

**20/20  
TRUST**



# Annual Report 2022-23

Ka taea e tātou katoa o Aotearoa ngā kaha matihiko ki te whai wāhi i te Ao  
Everyone in Aotearoa has the digital capabilities to fully participate in the world



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From our Chair  
Marg McLeod



From our Chief Executive  
Dr Warren Williams

Kia ora koutou  
Kia ū ki te pai  
Cleave to that which is good

I am delighted to report that the 20/20 Trust has had a very successful year of endeavour with full credit going to Dr Warren Williams at the helm as Chief Executive and the Board consolidating our relationships and work. During the year, we have—

- Reviewed and refreshed the 20/20 Trust Deed and lodged the updated version.
- Reset our strategic vision in May last year, but have since revisited our priorities through in depth discussion, ensuring we have the balanced view for the work ahead of us.
- Gained indepth knowledge and experience as a Board through externally facilitated workshops on risk and its management, as well as pertinent investment to fulfill the aims of the organisation.
- Proactively developed a digital equity manifesto, ensuring visibility of digital equity priorities in this year of a General Election.
- Continued our journey to become a Te Tiriti organisation, with able leadership internally from our members, pertinent visits when we can and recommended speakers who challenge and extend our thinking.
- Taken stock of who we are and what we stand for as an organisation, how we are represented to our funders, our partners, customers and wider stakeholders. Watch this space in the year ahead as we grapple with potential changes to our name and brand.

Most importantly we have consolidated open, honest, working relationships, where questions are welcomed and differences of opinion are the sign of the healthy organisation that we are.

Warren has also restructured the wonderful operational team to better meet the strategic challenges of the times – evaluation and research, in depth exploration of funding potential, extending our services and partnerships, along with more active communications and marketing as well as efficient and effective customer relationship management. Big thanks too, to our operational managers and their teams who achieve the programme outcomes and look for new opportunities for the Trust. We are very thankful for all the work each of you do.

The Board recognises that digital inclusion is an important pathway to an equitable society. There are still many obstacles to overcome to achieve that end: access to connectivity, and devices for 18% of New Zealand Households; trust, opportunity, digital knowledge, awareness and skills for the people in those households and communities. We are proud to be an organisation committed to changing that data and bringing greater equity and opportunity in Aotearoa New Zealand communities.

Waiho i te toipoto, kua i te toiroa  
Let us keep close together, not far apart.

Tēnā koutou katoa,  
Ngā rangatira, ngā kaimahi, ngā hapori katoa, e mihi mahana ki a koutou katoa.

Firstly, a big thank you to the learners, communities, facilitators, staff and my leadership team who have enabled the 20/20 Trust to record yet another successful year to help bridge the gap and overcome digital exclusion here in Aotearoa New Zealand. I am pleased to report that our flagship Family Connect programme and our highly regarded Refugee Connect programmes both progressed beyond expectations this year. Our new programmes—Hapori Connect, with Chorus as our new funder as a second level course and successfully piloted in Northland, along with Kaumātua Senior Connect, a new programme offered to seniors and funded by the Office for Seniors—have both commenced with amazing results so far achieved.

Our programme completion rates were 99.9% achieved by our hard working and dedicated programmes team, working with our partners to deliver community-based learning, involving learner numbers just short of 2,500, in 21 locations across 11 regions. Many groups have held amazing graduations across the motu which I am always delighted to be part of. What a year!

Turning our gaze towards the future, we embarked on a rebranding exercise during the latter half of 2022 and with leadership and guidance from our Board, we developed an engagement plan to consult our stakeholders. This continued through to April involving many in-person interviews as well as an online survey. Work is now proceeding to find a new name and visual identity for the Trust as we proceed along our digital inclusion journey.

We are continuing to build relationships and partnerships—not only with funders, communities, and learners—but also with other digital equity, digital inclusion advocates around Aotearoa New Zealand. Relationship building has been a key priority for me, and an appointment of a Funding and Relationships Advisor was well underway at the end of the 2022-23 year. I have since appointed Matthew Reweti to take up this important relationship work, and his appointment has now meant my Leadership Team is at a full complement.

Work has commenced on a website rebuild with a new site due to be live by early 2024. We look forward to providing all of you a much-improved online experience.

During the year, we farewelled Auckland Programmes Manager, Isabella Hormes, and long-serving Programmes Coordinator, Janine Lonergan, our powerhouse in Dunedin since 2013. We welcomed Nanar Tan to the team as our Creative Coordinator, Malik Tangaroa as our Programmes Administrator and Sinead Moore as our new Programmes Coordinator in the South Island.

I am always indebted to the support, dedication and the sheer hard work of my staff and of course always to the support and guidance from our Board of Trustees. I especially bid a fond farewell to trustee Laurence Millar, whom we have come to regard as the “father” of the organisation, and whose wisdom and contributions to the Trust, to myself and my team have been second to none over many years.

Ngā manaakitanga ki a koutou katoa.



## Financial Report 2022-2023

Lesley Hoskins

Deputy Chair and Chair of Risk and Audit Committee



As Chair of our Risk, Audit and Finance Committee, I am pleased to report yet another successful and positive year for the Trust and a creditable financial result. For the 2022-2023 year, the Trust had revenue of \$3,386,862 and expenses of \$2,697,272 with a sound surplus of \$689,590, some 20% of total revenue.

This year we have concentrated on continuing to build our relationships with our funders, which has resulted in positive additional income. The Trust has also focused on multi-year contracts with funders to give us more confidence and assurance going forward.

Staff have made a positive impact by working with our community partners to deliver and support our programmes and learner numbers—just short of 2,500—above of our target for the year. I heartily congratulate all our learner successes and I also acknowledge our delivery teams who often go above and beyond to support our partners and learners.

The Trust continues to have healthy reserves—now at \$2,834,071, an increase of 32% for the year. This is pleasing as the financial stability of the organisation means we have wholeheartedly turned our minds to achieving our vision: *Every person in Aotearoa has the digital capabilities to fully participate in the world.*

This past year Trustees have spent time considering investment options that are ethical and sustainable and that will further ensure achieving our goal of digital equity for all in Aotearoa New Zealand.

This year the Risk, Audit and Finance Committee has prioritised creating a new Risk Framework. The Trustees have participated in a number of workshops where risks were identified and assessed against their likelihood and impact. The result is a risk register that is current and relevant going forward and we are confident we are keeping our eyes on the most important risks.

2020 Trust is a small charity which makes a big impact. I would like to thank the Leadership Team and staff for their continued efforts to close the digital divide in Aotearoa New Zealand.

I would also like to express my appreciation to our Chief Executive, Dr Warren Williams who has positively influenced the organisation, our funders and partners and most importantly, our learners. As the RAF Committee Chair, I also wish to note a particular thank you to Anna Phipps, our Accounts Executive, for her consistent high quality work in managing our financial affairs and her support for the Committee.

### Overview of Financial Performance

### Statement of Comprehensive Revenues and Expenses

	\$	\$
	2022/23	2021/22
Revenue		
Revenue from Exchange Transactions	108,442	34,557
Revenue from Non-Exchange Transactions	3,278,420	3,890,674
<b>Total Revenue</b>	<b>3,386,862</b>	<b>3,925,231</b>
Expenses		
Cost of Goods and Services Delivered	2,301,599	2,423,544
Overhead and Administration	397,036	348,618
<b>Total Expenses</b>	<b>2,698,635</b>	<b>2,772,163</b>
<b>Surplus for year</b>	<b>688,228</b>	<b>1,153,068</b>

### Statement of Financial Position

	\$	\$
	at June 2023	at June 2022
Current Assets		
Cash and Cash Equivalents	325,817	385,301
Short term Investments	3,049,310	2,308,085
Receivables from Exchange Transactions	37,162	16,796
Receivables from Non-Exchange Transactions	19,923	170,932
Prepayments	-	16,000
<b>Total Current Assets</b>	<b>3,432,212</b>	<b>2,897,114</b>
Non-Current Assets	32,641	23,568
<b>Total Assets</b>	<b>3,464,854</b>	<b>2,920,682</b>
Total Liabilities	630,783	774,839
<b>Total Net Assets</b>	<b>2,834,071</b>	<b>2,145,843</b>
Equity		
Opening Balance	2,145,843	992,775
Surplus for Year	688,228	1,153,068
<b>Total Equity</b>	<b>2,834,071</b>	<b>2,145,843</b>

You can download a full set of Financial Statements, our Statement of Service Performance, accompanying notes and the audit report at <https://2020.org.nz/about-us/reports>



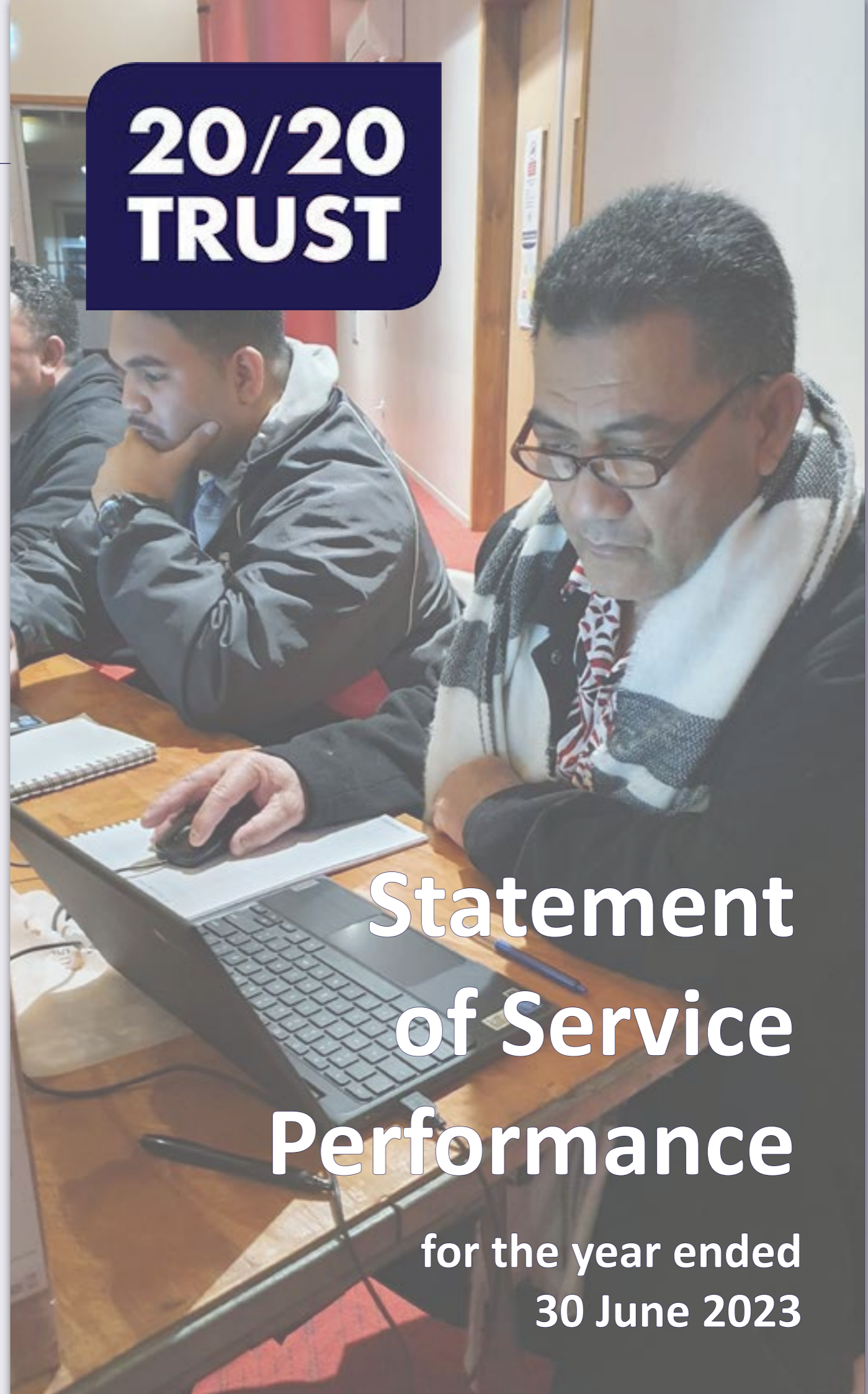
This is a second-tier digital programme as a collaboration between telco Chorus New Zealand and the 20/20 Trust designed to benefit a community in need—so that people can build on what they know and participate more effectively in the ever-changing digital world.

We successfully concluded a pilot programme in Tai Tokerau (Northland) in the first half of 2023 and we are delighted to be able to continue our partnership with Chorus to expand this programme starting early 2024.



The pilot programme involved 20 hours of training, with each learner receiving both a 12-month internet connection subsidy as well as a device. Eligible learners were Māori or Pasifika, aged 18 or over, who also had basic digital skills along with knowledge and reasonable confidence using a digital device.

Our Programmes Coordinator, Marion Kerepeti-Edwards, has worked alongside local community referral partners and facilitators to ensure this project was successful.



# Statement of Service Performance

for the year ended  
30 June 2023

## Who we are

The 2020 Communications Trust (known as the "20/20 Trust") is a registered charity based in Aotearoa New Zealand.

The 2020 Trust has been providing successful digital inclusion programmes for over 25 years.

We partner with local communities to deliver our digital inclusion programmes. Our learners better their education, find work, easily access the services and products they want, manage their health, social and community participation.

## Why we exist

Our vision is—

*Ka taea e tātou katoa o Aotearoa ngā kaha matihiko ki te whai wāhi i te Ao  
Every person in Aotearoa has the digital capabilities to fully participate in the world*

Our particular focus is on people and communities who are digitally-excluded and hard to reach.

To be equipped for the digital future, we want people to have:

- **Access** to affordable digital devices;
- **Skills** to use those devices;
- **Motivation** to connect and learn; and
- **Trust** to stay safe online.

## Our Strategic Priorities



## How we achieve our vision of digital inclusion for all

1. We provide leadership and a range of programmes. Our three main programmes are:
  - Pacific Senior Connect;
  - Family Connect; and
  - Refugee Connect.
2. We deliver our programmes through a nationwide team of dedicated coordinators and facilitators, along with a network of community leaders, delivery partners, sponsors and support groups. Our partners range from trusts, churches, community groups, training centres, marae and schools.



## Our Community Voice



Tangata Atumotu Trust - Christchurch

**What are some new digital skills you have learnt during this programme?**

*"I learnt a lot. I normally use my phone. Most of the time I have to get my children to help set me up with Zoom or YouTube and other apps, but now I am able to do it myself."*

**How has your overall experience been?**

*"It was great having other older people from different islands—it makes a hell of a lot of difference.. The tutors have been helpful and easy to communicate with. They have a great understanding and have been awesome."*



FALCM - St. Trinity's Church - Christchurch

**What are some new digital skills you have learnt during this programme?**

*"I have learnt a lot of useful things. This is my first time ever doing something like this and I have been very happy learning things that I can now join my children and grandchildren with. I can also teach them about what is good and bad."*

**How has your overall experience been?**

*"I am so grateful for this opportunity to exercise my brain again and wake it up. It's been so long since I've been in a class situation, and I realise that I am never too old to learn."*



*Ka taea e tātou katoa o Aotearoa ngā kaha matihiko ki te whai wāhi i te Ao  
Everyone in Aotearoa has the digital capabilities to fully participate in the world*

**FAMILY CONNECT**

*"I want to be able to advise my kids about how to keep safe on line (one has mild autism and struggles with social media)." —R Tongs, Family Connect, Manawatu*

*"I want to be able to help my family." — S Walters, Family Connect, Auckland*

*"So many things I have heard that you can do on-line, though the cell phone is handy, you can do and find so much more on a larger device, especially with the bigger screen. And I guess when I am proficient enough, I can gain employment. I am really interested in learning about creating budget plans, finance plans on a computer instead of doing it by paper or getting someone else to do it for me, etc (of course these are only small plans, I do to help whānau and small community organisations)." —A M Hotere, Family Connect, Taitokerau, Northland*

*"To be able to operate more effectively and efficiently like a well-oiled machine." —J Brooke Heke, Family Connect, Taitokerau, Northland*



**REFUGEE CONNECT**

*"We are learning much information about computers. The class is very helpful for us. Thanks for organising this event"—Saba Iftikhar*

*"Today we learn so many new things. And this organisation is very good and helpful. The teacher teaches us very nicely and friendly. Thank you." —Muhammad Amjad*

*"This is a good computer class. We can learn a lot more information. That's great." —Nga Meh*

*"I can keep the information I use to access my online accounts secure, by using different and secure passwords for websites and accounts." —Farid Ayash*

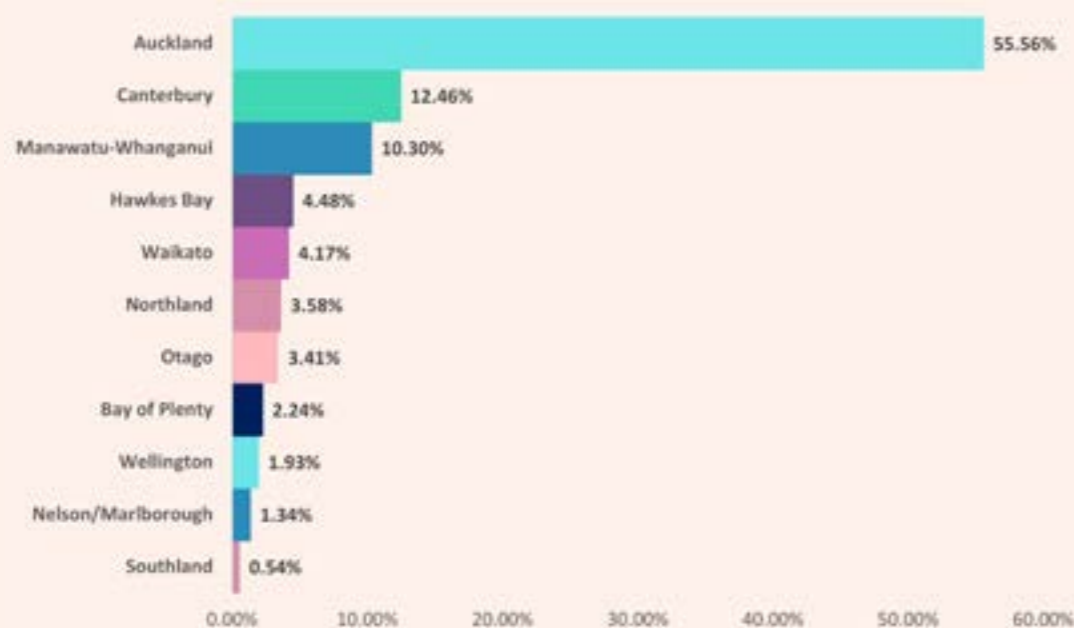
*"Yes, since at the beginning of this course I did not know many things that I have learned and I did not know how to do them, I had no idea how to do them and I already have knowledge about this." —Cynthia Iguaran Gaviria*



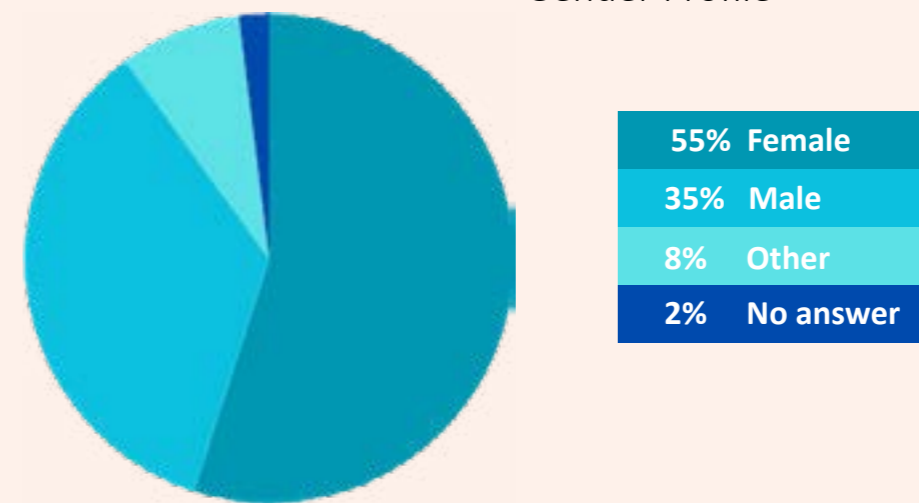
Outputs	Service Performance Measures	Actual 2023	Target 2023	Actual 2022†	Target 2022
Provide programmes to a diverse range of digitally-excluded learners	Number of learners engaged with	2,497	2,232	1,591	2,150
	Programme completion rates	99.93%*	>= 98%**	-	-
Work with partners to deliver community-based learning	Number of community partnerships	28	N/A ***		N/A ***
Deliver programmes throughout Aotearoa New Zealand	Number of locations where programmes were delivered	21 locations in total	N/A ***		N/A ***
		11 based on location profile	N/A ***	N/A ***	N/A ***

\* Completion Rate actual is same across the two years  
 \*\* Completion Rate targets set for the first time in this report  
 \*\*\* Partner and Location targets have not been set before. Will aim to set for next report 2023-2024  
 † Actual 2022 figures were not audited

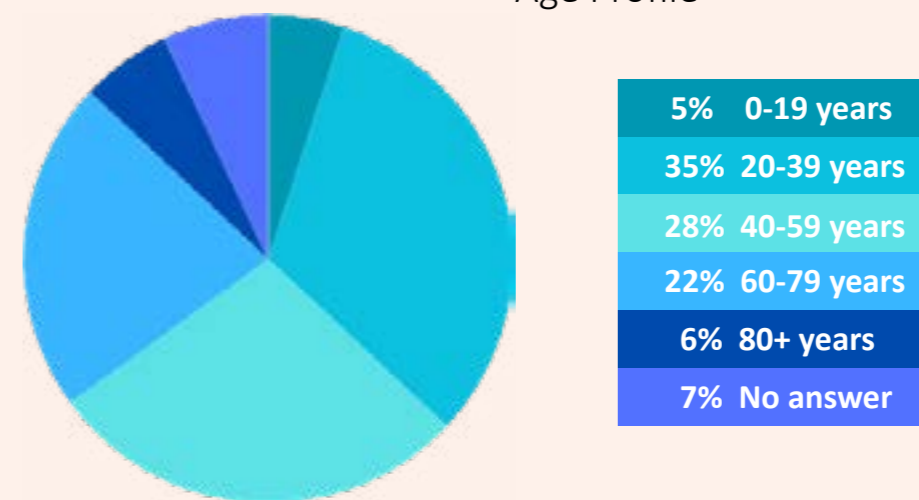
Location Profile



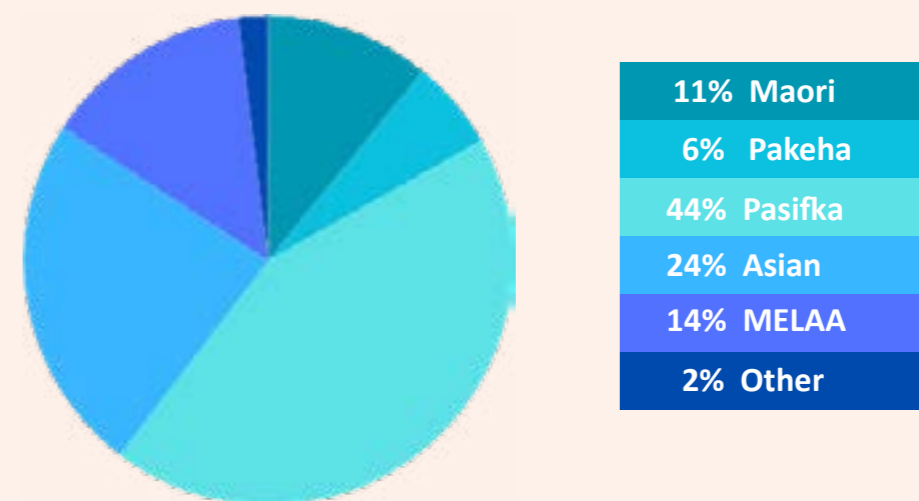
Gender Profile



Age Profile



Ethnic Profile



## Some learners' success stories



### Yalefale's story

Yalefale Tesfaleul attended our Family Connect programme at the Avondale Community Group in Tāmaki Makaurau (Auckland). She says she really enjoyed the course because she got to learn alongside people she knew and spoke her language.

"We were able to help each other and feel confident and comfortable to ask questions and learn at our own pace. This is the first time I was in a class where I could relate to other students which made me excited to always turn up to class."

Before this course she did not know how to use a Chromebook and would feel bad when her girls would ask her to help with homework, but now she can proudly help them. "I have learned digital skills that I didn't know existed!"

"What I like the most was how the workbook is an easy reference to look back to—especially the screenshots. I now don't need to ask—I just refer to the workbook when I'm stuck."

She feels so many people struggle with basic digital skills. "I was one of them until this opportunity came along. The programme does not take too long, and it is easy to understand."

And having completed the programme, she hopes to be more involved in helping her daughters with their homework, she plans to apply online for better work and would like to study online.

"I didn't think I would be able to do all this, but now I have the confidence to learn more online."

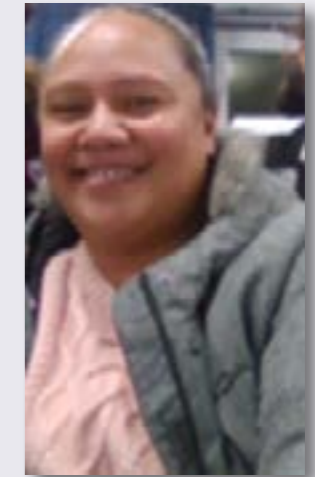
### Sela's story

Sela Te Tai attended our Family Connect programme at the Rise Group in Tāmaki Makaurau (Auckland). She says her experience during the course was great. "I met like-minded people who were all there to learn to navigate this digital world we live in."

"I was so blessed by this experience. Makiroa (our facilitator) and Jane (our Programmes Coordinator) were amazing and I even made some great new friends."

"I can't say enough about Maki. She was an awesome facilitator. She was friendly and professional and clear in her instructions, but also patient and took the time to come around and help those who needed extra help. She made everyone feel at ease and created a comfortable environment for everyone to learn at their own pace. The snacks helped too!"

Sela has since recommended the programme to other people, and recalls she had signed up because she had started a new role that constantly required her to use a digital device and apps. "So, I have come away feeling much more confident and better equipped to do my job."



### Darrin's story



Darrin Tawharu attended our Family Connect programme at the Prisoners Aid and Rehabilitation Society (PARs) in Dunedin. Darrin suffers from a brain injury. Two years ago, he was hit on his head from behind by a gang member and then spent months in ICU following brain surgery.

Since then, he has left gang life behind and feels that coming to this course and learning new things has helped him to gain confidence. He's very proud with what he has accomplished.

Darrin loved coming to class. He was very sociable and a huge rugby fan. He was also the one who brought the snacks to class for everyone to share.

This picture by Darrin, was to commemorate his parents who had passed on. He donated it to PARs on his birthday.

Darrin says he learned a lot from the course and remembers that when he needed to buy a freezer, his facilitator taught him how to use Facebook and Marketplace to find online the one he wanted.





## Our Board of Trustees

## Our Leadership Team



Marg McLeod  
(Acting Chair)



Lesley Hoskin  
(Deputy Chair)



Dr Warren Williams  
Chief Executive



Craig Young



Fritz Evile  
(On leave)



Guy Alexander



Laurence Millar



Shona Te Huki  
Programmes Manager



Isabella Hormes  
Programmes Manager  
(to January 2023)



Seraphim Bernus  
Executive Officer  
to the CE



Megan Tunks



Miriam Walker



Semi Asafo



Te Omeka Morehu



David Barrow  
Marketing &  
Communications  
Coordinator



Anna Phipps  
Accounts Executive



Matthew Reweti  
Relationships and  
Fundraising Advisor



## Our Coordinator Team



Denise Proctor  
Auckland



Faava Fa'avae  
Auckland



Jane Manu  
Autagavaia  
Auckland



Graeme Gibb  
Technical Coordinator



Malik Tangaroa  
Programmes  
Administrator



Maseiga Taufua  
Christchurch



Marion Kerepeti Edwards  
Auckland



Janine Lonergan  
Dunedin  
(to March 2023)



Nanar Tan  
Creative Coordinator



Sara Assefa  
Auckland



Sinead Moore  
Dunedin  
(from March 2023)



Tuiara Pekepo-Tevaga  
Manawatu

## Our Delivery Network

### Auckland

Affirming Works  
Api Fakakoloa Educational  
Services  
Avondale Trust  
Bloom - on behalf of  
Manurewa Local Board  
Cheng Zhen Temple  
De Paul House  
Emerge Aotearoa  
Glen Innes Library  
Indo Pacific Charitable Trust  
Indo Pacific Community Trust  
Waitakere Ranges

Leabank Primary School  
Manukau Library  
Manutukutuku  
Monte Cecilia Housing Trust  
Papakura Ki Kootuitui Trust  
Rise Group  
SDETAT  
Te Whatu Ora - Te Toka  
Tumai (ADHB)  
UUNZ Community Trust  
Waiheke Adult Literacy

### Regions

FALCM  
Tangata Atumotu Trust  
Prisoners Aid and  
Rehabilitation Society  
(PARs) Otago  
Highbury Whanau Centre  
The HND Community Trust  
Te Aroha Noa Community  
Services  
Whakapai Hauora  
Kunati Kreationz  
Free Wesleyan Church of  
Tonga  
Te Whare o Te Ata  
Ngā Kaitiaki o Ngāti  
Kauwhata Inc  
He Korowai Tiaki Tangata

## Our Facilitators

Amir Amini  
Cathy Zhang`  
Charles Haunu  
Chateya Kamariera  
Chris Pohe  
Christine Sugianto  
Ehtisham Ahmed  
Faleseu Vaelaa Seleni (Seu)  
Farzana Haidari  
Fernando Figueroa  
Hueyni Goh  
Jodie Matenga-Philips  
Julie Segi

Kerry Harris  
Kopu Unia  
Leigh Chard  
Leni Vaelaa Seleni  
Liana Taeiloa  
Luz Zuniga  
Lydia Clement  
Makiroa Rakoia  
Marina Ponga  
Marlin Hapi-Tangaroa  
Moana Chalmers  
Mohammed Al Far  
Mohammed El-Sayed Bushra

Mohammed Salim  
Nasteho Mohamed  
Olga Fuentes Astorga  
Olivia Bender  
Renae Jackson  
Renu Mehla  
Shay Brandt  
Sofonias Tekele Tesfaye  
Sunil Kumar  
Trinity Hereora  
Vivienne Zhou  
Wendy Xie

## Our Funding and Programme Support

### Strategic Partners



As our principal strategic partner, Internet NZ shares a mutual goal of ensuring that all New Zealanders have the access, skills, motivation and trust to participate fully online.



Digital Equity Coalition Aotearoa (DECA) is our digital equity partner.

### Principal Partners



The Tertiary Education Commission funds our Family Connect programme through the ACE in Communities Fund.



The Office for Seniors of the Ministry of Social Development funds our Pacific Senior Connect programme.



The Ministry of Education funds our Refugee Connect programme.



Chorus New Zealand funds our Hapori Connect Programme.



Cyclone is our IT provider.

### Other Partners

- Manurewa Local Board - Auckland Council
- Netsafe
- Red Cross New Zealand
- Spark Foundation





**20/20  
TRUST**

20/20 Trust

PO Box 21241

Rototuna

HAMILTON 3256

0800 27 20 20

The 20/20 Trust is a registered charity CC24748