



ANNUAL REPORT – Year ending 31 December 2017

Purpose of the Federation

The purpose of the Federation is entirely to support and serve the SeniorNet Learning Centres, each of which maintain their full independence, except for their commitment to meet the Federation's Quality Assurance requirements.

Election of Management Committee:

As only one nomination was received from each region involved in this rotation, the following were declared duly elected:

Northland Region:	Dorothy Davies.
Auckland Region:	Ray McDonald.
Top of the South Region:	Duncan Fuller.

No nomination was received from the Central North Island Region.

Election of Officers:

As required by the Federation Constitution, the following Officers for 2017/2018 were elected by the Management Committee at its first meeting (9th May 2017):

Chairman	Ray McDonald	<i>(Re-elected)</i>
Vice Chairman	Rex Fowler	<i>(New Appointment)</i>
Secretary	Pat Van der Maas	<i>(New appointment)</i>
Treasurer	Pat Van der Maas	<i>(New appointment)</i>
Minute Secretary	Duncan Fuller	<i>(Re-elected)</i>

Management Committee Meetings held during 2017

The Management Committee held the following meetings:

14 th February	Wellington	Face to Face	(4.5 hours)
2 nd May	Multiple Locations	Teleconference	(1.5 hours)
9 th May	Nelson	Face to Face	(1.0 hour)
12 th June	Multiple Locations	Teleconference	(1.5 hours)
29 th August	Multiple Locations	Teleconference	(1.5 hours)
5 th December	Wellington	Face to face	(4.5 hours)

In addition to these meetings, frequent email communication between Committee members and the Executive Officer took place.

After each Committee Meeting informative summary minutes were sent to Learning Centre from the Regional Representatives thus keeping them abreast with SeniorNet Federation activities on a national front.

The Federation Management

Grant Sidaway's contract as Executive Officer continued throughout 2017 and following an annual competency and performance review conducted in February 2017, coupled with subsequent Committee deliberations about the future direction for SeniorNet nationally, his contract was confirmed through to 30 June 2018. As a result of government funding cuts to the Federation Grant agreed to a significant cut to his contracted rate which in effect has reduced his paid working week to three days, commencing 1 July 2017.

Grant provides all national office services and national quality assurance monitoring. This arrangement saves the Management Committee significant administration detail and the need to own any equipment.

He maintains an office in Wellington and employs such support staff as he requires.

His contract, for which he receives one all-inclusive monthly payment, covers all costs necessary to run the National Office and includes:

- *National Office accommodation*
- *Representing SeniorNet at a national level, spokesperson & single point of contact*
- *All office fixtures including computers, printers etc.*
- *Presentation equipment – data projectors, laptops, screen, sound equipment etc.*
- *Communication – Telephones, Internet, mobile phones*
- *Direct liaison with government and commercial funders*
- *Postage, stationery, office consumables, printing etc.*
- *Accounting services including arranging the annual audit.*
- *Website hosting, development and maintenance.*
- *Executive Officer salary.*
- *Administration Officer salary (part-time position)*
- *Salary(s) of other part-time employees (as and when required)*
- *Travel to Learning Centres for presentations and QA purposes*
- *Travel to Regional Meetings and assistance in running the meetings*
- *Travel to Tutor Training Sessions and assistance in running the meetings*
- *All other incidental costs*

A more detailed report on these activities is included throughout this Annual Report.

Memorandum of Understanding (MoU)

At the 2017 AGM of the Federation, member societies (affiliated Learning Centres) agreed the need to strengthen the SeniorNet brand by way of an agreement between the Federation and its Learning Centres defining:

- Governance – roles and responsibilities of both parties;
- Standard core offering to trade as a SeniorNet Learning Centre;
- Consistency of training provided by Federation in areas of:
 - Centre Administration
 - Tutoring, style and content – adopt best practices.

Subsequent to the 2017 AGM and as a result of additional feedback the agreement was modified and renamed a Memorandum of Understanding.

In October 2017, existing Federation Learning Centres were invited to sign the document. As a result, we are pleased to report that all but one Learning Centre (Canterbury SeniorNet Inc.) signed the MoU. The Federation has subsequently written to the three active non-Federation SeniorNet groups “trading” as SeniorNet also inviting them to consider joining the Federation to enable brand consistency of the trademark SeniorNet. The SeniorNet Federation owns the trademark in New Zealand.

A copy of the MoU can be found here:

<https://www.dropbox.com/s/x8ktwa3rp9g7d6q/2017%2010%20FNZSS%20Memorandum%20of%20Understanding%20-%20Signed%20Final.PDF?dl=0>

Quality Assurance and Funding to Learning Centres.

The Federation decided in 2015 that, notwithstanding the need to no longer provide statistics to the TEC, for 2016 it would keep in place the current capture of statistics from its Learning Centres when they invoice the Federation for learner hour funding grants. This was again reviewed at the beginning of 2017 and it was decided to continue with this process. It is considered the information collected provides valuable data for effectively running SeniorNet at a local, regional and national level. It also provides the Federation with detailed information to provide to potential funders.

At its December 2017 meeting the Committee agreed to continue the grants payment process in 2018, for skills-based courses and workshops undertaken at its Learning Centres. The Committee also decided to extend the payment process to include non-skills based sessions undertaken at Learning Centres on a trial basis to 30th June 2018. Such non-skills based sessions could include Special Interest Groups etc. however learning objectives would need to be well defined at the commencement of each session. The rate of \$1.25 per learning hour was fixed by the Committee for 2018 – the same rate since Jan 2016.

Statistics

1. Number of Federation Learning Centres and Overall Membership

	2015	2016	2017
Learning Centres	79	74	71
Membership	15,809	15,283	13,914

NB: the 2017 membership figure includes the Centres that closed during the year

The following Centres closed during 2016:

- Taumarunui
- Taupo
- Porirua
- Auckland (Onehunga)

A new centre was established on Waiheke Island in the middle of 2017.

It is also noted that a number of Learning Centres are now reaching out further into surrounding communities with running satellite learning sessions in neighbouring communities. Such is the case for Marlborough Sounds and Lincoln Learning Centres and with Tauranga having regular sessions in retirement villages. This is to be encouraged and we hope other Learning Centres will find opportunity to undertake similar activity.

2. Learning Centre Finances

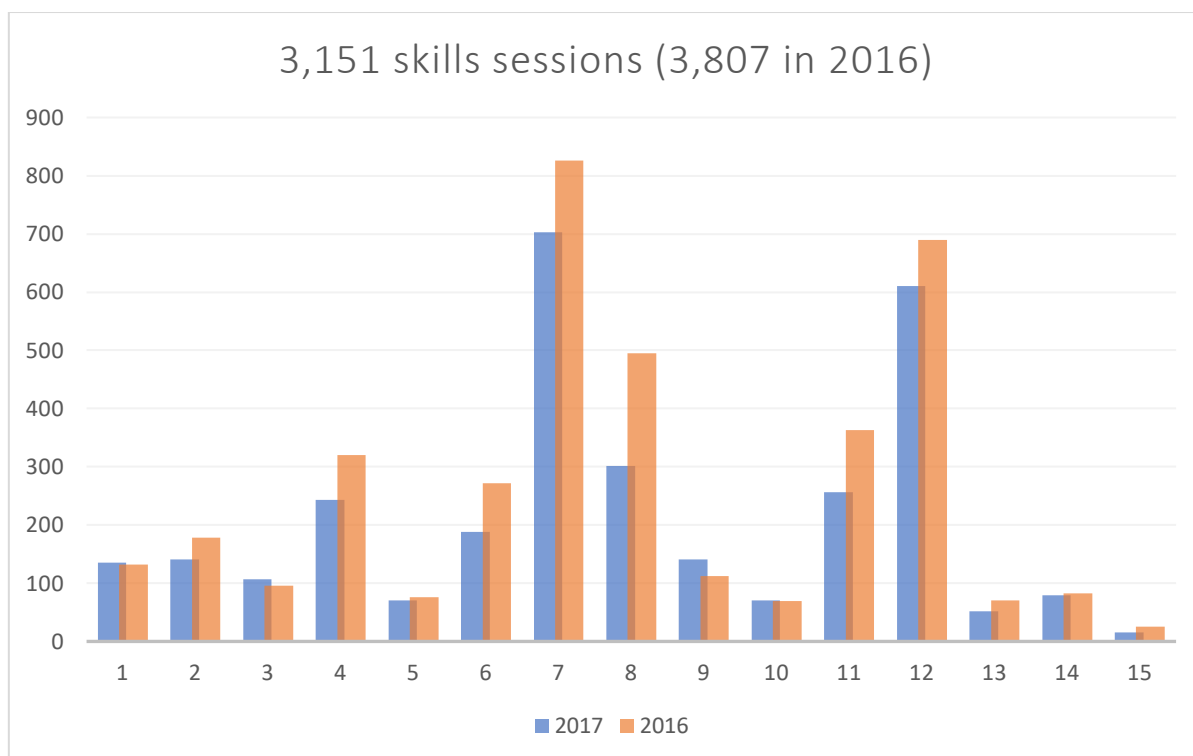
An analysis of figures in the table below includes GST. These figures were provided by Learning Centres as part of an annual return to the Federation.

At the time of preparing this report, four Centres were yet to submit their figures. No figures were obtained from the Centres that closed during 2016; hence the figures in the table are indicative only.

Income	2015	2016	2017
Membership subscriptions	\$264,359	\$287,357	\$215,795
Course/workshop fees	\$241,866	\$228,232	\$153,815
Federation grants	\$364,526	\$116,632	\$100,553
Local grants for operating expenses	\$77,810	\$66,034	\$94,551
Other income (interest)	\$55,585	\$49,901	\$38,790
Total Income	\$1,006,161	\$748,156	\$603,504
Expenses			
Accommodation (rent of premises)	\$265,078	\$300,132	\$242,062
Other costs of running learning activities	\$454,877	\$427,155	\$350,741
Total Expenses	\$719,955	\$727,278	\$592,803
Surplus (deficit) before depreciation	\$286,206	\$20,878	\$10,701
Depreciation	\$244,441	\$197,241	\$196,653
Surplus (deficit) after depreciation	\$41,765	(\$176,363)	(\$185,952)
Capital Expenditure			
Local grants obtained for purchase of capital items	\$45,480	\$35,089	\$37,668
Total expenditure on capital items	\$154,534	\$127,323	\$72,412

3. Learning Centre Activity

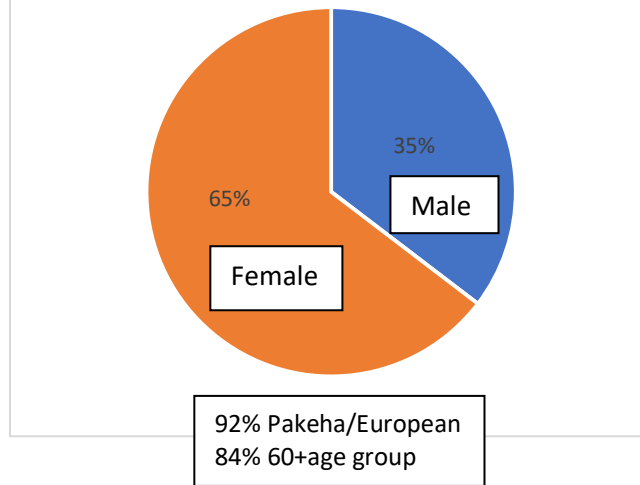
The information below reflects combined activity in our Learning Centres. It does not include the activity from centres that closed in 2017.



Descriptions for skills-based chart above

Broad Content of Courses/Workshops (skills based only)	
1	Introduction to the Internet, including how to use various web browsers
2	Getting started with word processors, including Word pad, Microsoft Word and Mac pages
3	Intermediate and advanced use of word processors, including use of tables and graphics
4	Getting started with graphics, to uploading digital photos and use photo enhancing apps
5	Introduction to emerging technology including uses of Ultra-Fast Broadband (UFB)
6	Introduction to computers. Confidence building and knowing your way around a computer
7	Introduction to portable touch screen devices, including iPad, Android and Smartphones
8	Introduction to Operating Systems, including Windows versions XP - 10 and all Mac iOs
9	Mastering email, including web-based facilities Gmail and Hotmail etc.
10	Making a start with internet banking, including safety and security
11	Social Media, may include: Twitter, Skype, TradeMe and basic genealogy apps
12	Computer maintenance, files and folders, cloud facilities, Dropbox, technical q&a sessions
13	Getting started with either Microsoft Publisher, Keynote or Microsoft PowerPoint
14	Making a start with Spread sheets including Microsoft Excel and Mac Numbers
15	Desktop Publishing including web design packages

20,923 Enrolments in 2017
(24,444 in 2016 29,202 in 2015)



Acknowledgements

In conclusion, I would like to acknowledge and thank the other members of the Management Committee for the valuable input and support they have provided throughout the year. Your collective experiences and views enabled our deliberations to be considered, positive, and progressive.

To our Executive Officer, Grant Sidaway yet again, your enthusiasm and drive continues to astound. You possess a range and combination of skills that would be hard to find in many other individuals. Your contributions and guidance not only to the Management Committee but to the wider SeniorNet fraternity are greatly appreciated. We thank you for your encouragement.

To Jude Mitchener, who works alongside Grant at our National office, we thank you too for your contribution in helping to keep the wheels turning efficiently. As is often the case, it is the people behind the scenes that make all the difference.

To member Learning Centres, your contribution in supporting your local communities come to grips with new technologies and helping them to participate in our ever-evolving society, is to be commended. One often wonders where New Zealand would be if it was not for the people like yourselves who volunteer their time and energy to help make a difference.

All I can say, is well done, and keep up the good work.

Yes, there have been challenges over the past year as we worked through the MoU issues, and we are appreciative of the support and the confidence shown by member Learning Centres willing to participate. Having such significant acceptance bodes well for the future of SeniorNet. And yes, we still have challenges ahead, but with a common sense of purpose and a willingness to collaborate, we can strengthen the way forward to deliver benefit to the communities we participate in.

Chairman:

Ray McDonald

Date: 19th April 2018

Executive Officers Report

1. Summary of National Office Activity

Communications – email, phone, website	2015	2016	2017
Inbound calls on 0800 SENIORNET and national office	2,759	1,541	1,766
Inbound call minutes on 0800 SENIORNET	18,322	15,690	21,778
Emails received at the National Office	15,945	23,658	24,196
Emails sent from National Office	18,302	25,188	27,311
Average visits per day on www.seniornet.co.nz	631	773	790
Average visit duration on www.seniornet.co.nz (minutes)	3.67	3.84	3.44
Average page views per day	962	1004	1116

Out of office visits and presentations	2015	2016	2017
Regional Meetings	10	9	10
Learning Centres	48	47	41
Public presentations - Community Groups, Government Agencies etc.	31	29	23

Take-up of Special Offers by individual SeniorNet Members	2015	2016	2017
Software purchases (total savings achieved)	\$34K	\$37K	\$35K
Purchases at Noel Leeming Stores (total savings achieved)	\$321K	\$478K	\$426K
Group Insurance Scheme (savings achieved by participating Centres)	\$52K	\$55K	\$58K
Total savings achieved by the Federation for centres & their members.	\$407K	\$570K	\$519K

In addition to the above some members purchased Suzuki motor vehicles in 2017 with varying discounts. A significant number of purchases were made through discount arrangements the Federation has with, Need-a-Nerd, Capital Travel Ltd, Wholesale Toners Ltd, ACP Magazines Ltd, Printer HQ Ltd and PB Technologies Ltd. No data is available on the transactions from these suppliers.

2. Gizmoe (The Federation Newsletter)

- Six forecasted for 2017, seven were produced.
- Good feedback on content, many thanks for the contributions made.
- Always looking for interesting articles, please send suggestions to me throughout the year.

3. Meetings with New Minister for Seniors

Hon Tracey Martin is the new Minister for Seniors.

Tracey is a New Zealand First politician. I had contact with her prior to the election, she seemed to understand the value of SeniorNet and certainly is aware that the previous government cut of funding. NZ First and the Labour Party made a pre-election pledged to find ways to financially support SeniorNet.

Points that were raised with the minister post-election:

- Honouring the pre-election commitment.
- Outlining the compliance issues with the previous TEC funding mechanisms and that on many accounts it didn't fit with what we do and the value we provide – trying to lever away from restrictive nature of TEC structures.
- Reinforcing the value our Learning Centres provide with Digital Literacy programs, not just focusing on pure educational aspects but broader social well-being benefits.
- Investigate early opportunity of a grant to the Federation beyond long term funding arrangements that may evolve.

The Minister understands the important role SeniorNet can play in not just the educational aspects of training Seniors but also the social advantages that it provides for older people. The Minister accepted our invitation to attend the 2018 Symposium but subsequently declined due to her requirement to be at Parliament – the house is due to sit on the day of our Symposium.

For purposes of clarity the Minister's office has made this statement for delegates of the AGM and symposium:

- The Minister for Seniors is very supportive of initiatives which are aimed at improving digital literacy amongst Seniors
- Funding for new/continuing programmes form part of Budget 2018 prioritisation process which is currently under review and the outcome of this exercise will be covered in the budget announcement by the Minister of Finance which is due on 17th May

So, we shall see!

Rest assured I will continue to do my best to get government(s) to understand the value of SeniorNet and the need for funding assistance.

4. Westpac Sponsorship

Excellent progress made with Westpac team to plan for a more buoyant year in 2018. Our Learning Centres will need to show greater commitment in running Internet banking workshops in 2018. Westpac have put greater energy into promoting the relationship to motivate their branch staff to be more proactive. This includes the creation of a video clip to be used within the bank and possibly externally on their website. In short, they are putting a lot more effort into the relationship – we will need to do the same if we are to retain this valuable support.

5. Noel Leeming Group

- Sales commission lower than forecast mainly due to coding at point of sale
- National ID cards likely to be required progressively in 2018
- Excellent response to special the two one-week SeniorNet special offers
- Encouraging to see Learning Centres and Noel Leeming stores partnering with some learning centres with in-store presentations and demonstrations of products at learning centres. This is a continuation of the good work undertaken in 2016. It is hoped this will continue in 2018

6. Vodafone New Zealand Ltd

The Federation maintained its valuable liaison with Vodafone New Zealand Ltd. We are fortunate to have them as a contributing financial partner since the inception of the Federation in 2006.

In 2018, we will continue to look for additional ways to promote Vodafone products and services to further enhance the relationship, with a view to finding opportunities to provide members with SeniorNet only discounts. We very much value their continued sponsorship.

7. Suzuki New Zealand Ltd

Throughout 2017 Suzuki offered several promotions to SeniorNet members enabling them to purchase new motor vehicles at reduced rates. Whilst it is noted there is no formal sales tracking system in place it is known that many SeniorNet members took advantage of the specials on offer. Suzuki provided a car for the Executive Officer to use, they also paid for displaying our logo on the vehicle – a moving display advert that travelled 25,000km in 2017.

8. National Lottery Grants Board

Accountability reports were lodged and approved for the \$80,000 grant received in 2016.

The Federation applied for a further grant in 2017. The application was successful, providing \$90,000 plus GST which was tagged for assistance with running costs including the part funding of national and regional gatherings.

Whilst the Federation budgets for funding from the National Lottery Grants Board it is never assumed funding will be granted. Considerable effort is spent on writing the funding application with care given to match the Board's priorities. The \$90,000 grant received in 2017 was the highest we have achieved in the inception of the Federation. We are very grateful for this grant as without it we would struggle to make ends meet.

9. My thanks

How lucky am I to be working with positive people enthusiastic in helping others learn new skills to enhance their daily lives. For sure there are challenges, but the teamwork environment makes my job that much easier. I would like to thank Ray McDonald, the Chairman of the Federation, and his Committee for the support they provide to me and in particular their responsiveness to my enquiring emails throughout the year, you are a spectacular bunch!

Jude Mitchener, helps me run the national office. Jude is a huge help to me in making sure administrative matters are taken care of on-time and in order! Jude often works from home so I can speak from experience in doing so that often the home and work boundaries become blurred, so I especially thank her for working so efficiently in these circumstances.

Thanks to the Learning Centres I visited in 2017 and the beginning of this year for your kindness in welcoming me into your Centre. I very much admire the dedication shown by all the volunteers in our SeniorNet family – you make a positive difference to the lives of many thousands of older people on a daily basis throughout New Zealand.

Executive Officer:



Grant W. Sidaway

Date: 19th April 2018

Treasurers Report and Statement of Accounts

The audited accounts are presented to members for their approval. They are appended to this annual report.

The chart below represents the main variances from 2016 – 2017 and highlights major activity. This analytical review was submitted to the auditor as part of the audit process.

Account	\$ 31/12/2017	\$ 31/12/2016	\$ Variance	Explanation
Revenue				
Donations	\$ 4,500	\$ 25,283	-\$ 20,783	unexpected donations in 2016 from Centres that closed
Lottery Grant Board Sponsorships	\$ 150,000	\$ 20,000	\$ 130,000	\$60K carry over from 2016 plus \$90K grant in 2017
MSD Grant	\$ -	\$ 40,000	-\$ 40,000	one off grant in 2016
Noel Leeming	\$ 11,931	\$ 17,405	-\$ 5,474	lower sales at Noel Leeming meaning less commission
Subscriptions received	\$ 31,557	\$ 12,301	\$ 19,256	increase in subscription rate in 2017 from \$1.00 to \$3.00
advertiseing revenue	\$ -	\$ 7,119	-\$ 7,119	unable to secure paying advertisers in 2017
symposium attendance	\$ 3,295	\$ 4,370	-\$ 1,075	fewer people attending than expected
interest received	\$ 356	\$ 2,977	-\$ 2,621	at the mercy of bank interst rates
Expenses				
executive contract	\$ 150,000	\$ 180,000	-\$ 30,000	contracted fee lower from June 2017
advertising and marketing	\$ 1,304	\$ 144	\$ 1,160	minor advertising campaign undertaken
research project	\$ -	\$ 37,821	-\$ 37,821	one off cost
travelling expenses	\$ 6,858	\$ 8,131	-\$ 1,273	slightly less people attending regaional gatherings
grants to non gst registered LCs	\$ 66,327	\$ 86,703	-\$ 20,376	less claims from Learning Centres due to shift into non skills based learning
accountancy fees	\$ 1,700	\$ 2,325	-\$ 625	new reporting standards one off set up cost in 2016
meeting expenses	\$ 8,858	\$ 10,531	-\$ 1,673	lower cost due to better value in travel costs
Balance sheet				
debtors and prepayments-Noel leeming	\$ 13,720	\$ -	\$ 13,720	Noel Leeming slow at paying
Sundry debtors	\$ 5,790	\$ 9,256	-\$ 3,466	Improvement in payment times from Vodafone
Unused donations and grants	\$ -	-\$ 60,000	\$ 60,000	as above

The 2018 draft budget is submitted for approval.

A conservative approach has been taken in forecasting each line item. No provision has been made for any funding through government channels, should this occur in 2018 it is considered the impact is not likely to show until 2019. The trial of extending Learner Hour payments to include non-skills based is somewhat of an unknown, but will be reviewed in July 2018, hence there is some safeguard in place.

Draft Budget 2018

	Budget	Notes
Income		
Advertising revenue	\$10,000.00	<i>more realistic</i>
Pamphlet charges	\$500.00	<i>encourage Centres</i>
Sale of Group Insurance	\$18,000.00	<i>less centres</i>
Interest	\$1,500.00	<i>less in saver</i>
Subscriptions	\$50,000.00	<i>increased to \$5 per member</i>
Symposium Attendance	\$6,000.00	<i>based on \$50 per person with 120 attending</i>
Westpac Sponsorship	\$50,000.00	<i>taking positive view contract will continue</i>
Lottery Grant	\$75,000.00	<i>taking average in past three years</i>
Other sponsorship	\$20,000.00	<i>possibility of two other groups emerging</i>
Donations	\$0.00	<i>can't count on any</i>
Vodafone	\$40,000.00	<i>likely negative trend to continue</i>
Noel Leeming	\$25,000.00	<i>hopeful introduction of national ID cards will boost</i>
Total Income	\$296,000.00	
Expenses		
Accountancy fees	\$1,500.00	<i>as per last three years</i>
Administration contract	\$95,000.00	<i>reduced contract rate,</i>
Audit fees	\$4,500.00	<i>as per last three years</i>
Bank fees & Charges	\$60.00	<i>on par</i>
Advertising & Marketing	\$10,000.00	<i>allow for one campaign</i>
Training Resources	\$2,000.00	<i>allow for training days</i>
Grants to L/Cs (No GST)	\$100,000.00	<i>\$1.25/hr to continue and include non-skills</i>
Grants to L Centres (GST)	\$35,000.00	<i>\$1.25/hr to continue and include non-skills</i>
Insurance	\$15,000.00	<i>less Centres</i>
Legal fees	\$500.00	
AGM & Meeting Expenses	\$16,000.00	<i>based on \$50 per person with 120 attending</i>
Committee Travel & Expenses	\$5,000.00	<i>three face to face meetings</i>
Start-up Grant	\$0.00	
Volunteer Reimbursements	\$3,500.00	<i>as per last three years</i>
Regional Meeting	\$3,500.00	<i>as per last three years</i>
Total Expenses	\$291,560.00	
Net Surplus	\$4,440.00	

Treasurer:



Date: 19th April 2018

Pat Van der Maas

Plan for 2018/17

An annual plan of an organisation outlines the strategic direction to be taken in the months ahead with the understanding that additional, more detailed, tactical plans will be required to be put in place to achieve the end result.

The following key targets have been identified in relationship to the strategic direction the Federation would like to pursue.

1. Facilitate 2 regional meetings per region to enable sharing of administration concepts, teaching practises, introduction of new courses/workshops and commercial partnership expectations.
2. Lobby government to achieve reinstatement of suitable funding arrangements and if successful negotiate satisfactory mechanisms reporting etc for funding to occur.
3. Grow partnerships with Westpac, Noel Leeming, Suzuki NZ and Vodafone NZ
4. Seek at least two other major partnerships that will provide financial support for the Federation and its members
5. Encourage greater sharing of teaching resources between Learning Centres
6. Streamline the existing teaching resources held on the SeniorNet website
7. Undertake a complete review of www.seniornet.co.nz – refresh and improve navigation
8. Introduce and administer webinar-based learning facilities – encourage lead tutors to produce material and deliver.
9. Trial the extension of Federation grants to learning centres to include non-skills based learning sessions e.g. hobby based and special interest group sessions then decide on longer term.
10. Use social media more effectively to promote SeniorNet in the community - includes relaunching the SeniorNet Facebook site
11. Encourage Learning Centres to reach out further into communities to offer help to individuals not already engaged with technology
12. Encourage non-Federation groups bearing our trademark to join the Federation
13. Further develop value added (discount) programmes with suitable commercial organisations
14. Maintain strong liaison with Learning Centres and encourage delivery of new and relevant learning sessions.
15. Encourage Learning Centres to develop satellite learning facilities in communities adjacent to their base Centre.

Chairman:



Ray McDonald

Date: 19th April 2018

Executive Officer:



Grant Sidaway

Date: 19th April 2018