

Project Report

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Project Title

Digital Inclusion Community Hub - through a drop-in-centre pilot

This question is read only.

Please provide a short summary of the work that was completed as part of this project / research *

Part 1: The Hub Pilot

We are just about to launch. We have confirmation from the library as the venue for the 3 month long hub. We have inducted our first log of 4 UCOL volunteers and are about to go to print on our artwork. We have employed an operations manager to do the volunteer management.

Part 2: The Case Study

Engaged with a local firm called Third Eye. They are helping us to clarify our proposal so that they can target the right grant funding.

Describe the 'who, what, where, when and why' of your initiative

Timing

Is your project / research complete? *

Yes No

If your initiative is still in progress, pick 'no'

When do you anticipate that your project / research will be completed?

Must be a date.

Leave blank if this is an ongoing initiative or if finish date is unknown

Milestones

What have been the major steps / stages (i.e. milestones) involved in delivering your initiative to date?

Milestone	Description
Relationship with UCoL	The relationship with UCoL has meant that we have had a steady stream of volunteers that has allowed us to increase how often the Hub is open for.
Relationship with PNCC Library	The library has hosted the hub. This has meant that we have had to create portable walls that can go up and down the start and conclusion of a session. They have been really supportive and have helped to promote what we are doing.

e.g. planning; major activities; evaluation	

Outcomes

What outcomes were generated as a result of this project / research?

Outcomes are the changes that have occurred for the beneficiaries of your initiative. Generally outcomes can be framed as an increase or decrease in one or more of the following:

- Skills, knowledge, confidence, aspiration, motivation, (these are generally **immediate** or short-term outcomes)
- Actions, behaviour, change in policy (these are generally **intermediate** or medium-term outcomes)
- Social, financial, environmental, physical conditions (these are generally **long-term** outcomes)

Immediate outcomes occur directly following an activity (e.g. within 1 month); intermediate outcomes are those that fall between the immediate and long-term (e.g. between 1 month and 2 years); and long-term outcomes are those we expect to see years later (e.g. 2, 5, 10 or 50 years after the activity).

We also want to learn more about how you tracked the outcomes of your initiative - what you measured and how.

If you need more help understanding what outcomes are, read the help sheets at www.ourcommunity.com.au/evaluation

List your initiative's outcomes and attached information in the following table. Leave blank any fields that do not apply to your project.

Outcome	Were these outcomes anticipated?	Timeframe	Indicator	Verification Method
Successful pilot	Anticipated	Intermediate	Strong volunteer base, growing number of customers	Google form tracking visits, conversations with volunteers
Case study on the need for a hub	Unanticipated	Long-term	Completion of the report	Physical report
Outcomes are the changes that you believe were generated or influenced by your initiative. See information above.	Choose from the list	Choose from the list (see description above)	What you used to measure this outcome - e.g. 'change in teenage pregnancy rates from x to y'	e.g. survey; interviews; focus groups

What (if anything) did you change in your approach and practices as your project research proceeded, and why? *

Working with volunteers has meant that we can only move so fast. My initial planning had us starting the pilot earlier than we have, however, there have been a number of delays mainly caused by our changing approach to how we mobilise volunteers.

We may use this information to help inform others undertaking similar work

What did you learn as a result of undertaking this project/program? *

Project 1 - Pilot hub... building understanding on the service that we offer if really tough. There has been a tension that we have been unpacking the entire time between how many hours you open up for vs how do you keep your volunteer base engaged. It is now that we are starting to feel like we have more traction as we are building towards the hub being open for 20 hours a week. We have been really lucky with the volunteer pool that we have had and they are starting to recruit more people. The other key findings has been around ensuring that we have the policies in place that support volunteers in physically touching someone elses device (to ensure they are covered in case it breaks). The final, key finding that we have had has been around the importance of working hard on relationships.

We are particularly interested in lessons that may help others undertaking similar work. Think about what you learned about your inputs (money, skills, personnel, time - too much; too little; about right?); your assumptions (were they 100% right, only partly right, or were the results a complete surprise?); and the context of the project/program (timing; targeted beneficiaries; geographic settings - were they right; wrong; about right?)

How will you share your learnings from this project/research? *

We actively, share and promote our hub through our social media networks and monthly newsletter. We also meet regularly with the Mayor of the city. He has taken a keen interest in what we are doing as the Council is currently very support of community parternships that contribute to the health of the city. We are hoping to leverage this relationship into a permanent Digits Hub.

What mediums were used to share the learnings? Have you reached the audience you expected?

We'd love to see some visual and audio representations of your work. Please share below.

Upload files:

Filename: 20191022_152935.jpg
File size: 4.1 MB

Filename: Digits Funding Report - Winter 2019.pdf
File size: 4.4 MB

Filename: Hub advert card.pdf
File size: 599.0 kB

Filename: IMG_0502.jpg
File size: 779.3 kB

and/or

Provide web link:

<https://digits.org.nz/>
Must be a URL

and/or

Provide additional details:

I need to have a conversation with someone about how we have not been able to hit our agreed targets for the development of the case study. It is something that we are still keen to deliver, however, it is most likely not going to be done until the start of next year.

Could we also have Internet NZ logo to add them to our supporters page on our website.

Please include captions, if relevant

Can we use your media content in our own communications?

Yes No Please contact us first
 e.g. in our annual report

Financial Report

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Project Income & Expenditure

Please provide details of any project income (funds received) and project expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

Income Description	Income Type	Confirmed Funding?	Income Amount (\$)	Notes
Internet NZ Grant	Philanthropic Grants *	Confirmed *	\$9,500.00	Na

Expenditure Description	Expenditure Type	Expenditure Amount (\$)	Notes
Salary for manage volunteers	Salaries and Wages *	\$5,000.00	This is a rounded figure

Income and Expenditure Totals

Total Income Amount	Total Expenditure Amount	Income - Expenditure
\$9,500.00 This number/amount is calculated.	\$5,000.00 This number/amount is calculated.	\$4,500.00 This number/amount is calculated.

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:

Yes, we have had a consultant pull out of our case study half of the project after two months. He has not charged us for the work that he has started, but this has meant that we are back to finding other people to help complete the second half of the project. It is work that we do want to do, but we are currently interviewing. This is why we have not been able to spend what we hoped.

Certification and Feedback

Feedback

You are now nearing the end of this form. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback. (If you would rather provide anonymous feedback, please go to **{ { Grantmakers: provide a link to an anonymous survey or delete this sentence } }**)

Please indicate how you found the acquittal process:

Very easy Easy Neutral Difficult Very Difficult

How many minutes in total did it take you to complete this form?

90

Estimate in minutes (i.e. 1 hour = 60 minutes)

Please provide us with your suggestions about any improvements and/or additions to this form that you think we need to consider: