

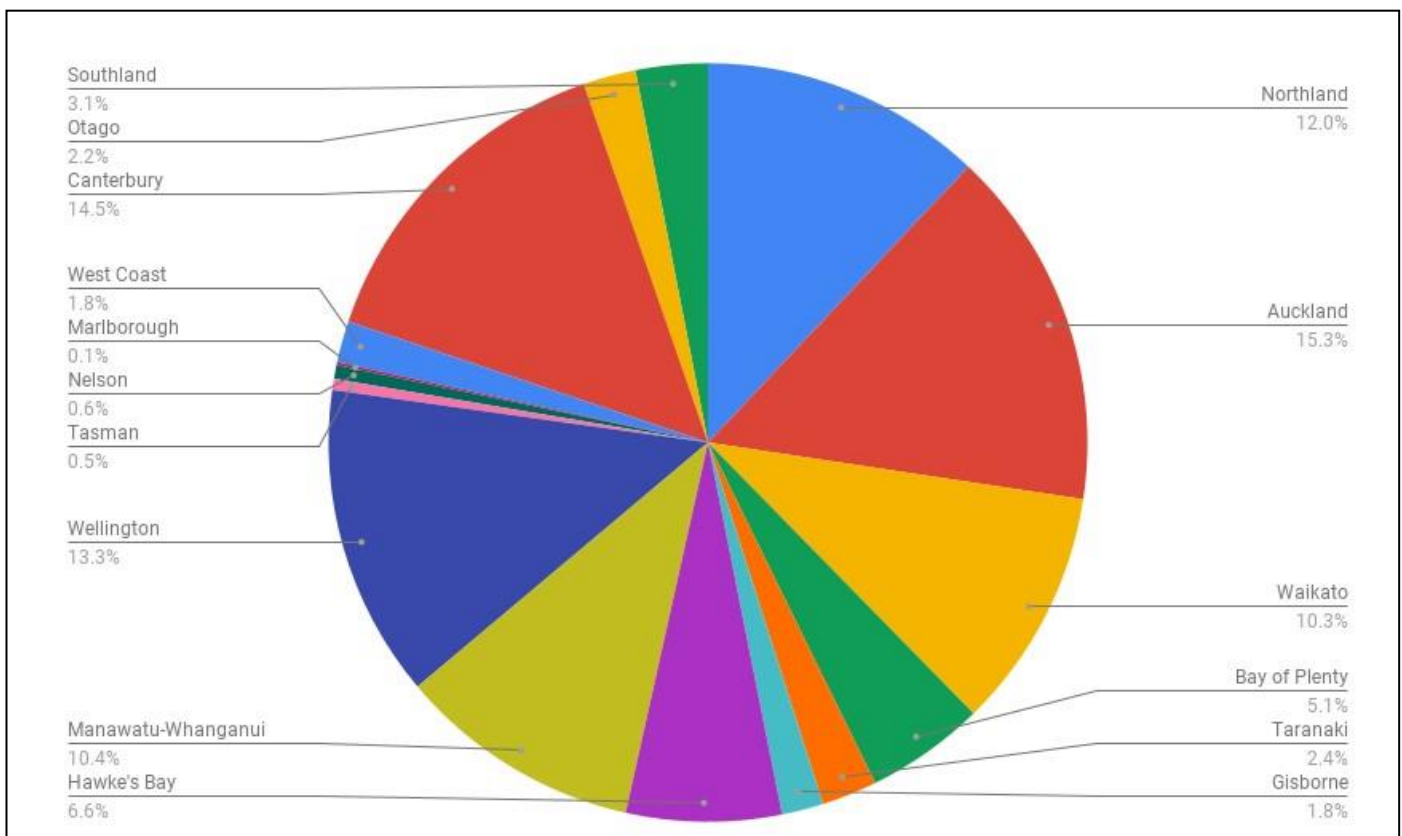
DIGITAL WINGS

Aspiration & opportunity

Digital Wings Report November 2023 – Di Daniels Programme Director

Digital Wings thanks all our donor partners, businesses, local and central government agencies for contributing to the charitable sector and keeping e-waste out of the landfill by decommissioning your equipment with us.

- Since 2019, together we have diverted over 1110.0 tonnes of e-waste from the landfill
- Digital Wings gifted technology to 852 charities nationwide 2013-2023, impacting 2,536,032 clients
- We forge trust relationships with “hard-to-reach” communities that government and other agencies report difficulty accessing
- We gather charity feedback of their results they directly attribute to Digital Wings' technology and service
- We contribute to Digital Inclusion, Digital Equity and Digital Literacy with our free technology and educational opportunities. We also provide free staff development in Te Taitokerau Northland
- You can see our reach across the Motu and read their stories from the past 12 months of how your technology has enriched their service, their clients and the positive social impact on their communities.



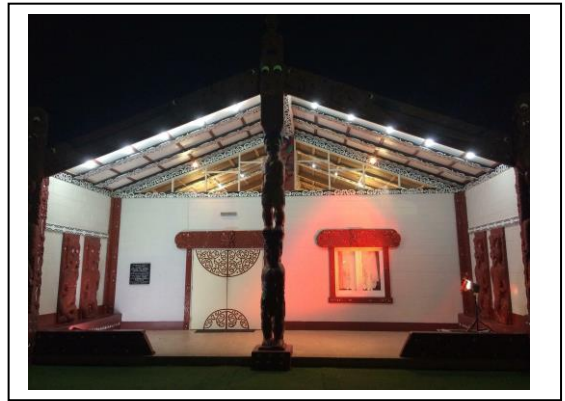
DIGITAL WINGS' SOCIAL IMPACT

Across 25yrs working in the Digital Inclusion space with low-income, remote and under-served communities, Programme Director Di Daniels has established extensive trust relationships and networks nationwide, entrenching the Digital Wings brand and raising the profile of our recycling partner, RemarkIT Solutions. This ensures that Digital Wings' charitable service can endure past a reliance on any specific personnel. Social impact is difficult to quantify as it can take years for transformation to be realised, so we have asked our charities to tell us what they have measured.

IMPACT ON HOMELESSNESS

Te Puea Memorial Marae Manaaki Tangata in Mangere received 50 Digital Wings iPhones and 20 laptops over 3 years for social workers, nurses, field workers and tutors to connect and help rehome whānau. To date their Homeless Program Manaaki Tangata e Rua program has placed 672 Maori, Pacific, Ethnic, and Pakeha whānau into homes across Te Tai Tokerau, Tamaki and Waikato.

“Te Puea Memorial Marae has had an ongoing relationship and partnership with Digital Wings. Over the past three years their resources have been used by homeless whānau and Marae kaimahi to support whānau ongoing development / achievement of their care plans and service delivery. This has had a direct impact on lowering homeless whanau debt to MSD (don't need to purchase phones / IT equipment), increased program productivity by 60% because whanau remain contactable and connected online, allowing them to complete online employment and driver licence applications and keep counselling and drug addiction appointments. Digital Wings has a direct impact because of the donated resources to our program. Blessings and sincere thanks and gratitude Digital Wings for your Manaaki Tangata.” Hurimoana Nui Dennis | Chair Te Puea Memorial Marae.



He Korowai Trust, Kaitiaia *“Just to give you an update on the [8] Laptops and Computers that we have previously received from Digital Wings to utilize for our whanau. They have been such a beneficial taonga to our organisation and the whanau we serve. They have been used to successfully gain longer-term housing, learn new computer skills, gain employment, and reconnect with whanau so we will be forever grateful for the gift Digital Wings has given to our people. We have recently introduced a new model of working with our whanau and I am in the process of developing new Guidelines and Templates, Documentation, and processes for the engagements we have and services we provide. We have stepped away from the ‘case load’ style of working and have moved into more of a ‘workload’ model. We are also developing, planning, and preparing for some new*

programmes we hope to be ready to deliver in the new year, one of which will include having 2 of the computers from DW in the kitchen/hub area for whanau to have access to more frequently.” Tara Potaka | Contracts Manager

IMPACT ON OFFENDERS Digital Wings supports 11 **PRISONER REHABILITATION SUPPORT** charities including **RRR Organisations** who rehabilitate recidivist offenders by relocating them to a fully supported live-in programme away from previous habitual criminal influences. They learn how to turn their lives around with education, work skills, driver’s licence, a job, saving for a car, and sustainable living by cultivating, hunting and fishing to support their own whānau. RRR received 15 Digital Wings laptops, 7 computers and 19 iPhones to educate their offenders and run their operation, expanding from Hawkes Bay to Pukekohe regions, graduating 350 men and 24 women with paid work, off the benefit, a job, car, life skills and reunited with their children. None have reoffended and as RRR promotes sustainable lifestyles, they say Digital Wings fits their philosophy perfectly. *“Not bad [we] just had an audit done on the company to show potential partners. From 2021 to 2023 - RRR saved a whopping \$136,000,000 to NZ Taxpayers on MSD, Health (Pharmaceutical), Justice and Corrections costs. And all from only one region - Hawkes Bay. We had only had one done on MSD at \$28M and asked for it to be applied to all 4*



Ministries. Non funded, No recognition and No acknowledgment No support from any of the above [Govt agencies].” Levi Hetherington and Esther Peters, Managers RRR Employment Trust

<https://www.facebook.com/RRROrganisationsworldwide>

IMPACT ON PASIFIKA



Pasifika Digital Knowledge Bank say “The 10 laptops, 10 PC’s, 5 iPhones and recycled office furniture from Digital Wings has expanded our digital literacy training programs and make an even greater impact in our Maori, Pasifika and rural community of Franklin. We are now empowered to deliver comprehensive digital skills training and invaluable resources to Pasifika communities. We believe in recycle reuse principles, in line with Digital Wings.

Pasifika Digital Knowledge Bank Tangible Outputs and Statistics of Digital Wings’ Contribution include:

1. *Digital Inclusion for the Youth: 386 youths from Maori and Pasifika communities accessed the devices in the first year, marking a significant leap in digital access for the younger generation.*
2. *Adult Engagement: Over 713 adults have benefited from the PCs and laptops, enabling them to reconnect with the digital world for job hunting, online courses, and more.*
3. *Educational Milestones: 150 youths have enrolled in online courses or e-learning platforms using the donated devices. 50 adults have completed online certifications or courses, helping them upskill for better employment opportunities.*
4. *Employment and Skill Development: An estimated 40 members of the community secured jobs or internships by leveraging the digital tools and online resources accessible through the donated devices. 74 individuals attended digital skill-building workshops in the first year.*
5. *Community Engagement: The newly equipped community spaces have hosted over 25 community events and workshops since the donation, with a cumulative attendance of over 500 community members.*
6. *Youth Initiatives Support: 126 young individuals have actively used the Rangatahi Digital Workshop video library to enhance their digital knowledge. 39 local trainers have benefited from the Training for Trainers initiative, further cascading digital literacy training within the community.*
7. *Economic Upliftment: An estimated NZD \$80,000 in economic value generated through online ventures and freelancing by community members using the donated devices.*

Huge thank you and well-deserved congratulations for your tireless mahi.”

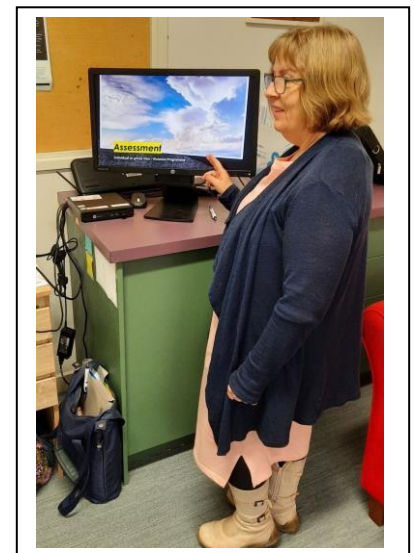
Akerei Maresala-Thomson, Chairperson - Pasifika Digital Knowledge Bank <https://pdkb.nz/>

IMPACT ON NON-VIOLENCE

Lighthouse Invercargill Non-Violence and Safety Programmes help adolescents manage violent and aggressive behaviours. They received 3 Digital Wings laptops, a desktop, extra monitor and an iPhone.

“In 3mths we had 14 referrals for work with Safety Programmes, 16 referrals from Department of Corrections, and 50 referrals from Ministry of Justice. We have completed 18 programmes with clients, and we are working with 18 other young people referred for our Adolescent Programme.”

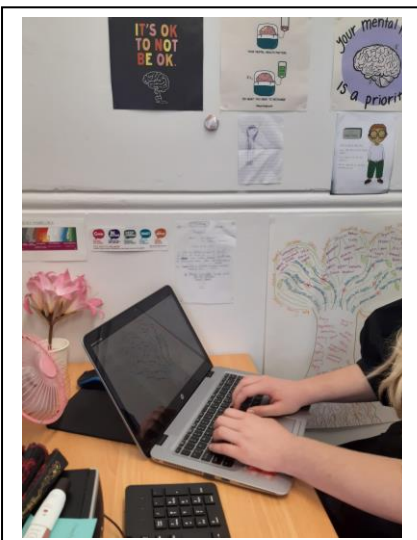
Kristin Nielsen-Vold, Manager Lighthouse Invercargill



Respect Trust Auckland use their Digital Wings 6 laptop and desktop bundles to deliver men’s women’s and children’s family violence prevention, support and education programmes. In 2023, 914 people on the North Shore sought help from Respect.

“This programme helped me heal and deal with frustration, retained anger, and sadness in a way I had never imagined. I have witnessed my improvements myself and each session has helped me fully understand the psychological effects of family violence and how to overcome traumatic experiences.”

Keryn Grogan, Funding Coordinator, Respect Trust





IMPACT ON LGBTQIA+

Hohou te Rongo Kahukura Digital Wings' 3 laptops and 2 iPhones were used by a Takatāpui (LGBT) Trustees to organise rōpū who did not have any equipment to participate in regular hui. Many hadn't been involved in community mahi as trustees before and hadn't used Zoom. They are now able to participate in hui with the laptop and research projects, to record life stories and understand wellbeing for both older Takatāpui and younger Rainbow populations. Older contributors reflected this opportunity as being the first time they had been able to safely share their LGBT journeys.

IMPACT ON SENIORS

We have served 26 Seniors-focussed charities nationwide
"Seniors ASAP Trust Northland thank you very much for the kind

donation of 2 laptops, 2 iPads and 1 iPhone. As a newly formed charitable trust we rely upon the generosity of others to support us in getting up and running. It is donations like yours that have made such a big difference to us. The day to day running of our charity has been made easier with these items. Our secretary no longer has to wait to borrow a laptop, she can now easily take the minutes of meetings, check and send emails and general communication at any time. We can use Xero accounting and complete funding applications along with fulfilling reporting requirements as needed quickly and efficiently. Having a dedicated phone has allowed us to effectively start managing incoming and outgoing calls and to transfer calls among workers to ensure that support is offered by the most appropriate team member. The donations received are being used daily and have not only eased the challenges previously experienced but have also enabled us to make valuable progress in developing our Trust and being able to increase the services offered to at-risk vulnerable older adults, their families, communities and the health professionals involved in their care." Emily King & Rachel Windle, Managers Seniors ASAP



Age Concern Wellington and Napier have been receiving our help since Yr-2020 including 12 laptops, 3 desktops, 4 extra monitors, 4 tablets and 6 iPhones. *"Thank you for your support and donations over the past 3 years. We are very grateful as our budget does not enable us to purchase computers. Our organisation continues to grow and the service you provide has been crucial in helping us achieve our goals. We have been able to install a new database to help us manage our clients and volunteers better, enabling our team to access data more securely in the field."* Stephen Opie, CEO, Age Concern Wellington



IMPACT ON SOCIAL HARMONY

There are 27 Migrant charities with Digital Wings technology, and 41 Arts and Culture. **Asturlab Cultural Centre** mission is to empower initiatives, events and culturally focused educational programmes dedicated to preserving, showcasing and sharing the rich diversity of the ethnic Muslim communities in Ōtautahi Christchurch and enhance social cohesion. *"Digital Wings technology directly benefited delivering Eid Festival to 8,500 visitors at Hagley Park, for securing funding for the event, advertising, communications between 10 committee members, 4 Christchurch City Council Events people, and 60 volunteers over the course of 9 months of preparation for the event."*

The social impact of goodwill to community is immeasurable. Ellen van Ballegooij, Executive Assistant Asturlab

IMPACT ON YOUTH

Digital Wings has served 75 youth education to employment charities like **Kickstart Upper Hutt**

“We have these [15] computers setup in both Heretaunga and Upper Hutt Colleges. By the end of the holiday period, we will have enabled 100 students to get their learners drivers licence since receiving the computers. This has been met with great appreciation from parents, a number who have said they didn't have the financial capacity to be able to put their young person through the Drivers licence test, so to be able to have some training, and the test paid for, has meant their young person gets their licence, vs not having it at all. The computers have been invaluable for this. Our course consists of four hours of interactive content being delivered, along with a further four hours of practice tests to get students to the point that they are confident in passing their licence. The practice tests are all completed on the computers provided by Digital Wings, and it wouldn't be possible for us to have got those 100 students across the line with their licence without the support of Digital Wings, and the computers for students to get practice and confident in completing the drivers licence test.”

Paul Thomson, Manager Kickstart, Upper Hutt Community Youth Trust.

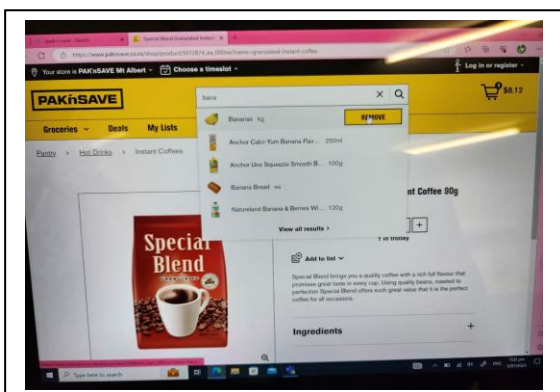
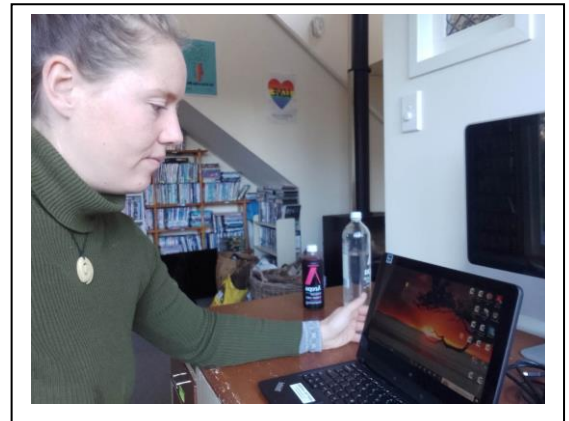


IMPACT ON REMOTE RURAL COMMUNITIES

We have 57 charities registered as rural, but this is conservative seeing playcentres are classified educational and marae are listed as Maori, but most these are also rural charities. These are hampered by isolation and often cut off by weather events. We have 7 charities and rōpū in Northern Coromandel from Kennedy Bay across to Colville, with Colville receiving 19 devices and the others **Colville Junction Charitable Trust** *“The donation by Digital Wings in March 2022 is making a significant difference to Colville Junction's organisation goals. As a charity that supports the oldest demographic in the country living in remote and isolated areas, the laptops have enabled the organisation to support the community remotely in ensuring their well-being, access to services, educational opportunities, and employment information. This has increased the organization's and the community's resilience, which is critical during COVID times where self-isolation and illness rates are expected to increase.*

The laptops have also improved The Junction's efficiency, which was struggling with malfunctioning equipment. With access to proper working laptops, the manager, community worker, financial administrator, and trust chair can work more efficiently, completing tasks and projects more quickly and accurately. This will help the trust to achieve its goals more effectively and build connections, capacity, and wellbeing with the communities it serves.

Moreover, as a very remote rural community with limited access to resources, the laptops have helped our community services become more flexible and responsive to the community's needs during COVID times and Cyclone Gabrielle. The laptops have enabled the staff and their stakeholders to communicate and collaborate more effectively, even when working remotely or from different locations, coordinate efforts, and work more efficiently towards its goals. In summary, the donation of laptops by Digital Wings has had a positive impact on Colville Junction's ability to achieve its outcomes by increasing resilience, improving efficiency, and being more responsive to the community's needs during challenging times.” Larisa Webb, Manager Colville Social Service Collective



IMPACT ON HEALTH & DISABILITY

We contribute to 42 health and disability organisations. *“With the gift received from Digital Wings of 6 tablets in 2022 the Whanganui Community Living Trust was able to achieve employee learning & training outcomes and community-based reporting to teach 24 individuals a month on how to order food online and to access social services websites. This also has had great health benefits for our individuals in the community. With some individuals have accessed or set up emails for the first time. This donation has helped remove barriers from vulnerable people within our society.*

It also helped to achieve 16 employees with continued learning and ease of access to devices within the community they support."

Comments & Feedback from WCLT Employees & Tangata Whaiora

"Having access to a tablet helped me support my people in the community to become more independent" – DJ WCLT Employee

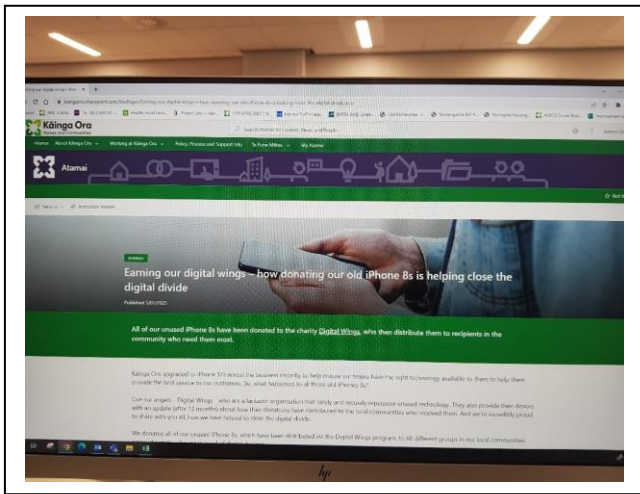
"I used to spend hours at the shops doing groceries and now with the support from WCLT staff with a tablet I can sit at home and order online, giving me more time to work on my health & wellness" – YG WCLT Tangata Whaiora

"Having the 6 tablets available to our employees has helped WCLT reach its Strategic Plans Goal 'Ensuring a skilled & Trained workforce having access to technology' & 'To educate people within our community with basic knowledge & IT skills'" – Tie Scown – WCLT General Manager.



DIGITAL WINGS FINALIST IN SUSTAINABLE BUSINESS AWARDS 2023

We were Finalist in the Social Impact category on 23 November, against finalists like Kāinga Ora who are also one of our valued donors, so although no win for us this time, Digital Wings continues to punch above its weight in digital inclusion, technical empowerment and e-waste management.



DIGITAL WINGS 2024

Digital Wings has been operating as a charitable trust since 2017. Prior to that,

the model was piloted for 3yrs between RemarkIT Solutions and Transpower and managed by Di Daniels as part of the Computers in Homes programme. The decision to create and expand a dedicated programme came in response to need from the charitable sector. The financial viability of the Digital Wings programme relies on the balance between viable computer donations for gifting and proportions of e-waste which comes as a by-product. If the proportion of e-waste outweighs the amount of viable kit, then a charge

needs to be added for pickup and processing by RemarkIT Solutions for processing your e-waste. This is managed by their business and logistics managers in agreement with the donor company. Digital Wings receives a proportion of the viable kit depending on that donation balance - the more viable kit per load; the more gifting resource is available to charity. It has always been designed as a self-sustaining model, but this was challenged by the covid years

when businesses sent laptops and monitors home with staff, and new individual donation schemes arose in competition for suppliers. With no new external funding to sustain a Programme Director, the Digital Wings programme will return to being managed under RemarkIT Solutions, reporting to The Digital Wings Trust as the charitable governing body.



POROPOROAKI

It is with a poignant mixture of pride and sadness for Programme Director Di Daniels to say goodbye to her stewardship of Digital Wings since its inception. Gifting technology to charities and community organisations will remain at the heart of the programme, so please all continue to support it, **there is no other technology programme reaching community like this and achieving such an impact.** <https://www.digitalwings.nz/reports>

I wish to extend my gratitude to all business donors who have contributed to the programme, to the Digital Wings Trustees, to RemarkIT Solutions and to my colleagues from the tech sector who have supported me.

Ngā mihi nui ki a koutou katoa **DIANNE E DANIELS MNZM**
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