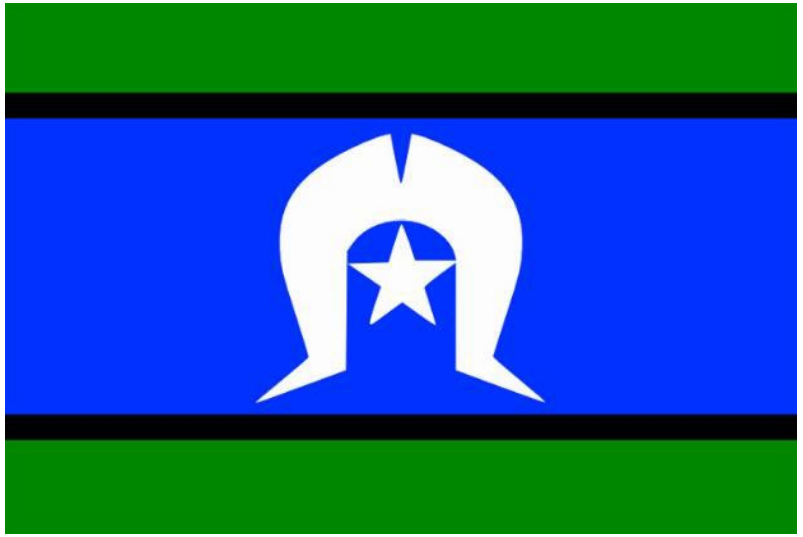
Infoxchange

DIGITAL TECHNOLOGY IN THE NOT-FOR-PROFIT SECTOR

18 November 2022



We acknowledge the traditional custodians of the land and pay our respects to Elders past, present and emerging.

TECHNOLOGY FOR SOCIAL JUSTICE

THE HON DR ANDREW LEIGH MP

ASSISTANT MINISTER FOR COMPETITION, CHARITIES AND TREASURY

FEDERAL MEMBER FOR FENNER

DAVID SPRIGGS

CHIEF EXECUTIVE OFFICER
INFOXCHANGE

Digital Technology in the Not-for-Profit Sector
REPORT
NOVEMBER
2022

Participant Snapshot

625 organisations participated in the survey

18% New Zealand

82% Australia

57% of respondents work across more than one service area

Very small (1-5 employees)	26%
Small (6-20 employees)	33%
Medium (21-150 employees)	30%
Large (151-500 employees)	7%
Very large (501+ employees)	4%

Key Findings

57% of not-for-profits have all the necessary infrastructure in place to support remote working

Building staff digital skills to better respond to challenges is the **#1 priority** for not-for-profits as a result of COVID-19

Only **47%** of organisations provide cyber-security awareness training to their staff

Only **41%** of organisations reported that their information systems allow them to understand their impact

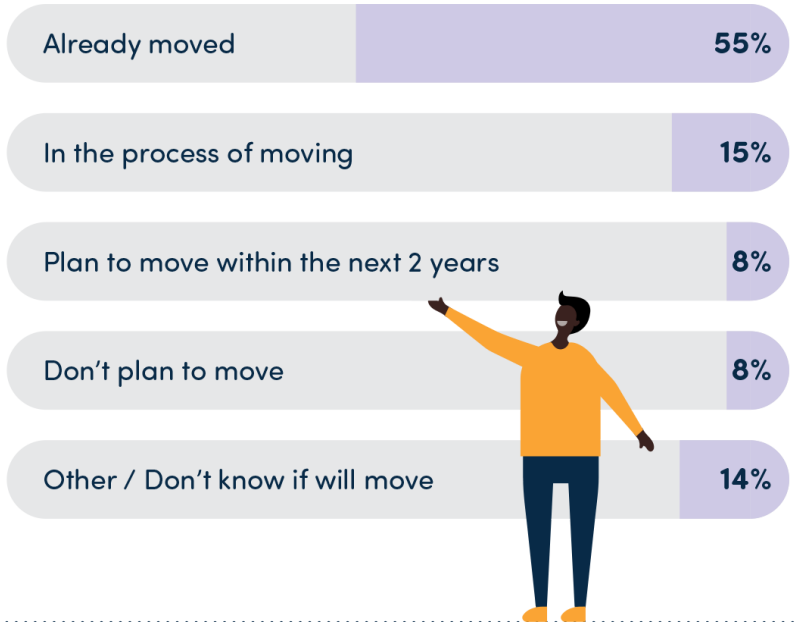
78% plan to move a significant portion of IT services to the cloud, or are already there

Only **56%** of respondents indicated most of their staff are confident using the technology and IT systems required for their role

Living with COVID-19

- 57% of organisations have all of the infrastructure in place to support remote working
- 29% of organisations are “nearly there” with remote working

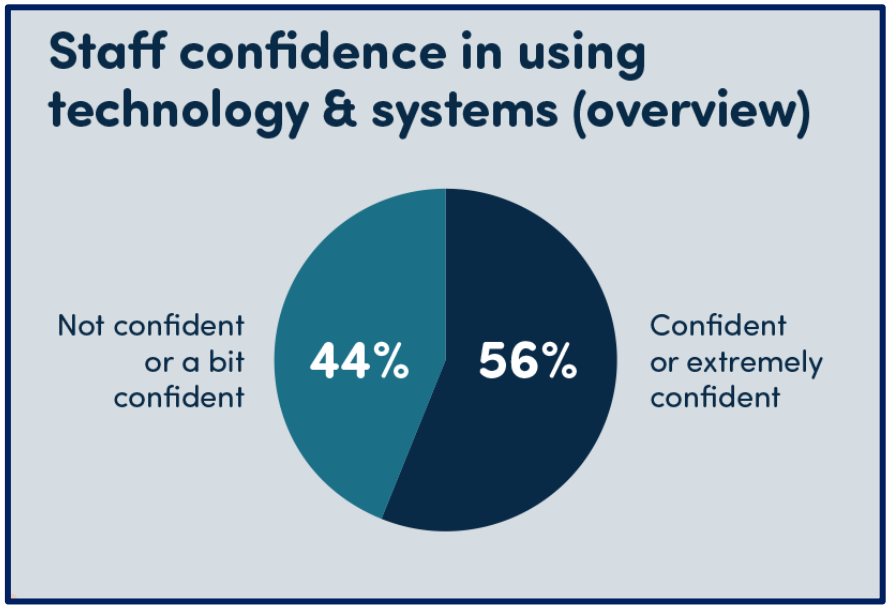
Not-for-profit plans to move a significant proportion of IT to the cloud (overall)

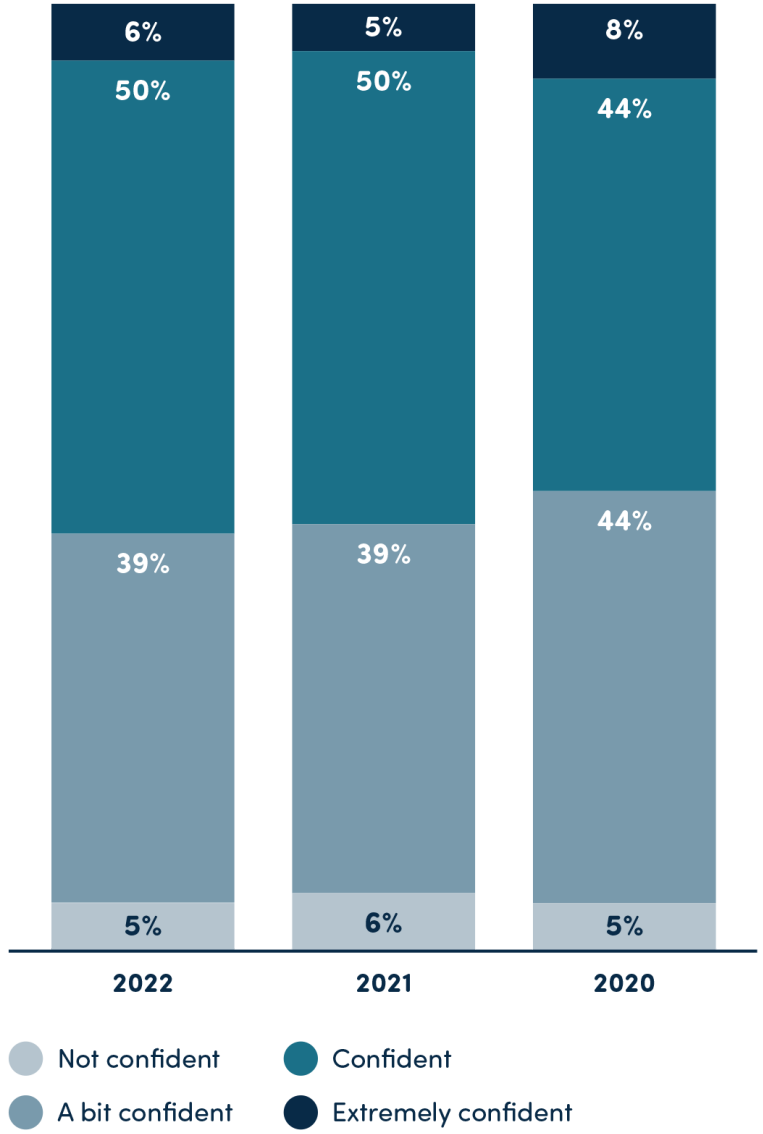


Digital Capability and Skills

Building staff digital skills to better respond to challenges was the #1 priority for NFPs as a result of COVID-19.

- >50% received no training to help them adjust to the impacts of technology
- 39% are not getting sufficient training from their employer





Information Systems

Measuring impact and the effective use of data remains a key challenge

41%

of participants agree that their primary information system allows them to understand the impact of their services.

33%

of respondents still utilise paper, Microsoft Office (Word or Excel) to manage and deliver services

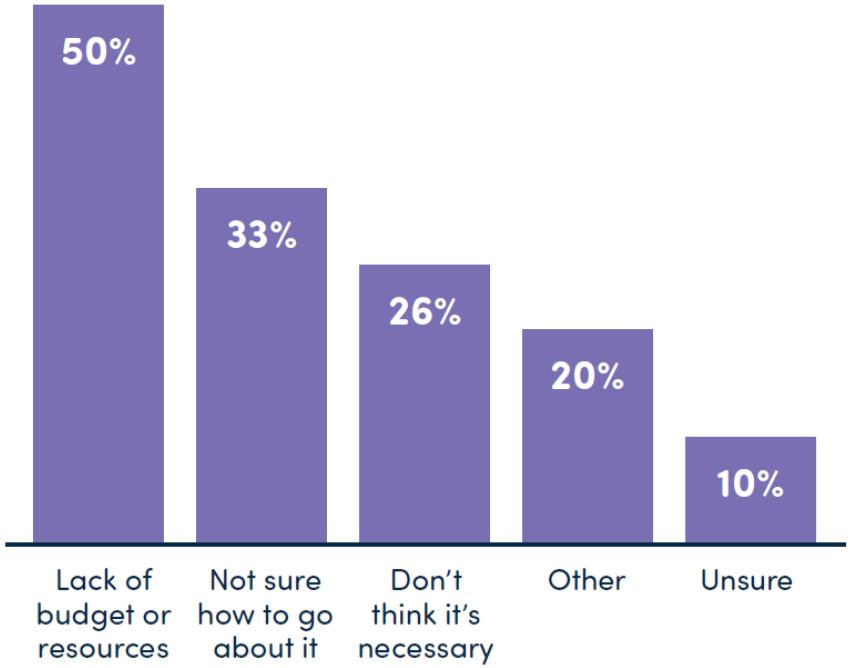
65%

of participants use more than one system to view all services of assistance provided over time.

Cyber Security

Only 47% of not-for-profits provide cyber security and privacy awareness training for staff

Reasons for not having an information security policy



45% of not-for-profits surveyed are yet to develop a data breach response plan

54%

of organisations have a process in place to manage information security related risks

35% of not-for-profits are yet to implement multi-factor authentication protocols

49%

of organisations have an information security policy in place

Top priorities and challenges

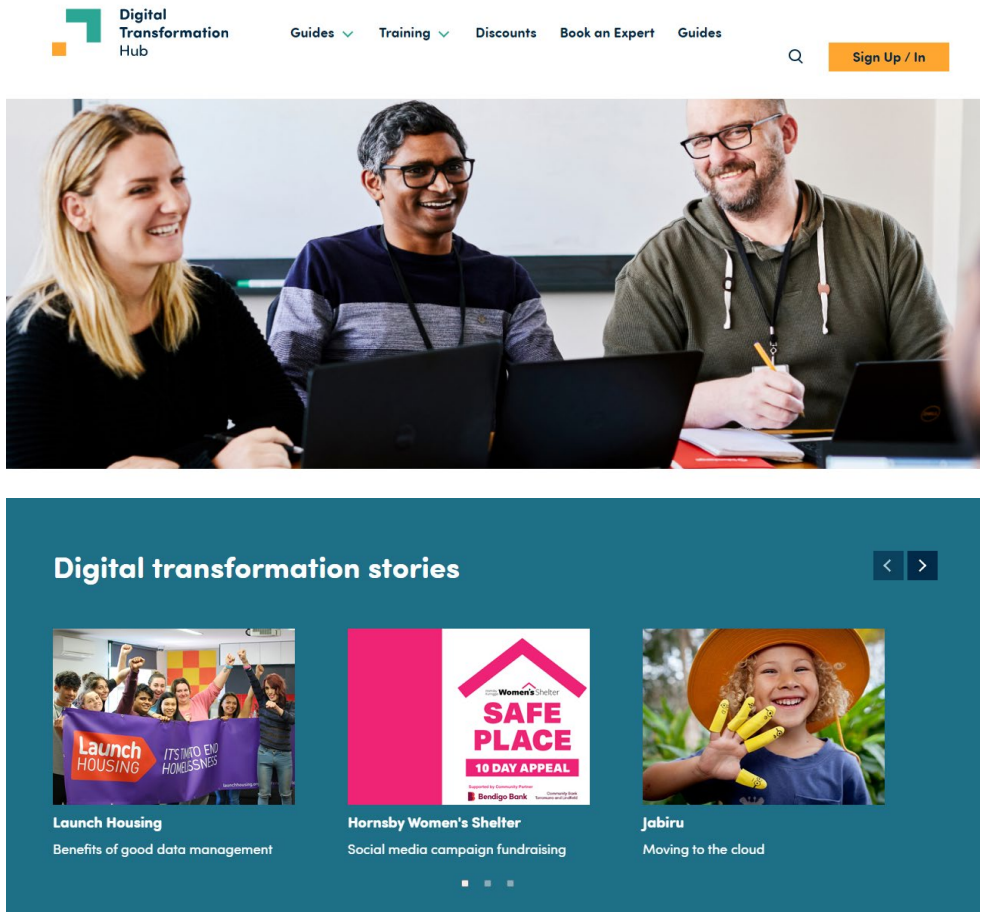
Top priorities

	2021	2022
Improve website	44%	44%
Make better use of social media &/or digital marketing	38%	36%
Improve the digital capabilities of staff	23%	29%
Improve data & information security	24%	25%
Implement a new client, stakeholder or member information management system	20%	20%

Biggest challenges

	2021	2022
Budget/ funding	43%	42%
Access to affordable, skilled technical resources	37%	35%
Staff capacity & capability	36%	33%
Improving the user experience / accessibility of our apps and website	–	27%
Making the most of the cloud	23%	20%

Digital Transformation Hub



Tech Foundations

PCs, network, servers, telephony, email, file sharing and collaboration infrastructure

Learn more →

Information Systems

Systems that support delivery of your services, measure your impact and corporate systems

Learn more →

Digital Marketing

Website, email/social media outreach, content production and fundraising systems

Learn more →

IT Management

IT strategy/planning, budgeting, governance, run activities and disaster recovery/business continuity

Learn more →

Cybersecurity

Keeping your information safe with thorough information security & device management systems and processes

Learn more →

Assess overall readiness

Take this 10 minute quiz to learn your organisational readiness across these five areas.

Take Digital Quiz →

www.digitaltransformation.org.au

Thank you to our partners and supporters

SOPHIE SOUCHON

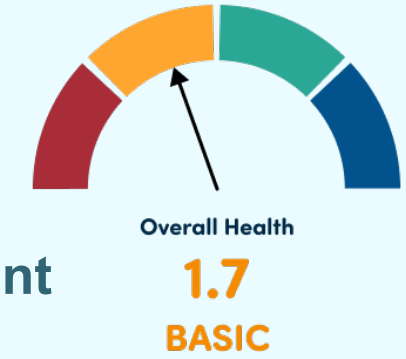
DIGITAL TRANSFORMATION CONSULTANT
INFOXCHANGE

Supporting NFPs to build digital capability

Domain	Tech Foundations	Information Systems	Digital Marketing	IT Management	Information Security
Description	PCs, network, servers, telephony, email, file sharing and collaboration infrastructure	Systems that support delivery of your services, measure your impact and corporate systems	Website, email/social media outreach, content production and fundraising systems	IT strategy/planning, budgeting, governance, and disaster recovery/ business continuity	Keeping information safe with information security & device management systems and processes
Popularity	**31%**	**26%**	**14%**	**17%**	**12%**
Key topics	Microsoft 365 NFP platform Google for non-profits program Microsoft Teams for everyday use	What is a client/case management system? How to choose a new information system Data, reporting & business intelligence – getting started	Planning your online communications Accepting online donations Digital marketing tools	10 steps to create a digital transformation roadmap What to look for in an IT contract Asset register template	Cyber security essentials: where to begin Current cyber security landscape Cyber security training

How the Digital Transformation Hub helps NFPs

Digital capability assessment



Digital guides

Expert advice

Training resources

NFP technology discounts

Case studies

DR CATHERINE BROWN OAM

CHIEF EXECUTIVE OFFICER
LORD MAYOR'S CHARITABLE FOUNDATION

QUESTIONS?

What’s next?

Digital Transformation Hub

What’s next?

Data Catalyst Network

QUESTIONS?

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THANK YOU!