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).

STEPPING UP
ICT FOR A BETTER FUTURE

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.
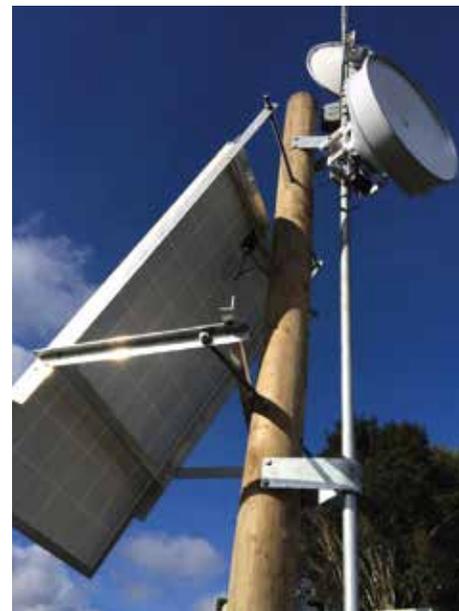
☑ **EXPANSION**

ICDL AND KIWISKILLS JOBSEEKER

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

Kiwiskills
DIGITAL SKILLS FOR JOBSEEKERS

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.

✓ACTIVE

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.

✓ACTIVE

BRING YOUR OWN DEVICE (BYOD) EQUITY PILOT

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

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.

✗ CANCELLED

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.

✓ACTIVE

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.

✓ACTIVE

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.

✗ CANCELLED

BAMZONIA

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

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

✓ACTIVE

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 Tairawhiti Technology Trust on East Coast at Ruatoria, Te Araroa, Tikitiki and Gisborne City.

✓ACTIVE

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.

✓ACTIVE

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.

✓**ACTIVE**

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.

✓**ACTIVE**

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.

✓**ACTIVE**

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.

✓**EXPANSION**

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.

✓**ACTIVE**

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.

✓**ACTIVE**

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.

✓**EXPANSION**

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*.

✓**ACTIVE**

Computers in Homes
Rorohiko i roto ngā Kāinga

Help us get all Kiwi families connected

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

2020 Communications Trust

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.

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.

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.

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, Kaitaia and Manukau.

✓**ACTIVE**

Acknowledgements

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