

The Federation of New Zealand
SeniorNet Societies Inc

2020 Annual General Meeting and Symposium
Chisholm Park Golf Club
Tahuna Road
Dunedin



The Federation of New Zealand SeniorNet Societies Incorporated

NOTICE OF ANNUAL GENERAL MEETING

Notice is hereby given that the Annual General Meeting of The Federation of New Zealand SeniorNet Societies Incorporated will be held on:

Date: Wednesday, 5 May 2021

Time: Start - 3:30 pm / Finish – 4:30 pm

Venue: Chisholm Park Golf Course, 16 Tahuna Road, South Dunedin

Nominations for Committee members: an invitation to nominate Federation Regional Representatives was sent on 22 February and closes on 26 March 2021.

Member Society's Motion

Provision is available in the Constitution for any Member Society to request that a motion be voted on at a particular Federation meeting, including the AGM.

If your Society wishes to utilise this provision, please submit the motion in writing, along with supporting information, to be received **no later than 26 March 2021**.

Member Society's Motions may be either emailed to: heather@seniornet.co.nz

or posted to:

Secretary
Federation of NZ SeniorNet Societies Inc.
PO Box 40767
Upper Hutt

Member Societies will be advised of any motions received no later than 14 April 2021.

Indication of Attendance

An invitation regarding attending the AGM & Symposium is attached with request to advise attendance by Friday, 26 April 2021.

On behalf of The Federation of New Zealand SeniorNet Societies Incorporated.

Pat van der Maas
Secretary/Treasurer & Waikato/Bay of Plenty Region Representative

15 March 2021

Agenda Annual General Meeting

The Federation of New Zealand SeniorNet Societies Incorporated

Date: Wednesday, 5 May 2021

Time: Start – 3.30 pm / Finish – 4:30 pm

Venue: Chisholm Park Golf Course, 16 Tahuna Road, South Dunedin

- Welcome
- Apologies
- Present
- Minutes of Previous AGM held August 2020 - Matters Arising from Minutes:
- Chairman's Report
- Executive Officer's Report
- Treasurer's Report including Statement of Accounts
- Election of Committee
- Appointment of Federation auditors/reviewer
- Member Society Motions (if any)
- Approval of plans for balance of current and next calendar year.
- Adoption of 2021- 2022 budget
- Recommendations for "Subscriptions"
- General Business

**MINUTES OF THE ANNUAL GENERAL
MEETING OF
THE NEW ZEALAND FEDERATION OF SENIORNET
SOCIETIES (INC) HELD BY ZOOM CONFERENCING
ON
THURSDAY 20TH AUGUST 2020 AT 1.30 P.M.**

Welcome: The Chairman, Harvey Porteous welcomed everyone to the meeting and outlined the procedure for speaking and voting. Harvey noted that this was the first on-line AGM (Zoom) and acknowledged the support of those who assisted in preparation for this meeting.

Present: 63 members attended representing the following 37 Learning Centres

Ashburton, Bream Bay, Dunedin, Eden-Roskill, Glenfield, Hamilton, Hibiscus Coast, Horowhenua, Hutt City, Kaikohe, Kapiti, Kumeu, Mac Auckland, Manawatu, Marlborough Sounds, Motueka, Nelson, New Brighton, North Canterbury, North Wellington, Otago, Papanui, Selwyn, South (Invercargill), South Canterbury, South Waikato, Tauranga, Turangi, Upper Hutt, Wairarapa, Wanaka, Warkworth, Whakatane, Whangamata, Whanganui, Whangarei, Whitianga.

The Executive Officer of the Federation, Heather Newell was also in attendance.

Proxy votes: Dargaville, Golden Bay, Waiheke Island, Mangawhai, West Auckland, Rotorua

Apologies: Dargaville, Golden Bay, Waiheke Island, Mangawhai, West

Auckland, Rotorua **Motion: That the apologies be accepted.**

Moved: Harvey Porteous

Seconded: Rex Fowler

Carried

MINUTES

Motion: That the minutes of the 2019 AGM held 8th May 2019, Hotel Coachman, Palmerston North be taken as read.

Moved: Harvey Porteous

Seconded: Ross Taylor

Carried

Motion: That the minutes of the 2019 AGM be confirmed as a true and correct record.

Moved: Jean Roulston

Seconded: Pat van der Maas

Carried

Matters arising: There were no matters arising.

Tribute to Ian Turner, by Ray MacDonald (Past President)

Mr Turner was the Inaugural President when the Federation was set up in 2007. His background was in Tertiary education. He and Grant Sidaway developed a vision of what a national body would look like. His previous experience gave him the skills and contacts to access TEC and ACE funding for SeniorNet. He worked on the Hibiscus Coast and was passionate about technology and assisting older people to use it. He stood down as President in 2013, leaving the establishment of a well-funded Federation as his legacy. Tribute to Grant Sidaway (retired) by Duncan Fuller (Past Secretary)

Grant Sidaway was given the title of Telecom ambassador in 1992, with the responsibility of looking after all of the Learning Centres throughout NZ. When the sponsorship was terminated, there were 100 Learning Centres and 20,000 members. At that time, he and Ian Turner considered that the Learning Centres were too valuable to let die and established the Federation with national funding.

Although he could have commanded a larger salary elsewhere, he elected to stay as the Executive Officer of SeniorNet. In that role, he and SeniorNet have given thousands of New Zealanders access to computers.

As well as a technology specialist, Grant had many interests outside SeniorNet. Including as a 'big buddy' to youngsters who do not have fathers available to them. His handyman skills were such that immediately after the Christchurch earthquake, he took tools and a van and spent two weeks helping with reconstruction.

In 2019, members of SeniorNet who had worked with Grant for many years put his name forward as a worthy recipient of the NZ Order of Merit. This year, he accepted the award.

Farewell to Rex Fowler – retiring Federation Committee member by Pat Van der Maas

Today is a sad day for us on the Federation committee, as we have to say goodbye to Rex. Rex has been on the committee for 6 years, some fun times, challenging times and in-between and has always been extremely professional, hard-working team player. He always brought creative ideas to the meetings and kept us all in line with his firm decisions, when he had something to say, it was usually very wise.

We have been lucky to have had the opportunity to meet and work with you Rex and we wish you all the very best. I think the best days in Retirement are when we give back to the Community and Rex has done that for a few years.

Maybe in the future, we will meet again at an AGM somewhere!

So thank you Rex for everything you have done for SeniorNet and the Federation committee.

Chairman's Report

Harvey Porteous – Chairman presented the following report:

In a number of respects, it has been a challenging year for the Federation and your management committee, with the retirement of Ray MacDonald and Duncan Fuller, committee chairman and secretary respectively, represented a significant loss of knowledge and experience.

At the last AGM, as there were no nominations for Auckland and Top of the South, and both positions were filled by the co-option of Janet Court and Brian Cameron respectively. This year, we farewell Rex Fowler who has represented Learning Centres in the Wellington Region for six years. We thank him for his commitment and support.

Twelve months ago, with the impending resignation of Grant Sidaway, a new Executive Officer needed to be found. After a process of selection Heather Newell was appointed, on a one-year contract which was confirmed at the management team meeting in October 2019.

Following her appointment, Heather worked tirelessly to familiarise herself with the SeniorNet culture. She made early contact with each of our major sponsors and explored the factors likely to contribute to some Learning Centres deemed to be at risk of closure.

The establishment of the Resource Team sub-committee was a successful exercise and we are indebted to the team for their considerable effort. We will likely use sub-committees consisting of both committee and non-committee members to undertake aspects of our annual work plan.

It is with sadness that we noted the passing of Ian Turner, well respected and a past chairman of the Federation.

At his final meeting with the management committee, Grant Sidaway reflected on his 27 years involvement with SeniorNet, the last 14 of them as Executive Officer. "It has been a pleasure working with such a supportive management team in the form of the Federation committee, my role has been much easier knowing I had your support". He will miss the organisation and the many hundreds of people throughout NZ, as SeniorNet has been his life and everyone a friend.

Motion: That the Chairman's report be received.

Moved: Harvey Porteous

Seconded: Janet Court

Carried

Executive Officer's report

Heather thanked the Federation committee, and the wider membership for their support as she learnt not only the job, but also the culture of SeniorNet.

She outlined some of the extraordinary challenges that have arisen since she started the new EO position in January 2020. Heather pointed out that although she was looking forward to meeting members through Regional Meetings it was not in her job description to visit each Learning Centre. She highlighted the interest and support for SeniorNet that

had been expressed by corporates, government ministers and ministries. Heather reported that although there had been disruption to the Learning Centres' programmes, the Federation was looking financially stable for 2021.

Heather has identified some of the challenges that are ahead:

- COVID 19 – our sponsors, such as Westpac, realised the value of our help.
- Sponsorships – several are due to be renewed and will be reported on later.
- Fundraising – with a decrease in funds available, SeniorNet needs to find other revenue streams.
- Collaboration with other programmes.

Motion: That the Executive Officer's report be received.

Moved: Heather Newell

Seconded: Marilyn Goodwin

Carried

Treasurer's Report

The audit was signed off 4th August, we made a profit of \$32,463.00, Income was \$ 291,039 and expenses were \$ 258,576.00, bank account balance as at 31/12/2019 was \$406,737.00

The budget prepared for the 2020 year is conservative and could change. The variances between the 2018 and 2019 years show that most grants to Learning Centres are smaller, fewer subscriptions paid due to Learning Centres closing, very little advertising, fewer members attending the Symposium and fewer Regional meetings.

Moved: Pat Van der Maas

Seconded: Brian Cameron

Carried

Approval of plans for the balance of the current year and next calendar year.

The budget for the 20/21 year that has been presented is a 'worse case' scenario. The reduction in activity may make the income lower, e.g. \$35,000.00 to \$25,000.00. The amount of money supplied by sponsors is confidential but has been welcome.

Motion: That the Annual Plan be approved, and the 20/21 budgets be adopted.

Moved: Heather Newell

Seconded: Marilyn Goodwin

Carried

Draft Budget

The Treasurer, Pat Van der Maas led a discussion about the draft budget which had been circulated earlier.

Motion: That the Draft Budget be received.

Moved: Pat Van der Maas

Seconded: Ross Taylor

Carried

Subscriptions:

A discussion on the \$5.00 membership fee was held with Neil Perfect and Terry Dowdswell (Whanganui) suggested that some Learning Centres were struggling to pay the \$5.00 cost. Nic MacArthur (Dunedin) suggested that, if lowered, the extra could go towards advertising our services. Heather Newell (EO) assured the meeting that new sponsorship would make up the shortfall of a decreasing membership total.

Motion: That the 2021 Membership Fee for Member Societies be set at \$3.00 per Society Member. Membership numbers to be set as at 31st December each year.

Moved: Heather Newell

Seconded: Janet Court

Carried

Appointment of Federation Reviewer:

Motion: That Adele Hardy be appointed as the reviewer for the next year.

Moved: Heather Newell

Seconded: Jean Roulston

Carried

Election of the Committee:

As members are elected on a two -year rotational basis, only half of the members are elected each year.

As only one nomination was received from Waikato, Wellington, and Canterbury areas, the following were duly elected:

Waikato region	Pat Van der Maas
(Hamilton) Wellington region	Peter
Bunkall (Kapiti) Canterbury region	Ross Taylor
(Papanui)	

There were two nominations for the Otago Southland

region: Bruce Smart	South (Invercargill)
Jean Roulston	Otago

As there were an even number of votes for both candidates, the result was decided by lot.

Elected: Jean Roulston (Otago)

Report on Remits from 2019 AGM:

SNAP Codes – these have been amended and will take effect from 1st January 2021. Feedback form – still being worked on to get national feedback.

Venue for 2021 AGM and Symposium:

Agreed: That the 2021 AGM and Symposium be held in Dunedin.

General Business:

Update on Remits from 2019 AGM

Bream Bay submitted two remits;

1. Seeking a review of the SNAP codes, which categorise the courses provided by SeniorNet. The course codes had not been updated for a number of years and trends have shown that advances in technology, devices and apps have changed and are not reflected in the existing codes. Thanks to a Federation sub-committee and feedback from Learning Centres, a new set of codes will be adapted for implementation at the beginning of 2021.
2. The relevance of the existing feedback form included in the Quality Assurance Guidelines. There has been much discussion about the purpose and usefulness of the template included in the Guidelines. The Federation has determined that it is important to seek feedback from participants and the methodology for seeking feedback at this level is the responsibility of the individual Learning Centre.

Concern was expressed about the closures of some Learning Centres and the reasons for their demise. Harvey Porteous replied that most had plenty of funds, but like many other aged care organisations, they were struggling to attract members.

Chairman's final comments:

Harvey acknowledged the work done by the following people whose preparation ensured that the meeting was conducted smoothly.

- Heather (EO) for assembling the documentation required for the meeting.
- John Gibsons, Michael Lawrence, and Kevin Fletcher from Manawatu for setting up and operating the Zoom technology.
- Ray MacDonald, Duncan Fuller and Pat Van der Maas for the tributes to past Federation Committee members.
- Committee members, and participants.

The meeting finished at 3.15p.m.

Confirmed as a true and complete record

Chairman: _____ Date: _____

CHAIRPERSON'S REPORT TO ANNUAL GENERAL MEETING 2021

We are marking what has been a 'Year of Firsts', including our first change of Executive Officer, committee meetings via zoom, an AGM conducted on-line, and an innovative venture into online learning through SeniorHangouts.

Your committee has continued to meet regularly since my last report in August 2020, including five online meetings and three full meetings in Wellington. A very full work programme required greater involvement of the Regional Representatives, necessitating the extensive use of working groups that have been heavily involved in, for example, reviews of the Constitution, and the Memorandum of Understanding.

The review team considered that the existing version of the MoU, was quite prescriptive, with little room for flexibility in the relationship between the Federation and each Learning Centre. Following consultation with members, the revised MoU will be presented as a remit at this AGM. Likewise, the review of the constitution will follow a similar pathway. Following consultation with members, we plan to present the revised constitution at a Special General Meeting, via Zoom, later in 2021.

After an uncertain spell, the committee has committed itself to ensuring that Gizmoe remains the Federation's flagship publication, a key source of information for members, Centres, sponsors and potential sponsors, and government agencies. To support that decision, an editorial committee has been identified, tasked with assisting the Executive Officer with its publication.

Following the AGM in 2020, the committee co-opted an additional member who possessed skills in on-line learning. Other secondments may be considered necessary, if there is further need to share the workload.

Any closure of a Learning Centre and the subsequent loss of SeniorNet members, is keenly felt by the committee and so the closures of Waiheke Island, Matamata, Hawera and New Plymouth in the last twelve months is regrettable. The number and spread of Learning Centres in the Central North Island is particularly concerning.

Regional Representatives will provide ongoing, meaningful support to any Centre in difficulty or facing imminent closure. Unfortunately, there are times when local circumstances are such that a Centre cannot remain viable. Protocols around closure, including the disposal of residual funds, are being developed. Money received by the Federation from any such closure, is being tagged to support the start-up (or re-start) of any new Centre.

On the plus side, we welcome Wellington SeniorNet as a member of the Federation.

In terms of sustainability, the Federation is very much dependent on external funding sources. Currently, we are in a sound financial position, a tribute to the Executive Officer's success in securing additional funding streams. We are challenged to meet the expectations of new partners/sponsors, ensuring that they are appropriate to our aims and purposes, and although challenging, remain achievable.

We acknowledge the support we receive from Westpac, Google, Suzuki NZ, Noel Leeming, Lottery Grants, AMI and Vodafone.

So, where to now for SeniorNet? It is inevitable that the face of SeniorNet will continue to evolve, and while our core values and beliefs will continue to provide the broad framework within which we operate, the scope and nature of delivery will continue to change.

How do we connect with seniors in all sectors of the community, in order to provide opportunities for them to raise their digital competencies? And, how does SeniorNet cater for members in ways and on issues that are beyond the capacity of individual Learning Centres to address?

A generous grant from Google enabled a feasibility study to be undertaken, allowing for the development of SeniorHangouts, a virtual learning centre for SeniorNet New Zealand. Initially, the trial ran from November 1st to December 7th, providing 210 sessions conducted by 25 buddies (tutors) and attracting 1268 cumulative participants. All evaluative reports of the trial were extremely positive, and the project has subsequently been re-introduced.

We are indebted to Dr Vinay Karanam, who has been responsible for developing SeniorHangouts and managing the project throughout. Definitely a signpost to the future.

The Saturday morning 'Zoom group' provides opportunities for informal discussion around a range of digital issues, providing an outlet for members to share their knowledge and to ask questions in a supportive environment. A recent suggestion that similar groups might be established for people with like interests, to meet and share on-line. This strategy has merit and could readily be employed within and across regions.

In conclusion, I wish to acknowledge the contribution my fellow Regional Representatives make to the governance and operations of the Federation. Each of you is already heavily committed within your own centre, and yet you are prepared to take on the additional responsibilities associated with the Federation Committee.

To our Executive Officer, Heather Newell, your energy and enthusiasm and your desire to explore new directions for SeniorNet, are an example to all of us. You are skilled in understanding and communicating legislative changes, and your presence in a range of forums involving government agencies and other national organisations, is respected and valued.

Finally, I want to pay tribute to everyone present. You represent all that is significant about SeniorNet in Aotearoa. Whatever your position at local or regional level, I thank you for your valued contribution to this amazing organisation. We appreciate you travelling to Dunedin to participate in the AGM/Symposium, and to share your ideas, after what has been a most difficult year.

I believe that the Federation is in good heart.



EXECUTIVE OFFICER'S REPORT TO ANNUAL GENERAL MEETING 2021

While 2020 was the year of the Covid pandemic, arguably it was a positive year for SeniorNet on many fronts. The lockdowns prompted us to think differently about how we provide our services, what we need to do to keep ourselves safe and the role we play in our digital world.

I inherited the role of Executive Officer from the first ever EO - Grant Sidaway, Member of the New Zealand Order of Merit, who had held the role for over 25 years. What a challenge to fill his boots and what a time to be taking over.

Just as I thought I was getting my feet under the table, we were in our first national lockdown and the pressure was on for us to continue offering some kind of online service or national support for our Learning Centres. I had read about Bruce Smart's early attempt to encourage the use of zoom throughout the country and this prompted my thinking. Was this the way to keep our members engaged and involved? Then the phone rang! Google was on the line. Could they support us with some funding to develop an online platform for digital inclusion?

The Google Project which later became SeniorHangouts however, was not our only online network. To build our expertise with using zoom, a Saturday morning zoom group was established. The sharing of this technical knowledge expanded our offerings and was a great help for the first ever online AGM which was held in August - three months late!

The online AGM included our usual roll over of Regional Representatives. We sent our thanks to retiring rep – Rex Fowler and welcomed on board - Peter Bunkall from Kapiti and co-opting Bruce Smart from Invercargill. The governance role of Regional Co-ordinators is a vital one and there were a number of achievements, updates and working parties convened during the year. My thanks to the regional co-ordinators for their support in my first year. Their guidance has been invaluable. During the year the Federation Board worked on a review of the Memorandum of Understanding, the adoption of the remits presented by Bream Bay in 2019 and the review of the learning codes, the technical side of the online AGM and started a review of the Constitution which will continue into 2021.

Whoever suggested that you can't teach an old dog new tricks has been proven very wrong in the last year. Our Learning Centre volunteers have proven to be both resilient and committed. By year end, our Learning Centres were regaining their confidence and re-engaging with members. Although we had some Learning Centre closures during the year, a very special highlight was to welcome SeniorNet Wellington into our Federation. Volunteering and sourcing tutors has continued to be the same challenge for us as for all non-profits.

Financially SeniorNet finished the year in a healthy position. We were successful in gaining a one-off grant of \$100,000 from the Covid Recovery Fund and a significant grant from Lottery Community. Our annual sponsorship negotiations were all successful. Westpac continued their longstanding relationship and AMI joined the fold by offering free membership for new and existing AMI customers. Vodafone and Noel Leeming also continued their support. Although we were unable to meet the contractual conditions of the Ryman Healthcare sponsorship (we were unable to provide face to face contact in their villages), we are continuing a positive relationship and reconsidering the terms of our

contract. Suzuki, another long term supporter, continues to offer our members special discounts on car sales.

Heather Newell
Executive Officer

2020 KEY ACTIVITIES

Lottery Grant Application

We applied for and received a Lottery Community Grant in 2020. We received slightly less than in previous years at \$80,000 but were successful in gaining \$100,000 from the Covid Recovery Fund.

Westpac

Our long standing relationship with Westpac has been renegotiated with an increase in contract fee and a three year term. A key feature of the contract is the requirement for four banking workshops from every Learning Centre. Westpac is now our principal sponsor and has promoted their sponsorship of SeniorNet through direct mail communications to their senior customers.

AMI

AMI has joined the SeniorNet sponsors' list with a contribution to the Federation Office and an offer of free SeniorNet membership for new and existing AMI customers. In a similar vein to the relationship with Westpac, AMI has promoted its partnership through a direct mail to its senior customers and a sponsorship of an 0800 number for SeniorNet. Full page advertisements have appeared in metropolitan newspapers and a short video has been filmed at Eden Roskill Learning Centre.

0800 number

As AMI have closed most of their physical branches and Westpac have announced their move to delete cheques from their banking options, our AMI sponsored 0800 number has been in hot demand from digitally excluded seniors looking for ways to complete their banking online. Thanks to the support of Westpac and AMI we are able to assist many of the most isolated and vulnerable customers with a direct line to the "special care managers" at each corporate.

Ryman Healthcare

The pandemic put paid to our ability to visit Ryman Healthcare villages and for the time being we agreed to suspend our contract. Negotiations have begun for a new look relationship into the future.

Group Insurance Scheme

Once again we have negotiated a group insurance scheme for our Learning Centres covering liability, theft and fire.

Website update

An audit of our website identified a number of technical issues including broken links which have been resolved. Regional Rep Peter Bunkall from Kapiti has voluntarily assisted the EO with the management of the website.

Office For Seniors

We have an active relationship with Office for Seniors who facilitate networking and collaboration with other senior focused organisations.

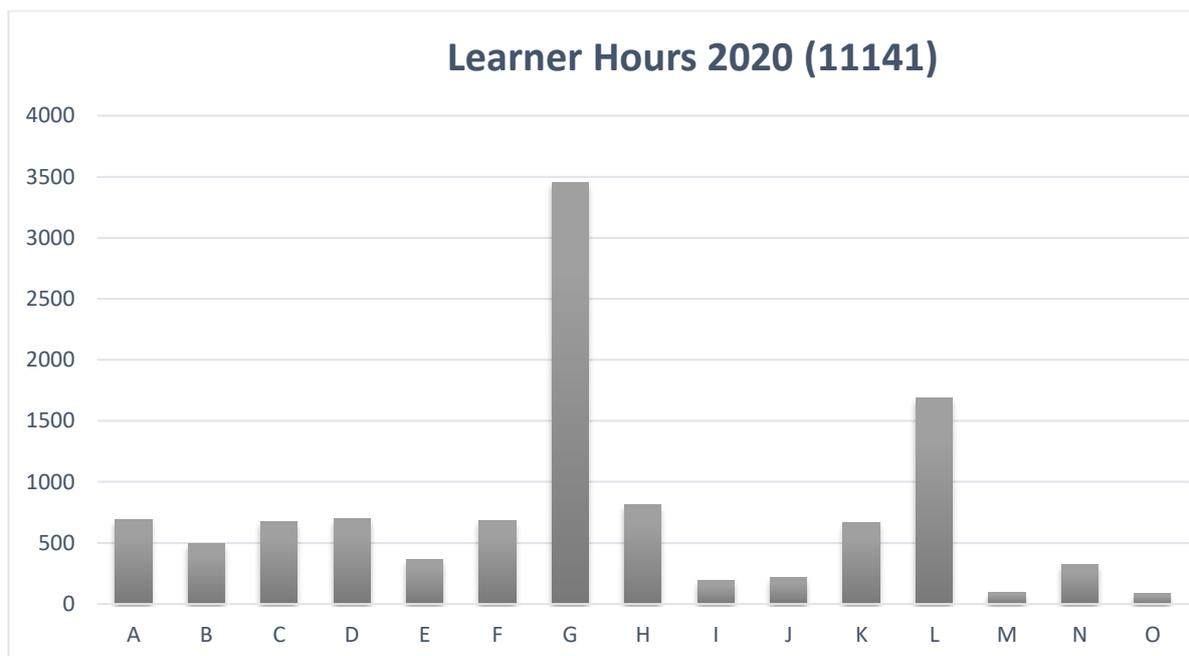
Quality Assurance and Funding to Learning Centres

After a number of reviews in 2018 the Board agreed to continue the grants payment process for skills based courses, workshops, special interest groups and learning opportunities provided that the learning objectives were defined at the commencement of each session. The rate for learner hours was agreed to rise to \$2.50 for 2021.

	Learning Centres Serviced	Enrolment Numbers
2020	56	18536
2019	61	20698
2018	65	19093

Learning Centres, 2020

ASHBURTON
BAYSWATER
BREAM BAY
CAMBRIDGE
COROMANDEL
DARGAVILLE
DUNEDIN
EASTERN BAYS
EDEN-ROSKILL
GLENFIELD
GOLDEN BAY
HAMILTON
HAWKES BAY
HIBISCUS COAST
HOROWHENUA
HUTT CITY
KAIKOHE
KAPITI
KAWERAU
KUMEU
MAC AUCKLAND
MAC CANTERBURY
MANAWATU
MANGAWHAI
MARLBOROUGH SOUNDS
MOTUEKA
NAPIER
NELSON
NEW BRIGHTON
NORTH CANTERBURY
NORTH WELLINGTON
OTAGO
PAKURANGA
PAPAKURA
PAPANUI
PAUANUI
ROTORUA
SELWYN
SOUTH
SOUTH CANTERBURY
SOUTH WAIKATO
TAURANGA
TE KUITI
TURANGI
UPPER HUTT
WAIRARAPA
WANAKA
WANGANUI
WARKWORTH
WAIHEKE ISLAND
WEST AUCKLAND
WHAKATANE
WHANGAMATA
WHANGAREI
WHITIANGA



Code 2020	Summary of content
A	Introduction to the Internet, including how to use various web browsers search facilities and purchasing methods
B	Getting started with word processors, including word pad, Microsoft word and Mac pages
C	Intermediate and advanced use of word processors, including use of tables and inclusion of graphics
D	Getting started with graphics, including how to upload digital photographic images and use photo enhancing apps
E	Introduction to emerging technology including uses of Ultra Fast Broadband (UFB)
F	Introduction to computers, the first steps in getting started. Confidence building and knowing your way around a computer
G	Introduction to portable touch screen devices, including iPad, Android and Smartphones
H	Introduction to Operating Systems, including Windows versions XP - 8.1 and all Mac iOs
I	Mastering email, including web-based facilities gmail and hotmail. Also includes adjunct facilities such as schedules
J	Making a start with Internet Banking, including safety and security
K	Getting going with Social Media, may include: Twitter, Skype, TradeMe and basic genealogy apps
L	Computer maintenance, including files and folder, cloud facilities, dropbox, technical q&a sessions and flash drives
M	Getting started with either Microsoft Publisher, Keynote or Microsoft PowerPoint
N	Making a start with Spreadsheets including Microsoft Excel and Mac Numbers
O	Desktop Publishing including web design packages

BUDGETING

Because this budget reporting has been updated in April, it is reasonably accurate apart from some sponsorship income and grant funding still to be negotiated.

Budget, 2021		
Income		
Sale of Group Insurance Scheme	16,000.00	Insurance premium allocated to participating LCs
Subscriptions	20,000.00	Membership levy
Interest	173.50	
Lottery Community Grant	80,000.00	Based on 2020 grant
Sponsorship income	269,000.00	Estimated income from existing sponsors – Westpac, AMI, Google, Ryman, Suzuki, Vodafone and Noel Leeming
Donations (from LC closures)	40,000.00	Tagged for the establishment of new Learning Centres
Internet NZ	40,000.00	Tagged grant funding
Total Income	465,173.50	
Expenses		
Accountancy fees		
Administration contract	120,000.00	Includes EO contract and administration support
Audit /Review fees	4,000.00	
Charities Commission	44.44	
Advertising & Marketing	30,000.00	Communications and marketing
Additional project costs	20,000.00	Internet NZ evaluation project
SeniorHangouts – project costs	100,000.00	Project underwritten by the Board or funded by sponsorship income
Grants to L Centres		
Grants to Centres (No GST)	40,000.00	Based on previous years
Grants to Learning Centres (GST)	50,000.00	
Insurance	17,000.00	Premium negotiated by Federation on a cost sharing basis with LCs
All Meeting Expenses, Regional and volunteer	40,000.00	\$5,000 allocation for each Regional Representative to attend board meetings, regional meetings and AGM
AGM	15,000.00	Dependent on numbers attending, location and catering
Website and social media	12,000.00	Domain hosting, social media, website management and updating
MYOB	340.00	Licence fee
Total Expenses	448,384.44	

BUDGET FOR 2022

This budget is a conservative estimate of potential income and expenditure

Budget, 2022		
Income		
Sale of Group Insurance Scheme	18,000.00	Insurance premium allocated to participating LCs
Subscriptions	18,000.00	Membership levy if retained at \$3.00
Interest		
Lottery Community Grant	80,000.00	Based on 2020 grant
Sponsorship income	200,000.00	Estimated income from existing sponsors – Westpac, AMI, Ryman, Suzuki, Vodafone and Noel Leeming
Donations (from LC closures)	20,000.00	Tagged for the establishment of new Learning Centres
Other funders	0	Tagged grant funding
Total Income	316,000	
Expenses		
Accountancy fees		
Administration contract	120,000.00	Includes EO contract and administration support
Audit /Review fees	4,000.00	
Charities Commission	44.44	
Advertising & Marketing	20,000.00	Communications and marketing
Additional project costs		If required these would be offset by increased grant funding income
SeniorHangouts – project costs	10,000	Project underwritten by the Board or funded by sponsorship income
Grants to L Centres		
Grants to Centres (No GST)	40,000.00	Based on previous years
Grants to Learning Centres (GST)	50,000.00	
Insurance	18,000.00	Premium negotiated by Federation on a cost sharing basis with LCs
All Meeting Expenses, Regional and volunteer	40,000.00	\$5,000 allocation for each Regional Representative to attend board meetings, regional meetings and AGM
AGM	15,000.00	Dependent on numbers attending, location and catering
Website and social media	12,000.00	Domain hosting, social media, website management and updating
MYOB	340.00	Licence fee
Total Expenses	329,340	

PLANS FOR 2021/22

Key targets for the year ahead

1. Support 2 regional meetings per region to enable sharing of administration concepts, news about Federation plans, expectations of new and existing sponsors and contracts, introduction of new courses/workshops
2. Implement a brand refresh with new .nz addresses. Provide .nz addresses and uniform email contact addresses for Learning Centres
3. Launch new App for SeniorHangouts and fund project through sale of licences and advertising to commercial organisations and other charitable organisations
4. Review Federation incorporated society rules
5. Monitor legislative changes and report the implications to Learning Centres i.e. Incorporated Societies Act
6. Secure appropriate and achievable grant funding from funders
7. Secure relationships with existing corporate sponsors and identify new relationships that do not impose either a financial commitment or an excessive workload on Learning Centers.
8. Develop collaborative relationships with other similar organisations with a senior and/or digital inclusion missions
9. Encourage membership growth through partnerships, affiliations or the establishment of new Learning Centres
10. Facilitate collaborations and collegiality between Learning Centers in order to share expertise, foster special interests, share resources and make friends around the country
11. Develop a funding strategy that spreads risk across all income streams
12. Provide for an annual national gathering -AGM and symposium
13. Review our external communications and produce a national “publication” to share achievements, promote our brand, membership and create news with an external focus.
14. Review financial and reporting structure

2021 AGM Remit

Updated Memorandum of Understanding

Moved by The Federation of New Zealand SeniorNet Societies Inc

THAT A 2021 UPDATED MEMORANDUM OF UNDERSTANDING BE PRESENTED FOR ADOPTION AT THE 2021 ANNUAL GENERAL MEETING FOR SIGNING BY EACH LEARNING CENTRE MEMBER OF THE FEDERATION

Background to the Remit

It has been several years since the current Memorandum of Understanding (MoU) has been reviewed. An updated draft version was prepared with a view to ensuring it remains fit for purpose to meet all our needs for now and into the near future. This draft was circulated in February 2021 and constructive feedback was received from Learning Centres.

It is recognised that the current version was quite prescriptive with little room for flexibility in the relationship between the Federation and each Learning Centre. The Review Team's mission was quite clear - remove any inference to what must be implemented and create a new MoU that encourages active participation and support from both parties while ensuring there is a clear understanding of expected outcomes.

The structure of the MoU has changed substantially to include section headings. Items have been regrouped to provide a more fluid outcomes-based process. The team have added the following new sections at the front for additional clarity:

Purpose – explains what the document's purpose is and makes it clear that there is one single MOU for all Member Societies. No individual tailoring will occur.

Term – when the MoU comes into force, that it may be reviewed again in the future and, how it may be terminated.

Legal binding – that the MoU is not legally binding however, statements of intention are subject to the discretion of each party to act, as necessary.

Privacy officer – the Federation has appointed the Executive Officer as its Privacy Officer as required under the new Privacy Act and that has been added to the MOU. In addition, the MOU mentions that Learning Centres may nominate the Federation's Privacy Officer as their own Privacy Officer.

Following consultation with Learning Centres some minor wording suggestions have been adopted.

The review team included:

- Otago Southland Regional Representative – Jean Roulston
- Wellington Regional Representative – Peter Bunkall
- Canterbury Regional Representative – Ross Taylor
- Central North Island Regional Representative – Harvey Porteous
- Federation Executive officer – Heather Newell



Memorandum of Understanding
between
The Federation of New Zealand SeniorNet Societies Inc.
and
SeniorNet _____

1. Introduction

This Memorandum of Understanding (MoU) sets out how the parties – Federation of New Zealand SeniorNet Societies Inc. (Federation) and, SeniorNet

_____ (Learning Centre) agree to work together to create a collaborative environment.

This MoU should be read in conjunction with the Constitution of the Federation.

2. Purpose

The purpose of this MoU is to provide a clear understanding of the roles, responsibilities, and obligations of both parties and in doing so create a collaborative environment in which to operate.

The focus of both parties is to improve digital literacy for older people living in New Zealand.

This MoU is identical for all member Societies (Learning Centres) of the Federation and cannot be individually tailored for individual members.

3. Term

This MoU will commence on the day it is signed by the parties and remain in force until a party withdraws or it is replaced by a new MoU. This MoU may be terminated at any time by either party.

4. MoU not legally binding

Nothing in this MoU shall make either party liable for the actions of the other or constitute any legal relationship between the parties or limit or affect the independence of the parties. The parties agree that this MoU does not limit any party in the provision of services.

Any statements of intention in this MoU are subject to the discretion of each party to act as necessary to perform its legal functions or obligations and to exercise any statutory powers.

Where there are external changes which affect the purpose and functions of this MoU, each party agrees to inform the other of those changes at the earliest possible time.

5. Roles, Responsibilities and Obligations

The following sections outline the obligations of the parties.

5.1 The Federation (including its elected officers and employees) shall:

a. Encourage the Learning Centre to:

- i. Become an Incorporated Society and / or a registered Charity and adopt appropriate rules.

b. Provide a national office and a suitably qualified person to undertake the following functions:

- i. Represent SeniorNet at a national level as a spokesperson and single point of contact for external parties and supporters.
- ii. Liaise with government agencies and external funders and sponsors.
- iii. Coordinate accounting services undertaken by the Federation and assist secretary / treasurer as required to support the annual audit.
- iv. Provide advice when requested to Learning Centre office holders to assist with their operations.
- v. Develop and maintain the Federation web site and, links to Learning Centres and supporters.
- vi. Communicate and promote national level activities to Learning Centres.
- vii. Communicate and promote SeniorNet and its objectives at the national level to like-minded organisations.
- viii. Negotiate partnerships compatible with and beneficial to the Federation.
- ix. Negotiate a voluntary Group Insurance Scheme for Learning Centres.
- x. Advise on fundraising matters and apply for nationally oriented grant funding.
- xi. Produce and distribute a Federation e-newsletter on a regular basis.
- xii. Assist with logistical requirements for Federation Committee meetings.
- xiii. Provide Executive Officer and national office reports to Federation Committee meetings.
- xiv. Act as the Privacy Officer for the Federation (and Learning Centre if requested).
- xv. Coordinate the organisation of the Annual General Meeting and Symposium with support from the nominated host Learning Centre.
- xvi. Assist with any other matters appropriate in supporting Learning Centres.
- xvii. Manage any donations received from Learning Centres or other parties.

c. Support Regional Learning Centres to:

- i. Promote the sharing of knowledge, skills, resources, and experiences between Learning Centres.
- ii. Create a forum for discussion between Learning Centres to achieve good practice.
- iii. Encourage good practice adoption and outcomes amongst Learning Centres.
- iv. Provide support to Learning Centre office holders.
- v. Gather feedback from Learning Centres to share with other Learning Centres.
- vi. Promote and encourage the provision and use of shared resources.

- vii. Provide Regional Meeting forums for tutor and office holder discussion and, exchange of skills, knowledge, experiences, sharing of resources and emerging technologies.
- viii. Encourage the appropriate use of the SeniorNet brand.

d. Federation Brand awareness, Marketing and Advertising:

- i. Coordinate the production of editorial articles for national publications to lift brand awareness of SeniorNet.
- ii. Produce appropriate promotional and marketing resources and make available for use by the Learning Centre.
- iii. Provide financial assistance to:
 - a. Establish new Learning Centres.
 - b. Promote growth through the promotion of Learning Centres.
 - c. Support promotional opportunities.

5.2 The SeniorNet Learning Centre shall:

a. Adopt Management Guidelines to:

- i. Acknowledge, support, and promote and implement any agreed, relevant quality guidelines issued by the Federation.
- ii. Consider becoming an Incorporated Society and / or a registered Charity and, adopt appropriate rules.
- iii. Keep appropriate records of data to provide uniformity of information as required by the Federation.
- iv. Notify the Federation of any changes to contact or office holder details for the Learning Centre as soon as reasonably practicable.
- v. Have processes in place to respond to public and member inquiries in a timely fashion.
- vi. Seek member approval to provide membership information to the Federation.
- vii. Participate (as necessary) with all other Learning Centres in the same Regional Area in order to nominate and select a Regional Representative to sit on the Executive Committee of The Federation. The selection process should be completed prior to the Federation AGM to ensure that each Region puts forward a single nominee to the AGM.
- viii. Comply with the requirements of the current Privacy Act including the appointment of a Privacy Officer (which could be the Federation Privacy Officer).

b. Foster collaboration and collegiality by:

- i. Actively participating in Regional activities.
- ii. Making provision for one authorised elected delegate to attend the Federation AGM / Symposium in order to keep informed, gather new ideas, experiences and, share learning.
- iii. Promoting the sharing of resources.

- iv. Welcoming members from other Learning Centres at meetings, courses, and workshops to encourage participation and inter-centre sharing of knowledge and information.
- v. Where appropriate, organising member days, at least annually. The purpose of which is to keep members enthusiastic to learn more, provide social interaction, grow membership by member-bring-a-friend and the promotion of upcoming activities.
- vi. Keeping relevant and up to date by offering core skills-based learning sessions.
- vii. Understanding member learning requirements and making available courses and workshops accordingly.
- viii. Where possible, acknowledging and participating in sponsor's programmes, marketing campaigns and special offers.
- ix. Offering sponsor-provided resources, where available such as online banking or insurance.

c. Where appropriate undertake marketing and advertising to:

- i. Maintain an up-to-date digital presence (preferably a website or social media platform), the minimum being a listing on the Federation website.
Ideally the digital presence should:
 - a. Use the SeniorNet "Brand Tool Kit" in its design.
 - b. List the location, contact details and hours of operation.
 - c. Show course and workshop offerings, ideally with a schedule of availability spanning two months in advance.
 - d. Describe how to become a member of the Learning Centre.
 - e. Include a link to the Federation website.
- ii. Keep in regular contact with members and past members to advertise learning opportunities and activities at the Learning Centre.
- iii. Distribute the Federation e-newsletters and other relevant communications to members in a timely fashion.
- iv. Use local, community-based advertising channels to promote Learning Centre activities and appropriate sponsor promotions.
- v. Identify and participate in community based, public expos using the Federation promotional resource materials.
- vi. Organise regular Open Days at the Learning Centre to encourage new members and greater community exposure.

6. Dispute Resolution

Prior to mediation both parties will attempt, in good faith, to reasonably resolve any dispute.

- a. Any dispute arising out of or relating to this MoU may be referred to mediation, a non-binding dispute resolution process in which an independent mediator facilitates negotiation between the parties.
- b. Mediation may be initiated by either party writing to the other party and identifying the dispute which is being suggested for mediation. The other party will either agree to

proceed with mediation or agree to attend a preliminary meeting with the mediator to discuss whether mediation would be helpful in the circumstances.

- c. The parties will agree on a suitable person to act as mediator or will ask the Arbitrators' and Mediators' Institute of New Zealand Inc. to appoint a mediator. The mediation will be in accordance with the Mediation Protocol of the Arbitrators' and Mediators' Institute of New Zealand Inc.

Signed by: _____ Date: _____

Print Name: _____

Chairperson of Learning Centre – SeniorNet _____

Signed by: _____ Date: _____

Print Name: _____

Chairperson - Federation