.

Nina wanted to make it even better for her, so she looked for new ways that she could assist the business. Nina thought one way to help would be to build the shop's online presence, but she wasn't quite sure how to go about it. Then she attended a Digital Springboard course about social media.

"I LIVE IN A SMALL, REGIONAL TOWN, SO HAVING A SESSION LIKE DIGITAL SPRINGBOARD AVAILABLE ON MY DOORSTEP WAS FANTASTIC. IT REALLY DELVED INTO THE PERSONAL CHALLENGES FACED BY EACH BUSINESS."

Nina Piotrowicz, Digital Springboard participant

Digital Springboard is our community learning program with Google, which aims to help people learn the digital skills they need to thrive in work and life.

After attending the course, Nina's confidence using social media grew. It made her realise the importance of developing a social media strategy to attract new customers.

As a result, Nina changed how the shop used social media to better showcase their distinctive collectables – and the number of customers visiting the shop has since doubled.

Nina is thrilled with these results and is looking forward to supporting and growing her family's business even more.

After attending Digital Springboard, Nina's confidence using social media grew.

Digital Springboard is a program by Infoxchange and Google to help people learn the digital skills they need to thrive in work and life. Available across the country, courses are delivered face-to-face by local, trusted delivery partners such as community organisations and libraries.

7,756
PARTICIPANTS

71%
AVERAGE KNOWLEDGE INCREASE

76%
AVERAGE CONFIDENCE INCREASE

38%
PARTICIPANTS WERE UNEMPLOYED

SOME OF THE CHALLENGES WE'RE ADDRESSING

41% OF NOT-FOR-PROFITS CONSIDER THEIR OVERALL APPROACH TO TECHNOLOGY TO BE "CHALLENGED" OR "BASIC"

63% OF NOT-FOR-PROFITS DON'T HAVE SYSTEMS THAT ALLOW THEM TO UNDERSTAND THEIR IMPACT

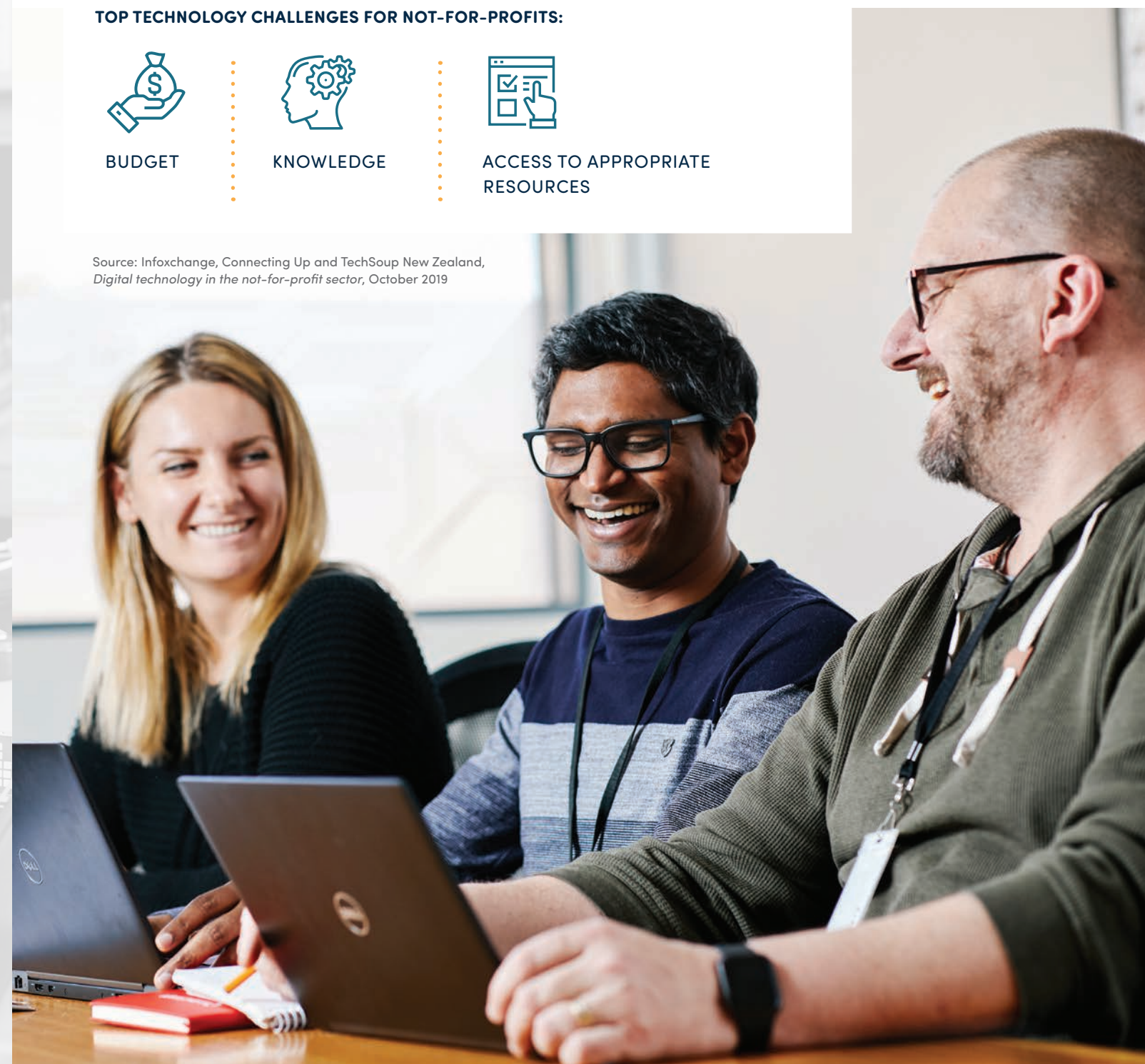### TOP TECHNOLOGY CHALLENGES FOR NOT-FOR-PROFITS:

BUDGET   KNOWLEDGE   ACCESS TO APPROPRIATE RESOURCES

Source: Infoxchange, Connecting Up and TechSoup New Zealand, *Digital technology in the not-for-profit sector*, October 2019

USING TECHNOLOGY TO STRENGTHEN OUR SECTOR

HOW WE'RE HELPING

Getting the right technology and using it impactfully can be a huge challenge for not-for-profits.

We're here to support the not-for-profit sector to do more with less when it comes to technology, meaning that organisations can focus on what they do best – helping people and communities in need.

Our client and case management system is used by thousands of government and community services across Australia, driving better care and service coordination.

And by Infoxchange and Connecting Up joining forces, we've grown our ability to support the IT needs of organisations across Australia and New Zealand by helping to improve their efficiency, save money and keep up-to-date with the latest technology.

Our broad range of products and services now includes IT support and consulting, webinars and training, a technology donations and discounts program and Australia and New Zealand's premier technology conference for the not-for-profit sector.

WHAT'S NEXT?

- We're working with the Queensland Department of Housing and Public Works to implement a new client management solution. It will help manage housing assessments and applications and allow customer details to be securely shared with other systems, agencies and partners. The solution will help transform the Department's service delivery, allowing them to provide more timely social housing assistance to those who need it most.

- We've also identified an exciting roadmap of enhancements to our client and case management system, including new fee for-service functionality, reporting tools and data extraction.

- And Connecting Up's successful capability building program will take another huge leap forward in 2020 thanks to the roll out of a new learning management system. It will offer access to a range of new courses tailored to learners at all levels and will include pre-recorded videos, templates, quizzes and learning modules.

$28.9M

WORTH OF TECHNOLOGY PRODUCT DONATED TO NOT-FOR-PROFITS

756,939

PEOPLE PROVIDED WITH SUPPORT THROUGH OUR CASE MANAGEMENT SYSTEM

415,265

ELECTRONIC REFERRALS FOR PEOPLE IN NEED OF SUPPORT

15,619

HOURS OF TECHNICAL SUPPORT SUPPLIED TO NOT-FOR-PROFITS

29

TONNES OF REFURBISHED HARDWARE SUPPLIED TO NOT-FOR-PROFITS

HELPING NOT-FOR-PROFITS TRANSFORM USING TECHNOLOGY

Our annual Connecting Up and TechSoup New Zealand conferences offer not-for-profits across Australia and New Zealand the opportunity to learn from experts about how they can achieve the greatest impact with technology.

Themed "Transform", this year's conferences welcomed record numbers of delegates from across Australia and New Zealand, inspiring and empowering not-for-profits to transform how they work and thrive in an increasingly digitised world.

Delegates were treated to keynotes from ACOSS CEO Cassandra Goldie (Australia) and Vodafone New Zealand Foundation Head Linn Araboglos (New Zealand) as well as high profile speakers from global technology organisations including Amazon Web Services, IBM Watson, Google and Microsoft.

The conferences attracted strong support from exhibitors and our partners, including the Victorian State Government.

The conferences also provided the chance to shine a light on the unsung technology heroes working in the sector. Congratulations to the 15 inspiring individuals and organisations who were this year's winners of our Australian and New Zealand Not-for-Profit Technology Awards.

750

ATTENDEES

15

NOT-FOR-PROFIT TECHNOLOGY AWARDS PRESENTED

Australian Not-for-Profit Technology Award winners

SUPPORTING THE SECTOR THROUGH CLIENT AND CASE MANAGEMENT

5,536
COMMUNITY, NOT-FOR-PROFIT AND GOVERNMENT SERVICES USE OUR SYSTEMS TO MANAGE CLIENT DATA AND REFERRALS

4.3M
CLIENT RECORDS SECURELY STORED IN OUR CLIENT AND CASE MANAGEMENT SYSTEMS

SOME OF THE SERVICE AREAS WE ASSIST:

HOUSING & HOMELESSNESS
1,724 SERVICES

WOMEN, YOUTH AND FAMILIES
1,425 SERVICES

INDIGENOUS COMMUNITIES
132 SERVICES

DISABILITY
134 SERVICES

MENTAL HEALTH
235 SERVICES

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

Anglicare Victoria

Australian Government — Australian Institute of Health and Welfare

the power of humanity — AUSTRALIAN RED CROSS

NSW GOVERNMENT

Queensland Government

Queensland Police

Tasmanian Government

VICTORIA State Government

VincentCare — Engage. Enable. Empower.

wesley mission QUEENSLAND

HELPING PROVIDE BETTER SUPPORT TO VULNERABLE VICTORIANS

Using our system means that workers can easily see what the person's situation is and what support they're receiving

VincentCare provides programs and services for people who are experiencing or at risk of homelessness and disadvantage throughout Victoria.

To help manage their clients' information, we've implemented our client and case management system across a broad range of VincentCare's programs and services including crisis supported accommodation, family violence, drug and alcohol treatment, youth justice and seniors living.

Using our system means that workers can easily see what the person's situation is and what support they're receiving, as well as tracking their progress through a central client record.

It also means that no matter where or how many times someone comes to VincentCare for support, they don't have to repeat their story or re-share their information.

This year we were especially proud to help VincentCare achieve their Rainbow Tick accreditation, which is awarded to services that achieve the very highest standard of LGBTIQ+ inclusive practice.

By supporting non-binary gender identification and improving LGBTIQ+ data collection, our system is helping VincentCare meet the specific needs of their LGBTIQ+ clients.

Together we're ensuring that vulnerable Victorians who come to VincentCare for help are receiving the best, most efficient support possible.

"INFOXCHANGE'S CLIENT AND CASE MANAGEMENT SYSTEM HAS EMPOWERED NOT ONLY CLIENTS BUT WORKERS WITH THE WAY THEY PUT PRACTICE INTO ACTION. OUR STAFF ARE ABLE TO MAKE REFERRALS WITH THE CLIENT AT THE CENTRE OF THE DECISION. STAFF ARE ABLE TO GET ALL THE INFORMATION FROM THE CLIENTS' HISTORY AND USE THAT TO ENSURE CLIENTS ARE GETTING ACCESS TO A WIDE RANGE OF SERVICES TO ENSURE THEY'RE ON THE PATH TO RECOVERY."

Grace Hyde, Initial Assessment and Planning Team Leader, Northern Community Hub, VincentCare

650+

HOUSING & FAMILY VIOLENCE
SERVICES ACROSS AUSTRALIA USE
THE TELSTRA TOP-UP PROGRAM

HELPING VULNERABLE PEOPLE STAY CONNECTED WITH FREE TELSTRA TOP-UPS

Infoxchange and Telstra both recognise the vital importance of staying connected, especially when times are tough.

That's why we're incredibly proud to partner with Telstra to deliver the Telstra Top-up program, which provides a complimentary $30 recharge to people experiencing or at risk of homelessness and/or family violence.

Beginning in May 2019, the free program is now being used by over 650 housing and family violence services across Australia via Infoxchange's case management systems.

Any client of these eligible providers who is impacted by homelessness and/or family violence can access the free recharge, provided they are a Telstra pre-paid mobile phone customer.

With these free mobile top ups, we're making it easier for some of the most vulnerable people in Australia to find safety, get access to vital services and stay connected to their loved ones.

"WE ARE SO GRATEFUL TO INFOXCHANGE AND TELSTRA FOR THIS NEW INITIATIVE. WE SUPPORT OVER 3000 WOMEN AND CHILDREN EVERY YEAR, SOME OF WHOM ARE AMONGST THE MOST DISADVANTAGED PEOPLE IN AUSTRALIA. AS A SERIOUSLY UNDERFUNDED NOT-FOR-PROFIT, BEING ABLE TO ASSIST THESE WOMEN WITH THEIR SAFETY BY GIVING THEM CREDIT ON THEIR PHONE IS A HUGE DEAL."

Leanne Clark, Women's Safety Services of Central Australia (WoSSCA)

PROVIDING THE RIGHT IT SUPPORT FOR NOT-FOR-PROFITS

"AS A COMMUNITY FOUNDATION WITH OUTSOURCED IT SUPPORT, INFOXCHANGE'S MANAGED IT SERVICES HAVE BEEN INVALUABLE. THEIR HELPDESK STAFF ARE KNOWLEDGEABLE AND GREAT TO WORK WITH, AND THEY'RE ALWAYS PROACTIVE IN PROVIDING PROFESSIONAL ADVICE AND PRACTICAL SOLUTIONS THAT BEST SUIT OUR NEEDS."

Darren McConnell, CFOO, Lord Mayor's Charitable Foundation

SUPPORTING WESTERN AUSTRALIAN COMMUNITIES FOR OVER 15 YEARS

300+

CENTRECARE STAFF SUPPORTED

$1.2M

IN SAVINGS ON SOFTWARE AND HARDWARE THROUGH OUR DONATIONS & DISCOUNTS PROGRAM

Centrecare is a Catholic not-for-profit that delivers professional counselling, support, mediation and training services throughout Western Australia.

With more than 300 staff supporting almost 25,000 clients, Centrecare's important work has been supported for the last 15 years by Connecting Up's donations and discounts program.

In the past year alone, Connecting Up has provided Centrecare with access to dozens of refurbished desktops and laptops running software that includes Microsoft Office 365, Adobe Creative Cloud and Tableau – enabling Centrecare to improve its efficiency and capability.

All workers now have access to a quality desktop or laptop, and can collaborate with each other through Microsoft software such as SharePoint and Teams. This saves time by significantly reducing duplication and enabling access to key documents across the organisation.

With Adobe Creative Cloud, staff are able to produce and print their own brochures and marketing material, lowering costs and reducing wastage by allowing smaller print runs and easier updating of documents.

By providing donated and discounted technology, Connecting Up is helping Centrecare to continue to provide their extensive range of critical services for vulnerable and disadvantaged people in the best, most efficient way possible.
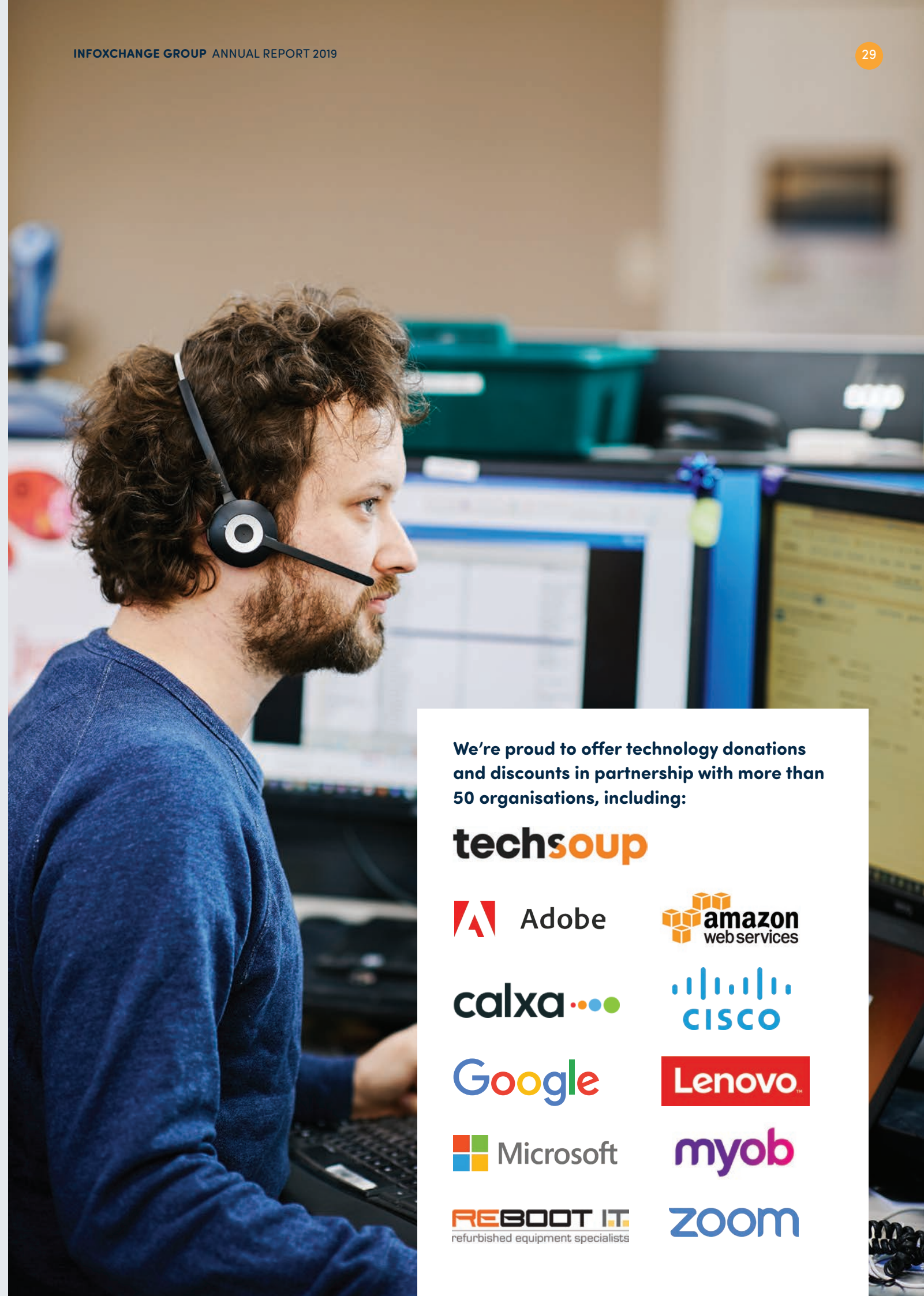
"CONNECTING UP'S PROGRAMS HAVE BEEN AN INCREDIBLE SUPPORT TO US OVER THE YEARS. WITH THEIR HELP, WE'VE SAVED THOUSANDS OF DOLLARS AND BEEN ABLE TO HELP MORE PEOPLE BY DELIVERING OUR SERVICES MORE EFFICIENTLY AND COST-EFFECTIVELY."

Andrew Selwood, IT Officer, Centrecare

We're proud to offer technology donations and discounts in partnership with more than 50 organisations, including:

techsoup

Adobe

amazon web services

calxa

CISCO

Google

Lenovo

Microsoft

myob

REBOOT IT. refurbished equipment specialists

zoom

CELEBRATING OUR PEOPLE AND CULTURE

At Infoxchange and Connecting Up, we're proud to encourage an inclusive culture of collaboration and respect that enables our people to do their best work. We value our people's unique skills and experiences, which contributes hugely to our success in creating positive social change through technology.

We think it's important that we offer a fun, flexible and supportive work environment. Our staff enjoy lots of benefits like flexible work arrangements, additional leave provisions and a terrific health and wellbeing program that we've been expanding across all our offices.

Infoxchange is also proud to have 100% carbon neutral offices, and we're working towards achieving the same at Connecting Up in 2020.

Bringing together Connecting Up and Infoxchange has meant big changes for our people this year – changes that were met with excitement and enthusiasm about strengthening our team and the impact of our work.

We love that Connecting Up and Infoxchange share a vision of technology for social justice and that our people share common values that we live every day in our interactions with each other, our clients and the community.

Congratulations to all our staff for their incredible work this year.

OUR PEOPLE

CHANGING LIVES THROUGH THE POWER OF TECH

We held our first ever staff conference this year, with the theme "Changing lives through the power of tech" providing the inspiration for insightful presentations from staff and outside experts.

The conference also marked the first time all our people had been together in one place and provided a fantastic opportunity to get to know each other and look to the future of our organisation.

A big highlight of the day was hearing "lightning talks" from our staff that demonstrated what an amazingly passionate and multi-talented team we have at Infoxchange and Connecting Up.

150 STAFF
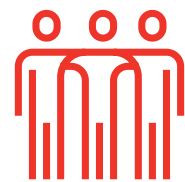
BASED IN
- MELBOURNE
- ADELAIDE
- BRISBANE
- CHRISTCHURCH

50% MALE

49% FEMALE

1% NON-BINARY

10% LGBTIQ+

26 LANGUAGES SPOKEN

4% HAVE A DISABILITY

49 VOLUNTEERS

39% BORN OUTSIDE AUSTRALIA

22 COUNTRIES

BEHIND THE SCENES:

6 BABIES BORN

204 KILOS OF FAIRTRADE COFFEE CONSUMED

4,360 KILOS OF ORGANIC FRUIT CONSUMED

160 HOURS OF FITNESS TRAINING

180 HOURS OF YOGA

160 MASSAGES

OUR SENIOR LEADERSHIP TEAM

INFOXCHANGE AND CONNECTING UP ARE LED BY A GROUP OF DIVERSE AND DEVOTED LEADERS WHO ARE PASSIONATE ABOUT USING TECHNOLOGY TO DRIVE SOCIAL INCLUSION AND CREATE STRONGER COMMUNITIES.

Our senior leadership team have experience in the community sector, government, technology and business operations.

Senior Leadership Team L–R: Brian McLaughlin (Head of Community Sector Products and Services), Amodha Ratnayeke (Manager – Customer Engagement), Pankaj Chhalotre (Head of Connecting Up), Wayne Gorst (Head of Corporate Services), Alana Pascolo (Manager – Human Resources), Cathy Culliver (Team Lead - Marketing & Communications),

Jess Kitch (Manager – Human Resources), David Spriggs (Infoxchange Group CEO), Gerard Palk (Solution Architect & Regional Manager QLD), Jess Perrin (Head of Social Innovation and Digital Inclusion), Tanveer Siddiqui (Head of Technology), Marcus Harvey (Manager – Consulting & IT Services)

OUR BOARD

STAN KRPAN, CHAIR

Stan is the CEO of Solar Victoria and a Fellow of the Australian Institute of Company Directors. He was previously CEO of Sustainability Victoria and has extensive executive experience in government and qualifications in law and economics. Stan is a Board Member of Western BACE (Business Accelerator and Centre of Excellence) and a member of the Advisory Board of Melbourne University's Sustainable Societies Institute.

MORGANA RYAN, DEPUTY CHAIR

Morgana has been on the Infoxchange Board since 2012. She 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.

JON BISSET, DIRECTOR

Jon is the CEO of the Community Broadcasting Association of Australia (CBAA). He has spent more than 25 years as a Chief Executive and non-executive director of organisations, including not-for-profits, covering health and ageing, media, technology and fundraising. He is a graduate of the Australian Institute of Company Directors, the Harvard Business School Strategic Perspectives of NFP Management Program and the Sydney Adaptive Leadership Program.

ROBERT MORSILLO, DIRECTOR

Robert joined the Infoxchange Board in 2013. He has worked at Telstra for over 20 years in community engagement and consumer affairs, advocating for customers in vulnerable circumstances. His current role 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 Council of the University of Divinity and chairs their Risk Management and Audit Committee.

PARTHA NAG, DIRECTOR

Partha joined the Infoxchange Board in 2014 and is Chair of the Finance Committee. He has more than 16 years' experience in senior executive roles, corporate governance and 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 and Head of the Logan Campus. Linda currently represents Australia on the ORCID Board, a not-for-profit global research infrastructure organisation, and is a Director on the Board of Logan Together, a not-for-profit organisation seeking to improve outcomes for children in Logan. Linda has published and presented both nationally and internationally, and contributed to a number of state and national digital research infrastructure initiatives.

ALAN DORMER, DIRECTOR

Alan has over 20 years' experience in IT and innovation. He is currently Managing Director of Opturion, a company that applies decision support technology to a wide range of industries. He has a keen interest in digital literacy as fundamental for a truly digital society and creating opportunities for employment. He has co-authored several reports on this subject with CSIRO and NICTA.

JO FISHER, DIRECTOR

Jo has been on the Infoxchange Board since 2012 and is the Founder and Director of Fisher Leadership. Jo is also a member of the Australian Institute of Company Directors (AICD) National Education Advisory Committee, a founding member of the International Women's Forum of Australia, and is an Adjunct Professor at Deakin University. She holds a Masters in Applied Positive Psychology and an MBA, and is graduate of the AICD.

DAVID JONAS, DIRECTOR

David is a consultant, director and writer, and was founding CEO of the Digital Health CRC. Previously he led health research and development and commercialisation for the Capital Markets CRC and was founding CEO of Lorica Health. David was founder/CEO of e-commerce advisory firm ETC, acquired by Securenet (now part of Verizon). His leadership in online services has led to appointments to a number of Australian and European Union Government bodies.

JENNIFER WILLIAMS AM, DIRECTOR

Jennifer joined the Infoxchange Board in 2017. She has significant 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 and is Chair of Northern Health and Chair of Yooralla, a Board member of Barwon Health, the Independent Hospital Pricing Authority and the National Medical Research Advisory Board.

OUR BOARD BRINGS EXTENSIVE EXPERIENCE AND PROFESSIONAL EXPERTISE ACROSS THE COMMUNITY, BUSINESS AND GOVERNMENT SECTORS.

5 OUR FINANCES

FINANCIAL AND SUSTAINABILITY REPORT

The integration of Infoxchange and Connecting Up, an organisation restructure and the finalisation of new business systems will all serve to strengthen the organisation well into the future.

This period of consolidation required a significant investment of resources, which is reflected in our expenditure in the following financial report.
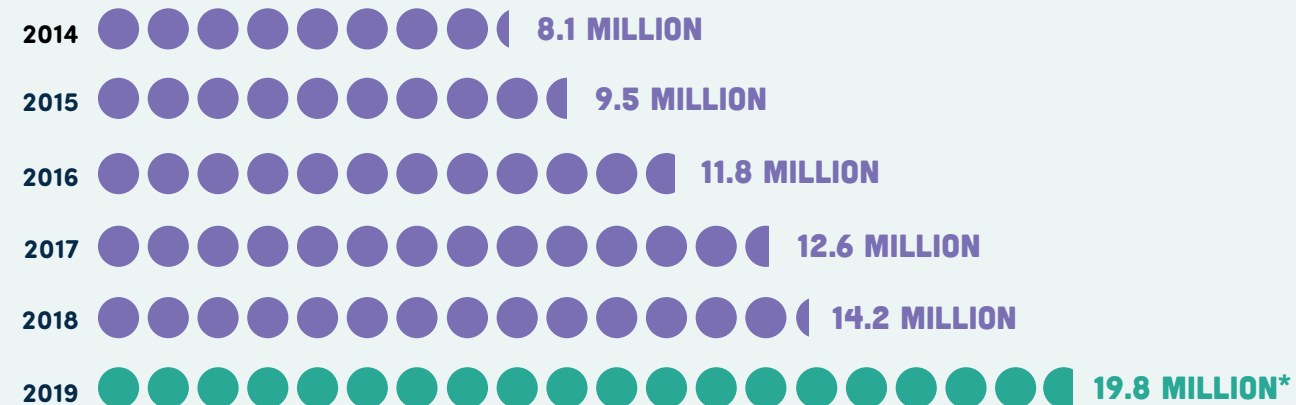
The integration of Infoxchange and Connecting Up took effect from 30 November 2018, so the balance sheet for Connecting Up has been incorporated into the consolidated results at this date. The income and expenses for Connecting Up in the consolidated accounts are for the seven months from 1 December 2018. We have produced separate financial statements for Connecting Up for the full year.

Annual group income is now in excess of $20 million, and accumulated funds exceed $3 million. While the benefits of the integration extend well beyond the financial, we will not only see improved income but also cost synergies through our joining together. During the course of the 2019-20 financial year, we will be developing a three-year finance strategy to assist in the goal of having greater impact in the communities we serve.

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

Infoxchange became the sole member of Connecting Up on 30 November 2018. Connecting Up retains its separate identity and continues its own operations. Infoxchange and Connecting Up support each other in joint activities through a shared services agreement. Connecting Up continues to pursue its own objects, collaborating with Infoxchange where it serves the interests of both organisations. Connecting Up retains its own staff and Board but, consistent with Infoxchange as sole member, Connecting Up staff report to the Head of Connecting Up who reports through to the Infoxchange Group CEO.

INCOME GROWTH BY FINANCIAL YEAR:

2014 ●●●●●●●●(8.1 MILLION

2015 ●●●●●●●●●(9.5 MILLION

2016 ●●●●●●●●●●●(11.8 MILLION

2017 ●●●●●●●●●●●●(12.6 MILLION

2018 ●●●●●●●●●●●●●(14.2 MILLION

2019 ●●●●●●●●●●●●●●●●●●(19.8 MILLION*

* Includes Connecting Up from 1 December 2018

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2019

	2019 ($)	2018 ($)
Revenue	18,705,251	14,191,853
Other income	1,067,109	–
Direct costs of providing services	(3,866,940)	(881,756)
Employee benefits expense	(11,179,444)	(9,456,763)
Depreciation and amortisation expense	(526,211)	(481,169)
Contract labour	(670,388)	(809,325)
Property expenses	(617,200)	(443,843)
Travel expenses	(298,906)	(328,676)
Other operating expenses	(1,731,119)	(1,685,008)
Surplus before income tax	**882,152**	**105,313**
Income tax expense	–	–
Surplus for the year	**882,152**	**105,313**
Total comprehensive income for the year	**882,152**	**105,313**

GROWTH IN EQUITY BY FINANCIAL YEAR
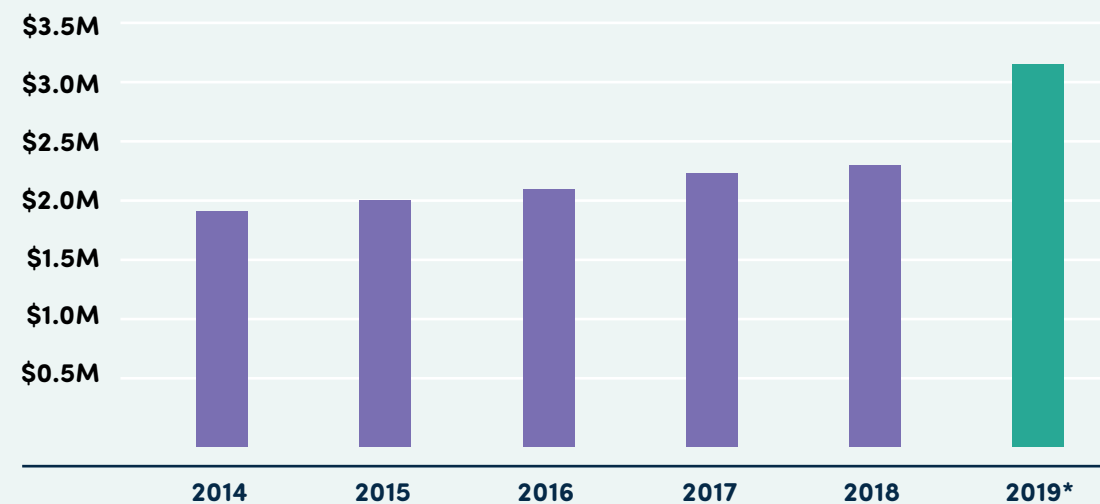
* Includes Connecting Up

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	2019 ($)	2018 ($)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	4,550,247	3,919,174
Trade and other receivables	1,913,436	1,850,183
Inventories	3,952	–
Other assets	209,562	99,212
TOTAL CURRENT ASSETS	**6,677,197**	**5,868,569**
NON-CURRENT ASSETS		
Property, plant and equipment	598,241	610,748
Intangible assets	1,154,382	840,471
TOTAL NON-CURRENT ASSETS	**1,752,623**	**1,451,219**
TOTAL ASSETS	**8,429,820**	**7,319,788**
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,453,999	1,097,134
Employee benefits	1,282,881	989,708
Income in advance	2,494,361	2,873,286
TOTAL CURRENT LIABILITIES	**5,231,241**	**4,960,128**
NON-CURRENT LIABILITIES		
Employee benefits	32,315	75,548
TOTAL NON-CURRENT LIABILITIES	**32,315**	**75,548**
TOTAL LIABILITIES	**5,263,556**	**5,035,676**
NET ASSETS	**3,166,264**	**2,284,112**
EQUITY		
Membership fee	9	9
Retained earnings	3,166,255	2,284,103
TOTAL EQUITY	**3,166,264**	**2,284,112**

THANK YOU

Thank you to all of Infoxchange and Connecting Up's wonderful partners and supporters.

With your help this year, we've worked to achieve positive social change through the smart and creative use of technology. We look forward to many more years of collaboration together.