

COMPREHENSIVE RESOURCE GUIDE

NGO Tech Stack Guide

2025

A Comprehensive Guide to Affordable Technology Tools for Not-for-Profit Organisations in Aotearoa New Zealand and Australia

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For
NZ/AU NGO Sector

Productivity Suites

CRM & Donor Management

Cybersecurity

Accounting

Integration & Automation

Nonprofit Discounts

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Your complete guide to building an affordable, effective technology stack for your organisation.

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Introduction

Why this guide exists and how to use it effectively

01

Why This Guide?

Technology can transform how not-for-profits deliver their mission, but navigating the landscape of tools, discounts, and implementation options is overwhelming. This guide provides practical, actionable guidance for NGOs in Aotearoa New Zealand and Australia to build an effective, affordable technology stack.

What You'll Learn

- Free and discounted technology programs for NGOs
- How to evaluate and select the right tools
- Setup and implementation guidance
- Integration strategies for small teams
- Security essentials for protecting your data
- Practical tips from NZ/AU NGO experience

The NGO Technology Challenge

"We can't afford proper technology"

Reality: Many enterprise tools offer free or heavily discounted licenses for registered charities.

"We don't have IT staff"

Reality: Modern cloud tools are designed for non-technical users with extensive support and training resources.

"Our data is everywhere"

Reality: Integration tools can connect your systems, often with minimal technical knowledge required.

"We tried X and it didn't work"

Reality: Proper planning, training, and change management are as important as the technology choice.

Technology Stack Framework

A "tech stack" is the collection of tools and systems your organisation uses. For most NGOs, this includes four layers:

ENGAGEMENT

Website · Social Media · Email Marketing · Online Giving

OPERATIONS

CRM · Accounting · Programme / Case Management

PRODUCTIVITY

Email · Documents · Calendar · Video Calls · Messaging

FOUNDATION

Identity / Login · Security · Backup / Recovery

Getting Started: Technology Discounts for NGOs

Eligibility requirements and key discount programs available in NZ and Australia

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Eligibility Requirements

Most technology discount programs require your organisation to be a registered charity or not-for-profit.

New Zealand Requirements

Primary Eligibility:

- Registered with Charities Services NZ (CC number)
- Current registration status (not deregistered)

OR Incorporated Society:

- Registered under Incorporated Societies Act
- Clearly not-for-profit in constitution

Documentation Needed:

- Charities Services registration certificate
- Organisation name matching registration
- Bank account in organisation name
- Authorised contact person details

Australian Requirements

Primary Eligibility:

- Registered with ACNC
- ABN linked to ACNC registration
- Charity type: PBI, DGR, or registered charity

OR Incorporated Association:

- State/territory incorporation
- Clear not-for-profit purpose

Documentation Needed:

- ACNC registration confirmation
- ABN certificate
- Incorporation certificate (if applicable)
- Authorised contact person details

Key Discount Programs

TechSoup / Connecting Up Ecosystem

New Zealand: Access via Philanthropy New Zealand (philanthropynz.org.nz) — Register as TechSoup member, verify charitable status, access discounted software.

Australia: Access via Connecting Up (connectingup.org) — Register for membership, verify ACNC registration, access discounted and donated software.

Available Products: Microsoft products, Adobe Creative Cloud, Symantec/Norton security, Intuit QuickBooks, and many other enterprise software products plus hardware discounts.

Direct Nonprofit Programs

PROVIDER	PROGRAM	KEY BENEFITS
Microsoft	Microsoft for Nonprofits	10 free M365 licenses + discounts
Google	Google for Nonprofits	Free Workspace + \$10k/mo ads
Salesforce	Salesforce.org	10 free CRM licenses
Canva	Canva for Nonprofits	Free Canva Pro
Slack	Slack for Nonprofits	Free Pro or 85% discount
Zoom	Zoom for Nonprofits	50% discount
GitHub	GitHub for Nonprofits	Free Team plan

Productivity & Collaboration Suite

Microsoft 365 and Google Workspace options for nonprofit teams

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Microsoft 365 for Nonprofits

Free Tier (Business Basic)

- Up to 10 free licenses
- Web and mobile apps: Word, Excel, PowerPoint, Outlook
- Microsoft Teams for collaboration
- SharePoint for document management
- OneDrive (1TB per user)
- Exchange Online email with custom domain
- Basic security features

Discounted Tier (Business Premium)

- ~\$5.50 NZD / \$4.50 AUD per user/month (75% discount)
- Everything in Basic, plus:
- Full desktop Office apps
- Advanced security features
- Intune device management
- Azure AD Premium

How to Apply

- 1 Go to nonprofit.microsoft.com
- 2 Create Microsoft account (or sign in)
- 3 Submit eligibility application
- 4 Provide charity registration number
- 5 Wait for verification (usually 1–5 business days)
- 6 Once approved, access M365 Admin Center
- 7 Assign licenses to users

M365 Implementation Checklist

Initial Setup & Email

- Apply and receive nonprofit approval
- Add and verify custom domain (yourorg.org.nz)
- Create user accounts for all staff
- Assign appropriate licenses
- Set up Multi-Factor Authentication (MFA)
- Configure security defaults
- Migrate existing email (if applicable)
- Set up email signatures with branding
- Configure shared mailboxes (info@, donations@)

Teams & SharePoint

- Create Teams for each major function/project
- Establish channel structure within teams
- Configure guest access policy
- Set up Teams meetings integration
- Train staff on Teams best practices
- Plan document library structure
- Migrate documents from existing storage
- Set up permissions and sharing policies
- Configure backup/version control

Google Workspace for Nonprofits

Free Tier Highlights

Unlimited free users, Gmail with custom domain, Google Drive (30GB/user), Docs, Sheets, Slides, Forms, Meet (100 participants, 60 min), Calendar, and Google Sites.

Paid tier: Business Standard ~\$6/user/month gives 2TB storage, recording in Meet, shared drives, and enhanced security.

Choosing Between Microsoft and Google

Choose Microsoft 365 If:

- ✓ Your team is comfortable with Office apps
- ✓ You need advanced Excel features (macros, complex formulas)
- ✓ You have compliance requirements
- ✓ You want desktop apps that work offline
- ✓ You're integrating with other Microsoft products
- ✓ You need enterprise security features

Choose Google Workspace If:

- ✓ Your team prefers browser-based work
- ✓ You value real-time collaboration as priority
- ✓ You have a Mac-heavy or Chromebook environment
- ✓ You want simpler administration
- ✓ You're already using Gmail personally
- ✓ You need unlimited free users (budget constraint)

Recommendation for Most NZ/AU NGOs

Start with Microsoft 365 for Nonprofits — it is familiar to most staff and has excellent NZ/AU support. Consider Google for specific use cases (Forms, Sites). Many NGOs successfully use both.

CRM & Donor Management

Managing relationships with supporters, donors, and volunteers

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CRM Capabilities for NGOs

Contact & Donation Management

- Donor records with giving history
- Volunteer profiles and availability
- One-time and recurring gifts
- Campaign attribution
- Tax receipting (NZ/AU compliance)
- Payment processing integration

Communications & Reporting

- Email marketing integration
- Communication history
- Segmentation for targeted outreach
- Fundraising dashboards
- Donor retention analysis
- Campaign performance tracking

CRM Options by Organisation Size

Small <500 contacts

Donorbox (\$0–149/mo), **Little Green Light** (\$45/mo), **Bloomerang** (from \$99/mo), **Action Network** (free tier). Low cost, quick to implement, minimal training required.

Medium 500–5,000

Beacon (NZ-based, from \$49/mo), **Salesforce NPSP** (10 free + discounted), **Blackbaud eTapestry** (from \$149/mo), **HubSpot CRM** (free core). Scale with growth, more automation, better reporting.

Large 5,000+

Salesforce NPSP with custom config, **Blackbaud Raiser's Edge NXT**, **Microsoft Dynamics 365**, **ThankQ** (AU/NZ). Enterprise features, complex segmentation, multi-entity support.

Salesforce for Nonprofits

What You Get Free (10 Enterprise Edition licenses)

Nonprofit Success Pack (NPSP), Education Data Architecture, Program Management Module (PMM), Volunteers for Salesforce, and Nonprofit Cloud basics.

Costs to Budget For

- Implementation partner: \$5,000–\$30,000+ (strongly recommended)
- Additional licenses: ~\$36/user/year (nonprofit rate)
- Premium support: ~\$2,500/year (optional)
- Apps, integrations, and ongoing administrator time

Good Fit For Salesforce

- ✓ 3+ staff using CRM daily
- ✓ Complex fundraising needs
- ✓ Multiple programs to track
- ✓ Integration requirements
- ✓ Long-term commitment
- ✓ Willing to invest in setup

Poor Fit For Salesforce

- ✗ Very small team (<3)
- ✗ Simple donor management
- ✗ No budget for implementation
- ✗ No capacity to learn system
- ✗ Need immediate simple solution
- ✗ Frequent staff turnover

Beacon CRM (NZ-Developed)

Made for New Zealand NGOs

NZ-developed with strong integration for NZ payment systems, local timezone support, and NZ tax compliance for donation receipting. Simpler than Salesforce, more NGO-focused than generic CRMs.

PLAN	PRICE	CONTACTS
Starter	\$49/month	Up to 500
Standard	\$149/month	Up to 5,000
Professional	\$299/month	Up to 25,000
Enterprise	Custom pricing	Custom

Accounting & Financial Management

Xero, MYOB, QuickBooks and fund accounting essentials

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Xero (NZ-Developed)

Nonprofit Pricing

25% discount for registered NZ charities via Xero Community Program. NZ Starter: ~\$24/month, NZ Standard: ~\$51/month. AU pricing similar with discount.

Key Features for NGOs

- ✓ Bank feeds from NZ/AU banks (auto import)
- ✓ Project/grant tracking for fund accounting
- ✓ Multi-currency for international donors
- ✓ Purchase order workflows
- ✓ GST/Tax reporting
- ✓ Excellent app marketplace for add-ons

Nonprofit Fund Accounting Tips

Tracking Category 1: Fund Type (Unrestricted, Restricted – Programmes, Restricted – Fixed Assets)

Tracking Category 2: Specific Grant/Fund (General Operations, DIA Community Grant 2025, Lotteries Youth Programme, etc.)

For each transaction, select appropriate Fund Type and specific grant if restricted. Reports can filter by either category.

Xero vs MYOB

Choose MYOB If

- Your accountant prefers MYOB
- You need desktop software (offline work)
- You have complex AU payroll requirements
- You're already using MYOB and it's working

Choose Xero If

- You prefer cloud-first approach
- You want more third-party integrations
- Your team values modern user interface
- You have simpler payroll needs

Fund Accounting Setup

Understanding Fund Accounting

Unlike for-profit accounting, NGOs must track restricted and unrestricted funds separately. Many funders require proof their money was spent as intended.

- **Unrestricted:** Can be used for any organisational purpose
- **Temporarily Restricted:** Must be used for specific purpose; restriction lifted when purpose met
- **Permanently Restricted:** Principal cannot be spent (e.g., endowments)

Programme & Case Management

Tools for tracking service delivery and client outcomes

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Options for Programme Tracking

Simple

Airtable (free tier, then from \$10/user/mo), **Notion** (free for small teams), **Microsoft Lists** (included in M365), **Google Sheets** with AppSheet. Best for: simple tracking, <100 clients, limited budget.

Dedicated

Penelope by Social Solutions (~\$50/user/mo+), **Apricot**, **Link2Feed** (food banks), **ECINS** (AU social services). Best for: complex case management, statutory reporting, larger teams.

CRM-Based

Salesforce PMM (free with NPSP), **Microsoft Dynamics 365**. Best for: integration with donor/funder data, medium complexity.

Airtable & Notion

Airtable

Flexible database that looks like a spreadsheet but works like a database. Free: up to 1,200 records. Team: \$20/user/month.

Sample NGO Uses:

- Client intake and tracking
- Volunteer coordination
- Event planning and registration
- Resource/asset tracking

Notion

All-in-one workspace combining notes, databases, and project management. Free: unlimited personal use. Plus: \$8/user/month.

Best For:

- Internal knowledge management
- Team wikis and documentation
- Project tracking
- Meeting notes and planning

Website & Online Presence

Website platforms and online giving solutions for NGOs

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Website Platform Options

PLATFORM	COST	BEST FOR	PROS	CONS
WordPress	\$10–50/mo hosting	Orgs with technical capacity	Most flexible, largest plugin ecosystem, SEO-friendly	More maintenance, security updates, learning curve
Squarespace	From ~\$16/mo	Small orgs prioritizing design	Beautiful templates, easy to use, built-in donations	Less flexible, limited plugins
Wix	From ~\$14/mo	Very small organisations	Easy drag-and-drop, quick setup, affordable	Can look generic, limited for complex sites
Google Sites	Free	Internal sites, basic presence	Free, simple, integrates with Google Drive	Very basic, limited design, no donations

Online Giving Platforms

PLATFORM	SETUP	FEES	PEER-TO-PEER	RECURRING	NZ/AU
Givealittle	Free	5%	Yes	Yes	NZ
Donorbox	Free	1.75% + pay	No	Yes	Yes
Raisely	\$99/mo	0% + pay	Yes	Yes	Yes
Stripe Direct	Free	2.9% + 30c	No	Yes	Yes
GoFundMe Charity	Free	0% + pay	Yes	No	Limited

Email Marketing & Communications

Platforms, deliverability, and best practices for NGO communications

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Email Marketing Platforms

PLATFORM	NONPROFIT DISCOUNT	FREE TIER	STARTING PRICE	BEST FOR
Mailchimp	15% off	500 contacts, 1,000 sends/mo	~\$11/mo	Industry standard, wide integrations
Campaign Monitor	15% off	—	~\$9/mo	Beautiful templates, AU company
MailerLite	30% off	1,000 subscribers	~\$7/mo	Very affordable, simple
Brevo (Sendinblue)	—	Unlimited contacts, 300/day	Varies	Generous free tier, SMS included

Recommendation

Small (<1,000 contacts): MailerLite or Brevo free tier. **Medium (1,000–10,000):** Mailchimp or Campaign Monitor. **Large or integrated:** Check CRM's built-in email (Salesforce Marketing Cloud, HubSpot, etc.).

Email Deliverability Essentials

SPF

Sender Policy Framework — add TXT record to DNS listing authorised email servers.

DKIM

DomainKeys Identified Mail — cryptographically signs your emails to prove authenticity.

DMARC

Domain-based Message Authentication — tells receivers what to do with failures. Start with "none" policy.

List Hygiene Checklist

- Remove hard bounces immediately
- Handle soft bounces after 3–5 attempts
- Re-engage or remove inactive subscribers (12+ months)
- Use double opt-in for new subscribers

- Make unsubscribe easy and honor immediately
- Never purchase email lists

Design & Content Creation

Canva for Nonprofits, Adobe, and free design resources

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Canva for Nonprofits

What You Get (Free)

Canva Pro features (normally \$18/month), up to 10 team members, premium templates/photos/videos/graphics, Brand Kit for consistent branding, background remover, magic resize, and 100GB cloud storage.

Use Cases for NGOs

- Social media graphics
- Annual report design
- Fundraising campaign materials
- Event posters and flyers
- Email headers
- Presentation slides
- Video content (basic)
- Infographics for impact reporting

Other Design Resources

Adobe Creative Cloud

60% off via TechSoup/Connecting Up. ~\$40–50/mo for full suite. Best for orgs with design staff.

Figma

Free for up to 3 projects. 50% nonprofit discount. Best for collaborative design and website mockups.

Free Stock Resources

Photos: Unsplash, Pexels, Pixabay. **Icons:** Noun Project, Flaticon, Heroicons. **Video:** Loom, Pexels Video.

Project & Task Management

Tools to keep your team organised and projects on track

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Project Management Tools

TOOL	NFP DISCOUNT	FREE TIER	PAID (DISCOUNTED)	BEST FOR
Asana	50% off	Up to 15 users	~\$10.50/user/mo	Multiple projects, workflows
Trello	75% off	Unlimited boards	~\$5/user/mo	Visual thinkers, Kanban style
Monday.com	70% off	Up to 2 users	~\$8/user/mo	Visual PM, CRM-like features
MS Planner	Included	With M365	Free	M365 users, simple tasks
ClickUp	35% off	Generous features	~\$5/user/mo	All-in-one solution

Recommendation

- **Already using M365?** Start with Microsoft Planner
- **Visual teams:** Trello
- **Complex projects:** Asana or ClickUp
- **Budget constrained:** Trello or ClickUp free tiers

Video Conferencing & Events

Meeting tools and event management platforms for NGOs



Video Conferencing Options

PLATFORM	COST FOR NGOS	PARTICIPANTS	BEST FOR
Microsoft Teams	Free with M365	Up to 300	M365 users, internal meetings, training
Google Meet	Free with Google WS	100 (free) / 500 (paid)	Google Workspace users, simple meetings
Zoom	50% off (~\$8/host/mo)	100–1,000	Webinars, external meetings, events

Event Management

Eventbrite

Free for free events; 3.5%+\$1.79 per paid ticket. Best for public events and ticketed events.

Humanitix (AU-Based)

Booking fees go to charity (not the platform). Values-aligned choice for AU/NZ events.

Luma

Free for basic events. Clean interface, calendar integration. Best for community events.

Try Booking

Low fees (AU-based). Best for Australian events and performing arts with venue seating features.

Data & Reporting Tools

Analytics, dashboards, and visualisation options

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Reporting Options

TOOL	COST	BEST FOR	KEY FEATURES
Power BI	Free tier / Pro in M365	M365 users, Excel-comfortable teams	Professional dashboards, many data sources, automated refresh
Google Looker Studio	Free	Google users, website analytics	Interactive dashboards, easy sharing, Google data integration
Tableau	Free via TechSoup	Orgs with data/analyst capacity	Powerful visualization, handles large datasets
Excel / Google Sheets	Free	Basic reporting	Often sufficient, widely known

Recommended Starting Point

Most NGOs should start with: (1) CRM's built-in reporting, (2) Excel/Sheets for custom analysis, (3) Google Looker Studio for web analytics, (4) Power BI if using M365 and need more.

Cybersecurity Essentials

Protecting your organisation's data and digital assets

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Security Priorities

Priority 1: Authentication

Multi-Factor Authentication (MFA)

The single most important security measure. Enable on all email, CRM, accounting, social media, and sensitive data systems.

Strong Password Policy

Min 12 characters, unique per system, use password manager (1Password free for nonprofits, Bitwarden free tier).

Priority 2: Data Backup

3-2-1 Rule

3 copies of data, 2 different storage types, 1 offsite/cloud backup. Cloud services backup automatically but verify what's covered and test recovery periodically.

Priority 3: Awareness

Phishing Awareness

90%+ of breaches start with phishing. Train all staff. Free resources at CERT NZ (certnz.govt.nz) and ACSC (cyber.gov.au).

Security Checklist

Critical (Do Immediately)

- Enable MFA on all accounts
- Use strong, unique passwords
- Implement password manager
- Ensure cloud backup is working
- Basic phishing training for all staff

Important (Within 3 Months)

- Document all systems and access
- Review and remove ex-staff access
- Set up admin accounts separate from daily use
- Configure automatic updates
- Implement antivirus/endpoint protection

Recommended (Ongoing)

- Regular access reviews (quarterly)
- Annual security training refresh
- Test backup recovery
- Review third-party app permissions
- Incident response plan documented

Integration & Automation

Connecting your systems and automating workflows

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Integration Options

TOOL	DESCRIPTION	NFP DISCOUNT	FREE TIER	BEST FOR
Zapier	Connects 5,000+ apps	15% off	5 Zaps, 100 tasks/mo	Simple automations
Make (Integromat)	Complex automations	Available	1,000 operations/mo	Multi-step workflows
Power Automate	Microsoft ecosystem	Included in M365	With M365	M365-centric workflows

Sample Integration Scenarios

Online Donation Flow

Donor gives via website (Stripe) →

- Record created in CRM (Salesforce/Beacon)
- Receipt sent automatically
- Transaction recorded in Xero
- Thank you email triggered

Volunteer Onboarding

Volunteer applies (Google Form) →

- Record created in volunteer database
- Welcome email sent automatically
- Background check initiated
- Coordinator notified

Building Your Tech Stack

Assessment framework and recommended stacks by organisation size

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Sample Tech Stacks by Size

Small NGO (<\$200k budget, 1–5 staff) — Estimated: \$50–150/month

Productivity	Microsoft 365 or Google Workspace for Nonprofits (free)
CRM	Donorbox or Little Green Light (\$0–50/mo) or Beacon Starter (\$49/mo)
Accounting	Xero Starter (discounted ~\$24/mo)
Website	Squarespace or WordPress (from \$16/mo)
Email Marketing	MailerLite (free up to 1,000 contacts)
Design	Canva for Nonprofits (free)
Video Calls	Microsoft Teams or Google Meet (free)

Medium NGO (\$200k–\$1M, 5–20 staff) — Estimated: \$300–600/month

Productivity	M365 Basic (free) + Premium licenses (~\$5.50 each)
CRM	Salesforce NPSP (10 free) or Beacon Standard (\$149/mo)
Accounting	Xero Standard (discounted ~\$51/mo)
Email Marketing	Mailchimp (discounted, from \$11/mo)
Project Mgmt	Asana or Trello (discounted, ~\$50/mo)
Integration	Zapier (~\$20/mo)

Large NGO (\$1M+, 20+ staff) — Estimated: \$1,000–5,000/month

Productivity	M365 mix of Basic and Premium
CRM	Salesforce custom implementation or Blackbaud suite
Email Marketing	Salesforce Marketing Cloud or dedicated platform
Design	Canva for Nonprofits + Adobe (discounted)
Reporting	Power BI or Tableau

Implementation Roadmap

A phased approach to rolling out your technology stack

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Phased Implementation

Phase 1: Foundations (Month 1–2)

- Register with TechSoup/Connecting Up
- Apply for Microsoft, Google, Canva nonprofits
- Choose and set up productivity suite
- Create user accounts and custom domain
- Enable MFA on all accounts
- Implement password manager
- Basic security training for team

Phase 2: Core Operations (Month 3–4)

- Set up or optimise Xero/MYOB
- Configure fund/grant tracking
- Choose CRM based on needs assessment
- Plan and execute data migration
- Review website or plan upgrade
- Set up online donation platform
- Test donation flow end-to-end

Phase 3: Communications (Month 5–6)

- Choose and set up email platform
- Migrate existing lists (with consent)
- Set up email authentication (SPF, DKIM)
- Set up Canva Brand Kit
- Create template designs for common uses
- Establish design guidelines

Phase 4: Optimisation (Month 7+)

- Set up integrations (Zapier, etc.)
- Build reporting dashboards
- Automate common workflows
- Conduct user training refresh
- Review and optimise based on usage
- Plan for next improvements

Change Management Tips

Before Implementation

- ✓ Communicate the "why"
- ✓ Involve key users in selection
- ✓ Set realistic expectations
- ✓ Identify and empower champions
- ✓ Ensure leadership visibly supports change

During Rollout

- ✓ Provide hands-on training
- ✓ Create quick reference guides
- ✓ Set up help channels
- ✓ Be patient — change takes time
- ✓ Celebrate small wins publicly

Common Mistakes to Avoid

- ✗ Implementing too many changes at once
- ✗ Skipping training ("it's intuitive")
- ✗ Not allocating enough transition time
- ✗ Ignoring user feedback and resistance
- ✗ Not having clear ownership for each tool

Resources & Support

NZ and AU resources, learning platforms, and quick reference links

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New Zealand Resources

RESOURCE	WEBSITE	DESCRIPTION
TechSoup Access	philanthropynz.org.nz	TechSoup registration for NZ charities
CERT NZ	certnz.govt.nz	Cybersecurity advice and incident reporting
Charities Services	charities.govt.nz	Compliance information
Digital.govt.nz	digital.govt.nz	Web standards and accessibility guidance
Hui E! Community Aotearoa	communitynetworksaotearoa.org.nz	Community sector support

Australian Resources

RESOURCE	WEBSITE	DESCRIPTION
Connecting Up	connectingup.org	Software discounts for AU nonprofits
Infoxchange	infoxchange.org	Digital transformation hub, free resources
ACSC	cyber.gov.au	Cybersecurity guidance (Essential Eight)
ACNC	acnc.gov.au	Compliance and governance information
Our Community	ourcommunity.com.au	Training, resources, grants database

Quick Reference: Key Discount Links

Productivity & CRM

Microsoft for Nonprofits	nonprofit.microsoft.com
Google for Nonprofits	google.com/nonprofits
Salesforce.org	salesforce.org

Design, Comms & PM

Canva for Nonprofits	canva.com/canva-for-nonprofits
Slack for Nonprofits	slack.com/solutions/nonprofit
Asana Nonprofit	asana.com/nonprofits
1Password Nonprofits	1password.com/for-nonprofits

Glossary

TERM	DEFINITION
API	Application Programming Interface — allows systems to communicate
CRM	Customer Relationship Management — system for managing relationships
MFA	Multi-Factor Authentication — requires multiple verification methods
SaaS	Software as a Service — cloud-based subscription software
SSO	Single Sign-On — one login for multiple systems
NPSP	Nonprofit Success Pack — Salesforce's preconfigured nonprofit package
SPF/DKIM/DMARC	Email authentication standards to prevent spoofing

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This guide is provided for general information. Technology changes rapidly — always verify current pricing and features directly with vendors.