



STEPPING UP
DIGITAL SKILLS FOR LIFE

**20/20
TRUST**

Stepping UP
Annual Report

2017-2018



Lottery Grants Board
FUNDS FOR YOUR
COMMUNITY



Manager's report

The 20/20 Trust has been able to significantly grow the Stepping UP programme thanks to funding received from the Lottery Grants Board in September 2017.

There has been a number of excellent new collaborations this financial year, which will see some pretty exciting initiatives starting to come through the pipeline.

New partnerships with the Spark Foundation, Deaf Aotearoa, the National Telehealth Service, Far North District Council, Whare Hauora and the Budget Advisory Service will mean free digital skills training and low-cost connectivity will be available to an even wider population of our community.

Of particular note is the partnership with the Spark Foundation; delivering their Spark Jump initiative. Spark Jump is a low cost pre-pay internet service using Spark's 4G wireless network. With no contracts to sign or fixed monthly costs, families with children up to the age of 18 can connect at a cost of \$10 for 30GB. Due to the Lottery Grants Board funding, 60 libraries now offer this digital service to their communities with 31 more in the planning for 2018-2019.

The Government is aiming for an average of 80% of New Zealanders' most common government transactions to be completed online. Uptake Managers from the DIA recently met with 20/20 Trust to discuss ways the Stepping UP programme could offer more modules aimed at online government services.

The Stepping UP programme is filling a gap in the digital training sector. It offers bite sized classes in subjects pertinent to people's everyday lives. There are not many places throughout New Zealand where you can drop in to upskill and then take your newfound knowledge back to work or home - for free!

The delivery partner and participant feedback throughout the country continues to highlight the need to expand Stepping UP further; to connect and support the rurally isolated and reach those who wouldn't necessarily go to larger institutions to gain much needed digital skills and confidence.

It is a privilege to oversee the Stepping UP Programme and I look forward to managing its continued expansion.

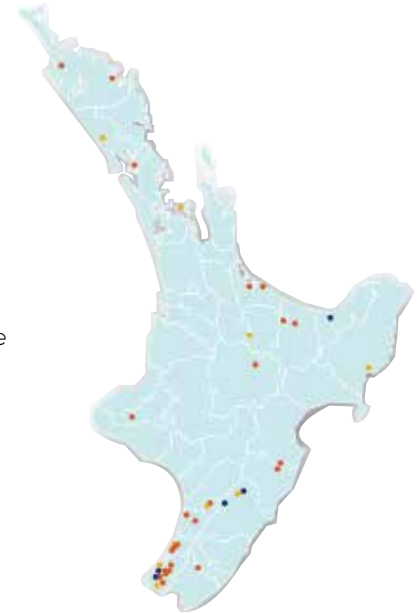
Sue Kini

Stepping UP partners – North Island

Adult Learning Franklin, Pukekohe
Central King Country REAP, Taumaranui
Colwill Community Hub, West Auckland
Dannevirke Library
DIGITS Charitable Trust, Palmerston North
e-Learning Porirua
Family Start Palmerston North/Whanganui
Feilding Public Library
Foxton Library
Gonville Library, Whanganui
Greerton Library, Tauranga
Hastings War Memorial Library
Havelock North Library
Hawera Library Plus
HB Williams Memorial Library, Gisborne
Johnsonville Library
Kaikohe Library
Kaipara District Libraries, Dargaville
Kaitiaia Library
Kawerau District Library
Literacy Aotearoa Hawkes Bay, Napier
Maketu Health & Social Services
Manukau City Baptist Church
Masterton District Library
Miramar Library, Wellington
Naenae Community Library, Hutt City
Napier Library

Nga Pumanawa e Waru, Rotorua
Nga Tai O Te Awa, Whanganui
North Harbour Budgeting Services
Opotiki Library
Otaki Library
Paraparaumu Library
Puke Ariki, New Plymouth
Pukekohe Whanau Resource Centre
Rotorua Library
Shannon Library
Stratford Library
TaiTech, Gisborne
Tawa Library, Wellington
Te Aroha Noa, Palmerston North
Te Kauwhata Community House
Te Mana o Kupe, Porirua
Te Pae Tata Ruapehu, Ohakune
Te Puke Library
Te Roroa Learning Assistance, Dargaville
Te Takere, Levin
Te Whare Kokonga, Hamilton
Tuakau Library
Upper Hutt City Library
Waikanae Library
Waipawa Library
Waipukurau Library
Wairarapa REAP, Masterton

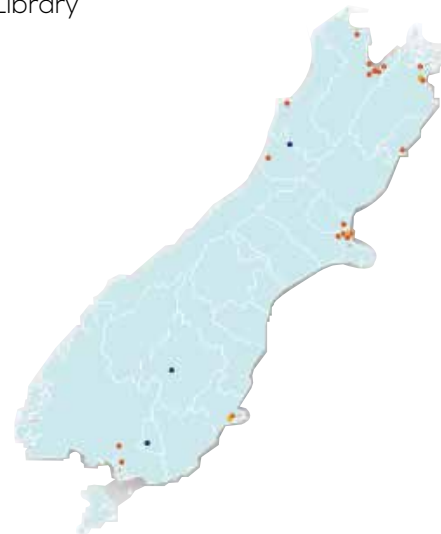
Wairoa ICT Club
Waitomo Library
Web Access Waikato, Hamilton
Whakatane Library
Whanganui Library
Whangarei Central Library



Stepping UP partners – South Island

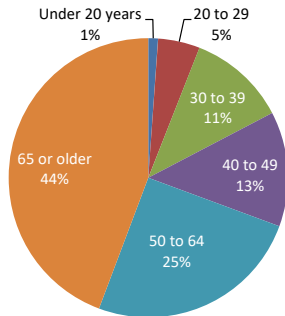
Addington.Net, Christchurch
Alexandra Library
Ashburton Learning Centre
Balclutha Library
Bluff Public Library
Community Care Trust (Twizel)
Darfield Library
Dunedin City Library
Family Start, Nelson
Geraldine Library & Service Centre
Gore Library
Grey District Library, Greymouth
Hurunui Memorial Library, Amberley
Invercargill City Library
Kaiapoi Library
Kaikoura Library
Linwood Library, Christchurch
Mackenzie College & Community Library, Fairlie
Marlborough District Library, Blenheim
Motueka Public Library
Nelson Public Library
Nightingale Memorial Library, Tahunanui
Oamaru Library
Oxford Library
Picton Library

Rangiora Library
Richmond Library
Southern REAP, Winton
Takaka Memorial Library
Te Anau Library
Temuka Library Service & Information Centre
Timaru Library
Westland Library, Hokitika
Winton Library

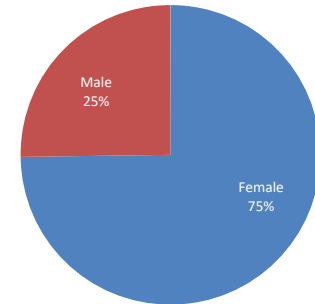


Participant profiles

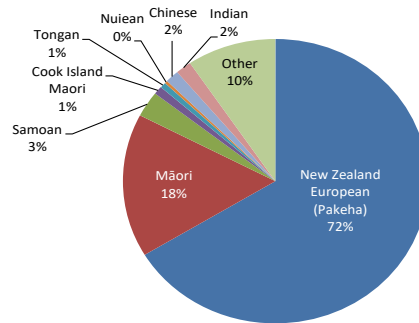
Participant age:



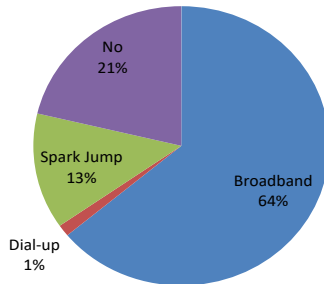
Participant gender:



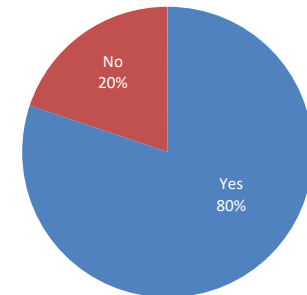
Participant ethnicity:



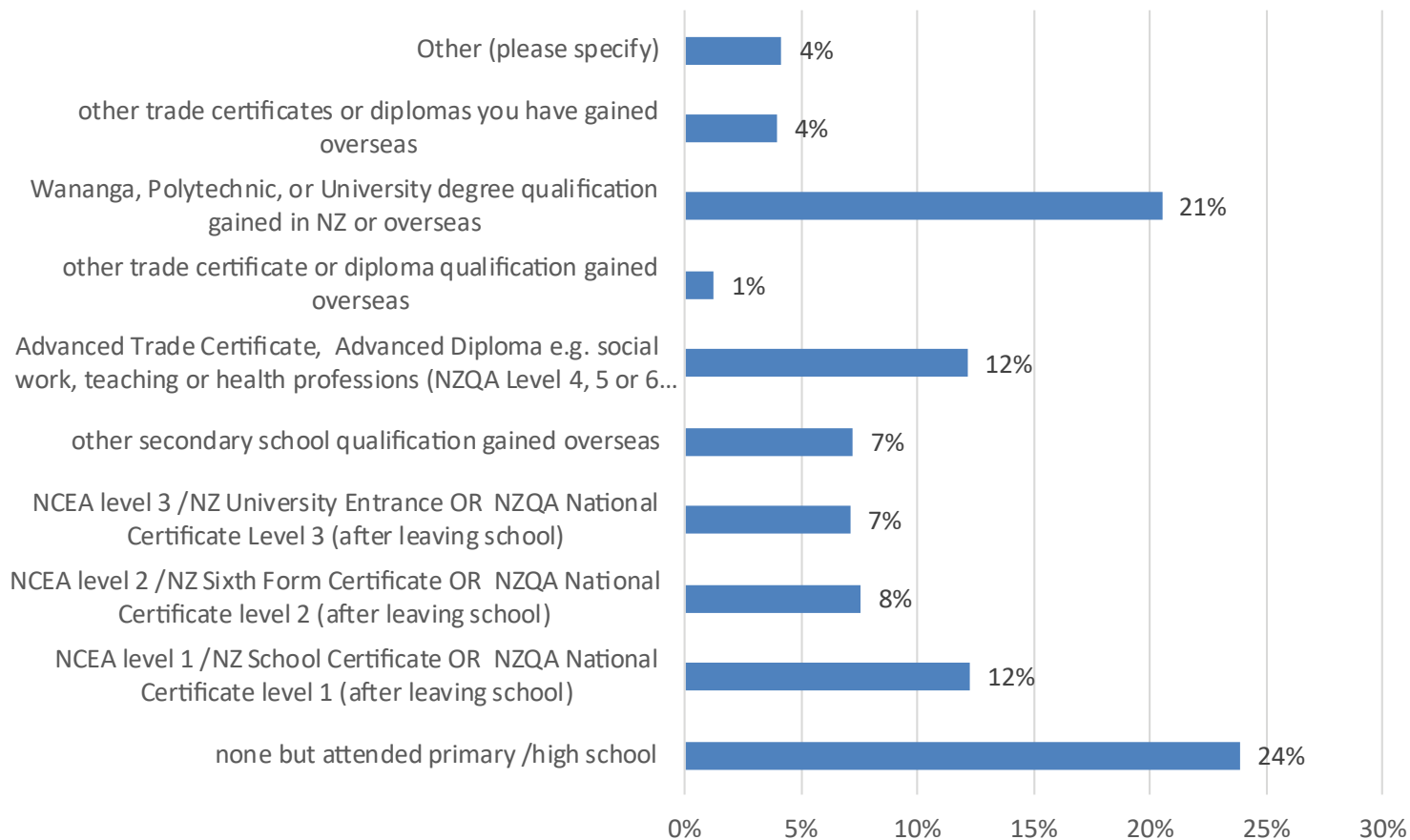
Participant connectivity:



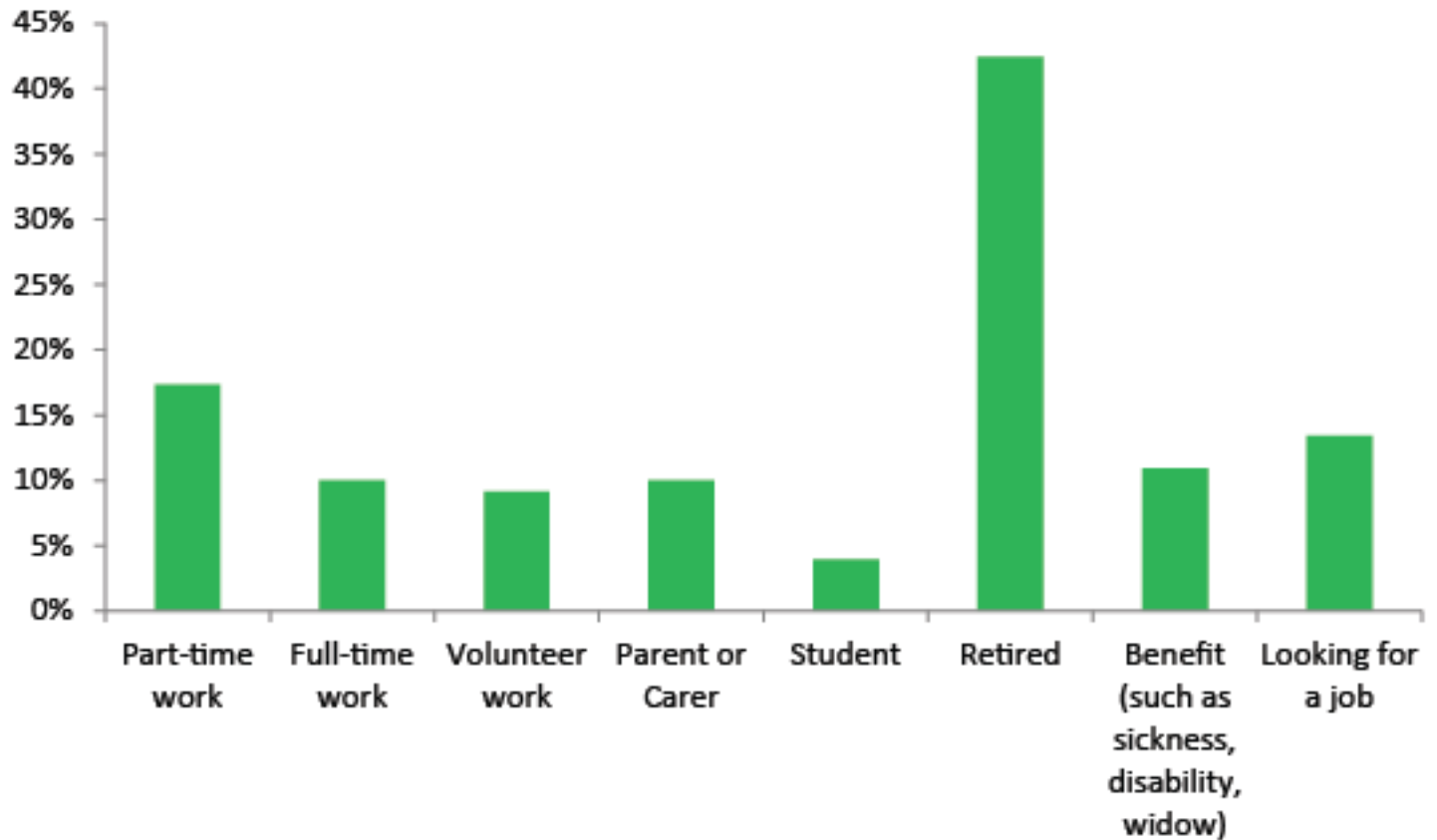
Participant computer at home:



Participant education:

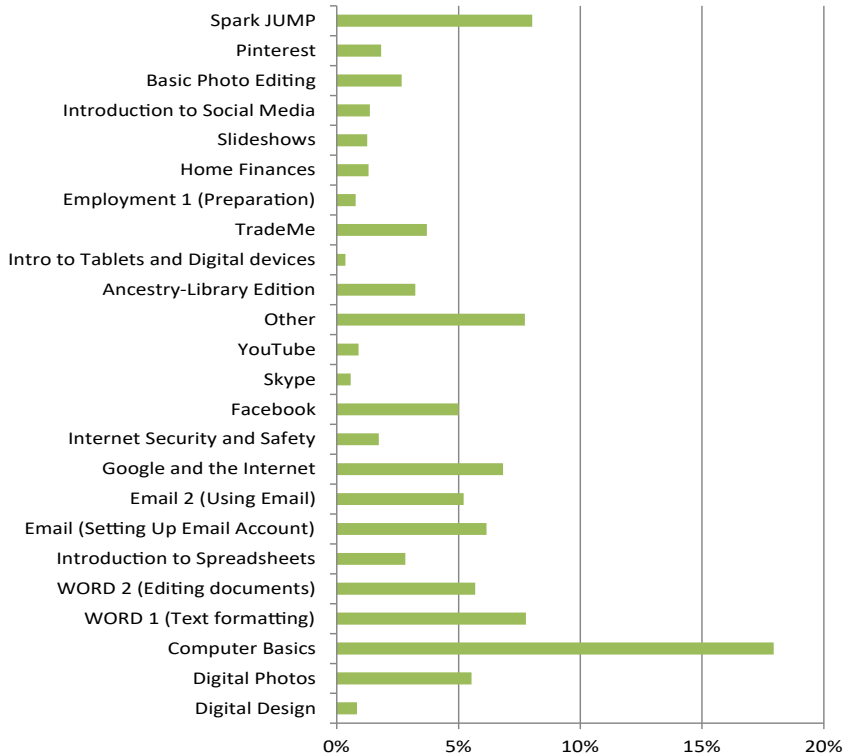


Participant employment:

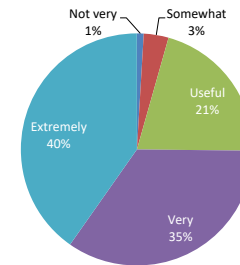


Participant feedback

Digital Steps completed:



Usefulness of Digital Step:

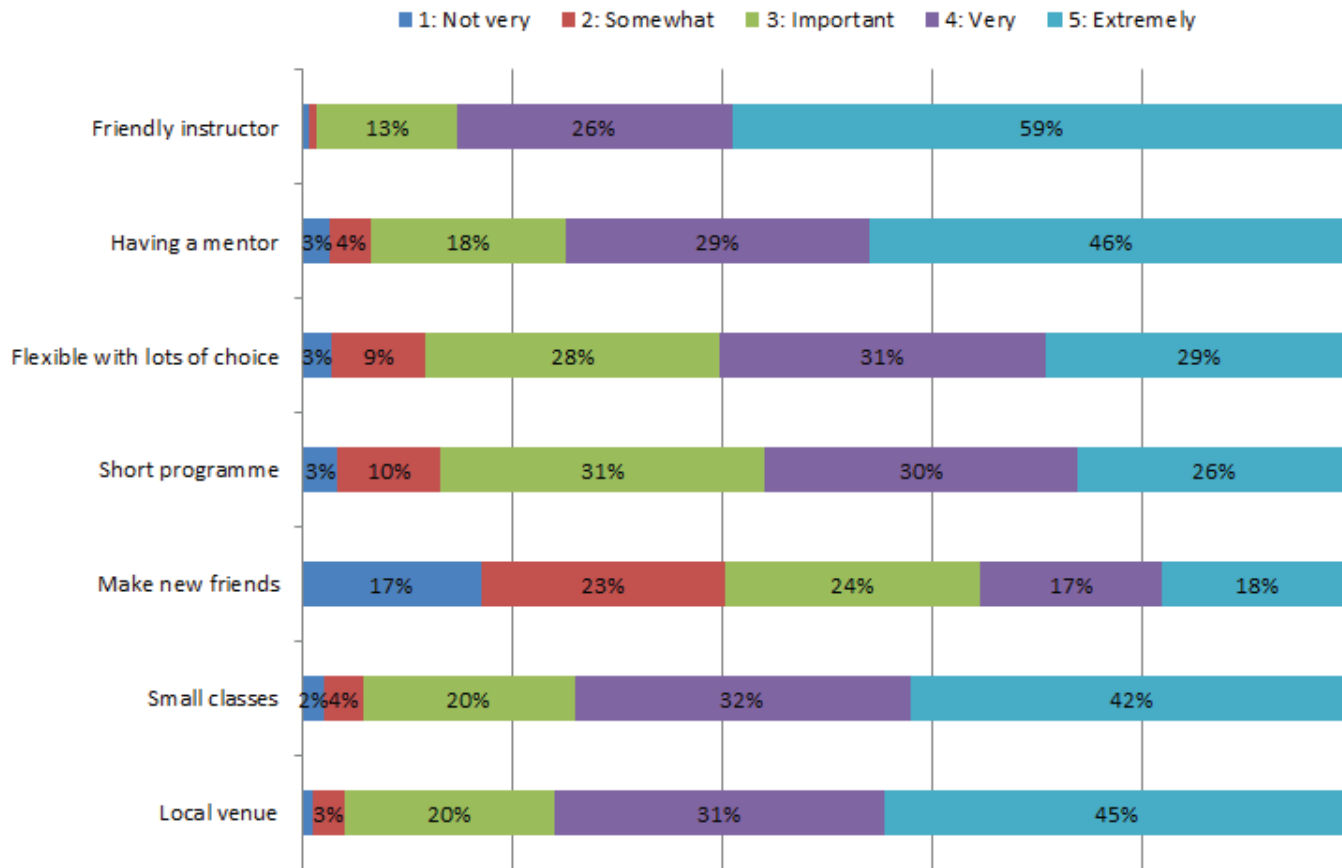


Digital Step modules

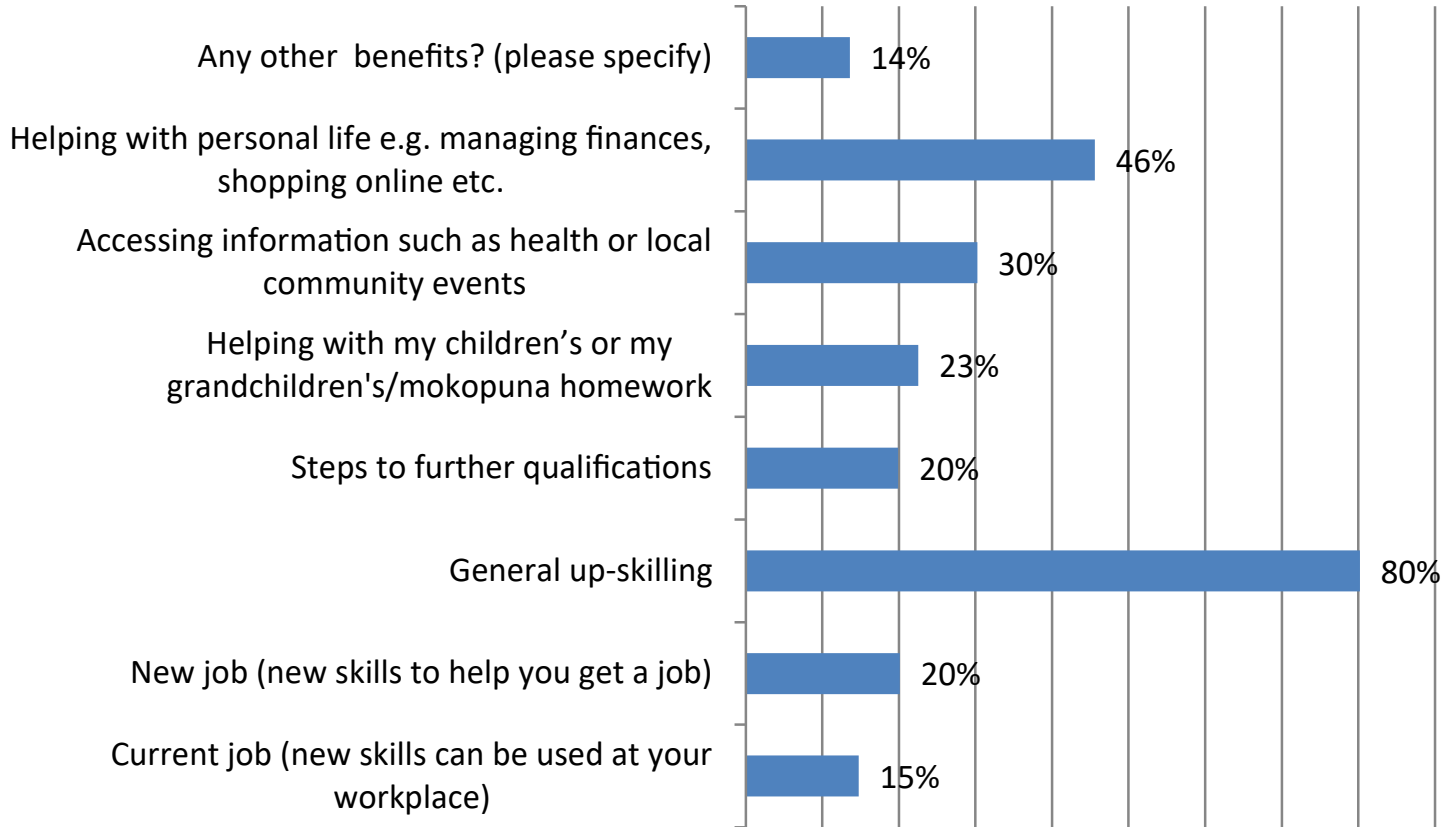
The curriculum of the Stepping UP programme has been responsive to the needs of local communities, with new modules being regularly introduced. What began as 12 basic modules has now expanded to 34 targeted subjects, with new topics in the pipeline for 2018.

For the curriculum to stay relevant and effective, we must ensure the resource meets the needs of everyday New Zealanders wanting to upskill their digital knowledge for work and life.

What was important to you about the Digital Step class?:



How did you expect this Digital Step to benefit you?



Partnerships – Spark Foundation



Free modem



\$10 for 30GB



Top Up
as you go

60 active delivery providers

31 providers in the pipeline

1049 modems now in New Zealand homes

Click [here](#) to watch how the partnership works & why it needs to continue to expand

Partnerships - Transpower

Digital On-Road Access (DORA) is a fully self-contained learning centre, with seating for around 10 people. On board, electrical equipment is powered by a bank of solar panels, with a standby petrol-driven generator.

Multiple types of internet connection are available, including cable, 3G and 4G mobile and local WiFi as well as satellite. A large screen TV monitor provides a suitable display for tutors.

DORA was created as a mobile digital classroom in 2012 to provide digital literacy training opportunities for earthquake-affected families in Christchurch.

After five years 'on the road', DORA was needing some urgent refurbishment work and Transpower agreed to provide matching funding for the DORA component of a Stepping UP Lottery grant, approved in 2017.

The refurbishment work is expected to be completed by early Term 3, 2018.



Partnerships – Deaf Aotearoa



60% do not have a computer in their home

66% wanted to keep up with new technologies

Over **50%** attended to make new friends

Trainer's viewpoint – Greerton Library



Seniors on Social Media – Delivering the Digital Literacy Skills our Older Customers really want.

Tauranga Libraries have partnered with Stepping UP since early 2017 to deliver computer classes at Greerton Library.

Over this period we have offered many of Stepping UP's 30+ classes, ranging from Computer Basics to Working with Excel.

When we went into the partnership, we had thought that the more traditional computing classes would be the most popular with our senior customers, however, with very few exceptions, we have found that they are primarily wanting to develop digital skills in order to engage with the internet and with social media – so that they can establish or maintain connections with their friends and family online and engage with their wider community.

Another unexpected outcome is that our customers are forming strong social bonds within our classes, that they are then maintaining outside of the library. Many of the seniors engaging with our classes are doing so to try and overcome isolation and loneliness. Many have survived a spouse or partner. Others have found themselves separated as

later in life, or with adult children who have moved away.

Accordingly, we have found that an unexpected positive outcome of offering computer courses to older customers, is that these programmes are meeting our customers' needs with regard to community and connectedness as well as helping them to gain the skills to participate in society as digitally enabled citizens.

Carolayne Taylor
Digital Programmes Specialist

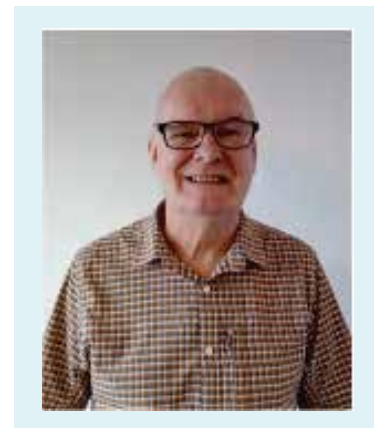


Tauranga City
LIBRARIES

Trainer's viewpoint – Hutt City Libraries

Jim Whitman, a Stepping UP trainer in all five Hutt City Libraries, has seen hundreds of people be a part of the programme and knows the impact these sessions have on community.

“Stepping UP enables the local library to be a provider of serious and very useful courses for the local community. We aim to work with libraries on this task. Libraries are in transition as they create a role for themselves in the digital world.”



“Many people are a lot more knowledgeable after they attend one of our courses and regular attendance broadens their knowledge further. Other attendees can pick up surprising new bits of knowledge like how to change the size of an on screen window. This can be quite an unexpected joy to some people.”

Participant's voice

"I think the classes are a wonderful help to people trying to break into the world of internet who have no or little experience."

Stokes Valley Library

"I learned a lot more today and just found out how use Pressreader and the NZ Herald. I am definitely going to practise at home and show my mum so she can unsubscribe from the Dominion Post and this will help save her money. Today was really interesting and can't wait for the next Stepping Up course. What an AWESOME tutor!"

Wainuiomata Community Library

"I thoroughly enjoyed the course. Jodie and Jane were very clear and so willing to help us with any concerns. I have enrolled for another class and am looking forward to that also. Thank you for offering these classes once again thank you."

Marlborough District Library

"The SparkJump class, and access to the internet that my family can afford is an absolute revelation. I am so grateful for the class and to 20/20 for getting us connected at home. The librarians/staff at the South Dunedin pop-up were really great-- so focussed on helping me and my kids. Thanks heaps!"

Dunedin City Library

"After completing each module I was confident with using the new skills I had gained over the following days in that each week to put my skills with my work that effectively and efficiently quickened my reporting in my work. These sessions built my confidence in using computers."

Napier Library

Family focus – Collaboration

When like-minded organisations work together, great things can happen...

In 2018, Tina, a mother of five from Oamaru, decided it was time to get help for her low-literacy levels.

Little did she know it would lead to not only greatly improved literacy but on to new digital skills and a low-cost internet connection for her children.



Click [here](#) for Tina's story.



Literacy Aotearoa
Choice Change Freedom



Family focus – Device & connectivity



When Lucy Darroch attended a Stepping UP Spark Jump class in March 2018, her response in the participant survey encapsulated exactly who we're trying to help.

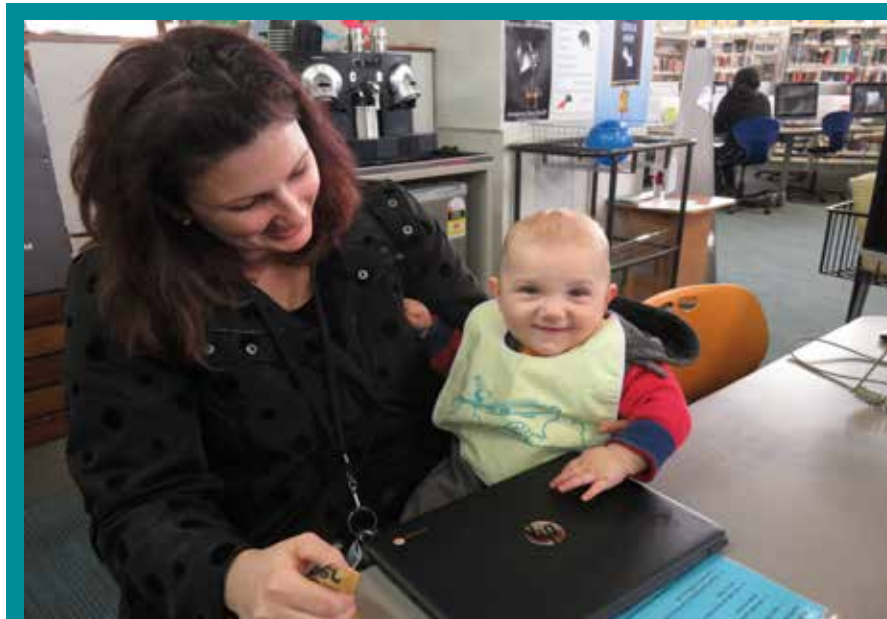
“Thank you for providing this. Even though my boyfriend is working full time (I'm currently home with newborn) we have no money left after bills, utilities, insurance and rent. We can't afford food let alone WiFi and my daughter is 7 and needs access to the internet (as do I to pay bills, apply for jobs etc) so this is a GREAT help!!”

Lucy Darroch

The Spark Foundation recently gifted a Chromebook to the Stepping UP programme. When we approached Paul Greville at Masterton Library for a beneficiary, he immediately thought of Lucy and her young family.

“This will help us so much now that I don't have to go from house to house borrowing computers to do my basic tasks. This will make a real change in our lives”

Lucy Darroch



Future partnerships 2019-2020

Whare Hauora is an initiative to measure housing environments for New Zealanders; to empower and educate residents on how they can make changes to their environment for a healthier home. An affordable low-cost internet connection is required for the sensor to send data to the app, Whare Hauora has approached Stepping UP to support this requirement. Learn more [here](#).

The National Telehealth Service and Sue Kini are currently working on two new health modules focusing on online health services and health management. The Health Promotion Agency, Healthpoint.co.nz and NTS Clinical governance team are also involved. Learn more [here](#).

Far North District Council's Kaikohe Library has aspirations to reach their kaumata and kuia through homebased digital learning. Team Leader Jess Tuckerman approached Stepping UP to access digital learning resources and connectivity required for the project.

Acknowledgements

The participant feedback, family stories, delivery partnerships and future direction of the Stepping UP programme would not have been possible without the inspired funding from the Lottery Grants Board in September 2017.

Our vision for 2018-2020 is to expand our reach to the majority of public libraries in New Zealand. Working closely with Public Libraries of New Zealand will enable greater promotion and connection with rurally isolated, harder to reach communities.

Whilst we are only one third of the way towards our target of every library in New Zealand offering free digital skills training, we have a huge amount of support and like-minded organisations behind us; keen to help us achieve our goals of digital inclusion for all New Zealanders.