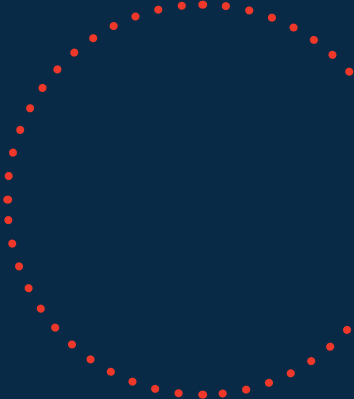
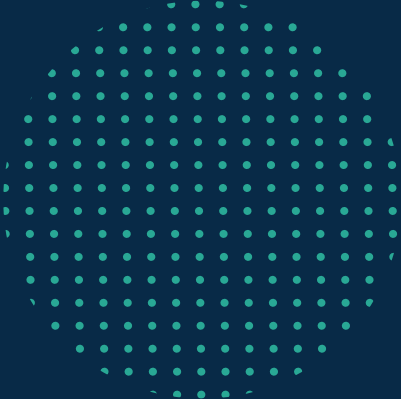
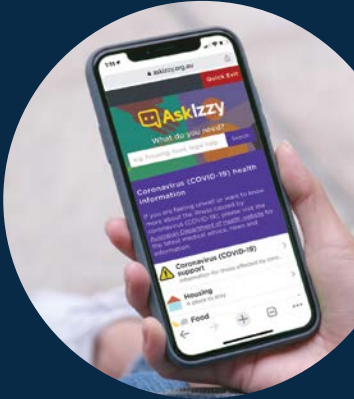
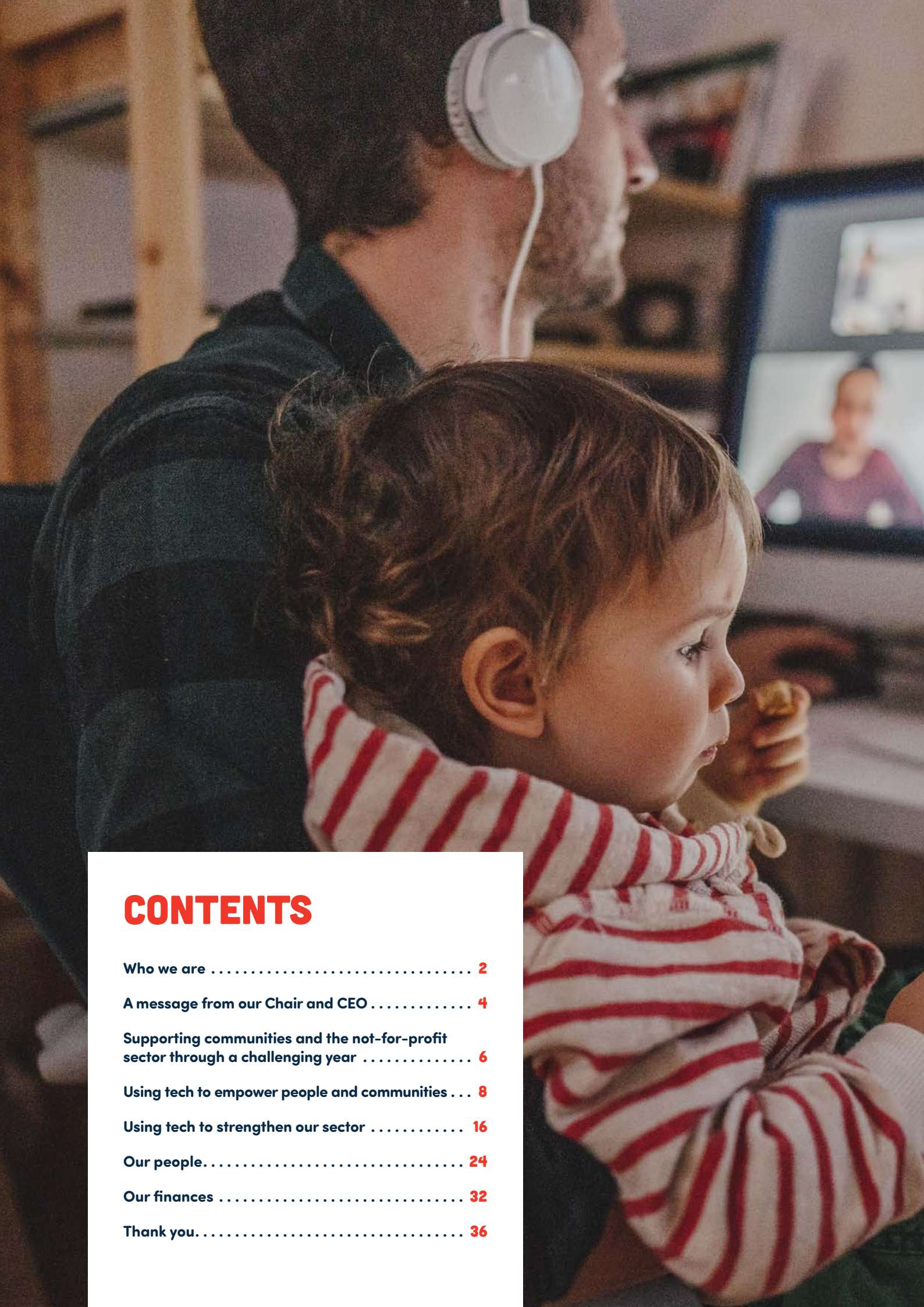


TECHNOLOGY FOR SOCIAL JUSTICE

INFOXCHANGE GROUP
ANNUAL REPORT 2020





CONTENTS

Who we are	2
A message from our Chair and CEO	4
Supporting communities and the not-for-profit sector through a challenging year	6
Using tech to empower people and communities ...	8
Using tech to strengthen our sector	16
Our people.....	24
Our finances	32
Thank you.....	36



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

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

.....

2.7 
MILLION
PEOPLE IN NEED

.....

24,000
**NOT-FOR-PROFIT,
COMMUNITY &
GOVERNMENT
SERVICES** 

WHO WE ARE

THE INFOXCHANGE GROUP

The Infoxchange Group is 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.

The Infoxchange Group was created when Infoxchange and Connecting Up joined forces in 2018.

Infoxchange and Connecting Up share a vision of technology for social justice. Together 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.

Connecting Up became a subsidiary of Infoxchange in 2018 and, with Infoxchange's support, continues to meet the needs of the not-for-profit sector. Connecting Up trades in New Zealand as TechSoup New Zealand.





USING TECH TO EMPOWER PEOPLE AND COMMUNITIES

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.

ASK IZZY

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

DIGITAL SKILLS AND EMPLOYMENT PROGRAMS

We build digital inclusion across Australia by delivering training to help people gain digital skills, as well as supporting their transition into employment.

Current programs include:

- » **Digital Springboard**, a program with Google to help people across Australia learn the digital skills they need to thrive in work and life.
- » **Tech Ready**, a program funded by the Victorian Government to help young people experiencing disadvantage to gain work in the tech industry.
- » **Connected Future**, a program with Credit Union Australia and Australian Red Cross to help people learn the digital skills they need to confidently manage their money online.



USING TECH TO STRENGTHEN OUR SECTOR

Our products and services are used by over 24,000 government and community services.

We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination and referral systems to IT support, advice, technology products and training that meets the needs of the not-for-profit sector.

IT SUPPORT AND CAPACITY BUILDING FOR NOT-FOR-PROFITS

We offer managed IT support, training webinars and online education to build capacity within the not-for-profit sector and help organisations achieve the greatest impact with technology.

CLIENT AND CASE MANAGEMENT

Our client and case management solutions are used by nearly 6000 services across Australia to manage client centred care and referrals.

DONATED AND DISCOUNTED TECHNOLOGY

We help eligible not-for-profits to access donated and discounted technology through Connecting Up.

SERVICE DIRECTORIES

Our service directory is Australia's largest up-to-date directory of health and welfare services. This directory powers Ask Izzy and is used by several government and not-for-profit organisations. Supported by the Government of South Australia, we also maintain the SAcommunity directory.

A MESSAGE FROM OUR CHAIR AND CEO

Our products and services have been needed more than ever this year

This year has been extremely challenging for individuals and organisations alike, with the COVID-19 pandemic hitting Australia and New Zealand only two months after the devastating Black Summer bushfire season in Australia.

Our products and services have been needed by the community and not-for-profit sector more than ever this year as a result. Supported by our partners and with the incredible dedication of our staff and volunteers, we're proud of the way we have mobilised to respond to meet the needs of those impacted by these crises.

In early 2020 we made crucial updates to Ask Izzy to ensure that people affected by the bushfires and COVID-19 could easily find local support

services. We also moved to an online delivery model for our digital skills and employment programs to ensure people could continue learning skills for work and life at a time when digital skills have proven to be more essential than ever before.

We supported not-for-profits with the digital tools needed to aid their bushfire recovery efforts, and we helped organisations adapt to working from home and transition their service delivery during COVID-19 by upgrading their technology platforms and providing access to donated and discounted technology.

Disaster response and recovery is becoming the new normal, and we're committed to continuing to use technology to help put communities on the road to recovery, transform the not-for-profit sector and prepare for future disasters.

Some of our significant achievements this year include:

- » **5.9 million** searches on our service directories, including Ask Izzy. Ask Izzy had the most monthly searches in its four-year history this March during the onset of the COVID-19 pandemic in Australia – demonstrating its enormous value as a crisis support tool.
- » Supporting **24,000** not-for-profits with IT support, consulting, training and technology solutions. Our client and case management and referral systems supported over 1.3 million people in the last year alone.
- » Providing not-for-profits with **\$24.6 million** worth of donated technology products.
- » Delivering digital skills training to people across Australia – including through Digital Springboard, our program which builds the skills and confidence people need to use digital technology and access new career opportunities, and through our Connecting Up Online Courses that are tailored specifically for the not-for-profit sector.



We plan to further scale our impact to help communities in need and the organisations that support them

- » Launching the Connected Future initiative with partners Credit Union Australia and Australian Red Cross to improve the digital and financial capability of vulnerable community members across Australia.
- » Empowering the sector with data insights to inform service delivery and working with government to move towards a more data-driven approach to policy development.

Our organisational strategy has served us well during COVID-19. Despite the disruptions, our rigorous planning and focus on our core mission has enabled us to support the community and not-for-profit sector with record levels of impact, whilst transitioning our workforce to working from home and maintaining a strong financial position.

As we enter into the new financial year in a period of ongoing disruption, our key priority will be delivering products and services that support the digital transformation of communities and the sector during the pandemic and in a post COVID-19 world.

We will also continue to focus on our team’s health and wellbeing as we consider new ways of working as a result of COVID-19.

And we’ll be working on the Infoxchange Group’s next three-year strategy to set the course for the coming three years, with plans to further scale our impact to help communities in need and the organisations that support them by using technology to create positive social change.

Thank you to all our staff and volunteers for your extremely hard work and dedication during this tough year. Thank you to our Board for your incredible leadership, and to our customers and partners for your ongoing support.

We look forward to working with you all over the coming year as we continue to deliver on our vision of technology for social justice.



Stan Krpan, Chair



David Spriggs, CEO



A CHALLENGING YEAR

SUPPORTING COMMUNITIES AND THE NOT-FOR-PROFIT SECTOR THROUGH DIFFICULT TIMES

COVID-19 SUPPORT AND RECOVERY

March and April 2020 were the biggest months of usage in Ask Izzy history with over 450,000 searches for help across Australia.

We updated Ask Izzy with a new COVID-19 support category, listing COVID-19 testing sites and national and state-based support numbers. Supported by Credit Union Australia, the Department of Social Services, Lord Mayor’s Charitable Foundation, the Telstra Foundation and the Vodafone Foundation, we’re planning a suite of additional enhancements to support people in a post-COVID-19 world.

We have been raising awareness of the digital inclusion challenges relating to COVID-19 with media, government and the sector.

Our IT support team helped the not-for-profit sector in the transition to working from home and delivering services online. Requests ranged from cloud implementations to support people working remotely to establishing more complex security measures for organisations.

We met huge demand for technology donations through Connecting Up to support staff with video conferencing and online collaboration.

We launched the Connecting Up Expert Bar, a series of free online sessions dedicated to helping the not-for-profit sector adapt to the challenges of COVID-19.

Our digital skills and employment programs moved online so participants could keep building their skills in a safe environment, with our delivery partners and TAFEs supporting the transition.



BUSHFIRE SUPPORT AND RECOVERY

We updated Ask Izzy with a new bushfire support category, added 600+ new recovery services and updated a further 5,000+ services in bushfire affected areas, supported by Google.org and volunteers from Telstra and NAB.

.....

We expanded our Telstra top-up program to provide free mobile credit to people affected by bushfires through organisations using our client and case management systems.

.....

We added new functionality to our client and case management systems to support bushfire recovery efforts. The functionality was rolled out to more than 1,500 homelessness services.

.....

We worked with the National Bushfire Recovery Agency and Services Australia to create Recovery Connect, a new service finder tool that connects people with support during times of disaster to help them get back on their feet sooner.

.....

We supported the NSW Government’s bushfire response by mapping service demand in bushfire affected areas using Ask Izzy search data.



AUSTRALIAN RED CROSS UTILISED THE INFOXCHANGE CLIENT AND CASE MANAGEMENT SYSTEM TO REGISTER 4,380 PEOPLE TO RECEIVE GRANTS FROM OUR BUSHFIRE GRANTS AND RECOVERY PROGRAM AND SUPPORT 5,800 AUSTRALIANS EXPERIENCING VULNERABILITY DURING THE COVID-19 PANDEMIC WITH EMERGENCY RELIEF PAYMENTS. THE SYSTEM PLAYS AN INTEGRAL ROLE IN SAFELY MANAGING OUR CLIENTS’ DATA AND ALLOWS US TO RESPOND QUICKLY IN TIMES OF DISASTER.”

NOEL CLEMENT, DIRECTOR, AUSTRALIAN PROGRAMS, AUSTRALIAN RED CROSS

.....



.....

Through our Digital Springboard program with Google, we teamed up with Australian Red Cross to build digital skills in disaster prone areas and help communities prepare for future crises.



**USING TECH TO
EMPOWER PEOPLE
& COMMUNITIES**



SOME OF THE CHALLENGES WE'RE ADDRESSING

33%

ONLY A THIRD OF PEOPLE IN AUSTRALIA FEEL CONFIDENT THAT THEY HAVE THE SKILLS AND ACCESS TO INFORMATION TO FEEL SAFE ONLINE

2.5M

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

3.2M

3.2 MILLION PEOPLE (MORE THAN ONE IN EIGHT) ARE ESTIMATED TO BE LIVING BELOW THE POVERTY LINE IN AUSTRALIA

Sources: eSafety Commissioner, *COVID-19 impact on adults*, June 2020, *Australian Digital Inclusion Index 2020* and ACOSS/UNSW, *Poverty in Australia 2020: part 1, overview*, 2020.

THE MOST DIGITALLY EXCLUDED GROUPS IN AUSTRALIA:

 **LOW INCOME HOUSEHOLDS**

 **SENIORS OVER 65**

 **LOW LEVELS OF EDUCATION**

Digital Springboard helps people learn the digital skills they need to thrive in work and life



HOW WE'RE HELPING

The COVID-19 lockdowns this year forced us all to rely on digital technology more than ever before. Access to devices, internet and digital skills became absolutely critical for work, education, social connection, accessing government services – even buying groceries.

But it also made Australia's digital divide even more apparent, and those without access to digital technology or the skills to use it have been left even further behind.

As founding members of the Australian Digital Inclusion Alliance, we have worked with a powerful consortium of corporate, government and community groups to advocate for the creation of a national digital inclusion roadmap to help address Australia's widening digital skills gap.

Our efforts to support people to improve their digital skills have been amplified with our Digital Springboard program reaching over 3,000 people nationally, and in a new online format. To support those worried about getting online we launched two new courses focused on scams and managing money online.

Through our service directories we continue to empower people in need by connecting them to more than 370,000 support services across Australia. In the past year we saw almost 6 million searches for help across our service directories – two million more than last year.

We're more determined than ever to keep empowering people and communities to improve their lives through the use of technology, ensuring that no-one is left behind in today's digital world.

THE PAST YEAR HAS SEEN:



5.9M

SEARCHES FOR HELP ON OUR SERVICE DIRECTORIES, INCLUDING ASK IZZY AND SACOMMUNITY



3000+

PEOPLE PROVIDED WITH DIGITAL SKILLS TRAINING THROUGH OUR DIGITAL SPRINGBOARD PROGRAM



400+

ORGANISATIONS PARTICIPATING IN THE AUSTRALIAN DIGITAL INCLUSION ALLIANCE (ADIA)

WHAT'S NEXT?

» We're working with the community to enhance Ask Izzy to better respond during crises and help more people in need. We're also upgrading our service directories to empower support services to better meet the needs of people seeking help.

This work is supported by the Australian Government Department of Social Services, Credit Union Australia (CUA), Google.org, Lord Mayor's Charitable Foundation, Telstra Foundation and Vodafone Foundation.

» With support from Google.org, and in partnership with Australian Red Cross, we're designing a program to build digital skills in disaster prone areas and help communities prepare for future crises.

» We're also working with Australian Red Cross and CUA to find innovative ways to further bridge the digital divide in Australia.

TACKLING YOUTH UNEMPLOYMENT THROUGH DIGITAL SKILLS TRAINING

Tech Ready tackles youth unemployment and the digital skills shortage in regional areas

Young people have been disproportionately represented in Australia's unemployment figures throughout COVID-19. We've been striving to give them their best chance at gaining meaningful employment through our Tech Ready program.

Supported by the Victorian Government, Tech Ready tackles youth unemployment and the digital skills shortage in regional areas by helping young people get the digital skills they need for the jobs of the future.

Since June 2019, Tech Ready has supported 58 students in Geelong, Shepparton and Wangaratta to undertake a Certificate III in Information, Digital Media and Technology. It has also provided practical job-readiness workshops, mentoring and opportunities to connect with industry professionals.

One Tech Ready graduate who has reaped the benefits of the program's supportive model is Seth Constable, who landed his first role in tech just three months after graduation.

Seth now works as an IT officer at a local high school. Even though the school has

.....
58
 STUDENTS ENROLLED

.....

 26 STUDENTS GAINED EMPLOYMENT OR TRANSITIONED INTO FURTHER I.T STUDY

.....
48
 INDUSTRY PROFESSIONALS INVOLVED

.....

 2760 COURSE HOURS

seen major disruptions this year due to COVID-19, Seth has taken it all in his stride. For him, Tech Ready was instrumental in helping him prepare for work and thrive in his new role during very challenging times.

“
TECH READY HELPED ME LAND MY FIRST JOB IN TECH. BEING ABLE TO APPLY THE KNOWLEDGE I GAINED THROUGH THE PROGRAM'S INDUSTRY TOURS AND GUEST SPEAKERS REALLY HELPED GIVE AN EXTRA LEVEL OF CREDIBILITY TO MY EVOLVING EDUCATION.”

**SETH CONSTABLE,
 TECH READY GRADUATE**





I KNOW FOR SOME PEOPLE, ACCESSING SUPPORT IS REALLY OVERWHELMING AND REALLY SCARY. IF YOU DON'T KNOW WHAT'S OUT THERE, YOU DON'T EVEN KNOW WHERE TO START.

WITH ASK IZZY YOU CAN JUST TYPE IN WHERE YOU ARE AND THERE YOU GO. IT'S ALL AT YOUR FINGERTIPS. HAVING THAT INFORMATION IS A POWERFUL FIRST STEP."

NELLIE JACKSON, MUSICIAN AND YOUTH COUNSELLOR

Ask Izzy is a website that connects people in need with nearby support services, including food, housing, money help, family violence support, counselling and much more. It is free and anonymous, with over 370,000 health and welfare services listed across Australia.

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

2.2 MILLION ASK IZZY SEARCHES IN THE LAST YEAR



TOP 5 CATEGORY SEARCHES



31%

FOOD



19%

MONEY
HELP



17%

HOUSING



10%

EVERYDAY
THINGS



6%

CENTRELINK

TOP 5 DEMOGRAPHICS OF USERS SEEKING HOUSING SUPPORT



23%

MENTAL OR
EMOTIONAL
DIFFICULTIES



21%

ESCAPING
FAMILY
VIOLENCE



17%

FAMILIES WITH
CHILDREN



12%

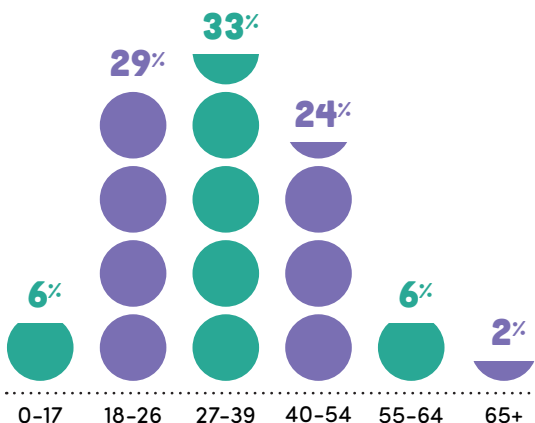
ABORIGINAL
AND/OR
TORRES STRAIT
ISLANDER



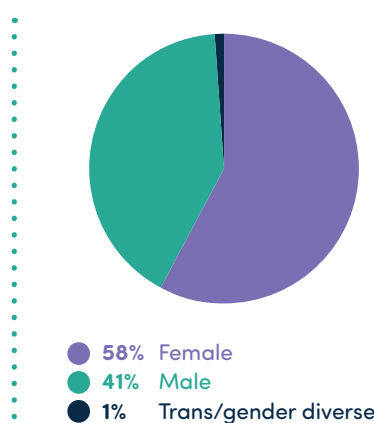
9%

HAVE PETS

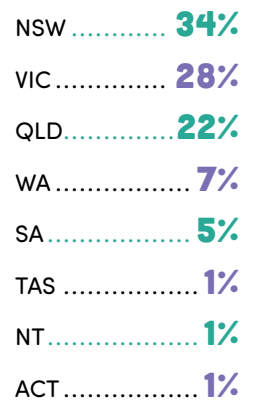
ASK IZZY USERS



AGE



GENDER



LOCATION

CONNECTING PEOPLE WITH VITAL SERVICES DURING NATIONAL CRISES

There's no denying 2020 has been tough on a lot of people. The year began with catastrophic bushfires ripping through communities across Australia, and only a few months later the COVID-19 pandemic hit.

These national emergencies have shattered communities and left millions of people out of work and struggling to pay bills and put food on the table.

Ask Izzy has been there in these times of crisis to connect people in need with support such as food parcels, emergency relief and counselling.

With support from Google's philanthropic arm, Google.org, we responded to the bushfires by making urgent updates to our service listings in fire-affected areas so that people could get accurate and up-to-date information about help in their area. We also created a new bushfire support category with links and phone numbers for all state-based relief services across Australia.

When COVID-19 hit we immediately updated Ask Izzy with national and state-based COVID-19 support information, including testing site locations. As the pandemic took hold, searches for help on Ask Izzy spiked to the highest levels in its four-year history as more people than ever sought help.

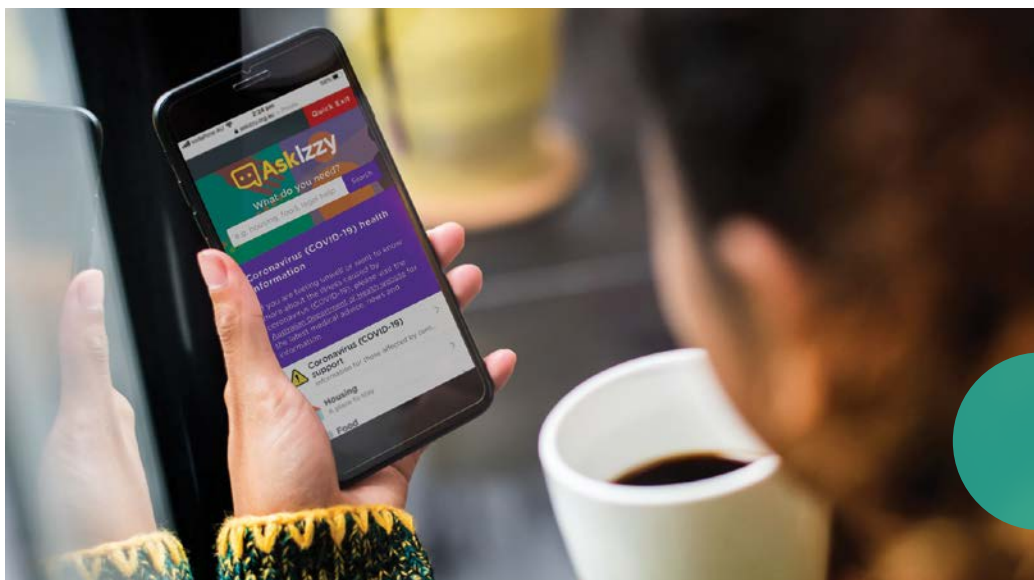
We know the impact of these crises will be felt for a long time to come. The Ask Izzy team will continue working hard to ensure we keep responding to the needs of the community as we all navigate the post-COVID world and prepare for future natural disasters.



TECHNOLOGY HAS THE POTENTIAL TO TRANSFORM THE WAY SERVICES ARE DELIVERED AND HAVE A REAL IMPACT, ESPECIALLY DURING A CRISIS – ASK IZZY IS A GREAT EXAMPLE OF THAT."

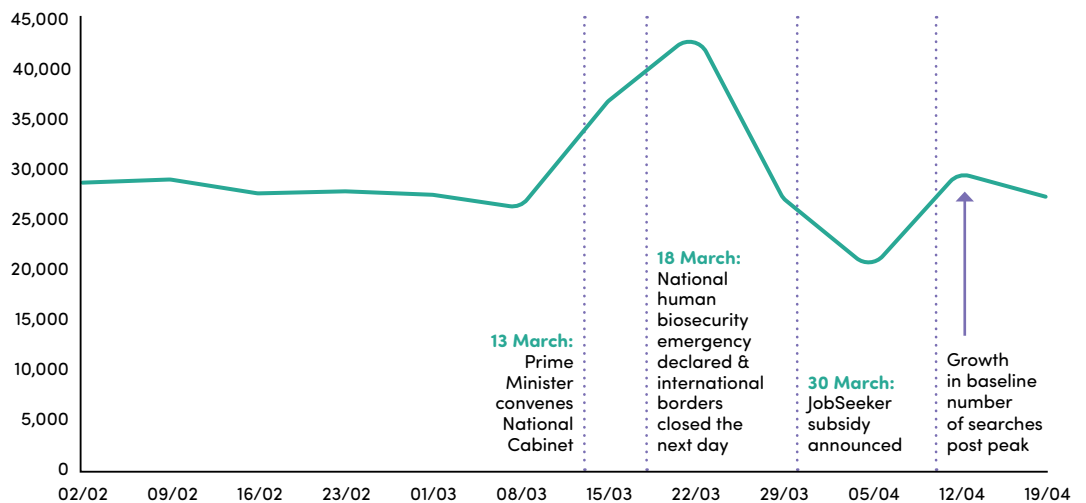
LUCINDA LONGCROFT, GOOGLE AUSTRALIA DIRECTOR OF GOVERNMENT AFFAIRS AND PUBLIC POLICY

Ask Izzy has been there in these times of crisis to connect people in need with support



ASK IZZY SEARCHES DURING AUSTRALIA'S FIRST COVID-19 LOCKDOWN

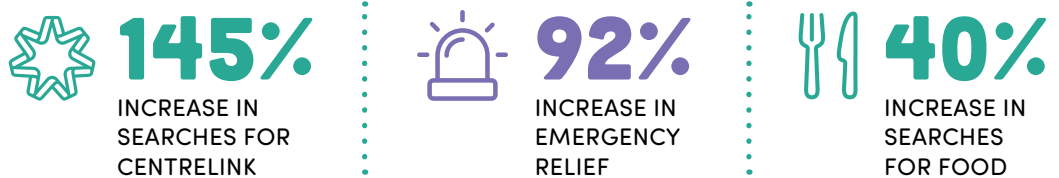
NUMBER OF WEEKLY SEARCHES



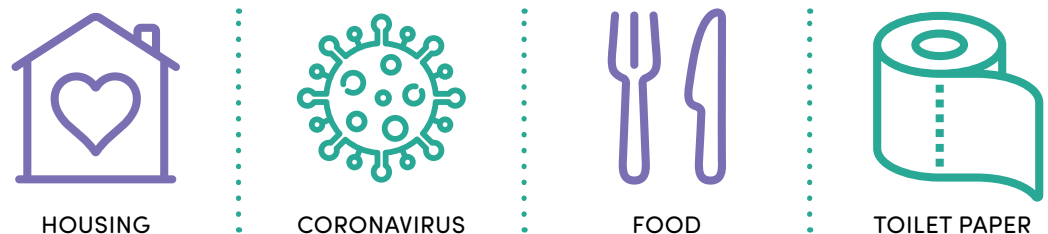
This graph shows how the introduction of official measures coincided with the highest ever use of Ask Izzy in the final week of March 2020.

We'll continue working hard to respond to community need as we all navigate the post-COVID world

DURING THE FIRST TWO WEEKS OF LOCKDOWN IN MARCH 2020



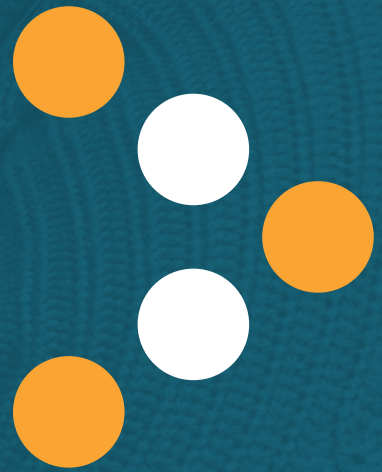
MOST COMMON SEARCH TERMS IN MARCH 2020



Connecting Up

STRONGER
COMMUNITY
TECH

**USING TECH TO
STRENGTHEN
OUR SECTOR**



SOME OF THE CHALLENGES WE'RE ADDRESSING

30%

ONLY 30% OF NOT-FOR-PROFITS WERE FULLY PREPARED FOR THE TECHNOLOGY NEEDS OF STAFF WORKING FROM HOME DURING COVID-19

54%

OF NOT-FOR-PROFITS ARE LESS THAN SATISFIED WITH THE WAY THEY USE TECHNOLOGY

49%

OF NOT-FOR-PROFIT STAFF ARE LESS THAN CONFIDENT USING TECHNOLOGY AND SYSTEMS

Source: Infoxchange, Connecting Up and TechSoup New Zealand, *Digital technology in the not-for-profit sector*, October 2020

TOP TECHNOLOGY CHALLENGES FOR NOT-FOR-PROFITS:



BUDGET



STAFF CAPABILITY



ACCESS TO RESOURCES



HOW WE'RE HELPING

With the challenges faced by so many this year, it's never been more important for organisations to have good, reliable technology so they can keep supporting communities even through the most difficult times.

Not only can technology help not-for-profits find new and innovative ways of reaching out and helping people, it also allows their staff to continue to work efficiently and effectively so the communities they serve don't miss out on valuable services.

Through our range of technology services, including IT support, consulting, webinars and online training, technology donations and discounts, we've been able to support not-for-profits across Australia and New Zealand as they've adapted to new ways of working in our post COVID-19 world.

Our client and case management system continues to be used by thousands of government and community services across Australia to safely and efficiently manage the care of some of our community's most vulnerable people.

And our extensive service directories such as Service Seeker and SAcommunity are being used by thousands of organisations every day to find support for those doing it tough.

THE PAST YEAR HAS SEEN:



850,927 PEOPLE PROVIDED WITH SUPPORT THROUGH OUR CLIENT AND CASE MANAGEMENT SYSTEM

427,580

ELECTRONIC REFERRALS FOR PEOPLE IN NEED OF SUPPORT



19,458 HOURS OF TECHNICAL SUPPORT SUPPLIED TO NOT-FOR-PROFITS

\$24.6M

WORTH OF TECHNOLOGY PRODUCT DONATED TO NOT-FOR-PROFITS



26 TONNES OF REFURBISHED HARDWARE SUPPLIED TO NOT-FOR-PROFITS

2,456

ENROLMENTS FOR OUR ONLINE TRAINING COURSES BY NOT-FOR-PROFIT STAFF

WHAT'S NEXT?

- » Together with Digital Health CRC, Queensland University of Technology, yourtown and other youth mental health services, we'll be looking at new ways of using data to better support young people accessing mental health services.
- » We're also working with the Thriving Communities Partnership to create their One Stop One Story Hub, which will help people in need to access support from telecommunications providers, utilities and banks without the need to tell their story over and over again to multiple providers.
- » And we'll be looking forward to bringing our exciting speakers, plenaries and masterclasses back to the Connecting Up Conference in May 2021, after 2020's event was postponed due to COVID-19.

SUPPORTING THE SECTOR THROUGH CLIENT AND CASE MANAGEMENT

<h2>5,972</h2> <p>COMMUNITY, NOT-FOR-PROFIT AND GOVERNMENT SERVICES USE OUR SYSTEMS TO SECURELY MANAGE CLIENT DATA AND REFERRALS</p>	<h2>5.2M</h2> <p>CLIENT RECORDS SECURELY STORED IN OUR CLIENT AND CASE MANAGEMENT SYSTEM</p>	<h2>427,580</h2> <p>ELECTRONIC REFERRALS SENT FOR PEOPLE IN NEED OF SUPPORT THIS FINANCIAL YEAR</p>
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SOME OF THE SERVICE AREAS WE ASSIST:

 <p>HOUSING & HOMELESSNESS</p> <p>1,827 SERVICES</p>	 <p>WOMEN, YOUTH & FAMILIES</p> <p>1,896 SERVICES</p>	 <p>INDIGENOUS COMMUNITIES</p> <p>215 SERVICES</p>	 <p>DISABILITY</p> <p>138 SERVICES</p>	 <p>MENTAL HEALTH</p> <p>207 SERVICES</p>
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SOME ORGANISATIONS WE'RE PROUD TO PROVIDE WITH CASE MANAGEMENT SOLUTIONS INCLUDE:

 <p>Australian Government Australian Institute of Health and Welfare</p>	 <p>the power of humanity</p>	 <p>AUSTRALIAN RED CROSS</p>	 <p>Launch HOUSING</p>	<p>IT'S TIME TO END HOMELESSNESS</p>
 <p>NSW GOVERNMENT</p>	 <p>Queensland Government</p>	 <p>SACRED HEART MISSION</p>	 <p>Tasmanian Government</p>	 <p>VACCHO</p>
 <p>VICTORIA State Government</p>	 <p>VincentCare Engage. Enable. Empower.</p>	 <p>wesley mission QUEENSLAND</p>		

HELPING VULNERABLE QUEENSLANDERS FIND A SAFE PLACE TO LIVE

Everyone has a right to a home where they feel safe and secure, and the Queensland Department of Housing and Public Works is committed to helping vulnerable Queenslanders find appropriate, affordable and safe housing.

We've been working with the Department on a large-scale project to develop a customised, flexible client management system that puts people and families at the forefront and helps them find accommodation to suit their needs.

We've been working on a client management system that puts people and families at the forefront

“INFOXCHANGE REALLY TOOK THE TIME TO LISTEN TO OUR NEEDS. THE SYSTEM THEY HAVE BUILT FOR US IS USER FRIENDLY AND INCREDIBLY FLEXIBLE - BUT MOST IMPORTANTLY OF ALL, IT HELPS US PUT THE FOCUS BACK ON THE PEOPLE AND FAMILIES OF QUEENSLAND THAT WE'RE SUPPORTING.”

DAMIEN TAIT, DIRECTOR OF BUSINESS AND TECHNOLOGY ENABLEMENT, DEPARTMENT OF HOUSING AND PUBLIC WORKS

Our system allows the Department to help their clients in a range of ways, including:

- » assessing their individual needs to find products, services and referrals to help them
- » applying for social housing
- » applying for various grant and help initiatives
- » finding short term accommodation for families in emergency situations such as natural disasters.

The system is also able to streamline processes such as pulling Centrelink payment information directly into a client's record, saving countless hours of manual data entry.

With the system built to seamlessly share data across multiple platforms, workers can focus more on the client and their needs rather than worrying about searching for or inputting data in multiple places.

Thanks to our client management system, vulnerable Queenslanders who need a safe place to live can get support efficiently and with their particular needs kept front of mind.

SINCE OCTOBER 2019, THE SYSTEM HAS PROCESSED:



24,000

SOCIAL HOUSING APPLICATIONS



2,800

EMERGENCY HOUSING ACCOMMODATION REQUESTS



KEEPING HOMELESSNESS SUPPORT ON TRACK THROUGH COVID-19

Wombat Housing Support Services is a small community-based agency in Melbourne's north-west that helps people experiencing or at risk of homelessness to find and maintain housing.

After years of adding to patchwork IT systems and finding workarounds for clunky processes, Wombat were eager to simplify their technology to make it easier for staff to help people in need.

Not long before COVID-19 hit Australia, we worked closely with them to understand how they operated so that we could identify and recommend ways to improve their technology with a clear plan for the future.

We implemented a case management system to effectively manage their client information and we moved their old server system to the cloud with Microsoft 365, including multi-factor authentication to add an important level of security. We also set them up with ongoing flexible helpdesk support from our dedicated IT support team.

By transforming their IT environment Wombat's staff now have a central place to view and update information, so clients never have to repeat their stories. And their new, secure cloud-based environment allowed them to hit the ground running when staff were forced to work from home – meaning they could continue to support Melbourne's most vulnerable people through COVID-19 with minimal disruption.



INFOXCHANGE REALLY MADE AN EFFORT TO WORK OUT WHAT OUR ORGANISATION IS AND WHAT IT NEEDS. HAVING THESE NEW SYSTEMS IN PLACE DURING COVID-19 HAS MEANT THAT WE CAN STILL SUPPORT OUR CLIENTS WHILE WORKING FROM HOME."

MARK RAYNER, GENERAL MANAGER, WOMBAT HOUSING SUPPORT SERVICES

We helped Wombat to continue to support Melbourne's most vulnerable people through COVID-19 with minimal disruption



HELPING CHILDREN ACROSS INTERNATIONAL BOUNDARIES

Heart for Kids is a Sydney-based not-for-profit that has been helping children living in poverty for 20 years through child sponsorship and education programs. It has changed the lives of hundreds of children in China, Indonesia and India.

But working across international borders as well as multiple locations in Sydney meant that collaborating and securely sharing files had become a real challenge for the organisation.

Through Connecting Up's donations and discounts program Heart for Kids was able to get heavily discounted access to Microsoft 365, a cloud-based platform that combines Office apps with additional tools like chat, video meetings and file storage.

The team's communication and efficiency has vastly improved since rolling out the new software, meaning they can now devote more time to their charitable work.

The organisation was also able to purchase discounted laptops through Connecting Up and has benefited

from our regular webinars, which aim to help not-for-profits get the most out of technology.

Thanks to a "light bulb moment" during one webinar on fundraising this year, Heart for Kids made some revisions to a planned campaign and subsequently raised twice as much as any previous fundraiser. With this money, the organisation was able to purchase a two-acre site with their partner in India to build a school and hostel.

And the savings that Heart for Kids have made on technology and training accessed through Connecting Up have enabled the organisation to support an additional 20 children to gain an education and build a brighter future.



"I NEVER BELIEVED IN LIGHT BULB MOMENTS UNTIL THAT CONNECTING UP WEBINAR LED TO OUR MOST SUCCESSFUL FUNDRAISING CAMPAIGN."

DAVID RYAN, DIRECTOR, HEART FOR KIDS



\$10,000

SAVED ON SOFTWARE AND TECHNOLOGY PRODUCTS



20

ADDITIONAL YOUNG PEOPLE SPONSORED

Heart for Kids can now devote more time to their charitable work



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



OUR PEOPLE



TALIA
ROEBECK
Melbourne office

CELEBRATING OUR PEOPLE AND CULTURE

Our work in the sector has never been more critical, and we couldn't do it without our fantastic people

We're incredibly proud of the commitment, resilience and agility our staff have shown in the face of this year's many challenges and opportunities. Our work in the sector has never been more critical, and we couldn't do it without the fantastic work our people do every day towards technology for social justice.

It's important to us that our staff feel happy and supported in the workplace so that they can thrive in their roles and help us make a real impact with our work.

That's why this year we moved our excellent health and wellbeing programs online, so that staff could continue to access weekly yoga and meditation classes even during lockdown.

OUR VALUES



EMPOWERMENT



INTEGRITY



AGILITY



EXCELLENCE

We also trained new Mental Health First Aid officers to support our staff, and we found plenty of other innovative ways to keep staff engaged and connected while working from home. From weekly prize draws to online classes, our initiatives have helped connect us all and continue to strengthen relationships between staff across Australia and New Zealand.

Congratulations to all our people for the fantastic contributions you've made this year.



150 STAFF

BASED IN

- MELBOURNE
- ADELAIDE
- BRISBANE
- CHRISTCHURCH



53%

MALE



47%

FEMALE

11%

LGBTIQ+



21

LANGUAGES
SPOKEN

4%

HAVE A
DISABILITY



41

VOLUNTEERS

42%

BORN OUTSIDE
AUSTRALIA



21

COUNTRIES

BEHIND THE SCENES

190

LOAVES OF
SOURDOUGH BAKED
AT HOME



204

KILOS OF
FAIRTRADE
COFFEE
CONSUMED

37

ONLINE YOGA
AND MEDITATION
SESSIONS



5

BABIES
BORN

7,840

PIECES OF ORGANIC
FRUIT CONSUMED



303

MASSAGES



Our senior leadership team have local and international experience working in the community, government and technology sectors.





OUR SENIOR LEADERSHIP TEAM

THE INFOXCHANGE GROUP IS LED BY A GROUP OF DIVERSE AND DEVOTED LEADERS WHO ARE PASSIONATE ABOUT USING TECHNOLOGY TO DRIVE SOCIAL CHANGE AND CREATE STRONGER COMMUNITIES.

2019/20 senior leadership team L-R: **Jess Perrin** (Head of Social Innovation and Digital Inclusion), **Pankaj Chhalotre** (Head of Connecting Up), **Alana Pascolo** (People and Culture Manager), **David Spriggs** (Infoxchange Group CEO), **Gerard Palk** (Solution Architect & Regional Manager QLD), **Jess Kitch** (People and Culture Manager), **Wayne Gorst** (Head of Corporate Services), **Tanveer Siddiqui** (Head of Technology), **Brian McLaughlin** (Head of Community Sector Products and Services), **Cathy Culliver** (Team Lead - Marketing & Communications).

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. Most recently he served as Co-Chair of the Building Victoria's Recovery Taskforce established by the Victorian Government. Stan is also 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 and is Chair of the Strategy committee. She has more than 20 years' experience in strategic, IT and business process transformation across the corporate and international development sectors. Morgana is also the author of two books, *Building a Better International NGO* and *Navigating Change for International NGOs*. She is a Fellow of the Australian Institute of Company Directors.



JON BISSET, DIRECTOR

Jon is the CEO of the Community Broadcasting Association of Australia and CEO of RPH Australia, the peak body for the Radio Reading Network. He has spent more than 25 years as a Chief Executive and non-executive director of non-profit organisations, 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.



ALAN DORMER, DIRECTOR

Alan has more than 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 also 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 Founding 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 Master of Applied Positive Psychology, an MBA and is a graduate of the AICD.

**Extensive
experience
and
professional
expertise
across the
community,
business and
government
sectors**



**DAVID JONAS,
DIRECTOR**

David is a consultant, director and writer, and was founding CEO of the Digital Health CRC. Previously he led health R&D 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 led to appointments to a number of Australian and European Union Government bodies.



**ROBERT MORSILLO,
DIRECTOR**

Robert joined the Infoxchange Board in 2013. He has worked for Telstra for over 20 years in community engagement and consumer affairs, advocating for customers in vulnerable circumstances. 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 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 chairs the ORCID Board, a non-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.



**AMY ORANGE,
DIRECTOR**

Amy is an award-winning social entrepreneur and Principal of Fourth Sector Solutions. Amy brings her experience and expertise from over 10 years in the not-for-profit community services and social enterprise sectors to develop sustainable strategies which align people, planet and profit for a better world. Amy holds an MBA and was recognised in 2018 as one of the InDaily Top 40 Under 40 business leaders in South Australia.



**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 Chair of Northern Health and Chair of Yooralla. She is also a Board member of Barwon Health, the Independent Hospital Pricing Authority and the National Medical Research Advisory Board.

So Google and its
working really closely

OUR FINANCES



FINANCIAL AND SUSTAINABILITY REPORT

This year has been challenging for individuals and organisations alike. Like so many others, Infoxchange and Connecting Up had to adapt quickly to changing circumstances.

Many of our products and services experienced increased demand as a result of the COVID-19 pandemic. We've been fortunate that Infoxchange and Connecting up have been able to continue serving not just people in need but also the organisations that support them during this time, and to have received additional financial support from government to help us do this.

This year saw the first full year impact of the integration of Infoxchange and Connecting Up on our Group finances, which is reflected in the accompanying financial reports for the 2019/20 financial year.

The total income for the Infoxchange Group for the year was \$25.7 million, and total Group equity is now \$4.2 million. We have produced separate financial statements for Connecting Up for the full year.

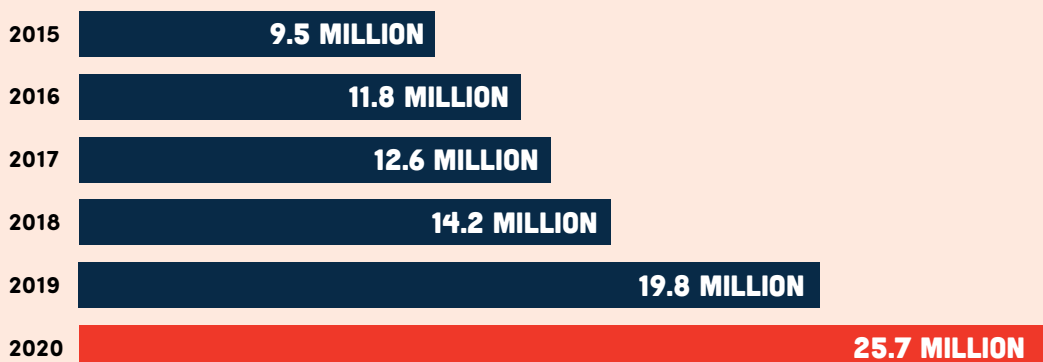
A change in the application of some accounting standards for not-for-profit entities has had an impact on the Infoxchange Group accounts this year. This includes a change in how we are required to recognise revenue as well as treatment of building leases.

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 Group 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.

Many of our products and services experienced increased demand as a result of the COVID-19 pandemic

INCOME GROWTH BY FINANCIAL YEAR:



Note: includes Connecting Up from 1 December 2018

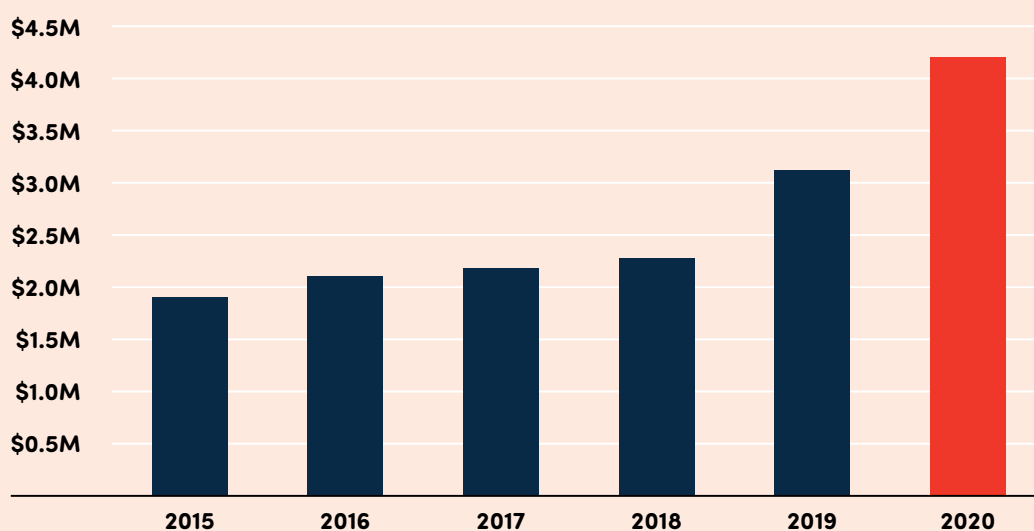
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2020

	2020 (\$)	2019 (\$)
Revenue	24,340,676	18,705,251
Other income	1,344,023	1,067,109
Direct costs of providing services	(6,468,843)	(3,866,940)
Employee benefits expense	(13,075,658)	(11,179,444)
Depreciation and amortisation expense	(1,211,245)	(526,211)
Contract labour	(893,463)	(670,388)
Property expenses	(211,340)	(617,200)
Travel expenses	(311,216)	(298,906)
Other operating expenses	(2,109,683)	(1,731,119)
Lease interest expense	(134,747)	-
Surplus before income tax	1,268,504	882,152
Income tax expense	-	-
Surplus for the year	1,268,504	882,152
Total comprehensive income for the year	1,268,504	882,152

The total Group equity is now \$4.2 million

GROWTH IN EQUITY BY FINANCIAL YEAR



Note: includes Connecting Up from 1 December 2018

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2020

	2020 (\$)	2019 (\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	8,768,810	4,530,247
Trade and other receivables	2,702,762	1,813,798
Inventories	8,555	3,952
Other assets	755,541	309,200
TOTAL CURRENT ASSETS	12,235,668	6,657,197
NON-CURRENT ASSETS		
Property, plant and equipment	431,520	598,241
Intangible assets	655,727	1,154,382
Right of use assets	2,032,016	-
Shares in entities	20,000	20,000
TOTAL NON-CURRENT ASSETS	3,139,263	1,772,623
TOTAL ASSETS	15,374,931	8,429,820
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	2,060,340	1,453,999
Employee benefits	1,595,474	1,282,881
Income in advance	5,152,857	2,494,361
Lease liabilities	399,350	-
TOTAL CURRENT LIABILITIES	9,208,021	5,231,241
NON-CURRENT LIABILITIES		
Employee benefits	36,115	32,315
Lease liabilities	1,924,553	-
TOTAL NON-CURRENT LIABILITIES	1,960,668	32,315
TOTAL LIABILITIES	11,168,689	5,263,556
NET ASSETS	4,206,242	3,166,264
EQUITY		
Membership fee	11	9
Retained earnings	4,206,231	3,166,255
TOTAL EQUITY	4,206,242	3,166,264

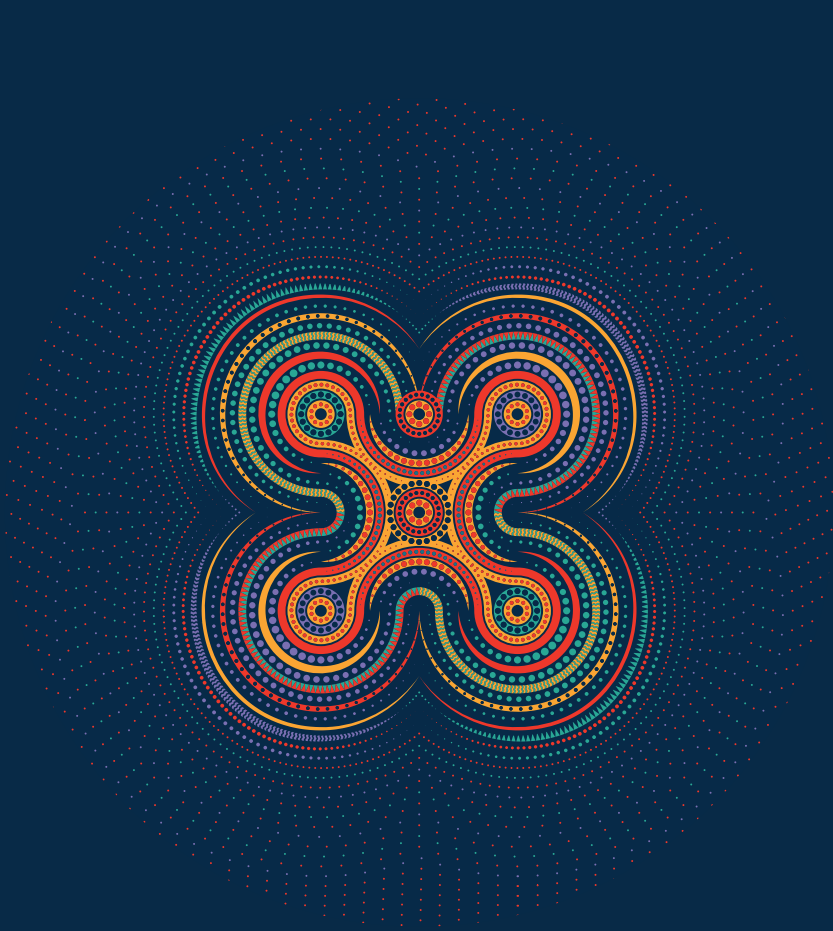
This year saw the first full year impact of the integration of Infoxchange & Connecting Up on our Group finances

THANK YOU

Thank you to our incredible partners and supporters who have worked with us this year to achieve positive social change through the smart and creative use of technology.







This original artwork (left) was designed by Marcus Lee, a proud Aboriginal descendant of the Karajarri people of Western Australia, for the Infoxchange Group's Reconciliation Action Plan. The artwork expresses a person empowered by technology and the digital inclusion of all urban, regional and remote Aboriginal and Torres Strait Islander communities.



We acknowledge the traditional custodians of the land and pay respect to elders past, present and emerging.



Check out this report online at www.infoxchange.org/2020

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