

IT Lady Connect - Annual Board Report, October 2025

This past year has been one of exceptional growth, reflection, and purpose for **IT Lady Connect**. We have strengthened our foundations, expanded our impact, and deepened the partnerships that make our mission possible.

We've continued to deliver digital education, mentorship, and access to technology for older Australians and vulnerable communities.

Our **Digital Mentor Programme** has now trained **142 mentors**, with **over 200 older Australians supported** through one-on-one guidance, confidence-building, and digital safety sessions. We've also seen the ongoing success of the **Hospital Connect pilot** at **Royal North Shore Hospital**, where we've purchased a trolley to house our iPads, enabling patients in Ward 5C used iPads to stay connected with loved ones and vital online resources, the foundation for a multi-ward expansion plan in 2026.

We've also been busy behind the scenes, building **Peppermint iT** as a strong, supporting entity to power IT Lady Connect's technology infrastructure, data management, and long-term sustainability. This dual-entity approach allows us to deliver real social change through professional-grade systems and compassionate leadership.

I'd like to take a moment to extend heartfelt **thanks to our team and Board**:

- **Breina Abo**, who stepped up to serve as **Secretary of the Board**, has been instrumental in program coordination, delivering digital mentor training, and fostering community engagement.
- **Helen May**, for her steadfast support and reliability throughout a demanding year.
- **Monique Purcell GAICD**, for her guidance and trust in taking on the role of **Chair**, providing strategic clarity and an unwavering belief in our mission.

Over the past year, IT Lady Connect's work has gained **national attention**, including recognition through **Ticker TV interviews** and features in major publications that showcased our approach to digital inclusion and community-led mentorship. These platforms have amplified our story and opened doors to new collaborations.

Looking ahead, our **2–5 year vision** is inspired by the leadership of the **Good Things Foundation** and our shared belief in equitable digital access. We plan to:

- Expand the **Digital Mentor Programme** nationally, engaging schools, councils, and aged-care facilities.



- Grow the **Hospital Connect** initiative to reach multiple hospitals and 300+ patients annually.
- Build diverse and sustainable **funding streams**, reducing reliance on single-grant models.
- Strengthen our governance and data frameworks to support national-level reporting and scalability.

We know that sustainable impact requires courage, collaboration, and community. With a passionate Board, capable partners, and the continued belief of those we serve, IT Lady Connect is well-positioned to lead Australia into a more connected, inclusive future.

— **Louise Ridlen**, Founder and CEO