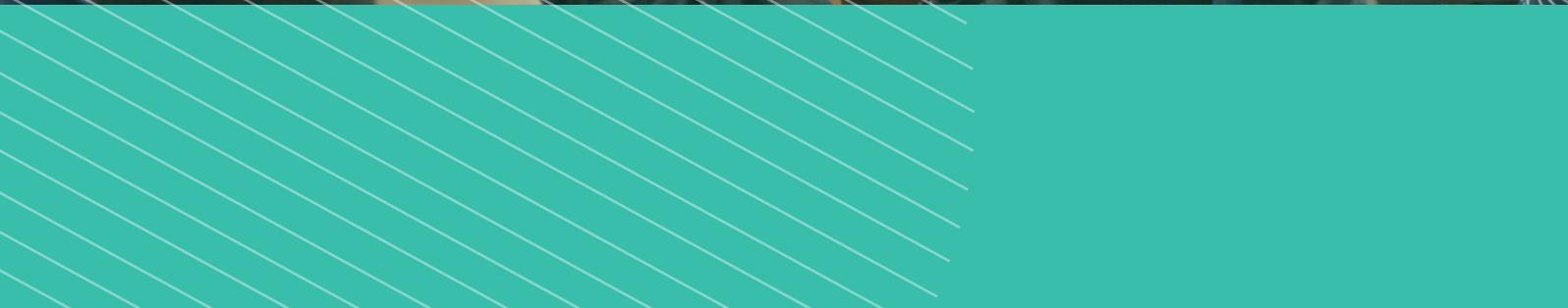


ANNUAL REPORT

2019



# CHAIRMAN'S REPORT

As the world becomes a more digital place, we cannot forget about the human connection. Our commitment to closing the digital divide and empowering those facing digital exclusion remains stronger than ever for Leep.

The world does not stop moving around us and like all successful organisations we have continued to evolve and innovate our services and structure to best meet the contemporary needs of the communities we serve. We have seen many successful events and activities over the past 12 months. We are particularly proud of our forum, Digital Mentors: The Heart of the Digital Revolution, and the outcomes it achieved.

Many thanks to our hard working staff and volunteers, led by our extremely capable CEO Cecily Michaels, for all their fantastic efforts and for making so many good things happen throughout the year. It has been a privilege to work with you all.

Sincere thanks also to all our wonderful partners Good Things Foundation and NCOSS, and funders the Australian Government Department of Health and the Department of Social Services.

We continue to appreciate your invaluable support that makes all this possible.

I'd also like to recognise the contributions of our great team of Directors and to thank them for their guidance and support. The strategic planning undertaken by the Board this year has helped enormously to focus our efforts and forward plans.

The future still holds many challenges, especially in the area of funding, but importantly we see these as opportunities to strive to do even more and better for the vibrant communities we serve.

The year ahead will see a greater focus on our partnerships with government and especially our linkages to the private sector and the key role they can play in empowering citizens, their customers, to overcome digital disadvantage.

On a personal note, I have had 4 wonderful years as Leep Chair, and consistent with our Constitution and desire to continually refresh the organisation, I will be standing down this year both as Chair and as a director.

It has been an absolute pleasure to work with so many committed and caring people.

Lets all imagine tomorrow together.



Mike Allen  
Chairperson

# CEO'S REPORT

Leep is punching above its weight establishing outreach digital mentoring hubs across western Sydney and Western NSW. We have created online processes for recruiting and training volunteer digital mentors as well as managing bookings for learners, to our community hubs. Using the open source applications, Trello and Google Docs, we are proud of the systems we've created that allow for real-time communication between staff and volunteers ensuring our outreach hubs are replicable and scalable.

Since 2015 we have recruited and trained more than 60 digital mentors who have supported approximately 600 learners through nearly 2000 hours of digital mentoring. However, there is much still to be done at a national level to support the 4 million or more Australians who are not online. Leep actively advocates on this issue and as part of our strategy we created and facilitated the Digital Inclusion Working Group with Australian Seniors Computer Club Association, Brisbane Seniors Online and Good Things Foundation.

On 26 July, 2019 the Working Group held a Forum **Digital Mentors: the Heart of the Digital Revolution**. The Forum focused on establishing a coordinated approach towards digital literacy advocacy, service delivery and motivation of learners in Australia and was attended by representatives from the digital inclusion space from across multiple sectors and states. It included three interactive design workshops that addressed

recruitment and training of digital mentors as well as how to motivate learners which were skilfully led with pro bono support from Designit, a wipro company.

Our experience in volunteer recruitment, training and management is critical for our ability to establish and run digital mentoring hubs. This year we delivered 34 volunteer training sessions to 567 volunteers and provided professional development to over 500 sector workers.

Silvia Bethencourt and Beth King, both loved and valued team members with the organisation for 18 and 26 years respectively resigned this year bringing an end of an era with the dismantling of communityNet.

Instead we have streamlined our communication with the sector to three eNewsletters *Together: Closing the Digital Divide*, *Volunteering News and Resources* and *Western NSW News*.

Leep's commitment to closing the digital divide has included investing in an awareness-raising trust campaign using the phrase, everything is waiting for you, to encourage people who fear technology to come to a Leep hub. Inspiring these people, who are digitally excluded, is integral to Leep's mission and is critical if everyone is to share in the economic and social benefits of being online.



Cecily Michaels  
CEO

# CREATING DIGITAL CITIZENS

**16 hubs**

Community Junction Werrington  
 Hawkesbury Leisure and Learning Centre  
 Blacktown Retirement Village  
 Mt Druitt Library  
 Lower Mountains Neighbourhood Centre  
 Bidwill Uniting Leep in Lab  
 Greek Welfare Centre  
 Allen Arcade

NMA St Marys  
 ADSI Aid  
 St Stephens Retirement Village  
 Caddens Retirement Village  
 Syd West Blacktown  
 CH Blaxland



**46 mentors**

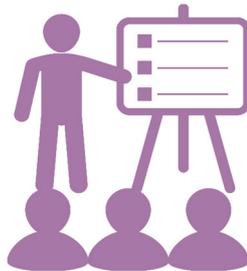
**200 learners**



# COMMUNITY ENGAGEMENT

**63 events**

- 34 Training sessions
- 18 Public awareness campaigns
- 13 Recognition events
- 5 Webinars
- 3 Forums
- 2 Workshops



**41 partnerships**

- 16 Digital
- 20 Training
- 5 Newsletters



# PROFESSIONAL ADVANCEMENT

**34** volunteer training sessions resulting in **567** volunteers trained



**3** volunteer managers forums with **61** total attendees



**551** volunteer enquiries resulting in **325** volunteer referrals



**5** webinars resulting in **500+** sector workers trained



# CASE STUDY

*Here is an example of how your life can change through digital mentoring.*

Hi, I'm a mobile phone – a very, very basic mobile phone.

I used to live in the side pocket of my owners shopping bag, zipped up and out of sight. It was dark, stuffy and very lonely.

My owner could only make and receive calls and take photos. I was always turned OFF!

I had so much more to offer, all my buttons ready to be pushed, but my owner was afraid she would do the wrong thing, get into a mess and wouldn't know how to fix it. Asking for help was unheard of.

The Leep team came to the rescue and offered to help with their digital mentoring program. I can remember on the first lesson, my mentor said four magic words, *just play with it*.

My owner really took these words on board and all of a sudden all my buttons were being pushed. They were being scrolled up and down, left and right, things were being added, saved and sent – then deleted, deleted, deleted.

My owner would even text a message, send it to herself, delete everything, and just to prove it wasn't a fluke, she would send the same message back to herself. It was very exhausting trying to keep up.

Leep, thank you so much for pressing my owner's buttons, so she in turn can now press mine.

I think my owner is starting to like me, because I now sit on the dining room table – in full light and guess what, I'm switched on and waiting for further instructions.



## PRO-BONO SUPPORT

### CLAYTON UTZ

**Designit**<sup>®</sup>  
a wipro company

 **R2**  
NETWORKS

Tom Bungbrakearti | Solaradt Photography

Lesley Parton | CiviCRM Consultant

## OUR BOARD

**Chairperson** | Mike Allen

**Vice Chair** | Dominique Chandler

**Treasurer** | Guy Freeland

**Secretary** | Brian Dalton

**Directors** | Melanie Tran

Belinda Chapman

Stewart Hay

Monika Gisler

Geoffrey Buchanan

## Special thanks to Leep's volunteers

Christina Anestoudis  
Farooqui Asma  
Natasha Bagge  
Anthony Barakat  
Jamie Boss  
Rowena Budiharto  
Vanisha Chauhan  
Patrick Cheong  
Lachlan Clancy  
Elizabeth Court  
Catherine Credo  
Vallarie Cullen  
Sanjeevi Deepa  
Octavio Dominguez  
Lizanne D'souza

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Glenn Dajao  
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Lailanie Granada  
Phil Greenidge  
Denise Hackenberg  
Mustafa Hussain  
Razia Sulthana Ismail  
Ranjit Kaur Kaur  
Salma Khan  
Margaret Klower

Kristina Kostya  
Yvonne Kuvener  
Shannon Li  
Edward Lim  
Sheila Martin  
Brendan May  
Prasoon Mishra  
Beverley Moreman  
Arun Nanda Kumar  
Victor Nassar  
Farhad Nikzad  
Beji Obong  
John O'Reilly  
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Catherine Rush  
Srilatha Seedaragaddi  
Michel Semaan  
Andrew Siede  
Clair Smith  
Cassandra Teuma  
John Tweeddale  
John Williams  
Lauren Williams  
Stewart Yates  
Helen Yiu