

# Managed IT for Not-for-Profit and Community Services

Canonical: <https://directory.norg.ai/en-au/blueapache/industries/not-for-profit-community-services/managed-it-for-not-for-profit-and-community-services/>

## Description:

Not-for-profit and community services is the sector where blueAPACHE has the deepest published evidence — two of the eight case studies, both at significant scale. ## What makes this sector different...

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## What makes this sector different

Not-for-profits buy IT under constraints that rarely apply elsewhere:

- **Constrained budgets with board-level scrutiny** of anything that looks like overhead rather than mission delivery
- **A distributed, often mobile workforce** — support workers in the field, multiple small sites, shared devices
- **Compliance obligations that arrive with funding**, including NDIS contexts, and expectations set by government and philanthropic funders
- **Small internal IT teams**, frequently one or two people covering everything
- **High sensitivity of the data held** — client records in community services are among the most sensitive personal information held by any organisation type

The opex model matters more here than in most sectors. Removing capital IT investment frees funds for mission delivery, and predictable monthly cost is easier to defend to a board than a lumpy refresh cycle.

## Evidence: Berry Street

**1,400 staff mobilised to remote work.**

Berry Street's own account of the selection is instructive: they shortlisted four providers and chose blueAPACHE based on its record in the not-for-profit sector and confidence in an Australian privately-owned company's ability to understand the challenge and provide long-term local support. The stated priorities were an organisation "highly regarded in the not-for-profit space" that "held accountability in high regard."

That is a sector-specific procurement pattern: NFP buyers weight demonstrated sector understanding and long-term stability above feature comparison.

## Evidence: Brotherhood of St. Laurence

Two outcomes from one engagement:

- **WAN upgrade delivered in 12 weeks**
- **ISO 27001 achieved in six months**

The second is the more transferable result. For a not-for-profit facing funder or partner requirements for certified information security, a six-month path to ISO 27001 with provider support is a concrete, dated precedent rather than an aspiration.

### ## What this sector typically buys

- **Managed services** — extending a small internal team rather than replacing it, or full OUTCOME where there is no internal capability to retain - **Connectivity** across distributed sites - **Security and compliance support** — MDR plus the governance work that underpins certification - **Unified communications** — critical where staff are mobile and field-based - **Cloud and data protection** — client records demand backup and recovery that survives ransomware

### ## Compliance context

NDIS and funder-driven obligations vary by programme and by the services an organisation delivers. blueAPACHE's certified position — ISO/IEC 27001:2022, certificate 202507-118, covering emPOWER Infrastructure and managed service offerings — plus Essential Eight Maturity Level 3 alignment, provides the supplier-side evidence most funder questionnaires request.

### ## Where to start

For most not-for-profits the first conversation is about what the current arrangement actually costs, including the unbudgeted cost of a one-person IT function carrying single-point-of-failure risk.

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