



2015/16 Annual Report
20 years of supporting digital inclusion

**20/20
TRUST**

OUR FIVE STRATEGIC GOALS:

OUR VISION

New Zealanders
fully participating in
the digital world

OUR MISSION

To provide leadership
and work with
communities to
deliver programmes
that contribute to
New Zealanders'
digital literacy, skills
and inclusion

1. AFFORDABLE ACCESS TO THE DIGITAL SOCIETY

To ensure every New Zealander has the opportunity to use digital devices and services to learn, communicate, innovate and enhance wealth.

2. DIGITAL SKILLS FOR ALL

To ensure every New Zealander has basic digital skills to use the computer, the internet and mobile devices. Access and skills are both essential for participation.

3. DIGITAL INCLUSION

To ensure that every citizen is able to participate in New Zealand's digital society and that no-one is left behind – requiring a focus on disadvantaged groups.

4. PERSONAL ATTITUDES TO DIGITAL COMPETENCE

To see New Zealanders transact online and engage safely in online networks including the ability to support themselves and each other.

5. ACTIVE APPLICATION OF DIGITAL COMPETENCE

To increase the level of citizen participation in economic, government, social and cultural activities by creating and publishing as much digital information as they consume.

**20/20
TRUST**

CHAIR'S REPORT 2015/16



Internet access and digital skills are rapidly becoming essential for daily life in New Zealand. Education, health, banking, communicating with family and friends, accessing government services, applying for jobs, finding suppliers, small business administration and promotion, and buying and selling things, are just a few of the many daily activities that are more difficult and more expensive offline. New Zealanders without access, skills and confidence in using these tools are seriously disadvantaged.

Our vision is that all New Zealanders fully participate in the digital world. We estimate that there are still 100,000 schoolchildren without access to the internet at home, and more than 300,000 New Zealanders who have never used the internet. Maori and Pasifika are disproportionately represented, as are other groups including the elderly, the visually impaired and rural families.

The **Computers in Homes** programme graduated another 1700 families during the year, and continues to be a major factor in connecting families with school-age children to the Internet. A child who does not have access to the Internet at home is not able to fully participate in school activities as the education system increases the use of digital tools. I find it impossible to imagine how children without access to the Internet can be successful in today's learning environment.

During the year we developed a range of options to scale up the **Computers in Homes** programme so that every child had access to the Internet at home. The lowest cost option is to aggressively pursue this target to achieve the outcome in four years, compared to ten years under the current level of funding. In Budget 2016, we received funding for one year and were encouraged to work with officials to implement a whole of government social investment approach.

We took the opportunity to look at digital inclusion more broadly and how we can build on our experience and national delivery network to meet the needs of a range of individual communities – choosing the best of our curriculum, courseware, material, training delivery and certificates. During the coming year we are developing the concept of digital pathways to provide the mix of access, skills and confidence that match the needs of different disadvantaged groups and communities.

The workforce of the future needs digital skills to increase workplace productivity; international studies have shown that digital skills can make a significant impact on economic growth and GDP. During the coming year we will work with industry and business leaders to develop proposals for improving digital skills in the workplace. These skills are increasingly important for people seeking to enter the workforce either for the first time or after a period as jobseekers.

Large numbers of students have enrolled in our **Kiwiskills** programme at secondary schools and PTEs (private training establishments), and we are working on pilots to extend the programme to clients of social sector agencies such as Ministry of Social Development and the Department of Corrections. Digital skills are fundamental for all jobseekers.

The potential for **20/20 Trust** to make a real difference – to people's lives and to the New Zealand economy – has never been higher.

I was privileged to be able to take on the role of Executive Director (ED) on an interim basis following the resignation of Vanisa Dhiru in February, and I have enjoyed the opportunity to become more directly involved in the operations of **20/20 Trust**. During my time in the role we appointed Sue West as Auckland Manager to further strengthen our Auckland presence, and introduced other changes to ensure we can meet government expectations and improve organisational effectiveness. These changes led to the disestablishment of the position of *National Coordinator, Computers in Homes*. I would like to pay tribute to the contribution of Di Daniels to the Trust over 15 years; her work has established **Computers in Homes** as the most successful digital inclusion programme in New Zealand. Di left the Trust in September 2016 and we wish her every success in her future career.

In the next year, we celebrate our 20th anniversary and I am pleased that Stephen Carr has accepted the position of Executive Director to lead the operations of the Trust into our third decade.

We continue to place a high emphasis on the separation of governance and operations. I stepped down as Chair for the interim ED role, and during the year two other Trustees also stood down as Trustees to take on operational roles – Selwyn Screen to support the transition to the new financial reporting standards, and Barbara Craig to focus more intensively on research. I would like to thank Sarah Bacon for stepping into the role of Chair and David Barrow into the role of Treasurer. Selwyn and I expect to return to our positions on the board by the end of 2016.

20/20 Trust has been through a lot of change during the year. In my view that we are well positioned to contribute to New Zealand's future as a digital nation and the digital economy.

Laurence Millar
Chair

TREASURER'S REPORT 2015/16



Under the new Public Benefit Entity (PBE) financial reporting standards that have impacted our financial reports for the first time, we are reporting a deficit for the year of \$114k. At the same time, we are also reporting a total equity position of \$194k, an increase of \$133k compared to last year's reported closing position. In summary despite the reported loss the organisation is in a stronger financial position, through increased equity, than at the same time 12 months ago.

Under the transition rules to adopt the new PBE reporting standards it has been necessary to adjust the prior year closing balances. Whilst these adjustments have been challenging to calculate, the Board of Trustees has satisfied themselves that the balances as reported are correct and are supported by the appropriate financial records. The reported position provides a base from which the organisation can operate in confidence. These adjustments and calculations are detailed in the attached notes to the accounts and a copy of the previous financial reports is also attached for comparative purposes.

Administration Expenses include doubtful debts of \$51K that arise from the Bring Your Own Device and CiH automatic payment programs, and *Depreciation Expenses* include \$11k amortisation of intangibles, primarily the website development cost.

Total Revenue is on a par with previous years and has been reclassified into two categories under PBE reporting; Non-Exchange of \$4.1m for funding indirect services including government funding to deliver the Computers in Homes programme to the public, and Exchange of \$52K for direct services including fees received from ICDL for sales and the delivering of their product.

Overall the organisation is in a strong financial position to continue its path of growth while providing quality products and services that improve the lives of people in New Zealand.

Thank you to the staff and my fellow-trustees for their assistance and support, in particular David Barrow who has deputised for me during my time of secondment to financial operations, the Operations Manager Laurence Zwimpfer, the Contract Accountant Terry Yee, and Executive Director Vanisa Dhiru & Laurence Millar (under secondment).

Selwyn Screen
Treasurer

OVERVIEW OF FINANCIAL PERFORMANCE

2015/16

STATEMENT OF FINANCIAL POSITION

AS AT JUNE 2016

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE \$

Revenue from exchange transactions	52,211
Revenue from non-exchange transactions	4,150,397
Expenses	4,264,200
Comprehensive revenue and expense for the period	<u>-113,803</u>

CURRENT ASSETS:	\$
Cash and cash equivalents	989,240
Receivables (from exchange transactions) and recoverables (from nonexchange transactions)	126,550
Inventory/inventories	939
Other current assets	8,711
Total current assets	<u>1,125,440</u>

NON-CURRENT ASSETS:

Property, plant and equipment	16,666
Intangible assets	7,470
Total non-current assets	<u>24,136</u>

Total assets **1,149,576**

Total liabilities **955,218**

TOTAL EQUITY **194,358**

A full set of financial statements, accompanying notes and audit report can be downloaded at www.2020.org.nz/reports

Computers in Homes provides training, technical support, refurbished computers and home internet to students' families in low-decile schools.

16 YEARS
16,905 FAMILIES
GRADUATED
2000 –2016



“Good to have at school so the children can see their nanas and mothers learning, hope this programme will carry on to help our people.”

Grandparent looking after mokopuna/grandchildren, Mangere, Auckland



"After this course I will be continuing studying, confident that I am able to understand some of the 'tech' talk, as well as look for full time employment."

Mother of 2, Mangere, Auckland



**1,765 FAMILIES
SUPPORTED IN 2015/16
BY THE REFUGEE &
COMPUTERS IN HOMES
PROGRAMMES**

8 REFUGEE PROGRAMME

Our aim is to provide both the children and parents with the digital tools and skills they need to become active learners, and with access to online educational resources from home.

The families are from refugee communities in Auckland, Hamilton, Wellington, Palmerston North, Nelson and Dunedin.

The 20/20 Trust provides refurbished computers and internet access to approximately 100+ refugee background families nationally per year, under a Ministry of Education contract. The Ministry also contracts separately a regional training provider to deliver the training component, employ family liaison and provide technical support to the families during the 12 month contract.

We are very appreciative of our regional training providers, who are achieving outstanding results with the delivery of the programme for each family we come into contact with and also the communities who have embraced each new family as they make New Zealand home.

The 20/20 Trust works with refugee families to help them use information and communication technology as a tool for learning and for connecting with families that are still living overseas.



“We are so privileged to be working with such a culturally diverse group of families. As new Kiwis they bring perspective and wisdom to each of their new communities.”

Shona Te Huki

STEPPING UP

ICT FOR A BETTER FUTURE

Stepping UP promotes digital literacy in subjects that enhance peoples' work and home lives. Partnering with 50 libraries and community training centres throughout New Zealand has created greater community outreach and outcomes. The curriculum consists of 31 digital steps with each step taking two hours to complete.

3,865
DIGITAL STEPS
COMPLETED
2015/16



ABOVE: Marlborough District Libraries Stepping UP participants were acknowledged at a ceremony celebrating Adult Learner's Week in September 2016.

LEFT: A participant is shown a trick on screen during a digital step session on Digital Photos at Blenheim Library.

Kiwiskills DIGITAL SKILLS FOR JOBSEEKERS

This certificate programme is offered in an advanced online learning environment that includes training, diagnostic and certificate testing.

Our delivery partners embraced the new ICDL introductory courses EqualSkills and Intro to ICDL Base, which offer foundation digital literacy. The workbook based courses were popular with learners with a total of 640 being allocated.

We continue to increase our effort in Auckland and other parts of New Zealand by partnering with secondary schools, tertiary education institutions and community groups.

1,690
KIWISKILLS
REGISTRATIONS
2015/16

KiwiSkills is our leading programme offering support to jobseekers. It is delivered using ICDL, which is an internationally recognised benchmark for digital skills in the workplace.



**FUNDING
PARTNERS**
2015/16



Lottery Grants Board
Te Puna Tahua
.....
LOTTO FUNDS FOR YOUR COMMUNITY

**PROGRAMME
PARTNERS**
2015/16

2 Degrees
Conbrio
Epworth Corporation
Farmside
Gisborne.Net
ICDL Asia
InZone
Microsoft New Zealand
Public Libraries of New Zealand

Remarkit
Tairawhiti Technology Trust
Taitokerau Education Trust
Tokomaru Bay Net
Transpower
WIFI Connect

**DELIVERY
NETWORK**
2015/16

20/20 Far North ICT Trust
 Brookfield Community Centre
 Buller District Library
 Carisbrook School
 Central Hawkes Bay District Libraries
 Colwill Community Hub
 Darfield Library
 Dargaville Library
 Eastbay REAP
 Eastbourne Library
 e-learning Porirua
 Far North Libraries
 Foxton Library
 Grey District Library
 Holy Cross School
 Kaipara District Libraries
 Kaitaia Library
 Kerikeri Proctor Library
 Leeston Library
 Lincoln Library
 Manukau Library and Research Centre
 Marlborough District Library
 Masterton District Library

Motueka Public Library
 Moving Mountains
 Naenae Community Library
 Nelson Public Libraries
 Nightingale Memorial Library
 Paraparaumu Library
 Picton Library & Service Centre
 REAP Marlborough
 Richmond Library
 Rolleston Library
 Rotorua District Library
 Rowley Ave School
 Selwyn District Libraries
 Shannon Library
 Silverstream Primary School
 Southern REAP
 Stoke Library
 Stokes Valley Library
 Tairāwhiti Technology Trust
 Taita Library
 Takaka Memorial Library
 Taranaki E-Learning Trust
 Taranua REAP
 Tasman District Libraries

Te Aroha Noa Community Services
 Te Horowhenua Trust (Te Takare)
 Te Roroa Learning Assistance
 Upper Hutt City Library
 Waiheke Adult Learning
 Wainuiomata Community Library
 Waipawa Library
 Waipukurau Library
 Wairarapa REAP
 War Memorial Library
 Web Access Waikato
 West REAP
 Westland District Library
 Whanganui District Library
 Whangarei Central Library

OUR TEAM
2015/16

Amanda Keen
Barbara Craig
Bill Dashfield
Briar Kopa
Cara Sefuiva
Carol Bourn
Cheryl Smeaton
Christina Turner
Denise Henley
Denise Proctor

Di Daniels
El Alamein Tunui
Eleanor Dashfield
Emma Tracey
Irirangi Te Kani
Ivan Lomax
Janine Lonergan
Janine Walker
Jo Hampton
June Robinson

Karin Elliott
Kristina Parbhu
Laurence Zwimpfer
Leila Ryan
Louise Powell
Martha Manaena
Melanie Craddock
Mercia-Dawn Yates
Naseem Khan
Rosslyn Te Whero

Sarah Lee
Shona Te Huki
Sue Davidson
Sue Kini
Sue West
Tania van der Vegte
Tim Davies-Colley
Vanisa Dhiru

**20/20 BOARD
OF TRUSTEES**
2015/16

Laurence Millar
Chair
Sarah Bacon
Deputy Chair
Selwyn Screen
Treasurer

David Barrow
Angela Hauk-Willis
Michael Howden
Kim Humpherson
Angela Lim

Precious Clark
(Part Year)
Barbara Craig
(Part Year)



**20/20
TRUST**

PO Box 20 020
Wellington 6242
New Zealand

info@2020.org.nz
www.2020.org.nz