



Technology for Social Justice



Infoxchange
Candidate Pack

 Infoxchange



We're thrilled to have you join us as part of our candidate journey. Before we dive into getting to know you, we want to take a moment to introduce ourselves.

This pack is designed to give you a deeper insight into who we are, what we stand for, and what it's like to be part of the IX Crew. Inside, you'll find information about our organisation's history, core values, and the benefits we offer to our team members.

We hope this helps you get a better feel for our culture and what makes us unique!

Welcome to Infoxchange

Infoxchange is a leading not-for-profit social enterprise that has been delivering technology for social justice for 35 years.

With over 140 staff, 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 families, women and young people, and First Nations communities.

Our products and services are used by over 38,000 government and community services. We provide the right tools to improve efficiency and deliver greater impact. 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.

We are 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.

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



2.9M+
people in need



38,000+
not-for-profit, community
& government services



\$182M
worth of technology products
and services were donated to
not-for-profits

With over 140 staff, we tackle the biggest social challenges through the smart and creative use of technology.

Find out more here



Technology for social justice

We use technology to empower people and communities

Providing digitally inclusive solutions and social innovation, we use technology to empower people experiencing disadvantage, creating stronger communities.

ASK IZZY

Our website connects people in need with relevant and local support services, including housing, a meal, money help, mental health and family violence support, counselling, and much more.

DIGITAL INCLUSION AND EMPLOYMENT PATHWAYS

We build digital inclusion by helping people gain digital skills and stay safe online. We provide hardship training, address telco affordability for vulnerable people across Australia with our Telstra Top Up program, and enable pathways into employment for disadvantaged community members.

We use technology to strengthen our sector

Our products and services are used by over 38,000 community sector organisations. We provide the right tools to improve efficiency and deliver greater impact, from nationwide service coordination and referral systems to IT support, advice, technology products and training that meets the needs of the NFP sector.

CLIENT AND CASE MANAGEMENT

More than 5,000 services across the country trust our Australian-built, owned and operated client and case management solutions to manage client-centred care and referrals.

IT SERVICES

We provide a variety of IT services tailored for the NFP sector, enabling impact. Our Australian-based IT Helpdesk is supported by dedicated infrastructure engineers and a professional services team specialising in areas such as Cyber Security and Knowledge Management.

DONATED AND DISCOUNTED TECHNOLOGY

We help eligible NFPs access donated and discounted technology through the Connecting Up and TechSoup New Zealand platforms.

SERVICE DIRECTORIES

Our service directory is Australia's largest and most up-to-date directory of health and welfare services. This directory powers Ask Izzy and is used by thousands of organisations and government departments. We also deliver the SAccommunity directory, which is supported by the South Australian Government.

DIGITAL TRANSFORMATION AND CAPACITY BUILDING

We support organisations to build their digital capability including through our Digital Transformation Hub and the Data Catalyst Network.

A values-led organisation making impact at scale with technology

- » Contribute to a fairer society, where **what you do matters** and makes a difference.
- » Truly **diverse organisation**, where employees are supported and encouraged to **bring their true selves to work**.
- » **Hybrid working environment** with flexible working arrangements.
- » **Strong well-being focus**, including cultural swap days, Sonder wellbeing support, and year-round health and wellbeing initiatives.
- » **Diverse Tech!** Get hands-on with different technologies.

A workplace where you belong, grow, and thrive

At Infoxchange, we believe in creating a workplace where you can belong, grow, and thrive. Our unique benefits and opportunities are designed to give you a clear understanding of what makes us special and why Infoxchange is a great place to work.

We offer competitive compensation in our sector, comprehensive benefits, career development opportunities, and a supportive work environment. We are dedicated to fostering an inclusive, fair, and supportive environment where everyone can authentically be themselves.

From day one, you'll feel welcomed, respected, and valued regardless of your background, identity, or experience. We believe in work-life balance, offering flexibility and opportunities for personal and professional growth.

A place where **diverse, smart and passionate people** embrace the power of technology to **improve social justice outcomes** and feel supported to belong and thrive.

Our culture promotes responsibility, collaboration, and trust, empowering you to make an impact and take ownership of your work.

Join us at Infoxchange and be part of a team that's passionate about making a difference – to our people, our customers, and our community. We look forward to getting to know you and helping you achieve your professional goals in a culture of respect, innovation, and growth.

Our values



Commitment

We strive to exceed the expectations of our users, customers and partners to support better outcomes for people in need.



Inclusion

We respect, value and encourage the contributions, passion and creativity of others and create opportunities for everyone to thrive.



Collaboration

We achieve more together.



Innovation

We adapt and evolve to solve new challenges and improve the way we deliver our impact.



Accountability

We take ownership of our work and actions, so we can learn from our mistakes and get it right.



Employee benefits offered at Infoxchange

- » **Flexible Working Arrangements**, including a hybrid work model and flexible working hours.
 - » **Salary packaging**, allows employees to reduce their taxable income and increase their take-home pay by using pre-tax salary for a range of benefits, including a meal and entertainment card, superannuation, cars, health insurance, and charitable donations.
 - » *For most employees, **Annual leave loading** of 17.5%, providing you with an extra 17.5% on top of your regular pay when you take annual leave, giving you more financial support during your time off.*
 - » **Generous perks for parents**, including a paid parental leave supplement for *eligible employees*.
- » **Health and Wellbeing programs**, including ongoing initiatives, access to Sonder, our Wellbeing Partner, subsidised massages and annual flu vaccinations.
 - » Infoxchange's **IXCEL employee reward and recognition** program.
 - » **Learning and Development Opportunities** and continuous LinkedIn Learning Access offering a tailored approach to learning.
 - » **Inclusive and Diverse Workplace Policies** and Initiatives that foster an inclusive work environment and a diverse workforce.
 - » **Cultural and Religious Observances**, accommodating employees for religious or cultural practices with flexible hours and cultural leave swaps.
- » As part of our **Employee Referral Program**, you can earn a \$500 Prezzy voucher for referring a successful candidate, rewarding you for helping us grow our team with great talent.



Certified great place to work!

We are proudly recognised as a Best Workplace for Women following our Great Place to Work accreditation. The 2025 list was determined through Great Place to Work's rigorous For All™ methodology, which evaluates hundreds of Certified™ organisations across Australia. This includes confidential employee feedback gathered through the Trust Index™ survey, a comprehensive analysis of women's representation at all organisational levels, and additional insights from the Workplace Gender Equality Agency (WGEA). Organisations are assessed based on their ability to provide consistently positive experiences for women while ensuring gender balance and representation that exceeds industry standards.

This accomplishment is a testament to our inclusive culture and policies, flexible working arrangements, and outstanding benefits. Fostering an environment that values diversity where all employees feel valued and supported.



Salary packaging

We know that a good work-life balance is key to maintaining a happy, healthy and effective workplace, so we offer our staff a range of benefits including salary packaging.

Salary packaging is a way to increase your income without working longer hours.

It's a privilege available to employees of organisations with a Public Benevolent Institution (PBI) or Health Promotion Charity (HPC) status granted by the ATO.

As Infoxchange has PBI status, most staff can benefit from salary packaging. This means income tax is not paid on a portion of your salary and you are financially better off.

Salary packaging can help you to:

- » Reduce your taxable income
- » Increase your take home pay by between 5-15%
- » Pay for your living expenses before tax



How does salary packaging work?

Infoxchange works with Community Business Bureau (CBB) to provide staff with salary packaging benefits.

- » Each pay period, the payroll team deducts a portion of your pay before tax and sends it to CBB.
- » CBB uses your tax free dollars to pay towards the living expenses that you have nominated.
- » Payroll only takes tax from what's left of your gross salary – so the tax you pay is reduced and you have more income.

Using your salary packaging

You can use salary packing to pay for a number of living expenses – including your mortgage, rent, car or personal loan or credit card repayments.

Or you can put your tax free dollars on a CBB salary packaging card which works just like a debit card, but without the option to withdraw cash. This card can be used wherever Visa is accepted, and can be used for all your day-to-day living expenses. Your partner can also receive a CBB salary packaging card to use.

How do I get started?

When you join Infoxchange, HR will assist you to organise a time to discuss your salary packaging options with CBB.

CBB will do a salary packaging analysis with you and show you how salary packaging can benefit you and discuss the impact of things like student debt, HECS/HELP and child support so that salary packaging can work best for your personal circumstances.

1.

Payroll sends your tax free income to CBB



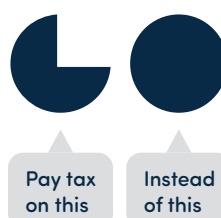
2.

You tell CBB which living expenses you would like them to pay or have them put it straight on your salary packaging card



3.

You only pay tax on what's left of your income



4.

Because you pay less tax, you end up with more take home pay



Want to know more?

cbb.com.au



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LinkedIn



Gold Standard

Infoxchange is 100% carbon neutral.



We support the Uluru Statement from the Heart. Everyone is welcome at Infoxchange.