Refugee Programme

MINISTRY OF EDUCATION
Te Tāhuhu o te Mātauranga

The Computers in Homes Refugee continues to support newly arrived refugees in the 5 main centres - Auckland, Hamilton, Palmerston North, Wellington and Nelson. Our current contract with the Ministry of Education is to support 200 families over the two-year period 2014-16; 118 families graduated during the first year. The Trust also funded an extra 10 families for Wellington to keep up with quota intakes, many of whom are from the recent crisis in Syria.

Di Daniels

To spread the load of weekend work and to provide more localised support for refugee CiH training we engaged Shona Te Huki to support Wellington and Palmerston North providers. Shona has been CiH Regional Coordinator for the past year in Manawatu-Horowhenua, so she is the ideal person to work with communities close to home. Shona is enjoying her new challenge and shares our feelings of privilege in meeting families from varied cultures and backgrounds. The Syrian CIH students training in Porirua put on a beautiful lunch for us all to say thanks for the CiH opportunity.

Presenting a webinar during the year was a new experience for me and the international interest in CiH was great. Fellow presenter was Agazi Afewerki from Youth Empowering Parents (YEP) programme in Toronto and we shared the Q&A afterwards. I was asked at the end to sum up in one word the crucial element of CiH and I replied "relationships". Agazi agreed the same for YEP. To view the webinar and see a transcript of the interview please go to the News page on our Computers in Homes website. In May 2015, our CiH researcher, Barbara Craig, travelled to Sri Lanka to present alongside AUT at the 13th International Conference on Social Implications of Computers in Developing Countries.

One of the ongoing challenges we face in connecting Computers in Homes families to Ultrafast Broadband is in multi-dwelling units and cross-leased properties where landlord and neighbour permission is needed. We would like to acknowledge the patience and perseverance of both families and the local technical support teams who have stuck with us throughout this sometimes lengthy process. We welcome the recent moves by central government to address this issue and speed up the process for connecting UFB to multi-dwelling premises.

MORE INFO ON OUR BLOG AT:
http://cihrefugee.blogspot.com/

REPORT CARD 2015

750 refugees arrive in New Zealand each year as part of the UN Refugee Quota programme. More arrive via the Family Reunification Scheme • **1016** refugee families have participated in *Computers in Homes* from 2004–14 • **118** families graduated in 2014–15 • **5** regions – Auckland, Hamilton, Palmerston North, Porirua and Nelson – benefitted in 2014–15.

This young mother at RYAN Centre training in Auckland practices her typing skills while the girl in the background copies out the student pledge.

ADVISORY COMMITTEE

Abdirizak Abdi, MoE National Refugee Education Coordinator
Susan Gamble, MoE
Abdi Bihi, MoE Wellington
Hassan Ibrahim, MoE South Island
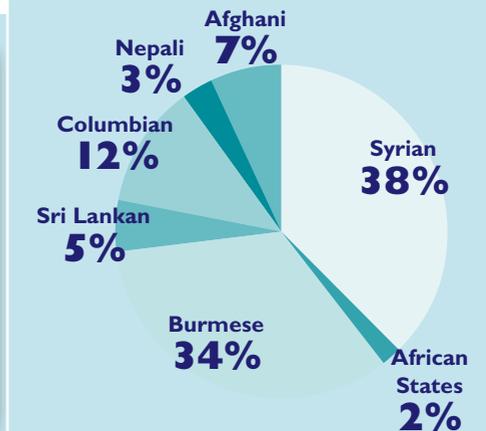*Fatlianto Xiao, MoE Waikato*
Adel Salmanzadeh, MoE Auckland
Parvathi Raghunathan, MoE Auckland
Di Daniels, CiH National Coordinator

GRADUATES 2014–15:

Auckland RYAN Centre	39
Hamilton HMST Waikato Migrant Centre	14
Palmerston North Freyberg High	24
Wellington RSA Porirua	26
Nelson Victory School	15
Total August 2014– July 2015	**118**

PROFILE OF OUR CiH GRADUATES:

Afghani **7%**
Nepali **3%**
Columbian **12%**
Sri Lankan **5%**
Syrian **38%**
Burmese **34%**
African States **2%**

Nepali students from new CiH families perform for guests at the Victory School graduation against a backdrop of international flags and family computers.

ICDL Programme

ICDL is recognised internationally as a benchmark for digital skills in the workplace. Some countries already require people entering any workplace to demonstrate digital competency along with basic literacy and numeracy. The ICDL programme is offered in an advanced online learning environment that includes training, diagnostic and certificate testing.

Karin Elliott

Sarah Lee

For the period 1 July 2014 to 30 June 2015 – 1,003 certificate tests and 1,210 diagnostic tests were taken with a total of 274 candidates (294 last year) completing an ICDL Certificate through 30 ICDL accredited test centres.

We have increasing interest from a range of New Zealand businesses, seeking a digital skills benchmark for their organisations. During the year, we started offering single ICDL modules and this provides business with more flexibility to offer the package of modules best suited to their needs.

During the year, we took the popular ICDL Digital Literacy Challenge to six industry and job skills events around the country. Over 700 diagnostic tests were taken collectively, with six digital champions recognised and four schools awarded a set of Chromebooks.

The competition is a fun way of promoting digital literacy and the ICDL programme to communities, and is often the most popular stand at events. Invitations for future events continue to be extended to the Trust which supports our belief it is a great way of raising awareness of the need for everyone to have an agreed standard of digital literacy in a modern workforce.

Much planning and effort has gone into the roll out of the KiwiSkills Jobseeker programme this year. Collateral and marketing material has been developed to support delivery partners and attract registrations. During this period 12 new delivery partners have signed up to the programme and others are in progress. Our initial target is to support a total of 1,500 jobseekers by the end of 2015 and a total of 7500 by the end of 2017.

Expanding the Jobseeker delivery partner network and achieving these goals will continue to be a key focus for the ICDL Team going forward, but at the same time we are planning a campaign to raise the awareness of the ICDL Certificate in New Zealand, specifically with employers and recruiters.

We will also continue to support the schools, corporates and government agencies who already recognise the value of the ICDL programme and make it available to their students and staff.
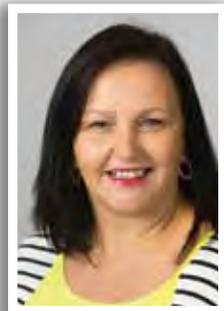
BASE MODULES	STANDARD MODULES	ADVANCED MODULES
Computer Essentials	Presentation	Advanced Word Processing
Online Essentials	Using Databases	Advanced Spreadsheets
Word Processing	Web Editing	Advanced Databases
Spreadsheets	Project Planning	Advanced Presentation
	IT Security	
	Online Collaboration	

In August 2014 the Trust received funding from the Lottery Grants Board to support 7,500 jobseekers in improving their employment outcomes by gaining essential digital skills through the ICDL certification programme.

A campaign was trialled in June 2015 to raise awareness of the KiwiSkills Jobseeker programme. In partnership with NZ Post an 'adcard' was designed and posted out to more than 8,000 South Auckland homes.

Jobseekers were asked to go online and complete a short survey about their digital skills and confidence in using computers, and asked if they were keen to improve or certify these skills. Each survey submitted went into a draw to win a year's worth of free internet.

The winner of this campaign was Elaine Johnson, who was ecstatic about having won free internet for a year. The only internet Elaine had access to at the time was via a mobile T-stick. It was costing Elaine $20.00 for 1GB to top-up when she could afford it and was limiting what she could do online.

Elaine is studying to become a pilates instructor, and was visiting libraries and internet cafes to complete her study research when the T-stick ran out. This caused a lot of frustration and inconvenience, as she is also a part time caregiver for her ailing father, so has little time to spare.

Having a fibre connection in her home was a luxury that she was only able to dream about. She is very excited about attending the KiwiSkills Jobseeker classes at MSL Training, because although she was once quite confident on a computer, she feels that she is out of date with the latest versions of computer programs. Being on the Jobseeker programme she hopes will give her the skills and confidence to achieve her goal of being a pilates instructor.

Elaine Johnson won a years free UFB internet as part of a KiwiSkills Jobseeker Adcard campaign in Auckland.

Stepping UP

STEPPING UP
ICT FOR A BETTER FUTURE

Stepping UP provides free, community-based computer and internet training for adults. The programme modules (called digital steps) focus on practical ways in which digital tools can be used by people to enhance their lives.

THE FOLLOWING LIBRARIES HOSTED STEPPING UP CLASSES DURING 2014-15:

Eastbourne Library, Hutt City

Foxton Library

Grey District Library, Greymouth

Hawera Library Plus

Kerikeri Procter Library

Marlborough District Library

Moteuka Public Library

Naenae Community Library, Hutt City

Nelson Public Libraries

Nightingale Library Memorial, Nelson

Palmerston North City Library

Picton Library

Richmond Library, Tasman District

Shannon Library

Stoke Library, Nelson

Stokes Valley Library, Hutt City

Taita Library, Hutt City

Takaka Library, Golden Bay

Te Ahu Centre, Kaitaia

Te Takere, Levin

Upper Hutt City Library

Wainuiomata Community Library

War Memorial Library, Hutt City

Westland District Library, Hokitika

Whangarei Central Library

MORE INFO ON OUR WEBSITE AT:
www.steppingup.org.nz

We offer core digital steps to *Computers in Homes* graduates, through school and community technology centre partners, and introductory digital steps to the general public, through public libraries.

Demand for the Stepping UP programme has grown substantially in 2014-2015, with a number of new libraries and community training centres becoming partners.

Whilst the 'fees-free' programme will always focus on providing graduates of *Computers in Homes* a pathway to further learning, it's apparent that there are many people throughout the wider community needing computer skills to enhance their work and personal lives.

Public Libraries of New Zealand is also acutely aware of this. Public libraries sit at the heart of all communities. They provide opportunities for lifelong learning and help children and young people develop imagination and creativity. Libraries also give adults the opportunity to learn about their cultural heritage, arts, science and technology.

It's therefore been a natural progression for Stepping UP to be integrated into libraries throughout New Zealand, with several more getting ready to start during 2015-2016. Their facilities are open to the public, conducive to learning with most well equipped with digital learning tools (computers and the internet) as well as free WiFi.

In 2015, Sue Kini was appointed as Stepping UP Product Manager. One of Sue's key tasks is to ensure the training modules are kept up-to-date and reflect the ever-changing online environment. Another is to make sure partners feel supported in all aspects of the programme, whether it is providing collateral for advertising, a trainer for their courses or providing participant feedback gleaned from an online survey at the conclusion of training.

Other libraries that are gearing up to offer Stepping UP classes in 2015 include Central Hawkes Bay District Council libraries at Waipawa and Waipukurau, Rotorua Central Library, Dargaville Library, Gisborne's HB Williams Memorial Library, Wanganui District Library and Masterton District Library.

Whilst Stepping UP offered in libraries use the Intro Digital Steps (IDS) modules, there are still many other community technology centres and schools providing the Core Digital Steps (CDS) modules. The difference between the two is mainly the duration of classes and the level of skill content. IDS was created for users needing grassroots knowledge, and CDS for those who've learnt the basics via the CIH programme and are keen to go on to the next level.

Dunedin's Silverstream, Brockville and Carisbrook Schools have trained Stepping UP families in the past year; using the CDS modules. When asked why they continued on to the Stepping UP programme, one family said *"[I'd like to learn] all computer skills possible especially secretarial abilities and to become proficient in things like spreadsheets"*.

Auckland's Roscommon School ran Stepping UP in June 2015. These Computers in Homes families relished the opportunity for further learning. *"The best ever best digital step class helping me more and learn many things and way for looking a job and how to complete a CV and my application letter if I am ready to look for a job. I am so blessed to attend these class …Thank you very much,"* said one family who'd completed the online survey.

It cannot be underestimated the importance of offering free computer training in our communities. Many people are unable to commit to full or part-time courses at private training establishments, so having the opportunity to visit their local library or school and learn computer skills specific to their needs is essential.

The 2020 Trust's mobile digital learning bus, DORA, has been hard at work around the Canterbury and West Coast districts. DORA hosted numerous Stepping UP programmes in Christchurch between May and August 2014. Being able to bring the 'training venue' to the community meant participants were able to learn in a warm and friendly local environment, with many knowing several people in the class.

In April 2015 DORA travelled over the Southern Alps to help WestREAP promote her potential as a community training hub. Loaded with ten Windows 8 laptops and her own WiFi capability, DORA travelled to communities where children, parents and teachers used and praised the on-board facilities.
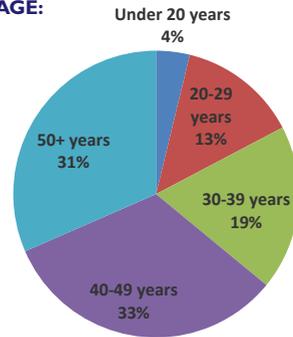
Dora
ON THE COAST

Stepping UP – Core programme

The Core Stepping UP modules (digital steps) were developed for delivery in 2.5 hour classes. The focus of each digital step is to up-skill participants with a specific digital skill that they could use in their work or at home. The curriculum is set at a level that assumes participants have a basic understanding of computers and the Internet, at least equivalent to that achieved by families participating in Computers in Homes. Every participant completes a short survey at the end of each class and some of the key results are reported here.
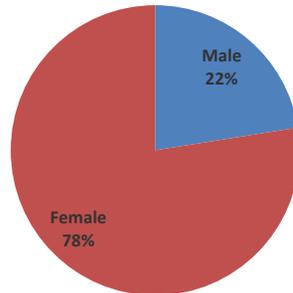
CORE DIGITAL STEPS COMPLETED:

Word Processing	15.2%
Internet and the Web	12.0%
Employment readiness	10.4%
Digital design	8.5%
Spreadsheets	8.4%
Slide Show Presentations	8.3%
Communications for Work	5.6%
Computer Maintenance	5.4%
Digital imaging	4.2%
Digital Entertainment	3.2%
Homework centre	3.2%
Home Finances	3.0%
Social Media	2.9%
Online trading	2.5%
Databases	2.4%
Current affairs	1.5%

PARTICIPANT AGE:

Under 20 years 4%
20-29 years 13%
30-39 years 19%
40-49 years 33%
50+ years 31%

PARTICIPANT GENDER:

Male 22%
Female 78%

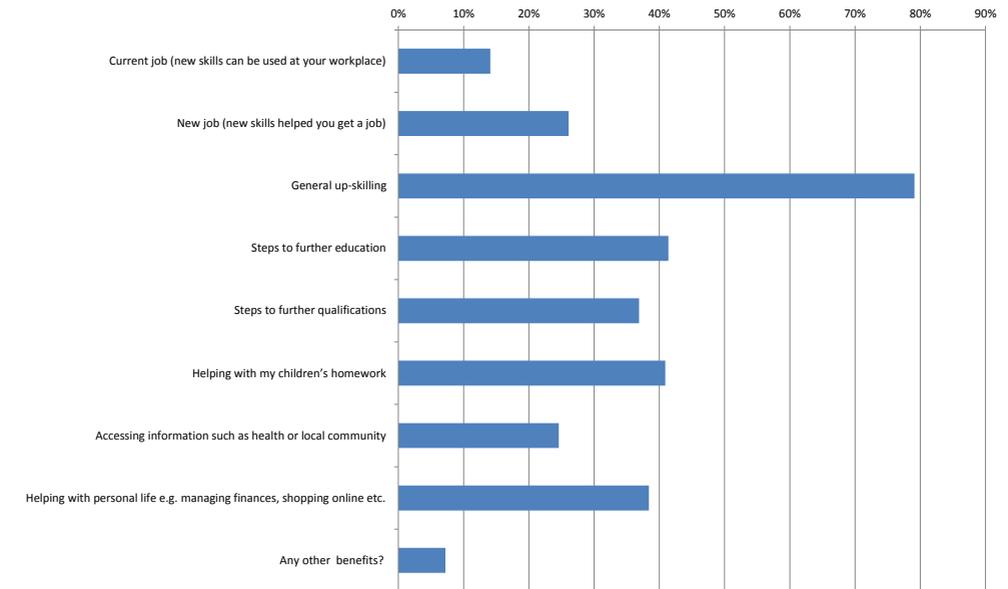**PARTICIPANT ETHNICITY:**

Other ethnicity 3%
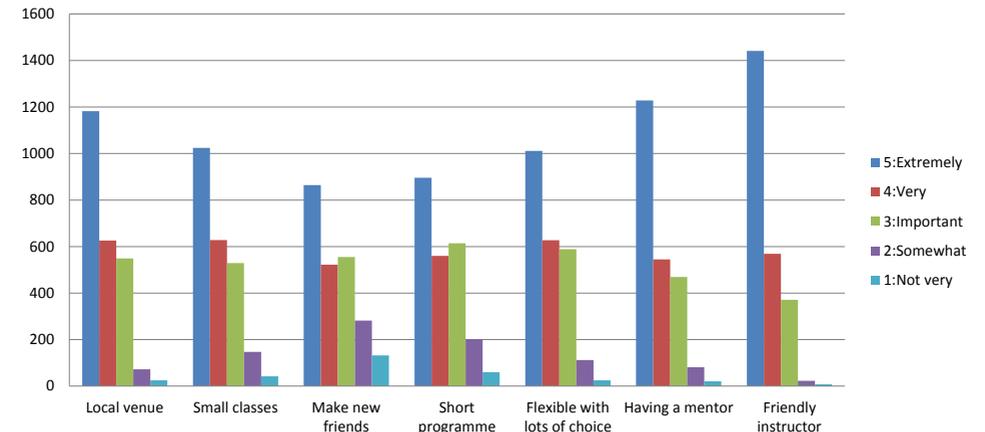European/Pakeha 35%
Pasifika 14%
Māori 48%
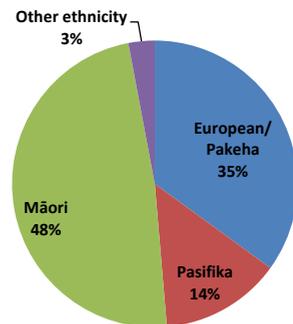
HOW DO YOU EXPECT THIS DIGITAL STEP TO BENEFIT YOU?

Most participants who completed the survey in the last 12 months (a total of 2592) were seeking general upskilling (79%). A substantial proportion (41%) saw this as a step toward further education, 37% as a step to further qualifications. In addition 41% wanted skills to help with their children's homework.

- Current job (new skills can be used at your workplace)
- New job (new skills helped you get a job)
- General up-skilling
- Steps to further education
- Steps to further qualifications
- Helping with my children's homework
- Accessing information such as health or local community
- Helping with personal life e.g. managing finances, shopping online etc.
- Any other benefits?

WHAT WAS IMPORTANT TO YOU ABOUT THE DIGITAL STEP CLASS?

Participants ranked the 'friendliness' of the instructor (60%), having a mentor (52%) and the local venue (48%) as extremely important factors in their experiences of the Stepping UP classes.
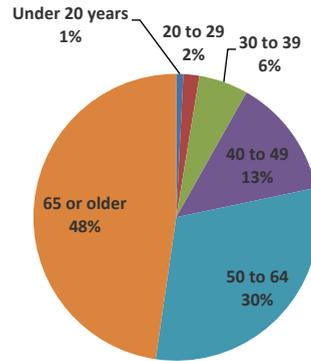
Local venue | Small classes | Make new friends | Short programme | Flexible with lots of choice | Having a mentor | Friendly instructor

- 5:Extremely
- 4:Very
- 3:Important
- 2:Somewhat
- 1:Not very

Stepping UP – Library Programme

The Stepping UP library programme uses modified digital steps (Intro Digital Steps) designed for the general public who may have very low digital skills. Classes are held in public libraries using existing internet-connected computer PODs. Most classes are designed to take 2 hours.
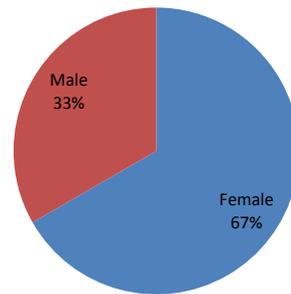
INTRO DIGITAL STEPS COMPLETED:

Computer Basics	20.9%
WORD 1 (Text formatting)	10.0%
Google and the Internet	9.4%
WORD 2 (Editing documents)	7.0%
Email (Setting Up Email Account)	6.9%
Digital Photos	6.7%
TradeMe	6.6%
Internet Security and Safety	5.9%
Email 2 (Using Email)	4.8%
Introduction to Spreadsheets	2.5%
Home Finances	2.5%
Intro to Tablets & Digital devices	2.1%
Digital Design	2.0%
Skype	1.9%
YouTube	1.9%
Facebook	1.8%
Other	1.7%
Introduction to Social Media	1.5%
Slideshows	1.4%
Employment 1 (Preparation)	1.1%
Employment 2 (Finding a job online)	1.0%
Intro to Chromebooks	0.3%
RealMe	0.2%
RealMe - Work and Income	0.2%

PARTICIPANT AGE:

Under 20 years 1%
20 to 29 2%
30 to 39 6%
40 to 49 13%
50 to 64 30%
65 or older 48%

PARTICIPANT GENDER:

Male 33%
Female 67%

PARTICIPANT ETHNICITY:

Chinese 1%
Indian 2%
Cook Island Maori 1%
Samoan 5%
other 6%
Maori 23%
New Zealand European (Pakeha) 62%
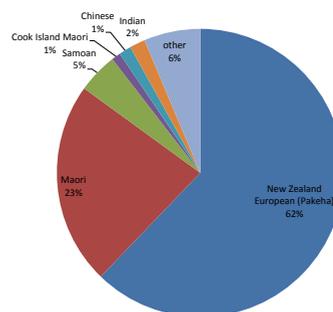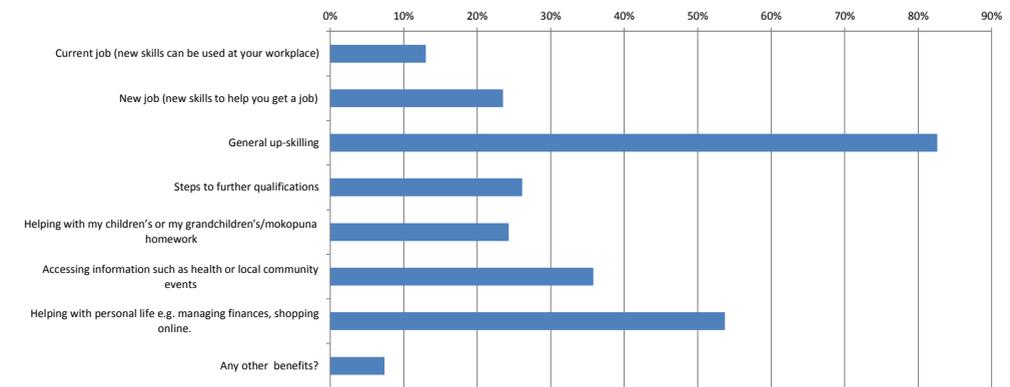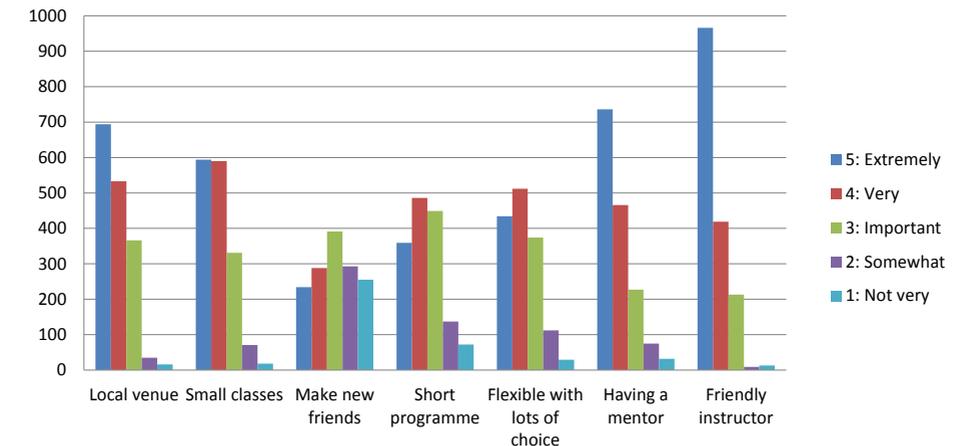
As in the core Stepping UP programme, participants were asked to complete a short online survey at the end of each class. The results presented here are based on 1894 surveys carried out 2014/2015. Most participants take more than one class; 60% say that this is not the first Digital Step they have completed. Library participants also ranked the 'friendliness' of the instructor (60%), having a mentor (48%) and the local venue (42%) as extremely important factors in their experiences of the Stepping UP classes.

These are older learners with 48% over 65 years of age and a total of 78 % aged 50 and over. More than half were NZ European (68%), 25% were Maori and 76% women. Almost all (83%) were seeking general upskilling and 54% were seeking help with using ICT in their personal life. Most (73%) live in a household with a computer and Internet connection (68%) that belongs to another family member and that they are unable to access.

HOW DO YOU EXPECT THIS DIGITAL STEP TO BENEFIT YOU?

WHAT WAS IMPORTANT TO YOU ABOUT THE DIGITAL STEP CLASS?

- 5: Extremely
- 4: Very
- 3: Important
- 2: Somewhat
- 1: Not very

Local venue, Small classes, Make new friends, Short programme, Flexible with lots of choice, Having a mentor, Friendly instructor

Extension Initiatives

The 2020 Trust is continuously exploring ways to improve the value of the Computers in Homes programme. An update on intiatives introduced in recent years is summarised here:

COMPUTER WARRANT OF FITNESS

All families are offered the opportunity for a technician to carry out a Warrant of Fitness check on their computers at 12 months.

Less than 25% of graduates from 2013–14 received a warrant of fitness check during 2014–15. The value of this programme element is questionable, especially as tech support is available as required during the 12-month supported period.

✓ **UNDER REVIEW**

12-MONTH SURVEY

Our goal is to survey 80% of families at 12 months. We use the online survey tool, SurveyMonkey.

25% of graduates from 2013–14 were surveyed during 2014–15, 12 months after graduation. The value of this research is questionable given the poor response rate.

✓ **UNDER REVIEW**

STEPPING UP

All Computers in Homes families are offered four Stepping UP modules after graduation.

1300 families took up this opportunity, completing 2592 digital steps. A further 1894 digital steps were completed in public libraries. The library option is more sustainable and provides more flexibility for Computers in Homes to participate in further training, as and when they need it.

✓ **EXPANSION**

STEPPING UP
ICT FOR A BETTER FUTURE

ICDL AND KIWISKILLS JOBSEEKER

ICDL is currently available in a few schools and some government and corporate entities. In 2014, support was secured from the Lottery Grants Board to support 7500 job seekers over a 3-year period.

Kiwiskills
DIGITAL SKILLS FOR JOBSEEKERS

We have maintained our school, government and corporate base while establishing new partners

to deliver the JobSeeker programme. Partners have been contracted to deliver to some 3500 job seekers; further partners will be sought to meet our target of 7500.

✓ **EXPANSION**

COMMUNITY WIRELESS AND SCHOOL HUBS

Some hard-to-reach rural communities have been waiting many years to obtain access to affordable broadband internet services. Our model uses low cost fixed wireless technologies with back haul provided over fibre connections at nearby schools.

Two models are operational, one in Kaingaroa Forest and the other in Umawera. The wireless services are provided by a commercial operator who uses the Computers in Homes subsidy to get established and then seek other commercial customers to ensure the service remains sustainable.

✓ **EXPANSION**

DORA, THE MOBILE CLASSROOM

DORA was commissioned in 2012 and until April 2015 has been deployed in Christchurch.

In April 2015, DORA was re-deployed to the West Coast of the South Island with the objective of determining the demand for a similar mobile classroom on the Coast. Our goal is to develop a generic business plan that could be shared with local authorities to consider as their library buses come up for replacement.

✓ **ACTIVE**

WEEKLY AUTOMATIC PAYMENTS FOR INTERNET CONNECTIONS

The free 6-month internet connection was replaced with a subsidised 12-month connection in 2013-14. Families contribute $5/ week for an ADSL connection and $10/ week for a Naked DSL connection. Kristina Parbhu in our national office manages this service.

This has continued to prove popular and is a significant factor in achieving a growing percentage of Computers in Homes families with an internet connection (79% in 2014-15; up from 70% in the previous year). 858 families were current on the AP Scheme in July 2015.

✓ **ACTIVE**

TRANSITION OF FAMILY-SUPPORTED INTERNET CONNECTION AT 12 MONTHS

At the 12 month point, families are supported in transitioning their internet accounts to a permanent arrangement without the Computers in Homes subsidy. Families choosing to stay with SNAP (now 2 Degrees) received a one month transition grant paid to their SNAP account so that they can continue to top up their account weekly.

Of the families we are able to contact at the 12 month point, 83% had retained their internet connection.

✓ACTIVE

SUPPORT FOR FAMILIES WITH EXISTING TELEPHONE CONNECTIONS

For many years, SNAP has offered a $34.95 broadband plan for Computers in Homes families with an existing fixed telephone line connection. Families have been required to contribute $5 per week to maintain this connection, the balance being met by the Computers in Homes internet subsidy.

From late 2014, SNAP (now 2 Degrees) withdrew their ADSL internet option, unless families switched to their telephone service. As a result we now subsidise families to upgrade their telephone connection to include a broadband plan with their existing provider such as Spark or Vodafone.

✓ACTIVE

LAPTOP PILOT

During the year, we introduced a pilot laptop programme in selected regions. This was a response to suggestions that laptops might be a more appropriate solution than desktops, especially for families without access to an internet connection.

A total of 202 people (including 43 Te Kura families) have selected a laptop in preference to a desktop when given the choice. In some regions this represents 80% of families since the scheme was introduced. Participating families are expected to complete a survey each two months. This data will be analysed to inform a future direction.

✓UNDER REVIEW

DICK SMITH PARTNERSHIP

The 2020 Trust has an ongoing partnership with computer retailer, Dick Smith, to support Computers in Homes.

During the year, Dick Smith supported our BYOD Equity pilot and provided discount cards for the whole Computers in Homes team. They also provided a cash grant that we used to set up a WiFi network in the new INZONE girls' hostel in Auckland and assist the students procure digital devices.

✓ACTIVE

INTERNET@HOME

During the year Te Kura (The Correspondence School) sought our assistance in providing internet connections for their students who were required to study online. A special product called Internet@Home was developed and 6 hours of training offered to participating families.

The programme was scheduled to commence with family briefings and training during January. No-one took up the offer, but we have continued to offer support as required (for laptops and/or internet connections) for Te Kura families as part of our regular Computers in Homes programme. 43 Te Kura families joined our programme during the year.

✓ACTIVE

BRING YOUR OWN DEVICE (BYOD) EQUITY PILOT

In April 2014, we offered a BYOD Equity pilot scheme to selected Computers in Homes partner schools. Seven schools accepted the offer.

During the year, 145 families in the seven schools procured a digital device for their children, paying the device off over a 12-24 month period at between $7 and $10 per week, depending on the value of the device.

✓UNDER REVIEW

TRANSPOWER REFURBISHED COMPUTERS

Transpower has a unique approach to redeploying their old computers. All are sent to Remarkit for refurbishment or recycling with a percentage tagged for Computers in Homes use.

In 2014–15, Transpower donations were used to set up new digital learning hubs at the Oncore Youth Centre in Tauranga, Te Whānau O Hokonui Marae in Gore, Kapiti Skills Centre, Hikurangi Takiwa Trust Ruatorea, Māori Wardens Katikati, Heartlands Opotiki and Manukura School in Palmerston North.

✓ACTIVE

BAMZONIA

Bamzonia is an online financial literacy service that combines online learning and testing with gaming. It was introduced to Computers in Homes coordinators in March 2015.

Some coordinators have started to include Bamzonia as part of their 20-hour family training. We are continuing to identify other online educational software and tools that can help parents engage with and support their children's learning.

✓ACTIVE

Acknowledgements

Computers in Homes **has been supporting families in low income communities since the year 2000. From a small beginning at Cannons Creek school in Porirua with just 25 families, the programme has grown to support a total of over 14,000 families in 15 years.**

There are many people who have been instrumental in helping us achieve this success and we would especially like to acknowledge the support of our funding partners for the 2014–15 financial year.

First of all, thank you to the **Ministry of Education** (MoE), for taking budget responsibility for 2014–15 and for initiating an external review that we hope will provide a firm foundation for *Computers in Homes* to expand to meet the huge demand, especially in Auckland. We value the support from Ministers Hekia Parata (Education), Nikki Kaye (Associate Education), who gave us early advice that they would extend the programme into 2015–16.

Secondly, thank you to the **National Refugee, Migrant and International Education Team** in the Ministry of Education (MOE) team who continue to recognise digital access and skills as a priority for new refugee and migrant families. We appreciated the two-year extension contract for the period 2014–2016.

We were also delighted to receive a substantial **Community Lottery** grant during the year that will enable 7500 jobseekers gain some foundation digital skills using our ICDL modules over a period of three years.

Computers in Homes relies on government funding but a unique aspect of the programme has been its 'value for money' characteristic. The Community Partnership Fund challenged us to find matching funding, in cash or in-kind. With the support of a number of non-government partners, we were not only able to achieve this but we have also been able to sustain it.

One of the most significant contributions comes from **Microsoft**. By using refurbished computers we have been able to draw on the Microsoft Authorised Refurbisher Scheme (MARS) Programme. This allows us to install licensed Microsoft software on CiH family computers at a small fraction of the retail cost. Using Microsoft software is important to

our programme as this includes the most popular and most easily supported applications. Microsoft's Office 2010 is our current standard. From 2009 to 2011 Microsoft was also a generous partner for Stepping UP through their global Unlimited Potential programme.

Our other major partners have been our Internet Service Providers. Since 2010 we have received excellent support from **SNAP (now 2 Degrees)**, which has been able to deliver dial-up, ADSL and naked DSL broadband services substantially below market prices and during the last 12 months, UFB connections at the same rate as copper-line DSL connections. SNAP also took the bold step and offered our first 25 gigabit UFB families in Dunedin an unlimited connection for the same price as standard UFB with a 50GB monthly data cap. We look forward to this future when data caps become a thing of the past.

We have also appreciated the continuing support of a number of wireless internet providers who provide affordable connections in hard-to-reach communities. This includes **WIC** in Dunedin, **TokomaruBay.net** on the East Coast, **Epworth Corporation** in Kaingaroa Forest and **Umawera** in the Far North and **PrimoWireless** in Taranaki as well as **Farmside** for the satellite connection on DORA, our mobile learning centre.

We also appreciate ongoing support from corporate partners, most notably **InternetNZ** for their operational grant to the 2020 Trust as part of a strategic partnership, and **Transpower**, which continued to tag surplus computer equipment for *Computers in Homes* and Stepping UP programmes.

Dick Smith extended their sponsorship for a further year and has provided further cash grants as well as discounted hand-held devices for our BYOD (Bring your Own Device) equity pilot programme.

We also appreciated the ongoing support from **NZ Post** with free Community Post envelopes, and this year, a special grant that allowed us to

CiH Coordinators meet in Wellington for their quarterly hui in May 2015

run an Adcard campaign in Auckland and is helping us develop a new CRM (Customer Relationship Management) database for *Computers in Homes*.

Our **partner schools** and **community technology centres** have also provided ongoing support. While we have been able to assist with equipment setups in many of our partners' premises, we have relied on their ongoing support in terms of operating costs. Without friendly and safe places for families to meet for their weekly training sessions, *Computers in Homes* would not work.

We would also like to acknowledge our many **trainers** and **technicians**. We make it a condition of working for *Computers in Homes* that trainers and technicians must work at 50% or less of their normal charge-out rates. This policy has helped to create a network of people whose first priority is to help their communities.

We have continued to explore new partnerships to expand the reach of the programme. During the year we signed new partnerships with the Taitokerau Education Trust, the Wanganui District Library, Otangarei Marae (Whangarei), Te Takere (Levin) and Upper Hutt City Libraries as well as seven partners to deliver the KiwiSkills Jobseeker programme.

During the last 12 months we have also valued the

support of our **regional CiH partners**, including the 2020 Far North ICT Trust, Web Access Waikato, Taranaki E-Learning Trust, e-learning Porirua, Wairarapa REAP, West Coast REAP, EastBay REAP and Southern REAP as well as the many people who contribute voluntarily in regional **CiH Steering Committees**.

There are many others who have also helped to shape and sustain the programme. We acknowledge the invaluable **research** support provided by 2020 Trustee, Barbara Craig. We also appreciate the ongoing support from Alistair Fraser for the smooth operations of our Automatic Payment schemes (for internet access and BYOD) and Kristina Parbhu, who has continued to manage the schemes. The provision of weekly payment options for both the internet and for digital devices makes a demonstrated difference in ensuring affordable and sustainable options for the families we support.

But without a shadow of doubt the greatest commitment comes from our 19 regional **CiH coordinators** and our national coordinator, Di Daniels. Their commitment extends well beyond what they are funded to do; their engagement with their local communities is a key success factor.

Thank you to all.

2020
Communications Trust