20/20 TRUST

2016/17 Annual Report

OUR FIVE STRATEGIC GOALS:

OUR VISION

New Zealanders fully participating in the digital world

OUR MISSION

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.

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CHAIR'S REPORT 2016/17

Poverty was one of the big issues in the 2017 New Zealand election.

The Digital Divide Map, a joint project with our strategic partner Internet NZ, shows that there is a strong correlation between social well-being and digital inclusion (measured by access to the internet and digital skills).

In 2014, we presented an investment plan to government that would enable every school-age child to have access to an internet connection from their home within five years. The investment was not made, and it is disappointing to report that, three years later, there are still up to 120,000 schoolchildren in year 4 and above that are not connected at home. This drives a huge wedge into New Zealand society, the effect of which will impact upon education, employability and social deprivation for generations.

Our research has shown that digital skills provide a unique stepping stone to escape from poverty by reducing daily costs, improving employment and earning capacity. Overseas studies have shown that the direct cost of not being online is NZ$1,000 per year. Finding a job without a digital connection and resume is increasingly rare, and digital skills are essential in most jobs. In 2016/17, we are proud that 21% of participants in our digital literacy programmes secured a job within 12 months of graduation.

Evidence showing the value of investment in digital skills continues to mount, but was not sufficient to save our flagship programme Computers in Homes, which has supported almost 19,000 families throughout New Zealand to develop digital skills and connectivity over the last 17 years. The government advised us that the Computers in Homes programme, which provided more than 70% of our income, would not receive any new funding after June 2017.

As a result, we have scaled back our national delivery network of community-based digital champions by offering reduced working hours for team members. In addition, we are not able to continue funding our delivery partners. During this change, we have bid "farewell" to many local coordinators that have been working with the Computers in Homes programme for many years. Their departure marks the end of an era, and I wish each of them well for the future. We also disestablished the position of Executive Director as part of overhead reductions, and reduced other national costs, and I would like to thank Stephen Carr for his contribution during the year. In taking these steps, our aim is to maintain our network so that we are able to respond to future digital inclusion challenges and opportunities.

I would like to express my appreciation of the work of our Trustees and Team Members for their support

and commitment during the difficult transition we have had to make this year.

It has been exciting to see the growth of our other programmes, with both KiwiSkills and Stepping UP increasing their delivery networks and participants. We also worked with Spark Foundation to launch the Spark Jump pre-pay internet service for families with school-aged children. The opportunity to access the internet from $10 per month is proving very popular with families who cannot afford monthly 'on account' services.

Looking ahead, we will continue to seek funding for programmes that increase digital inclusion in all digitally disadvantaged communities; we are pleased to have support from the Tertiary Education Commission (TEC) for a pilot of a Family Connect programme in Auckland, which includes an individual learning plan for participants. Creating Family Connect has confirmed that the three core components for digital inclusion developed for the CiH programme – access to a device, internet connection and skills/confidence building – can be used to assemble programmes that meet the specific needs of funders.

We released the Digital Inclusion Manifesto during the 2017 election campaign with support from more than twenty community and technology organisations. I am grateful for the support of these organisations, who share our view that all New Zealanders should have "affordable access to the internet and the skills and confidence to use digital technologies for learning, for work and for life".

The Manifesto contains eight goals for digital inclusion, and calls on government to prioritise digital inclusion and skills as a core element of all its programmes - for education, for employment, for business, for health and for every aspect of New Zealanders' lives. We look forward to a dialogue with the incoming government on how New Zealand can achieve full digital inclusion.

Laurence Millar
Chair

TREASURER'S REPORT 2016/17

Under the relatively new Public Benefit Entity (PBE) financial reporting standards that have impacted our financial reports for the second year, we are reporting a surplus of $19K (last year a deficit of $114k). Our total equity position has grown by 16% to $226k, an increase of $31k compared to last year's reported closing position.

Compared to last year Total Revenue increased by 7.7% while Total Expenses increased by 4.4%. The Total Overhead and Administration spend reduced by 7.6%.

An overall pleasing financial result. The organisation continues to operate successfully within a climate of uncertainty, in terms of financial support from our funding suppliers, through prudent budgeting and decision making by the Trustees, Management, and Staff. I thank them all for their support and hard work.

Selwyn Screen
Treasurer

OVERVIEW OF FINANCIAL PERFORMANCE 2016/17

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE	$
Revenue from exchange transactions	57,827
Revenue from non-exchange transactions	4,412,801
Expenses	4,451,581
Surplus for the year	**19,047**

STATEMENT OF FINANCIAL POSITION AS AT JUNE 2017

CURRENT ASSETS:	$
Cash and cash equivalents	1,013,386
Receivables	125,424
Inventory	946
Other Current Assets	74,663
Total Current Assets	**1,214,419**
NON-CURRENT ASSETS:	
Property, plant and equipment	15,935
Intangible assets	2,989
Total Non-Current Assets	**18,924**
Total assets	**1,233,343**
Total liabilities	**1,007,623**
TOTAL EQUITY	**225,720**

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

Computers in Homes
Rorohiko I roto ngā Kāinga

"This programme has allowed time for me to explore aspects of the computer that were of specific interest to me; provided very supportive assistance and advice; gave me incentive to carry on with computer studies."

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

We have again exceeded our funded target for programme participants in 2016–17. During the year we were funded by the Ministry of Education to support 1500 families through our mainstream Computers in Homes programme and 130 new refugee families. With the support of our partners, a total of 1805 families graduated.

These families were from 21 targeted regions, all of which were identified in the 2013 Census as digitally under-served communities. We continued to give priority to families in decile 1–3 school areas in the most digitally disconnected communities.

"I used the internet to find a job as a financial mentor and I also used the CiH certificate at the job interview."

"I would like to thank Computers in Homes. I am a grandmother raising three grandchildren aged 10, 8 and 7 years, the two youngest are special needs. Before doing the CiH course I was afraid of computers and other devices thinking I didn't know enough not to lock, block or break it. I was also worried about how computer savvy my young ones were and I wasn't able to keep up with what they were up to. After doing the course it is now so easy to say "turn that off – you are not allowed on that site". It has also made it possible for us all to research topics for school and interest. I have gained and regained so much confidence. My children and I are truly grateful for what Computers in Homes has made possible for us all."

18,695 FAMILIES GRADUATED SINCE **COMPUTERS IN HOMES** BEGAN IN 2000

STEPPING UP
ICT FOR A BETTER FUTURE

Stepping UP is a free community-based training programme that helps people build their digital skills in small easy steps, in subjects that enhance their work and home lives. Thirty one modules (called digital steps) have been developed, each taking 2 hours to complete.

This year we extended our partners to over 65 libraries and community training centres throughout New Zealand. One of our partners – Rotorua Library – have set up a mobile learning centre which runs our Stepping UP classes. The 20/20 Trust donated computers for the mobile learning centre.

The Trust has recently partnered with the Spark Foundation to offer subsidised internet connections to households with children who do not currently have an internet connection. The Spark Jump initiative has now become a Stepping UP digital step, where the participants are shown how to sign up, stay safe online, provided with a free wifi modem preloaded with 30GB and how to top-up.

ABOVE: A group of brave grandparents at Mosgiel RSA getting to grips with the technology that their grandchildren seem to find so easy. Participants also learnt how to use their smartphones to do more than just make phone calls.

LEFT: Associate Public Library Managers check out the Rotorua Library's Mobile Learning Centre and its services at their annual hui in April 2017.

Kiwiskills
DIGITAL SKILLS FOR JOBSEEKERS

2500 JOBSEEKERS **REGISTERED** IN **2016/17**

58 TEST CENTRES/ DELIVERY PARTNERS

5,032 CANDIDATES **SINCE 2015**

ICDL New Zealand

The ICDL programme is an internationally recognised standard in digital skills offered in over 100 countries around the world. Kiwiskills is our jobseeker programme delivered using the ICDL certificate programme.

This year our team has maintained a strong focus on the KiwiSkills jobseeker programme. We successfully met our KiwiSkills second year funding milestones, and as a result, a further 3,500 jobseekers will have the opportunity to gain essential workplace digital skills.

Kiwiskills and ICDL programmes are provided through an active network of delivery partners, who offer jobseekers support to gain confidence and certified digital skills through the ICDL programme. For many of our candidates, obtaining ICDL Certification has led to better employment and life outcomes.

RIGHT: Students sitting ICDL tests at Canterbury University.

DIGITAL TECHNOLOGIES IN SCHOOLS:

10 **Our biennial research report on Digital Technologies in New Zealand Schools was published in April 2017, with generous support from the Ministry of Education, Microsoft, 2Degrees, InternetNZ, ResearchNZ and Netsafe.**

This report has been published approximately every two years since 1993. This report continues to provide trusted independent data on the deployment and usage of digital technologies in New Zealand schools. While there has been a dramatic change in the technologies themselves during the last 25 years, many of the challenges faced by schools in terms of curriculum integration, change management, teacher professional development and technology costs remain the same.

DIGITAL INCLUSION MAP:

The Digital Inclusion map prototype was launched at NetHui in July 2015 with nearly 100 resources. It now lists 613 resources, including bulk uploads from Auckland City Council, SeniorNet, APNK (NZ libraries) and 20/20. The map display can now be subset by type, region, programme, or organisation.

Usage increasing: The map has been well received in the community sector; with little promotion, usage doubled from 2015–16 (7,737 visits/4,766 visitors) to 2016–17 (15,578 visits/9,871 visitors), 92% from New Zealand.

Supporting digital inclusion programmes: As well as being a stand-alone resource, subsets of the map now directly support inclusion programmes including Spark Jump, Stepping UP, KiwiSkills and Computers in Homes.

Digital Nation: The map is included in MBIE's 'Building a Digital Nation' plan (with the Digital Divide HEAT map). Dedicated funding for Digital Inclusion Map development would enable further development of the database and the user interface, still largely in prototype.

Digital Divide HEAT map: We worked with InternetNZ to successfully include resource information from the Digital Inclusion map in the New Zealand Digital Divide HEAT map. The initial release colour-codes areas likely to have greatest disadvantage. It correlated infrastructure access, digital skill gaps and socioeconomic divides by area units. A proposed version 2 would allow flexible display of inclusion resources by user's locality, and other improvements.

FUNDING & PROGRAMME PARTNERS 2016/17

2 Degrees
Conbrio
Cyclone Computers
Eastland Community Trust
Epworth Corporation
Farmside
Four Winds Foundation
ICDL Asia
Internet NZ
Lottery Grants Board
Microsoft New Zealand
Ministry of Education
NetSafe
NZ Post
Public Libraries of New Zealand
Remarkit Solutions
Research NZ
Spark Foundation
Tairawhiti Technology Trust
Taitokerau Education Trust
Te Aka Toitu Trust
The Tindall Foundation
The Lion Foundation
The Warehouse
Tokomaru Bay Net
WIFI Connect
Z Energy

DELIVERY NETWORK 2016/17

2020 Far North ICT Trust
e-Learning Porirua
Eastbay REAP
Nga Pumanawa e Waru
Southern REAP
Tairawhiti REAP
Taranaki eLearning Trust
Te Taiwhenua o Heretaunga
Wairarapa REAP
Web Access Waikato
WestREAP

OUR TEAM 2016/17

Alistair Fraser
Amanda Keen
Anna Phipps
Barbara Craig
Bill Dashfield
Briar Kopa
Cara Sefuiva
Carol Bourn
Cheryl Smeaton
Christina Andrew
Denise Henley
Denise Proctor
Di Daniels
El Alamein Tunui
Eleanor Dashfield
Emma Tracey
Irirangi Te Kani
Ivan Lomax
Janine Lonergan
Jo Hampton
Juanita Teariki
June Robinson
Karin Elliott
Kristina Parbhu
Laurence Zwimpfer
Leila Ryan
Maria Green
Martha Manaena
Melanie Craddock
Mercia-Dawn Yates
Naseem Khan
Rebecca Macfie
Rosslyn Te Whero
Sarah Lee
Shona Te Huki
Sonya McDonald
Stephen Carr
Sue Davidson
Sue Kini
Sue West
Tania van der Vegte
Tim Davies-Colley
Veronica Alkema

20/20 BOARD OF TRUSTEES 2016/17

Laurence Millar
Chair

Sarah Bacon
Deputy Chair

Selwyn Screen
Treasurer

Angela Hauk-Willis
Angela Lim
Catherine Cotter
David Barrow
Kim Humpherson
Malesala Malesala
Michael Howden

Families from Whananaki School, on Northland's beautiful east coast, celebrate graduating from Computers in Homes in December 2016.

20/20 TRUST

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