



# Technology for Social Justice



2024 Annual Report

 Infoxchange







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## Acknowledgement of Country

We're based on the lands of the Wurundjeri, Kaurana and Turrbal peoples, the Traditional Owners of the land, waters and knowledge for this place, where we gather to collaborate and strengthen communities.

In our work, we recognise the importance of Country – not just as a place, but how it also maintains community, family, kin, lore and language.

We pay our respects to Elders past and present. This always was, always will be Aboriginal land.





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

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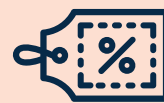
**2.9 million+**  
people in need

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

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

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**OUR VISION**

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**Technology  
for social  
justice**

**OUR MISSION**

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**We strengthen  
communities  
using technology  
to create positive  
social change**





## Who we are

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

We tackle the biggest social challenges through the smart and creative use of technology. We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting 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 NFP dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.



# 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 SAcommunity 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.



# Embracing the land and culture upon which we work

## Our Reconciliation Journey Continues

Infoxchange is proud to work extensively throughout the lands of Australia. In our work, we support hundreds of Indigenous-led organisations with technology to amplify the support they provide for their communities.

This year we were disappointed to see the Voice to Parliament voted down. As an active Allies for Uluru member, we made a submission to Parliament, raised the profile of the Yes campaign and provided voting and information resources to the public via Ask Izzy. We remain committed to the Uluru Statement from the Heart and will continue to amplify the voices of First Nations people.

This year, we have activated our commitment to reconciliation through events, education and cultural engagement including our work with the First Nations Digital Inclusion Advisory Group, the celebration of First Nations organisation's achievements in technology at our annual Australian Not-For-Profit Technology Awards, the visual representations of our commitment in our physical and digital spaces, the inclusion of local language in our everyday operations and much more.

Following our Reflect Reconciliation Action Plan, in 2025, Infoxchange's Reconciliation Working Group will publish our Innovate Reconciliation

Action Plan. Our new RAP will amplify our cultural engagement and reconciliatory activities at Infoxchange.

## Our vision for reconciliation at Infoxchange

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 Nations people, and meaningful relationships with First Nations people in our networks and customer base. Infoxchange respectfully accepts the invitation to support the Uluru Statement From the Heart and 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 Nations people and their communities. Starting with the hundreds of First Nations-focused organisations that choose Infoxchange's products and services every year, our national network of NFP allies focused on reconciliation, and the Traditional Owners of the lands upon which we work, we will enrich our operational relationships and forge new ones with a cultural connection through active listening, learning, and exchange.

**The people of Infoxchange will continue to explore the potential of technology as a powerful driver of reconciliation.**

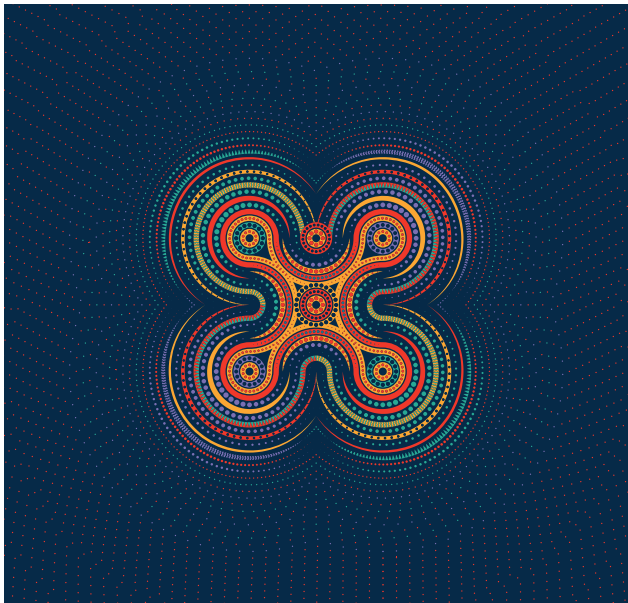
We will leverage our expertise in digital transformation to support digital inclusion and systemic change, champion data sovereignty for First Nations communities, and empower Indigenous-led organisations with better ways of working.

We will ensure that our First Nations partners and peers are welcomed and supported in a culturally safe work environment. A workplace that actively identifies opportunities for transformative impact and features supportive policies, continuous knowledge building and sharing, reflection, truth-telling, and cultural appreciation.

This vision expands on the many initiatives completed and underway at Infoxchange.

—  
*Opposite (clockwise from bottom left): NFP Technology Award trophies made by Aboriginal Steel Art; Reconciliation artwork by Marcus Lee; VACCHO win First Nation's category at the 2024 NFP Technology Awards; Wurundjeri Woi Wurrung Elder Tony Garvey gives a Welcome to Country at our 2024 Conference; Smoking ceremony at Infoxchange's new Richmond office.*







# A message from our Chair and CEO

**This year, we reflect on the remarkable resilience of the sector as it embraced new technologies and ways of working amid challenging conditions.**

Our communities have been placed under immense pressure in the last year. With over 8 million searches for help—the highest on record—through Ask Izzy and our nationwide Service Directory, alongside a 30% increase in hardship-related searches, it is clear that community services have faced unprecedented demand.

The technology landscape is also evolving rapidly with an escalation of cyber-attacks on the sector and the adoption of new technologies such as generative artificial intelligence (AI) changing the way we work. Improving the use of data for measuring impact and evidence-based decision making has become a top priority, as noted in this year's Digital Technology in the Not-For-Profit Sector Report.

Our dedicated teams have worked to respond to these challenges and lead digital transformation across the sector, supporting over 38,000 organisations in the last year alone through our products and services.

## 38,000+

community organisations were supported by our range of technology solutions



**8 million** searches across our national service directory

## \$182M

worth of technology products and services were donated to NFPs



**Over 9,500** organisations visited the Digital Transformation Hub to access resources

## 8.9M

client records on our client and case management system

We have also been working closely with our partners to embrace the opportunities presented by AI, educating the sector and leading the development of guidelines on safe and responsible use.

Looking to the future we are bold and confident in our aspirations to further scale our impact to enable a thriving sector through the effective use of digital technology – with our vision of technology for social justice at the heart of everything we do.

We extend our heartfelt thanks to our staff, volunteers, and advisory group members for their hard work and dedication through a challenging but rewarding year.

We also express our gratitude to our customers and partners in the government, corporate, academic, and not-for-profit sectors. Your support and long-term strategic partnerships continue to play a vital role in helping us achieve impact at scale.

We are especially thankful to our Board members for their guidance and unwavering support. We said farewell this year to long-standing Board members Jo Fisher, Jon Bisset and Brenz Saunders, while we welcomed Martin Sheppard, Krithika Hansen and Vanessa Wolfe-Coote. Selena Small has also joined us as a Board Observer through the Observership Program.





As we reflect on a year of resilience, we acknowledge the strength of our First Nations people. Despite the referendum being voted down, we remain steadfast in our support for reconciliation and social justice for First Nations communities.

Thank you for your ongoing support.

**Elana Rubin**  
Chair

**David Spriggs**  
Chief Executive Officer

**Our long-term strategic partnerships continue to play a vital role in helping us achieve impact at scale.**

## 2023-24 highlights

**Over 38,000** community organisations were supported by our range of technology solutions, which includes managed IT services, client and case management, donated technology, service directory and referral solutions.

**\$182 million** worth of technology products and services were donated to not-for-profits through our Connecting Up and TechSoup New Zealand platforms.

Our client and case management system was used by **over 5,800** organisations with **8.9 million** client records.

**Over 485,000** electronic referrals were sent for people needing support during the year.

Our team maintained **450,000** services listed on Ask Izzy and our service directory.

**Over 9,500** organisations visited the Digital Transformation Hub during the year to access essential resources to build their digital capability.

We hosted **275** attendees at our Technology for Social Justice Conference.



# Infoxchange strategy & theory of change

**For 35 years, Infoxchange has delivered on our vision of technology for social justice.**

Our mission is to strengthen communities using technology to create positive social change.

We aim to scale our impact by supporting the for-purpose sector to better serve people in need and disrupt disadvantage through cross-sector collaborations leveraging our products, data and expertise.



## Our social objectives



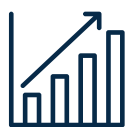
### Digital Empowerment

Support people experiencing disadvantage to improve their lives through the use of technology.



### Collaborative Impact

Leverage our products, services and data expertise in cross-sector collaborations to improve outcomes for people experiencing disadvantage.



### Sector Capability

Build the capability of the for-purpose sector to have greater impact in their communities through the use of technology.

## Our “top five” priority framework

- 1. Scaling our impact** - Forge new partnerships by delivering on our product roadmaps, and establishing sustainable funding models to meet the evolving needs of the for-purpose sector, particularly in data, AI, and cyber security.
- 2. Customer focus** - Empower customer success through innovation, exceptional service, and adaptive solutions that meet their evolving needs. By fostering advocacy, partnerships, and a customer-centric culture, Infoxchange strives to become an indispensable partner in driving positive social change.
- 3. Healthy culture** - Be a learning organisation that empowers employees to grow and innovate, fostering a culture of continuous learning and holistic wellbeing and enabling our teams to fulfil Infoxchange’s mission.
- 4. Working smarter** - Maximise our efficiencies by streamlining our processes, leveraging our tools and sharing our knowledge across the organisation. By working smarter, we will achieve more, increase effectiveness and create a culture of innovation and collaboration.
- 5. Surplus for Purpose** - Build the financially sustainable practices that fuel our mission, expand our impact, and drive long-term social change.



# Our theory of change

The community sector is not leveraging technology to its full potential to maximise its impact.

## Our focus areas



People experiencing housing stress or homelessness



Women, youth and families



Mental health



People with a disability



Disaster relief and recovery

## Our core beneficiaries

- » Community organisations
- » Help-seekers
- » Government

## What we do

We collaborate with the for-purpose sector, government, technology and corporate partners, as well as our community and team members, to create and implement a cohesive portfolio of products, services, and advisory solutions. Our goal is to strengthen communities through the effective use of digital technology and data.

- » Community
- » Government
- » Partners
- » Funders/Donors
- » Employees & Volunteers

## Outputs

- » Sustainable products and services that enable organisations to meet the growing needs of the community at scale.
- » Providing information and education about the use of technology to empower innovative thinking for community organisations.
- » Share our data, insights and learnings to better inform, connect and empower the for-purpose sector.
- » Build partnerships leveraging our expertise, products and data.

## Outcomes

### SHORT TERM OUTCOMES

- » Vulnerable people can easily access the right services to support their needs, directly and indirectly through community organisations.
- » Affordable products and services that meet the needs of community organisations.
- » Leading a cross-collaborative network that seeks to address disadvantage in our core focus areas.
- » Bringing evidence-based innovation and technology to the sector.

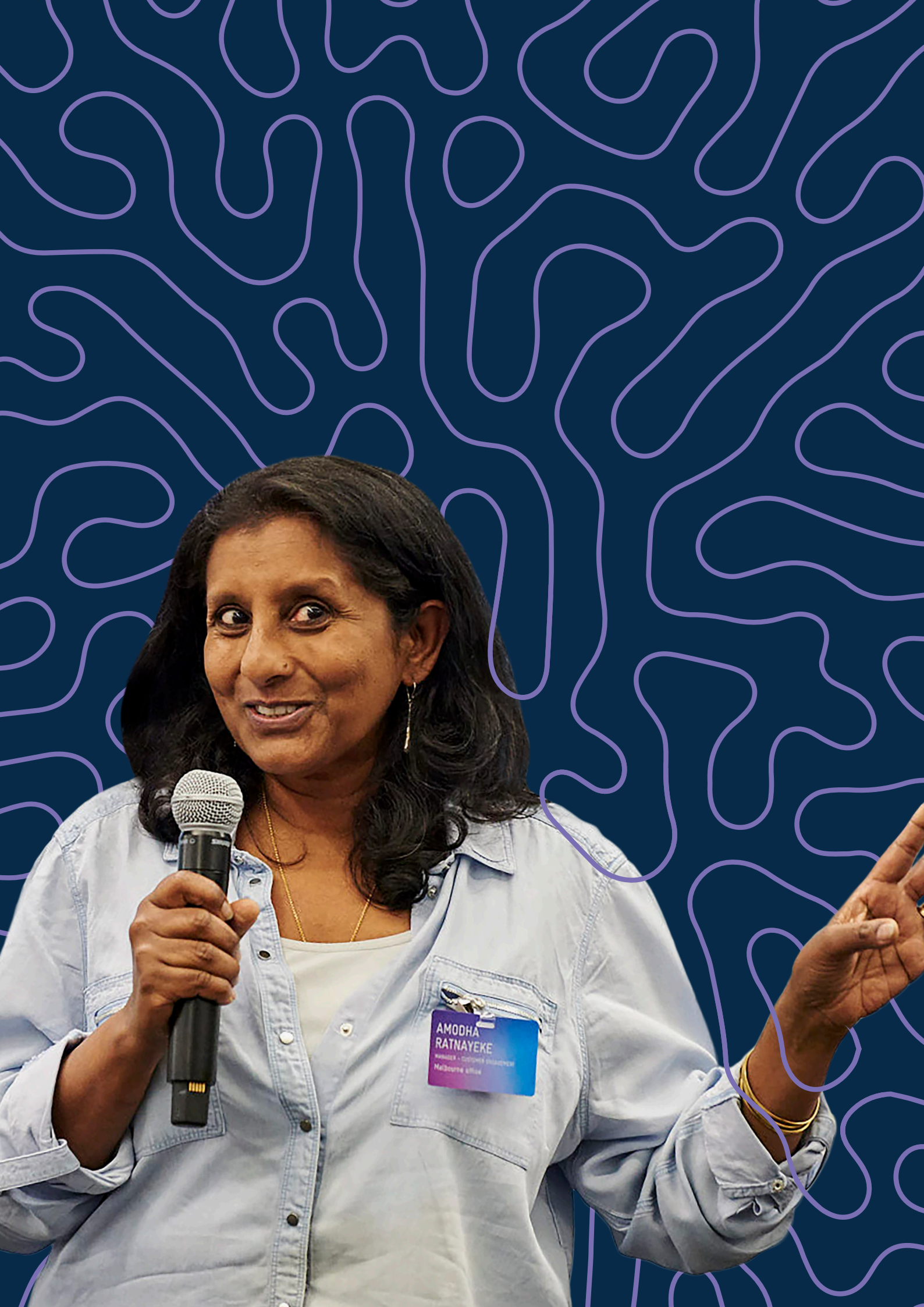
### LONG TERM OUTCOMES

- » Our products and services enable the for-purpose sector to be more effective in their work leading to better outcomes for people in need.
- » Build and foster collaborative and collective impact partnerships to disrupt disadvantage across our core focus areas.
- » Alleviating the distress of people in need, enabling them to make informed decisions and initiate action to change the circumstances in which they find themselves.



Disrupting the cycle of disadvantage through cross-sector collaborations leveraging our products, data and expertise.





AMODHA  
RATNAYEKE  
MANAGER - CUSTOMER ENGAGEMENT  
Melbourne office



# Using technology to empower people and communities

## Disrupting disadvantage

The pressure facing vulnerable people and communities this year has been at record levels. This has tested the mettle of our sector and required determination and fortitude from organisations to deliver their missions whilst adapting to rapidly changing technology environments around them.

Ask Izzy logged a record high of 4.5 million searches for local social support and hardship services. Foodbank's 2024 Hunger Report found that 3.4 million Australian households are experiencing food insecurity, including 2 million who are experiencing "severe" food insecurity. Publicis Sapient's Digital Citizen Report 2024 saw an 85% jump in the number of Australians experiencing financial hardship over the past year. Mission Australia reported that more than 220,000 households are on the waiting list for social housing.

As the costs-of-living soared, NFPs grappled with rising demand and costs for services within resource constraints. The fast-evolving landscape of digital threats created a pressure-cooker environment that community organisations have been forced to operate within.

# 85%

increase in number of Australians experiencing **financial hardship**



**1 in 4** Australians are digitally excluded

# 3.4M

Australian households are experiencing food insecurity



**1 in 6** children live below the poverty line<sup>4</sup>

# 224,326

households on waiting list for **social housing**

The pressure facing vulnerable people and communities this year has been at record levels.



# Connecting Australian communities

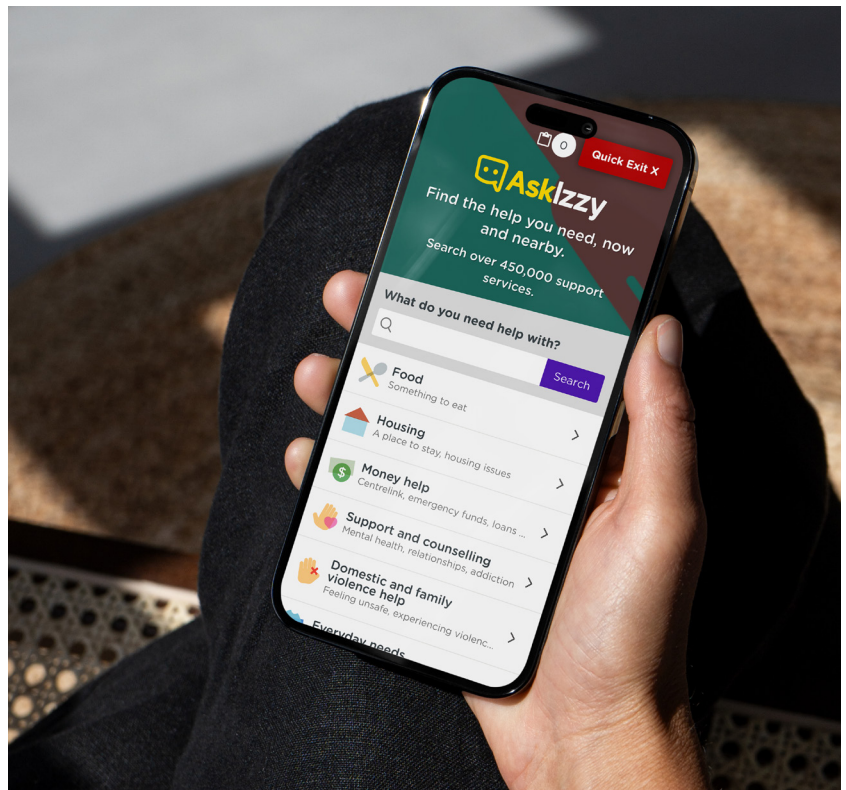


Infoxchange’s service directory is a dynamic database of 450,000+ health, community and welfare service listings across Australia and is maintained by our dedicated directory team.

Our team provides interfaces to our directory for our customers, who include federal, state and territory governments, local councils, corporate partners and numerous community organisations.

Our service directory powers Ask Izzy, helping people in need across the community access critical support services.

The data from the directory offers unique insights into service demand and community hardship down to a state, city or suburb level. This year, we generated monthly service directory data and insights for the sector.



**Our customers and partners include:**



# In the past year

# 8,000,000

searches across our national service directory



450,000+ service listings now feature on our directory

# 56%

of searches came from our website **Ask Izzy**

## Top 5 category searches



# 27%

Food



# 13%

Housing



# 11%

Mental health & wellbeing



# 11%

Financial assistance



# 7%

Practical assistance & support services

## Breakdown of users seeking housing support via Ask Izzy



# 22%

Mental ill health/ emotional difficulties



# 19%

Families with children



# 18%

Escaping family violence



# 9%

First Nations

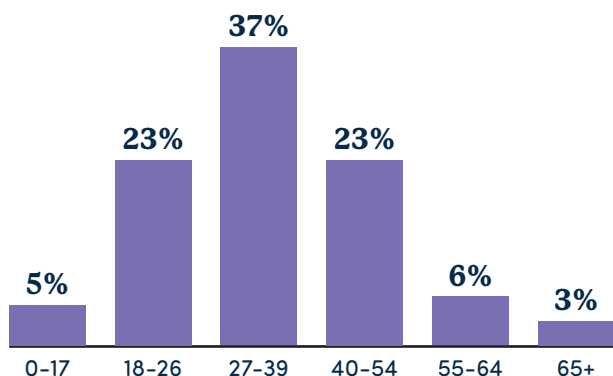


# 8%

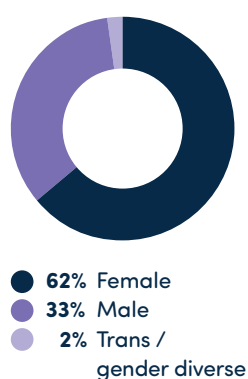
Has a disability

## Demographic snapshot

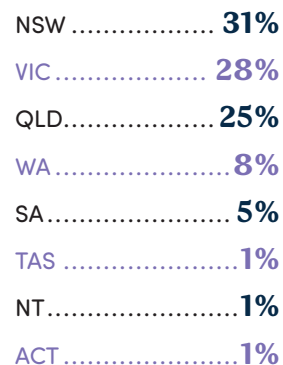
### Age



### Gender

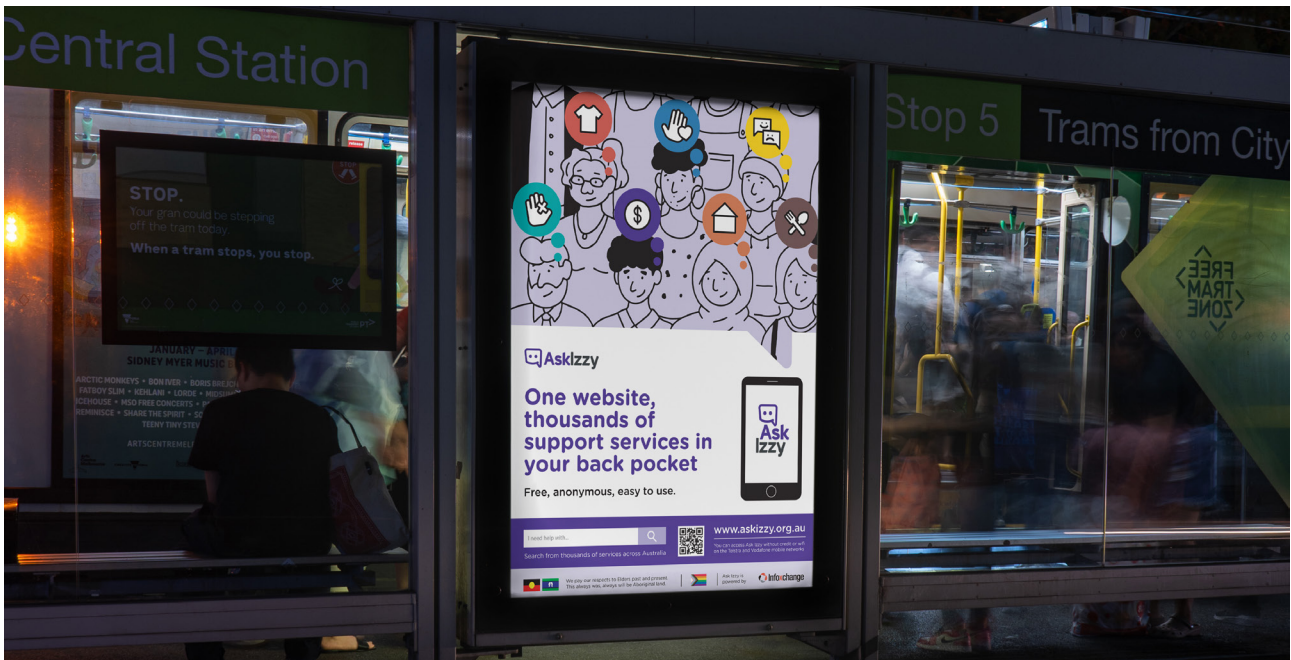


### Location





# Ask Izzy: helping our most vulnerable access support faster



Ask Izzy is Infoxchange’s public website providing user-friendly access to our nationwide service directory. The website connects people in need with relevant and local housing, food relief, financial aid, family violence support, counselling and much more. It’s free and anonymous to use and, thanks to our partners at Telstra and Vodafone, can be accessed without credit or access to Wi-Fi.

The 100% Australian-based Ask Izzy team has continued to maintain and improve the site. We continue to work with corporate and government partnership and ensure Ask Izzy remains available to vulnerable Australians. We were

delighted to have Ask Izzy partake in the Lord Mayor’s Charitable Foundation inaugural “Give Melbourne” fundraiser and thank all who donated.

Frontline volunteers, service providers, government agencies and corporate call centres love Ask Izzy for the fast and relevant support it can provide their customers and people they support. This year, to provide additional service to corporate call centre workers, we have created and delivered a hardship training program, “Ask Izzy Connect”, to help workers identify and support their customers who may be experiencing hardship.

**“This is a wonderful, discrete resource, helping us educate the community and provide support options for our vulnerable community. Thank you.”**

**Sarah, Eastern Health**

Thank you again to our media partner, oOh!media for their ongoing in-kind support to promote Ask Izzy across their national out-of-home advertising network.

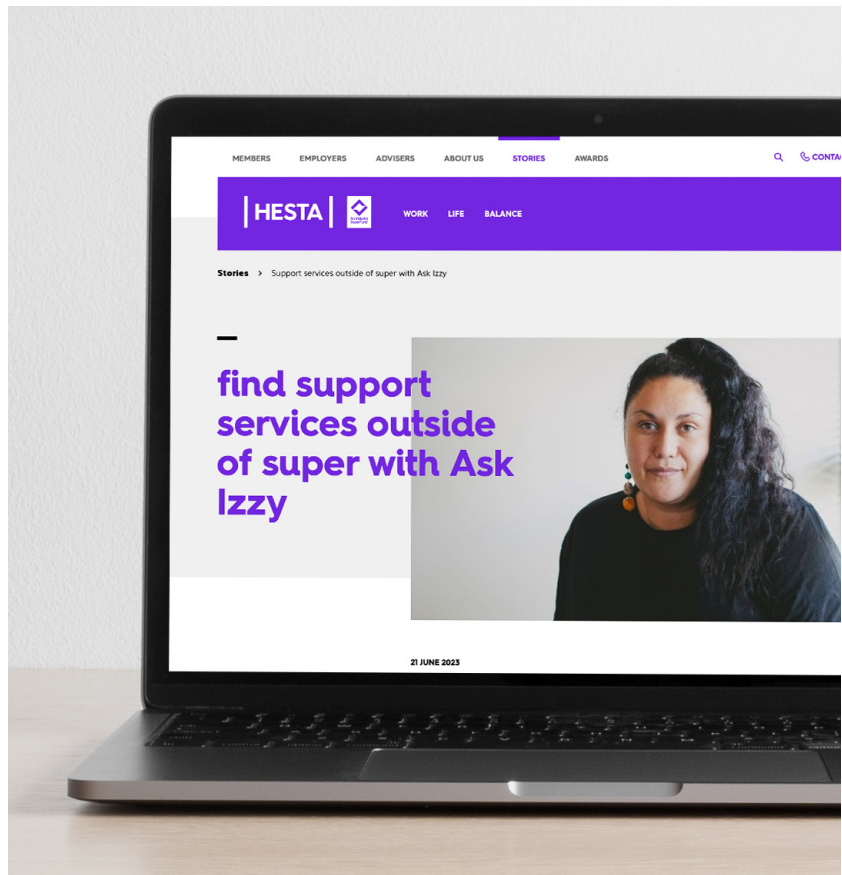
# HESTA partners with Ask Izzy

HESTA is a specialist industry super fund with deep connections to health and community services. Amid growing cost-of-living pressures, HESTA observed an increase in enquiries from members in need of emergency relief. Many were experiencing financial hardship, often combined with other challenging circumstances relating to their health, employment, relationships or housing.

In April 2023 HESTA partnered with Infoxchange, launching a dedicated page and direct link on the HESTA website to Ask Izzy.

**‘Since HESTA partnered with Infoxchange, we have been able to support members experiencing vulnerability or crisis by connecting them with professional support services in their local area via Ask Izzy’**

**Debby Blakey, CEO of HESTA**



More than 3,500 HESTA members have accessed Ask Izzy since the launch. This number has exceeded expectations of demand for the service, and although these numbers are confronting, HESTA is pleased to be able to assist members with a broad range of support services outside of super when they are in need.

Through this partnership, Infoxchange is proud to continue to deliver on our mission of “technology for social justice”, connecting more people to Ask Izzy and providing opportunity to those experiencing vulnerability to find support.

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL 235249, the Trustee of HESTA ABN 64 971 749 321.



# Ask Izzy joins Give Melbourne

In June 2024, we collaborated with the Lord Mayor’s Charitable Foundation to launch the inaugural GIVE Melbourne campaign, a month-long fundraising campaign to raise funds for critical community needs such as Ask Izzy.

“Ask Izzy has become a critical link for people in need to connect with support services in their local community,” shared David Spriggs. “The data we’re seeing is that people are doing it very tough during the cost-of-living crisis, with record demand for homelessness services, food and emergency relief, mental health and family violence support. Donations from generous supporters allow us to keep Ask Izzy up and running, to ensure it can remain up-to-date for those who need it.”

“Over the last year, so many people have been impacted by the cost of living crisis and have been forced to reach out for help,” shared Penny Fowler, Community Ambassador for one of the founding partners of Ask Izzy, News Corp Australia.

**“This campaign [raises] much needed funds for Ask Izzy to continue connecting people in need with critical services.”**

**Penny Fowler, Community Ambassador, News Corp Australia.**



**Ask Izzy plays a pivotal role in supporting Aboriginal Housing Victoria's clients during times of crisis.**



Tina\* and her dog Sandy were struggling. Tina didn't know where her next meal was coming from - and neither of them had a safe place to sleep that night.

Through the wellbeing team at Aboriginal Housing Victoria, Tina was introduced to Ask Izzy. This easily-accessible tool allowed Tina to find emergency assistance for her and her dog, giving back her agency and independence to seek her own support.

“Asking for help can feel degrading,” Tina shared.

**“With Ask Izzy, I’m in control and I have more options. If I didn’t have these resources, I doubt I would ring anyone and ask.”**

Tina, Ask Izzy user

**“We’re using it everyday”**

For the well-being team at Aboriginal Housing Victoria (AHV), Ask Izzy plays a pivotal role in supporting their clients during times of crisis. With a focus on providing emergency assistance and fostering long-term wellbeing, they have witnessed firsthand the impact of Ask Izzy in empowering their clients to access vital support services.

With some staff having worked at AHV long before the inception of Ask Izzy, they have seen a significant shift in the way they approach their role since incorporating the platform into their toolkit. Ask Izzy serves as a valuable resource for the well-being team, offering a comprehensive database of local support services tailored to the specific needs of their clients.

The well-being team uses Ask Izzy daily, leveraging its user-friendly interface to identify available resources in the community and connect clients with the assistance they require.

“We're using it every day because it's often a starting point to see what services are available in the area. It's easy to share with our clients.”

*\*Tina's real name has been changed to respect her privacy*







# Using technology to strengthen our sector



Alison Ramsay, Chief Technology Officer

## A pivotal moment for tech & the NFP sector

It's an incredibly exciting time to be in the world of technology and social impact. As we look toward the future, the convergence of emerging technologies like AI, data automation and cloud computing is unlocking unprecedented opportunities for NFPs and the communities they serve.

Over 38,000 NFPs, community and government services were supported by Infoxchange in the last year across our products, programs and IT support. Our 2024 Digital Technology in the Not-for-Profit Sector Report paints a picture of a sector increasingly embracing and leveraging technology to generate more impact, such as the adoption of AI tools and a renewed focus on improving cyber security and data systems. While much work remains to build adequate use of technology across the sector, it's encouraging to see more organisations understand the important role it plays in achieving their missions.

At Infoxchange, we find ourselves at an inspiring point in our journey where our (hard-fought) investment in future-proofing

our tech stack is aligning with broader innovations. This moment provides a platform for growth and operational excellence that will drive long-term value for the partners we collaborate with and NFPs we serve.

The cyber threat landscape is evolving rapidly, and we are adapting to meet these challenges head-on. With AI-powered threats making scams more sophisticated, the need for advanced cyber security measures is more pressing than ever. A recent initiative has focused on upgrading our endpoint protection across all device types, which has provided an opportunity to leverage our experiences to help customers navigate similar challenges. This proactive approach is not just about safeguarding Infoxchange but also ensuring that our customers are equipped to withstand an increasingly hostile environment. With no specific government cyber security mandates for the NFP sector, we are leading the charge in this space, bridging critical gaps and offering guidance where it's needed most.

**“Our approach to data is undergoing a complete transformation.”**

Historically, we relied on APIs and Business Intelligence reports to serve customers, but these solutions

have proven limited and costly. This year, we are launching a new data warehouse product designed to deliver cost-effective, secure, and comprehensive access to data. This platform empowers customers to integrate their own reporting tools, or benefit from a suite of built-in dashboards. Additionally, our work on automating funder and service reporting through a new data lake will enable us to provide actionable insights, helping to shape policy and improve service delivery across sectors.

Our partnership with Amazon Web Services has been transformative, providing stability and scalability through their shared responsibility model. By embracing serverless technologies and modern development frameworks, we are ensuring our platforms remain agile and scalable. In tandem with these improvements, we are exploring AI use cases and gearing up for a series of hackathons to drive innovation. As we continue to refine our technology stack, we are setting the stage for future generations of products that will meet the evolving needs of our customers.

Infoxchange is here to lead the sector through this period of unprecedented technological growth, ensuring that our communities and stakeholders can be more resilient, supported safely and in fact, more effective than ever before.



# One stop shop for digital transformation



Infoxchange’s Digital Transformation Hub is the learning platform helping NFPs go through digital transformation journeys and accelerate their impact without the traditionally high price tag of tech (or any at all).

Over 29,000 organisations have been helped by the Digital Transformation Hub since its inception in 2021. Three years later, our team has continued to update the hub with essential resources, training and guides across the realms of cyber security, digital marketing, data and artificial intelligence.

This year, we launched our Data Toolkit – a resource providing tips, tools, webinars and guides on data transformation. We also launched the Cyber Safe Hub featuring webinars and self-paced learning to better protect individuals from increasingly complex cyber scams.

## 9,500+

organisations visited the Digital Transformation Hub during the year to access essential resources to build their digital capability.



**26% increase** in digital skills reported by the NFPs that accessed our webinar and self-paced learning programs

## 29,000+

organisations have **accessed the hub** since its inception in 2021



## Lord Mayor's Charitable Foundation (LMCF) launches the For Purpose Impact Accelerator Hub

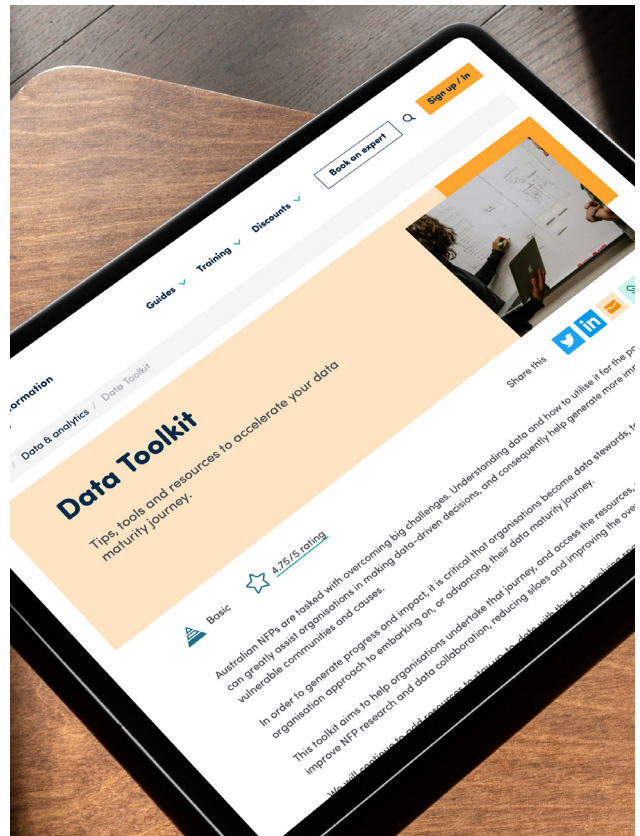
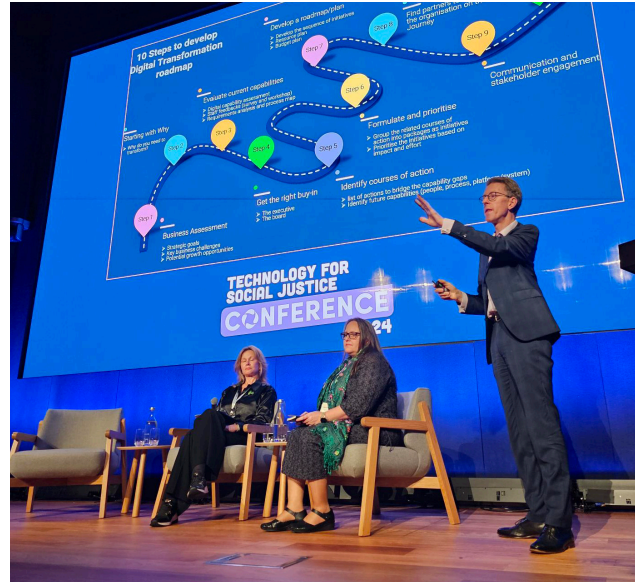
We joined the LMCF to launch the For Purpose Impact Accelerator Hub – a place where for-purpose leaders, innovators, social enterprises, research partners and philanthropic supporters can gather together to collaborate on shared visions.

The accelerator hub sits opposite Queen Victoria Market and inside Melbourne’s Innovation Precinct for for-purpose and NFP organisations and leaders.

*Opposite: David Spriggs, CEO, Infoxchange and Dr Catherine Brown OAM, (former) CEO, Lord Mayor’s Charitable Foundation onsite during construction of the For Purpose Impact Accelerator Hub.*

We thank the hub's founding partners and those who support with resources and expertise including:







# Asia-Pacific Digital Transformation Project



Infoxchange, with support from Google.org, delivered a first-of-its-kind digital capability uplift project for NFPs across the Asia-Pacific region to improve digital capabilities and enable participants to use technology to solve local development challenges.

More than 47 NFPs across 12 locations, including Australia, India, Indonesia, Japan, Malaysia, New Zealand, Philippines, South Korea, Singapore, Taiwan, Thailand and Vietnam, participated in the program.

Our research report of the region found that:

- » One in 6 organisations experienced a cyber security incident.
- » Only 50% of NGO staff were confident in using technology in their roles.
- » Sixty-two percent do not have a system that enables them to understand their impact.

We delivered intensive 1:1 digital transformation plans, an inclusive digital capability webinar program that saw more than 4,600 registrations, and the inaugural APAC Digital Transformation Summit, all of which enhanced collaboration and learning with NFP peers and regional technology experts.

## 90%

of participants would **recommend this program** to a peer

## 4,609

**participants** joined the webinars across the program

## 1.3M+

**1,396,802 staff and volunteers** across the participating 47 organisations

## 9.5M+

**9,569,754 beneficiaries** across the participating 47 organisations

with support from  
**Google.org**



## The Asia-Pacific Digital Transformation Summit

In June 2024, we hosted the Asia-Pacific Digital Transformation Summit at Google HQ in Singapore. Over 60 NFP delegates joined to collaborate, share and be inspired. The summit involved speakers from Google, the Singapore Ministry of Communications and Information, Tech for Good Institute, AVPN, the Asian Development Bank and more.

Delegates participated in workshops collaborating and sharing their digital transformation journeys, sector challenges and opportunities for innovative technology, such as AI, to advance their impact.

Maggie Johnson, Global Head and Vice President at Google.org announced that Google.org will provide an additional USD\$1.5M to support Infoxchange to further impact in the region through a new program that would help selected organisations harness artificial intelligence and other innovative digital solutions to amplify their impact.

*Opposite: More than 47 organisations participated in workshops and collaborative sessions on digital transformation at Google HQ in Singapore.*





# Impact through client & case management



Our enterprise client and case management (CCM) systems, including our Specialist Homelessness Information Platform (SHIP) and Service Record System (SRS) are 100% Australian-built, owned and operated and have been used by frontline services across the country to help hundreds of thousands of people in need this past year.

Our CCM systems help organisations manage and measure their program performance and client outcomes, and simplify the process of complying with requirements from funders. Our technology has helped more than 5,800 community, NFP and government services and organisations in the last financial year.

## 8.9M

client records securely stored on our CCM systems



485,000 electronic referrals sent for people in need



Learn more about our CCM systems

As organisations face more challenging technology environments with ever-changing risks and threats, having systems that enable sensitive client information to be safely and securely recorded in one place is essential.

The CCM Professional Services team have worked hard during a period of significant economic and organisational change to maintain existing clients and onboard new clients with tailored and optimised digital tools for frontline workers.

New features in the pipeline for our CCM customers include a Data Warehouse for secure access to all CCM data and enhanced Identity and Access Management (IAM) - with Single Sign-On (SSO) and Multi-Factor Authentication (MFA) - to ensure a more secure and seamless user experience.

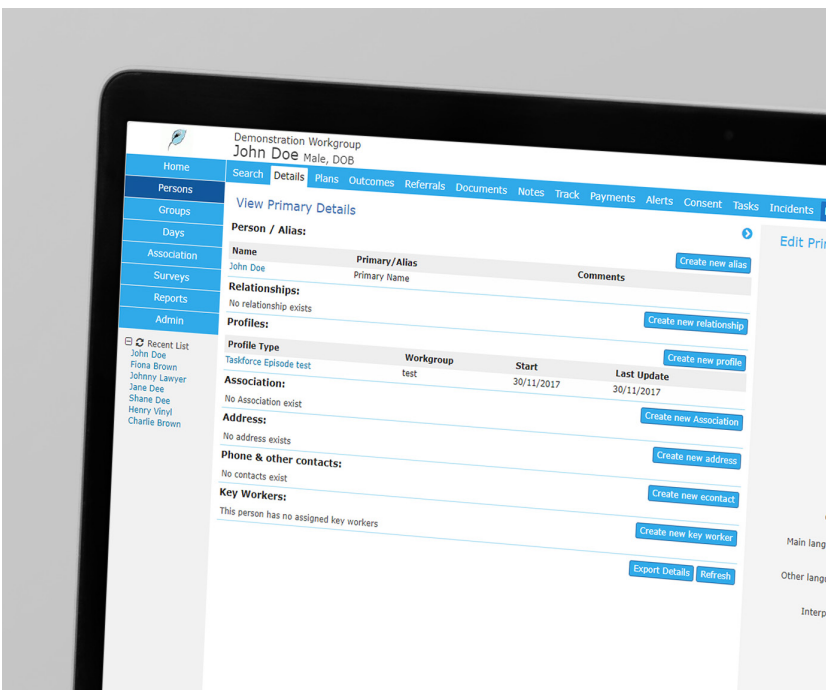
### Organisations we're proud to provide with case management solutions include:





“Some of the key benefits for us include having better collaborative sharing of information, increased staff productivity who can focus more on delivering better outcomes with clients, improving decision-making and external reporting capability.”

– Garry, Database Officer, Uniting Country SA



## Top five service areas and customer spread



**2,057**

Housing & homelessness



**2,733**

Women, youth & families



**383**

Indigenous communities



**137**

Disability



**316**

Mental health







# Helping vulnerable Australians to stay connected

The Telstra Top Up program, now in its 10<sup>th</sup> year, aims to assist vulnerable Australians in maintaining critical connection to loved ones and online resources by providing a pre-paid mobile recharge valued at \$160 including calls, text messages and 70GB of data with six months expiry.

Running in partnership with Infoxchange since July 2019, previously the program offered 3 separate \$40 monthly recharges each valid for 28 days, with a focus on availability to Australians affected by homelessness, family violence, or natural disasters.

The past 12 months has seen Infoxchange work closely with Telstra in expanding the range of services, rolling out the boosted Telstra Top Up program, now available to community service organisations that support vulnerable women, youth and families, First Nations communities or refugees, or community members impacted by homelessness, natural disaster, domestic and family violence, mental health, disability, financial difficulty or food insecurity.

Available through Infoxchange’s Client and Case Management system, the initiative has facilitated 15,000 instances of mobile pre-paid top ups via community partners and provided over \$2,400,000 worth of support in the last financial year. The expansion of Telstra Top Ups has seen 350

additional agencies registered for a total of 895 community partners accessing the program in FY2024.

Wesnet, peak body for Specialist Women’s Domestic and Family Violence Services, were one of the top users for this year.

“Wesnet has been grateful to access the Telstra Top Up program through Infoxchange over the past few years. Our clients, all of whom are experiencing domestic violence, have been able to access credit for their Telstra Prepaid phones,” said CEO of Wesnet, Karen Bentley.

**“This program has provided our clients safety and security by being able to connect with family, friends and crisis services in times of need.”**

**Karen Bentley, CEO Wesnet**

Looking to the future, we are working hard to explore more ways we can harness our technology, deliver improvements and efficiencies with an aim to grow the program even further, giving more opportunities for those experiencing vulnerability to stay connected to the people and services supporting them.

## 15,000

instances of mobile pre-paid top ups by our community partners via Infoxchange’s Client & Case Management System



over \$2,400,000 worth of support in FY2024

## 350

additional agencies registered in FY2024



895 community partners accessing the program in FY2024





# IT services for the community sector



Madonnah Webb, Head of ITS

Our IT Services team have been keeping busy this year helping over 200 organisations uplift their technology operations across the sector. Frontline services have been facing heavy pressure responding to increased service demand with often smaller budgets, so it's crucial that technology helps minimise workloads while amplifying impact.

**“We consistently improve the cyber security protections of our customers. We’re now well progressed into our cyber security uplift program, helping organisations protect the sensitive information of the vulnerable communities they support.”**

**Madonnah Webb, Head of ITS, Infoxchange**

Our staff helped organise and set up technology systems, reviewing these systems and determining our customer needs. We focused on providing secure Microsoft 365 environments, protecting networks, laptops and emails, managed system accesses and licenses and took care of phones and audio and visual office equipment.

## 12,409

IT service requests managed



Over 20,000 hours of tech support delivered

## 80+

First Nations organisations engaged



Rather than our customers managing complex technology, our IT Services teams ensured all internet network systems were working smoothly and staff could work productively.

**“Beyond the efficiencies gained through our partnership with Infoxchange, their recent security uplift initiative solidified our decision to renew our partnership.”**

**Stephanie, Youth Insearch Foundation**

Stephanie continued “... their dedication to our organisation’s security and success makes them a trustworthy and invaluable partner that we wholeheartedly recommend to any not-for-profit. We are immensely grateful for their expertise, value and unwavering support.”

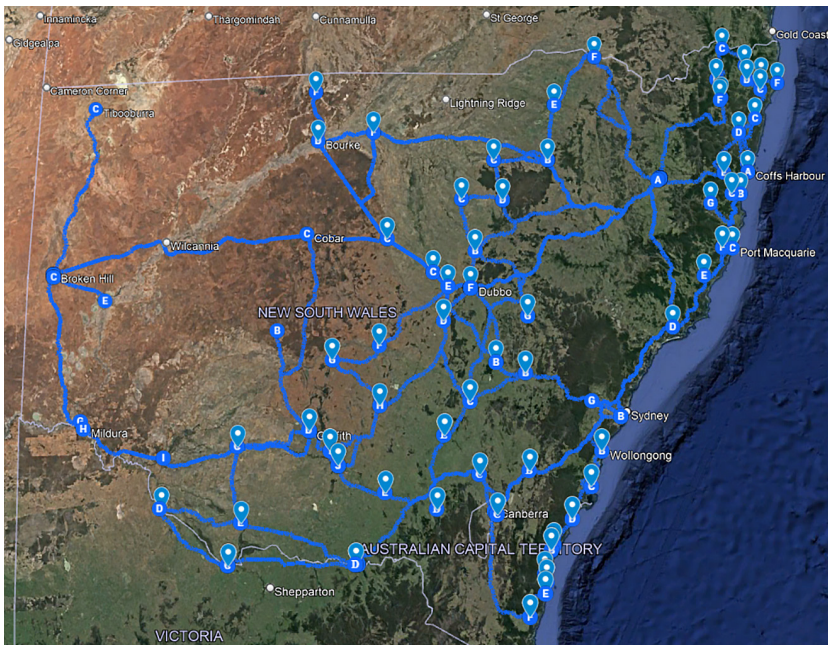
# Getting the outback online: tales from the road

By Jonathan Boucher,  
ITS Helpdesk Officer

This year, the ITS team worked with the NSW Aboriginal Land Council to deliver an extensive IT uplift program that was 3 years in the making.

The project aimed at ensuring Aboriginal Land Councils are digitally enabled by deploying hardware and services to some of the most remote communities of NSW.

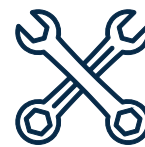
Completing the project involved travelling over 20,000km to deliver more than 5,000 digital devices and provide training and support for staff to almost 90 land councils.



20,000 kilometres travelled



174 computers set up



11 truck break-downs



300 coffees consumed



Best bird seen: Emu



# Discounted and donated technology for the sector



Connecting Up is our digital technology marketplace and learning centre that supports Australian and New Zealand NFPs to build stronger communities through the use of donated and discounted technology.

Our network of technology partners expanded again this year with the welcoming of several new vendors to our program including Zoho, Zeller, VisitUs and MinuteMe. Over 70 technology partners are now supporting more than 35,000 Australasian NFPs to lower their digital technology cost.

This year we hit a major milestone for the program, reaching a billion dollars in technology savings for the sector since the program started.

## \$1 Billion

of savings for our members



Over \$180 million of discounts, and donated services and products provided across the last year

## 35,000+

NFP members access best-in-market prices on cloud-based products, hardware, software and training



Visit the Connecting Up market place

### Key partnerships



# Partnering with Calxa

In 2011, Calxa made an ambitious goal to donate \$1 million worth of software to empower small and medium-sized NFPs across Australia and New Zealand.

Today, the partnership has reached a new target of \$2.5 million in software donations – helping more than 1,350 NFPs streamline financial management. The donation program helps smaller organisations improve productivity and governance by offering powerful financial tools typically only accessible to larger organisations. This allows NFPs to allocate more resources to their core services, ensuring they can focus on delivering real community impact.

## \$2.5M

The partnership has reached a new target of \$2.5 million in software donations



Helped over 1,350 NFPs streamline financial management



At the Australian Not-for-Profit Technology Awards of the Technology for Social Justice Conference 2024, Calxa were the standout winner of the Technology for Community Impact Award recognising a private-sector business that has made a highly-valued contribution to the NFP sector and broader community through the use of technology.







insights  
for  
impact

# Data Catalyst Network



Our second year of the Data Catalyst Network (DCN), an initiative made possible thanks to the support of the Paul Ramsay Foundation, saw great progress in uplifting the data capability of the NFP sector. The network brings together data-driven NFPs, government representatives and academics to make better use of data to break cycles of disadvantage.

Our Digital Technology in the Not-for-Profit Sector Report found year-after-year that data maturity and data capability in the sector are low, with only 29% of NFPs reporting their data allows them to easily get information needed to inform planning.

**This year:**

- » The network has doubled, with 200 participants in the Community of Practice including Tangentyere Council, Mission Australia, Ability Enterprises, Casey North Community Information & Support Service, Monash University - Dept Human-Centred Computing and more
- » 70+ organisations participate in the network
- » The Data Toolkit was launched

## 2X

This year, the network has doubled in size



**200 participants** in the Community of Practice

## 70+

participating organisations involved in the network



**PRF** PAUL RAMSAY FOUNDATION

## Collaboration for data innovation

Our three DCN working groups across Victoria, South Australia and Queensland have produced data projects that advance NFP sector data capabilities to help address disadvantage. In Victoria, the Melbourne Institute project analysed employment data that will help support disadvantaged young people to get better jobs and identify local labour market opportunities. In South Australia, with the help of the University of Adelaide BEBOLD dataset, new findings on what helps children to make good transitions into school were developed. And in Brisbane, the working group co-designed a Place-based Data Framework for better measurement and decision-making. To access the Place-based Data Framework, visit our Data Toolkit via the QR code on this page.

## First steps towards data maturity

This year, we expanded the focus of the DCN to include a repository of resources for NFP organisations who are earlier in their data maturity journey, providing steps on how to start, access data ethics tools, set up strong data frameworks, and implement policies and data plans to help accelerate impact.



# A data maturity journey with Sacred Heart Mission

As demand on Sacred Heart Mission continued to rise, the team wanted to make better use of data to optimise their response.

To do this, they asked questions: what is the average length of time for which people seek housing assistance? Is there a connection between a person’s rated vulnerability and the length of support they need? How many women over 55 have been helped into housing? How much does it cost to sustain a tenancy for a vulnerable community member?

The team needed to bring together data from different sources into one place, including demographic data, support period profiles and contact support hours to help tell the story.

**“The data is very clear that more people are needing support because we’re working with lots of additional newcomers who haven’t been in the service system before and are unable to sustain their rentals.”**

**Annie Lynch, Supported Housing Program manager**



They went through a process of data field identification and aggregation in their Service Coordination and Referral (SRS) platform and across varying spreadsheets, then built a data warehouse using Amazon Web Services (AWS). Then, the team learned how to use PowerBI, OneLake, Microsoft Fabric and CoPilot to collate the data into a structure that would streamline monthly reporting and reduce the time spent on data checking and cleaning.

Annie and the team will be able to assess at the program level, or look into the finer details of the length of support of programs, and what types of support lead to good outcomes. They can now

track insights such as how many staff hours are needed to achieve a positive outcome, visible on a unified dashboard.

“For us to tell the story of the people we’re helping support, we have to get data on the table and make it everyone’s world because it’s relevant for so many different departments to do their work better,” Annie said.



# Inclusivity and accessibility at Infoxchange

## Community Impact

This year we expanded our Tech Ready program – an initiative that offers an accessible gateway into the tech industry for individuals with minimal or no prior experience in technology. Our goal is to lower the barriers to employment by enabling individuals from diverse backgrounds to access and thrive in the technology field.

Our traineeship for aspiring developers involves a comprehensive 12-month program combining practical work experience alongside academic studies at the Kangan Institute. In addition to this, we introduced a new traineeship for IT Support Helpdesk roles to enhance their employability in the tech sector.

## Community Advisory Group

Our Community Advisory Group (CAG) were critical to our work this year, providing a voice of lived experience from diverse backgrounds, representing the wider community we aim to support. As well as advice on inclusive design for our products and services, members of our CAG featured as panelists at our 2024 Technology for Social Justice Conference, joined our Reconciliation Working Group and featured in our press releases.



Thank you to our CAG members: Vicky Vacondios, Brendon Donohue, Elvis Martin, Jo Szczepanska, Nikki Simos, Simon Vallone and Tameika Facey.

Special thanks to CAG member Vicky for helping us spread the word about our GIVE Melbourne fundraiser with her page 2 feature in the Herald Sun (read more about the GIVE Melbourne campaign on page 16).

**"I was stuck in a vicious cycle and I think Ask Izzy would have saved me so many years. It's an incredible service."**

**Vicky, CAG Group**

*Right: CAG members Jo Szczepanska and Elvis Martin speaking on human-centred design at the 2024 Technology for Social Justice conference.*

## Co-designing for an inclusive future

We collaborated with partners like OZeWAI who delivered learnings for NFPs on making content accessible for all abilities. Scott Dixon and Irith Williams, Inclusive Researcher and Designer of OzeWAI joined us for a masterclass on *Accessibility and Inclusive Design for Research, Marketing and Social Media* at this year's Technology for Social Justice Conference.







# Driving sector-wide conversations on technology for social justice

## Highlights from a year of advocacy

### Sector forums

- » We continue to lead the Australian Digital Inclusion Alliance (ADIA) with the ongoing support of Google and Telstra, a shared initiative with over 500 business, government, academic and community organisations working together to accelerate action on digital inclusion. This year we focused on topics including First Nations digital inclusion and the intersection between Artificial Intelligence and digital intelligence.
- » Our CEO David Spriggs is Co-Chair of the Community Council for Australia's Digital Leaders Network, facilitating high-level peer discussion on the digital and technology issues affecting charities and NFPs.
- » We were part of the Engagement Allies for the development of the Federal Government's NFP Sector Blueprint and actively contributed to the development of the digital technology and data streams.
- » Our CEO David Spriggs joined Regulators Day 2024, an annual conference from the Australian Charities and Not-for-Profits

Commission as a speaker on privacy and cyber security.

- » We participated in a Microsoft-hosted roundtable on artificial intelligence with other NFP leaders, sharing research on NFP sector AI adoption from our Digital Technology in the Not-for-Profit Sector Report.
- » Data Lead Dr Kristen Moeller-Saxone and CTO Alison Ramsay joined the Amazon Web Services (AWS) IMAGINE event to speak on technology for impact.
- » We provided workshops on technology to prevent homelessness with the Lord Mayor's Charitable Foundation to demonstrate how Ask Izzy provides access to early intervention services that can help prevent homelessness.

### Infoxchange in the News

Our Strategic Comms and Partnerships team worked to spread our stories into local and international news media.

Reporters from News Corp Australia, Guardian, ABC News, Tech in Asia, AI Business, the Asian Development Bank, the Asian Venture Philanthropy Network, Third Sector, Our Community, Tech Republic, The Educator and Triple R Radio covered our work this year.

### Awards

#### AUSTRALIAN INFORMATION INDUSTRY ASSOCIATION (AIIA) MERIT RECIPIENT

- » Our client, the Victorian Aboriginal Community Controlled Health Organisation (VACCHO) became a Merit Recipient in the Not-for-Profit and Community Category at the Victorian iAwards by AIIA for their work on "Wominjeka" – a culturally inclusive and tailored digital case management system using Infoxchange's CCM that improves service delivery for diverse First Nations Communities and First Nations data security and sovereignty.
- » It is estimated that the CCM will save up to 36,000 hours for every 100 full-time workers per year.

#### VICTORIAN PREMIER'S DESIGN AWARDS

- » Infoxchange was delighted to partner with Thriving Communities Partnership on the One Stop One Story Hub, which won the Victorian Premier's Design Awards in the Service Design Category.
- » The hub is a world-first, cross-sector digital platform making it easier for people experiencing vulnerability to connect to support programs they're entitled to across the community sector.



# Technology for Social Justice Conference 2024



The conference was a major highlight of the year offering enormous value for our attendees and sponsors. While celebrating its 20<sup>th</sup> anniversary, we decided this year was the perfect timing to refresh the brand, renaming the *Connecting Up* Conference to the *Technology for Social Justice* Conference, which calls out more directly the current intention and direction of the event.

We were joined by esteemed technology experts from across government, technology corporates and leading NFPs, focusing on challenges, opportunities and case studies of success.

More than 275 people participated in the conference at the state-of-the-art Telstra Customer Insight Centre through our Telstra partnership, a venue that was celebrated for its atmosphere and consideration for diverse needs including disability and neurodiversity.

## 75%

75% of delegates had their expectations exceeded



250 trees planted for attendees

## 95%

delegates said the ticket value was good or excellent value



Net promoter score of 57 (above 50 is excellent)

Our first day focused on sessions with speakers from Federal and Victorian Government, Microsoft, the National AI Centre, Justice Connect, the Australian National University, the Australian Red Cross and more.

In the evening, we celebrated our esteemed Digital Technology in the Not-for-Profit Sector Awards, gathering together to recognise the great work of organisations in our sector in a highly competitive award proceeding. Day 2 featured highly valuable masterclasses covering three key topics: cyber security, data transformation and digital marketing. AI was a major focus of these sessions. Day 3 featured a half day masterclass on AI thanks to our premium sponsor, Microsoft.

Many attendees told us they left the 3 days feeling "inspired" and "informed" with plenty of tangible digital solutions for their organisations.

Proudly supported by



Major event partner



Platinum sponsor



Gold sponsor



Media partners





**“The calibre of the speakers ... was outstanding. It was obvious all of the hard work and planning that had gone into making every session interesting and relevant ... I would definitely attend again.”**

Conference Feedback Survey



Silver sponsors



Masterclass sponsors

Bronze sponsor



Major awards co-sponsors



Awards sponsors







Pankaj Chhalotre  
Head Of Connecting Us,  
IntExchange

Head of Marketing  
IntExchange



# Digital Technology in the Not-for-Profit Sector Report



The Digital Technology in the Not-for-Profit Sector Report is an annual research project conducted by Infoxchange to uncover areas of strength, growth and improvement in the use of technology by NFP organisations across Australia and New Zealand. Thank you to the 765 NFP organisations who participated in this year's fundamental research report on technology adoption in the sector.

In its ninth edition, the report provides a benchmark for all NFPs to ensure they are making the most effective use of technology to achieve their mission. The report also provides us with vital references and research on the sector to advocate for more support for improving digital capabilities.

We've seen great strides in technology adoption since last year's report, largely driven by the introduction of AI tools. Cyber continues to be a major threat for NFPs, and we saw budget limitations and rising operating costs as creating further strain on the work of NFPs.

For all areas of digital capability focus we provided high-value resources for improving digital capability for all. Access the Digital Technology in the Not-for-Profit Sector Report and the accompanying resources here:



 View the report & resources

## 38%

of organisations agree that their staff are satisfied or better with how they use technology



1 in 2 organisations don't have multi-factor authentication for all internet-facing info systems holding sensitive information

## 77%

of organisations don't have a system that allows them to effectively understand the impact of their services



76% of organisations report that staff are using generative or conversational AI tools (a rise of 52% from last year)

## 37%

of NFPs rank data and reporting for evidence-based decision-making as their top technology priority (up from 17% last year)





DELL Technologies

TECHNOLOGY FOR SOCIAL JUSTICE CONFERENCE 2024

DELL Technologies

TECHNOLOGY FOR SOCIAL JUSTICE CONFERENCE 2024

DELL Technologies

# Our people & culture



Kate Hickman, Chief People Officer

## Building a resilient, inclusive and healthy culture

Delivering high-quality technology solutions and support to the NFP sector is only possible through the passion and purpose of our incredible teams. Across Adelaide, Brisbane, Sydney and Melbourne, People and Culture support this work by creating and maintaining conducive work environments, with our values, well-being and learning at the core.

This year, a period of economic strain put pressure on communities across the country and our people and volunteers were not immune to this. The People and Culture team worked to activate programs that supported our teams and maintained our inspired work culture, such as our new well-being program with our partner Sonder.

Employee engagement remains a strong suit for Infoxchange, with an impressive score of 80%, and 86% participation in the latest survey. Our organisation continues to shine in areas such as social connection, psychological safety and inclusion, management, health and wellbeing, and work and life blend.

# 80%

Employee engagement remains strong with an impressive score of 80%.



86% of employees participated in our latest engagement survey.

# 2.9%

We have reduced the average total remuneration gender pay gap to 7.3% and the median to 6.6%, with a median base salary gap of just 2.9%.



The company has seen a reduction in voluntary attrition, with the notable return of former employees, affectionately known as 'boomerangs'.

Infoxchange continues to make strides in workplace gender equality, with further strategies and initiatives reducing the average total remuneration gender pay gap to 7.3% and the median to 6.6%, with a median base salary gap of just 2.9%.

The company has seen a reduction in voluntary attrition, with the notable return of former employees, affectionately known as "boomerangs".

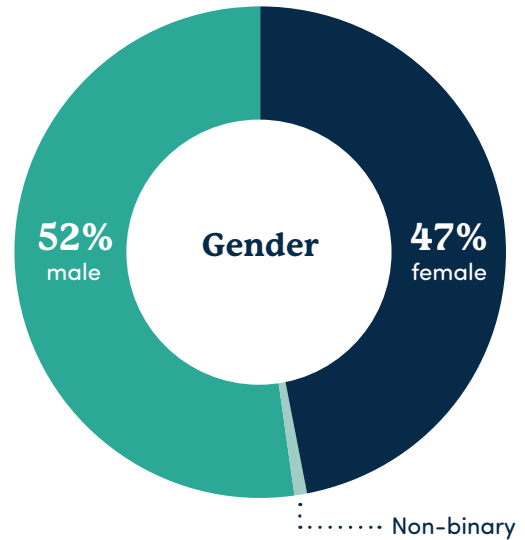
This period of change has also marked a significant increase in internal promotions and movements.

These developments reflect Infoxchange's dedication to fostering a supportive and progressive work environment, where every team member can thrive and contribute to our mission and the community sector.



# Culture at Infoxchange

# 140 staff



## A little more about us:



**10%**

live with a disability or chronic illness



**13%**

identify as neurodiverse



**45%**

born outside of Australia



**38%**

are fluent in a language other than English



**1%**

identify as Aboriginal or Torres Strait Islander

## Our favourite ways to de-stress:



**22%**

Time in nature



**18%**

Exercise



**17%**

Watching movies



**16%**

Time with family



Soccer, swimming & tennis are the top three sports played

## Fun facts



**61%**

choose coffee as their wake-up juice



**13%**

think coriander taste like soap



**48%**

wear a smart tech device



**54%**

say ChatGPT is their preferred AI tool



## Our values



**Commitment**

.....



**Inclusion**

.....



**Collaboration**

.....



**Innovation**

.....



**Accountability**









# Executive leadership team

**Infoxchange is led by dedicated professionals passionate about using technology to drive social change and foster stronger communities.**

## **2023-2024 EXECUTIVE LEADERSHIP TEAM (L TO R):**

- » **Alison Ramsay:**  
Chief Technology Officer
- » **Tomer Ginel:**  
Chief Financial Officer
- » **David Spriggs:**  
Chief Executive Officer
- » **Kate Hickman:**  
Chief People Officer
- » **Jo Davies**  
Chief Operating Officer

## **WELCOME TO OUR NEW COO JO DAVIES!**

Jo is an inspiring and accomplished executive who brings to Infoxchange a wealth of experience and versatile skill set. Over the course of her 30+ year career in ICT, she has led teams large and small, and has held accountability for complex and critical technology solutions through the complete lifecycle. Jo has served customers in a variety of industries and speaks passionately about enabling positive outcomes using technology. She was delighted to join the Infoxchange leadership team, drawn to our vision of technology for social justice.



# Our board

The Infoxchange Board is comprised of a diverse group of leaders with extensive national and international experience and expertise across community, business and government sectors.



## Elana Rubin AM, Chair

Elana has over 20 years' experience as a non-executive company director across diverse sectors. Her career reflects a deep understanding of corporate social license to operate and a commitment to diversity, social equity and participation. Elana is currently a director of listed companies Dexus and Telstra. She is also Chair of Victorian Managed Insurance Authority and the Australian Business Growth Fund, a member of the Reserve Bank of Australia, and a director of several unlisted entities. Previous board roles covered the property, financial services, insurance, infrastructure, innovation, public policy, professional services and NFP sectors. Elana received a Member of the Order of Australia in 2021 for services to corporate governance and community and was granted a Life Fellow by the AICD in 2022.



## Linda O'Brien, Deputy Chair

Linda is a senior executive, Board director and consultant who has successfully delivered operational, transformational and strategic initiatives within the academic and community sectors. Professor O'Brien brings a unique breadth and depth of experience to her roles. Her passion is to unlock the power of data to create public value, in research and education and across government and the community sectors, driving innovation, productivity improvements and improved policy outcomes.



## Carol Austin, Director

Carol is an experienced investment professional with a strong interest in public policy and social justice. She is currently Chair of Housing Australia and a Director of State Super and the Grattan Institute. Carol has served on the Future Fund board and several advisory boards. She is a Fellow of the Australian Institute of Company Directors and a member of Chief Executive Women.



## Katherine Boiciuc, Director

Katherine Boiciuc (KB) is the EY Chief Technology and Innovation Officer for the Oceania region. KB has led global teams and Telstra and more recently has been advising Australia's next generation of CTOs as a Director at Maximus. She sits on the board of NSW Bureau of Health Information. KB holds an MBA and Master of Leadership from Deakin University, is a graduate from of the London Business School where she studied Managing the Company of the Future, and is an accredited Futurist with the Institute for the Future in California.



## Krithika Hansen, Director and Chair of People Committee

Krithika has over 20 years' experience across marketing, human resources and organisational development drawn from various industries globally and locally. Within Australia, her career has spanned within iconic Australia businesses both globally and nationally in HR, culture, leadership and change management roles and she is now the Chief People Officer at TelstraSuper.



**Partha Nag,  
Director and Chair  
of Finance and Risk  
Committee**

Partha joined the Infoxchange Board in 2014 and is Chair of the Finance Committee. He has more than 17 years' experience in senior executive roles, corporate governance and risk management. He is currently Executive Director of Strategic Business Alliance and has also served as a board member for various other NFP organisations.



**Martin Sheppard,  
Director**

Martin is the National Chairman of KPMG Australia with responsibility for the firm's overall governance and strategic positioning and member of KPMG's Global and Asia Pacific boards. Prior to becoming National Chairman, Martin served on KPMG Australia's National Executive Committee and has worked across the firm's audit, transaction services and advisory practices. Martin also has listed company executive experience, serving as CEO and Managing Director of Spotless Group Ltd. Martin is a fellow of the Institute of Chartered Accountants Australia.



**Amy Orange,  
Director**

Amy is Co-Founder and Managing Director of Collab4Good and Policy & Advocacy Lead at Social Traders. Amy uses her experience and expertise from nearly 15 years in the NFP community services and social enterprise sectors to develop sustainable impact-driven business models and strengthen ecosystems to 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.



**Vanessa Wolfe-Coote,  
Director**

Vanessa brings over 20 years' experience as a senior leader and advisor across the public, private and NFP sectors. Currently VP of NSW Public Sector and Healthcare at Capgemini Invent, she has previously been a Partner at KPMG and founding member and VP at Boston Consulting Group (BCG) Digital Ventures in APAC. Vanessa is passionate about how responsible uses of digital, data and emerging technologies can empower people and communities.

**Farewell  
& thank you!**

We are incredibly grateful for the contribution of Jo Fisher, Jon Bisset and Brenz Saunders to Infoxchange's Board. They each played a critical role in our growth to become a leading social enterprise with impact at scale across the communities and organisations we serve and we wish them well in their next chapters.



**Jo Fisher** made an outstanding contribution to the work of Infoxchange over the last 10 years as a Board member and inaugural Chair of the People Committee.



**Jon Bisset** made an outstanding contribution to Infoxchange's work as a Board member of Connecting Up (2012-2018) and Infoxchange (2018-2024) including membership on our Strategy Committee.



We are grateful for **Brenz Saunderson's** highly valued contribution and dedication to Infoxchange's Board across the last 3 years.



# Finance & sustainability



## Building financial resilience

Like many organisations across the sector, our financial resilience was tested amidst rising cost-of-living pressures impacting our customers and our organisation.

Despite these challenges, revenue increased by nearly 18% to \$37.1 million. We attribute this success to the unwavering support of our customers and partners across government, philanthropy, corporate and NFP sectors, enabling us to scale our social impact and drive digital transformation for community organisations.

We successfully delivered large-scale digital transformation projects, such as the refresh and enhancement of technical and digital capabilities for Aboriginal Land Councils across New South Wales, a multimillion-dollar initiative successfully completed during the year.

During a cost of living crisis, generous in-kind support from corporate partners, valued at nearly \$4 million, was crucial in building nationwide awareness of the service Infoxchange’s Ask Izzy provides to those seeking support.

Long-term support from corporate partners in the form of grants and donations has been pivotal in fostering digital inclusiveness in Australia and across the Asia Pacific region.

Strategic reinvestment of our accumulated surpluses in prior years positioned us for success this year and allowed us to continue to reinvent the way we deliver social impact and innovate to solve key pain points in the sector and the community at large.

### **The financial challenges encountered by the sector this year highlighted the critical role of adaptability in building financial resilience and emphasised the necessity for a Surplus for Purpose.**

Infoxchange’s leadership introduced new strategic priorities for the 2023/2024 financial year to navigate the difficult economic landscape and fortify our financial robustness. These strategies encompassed adaptive planning, cost rationalisation, revenue diversification, and structural evaluations.

Thanks to the support of our customers, employees, volunteers and partners, we achieved a remarkable operating surplus

improvement of \$4 million from a deficit of over \$2 million to an operating surplus of nearly \$2 million, which helped in strengthening our financial resilience.

Remaining financially resilient requires that we continue to deliver a Surplus for Purpose that will enable us to continue to reinvest in our products, services, customers, partners and employees, and scale our social impact sustainably as we continue to follow our purpose of Technology for Social Justice.

Our team’s dedication and resilience were instrumental in successfully implementing these strategic priorities.

We are fortunate and proud to have such a passionate and dedicated team, whose contributions have laid strong foundations for financial year 2024/2025, allowing us to continue to scale our social impact sustainably.

A summary of key financial metrics is provided on the following pages. The Infoxchange audited accounts were audited by BG Assurance Pty Ltd, and a full copy of the audited financial statements is available upon request and through the Australian Charities and Not-for-profits Commission (ACNC).

# Statement of profit & loss

As at 30 June 2024

	2024 (\$)	2023 (\$)
Revenue	37,074,407	31,485,098
Other income	103,144	377,963
Cost of sales	(14,720,401)	(12,980,033)
Contract labour	(568,592)	(1,345,599)
Employee benefits	(15,333,384)	(16,180,755)
Depreciation and amortisation	(1,183,284)	(901,366)
Property expenses	(364,624)	(281,049)
Travel expenses	(63,201)	(154,317)
Other operating expenses	(2,823,811)	(1,935,629)
Lease interest	(154,832)	(101,394)
<b>Operating surplus/(deficit) for the year</b>	<b>1,965,422</b>	<b>(2,017,081)</b>
Net gain on investments classified as Fair Value through other comprehensive income	286,107	361,755
<b>Total comprehensive surplus/(deficit) for the year</b>	<b>2,251,529</b>	<b>(1,655,326)</b>

N.B. The figures for financial year 2023 have been restated following a reassessment of the contractual arrangements in line with AASB15 standards for recognition of revenue as a Principal or an Agent.

Income growth over the past 5 financial years



N.B. Income growth includes revenue and other income streams.

**88%**

Increase in income since 2019

**\$5.6M**

(18%) revenue increase in the last year



# Balance sheet

As at 30 June 2024

	2024 (\$)	2023 (\$)
<b>Assets</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	6,690,082	1,645,083
Trade and other receivables	2,466,681	762,429
Inventories	-	19,096
Other assets	749,955	825,396
<b>TOTAL CURRENT ASSETS</b>	<b>9,906,718</b>	<b>3,252,004</b>
<b>NON-CURRENT ASSETS</b>		
Investments	4,288,249	5,264,299
Property, plant and equipment	166,667	253,600
Intangible assets	1,726,278	2,349,656
Right of use assets	2,017,614	2,460,011
<b>TOTAL NON-CURRENT ASSETS</b>	<b>8,198,808</b>	<b>10,327,566</b>
<b>TOTAL ASSETS</b>	<b>18,105,526</b>	<b>13,579,570</b>
<b>Liabilities</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	3,149,971	3,215,396
Lease liabilities	413,334	376,158
Employee benefits	1,822,535	1,843,067
Contract liabilities	7,552,362	4,743,118
<b>TOTAL CURRENT LIABILITIES</b>	<b>12,938,202</b>	<b>10,177,739</b>
<b>NON-CURRENT LIABILITIES</b>		
Lease liabilities	1,964,542	2,376,810
Employee benefits	202,121	275,889
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>2,166,663</b>	<b>2,652,699</b>
<b>TOTAL LIABILITIES</b>	<b>15,104,865</b>	<b>12,830,438</b>
<b>NET ASSETS</b>	<b>3,000,661</b>	<b>749,132</b>
<b>Equity</b>		
Membership fee	9	9
Reserves	61,569	(224,538)
Accumulated surplus	2,939,083	973,661
<b>TOTAL EQUITY</b>	<b>3,000,661</b>	<b>749,132</b>







# Climate action at Infoxchange

At Infoxchange, we believe we have a responsibility to reduce our impact on the environment. From being 100% carbon neutral, to innovative initiatives, helping NFPs access refurbished hardware and diverting e-waste from landfill, reducing the impact on our environment is an engrained practice in our operations.

Our refurbishing partner is PonyUp for Good, a certified social enterprise providing a sustainable collection of decommissioned technology, secure data erasure and re-marketing across Australia. PonyUp donates 50% of its profits to our friends at SecondBite, a charity that rescues many tonnes of fresh food each year and redistributes it to food programs nationally.

As a part of our Asia Pacific Digital Transformation Program, supported by Google.org and the Asian Development Bank, we provided intensive coaching and consulting on digital transformation to 15 organisations specifically working to combat climate change and sustain the environment. By helping them accelerate their digital capabilities, they're able to work more efficiently for their sustainability mission.

## 350T

of CO<sub>2</sub> emissions saved this year through carbon offsetting program with Gold Standard



**10 tonnes** of refurbished hardware diverted from landfill provided to the NFP sector this year (226 tonnes since 2014)

## 2018

Infoxchange has been carbon neutral since 2018



**1026** total trees planted in the Infoxchange Forest

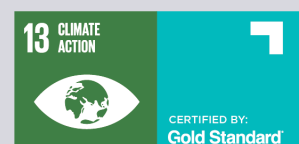
## Deep Roots in Sustainability

Tree02 is a tree-tracking technology that provides transparency, accountability and motivation for the custodianship of forests by the farmers who plant them. Tree02 was led by Andrew Mahar, founder and former Executive Director of Infoxchange.

In partnership with Tree02, Infoxchange has planted 382 trees this year: 132 trees recognising the major milestones of service reached by our team members (a tree for every year), and for every ticket sold at our Technology for Social Justice Conference, we planted a tree with Tree02, adding an additional 250 trees to our forest.



### Our sustainability partners:



# Thank you

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







**Contact us:**

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**Follow us:**



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

[Check out this report online:](#)  
[2024.infoxchange.org](https://2024.infoxchange.org)



**Gold Standard**

Infoxchange is 100% carbon neutral.



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