



Computers in Homes Annual Report

JULY 2016

Computers in Homes is an initiative of the 2020 Communications Trust. In 2015–16 the programme received support from the Ministry of Education as well as numerous business and community partners.

Website: www.computersinhomes.nz

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

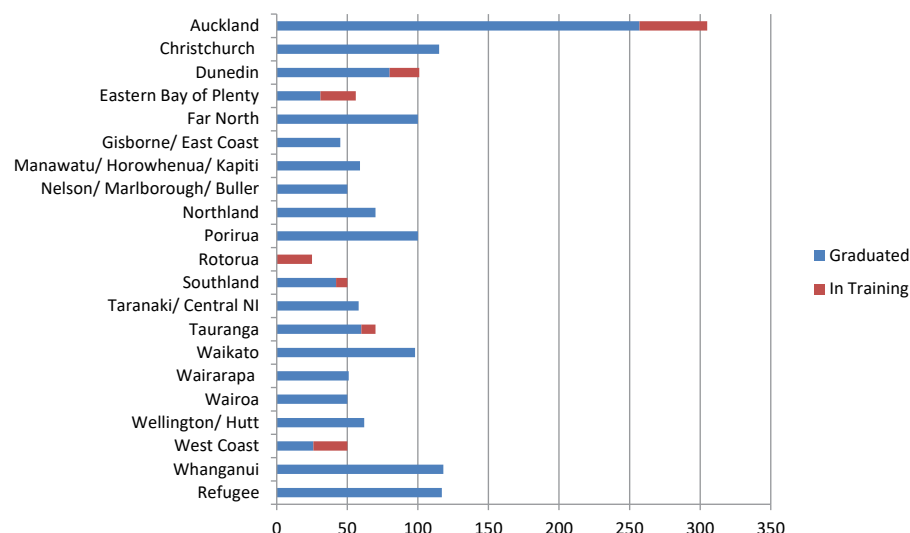
Website: www.2020.org.nz

Contents

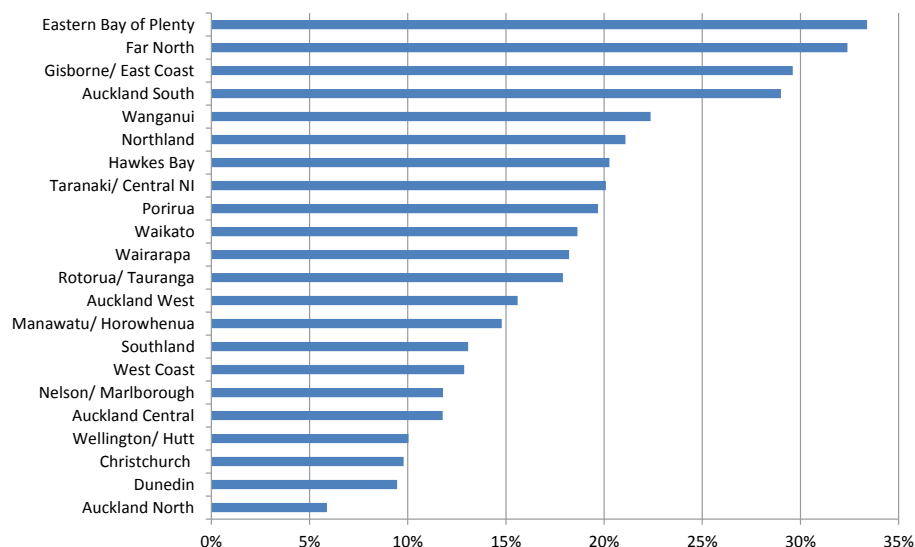
Comment from Programme Chair	3
Comment from National Coordinator	5
CiH Participating Schools 2015–16	6
Comment from Project Researcher	10
Case Study	27
Auckland	28
Christchurch	32
Dunedin/Otago	34
Eastern Bay of Plenty	36
Far North	38
Gisborne/East Coast	40
Manawatu/Horowhenua	42
Nelson/Marlborough	44
Northland	46
Porirua	48
Rotorua	50
Southland	52
Taranaki/Central North Island	54
Tauranga	56
Waikato	58
Wairarapa	60
Wairoa	62
Wellington/Hutt	64
West Coast	66
Whanganui	68
Refugee Programme	70
ICDL Programme	72
Stepping UP	74
Extension Initiatives	82
Acknowledgements	88

Cover: Yay, it's finally graduation day! A happy Terri Murray taking her computer home from a graduation event at Te Ahu Centre, Kaitaia, in Term 2 – 2015.

COMPUTERS IN HOMES GRADUATES 2015–16 (AS AT 31 JULY 2016):



PERCENTAGE OF HOUSEHOLDS WITH DEPENDENT CHILDREN WITHOUT AN INTERNET CONNECTION:



Source: Census 2013

Comment from Programme Chair, Laurence Zwimpfer MNZM



I am pleased to report that, as in previous years, we have again exceeded our funded target. During 2015–16, we were funded to support 1500 families as well as 117 new refugee families through our *Computers in Homes* programme. By the end of July 2016, we had graduated a total of 1589 families and a further 161 were in training. This will bring our total graduates for the financial year to 1750 (7.5% more than the funded target). We have also maintained matching support in terms of voluntary and discounted services for business and community partners, as well as secured additional new funding to expand the programme in the Gisborne District during 2016–17.

In 2015–16, we supported families in 20 targeted regions, all of which were identified in the 2013 Census as digitally under-served communities. The demand for the programme continues to exceed the funding available – we continue to give priority to families in decile 1 to 3 school areas in the most digitally disconnected communities, but we recognise that there are many families in higher decile areas who are just as digitally disadvantaged.

Many of these families are in isolated rural communities and this creates an ongoing challenge in providing affordable internet connections. Census 2013 revealed a total of 62,000 families with dependent children without internet connections in their homes. We believe this represents around 20% of all school-aged children. Since 2013, *Computers in Homes* has supported over 5000 families, but many children are still missing out.

The Government has agreed to continue their support for *Computers in Homes* programme at the same level of 1500 families for the 2016–17 year and at an increased level of 130 for refugee families. However, while we expect the refugee programme to continue in future years, the Ministry of Education has made it clear that the mainstream *Computers in Homes* will not be funded in its current form beyond July 2017.

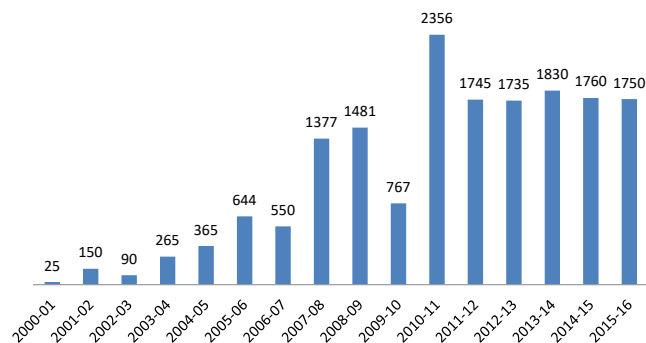
We have been pressing government ministers and officials for some years to scale up the existing programme to at least 5000 per year to create equitable learning opportunities for students. We were encouraged by the results of the 2015 external review carried out by consulting firm Martin Jenkins.

The review concluded that *Computers in Homes* offered 'value for money', but at the same time acknowledged the benefits were much broader than education. While there is evidence that *Computers in Homes* parents do engage more with their children's learning, our research shows that many participants also re-engage with their own learning and enhance their employment situations. There is also evidence that *Computers in Homes* is contributing directly to the Government's Better Public Services Result 10 objective, by giving participants the confidence to engage with government online.

The Government has also made clear its commitment to a social investment approach in supporting initiatives that target 'at risk' or disadvantaged families. The first question to answer is whether the profile of the families being supported by *Computers in Homes* matches the profile of families identified by government agencies such as the Ministry of Education and the Ministry of Social Development. We think it does but we need to be sure, so we have already commenced a profile mapping exercise. We then need to ensure our programme is directly addressing the educational and social needs of these families and where possible measure what difference (if any) *Computers in Homes* is having.

We are excited by this opportunity to integrate *Computers in Homes* into mainstream government programmes and we believe this could provide us with the pathway to achieve our goal where all families with school-aged children are digitally connected and enabled.

COMPUTERS IN HOMES GRADUATES 2000–2016:



Another exciting development during the year has been the development of an Extension Programme in Gisborne. With excellent support from local iwi and community groups, we were successful in securing a substantial funding grant from the Eastland Community Trust to expand *Computers in Homes* to reach 'at risk' young mothers with pre-school children. This programme is also receiving funding support from Hauora Tairāwhiti to strengthen their E Tipu E Rea initiative, addressing the health needs of this group. The pilot programme will reach 50 young mothers during the 2016–17 year; our plan is to then expand this to other District Health Board areas around the country. We think the combination of education, health and home is a powerful 'alliance' for addressing today's education and social challenges.

Connecting families to the internet is a core element of *Computers in Homes*. Access to the internet is increasingly being considered as an essential service, like water and energy. Despite our best efforts and the offer of a subsidised connection, 17% of the families we support did not accept this offer during 2015–16. We had hoped to reduce this to 15% but for a variety of reasons this was not possible. The subsidised internet connection we provide still requires a weekly contribution of \$10 by families and for many this was something they simply cannot afford; 19% of families declining an internet connection cited cost as the reason.

In this report we also include updates for our two related digital literacy initiatives – *Stepping UP* and *KiwiSkills* ICDL. During the year, *Stepping UP* has continued to expand with regular programmes now being offered in over 30 public libraries and

13 community centres in 34 local authority areas; our long-term goal is still to expand to all public libraries (over 200). We also achieved our year one (2015) target for the *KiwiSkills* programme with 1500 jobseekers registered: our goal for 2016 is to register a further 2500 as well as support all participants' progress towards an ICDL qualification. We now have over 60 *KiwiSkills* delivery partners, many of which are secondary schools, where we are targeting school leavers. Most students are reaching the end of their compulsory schooling without any recognisable digital literacy qualification and we think this creates a serious problem for our country, which is increasingly dependent on digital technologies for productivity and economic growth as well as for living.



One of the new Transpower-supported digital community hubs on the East Coast.

Comment from National Coordinator, Di Daniels

Our business as usual is challenging enough with all the changes that technology and the internet bring. What we are also able to achieve involves our valued partnerships outside our day to day business. One of the most exciting and rewarding things I've been involved with over the last few years has been our sponsorship relationships with Transpower and during the last year, with Te Wānanga o Aotearoa.



In the past 12 months these donations have assisted community groups pursuing digital inclusion and development in health, youth and rural areas. People who would otherwise have been excluded are now able to access their patient portal or upskill themselves for work. Organisations and groups that have been recipients of computer equipment donations from Transpower include the InZone boys' hostel (upgrading the student learning pod), Te Puea Marae (administrative support for housing homeless families in Auckland) and KidsCan. Equipment has also been donated to Tairāwhiti Technology Trust to establish digital community hubs in Ruatoria, Te Araroa, Tikitiki and Gisborne City.

We are really grateful to Transpower and Remarkit Solutions for creating the model whereby corporates and universities can responsibly dispose of their unwanted equipment whilst also being able to contribute to community development. We welcome the new opportunity to work with Te Wānanga o Aotearoa (TWOA) in the same way.

We were also delighted when our old friends from CA (Computer Associates) got in touch during the year and offered us a sponsorship grant to support the CiH programme. We were sorry to lose Dick Smith as a partner during the year, but with the closure of all their retail stores, they clearly had much bigger issues to deal with.

A highlight during the year was a visit to Parihaka in Taranaki for one of our team hui. The informal setting of the wharehau, where we met, slept and ate, was a new experience for some of the team, but proved to be extremely positive. A special thanks to Charissa Waerea and Maata Wharehoka who were great hosts and gave us such a memorable experience.

Our Wellington office has had a few changes during the year. We welcomed Jenni Hall as our office administrator during the year but a move to Auckland meant she had to cut short her time with us. Early in the new year we welcomed Carol Bourn as our new office administrator. Vanisa Dhuru also left to pursue her research interests and Laurence Millar stepped in as interim 2020 Executive Director.

I would like to acknowledge the very special team of *Computers in Homes* regional coordinators and delivery partners; it is amazing to look back to the early years of the programme when we only had funding to support 200–300 families and I was the only coordinator. It is with some pride that we can acknowledge how the programme has expanded to the point where there are now twenty two local programme coordinators. We acknowledge that we only fund most of the team for 1–2 days a week, and we understand that the demands of the families we support do not fit neatly into this time allowance. So a real shout-out to all the team for their commitment to the programme and the families they support. It is not always easy; I understand that. But my commitment has been to support you to the very best of my abilities. And together I think we have achieved another stunning *Computers in Homes* year. Thank you everyone.



RIGHT: Franklin coordinator, Denise Proctor (left) with Maata Wharehoka (centre) our host at Parihaka.

Computers in Homes Participating Schools 2015–16

Families from 421 schools and kura participated in Computers in Homes between August 2015 and July 2016.

Abbotsford School, Dunedin
 Aberfeldy School, Whanganui
 Abundant Life School, Kaitaia
 Addington Primary, Christchurch
 Ahipara School, Kaitaia
 Allandale School, Whakatane
 Alternative Education, Hokitika
 Andersons Bay, Dunedin
 Aotea College, Porirua
 Apanui School, Whakatane
 Arahura Marae, Hokitika
 Aranui High School, Christchurch
 Aranui Primary, Christchurch
 Aranui School, Whanganui
 Arataki Primary, Tauranga
 Ashgrove School, Christchurch
 Atutahi te Kohanga Reo, Taumarunui
 Auckland Point, Nelson
 Auroa School, Hawera
 Aurora College, Invercargill
 Avon Primary, Stratford
 Avonside Girls High, Christchurch
 Awanui School, Far North
 Awapuni School, Gisborne
 Awapuni School, Palmerston North
 Bailey Road School, Auckland
 Balmacewen Intermediate, Dunedin
 Bamford School, Christchurch
 Bethlehem Primary, Tauranga
 Bishop Viard College, Porirua
 Blaketown, Greymouth
 Blenheim School, Blenheim
 Bohally Intermediate, Blenheim
 Brandon Intermediate, Porirua
 Breens Intermediate, Christchurch
 Bromley School, Christchurch
 Brookfield Primary, Tauranga
 Burnside High School, Christchurch
 Burnside Primary, Christchurch
 Cannons Creek Kindergarten, Porirua
 Cannons Creek Playcentre, Porirua
 Cannons Creek Pre-school, Porirua
 Cannons Creek School, Porirua
 Carisbrook School, Dunedin
 Carlton School, Whanganui

Casebrook Intermediate, Christchurch
 Cashmere High School, Christchurch
 Castlecliff School, Whanganui
 Catholic Cathedral College, Christchurch
 Central Normal School, Palmerston North
 Chanel College, Masterton
 Chartwell Primary School, Hamilton
 Chisnallwood Intermediate, Christchurch
 Christchurch Boys High School, Christchurch
 Churton School, Whanganui
 City College, Whanganui
 Clendon Park School, Auckland
 Cobden School, Greymouth
 Corinna School, Porirua
 Cosgrove Primary School, Auckland
 Crawshaw School, Hamilton
 Dawson Primary, Auckland
 De La Salle College, Auckland
 Deanwell Primary, Hamilton
 Douglas Park School, Masterton
 Dyer St School, Lower Hutt
 East Gore School, Gore
 Edmund Hillary School, Papakura
 Elgin School, Gisborne
 Elmgrove School, Dunedin
 Eltham Primary, Eltham
 Fairburn Road Primary, Auckland
 Fairfield Primary, Hamilton
 Fairfield School, Dunedin
 Faith City School, Whanganui
 Family Education and Support Training Centre, Masterton
 Fernworth Primary, Invercargill
 Forest Lake Primary, Hamilton
 Forrester View Primary, Hamilton
 Frankton Primary, Hamilton
 Gate Pa, Tauranga
 Gisborne Boys High School, Gisborne
 Glen Taylor School, Auckland
 Glenbrae School, Auckland
 Glenview School, Porirua

Grey Main School, Greymouth
 Halfway Bush School, Dunedin
 Hamilton East School, Hamilton
 Hamilton West School, Hamilton
 Hatea-a-Rangi School, Tokomaru Bay
 Hawera High, Hawera
 Hawera Intermediate, Hawera
 Hill School, Pukekohe
 Hillcrest Normal School, Hamilton
 Hillmorton High School, Christchurch
 Hilltop School, Taupo
 Hokitika Primary, Hokitika
 Holy Cross School, Wellington
 Holy Family School, Porirua
 Hornby High School, Christchurch
 Howick College, Auckland
 Hukanui Primary, Hamilton
 Hutt Valley High School, Wellington
 Ilminster Intermediate School, Gisborne
 James Cook High, Auckland
 James Cook School, Marton
 James Street School, Whakatane
 Jean Batten School, Auckland
 Kai Iwi School, Whanganui
 Kaingaroa School, Kaitaia
 Kaitaia College, Kaitaia
 Kaitaia Intermediate School, Kaitaia
 Kaitaia Intermediate, Kaitaia
 Kaitaia Primary School, Kaitaia
 Kaiti School, Gisborne
 Kapiti College, Porirua
 Keith Street School, Whanganui
 Kelvin Road School, Auckland
 Kereru Park School, Auckland
 Kereru Park School, Papakura
 Kerikeri Primary School, Kerikeri
 Kiddy Corp, Porirua
 Kidsfirst Kindergarten, Hokitika
 Knighton Road Normal, Hamilton
 Ko Te Aroha, Masterton
 Kohanga reo o nga hau e wha, Pukekohe
 Kohanga reo o te awamarahi, Pukekohe
 Koraunui School, Lower Hutt

Lake Brunner School, Greymouth
 Lake View School, Masterton
 Leabank School, Auckland
 Levin East School, Levin
 Lincoln High School, Christchurch
 Linden School, Wellington
 Linwood Avenue Primary, Christchurch
 Linwood College, Christchurch
 Linwood High School, Christchurch
 Linwood North School, Christchurch
 Longford Intermediate, Gore
 Mairehau High, Christchurch
 Maketu Primary, Te Puke
 Makoura College, Masterton
 Mana College, Porirua
 Manaia View School, Whangarei
 Mangakino High, Tauranga
 Mangamuka School, Far North
 Mangonui School, Far North
 Mansell Senior School, Auckland
 Maraeroa Kindy, Porirua
 Maraeroa School, Porirua
 Marian College, Christchurch
 Marton Junction School, Marton
 Marton Primary School, Marton
 Masterton Primary School, Masterton
 Matapihi Kura, Tauranga
 Matauri Bay, Far North
 Mauriceville School, Masterton
 Mayfield School, Blenheim
 Melville Intermediate, Hamilton
 Melville Primary School, Hamilton
 Menzies School, Matura
 Merivale Primary, Tauranga
 Middle School, Invercargill
 Middleton Grange, Christchurch
 Midhurst School, Stratford
 Milton School, Milton
 Mornington School, Dunedin
 Mosston Primary, Whanganui
 Mount View Primary, Taupo
 Mt Richmond Special School, Auckland
 Musselburgh School, Dunedin
 Naenae Primary, Lower Hutt
 Natone Park School, Porirua
 Nelson Central School, Nelson
 North East Valley Normal School, Dunedin
 New River Primary, Invercargill
 Newfield Primary, Invercargill
 Nga Hau E Wha Kohanga Reo, Pukekohe

Ngapuke School, Taumarunui
 Ngaruawahia Primary, Hamilton
 Ngati Toa School, Porirua
 Normanby Primary, Normanby
 North East Valley, Dunedin
 Northcote Primary, Christchurch
 Nuhaka School, Wairoa
 Oakland Primary, Christchurch
 Ohakune Primary School, Ohakune
 Ohinewai School, Huntly
 Okaihau Intermediate, Far North
 Okioa School, Whanganui
 Orautoha School, Raetihi
 Orini Combined, Huntly
 Otahuhu College, Auckland
 Otahuhu Primary, Auckland
 Otumoetai College, Tauranga
 Otumoetai Intermediate, Tauranga
 Otumoetai Primary, Tauranga
 Otu School, Far North
 Our Lady of Victories, Christchurch
 Outram School, Dunedin
 Paihia School, Paihia
 Pamapurua School, Far North
 Panmure Primary School, Christchurch
 Papakowhai School, Porirua
 Papakura High School, Auckland
 Papamoa Primary, Tauranga
 Papanui High School, Christchurch
 Paparoa Range, Greymouth
 Paparore School, Far North
 Papatoetoe Central, Auckland
 Papatoetoe North School, Auckland
 Papatoetoe Primary School, Auckland
 Parklands School, Palmerston North
 Parkside School, Pukekohe
 Parkview Primary, Christchurch
 Pekaia Primary, Te Awamutu
 Picton School, Picton
 Pine Hill School, Dunedin
 Poi Poi Home Child Care, Far North
 Point England School, Auckland
 Pomare School, Lower Hutt
 Pompallier Catholic School, Kaitaia
 Porirua College, Porirua
 Porirua East School, Porirua
 Porirua Primary, Porirua
 Port Chalmers School, Dunedin
 Portabello School, Dunedin
 Pukeatua School, Lower Hutt
 Pukekohe Christian School, Pukekohe

Pukekohe High School, Pukekohe
 Pukekohe Hill School, Pukekohe
 Pukekohe Intermediate, Pukekohe
 Pukekohe North School, Pukekohe
 Pukepoto School, Far North
 Puketaha Primary, Hamilton
 Puni School, Pukekohe
 Purakanui School, Dunedin
 Putaruru Primary, Hamilton
 Putauaki School, Kawerau
 Queen Charlotte College, Picton
 Raetihi Primary School, Raetihi
 Raglan Area School, Raglan
 Ramanui School, Hawera
 Ramarama School, Auckland
 Rangikura School, Porirua
 Rangiora High, Christchurch
 Rangiora Kohanga Reo, Christchurch
 Rawhiti Primary School, Christchurch
 Rawhitiroa School, Eltham
 Redwoodtown School, Blenheim
 Rewa Rewa School, Porirua
 Riccarton High, Christchurch
 Riccarton Primary, Christchurch
 Robertson Road School, Auckland
 Rongomai Primary, Auckland
 Roscommon School, Auckland
 Rosehill College, Auckland
 Rowley School, Christchurch
 Ruapehu College, Ohakune
 Russell School, Porirua
 Sacred Heart, Christchurch
 Sawyers Bay, Dunedin
 Seugagogo Aoga Amata, Auckland
 Seventh Day Adventist School, Auckland
 Seventh Day Adventist School, Christchurch
 Shirley Boys High, Christchurch
 Silverstream School, Dunedin
 Sir Edmund Hilary College, Auckland
 Somerset Crescent School, Palmerston North
 Sunrise Christian School, Gisborne
 South School, Kawerau
 Southern Regional Health School, Christchurch
 Springlands, Blenheim
 St Anne's Primary, Christchurch
 St Anne's School, Whanganui
 St Bede's College, Christchurch
 St Bernadette's School, Dunedin

St Clair School, Dunedin
 St Joseph's Primary, Hamilton
 St John's Evangelist, Auckland
 St Joseph's School, Auckland
 St Joseph's School, Taihape
 St Joseph's School, Pukekohe
 St Joseph's School, Invercargill
 St Joseph's School, Matata
 St Mary's Primary, Hamilton
 St Mary's School, Dunedin
 St Mary's School, Hokitika
 St Matthew's School, Marton
 St Patrick's School, Kaponga
 St Peter's College, Palmerston North
 St Pius Primary, Hamilton
 St Pius School, Hamilton
 St Pius X School, Auckland
 St. Clair School, Dunedin
 Stratford Primary, Stratford
 Sutton Park School, Auckland
 Tahatai Coast Primary, Tauranga
 Tahuna Intermediate, Dunedin
 Tahunanui School, Nelson
 Tai Wananga Tu Toa, Palmerston Nth
 Taieri College, Dunedin
 Taihape Area School, Taihape
 Tainui Intermediate, Dunedin
 Taipa Area School, Far North
 Tairangi School, Porirua
 Takanini School, Auckland
 Takaro School, Palmerston North
 Takatai Primary, Tauranga
 Takitimu Primary, Nightcaps
 Tamaki College, Auckland
 Tamaki Primary, Auckland
 Tangaroa College, Auckland
 Taoroa School, Taihape
 Tarawera High School, Kawerau
 Tarrangower Primary, Taumarunui
 Tauhara College, Taupo
 Tauhara School, Turangi
 Taumarunui High School, Taumarunui
 Taumarunui Primary, Taumarunui
 Taupo a Nui , Taupo
 Taupo Intermediate, Taupo
 Taupo Primary, Taupo
 Tauranga Boys College, Tauranga
 Tauranga Girls College, Tauranga
 Tauranga Intermediate, Tauranga
 Tawa College, Porirua
 Tawa Intermediate, Wellington

Tawa School, Wellington
 Tawhero School, Whanganui
 Te Akau Ki Papamoa, Tauranga
 Te Akonga Early Learning Centre, Pukekohe
 Te Ara Whanui Kura Kaupapa Mao, Lower Hutt
 Te Hihi Primary, Pukekohe
 Te Hononga Puna Reo, Pukekohe
 Te Kotahitanga Kohanga, Tuakau
 Te Kura O Pounamu, Taumarunui
 Te Kura Hato Maria, Far North
 Te Kura Kaupapa o Rotoiti, Kawerau
 Te kura kaupapa o Te Whatataua, Kawerau
 Te Kura O Kokohuia, Whanganui
 Te Kura O Matapihi, Tauranga
 Te Kura o Nga Ruahine Rangī, Eltham
 Te Kura o Omaio , Te Kaha
 Te Kura o Otangarei, Whangarei
 Te Kura o Paroa, Whakatane
 Te Kura o te Paroa, Whakatane
 Te Kura o Waimana, Whakatane
 Te Kura Taumata o Panguru, Far Nth
 Te Kura Toitu O Te Whaiti Nui a Toi, Minginui
 Te Kura, Christchurch
 Te Kura, Kaikoura
 Te Kura, Palmerston North
 Te Kura, Whanganui
 Te Mahia School, Wairoa
 Te Pa School, Christchurch
 Te Kura Kaupapa O Te Puaha O Waikato, Port Waikato
 Te Rapa Primary, Hamilton
 Te Waka Unua, Christchurch
 Te Whatataua o Putauaki, Kawerau
 Tiaho School, Wairoa
 Tikipunga High School, Whangarei
 Tikipunga Primary School, Whangarei
 Tisbury School, Invercargill
 Titahi Bay Intermediate, Porirua
 Titahi Bay Kindy, Porirua
 Titahi Bay North School, Porirua
 Titahi Bay School, Porirua
 TTKM ki Tuwharetoa, Turangi
 TTKM o Te Atihaunui a Paparan, Whanganui
 TTKM o Ngati Ruanui, Hawera
 TTKM o Porirua, Porirua
 TTKM o Puau Te Moananui A Kiwa,

Auckland
 TTKM o Pukemiro, Far North
 TTKM o Rangiawhia, Far North
 TTKM o Te Ara Rima, Hamilton
 TTKM o Tupoho, Whanganui
 TTKM o Waikaremoana, Wairoa
 TTKM o Whakarewa ki Tuwharetoa, Taupo
 Tolaga Bay Area School, Tolaga Bay
 Tongariro School, Turangi
 Tuakau College, Tuakau
 Tuakau Primary, Tuakau
 Turaki Primary, Taumarunui
 Turuturu School, Hawera
 Valley School, Pukekohe
 Viard College, Porirua
 Victory Primary, Nelson
 View Road School, Waiuku
 Wa Ora Montessori, Lower Hutt
 Waikari School, Dunedin
 Waikawa School, Picton
 Wainoni School, Christchurch
 Waipahihi School, Turangi
 Wairakei School, Taupo
 Wairoa College, Wairoa
 Waitahihi Primary School, Taupo
 Waitareke School, Far North
 Waitikiri School, Christchurch
 Waitotara Primary, Whanganui
 Waiuku College, Waiuku
 Waiuku Primary, Waiuku
 Waltham Primary , Christchurch
 Wanganui City College, Whanganui
 Wanganui East Primary, Whanganui
 Wanganui High School, Whanganui
 Wanganui Intermediate, Whanganui
 West Park School, Porirua
 Westland High School, Hokitika
 Whakatane High School, Whakatane
 Whakatane Primary School, Whakatane
 Whānau Centre, Porirua
 Whanganui Awa School, Whanganui
 Whangarei Primary School, Whangarei
 Wharenui Primary School, Christchurch
 Whau Valley School, Whangarei
 Whitiara School, Hamilton
 Whitney Street School, Blenheim
 Windley School, Porirua
 Woodend Primary, Christchurch
 Yendarra School, Auckland

Computers in Homes training partners 2015–16

Computers in Homes training was provided at 69 schools and 36 community technology centres (CTCs) in 2015–16.

Schools:

Aranui School, Whanganui
 Auckland Point School, Nelson
 Awapuni School, Gisborne
 Awapuni School, Palmerston North
 Blenheim School, Blenheim
 Carisbrook School, Dunedin
 Carlton School, Whanganui
 Crawshaw School, Hamilton
 De La Salle College, Auckland
 Douglas Park School, Masterton
 Hatea-a-Rangi School, Tokomaru Bay
 Holy Cross School, Wellington
 James Street School, Whakatane
 Jean Batten School, Auckland
 Keith Street School, Whanganui
 Kerikeri Primary School, Far North
 Leabank School, Auckland
 Levin East School, Levin
 Linden School, Wellington
 Maketu Primary School, Te Puke
 Manaia View School, Whangarei
 Mansell Senior School, Papakura
 Mauriceville School, Masterton
 Melville Primary School, Hamilton
 New River Primary School, Invercargill
 Newfield Primary School, Invercargill
 Nuhaka School, Wairoa
 Ohakune Primary School, Ohakune
 Ohinewai School, Huntly
 Paihia School, Paihia
 Porirua RSA, Porirua
 Port Chalmers School, Dunedin
 Portabello School, Dunedin
 Pukeatua School, Lower Hutt
 Pukekohe North School Community Hub, Pukekohe
 Queen Charlotte College, Picton
 Roscommon School, Auckland
 Rosehill College, Auckland
 Rowley School, Christchurch
 Silverstream School, Dunedin
 Southern REAP, Gore
 Southern REAP, Mātara
 St Joseph's School, Invercargill
 Tahunanui School, Nelson
 Tai Wananga Tu Toa, Palmerston North
 Taihape Area School, Taihape
 Takitimu Primary School, Nightcaps
 Takitimu Primary School, Otautau
 Tangaroa College, Auckland
 Tawhero School, Whanganui
 Te Ara Whanui Kura Kaupapa Maori o nga Kohanga Reo o Te Awakairangi, Petone
 Te Heti Te Kohanga Reo, Whanganui
 Te Kura Hato Maria, Far North
 Te Kura o Otangarei, Whangarei
 Te Kura Taumata o Panguru, Panguru
 Te Kura Toitu o Te Whaiti Nui , Minginui
 Te Mahia School, Wairoa
 Te Pa School, Christchurch
 Tikipunga High School, Whangarei
 Tikipunga Primary School, Whangarei
 TTKM o Te Atihaunui a Paparangi, Whanganui
 TTKM o Waikaremoana, Wairoa
 Tolaga Bay Area School, Tolaga Bay
 Tongariro School, Turangi
 Tuakau College, Tuakau
 Tuakau Primary School, Tuakau
 View Road School, Waiuku
 Whangarei Primary School, Whangarei
 Whau Valley School, Whangarei

Community Technology Centres (CTCs):

Brookfield Community Centre, Tauranga
 Central King Country REAP, Taumarunui
 Central Plateau REAP, Taupo
 DORA, Greymouth
 Eastbay REAP, Whakatane
 EFKS Church, Christchurch
 EFKS Pakuranga, Auckland
 Eltham CTC, Eltham
 Greymouth Community Centre, Greymouth
 Heartlands, Kawerau
 Huria Trust, Tauranga
 Kirikiriroa Marae, Hamilton
 Ko Te Aroha Children's Centre, Masterton
 Literacy Aotearoa, Rotorua
 Marton ICT Hub, Marton
 Melville Community House, Hamilton
 Ngati Apa ki te Ra To Trust, Blenheim
 Otahuhu Town Hall, Auckland
 Pahaoa Marae, Te Kaha
 Purapura Whetu, Christchurch
 Tai-Tech Gisborne, Gisborne
 Te Ahu Centre, Kaitia
 Te Aroha Noa, Palmerston North
 Te Puna Oranga, Christchurch
 Te Runanga O Ngai Te Rangī Iwi, Tauranga
 Te Taumata o Ngati Whakaue Iho Ake Trust, Rotorua
 Te Whare Kokonga, Hamilton
 Te Whare o te Ata, Hamilton
 Te Whare Piringa, Auckland
 Waiariki Institute of Technology, Rotorua
 Wairoa CTC, Wairoa
 Walter Nash Library, Lower Hutt
 West REAP, Greymouth
 West REAP, Hokitika
 Western Community Centre, Hamilton
 Whanganui Learning Centre, Whanganui



Comment from Project Researcher, Barbara Craig

This annual report presents project outcomes for the year 1 July 2015 to 30 June 2016 – for the 2020 Trust digital literacy initiatives: the Trust's flagship programme *Computers in Homes* that was initially piloted in 2000 and the associated IT skills training programmes, *Stepping UP* and *KiwiSkills ICDL*.

Project outcomes for *Computers in Homes* are assessed through analysis of responses from participants to survey questions at two different points in time. Results are reported nationally and by region. Principals of schools are interviewed at the time the programme is first established in their school. They also complete a short survey a year later assessing the impact of the project on their school community and parent involvement in school activities. The outcomes from this survey which is administered externally by the MOE will be reported in our mid-year report in January 2017.

Outcomes for *Stepping UP* are reported from participants' feedback on their learning experience with each module completed. All public libraries that offer *Stepping UP* training to their communities receive brief quarterly reports with participant comments on learning modules offered in that library.

KiwiSkills participants are assessed on completion and certification in selected modules.

Participant surveys for CiH and *Stepping UP* are managed online through SurveyMonkey and completed where possible in a group situation in a training suite where the project coordinator or tutor is on hand for technical assistance or incorrect interpretation of the questions, especially for participants where English is not their first language. Having the skills to accurately complete an online form – an essential skill to fully participate in today's digital world – is a key learning objective of these initiatives.

Computers in Homes

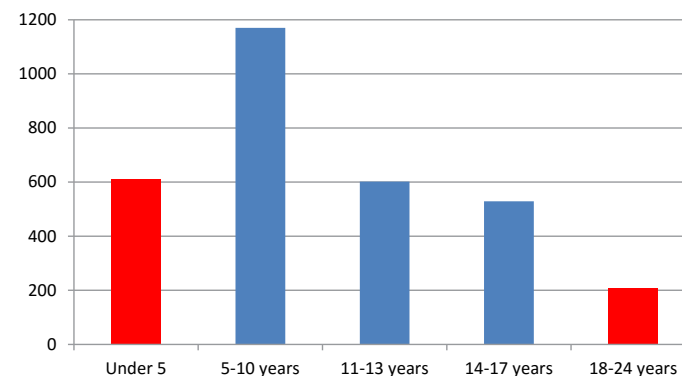
The CiH pre-graduation family questionnaire (pre-survey) documents core family background information such as ethnicity, household

composition, age of children, previous education achievement and employment history of adults in the household. It also provides feedback on the structure of the training sessions and the tutoring style. The open-ended questions seek to understand what motivates the family to sign up for *Computers in Homes*, the specific benefits participants seek to achieve and other digital skills participants would like included in the curriculum.

The CiH 'rejuvenation' family follow-up questionnaire (post-survey) is administered 12 months after graduation. In previous years this took place at a time when participants returned to the school for a final check and upgrade or 'rejuvenation' of their computer by the programme technician. At this point families became responsible for their own hardware maintenance and Internet connection. In more recent times participants are less willing to return the hardware to the school or perhaps do not see the value in having the home computer spring-cleaned one final time. The programme no longer offers this service and there is now a new process, discussed in depth below – set in place for the completion of the follow-up survey 12 months to 18 months later.

The post-survey asks questions about specific benefits gained such as confidence to volunteer in school and community activities and confer with teachers about their children's progress at school. This survey asks questions about any changes in employment status of adults in the household and questions about further training or education qualifications attained or sought and any courses participants are currently enrolled in. There are questions about children's use of the internet for learning and researching information for homework projects. It also elicits information about family

CHILDREN & YOUTH LIVING IN COMPUTERS IN HOMES HOUSEHOLDS:



use of the computer and the frequency of visits for information or services to a range of internet sites, including government departments. It asks about managing affordable broadband connections at home including preferred options for payment for services and for those who have disconnected the internet at home, reasons for doing so.

Computers in Homes families provide helpful feedback about their experiences in becoming digitally literate as they progress through the 2020 Trust training courses when they complete these online surveys. Their feedback also provides insights into family use of the internet to support their social, professional, learning and everyday life needs over the first year of having an internet-enabled computer in their home.

There are four identified measures of change over time that we report as central significance to the CiH programme:

1. Evidence of CiH parents and caregivers becoming more engaged in their children's education and increasing their participation in school-related activities.
2. Percentage of families where adult family members have enrolled in further training or education courses after graduation and those who have gained new education qualifications.
3. Changes in participants' levels of confidence – having completed the CiH training and having used a computer for 12 months – to seek new education or employment opportunities, to help their children with learning and contribute to community and civil life.

4. Percentage of families where family members have enhanced their employment situation, e.g. new job, job promotion, self-employment.

This report draws on participants' responses over 12 months (ending 30 June 2016) to the pre-surveys that are completed at the end of training one week before graduation and the post-surveys completed approximately one year on. Outcomes are based on 1,344 completed CiH pre-surveys and 481 completed post-surveys.

An on-going challenge for our coordinators is locating and communicating with these CiH families one year on from graduation to complete the post 12-month follow-up survey. In this last year, for instance, we have only been able to follow up on roughly one-third (481 post compared to 1334 pre) of graduating families. Many of our CiH communities are characterised by the high transiency of families. Some move out of the region for seasonal work and other reasons. Others often move within their communities, e.g. temporary housing with friends and family, and leave no forwarding details with schools and neighbours. Few have landline telephones in their homes. Most have cell phones but even then it is difficult to maintain contact using their mobile numbers as many families change their providers and phone details at least once over the course of the year.

The 481 who completed the post-survey are not necessarily representative of the total population who sign up for CiH. There are other harder-to-reach families whose experiences are likely to differ from those who have been self-motivated and willing to complete the survey online. Our new research

approach is to take a small random sample of new graduates (n=200 each year). The CiH regional co-ordinators have been given the task of contacting each family selected from their region (n=10 approx. per region) in person every three months to update their details and if they have moved to try and locate them. If they have moved to Australia or are not contactable by any means, then that family will be replaced with the next name that came up in the random sample. We will have some useful demographic information about each selected family at the time of graduation and we can use this data to generate a profile of 'who' cannot be contacted even a short time after graduation. If we can follow the majority of the families in this randomly generated sample and document their post-CiH experiences, then we should be able to report on outcomes and issues representative of the wider population of families in the CiH programme.

The post-survey questionnaire has been revised in the light of feedback from other NZ internet researchers and the 2020 Trust team of regional co-ordinators who work closely with these families. It now includes some questions that will allow comparison with other NZ sample surveys of internet use such as the World Internet Project and specific questions about use of some online government and other services.

Stepping UP participants complete an online survey at the completion of each Digital Step class. They are asked questions about their motivation for

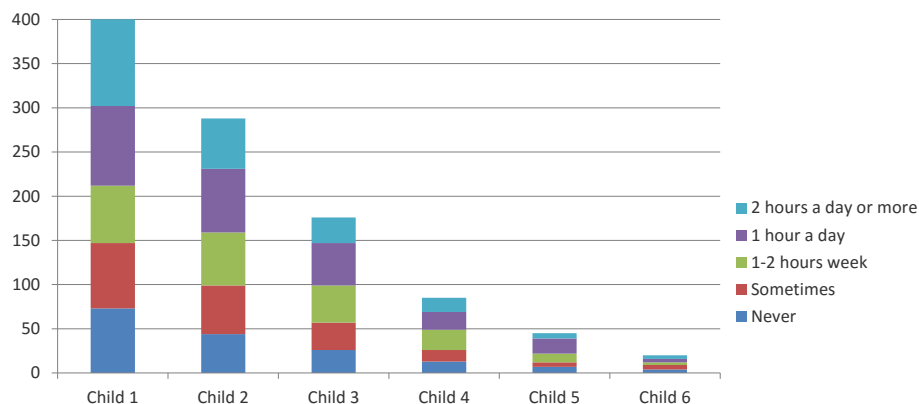
signing up for a Digital Step class. They are then asked to identify, from a dropdown menu, the specific module they have completed that day and to evaluate their learning experience. If this is their first Digital Step class, they are asked to first respond to a few key demographic and family background questions. Registration at public libraries is managed by the librarians using the Arlo booking system but the completion surveys use SurveyMonkey, managed by the 2020 Trust.

This year we combined our two *Stepping UP* curricula – one in schools offered to CiH graduates and the other in public libraries offered to the general public. During 2015–16 we offered 27 Digital Steps – along with teaching resources for the tutors – in libraries, schools and CTCs. *Stepping UP* is now offered almost exclusively in public libraries. Some regions continue to offer *Stepping UP* in schools where there are training pods still in place.

A total of 2990 Digital Steps were completed in 25 regions in the 12 months from 1 July 2015 to 30 June 2016. A total of 2850 were completed in public libraries and 140 completed in CiH schools.

The post-surveys for both *Computers in Homes* and *Stepping UP* provide participants with an opportunity to give more detailed feedback on their experiences and their ideas about how the programme or curricula might be modified to better fit their learning needs by including a number of open-ended questions.

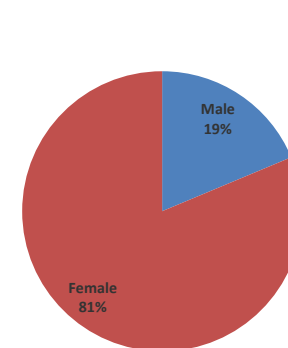
CHILDREN'S USE OF THE HOME COMPUTER FOR HOMEWORK:



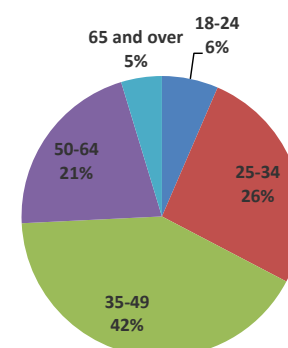
Participant Profiles:

Nationally in the last 12 months a total of 1,344 participants completed the *Computers in Homes* pre-survey administered at the end of training when they are ready to graduate. Consistent with the previous 12 months those who signed up for CiH were women (81%) who had no formal education qualifications (41%) and were full-time parents at home (31%). Just 38% were in full or part-time employment. As expected in a project that targets the parents and caregivers of school-aged children the largest group was those in the 35–49 age bracket (42%). One quarter (26%) was over the age of 50, which reflects the number of grandparents and older whānau members in these communities caring for school-aged children. In 2015/16 just over half the families joining the project were Māori (52%), a quarter (25%) Pākehā and 18% Pasifika, very much in line with previous years. The largest groups in the 'other' category were Indian and Australian families.

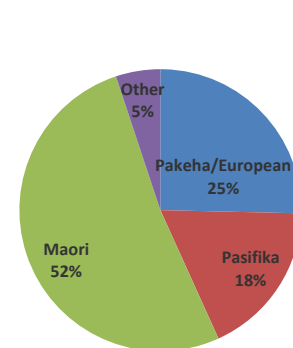
PARTICIPANT GENDER:



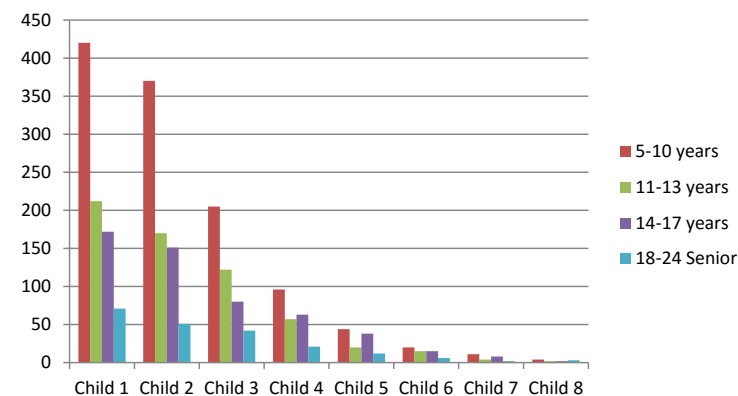
PARTICIPANT AGE:



PARTICIPANT ETHNICITY:

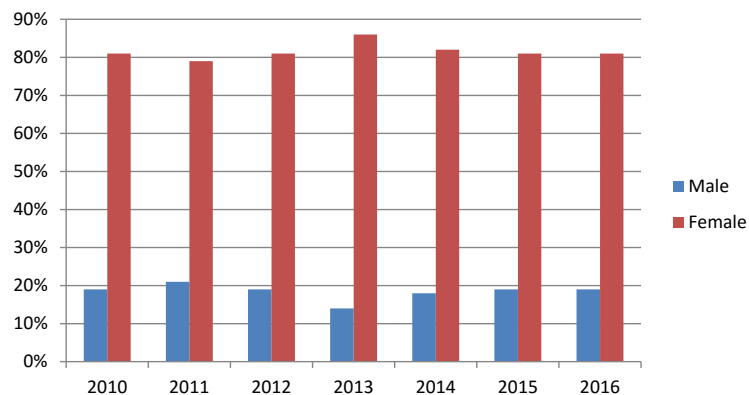


NUMBER OF SCHOOL AGED CHILDREN:

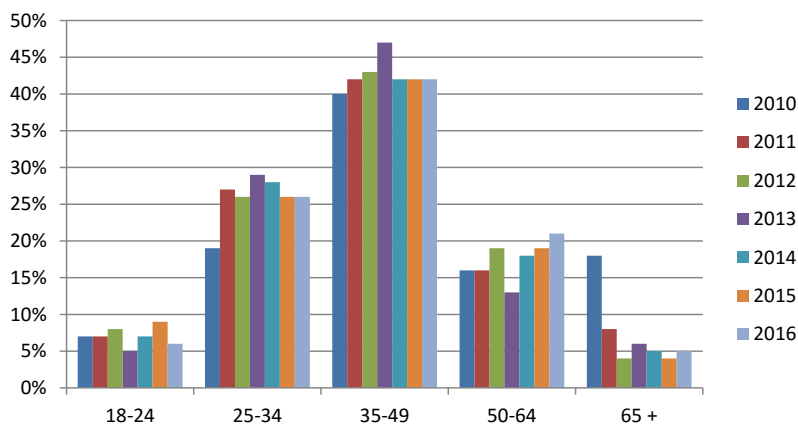


The average household composition comprised 2 adults over the age of 18 and 2.5 children under 18. Family size ranged from 1 to up to 8 children living at home. In 2015–16 CiH worked with 23 families with 8 children and a further 39 with 7 children sharing the home computer. The largest group of children in CiH family homes are of primary school-age (n=1170). There was a spread of intermediate-aged students (n=602), high school students (n=529) and senior students (n=208).

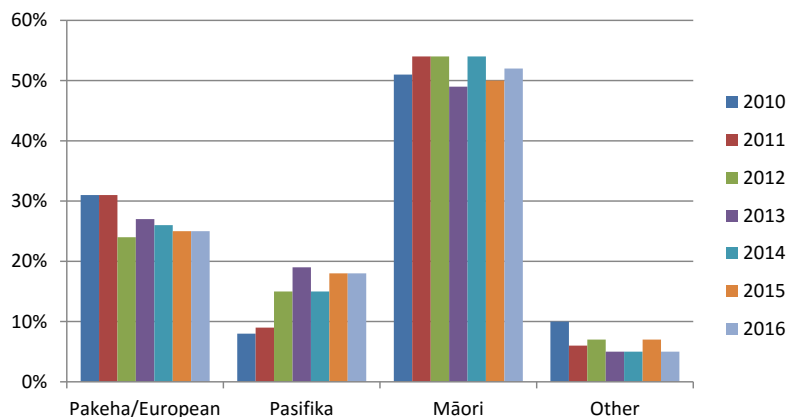
2010–2016 TRENDS: GENDER



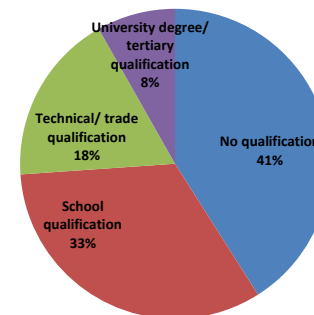
2010–2016 TRENDS: AGE



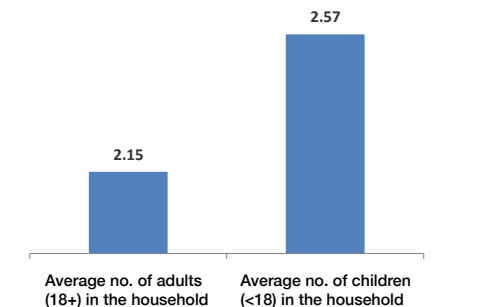
2010–2016 TRENDS: ETHNICITY



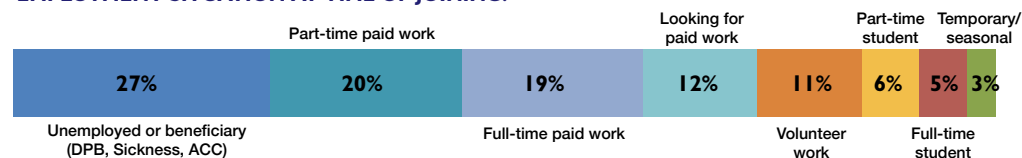
EDUCATION BACKGROUND:



FAMILY SIZE:



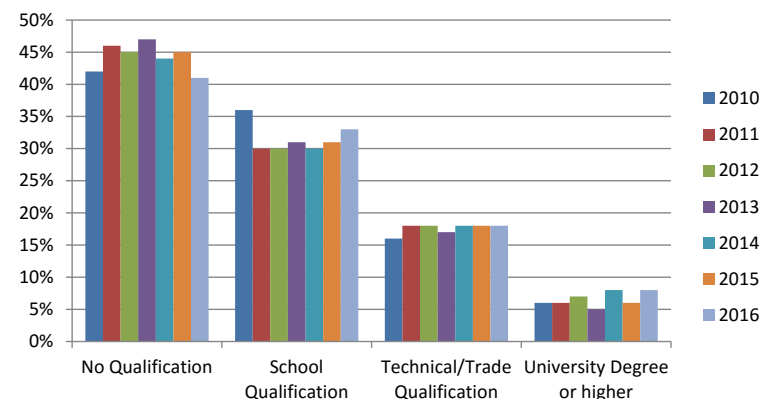
EMPLOYMENT SITUATION AT TIME OF JOINING:



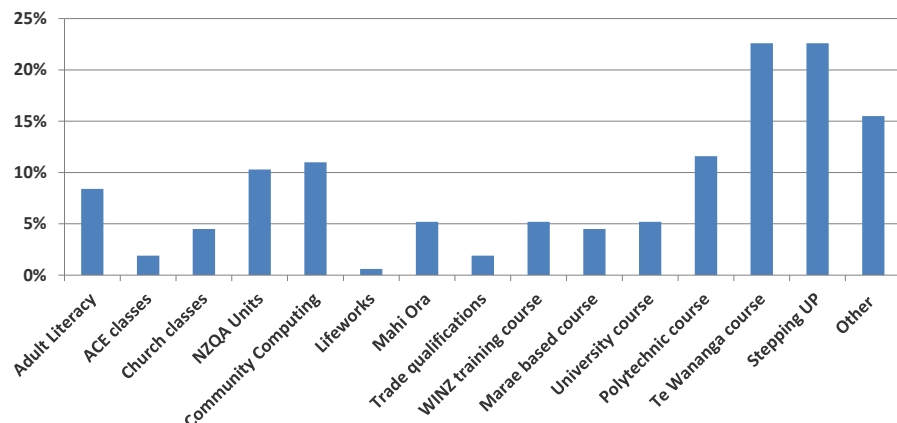
Research Outcomes – Education & Training

Over the last 12 months the education profile of parent participants remains unchanged with 41% reporting that they left school without acquiring any formal achievement qualifications. Almost one-third (33%) had stayed at school long enough to attain a school qualification and 26% had gone on to study for a trade or tertiary qualification. Since CiH graduation 34% of those who completed the post-survey (n= 481) report that they have gone on to enrol in further education or training. Almost a quarter (23%) had enrolled in a Wānanga course, 18% had enrolled to complete an NZQA unit, 12% were enrolled at a Polytechnic, 11% enrolled in a Community Computing course, 23% had completed at least one *Stepping UP* module and two enrolled in *KiwiSkills*.

2010–2016 TRENDS: EDUCATION BACKGROUND



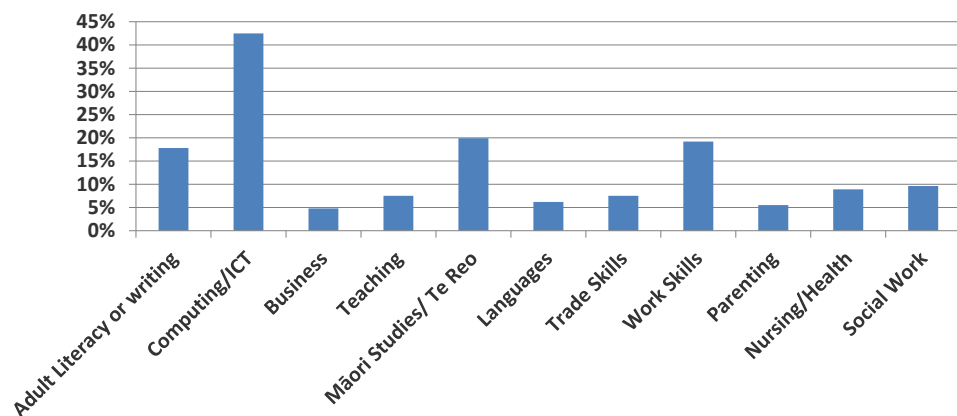
WHAT OTHER TRAINING OR EDUCATION HAVE YOU ATTENDED SINCE CIH GRADUATION?



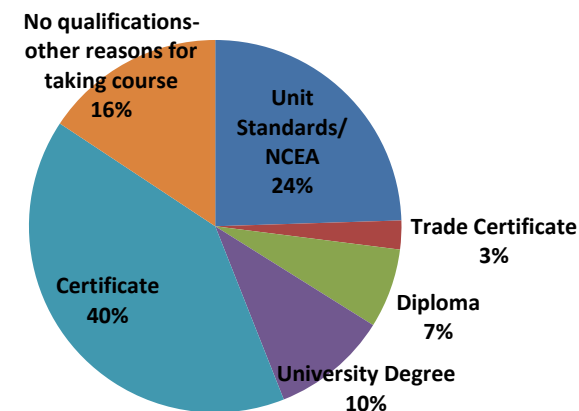
The 'other' category included two men studying for a Class 2 truck driver's licence, two mothers attending a parenting course 'Be Your Best', a healthy eating course *Moving Forward*, parenting classes at the school, mental health programmes, first aid and learning Xero accounting system online.

Some participants had enrolled in more than one course of study. This question allowed for participants to select multiple options. Most (80%) were attending classes in person but a further 27% were enrolled in online courses. A large proportion (42.5%) enrolled to continue their studies in ICT/Computing to build on the CiH and *Stepping UP* digital literacy training. A further 20% have selected to study Te Reo and Māori studies, 19% enrolled in employment preparation courses and 18% adult literacy and community education programmes. The majority was seeking to gain either a certificate (40%) including ICDL or unit standard qualification (24.5%). A smaller number (15%) were enrolled in courses that did not lead to qualifications.

WHAT SUBJECTS OR TOPICS DID YOU STUDY?



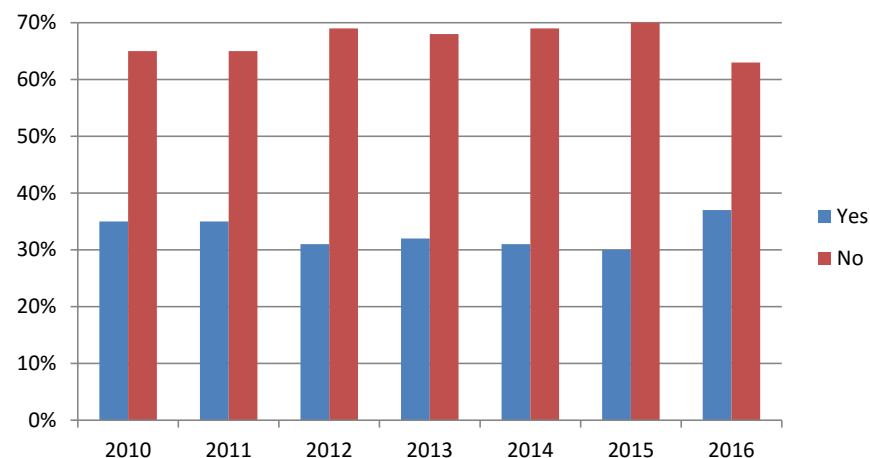
WHAT KIND OF QUALIFICATION CAN YOU GAIN THROUGH THIS STUDY?



Research Outcomes – Employment

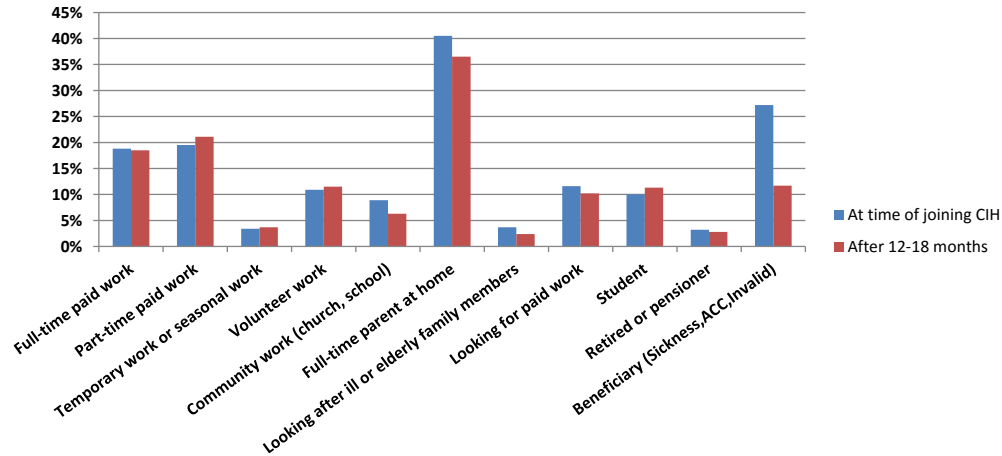
At the time of joining the CiH programme, 19% of participants were in full-time employment, 9% in part-time work, 31% full-time parents at home and 19% on a benefit such as unemployment, DPB or ACC at this time. This question about employment status allows for participants to tick multiple options. It is possible that those who are beneficiaries or are full-time homemakers (31%) are also caring for sick or elderly relatives (4%) or grandchildren (9%) or doing voluntary work in the community, church or school (18%).

2010–2016 TRENDS: EMPLOYMENT STATUS OF PARTICIPANTS AT TIME OF CIH TRAINING:

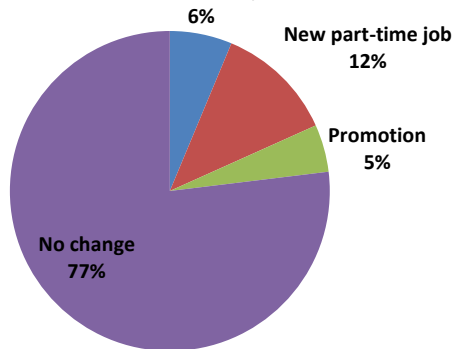


Changes in employment status 12 to 18 months post-graduation are very small but descriptive case studies of those who have gained new employment reveal the importance of this change to the individual family. In this past year, 6% reported getting a new full-time job, 12% a new part-time job and 5 % a promotion in their current work situation. This is in step with outcomes in previous years.

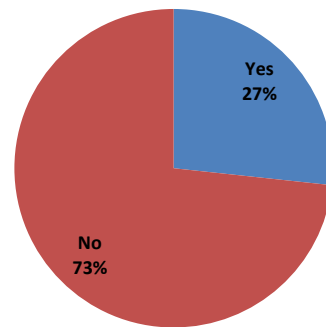
EMPLOYMENT CHANGES FOR PROGRAMME PARTICIPANTS:



SINCE CIH GRADUATION HAVE YOU GOT A NEW JOB OR BEEN PROMOTED IN YOUR CURRENT WORKPLACE?

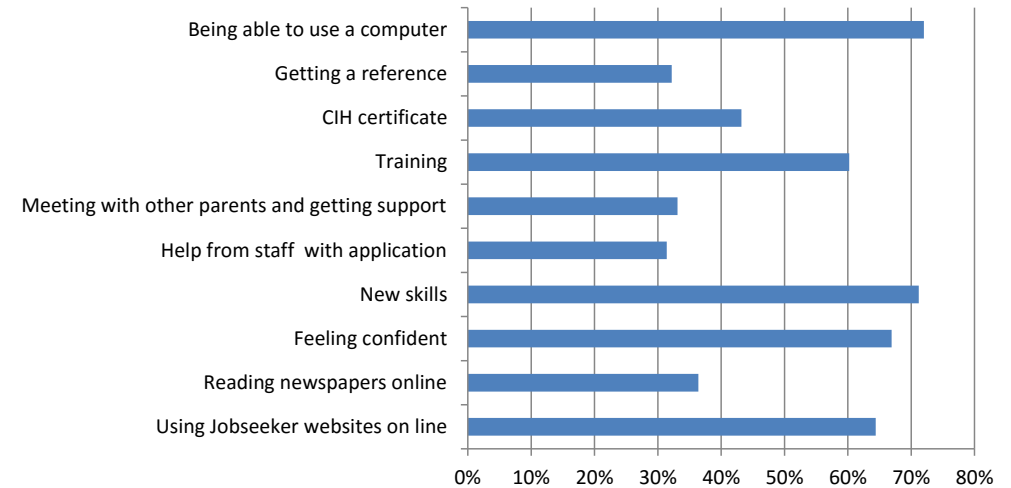


DID CIH TRAINING HELP YOU FIND PAID WORK?

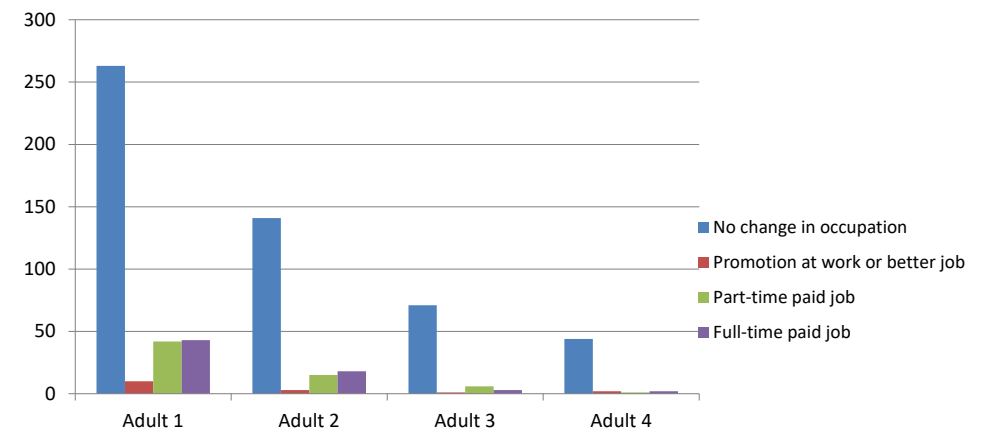


The specific aspects of CiH that helped with gaining employment were being able to use a computer at home, greater confidence in seeking work and having new skills to offer. Access to a computer in the home also helped other adult family members find work, with 18 % of participants telling us that at least one other family member over 18 years of age and living in the household gained full-time employment, 18% reported a family member had gained part-time employment and just less than 1% promotion where already employed.

HOW HAS CIH HELPED?



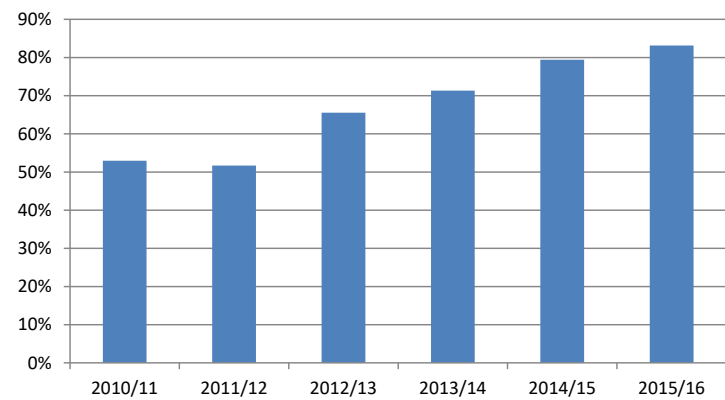
EMPLOYMENT CHANGE FOR OTHER FAMILY MEMBER:



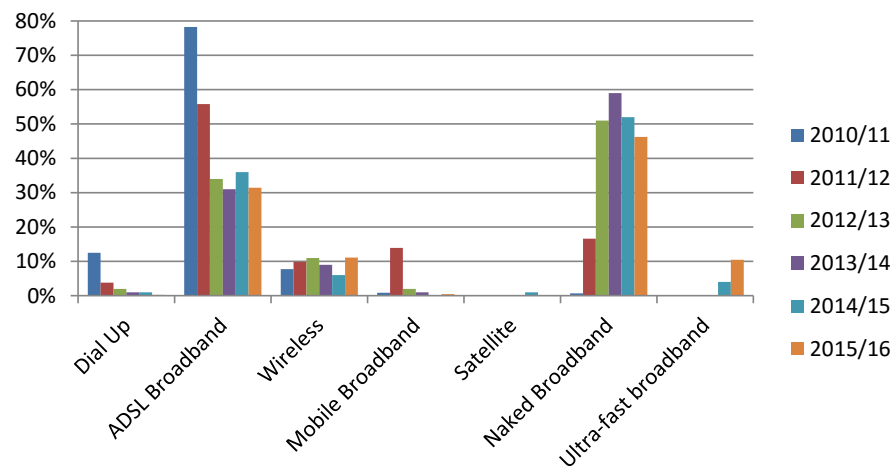
Internet Connection

The introduction of the automatic weekly payment scheme has proved an affordable option for CiH families and in 2015/16, 83 % of families have taken up the offer of a subsidised internet connection in their home at the time of graduation a small increase over the 2014/15 period. In 2015/16 the most popular internet connection (45%) was through Naked DSL a reflection of the number of households who do not have a landline telephone. This year 10% of families had connections through the ultra-fast broadband network.

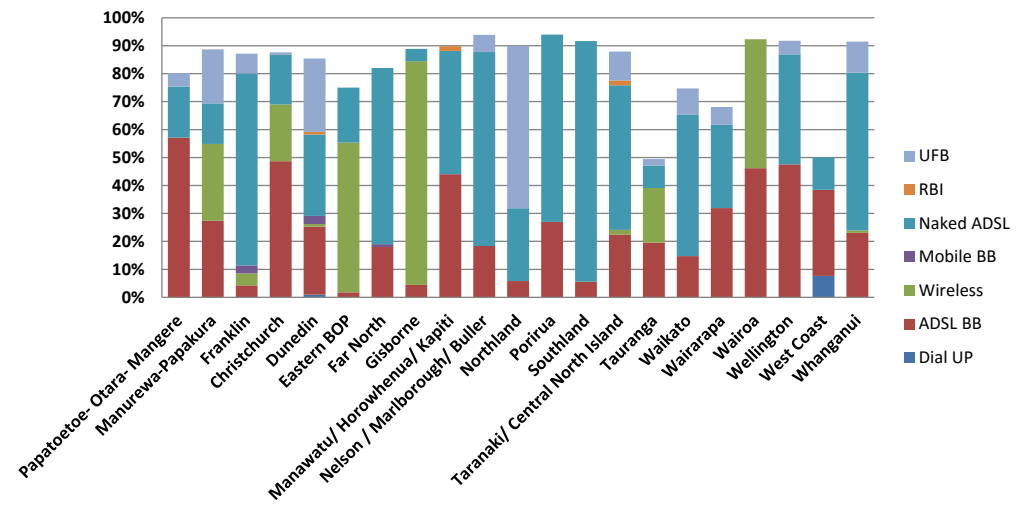
INTERNET CONNECTION AT THE TIME OF GRADUATION:



2010-2016 TRENDS – TYPE OF INTERNET CONNECTION:

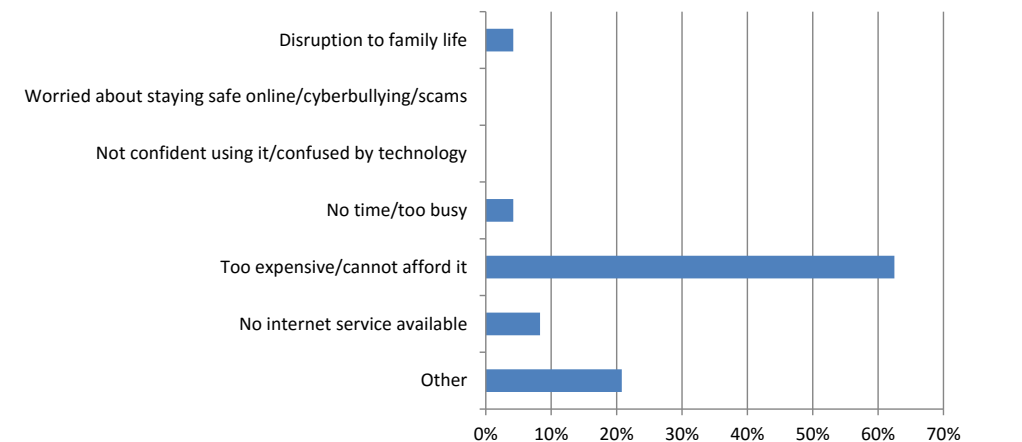


TYPE OF INTERNET CONNECTION BY REGION – 2015:



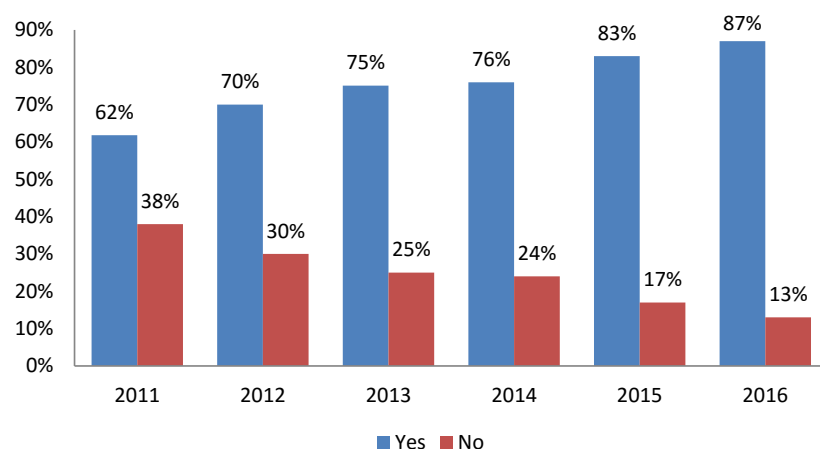
Reasons for not connecting at graduation were: not able to afford it (62.5%), no internet service available to the family home (8%). Just one person said they didn't have time or were too busy, and one person said they thought it would disrupt their family life.

REASONS FOR NOT CONNECTING TO INTERNET AT GRADUATION?

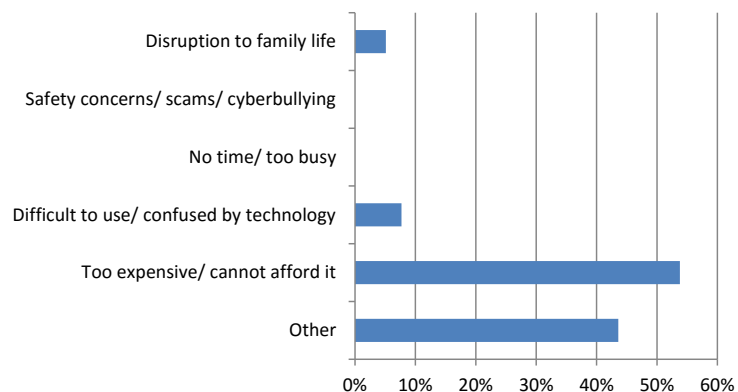


Most (87%) CiH homes were still connected to the Internet at the time of completing the post-survey at 12 to 18 months after taking the computer home (n=481 completions). Of those 13.5% (n=63) households who did not have a current connection at the time of completing the post-survey, 61 % (n=37 families) reported that they did at one time have a subsidised CiH internet service and 39% (n=24 families) had never had a connection. The main reason for disconnecting was the cost (54% or n=21). A further 5% said they found the internet difficult to use or confusing and 5% were concerned about the disruption to family life. No-one had safety or time concerns. A large number ticked 'other' (44% or n=17) with a range of reasons but nearly all financial: cancelled it but now cannot afford it, can no longer afford the internet due to family reasons, cannot afford it at home so use free wifi in public places, no line of sight for a connection to my home, have bad credit, moving house or living with other whānau to save money; and plans to reconnect in the future as they acknowledge a need to have access.

INTERNET CONNECTIONS AT 12-18 MONTHS:



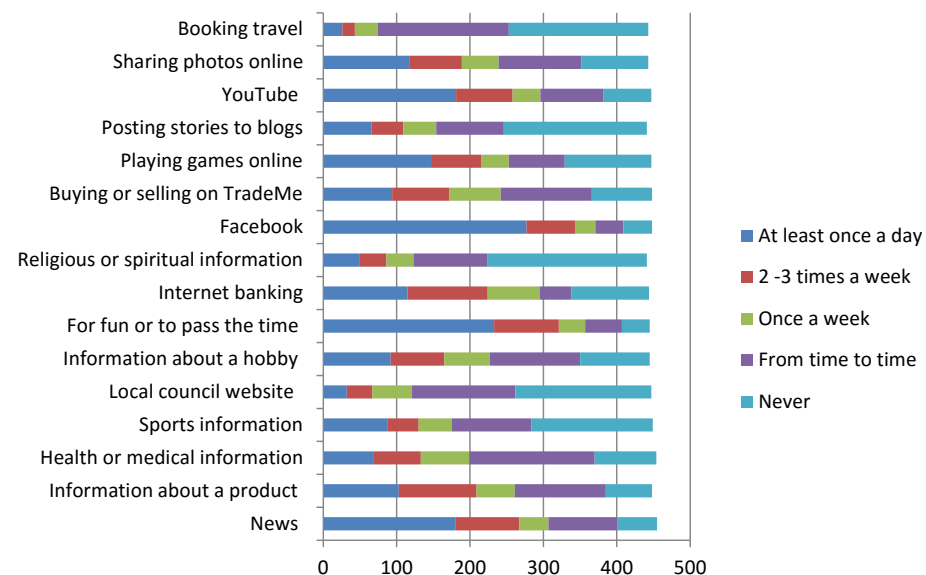
REASONS FOR DISCONNECTING FROM INTERNET AFTER GRADUATION:



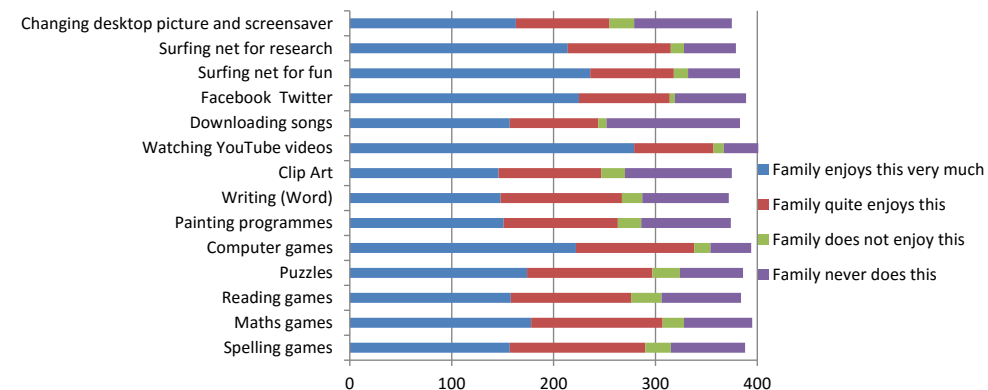
Internet Use

Daily activities that are popular with these CiH families are watching YouTube videos, playing games online, going on Facebook, checking news updates and just going on the net for fun or to pass time. Other activities that the families engage in several times a week are sharing photos online, buying or selling on TradeMe, Internet banking, looking for information about a hobby or information about a product. By far the most popular activity families like to do together with their children on the internet is watching YouTube videos.

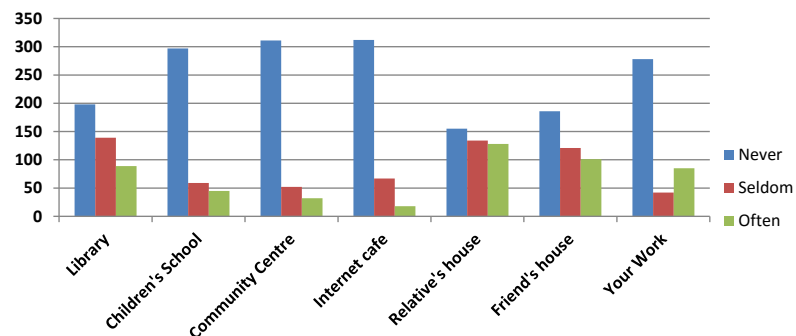
HOW OFTEN HAVE YOU USED THE INTERNET?



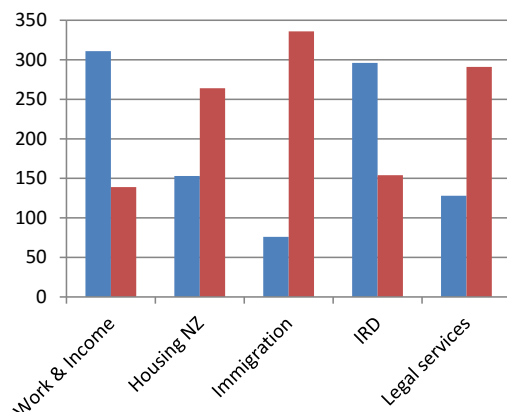
FAMILY ACTIVITIES ON THE COMPUTER:



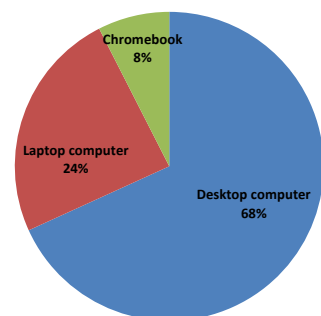
HOW OFTEN DO YOU USE THE INTERNET OUTSIDE YOUR HOME?



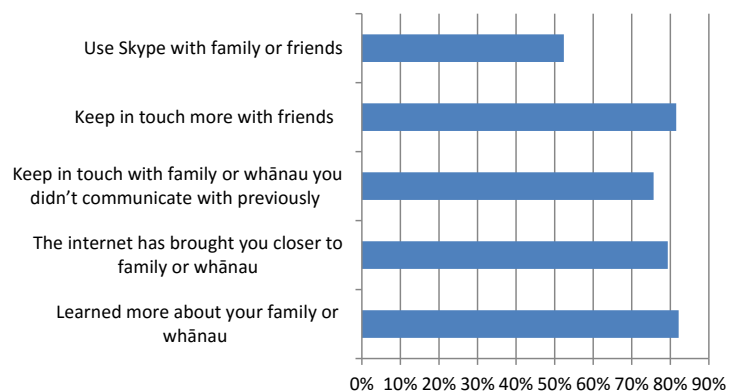
HAVE YOU EVER LOOKED AT ANY OF THESE GOVERNMENT WEBSITES FOR INFORMATION?



TYPE OF COMPUTER/DEVICE USED AT HOME:



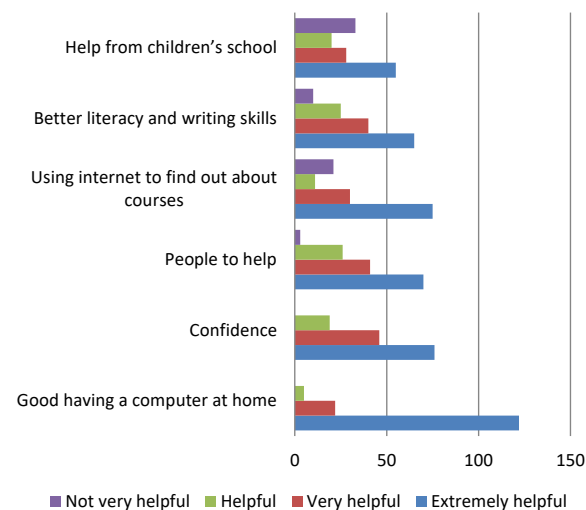
CONNECTING WITH FAMILY, WHĀNAU & FRIENDS:



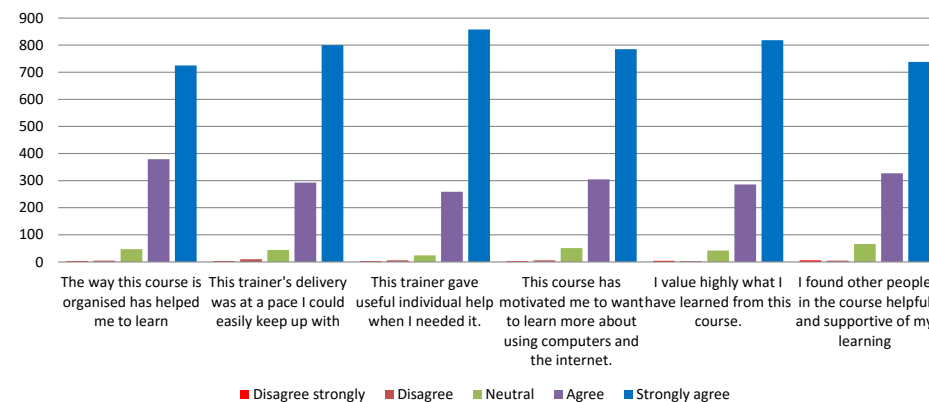
Research Outcomes – Confidence

The CiH training is structured in such a way that all learners complete the course and graduate with a certificate to celebrate their learning. Instruction moves at the pace of the learners and those who already have some digital skills are encouraged to help those who may be struggling in some classes. The structure is designed to build confidence as learners (given most have not completed any education qualification at the time of joining CiH), confidence in engaging with their children's learning and teachers, volunteering with school-based activities and furthering their own education with a view to opening up new employment opportunities.

HOW DID CIH HELP WITH YOUR STUDIES?



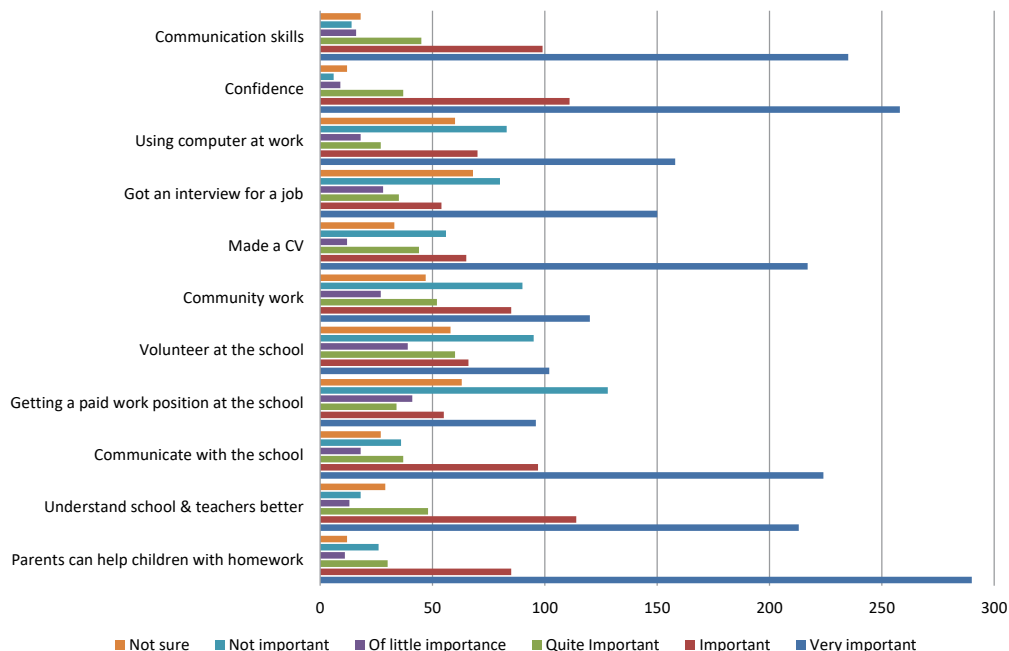
FEEDBACK – FEELINGS ABOUT TRAINING:



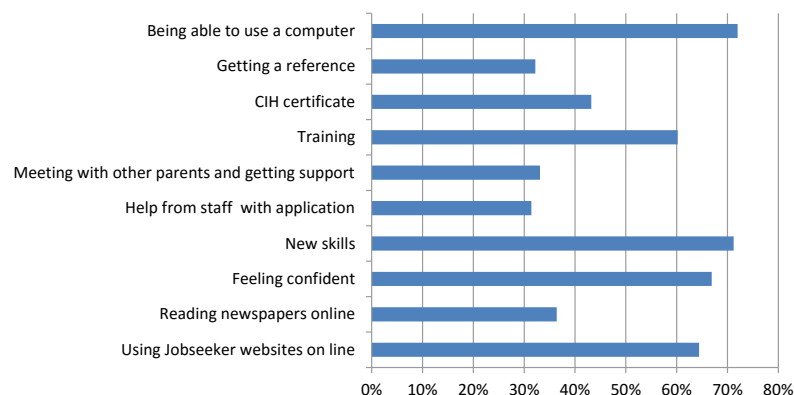
All aspects of the CiH programme helped with their study, specifically the advantage of being able to study at home on their computer. Most report that gaining new confidence in taking on further learning and training through successfully completing the CiH course has been a major benefit for them.

Participants report that three very important benefits of CiH for their family are: parents gaining the skills to help children with homework; confidence to communicate with the school and a better understanding of the teachers and how the school works. Of those participants who have gone on to new employment or education opportunities, 70% report that the CiH programme gave them the confidence to take these steps.

SKILLS & BENEFITS GAINED BY PARTICIPATING:



CONFIDENCE SEEKING EMPLOYMENT:



CASE STUDY

Technology turning challenge into opportunity

Every now and again we hear a story from a whānau that is well worth sharing and this is one of them. Nita graduated from *Computers in Homes* in May 2015. Her family has never had technology in their home, even though she has grown up children as well as Taj who is 8 years old. I remember her talking about Taj – who has ADHD and is interested in insects. She came to *Computers in Homes* in the hope of getting technology at home so he could continue to develop his interest after school.

Taj is really into entomology. As long as it's about insects he can stay interested for hours. During the *Computers in Homes* course parents were shown how to search on topics of interest. Knowing this has really helped Nita encourage Taj to explore and develop his areas of interest when he gets home. He is now hatching praying mantis in his room, having converted the fish tank into an insect house.

At school they use Chromebooks, so a keyboard and a screen were a new thing. "When we first got the computer home my son didn't use the keyboard at all. It took him a couple of months but now he's away. He's more confident generally with it. The school helps with that. He will show us what to do now.

He knows stuff I would never have thought he could know - like how to change the name Google to a praying mantis! The computer has given him more confidence than he had before. It's a tool which totally fits his way of being - it's better than school for him. It's his reward system too. He has learned so much from it.

He loves bugs (hence the praying mantis) and he 'Google' searches everything about it."

The computer has been a lifesaver for Nita. Because of her son's ADHD the medication has generally worn off by the time he gets home. It used to be chaos at home as a result. Now she is able to point him straight to the computer (which he loves) which calms him down.

At school he can't just do what he is interested in as there are other things to concentrate on. Having the computer at home is so good for him because he can learn at his own pace, and he can teach himself what he is interested in. It also gives her space once he is home to cook a meal.

She says she would be lost without the computer. She also improved her computer skills now. Before going to *Computers in Homes* she was basically computer illiterate. Now she can and does use email, Facebook and uses the Ministry of Social Development website using Real Me. She could do none of this before.

Nita is hugely grateful for the opportunities *Computers in Homes* has given her family.



Nita Wright and her son Taj.

Auckland

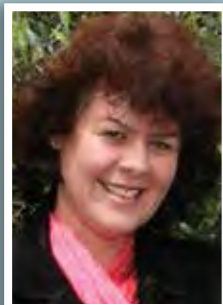
By the end of July 2016, the Auckland Computers in Homes Programme had graduated 257 families from South Auckland and Franklin schools and a further 48 were in training.



Cara Sefuiva



Denise Proctor



Jo Hampton



Naseem Khan

MORE INFO ON OUR BLOG AT:

cihauckland.blogspot.co.nz
franklincomputersinhomes.blogspot.co.nz
manurewa-papakura-cih.blogspot.co.nz

During the year, our Auckland delivery team expanded from just one coordinator to a team of three with the support of a full-time technician and, for much of the year, an interim Area Manager. This created some challenges in building a cohesive working team, but with the appointment of a permanent Area Manager in July 2016, we feel we are now much better placed to tackle the huge task ahead of us. The 2013 Census reported over 20,000 families with school-aged children in Auckland without access to the internet. We are pleased to have reduced this by nearly 300!

Jo Hampton and Denise Proctor joined the Auckland team as new programme delivery partners, along with Naseem Khan in an IT support role. Our Auckland team also has the addition of a '0800' tech support line – just for us! It's been a wee bit of a trip getting to know each other and helping our team navigate through the project processes. Our monthly meetings have been fast workshops/breakfasts getting up to speed early in the day before our phones are all buzzing and the next meetings summon us.

The changes aren't over yet as we scale up to meet the Auckland digital connection challenge, but on the ground it is very much business as usual with many new partnerships being formed and the interest via community hubs continuing to grow. We welcomed some new host schools during the year while at the same time continued to support schools with large numbers of digitally disconnected students. We are delighted to be working with more PTEs in the South Auckland area. Many of our whānau feel more comfortable in meeting places outside of the schools that their children attend; this includes churches, PTEs and community groups. We have welcomed the opportunity to partner with Pasifika Power UP again this year.

Social issues have taken a front page and priority in South Auckland especially with the growing number of people who are homeless and those living in poverty. We believe that it is important for 'Computers in Homes Auckland' to remain involved and be part of the solution to help our whānau and our community outside of our Kaupapa.

REPORT CARD 2016

20,298 families in Auckland with school-aged children without a computer and internet connection* • 397 families, whānau and fanau participated in Computers in Homes 2013–15 • 257 new CiH graduates + 48 in training as at 31 July 2016 • 14 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

We would like to acknowledge the special contribution that Terrance Wallace has made to our Steering Group during the year. Terrance has returned to Chicago, his original stomping ground, to continue his amazing work there. While here in New Zealand, he followed the seed of a dream and through faith, it flourished into the InZone Project, providing inner city accommodation for Māori and Pasifika boys and later, girls, so that they could attend top Auckland schools. The Steering Group appreciated greatly his calming presence and we will miss the input and enthusiasm that he brought to the table, as well as the fruity water!

As we enter in our next year, we look forward to meeting and joining another 400 whānau on their new journeys of learning.

OUR CIH STEERING COMMITTEE:

Jocelyn Williams, Unitec (Chair)
 Di Daniels, CiH National Coordinator
 Laurence Zwimpfer, 2020 Trust
 Lauren Pompey, TKKM Representative
 Cara Sefuiva, CiH Regional Coordinator
 Terrance Wallace, InZone Education
 Catherine Birt, Education Support

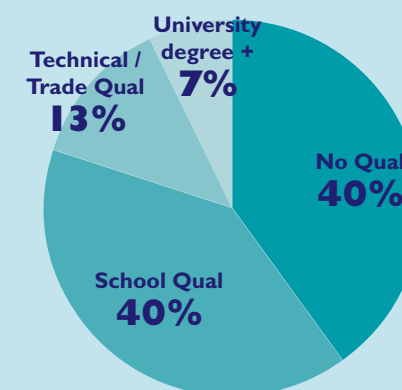
"It's opened a whole new world for me and I want more, so I'm enrolling in a computing course"

M Paieka, Pukekohe

GRADUATES 2015–16:

De La Salle College	20 31	Sep-15 Jul-16
EFKS Pakuranga	11	Oct-15
Jean Batten School	15	in training
Leabank School	9	Jun-16
Mansell Senior School	18	in training
Otahuhu Town Hall	10	Oct-15
Pukekohe North Hub	45	Jun-16
Roscommon School	18	Nov-15
Rosehill College	4	in training
Tangaroa College	27 11	Oct-15 in training
Te Whare Piringa	26	Jul-16
Tuakau College	20	Apr-16
Tuakau Primary	25	Apr-16
View Road School	15	Nov-15
TOTAL	305	

PARTICIPANT EDUCATION BACKGROUND:





LEFT: Jo Hampton(second from left) joins the celebrations at her first CIH graduation with Roscommon School.

BELOW: Tuakau Primary Year 6 students sharing with parents what they are learning at school. The parents were amazed at how much knowledge the kids had in using the school computers.



Big night at Te Whare Piringa graduation: Trainer Nive Kaisala and graduate DJ Tuaru-Temu



Andrew Bayley Hunua MP speaking with Charlene Ngamu. After graduating from the *Computers in Homes* programme Charlene has decided to do a degree in social work. Charlene took home a laptop. She has three children.

COMPUTERS IN HOMES FRANKLIN

Computers in Homes Franklin had an outstanding year in 2015–16, graduating 100 families.

A cross section of schools took part from around Franklin that had families from Waiuku, Tuakau, Pukekohe, Te Kohanga, and Te Puaha O Waikato areas.

Most schools today are equipped for digital learning with digital fluency and literacy programmes incorporated into their curriculum. The *Computers in Homes* programme assists with this learning by giving families access to a computer or laptop with subsidised internet options. Feedback from the families is always positive. By participating in the 20 hours computer training they have a better understanding of what and why their tamariki need technology at home.

At Tuakau Primary School the trainer, Deputy Principal Tina Taylor, invited four children from year 5/6 to come into a class. Each child had a small group of parents where they explained what they were learning at school and why it was important to have access to a computer and the internet at home. The parents were totally amazed that at such a young age these children knew so much about digital learning.

The ages of our learners varied considerably and included a group of hearty grandparents who were raising their mokopuna; all participants wanted to know how to work the computer. Lots of patience and manaaki was required with nga ataahua kuia me nga koro. Lots of laughter and frustration but we got there together.

KORERO NGA WHĀNAU O ROROHiko I ROTO I TE WHARE

(what our graduates had to say)

"We are all learning together; my tamariki teach me what they are learning at school."

R Tini, Tuakau

"My girls are at high school now and they need a computer to do research. I won't have to take them down to the library to research; they can do it at home anytime they want"

D Marshall, Pukekohe

CIH FRANKLIN CHAMPIONS

Franklin CIH has a great group of programme champions in our community, including:

- Andrew Bayley, Member of Parliament for Hunua
- Parekawhia Albert, Adult Literacy Franklin
- Raemon Matene, Nga Hau E Wha Marae
- Kahurangi Taylor, Manager Ngati Te Ata-Te Ara Rangatahi
- Robyn Withers Lauer, Principal Pukekohe North School (Pukekohe North Hub)
- Janie Flavell, HOD Tuakau College
- Chris Hull, Principal View Road School Waiuku
- Margaret Carr, Principal Tuakau Primary
- Denise Proctor, Franklin CIH Coordinator



Welcome to Sue West

On 28 July 2016, we welcomed Sue West as our Auckland Area Manager. Sue is a digital education professional with more than 25 years experience. Previously, Sue was Market Development

and Digital Manager for Coastguard Boating Education, and before that has worked in primary and tertiary education, as well as leading ICT and eLearning projects.

Sue will be leading the expansion of the 2020 Trust's digital literacy programmes in Auckland with a special focus on South and West Auckland. This includes *Computers in Homes*, *Stepping UP*, *ICDL* and *KiwiSkills* Jobseeker.

Christchurch

Christchurch and Ashburton areas

Training for Computers in Homes in Christchurch has taken place at 5 different locations this year with 115 people participating. A highlight has been our relationship with the Pasifika community which has gone from strength to strength.



Sylvia Smyth



Sue Davidson

We began by partnering with the Pasifika PowerUp programme – providing training to parents while their children studied for NCEA in the room next door. From there we have gone on to work with Rowley School. This school has become a digital hub for their community with half of the *Computers in Homes* families coming from nearby schools. This is testament to the school's strong community focus and reach.

We have continued to work with 'wrap around' community organisations Te Puna Oranga and Pura Pura Whetu in order to reach families we might have otherwise missed for numerous health, social and other reasons.

During the year began a new partnership with Te Pā o Rākaihautū School where we have included *KiwiSkills* as part of the *Computers in Homes* programme. This has allowed the students to study at their own pace and meant that they are achieving an internationally recognised computing certificate at the same time as fulfilling the *Computers in Homes* requirements. This trial has been immensely successful as students have taken responsibility for their own learning and are continuing to complete lessons even after their *Computers in Homes* class has graduated.

We now have four seasoned trainers: Ria Jeffcoat, Sheena Hiley, Brenda Tauilili Pau, and Susi Afitu. As always, it is the trainers that put in the hours and care that make our programmes what they are. Ka pai to them for all of their work!

Chris Danrell is into his fifth year of providing us with reliable and generous technical services that saves our bacon time and time again!

This year will be Sylvia's last with *Computers in Homes*. Sue Davidson is stepping back into the role as Canterbury Coordinator for 2016/17. Having worked for the Trust for eight years, Sue is a huge asset to the programme. Sue had been seconded into a different role for the last year but will now be focused back in Canterbury.

"I have really enjoyed working for the Computers in Homes Programme. Through the classes we provide I have met many people and learned so much about different cultures that I would not have otherwise. Being

MORE INFO ON OUR BLOG AT:
computersinhomeschch.blogspot.co.nz
doradigitalbus.blogspot.co.nz

REPORT CARD 2016

4,758 families in the Christchurch region with school-aged children without a computer and internet connection*

• 302 families, whānau and fanau participated in Computers in Homes 2013–15 • 115 new CiH graduates as at 31 July 2016 • 6 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

there to see people as they bravely attend their first class with us, through to the time that they graduate with their certificate and computer in hand has been a privilege."

Sylvia Smyth

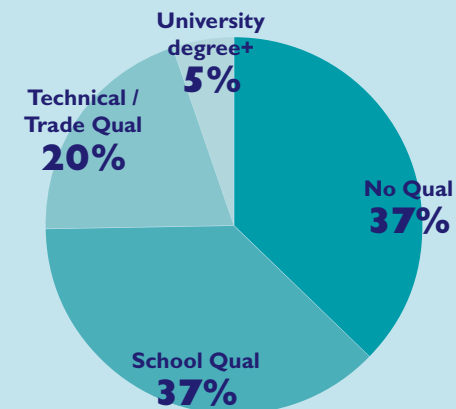
OUR CIH STEERING COMMITTEE

Geoff Siave, Principal, Shirley Intermediate School (Chair)
 Marilyn Van Eysden, retired Deputy Principal
 Pauline Cotter, Christchurch City Councillor
 Kose Seinafo, Education Manager Canterbury, Ministry of Education
 Karaitiana Taiuru, Online Media Consultant & Contractor
 Di Daniels, CiH National Coordinator
 Sylvia Smyth, CiH Regional Coordinator
 Sue Davidson, 2020 Trust Digital Inclusion Development Manager

GRADUATES 2015–16:

EFKS Church	10 6	Sep-15 Nov-15
Purapura Whetu	10	Sep-15
Rowley School	21 19 21	Sep-15 Apr-16 Jul-16
Te Kura	2	Jul-15
Te Pa School	18	Jun-16
Te Puna Oranga	8	Sep-15
TOTAL	115	

PARTICIPANT EDUCATION BACKGROUND:



BELOW: Pasifika PowerUp Graduation September 2015.



Dunedin/Otago

Dunedin, Central Otago and Clutha areas

Well, another year has rolled around. It is so funny that participants always grimace at the thought of committing for ten weeks of training. By the time I catch up with them at the mid-course class to arrange internet connections they are all amazed at how quickly the time has gone by.



Janine Lonergan

By the time of graduation they have turned into real sponges and are keen to start the *Stepping UP* classes because they have realised just how much "fun" computers can be.

This is the rewarding part of my job. To be able to see the light come on for these families and adults wanting to engage with their children to "learn" from each other.

I'm pleased to be able to say that during the 2015-16 year we have managed to deliver to schools and communities on the outskirts of Dunedin City, with Portobello, Port Chalmers, Silverstream and St. Mary's (Mosgiel) hosting classes. We have also kept our community hub at Carisbrook School. Big thanks must go to Ben Sincock (Principal Carisbrook) who kindly made his school POD open to families from other schools. We have had 103 families training through these POD's. We also have *Stepping UP* classes being hosted at Silverstream, Halfway Bush, Port Chalmers, and Carisbrook Schools with Rebecca South as the trainer.

A small number of these participants have continued on to do the International Computer Driving Licence (ICDL) with Rebecca South. Three participants have already passed their ICDL tests. Unfortunately we have lost the services of Rebecca South, who now has full time employment with The Blind Foundation. She has continued to register families for ICDL and will continue to support this part of the programme at least for the near future.

She has left us with huge shoes to fill but I wish her all the best for her future.

We also managed to solidify a relationship with the Dunedin Public Libraries, with the aim of opening up *Stepping UP* to the whole community using the library as the learning hub.

I am currently looking for new tutors to fill the CiH and *Stepping UP* classes and expect to have them in place by the end of July 2016. I am looking forward to our new financial year and the hope of extending the project to the wider Dunedin area. All in all it has been an exciting year with the programme always evolving and re-inventing to meet the digital needs of all Dunedin people

MORE INFO ON OUR BLOG AT:
dunedincih.blogspot.co.nz

"This whole experience has been so worthwhile. I was never a keen student at school ~ struggling to learn in a classroom environment."

CiH Graduate – September 2015

REPORT CARD 2016

1,593 families in the Dunedin/Otago region with school-aged children without a computer and internet connection*

• **215** families, whānau and fanau participated in *Computers in Homes* 2013-15 • **80** new CiH graduates + **23** in training as at 31 July 2016 • **4** schools, kura & community technology centres as programme partners in the last 12 months. * Census 2013

OUR CIH STEERING COMMITTEE:

Deputy Mayor – Cr. Chris Staynes (Chair)
Ben Sincock – Principal Carisbrook School
Pip Laufiso – Senior Advisor ECE, MoE
Neil James – InternetNZ
Janine Lonergan, CiH Regional Coordinator

OUR WORKING TEAM

Janine Lonergan – Project Coordinator
Ivor Folland – Project Technician
Rebecca South – Tutor for CiH, *Stepping UP*, KiwiSkills- Accredited Tester
Liz Hayward- Tutor CiH

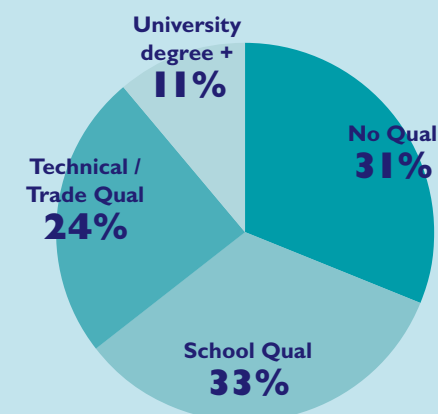


These two CiH & *Stepping UP* classes from Carisbrook couldn't contain their happiness at graduating and attended their first *Stepping UP* class the following night.

GRADUATES 2015-16:

Carisbrook	29	Sep-15
	8	Dec-15
	2	May-16
	8	Jun-16
	23	in training
Port Chalmers	9	Sep-15
	5	May-16
Portobello	8	Jun-16
Silverstream	5	Dec-15
	6	May-16
TOTAL	103	

PARTICIPANT EDUCATION BACKGROUND:



*"This program is going to make a huge difference to my children's ability to access the internet and complete homework and assignments. I also think that the *Stepping UP* program will contribute a lot to my confidence with computers which in turn make me more employable. I think this is an amazing resource for people on very low incomes."*

Graduate – December 2015

Eastern Bay of Plenty

Opotiki, Kawerau and Whakatane

Eastern Bay of Plenty has graduated 56 whānau this year. An extreme highlight is the participation of 24 whānau from Te Whaiti and Minginui communities.



El Alamein Tunui

Working alongside rural internet provider Wifi Connect Ltd, Te Kura Toitu o Te Whaiti-nui-a-Toi and Te Runanga o Ngati Whare, our *Computer in Homes* programme is now able to provide subsidised internet and access to a much wider sector of the community.

Michelle Kaipara from Kawerau (Bay of Plenty), has four children attending Kawerau schools. After spending many years recovering from a serious illness, the *Computer in Homes* programme played a big part in reconnecting Michelle with her community, her children's schooling and increasing her opportunities for further learning.

Working in partnership with Eastbay REAP, the *Computers in Homes* programme is delivered in response to community, hapū and schools' needs. The 50 places allocated for the 2016-2017 have already been assigned as a result of the high need for digital support by our families. Thank you to the CiH steering group and the ACE in schools programme for their continuing support and direction.

Forty-three learners are completing the digital pathway of EqualSkills and Intro to ICDL. Learners come from Murupara, Kawerau and Whakatane areas.

EASTERN BAY OF PLENTY COMPUTERS IN HOMES TEAM

Lynair Moeau – Tutor for CIH, Equal skills, Intro to ICDL
Accredited tester

Ripeka Hawkins – Tutor for Equal skills, and Intro to ICDL
El Alamein Tunui (Regional Coordinator)

Ivan Lomax (Area Manager)

Di Daniels, (National Coordinator)

Laurence Zwimpfer, (2020 Trust)

MORE INFO ON OUR BLOG AT:
easternbay-cih.blogspot.co.nz

REPORT CARD 2016

1,641 families in the Eastern Bay of Plenty with school-aged children without a computer and internet connection*

• **115** families, whānau and fanau participated in *Computers in Homes* 2013–15 • **44** new CiH graduates + **12** in training as at 31 July 2016 • **6** schools, kura & community technology centres as programme partners in the last 12 months. * Census 2013

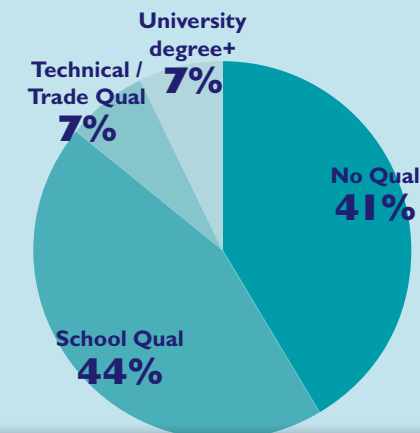


Wireless tower connecting Te Whaiti and Minginui CiH families to the internet.

GRADUATES 2015–16:

Eastbay REAP	110	Aug-15 Jun-16
James Street School	5	Aug-15
Kawerau Heartlands	9	Apr-16
Pahaoa Marae	5	Apr-16
Te Kura	1	Jun-16
Te Kura Toitu o Te Whaiti Nui a Toi	13 12	Jun-16 in training
TOTAL	56	

PARTICIPANT EDUCATION BACKGROUND:



Di Daniels with El Alamein Tunui at Eastbay REAP.

Far North

What a whirlwind year it has been up here in the Far North. Leading on from last year's report where we were about to graduate 40 families from the Te Ahu Centre, I can report that this event was a huge success.



Emma Tracey

This was the first time that we had used a Community Technology Centre (CTC) for training instead of a school. While this did have definite advantages, we did experience a very large number of families who were unable to complete their training (often due to sickness). But despite this challenge we were still able to graduate a total number of 91 families in 2014/15.

This led on to our decision to use the Te Ahu CTC again for training for the 2015/16 year.

As we had several small schools on our waiting list, we knew it would be difficult to reach all of them while still fulfilling our allocation of a further 100 families in the funding year. So in Term 3 2015 we put together a couple of computer POD's and took the project to Te Kura o Hato Maria (6) and Te Kura Taumata o Pungaru (8) which are miles away from anywhere. We also traipsed over to the other side of the Far North visiting Paihia School and graduating 14 families there. We also had an even larger group than the previous two terms at the Te Ahu Centre – 59 families at one graduation. It was a very busy time for our Far North *Computers in Homes* team, but we got through it all very positively, graduating a total of 87 by the end of Term 3.

So, in Term 4 we took off to Kerikeri Primary School and graduated a further 13 families there which completed our graduation target for the year, with exactly 100 families graduated.

With the news of further funding from the Ministry of Education for 2016-17 I have been madly planning away to get CiH Far North back in action for Term 3 2016. I am currently in the process of nailing down Far North REAP as our CTC as this should work out more cost effective in the long run. We will be using a laptop POD which we can then take with us to schools or other training centres. My goal is to support 40 families with a new tutor, Sushma Brunt. Our previous tutor, Debbie Cloete, was unable to commit this term but has kindly offered to support Sushma throughout the term, we are very lucky to have both of these ladies; they are invaluable to the success of our project!

We are also in the midst of getting a CTC set up at Kerikeri Proctor Library to support families who missed out at both Kerikeri Primary School and Paihia

MORE INFO ON OUR BLOG AT:
farnorthcih.blogspot.co.nz

2020

Far North ICT Trust

REPORT CARD 2016

1,719 families in the Far North with school-aged children without a computer and internet connection* • 194 families, whānau and fanau participated in *Computers in Homes* 2013–15 • 100 new CiH graduates as at 31 July 2016 • 5 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

School in previous terms. We will aim to put 10 through here in Term 3 and again in Term 4.

We have also offered 15 spaces to Umawera Primary School as it has been several years since we have been to this area and with the Umawera Internet Project in place and functioning it would be great to get more of our families connected to this service. I am hoping we will be able to also invite families that live in the area whose children attend nearby schools to also take part at Umawera.

Our Umawera Project now has 13 CiH families connected, none of whom were previously able to obtain an internet connection.

Stepping UP (SUP) is still going fantastically well at the Te Ahu Centre. The Kaitia Library staff have now taken the reins and are running the project smoothly themselves. We also have SUP running at Kerikeri Proctor Library, with tutor Vicki Penfold doing the training. Uptake was a little slow over Term 2, but with a new *Computers in Homes* programme in town, we are expecting that this will also attract attention to the SUP classes.

GRADUATES 2015–16:

Kerikeri Primary School	13	Dec-15
Paihia School	14	Sep-15
Te Ahu Centre Kaitia	59	Sep-15
Te Kura Hato Maria	6	Sep-15
Te Kura Taumata o Pungaru	8	Aug-15
TOTAL:	100	

CIH & THE 2020 FAR NORTH ICT TRUST:

John Windleborn (Chair)

Eric Shakelton (Trustee)

Diane Laurenson (Trustee/Treasurer)

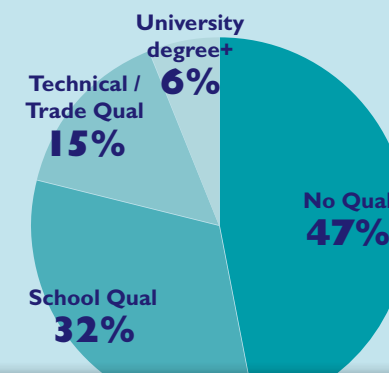
Adele Gardner (Trustee)

Ian Swindells (Trustee)

Emma Tracey (CIH Regional Coordinator)

Brett Hunter (CIH Technician)

PARTICIPANT EDUCATION BACKGROUND:



Forty of Kaitia's finest graduating from our CTC the Te Ahu Centre Kaitia in Term 2 2015.

Gisborne/East Coast

Gisborne/East Coast has graduated 45 whānau this year with one roll out being coordinated through the Tairawhiti Technology Trust (TaiTech). The remainder were coordinated through three school programmes, one in Gisborne and two on the East Coast.



Ivan Lomax

Over half of the families who graduated this year were based in small townships on the East Coast. Both Hatea-a-Rangi School in Tokomaru Bay and Tolaga Bay Area School (TBAS) are very keen to get as many of their school whānau connected to the internet as possible. TBAS has a Third Party Occupancy Lease with a local WiFi provider to share their schools fibre optic connection; this partnership was able to reach a further 18 whānau.

Hinewai from Hatea-a-Rangi School graduated in September 2015 and has benefited enormously from her CiH computer and especially the WiFi broadband connection. "With three teenagers and also a primary aged child in the house the internet has been a huge bonus. They are able to continue with school work and research using their devices and the home desktop computer", remarks Hinewai.

Living in a small rural community 100 kilometres from Gisborne has allowed the whole whānau to shop online for bargains from outlets outside of Gisborne. Trademe is a big favourite with everyone getting bargains from clothing, boogie boards to the 'must have' technology bits and pieces for the tamariki. With the last bank on the East Coast closing recently the use of internet banking has been encouraged throughout the community and Hinewai has taken up this challenge and is now a regular internet banker.

Youngest teenager Tanaya says, "with many of my whānau and friends not living in Tokomaru Bay the internet has been real cool for me to stay in contact with everyone who I am close to. Most of my classmates live in Tolaga Bay so I can still keep up with everyone and know what's going on".

The internet has helped Hinewai with paying bills online, searching for bargains and keeping in contact with her whānau who are scattered between the East Coast, Rotorua and Australia.

Gisborne/East Coast Computers in Homes will partner with Tairawhiti REAP for the upcoming 2016/17 CiH programme.

MORE INFO ON OUR BLOG AT:

cihgisborne.blogspot.co.nz

I have joined Facebook and have an email account. Keeping in contact with all of my whānau is now so much easier. It's fantastic keeping up with them no matter where they are.

Donna – Hatea-a-Rangi School

REPORT CARD 2016

1,407 families in the Gisborne/East Coast region with school-aged children without a computer and internet connection* • **85** families, whānau and fanau participated in **Computers in Homes 2013–15** • **45** new CiH graduates as at 31 July 2016 • **4** schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

GISBORNE / EAST COAST COMPUTERS IN HOMES TEAM

Ivan Lomax (Regional Coordinator & Area Manager)

Tairawhiti Technology Trust

Di Daniels (CiH National Coordinator)

Laurence Zwimpfer (2020 Trust)

K & L Technologies, Technician

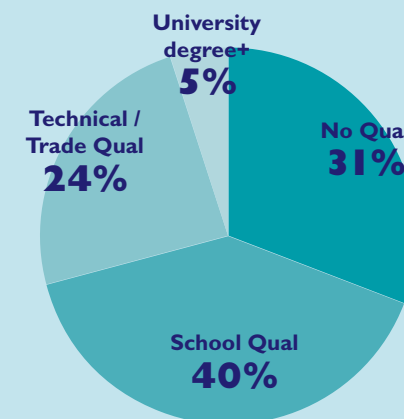


Rachael is looking forward to getting her computer package home and connecting to her new WiFi Internet through Tolaga Bay Area School's fibre partnership with a local provider. Trainer, Richard Tuhaka was a great help to Rachael and the other participants.

GRADUATES 2015–16:

Awapuni School	12	Dec-15
Hatea-a-Rangi School	8	Jul-15
TaiTech Gisborne	7	Jun-16
Tolaga Bay Area School	18	Sep-15
TOTAL	45	

PARTICIPANT EDUCATION BACKGROUND:



Tanaya, TP and Mum Hinewai are rapt with their computer and internet package. "It has helped our rural life so much", says Hinewai.

Manawatu/Horowhenua

Manawatu, Horowhenua & Palmerston North areas

What an outstanding year for Computers in Homes in the Manawatu, Horowhenua and Kapiti areas! Providing computers, 20 hours of computer training and subsidised internet to families in local schools has been another triumph of the programme.



Shona Te Huki

Most of the schools in our region have incorporated digital classrooms as part of their learning programmes. *Computers in Homes* has helped parents/families become more confident in engaging in the digital world and connect with their children's new digital learning environment at school.

This year the programme has been evenly spread between the Manawatu and Horowhenua with families graduating from Levin East School (Levin) through to Awapuni School (Palmerston North).

Stepping Up

Kapiti Library in Paraparaumu is now part of the *Stepping UP* family. They have been delivering the *Stepping UP* programme for over two months now and the feedback is great. Digital Services Manager Jeremy Langley says that the next step is to look at introducing some classes in the Waikanae and Otaki libraries in the near future.



Pictured above from left: Palmerston North Councillor Adrian Broad, Carolyn Hautapu (graduate) and Nick Fonotoe (trainer).

"What a great programme. I'm so glad that I was able to be part of it."

K Bishop, Palmerston North

"I was so scared of computers but now I feel much better and not so scared. Thank you so much."

B Hunter, Palmerston North

MORE INFO ON OUR BLOG AT:
manawatuhorowhenuacih.blogspot.co.nz

"It's so nice to be able to not have to use my phone for everything. My kids and I now can work together. They are still teaching me so much."

C Rimine, Levin

REPORT CARD 2016

2,574 families in the Manawatu/Horowhenua region with school-aged children without a computer and internet connection* • 96 families, whānau and fanau participated in Computers in Homes 2013–15 • 59 new CIH graduates as at 31 July 2016 • 5 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

MANAWATU/HOROWHENUA STEERING GROUP: OUR CIH STEERING COMMITTEE

Adrian Broad, Councillor PNCC (Chair)

Bruce Madden, CEO Te Aroha Noa

Leith Haarhoff, Digital Strategist, PNCC

Richard Tankersley, ICONIA, Director

Liam Rutherford, Teacher Ross Intermediate, Palmerston North

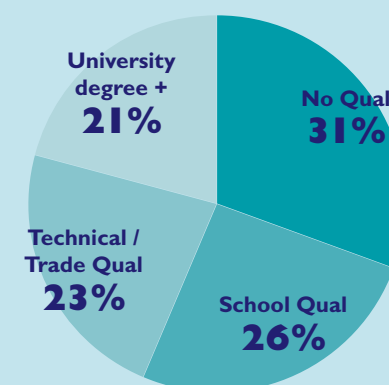
Wendy Fraser, Library Services Manager, Te Takere Library Levin

Shona Te Huki, CIH Regional Coordinator

GRADUATES 2015–16:

Awapuni School	8	Dec-15
Levin East School	17	Aug-15 Jul-16
Tai Wananga Tu Toa	10	Apr-16
Te Aroha Noa	15	Sep-15
TOTAL	59	

PARTICIPANT EDUCATION BACKGROUND:



BELOW: Te Aroha Noa graduates, September 2015



Nelson/Marlborough

Nelson, Marlborough and Tasman areas

The 2015/2016 year started with a training group coming together at Tahunanui School in Nelson, with participants having a mix of experience using digital devices, including some young families who were just beginning their journey to develop their digital skills.



Denise Henley

In Blenheim, the Ngāti Apā ki te Rā Tō Trust worked closely with their families to provide CiH training at their own venue. This was the first time I had worked with a group that was based away from a school setting, and this also worked very well.

Following the Christmas holiday break, Auckland Point and Victory Primary Schools in Nelson combined for CiH training, and at the same time Blenheim School also started training. The final training group followed these and was hosted by Queen Charlotte College in Picton and held at Waikawa Marae. This was a great collaboration and enabled a computer pod to be set up as a training resource for the community. This year, training was provided mainly in groups of ten, which allowed opportunities to work with more schools but also resulted in a busy time moving between the venues.

There were a lot of changes to participants of training groups, with keen families withdrawing unexpectedly at the start or sometimes half way through training due to changes in their personal or family circumstances. This has been disappointing for all concerned.

Families have been responding well to the opportunity to choose between laptops or desktops for their devices. After reviewing the advantages and disadvantages of both devices families have made decisions based on their personal circumstance, with two thirds still preferring desktops.

Stepping UP training has continued to be in demand at most libraries in the Nelson-Marlborough region and we have been able to support both Picton Library and Service Centre and Tasman District Library with the use of laptops for training sessions – thanks to Transpower and the computer suite resource set up at Waikawa marae and now shared with Picton Library.

The reward for this work continues to be the opportunity to meet with people who willingly advocate for positive opportunities for families. First are the Principals and staff who advocate in this way for their children and their families, and it is through their energy and enthusiasm that programmes are initiated. Secondly, meeting and working with new tutors and technicians who hold the same attitudes

REPORT CARD 2015

1,515 Nelson/Marlborough families with school-aged children without a computer or internet connection* • 99 families, whānau and fanau participated in Computers in Homes 2013–15 • 50 new CiH graduates as at 31 July 2016 • 5 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

to allow positive change and opportunity for families also offer their support for the learning process. And finally it is meeting families who also share the importance of making opportunities possible for their family and their children's education and have come forward to learn more and become digitally connected. Hearing their stories and seeing the impact of this training on their lives is always very rewarding.

Along with these amazing people are my Steering Group members who have continued to be an invaluable support network for me – with their awareness of the needs within the communities and also offering advice and support on ways forward. The time they give up freely to support *Computers in Homes* and myself is very much appreciated.

2016/2017 will offer the opportunity for Buller to become a part of my region. As I am based in Buller, this is very exciting for me and I look forward to supporting families in their journey to become digitally connected here and in all areas of my region.



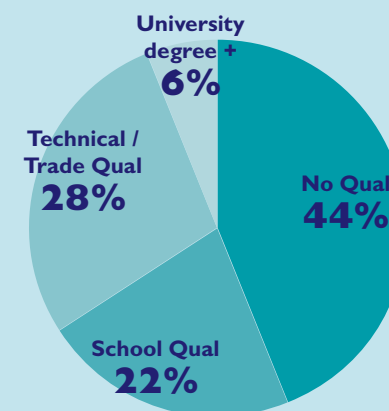
CIH STEERING COMMITTEE:

Tim Jackson (chair & technical support)
Sonya Hockley (Auckland Point School)
Helen Taylor-Young (Victory Primary School)
Erika Ross (Ministry of Education)
Steve Harley (Nelson Council representative from Nelson Public Library)
Diana Mellor (Education Consultant)
Ailsa Carey (Marlborough representative from REAP Marlborough)

GRADUATES 2015–16:

Auckland Point	6	Apr-16
Blenheim School	8	Apr-16
Ngati Apa ki te Ra To Trust	10	Nov-15
Queen Charlotte College (Waikawa Marae)	16	Jul-16
Tahunanui School	10	Aug-15
TOTAL	50	

PARTICIPANT EDUCATION BACKGROUND:



LEFT: New Pasifika group at Blenheim School

MORE INFO ON OUR BLOG AT:
cihnelsonmarlborough.blogspot.co.nz

Northland

Whangarei and Kaipara areas

Computers in Homes (CiH) has always been an evolving digital technology and connectivity programme; we need to ensure that it continues to meet the needs of our communities and stays up-to-date.



Sue Kini

One evolving aspect for Northland in 2016 was the digital device used in training and which families received upon completion. Piloting the Chromebook, we ran the programme in a number of Whangarei schools who had decided that this device worked best in their classroom environment.

Whilst it's widely been left up to schools to determine how they use technology to support learning, six Whangarei schools partnered with Taitokerau Education Trust (TET) to provide families an opportunity to purchase their own Chromebook for the home and classroom. Seeing a correlation between what TET was doing and what CiH provides meant introductions were made and a partnership born. CiH Northland now works alongside the TET initiative by funding an element of their Cybersmart training, and by providing families further procurement options.

The schools found introducing Chromebooks into their classroom a genius stroke as their children's interest in learning immediately piqued. Manaia View School's Board of Trustees fully backed this initiative, stating in their Digital Citizenship Policy: *"It is our belief that we must prepare our students to actively participate in the world in which they live. It is clear that a key skill in this new world will be their ability to participate as effective digital citizens. An important part of learning these skills is being given the chance to experience the opportunities, and the challenges presented by technology in a safe, secure and nurturing environment, where clear, effective guidance can be sought as students and teachers learn."*

Using Chromebooks in a classroom allows teachers to adapt to different learning styles, make learning more flexible, create excitement in learning for the kids and prepare them for the digital future.

CiH recognises the importance of delivering a programme that is relevant to the needs of children and their families. Training on a device that their children use was a real incentive for parents to participate. They were not only pleased to provide their children with a new Chromebook, but they better understood cloud computing and how their children were using digital devices for learning.

MORE INFO ON OUR BLOG AT:
computersinhomesnorthland.blogspot.co.nz

REPORT CARD 2016

1,938 families in Northland with school-aged children without a computer and internet connection* • 169 families, whānau and fanau participated in Computers in Homes 2013–15 • 70 new CiH graduates as at 31 July 2016 • 6 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

We also ran a number of Windows-based CiH programmes in Northland schools, as the need for this programme is still unwavering.

Being a regional coordinator of a programme like CiH that is always diversifying is a real pleasure and long may we continue to assist our communities.

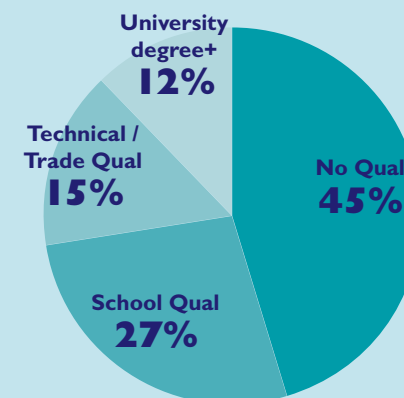


Tikipunga High School participant Wayne Manukau, and his daughter, arrive home with his well-earned Windows desktop in Term 1, 2016.

GRADUATES 2015–16:

Manaia View School	8	May-16
Te Kura o Otangarei	7	Jun-16
Tikipunga High School	11	Apr-16
Tikipunga Primary School	11	Dec-15
Whangarei Primary School	7	Dec-15
Whau Valley School	19	May-16
TOTAL	70	

PARTICIPANT EDUCATION BACKGROUND:



Families from Whau Valley School's Chromebook pilot, Term 2, 2016.

Porirua

For everyone involved with Computers in Homes it is inspiring and motivating when we receive positive feedback about the difference the programme has made to a family. Many times this change is transformational.



Tim Davies-Colley

The Porirua City Community IT Educational Trust (PCCITET), popularly known as e-Learning Porirua, was established in 2001. The Trust aims to help bridge the digital divide (this aim is a catch cry and part of our logo) by training families in computer skills to give them the confidence and tools to gain a job and therefore reduce unemployment, while also improving student achievement levels in the City's low decile schools.

The 25 low decile schools in Porirua refer their families to Porirua *Computers in Homes* programme run at the Porirua RSA in Porirua East. At the RSA training centre there are 30 student computers available for the training programme. Every school term there is a flood of registrations and sometimes we have too many to 'fit' into one class.

HIGHLIGHTS FOR THE TRUST

When I talk to trustees, coordinators, teachers, principals or volunteers they are all touched by the stories of hope and positive change in the families they know.

Over the last six months I have had the opportunity to reconnect with a number of our successful CiH graduates from the last few years. For all these people the consistent area of feedback was about employment and the role that CiH had played.

This was so compelling, especially when it was not directly solicited, that I started to make a record of some of this feedback. What follows is quotes from some of those conversations.

...*"It is amazing having the computer at home to be able to search for jobs ... that was great ... and being able to do my own, proper CV. I got a job two months after the course [CiH]."*

...*"I found my 'dream job'! I saw it online and I applied online, did four assessment tests online and now in my workplace my computer learning has been a necessity for the amount of documenting we undertake."*

...*"Wow ... I am so happy ... thank you so much. After you helped me up-date, restructure and print my CV I went to the interview with confidence and got the job! I am now an early childhood educator. I have been wanting this for years and now it has happened!"*

MORE INFO ON OUR BLOG AT:

cih-porirua.blogspot.co.nz
e-learning.org.nz

@-Learning Porirua

Helping bridge the digital divide

REPORT CARD 2016

1,101 families in the Porirua region with school-aged children without a computer and internet connection*
• 308 families, whānau and fanau participated in Computers in Homes 2013-15 • 100 new CiH graduates as at 31 July 2016 • Porirua RSA Community Technology Centre as programme partner in the last 12 months. * Census 2013

...*"It might seem like a really little thing, but it was doing the CV and the covering letter that was really useful for me. I am sure that being able to search for jobs and then apply for them using the computer made the difference for me. Initially it [my job] was just 10 hours per week, but after one month it became 30 hours per week and sometimes I am asked to 'cover' extra hours at other sites now."*

We were again successful in gaining extra funding this year (2016-17) from Lottery Community Grants to run *Stepping UP*. We are hoping to continue providing further support for the local BYOD programmes with whānau support for Chromebooks as a *Stepping UP* programme. This is generally happening in schools using Chromebooks as their student device. We are continuing to run *Stepping UP* as a separate class on Thursdays 12.00 pm – 2.30 pm.

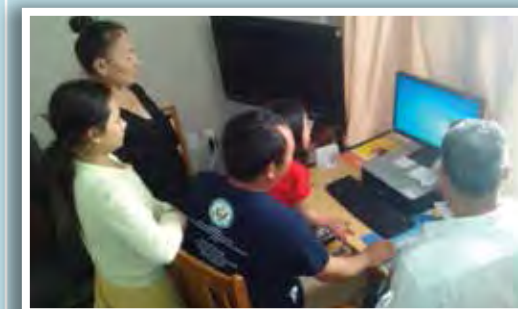
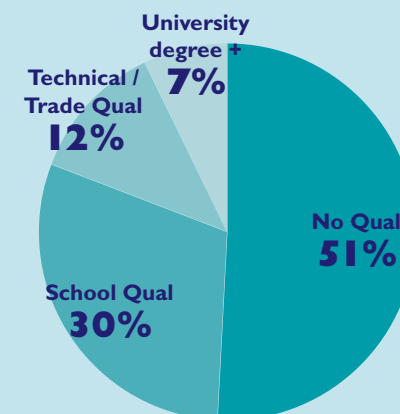
THE BOARD OF E-LEARNING PORIRUA:

Graham Kelly (Chair)
 Wendy Betteridge
 Sue Chard
 Tim Davies-Colley
 Kris Faafoi MP
 Philip Major
 Chris Lipscombe
 Martyn Newman-Hall
 Murray Woodley
 Douglas Harre

GRADUATES 2015-16:

Porirua RSA – Term 3 2015	25	Sep -15
Porirua RSA – Term 4 2015	27	Dec-15
Porirua RSA – Term 1 2016	28	Apr-16
Porirua RSA – Term 2 2016	20	Jul-16
TOTAL	100	

PARTICIPANT EDUCATION BACKGROUND:



A family getting set-up and using their new computer - from April 2016.

Rotorua

Towards the end of the 2015–16 financial year, we welcomed the Ngā Pūmanawa e Waru (NPeW) Trust as a new *Computers in Homes* delivery partner for the Rotorua district.

Mercia-Dawn Yates, Director of Engagement for NPeW and local coordinator for *Computers in Homes*, was quick to register 25 families onto the CiH programme, with training starting in July 2016.



Mercia-Dawn Yates

The Ngā Pūmanawa e Waru Trust was established as a separate entity in 2016, building on the work started in 2013 by Excel Rotorua, supporting an education-focused Social Sector Trial aimed at harnessing the efforts of the whole community to see all children and young people in Rotorua reach their potential. The vision for NPeW is for Rotorua to be “a great place to learn, where all learners are engaged and excelling in their education, supported by great teachers and their whānau. Their education is enhanced by the provision of a personal digital device with assured connectivity at school, at home and within the community.”

NPeW's vision for whānau engagement aligns well with *Computers in Homes*. This includes ensuring that all Rotorua learners have access to the internet not only at school but also at home. The 2013 Census revealed that 25% of households in the Rotorua District with school-aged children did not have access to the internet in their homes, compared to a national average of 15%. This means that nearly 1700 households did not have internet access – around 4000 students out of a total of 13,400.

While a key focus for NPeW is to help all Rotorua learners obtain access to their own digital learning device, the Trust recognises the importance of engaging parents in their children's learning. The 20 hours of training provided to all *Computers in Homes* families helps to address this need by giving both parents and other whānau with responsibility for school-aged children the opportunity to build their own digital skills and gain the confidence to use computers and the internet to support their tamariki and mokopuna.

A highlight for NPeW during the year was the inaugural Education Conference – Rotorua A Great Place to Learn, held on 31 March 2016. The conference was well supported by education innovators from around New Zealand, as well as local teachers and school leaders.

MORE INFO ON OUR BLOG AT:

rotorucih.blogspot.co.nz



REPORT CARD 2016

1,674 families in the Rotorua with school-aged children without a computer and internet connection* • **9** families, whānau and fanau participated in *Computers in Homes* 2013–15 • **0** new CiH graduates + **25** in-training as at 31 July 2016 • **3** schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

NPeW TEAM

Leith Comer, Executive Director

Vikram Murthy, Director of Leadership

Sue Winters, Director of Learning

Mercia-Dawn Yates, Director of Engagement

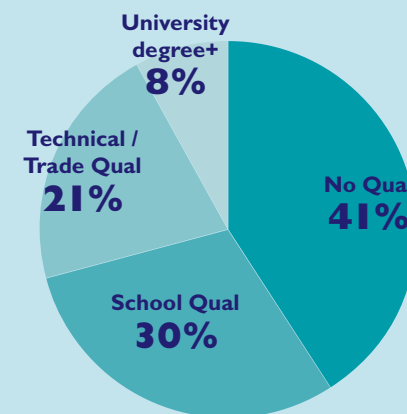
John Gifford, NPeW Measurement & Assessment Leader

Adam Ellis, Director of Technology

GRADUATES 2015–16:

Literacy Aotearoa	2	in training
Te Taumata	9	in training
Waiariki Institute	14	in training
TOTAL	25	

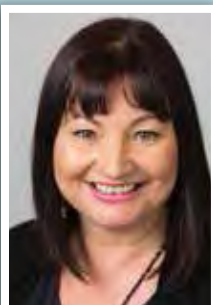
PARTICIPANT EDUCATION BACKGROUND:



Dixie Yates-Francis – Rotorua Girls' High School, Mercia-Dawn Wharerau – Rotorua Primary School, Mrs Bea Yates (Aunty Bea) NPeW Trustee & Te Manaia Yates – Western Heights High School, Te Maru (Special Needs Unit).

Southland

The Computers in Homes programme gives families a fantastic opportunity to open their families to the world of digital literacy and connection. I continue to be heartened to see the excitement in whānau as they take part in this unique programme which is making a difference in the lives of so many families throughout New Zealand.



Janine Walker



Kate McRae



Louise Powell

MORE INFO ON OUR BLOG AT:
southland-ciH.blogspot.co.nz

As another year draws to an end it is great to take time to reflect on the work that has been completed with the *Computers in Homes* programme over the past 12 months.

Schools continue to be amazed at the wonderful opportunity the *Computers in Homes* programme offers their families. To be able to engage in a programme that not only upskills whānau but provides refurbished computers and subsidised internet into the homes is certainly unique. The changes in confidence, opportunities to go onto further training and positive learning experiences continue to be apparent in all the schools we work in.

A programme is only as good as the people that work with it. It is delightful to observe dynamic trainers who engage the families quickly with a great sense of humour. They bring fun to their classes... using icebreakers to make people feel comfortable, hands on activities to learn about the power of YouTube and challenges for participants who have more knowledge than others in the class.

Feedback from the programme is on-going. One family from a past *Computers in Homes* programme contacted us recently and explained that they had now set up a hangi business, using a Facebook page for promotion. This family is delighted with their new venture and acknowledged the place that the *Computers in Homes* programme held in this.

Graduations are always a highlight for us. Being able to join with the families and celebrate their completion of the programme is always special. The certificates presented may only be a piece of paper but for the participants they are a huge acknowledgement of the commitment they have made. One mother told me lately that her children were allowed to stay up late when she bought the computer home so they could each have 20 minutes on the computer.

The last year has seen us working strongly with various schools in the Invercargill area. In these schools we have been delivering multiple sessions per week to cater for the number of families engaged – which has worked well when we plan for families with drop-off and pick-up times for their children.

REPORT CARD 2016

1,170 families in the Southland region with school-aged children without a computer and internet connection*

• 100 families, whānau and fanau participated in Computers in Homes 2013–15 • 42 new CiH graduates + 7 in-training as at 31 July 2016 • 5 schools, kura & community technology centres as programme partners in the last 12 months. * Census 2013

Thanks must always be made to the team that oversees the *Computers in Homes* programme. Your dedication to the families which we work with is outstanding – no problem is every too big to handle and a solution can always be found. We have also welcomed Louise Powell to our *Computers in Home* team during the year but Janine Walker is never that far away!

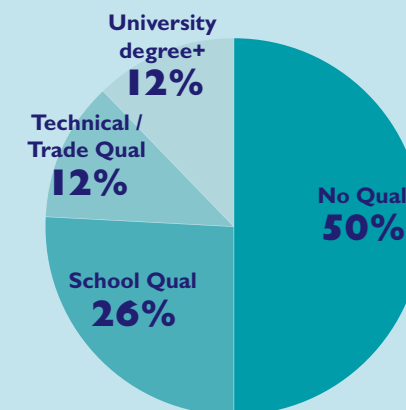
Great celebrations at CiH graduation at New River Primary, Invercargill



GRADUATES 2015–16:

New River Primary	15	Jul-16
Newfield Primary	10	Aug-15
	6	Nov-15
Southern REAP	4	Jun-16
St Joseph's	7	May-16
Takitimu Primary	7	in training
TOTAL	49	

PARTICIPANT EDUCATION BACKGROUND:



Taranaki/Central North Island

Ruapehu, Stratford, New Plymouth, South Taranaki, Waitomo and Taupo areas

The area covered by Taranaki E-Learning Trust is large and diverse, and this year, we trained **Computers in Homes** families at Central Plateau REAP in Taupo, Eltham/Stratford/Kaponga and Hawera CTCs, Tongariro Area School in Turangi, and CKC REAP in Taumarunui.



Christina Turner

The 2015-2016 year has brought some unique challenges for the Taranaki E-learning Trust and the *Computers in Homes* Coordinator, Christina Turner. Not least of these challenges has been the geographical remoteness of some of the families we try to support. Makahu School is a good example.

The principal of Makahu School, which is located east of Stratford, contacted us in August 2015 with concerns for one family with three children (plus two high schoolers) who are often cut off from attending school due to flooding and/or problems with roading in this very remote area. They live nearly 20 km from school and they don't have, nor can afford, a computer or the internet at home. Sometimes because of the roads and flooding, the children are out of school more days than they are at school.

The school has other families who are also often cut off from school, but they have access to computers and the internet, and the teacher conducts school lessons with these children via Skype. We agreed to support the remaining family with a computer and an internet connection and then provide the training for this family and any other parents who wished to join by Skype. We visited the family to determine if an internet connection would even be possible and we are now waiting for the go-ahead from the family.

During the year, we received a number of referrals from other organisations in our area. Where possible, we include these families in nearby *Computers in Homes* classes, but sometimes the travel distances are just too great. This remains a challenge for our Trust in supporting these isolated and remote families.

At the end of October in 2015 our Trustee Richard Oliver suffered a heart attack and then further life-threatening complications. He has been unable to join us again for meetings. We miss Richard and his very valuable insights, but are aware that getting well again is very important. We would like to thank him for his years of work and time he has given the Trust.

We would also like to thank Chester Borrows MP, in his position as our Honorary Trustee and long-time supporter, as well as our other trustees also for their work for the Trust and for the *Computers in Homes* families in our area.

MORE INFO ON OUR BLOG AT:
teltrust.blogspot.co.nz

REPORT CARD 2016

3,198 families in the Taranaki/Central North Island region with school-aged children without a computer and internet connection* • **148** families, whānau and fanau participated in *Computers in Homes* 2013-15 • **58** new CiH graduates as at 31 July 2016 • **5** schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

We are grateful for the assistance we receive from Linda Moss at Central Plateau REAP and Dianne Bunn at Central King Country REAP in delivering the *Computers in Homes* programme to families in their areas, and their teams of trainers, technicians and support staff. We could not do this without them.

Likewise, we thank Ian Andrew and Dion Nurse. These two men are that uncommon breed of people in that they are both fantastic trainers and able technicians, and this year, they have both committed more time and energy in getting families through to graduation than ever. We thank them both for their service.

The coordinator attended the Te Tiriti o Waitangi workshop, Te Pūmao Māori Nationhood Building, in April 2016, and the Trust has incorporated some of the practices she learned there.

TARANAKI E-LEARNING TRUST

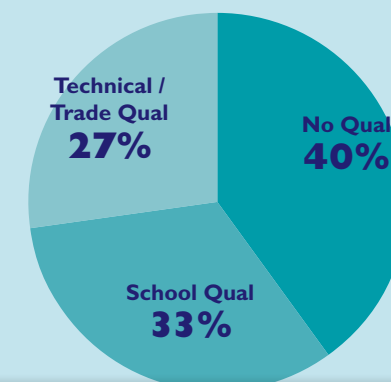
Karen Cave, Chairperson
Mary McKee, Vice Chair
Linda Ogle, Secretary
Adrian Sole, Treasurer
Jane Gilbert, Trustee
Richard Oliver, Trustee
David Birchler, Trustee
Honorary Trustee Chester Borrows MP



GRADUATES 2015-16:

CKC REAP	16	Sep-15
CP REAP	8	Dec-15
	7	Jul-16
Eltham CTC	10	Jul-16
Hawera CTC	8	Jul-16
Tongariro School	9	Jul-16
TOTAL	58	

PARTICIPANT EDUCATION BACKGROUND:



CiH Taranaki Central Plateau Reap: the kids watch Mum receive her *Computers in Homes* certificate from tutor Jude Shernag at the December graduation.

Tauranga

Tauranga has graduated 67 whānau this year with 23 whānau being supported through the Brookfield Community Centre while the remainder have been coordinated through two local Iwi trusts.



Rosslyn Te Whero

Jaydene and her husband are parents of nine tamariki; they are both trying their best to keep up with the kids and all the technology they are growing up with.

"I did well in tech classes at school but these days it is so important to keep up or you truly do get left behind as I did. At first I wasn't worried that the IT world was moving so fast without me, but as my whānau grew so did the need for upskilling myself for better employment. I soon realized I had better catch up or my kids would move on without me and without protection from the nasties out there. So when I was invited to jump on the CiH course at the Brookfield Community Centre I was very keen to learn a whole lot more. I found the environment very warm, welcoming and just a pleasure to be part of. The tutor was awesome and down to earth and very understanding with the fact that we just didn't have all the basic skills that most youth have these days. Using computers is becoming something that society just expects us all to know. With my kids, that wasn't the case as they only had access to computers at school and their tiny phones were not much help to them for assignments and research", said Jaydene.

Dad said to the kids, "Hey look what Mum's got, now you can do all your homework, research and projects on the computer. Cool aye!"

CiH has helped the whole whānau in different ways. One of the five college kids has a computer workbook he has to complete every night and submit the answers before the next school day. Before CiH he was unable to achieve those goals and he was getting behind in the workbook tasks with grief from his teacher. Within two weeks of the computer in the house he caught up with all his workbooks and has been passing at 100%.

"We've also found that learning new things is pretty good too. Kids always have questions and as parents we try to answer the best we can, so when I was asked how is sugar made and where did it come from all I knew was that it is a plant. The rest we googled and discovered another world of sugar cane farming which then led to discussions on the negative effects on our health. This in turn led to a story about small kids having teeth surgically removed despite excellent dental care, due to too much

MORE INFO ON OUR BLOG AT:
cihtauranga.blogspot.co.nz

REPORT CARD 2016

2,328 families in the Tauranga region with school-aged children without a computer and internet connection*

• **137 families, whānau and fanau participated in Computers in Homes 2013-15** • **66 new CiH graduates + 10 in-training as at 31 July 2016** • **4 schools, kura and community technology centres as programme partners in the last 12 months.** * Census 2013

sugar in their everyday diets. It's just cool that we can learn all sorts and achieve our goals. Thank you so much for the opportunity you've given our whānau and god bless you and may you prosper in all that you do" said Jaydene.

BAY OF PLENTY COMPUTERS IN HOMES TEAM

Rosslyn Te Whero (CiH Delivery Partner)

Ivan Lomax (Eastern N.I. Area Manager)

Laurence Zwimpfer (2020 Trust)

Shane Lindsay, Technician (Western BOP)

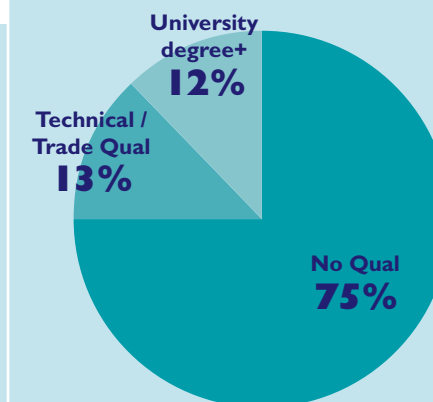
Our kids are utilising the computer for their schooling and feeling like finally they are getting to a place that's benefiting them for their future. We also are using the cv templates to apply for jobs for the teenagers, it just make life so much easier and stress free when we can be independent in these areas.

Jaydene Hay – Brookfield Community Centre

GRADUATES 2015-16:

Brookfield Community Centre Services Trust	23 / 0	Jun-16 in training
Huria Trust	13	Dec-15
Maketu Primary	15	Jul-16
Te Runanga O Ngai Te Rangi Iwi Trust	15	Jul-16
TOTAL	76	

PARTICIPANT EDUCATION BACKGROUND:



Four of Jaydene's nine tamariki are so proud of their Mum and think their new computer package is just great. From left to right: Mayana, Wiremu, Waimarama-Rangi and Sue-Ellen.

Waikato

Waikato, South Waikato, Otorohanga, Hamilton and Piako areas

'A connected community where everyone can participate online effectively.'

With this vision in mind, Web Access Waikato was happy to assist 98 whānau in their Computers in Homes journey over the 2015/2016 period.



Leila Ryan

These participants came from three schools located within the Waikato region – Crawshaw Primary School, Ohinewai Primary School and Melville Primary School. Melville Primary School participants were our first graduates to receive laptops and feedback about these devices has been extremely positive – one recurring factor being the portability of the device that all the whānau can use at any location where there is free WiFi available.

We were also able to provide a *Computers in Homes* course to Single Parent Services in late November for 20 learners. This was held at Te Whare o te Ata Community House. Web Access Waikato had just prior to the course donated and installed a pod of 20 refurbished computers at the Community House, so it was a bonus for both learners and the Fairfield community to have access to these, not only for *Computers in Homes* training, but also for ongoing digital literacy programmes.

This year for the first time within the Waikato region we were also able to successfully collaborate with Kirikiriroa Marae (a collaboration with Te Kohao Health –Whānau Ora). As a result, twenty graduates were able to complete the *Computers in Homes* programme and successfully walk away with their certificates and laptops (not to mention their newfound knowledge of computing basics). We have also achieved a very positive relationship with the marae so that we can collaborate again for future courses.

In early June 2016, two *Computers in Homes* courses were successfully held at Te Whare Kokonga Community House (Hamilton South Community Centre) after a number of individual enquiries from whānau located in the Hamilton South area; they had heard about the *Computers in Homes* programme being run at Melville Primary School. The majority of the participants in this course were within walking distance of the Community Centre which was a real bonus for those who did not have any type of transport. This alone was a positive relationship building exercise as it saw a number of these learners organise within themselves a “walking bus” to their course at the Community House. The camaraderie in these groups expanded well beyond the actual course itself.

MORE INFO ON OUR BLOG AT:
waikatocih.blogspot.co.nz

REPORT CARD 2016

6,525 families in the Waikato region with school-aged children without a computer and internet connection*

• 213 families, whānau and fanau participated in Computers in Homes 2013–15 • 98 new CiH graduates as at 31 July 2016 • 7 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

Web Access Waikato is also currently in the process of providing a discounted WiFi service based in Ngaruawahia – with construction having been completed on the Tower. We are currently in the process of identifying families to offer this service to and look forward to progressing this further in 2016–17.

Web Access Waikato Trust continues to look into ways to create a connected community where everyone can participate online through creative resourcing and community education and looks forward to continuing with the *Computers in Homes* project during 2016/17.

WEB ACCESS WAIKATO TRUSTEES

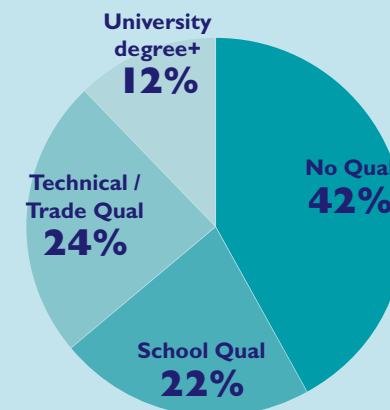
Shane Hobson – Chair
Rebecca Fraser – Trustee
Vanessa Mohi – Goodchild-Trustee
Ihsana Ageel – Trustee
Leila Ryan – Coordinator



GRADUATES 2015–16:

Crawshaw Primary	14	Sep-15
Kirikiriroa Marae	20	Jun-16
Melville Community House	16	Jun-16
Melville Primary School	10	Nov-15
Ohinewai School	1	Mar-16
Te Whare Kokonga	8	Sep-15
Te Whare o te Ata	9	Mar-16
TOTAL	98	

PARTICIPANT EDUCATION BACKGROUND:



Participants from Kirikiriroa Marae during speeches at their graduation in March. Kai was ka pai too!

Wairarapa

South Wairarapa, Carterton, Masterton and Tarama areas

The *Computers in Homes* team in the Wairarapa is committed to making a difference to people's lives through learning. We see that working in partnership with schools to offer the *Computers in Homes* programme as a fantastic vehicle that supports families to become more involved with their children's learning.



Martha Manaena

Intergenerational learning is a very powerful way to make changes in people's lives and we see evidence of this as people pathway into other community based learning programmes, such as driver licensing courses and programmes that support their literacy.

Martha Manaena, our *Computers in Homes* coordinator, and Lisa Gray, our trainer, continue to work hard to ensure that all families have a positive experience as they participate in the programme and throughout the year. We provide ongoing support for all participating families to ensure that their computers run smoothly and that they are aware of other opportunities to continue their learning.

Whilst the move to provide laptops as an alternative to a desktop computer is a positive step for families, it is not always without its challenges. However, we acknowledge that *Computers in Homes* and the 2020 Trust always focuses on the best thing for families and we support this move.

We have continued to encourage students to progress on to *Stepping UP* and now have Pahiatua, Eketahuna and Masterton Libraries delivering programmes regularly.

We continue to support other digital literacy initiatives across our region in many guises, and the efforts of the 2020 Trust are critical in supporting these.

Wairarapa REAP as an organisation whose mission is "community development through education" knows that *Computers In Homes* changes lives for the better. Our special thanks to the staff and Trustees of the 2020 Trust for their support to help make this happen.

Our thanks also to Chris Peterson for his ongoing support, and also the Mayor of Masterton, Lyn Patterson; both of these people always attend our graduations.

MORE INFO ON OUR BLOG AT:
wairapacih.blogspot.co.nz



REPORT CARD 2016

1,152 families in the Wairarapa region with school-aged children without a computer and internet connection*

• **135** families, whānau and fanau participated in *Computers in Homes* 2013–15 • **51** new CiH graduates as at 31 July 2016 • **3** schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

OUR CIH STEERING COMMITTEE

Cr Chris Peterson – Masterton District Council (Chair)

Peter McNeur – REAP Director

Janine Tupaea

Raewyn McKenna

Martha Manaena – CiH Regional Coordinator

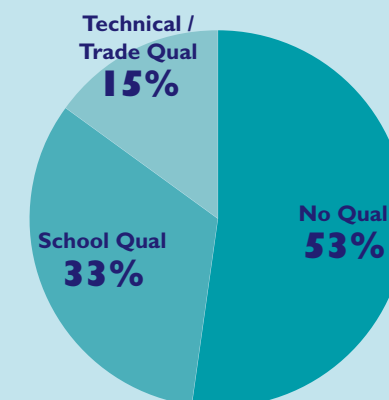


Kev is delighted to receive his graduation certificate from our trainer Lisa at the Mauriceville School Graduation.

GRADUATES 2015–16:

Douglas Park	6	Sep-15
Ko Te Aroha	5 11 21	Sep-15 Apr-16 Jul-16
Mauriceville School	8	Jul-16
TOTAL	51	

PARTICIPANT EDUCATION BACKGROUND:



Wairoa

Our return to the Wairoa community gave 50 families without an internet connection in their homes the opportunity to join the *Computers in Homes* programme.



Leon Symes & Leona Karauria

Access to technology for many local families is relied on through cell phones. For many families, this is the only means of communication and with a growing number of children that have cellphones, the cost of access becomes a struggle. For the 50 families that participated in the programme, many of them had not used a desktop computer for years and some initially thought they were no longer relevant. Most had either used tablets or laptops and so it was an eye opener for many families who were pleasantly surprised and amazed at how quick and reliable the CiH computer desktops are.

In many communities in Wairoa, having access to fast and affordable internet is a challenge for many. Internet access has been an ongoing struggle for Wairoa communities for many years. *Computers in Homes* has always been in the background and has helped to shape alternative internet solutions for many challenged communities. As a result families now have the choice of affordable wireless internet services.

For the more remote communities, such as Waikaremoana, internet access has not always been reliable and connectivity is often very slow. Many families no longer have a landline phone and rely on prepaid cell plans with limited mobile data. The costs are high in these communities when families need to top up their data, something that is a financial concern for many. A number of CiH families live on Marae Papakainga and through the CiH programme, we have been able to provide affordable and accessible internet for everyone living at Kuha Marae and Waimako Marae Papakainga. The whānau o Waikaremoana are very thankful for the opportunity that *Computers in Homes* has given their community.

There were six families from Te Mahia School that did not have internet in their homes; five participated in *Computers in Homes* during the year. Now almost 100% of Te Mahia School's families have internet at home; this gives greater opportunities for this rural school and its community to connect digitally with whānau.

MORE INFO ON OUR BLOG AT:
cihwairoa.blogspot.co.nz

REPORT CARD 2016

318 families in Wairoa with school-aged children without a computer and internet connection* • 0 families, whānau and fanau participated in *Computers in Homes* 2013–15 • 50 new CiH graduates as at 31 July 2016 • 4 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

With the many challenges of living in Wairoa's rural communities, *Computers in Homes* has helped to create better and reliable internet solutions as well as providing computer hubs for training.

When digital information can finally reach a disconnected community that had never been able to participate in the digital world, then digital equity really is achieved.

Thank you to the schools, families, community groups, community services and community champions for supporting *Computers in Homes* Wairoa.

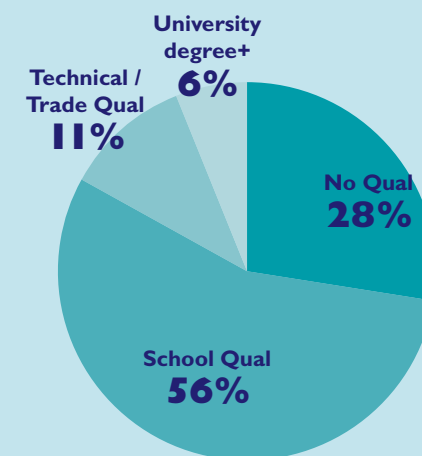


Te Kura O Waikaremoana: seven of the ten families who graduated with their certificates.

GRADUATES 2015–16:

Nuhaka School	10	Dec-15
Te Mahia School	5	Jun-16
TKKM o Waikaremoana	10	Jun-16
Wairoa CTC	25	Jun-16
TOTAL	50	

PARTICIPANT EDUCATION BACKGROUND:



Wellington/Hutt

Wellington, Lower Hutt and Upper Hutt areas

This year has been another successful year. The Wellington/Hutt region has graduated 62 families during the year.



Briar Kopa

A number of new schools enrolled in the *Computers in Homes* programme for the first time and we celebrated our largest graduation to date with Te Ara Whanui Kura Kaupapa Māori o Nga Kohanga Reo o Te Awakairangi. The unmeasurable support from Kararaina Luke (Kura Tumuaki) and Mary McDavitt (Barnardos Social Worker) was greatly appreciated.

When I approached the kura, Whaea Joe was completely excited about the possibilities for the kura whānau. From there, Kararaina and Mary created a plan to make the programme as successful as possible. They began surveying the kura community and looking at whānau who would best benefit from the programme. Their aim was to target whānau who had year 12–13 year old students, as well as whānau who had three or more tamariki. Through two intakes, we have been successful in graduating 26 whānau. The graduation was amazing with one graduate sharing his own life experience.

Manaakitanga at its greatest

One of the greatest benefits I believe the CiH classes produce is the manaakitanga that is created between the participants. Creating a safe environment for the participants is the utmost importance. Our tutors are the building foundations in our classes to create this. Being a part of the programme has numerous benefits, but one that's rarely spoken about is the manaakitanga that is shared.

One of the emotional highlights of the programme was the session on Internet Security and Digital Citizenship. We shared experiences about naivety with both adults and youth. I also shared a personal experience of losing a young family member to cyber bullying two months prior. Another participant had also lost a family member earlier that day to the same thing. The awahi (comfort), aroha (love) and manaakitanga (support) the class shared with this participant was amazing. This moment reignited a passion for people and our programme for me and reaffirmed my belief in the kaupapa of *Computers in Homes*.

MORE INFO ON OUR BLOG AT:
wellington-cih.blogspot.co.nz

My wife was on the course last year. She now has a full time job and I stay home with the kids. Even though I knew I wouldn't get a computer after my training, I wanted to learn how to use the computer because I needed to keep up with my kids and know how to use it for them. Niel of Holy Cross School

REPORT CARD 2016

3,018 families in the Wellington & Lower Hutt region with school-aged children without a computer and internet connection* • 91 families, whānau and fanau participated in *Computers in Homes* 2013–15 • 62 new CiH graduates as at 31 July 2016 • 5 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

Schools becoming Community Centres

Holy Cross School, which joined the programme in 2015, graduated 15 families. The school has run numerous community activities such as English Speaking Classes, Garden to Table, Mass and now *Stepping UP*. They ran a six week pilot programme where a total of 27 attendees completed the programme.

The school was often questioned by the previous CiH graduates if there would be any other digital classes provided by the school. Due the success of the programme, the school is planning to run a second pilot in Term 3, 2016.

Working with local Community Centres

With a last minute boost for the Wellington/Hutt programme, we ran a pilot programme of CiH in the new Walter Nash Centre in Taita, Hutt City. Parents heard about the programme through word of mouth and soon I had a class of eleven ladies. All ladies had children who attend CiH Schools but had previously missed out on being selected for the programme. They were excited to hear that *Computers in Homes* was working alongside the Walter Nash Centre. The centre staff have been extremely helpful in hosting the programme and we hope to run more programmes here in the future.

OUR CIH STEERING GROUP COMMITTEE

Cr Gwen McDonald, Northern Ward Councillor (Chair)

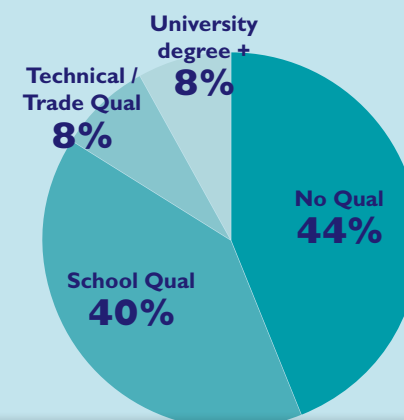
Cr Ken Laban, Wellington Regional Councillor

Briar Kopa, CIH Regional Coordinator

GRADUATES 2015–16:

Holy Cross School	4	Jun-16
Linden School	4	Jul-16
Pukeatua School	6	Sep-15
Te Ara Whanui Kura Kaupapa Māori o nga Kohanga Reo o Te Awakairangi	11	Sep-15
Walter Nash Library	21	Nov-15
	5	Jun-16
	11	Jul-16
TOTAL	62	

PARTICIPANT EDUCATION BACKGROUND:



Patrick Harlow, 2015 CiH graduate Niel, his two sons and his wife – Rana, Holy Cross School.

West Coast

Grey, Buller and Westland areas

Ngā mihi nui koutou katoa, kei te Tai o Poutini, Greetings from the West Coast.

We've had a wonderful year with our digital literacy programmes this year. We've enjoyed working in many new community spaces with our laptop learning pods; we've struck up close relationships with the libraries in our towns as we helped them to launch *Stepping UP* in their centres.



Sharon Flemming



Cheryl Smeaton

We've also learned all about *KiwiSkills* and we're putting that to good use in our communities. Most exciting though, we're working with remote communities to the next step - making sure our families are connected with each other and to the internet by building the infrastructure with them.

We have a new tutor based in the West Coast; Sharon Flemming joined us in January 2016. Sharon is enjoying working with the CiH programme and the other 2020 Trust digital literacy programmes. We hope to be able to continue our programmes in 2016/17.

DORA, the mobile digital learning classroom, is still residing on the West Coast and has been worth her weight in supporting Westland High School following a devastating fire in which the entire administration block including the school internet hub was lost. Term 1 2016, saw her become the school hotspot and a quiet breakout room for students. We continue to find new uses for the bus and it will be a sad day when she finally leaves us for new adventures.

KiwiSkills is proving a popular programme for jobseekers in the community with a number of employment mentors and consultants bringing their clients in to take up the offer. Through this we have caught up with a number of families who don't have computers at home and we've met adults who have never used computers before in their lives and work. We have one class having completed their CiH, now booming through *KiwiSkills* with another following close behind.

In July 2015, we took a bus trip with DORA down through the South Westland communities and we spent time with children and their families in the more remote towns and locations in our rōhe. We looked again at possibilities for making CiH a distance-based programme, whereby our tutor uses Team Viewer and Skype to support parents with their learning where they are unable to get to town to join a class. We trialled the programme with two families down south and it worked very well for them.

We also began working with our mana whenua; Poutini Kai Tahu, based in Bruce Bay and Arahura at the Te Tauraka Wāka ā Māui and Tuhuru Marae

MORE INFO ON OUR BLOGS AT:
westreapcih.blogspot.co.nz
wccih.blogspot.co.nz



REPORT CARD 2016

351 families in the West Coast region with school-aged children without a computer and internet connection*

• 88 families, whānau and fanau participated in *Computers in Homes* 2013-15 • 26 new CiH graduates + 24 in-training as at 31 July 2016 • 4 schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

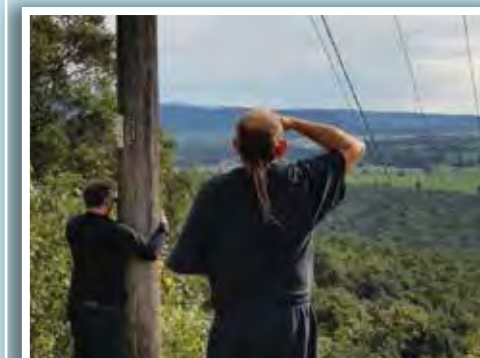
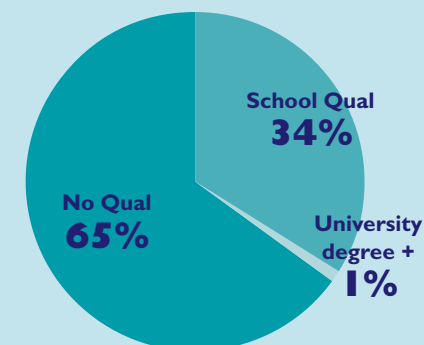
respectively. Both marae have beautiful new facilities in place. Mana whenua is working to bring whānau home to develop the communities around their marae. Their goal is to re-establish the tūrangawaewae as a place for whānau to live, work and protect the future. They have sought our support to find solutions for accessing internet in and around the communities and our wider CiH team have come to the fore.

We were very pleased to bring Ivan Lomax and Leon Symes to the West Coast to work with the two hāpu, to explore the terrain and understand the connection needs for mana whenua, local business and industry and for the families living and working in the area. Our plan is relatively simple – using the school's fibre internet backhaul connectivity to create community hotspots – and extend that with mobile data options to take care of cellular 'blackspots' with the support of existing ISP providers. We will continue that work into the new CiH year and hope to have the infrastructure up and running in Spring 2016. It's a great example of how our National CiH whānau is a wealth of expertise and resources and when we work together for the good of the community, no problem is too big!

GRADUATES 2015-16:

DORA	4	Dec-15
Greymouth Community Centre	5	Jul-16 in training
REAP Greymouth	3	Dec-15
REAP Hokitika	5	Dec-15
	1	Feb-16
	8	Jul-16 in training
	19	
TOTAL	50	

PARTICIPANT EDUCATION BACKGROUND:



The view through the valley between Glaciers: Ivan and Leon getting a handle on the terrain in South Westland. Vast, beautiful and largely untouched by the internet - until now!

Whanganui

Wanganui, Marton and Raetiki areas

This year we delivered *Computers in Homes* to Taihape Area School. Principal Richard McMillan said “*Computers in Homes* has been really good for our school. It has bought the community in. Our families have been much more engaged with our school.”



Tania van der Vegte

This was our first time in Taihape. At first it looked like we wouldn't get enough interest but slowly the momentum built and when we kicked off we had 20 families registered. Of those families 18 graduated in May this year. As a result of having *Computers in Homes* the school is exploring establishing a whanau hub where parents can continue to engage with the school.

We also engaged for the first time with Ohakune Primary School. Blair Dravitski, the Principal, agreed that his school could be used as a digital hub for other local schools, including Raetihi Primary School, nearby rural schools and the local secondary school. As a result 14 whanau from the Ruapehu area now have access to digital technologies in their homes and the skills to use these technologies.

We have also trialled Chromebooks with Te Kura Kaupapa Maori o Te Atihaunui a Paparangi and Carlton School. This was the first time the kura had engaged with *Computers in Homes*. The Chromebooks were a steep learning curve for both our team and our parents but early indications are that families love using their new Chromebooks and are continuing to grow in confidence. We graduated 14 families and will continue to trial the Chromebooks in the 2016-17 year and build our training capability.

It has been a challenging year for Whanganui Region. We have had a much higher attrition rate than usual. The flood event of June 2015 has had major repercussions in the region, particularly in health. There has been a high rate of illness in children and increased stress on families. Despite this we have graduated 118 families.

We continue to be well supported in our region by our politicians and our media, for which we are very grateful. It is great to see the difference that technology makes to our families. In the next few months our local library will start to deliver *Stepping UP* which will make technology training easy and free for the general public.

MORE INFO ON OUR BLOG AT:

wanganuicomputersinhomes.blogspot.co.nz

REPORT CARD 2016

1,197 families in the Whanganui region with school-aged children without a computer and internet connection*

• **247** families, whānau and fanau participated in *Computers in Homes* 2013-15 • **118** new CiH graduates as at 31 July 2016 • **10** schools, kura and community technology centres as programme partners in the last 12 months. * Census 2013

WHANGANUI STEERING COMMITTEE:

Sharon Duff – Chair Whanganui Regional Health Network

Chris Dibben – Tawhero School

Carla Donson – Whanganui Women's Network

Helen Puhipuhi – Born and Raised Pasifika

Katrina Langdon UCOL

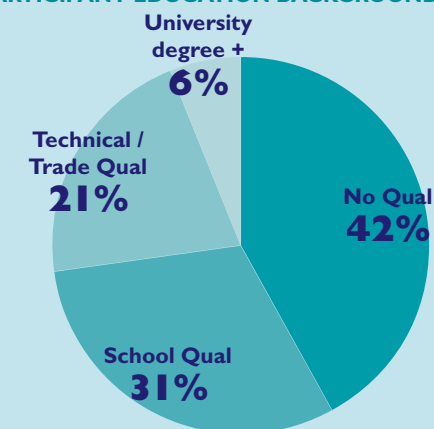


Bringing the Community into the school – new directions for Taihape Area School.

GRADUATES 2015-16:

Aranui School	8	Nov-15
Carlton School	6	Jun-16
Keith Street School	12	May-16
Marton ICT Hub	12	May-16
Ohakune Primary	14	May-16
Taihape Area School	18	May-16
Tawhero School	9	Nov-15
Te Heti Te Kohanga Reo	7	Dec-15
TKKM o Te Atihaunui a Paparangi	8	Jun-16
Whanganui Learning Centre	8	Oct-15
	8	Dec-15
TOTAL: 118		

PARTICIPANT EDUCATION BACKGROUND:



Refugee Programme

The Computers in Homes Refugee programme, which has been running since 2004, continues to support newly arrived refugees with critical tools for their new life in New Zealand – a computer and internet connection. During 2015–16, we supported refugee families in five centres – Auckland, Hamilton, Palmerston North, Wellington and Nelson.



Di Daniels

Our contract with the Ministry of Education was expanded during the year to accommodate Syrian families escaping the crisis situation in their home country. This has also involved setting up a new refugee programme in Dunedin.

We have continued with the new approach originally set up in the last financial year to spread the load of weekend work and provide more localised support for refugee CiH training in some regions. I appreciate the support of Shona Te Huki in the Wellington and Palmerston North areas and Cara Sefuiva in Auckland. Both Shona and Cara are experienced *Computers in Homes* coordinators and have demonstrated they can bring the right level of cultural understanding when supporting refugee families. Thank you both for your support during 2015–16.

Our good friend Antonio Diaz Andrade from the Auckland University of Technology has continued his research interests in understanding the benefits of digital connectivity for refugee families. His published paper "The Rear-View Mirror and the Periscope: The Meaning of Computer-mediated Information for Refugees" has been recognised internationally. His concept of a 'rear-view mirror' is based on the idea that refugees are able to use the internet to connect back to their roots, while the 'periscope' idea is based on the idea that refugees can use the internet to observe, and to some extent be part of, activities in their host country without necessarily being exposed to other members of the community. Antonio is currently engaged in some in-depth interviews of refugee families that we are supporting as well as in producing some video case studies.

During the year we have continued to face huge challenges in connecting families to UFB (Ultrafast Broadband), especially for families in multi-dwelling units and cross-leased properties where landlord and neighbour permission is needed. This is particularly challenging for newly arrived refugees who typically do not have the language skills or the confidence to approach neighbours seeking their permission. While this is technically a responsibility of the local fibre provider, we have found some providers shift this responsibility to the tenant. We would like to acknowledge the ongoing patience and perseverance



Cara Sefuiva



Shona Te Huki

MORE INFO ON OUR BLOG AT:
cihrefugee.blogspot.co.nz

REPORT CARD 2016

750 refugees arrive in New Zealand each year as part of the UN Refugee Quota programme. More arrive via the Family Reunification Scheme • **1134** refugee families have participated in *Computers in Homes* from 2004–15 • **117** families graduated as at 31 July 2016 • **5** regions – Auckland, Hamilton, Palmerston North, Wellington and Nelson – benefited in 2015–16.

of both families and the local technical support teams who have stuck with us throughout this sometimes lengthy process. We were pleased to see Minister Amy Adams intervene with a new streamlined process for securing landlord and neighbour approvals; this will certainly help the refugee families we are supporting as well as our other *Computers in Homes* families, many of whom are in rental accommodation.

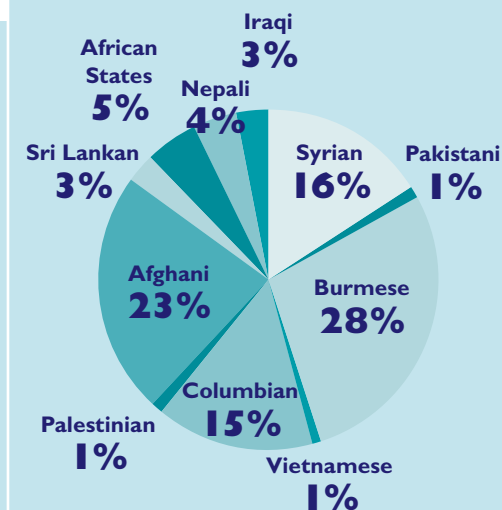
During the year, we also implemented a new approach in terms of applying the 12-month internet subsidy to refugee families' internet accounts. This is now applied as a monthly direct debit to the families' internet provider. As many families prefer to have a landline telephone connection, this new approach gives them the flexibility to choose the phone/internet package best suited to their needs.

We would like to thank Abdirizak Abdi and Susan Gamble from the Ministry of Education and the training partners in each of the refugee resettlement areas. We appreciate this very special opportunity to work with newly arrived refugees and for the open and positive collaboration amongst all parties involved in the delivery of the *Computers in Homes* programme.

GRADUATES 2015–16:

Auckland RYAN Centre	30	
Hamilton HMST Waikato Migrant Centre	16	
Palmerston North Freyberg High	16	
Wellington RSA Porirua	39	
Nelson Victory School	16	
TOTAL	117	

PROFILE OF OUR CIH GRADUATES:



ADVISORY GROUP

Abdirizak Abdi, Lead Adviser Refugee and Migrant Education, MoE

Susan Gamble, Manager ESOL, Migrant, Refugee and International Education, MoE

Adel Salmanzadeh, Northern Region Coordinator, MoE
Afaf Xiao, Central North Coordinator, MoE

Gina Gonzales and Maureen Zaya, Central South Coordinators, MoE

Hassan Ibrahim, Southern Region, MoE

Di Daniels, CiH National Coordinator

ICDL Programme

ICDL is recognised internationally as the benchmark for digital skills in the workplace. Nearly 15 million people throughout the world are ICDL-certified. In New Zealand we are supporting 7500 jobseekers to complete an ICDL qualification over three years (2015–17) through our KiwiSkills programme.



Karin Elliott



Sarah Lee



June Robinson

MORE INFORMATION AT:

www.icdl.nz
www.kiwiskills.nz

ICDL is offered in an advanced online environment that includes training as well as diagnostic and certificate testing. For candidates new to computers, workbook modules (Digital Citizen and Digital Citizen Plus) are also available.

For the period 1 July 2015 – 30 June 2016, a total of 1791 candidates completed 2,649 diagnostic tests and 877 certificate tests. As at 1 July 2016, we have thirty ICDL accredited test centres, but we expect this number to double by the end of 2016.

Our focus during 2015–16 has been almost entirely on the *KiwiSkills* programme. We reached our Year One target of 1500 jobseekers in 2015; our challenge for 2016 is to reach a further 2500.

One of the highlights for the year has been to see our first *Computers in Homes* participant achieve their ICDL Certificate. As profiled in our mid-year *Computers in Homes* report (January 2016), Irene Hollard from Halfway Bush in Dunedin graduated from *Computers in Homes* in July 2013 and then worked through a number of *Stepping UP* and ICDL modules. Two years later she completed the *KiwiSkills* programme and was awarded an ICDL Certificate. Special thanks to tutor, Rebecca South, who piloted a new 'flexi-approach' in supporting students through *Stepping UP* and ICDL, depending on their digital competency. This approach has now been picked up by other *Computers in Homes* coordinators and we expect this to become a standard option in all regions during 2016–17.

Another highlight was the *KiwiSkills* digital challenge for tertiary students at Ara Institute of Technology in Christchurch. Over 100 students engaged in the activity and this stimulated a strong interest from the Institute to offer ICDL on an ongoing basis.

We noted with interest the publication of a report during the year by the ECDL Foundation – *Perception and Reality: Measuring Digital Skills in Europe*. The report summarised the findings of digital literacy studies in five European countries, where people compared their perceptions of their own digital skills with the results of a practical test (using components of ICDL modules). All reached the same conclusion: people tend to over-estimate their skills, and that



significant skills gaps exist even in countries considered to be digitally advanced.

This finding challenges the popular misconception that everyone has the necessary digital skills for work and for life, especially young people who are often referred to as 'digital natives'. We are planning to carry out a similar study in New Zealand in partnership with some other countries in the Asia-Pacific region and we are confident that we will discover a similar result.

We were delighted to welcome June Robinson as our *KiwiSkills* Manager during the year; her task has been to strengthen the presence of the programme in Auckland, and she has been very successful in connecting with potential delivery partners. Over 80 organisations including 41 schools have indicated an interest in *KiwiSkills*. Jobseekers are our target group and we have discovered that one of the

BASE MODULES	INTERMEDIATE MODULES	ADVANCED MODULES
Computer Essentials	Presentation	Advanced Word Processing
Online Essentials	Online Collaboration	Advanced Spreadsheets
Word Processing	IT Security	Advanced Databases
Spreadsheets	Project Planning	Advanced Presentation
	Using Databases	
	Web Editing	

best channels to reach this group is through senior secondary students. While many of these students enter into tertiary education programmes, nearly a quarter of the 60,000 school leavers each year are trying to enter the workforce.

The strong interest from schools has come as a direct result of the NCEA Level 2 credit recognition for some of the ICDL modules. Students can earn a maximum of 19 Level 2 credits by successfully completing six ICDL modules.

Business and government leaders are also increasingly calling for more digital skills in the workforce and ICDL is one way to achieve this.

Our challenge for the coming year is to not only register new candidates but also support our delivery partners in guiding all candidates through the programme to achieve certification.

We have appreciated support from Gordon Grimsey during the year. Gordon is a member of the NZQA group reviewing ICT qualifications and has been providing advice to the Trust on how the ICDL modules map to the new qualifications. He has also reviewed ICDL training and testing materials and sent constructive suggestions for improving the materials to the courseware team in ICDL Headquarters (Dublin, Ireland).

Our success to date has relied heavily on support from our whole *KiwiSkills* team – June Robinson, our *KiwiSkills* Manager, Sarah Lee, for marketing and client relationship support and Karin Elliott, for her dedicated administrative and technical support for all our delivery partners. Karin's support has been vital in providing training for new Accredited Test Centres (ATCs), as well as in the production of candidate certificates and in responding to the never-ending technical questions from partners. We acknowledge that the ICDL product is a dynamic one, with continuous improvements, but this does put pressure on our support team. So much so that we have appointed Eleanor Dashfield as a part-time support person to relieve some of the pressure on Karin and provide much needed backup when Karin is on leave.



Stepping UP

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. Our focus in 2015–16 has been to expand our network of delivery partners, mainly with public libraries but also with a number of community technology centres.



Sue Kini

Demand for the *Stepping UP* programme continues to grow; in the first 6 months of 2016 we have already exceeded the total number of digital steps completed in 2015 (2382 in just seven months compared to 2197 for 2015).

All *Computers in Homes* families are encouraged to continue their digital learning journeys by participating in *Stepping UP* modules and nearly 25% do. However our strategy is to collaborate with public libraries and other local providers to ensure that there are ongoing digital training opportunities available to the whole community, as and when required.

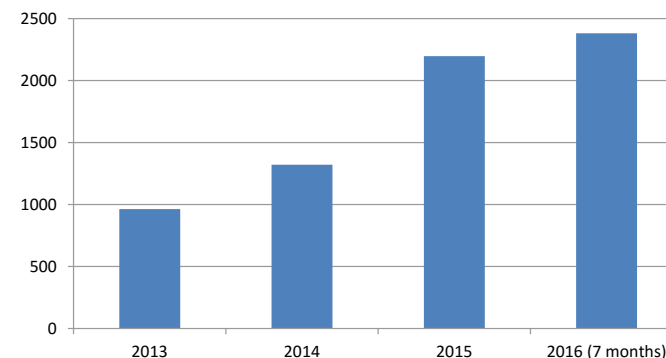
During the year the 2020 Trust signed a Memorandum of Understanding with Public Libraries of New Zealand (PLNZ). We agreed to collaborate in supporting public libraries develop and deliver digital literacy initiatives. We have been delighted with the positive response from libraries throughout New Zealand. A total of 33 public libraries and 12 community organisations offered *Stepping UP* modules during 2015–16. A further eight are expected to offer *Stepping UP* by the end of 2016.

It is interesting that Computer Basics remains the most popular digital step; despite living in an increasingly digital world, there are still many people who haven't taken the first step in using digital technologies. 67% of all participants were aged over 50. The 2-hour "just in time" *Stepping UP* courses appear to suit people who do not want to commit to a full-time course or programme such as those offered through adult education night classes or by SeniorNet. Yet they realise they need some basic digital skills just to exist. Libraries have also found that the *Stepping UP* classes provide an excellent mechanism for responding to people who just turn up or have been referred by Work & Income; these people often expect immediate support from librarians and it is really helpful to be able to say "how about signing up for this class next week".

Stepping UP classes have a high level of 'repeat customers'; 61% of all participants indicated that this was not their first class. This in itself is a strong endorsement of the quality of the programme. Thank you to all the tutors and librarians who make this such a positive experience for everyone.

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

DIGITAL STEPS COMPLETED 2013 – 2016:



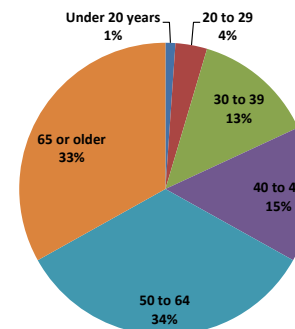
The range of digital steps being offered also expanded during the year. Some libraries have developed their own modules; we have encouraged them to use the *Stepping UP* programme to share these with other libraries. New digital steps added during the year were:

- Go On – Give it a Click (using Work & Income's My Account)
- Google Drive (using online 'cloud' storage)
- Pinterest (a visual bookmarking tool), developed by Picton Library & Service Centre
- Photo Editing Basics (using the PIXLR Editor), developed by Tasman District Library
- Ancestry – Library Edition (searching on Ancestry.com), developed by Tasman District Library

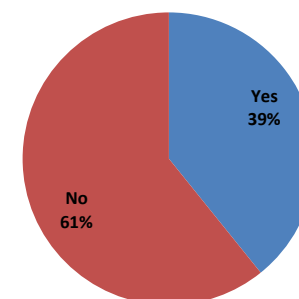
We always welcome suggestions for new digital steps; our thanks to Patrick Harlow (Wellington) and Rebecca South (Dunedin), two of our most experienced *Stepping UP* tutors, for their support in reviewing new modules.

The 2020 Trust's mobile digital learning bus, DORA, visited the West Coast for a term in 2015 and is still there! Thank you to WestREAP for looking after DORA and putting her to good use, supporting remote West Coast communities with digital literacy training as well as stepping in to provide internet connectivity when Westland High School's IT infrastructure was destroyed in a fire in February 2016.

PARTICIPANT AGE:



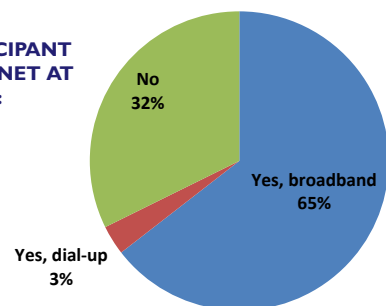
FIRST DIGITAL STEP CLASS ATTENDED?



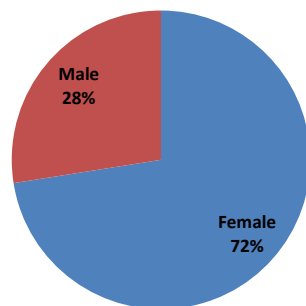
Participant Profiles

The people who turn up to take Digital Step classes at public libraries are older than CiH participants (the majority over 50), more than a third is retired, there are many more women than men (2 in 3 are women) and there are many more Pākehā participants than those adults taking part in the CiH training. Two-thirds (68%) identify as Pākehā/NZ European, one quarter are Māori (25%) and only a small percentage Pasifika (3%). There is a wide range in educational background with 25% saying they have no formal educational qualifications, yet on the other hand 17% have a tertiary qualification. Most (70%) have a computer at home, however that computer tends to be the property of another family member. All but a handful have a broadband connection at home. There is little opportunity for these participants to use the internet-enabled home computer which is why they are lacking core digital skills.

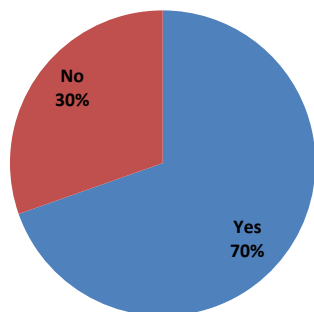
PARTICIPANT INTERNET AT HOME:



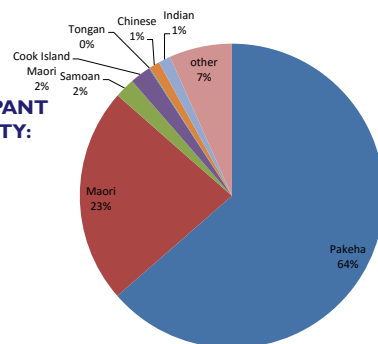
PARTICIPANT GENDER:



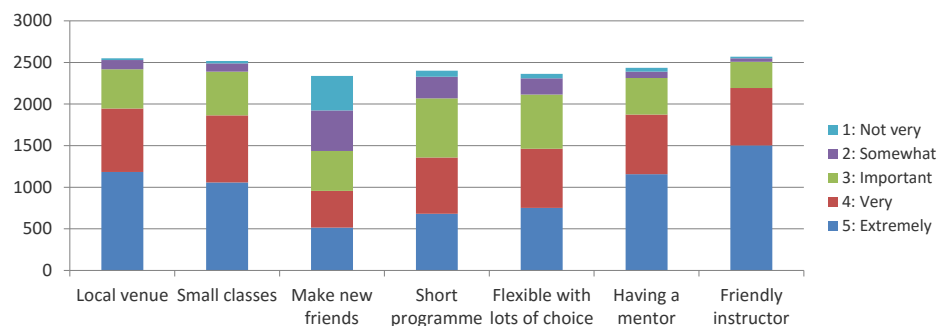
PARTICIPANT COMPUTER AT HOME:



PARTICIPANT ETHNICITY:

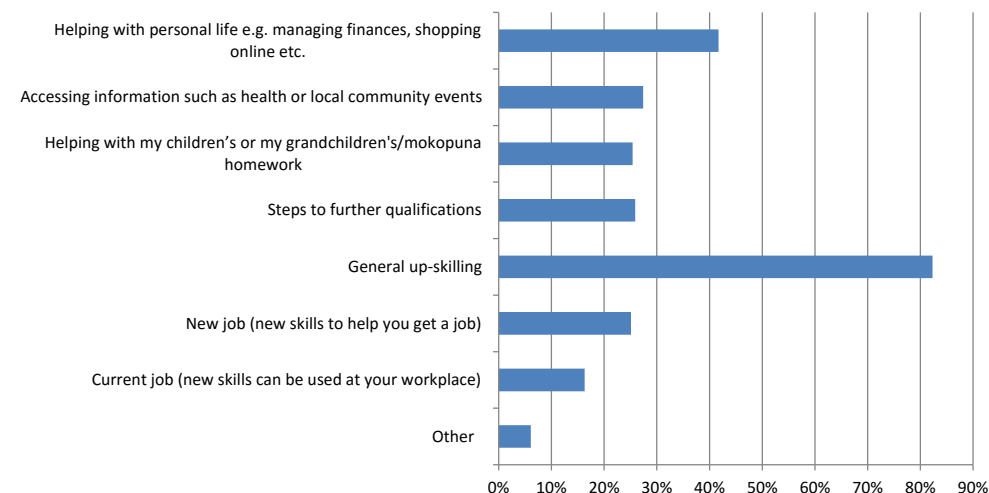


WHAT WAS IMPORTANT TO YOU ABOUT THE DIGITAL STEP CLASS?



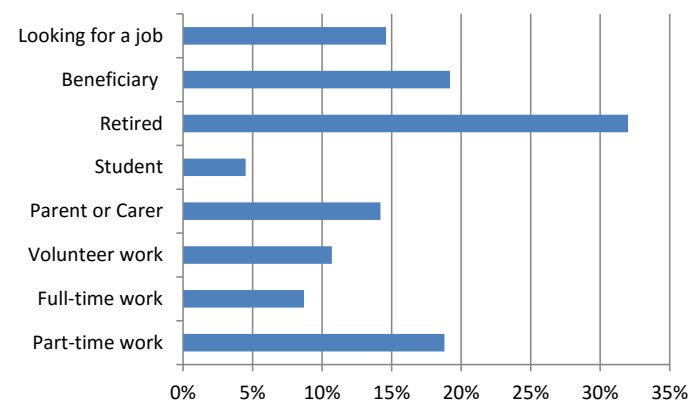
HOW DO YOU EXPECT THIS DIGITAL STEP TO BENEFIT YOU?

Most participants who completed the survey in the last 12 months (a total of 2990) were seeking general upskilling (82%). A substantial proportion (42%) were seeking skills to help manage their personal life, another group wanted to learn how to access information such as health (27%) and others were looking for work-related skills or literacy and learning skills.



PARTICIPANT EMPLOYMENT:

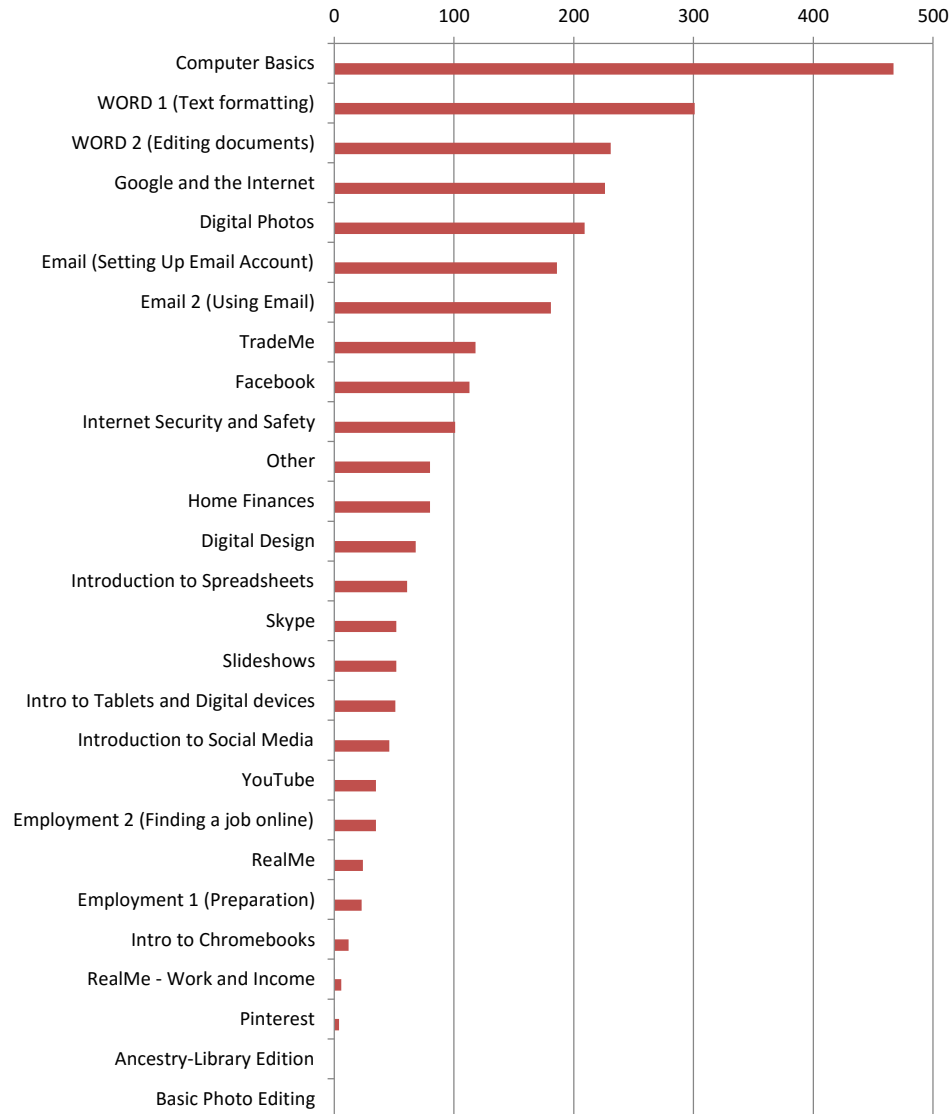
Half the participants enrolled over the past year in this digital skills programme were either retired or on a benefit. Another quarter were in employment, mostly in part-time work and 15% said they were actively looking for work.



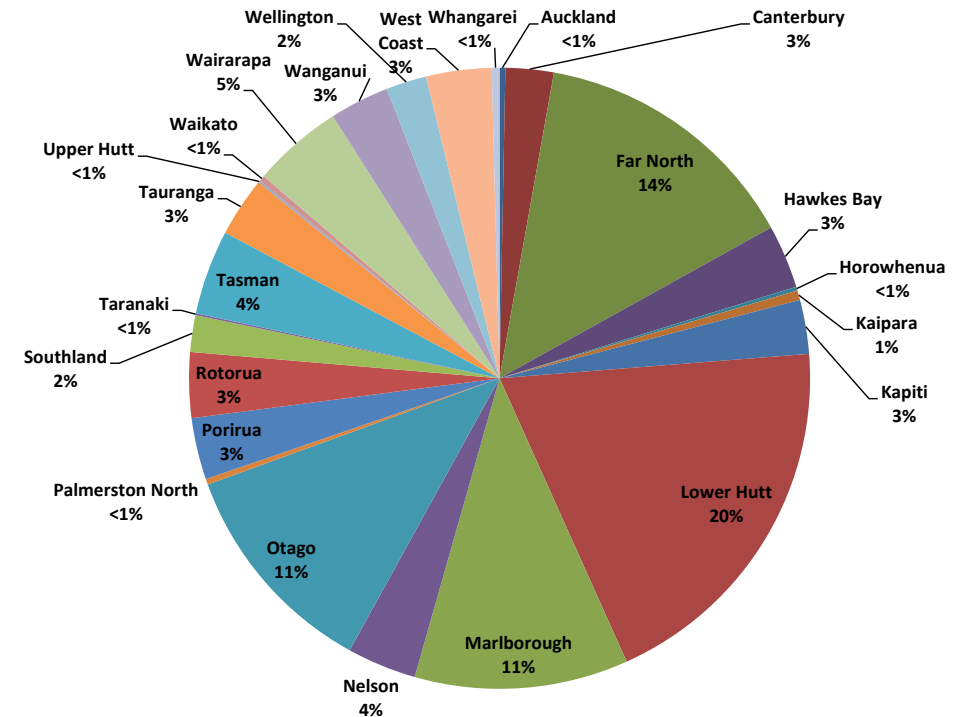
Digital Steps

The majority, when enrolling in their first Digital Step selected basic skills modules for their first step but those returning to complete further steps have enrolled in a wide range of topics. Overall the evaluation of these classes has been very positive with 75% saying they found the content very or extremely useful.

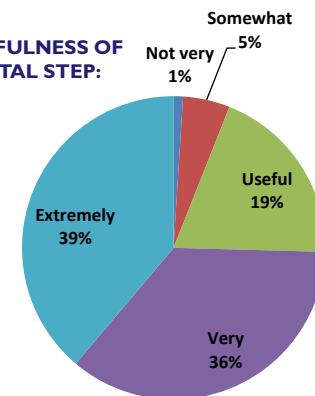
DIGITAL STEPS COMPLETED:



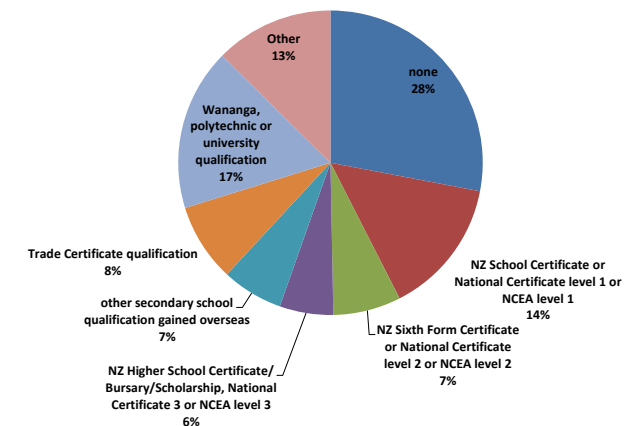
STEPPING UP REGIONAL BREAKDOWN:



USEFULNESS OF DIGITAL STEP:



PARTICIPANT EDUCATION:





Stepping UP Partners:

● Libraries:

Buller District Library, Westport
 Dargaville Library
 Darfield Library
 Eastbourne Library, Hutt City
 Foxton Library
 Grey District Library, Greymouth *
 Kaitaia Library
 Kerikeri Proctor Library
 Leeston Library *
 Lincoln Library *
 Marlborough District Library, Blenheim
 Masterton District Library *
 Motueka Public Library
 Naenae Community Library, Hutt City
 Nelson Public Library
 Nightingale Library Memorial, Tahunanui
 Paraparaumu Library
 Picton Library & Service Centre
 Rolleston Library *
 Rotorua District Library
 Shannon Library
 Stoke Library
 Stokes Valley Library, Hutt City
 Taita Library, Hutt City
 Takaka Memorial Library
 Richmond Library
 Upper Hutt City Library *
 Waipawa Library
 Waipukurau Library *
 Wainuiomata Community Library, Hutt City
 War Memorial Library, Hutt City
 Westland District Library, Hokitika *

* new in 2015-16

● Community Technology Centres (CTCs)

Brookfield Community Centre, Tauranga
 Carisbrook School, Dunedin
 Holy Cross School, Wellington
 Moving Mountains, Tokoroa
 Porirua RSA, Porirua
 Te Aroha Noa Community Services, Palmerston North
 REAP Marlborough, Blenheim
 Rowley Ave School, Christchurch
 Silversteam School, Dunedin
 Tararua REAP, Dannevirke
 Te Roroa Learning Assistance, Dargaville
 Te Takere, Levin
 West REAP, Hokitika

● Other libraries and CTCs planning Stepping UP classes:

Dunedin City Library
 Fielding Public Library
 HB Williams Memorial Library, Gisborne
 Kawakawa Library & Service Centre
 Taupo District Libraries
 Tairāwhiti Technology Trust, Gisborne
 Waitaki District Libraries
 Whanganui District Library

Extension Initiatives

The 2020 Trust is continuously exploring ways to improve the value and effectiveness of the *Computers in Homes* programme by introducing new initiatives. A brief update on each of these is included below.



COMPUTER WARRANT OF FITNESS

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

2015–16 Progress: This aspect of the programme was reviewed during the year and because of the low uptake, it was decided not to offer this from July 2016.



CANCELLED

FOLLOW UP SURVEY

Families are surveyed 12 months after graduation. We use the online survey tool, SurveyMonkey.



2015–16 Progress: A random sample of families who graduated in 2015–16 has been selected (1:7); our goal is to contact the selected families every 3 months for 18 months after completing training.



NEW APPROACH



STEPPING UP

All *Computers in Homes* families are encouraged to continue with *Stepping UP* training at their local library or in a community technology centre (CTC).

2015–16 Progress: *Stepping UP* training was available at 33 public libraries and 12 CTCs. 2969 people participated in a digital step class during the year.



EXPANSION

ICDL AND KIWISKILLS JOBSEEKER

In 2014, support was secured from the Lottery Grants Board to support 7500 job seekers over a 3-year period.

2015–16 Progress:

We achieved our Year 1 target of 1500 jobseekers and are progressing well towards our Year 2 target of a further 2500.



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.

2015–16 Progress: We have worked in collaboration with Wairoa Wireless and TokomaruBay.Net to support communities in Tolaga Bay, Waikaremoana, Wairoa, Minginui and the West Coast of the South Island.



ACTIVE



DORA, THE MOBILE CLASSROOM

DORA was commissioned in 2012 with financial support from InternetNZ and business partners to provide digital literacy training in Christchurch.

2015–16 Progress: Since April 2015, DORA has been working on the West Coast. This has included remote communities as well as providing critical support at Westland High School following a devastating fire.



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 \$10/week for a Naked DSL or UFB connection. Kristina Parbhu in our national office manages this service.

2015–16 Progress: 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 (83% in 2015–16; up from 79% in the previous year).



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) receive a one month transition grant paid to their SNAP account so that they can continue to top up their account weekly.



2015–16 Progress: Of the families we are able to contact at the 12 month point, 87% had retained their internet connection.



SUPPORT FOR FAMILIES WITH EXISTING TELEPHONE CONNECTIONS

Families with an existing telephone service receive a \$20/month subsidy for 12 months if they upgrade their phone connection to include an internet package.

2015–16 Progress: The internet subsidy is not provided to families who already have an internet connection; only to those who cannot afford to pay the extra costs of an internet package.



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.

2015–16 Progress: The pilot programme is nearing an end; the 2020 Trust has decided not to extend the programme in the light of the growth of other schemes helping families procure devices for their children.



LAPTOP PILOT

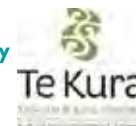
During the year we have offered all participating families the choice of refurbished desktop or laptop computer.

2015–16 Progress: A total of 419 people (27%) selected a laptop in preference to a desktop during 2015–16.



INTERNET@HOME

Internet@Home was originally developed to support Te Kura students obtain access to an affordable internet connection.



2015–16 Progress: We have continued to provide this for Te Kura students as well as to a small number of families who have a computer, but are struggling to pay the full costs of an internet connection.



DICK SMITH PARTNERSHIP

From 2012–2015, the 2020 Trust received sponsorship support from computer retailer Dick Smith, to support *Computers in Homes*.



2015–16 Progress: Dick Smith closed all retail stores in Australia and New Zealand during the year and did not renew the sponsorship agreement.



BAMZONIA

Bamzonias is an online financial literacy service that combines online learning and testing with games.



2015–16 Progress: We continued to offer Bamzonias as an option for families during training.



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. Te Wananga o Aotearoa and Auckland Council have entered into similar arrangements.

Transpower donations were used to set up new digital learning hubs or upgrade existing hubs at: InZone, Te Puea Marae, KidsCan, and four community hubs managed by Tairāwhiti Technology Trust on East Coast at Ruatoria, Te Araroa, Tikitiki and Gisborne City.



CA TECHNOLOGIES

The 2020 Trust received sponsorship support from CA for *Computers in Homes*.



2015–16 Progress: CA provided support for *Computers in Homes* some years ago. We were pleased to welcome them back as a sponsor.





WALL OF FAME SUCCESS AWARDS

During the year we inducted our second *Computers in Homes* participant into our Wall of Fame. The Award recognises past programme participants who have achieved something really special.

2015–16 Progress: Our second inductee into our Wall of Fame was Sam Ashworth, who graduated from a *Computers in Homes* programme held on Waiheke Island in 2010. Sam achieved fame in 2015 by publishing her first book, *The Falconer's Daughter*.



EAST COAST/ BAY OF PLENTY RELATIONSHIPS MANAGER

New delivery partners have been appointed in the East Coast/ Bay of Plenty Region; they will be supported by a

Relationships Manager.

2015–16 Progress: Ivan Lomax was appointed to this role during the year on a trial basis. With three new delivery partners in Hastings, Gisborne and Rotorua, Ivan was appointed to a permanent part-time role in July 2016.



AUCKLAND AREA MANAGER

As part of our strategy to expand our digital literacy programmes in Auckland, we have established an Area Manager position.

2015–16 Progress: During the year Sue Davidson and Di Daniels provided interim support for this position. In July 2016, Sue West was appointed to a permanent position.



DIGI-MĀMĀ

A pilot extension *Computers in Homes* programme supports 'at-risk' young mothers with pre-school children.

2015–16 Progress: The Trust was successful in securing new funding from the Eastland Community Trust and Hauora Tairāwhiti to expand *Computers in Homes* in the Gisborne District to support 50 young mothers with pre-school children.



PORTABLE INTERNET HUB

A 4G wireless POD for temporary computer hubs. Using a standard 4G wireless connection the bandwidth and performance supports a POD of 10 computers.

2015–16 Progress: We have deployed the first POD at Strive in Auckland to support *KiwiSkills* training and testing.



100GB DATA PACKAGE

2degrees, our preferred internet supplier, increased the monthly data package from 50GB to 100GB (with unlimited YouTube) for a monthly fee of \$65 during the year.

2015–16 Progress: This is a good step towards our goal of unlimited data packages for *Computers in Homes* families.



CHROMEBOOKS

A pilot Chromebook programme has been developed, giving *Computers in Homes* families the choice of a Chromebook instead of a refurbished desktop or laptop.



2015–16 Progress: The pilot ran in Whangarei and Whanganui during the year, with positive feedback to date.

We have developed a partnership with Cyclone as a preferred supplier.



DIGITAL DEVELOPMENT

The Trust is continually exploring new ways to promote digital literacy in communities.

2015–16 Progress: Sue Davidson has been working in Christchurch to explore a new integrated digital literacy training programme. Called Coffee & Computers, the programme embraces elements of *Computers in Homes*, *Stepping UP* and *ICDL*.



Help us get all Kiwi families connected

In the FAR NORTH district, 1719 families with school-aged children have no internet access at home *

Computers in Homes aims to connect all Kiwi households with school-aged children to the internet, and give parents the digital skills necessary to support their children's learning.

We provide training and a computer, as well as subsidised internet and technical support for twelve months.

Since the programme started in the year 2000, we have helped to connect over 15,000 families throughout New Zealand.

In 2013, there were 62,000 NZ households with school-aged children without access to the internet in their homes; this means that over 200,000 children face a big disadvantage when it comes to digital learning. *Computers in Homes* works in low income communities to help families get connected.

For more information about *Computers in Homes* and other 2020 Trust digital literacy programmes, please visit www.2020.org.nz

* 2013 Census

TWL "BAGS FOR GOOD NEIGHBOURHOOD"

The Warehouse Limited invited community organisations to submit applications for their "Bags for Good Neighbourhood" promotion running from August 2016 to January 2017.

2015–16 Progress: Applications to 14 TWL stores were accepted: Blenheim, Motueka, Nelson, Whanganui, Palmerston North, Pukekohe, Paraparaumu, Petone, Lower Hutt, Upper Hutt, Botany Downs, Auckland Airport, Kaitiaki and Manukau.



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 16,000 families in 16 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 2015–16 financial year.

First of all, thank you to the **Ministry of Education** (MoE), for continuing to support the programme in 2015–16. We value the ongoing support from Ministers Hekia Parata (Education) and Nikki Kaye (Associate Education).

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 welcomed an expansion of the programme during the year to support new Syrian refugees.

We were also pleased that **The Lottery Grants Board** acknowledged the progress we had made in supporting 1500 jobseekers gain foundation digital skills using our ICDL modules during the first year of the 3-year programme, and agreed to advance the second round of funding.

Computers in Homes relies on government funding but a unique aspect of the programme has been its 'value for money' characteristic, a factor that was acknowledged in the 2015 external review by consulting firm, **Martin Jenkins**. Some years ago, 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 **2degrees** (previously SNAP), which has been able to deliver dial-up, ADSL, naked DSL and UFB broadband services substantially below market prices. During the year **2degrees** also lifted the monthly data cap from 50GB to 100GB. This is a good step towards our 'hoped for' future where 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 **TokomaruBay.net** on the East Coast, **Epworth Corporation** in Kaingaroa Forest, near Rotorua 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.

We were disappointed to lose **Dick Smith** as a programme partner during the year, but we recognise the dynamic nature of the equipment supply business. We welcomed back **CA** as a programme partner and thank them for their sponsorship support during the year.

Our partner schools and community technology centres have also provided excellent ongoing support. We have assisted some of our training centre partners with equipment setup, but have totally relied on their ongoing support to cover local operating costs. Without friendly and safe places for



CiH Coordinators meet in Wellington for their quarterly hui in May 2016

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 **Ngā Pūmanawa E Waru Trust (Rotorua)**, the **Taitokerau Education Trust (Northland)** as well as numerous libraries for *Stepping UP* and schools and PTEs for *KiwiSkills*.

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. Thank you also to Bill Dashfield who has brought a new degree of professionalism to our digital presence through our websites and blogs, as well as to Veronica Alkema, who not only produces this report but also provides ongoing advice and support for all our communication materials.

But without a shadow of doubt the greatest commitment comes from our 20 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