

# ANNUAL REPORT

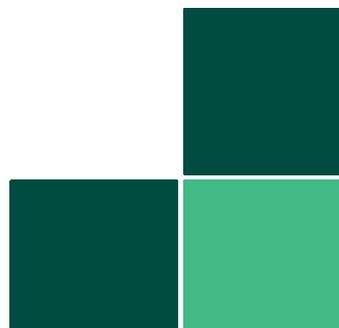
KATO A CONNECT TRUST

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**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**

**KATOA CONNECT TRUST  
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# LESLEY HOSKIN

## Chair

I am pleased to present this year’s annual report as Chair of Katoa Connect.

This year has been one of stability and progress. Through careful financial management, we have maintained a strong position that allows us to continue delivering on our vision that “Every person in Aotearoa has the digital capabilities to fully participate in the world”. Our programmes have continued to meet the needs of Māori, Pasifika, Seniors, and Refugee communities. A distinctive part of our approach is training people within those communities to deliver our courses. This not only builds trust and relevance, but also ensures learning is grounded in real lived experience.

A major milestone this year was the release of our Digital Inclusion Research Report “Restoring mana through digital inclusion”, which provides important insights into the scale and nature of digital inequity in Aotearoa. This research will play a central role in shaping our next strategic plan, which the Board has been actively developing throughout the year. By grounding our planning in evidence, we can ensure our future direction has even greater impact.

We have also strengthened relationships with our partners. By working together — with government bodies, community organisations, funders, and grassroots leaders — we can achieve greater collective impact in closing the digital equity gap. We are deeply grateful to our funders who share our vision and enable this work to flourish.

I would like to thank my fellow board members — including three new trustees who joined us this year and have already added fresh energy and insight — along with our dedicated staff for their commitment, energy and wisdom. Finally, I want to acknowledge our learners — those who were brave enough to begin their journey of building digital capability. Your courage and determination are the reason we exist, and the inspiration for all we do.



# WARREN WILLIAMS

*Chief Executive*

A Year of Resilience and Strategic Growth (2024-2025)

As we reflect on 2024-2025, Katoa Connect's journey has been defined by resilience and strategic advancements. Our unwavering commitment to bridging Aotearoa's digital divide drove us to adapt and innovate. Facing many pressures, our agile programme delivery and purpose-driven decisions ensured continued positive community impact.

I am incredibly proud of our thriving programmes, delivering essential digital capabilities. Whānau Family Connect, Kaumātua Senior Connect, and Hapori Connect all surpassed targets. There was a significant increase in community demand, accompanied by a rise in learner interest in becoming new facilitators, demonstrating the substantial impact of our efforts.

This year, we made significant progress shaping our future. Our new 2026-2028 Strategic Plan focuses on Enhancing Digital Capability to meet evolving needs, Targeted Community Engagement for deeper local impact, and Strengthening Partnerships and Representation to broaden our influence. A major initiative is leading the "New Zealand Digital Equity Index" critical for data-driven insights to influence key decision-makers and policy-makers to drive systemic change. Our completed research project will serve as its flagship publication.

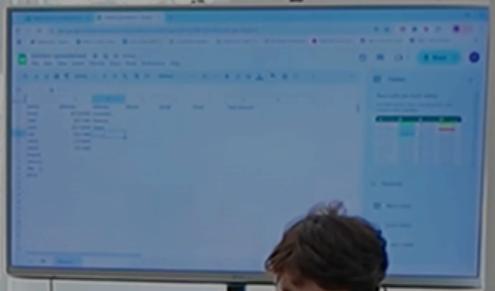
Our dedication to operational excellence was reflected in the introduction of a continuous improvement plan after an extensive cybersecurity assessment, leading to enhanced data security and strengthened organisational confidence. In addition, our team's wānanga on AI knowledge sharing and curriculum development promoted innovation and ensured the delivery of programmes that are both relevant and impactful.

This period has been marked by significant growth and consolidation. I would like to express my sincere appreciation to the Board, staff, partners, and communities for their contributions. Looking ahead, we remain committed to advancing our strategic plan and the Digital Equity Index, with the objective of equipping every individual in Aotearoa with essential digital skills.

Ngā manaakitanga,  
Dr Warren Williams  
Chief Executive



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



# CRAIG YOUNG

## *Risk Audit Finance Chair*

It's been my pleasure to continue in the role of Chair for the Risk, Audit and Finance Committee for the Trust for the second year. It continues to be a rewarding experience contributing to this mahi along with my other Committee members; Miriam Walker, Seb Bishop and Te Omeka Morehu.

Katoa Connect has continued its successful work this year, delivering on its mission of digital inclusion. Total revenue for the year ended 30 June 2025 was \$3,267,655, a slight decrease from the prior year's \$3,609,120. This result is due primarily to a planned reduction in Government service delivery grants/contracts.

The careful management of our funds resulted in a healthy surplus for the year of \$276,969 and the Trust's financial position remains strong.

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, we continue to spend time ensuring we actively manage these risks and identify any residual risk we have to provide further clarity to the Trustees.

The Committee is incredibly grateful to Anna Phipps and Warren Williams for their continued careful day-to-day management on behalf of the Trust.

# BOARD OF TRUSTEES



Meet Our Team



**Lesley Hoskin**

Chair



**Miriam Walker**

Deputy Chair



**Craig Young**

Trustee



**Guy Alexander**

Trustee



**Megan Tunks**

Trustee



**Semi Asafo**

Trustee



**Te Omeka Morehu**

Trustee



**Stephen McConnachie**

Trustee



**Jaye Wainui**

Trustee



**Seb Bishop**

Trustee

# LEADERSHIP TEAM



Meet Our Team



**Warren Williams**  
Tumu Whakarae  
Chief Executive



**Shona Te Huki**  
Kaiwhakahaere Mahi Akoranga  
Programmes Operations Manager



**Anna Phipps**  
Kaiwhakahaere Pūtea  
Finance Manager



**Seraphim Bernus**  
Kaiawhina Whakahaere  
Executive Assistant



**Matthew Reweti**  
Kaiwhakahaere Kaupapa  
Projects Manager

7 April 25

# PROGRAMMES TEAM



## Meet Our Team



**Tuiara Pekepo-Tevaga**

Kairuruku Akoranga Matua  
Programmes Coördinator Lead



**Faava Seleni**

Kairuruku Akoranga  
Programmes Coördinator



**Jane Manu Autagavaia**

Kairuruku Akoranga  
Programmes Coördinator



**Malik Pekepo-Tangaroa**

Kairuruku Kaupapa  
Projects Coördinator



**Nanar Tan**

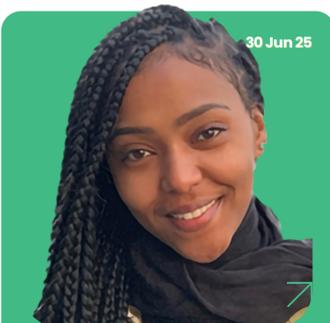
Kairuruku Otinga Matihiko  
Digital Solutions and Support  
Coördinator



11 July 25

**Graeme Gibb**

Kairuruku Hangarau  
National Technical Coördinator



30 Jun 25

**Sara Assefa**

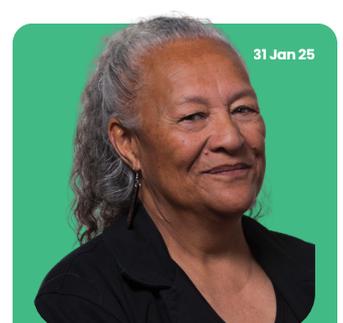
Kairuruku Akoranga  
Programmes Coördinator



14 Jan 25

**Maseiga Taufua**

Kairuruku Akoranga  
Programmes Coördinator



31 Jan 25

**Denise Proctor**

Kairuruku Akoranga  
Programmes Coördinator

# OVERVIEW OF FINANCIAL PERFORMANCE

## Statement of Comprehensive Revenues and Expenses

REVENUE	24/25	23/24
Donations and Koha	254,100	250,600
Government service delivery grants/contracts	2,630,145	3,004,656
Commerical activities	100,696	94,685
Interest, dividends and other investments	154,654	150,693
Other revenue	128,059	108,487
<b>TOTAL REVENUE</b>	<b>3,267,654</b>	<b>3,609,121</b>
<b>EXPENSES</b>		
Employee related expenses	1,342,369	1,460,878
Other expenses related to service delivery	1,624,424	1,505,579
Other expenses	23,893	53,221
<b>TOTAL EXPENSES</b>	<b>2,990,686</b>	<b>3,019,678</b>
<b>SURPLUS FOR THE YEAR</b>	<b>276,968</b>	<b>589,443</b>
<b>STATEMENT OF FINANCIAL POSITION</b>		
Current Assets	3,233,072	3,159,098
Non-Current Assets	1,112,154	1,056,095
<b>TOTAL ASSETS</b>	<b>4,345,226</b>	<b>4,215,193</b>
Current Liabilities	644,744	791,679
<b>TOTAL LIABILITIES</b>	<b>644,744</b>	<b>791,679</b>
Net Assets	3,700,482	3,423,514



# 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.

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.

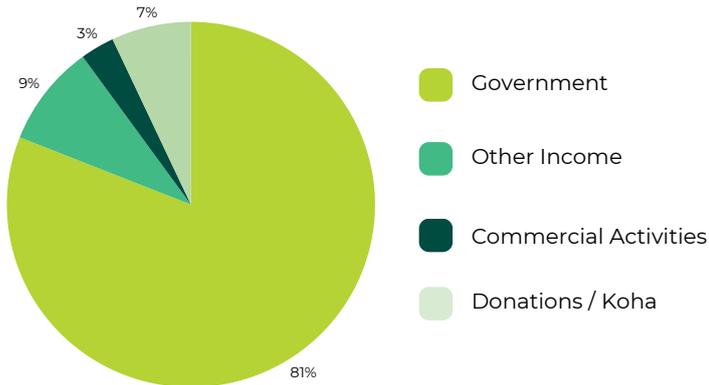
	2025	2024	2023
Number of learners engaged	2295	1853	2497
Programme completion rates	92%	85%	99.93%
Number of community partnerships	56	58	28
Number of Location	21	24	21
Number of location profile (regions)	9	10	11

<b>Strategic Priorities</b>	<b>Provide Digital Inclusion programmes in high need communities.</b>
<b>Measures</b>	Significant reduction of digital exclusion in high need communities. Programmes are provided at a nominal fee to learners.
<b>Update</b>	Katoa Connect seeks feedback from within our programmes to show how we are positively impacting on learners and their communities. The aim is to reduce digital exclusion in their communities.
<b>Strategic Priorities</b>	<b>Use data and evidence about the impact on learners to advocate for digital inclusion investment.</b>
<b>Measures</b>	Accurate data and measures show the impact of our work. Articles or submissions where Katoa Connect Trust has published informed opinions.
<b>Update</b>	Katoa Connect is building its repositories of data and evidence by embarking on more research evidence based work. This research aims to highlight our impact on the learners and communities we serve.
<b>Strategic Priorities</b>	<b>Strengthen our ability to work culturally appropriately in the communities we serve.</b>
<b>Measures</b>	Development and implementation of a Te Ao Māori strategy. A workforce that reflects the communities we serve.
<b>Update</b>	Katoa Connect is a te Tiriti o Waitangi centric organisation and so we acknowledge Tangata Whenua and Tangata Tiriti. We pride ourselves with a team of people from communities that our learners would resonate with. A diverse team and many able to converse with learners in their preferred language (e.g. Samoan, Tongan, etc).
<b>Strategic Priorities</b>	<b>Build the profile and brand of Katoa Connect Trust</b>
<b>Measures</b>	Katoa Connect is actively sought for our opinion on digital inclusion. Our communities and clients recognise our name. Our partners value our brand alongside theirs.
<b>Update</b>	Katoa Connect Trust is proud of its new brand and refreshed identity evolving from 20/20 Communications. We actively promote and share our accomplishments, relationships and activities with our new name and branding.
<b>Strategic Priorities</b>	<b>Diversify income streams and source sufficient funds to support mission</b>
<b>Measures</b>	Sufficient funding is secured to provide services in our target communities. Government contract value Non-government grants as a percentage of income
<b>Update</b>	We acknowledge and are grateful for the significant support we receive from the government to address digital equity and digital literacy challenges across New Zealand. We have also engaged in other sources of income to diversify our income portfolio.
<b>Strategic Priorities</b>	<b>Build a supportive, connected, innovative culture and team.</b>
<b>Measures</b>	Annual staff satisfaction survey shows 80% of staff are engaged. Board is a highly effective connected governance group with a good relationship with management.
<b>Update</b>	We aim to foster a supportive, collaborative, and innovative culture at Katoa Connect by discussing technologies like AI, engaging with external experts, and regularly evaluating our performance and satisfaction to ensure a positive workplace.

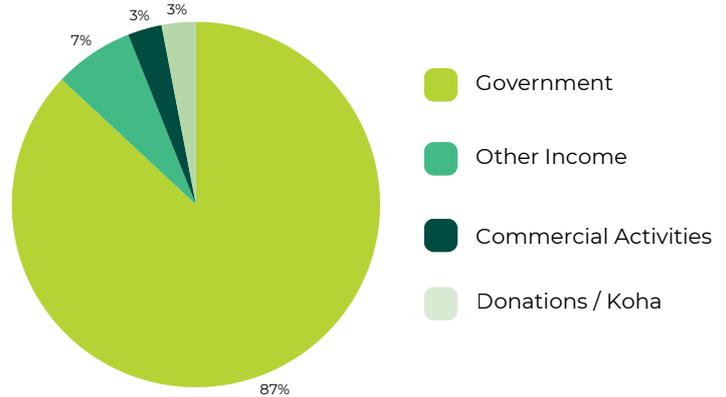
# STATEMENT OF SERVICE PERFORMANCE

## FUNDING MIX

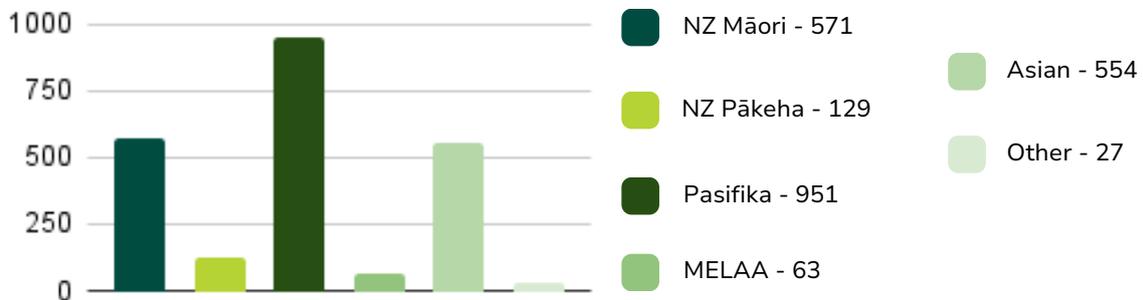
2025



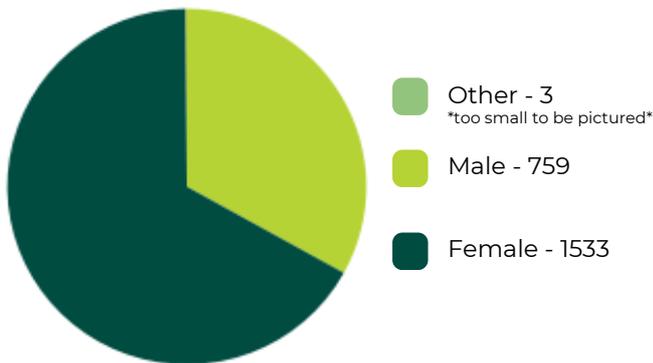
2024



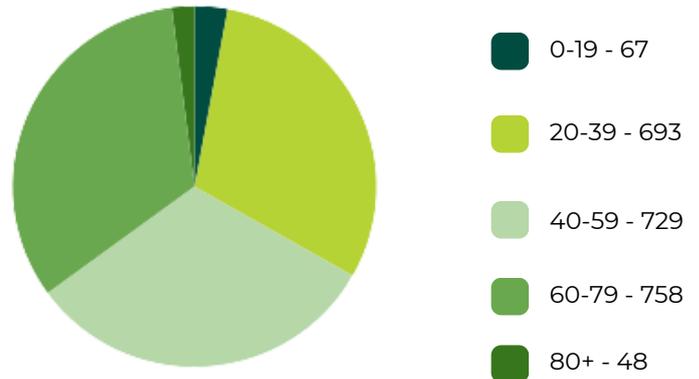
## ETHNIC PROFILE



## GENDER PROFILE



## AGE PROFILE



# STATEMENT OF SERVICE PERFORMANCE

## **Building Capability and Confidence through Digital Inclusion Programmes**

Katoa Connect offers digital inclusion programmes such as Whānau Family Connect, Rerenga Refugee Connect, Hapori Community Connect, Kaumātua Senior Connect, and Kāinga Home Connect. These initiatives help participants develop essential digital skills and confidence for greater engagement in learning, work, and community life.

## **Conducting Research on Digital Exclusion**

Katoa Connect has committed to ongoing research initiatives aimed at advancing the understanding of digital exclusion and empowering individuals to enhance their digital competencies. The organisation is also in the process of developing a "New Zealand Digital Equity Index" and undertakes an annual research study to further these objectives.

## **Building and Managing Partnerships and Advocacy**

The Trust partners with local communities, government agencies (e.g., Office for Seniors, Ministry of Education, TEC), strategic partners (e.g., InternetNZ, Chorus NZ), and referral partners to deliver its programmes and expand its reach. Advocacy efforts also include important contributions to Digital Equity Coalition Aotearoa, Digital Future Aotearoa, Te Ao Matihiko, Netsafe, and Community Networks Aotearoa.

## **Expanding Programme Reach and Responsiveness**

Katoa Connect consistently works to expand its reach and responsiveness to community needs, such as the return and reinvigoration of the Kāinga Home Connect programme in new regions.

## **Ensuring Online Safety and Security**

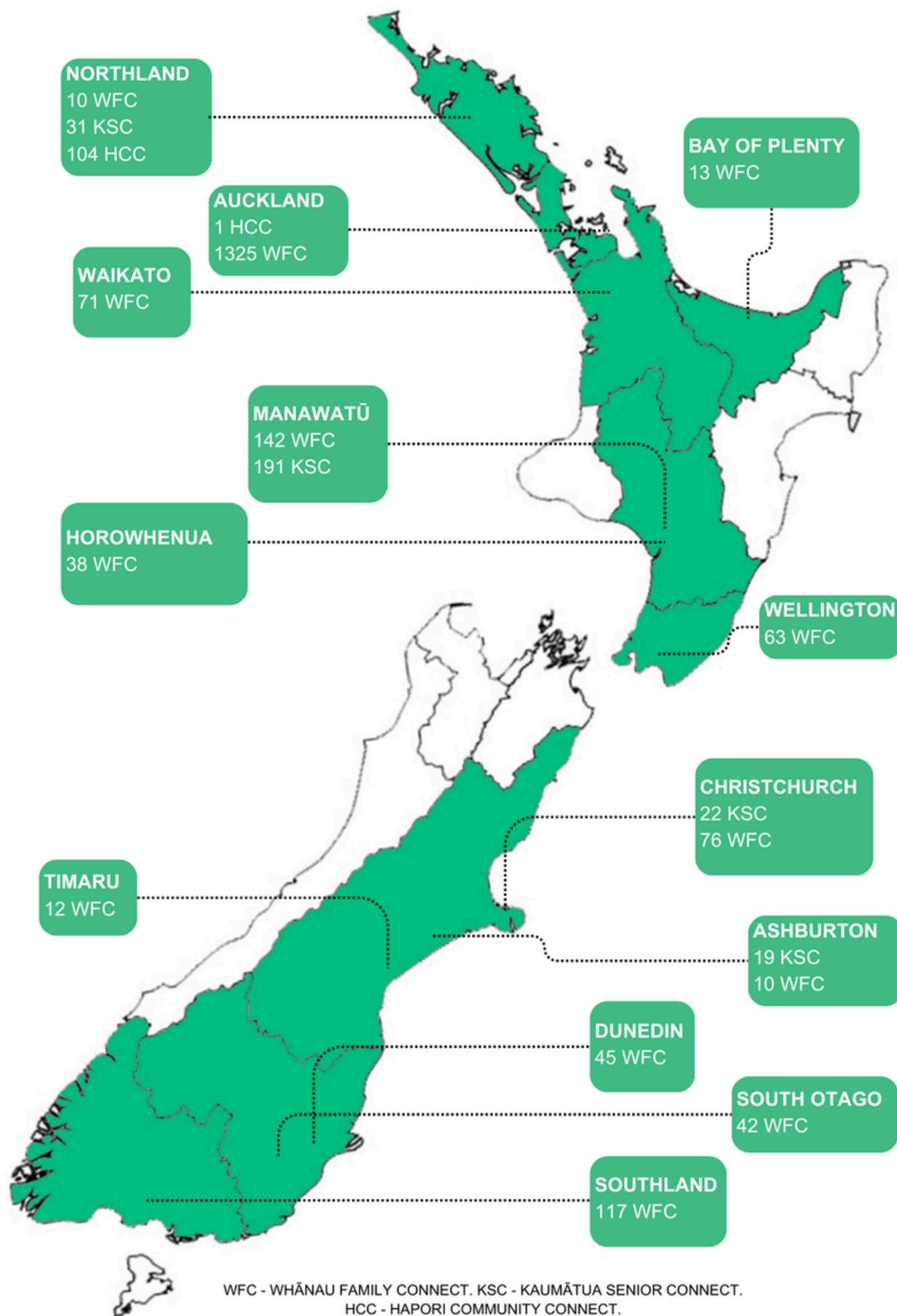
Promoting online safety and security is a strategic pillar, supported by activities like conducting cybersecurity assessments and implementing continuous improvement plans to strengthen digital defences.



# Our Programmes



# OUR REACH ACROSS AOTEAROA



# WHĀNAU FAMILY CONNECT



We believe that everyone deserves the opportunity to thrive in a digital world. Our programme goes beyond simply providing technology; it is designed to build confidence and empower learners. We understand that many participants may have had unsuccessful learning experiences with education in the past, and our approach is always to create a supportive, trusting, and safe learning environment.

We are dedicated to enhancing digital literacy skills, ensuring learners not only know how to use technology but also understand its potential for their lives. By providing access to a reliable device and a reliable internet connection, we remove two of the most significant barriers to digital inclusion. This holistic support strengthens foundation skills and empowers individuals to connect more effectively with modern society, access economic opportunities, and fully participate in their communities.

The Whānau Family connect programme is active in many regions of Aotearoa. We are committed to extending our reach to support whānau and communities right across the country, ensuring that more people have the tools and confidence to succeed in an increasingly digital world.



## Don Pere's Story

Don Pere, a participant in the Tangata Atumotu WFC Programme, has seen a remarkable transformation in his digital skills and confidence. Before the programme, Don described his knowledge and understanding as "very limited". Now, he feels he has gained "so much knowledge and a lot more understanding".

Don's experience was overwhelmingly positive. He thoroughly enjoyed the programme, highlighting the great learning environment and the facilitator's support. The facilitator, Rosenna, was described as "very helpful" and always available to assist with his questions. Don felt the class exceeded his expectations, providing a safe and culturally aware space for him to learn.

The programme's step-by-step approach made it easy for him to follow and apply what he learned. This newfound knowledge has led to a significant change in his daily life, as he now uses a computer every day. Don's goal upon completing the programme is to become "more computer savvy," and he feels he has gained the foundational knowledge to do so. He highly recommends the programme to others, stating that it helped him finally understand the basics after years of struggling on his own.



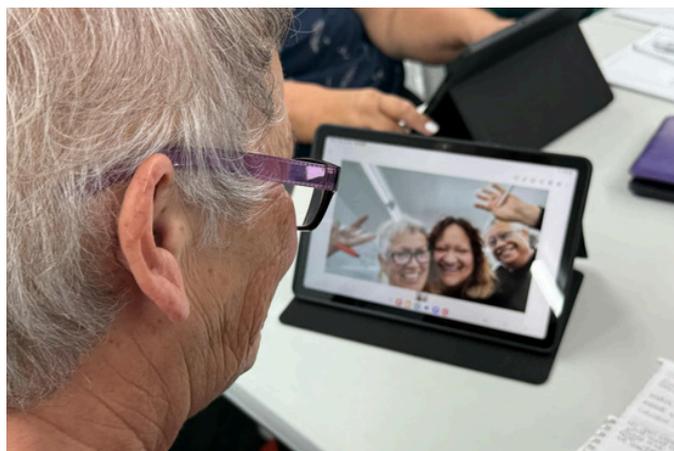
# KAUMĀTUA SENIOR CONNECT



We are incredibly proud to celebrate the Kaumātua Senior Connect digital inclusion programme and the lasting positive impact it's had on our learners and their communities. We saw a remarkable increase in interest and engagement, and we're especially proud to have not only met but exceeded our learner targets. This achievement truly shows our team's dedication and the strong demand for our services.

Our deep gratitude goes to the Office for Seniors for their partnership and unwavering support. Together, we have made a meaningful difference in the lives of Kaumātua, empowering them with the digital confidence and skills they need to stay connected and participate fully in modern society.

Recognising the continued and significant need for digital inclusion, we will proactively reach out to communities to ensure the programme's vital work continues. The demand we've seen proves that this service is essential, and we are committed to finding new ways to keep empowering seniors across New Zealand.



Katoa Connect Trust



## Bossy Ratana's Story

Bossy Ratana, a student with Age Concern Palmerston North & Districts, has completed the KSC Programme, a training course focused on using a tablet. The course was described as "enlightening and informative" and captivated a diverse group of participants.

Bossy's personal experience was one of pleasant surprise and a reduction in fear. He was particularly impressed by the wide variety of optional apps available in the community, such as AED and ROVA apps, which he previously thought were only accessible on a computer. The training helped him and his classmates overcome their fears of "dabbling in Hi-Tech".

For Bossy, the course opened up a new world, leaving him with a strong sense that one must "maintain contact with this world or be left behind". In addition to gaining digital skills, the programme also fostered a sense of community, with some students forming "enduring friends" who still maintain regular contact.

# HAPORI COMMUNITY CONNECT



The Hapori Community Connect digital inclusion programme, a joint initiative by Katoa Connect Trust and Chorus NZ, has successfully concluded its final year, leaving a legacy of powerful insights and strong outcomes. Designed as an advanced foundational digital skills programme, it was launched to help bridge the digital divide for individuals in Northland who were either disconnected or had limited internet access.

This final phase of the programme, which ran from mid-2024 to June 2025, confirmed several critical insights: a persistent lack of connectivity remains a major barrier, access to reliable devices is still limited, and there is an urgent and ongoing need for foundational digital skills training to support and sustain connectivity.

With a strong focus on equity, we prioritised Māori and Pasifika learners while remaining inclusive of all ethnicities, especially those facing digital marginalisation. Eligibility was based on individuals' need for stable connectivity and foundational digital skills. Building on our previous success, the programme reached and completed training with over 100 learners by December 2024. This achievement demonstrates the high demand for our services and the deep commitment from the communities we serve.

Our high participation and completion rates are a testament to the relevance of the content and the genuine need for digital inclusion efforts in underserved communities. The Hapori Community Connect programme has proven to be highly effective and well received, successfully empowering individuals and families with the tools and confidence to thrive in a digital world.



## Raniera O'Carrol's Story

Raniera O'Carrol, a participant in the programme, has gained a new found understanding and confidence with technology. Prior to the programme, O'Carrol believed that learning about technology would be difficult. He had no idea how much information was available to learn and was surprised to find that it's "not hard" at all.

Raniera praised the facilitator for being "patient and informative". The experience helped him realise that technology is "more than just shopping, emails and social media".

Raniera believes that everyone in the class gained new knowledge. The Chromebook provided is expected to be a "game changer" by allowing him to have a computer at home. Now equipped with new skills, Raniera is ready to begin his job search.





Many avoid digital learning not because they don't care, but because shame has made it too hard to ask for help. It's a cycle of silence that deepens digital exclusion. We prioritise whakawhanaungatanga, building trust first, so people feel safe to learn without judgement.

- Age Concern Palmerston North & Districts
- Api Fakakoloa Educational Services
- Balclutha Tupulaga
- Best Care Whakapai Hauora - Palmys Got Talent
- Botany Elderly Group
- Chinese Association - Auckland, NZ
- De Paul House
- Dominion Road Tongan Methodist Church
- Emerge Aotearoa
- Fale Pasifika Te Taitokerau
- Glenfield- Taiwan Hakka Society of NZ
- Glen Innes Library
- Hillary Tenzing Centre
- Invercargill Library
- Kaitaia Digital Hub
- Kaleidocare Inclusive Community Services
- Katoa Connect Trust
- Kiwiora Community Trust
- Korean Community - New Zealand Cultural Association
- Leabank Primary School
- Mangere Town Centre Library
- Manukau Library
- Migrant Action Trust
- Monte Cecilia Housing Trust

# REFERRAL

# PARTNERS

- Multicultural Whangarei
- Multi-Ethnic Art Link Auckland Incorporation
- New Vision
- Ngaa Hau e Whaa Marae
- Ngātiwai Kaumātua Ropu
- Niuvaka Trust
- Onehunga Community Hub
- Otago Prisoners Aid & Rehabilitation Society (PARS Otago)
- Real World Living
- Rise Group
- Robertson Road School
- Samoa Society- Timaru
- Southland Nepalese Society Incorporated
- Sustainable Development Education, Training and Advisory Trust (SDETAT)
- Tangata Atumotu Trust
- Taokataianga Vainetini Kuki Airani Southland
- Te Aroha Noa Community Services
- Te Tihi O Ruahine Whanau Ora Alliance
- Te Whare o te Ata
- To'utupu Tongan Trust
- Tupu Aotearoa Christchurch
- UUNZ Institute of Business
- Waiheke Adult Literacy Incorporated
- Wellington Methodist Church
- Wellington Tokelau Community
- Western Community Centre

# FACILITATION TEAM

Barani Kaliyapervmal  
Bibek Munikar  
Carlos Veiagina  
Cathy Zhang  
Daryl-Anne George  
Dave Lasike  
David Tilialo  
Dipika Patel  
Ehtisham Ahmed  
Faleseu (Seu) Seleni-Williams  
George Taeloa  
Haare (Charles) Haunui  
HueyNi Goh  
Jessel Maga  
Jodie Matenga-Philips  
Kerry Harris  
Lauren Ritchie  
Leni Seleni  
Liana Taeloa  
Linoaki Leha'uli  
Lisa Heitonga

Makiroa Rakoia  
Marina Ponga  
Marlene Penehio (Greene)  
Marlin Hapi-Tangaroa  
Meiteria Wellington  
Moana Chalmers  
Monet Peebles  
Monet Rose Peebles  
Racheal Taula  
Renaë Poihakena-Jackson  
Robyn Reihana  
Rohit Ranjit  
Rosenna Ratulomai  
Rosie Chng (Sheridan)  
Salu Hakila Taavili  
Selina (Lina) Alefosio  
Shay Brandt  
Sio Mafi  
Tara Nath Pande  
Tracey Savelio



# FUNDERS AND PROGRAMMES SUPPORT



**Tertiary Education Commission**  
Te Amorangi Mātauranga Matua

The tertiary Education Commission funds our Whānau Family Connect Programme through the ACE in Communities Fund.



**Te Tari Kaumātua**  
Office for Seniors

The Office for Seniors of the Ministry of Social Development funds our Kaumātua Senior Connect Programme

**C H ● R U S**

Chorus New Zealand funds our Hapori Community Connect programme and supports further research into digital equity initiatives.



Internet NZ funds our digital equity-related research that gathers community voice and informs strategic initiatives.

We extend our deepest gratitude to all our funders and supporters. Your generosity is a strategic investment in bridging the digital divide, furnishing essential technology, skills, and connectivity that empower individuals and communities. This vital partnership allows us to scale our efforts to ensure everyone, regardless of background, can fully participate in the modern, digital world."

Nāu te rourou, nāku te rourou, ka ora ai te iwi.

*With your food basket and my food basket the people will thrive .*



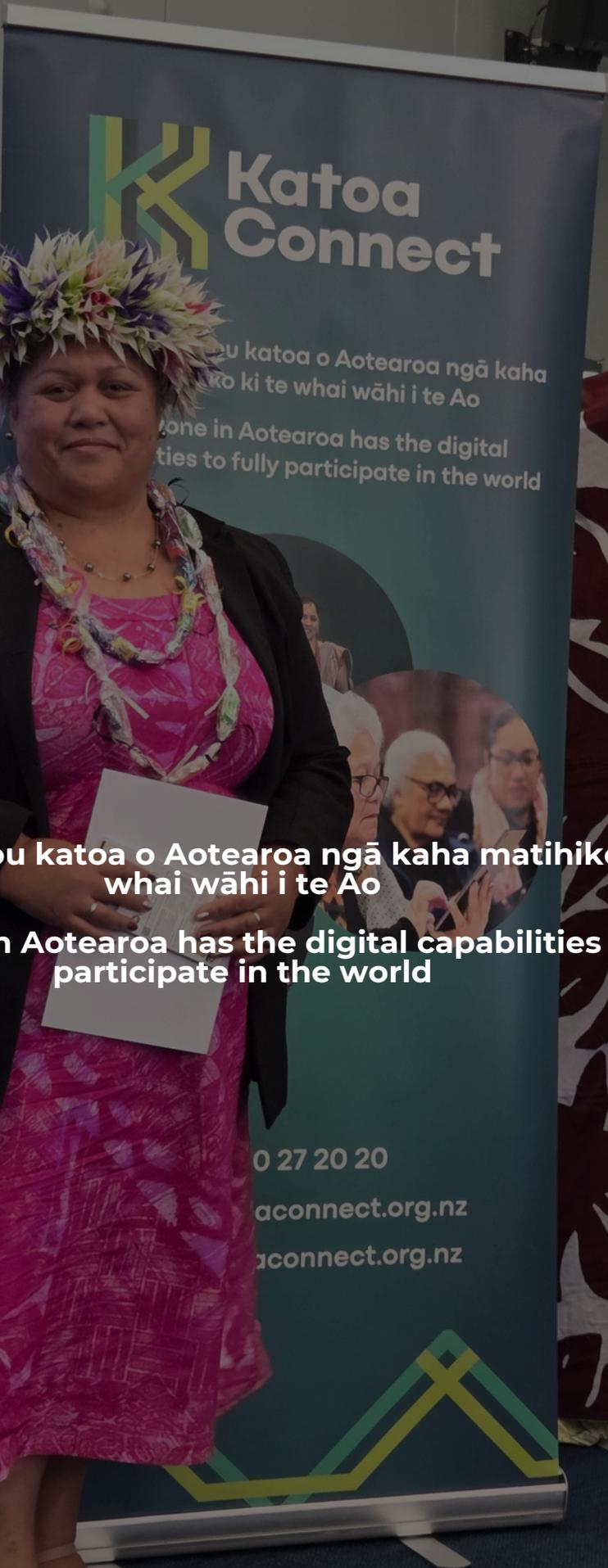
# PROFESSIONAL DEVELOPMENT

This year, the Katoa Connect team made a deliberate commitment to strengthening both our personal and professional development, recognising that investing in our people directly enhances the way we serve our community.

Our key areas of focus were Artificial Intelligence (AI) and Tikanga, equipping our team with future-focused digital skills while deepening our ability to work in culturally responsive and inclusive ways.

This kaupapa created an awesome opportunity for the team to come together, share knowledge, challenge ourselves, and grow collectively. The learning environment fostered confidence, connection, and innovation, all of which are already contributing to stronger performance and more effective service delivery.

We are proud of the progress made this year and look forward to continuing to build on this momentum as we further our professional development journey in the year ahead.



**Katoa  
Connect**

Ko katoa o Aotearoa ngā kaha  
ko ki te whai wāhi i te Ao

Everyone in Aotearoa has the digital  
capabilities to fully participate in the world

**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**

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[katoaconnect.org.nz](http://katoaconnect.org.nz)

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