

2023-2024 ANNUAL REPORT

KATOA CONNECT TRUST



***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***

KATOACONNECT TRUST

PO Box 21241
Rototuna
HAMILTON 3256
0800 27 20 20

CC24748
<https://katoaconnect.org.nz/>





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From Our Chair



I am pleased to present this year's annual report as Chair of Katoa Connect. A significant change this year was working with stakeholders to rename and rebrand our organisation.

The name Katoa Connect is important to us, as it speaks to the very essence of our vision, which is, "Every person in Aotearoa has the digital capabilities to fully participate in the world."

As a Board we took the opportunity to invest in our future by taking a long-term financial investment. It is our intention to use interest from this to do research as it is more important than ever, that we support all citizens in Aotearoa to build digital capabilities. We know with the speed the digital age is progressing and the use of machine learning and artificial intelligence, core skills will be essential.

It is important to me that I acknowledge our board and our staff and sincerely thank them.

These are a uniquely capable and values driven group who work closely together with a passion to close the digital divide, who often go above and beyond.

We are in a good financial position to now take some calculated risks that would significantly move us towards our vision and also make adjustments to incorporate the new and changing world we find ourselves in. I am excited to see all of us being able to reap the benefits of the digital age in a safe way.

Noho ora mai

A handwritten signature in blue ink, appearing to read 'LH', with a long horizontal line extending to the right.

Lesley Hoskin

From Our Chief Executive



This year has been one of significant achievement for Katoa Connect Trust, marked by transformative initiatives and a strong commitment to our mission. We successfully completed a rebranding project, launching a dynamic new name, logo, and branding (including the website) that embodies our vision. This collaborative effort involved the Board, the leadership team, and external stakeholders, resulting in a refreshed identity. We also restructured the leadership team, ensuring alignment with our strategic goals and creating a stronger focused team.

I am incredibly proud of our sustained programme performance. Across numerous initiatives, we consistently exceeded targets and expectations, especially in the Rerenga Refugee Connect and Whānau Family Connect programmes. We also celebrated the return of the Kāinga Home Connect programme in the Horowhenua region, demonstrating our commitment to expanding our reach and responsiveness to community needs.

Our sound financial management enabled us to reinvest in impactful programmes.

This financial stability allows us to confidently plan for the future and ensure the long-term sustainability of our mission. As we look ahead, we are excited to enhance our impact further, deepening our understanding of digital exclusion and exploring innovative approaches to reach those most in need. The dedication and hard work of the entire Katoa Connect Trust team have been instrumental in our achievements, and I am confident that together, we will continue to make a meaningful difference in connecting communities through digital literacy.

I want to thank the Board, the leadership team, staff and, in particular, the learners and communities who have contributed to the success of the Trust.

Ngā manaakitanga ki a koutou katoa

A handwritten signature in black ink, appearing to read 'Warren Williams', with a long, sweeping flourish at the end.

Dr Warren Williams

Risk Audit Finance Chair's Report



It's been my pleasure to take on the role of Chair for the Risk, Audit and Finance Committee for the Trust with the retirement of the longstanding Chair, Laurence Miller. I want to acknowledge past and present Trustees and members of this committee for their leadership and wisdom during changing and challenging times. It has been another successful year for Katoa Connect with revenue being slightly up on our previous year at \$3,456,006. The majority of this continues to come from the Tertiary Education Commission funding the Whānau Family Connect programme.

Our biggest income continues to be project funding meaning it is tied to delivering real outcomes to those that are in real need. It therefore is easy to see why the majority of our expenses are in the cost of service delivery, although our administration costs did see a significant increase this year as we ensured our staff salaries were in pace with relevant roles. The other key task for this committee other than carefully overseeing the finances of the Trust, is to identify high-level risks, to identify mitigations and to oversee the implementation of these mitigations. As a committee this year we spent time ensuring we actually managed these risks and identified any residual risk we had to provide further clarity to the Trustees.

I would like to thank the members of the Risk, Audit and Finance Committee for their extra time in being involved with this important oversight. We in turn are incredibly grateful to Anna Phipps and Warren Williams for their careful day-to-day management on behalf of the Trust.

A handwritten signature in blue ink that reads "Craig Young".

Craig Young

We Changed Our Name

Our Transformation: From 20/20 Trust to Katoa Connect

For more than 25 years, we were the 2020 Communications Trust, trading as 20/20 Trust. Over these years, we saw significant change. And it was time for a fresh start. As the 20/20 Trust, we had a solid reputation for our digital inclusion programmes. We made a real impact in helping those left out of the digital world. We also built strong connections and friendships throughout our journey.

With the full support of our Board, we rebranded as Katoa Connect Trust, or Katoa Connect for short. This new name reflects our commitment to inclusivity and connectivity for all. We believe it captures our essence as a bridge to a more connected and equitable future. We would like to acknowledge the founders of 20/20 Trust, and everyone who has been a part of our journey so far. We look forward to continuing as Katoa Connect Trust. We continue to contribute to the digital equity landscape in Aotearoa New Zealand.



Our new logo

This has been inspired by the art of raranga/weaving representing strands of the harakeke woven together symbolising the multiple languages and peoples that are connected both digitally and physically through community and the Trust's kaupapa.

Three strands are used to align with the Te Ao Māori concept of takitoru or 'things in threes', which in this case specifically refers to ngā kete wānanga, the three baskets of knowledge. At times the strands weave together in less traditional ways to visually represent digital pathways and connecting wires/outputs of a computer motherboard.



Our Board



Lesley Hoskin
(Chair)



Miriam Walker
(Deputy Chair)



Craig Young
Trustee



Guy Alexander
Trustee



Fritz Evile
Trustee
(6 December 2023)



Laurence Millar
Trustee
(6 December 2023)



Marg McLeod
Trustee



Megan Tunks
Trustee



Semi Asafo
Trustee



Te Omeka Morehu
Trustee

Our Leadership Team



Dr Warren Williams
Tumu Whakarae
Chief Executive



Shona Te Huki
Kaiwhakahaere Mahi Akoranga
Programmes Operations Manager



Matthew Reweti
Kaiwhakahaere Kaupapa
Projects Manager



Anna Phipps
Kaiwhakahaere Pūtea
Finance Manager



Seraphim Bernus
Kaiwhina Whakahaere
Executive Assistant



David Barrow
Marketing & Communications
Coordinator
(8 April 2024)

Our Programmes Team



Marion Kerepeti-Edwards
Kairuruku Akoranga
Matua - Whanaungatanga
Programmes Coordinator - Lead
(Relationships)



Tuiara Pekepo-Tevaga
Kairuruku Akoranga
Matua - Mahi Programmes
Coordinator - Lead
(Administration)



Jane Manu Autagavaia
Kairuruku Akoranga
Programmes
Coordinator



Faava Seleni
Kairuruku Akoranga
Programmes
Coordinator



Sara Assefa
Kairuruku Akoranga
Programmes
Coordinator



Denise Proctor
Kairuruku Akoranga
Programmes
Coordinator



Maseiga Taufua
Kairuruku Akoranga / Kaiako
Programmes Coordinator /
Facilitator



Sinead Moore
Kairuruku Akoranga / Kaiako
Programmes Coordinator /
Facilitator



Malik Pekepo-Tangaroa
Kaiawhina Akoranga
me Ngā Kaupapa
Programmes & Projects
Coordinator



Graeme Gibb
Kairuruku Hangarau
National Technical Coordinator



Nanar Tan
Kairuruku Auaha
Creative Coordinator

Overview of Financial Performance

Statement of Comprehensive Revenues and Expenses

Katoa Connect Trust
For the year ended 30 June 2024

	2023/24	2022/23
	\$	\$
Revenue from Exchange Transactions	185,484	108,442
Revenue from Non-Exchange Transactions	3,270,522	3,278,420
Total Revenue	3,456,006	3,386,862
Expenses		
Cost of Goods and Services Delivered	2,487,258	2,301,599
Overhead and Administration	532,419	397,036
Total Expenses	3,019,677	2,698,635
Surplus for year	436,329	688,228

Statement of Financial Position

	at June 2024	at June 2023
Current Assets		
Cash and Cash Equivalents	409,393	325,817
Short Term Investments	2,500,000	3,049,310
Receivables from Exchange Transactions	11,522	37,162
Receivables from Non-Exchange Transactions	238,183	19,923
Prepayments		
Total Current Assets	3,159,098	3,432,212
Non Current Assets	1,056,095	32,641
Total Assets	4,215,193	3,464,853
Total Liabilities	944,793	630,783
Total Net Assets	3,270,400	2,834,070
Equity		
Opening Balance	2,834,071	2,145,843
Surplus for the year	436,329	688,228
Total Equity	3,270,400	2,834,071

Statement of Service Performance

KATOA CONNECT TRUST



Statement of Service Performance

Who we are

Katoa Connect Trust (known as Katoa Connect) is a registered charity based in Aotearoa New Zealand. Formerly the 20/20 Communications Trust, we have 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.

Strategic Service Goals 2022 - 2025

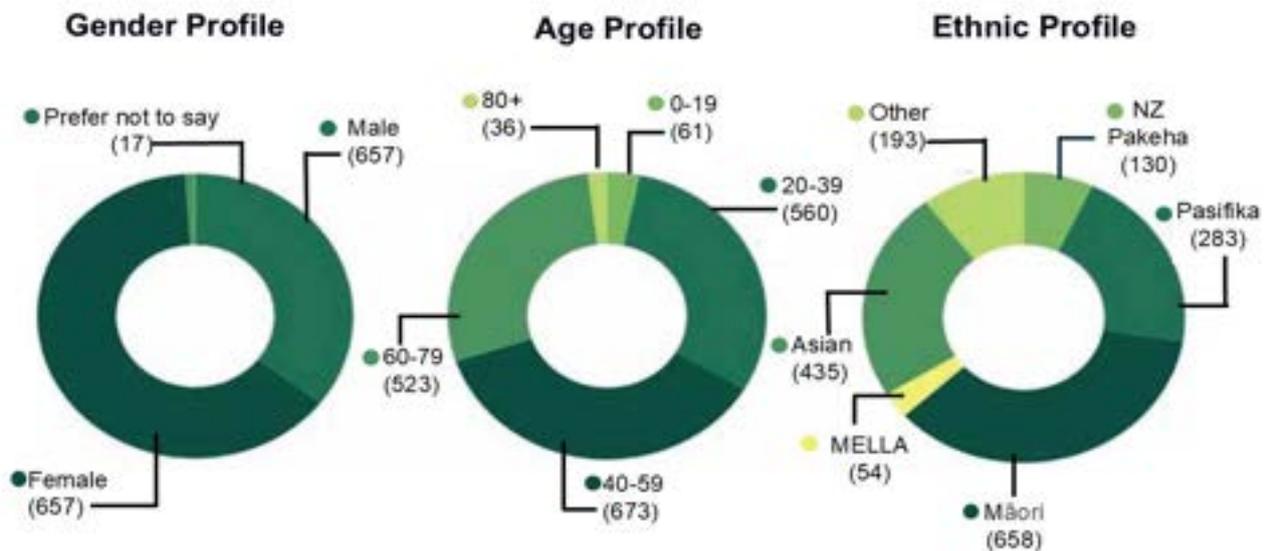
Priority areas	Provide digital inclusion programmes Hanga tō tātou tohu me waitohu	Advocate for digital inclusion Kaiautoko te kaupapa whakawhāiti matihiko	Strengthen our ability to work culturally Ka whakapakari tō tātou mahi tikanga
Key measures	<ul style="list-style-type: none"> ✓ Reduce digital exclusion in high-need communities. ✓ Provide programmes at a nominal fee. 	<ul style="list-style-type: none"> ✓ Use accurate data and measures to show the impact of our work. ✓ Publish articles and submissions. 	<ul style="list-style-type: none"> ✓ Develop a Te Ao Māori strategy with a team that reflects the communities we serve.
2022-2023 Activities	<ul style="list-style-type: none"> • Focus our programmes in South and West Auckland and develop a plan to spread our delivery to other communities. 	<ul style="list-style-type: none"> • Determine measures to demonstrate our advocacy and upgrade operational systems accordingly. • Strengthen our trusted relationships. 	<ul style="list-style-type: none"> • Consult and develop the Te Ao Māori Strategy. • Understand the diversity of the communities we serve.
2023-2024 Activities	<ul style="list-style-type: none"> • Expand programmes of greatest need across Aotearoa New Zealand. 	<ul style="list-style-type: none"> • Collaborate and partner for increased digital inclusion funding and projects. 	<ul style="list-style-type: none"> • Implement Te Ao Māori strategy. • Develop a wider Tangata Whenua/ Tangata Tiriti strategy for other cultures.
2024-2025 Activities	<ul style="list-style-type: none"> • Continue to expand programmes of greatest need across Aotearoa. 	<ul style="list-style-type: none"> • Provide strategic partnership roadmap and initiatives for the next 3 years. 	<ul style="list-style-type: none"> • Implement the Tangata Whenua/ Tangata Tiriti strategy for other cultures.

Statement of Service Performance

We provide leadership and a range of programmes. Our programmes are Whānau Family Connect, Hapori Community Connect, Kaumātua Senior Connect, Rerenga Refugee Connect and Kāinga Home Connect.

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.

	Actual 2024	Target 2024	Actual 2023	Target 2023
Number of learners engaged	1853	2000	2497	2232
Programme completion rates	98%	>=95%	99.93%	>=98%
Number of community partnerships	58	30	28	N/A
Number of location	24	15	21	N/A
Number of Location Profile(regions)	10	11	11	N/A



Our Programmes Locations



WFC - WHĀNAU FAMILY CONNECT. KSC - KAUMATUA SENIOR CONNECT.
 HCC - HĀPORI COMMUNITY CONNECT. RRC - RERENGA REFUGEE CONNECT.

Our Latest Offering



Mana o te Tongata Trust

The reinvigoration of the Kāinga Home Connect programme began in June 2024 in the Horowhenua & Manawatu regions. This second tier digital program created in collaboration with Te Mana o te Tongata Trust focussed on supporting whānau who are identified as in need of further digital skills and support to enhance their wellbeing and aspirations in their communities. The programme aims to help whānau build on their existing knowledge and engage more effectively in our rapidly evolving digital landscape.

The programme features 20 hours of training, with each participant receiving a 12-month internet connection subsidy and a device.

Eligible participants included Māori or Pasifika individuals aged 18 and over who possessed basic digital skills and a reasonable level of confidence using digital devices.

Katoa Connect Trust and Te Mana o te Tongata Trust team members worked in partnership with the communities to ensure the project's success. Here's a closer look at the program.



Our Programmes



Whānau Family Connect is a programme designed to build the confidence of adult second-chance learners to engage with, and use, digital technologies for learning, life and work. It focuses on creating a safe and comfortable learning environment with trusted learning facilitators, targeting learners whose previous learning was not successful. Raising foundation skills to strengthen social cohesion, enhancing a learner's ability to participate in society and economic life.



Supporting refugee families in their transition to life in Aotearoa New Zealand through digital technology is vital for fostering connection and empowerment. By equipping both children and parents with the skills they need, we are not only helping them access educational and employment opportunities but also ensuring they can maintain ties to their culture and family back home.

The collaboration with regional training providers and the emphasis on community support really highlights the program's holistic approach.



Our Programmes



This has been a collaborative project between telco Chorus New Zealand and the Katoa Connect Trust designed to benefit a community in need. Expanding the program to provide targeted digital training for Māori and Pasifika learners in Northland and ensuring that these communities have access to devices and internet connectivity is crucial for bridging the digital divide. 20 hours of face to face training will aim to empower participants to build their confidence and skills, enabling them to engage more fully in the digital landscape. Working closely with local partners and community involvement can make such a difference in the success of these programs.



Learner Success Story



Nāku te mihi ki tēnei hiahia ki te tuku i ōku whakaaro e pā ana ki tōku wheako me tēnei akomanga rorohiko.

The reason for deciding to participate in the Hapori Community Connect programme was firstly an extended invitation from Whaea Anita who felt this would be a great opportunity to come along and see what this space has to offer.

I have never used a chromebook before but have used other devices like a desktop computer and a notebook.

For me it was awesome to just connect with others within the community and utilising my time as a stay at home mum to explore new things.

Our Programmes



The Katoa Connect Trust is one of six partners selected by the Office for Seniors NZ to deliver this programme across Aotearoa New Zealand, helping older adults gain essential digital skills and stay connected. Kaumātua Senior Connect specifically targets our Māori and Pasifika elders aged 55+.



By partnering with the Office for Seniors NZ, we move forward to making a significant impact on the lives of older adults, helping them stay connected with family, access important services, and participate in their communities. Digital literacy can greatly enhance their quality of life, reducing feelings of isolation and enabling them to engage more fully with the world around them.

Learner Success Story

My name, Marguerite Josephine Williams, a female of Kaitaia.

I booked myself in with Digital Hub Kaitaia. I had an opportunity to learn these skills as a learner, typing, and more importantly safer education for myself at a senior age. I had no digital skills and struggled with using any device other than my mobile phone. I had the help of my children to have my phone set up.

On my first day I learned about my new device and setting up this device to get started. I learned to navigate the tablet and was given the time to learn how to use the touch screen. I never understood the wi-fi network, name and password but now I do. I can sign-in with Google account by entering my email address. I now also have 2 emails addresses. This is amazing!

Our Referral Partners

- Te Whatu Ora - Te Toka Tumai (ADHB)
- UUNZ Community Trust
- Waiheke Adult Literacy Incorporated
- Rise Group
- Dominion Road Tongan Methodist Church
- Glen Innes Library
- Chinese Association
- Korean Association
- Kainga Ora Te Matawai
- Leabank Primary School
- Manukau Library
- Api Fkkoloa Educational Services
- Emerge Aotearoa
- Mangere Library
- Monte Cecilia
- Chinese Association (Manukau)
- Indo Pacific Trust
- Robertson Road School
- De Paul House
- Tangata Atumotu Trust
- Tupu Aotearoa
- Hillary Tenzing Centre
- Vaka Tautua (Moraia Methodist Fijian Church)
- SDETAT (Christchurch)
- To'utupu Tongan Trust
- Otago Prisoners (PARS) Corrections
- Queens High School
- Palmys Got Talent
- Hillary Tenzing Centre (Christchurch)
- Te Aroha Noa Community Services
- Te Whare o te Ata
- Western Community Centre
- Te Rongopai Community Trust
- Migrant Action
- Ngaa Hau e Wha Marae o Pukekohe Marae
- Real World Living
- KiwiOra
- SDETAT



Our Facilitation Team

Ehtisham Ahmed
 Parekawhia Albert
 Mohammed Al Far
 Amir Amini
 Patricia Andy
 Navid Bashir
 Olivia Bender
 Shay Brandt
 Mohammed El-Sayed Bushra
 Moana Chalmers
 Christian Chaparro
 Leigh Chard
 Rosie Chng (Sheridan)
 Lydia Clement
 Fisimai Cook Lagatule
 Renu Devi
 Fernando Figueroa
 Olga Fuentes-Astoga
 Daryl-Anne George
 HueyNi Goh
 Farzana Haidari
 Marlin Hapi-Tangaroa

Kerry Harris
 Irene Harris
 Charles (Haare) Haunui
 Lisa Heitonga
 Trinity (Taukiri) Hereora
 Renae Jackson
 Chateyu Kamariera
 Sunil Kumar
 Synnove Larsen
 Anita Lasike
 Dave Lasike
 Toaiva Lemalufaitoaga
 Sio Mafi
 Jessel Maga
 Jodie Matenga-Philips
 Tracey Miron
 Nasteho Mohamed
 Sinead Moore
 Fu'e Muavae Leifi
 Bibek Munikar
 Tara Nath Pande
 Monet Peebles
 Fetuao Peleti

Marlene Penehio (Greene)
 Marina Ponga
 Makiroa Rakoia
 Rohit Ranjit
 Waana-Kept Reihana
 Shari Roy
 Mohammed Salim
 Faleseu (Seu) Seleni
 Leni Seleni
 Zana Steer
 Christine Sugianto
 Salu Hakila Taavili
 Rising Sun Rucus Von (Lucus) Taeiloa
 Liana Taeiloa
 Sofonias Tekele Tesfaye
 Vaiari Vaevae
 Meiteria Wellington
 Wendy Xie
 Cathy Zhang
 Vivienne (Xuefei) Zhou
 Luz Zuniga



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.

Other Partners



Cyclone is our IT provider.

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





Collective Currents



From many streams great rivers flow. In October we partnered with Community Networks Aotearoa for the 'Collective Currents' conference. Two days of innovation, collaboration and impact for New Zealand's community and volunteer sector.



**Katoa
Connect**

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