

Community Projects 2018/19

Community Projects mid-year report

Application CP0039 From Ms Belinda Hope

Instructions for Grantees

This form is designed to help us understand the challenges, triumphs and insights you experienced and gained while running your funded project/program. Please be frank - while we absolutely want to know about and celebrate your successes, it's just important to us that we understand what did not work so well. This will help us to learn what we and others could do differently next time.

You must complete and submit this form no later than the date stipulated in your funding agreement. However, should you not be able to meet the deadline please contact Gertrud to arrange an alternative date. If you fail to do so you may not be eligible to apply for further grants from **InternetNZ**.

The completion of this form should be overseen by someone with an intimate knowledge of the funded project/program.

Mid-project Report

Project Title

Beginner Tech Workshops for Non-Tech Adults/Seniors

This question is read only.

Amount of funding granted from InternetNZ?

\$5,000.00

Must be a dollar amount.

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

Older adults are not digital natives and are often overlooked for technology support. Daily workshops sessions (up to ten per week) on a variety of topics that older adults find frustrating and need help with, such as how to update apps on your phone, how to get emails on your phone, how to communicate with your grandchildren via apps, how to check the bus times and use Google maps to plan a trip on public transport for free with your Goldcard, and how to sell things on Trademe. All our participants have been extremely grateful that InternetNZ has funded their participation. These members of the community are experiencing the 'digital divide', mostly due to age and lack of technology exposure.

We enjoyed a lot of successful promotion and bookings as part of Techweek'19.

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

When do you anticipate that your project will be completed?

06/12/2019

Must be a date.

Milestones

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

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Milestone	Description
we have delivered plenty of events, and will continue to do so	up to ten workshops per week have been scheduled and promoted for people to book in
topics and content has been shaped by demand	the demand for particular topics from participants has helped us shape the programme so we can deliver more practical workshops - helping people, often seniors, navigate the digital world and close their digital divide experience has been so powerful. It is incredible to see the moment of clarity as participants suddenly see how to do a task on their phone that has been causing them frustration, and they can now use their device for its intended purpose.
positive evaluation from participants	seeing people's frustrations at their devices visibly leave their face has been really fulfilling! They are so grateful for getting them past the stumbling blocks that were holding them back.
meeting immediate needs of participants	people appreciated that they are one off sessions to give enough help to carry on with what they need, rather than having to commit to a regular class.
promotion as part of Techweek'19	TenForward was recognised by Techweek'19 as being a destination venue for multiple events. We ran 12 events that week, and enjoyed good social media promotion. I think it was appreciated that we were offering beginner level technology skills to people who are interested but haven't learnt, while the rest of Techweek'19 was all about the latest cutting edge developments.
e.g. planning; major activities; evaluation	

What findings have you made so far?

- family frustrations were relieved - older adults noted that it is easier to learn what they need to know in an environment like this, rather than in a family situation, which often gets heated. Their adult children often arranged the class enrolments (and we held one on one sessions where requested), and they were grateful to have us to outsource their tech support!

- we underestimated the simplicity of the content required - and we would target the workshop content specifically to the needs of the attendees by asking them what was troubling them. Usually it was some sort of app interface issue, or not knowing what button to press, or even the basic difference between the names of different apps and their action, eg Facebook Messenger vs Messages, and where does a text message go?

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- another popular workshop was How to Write a Business Plan, which attracted a wide variety of entrepreneurs who were keen to set up a business but didn't know what to do in terms of preparing a business plan, setting up a Kickstarter projects, and even how to fill in online forms with the Companies Office for example. Hopefully we have helped inspire new local businesses.

- the Library and Citizens Advice Bureau have been keen to promote our services to the community.

What (if anything) did you change in your approach and practices as your project/program/initiative proceeded, and why?

-We have allowed more one on one sessions because people have really got a lot out of this devoted time where they can ask anything without feeling like it's a silly question. Of course, there are no silly questions, and other members of a group would likely be keen to know the same information.

-We have also planned to run sessions in other community locations, for example the local AA Service Centre is amazed by our workshop on using the AA app to save money on petrol, and we ran an impromptu trial session for customers and staff who loved it. We will run more sessions there, and also at retirement villages.

-We are doing a letterbox drop with flyers to promote our Term 3 workshops

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

Financial Report

* indicates a required field

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
InternetNZ Funds	Philanthropic Grants*	Confirmed*	\$5,000.00	Funding this report relates to

Expenditure Description	Expenditure Type	Expenditure Amount (\$)	Notes
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Cost per participant	Project and Production *	\$1,600.00	80 participants @ \$20 each
promotional material	Advertising and Promotion	\$150.00	flyers, posters, banners

Income and Expenditure Totals

Total Income Amount	Total Expenditure Amount	Income - Expenditure
\$5,000.00	\$1,750.00	\$3,250.00
This number/amount is calculated.	This number/amount is calculated.	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:

no, it's fine. We will keep running the workshops until the funding has been exhausted.

Certification and Feedback

Feedback

You are almost at the end of our application process. Before **Submitting** your application, please take a few moments to provide some feedback.

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?

45

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:

perhaps some opportunity to upload images, eg photos of our activities