Marton and Surrounds ICT Hub Charitable Trust Board
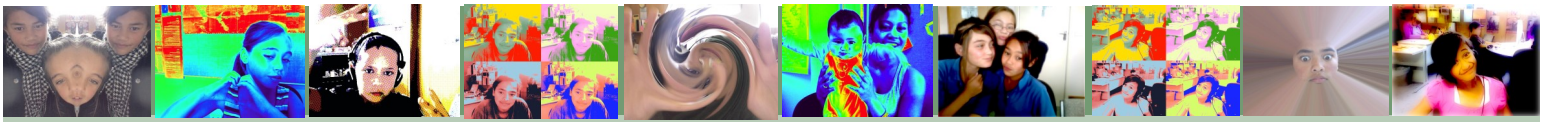

Arial view of Ratana Pa—after 11 years, the Marae Connectivity Project is complete

Annual Report
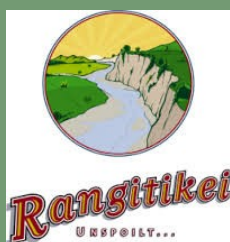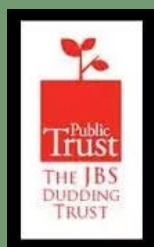
for year from 1 July 2020 to 30 June 2021

Improving computer access and computer skills in our community

Contents

Improving computer access and computer skills in our community

Acknowledgement of Funding

We acknowledge and thank the following organisations and individuals for their financial contributions and non-financial support:

NZ Lotteries Grants Board for $15,000
Pub Charity for $13,417
JBS Dudding Trust for $10,000
Whanganui Community Foundation for $9,000
COGS for $3,000
RDC Community Initiatives Fund for $2,500
Page Trust for $2,000

In exchange for using the Hub for training and Civil Defence, the Rangitikei District Council covers all venue and broadband expenses at the Marton ICT Hub (valued at $9,600)

Donations from individual Marton Hub users was $1,181
(a lot for people without much money)

Damian Turner-Steele provided technical support and Rick Coleman worked on the Hub's website this year without payment

Volunteers at Marton ICT Hub

Sandra Stevens, Kim Smith, Joanne Maraku, Andrew Barnett, Maru Joseph Jacobs and Richard Beagley have between them supplied 1,092 volunteer hours (worth $21,830 at minimum wage)

Volunteers at Ratana ICT Hub

Charlie Rourangi, Dana Puketohe, Lequan Meihana and Arahi Hagger have provided many volunteer hours at Ratana

In addition, Rashmi Naratajan and Lequan Meihana as employees of the Rangitikei District Council have surveyed the community and delivered computer classes at Marton and Ratana Hubs during the year

A Big Thanks to

Lottery Grants Board
LOTTO FUNDS FOR YOUR COMMUNITY

Pub Charity Limited

Public Trust THE JBS DUDDING TRUST

Whanganui Community Foundation

COGS
Community Organisation Grants Scheme

Page. Charitable Trust Managed by Public Trust

Rangitikei UNSPOILT...

Improving computer access and computer skills in our community

3

OUR GOAL

To address 'digital disadvantage'. We provide affordable and accessible services for adults and students without access to a computer or broadband internet at home. We also improve skills for all, giving advice on what to buy (phone, tablet or desktop) and how to get the best out of the internet and their digital device.
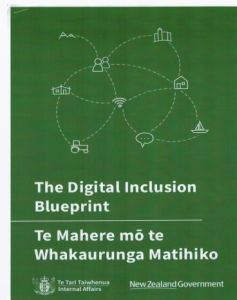
TARGET AUDIENCE

Our target audience are people who are rural and isolated, young, older, low income, Maori or Pacifica.

WHAT ARE WE?

Marton has 12 and Ratana has 6 flash 21.5" iMac computers (with both Mac and Microsoft operating systems). We have headsets to reduce noise and also have printers, whiteboards, dataprojectors and screens.

Visitors to the Ratana Hub

Digital Inclusion—why it matters?

The government released its Digital Inclusion Blueprint in March 2019. It looked at digital inclusion through a Maori lens, explained why it was important, the barriers to digital inclusion and clearly defined the main features of digital inclusion. Our computer hubs are well placed to address all four elements of digital inclusion.

✓ NZers need **motivation**, they need to understand how the internet and digital technology can help them, and consequently have a reason to engage.

✓ NZers need **access** to digital devices, software and content they can afford. It includes connectivity, affordability and accessibility.

✓ NZers need **skills**, the know-how to use the internet and digital technology in ways that are appropriate and beneficial.

✓ NZers need to **trust** in the internet and online services. They need the digital literacy to manage their information and avoid scams and harmful information.

"The vision: that all of us have what we need to participate in, contribute to and benefit from the digital world"

Improving computer access and computer skills in our community

Digital Inclusion

- Motivation
- Access
- Skills
- Trust

What does Citizen's Advice Bureau say about Digital Exclusion in New Zealand?
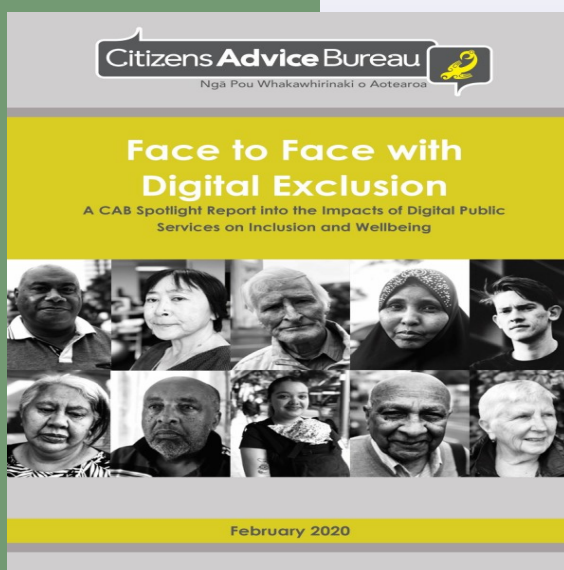
Consistent with the Hub's experiences

"Because digital inclusion doesn't exist in a void, we must link in closely with other initiatives, including building a digital economy , digital rights, data sovereignty and the future of work. It's important that we learn from each other, so all NZers thrive in this digital era"

Paul James, Government Chief Digital Officer in The Digital Inclusion Blueprint

Contents

Citizens Advice Bureau
Ngā Pou Whakawhirinaki o Aotearoa

Face to Face with Digital Exclusion
A CAB Spotlight Report into the Impacts of Digital Public Services on Inclusion and Wellbeing

February 2020

Improving computer access and computer skills in our community
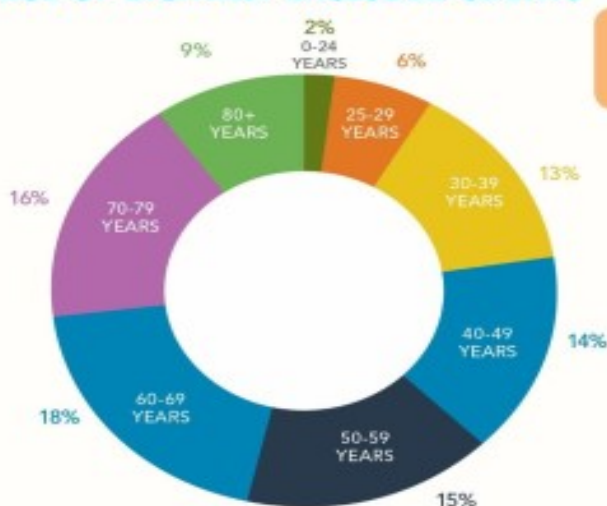
A snapshot of digital exclusion

In a three-month period, CAB volunteers recorded 4,379 enquiries where the client was experiencing digital exclusion. This equates to 10% of all clients during this period. These clients faced barriers to participating fully in society because of information and services being online.

4,379
FOUR THOUSAND THREE HUNDRED AND SEVENTY-NINE

clients recorded as
digitally excluded
in a three- month period

Sometimes this was about a lack of access to a computer or the internet, but was also frequently about a lack of digital skills or confidence, and a broader range of barriers relating to literacy, language, finances and disability. For others it was a matter of choice, and the difficulties faced when wanting to interact offline in an increasingly online world.

AGE OF DIGITALLY EXCLUDED CLIENTS

- 2% 0-24 YEARS
- 6% 25-29 YEARS
- 13% 30-39 YEARS
- 14% 40-49 YEARS
- 15% 50-59 YEARS
- 18% 60-69 YEARS
- 16% 70-79 YEARS
- 9% 80+ YEARS

"Digital exclusion is being experienced across age groups."

Digital exclusion is experienced by clients across age groups. While older people are clearly represented amongst those who are digitally excluded, younger people also face difficulties because of information and services being online.

People of all genders experience digital exclusion.* It is more common for CAB clients experiencing digital exclusion to be female, but we note that the proportion of digitally excluded clients who are male is greater than the proportion of male clients generally (45.5% digitally excluded versus 40% all male clients in the same period).

*We acknowledge that digital exclusion is also something that may be experienced by people who identify as gender diverse and transgender. People identifying with these gender profiles are currently a small percentage (<1%) of overall enquiries received by the CAB and were less than 0.02% of those recorded in this data set.

GENDER OF DIGITALLY EXCLUDED CLIENTS

- MALE 45.5%
- FEMALE 54.5%

Improving computer access and computer skills in our community
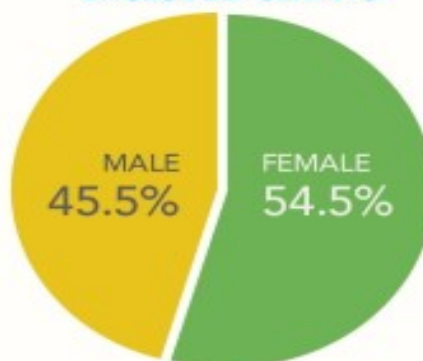
And then Covid hits ….

and we all embrace digital technology to work and socialise from home, and commentators are talking about us never going back.

McKinsey & Company, a big global management consulting firm did an interesting international survey of business executives and published "How COVID-19 has pushed companies over the technology tipping point—and transformed business forever". Key points include:

- Disruption in the front-line interface one on one with customers is huge.
- Virtual interaction has decreased physical footprints.
- The relationship between length of crisis and the permanence of the changes as "new" becomes "normal" over time
- Remote working and cloud migration are the two most cost effective of pre crisis norms and practices
- In just a few months the COVID-19 crisis has brought about years of change in the way we do business.
- Funding for digital initiatives has increased more than anything else
- Digital adoption has taken a quantum leap at both the organizational and industry level.
- During the pandemic, consumers have moved dramatically towards online channels
- With them being three times more likely now than before the crisis to say that at least 80 percent of their customer interactions are digital in nature.
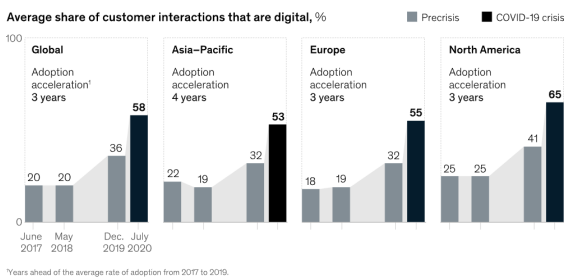
https://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/how-covid-19-has-pushed-companies-over-the-technology-tipping-point-and-transformed-business-forever

Tracey Dawes at Reed Talent Solutions and Alison Watson from Arden University, share their perspectives concerning the impact of COVID-19 on digital transformation and make key points:

- Digital transformation is important in removing any barriers to entry into a recruitment process
- Values and ethics have played a big part in the past two years, as people have changed their priorities and attitudes towards work due to the pandemic
- There are huge advancements occurring in digital transformation in our day-to-day lives, but many of the population didn't grow up around nor learn using computers as part of their education – leaving them feeling alienated when tech is implemented in so many everyday processes.
- There are barriers to obtaining digital skills, which the government needs to factor in; these can range from a lack of motivation or perceived need to obtain digital skills, a lack of trust in digital technology, a lack of support with learning digital skills and a lack of access to the required devices.
- The government will be dealing with people from different generations and, therefore, different levels of comfort, experience and exposure to technology. But as digital literacy will be a priority for education institutes, businesses and personal social interaction, the government must be aware and readily react to this.
- And as previously touched on, some organisations will find they are ready, but their customers/clients aren't.

https://www.openaccessgovernment.org/covid-19-digital-transformation/124510/

The COVID-19 crisis has accelerated the digitization of customer interactions by several years.

Average share of customer interactions that are digital, %

¹Years ahead of the average rate of adoption from 2017 to 2019.

McKinsey & Company

The RDC's Digital Engagement Coordinator used the survey below before delivering courses between March 2021 and May 2022

"I the undersigned do verify that the Marton Hub is the most valued assistant of today's modern school of learning. I also acknowledge the extra help administered by Angela Coleman and her expertise demonstrated.
Kia Kaha,
Angela and the team"
Grant

Quotes from Marton Hub users

"Hub is really excellent and very friendly"
Bob from Hunterville, 60s

"Many thanks with helping print lyrics and chords for my country music songs. Very appreciative, thanks"
Garry, 70yo

"Such a helpful place. Staff taught me a lot in a cheerful happy way. For elderly people it's a great place to learn."
Jean, 88yo

Many thanks, Andrew, for your wonderful help with our printer last week—your support was much appreciated."
Jackie and Gerry

Improving computer access and computer skills in our community

What is your age?

- 18 years or under — 55%
- 19 to 30 years — 4%
- 31 to 50 years — 11%
- 51 to 64 years — 7%
- 65+ years — 23%
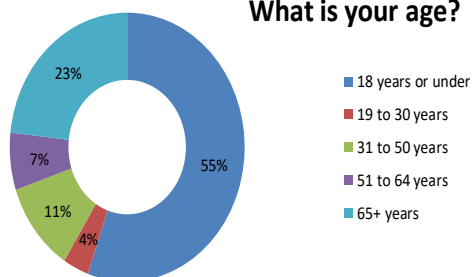
What is your employment status?

- I am a Student — 53%
- I work Part Time — 7%
- I work Full Time — 10%
- I am not in paid work — 8%
- I am Retired — 22%

How often?

- Daily — 62%
- Weekly — 24%
- Monthly — 9%
- Once or twice before today ie rarely — 3%
- Never before — 2%

What is your ethnicity?

- NZ European — 45%
- Maori — 40%
- Samoan — 9%
- Tongan & other PI — 0%
- Other — 5%
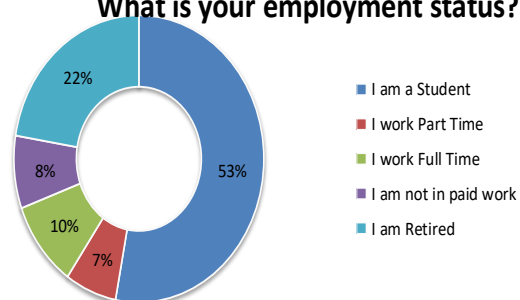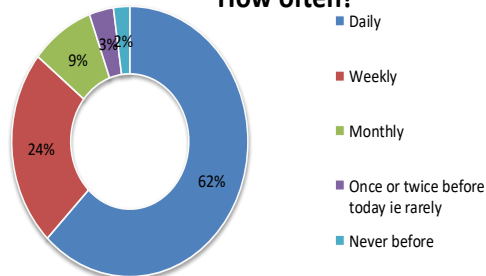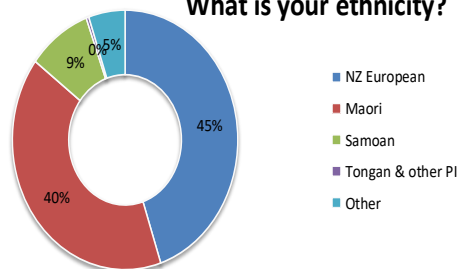
Who uses the Marton Hub?

In the last year we have had 957 attendances and 451 (47%) completed our online anonymous survey using a Google Form. Training groups, community meeting participants, RDC staff, and others with private bookings do not complete the survey.

Where do you use a computer?

- Home — 61%
- School — 7%
- Work — 3%
- Friends & Family — 3%
- Library — 3%
- Computer Hub — 22%
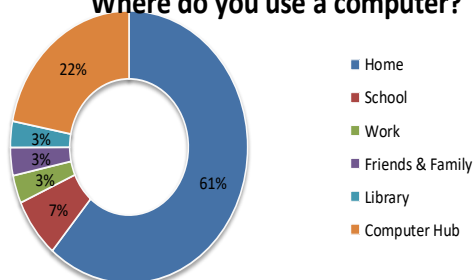
Where do you use the internet?

- Home — 70%
- School — 3%
- Work — 2%
- Friends & Family — 6%
- Library — 2%
- Computer Hub — 18%

Your computer skills?

- Beginner — 43%
- Good — 44%
- Expert — 13%

Where do you live?

- Marton — 92%
- Rural — 2%
- Rangitikei/Manawatu/Whanganui — 4%
- Elsewhere in NZ — 1%
- Overseas — 1%

Improving computer access and computer skills in our community
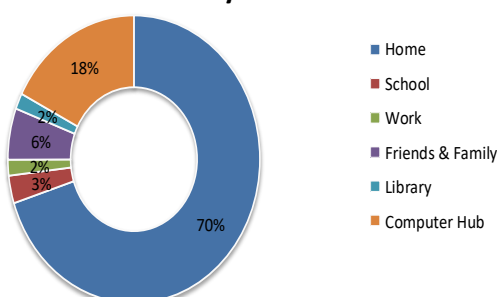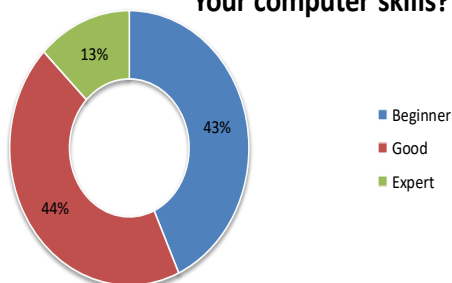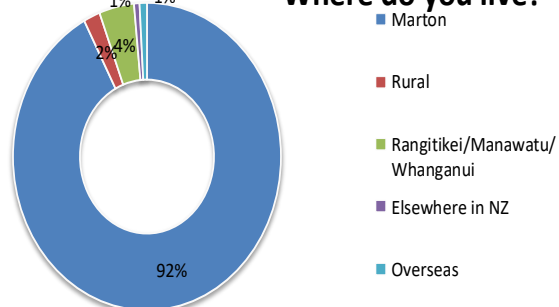
What device used most often?

- Desktop computer
- Laptop computer
- Tablet
- Smartphone

20%, 9%, 14%, 56%

How many devices?

- One device only
- Two devices
- Three devices
- Four devices

5%, 8%, 1%, 86%

If only one device?

- Smartphone
- Tablet
- Laptop
- Desktop

15%, 6%, 10%, 70%

Device changes over time

Desktops is still used most often and up to 56% (having ranged between 69% & 48%), Laptops down to 14% (range 19% to 11%), Tablets down to 9% (range 15% to 6%) and Phones up to 20% (range 20% to 13%).

The trend of people slowly getting more devices has reversed this year. Those with 4 are down to 5% (range 2% to 15%), those with 3 are down to 1% (range 1% to 3%), those with 2 are up to 8% (range 2% to 8%) and those with only 1 device are up to 86% (range from 93% to 78%).

The stats if only one device have remained surprisingly consistent over 4 years, with slightly increased tablet and smartphone use. This year its 70% just using a desktop only (having ranged between 70% and 61%), 10% just using a laptop (range 19% to 10%), 15% just using a smartphone (range 16% to 13%)and 6% just using a tablet (range 11% to 4%).

At Marton it's 957 attendances for the year, with an estimate of say 200 at Ratana, that's about

1,150 attendances this year

Comparison with previous years:
1,600 in 19-20 (1,306 Marton & 300 Ratana)
3500 regular in 2018-19 (3,000 Marton & 500 Ratana) and 8,000 for Ratana 100th celebration
3,200 in 2017-18 (2659 in Marton, 500 at Ratana & 40 in Hunterville)
4,000 in 2016-17 (3,034 in Marton & 1,000 at Ratana)
4,500 in 2015-16 (3,563 in Marton & 1,000 at Ratana)
6,000 in 2014-15 (4,344 at Marton and 1,500 at Ratana)
10,000 in 2013-14 (6,869 at Marton and 3,000 at Ratana
13,000 in 2012-13 (9,415 at Marton and 3,618 at Ratana)
15,500 in 2011-12 (10,530 at Marton & 5,096 at Ratana)
and 10,000 in our first year (6,761 at Marton & 3,365 at Ratana)

Monthly Attendance at Marton Hub

Month	Attendance
Jun-21	86
May-21	65
Apr-21	59
Mar-21	45
Feb-21	62
Jan-21	71
Dec-20	101
Nov-20	70
Oct-20	77
Sep-20	93
Aug-20	93
Jul-20	135

Improving computer access and computer skills in our community
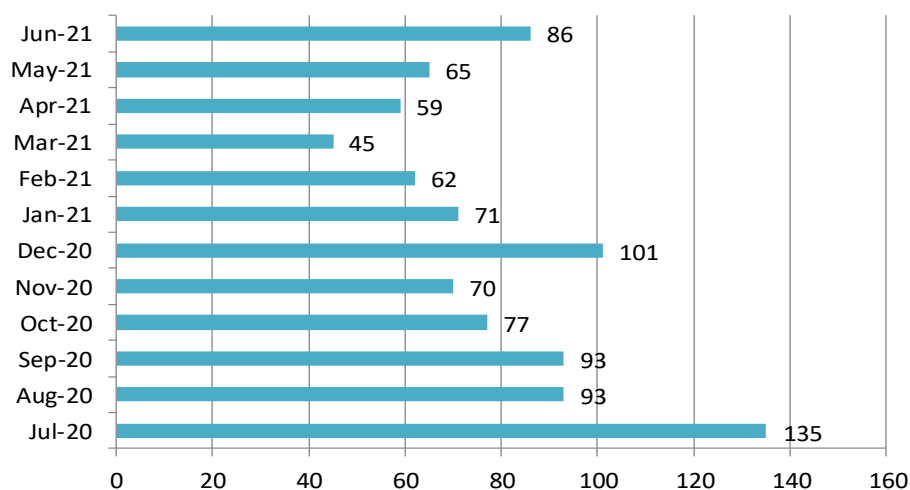
Age

Under 18s are down on 55% (range over 11 years is 55% to 63%) , 19 to 30yo are consistent on 4% (range is 4% to 22%) , 31 to 50yo are consistent on 11% (range is 11% to 18%), 51-64 is consistent on 7% (range from 4% to 11%) and 65+ are up to 23% (range from 4% to 23%) .

Ethnicity

This year, it's 45% European, 40% Maori, 10% Samoan, and 5% Other

Over 11 years, the average proportion of NZ European is 41% (range 27%-50%), of Maori it's 44% (range 32% -52%), of Samoan/Other Pacifica its 19% (range 14%-30%) and all others its 6% (range 2% to 10%)

These stats are Marton only, 95+% of Ratana attendances would identify as Maori

Employment Status

Students are down to 53% (range over 11 years is 46% to 69%), full time work is level on 10% (range is 7% to 15%), part time work is level on 7% (range 4% to 13%), not is paid work down to 8% (range 8% to 26%), retired is up to 22% (range 2% to 22%)

Access to Computer and Broadband

Having a home computer is level on 61% (range 35% to 61%), using one outside the home down to 17% (range 18% to 49%) and only using the Hub is up to 22% (range 14% to 36%)

Having broadband at home is up to 70% (range 9% to 70%), using one outside the home is down to 13% (range 13% to 50%) and only using the Hub is level on 18% (range 16% to 41%)

What do the stats say and how are they changing over

Overall attendance was down again for 2020-21, but what is most surprising is probably the consistency of the statistics over the last 11 years, with fairly minor shifts up and down. Our lower overall attendance can be put down to more often being open 4 days rather than 5 days each week due fewer volunteers. It is also the ongoing impact of the Covid 19 lockdowns and vaccine mandates. While fewer are using the iMacs, more people have a computer in their own home, are using our wifi with their own phones or library computers next door. We focus our attention on the quality of learning opportunities for young and old or taking people to the next level, esp for study, work or business development. We are most proud of the number of mostly older people (although there are 20 and 30-somethings in this category too) who have never or very rarely used a computer —that's 10 people (2%) who have never used a computer and 15 (3%) who rarely use a computer ie once or twice before today. Proportionally, our 65+ are up again from 16% to 23% and our under 18yo are slightly down from 61% to 55%. Many more people now have broadband at their home, highest ever at 70% this year

A common scenario is helping those who want advice on what to purchase, or recently purchased or received a family laptop or tablet. We love turning them into competent users and dealing with those pesky error messages.

Improving computer access and computer skills in our community

Profile of Staff and Committee Members

Hub Trustees

Charlie Rourangi (from April 2018) representing the Ratana Community Board

Gaylene Prince (from August 2012 to December 2020) is the Community & Leisure Services Team Leader for the Rangitikei District Council, responsible for the District Libraries in Marton, Bulls and Taihape. Gaylene represented the Rangitikei District Council and had been Acting Chair from December 2016 to May 2019.

Nardia Gower (from December 2020) is the Community Development Coordinator and Strategic Advisor – Rangatahi / Youth for the Rangitikei District Council. Nardia represents the Rangitikei District Council.

Rowland Harrison (from May 2019) representing Project Marton and Director of 3DimageVu in Marton. Rowland has been the Chair since May 2019.

Jamie Sanson (from April 2016 to December 2020) Technology teacher representing Rangitikei College.

Robyn Surville (from December 2020) Social Sciences teacher representing Rangitikei College

Cadena Tuwhangai (from May 2019 to December 2020) as non-trustee member from WINZ Youth Service.

 Jenayre Lissington (from Dec 2017) as non-Trustee Treasurer.

Rashmi Natarajan, RDc Digital Engagement Coordinator (from March 2021) and **Lynda Hunter**, RDC Library Coordinator joined the committee as non-Trustee members (from Dec 2021)

Hub Staff

Puawai Hagger (Ratana Manager) arrived at Ratana thirty nine years ago and over the last twenty years has worked as an Archivist with the Ratana Community and Church, collating and digitising its 1918 to 1940 history.

Angela Coleman (Marton Manager) returned to live in Marton twelve years ago, to the town she grew up in, after 29 years away. As well as managing the Hub, Angela is Secretary of the Counselling Centre in Marton and Treasurer of the Marton & Districts Historical Society and Rangitikei Shearing Sports. She became the Attendance Advisor (previously Truancy Service) for the southern Rangitikei in February 2013. Angela is Manager of Marton Hub and non-Trustee Secretary.

Entity Structure

The Board has a minimum of 4 trustees, nominated by Ratana Community Board, Project Marton, Rangitikei District Council and Rangitikei College. They elect a Chair among themselves and appoint a Secretary and Treasurer among themselves or from non-trustee members. The governance board has a management contract with the Marton Hub Manager for 21 hours per week and where funds permit, with Ratana Hub Manager. All other support is provided on a voluntary basis.

Marton Manager's Report

The Marton Hub has 12 iMac computers and serves a community of about 5,200 people, plus rural areas and surrounding towns of Hunterville and Bulls. Puawai and I were recruited in August 2010 and this report covers our eleventh year of operations, a huge achievement in itself.

The Hub remains hugely reliant on our volunteers and they are our heart and soul. We were open 229 days this year, with one to one teaching on Thursdays and 7 training sessions. In our first year, volunteers delivered 665 hours, then 1,430 hours, 2,555, 2,028, 2,978, 3,360, 1,563, 1,598, 2,448 and 1,748 hours. This year, 6 volunteers delivered 1,092 hours managing the Hub. That is an incredible contribution—at minimum wage, worth $21,830. Our longest serving volunteer remains Kim Smith, who has been with us since July 2012 and supplied 566 hours this year and was our most active volunteer. Sandra Stevens provided 353 hours. We are also providing formal classes again, thanks to UCOL and Nga Wairiki Ngati Apa I have been delivering 10 week Computer Basics courses (Aug to Nov 2020 and March to June 2021) and the Hub Trust is receiving that tutor income.

Our financial sustainability was challenged last year, with our cash reserves down by $14,000 after we received about $24,500 less than we normally would from grant/trust funding. Thanks to our frugality and reserves, we have been able to cope with this shortfall and are back on track again. We really deliver to our community. We try to be open five-six days a week, Mon to Sat, but with a shortage of volunteers this year, it was mostly four days a week and Covid has either shut our doors or made visitors hesitant to attend. Our annual attendance was down to 957 that's still 4 people using us each day we are open. Most people (513 or 54%) just use a computer, but during the year we have helped 340 (36%) to learn basic computer skills, and helped 4 job hunters with their cv. Though overall numbers are lower, the ratio for people who really need our help is much higher, ie computer basics ratio is usually 16% or 11%.

Our total user generated income was up this year at $4,124, of which $1,181 was donations from Marton Hub users, and we rely on grant and trust funding to cover our biggest expense which is staff. This year, I applied for $88,417 to 8 agencies, and $54,917 was raised (62%, much improved on 29% of $104,000 last year).

Angela Coleman

Improving computer access and computer skills in our community

TE WHETU O TE ATA

Friday 25 December 2020
Issue One

Merry Christmas

Happy New Year
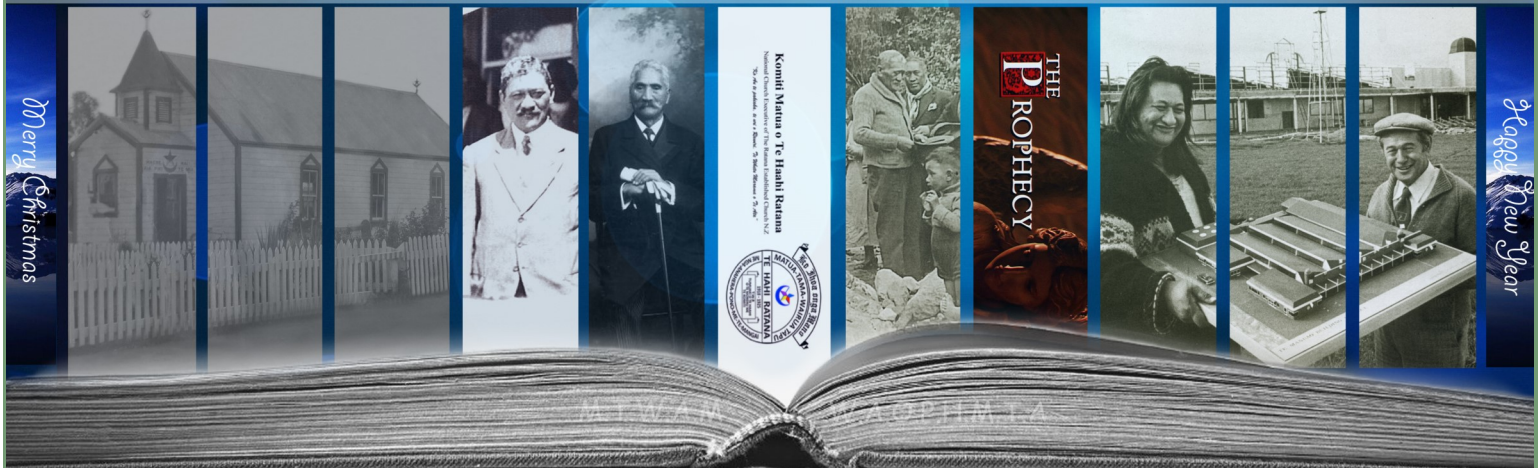
The Ratana Experience

Ratana ICT Hub team since 2010 have carried the Ratana Digital Strategy. This little 5ftx7ft old Post Office building providing the lifeline to the Internet and its community's future.

March 2020 brought with it the greatest learning curve in digital history 'The Pandemic'. Suddenly every marae in the country was in lockdown – Ratana went as far as not even allowing people from outside the junction of Ratana access into their community. After 20 years of trying to change this community I could not have predicted such a spike in digital usage and change in peoples attitude to all digital tech tools, especially our Zooie Hui. The Hub has continued throughout Covid to connect our people , to pump out free wifi to this community of 345 residents, as an alternative to expensive home Fibre Broadband options.

Improving computer access and computer skills in our community
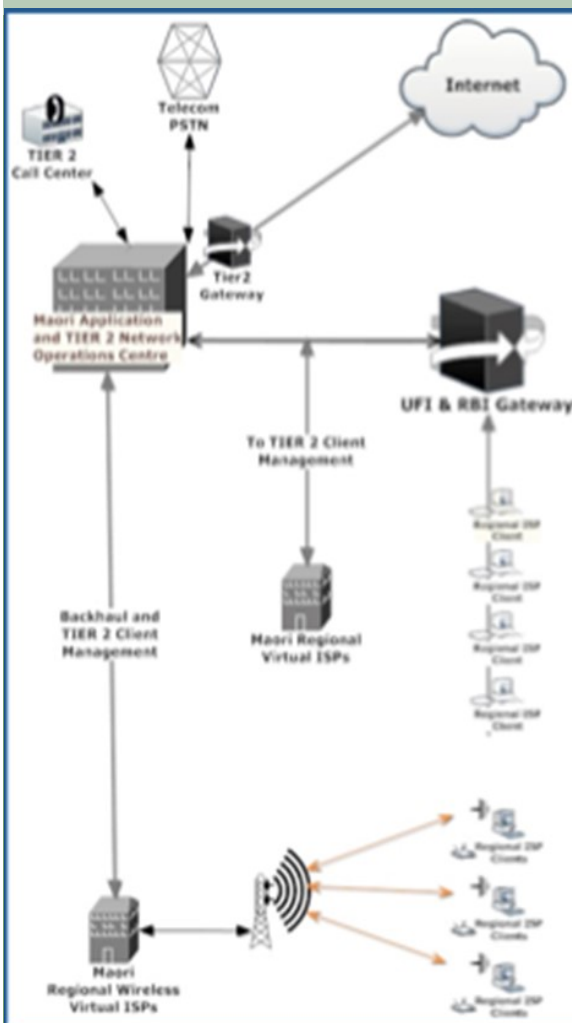
Ratana Developments

The Marae Connectivity has been providing the wifi with a certain amount of efficiency but due to lack of skills they have had difficulty connecting to the big screen zoom equipment. So definitely something that needs addressing in 2021.

Morehu Global Network (MGN) is still a major priority project and rather than stall it any longer, Arahi and Puawai have started the tech side of the build. A new Domain name has been obtained ngamorehu.nz and hosting and secure storage is in place. This will be launch in the New Year 2022 with registration and access to the first layer of Archival Information starting with 'Prophecies'. This build will bring the community into one space interconnecting the whole Morehu Movement using technology. Their legacy Mana Motuhake comes with fresh thinking making a new net with space for tech opportunity through access to the 100TB of archive data. Taonga lies in each one of us – Te Tiirit o Waitangi -which is each one of us.

Ratana Hub Sustainable Business Concept

Uri Whakatupuranga has been negotiating access to the Maori 5G Spectrum allocation promised by Government in 1999. In June 2021, we are 1 of 2 who after applying to IMSC, have been issued a Ratana 5G Spectrum License by the Radio Spectrum Management (RSM). This will allow Ratana to have its own Internet Service Provider (ISP) which we hope to pilot as a Local Network inside the Ratana Community running MGN to all homes whether they have Internet access or not.

The Ratana ICT Hub are extremely grateful to the Marton and Surround ICT Hub Trust, its Sponsors and Funders for keeping this little 5x7ft Ratana ICT Hub pumping with power and Internet in these hard financial times, allowing the Ratana people to connect to their whanau nationally and internationally. We especially thank Rashmi and Lequan for all their time and effort at Ratana

MOREHU GLOBAL NETWORK

Improving computer access and computer skills in our community

RDC Digital Engagement Coordinator

With Provincial Growth funding, the Rangitikei District Council created a 15 month position. From March 2021, Rashmi Natarajan administered a survey asking local people what they wanted to learn and then delivered courses at the Marton and Ratana Hubs, as well as libraries in the Rangitikei There were 45 classes with 34 attendees run out of the Marton and Ratana Hubs.

Rashmi's stats below go from March 2021 to August 2021:

Digital Drop-In Sessions	Classes Run	Attendees
Marton	4	4
Bulls	9	3
Ratana	6	1
TOTAL	19	8

Code Club	Classes Run	Attendees
Taihape	8	9
Marton	9	5
Bulls	11	10
Ratana	10	10
TOTAL	38	34

Internet Banking Course	Classes Run	Attendees
Taihape	24	14
Marton	6	5
Bulls	5	4
Ratana	19	10
TOTAL	54	33

Improving computer access and computer skills in our community

SILKS AUDIT
Chartered Accountants

CHARTERED ACCOUNTANTS
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INDEPENDENT AUDITORS REPORT

To the Trustees of Marton and Surrounds ICT Hub Charitable Trust Board

Report on the Audit of the Performance report

Opinion

We have audited the performance report of Marton and Surrounds ICT Hub Charitable Trust Board (the Trust) on pages 5 to 12, statement of resources and commitments as at 30 June 2021, and statement of receipts and payments, and notes for the year ended 30 June 2021.

Qualified Opinion on Performance Report

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion section of our report, the performance report presents fairly, in all material respects the financial performance of Marton and Surrounds ICT Hub Charitable Trust Board for the year ended 30 June 2021, in accordance with the Public Benefit Entity Simple Format Reporting Standard – Cash (Not-For-Profit).

Basis for Qualified Opinion on Performance Report

In common with similar organisations control over revenues (Donations Marton), of the receipting of cash donations prior to being recorded is limited, and there are no practical audit procedures to determine the effect of this limited control.

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Performance report section of our report. We are independent of the Incorporation in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants (IESBA Code), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Trust.

Other information

The Trustees are responsible on behalf of the Trust for the other information.

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The other information comprises the Entity Information and Statement of Service Performance but does not include the performance report and our auditor's report thereon.

Our opinion on the performance report does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the performance report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the performance report, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If based, on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Trustees' Responsibilities for the Performance report

The trustees are responsible on behalf of the Incorporation for the preparation and fair presentation of the performance report in accordance with Public Benefit Entity Simple Format Reporting Standard – Cash (Not-For-Profit), and for such internal control as the Trustees determine is necessary to enable the preparation of performance report that are free from material misstatement, whether due to fraud or error.

In preparing the performance report, the Trustees are responsible on behalf of the Trust for assessing the Trust's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Trust or to cease operations, or have no realistic alternative but to do so.

Auditors Responsibilities for the Audit of the Performance report

Our objectives are to obtain reasonable assurance about whether the performance report as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these performance report.

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A detailed description of the auditors' responsibilities including those related to assessment of risk of material misstatement, evaluation of appropriateness of going concern assumptions and determining key audit matters are available on the external reporting board website: http://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/

Comparative Year
The comparative year has not been audited.

Cameron Town
Silks Audit Chartered Accountants Ltd
Whanganui, New Zealand

Date: 30 June 2022

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Annual Statements of Financial Performance and Financial Position

TAIT PEARCE
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Marton and Surrounds ICT Hub Charitable Trust Board

Contents of Performance Report

For the Year Ended 30 June 2021

2021 Performance Report

Marton and Surrounds ICT Hub
Charitable Trust Board

SHARYN PEARCE JP, B.BUS, CA (DIRECTOR)   LYNDSAY TAIT JP, B.C.A, FCA (CONSULTANT)
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Marton and Surrounds ICT Hub Charitable Trust Board

TAIT PEARCE
CHARTERED ACCOUNTANTS

Entity Information

As at 30 June 2021

Marton and Surrounds ICT Hub Charitable Trust Board is a charitable trust registered under the Charities Act 2005.

Nature of Business	The entity conducts the business of a support and training facility
Address	33 High Street Marton
Email Address	marton.ict.hub@gmail.com www.icthub.org.nz
Telephone	06 327 0092
Accountants	Tait Pearce & Co Ltd Chartered Accountants 156 Victoria Avenue Whanganui
IRD Number	106-470-316
Registered Charity Number	CC46184

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Marton and Surrounds ICT Hub Charitable Trust Board

TAIT PEARCE
CHARTERED ACCOUNTANTS

Statement of Service Performance

For the Year Ended 30 June 2021

Description of the Charitable Trust's Outcomes

Computer Hubs in Marton and Ratana are the IT help desks for their communities - available for learning new skills or getting help with computer problems. We promote digital inclusion by focusing on the needs of the rural and isolated, young, older, low income, Maori and Pacifica.

	Actual 2021	Budget 2021	Actual 2020
Computer in Homes training course - transition from 2020 Communications Trust to own model	Delivered two 10 week courses with UCOL and Nga Wairiki Ngati Apa	Deliver as funds permit	Unsuccessful for three years so will pursue other ideas
Days open each year	201 days	200 days	167 days
Attendance at Marton Hub	957	1000	1,316
Attendance at Ratana Hub	approx 300	approx 300	approx 300
Volunteeer Contributions	1,084 hours in Marton - $26,190 at minimum wage and more at Ratana	1500 hours in Marton & Ratana	1,348 hours in Marton - $25,468 at minimum wage, and more in Ratana
Newletters and other communication	Sparodic newsletters and newspaper articles	Sparodic newsletters and newspaper articles	Sparodic newsletters and newspaper articles
Visitors who are new computer users and rarely used a computer	10 never used and 15 rarely used	20 never used and 50 rarely used	20 never used and 78 rarely used
Visitors who learnt a new computer skill and received help with a cv	340 learn new skills & 4 job seekers	300 learn new skills & 10 job seekers	207 learn new skills & 3 job seekers

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Marton and Surrounds ICT Hub Charitable Trust Board

Statement of Service Performance (continued)

For the Year Ended 30 June 2021

Other Information

Further information can be found in the Annual Report produced each year that is available on the website www.icthub.org.nz

Annual Statements of Financial
Performance and Financial Position

Marton and Surrounds ICT Hub Charitable Trust Board

TAIT PEARCE
CHARTERED ACCOUNTANTS

Statement of Receipts and Payments

For the Year Ended 30 June 2021

	Note	Actual 2021 $	Actual 2020 $
Operating Receipts			
Donations, fundraising and other similar receipts	2	56,099	31,387
Receipts from providing goods or services	3	2,786	150
Interest, dividends and other investment income receipts	4	13	687
Total Operating Receipts		58,897	32,224
Less Operating Payments			
Volunteer and employee related payments	5	36,620	40,726
Payments related to providing goods or services	6	6,883	5,734
Total Operating Payments		43,503	46,459
Operating Surplus (Deficit)		15,394	(14,235)
Capital Payments			
Purchase of resources	7	11,452	-
Increase/(Decrease) in Bank Accounts and Cash		3,942	(14,235)
Bank Accounts and Cash at the beginning of the financial year		19,731	33,966
Bank Accounts and Cash at the end of the financial year		23,673	19,731
Represented by:			
Westpac Cheque Account		23,622	19,679
Westpac Savings Account		52	52
Total Bank Accounts and Cash at the end of the financial year		23,674	19,731

These financial statements are to be read in conjunction with the accompanying Notes and the compilation report. These statements have been compiled without undertaking an audit or review engagement.

SHARYN PEARCE JP, B.BUS, CA (DIRECTOR)   LYNDSAY TAIT JP, B.C.A, FCA (CONSULTANT)
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CHARTERED ACCOUNTANTS

Marton and Surrounds ICT Hub Charitable Trust Board

Statement of Financial Position

As at 30 June 2021

	Note	2021 $	2020 $
Schedule of Resources			
Bank Accounts and Cash			
Westpac Cheque Account		23,622	19,679
Westpac Savings Account		52	52
		23,674	19,731
Other resources			
Property, Plant and Equipment	8	108,893	97,441
Schedule of Other Information			
There is no other Information to present.			

The Performance Report has been approved by the Members of the Committee, for and on behalf of the Marton and Surrounds ICT Hub Charitable Trust Board:

Trustee

Treasurer

Date: 30 June 2022

Date: 30 June 2022

These financial statements are to be read in conjunction with the accompanying Notes and the compilation report. These statements have been compiled without undertaking an audit or review engagement.

SHARYN PEARCE JP, B.BUS, CA (DIRECTOR) LYNDSAY TAIT JP, B.C.A, (CONSULTANT) Page 6
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Marton and Surrounds ICT Hub Charitable Trust Board

TAIT PEARCE
CHARTERED ACCOUNTANTS

Depreciation Schedule

For the Year Ended 30 June 2021

	% PVT USE	Cost on HAND	OPENING WDV	ADJ & ADD	SALE PRICE	PROFIT (LOSS)	DISPOSAL DATE	RATE & TYPE	DEPN	ACC DEPN	CLOSING WDV
Plant & Equipment											
3 Round Tables		2,947	2,947	-	-	-		.00D	-	-	2,947
8 iMac 21.5"		16,408	16,408	-	-	-		.00D	-	-	16,408
13 EVO Chairs		2,834	2,834	-	-	-		.00D	-	-	2,834
Mackbook Pro		1,606	1,606	-	-	-		.00D	-	-	1,606
8 Avant Chairs		569	569	-	-	-		.00D	-	-	569
4 iMac 21.5"		7,716	7,716	-	-	-		.00D	-	-	7,716
Apple iPad		579	579	-	-	-		.00D	-	-	579
Philips Headphones		606	606	-	-	-		.00D	-	-	606
4 iMacs		8,005	8,005	-	-	-		.00D	-	-	8,005
4 Apple iMac 21.5"		7,662	7,662	-	-	-		.00D	-	-	7,662
5 iMac 21.5"		11,145	11,145	-	-	-		.00D	-	-	11,145
Teardrop Flag & Stand		595	595	-	-	-		.00D	-	-	595
4 iMac 21.5"		8,795	8,795	-	-	-		.00D	-	-	8,795
2 Apple iPads (Grey)		1,985	1,985	-	-	-		.00D	-	-	1,985
3D Printer		1,140	1,140	-	-	-		.00D	-	-	1,140
4 Apple Keyboards		340	340	-	-	-		.00D	-	-	340
Apple iMac 27"		2,829	2,829	-	-	-		.00D	-	-	2,829
Flag Hunterville		435	435	-	-	-		.00D	-	-	435
Brother Printer Hunterville		269	269	-	-	-		.00D	-	-	269
Apple iMac 21.5"		9,715	9,715	-	-	-		.00D	-	-	9,715
20 Panasonic Headphones		598	598	-	-	-		.00D	-	-	598
Ratana Small Flag		367	367	-	-	-		.00D	-	-	367
4 Apple iMac 21.5"		10,296	10,296	-	-	-		.00D	-	-	10,296
2 iMac 24"		4,998	-	4,998	-	-		.00D	-	-	4,998
2 Apple iPad (8th Generation) Tablet		1,937	-	1,937	-	-		.00D	-	-	1,937
MB Pro 16IN		4,299	-	4,299	-	-		.00D	-	-	4,299
2 Pro-Tek iPad 10.2/Air, Case		219	-	219	-	-		.00D	-	-	219
		108,893	97,441	11,452	-	-			-	-	108,893
TOTAL		108,893	97,441	11,452	-	-			-	-	108,893

Fixed Asset Summary

Opening Value	97,441
Purchases	11,452
Closing Value	108,893

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CHARTERED ACCOUNTANTS

Marton and Surrounds ICT Hub Charitable Trust Board
Notes to and forming part of the Performance Report

For the Year Ended 30 June 2021

1 Statement of Accounting Policies

Reporting Entity

The Marton and Surrounds ICT Hub Charitable Trust was set up under a Deed of Trust dated 28th July 2010. The Trust was incorporated under the Charitable Trust Act 1957, on 8th September 2010 and registered as a charitable entity under the Charities Act 2005 on 17th February 2011.

The Trust is permitted by law to apply PBE SPFR-C (NFP) Public Enitity Simple Format Reporting - Cash (Not for Profit) and has elected to do so. All transactions are reported in the Statement of Receipts and Payments and related Notes to the Performance Report on a cash basis.

Statement of Compliance and Basis of Preparation

The information is presented in New Zealand dollars. All values are rounded to the nearest $.

Specific Accounting Policies

The following specific accounting policies which materially affect the measurement of the Statement of Receipts and Payments and Statement of Financial Position have been applied:

(a) Income Tax

The entity is a registered charity and is therefore exempt from Income Tax.

The income tax expense charged to the Statement of Receipts and Payments recognises the current year's provision adjusted for timing and permanent differences between taxable and accounting income. Deferred tax is calculated using the comprehensive basis under the liability method and future tax benefits are not recognised unless realisation of the asset is virtually certain.

(b) Goods and Services Taxation (GST)

The Trust is not registered for GST therefore these financial statements have been prepared on a GST inclusive basis.

(c) Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on a basis consistent with those from previous performance report.

2 Donations, fundraising and other similar receipts

	2021 $	2020 $
Donations Marton	1,181	887
J B S Duddings Trust	10,000	15,000
RDC Community Initiatives Fund	2,501	2,500
NZ Lottery Grants Board	15,000	-
Page Trust	2,000	-
Whanganui Community Foundation	9,000	10,000
COGS Grant	3,000	3,000
Pub Charity	13,417	-
Total Donations, fundraising and other similar receipts	**56,099**	**31,387**

These financial statements are to be read in conjunction with the accompanying Notes and the compilation report. These statements have been compiled without undertaking an audit or review engagement.

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Marton and Surrounds ICT Hub Charitable Trust Board

Notes to and forming part of the Performance Report (continued)

For the Year Ended 30 June 2021

		2021 $	2020 $
3	**Receipts from providing goods or services**		
	Professional Fees	1,630	-
	Sundry Income	1,156	-
	Facilities Hire (Marton)	-	150
	Total Receipts from providing goods or services	**2,786**	**150**

		2021 $	2020 $
4	**Interest, dividends and other investment income receipts**		
	Interest Received	13	687
	Total Interest, dividends and other investment income receipts	**13**	**687**

		2021 $	2020 $
5	**Volunteer and employee related payments**		
	Training & Development Volunteers	1,860	5,466
	Wages Marton Hub Manager	32,760	32,760
	Wages Ratana	2,000	2,500
	Total Volunteer and employee related payments	**36,620**	**40,726**

		2021 $	2020 $
6	**Payments related to providing goods or services**		
	Accountancy Fees	674	575
	Computer Expenses	1,871	1,304
	Electricity Ratana	605	519
	General Expenses	616	370
	Printing & Stationery	288	32
	Rent & Rates Ratana	1,451	1,556
	Telephone & Tolls Ratana	1,378	1,378
	Total Payments related to providing goods or services	**6,883**	**5,734**

		2021 $	2020 $
7	**Purchase of resources**		
	Computers	11,452	-
	Total Purchase of resources	**11,452**	**-**

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Marton and Surrounds ICT Hub Charitable Trust Board

Notes to and forming part of the Performance Report (continued)

For the Year Ended 30 June 2021

8 Property, Plant & Equipment

	Cost $	Depreciation Charged $	Accumulated Depreciation $	Closing Book Value $
Property, Plant & Equipment 2021				
Plant & Equipment				
3 Round Tables	2,947	-	-	2,947
8 iMac 21.5"	16,408	-	-	16,408
13 EVO Chairs	2,834	-	-	2,834
Mackbook Pro	1,606	-	-	1,606
8 Avant Chairs	569	-	-	569
4 iMac 21.5"	7,716	-	-	7,716
Apple iPad	579	-	-	579
Philips Headphones	606	-	-	606
4 iMacs	8,005	-	-	8,005
4 Apple iMac 21.5"	7,662	-	-	7,662
5 iMac 21.5"	11,145	-	-	11,145
Teardrop Flag & Stand	595	-	-	595
4 iMac 21.5"	8,795	-	-	8,795
2 Apple iPads (Grey)	1,985	-	-	1,985
3D Printer	1,140	-	-	1,140
4 Apple Keyboards	340	-	-	340
Apple iMac 27"	2,829	-	-	2,829
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Ratana Small Flag	367	-	-	367
4 Apple iMac 21.5"	10,296	-	-	10,296
2 iMac 24"	4,998	-	-	4,998
2 Apple iPad (8th Generation) Tablet	1,937	-	-	1,937
MB Pro 16IN	4,299	-	-	4,299
2 Pro-Tek iPad 10.2/Air, Case	219	-	-	219
	108,893	-	-	108,893
Total Property, Plant & Equipment	**108,893**	**-**	**-**	**108,893**

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CHARTERED ACCOUNTANTS

Marton and Surrounds ICT Hub Charitable Trust Board

Notes to and forming part of the Performance Report (continued)

For the Year Ended 30 June 2021

	Cost	Depreciation Charged	Accumulated Depreciation	Closing Book Value
Property, Plant & Equipment 2020	$	$	$	$
Plant & Equipment				
3 Round Tables	2,947	-	-	2,947
8 iMac 21.5"	16,408	-	-	16,408
13 EVO Chairs	2,834	-	-	2,834
Mackbook Pro	1,606	-	-	1,606
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Apple iMac 21.5"	9,715	-	-	9,715
20 Panasonic Headphones	598	-	-	598
Ratana Small Flag	367	-	-	367
4 Apple iMac 21.5"	10,296	-	-	10,296
	97,441	-	-	97,441
Total Property, Plant & Equipment	97,441	-	-	97,441

9   Related Parties

Angela Coleman - Non Trustee member (Provide Management Services) - $32,760 (2010 $32,730)

In kind services are provided by the provided by the following businesses and individuals with estimated values for 2020 of:

RDC - Marton Venue & broadband expense - $9,600 (2020 $9,600)

Rick Coleman - (Angela Coleman's brother) - Website designer - $1,000 (2020 $1,000)

Puawai Haggar (Non-Trustee Member)- Ratana Management - $6,500 (2020 $6,500)

Damian Turner-Steele (ex Trustee) - Technical Support - $1,000 (2020 $1,000) - stood down from Trust in December 2016, but continues to offer Technical Support without payment

10   Capital Commitments

The charitable trust has no capital commitments as at 30 June 2021 (2020: Nil).

These financial statements are to be read in conjunction with the accompanying Notes and the compilation report. These statements have been compiled without undertaking an audit or review engagement.

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Marton and Surrounds ICT Hub Charitable Trust Board

Notes to and forming part of the Performance Report (continued)

For the Year Ended 30 June 2021

11 Contingent Liabilities

The charitable trust has no contingent liabilities and no guarantees as at 30 June 2021 (2020: Contingent Liabilities Nil, Guarantees Nil).

12 Events Occurring After Balance Date

There were no events that have occurred after the balance date that would have a significant impact on the Performance Report (2020: Nil).

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OUR KAUPAPA

The big divide is no longer just a digital divide, it's a motivational divide. Who has the motivation to take advantage of the tools that are out there? (Thomas L. Friedman).

The computer is the best self-learning tool ever invented. Once you have learned the basics, you just need to Google your problem (using the correct terms) and watch a You Tube clip until you have learned the new skill. If you have the motivation to learn, then our Hubs are here to help you find those resources that are available to all, free of charge … Google the Khan Academy or TED talks or Harvard University to be inspired.

If you have a problem that you can't fix or a curiosity to know more, then come to our Hubs. Most people learn new digital skills from a combination of trial-and-error strategies along with an "elbow-to-elbow" friend who offers appropriate help and support when needed. To accommodate often busy lives, and to be there when the motivation strikes, adults need flexible, short-term and drop-in centres, catered to their needs, where they can explore and learn, supported by knowledgeable and supportive assistants who offer just-in-time learning strategies. We don't know everything, but are willing to sit with you to figure out the problem together. We can share what we have learned about the latest development, but will do all we can to make ourselves redundant, so that you can do it yourself next time.

That's what we provide!

Improving computer access and computer skills in our community

Marton and Surrounds ICT Hub Charitable Trust Board

Marton ICT Hub
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Behind Marton Library
Marton 4710
Ph 06 327 0092
Mob 021 1234 727
Email: marton.ict.hub@gmail.com

Ratana ICT Hub
4 Taihauauru St
Ratana 4581

Ph: 06 342 6995
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Facebook: Ratana.ICT.Hub

Incorporated Society since 10 September 2010 (2540216)
Registered Charity since 17 February 2011 (CC46184)
Bank Details: Westpac, Marton 03 0683 0209259 000
www.icthub.org.nz