

FSG Australia – Microsoft Case Study

Cloud technologies from Microsoft Office 365 are enabling a Queensland community services organisation to stay connected across its 28 offices and to remain agile in its pursuit to develop innovative services in the areas of disability, mental health and care for children and families.

[*FSG Australia*](#), ranked the 7th Most Innovative Not-For-Profit Organisation in Australia on the 2017 GiveEasy Innovation Index – a leading indicator of innovation capability in the not-for-profit sector countrywide – is a for-purpose community organisation that works to assist and solution with those people in the community who have otherwise been let down by systems and sometimes even by their own communities.

With more than 125 services and programs, accessed by over 4,000 people each week, FSG Australia requires the best technology possible to deliver quality solutions for the communities it serves. Since joining with Australian not-for-profit technology enabler Connecting Up in 2007, FSG Australia has accessed over \$200,000 worth of Microsoft software donations, having deployed a range of Microsoft technologies across its systems including Microsoft Exchange servers, Office licenses, the latest Microsoft Windows Operating Systems, and more recently Office 365.

At the *FSG Smart Solutions Studio*, technology meets innovation. The Studio provides assistive technology to enable people with a disability to live more independently. Based in Southport on the Gold Coast, QLD, the Studio is equipped with technology solutions to assist people to perform tasks more easily, safely and securely in their home, workplace and in the community. Also, with the rollout of the National Disability Insurance Scheme, FSG recognises the need for faster, more flexible responses and has reshaped its IT accordingly.

FSG also provides a range of Community Hubs, fully accessible places where the community connect to catch up with friends, learn new skills, participate in e-learning and get involved in workshops, clubs and events. With a wide-reaching service area, from the Fraser Coast, northern QLD to Ipswich, Brisbane, Gold Coast, Beaudesert and down to Northern Rivers, NSW including Ballina, Lismore & Goonellabah, FSG staff utilise voice and video conferencing technologies to remain closely connected despite the long distances between locations.

FSG Australia came to being because of a need in the community and now, nearly 40 years on, is still true to its ethos. Since its inception, FSG has grown from 6 families to a more than 1,350 strong workforce, 973 staff and 363 volunteers contributing a total of 3,618 volunteer hours. As the FSG family continues to grow, along with its range of innovate community services, new and emerging technologies including those from Microsoft will enable FSG and its clients to connect, and together, solution.

About Connecting Up:

Connecting Up is a not-for-profit organisation that connects other charities with critical software, digital technology, advice and training that many would otherwise not be able to access.

Our services are available in Australia and New Zealand. We also help to develop relationships with business, community and government sectors for the development of the not-for-profit sector.

[Find out more about our donations program here.](#)

[Find out more about our discounts program here.](#)

[Read more about what we do on our blog.](#)