



Innovate Reconciliation Action Plan



JULY 2026–2028



Infexchange acknowledges the Traditional Owners of the unceded lands of the Wurundjeri Woi Wurrung people of Naarm, the Kurna people of Tarntanya, and the Turrbal and Jagera peoples of Meanjin on which we live and work. We acknowledge the importance of Country and First Peoples' connection to it. We pay our respects to Elders past and present.



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Message from the CEO and Chair

On behalf of Infoxchange, we are very proud to present our Innovate Reconciliation Action Plan (RAP), a commitment that builds upon the strong foundations laid in our Reflect RAP and continues our journey and commitment toward a more inclusive and equitable future.

Infoxchange values the diverse cultures, perspectives and peoples of Australia. We celebrate these cultures, pay our respects and support their sovereignty. Generously, the First Peoples of this land share their countries with us, and we acknowledge the enrichment that this extends to all Australians and visitors to the continent.

Infoxchange exists to strengthen communities using technology to create positive social change. We recognise that this mission requires awareness and consideration for First Peoples' communities and the First Peoples-led not-for-profits that serve them.

Over recent years, we've deepened our engagement with First Peoples organisations, formed partnerships

with First Peoples-led initiatives and laid the groundwork for more culturally informed technology products, systems, staff and services.

This Innovate RAP is an important milestone on our reconciliation journey. It challenges us to build on a strong foundation, to further meaningful action guided by cultural integrity and driven by a belief that reconciliation is every Australian's duty. Through this plan, we commit to building stronger partnerships with First Peoples, growing our organisational cultural capacity, creating pathways for First Peoples talent and partnerships and embedding reconciliation in how we work every day.

We thank the leadership of our Reconciliation Working Group, our First Peoples cultural advisors – including the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation – and thank our teams, partners and Board for their continued commitment to this work. We also extend our deep appreciation to the First Peoples and organisations who continue to share their work, knowledge, insight and trust with us.

Now, more than ever, we remain committed to learning, listening and evolving as we work together to realise the vision of a reconciled and diverse yet unified Australia.



Elana Rubin
Chair

David Spriggs
Chief Executive Officer

Statement from CEO of Reconciliation Australia

Reconciliation Australia commends Infoxchange on the formal endorsement of its inaugural Innovate RAP.

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Infoxchange to expand its understanding of its core strengths and deepen its relationship with its community, staff and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Infoxchange will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.



An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With over 5.5 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Infoxchange is part of a strong network of more than 3,000 corporate, government and not-for-profit organisations that have taken goodwill and intention and transform them into action.

Implementing an Innovate RAP signals Infoxchange's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations, Infoxchange, on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

Infoxchange's vision for reconciliation

Reconciliation in action at Infoxchange is a living commitment to the growth of cultural awareness and inclusive ways of working, technological innovation that drives digital inclusion and social justice for First Peoples of Australia, and meaningful relationships with the First Peoples in our networks and customer base. Infoxchange respectfully accepts the invitation to support the Uluru Statement from the Heart, including truth-telling and treaty, to play our part in creating a more united and equitable Australia for all.



We believe reconciliation is rooted in respectful, enduring and mutually beneficial relationships with First peoples and their communities, working and walking in unity. Starting with the Traditional Owners of the lands upon which we work, the hundreds of First Peoples-focused organisations that choose Infoxchange's products and services every year, and a national network of not-for-profit allies focused on reconciliation, we will enrich our operational relationships and forge new ones with a connection to culture and active listening, learning and exchange.

Our people at Infoxchange continue to explore the potential of technology as a powerful driver of reconciliation, such as championing Indigenous data sovereignty, leveraging our expertise in digital transformation to support digital inclusion and systemic change, culturally sensitive development of our software, and empowering First Peoples-led organisations with better ways of working.

We create a culturally safe work environment to ensure that our First Peoples partners and peers are welcomed and supported. A workplace that continuously builds cultural knowledge and awareness features supportive policies that actively identify opportunities for transformative impact through reflection, truth-telling and cultural appreciation.

Our Reconciliation Action Plan maps out an ambitious and meaningful cultural program for the people and partnerships at Infoxchange, expanding and deepening the many initiatives completed and underway at Infoxchange.

Our Organisation

Technology for Social Justice

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for 35 years. With over 160 staff across Australia and New Zealand, 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 First Peoples communities, women, youth and families.

Our products and services are used by over 35,000 government and community services. We provide the right tools to improve efficiency and deliver greater impact, from nation-wide service coordination systems to IT advice for individual organisations. In this work, we support hundreds of Indigenous-led organisations with technology to amplify the support they provide for their communities.

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.

Infoxchange's impact and influence span across the lands and islands of Australia. Our digital solutions and IT services support communities in metropolitan, regional and remote areas across the country.

Through partnerships with government, not-for-profit organisations and corporate supporters, our platforms such as Ask Izzy and our client case management systems – support First Peoples communities in every state and territory.

Infoxchange has a broad network of stakeholders. Internally, this includes our staff, executive team and board of directors. Externally, our stakeholders span government agencies, community organisations, corporate partners, philanthropic supporters and the individuals and communities who use our services. We also work closely with sector peers and advocacy bodies to drive systemic change and improve outcomes for vulnerable people. Our sphere of influence enables us to advocate for digital inclusion and service innovation at both policy and grassroots levels.

Infoxchange has 3 main office locations in Australia: our head office is in Melbourne, on the lands of the Wurundjeri Woi Wurrung people, and we have offices in Brisbane, on the lands of the Turrbal and Jagera people, and Adelaide, on the lands of the Kaurna people. One staff member and one Community Advisory Group member at Infoxchange are of First Nations descent.

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Case Study

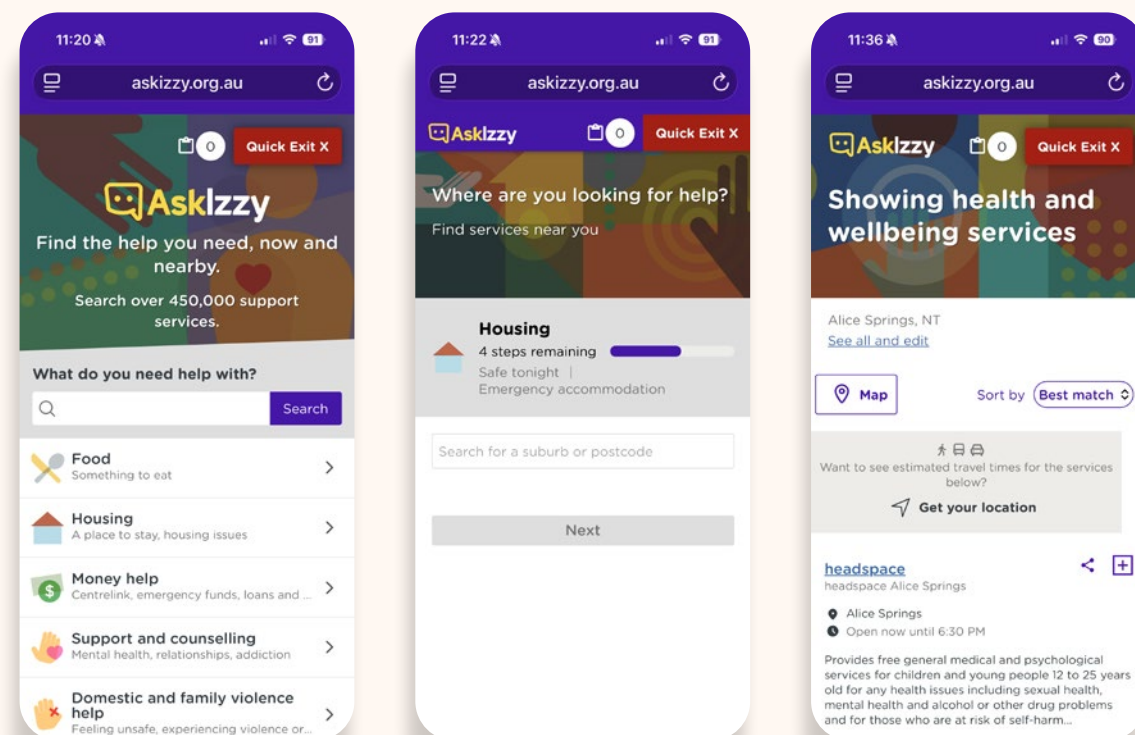
Ask Izzy co-designed with community, for community.

Ask Izzy is a national service directory and free mobile website that connects people with housing, meals, health and wellbeing services, support and counselling and much more. Ten years after its launch in 2016, it is now widely acknowledged as critical infrastructure for the social sector. In 2026 alone, Infoxchange's Ask Izzy service logged more than 9.1 million searches.

When Infoxchange found that 9% of people searching for housing through Ask Izzy identified as Aboriginal and/or Torres Strait Islander, it began a community co-design process to improve First Peoples' access to services.

The Aboriginal Homelessness Network (AHN) at Ngwala Willumbong helped Infoxchange engage local communities to create a more culturally safe experience. Together, they redesigned the site so Aboriginal and Torres Strait Islander people feel welcome and included when seeking support. The Aboriginal and Torres Strait Islander flags now appear in search results and listings for services that actively support First Peoples. Users can choose to prioritise these services across a range of categories. The number of First Peoples service listings has also grown significantly, with more than 16,000 now searchable on the directory.

The team at AHN described the upgrades as "so important because they ensure people feel included".



Infoxchange's Innovate RAP

After many years of reconciliation initiatives, Infoxchange officially launched our Reflect RAP in 2020. This work laid the foundations for deeper engagement by embedding cultural protocols, strengthening our relationships with First Peoples-led organisations and building cultural learning across our people and systems.

We have engaged First Peoples-owned suppliers, supported First Peoples-led projects such as our work with VACCHO to design a culturally appropriate client case management system supporting wrap-around services that empower First Peoples communities, and collaborated with First Peoples advisors to ensure cultural integrity in our work. Our commitment continues to evolve as we listen, learn and act.

This Innovate Reconciliation Action Plan builds on the progress of our Reflect RAP. It sets out clear, measurable actions over 2 years across the 3 key pillars of relationships, respect and opportunities, and is based on a foundation of governance.

Guided by cultural advisors and our Community Advisory Group, our Reconciliation Working Group (RWG) has co-developed this plan to reflect who we are, how we work and where we can make a meaningful difference, especially in the digital technology space. This RAP is a roadmap for embedding reconciliation more deeply across our systems, partnerships, service delivery and workforce culture.

Our RAP Governance

The Infoxchange Reconciliation Working Group (RWG) meets monthly to progress actions and implement our Reconciliation Action Plan. The RWG monitors progress based on our committed timelines and responds to stakeholder feedback via direct communication and an annual staff survey on Reconciliation at Infoxchange.

To ensure accountability of our RAP commitments, we have the following governance in place:

- **RAP Champion:** Bede Eagle, Head of Marketing and Communications and Chair of Infoxchange's Reconciliation Working Group.
- **Reconciliation Working Group:** Responsible for the development of the RAP and coordinating the delivery of the actions within the plan. The group comprises members in the following roles: Chief People Officer, Head of Marketing and Communications, People and Culture Talent Program Manager, Customer Engagement Manager, Senior Finance Manager, Community Engagement Lead and our First Peoples Advisor, who is part of Infoxchange's Community Advisory Group.
- **Executive Leadership Sponsor:** Kate Hickman, Chief People Officer and Executive Sponsor of the RWG, ensures executive oversight of our RAP, providing correspondence between the Executive team, Board Members and the RWG.
- **Board Level Endorsement and Guidance:** Our Board plays a key role in embedding reconciliation governance and accountability at Infoxchange. The Board receives regular updates from the RWG, monitors progress against our commitments and ensures reconciliation is integrated across our organisational strategy. Board members champion reconciliation through ongoing cultural learning, informed decision-making and by supporting the resources needed to advance our RAP actions. This leadership helps ensure our reconciliation commitments remain active, accountable and woven into the way we work.



Kate Hickman
Chief People Officer and Executive Leadership Sponsor of the Reconciliation Working Group



Bede Eagle
Head of Marketing and Communications and Chair of the Reconciliation Working Group

Our commitments

1. Relationships

Build long-term, respectful relationships with Aboriginal and Torres Strait Islander peoples, organisations and communities.

Reciprocal, respectful and enduring relationships with First Peoples are deeply important to Infoxchange. These relationships enrich us, connect us and build awareness and cultural knowledge. Meaningful relationships equip our teams with an increased ability to understand and support our clients' needs.

On a deeper level, these relationships help move us all towards a more unified society and country.

Within our sector and local community, Infoxchange aims to build meaningful and lasting relationships that truly enhance our effectiveness in our mission and reconciliation efforts. Our Innovate RAP will encourage us to engage with new and existing relationships, learn from them, share with them, and integrate these synergies into our teams and organisational culture.

NB: All following deliverables assume a primary step of discovery to access the best approach forward in achieving our goals.

Focus Area (Strategic area)	Healthy Organisation		
Action	Deliverable	Responsibility	Timeline
1 Establish and maintain mutually beneficial relationships with First Peoples stakeholders and organisations.	Meet with identified local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	Chair of Reconciliation Working Group	Jan 2027
	Develop MOUs and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations. Continue to strengthen relationships with our key stakeholders: First Peoples RWG representative, cultural advisors and supporters with an annual in-person meeting.	Chief Operating Officer	Jan 2027
2 Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Head of Marketing and Communications	May (Annually)
	RAP Working Group members to participate in an external NRW event.	Chair of Reconciliation Working Group	27 May–3 June (Annually)
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	Chair of Reconciliation Working Group	27 May–3 June (Annually)
	Organise at least one internal NRW event each year with guest First Peoples speaker.	Chair of Reconciliation Working Group	27 May–3 June (Annually)
	Register all our NRW events on Reconciliation Australia's NRW website.	Head of Marketing and Communications	27 May – 3 June (Annually)

Action	Deliverable	Responsibility	Timeline
3 Promote reconciliation through our sphere of influence.	Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	Chair of Reconciliation Working Group	Jan 2027
	Communicate our commitment to reconciliation publicly, e.g. via our online and in-person events, annual publications, comms channels and networks.	Head of Marketing and Communications	Annual/ Ongoing
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Chief Operating Officer	Jan 2027
	Collaborate with RAP organisations and other like minded organisations to develop innovative approaches to advance reconciliation.	Chief Operating Officer	Jan 2027
4 Promote positive race relations through anti-discrimination strategies.	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Chief People Officer	Jan 2027
	Develop, implement and communicate an anti-discrimination policy for our organisation.	Chief People Officer	Jan 2027
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy	Chief People Officer	Jan 2027
	Educate senior leaders on the effects of racism.	Chief People Officer	Jan 2027

2. Respect

Promote cultural safety, awareness and accountability across all facets of the organisation, from internal operations to digital environments.

Infoxchange has employees across several Australian states, customers in every corner of the country and work that touches the lives of millions of people. With a footprint spanning the lands of the world's oldest continuing cultures, we have a duty not only to understand the history and cultural context of our First Peoples, but to champion deeper respect and appreciation for these diverse cultures, Countries and language groups.

Infoxchange supports hundreds of First Peoples organisations to deliver care to their communities, and our technology helps thousands of First Peoples access that support more effectively and in culturally appropriate ways. Authentically offering this support depends on our respect for, and understanding of, First Peoples history and culture.

We are committed to improving workplace policies and awareness to build a culturally safe environment for current and future First Peoples employees. First Peoples employees. As part of our Innovate RAP, we will officially introduce cultural awareness training.

Respect for First Peoples Data Sovereignty

As an organisation working in data, digital inclusion and Information technology service delivery, Infoxchange specifically recognises its responsibility to champion and uphold principles of First Peoples data sovereignty (ID-SOV). This means we prioritise:

- Community control of data and insights.
- Ethical use and consent in digital platforms.
- Co-designed, culturally safe technology solutions.

We are committed to embedding these principles in how we design, govern and measure our digital tools and will work alongside First Peoples partners to continue learning and evolving.

NB: All following deliverables assume a primary step of discovery to access the best approach forward in achieving our goals.

Focus Area (Strategic area)	Healthy Organisation		
Action	Deliverable	Responsibility	Timeline
5 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	Chief People Officer	Jan 2026
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	Chief People Officer	Jan 2026
	Develop, implement and communicate a cultural learning strategy document for our staff.	Chief People Officer	July 2026
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	Chief People Officer	Jan 2027

Action	Deliverable	Responsibility	Timeline
6 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Chair of Reconciliation Working Group	Jan 2027
	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	Chair of Reconciliation Working Group	Jan 2027
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	Head of Marketing and Communications	Jan 2027
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Chair of Reconciliation Working Group	Jan 2026
	Promote existing cultural leave and workplace flexibility (which includes cultural obligations and events into HR policy and leave structures) internally and externally.	Chief People Officer	Jan 2026
7 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Develop and distribute internal collateral recognising Infoxchange's Innovate RAP status, including a reconciliation lapel pin, Teams background, email signature and PowerPoint template slide for use in all Acknowledgement of Country for staff presentations, as a one-off rollout tied to the RAP launch.	Head of Marketing and Communications	July 2026
	RAP Working Group to participate in an external NAIDOC Week event.	Chair of Reconciliation Working Group	July 2026 & 2027
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	Chief People Officer	July 2026
	Promote and encourage participation in external NAIDOC events to all staff.	Chair of Reconciliation Working Group	July 2026 & 2027

3. Opportunities

Infoxchange is building on our progress to date in creating employment and economic opportunities for First Peoples. Building on our Reflect RAP, we now regularly partner with several Supply Nation-endorsed or Indigenous-led suppliers and seek to expand this strategic approach to procurement.

Our annually held Technology for Social Justice conference provides meaningful opportunities to activate our reconciliatory commitments including First Peoples supplier procurement, speaking opportunities and training delivery from First Peoples subject matter experts, and a First Peoples Bursary supporting attendance for those who would otherwise not be able to participate.

NB: All following deliverables assume a primary step of discovery to access the best approach forward in achieving our goals.

Focus Area (Strategic area)	Healthy Organisation		
Action	Deliverable	Responsibility	Timeline
8 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build understanding of employee matters concerning First Peoples and review HR policies and processes to remove barriers to employment, open pathways to employment, such as graduate and internship positions and ensure future staff have opportunities for professional development.	Chief People Officer	July 2026
	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	Chief People Officer	July 2026
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	Chief People Officer	Jan 2027
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Chief People Officer	Jan 2027
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	Chief People Officer	Jan 2027

Action	Deliverable	Responsibility	Timeline
9 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	Chief Financial Officer	Jan 2027
	Investigate Supply Nation membership.	Chair of Reconciliation Working Group	July 2026
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	Chair of Reconciliation Working Group	Jan 2027
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	Chief Financial Officer	Jan 2027
	Build on our existing commercial relationships with Aboriginal and/or Torres Strait Islander businesses and continue to build our First Peoples suppliers where appropriate.	Chair of Reconciliation Working Group	Jan 2028
10 Create pathways for First Peoples participation and visibility in the NFP sector through the Technology for Social Justice Conference.	Ensure the Technology for Social Justice Conference speaker line-up features a minimum 4% representation of First Peoples subject matter experts and/or First Peoples' cultural perspectives on technology.	Head of Marketing and Communications	Annually (aligned to conference date)
	Provide a First Peoples Bursary enabling a minimum of 8 First Peoples individuals (4% of all attendees), who would otherwise be unable to join, to partake in the conference.	Head of Marketing and Communications	Annually (aligned to conference date)



Infoxchange's 2026 Australian Not-For-Profit Technology Awards featured beautiful trophies designed by Aboriginal Steel Art.

4. Governance

Infoxchange's reconciliation activity is supported at every level of our organisation. Our Board, Executive Leadership and Senior Management team, our Reconciliation Working Group, and our staff and volunteers all wish to continue to build momentum on our progress to date. We have embedded governance of the RAP program at all levels to ensure sustained oversight and accountability for reconciliation commitments.

Focus Area (Strategic area)	Healthy Organisation		
Action	Deliverable	Responsibility	Timeline
11 Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Chair of Reconciliation Working Group	Jan 2026
	Establish and apply a Terms of Reference for the RWG.	Chair of Reconciliation Working Group	Jan 2026
	Meet monthly to drive and monitor RAP implementation.	Chair of Reconciliation Working Group	Monthly, 2027-2028
12 Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Chair of Reconciliation Working Group	Jan 2026
	Engage our senior leaders and other staff in the delivery of RAP commitments.	Chair of Reconciliation Working Group	Jan 2027
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	Chair of Reconciliation Working Group	July 2026
	Maintain an internal RAP Champion from senior management	Head of Marketing and Communications	July 2026

Action	Deliverable	Responsibility	Timeline
13 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	Chair of Reconciliation Working Group	June (Annually)
	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Survey.	Chair of Reconciliation Working Group	1 August (Annually)
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	Chair of Reconciliation Working Group	30 September (annually)
	Report RAP progress to all staff and senior leaders quarterly.	Chair of Reconciliation Working Group	Q1: July; Q2: October; Q3: January; Q4: April
	Publicly report our RAP achievements, challenges and learnings in future annual reports.	Head of Marketing and Communications	Dec (Annually)
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	Chief People Officer	April 2028
14 Continue our reconciliation journey by developing our next RAP.	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	Chair of Reconciliation Working Group	Jan 2028
	Register via Reconciliation Australia's website to begin developing our next RAP.	Chair of Reconciliation Working Group	Jan 2028



Case Study

Supporting Aboriginal Community Controlled Organisations

Victorian Aboriginal Community Controlled Health Organisation (VACCHO)

VACCHO is the peak representative for the community-controlled health and wellbeing sector of Aboriginal and Torres Strait Islander peoples in Victoria. With membership of more than 30 organisations, they help advocate for community health and wellbeing issues, strengthen support networks, increase workforce development opportunities, and partner with governments and health organisations to embed self-determination and culturally informed approaches across health services and systems.

In 2023, the VACCHO embarked on a strategic initiative with Infoxchange – to dramatically increase the efficiency and effectiveness of Aboriginal Community Controlled Organisations (ACCOs) by implementing a standardised, co-designed client and case management system.

Many workers were dealing with frustratingly large quantities of hard-copy files and older systems. When Infoxchange's system was introduced, team members were grateful to see the pathway for increased efficiencies in their work and the new opportunities for upscaling impact in the communities they support.

Infoxchange's role in this strategic initiative was to:

- Provide a case management system that enables the ACCOs to create smoother digital workflows to improve collaboration and efficiencies within their teams.
- Strengthen client privacy and data security.
- Improve worker safety.
- Improve data ownership and sovereignty for community groups.
- Increase the ability to use devices and workflows in the field and decrease reliance on clients having to repeat their history through service providers.

“I thought it wouldn't be what I need, but it is! I am going to get my life back!”

– Cathy from the Gippsland & East Gippsland Aboriginal Co-Operative in Bairnsdale

Case Study

Building Stronger Data Capability for First Peoples Self-Determination

Australian Indigenous Governance Institute's (AIGI) work is fundamentally about supporting stronger Indigenous governance and self-determination. However, measuring outcomes is not straightforward. For AIGI, impact measurement is not simply about counting activities. It is about understanding whether its work is contributing to stronger governance, stronger organisations and ultimately greater self-determination.

For more than a decade, AIGI has helped organisations navigate what it calls 2-way governance – balancing Indigenous cultural authority and community priorities with the compliance requirements of western governance systems. Many traditional reporting frameworks focus on quantitative measures, but AIGI knew that understanding impact also requires capturing stories, experiences and relationship-based outcomes.

As Adam Doughty, Project Officer, Business Development & Communications at AIGI, explained, “a lot of this work is about unlocking our capability to really track change over time and tell the story of the value and importance of effective Indigenous governance.”

AIGI needed to understand:

- What data the organisation held.
- How that data connected to outcomes.
- How impact could be measured consistently over time.
- How Indigenous data sovereignty principles could be incorporated into that process.

Infoxchange supported AIGI to organise and optimise their data with respect to Indigenous approaches to governance and compliance with western reporting. Working with Infoxchange, AIGI worked through deep thinking around metadata, such as labelling and categorising, and gathering the right data for inputting into a CRM.

The organisation now has stronger foundations for identifying the types of data that best demonstrate progress and outcomes, including both quantitative information and the qualitative insights that are essential to understanding community outcomes.



Artwork Statement

Marcus Lee is a proud Aboriginal descendent of the Karajarri people near Broome, Western Australia and was commissioned by Infoxchange to produce our reconciliation artwork.

“My main focus with the artwork was to visually express Infoxchange's vision of reconciliation in an artistic contemporary style. This inspired the visual narrative depicting a person empowered by technological equity, and the digital inclusion of urban, regional and remote Aboriginal and Torres Strait Islander communities. I wanted the artwork to portray a feeling of digital technology along with a human vibrancy.

The final result represents a person that is empowered by technology and digital inclusion. The inner concentric circles in the design relates to the three pillars of reconciliation – Relationships, Respect and Opportunities. The four circular corners (arms and legs) are symbolic of Infoxchange's journey pathways to reconciliation. These pathways weave and interconnect throughout the artwork, representing Infoxchange's ongoing connections to Aboriginal and Torres Strait Islander people and communities.” — Marcus Lee

Contact

Bede Eagle

Chair of Reconciliation Working Group

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Printed by Printing with Purpose, an Indigenous female-owned and operated social enterprise.



Infoxchange acknowledges the Traditional Owners of the unceded lands of the Wurundjeri Woi Wurrung people of Naarm, the Kaurna people of Tarntanya, and the Turrbal and Jagera peoples of Meanjin on which we live and work. We acknowledge the importance of Country and First Peoples people's connection to it. We pay our respects to Elders past and present.