



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 2017/18



Tēnā koutou katoa

The 2017–18 year has been a bumpy ride for the 20/20 Trust, and I'm pleased to say we have survived the storm; we are operating on a much-reduced scale and with determined optimism to continue as a leaner, more agile and forward-looking organisation.

Several events during the year have determined our fate.

In the lead-up to the 2017 general election, we launched a Digital Inclusion Manifesto which received widespread support from across the political spectrum. We expected to work with the elected government on improving digital inclusion. We were delighted that the Labour-NZ First Coalition Agreement contained a commitment to reinstate funding for *Computers in Homes*. The new Government faced particular challenges in meeting all of its Coalition Agreement promises, and sadly decided to not reinstate the funding in the first year.

On 3 July 2018, the Government announced a new fund of \$1 million for providers to train digital skills in homes, and the Trust is well-prepared to bid for additional funding in the contestable process. The announcement included a confirmation of the Coalition Agreement which “commits to restore funding for computers in homes programmes this Parliamentary term.”

Trustees had placed our strategic planning activity on hold pending the outcome of the Government

budget, and, following the announcement, we looked at how to operate with significantly reduced income. The 20/20 Board examined a number of options, including closure, although this was ultimately rejected in favour of a new direction for the Trust.

The Board appointed Trust Chair, Laurence Millar, as Interim Executive Director to provide operational leadership through the change management process and to continue in the role until the end of 2018. I was pleased to take up the position of Interim Chair in his stead.

The Board decided to simplify our operations and to focus on core programmes that deliver digital skills in homes—Family Connect, Refugee Connect and Northland Connect—programmes that place an emphasis on the needs of individual learners and families.

These core programmes have tracked well during the year under review, and are on target to meet agreed funding targets:

1. The Family Connect programme, funded by TEC, delivers digital skills training to 450 Auckland learners in 2018. Each learner now has a personalised training programme.
2. Northland Connect provides digital inclusion for 50 families in Dargaville under a Foundation North grant.
3. The Refugee Connect programme continues to be funded by the Government and connects 130

refugee families each year, providing affordable devices, subsidised internet access and technical support.

To enable this focus on our core programmes, we supported the establishment of the Digital Inclusion Alliance Aotearoa (DIAA) to operate our non-core programmes with effect from 1 August 2018. During the year, these programmes achieved the following:

- The Stepping UP digital literacy programme was being offered in 94 venues throughout New Zealand, and we were delighted to welcome Auckland Council Libraries to the programme.
- The DORA mobile digital learning bus—purchased in 2012 with the support of an Internet NZ grant—was refurbished using a grant from Transpower.
- The Spark Jump 4G pre-pay internet service continued to expand steadily. We had activated a total of 800 modems through 76 SteppingUP partners.

We wish DIAA, and the staff that have transferred from 20/20 Trust, every success in improving digital inclusion in New Zealand as a complementary organisation.

The sheer success of *Family Connect*, together with our renewed focus on core programmes that personalise the delivery of digital skills, means that we will build on this successful model for future digital inclusion training.

The *Kiwiskills* programme, funded by Lottery Grants Board since 2014, has now ended. A total of 7,688 learners registered to gain digital skills and competencies. We were particularly pleased to work with the Department of Corrections on a pilot programme that saw 100 women offenders complete basic digital skills training and receive a Digital Citizen certificate.

As part of our focus on core programmes, we decided to relinquish

our National Operator Licence as the New Zealand distributor of ICDL products at the end of the contract period in November 2018. We will work with ICDL Asia to manage a smooth transition for delivery partners.

As Interim Chair, I am indebted to the wisdom, guidance and insights of Laurence Millar, without whom we would be at a severe loss. His dedication to the Trust and to the ideal of better digital inclusion for all New Zealanders is second to none. I have been privileged to take over the role of Chair while he has moved into an essential interim management role.

I have also appreciated the support and comradeship of other Trustees during the difficult year we have lived through, and their commitment to the Trust throughout our intensive discussions at Board meetings.

To those staff of the Trust—both present and past—you have all worked hard facing an uncertain future. Regrettably, the funding pressures mean that some of you are no longer with us. I thank you and hope you will remember that your work was the cornerstone of the drive towards tackling digital inclusion issues head-on in New Zealand.

To those of you who have stayed I can't promise that the road ahead will be smooth, but with the additional funding on the horizon, I am confident that our work will continue – you see the need for digital inclusion every day that you work in communities.

We are thankful for the continuing support showed by our key funders who believe in the Trust's aims. To tackle digital inclusion issues for families in need we need the support, understanding and productive partnering relationships with funders.

Ngā mihi maioha

Naku te rourou nau te rourou ka ora ai te iwi

David Barrow *Interim Chair*

TREASURER'S REPORT 2017/18



A 58% reduction in total revenue required the use of equity to cover the costs and liabilities for the year ended June 2018. This was a foreseen event which was planned for by the Board and Senior Management and executed accordingly.

Corresponding with the reduction in Total Revenue was a 56% reduction in the Cost of Goods & Services Delivered. However, there was a smaller 32% reduction in Overhead & Administration cost due to the fixed nature of some of the components which make up this number, and the time required to extinguish some liabilities such as contractual leases and employment agreements.

Total Expenses exceeded Total Revenue by approx. \$157k and this flowed through to a reduction in Total Equity of 69% to \$69k. This figure was budgeted for by the Board of Trustees and is deemed to be sufficient to cover the expected cost and liabilities of the organisation, until the next round of Government Funding is announced.

In summary the organisation's finances are well planned, monitored, and controlled by the Board of Trustees through a competent team of Management and staff. Thank you all for your support and hard work.

Selwyn Screen *Treasurer*

OVERVIEW OF FINANCIAL PERFORMANCE

STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE	\$	\$
	2017/18	2016/17
Revenue from exchange transactions	35,552	57,827
Revenue from non-exchange transactions	1,848,954	4,412,801
Expenses	2,041,112	4,451,581
<i>Deficit/Surplus for the year</i>	<u>(156,606)</u>	<u>19,047</u>

STATEMENT OF FINANCIAL POSITION

	AT JUNE 2018	AT JUNE 2017
CURRENT ASSETS :		
Cash and cash equivalents	314,677	1,013,386
Receivables	60,274	125,424
Inventory		946
Other Current Assets	9,914	74,663
Total Current Assets	<u>384,865</u>	<u>1,214,419</u>
NON-CURRENT ASSETS:	\$	\$
Property, plant and equipment	6,286	15,935
Intangible assets	1,196	2,989
Total Non-Current Assets	<u>7,482</u>	<u>18,924</u>
Total assets	392,347	1,233,343
Total liabilities	323,232	1,007,623
TOTAL EQUITY	<u>69,114</u>	<u>225,720</u>

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

Digital Inclusion

THE DIGITAL INCLUSION MANIFESTO

Launched by 20/20 Trust in August 2017 during the lead up to the general election.

WHAT?

- **Full participation** in the digital world.
- **Equitable access** to digital technologies
- **Support** to access the internet and develop the necessary skills
- Future-focused **digital learning opportunities**
- School leavers with **work-ready digital skills**
- **Increased productivity** for NZ businesses from digitally skilled staff
- Digital skills for a **healthy lifestyle**
- **Seniors connected** with their families and communities

WHY?

Digital skills provide a unique stepping stone to escape from poverty by improving employment and earning capacity

There are still 100,000 children in year four and above without access to the internet at home

Government online service delivery is challenging, since many digitally excluded people are high users of government services

Businesses are in a productivity recession, with GDP per capita flat for the last five years

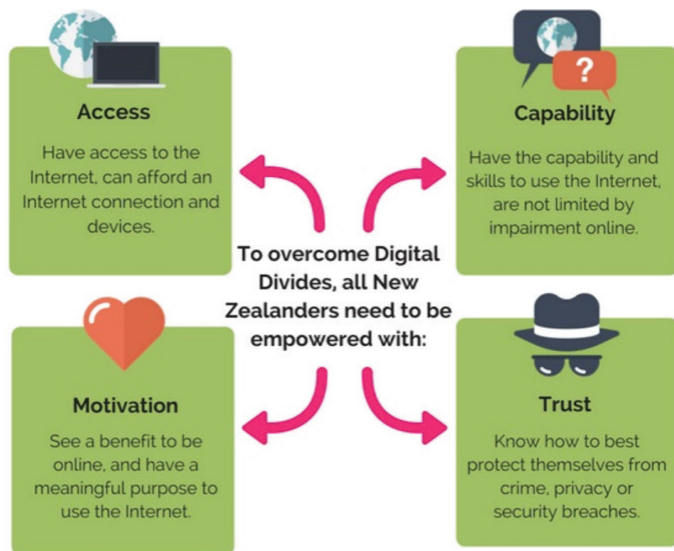
Half of New Zealanders in employment recognise that they need more digital skills to guarantee future employability

WHO?

- | | | |
|---|---|--|
| <ul style="list-style-type: none">• Addington.net• Auckland Live• Council of County Code Administrators (CoCCA)• Eastbay REAP• Gisborne District Council• Gough CAT• Hui-E• Industry Training Federation | <ul style="list-style-type: none">• InternetNZ• Kiwi Kids News Ltd• Mandolin Associates Limited• Mayors Taskforce for Jobs• Ngā Pūmanawa e Waru• Public Libraries NZ• REAP Aotearoa New Zealand• SeniorNet Federation of New Zealand• Southern Cross Campus | <ul style="list-style-type: none">• Southern REAP• Spark New Zealand• Tairāwhiti Technology Trust• Taranaki eLearning Trust• Te Ora Hou Hawkes Bay Inc• Telecommunications Users Association of New Zealand (TUANZ)• Web Access Waikato Trust• WestREAP• Whanganui Chamber of Commerce |
|---|---|--|

SOLVING DIGITAL DIVIDES TOGETHER

Launched by Internet NZ our strategic partner in May 2018 – a call to action.



GOVERNMENT POLICY

Our work is being developed by government into a *Digital Inclusion Blueprint* for release next year.

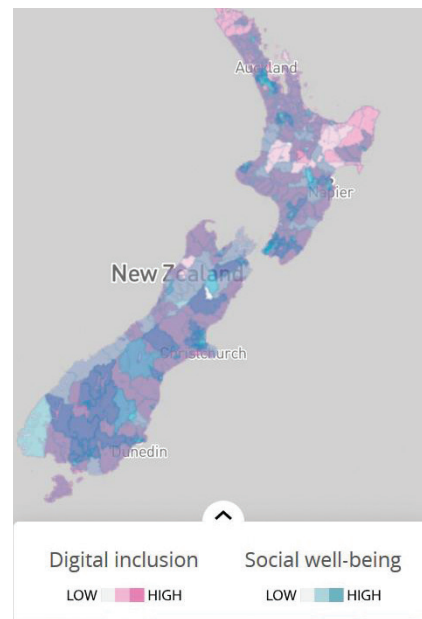
DIGITAL DIVIDE MAP

The Digital Divide map shows the correlation between social well-being and digital inclusion in New Zealand. Digital inclusion is based on three factors - infrastructure, access and skills. 'Social well-being' uses the Deprivation Index created by the University of Otago. The map was a joint development with Internet NZ, supported by funding from the Data Futures Partnership.

www.digitaldivide.nz

The map was built on our pilot Digital Inclusion map, which was launched in July 2015, and now contains links and contact information for more than 1,100 resources. These include Computer Access, Computer Training, Digital Inclusion organisations and projects, research resources, and community wi-fi access.

www.digitalinclusion.nz



Some doors close ...

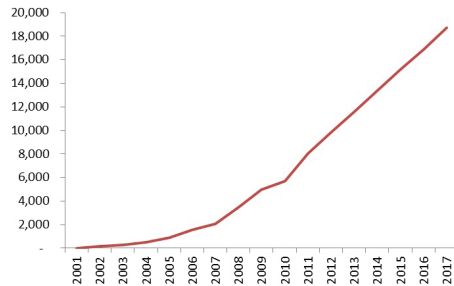
Two long-running programmes that had been a major part of 20/20 Trust, ended during the year.



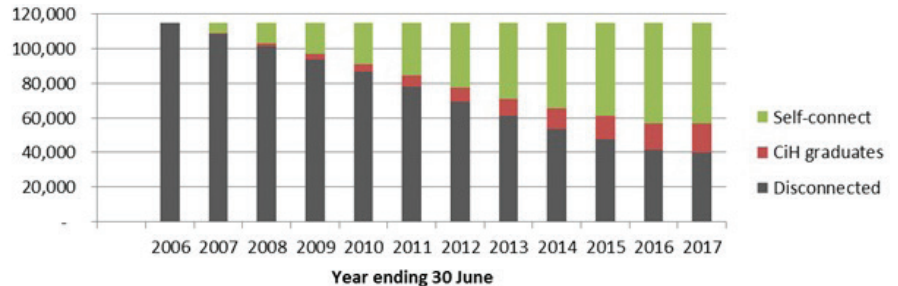
Funding from the Ministry of Education for Computers in Homes ended in June 2017, and during the 2017–18 year, 1,805 families who joined Computers in Homes in 2016–17 completed the 12 months subsidised internet component of the programme and transitioned to commercial providers.

After 17 years, it is sad that there are no plans for future intake, at least until the government decides to reinstate funding. We remain hopeful that Budget 2019 will provide future funding for the programme.

18,695 FAMILIES GRADUATED FROM COMPUTERS IN HOMES SINCE 2001:



COMPUTERS IN HOMES HAS MADE A MAJOR CONTRIBUTION TO THE REDUCTION IN FAMILIES WITH SCHOOL-AGED CHILDREN NOT CONNECTED TO THE INTERNET:

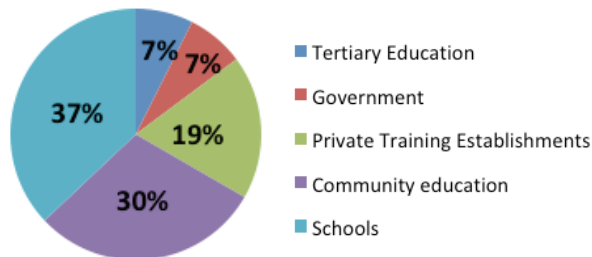




The Kiwiskills programme, which was funded by Lottery Grants Board since 2014, also completed during the year.

- Enrolled more than 7,500 learners in Kiwiskills.
- Raised the importance of digital literacy for jobseekers, which is now an expected competency for school leavers and others entering the workforce.
- National operator for ICDL since 2012.
- Relinquish the role following the successful completion of the Kiwiskills programme.
- Pilot programme with the Department of Corrections for women prisoners.

KIWISKILLS DELIVERY PARTNERS:



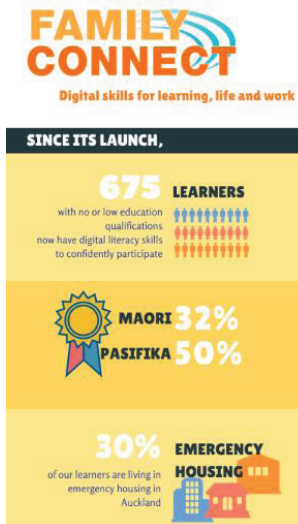
New doors open ...

During the year we also saw the birth of new programmes.

- Key elements of the *Computers in Homes* programme modularised.
- Delivered in different combinations in response to the needs of individual communities.
- Three core components – access to a device, internet connection and skills/confidence building.
- We are able to assemble programmes to meet a wide range of specific digital inclusion needs.
- Proven approach with **Family Connect**, which includes Individual Learning Programme for each learner, and outcomes evaluation.



Above: Lt to Rt Shane Marino, Nivarna Marino, Officer Peter, and Mariah Cramond, Roadcode Study Group



Above L to R: Tangi Toparea, Raura Manuela, Mata Matekuwlava, and Tere Teariki final class worksheet smiles



Above: Graduates from Refugee Connect in Auckland

Right: Refugee family graduation at e-Learning Porirua



REFUGEE CONNECT

130 refugee families from Middle East, Asia, and South America.

Provided with a digital device, internet access and skills training.

Working in partnership with the Red Cross in Auckland, Hamilton, Palmerston North, Wellington, Nelson, Dunedin and Invercargill.

STEPPING UP

ICT FOR A BETTER FUTURE

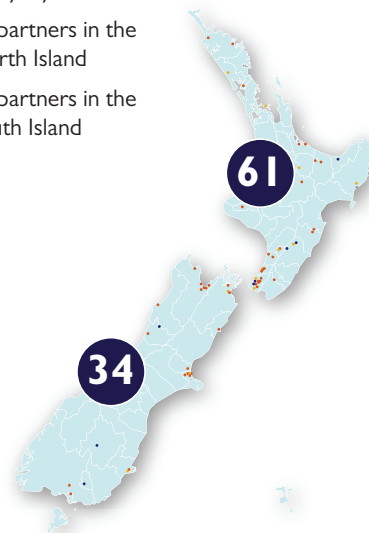
Significant growth thanks to funding received from the Lottery Grants Board.

Free digital skills training and low-cost connectivity available throughout the country.

Filling a gap in the digital training sector with bite-sized classes in subjects relevant to everyday life.

61 partners in the North Island

34 partners in the South Island



**FUNDING &
PROGRAMME
PARTNERS**
2017/18

2 Degrees
Acorn Foundation
Auckland Airport staff giving
programme
Conbrio
Cyclone Computers
Eastland Community Trust
Farmside
First Sovereign Grants
Foundation North
Four Winds Foundation
Hauora Tairāwhiti

ICDL Asia
Internet NZ
Lottery Grants Board
Microsoft New Zealand
Ministry of Education
National Digital Forum
NetSafe
NZ Post
Public Libraries of New
Zealand
Remarkit Solutions
Spark Foundation

Spark NZ Limited
TaiTech Trust
Taitokerau Education Trust
Tertiary Education
Commission
The Warehouse
Thomas McCarthy Trust
Tindall Foundation
Transpower
W R Kettle Trust
Z Energy

OUR TEAM
2017/18

Alistair Fraser
Anna Phipps
Barbara Craig
Bill Dashfield
Carol Bourn
Cheryl Smeaton
Denise Proctor

Janine Lonergan
June Robinson
Karin Elliott
Kristina Parbhu
Laurence Zwimpfer
Maria Green
Rebecca Macfie

Shona Te Huki
Sonya McDonald
Sue Kini
Sue West
Veronica Alkema

DELIVERY NETWORK

2017/18

Family Connect Referral Partners:

Bailey Road School
Clendon Pride Project
Community House
Colwill Community Hub
De Paul House
Emerge Aotearoa, Manukau
Faith Family Connect, Glen
Innes
Glen Innes Library
Ignite Colleges
Leabank School
Manu Tukutuku, Randwick Park

Monte Cecilia Housing
Panama Road School
St Mary's School, Avondale
Te Mahia Community Village
Te Whanau Hapori
Waiheke Adult Learning

Other Delivery Partner: Te Roroa Learning Assistance

Refugee Connect Delivery Partners:

Red Cross New Zealand
e-Learning Porirua
RYAN (Refugee Youth Action
Network) Centre, Auckland
Hamilton Multicultural Services
Trust
Freyberg High, Palmerston
North
e-Learning, Porirua
Victory School, Nelson
Carisbrook School, Dunedin
Southern REAP, Invercargill

20/20 BOARD OF TRUSTEES

2017/18

Laurence Millar
David Barrow
Chair
Angela Hauk-Willis
Deputy Chair

Selwyn Screen
Treasurer

Alealum Malesala
Angela Lim
Catherine Cotter
Sarah Bacon



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