



Computers in Homes Half-year Report

JANUARY 2014

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Computers in Homes is an initiative of the 2020 Communications Trust. The programme receives support from the Government's Digital Literacy and Connection Fund (administered by the Department of Internal Affairs) and the Ministry of Education as well as numerous business and community partners.

Website: www.computersinhomes.org.nz

The 2020 Communications Trust is a registered charitable Trust, established in 1996.

Website: www.2020.org.nz

Front cover: Yusef Abdullahi (front), Computers in Homes tutor for the first intake of refugee families at the RYAN (Refugee Youth Action Network) Centre in Auckland with children from Computers in Homes families. The RYAN Centre is a new Computers in Homes partner for the Ministry of Education supported refugee programme.

The 62,000 Challenge!

Census 2013 reported 62,000 families with school-aged children without access to the internet in their homes. This compares with 100,000 in Census 2006. Our mission is to bring computer technology and the internet within reach of all New Zealand families with school-aged children.

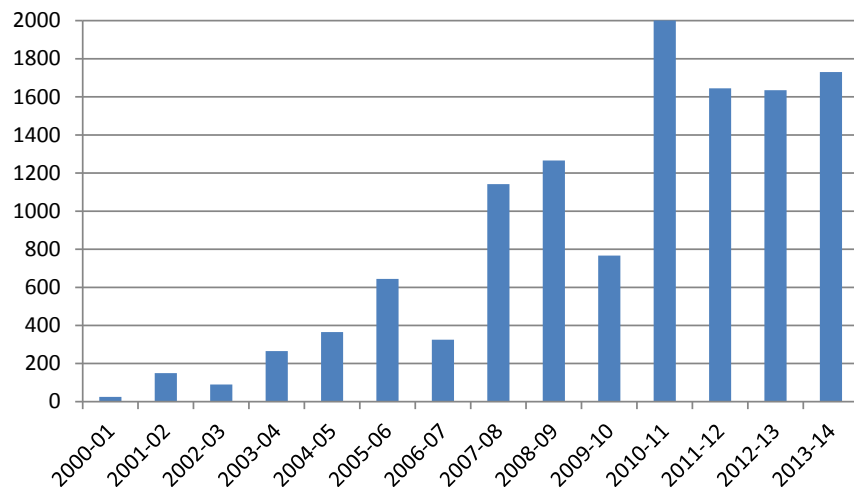
Computers in Homes targets low-income communities by working with low decile schools to support families in their communities. Since the programme started in 2000, we have worked with over 300 schools. This represents 39% of the priority 776 schools (including 721 decile 1 to 3 schools). 51% of the students in these schools are Māori; 21% are Pasifika.

Since 2000, *Computers in Homes* has reached over 12,000 families. Funding support has been provided by the Ministry of Education for over 3000 families, including 765 refugee families, and the Department of Internal Affairs – nearly 3500 families as part of the Community Partnership fund and a further 5500 families from the Digital Literacy and Connection Fund.

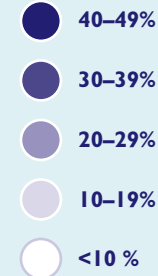
Every dollar received from government is matched by a dollar from other programme partners – businesses and local communities.

We are making progress towards our goal of every household with school-aged children having access to the internet in their homes, but we still have some way to go. The New Zealand map on the facing page illustrates the regional digital divide with three districts, Kawerau, Opotiki and Wairoa, still having 40% or more of households with school-aged children without internet access, compared to the most connected district, Selwyn with only 5% households without internet access. There are similar disparities in Auckland between South Auckland Local Boards reporting 37% disconnection rates while North Shore Local Boards have only 4%.

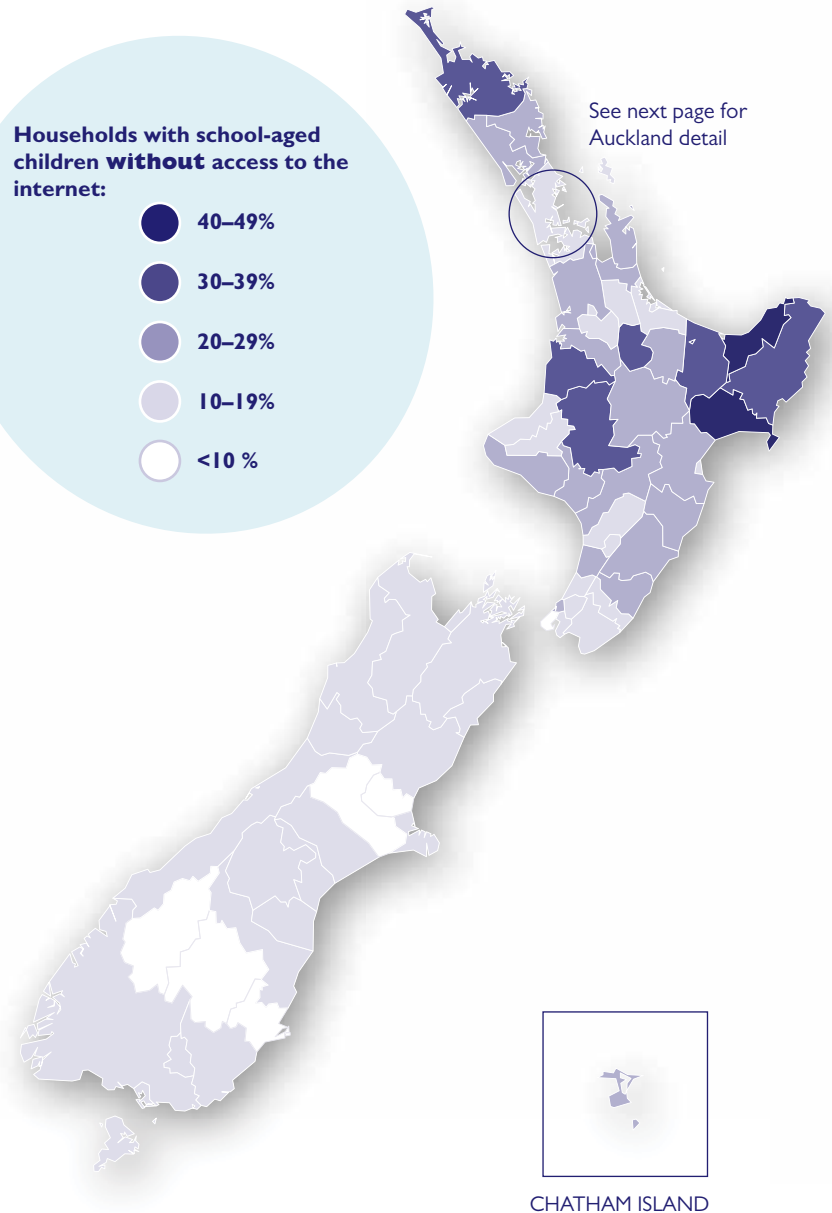
CiH Families 2000 – 2014:

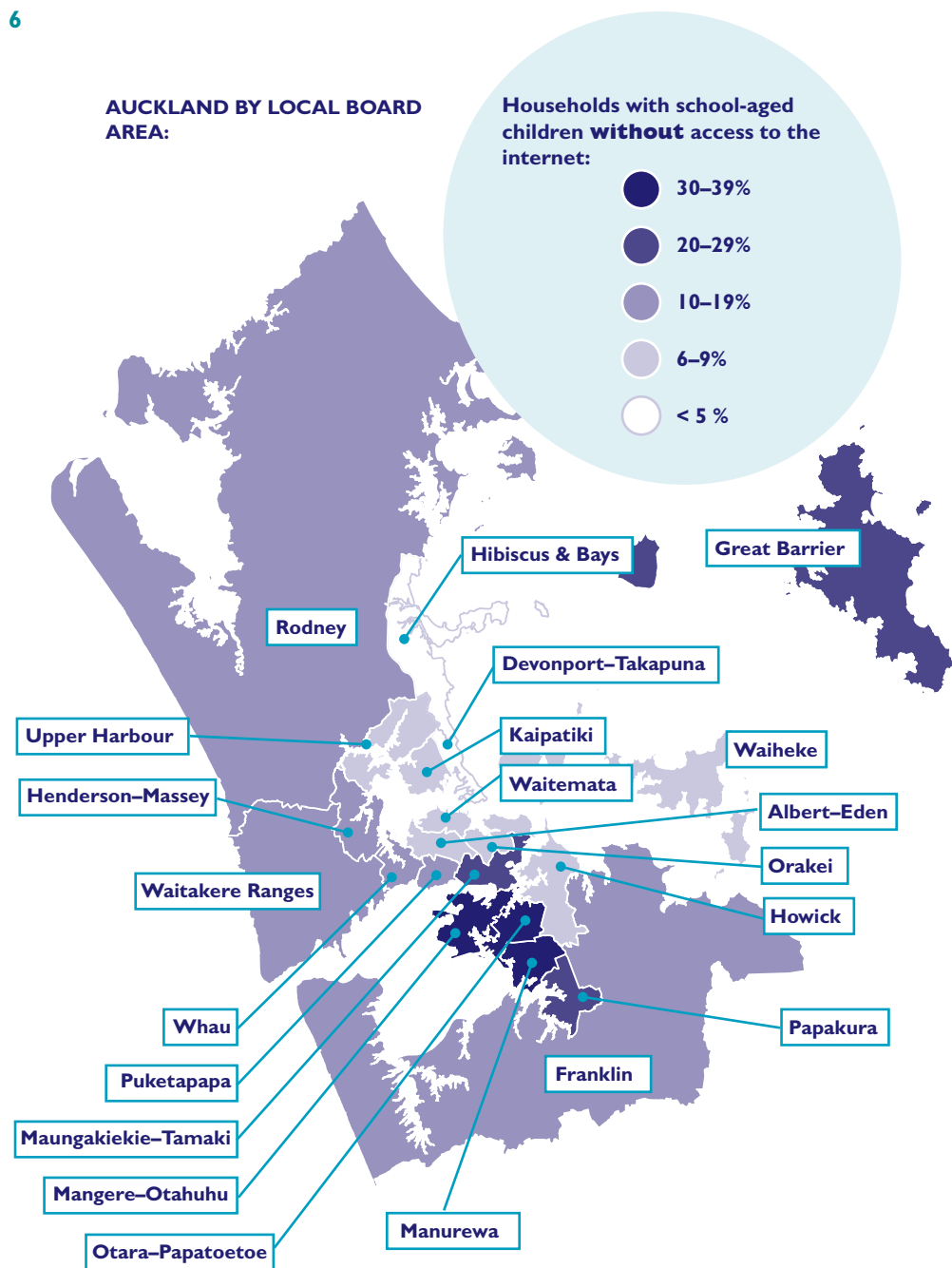


Households with school-aged children *without* access to the internet:



See next page for
Auckland detail





Source: Statistics New Zealand 2014

About this report

This mid-year report covers the period July to December 2013 and has a 'results' focus with regional success stories and survey results. We provide an update on progress with delivering *Computers in Homes* in each of the 19 regions funded with support from the Government's Digital Literacy and Connection programme. We also provide a summary report on the Ministry of Education-funded *Computers in Homes* programme for refugee families.

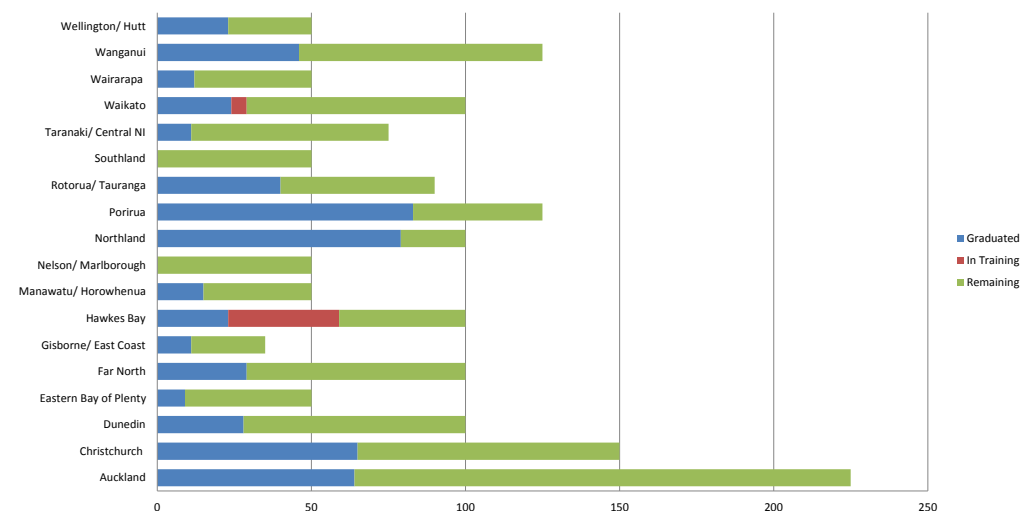
During the last 6 months, we have continued to develop our related digital literacy programmes, including Stepping UP and KiwiSkills. We include brief reports on outcomes from these developments.

PROGRESS 2013–14

The Digital Literacy and Connection (DLC) programme has provided support for a total of 1500 families during fiscal year 2013–14 (July 2013–June 2014); a further 40 families are receiving contributory funding from Nga Mataapuna Oranga as part of a Bay of Plenty Whānau Ora Collective initiative. As at 31 December 2013, the total number of graduates was 562 (37% of the DLC contracted number for 2013–14).

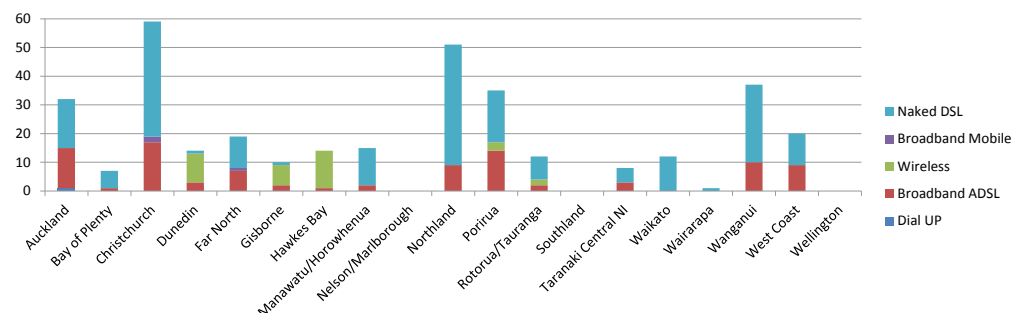
Progress in each region with the number of graduates is summarised below:

Computers in Homes Graduates 2013–14:



An issue raised in earlier reports was the increasing challenge of providing internet connections for programme participants who had disconnected their fixed telephone line in favour of a mobile phone. In the six months from July to December 2011, 67% of all *Computers in Homes* graduates (500 out of a total of 751) did not have a landline. This trend continued during the first half of 2012, but in July 2012 we introduced Naked DSL as a connectivity option and provided families with an automatic payment facility. Families have demonstrated a willingness to start contributing to their internet costs from the start of the programme and this has allowed us to extend the subsidy for 12 months instead of the previously funded period of six months. We are now achieving connection rates of 80%.

Naked DSL is the preferred method of internet connectivity, with 62% families choosing this option during the last 6 months. 27% had an existing telephone line and chose the Broadband ADSL option.



FOLLOW UP SURVEY

Twelve months after families graduate from *Computers in Homes*, participants are asked to complete an online survey, reporting impacts of the programme on their lives. In addition, all participants are given the opportunity for a technician to conduct a warrant of fitness test on their computers and provide any upgrades necessary.

In the questionnaire, special attention is paid to any ongoing training that participants might have signed up for and any enhanced work or employment opportunities they have benefitted from.

The results included in this report cover all follow-up surveys for the last two years (2012 and 2013), a total of 2489 surveys across 21 regions. The number of surveys completed in each *Computers in Homes* region, as at 31 December 2013, is as follows:

Region:	Completed Rejuvenation Surveys (Dec 2013):
Auckland	196
Bay of Plenty	112
Buller	107
Christchurch/Canterbury	139
Dunedin/Otago	208
Far North	221
Gisborne	181
Hawkes Bay	87
Lower Hutt	41
Manawatu/Horowhenua/PN	73
Nelson/ Marlborough	26
Ngati Porou/East Coast	7
Northland	96
Porirua	226
Taranaki/Central NI	116
Waikato	200
Wairarapa	53
Wairoa	144
Waitomo	24
Wellington	8
Whanganui	224
TOTAL	2489

SURVEY RESULTS

We have selected a number of questions from the rejuvenation survey and presented these as a series of bar charts. The results we have selected to present in this report focus on outcomes in terms of further training and employment enhancements:

- Have you enrolled on other courses?
- What qualifications are you seeking?
- Who has provided you with further training?
- What training courses have you undertaken?
- Have you had any change in employment?
- Have any other adults in your household had any change in employment?
- What have you found helpful in pursuing employment?
- What type of internet connection do you have?

SUCCESS STORIES

We asked each of our regional *Computers in Homes* coordinators to provide one success story from their regions, highlighting the benefits of the programme and explaining how the programme is impacting the lives of not only the participants but also others in their communities.

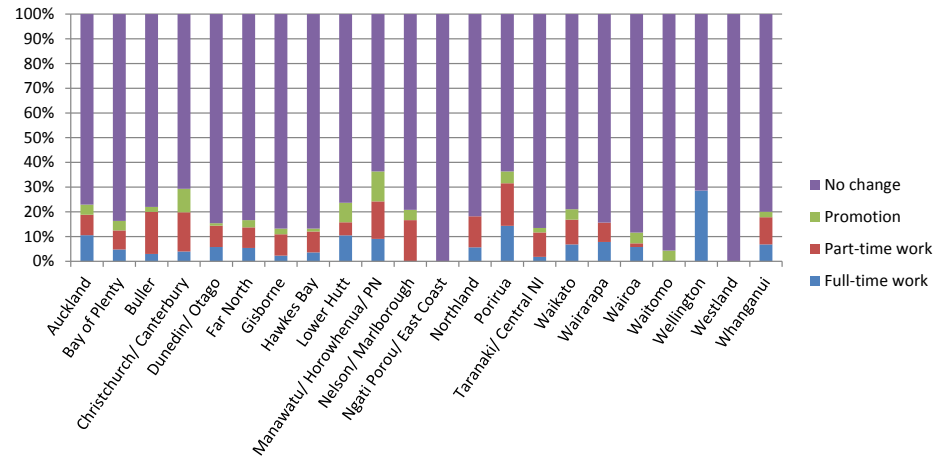
One of most exciting success stories from the last 6 months has been the sponsorship agreement with Dick Smith, announced in Christchurch on 17 December 2013. Dick Smith has equipped DORA with new laptops and brought our office computers into the 21st century. They have also provided a generous cash grant for *Computers in Homes*.



Left to right: Laurence Millar (2020 Trust Chair), Di Daniels (CiH National Coordinator) and Micah Gorman (Director of New Zealand for Dick Smith) in Christchurch at the sponsorship announcement.

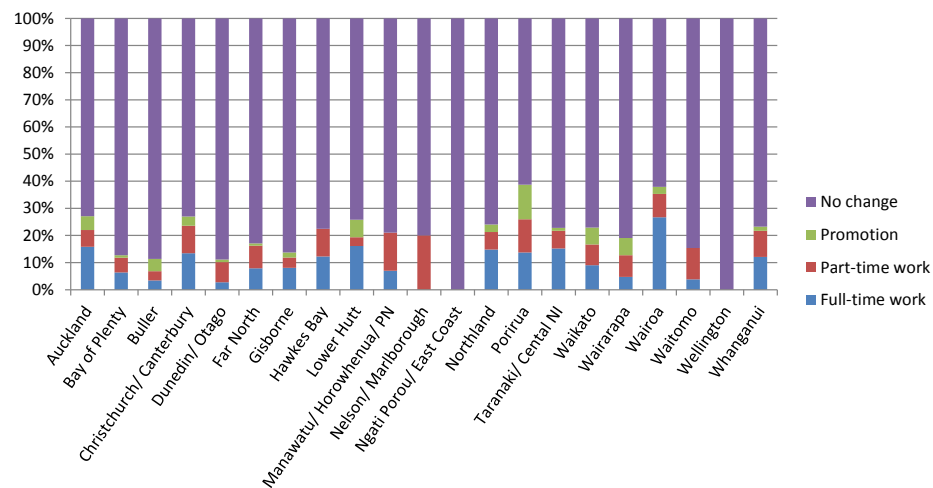
CHANGE IN EMPLOYMENT STATUS (CiH PARTICIPANT):

Overall, 19% of all CiH graduates gained full-time work (6%), part-time work (10%) or a promotion (3%). Programme participants reported that their participation in *Computers in Homes* was a factor in helping them develop skills to seek work (20%).



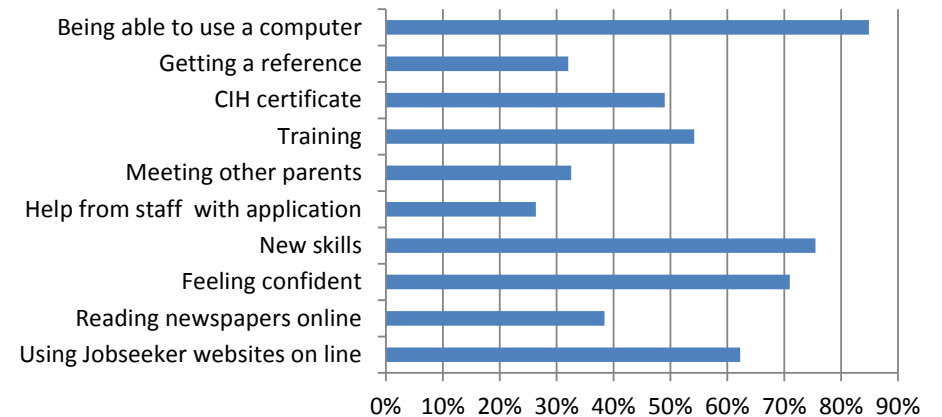
CHANGE IN EMPLOYMENT STATUS (OTHERS IN CiH HOUSEHOLDS):

Overall, 24% of other adults in CiH households (households reported changes in employment status of up to 4 other adults) gained full-time work (11%), part-time work (9%) or a promotion (4%). This highlights an important outcome of *Computers in Homes* – the programme benefits not only the participant and their children but also other adults living in the same household.



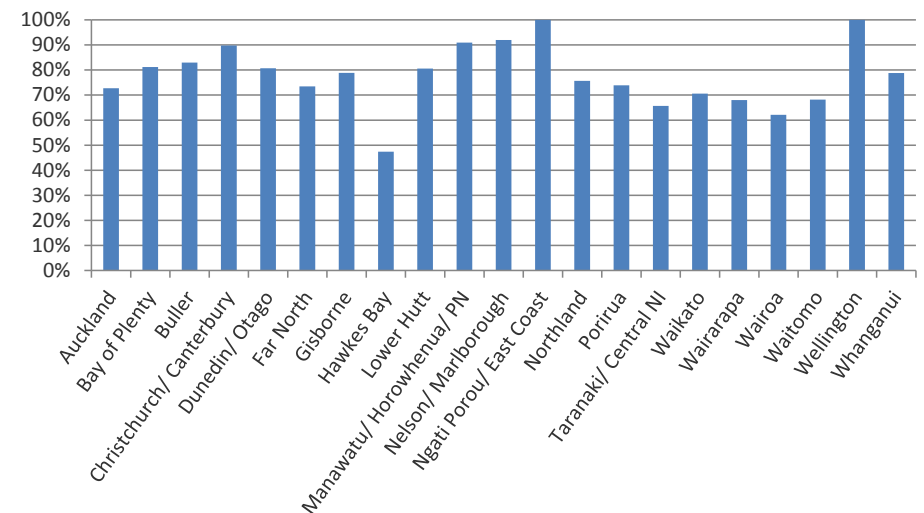
WHAT DID YOU FIND HELPFUL IN SEEKING EMPLOYMENT

Programme participants were asked about the specific aspects of *Computers in Homes* that they found helpful in seeking employment. 20% reported that being able to use a computer was helpful in finding a job. 18% reported that having new skills helped, 17% reported that 'feeling confident' helped and 15% found learning to use jobseeker websites helpful.



INTERNET CONNECTIVITY:

At the time of this survey (around 12 months after graduation) 67% of all CiH participants reported having an internet connection. Only 27% (or 458 households) of those with internet at home provided details of type of connection, 49% reported an ADSL Broadband connection, 22% Naked DSL Broadband, 25% Wireless, 3% Mobile Broadband and just under 1% Dial-up.



Auckland

DECEMBER 2013 UPDATE

225 families to be supported (2013–14); as at 31 December 2013
64 families (28%) graduated.
Broadband internet connections provided to 37 families (58%).

“Before becoming involved in the *Computers in Homes* Programme, I must admit, I was a little sceptical. It’s not every day that an amazing opportunity is offered to you. However, upon reflection, it was one of the best decisions I made, filling out that application form.”

Tote Hemeheema
Lincoln Heights School

SUCCESS STORY

My name is Tote, I am a single parent of two gifted strong children, whom I have always called my cookie monstaz. My daughter Baylie is 14yrs, attends Massey High School and my son Rhythm, is 9yrs, attends Lincoln Heights School in Massey and it



Tote Hemeheema and her 'monstaz', Baylie & Rhythm.

was through his school, that we became part of the *Computers in Homes* Family.

I work as a NZ Sign Language Interpreter and with my job and being so involved in the Deaf Community, I need to have access to the Internet and Skype in order to maintain easier contact with everything technical for work and also with Deaf. It can be extremely hard to rely on face to face contact with the Deaf Community, Skype makes life so much easier when life is hard enough trying to juggle everything, especially as a single parent. Being an Interpreter is not just my job, it's my lifestyle – and what better way to give back than being able to share my voice and my gift of hearing with the Deaf World on a daily basis.

I was blessed with a webcam from Cara on Graduation night. Having a computer at home with access to the internet has enabled me to do my job better, maintain contact with the Deaf Community, allows my monstaz the opportunity to learn more online but has also reawakened their passion for learning. They ask more questions, they want to know more, they want to excel in school and they're hungry for knowledge, and knowledge is power. The most amazing part of this journey is that we have been able to spend more quality time together!

Absolutely anything is possible if you believe. I believe it, my monstaz believe it and I will continue encouraging others to believe. I also believe in *Computers in Homes*. Their organisation has the power to educate families via the internet from home. This not only opens our lives to a world of opportunities with new eyes, it encourages family bonds, the sharing of ideas, the hunger for learning and the gift of being able to give back.

It's been an amazing journey with *Computers in Homes* and I give my sincere thanks and appreciation to Cara and her Team, who on a daily basis, share their magic by showing the world, that ANYTHING, is indeed possible.

Christchurch

DECEMBER 2013 UPDATE

150 families to be supported (2013–14); as at 31 December 2013
65 families (43%) graduated.
Broadband internet connections provided to 59 families (91%).

Lily Lomu graduated in December 2012 at Shirley Intermediate School. She gained new computing skills and new confidence and now has a job as a teacher aide at Shirley Primary, helping kids in the classroom.

SUCCESS STORY

Hi my name is Lily Lomu and I was part of the *Computers in Homes* programme in 2012. To tell you the truth at the beginning I was a bit nervous and wasn't sure what to expect. All I knew was that I wanted to be more computer wise – not only for myself but especially for my kids. After finishing the programme I have overcome this obstacle.

I am glad to say, that because of this my oldest, who just turned 14, has graduated top in his class through using the internet to help him with his homework! He has also taken up saxophone and thanks to YouTube, practising has been much easier. For myself it has given me more opportunity to look for work and after a short amount of time I have gained part time work at a Shirley Primary School as a teacher aide. The skills I have gained from *Computers in Homes* have helped me help kids in classes.

My daughter and my youngest love using the internet. It has become a big part of our daily routine – homework, watching programmes and staying in touch with family and friends, which is great because we came to Christchurch last year after being in Auckland for five years. This year for Xmas we are flying back home to Wellington all because of staying in touch through Facebook and emails. I highly recommend *Computers in Homes* to anyone – it has changed my life for the better.



December 2013: Lily Lomu in her new job as teacher aide with Kylie Piper (in Santa suit) – Shirley Primary School DP.

Dunedin

DECEMBER 2013 UPDATE

100 families to be supported (2013–14); as at 31 December 2013 28 families (28%) graduated. Broadband internet connections provided to 14 families (50%).

Computers in Homes relies on a large network of dedicated tutors who coach and support first-time computer users to build their confidence in the digital world. Rebecca South is one of these tutors. This is her story.

SUCCESS STORY

I first heard about *Computers in Homes* when I was offered the opportunity to tutor a class as part of a pilot programme in Coromandel Town. I have always been an advocate for computer education being available for all socio economic groups and I was also dismayed at the amount of working computers finding their way to the landfill, while many people couldn't afford a new computer.

So you could say *Computers In Homes* was a perfect match for me!

Not long after the pilot programme in Coromandel concluded our family relocated to Dunedin. As the Dunedin programme was growing I was fortunate to be offered a tutoring position. I was later offered the role of tutoring the Stepping Up classes and recently completed my ICDL training to become an Accredited Tester for KiwiSkills in the Dunedin area.

As well as learning many new computer skills myself it's been great to meet such a diverse range of people in our community. I'm learning skills to manage large groups of different ages, skill levels and learning styles. Some people are quite terrified of computers when they start the course and it's so rewarding to see them leave with some confidence to partake in the digital and online world.



Rebecca South tutoring a *Computers in Homes* class.

Eastern Bay of Plenty

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013 9 families (18%) graduated. Broadband internet connections provided to 7 families (78%).

Kaingaroa Forest School held their *Computers in Homes* programme at the end of 2011. Mavis Boynton graduated along with 12 other whānau within the small township of Kaingaroa Forest.



Trainees from Tuapou Marae at Te Kura Mana Māori o Matahi, where Mavis is now training members of her hapu.

SUCCESS STORY

Mavis wanted to participate in the programme to see what was on offer and to grow the computer skills that she already had. The \$50 commitment fee was also a big incentive, as this small amount gave her training, a refurbished computer package and Internet support.

Over the two and half years since the programme, Mavis has used the extra skills learnt to help with emailing for home, work and community activities. Being able to create documents has helped in all of her day to day work and how to setup a Facebook page and korero with whānau as an alternative communication to a phone has also been real helpful. Her skills in the use of different software and online tools has grown over time allowing her to utilise shortcuts and generally teaching herself how to navigate the digital world better. Her skills are now to a level that she is confident in teaching others who are beginning their digital journey. Her whānau has also increased their computer use, especially the Internet being a big attraction for homework and finding out about all sorts of things. Mavis's tamariki very much enjoy the social media side of Internet access, especially keeping in touch with other whānau members outside of the small community of Kaingaroa Forest. As Mavis puts it, "The tamariki ask me less questions, as they use Google to pretty much find all their answers, especially around homework".

Mavis was so enthusiastic about the *Computers in Homes* programme that she spearheaded setting up a programme for her hapu out of Tuapou Marae in Matahi Valley 2 years after her graduation. Matahi Valley is a very isolated community near Waimana within the Tuhoe nation. Having developed her skills over the 2 years since Kaingaroa's CiH, she took on the roll of trainer to her hapu members. "What a great programme! I feel good to have brought this programme back to my Hapu/Iwi, it makes everyone feel good and allows our small community to communicate with the world easily via e-mail, Facebook and gives them the ability to address something NOW. Put it this way, without a computer we would be lost as they are the technology of today & the future and it makes our lives easier".

Like many others who have participated in *Computers in Homes* in the Eastern Bay of Plenty, Mavis would definitely recommend the programme, as she states, "Where else would you get an opportunity like this".

Far North

DECEMBER 2013 UPDATE

100 families to be supported
(2013–14); as at 31 December 2013
29 families (29%) graduated.
Broadband internet connections
provided to **20 families (69%).**

Ria Van Beuzekom lives in Okaihau in the Far North and is the mother of two boys. Ria had been working in a cucumber hothouse as a grower before she found herself out of work, and two weeks later Camella Nelson, a Computers in Homes tutor, invited Ria onto the programme.



Ria in her new job as cashier at KFC in Kaikohe.

SUCCESS STORY

Ria decided to take a chance and give it a go “as my two young boys are computer savvy I thought it was a great idea to catch up to them a tad”. Ria attended the 20 hours training and said “*Camella was awesome, she showed me how to put photos onto CD. Not even my kids knew how to do that! I had great pride in coming home to show the boys how to cut and paste, only to get reply’s like “we know that” and “didn’t you know how to do that mum?” Lots and lots of laughs and fun were had after each class, explaining to my kids the things I had learnt. I spent a lot of time during the course constructing a beautiful CV with a lot of great ideas from my wonderful tutor, Camella Nelson.*” Ria completed the training with confidence and found the training gave her more options when looking for a new job. Before she jumped on the Computers in Homes wagon Ria had been in a real down zone after losing her previous job and the stresses of money issues. But the training really boosted her confidence to put herself out there again.

Ria had her CV on a USB stick and decided to “get down to the nitty gritty” and search for work. After many applications from Fonterra to KFC she found a job she absolutely loves. “*I was overjoyed when I received an email from KFC in Kaikohe for a job interview. As I was in my interview for the job I saw my AWESOME CV sitting on the desk in front of the store manager. I left the interview and by the time I got home I had an email saying my interview was successful!*”

Ria is loving her new job (so they keep calling her up to work extra shifts on her days off) and has plans to be the manager at KFC in the future; KFC are going to upskill Ria to help get to her goal.

Not only has Computers in Homes changed Ria’s life but her children are benefiting too. “*Harvey goes onto YouTube to learn how to draw and can now do amazing freehand drawings and is learning a lot about Art, he has registered with Study Ladder through the school and plays Maths games. Victor, the younger son, plays the school learning games and loves strategy games*”. Victor’s grades were low for reading, but due to having to read instructions to play games etc. online his reading level has improved.

Gisborne/East Coast

DECEMBER 2013 UPDATE

35 families to be supported
(2013–14); as at 31 December 2013
11 families (31%) graduated.
Broadband internet connections
provided to **10 families (91%).**

Mark is sole parent of 14 year old Leroy. It was 5 years ago that he went through Computers in Homes at Te Kura Kaupapa Māori o Nga Taonga Tuturu ki Tokomaru at Tokomaru Bay where Leroy is currently attending their Wharekura. Mark has always been someone against the bad influences of television but he knew it was important to embrace the digital age.

SUCCESS STORY

When I was made aware of the Computers in Homes programme I saw it as an opportunity too good to miss. I wasn’t exposed to computers until late in life. I found the technology a bit intimidating but I felt compelled to keep up with the times as computers and the internet have become an essential part of modern day life, especially for the younger generation.

As a father I felt the CiH programme was the ideal opportunity to acquire a computer and learn how to use it. After completing the course and having a computer installed and internet access set up, my son and I have used our computer almost daily. Not having a telephone, the idea of direct WiFi into my house appealed to me.

Last year our CiH computer had done its dash and we purchased another second hand computer and also a brand new television which we use as a computer screen without Television access (great for watching YouTube videos and movies).

We use our computer for many things like looking up subjects Leroy’s school is discussing (anything from history to geography, astronomy to science) we follow national and international news, email friends and family and Leroy has a facebook page (well monitored, I must say).

We use the seemingly unlimited websites for advice on how to use a computer and how to fix our bicycles, build kites etc. We have learnt to use Trademe and have made some useful purchases. I use the job seeking websites to look for work and my son indulges his passion for lego by accessing the numerous sites on the subject. And of course on rainy days we watch movies and cartoons, listen to music or simply satisfy our curiosity on subjects that interest us, like New Zealand history, animal behaviour, new technology and famous New Zealanders etc. We read ebooks and short stories and use Wikipedia and encyclopaedia sites. Just by using our computer regularly we have taught ourselves how to use Microsoft Word, Google Earth, paint, Windows media player and others. We’ve also learnt to maintain our computer using the disk defragmenter and disc cleanup. Our advances in knowledge and confidence have enabled us to teach others how to use their computers. I would recommend the Computers in Homes programme to anyone who wishes to learn how to use a computer or advance existing skills. It has definitely enriched our lives and I no longer feel as if technology is passing us by.



Mark, who graduated from CiH five years ago, is now fully engaged in the digital world.

Hawkes Bay

DECEMBER 2013 UPDATE

100 families to be supported (2013–14); as at 31 December 2013
23 families (23%) graduated.
Broadband internet connections provided to 14 families (61%).

Robert Ferrier is a 63 year old widower with nine year old twins Jack and Charlotte. The twins attend Henry Hill School in Maraenui, Napier, and in early 2013, the school ran a *Computers in Homes* programme. Robert, or Bob as he is well known amongst families of Henry Hill School, is wheelchair bound and relies on a mobility scooter to get around, but this didn't stop him signing up for the CiH programme.

SUCCESS STORY

Bob is regularly seen with his children as they walk (or ride on the scooter with him) to school. Over the past few years, a daily entourage of up to 20 or more children have walked with Bob and the twins to and from school.



Robert Ferrier, with his twins Jack and Charlotte.

Jack and Charlotte were taught at a young age how to use a computer by their late mum, so having a computer in their home again has meant a lot to the twins. They now have the opportunity to have a computer to do their homework and keep up to date with their school work as well as knowing what their friends are learning about and are up to. The twins are also on hand to provide computer support to their dad, something Bob is grateful for. They are also able to keep in touch with family, especially their older sister who lives in Sweden.

Despite being only nine years of age, both Jack and Charlotte know what they want to be when they grow up. Jack wants to be a policeman and Charlotte wants to be a dentist. Both twins are determined to achieve their career dreams and have already started to put some learning goals in place. "This is something they have done on their own" said Bob. "They know what they want to do and so it's up to them to make sure that they continue to make the right decisions through life".

As a cautious parent, Bob has many concerns about the twin's safety using the internet and the computer. The family are lucky to have a tech-savvy friend provide them with regular computer support. He will either visit them at home or give Bob his instructions over the phone. Bob says that he regularly checks their computer's internet history and has a good time system in place for the twin's computer time, adding that his rules are strict but there are no hassles or arguments in the home.

Bob has been reluctant to use internet banking through fear of the unknown but through encouragement from his sister he has made contact through his local ANZ bank who have offered to provide him with one on one internet banking training and support. Bob has agreed to meet with his bank and agrees that internet banking will help his family save time and money.

Bob, Jack and Charlotte all agree that having their computer is a good thing for their family and they would like to thank *Computers in Homes* and Henry Hill School for supporting them.

Manawatu/Horowhenua

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013
15 families (30%) graduated.
Broadband internet connections provided to 15 families (100%).

"One of our sons has struggled with his reading and was below average. The teacher working with him discovered working on the computer helped him and now he is above his reading age. We know having a computer in our home now will continue to help him learn."
Vanessa Timutimu, Foxton School



Nikora (left) combined his Te Reo Māori and computer skills to create a bi-lingual book.

SUCCESS STORY

Vanessa and Nikora Timutimu have four boys aged 5, 8, 13 and 14 years, and had no computer or internet connection at home. They often utilized the local library free internet when they needed to.

"We were rapt when we heard we could both do the *Computers in Homes* course, and we attended

at different times to fit in with our work and kids," explains Vanessa. They got much more than they anticipated. Nikora was also completing a Māori course at the time and could see how using applications like Word would assist in his studies.

When the *Computers in Homes* trainer gave the students a choice of tasks, Nikora chose to do two – make a certificate and make a book. He made a Sweetheart Award for Vanessa which definitely was well received, and a bi-lingual book for the school entitled 'I Can Safely Cross The Road/ Ka Taea E Au Te Whakawhiti I Te Rori'.

Nikora worked with the school to have it printed, laminated and bound. Now every class at the school has this as a resource for their students. The book has earned Nikora some unexpected attention, "the book has gained some over-the-top attention, like when I popped into assembly and Tina, the Principal, asked me to come up and explain about the book." His son Te Kauri features in the book, and they also appeared in a Manawatu Standard article about the *Computers in Homes* programme.

Nikora is currently working as a part time teacher aide with a special needs student. He has plans now to do some tertiary study to gain qualifications so he can do more of this type of work at the school.

Vanessa says her new skills have been paying off too. She recently helped a friend who wanted to apply for employment in Australia, by showing him how to scan his licence and certificates and store them in 'the cloud'. "I was able to explain what the cloud is and how he can access his Google account from anywhere in the world.

Vanessa has been checking out courses online and in the short term she is considering completing a food handling course which will benefit her current job at The Tasman. In the longer term she hopes to become a social worker and help youth in Foxton.

With two boys at college this year they know the computer will be a great tool for their homework and various assignments. "It so good not to have to go down to the library, and to have it right here in our home."

Nelson/Marlborough

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013
0 families (0%) graduated.
Broadband internet connections provided to 0 families (0%).

"My name is Vai Fai'ilagi Senio, I am a mother of two (18 year-old and a nine year old). My partner passed away 3 years ago, and I'm extremely comfortable with my children at home with my computer."



A snap from graduation night. I'm second from left and Lapu forth from left. We are with our local MP, Colin King (centre) and Mayor Alistair Sowman (left).

SUCCESS STORY

When Lapu asked me to join the *Computers in Homes* project, I reluctantly agreed, mainly because I knew nothing about the subject, and English is my second language. Lapu insisted and did not take "NO" as an answer!!

I signed up. My very first day was scary I was still shaken at the end of the session on that first day, how silly it was for me when I think about it now.

My tutor, Cathy-Ann was my hero, she was very patient, caring and loyal. She made us feel relaxed and at ease, and I realised then that all of us in the room were in the same situation. I attended 10 good sessions and loving it. I was graduated on 15th May 2012 with a certificate as a result, thank you very much.

Computers in Homes has broadened my understanding of the internet. I also believe that this project has enabled me to widen my appreciation and understanding of the challenges I faced prior to this because English is my second language. I am now able to email or facebook all my friends and family locally and in Samoa, sharing and keep in contact by just pressing a button!! How satisfying!!

Being able to understand and assist my 9 year-old daughter with her school work was the best move or highlight I achieved from *Computers in Homes* Project, and the ability to operate a computer as well as owning a computer which was well out of my budget. My daughter is well in advanced computerwise, but it is also exciting to monitor her work online. My next move will be learning about Cyber safety as well as becoming more knowledgeable in computers for employment.

Again, I would like to thank everyone involved with *Computers in Homes* Project. I take this as a significant change to my life as a mother.

Faa'afetai tele.

Vai Fai'ilagi Senio.

Northland

DECEMBER 2013 UPDATE

100 families to be supported (2013–14); as at 31 December 2013
79 families (79%) graduated.
Broadband internet connections provided to 51 families (65%).

The first person in Northland to take on the CiH technician role was Rachel Beckham from T2 Computer Services. Rachel has 20 years technical experience and an apt description of her partnership with CiH is 'commitment and expansion'.

SUCCESS STORY

"I love the whole idea behind it and was happy to be part of such a positive movement. And I have been able to take on a part time technician to assist with the increased workload."



Rachel Beckham has been providing technical support for CiH families in Northland for nearly five years.

What makes Rachel special is that she was already a part of her community. By keeping our technicians local it helps our families feel more supported. When asked what other benefits T2 has received from their involvement Rachel replies "being more recognised in the area, feeling part of the community. I feel as if I am doing something to help benefit the families".

The role of a CiH technician is varied. Sometimes it begins with Rachel taking one of the two hour lessons; teaching the parents how to trouble shoot or how to keep their future computers in good condition. Other times she attends a graduation where she meets the parents that she will support for the next 12 months. She often travels to the homes of families who don't have transport and always goes that extra mile to ensure they're happy. Her part time technician takes care of the warrants of fitness due at the end of the first 12 months and families are grateful for her support and understanding.

She will often have arranged to visit one of our families' homes straight after graduation, where she helps set up their computer and hooks up their wireless modem and internet connection. "They enjoy learning something new, many do it to help their children/grandchildren's learning which is good to hear" says Rachel of these visits, "and I think the introduction of the wireless routers was a good move too!"

The relationship between the technician and families is vital to our programme. "It gives the families confidence as many are not computer literate before partaking in the course" says Rachel.

Whilst she can find the role trying at times, especially with contacting families who tend to be transient of nature, Rachel does really enjoy the role and is happy to keep servicing our Northland families for as long as the programme is running.

Porirua

DECEMBER 2013 UPDATE

125 families to be supported
(2013–14); as at 31 December 2013
83 families (66%) graduated.
Broadband internet connections
provided to **64** families (77%).

"My name is Hera Ammunson and I am privileged to be able to be in this Computers in Homes programme to learn about computers and find my way around on the internet, so that I can be informed and educated. I will also now be able to keep up with my children, as until now I have always had to ask them to show me what to do on the computer and how to find things."

Hera Ammunson



SUCCESS STORY – 'MY LEARNING JOURNEY'

I have learnt so much on this course, that I've always seen my friends do, but never understood how to do it myself. Now I have a Gmail account, I know how to make a CV on the careers site and I can make calendars, birthday cards and greeting cards, as well as look up schools for my children. All of this will be so helpful and will save me money too.

I wish I had more time on here, however I know I can work on what I've learnt at home after the course has finished and they are always here to support me and we are welcome to come back and keep learning and getting support, which is what I intend to do, so that I will soon one day become an expert. This will lead onto me going back to work, as I have been a fulltime-mum of five children at home for a long time. I am also recovering from being unwell and this course has given me the opportunity to get back into a career path without going straight into a course that I wouldn't have been able to manage. I have been able to bring my toddlers who are very lively and still learn with the class. I appreciate the staff and this course so much, as I wouldn't have been able to do this if they didn't help people in my situation.

It really has motivated me to want to learn more and it has brought back my interest in wanting to gain skills and qualifications and eventually go back to work. That is a goal of mine, and it seemed quite a daunting goal before this course, as it's been a long time and I felt that I had nothing to offer besides being a mum, because my skills were redundant and my qualifications and job references are out of date now, so my confidence was very low before. Now I've connected with other people learning too, I feel more confident about heading into something to learn next year, by then my toddlers will be at pre-school.

Thank you for providing this course and letting us come back to continue the learning. I will be back next round (Stepping UP) without toddlers in tow to refresh my learning and retain the knowledge.

Rotorua/Tauranga

DECEMBER 2013 UPDATE

90 families to be supported
(2013–14); as at 31 December 2013
40 families (44%) graduated.
Broadband internet connections
provided to **12** families (30%).

Sharon Byrne has participated in both a Computers in Homes programme and Stepping UP at Pirirakau Hauora in Te Puna, Tauranga. Both of these programmes were run as a partnership with Nga Mataapuna Oranga, the Tauranga based Whānau Ora Collective Provider.



Sharon and Whānau enjoying their CiH computer at home.

SUCCESS STORY

Both programmes fitted well into Sharon's plans and her tutor said, "This young lady who has three children has completed *Computers in Homes* and *Stepping UP* without missing a class; very motivated indeed."

In Sharon's words: "When I heard about *Computers in Homes*, a course available to teach parents of school/college-aged children about the basics of how to use a computer, I wanted to be on it!! My oldest had just started college and I knew that she'd be using computers a lot, so I thought time was right for me to familiarise myself with this piece of technology.

I liked that our classes were small and our tutors were easy to approach. Not only did we learn about how to use the features on a computer, we were also told about the dangers of the internet, i.e. cyber bullying, which is good to know for those of us with children.

Having a computer and the internet has benefitted my family in so many ways. We now do internet banking, go on Trademe, Facebook, research topics for school assignments and enjoy putting together PowerPoint presentations for various things.

I now receive school notices and bills by email. I have also been searching for work and applying for jobs. The computer has now made it so much easier to do this.

Without this programme I wouldn't know how to do half of these things. After having done the *Computers in Homes* and the *Stepping UP* courses I am now much more confident in using digital technology. I can also sit alongside my kids and am confident in knowing what it is they are doing and can help them with school work and searching the internet.

I'm glad that I did this course and I fully recommend others to do it. If, like me, they have school-aged children this course is beneficial because our kids are using them every day at school. It's very important for us parents to know what and how they are doing things on the computer and internet."

Southland

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013
0 families (0%) graduated.
Broadband internet connections provided to 0 families (0%).

The Southland Computers in Homes story started with a breakfast chat between Mayor Tim Shadbolt and Di Daniels, the Computers in Homes national coordinator. On 27 June 2005 Di emailed Mayor Tim and this was followed up by Mary Napper from Invercargill City Council after hearing an interview with Di on national radio.



New CiH coordinators from Southern REAP, Janine Walker (left) and Kate McRae working with school students.

SUCCESS STORY

Kia Ora Tim

We spoke briefly after the Professionals Breakfast in Wellington a couple of months ago and exchanged business cards. I run an educational programme in low decile schools which is steadily growing each year. We have had some enquiries from the Far South and have

applied to the Ministry of Education for funds to run Computers in Homes (CiH) in Dunedin and Invercargill. Our application looks promising, so my next step is to have a chat with prospective areas, key people etc, and see which schools may be interested.

CiH is quite a time commitment in getting the project started, so principals and staff need to want their school community to benefit from its advantages. Ideally, we wait for requests directly from schools themselves, but from time to time, other agencies like REAP, HCNZ, WINZ, Ngai Tahu, DOL, Local bodies etc ask us to initiate the process where they see a need for ICT education to lift the potential of their areas. In this case we have to ensure that the schools fully "buy into" the idea, otherwise they can either feel left out of the process, or become dependent on others to manage their project instead of taking ownership.

A search of the TKI schools site in Invercargill shows four decile 2 schools and five decile 3's, and the maximum funding we are likely to get is for a cluster of 3–4 schools with 15 families each. The critical factor is to identify those which really want to be involved and with a "can-do" attitude.

Regards, Di

The funding bid to the Ministry of Education was successful and during 2005 and 2006, with Mary Napper's support, Computers in Homes was rolled out to 100 families at the following schools: New River, Bluff Community, St Teresa's, St Mary's, St Joseph's, Donovan, Fernworth, Riverton, St Joseph's Nightcaps and Lumsden.

Census 2013 revealed that there are still over 1000 families with school-aged children in Southland who do not have an internet connection in their homes. We were delighted to enter into an agreement with Southland REAP in November 2013 to start to tackle this situation by supporting 50 families in the next 6 months. We welcomed Kate McRae and Janine Walker to the Computers in Homes team of coordinators. Courses are scheduled to start early in 2014 at Matura School and Te Wharekura o Arowhenua in Invercargill.

Taranaki/Central Nth Island

DECEMBER 2013 UPDATE

75 families to be supported (2013–14); as at 31 December 2013
11 families (15%) graduated.
Broadband internet connections provided to 8 families (73%).

Huri Mahara lives with her son and his family, daughter-in-law Sandra Ngatai and grandchildren Sandra (9) and Reggae (3). Both Huri and Sandra took the Computers in Homes course in Eltham.



Huri shows her Mokos what their new computer will look like.

SUCCESS STORY

Huri's kids threw her a 21st birthday party last November. She turned 60 then, and all her kids were there, even the ones from Australia and England. Huri wanted to learn how to use the internet so she could keep in touch with her children. Now she can.

She loves the jellybean game on Facebook and spent hours at the library playing it. Trouble is, she couldn't get onto Facebook, so she had to take 9 year old Sandra with her, so Sandra could sign her in and find the game for her. Now she's learned how to do it for herself.

Huri really wanted to learn how to type so she could email photos and letters to her overseas children, and her face lights up when she talks about them.

Daughter-in-law Sandra desperately wanted to learn how to use a computer for a long time, but with full-time work as a chef, coaching two marching teams and looking after her family, there just wasn't enough time.

Since she founded three marching teams in 2011, she had to learn how to write reports and newsletters, and manage the budgets for three teams, not to mention look for funding etc. And on top of all that, she is the assistant secretary for the Ketemarae Pa.

When the marching teams got into the Nationals in December, Sandra and her sister had to completely revamp the uniforms. Only eleven days to sew eighteen uniforms!

When a chance came up to do Computers in Homes, she took it. First, she needed to learn how type. Then she made the most of the opportunities Computers in Homes and Stepping UP gave her, and now she can use Word, Excel and Publisher, which she used to make Christmas cards for all her girls.

Waikato

DECEMBER 2013 UPDATE

100 families to be supported (2013–14); as at 31 December 2013 24 families (24%) graduated. Broadband internet connections provided to 15 families (63%).

Steve Munro is the primary caregiver of his two children, Nephi and Stevie. He enrolled in the *Computers in Homes* programme in 2010 because he recognised that his children were going to need access to a computer and the internet for their schooling. Steve graduated on his daughter's birthday, gaining his certificate, his computer and an internet connection.



Steve Munro with his children Nephi (left) and Stevie.

SUCCESS STORY

Steve felt he really “jumped from the stone age into the 21st Century” as he navigated this very foreign technology. Three and a half years on Steve and his family are doing very well and the impact this programme has had on the family is very apparent. Nephi, now at High School, does all his homework on a computer and has become very competent with his computer skills, even providing the IT support to his father and sister at home. Stevie was born with Down Syndrome and has her own special needs. She has loved engaging with the computer and has even learned to spell her last name through practising her keyboard skills. She will jump on any computer now and “give it a go” as she has developed real confidence with the technology. This has also enabled her to engage in new educational programmes designed for children with special needs.

Steve, who described himself as “a pen and paper man” was elected to the Board of Trustees of his local primary school. He resigned from this role when he was offered the paid role of Caretaker and Property Manager, a role he says he could not undertake without his newly discovered computer skills. He is required to submit online property building site checks to meet OSH requirements. He has also raised funds for the school selling items (that were destined for the dump) on Trade Me.

Three and a half years on Steve now has a permanent job. He has purchased a new laptop for each for the family and has maintained the internet connection. His children have embraced the technology and are performing well at school as a result. And what of the old *Computers in Homes* computer that Steve initially received at his graduation? That has been donated back to the school that originally provided his training and is now a resource for other children.

Wairarapa

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013 12 families (24%) graduated. Broadband internet connections provided to 4 families (33%).

Limoe Kelly dreamed of being a nurse but after moving to Masterton in 2010 she realised that living in a rural town was like being part of a rural island back in Samoa and that her dream was not going to be a reality while she still had her two young sons to raise.

SUCCESS STORY

Limoe had been living in Masterton for 2 years when she completed her *Computers in Homes* training and as a result her links with Lakeview School have strengthened, she has met other Samoan people living locally and has joined a Samoan Social English class. Limoe says “Living in Masterton is like being in rural part of a Samoan Island, I have grown in confidence – the Computer in Homes classes are fun nights and I appreciate the chance to meet with other Samoan Women”. Limoe’s new skills are being put to good use through supporting her two young boys and she has also gained part time work at Lakeview School. Limoe holds the position of treasurer for the Women’s League at her church and she is now able to create spreadsheets and is even converting them to graphs when she presents to the fellow members of her group.

It is more than a year now since Limoe completed her CiH training including many Stepping Up digital steps and she says that she and her husband regularly access the school intranet where they can view and monitor the progress of their boys in their schooling. The boys are using the computer to do some of their homework using a programme called Maths Buddy. Limoe says that they feel very proud of what her boys can do not only with the computer and in particular with Maths.



Limoe Kelly has gained part-time work at Lakeview School.

Wanganui

DECEMBER 2013 UPDATE

125 families to be supported (2013–14); as at 31 December 2013
46 families (37%) graduated.
 Broadband internet connections provided to **43** families (93%).

Rochelle Bullock and her daughter came to *Computers in Homes* in early 2013. Rochelle was in her second year of a Social Work and Bi-Culturalism degree and her daughter was about to start her nursing degree. Between them they have four school-aged children.



Rochelle Bullock's CiH computer has helped her study at home while managing work and kids.

SUCCESS STORY

Rochelle came to *Computers in Homes* because she wanted to learn how to use a computer properly and help her children to access technology. Her children are in their early teens so access to computers was becoming very important in their studies. She knew the basics of computing but not how to keep her children safe and motivated on the internet.

Rochelle was also struggling with her studies because of limited access to technology. She had to borrow computers, go to library and work within limited 30 minute timeframes. It made life so much easier having the computer because she could work around studying, work and the kids. With the computer at home she could do her studies when she had time, sometimes late into the night.

Her daughter has young children beginning primary school. She recognised that familiarity with the computer and digital literacy is critical for their learning. She started a nursing degree during the CiH course and said "Some of my fellow students do not have access to a computer and really struggle. Having a computer at home means I can go home to my children and still study. It has made learning so much easier. Most of the learning resources are online now. I could not imagine being without it. I will be recommending *Computers in Homes* to other students who have children at school."

We often have families doing *Computers in Homes* together. In another class we had three sisters. This intergenerational and family learning is an important part of *Computers in Homes*. Together we learn is a wonderful philosophy and one we encourage here in Whanganui.

We wish Rochelle and her families well as they continue expanding their digital experience and every success in completing their studies.

Wellington/Hutt

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013
23 families (46%) graduated.
 Broadband internet connections provided to **20** families (87%).

"Briar: Hi Honey, I am looking for a tutor for my Digital Technology class. Would you be interested?"

Me: Yes I think I am interested, I can definitely do that (*in my head* yeah I'm sure I can, how hard can it be?, well it would be pretty hard, but yeah of course I can, can't I? ... Uh oh I've talked myself out of it, lol). I am Honey Robinson and this is my success story."

SUCCESS STORY

"After a lot of deliberation and self doubting from my personas (me, myself and I) we came to an amicable agreement, to at least give it a go. But first I had to question the barriers I had put up for myself. What was I scared of? Rejection? Making a fool out of myself? Not having the correct answers? Stuttering and stammering? I knew my own skills in Digital Technology but I had never been in a situation where I would have to teach someone else them. How do I convey to another person or people what is in my head?

So I began to try to eliminate the key factors in my fear. I went over and over the curriculum that was to be taught, I perfected my presentation and I practiced my delivery. It helped a lot when I had to do an initial set up. Seeing where everything and everybody would be placed made me more prepared. And if I wasn't? Well, I would just run away.

First day arrived and I was very nervous. An extra person had been added last minute so the outlay had to change. (I started wringing my hands). Briar walked in at this time so it didn't overwhelm me as much. The attendees started to arrive and they were all very happy and eager to start. The time had come for me to put in to place what I had practiced. My beautiful presentation I had worked hard on begun and I lost the classes attention within 5 minutes. I panicked, I started to stutter and stammer (panic is definitely settling in at this time) I got questions and answers wrong (all is lost, it's time to bolt). With Briars great advice and help I was able to stay and eventually rough it out.

Even after all that went wrong I could still remember the attendees' happy faces and how they were so glad to be given this opportunity. When they talked of what they needed to learn and why they wanted to learn it. Their reasons bypassed all my anxieties and fears. I needed to go back again to help them.

My next few classes needed a bit of fine tuning but change wasn't so scary anymore because I had a purpose. I had to learn to adapt to the lesson, the people and the surroundings. Importantly, adults have egos, and sometimes that holds them back from learning and from teaching. I had to find the balance. I became relaxed, classes flew by, I began to feel that I was truly connecting when they started signing up for the next classes. And next thing, all my classes were fully booked."



Honey teaching a Stepping UP class at Taita Library.

West Coast

DECEMBER 2013 UPDATE

50 families to be supported (2013–14); as at 31 December 2013
0 families (0%) graduated.
Broadband internet connections provided to 0 families (0%).

Peter Bradley started Computers in Homes in our Hokitika Learning suite, the first class back in the Westland region of our West Coast 'patch'. Peter stood out from the beginning; he travelled 90 kilometres to come to class each week and didn't miss one!



Leo 10 (right) has played an important part of his grandad's digital learning journey.

SUCCESS STORY

Peter (in his 'enjoying years') and his wife have a granddaughter living with them, two grandsons aged 9 and 10 living across the road and another grandson who works as an apprentice mechanic at age 19. The young people spend much of their time with their grandparents. Sharing learning with their grandchildren has transformed Peter's world-view and opened up a wealth of new ideas and potential for the future.

"I've been a builder all my life, until we had our granddaughter with us and we've got the grandsons across the road, I had no interest in using a computer, I didn't think I'd ever need one. They would say to me 'Come on Granddad you have to get up to speed'. In the end I had to learn it so I could protect my granddaughter online but we worked through that and I realised, it became much bigger than that. This has opened up the whole world, as soon as I got my head out of the bucket of sand and saw what it could do for me and my family.

"I can create a programme that will help other people to learn, using the computer to show people how to build. I'm really interested in carrying on this training and work toward that, now that I can't physically do the building, I'm not at retiring age and I want to find new ways to use the skills I have, I'd like to go as far as I can with this course and then Stepping Up and then go off and do a Polytech one that gives me the unit standards qualifications."

Peter's grandson Leo (10) has played an important part in his learning journey. This is his story:

"Granddad needed a part for his Toyota and he was going to buy one down the road for (I don't know) \$50 or something, I told him that he should google it and see if he could get a better deal, and we went online and he got the car fixed for \$25 or something like that, I can't remember the cost but see what I mean? Now he knows where to go and look to save money."

Peter still looks incredulous that a 10 year old could teach him that!

Peter and Leo agreed that having the computer and sharing their IT learning has changed their relationship, in Peter's words: "We have a lot of fun together with it don't we, I'm still a bit slow and he helps me out with it, sometimes he looks things up for me" – Leo says "That's just because it's quicker but he's getting there – he knows how to check nana's emails and keep an eye on what we're doing now, it's good."

Refugee programme

DECEMBER 2013 UPDATE

97 families to be supported (2013–14); as at 31 December 2013
64 families (66%) graduated.

Refugee Computers in Homes is hosted by a number of local training providers contracted by the Ministry of Education around the country. As these centres become more experienced at running the programme they have been retained to deliver Computers in Homes to more newly arrived families from refugee backgrounds. The newest CiH training centre for refugees in Auckland is the RYAN Centre.



By the end of 2013, 19 CiH families had trained at the RYAN Centre.

SUCCESS STORY

Auckland has more families than other regions but they are dispersed across the city, and we had only one local provider since Selwyn College left the programme when their trainer retired. MoE had been seeking a second home for Refugee CiH and finally came to an agreement with Refugees as Survivors (RAS). RAS administers recreational

rooms for RYAN (Refugee Youth Action Network) in Dominion Road, Mt Roskill.

What began as a bare space was soon transformed after CiH Coordinator Di Daniels, MoE Refugee Education Coordinator Abdirizak Abdi and RAS Director Dr Arif Saied got together to share ideas. Di designed the space to accommodate the computer pod, while Arif arranged the wiring and Abdirizak gave the go-ahead for the contract to proceed.

The RYAN youth centre is providing a wrap-around service for the health and social needs of young refugees. The centre is a place where young people can access support in education, training and employment by having the opportunity to use computers and other resources. Mt Roskill and Glen Innes have the highest densities of former refugee populations in NZ and they often experience disparities in health and social outcomes. Young refugees face specific issues, including difficulty in adapting to New Zealand's culture and, because their English is often better than that of their parents, they are also expected to take on adult responsibilities such as interpreting for the family when dealing with officials.

However, RYAN members became the fifth champions of the New Zealand Communities Football Cup after winning against Bula Fiji from Rotorua, at Wakefield Park in Wellington in December 2013.

"It was great to have had a final between a talented refugee team from Auckland and a mixed cultural team from Rotorua," said Inspector Rakesh Naidoo, National Strategic Ethnic Advisor. The tournament, held over two days, saw 12 teams representing 14 ethnic communities from all over NZ compete for the national title. "It's a fantastic tournament which has built up loyalty between all cultures involved," said Mr Naidoo. The closing ceremony was also attended by Wellington City Mayor Celia Wade-Brown, Polish Ambassador Beata Stoczynska, and former Race Relations Commissioner Joris de Bres, coincidentally all friends of Computers in Homes.

Stepping UP

Stepping UP provides free, community-based computer and internet training for adults as a follow up to *Computers in Homes*. The programme modules (called digital steps) are designed for anyone with basic computer knowledge to develop their skills a step further in areas of direct relevance to their work and life.

CORE DIGITAL STEPS:

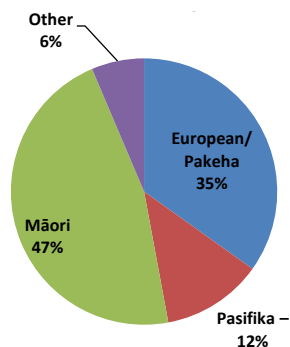
- CDS-1 Digital Design
- CDS-2 Word Processing
- CDS-3 Computer Maintenance
- CDS-4 Spreadsheets
- CDS-5 Slide Show Presentations
- CDS-6 Communications for Work
- CDS-7 Internet & the Web
- CDS-8 Online Trading
- CDS-9 Employment Readiness
- CDS-10 Databases
- CDS-11 Digital Imaging
- CDS-12 Digital Entertainment
- CDS-13 Social Media
- CDS-14 Homework Centre
- CDS-15 Current Affairs
- CDS-16 Home Finances
- CDS-17 Pick 'n' Mix



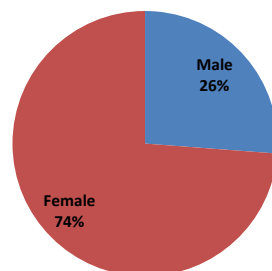
Stepping UP was introduced in 2009 with support from Microsoft's Unlimited Potential programme and today is offered to all *Computers in Homes* graduates and their whānau.

During 2013, a total of 2671 digital steps were completed in 17 regions.

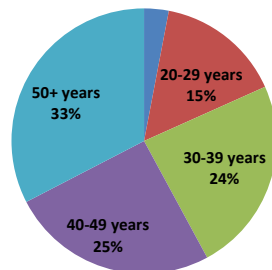
ETHNICITY:



GENDER:

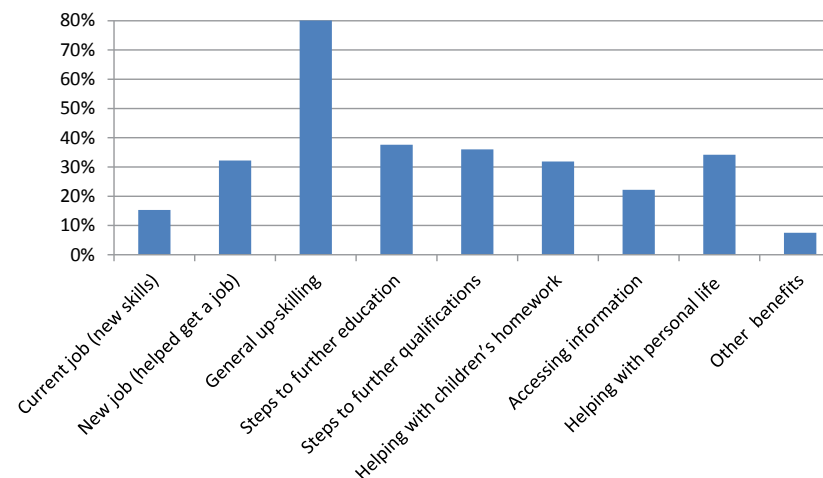


AGE:



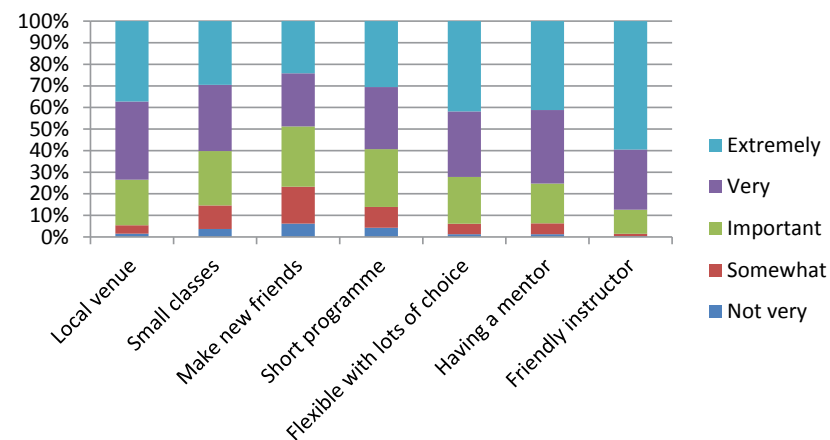
HOW DO YOU EXPECT THIS DIGITAL STEP TO BENEFIT YOU?:

While most participants (80%) joined a Stepping UP class for general up-skilling, over 30% expected the courses to help them progress with further education, get qualifications and jobs, help their children with their homework and help them with their personal lives.



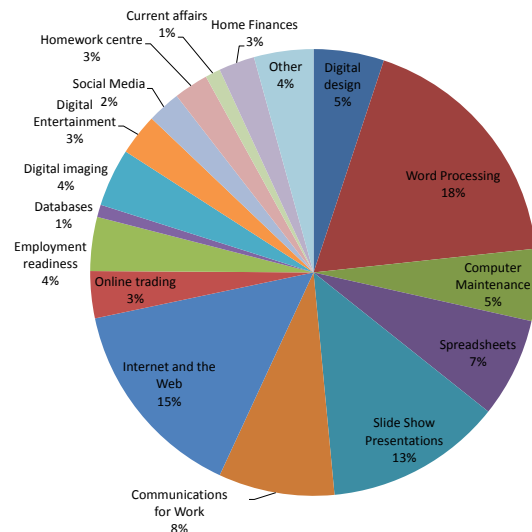
WHAT WAS IMPORTANT TO YOU ABOUT THE DIGITAL STEP CLASS?:

The responses to this question continue to underline the importance of the tutor in achieving successful outcomes. 87.4% of participants ranked "friendly instructor" and 75.3% having a mentor as a very or extremely important factor closely followed by the convenience of a local venue (73.4%), flexibility in course options (72.2%). Participants ranked small class sizes, short programme and making new friends as important factors.



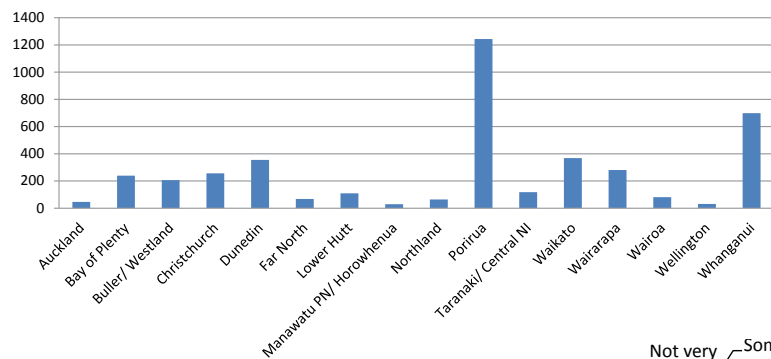
COMPLETED STEPPING UP DIGITAL STEPS:

Participants chose Stepping UP modules from the full range available. The most popular modules are Word Processing (18%), Internet and the Web (15%), Slide show Presentations (13%) and Communications for Work (8%).



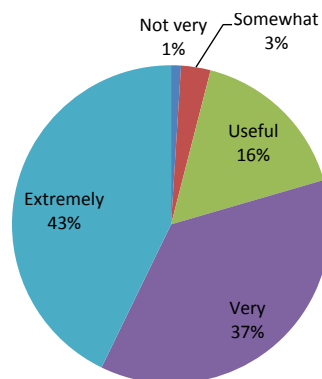
ATTENDANCE AT STEPPING UP CLASSES BY REGION:

The high attendance levels in Porirua (29.5%) and Whanganui (16.6%) reflect the special arrangements made in these regions to offer Stepping UP to the wider community in adult literacy courses at learning centres. Five other regions (Wairarapa, Waikato, Dunedin/Otago, Christchurch and Bay of Plenty) have relatively high rates of attendance making special efforts to encourage their graduates to continue their digital literacy education.



USEFULNESS OF DIGITAL STEP:

Perhaps not surprisingly, almost every participant (99%) found the digital step class useful. But of particular note is the high percentage who found the class extremely useful (43%) or very useful (37%).

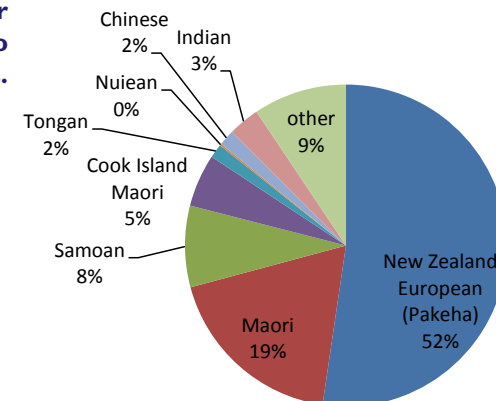


Stepping UP in Libraries

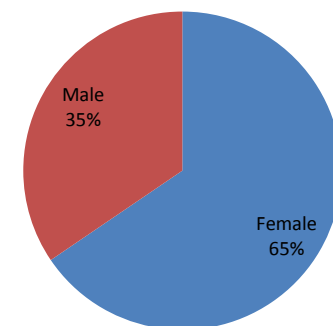
In 2012, the 2020 Trust partnered with public libraries to offer introductory Stepping UP classes to all local residents.

This pilot was trialled first in Hutt City and in 2013, extended to Palmerston North and Whangarei. Hutt City has continued to offer the programme to residents in 5 libraries as well as some schools and expanded the programme to include regular e-book reader classes. 30% of all participants were retired, with a computer in the home (73.5%) and an internet connection (60%) but lacking digital literacy skills. Most popular digital steps were Word text formatting (11%), Word document formatting (10%), Setting up email (9%), Using email (7%) and Using Google and the internet (7%). Learners were seeking general upskilling (80%) and ICT skills to help with their personal lives (50%).

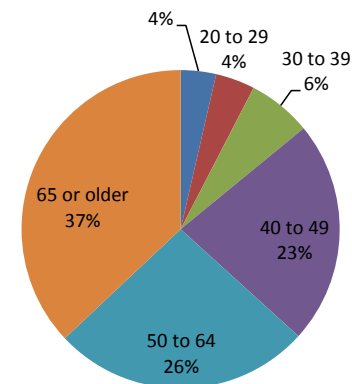
ETHNICITY:



GENDER:



AGE:



INTRO DIGITAL STEPS:

- IDS-1 Computer Basics
- IDS-2 Word 1 (Text formatting)
- IDS-3 Word 2 (Editing documents)
- IDS-4 Email 1 (Setting up an email account)
- IDS-5 Email 2 (Using email)
- IDS-6 Google and the Internet
- IDS-7 Internet security and safety
- IDS-8 Facebook
- IDS-9 Skype
- IDS-10 YouTube
- IDS-11 TradeMe
- IDS-12 Employment 1 (Preparation)
- IDS-13 Employment 2 (Finding a job online)
- IDS-14 Introduction to Spreadsheets
- IDS-15 Home Finances
- IDS-16 Slideshows
- IDS-17 Introduction to Social Media
- IDS-18 Introduction to Digital Design
- IDS-19 Digital Photos

In 2013, Hutt City offered Stepping UP at five of its community libraries. Honey Robinson is one of the tutors. She shared this story about one of her students.

SUCCESS STORY

"An elderly man came into my Email Set-up class; he had just been made redundant and needed to sign up with WINZ until he could get another job.

WINZ informed him that he needed to email them his CV. He asked them politely how it was he done

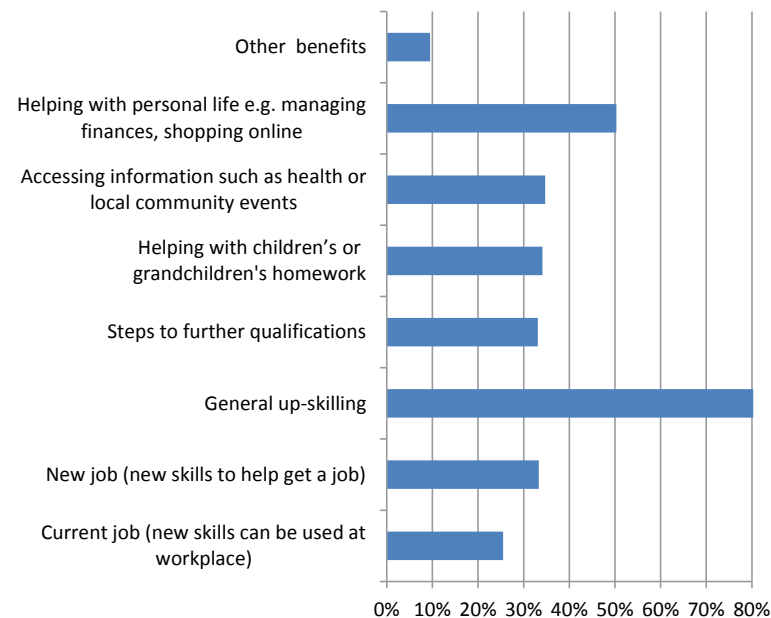
that and if they could show him. They told him no and he got escorted out by the security guard.

Within one class I was able to show him how to create his own email addy, attach his c.v and send it in to WINZ and perspective employers. He cried at the end and said simply "was that it?" and I replied "yes" no further words needed. His anguish turned to incredulity and then amazement at his OWN accomplishment. I can help you through the front door but you have to look around yourself and yes there are those that want you to carry them not only through the door but into the house itself, lol."

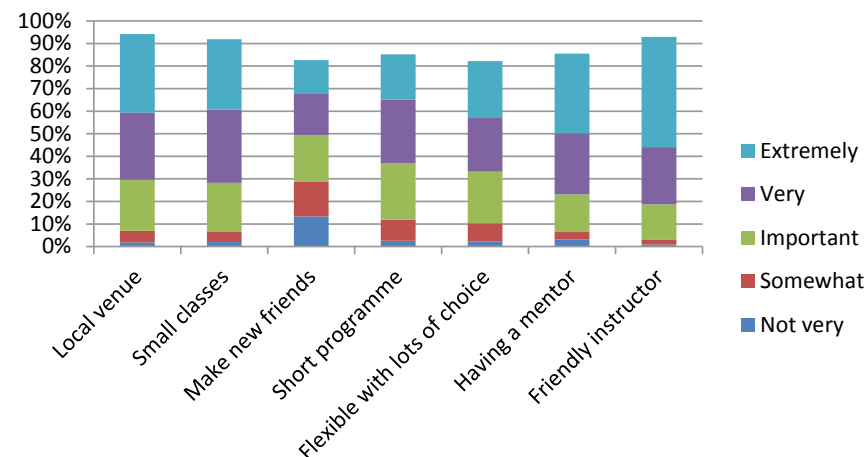


Honey Robinson, Stepping UP tutor, helping a student at the Taita Community Library in Hutt City.

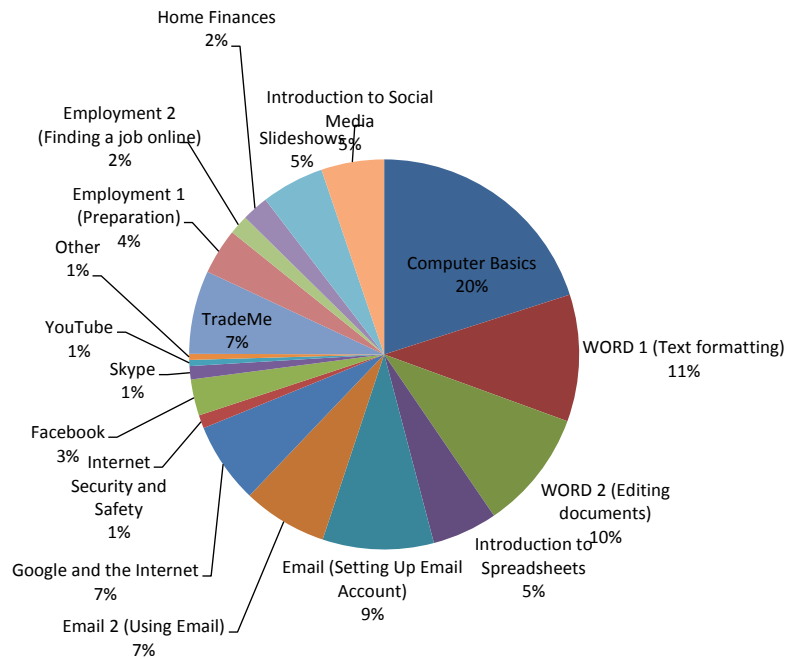
HOW DO YOU EXPECT THIS DIGITAL STEP TO BENEFIT YOU?:



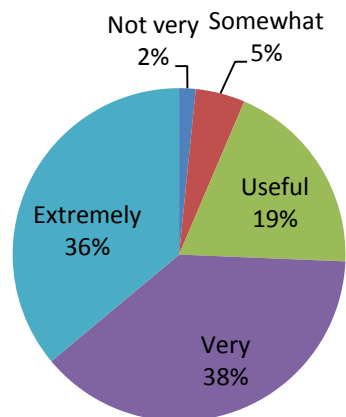
WHAT WAS IMPORTANT?



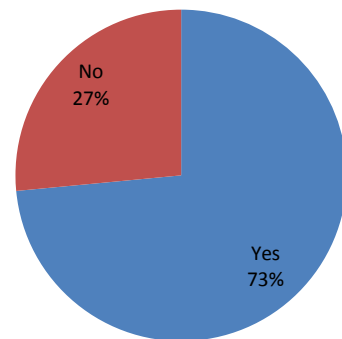
DIGITAL STEPS COMPLETED:



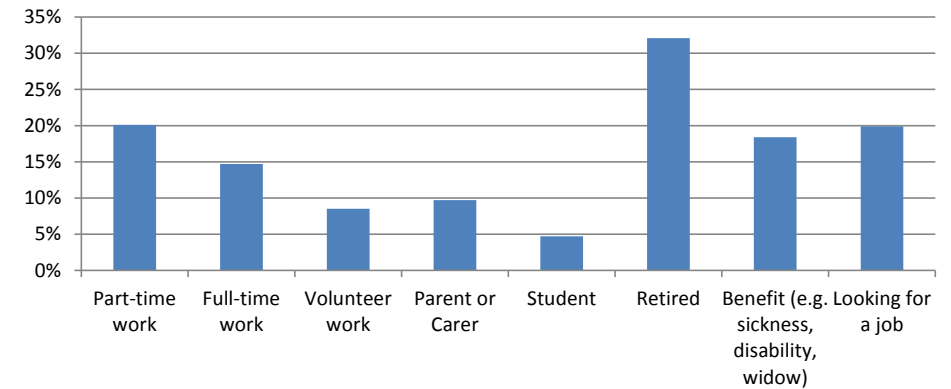
USEFULNESS OF DIGITAL STEP:



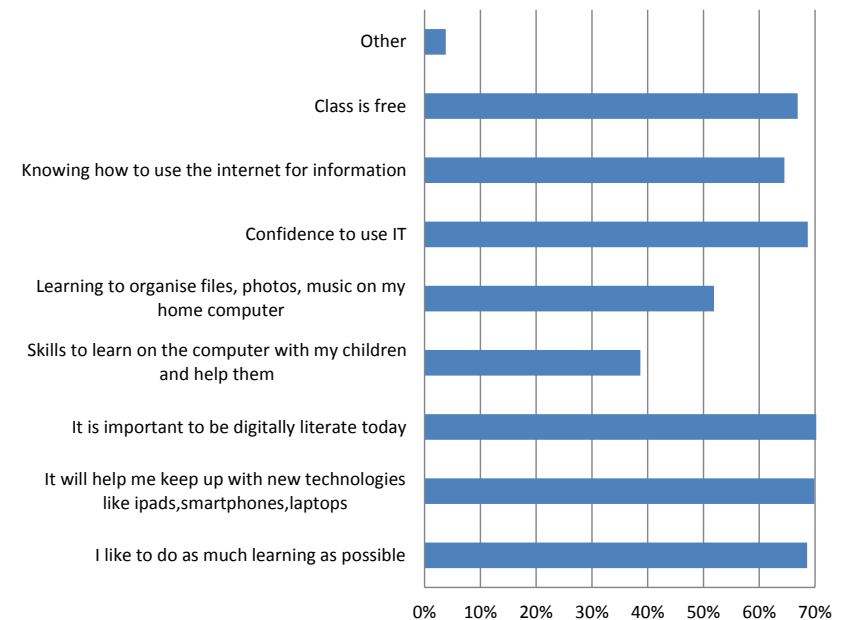
DO YOU HAVE A COMPUTER AT HOME?



WHAT IS YOUR EMPLOYMENT AT THE PRESENT TIME?



WHY ARE YOU TAKING THIS DIGITAL STEP CLASS?



DECEMBER 2013 UPDATE

1061 modules assessed for certification; **1246** diagnostic modules; **443** certificates issued; **22** Test Centres; **28** Accredited Testers

KiwiSkills ICDL Accredited Testers are now available to manage ICDL testing in nearly all Computers in Homes regions across New Zealand.



Computers in Homes coordinators complete their KiwiSkills ICDL modules on board DORA, the 2020 Trust's mobile ICDL Accredited Test Centre.

KiwiSkills ICDL modules* available in New Zealand include:

Online Essentials
Computer Essentials
Word Processing
Spreadsheets
Databases
Presentation
Online Collaboration
IT Security

* includes all Microsoft Office versions from 2003 to 2013.

Computers in Homes coordinators have up-skilled by sitting the ICDL module tests and undergoing training to become Accredited Testers. This means that anyone wishing to undertake an ICDL certification test has easy access to a local test centre. In Christchurch, DORA, the 2020 Trust's mobile learning centre is New Zealand's first fully mobile ICDL Test Centre. In areas, where there are no permanent test centres, the Computers in Homes coordinators can quickly establish a satellite test centre or even a temporary test site. In the case of the latter this can be virtually anywhere with internet access; the key requirement is the presence of an accredited tester to validate the testing activity.

KiwiSkills ICDL provides a progression pathway for people seeking to take their digital skills one step beyond the introductory awareness programmes offered through Computers in Homes and Stepping UP. KiwiSkills is not just about 'attending a course' but gives participants a relevant and globally recognized digital skills qualification.

KiwiSkills ICDL Testing is now available in the following regions:

North Island:

- Northland
- Auckland
- Waikato
- Te Puke
- Taupo
- Whakatane/ Eastern Bay of Plenty
- Gisborne
- Wairoa/Hawkes Bay
- Wairarapa
- Manawatu/ Horowhenua
- Taranaki
- Whanganui
- Porirua
- Wellington

South Island:

- Nelson/ Marlborough
- Westland/ Buller
- Christchurch
- Dunedin

The Internet Connection Challenge

During the last two years we have reported about the growing challenge of connecting Computers in Homes families to the internet. An increasing number of households (and not just those in low income communities) have disconnected their fixed telephone line in favour of a mobile telephone. This is a trend affecting all households; the 2013 Census reported that only 81% households had access to a telephone line compared to 88% in 2006.

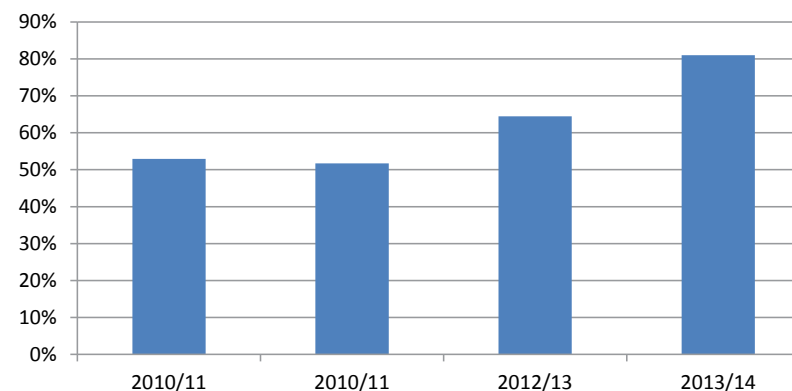
Computers in Homes families without access to a telephone line are offered a Naked Broadband option. While this is priced higher than broadband service over an existing telephone line (\$59.95 compared to \$34.95), it has proved to be popular and affordable. Our internet provider, SNAP, provides a 30GB monthly data cap and unlimited YouTube, before the connection speed is reduced to dial-up speeds.

During the first year of the Digital Literacy and Connection programme (2010–11) only 51% of Computers in Homes families could be connected to the Internet. In 2011–12, this dropped to 46%, as more families relinquished their fixed telephone lines. In 2012–13 we introduced two new initiatives to address this issue:

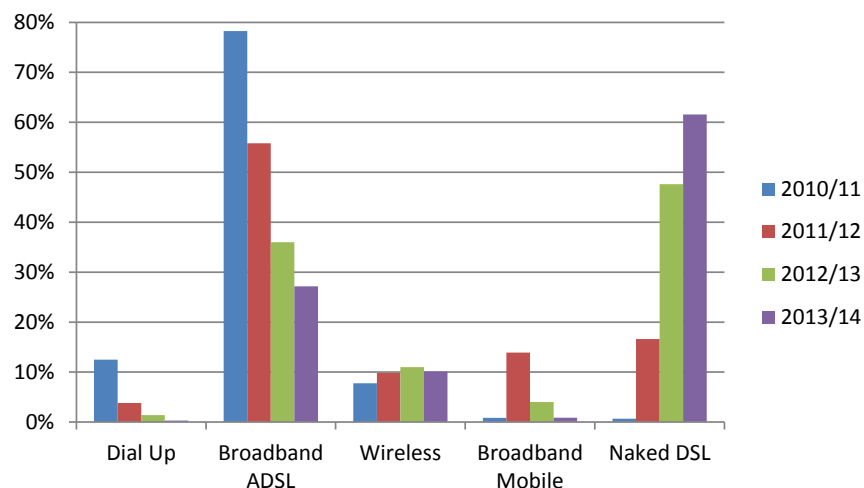
- (1) Naked DSL for families without fixed telephone service; and
- (2) An Automatic Payment scheme to help families sustain the costs of their internet connection once the subsidised period comes to an end.

As a direct result of these two initiatives the connect rate in 2012–13 rose to 64%. For the first 6 months of 2013–14, we have achieved an even higher connection rate – 81%.

INTERNET CONNECTIONS FOR FAMILIES AT THE TIME OF GRADUATION:

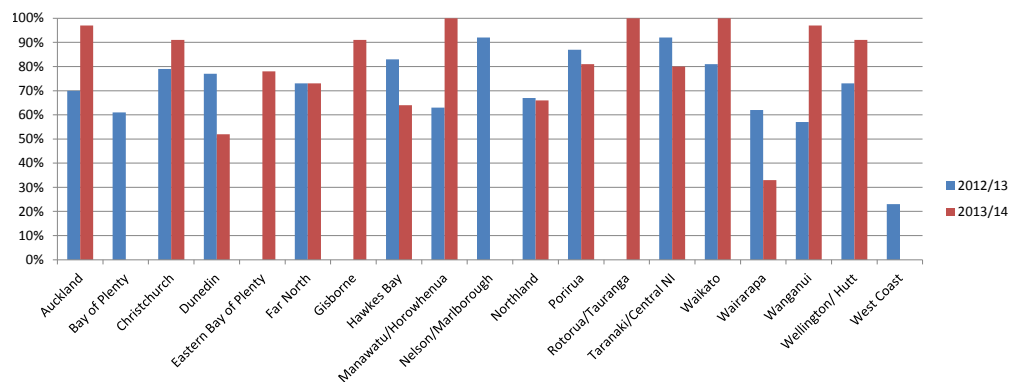


INTERNET CONNECTIONS FOR FAMILIES AT THE TIME OF GRADUATION (BY TYPE):



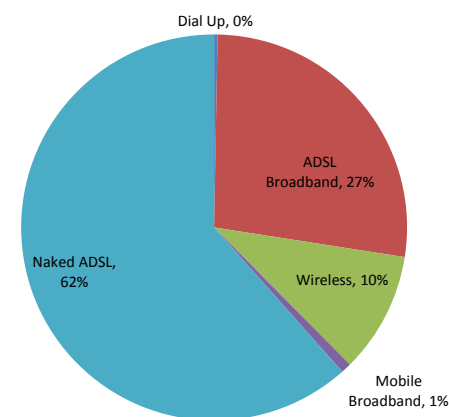
The internet connection rate varies by region. The graph below illustrates the connection rate for each CiH region for the 6-month period from July – December 2013 compared with the previous 12-month period.

PERCENTAGE OF CIH FAMILIES WITH INTERNET (BY REGION):

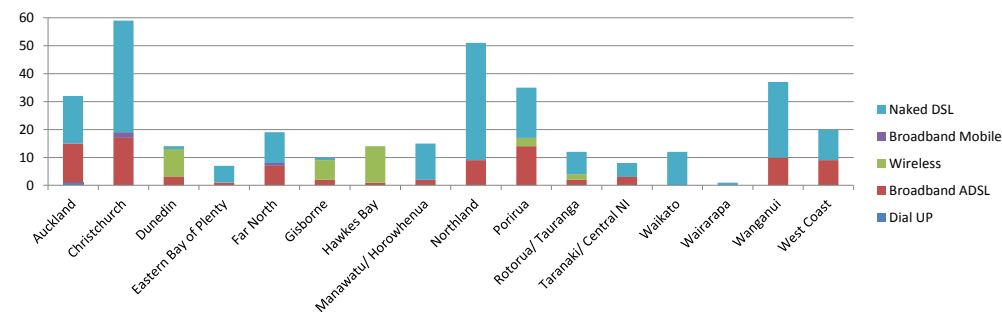


The introduction of the Naked DSL option has quickly become the most popular option with the percentage of families choosing this option increasing from 48% in the July–December 2012 period to 62% for the same period in 2013.

INTERNET CONNECTION TYPE AT GRADUATION (JULY–DEC 2013):

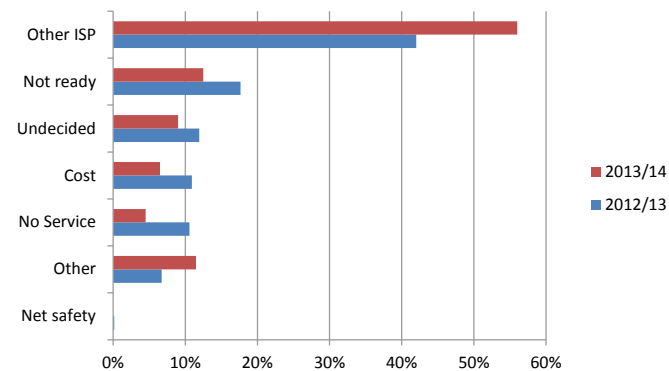


INTERNET CONNECTION TYPE AT GRADUATION BY REGION (JULY–DEC 2013):



We ask families who choose not to accept a subsidised internet connection why – the most common responses are summarised below. Of the 200 families who declined our offer of a subsidised internet connection over 50% (112) did so because they already had an internet connection or preferred to make their own arrangements. A key factor appears to be the ongoing strong push from telcos and internet service providers to promote bundled telephone and internet services.

REASONS FOR CIH FAMILIES NOT CONNECTING TO THE INTERNET:



The 2020 Far North ICT Trust has been working with the Umawera community in the rural Far North to bring broadband internet access to *Computers in Homes* families in their area. The link went live on 7 July 2013. The local community was able to benefit immediately with wifi internet access for the Community Fun Day, held at the Umawera community hall. The next phase of the project is to extend the internet connections to individual family homes using WiMax wireless links. All will share the satellite backhaul connection.



The first stage involved the installation of a Farmside satellite link at the school.



Ladies from the Umawera community explore the internet using their wifi devices at the Community Fun Day on 7 July 2013.

Acknowledgements

Computers in Homes is a successful programme, providing essential support for parents of school-aged children who have not previously had the opportunity to develop their computer and internet skills to a level where they are confident in helping their children use digital technologies for learning.

The ongoing success of the programme relies on continuing government support and partnerships with local communities. The regional *Computers in Homes* coordinators and their local steering committees play an absolutely critical role in managing the roll out of the programme in their respective regions. The results achieved, as recorded in this report, are a tribute to their efforts and commitment to the programme.

We have welcomed two new partners during the last six months – Eastbay REAP and Southland REAP and established a new regional coordinator for Nelson/Marlborough.

Our thanks to all who have contributed during 2013 and to those who continue to do so.

REGION	CIH COORDINATOR	REGIONAL PARTNER	2013 STEERING COMMITTEE CHAIR
Far North	Emma Tracey	2020 Far North ICT Trust	John Windleborn
Northland	Sue Kini	Kini Consulting Limited	Vince Cocurullo
Auckland	Cara Sefuiva	Cara Sefuiva	Jocelyn Williams
Waikato	Holly Snape	Computers in Homes Waikato Trust	Shane Hobson
Tauranga/Rotorua	Ivan Lomax	Nga Mataapuna Oranga PHO	Martin Steinmann
Eastern BOP	Mel Craddock	Eastbay REAP	John Chemis
Gisborne/East Coast	Ivan Lomax	e-Learning Tairāwhiti	David Langford
Hawkes Bay	Leona Karauria	Simplistic Advanced Solutions Limited	Cr Maxine Boag/ Cr Jacoby Poulain
Taranaki/ Central North Island	Christina Turner	Taranaki e-Learning Trust	Karen Cave
Wanganui	Tania Van der Vegte	Wanganui District Council – Digital Communities Group	Cr Jack Bullock
Manawatu/ Horowhenua	Sarah Lee	Sarah Lee	Cr Adrian Broad
Wairarapa	Martha Manaena	Wairarapa REAP	Cr Chris Peterson
Porirua	Tim Davies-Colley	Porirua e-Learning Trust	Graham Kelly
Wellington/Hutt	Briar Kopa	Briar Kopa	Cr Gwen McDonald
Nelson/ Marlborough	Denise Henley	Denise Henley	Pending
West Coast	Cheryl Jackson	Westland REAP	Corrina Gestro-Best
Christchurch	Sue Davidson	Sue Davidson	Geoff Siave
Dunedin	Janine Moore	Digital Community Trust	Cr Chris Staynes
Southland	Kate McRae	Southern REAP	Dawn Brocks
National	Di Daniels	2020 Communications Trust	Laurence Zwimpfer



2020

Communications Trust