

Digital Inclusion Whanganui – Issue/Initiative Evaluation

Introduction: why this pack exists and how to use it

Purpose.

Digital Inclusion Whanganui (DIW) has pulled together this set of one-pagers and the comparison table so decision-makers can see, at a glance, the **most actionable things we can do next** to lift access, skills, safety and real-world use of digital services in Whanganui.

What this is built on.

- **Local evidence:** DIW's Needs Analysis (May 2025) and partner insights.
- **Equity first:** Prioritising seniors, low-income families, disabled people, rural residents, Māori and Pasifika whānau, and social housing tenants.
- **Local leadership:** Clear roles for **WDC** (strategy, convening, social housing lever, comms) alongside libraries, iwi/Māori providers, health, schools, LFCs/ISPs and community groups.
- **Simple, testable actions:** Short, practical steps with measurable outcomes.

What's in the pack.

1. **Issue/Initiative one-pagers** (9 items): each follows the same template so you can compare apples with apples: context, DIW first-principles, **4R Rule** (Right Focus · Right Message · Right Regulator = Right Outcome), **4b) Key players & roles (RACI-lite)**, resources/feasibility, expected impact & KPIs, decision/next steps, **Player pass** and **Regulator pass** tick-offs.
2. **Comparison table:** a sortable view across initiatives showing category, **Key players**, urgency, impact, effort, feasibility, economic impact, timeframe, quick wins, and dependencies—plus a transparent **suggested priority score** (heavier weight on urgency and impact; effort is lightly penalised).

How to read this.

- Start with the **comparison table** to see the landscape and who the **players** are.
- Use the **Lead owner** (single accountable organisation/person) to anchor decisions.
- Flip to the relevant **one-pager** for detail: the 4R section explains the “why/what”, the **RACI-lite** block shows “who”, and the next-steps box shows “how/when”.
- The **Player pass** and **Regulator pass** boxes are there to prevent omissions (e.g., Commerce Commission/TDR, TCF codes, OPC/Netsafe, Te Whatu Ora/MoE, TUANZ, body corporates for MDUs).

How this will be used now.

- Agree a **Top-5** for the next quarter using the comparison table, **Lead owner**, and feasibility.
- For each Top-5, confirm the **Lead owner**, name the **co-leads and delivery partners**, and book the first 60-day actions listed on the one-pager.
- Publish a short **monthly micro-update** and a **quarterly refresh** of the Needs Analysis + table so progress and priorities stay visible.

What “good” looks like.

- Clear ownership (one **Lead owner** per initiative).
- Small, deliverable steps completed in **60 days** with simple KPIs (e.g., VoLTE checks done, portal sign-ups, Jump activations, 2FA uptake).
- Evidence loops: what we learn locally feeds WDC decisions and—where helpful—TUANZ/industry/national settings.
- Equity proof: a visible share of effort and results in priority cohorts and places (e.g., social housing sites, EQI-high schools, rural pockets).

Bottom line.

This pack is a **planning tool**, not a shelf document. Use the table to choose, use the one-pager to act, and use the passes/checklists to keep the **players** and **regulators** in frame so nothing critical is missed.

DIW Initiatives — Overall Appraisal & Priorities (Executive Overview)

Purpose. Give Council and partners a clear, shared view of where to start, why, and who leads — using DIW’s one-pagers and comparison table as the evidence base.

What we’re solving

- **Uneven access & affordability** (districtwide and in MDUs/social housing)
- **Imminent service risk** (3G shutdown affects voice/SOS and safety devices)
- **Last-metre usage gaps** (health portals/telehealth; school learning at home)
- **Safety & trust** (scams, online harm, privacy)
- **Coordination** (WDC leadership, clear owners, simple delivery pathways)

Our top priorities (next 90–180 days) — what rises to the top and why

1. **Connectivity (districtwide access & affordability)** — *Lead: DIW with WDC*
Highest system leverage: improves every other initiative (health, education, safety). Feasible quick wins (Jump drives, fibre pre-checks, MDU pathways) and strong economic payoff.
2. **3G Network Shutdown (Whanganui)** — *Lead: DIW; Co-leads: One NZ, 2degrees, Spark*
Date-driven risk (end-2025 into Mar-2026). Prevents loss of basic calling/111 and failures of pendants/alarms. Clear clinics/comms plan and regulator alignment (ComCom/TCF/TDR).

3. **Digital Health On-Ramp (practice-anchored)** — *Lead: DIW + PHO*
Directly supports Health NZ consumer-experience aims. Simple, repeatable workflows (portal signup, telehealth test, privacy card). Strong outcomes for older adults/carers.
4. **Low-income Families (school-anchored home access & devices)** — *Lead: DIW + Principals/BoTs*
High long-term impact on learning; aligns with EQI targeting. Combines affordable plans/devices with caregiver skills and safety.
5. **DIW Advocacy & Leadership (local-first backbone)** — *Lead: DIW; Co-lead: WDC*
Locks the cadence (monthly micro-updates; quarterly Needs Analysis refresh), renews WDC's digital inclusion strategy, and keeps "who moves what" visible.

Why these five? They score highest on **urgency + impact**, have **feasible delivery paths**, and unlock value in other areas. They also spread effort across **access, usage, and safety**, not just one dimension.

What follows (Q1–Q2 2026)

- **Social Housing inclusion** — heavier logistics (MDU permissions & affordability), large equity gain once MoUs and onsite pathways are in place.
- **Cyber Security & Safety (TUANZ + local)** — keep the pulse running; scale once referral tiles/2FA clinics bed in.
- **Digital Skills for Seniors (Outreach)** — expand beyond the library using DIAA; sustain after first quick wins.
- **Whānau-Friendly AI Basics** — low-cost pilot; scale when materials/translation stable.
- **Ageing Asia-style showcase/alliance** — convening value after clinic pathways and trials are running.

Cross-cutting enablers (do these across everything)

- **WDC leadership:** strategy renewal; portfolio champions; social-housing lever; comms.
- **Players nailed down:** use the **4b RACI-lite** block; name one **Lead owner** per item.
- **Affordability offers:** Jump + alternate low-cost plans; refurb/loaner devices.
- **Safety & privacy:** Netsafe/OPC basics; "never type this" rules everywhere.
- **Regulator pass:** ComCom/TCF/TDR for retail/installs; MoE/NZQA; Te Whatu Ora/HDC; NCSC/Netsafe for cyber.
- **Measurement:** small, consistent KPIs; 60-day follow-ups; quarterly NA refresh.

Priority roadmap, owners, quick wins & KPIs (snapshot)

Priority	Lead owner	Key players	First 60-day actions	“Good” looks like
Connectivity (districtwide)	DIW + WDC	Chorus, Tuatahi Fibre , other LFCs, ISPs/retailers, Library/DIAA, MBIE/DECA	District explainer; Jump sign-ups; fibre pre-checks; MDU pathway with owners	↑ home connections; MDU consents agreed; clear offers page live
3G Shutdown	DIW	One NZ, 2degrees, Spark, TCF, WDC comms, retailers, alarms/EFTPOS	VoLTE check clinics; vendor round-table; timeline comms; hotline	95% at-risk users/devices verified or swapped before Dec-25/Mar-26
Digital Health On-Ramp	DIW + PHO	Selected GP practices, Te Whatu Ora region, Library	Front-desk script; telehealth test flow; privacy/scam card	1,200+ portal activations; 800+ telehealth tests; 85% recall privacy rules
Low-income Families	DIW + Principals/BoTs	MoE liaison, Chorus/LFCs, ISPs, refurb groups	2–3 EQI-high pilots; Jump/device packs; caregiver nights	≥80% targeted homes online; ≥70% device access; 2 skills touchpoints
DIW Advocacy & Leadership	DIW (+ WDC)	Library, WRHN/GPs, iwi/Māori providers, W&P, Business Whanganui	Publish Top-5 Q; form Steering Group; Needs Analysis refresh	Quarterly cadence running; 3 briefs adopted per quarter; strategy renewal underway

Risks to watch (and how we’ll manage them)

- **MDU permissions delay installs** → pre-agree owner/BC process; publish contact names; use TCF code.
- **Affordability gap stalls uptake** → secure hardship pathways; map low-cost plans; refurb pipeline.
- **Clinic capacity/partner fatigue** → small, repeatable formats; rotate venues; monthly micro-updates.
- **Confusion on regulators** → enforce the **Regulator pass**; include TDR/NCSC/Netsafe tiles on all comms.
- **Pilot sprawl** → “fewer, better” sites; 60-day wins before scaling.

Resource snapshot (indicative)

- **People:** DIW coordinator + analyst; facilitators (library/DIAA + volunteers); named partner champions per priority.
- **Costs:** modest ops (venues/kai/printing/transport/translation); device refurb/loan pool; comms design.
- **Funding:** align to WDC & partner budgets; micro-grants; telco CSR; philanthropic top-ups.

How we'll keep this honest

- **Monthly** micro-update (progress, blockers, player changes).
- **Quarterly** Needs Analysis refresh + comparison table update.
- **RACI-lite** and **Player/Regulator passes** ticked on every one-pager.
- Transparent **change-log** on the pack footer (version/date).

Bottom line: Start with the **Top-5** above, name the **Lead owner** for each, and move the first 60-day actions. The rest follows.

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Issue/Initiative: Connectivity for Whanganui

Evaluation Issue/initiative name: Connectivity for Whanganui

Date / stage of evaluation: Draft appraisal – September 2025

Who raised it / where it came from: Blog development + local strategic review

2. Context & Description

What is it?

Ensuring Whanganui achieves equitable access to fibre and digital connectivity, aligning national infrastructure rollouts (Chorus, Tuatahi) with local needs.

Why is it important now?

- Fibre expansion is accelerating (87% → 95% coverage by 2030) but decisions are being made nationally and regionally without Whanganui having much leverage.
- Around 1,600–1,800 local homes remain unconnected — a “last mile” risk.
- Without deliberate action, Whanganui risks being at the back of the queue.

Who is affected?

- Vulnerable households (EQI schools, seniors, jobseekers, low-income whānau).
 - Local businesses seeking productivity and export potential.
 - Council, community organisations, health and education providers.
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3. First Principles Alignment

- **Equity at the centre:** Digital divide is greatest for those least able to pay or advocate.
 - **Evidence-first:** National KPIs (87%, 72% uptake, \$17B benefits) can be localised to ~1,600 homes and ~\$10–20M potential benefit.
 - **Partnerships over duplication:** Must engage both Chorus (national benchmark) and Tuatahi (regional operator) — without picking sides.
 - **Practicality & simplicity:** Connectivity is the base-layer issue; everything else (skills, safety, motivation) depends on it.
 - **Other principles:** Courage to name the risks publicly without burning bridges.
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4. 4R Rule Application

- **Right Focus:** Connectivity is not “solved” just because fibre is in the ground — affordability, uptake, and last-mile coverage remain unresolved.
- **Right Message:** “Whanganui cannot afford to be left behind in the final 10–15% of fibre rollout. Every household matters.”
- **Right Regulator/Decision-maker:**
 - Chorus (national), Tuatahi (regional), MBIE/DECA (policy/funding), WDC (local prioritisation).
- **Right Outcome:** At least half of Whanganui’s 1,600–1,800 unconnected homes brought online within 3 years, with sustainable affordability and skills support built in.

5. Resources & Feasibility

- **People / partners required:** Chorus, Tuatahi Fibre, WDC, TUANZ, MBIE/DECA, local iwi and community groups.
- **Funding / budget implications:** High — infrastructure and affordability subsidies required. DIW can only convene and evidence, not fund.
- **Timeframe:** Medium to long-term (2025–2030).
- **Risks / barriers:**
 - Commercial sensitivities between Chorus and Tuatahi.
 - Local voice drowned out in national decision-making.
 - Risk of token engagement without real delivery.

6. Expected Impact & ROI

- **Direct benefits:** 1,600+ households gain reliable, affordable fibre access. Greater uptake by those currently excluded (seniors, jobseekers).
- **Wider benefits:** \$10–20M local economic uplift over 10 years (scaled from national \$17B); improved wellbeing, health, and education outcomes.
- **How will success be measured?**
 - % of currently unconnected households connected.
 - Local affordability schemes in place.
 - Measurable increase in uptake in high-EQI areas.

7. Decision / Next Step

- **Recommendation:** GO (but with eyes wide open).

- **Immediate next action:**
 - Map unconnected households (using Chorus/Tuatahi + Council data).
 - Engage both providers separately, positioning DIW as neutral convenor.
 - Begin modelling Whanganui-specific ROI and benefits.
- **Who is responsible:** DIW (lead convenor), with WDC support.

⚠ **Brutal Truths:**

- Whanganui is a small player in a national infrastructure game. Unless we quantify and shout loudly, we will be overlooked.
- Chorus and Tuatahi will not volunteer local priorities; we have to push them onto the agenda.
- “Fibre available” ≠ “fibre used.” Uptake gaps are as damaging as coverage gaps.
- Without affordability solutions, fibre rollout risks becoming a middle-class subsidy.

Issue/initiative: 3G Network Shutdown (Whanganui)

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW risk register + community enquiries

2) Context & description

What is it?

NZ mobile operators are retiring 3G between late-2025 and early-2026: **2degrees** from late-2025, **One NZ** by **31 Dec 2025**, **Spark** by **31 Mar 2026**. Devices relying on 3G (or 4G without carrier-approved VoLTE) will lose service unless upgraded/configured. 2degrees+2spark.co.nz+2

Why it matters here & now

Without proactive migration, at-risk users (seniors, low-income whānau), safety devices (duress/medical pendants), some EFTPOS/alarms, and rural users could lose voice/SOS or critical telemetry. National guidance urges consumers to check devices ahead of shutdown. [NZ Telecommunications Forum](#)

Who is affected (local lens)

- People with 3G-only phones or non-VoLTE handsets;
- Users whose devices aren't VoLTE-approved on their provider;
- Organisations with 3G-dependent devices (pendants, alarms, lone-worker, some terminals);
- Rural users where 3G has been the fallback layer.

3) First-principles alignment (DIW)

- **Equity at the centre:** Highest exposure sits with those least able to upgrade or navigate settings.
- **Evidence-first:** Use carrier timelines + TCF guidance + local audit to quantify device counts, costs, and support needs. [NZ Telecommunications Forum](#)
- **Partnerships over duplication:** Align with carriers, WDC, iwi/health providers, alarms/EFTPOS vendors, retailers.
- **Practicality & simplicity:** “Check → Configure VoLTE → Replace if needed” with local help points.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Prevent loss of voice/SOS and essential services for priority cohorts during 3G retirement, ensuring VoLTE readiness or replacement.

Right Message (public)

“3G is ending from late-2025 — check your phone and safety devices now so your calls and alerts still work.” (Link to TCF explainer and carrier pages.) [NZ Telecommunications Forum](#)

Right Regulator / decision-makers

- **Commerce Commission (Telecommunications)** — retail service quality (RSQ) powers; oversees consumer protections and codes; sets/oversees the **111 Contact Code** precedent for vulnerable consumers in technology transitions. Use as a policy anchor when we escalate systemic comms/support gaps. [Commerce Commission+1](#)
- **TDR – Telecommunications Dispute Resolution** — free, independent complaints pathway DIW should signpost when provider support falls short. [tdr.org.nz+1](#)
- **TCF (Telecommunications Forum)** — public guidance on 3G shutdown and consumer readiness materials. [NZ Telecommunications Forum](#)
- **Carriers** — One NZ, 2degrees, Spark: migration comms, VoLTE whitelists, device offers, and local clinic participation. [2degrees+1](#)
- **Local enablers** — WDC venues/comms; retailers; alarms/EFTPOS vendors; iwi/health/social providers.

Right Outcome (measurable)

By **31 Dec 2025**: 95% of identified One NZ/2degrees at-risk users/devices verified VoLTE-working or replaced; by **31 Mar 2026**: Spark-only users completed. [spark.co.nz](#)

Connectivity (Districtwide access & affordability)

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** WDC (strategy/comms), Library/DIAA

- **Delivery partners (R):** Chorus/LFCs, ISPs/retailers, community hubs
- **Enablers / influencers (C):** MBIE/DECA, Whanganui & Partners
- **Regulators / standards (C/I):** Commerce Commission (RSQ), TCF Fibre Installation Code, TDR
- **Stakeholders affected (I):** Low-income households, seniors, rural users, MDU residents

Player pass: Lead named ☐; Regulators contacted ☐; Delivery partners confirmed ☐; Enablers mapped ☐; Stakeholders listed ☐

5) Resources & feasibility

People/partners: Carriers; WDC; TUANZ; iwi & community health; alarms/EFTPOS vendors; retailers; Consumer NZ/TDR signposting.

Budget: Low–moderate for DIW comms/clinics; secure hardship device offers (carrier CSR + micro-grants).

Timeframe: Oct 2025 → Mar 2026 (peak outreach Oct–Dec 2025).

Risks/barriers: Low awareness; VoLTE confusion (carrier-approval matters); replacement stock/affordability.

6) Expected impact & ROI

Direct: Continuity of voice/111 and safety devices; reduced business disruption; fewer emergency escalations.

Wider: Community resilience; smoother spectrum reform to strengthen 4G/5G capacity. [NZ Telecommunications Forum](#)

KPIs:

- **at-risk users/devices identified vs remediated;**
- % priority cohorts VoLTE-verified (by carrier);
- **clinic engagements;**
- Complaints trend (pre/post) incl. TDR referrals.

7) Decision & next steps

Recommendation: GO (urgent) — time-bound risk with clear mitigations.

Immediate actions (October 2025):

1. Publish a DIW explainer with exact dates and a “Check-Configure-Replace” flow; link TCF page + carrier pages. [NZ Telecommunications Forum+22degrees+2](#)
2. Stand up “VoLTE & device check” drop-ins (library/council sites); train volunteers with a 10-step checklist.

3. Convene vendor round-table (carriers + alarms/EFTPOS + retailers) to lock hardship offers and swap-out logistics.
4. Create a short hotline/survey to register 3G-dependent devices (duress/medical/alarms).
5. **Regulatory engagement:** Notify **Commerce Commission RSQ** team of DIW programme; collate evidence of confusing/misleading device claims for potential RSQ action; ensure all comms signpost **TDR**. [Commerce Commission+1](#)

Brutal truths (to keep us honest)

- “3G is going away” stays abstract until a call fails — our message must be local, device-specific, and action-oriented.
- VoLTE is messy: some 4G phones won’t make calls without 3G unless carrier-approved. Testing beats assumptions.
- Staggered shutdown dates (Dec 2025 vs Mar 2026) will confuse mixed-carrier households; our visuals must show **who/when** clearly. [spark.co.nz](#)
- Without genuine low-cost device pathways, this becomes an affordability problem in disguise.

“Regulator pass” (mandatory tick-off on every sheet)

- Commerce Commission (RSQ/codes) — considered & actions noted? **Yes / No**. [Commerce Commission](#)
- TDR referral pathway included? **Yes / No**. [tdr.org.nz](#)
- TCF guidance referenced? **Yes / No**. [NZ Telecommunications Forum](#)
- Any sector-specific codes or protections relevant (e.g., 111 Contact Code precedent)? **Yes / No**.

Issue/initiative: Digital Inclusion in Social Housing (Whanganui)

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles work + local partner conversations

2) Context & description

What is it?

A targeted programme to lift access, skills, safety and motivation for residents in social housing (Kāinga Ora and Community Housing Providers), addressing the highest digital-exclusion risk

cohort in NZ. Evidence shows people living in social housing have some of the largest gaps in internet access. [New Zealand Digital government+1](#)

Why it matters here & now (Whanganui lens)

- Concentrated sites enable efficient outreach (onsite clinics, device checks, scams education).
- Many units are MDUs (multi-dwelling), where fibre install permissions/processes can stall uptake without landlord coordination. [chorus.co.nz+1](#)
- Cost remains a blocker; low-cost options (e.g., Skinny Jump \$5 for 35 GB, up to six top-ups/month) need proactive sign-up support and ongoing skills coaching. [skinny.co.nz](#)

Who is affected (local lens)

- Kāinga Ora tenants; residents of registered CHPs; older adults; disabled people; low-income families; recent movers.
- Property managers/tenancy teams facing scams/online safety issues spilling into tenancy wellbeing.

3) First-principles alignment (DIW)

- **Equity at the centre:** Prioritise residents with the greatest barriers (cost, skills, devices, ID/credit).
- **Evidence-first:** Baseline each complex: % with home connectivity, device mix, fibre availability, Jump eligibility, skills needs.
- **Partnerships over duplication:** Co-design with landlords (Kāinga Ora/CHPs), WDC, libraries, retailers/ISPs; integrate with existing wellbeing services. [Kāinga Ora – Homes and Communities+1](#)
- **Practicality & simplicity:** “Connect → Skill-up → Stay safe” pathway delivered onsite.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Connect every eligible household, then lift confidence and online safety to sustain use.

Right Message (to residents)

“Fast, low-cost internet and friendly help are available here, in your building — we’ll get you set up safely today.” (Offer Skinny Jump or best-fit plans; book fibre where viable.) [skinny.co.nz](#)

Right Regulator / decision-makers

- **Commerce Commission (Telecommunications)** — Retail Service Quality (RSQ): installations, faults, contracts, product disclosure; escalation point if residents face poor install comms or misleading offers. [Commerce Commission](#)
- **TCF – Fibre Installation Code** — sets customer-experience standards for fibre installs; align onsite workflows and landlord permissions to the code. [NZ Telecommunications Forum](#)

- **Kāinga Ora** (landlord) — access coordination, venue provision, tenant comms; supports tenant wellbeing beyond housing. [Kāinga Ora – Homes and Communities](#)
- **HUD / CHRA** — policy/oversight of social housing system; CHRA registers and regulates CHPs (useful for partnership mapping and standards alignment). [hud.govt.nz+2chra.hud.govt.nz+2](#)
- **Network/Build partners** — Chorus (MDU fibre pathways/design), LFCs, ISPs. [chorus.co.nz+2Contentful+2](#)

Right Outcome (measurable)

Within 6 months:

- ≥90% of targeted units assessed; ≥70% connected to home broadband (Jump or equivalent) or verified alternative;
- 2+ skills/safety sessions per site; ≥75% residents report “confident/very confident” use;
- Documented reductions in scams/online harm reports via tenancy teams.

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** Kāinga Ora, Community Housing Providers, WDC Housing
- **Delivery partners (R):** Chorus/LFCs, ISPs, onsite tenant champions, Library/DIAA
- **Enablers / influencers (C):** Social service providers, iwi/Māori health
- **Regulators / standards (C/I):** Commerce Commission (RSQ), TCF Fibre Installation Code, TDR
- **Stakeholders affected (I):** Tenants (older adults, disabled people), onsite managers

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: Kāinga Ora tenancy & community teams; CHP managers; WDC libraries/venues; Chorus/LFCs; ISPs (Jump partner), DIAA/Stepping UP-style facilitators; iwi and community providers. [Kāinga Ora – Homes and Communities+1](#)

Budget (indicative):

- Outreach clinics (staff/volunteers), devices (loaners/refurbs), modem logistics, print collateral;
- Seek carrier CSR, local micro-grants, and council venue support.

Timeframe: Pilot 1–2 complexes in Oct–Dec 2025; expand Jan–Jun 2026.

Risks/barriers:

- MDU install friction (permissions, common-area works, expectation setting);
- Affordability beyond Jump caps; device scarcity; scams fatigue; literacy and accessibility needs. [NZ Telecommunications Forum](#)

6) Expected impact & ROI

Direct: More households online for health, education, banking, tenancy comms; fewer missed appointments; reduced social isolation.

Wider: Stronger tenancy stability and community wellbeing; better value from digital public services; supports children's learning.

KPIs:

- Connectivity rate per complex; # Jump activations; # successful fibre installs;
- Skills outcomes (pre/post short survey); # scam-prevention interventions; tenancy-team feedback.

7) Decision & next steps

Recommendation: GO (priority) — concentrate effort where exclusion is highest and delivery is scalable.

Immediate actions (October 2025):

1. **Site selection:** pick 2–3 Whanganui complexes (mix of KO and CHP) for a 90-day pilot.
2. **Landlord MoU:** secure KO/CHP permissions, site champions, and comms channels. [Kāinga Ora – Homes and Communities](#)
3. **Connectivity sweep:** check fibre/4G availability and MDU readiness; line up install pathways per **TCF Fibre Installation Code**; schedule Chorus/LFC assessments if needed. [NZ Telecommunications Forum+1](#)
4. **Affordability offer:** pre-stage **Skinny Jump** sign-ups and device packs; define hardship device pathway. [skinny.co.nz](#)
5. **Onsite clinics:** weekly “Connect + Skill + Stay Safe” sessions (Wi-Fi basics, VoLTE/3G shutdown awareness, scam shields, essential apps).
6. **Regulatory engagement:** brief **Commerce Commission RSQ** team on pilot; note any systemic install/retail issues; align tenancy comms to CHRA/HUD standards; set TDR signposting in resident materials. [Commerce Commission+2chra.hud.govt.nz+2](#)

Brutal truths (to keep us honest)

- If MDU permissions or install comms stall, residents won't wait—frustration erodes trust. Our landlord coordination must be tight and early. [NZ Telecommunications Forum](#)
 - Jump data caps won't fit every household; we need alternative low-cost plans and budgeting coaching ready. [skinny.co.nz](#)
 - Skills and safety are as critical as access; a modem without confidence can become an unused box.
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“Regulator pass” (mandatory tick-off on every sheet)

- **Commerce Commission (RSQ)** considered & actions noted? **Yes / No.** [Commerce Commission](#)

- **TCF Fibre Installation Code** referenced where fibre installs are likely? **Yes / No.** [NZ Telecommunications Forum](#)
- **HUD/CHRA** roles understood for landlord partners (KO/CHPs)? **Yes / No.** [hud.govt.nz+1](#)

Issue/initiative: Low-income families with children at school (Whanganui)

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles work + school/whānau feedback

2) Context & description

What is it?

A targeted programme to ensure tamariki in low-income households have reliable home internet, fit-for-purpose devices, basic skills, and safety support — complementing school connectivity (via N4L) with **home** access and capability. N4L fully funds internet for state and state-integrated schools; gaps persist at home, where affordability and logistics block access.

[Network for Learning | N4L](#)

Why it matters here & now (Whanganui lens)

- Home access is uneven for lower-income families; national analyses and government digital-inclusion work highlight persistent access disparities that directly affect learning. [New Zealand Digital government+1](#)
- MoE's **Equity Index (EQI)** replaced deciles and signals socio-economic barriers; we can use local EQI patterns to prioritise schools/streets for outreach. [Ministry of Education](#)
- Practical supports exist but need active facilitation: e.g., **Skinny Jump** (\$5 for 35 GB, up to six renewals/month; free modem), and MoE guidance for students with limited home internet (community digital hubs; Zero Data). [skinny.co.nz+2skinny.co.nz+2](#)

Who is affected (local lens)

- Families in the lowest income bands (often EQI-high schools), single-parent households, recent movers or those without credit/ID, and families in MDUs where installs/permissions stall uptake. [chorus.co.nz](#)

3) First-principles alignment (DIW)

- **Equity at the centre:** Focus on affordability, device access, and wrap-around skills/safety for caregivers and kids.
- **Evidence-first:** Baseline per school catchment: % of homes connected, Jump eligibility/uptake, fibre/4G availability, device gap, skills needs.
- **Partnerships over duplication:** Co-design with schools, Kāinga Ora/CHPs where relevant, WDC libraries, ISPs/retailers, and community providers.

- **Practicality & simplicity:** “Connect → Equip → Skill-up → Stay safe” delivered through school-anchored clinics and neighbourhood pop-ups.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Remove home-connectivity and device barriers for school-age learners; support caregivers with the skills and safety habits that sustain learning at home.

Right Message (to whānau)

“Affordable home internet, a working device, and friendly help are available through your school — we’ll get you set up safely this week.” (Offer Jump or best-fit plans; book fibre where viable; provide quick-start guides.) skinny.co.nz

Right Regulator / decision-makers

- **Commerce Commission (Telecommunications)** — Retail Service Quality (RSQ): installations, customer service, contracts, product disclosure; an escalation path when families face poor install comms or misleading retail offers. [Commerce Commission](https://www.commerce.govt.nz/)
- **TCF – Fibre Installation Code** — standards for SDU/MDU fibre installs; align school-led referrals and landlord permissions to the code to avoid delays. [NZ Telecommunications Forum](https://www.nzta.govt.nz/telecommunications/forum/)
- **Ministry of Education (MoE)** — policy/support for learners with limited home internet (e.g., digital hubs, Zero Data) and EQI-based targeting with schools. [Ministry of Education+1](https://www.education.govt.nz/)
- **Network for Learning (N4L)** — confirms that school access is in place; helps schools message the need to extend learning with safe home connectivity. [Network for Learning | N4L](https://www.networkforlearning.govt.nz/)
- **Network/build partners** — Chorus/LFCs for MDU permissions and pre-checks; ISPs/retailers for offers and device pathways. [chorus.co.nz+1](https://www.chorus.co.nz/)

Right Outcome (measurable)

Within 6 months in priority catchments:

- ≥80% of identified low-income households with school-age children connected to home internet (Jump or equivalent), or verified alternative;
- ≥70% of learners with access to a fit-for-purpose device at home;
- ≥2 skills/safety touchpoints per family; ≥75% caregivers report “confident/very confident” managing kids’ online use.

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** Principals/Boards (EQI-high schools)
- **Delivery partners (R):** Library/DIAA, Chorus/LFCs, ISPs, refurb/device groups
- **Enablers / influencers (C):** MoE liaison, N4L (context), Kāinga Ora/CHPs (where relevant)

- **Regulators / standards (C/I):** Commerce Commission (RSQ), TCF Fibre Installation Code, TDR
- **Stakeholders affected (I):** Caregivers, students, school support staff

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: School leaders and Kaiaarahi; WDC libraries/venues; Chorus/LFCs; ISPs (Jump partners); retailers/refurb groups; community providers.

Budget (indicative): Outreach clinics, device provisioning (loaners/refurbs), modem logistics, print collateral; tap carrier CSR, local micro-grants, school/community funds informed by EQI. [Ministry of Education](#)

Timeframe: Pilot with 2–3 schools (EQI-high) in Oct–Dec 2025; scale Jan–Jun 2026.

Risks/barriers:

- Install friction in MDUs; affordability beyond Jump caps (seek alternative low-cost plans); device scarcity; literacy/language needs. [NZ Telecommunications Forum+1](#)

6) Expected impact & ROI

Direct: More learners completing homework and accessing resources at home; fewer missed school communications; improved whānau digital confidence.

Wider: Stronger education outcomes and wellbeing; better utilisation of digital public services; resilience during disruptions.

Indicative affordability lens: Independent DECA analysis suggests what families can realistically afford each week for internet/devices; use this to shape offer design. [DIGITAL EQUITY COALITION AOTEAROA](#)

KPIs:

- Connectivity rate per school catchment; # Jump activations; # successful fibre installs;
- Device access rate; skills outcomes (pre/post quick surveys); attendance/engagement proxies; complaints trend (incl. TDR signposting if used).

7) Decision & next steps

Recommendation: GO (priority) — education impact is high and delivery is scalable via schools.

Immediate actions (October 2025):

1. **Targeting:** Select 2–3 EQI-high schools and map nearby MDUs/streets for outreach. [Ministry of Education](#)
2. **School MoUs:** Secure principal buy-in, comms channels (texts/newsletters), and on-site space for clinics.

3. **Connectivity sweep:** Pre-check fibre/4G availability; line up Chorus/LFC pathways and consent where MDU. chorus.co.nz+1
4. **Affordability offer:** Pre-stage **Skinny Jump** sign-ups and device packs; define hardship device pathway. skinny.co.nz
5. **On-site clinics:** Weekly “Connect + Equip + Skill-up + Stay safe” sessions (home Wi-Fi basics, data budgeting, scam shields, essential school apps).
6. **Regulatory engagement:** Brief **Commerce Commission RSQ** team on any systemic retail/install issues observed; align family materials with MoE guidance; include TDR signposting in comms if needed. [Commerce Commission+1](https://commercecommission+1)

Brutal truths (to keep us honest)

- A school’s great internet doesn’t help after 3pm — the gap lives at home; our offer must be simple, trusted, and right-sized for tight budgets. [Network for Learning | N4L+1](https://networkforlearning+1)
- Jump caps won’t fit every whānau’s usage; we need alternate low-cost plan options and budgeting coaching ready. skinny.co.nz
- MDU permissions can stall momentum; early landlord engagement and TCF-aligned process are non-negotiable. [NZ Telecommunications Forum](https://nztelecommunicationsforum)

“Regulator pass” (mandatory tick-off on every sheet)

- **Commerce Commission (RSQ)** considered & actions noted? **Yes / No.** [Commerce Commission](https://commercecommission)
- **TCF Fibre Installation Code** referenced where fibre installs/MDUs are likely? **Yes / No.** [NZ Telecommunications Forum](https://nztelecommunicationsforum)
- **MoE guidance & EQI targeting** applied? **Yes / No.** [Ministry of Education+1](https://ministryofeducation+1)

Issue/initiative: Whānau-Friendly AI Basics Pilot (kura/library/marae-anchored)

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles mahi + school/whānau feedback

2) Context & description

What is it?

A short, practical programme that helps parents, caregivers and whānau understand and safely use AI so they can support tamariki and rangatahi with confidence. Delivery: two core sessions (+ optional clinic) run across trusted venues (kura, library, marae). Cohort: ~15–20 per venue, over 8–12 weeks with follow-up.

Why it matters here & now (Whanganui lens)

- Families are already encountering AI (chatbots, image tools); confusion about accuracy, bias, consent, age rules, and plagiarism/authenticity is common.
- Schools (N4L connectivity in-school) need aligned *home* practices that support learning without harm.
- Whānau want clear “what’s safe/what’s not” rules and simple routines they can teach at home.

Who is affected (local lens)

- Parents/caregivers of primary–secondary students (incl. EQI-high catchments); librarians/teacher-aides who coach families; migrant/ethnic communities needing translations or culturally-aware guidance.

3) First-principles alignment (DIW)

- **Equity at the centre:** Trusted venues, kai/childcare, translation support reduce barriers.
- **Evidence-first:** Pre/post confidence checks, 30-day follow-ups, and simple knowledge checks to prove impact.
- **Partnerships over duplication:** Co-design with a kura + library (or marae); share open-licensed resources nationally.
- **Practicality & simplicity:** Two sessions: (1) **Safety & Consent**; (2) **AI as a Thinking Partner**; plus an optional **Tools & Setup Clinic**. Handouts: Family AI Safety Card; 5-Step Routine.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Keep kids safe and honest online while empowering whānau to use AI constructively (coach thinking, not copy/paste).

Right Message (to whānau)

“AI can help — but it’s not a brain. Use it as a *thinking partner*, protect your privacy, and follow our family rules.” (Teach the 5-step routine: Generate → Critique → Explain back → Evidence-check → Reflect.)

Right Regulator / decision-makers

- **Ministry of Education (MoE)** — school policy alignment; guidance for generative-AI use in learning.
- **NZQA** — academic integrity/authenticity for NCEA; acceptable use boundaries.
- **Office of the Privacy Commissioner (OPC)** — Privacy Act principles; “never type in” personal/sensitive data.
- **Netsafe** — safety guidance/AUP templates and harm-minimisation pathways.
- **Teaching Council / School BoT** — staff practice standards and local policy adoption.

- **Libraries (WDC) / N4L (context)** — trusted access, managed environments.
(DIW action: ensure session content and handouts explicitly reference these frames.)

Right Outcome (measurable)

- ≥80% of participants report increased confidence using AI safely at home;
- ≥80% can name 3 “never type this” rules and recall the 5-step routine;
- All partner sites adopt a simple “Family AI Rules” one-pager.

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** A kura (principal/BoT), Library
- **Delivery partners (R):** Teacher-aides, translators, parent champions
- **Enablers / influencers (C):** Teaching Council, MoE/NZQA (policy alignment)
- **Regulators / standards (C/I):** OPC (privacy), Netsafe (AUP/online safety)
- **Stakeholders affected (I):** Parents/caregivers, students

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: One teacher + one librarian co-facilitator; DIW lead; community kaimahi; translation support.

Budget (indicative): Kai/childcare; printing/lamination for Safety Cards/Scenario cards; facilitator time; venue costs (in-kind where possible).

Timeframe: Pilot across 2–3 venues Oct–Dec 2025; evaluate and iterate by Feb 2026.

Delivery ratios: ~1 facilitator per 10 participants; trusted venues only.

Risks/barriers:

- Over-reliance on AI for homework; privacy misunderstandings; language barriers; device access during clinics (mitigate with loaners and printed examples).

6) Expected impact & ROI

Direct: Safer, more informed home use; fewer integrity breaches; better whānau–school alignment.

Wider: Normalises privacy-respecting, bias-aware, evidence-checking habits; reduces harm/escalations.

KPIs: Pre/post confidence delta; 5-step recall rate; # Family AI Rules adopted; 30-day follow-up retention.

7) Decision & next steps

Recommendation: GO (priority, low-cost, high-signal) — small footprint, strong community signal, measurable learning gains.

Immediate actions (October 2025):

1. **Co-design huddle:** Lock venues (1 kura, 1 library/marae), dates, and childcare/kai settings.
2. **Policy bind-in:** Map MoE/NZQA/OPC/Netsafe references onto slides and handouts; add local school AUP links.
3. **Materials:** Print **Family AI Safety Card** (red/green sides) and **5-Step Routine** sheets; prep scenario cards and facilitator cheat-sheet.
4. **Recruitment:** Through schools/libraries (texts/newsletters/FB groups), prioritising EQI-high whānau.
5. **Evaluation:** Set up pre/post forms and 30-day follow-up; commit to a short public pilot report (CC BY).

Brutal truths (to keep us honest)

- “AI will do it for me” is the default temptation; unless we *teach* critique/explain-back, families will default to copy/paste.
- Privacy is abstract until there’s harm; the “NEVER type this” list must be simple, memorable, and repeated.
- If translation/childcare/kai aren’t provided, many who most need this won’t show up.

“Regulator pass” (mandatory tick-off on every sheet)

- **MoE/NZQA authenticity & acceptable-use** referenced? **Yes / No**
- **Privacy Act / OPC principles** embedded in Safety Card? **Yes / No**
- **Netsafe guidance & local school AUP** linked? **Yes / No**
- **Teaching Council/BoT** alignment for staff-led facilitation? **Yes / No**

Issue/initiative: Scoping potential to emulate Ageing Asia’s programmes in Whanganui

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles mahi + uploaded background notes on Ageing Asia

2) Context & description

What is it?

A scoping exercise to adapt the **Ageing Asia** model—convening, showcasing, learning journeys, and alliance-style community—for a Whanganui context focused on **healthy ageing + digital inclusion**. Core idea: run a **mini-festival + alliance** that blends policy signals, practical service models, and hands-on technology for seniors and providers, then back it with ongoing meet-ups, short webinars, and a tiny e-journal.

Why it matters here & now (Whanganui lens)

- Our ageing population intersects with digital exclusion (access, skills, safety, motivation).
- Local providers, iwi/Māori health services, council, libraries, and telco partners are present but uncoordinated.
- A showcase + alliance can accelerate discovery, procurement, and practical roll-outs (e.g., safety tech, portals, scams training), while keeping an equity lens.

Who is affected (local lens)

- Older residents (including in social housing), carers/whānau, community connectors, aged-care providers, health services, libraries, and telco/LFC partners.

3) First-principles alignment (DIW)

- **Equity at the centre:** Prioritise seniors at highest risk (low income, rural, Māori, disability, language).
- **Evidence-first:** Start with a modest pilot and track hard outcomes (connections, clinic completions, portal sign-ups, device trials).
- **Partnerships over duplication:** Convene existing players (providers, WDC, iwi, libraries, health, telcos, retailers) instead of creating parallel services.
- **Practicality & simplicity:** A one-day showcase → quarterly meet-ups → short “what we learned” digest → targeted trials.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Turn scattered initiatives into a coherent, **senior-first digital ageing pathway**: access (home + mobile), skills (BYOD clinics), safety (scams, privacy), and assistive tech trials with wrap-around support.

Right Message (public)

“Age well, stay connected: try tools, learn simple routines, and get friendly help—right here in Whanganui.”

Right Regulator / decision-makers & enablers

- **Manatū Hauora / Te Whatu Ora** — healthy ageing policy & services integration; portals, e-prescriptions, telehealth alignment.
- **Office for Seniors (MSD)** — ageing-well policy signals; potential comms/partnerships.
- **Health & Disability Commissioner (incl. Aged Care Commissioner)** — consumer protection/quality lens for aged-care services.
- **Commerce Commission (Telecommunications) / TDR** — retail-service-quality and complaints pathway for connectivity/device issues.
- **TCF codes** — fibre installation/customer-experience standards where installs arise.
- **Local** — WDC (venues, comms), libraries, iwi/Māori health providers, PHOs/GPs, Chorus/LFCs, ISPs, retailers, community providers.

Right Outcome (measurable)

Within 6–9 months:

- Run **1 Whanganui Ageing & Inclusion Showcase** (200–300 attendees) with a digital-inclusion stream.
- Establish **Alliance-style network** (mailing list + 3 meet-ups).
- Deliver **12+ BYOD health & safety clinics**; onboard ≥200 seniors to key services (patient portal, 2FA, scam shields).
- Stand up **2–3 assistive-tech home trials** with evaluation.

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** WDC, Library
- **Delivery partners (R):** Iwi/Māori health, aged-care providers, PHO/GPs, vendors/sponsors
- **Enablers / influencers (C):** Office for Seniors, Whanganui & Partners
- **Regulators / standards (C/I):** HDC/Aged Care Commissioner, Commerce Commission/TCF (where connectivity applies)
- **Stakeholders affected (I):** Older residents, carers/whānau, community connectors

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: DIW (lead), WDC & library teams, iwi/Māori health, aged-care providers, PHOs/GPs, Chorus/LFCs, ISPs, retailers, community connectors.

Budget (indicative): Venue/kai, small exhibitor tables, mini-awards, clinic facilitation, translation/transport, print collateral; seek council support, sponsor tables (telco/retail/assistive-tech), micro-grants.

Timeframe:

- **Oct–Nov 2025:** scope + partners;
- **Dec–Feb:** programme & sponsors;
- **Mar/Apr 2026:** showcase;
- **May–Aug 2026:** clinics, meet-ups, trials, evaluation.

Risks/barriers:

Over-piloting without service-wrap; tech “shiny object” bias; transport/translation barriers; affordability (devices/plans); install friction in MDUs; limited evaluation capacity.

6) Expected impact & ROI

Direct: More seniors safely using digital health and essential online services; more practical adoptions (pendant/monitoring apps, portal use, 2FA).

Wider: Reduced isolation and admin burden for providers; better uptake of digital public services; clearer local market for AgeTech vendors.

KPIs (mix of access, skills, safety, adoption)

- **showcase attendees & exhibitor engagements;**
- **seniors completing BYOD clinic steps (portal signup, 2FA, scam-prevention checklist);**
- **successful fibre/Jump activations linked to events;**
- **assistive-tech trials started/completed with positive outcomes;**
- % participants reporting “confident/very confident” post-clinics;
- **referrals to support/complaints pathways (TDR/HDC) where applicable.**

7) Decision & next steps

Recommendation: GO (phased) — start small, signal ambition, evaluate, and scale what works.

Immediate actions (October 2025):

1. **Partner huddle:** WDC, library, iwi/Māori health, 2–3 aged-care providers, Chorus/LFCs, an ISP, PHO/GP rep—confirm appetite, roles, and equity guard-rails.
2. **Programme spine:** Lock 3 showcase streams: **(a) Policy & funding signals, (b) Practice models, (c) Tools & trials;** add a “Local Innovation Mini-Awards.”
3. **Clinic pathway:** Design a standard **Senior Digital Health & Safety On-Ramp** (BYOD checklist, privacy/scam card, portal/2FA steps).
4. **Sponsor table-tops:** Invite curated vendors (assistive tech, safety wearables, scam-shield tools) with a pledge to support trials + aftercare.
5. **Evaluation plan:** Pre/post measures for clinics; 60-day follow-ups; short public wrap report.

Brutal truths (to keep us honest)

- A festival without **follow-through clinics and trials** is theatre. Build the pathway first.
- Equity won’t happen by accident—budget for **transport, translation, and kai**, or many won’t attend.
- Limit “pilot sprawl”: pick **fewer, better** technologies with proper training and aftercare.
- If affordability (plans/devices) isn’t addressed, adoption stalls—line up real offers in advance.

“Regulator pass” (mandatory tick-off on every sheet)

- **Health** (Manatū Hauora / Te Whatu Ora) alignment considered? **Yes / No**
- **Consumer protections** (HDC/Aged Care Commissioner) considered? **Yes / No**
- **Telecoms RSQ/TDR & TCF codes** included where connectivity is in scope? **Yes / No**
- **Privacy & safety** messages embedded (OPC/Netsafe guidance where relevant)? **Yes / No**

If you want this snapped to your exact field labels/spacing (to mirror your “Connectivity” page), paste those headings and I’ll align it word-for-word.

Issue/initiative: Addressing digital health needs in Whanganui

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles mahi + Health NZ/Te Whatu Ora signals on digital foundations & consumer experience

2) Context & description

What is it?

A coordinated, place-based programme to help residents and frontline providers use digital health well: connectivity that works for telehealth, onboarding to patient portals, safe use of AI-enabled tools, and practical support for caregivers/kaumātua. It complements Health NZ’s push on **digital foundations, data & interoperability, and consumer/whānau experience** with community “last-metre” delivery.

Why it matters now (Whanganui lens)

- Health performance targets (ED stays, cancer pathways, immunisations, electives/FSAs) depend on digital processes *being usable* by patients and whānau. Community partners like DIW can unblock the front door (access, skills, safety).
- Local barriers persist: patchy home connectivity, low portal uptake, limited telehealth confidence, scams/privacy worries, language/accessibility needs.

Who is affected (local lens)

- Older adults, low-income whānau with school-age children, rural residents, social-housing tenants, disabled people, and carers; general practices/PHOs and community providers who shoulder digital onboarding.

3) First-principles alignment (DIW)

- **Equity at the centre:** Prioritise cohorts with the greatest barriers (cost, skills, devices, language, disability).
- **Evidence-first:** Simple intake capturing digital access/skills indicators at clinics and practice front desks; de-identified snapshots feed local QI sprints.

- **Partnerships over duplication:** Co-design with Te Whatu Ora regional teams, PHOs/GPs, iwi/Māori health, WDC libraries, Chorus/LFCs, ISPs, and community providers.
- **Practicality & simplicity:** Standardised **Digital Health On-Ramp:** Connect → Sign up → Practice (telehealth) → Protect (privacy/scam shields) → Check back.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Make digital health usable and trusted: ensure people can **connect, access portals & telehealth, understand consent/privacy, and navigate AI-enabled information** safely.

Right Message (public)

“Get health care online with confidence — we’ll help you set up your portal, try a video-call, and keep your info safe.”

Right Regulator / decision-makers & enablers

- **Te Whatu Ora / Health NZ** — direction on digital foundations and consumer/whānau experience; align our measures to local improvement goals.
- **Manatū Hauora (Ministry of Health)** — policy settings for digital/AI in health.
- **Health & Disability Commissioner (incl. Aged Care Commissioner)** — consumer protection/quality when digital tools affect care.
- **Office of the Privacy Commissioner** — Privacy Act principles; consent, “never type this” rules for AI/chat tools.
- **Netsafe** — online safety guidance where health interactions blend with general internet use.
- **Commerce Commission (Telecommunications) / TDR** — RSQ and complaints pathways when connectivity or retail device issues block telehealth/portals.
- **TCF codes** — customer standards for fibre installs where home connectivity upgrades are required.

Right Outcome (measurable)

Within 6–9 months:

- **2,000+** residents engaged across clinics/pop-ups; **1,200+** new/verified patient-portal logins; **800+** successful telehealth test calls;
- **85%** of participants can state 3 privacy “never type this” rules;
- Contribute to local targets (e.g., immunisation reminders uptake, DNAs reduction) via simple, attributable actions.

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW + PHO (co-accountable)
- **Co-leads (R):** Selected GP practices, Te Whatu Ora regional digital/innovation
- **Delivery partners (R):** Library, community connectors

- **Enablers / influencers (C):** Iwi/Māori health, pharmacies
- **Regulators / standards (C/I):** Te Whatu Ora/Manatū Hauora, HDC, OPC, Netsafe, ComCom/TCF (home connectivity)
- **Stakeholders affected (I):** Patients, carers, seniors, disabled, rural households

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: Te Whatu Ora regional digital/innovation leads; PHOs/GPs; iwi/Māori health; WDC libraries; Chorus/LFCs; ISPs/retailers; community connectors.

Budget (indicative): Clinic facilitation, translation/ASL captioning where needed, device loaners for training, collateral; seek council venue support, telco CSR, micro-grants.

Timeframe:

- **Oct–Nov 2025:** partner huddle + design;
- **Dec–Mar:** rolling clinics + practice front-desk onboarding;
- **Apr–Jun 2026:** iterate + publish short public eval.

Risks/barriers:

Practice capacity; variable portal UX; low trust after bad experiences; affordability (plans/devices); MDU install friction; accessibility/translation needs.

6) Expected impact & ROI

Direct: More residents completing portal tasks (repeat scripts, results, messages), smoother telehealth, fewer admin bottlenecks at practices.

Wider: Progress on Health NZ consumer-experience aims; reduced isolation for older adults; better uptake of digital public health messages (e.g., immunisation reminders).

KPIs (balanced across access, skills, safety, adoption)

- **portal sign-ups/activations; # successful telehealth tests;**
- % participants recalling privacy rules and scam-prevention steps;
- **low-cost connectivity activations tied to clinics;**
- De-identified “digital access” indicator captured at intake (practice/clinic);
- 30/60-day follow-up completion and continued portal use.

7) Decision & next steps

Recommendation: GO (phased, practice-anchored) — small footprint per site, strong signal, measurable benefits.

Immediate actions (October 2025):

1. **Partner huddle:** Te Whatu Ora regional team + PHO/2–3 practices + iwi/Māori health + libraries to lock venues, cohorts, and equity guard-rails.
2. **Clinic kit:** Standard **Digital Health On-Ramp** pack (BYOD checklist; portal step-through; telehealth test flow; privacy/scam card; “never type this” list).
3. **Front-desk workflow:** 90-second script for receptionists to invite portal signup/telehealth test at quiet moments.
4. **Connectivity sweep:** Pre-check home connectivity and VoLTE readiness; set up hardship pathways for devices/plans.
5. **Evaluation:** Pre/post mini-survey; 30/60-day follow-ups; de-identified snapshots to practice QI sprint boards and a short public wrap (CC BY).

Brutal truths (to keep us honest)

- Portals/telehealth fail at the *last metre* (passwords, cameras, data plans) — unless we fix these locally, upstream investments won’t land.
- Privacy and consent are abstract until harm occurs; our “never type this” rules must be simple and repeated.
- If translation/transport/kai aren’t in scope, those who most need support won’t attend.
- Pilot sprawl helps nobody — pick **fewer, better** sites with proper follow-through.

“Regulator pass” (mandatory tick-off on every sheet)

- **Te Whatu Ora / Manatū Hauora** alignment considered? **Yes / No**
- **HDC consumer protections** referenced where care is impacted? **Yes / No**
- **OPC privacy principles** embedded in materials? **Yes / No**
- **Netsafe guidance** linked for basic online-safety behaviours? **Yes / No**
- **ComCom/TDR & TCF codes** included where connectivity is in scope? **Yes / No**

Issue/initiative: Cyber Security & Safety — national (TUANZ) + Whanganui local

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles mahi + TUANZ working party participation

2) Context & description

What is it?

A two-track programme:

A. National: contribute evidence and user-voice from Whanganui into the TUANZ cyber working party (policy signals, incident reporting paths, consumer protections, SME readiness). **B. Local:**

run a standing “Whanganui Cyber & Safety Watch” (quarterly pulse + rapid advisory) with clinics for households/SMEs, aligned to NZ’s Cyber Security Strategy and the new single front-door at the NCSC (post-CERT NZ integration). [Reseller News+3dpmc.govt.nz+3dpmc.govt.nz+3](#)

Why it matters now

Threats and scams are rising; government has consolidated incident advice/reporting through the NCSC, while TUANZ is elevating cybersecurity as a top digital priority for 2025. DIW can bridge national settings and local practice. [NCSC NZ+2NCSC NZ+2](#)

Who is affected (local lens)

Households (especially seniors/low-income whānau), SMEs/not-for-profits, schools, social-housing providers, and community orgs that need clear, simple, trusted guidance.

3) First-principles alignment (DIW)

- **Equity at the centre:** Focus on those most targeted by scams or least resourced to harden systems.
- **Evidence-first:** Quarterly local snapshot (incident types, impacts, help-seeking), feeding anonymised insights to TUANZ and NCSC signposts. [NCSC NZ](#)
- **Partnerships over duplication:** Work with TUANZ, NCSC, Netsafe, WDC libraries, schools, iwi providers, retailers/ISPs. [Tuanz+2GCSB+2](#)
- **Practicality & simplicity:** “Protect → Detect → Respond” routines + ready referral paths.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Make cyber safety doable for non-experts: passwords/2FA, updates/backup, safe sharing/consent, scam spotting, and clear **where to report**. Tie local pulse to national levers (TUANZ advocacy themes). [Bill Bennett](#)

Right Message (public)

“Small habits, big protection: turn on 2FA, update devices, use a password manager, and know where to get help fast.”

Right Regulator / decision-makers & routes

- **NCSC (GCSB)** — now the single front-door for incident advice/reporting after integrating CERT NZ; align our referrals and clinic advice accordingly. [NCSC NZ+1](#)
- **DPMC — NZ Cyber Security Strategy (2019, live)** — national framework we reference in advocacy/materials. [dpmc.govt.nz+1](#)
- **Netsafe (Approved Agency under the Harmful Digital Communications Act)** — route for online harassment/abuse; include in every safety handout. [Netsafe+2legislation.govt.nz+2](#)
- **OPC (Privacy Commissioner)** — privacy principles for data minimisation/consent in our guidance.
- **Police** — escalation where criminal thresholds or immediate safety risks exist (link via Netsafe guidance). [New Zealand Police](#)

- **TUANZ** — working party to carry user evidence into policy/industry practice; align with national campaigns (e.g., Cyber Smart Week). [Tuanz](#)

Right Outcome (measurable)

- National: DIW submits **quarterly brief** to TUANZ with local metrics & recommendations; TUANZ working party actions reflect Whanganui user-voice. [Bill Bennett](#)
- Local: ↓ scams loss reports to our partners; ↑ 2FA adoption and backup usage; clear referral uptake to NCSC/Netsafe.

Cyber Security & Safety (TUANZ + Local)

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** TUANZ (national working party)
- **Delivery partners (R):** Libraries, schools, SME networks
- **Enablers / influencers (C):** NCSC (front door), Netsafe, Police liaison
- **Regulators / standards (C/I):** DPMC/NZ Cyber Security Strategy, OPC (privacy)
- **Stakeholders affected (I):** Households (esp. seniors/low-income), SMEs, community orgs

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: TUANZ working party reps; NCSC liaison material; Netsafe; WDC libraries; schools; community providers; ISPs/retailers.

Budget (indicative): Collateral, short clinics (household/SME), translation, light analytics dashboard.

Timeframe:

- Oct–Dec 2025: stand up Watch + clinics;
- Jan–Jun 2026: quarterly pulses + two public reports.

Risks/barriers:

Confusion about who does what post-CERT; low trust after bad experiences; “it won’t happen to me” bias. (Mitigate with simple “who to call” tiles and story-based comms.) [IT Professionals NZ](#)

6) Expected impact & ROI

Direct: Faster help-seeking and reduced harm; better password/2FA/backup uptake; clearer routes for harassment complaints. [Netsafe](#)

Wider: Stronger local resilience; Whanganui insights inform national advocacy and campaigns; alignment with NZ strategy aims. [dpmc.govt.nz](#)

KPIs (balanced set)

- % households/SMEs using 2FA & password managers (self-report);
- **clinic participants and follow-ups;**

- referrals to NCSC and Netsafe; time-to-advice;
- Quarterly incident mix & average loss (self-report);
- TUANZ working party citations/actions referencing DIW inputs. [Tuanz+1](#)

7) Decision & next steps

Recommendation: GO (two-track, coordinated) — tie local practice to national levers.

Immediate actions (October 2025):

1. **Set up the Whanganui “Cyber & Safety Watch”:** quarterly pulse survey + partner huddle (libraries, schools, iwi providers, retailers/ISPs).
2. **Clinic kit (household/SME):** 30-minute modules on 2FA, updates/backup, scam spotting, privacy basics; include **where to report** tiles (NCSC, Netsafe, Police). [NCSC NZ+1](#)
3. **Referral map:** One-pager flow: incident type → NCSC / Netsafe / Police / ISP; publish on DIW site and posters. [NCSC NZ+1](#)
4. **TUANZ link-up:** nominate DIW rep; schedule quarterly brief with anonymised Whanganui pulse + asks (e.g., clearer front-door comms, SME templates, multilingual assets). [Bill Bennett](#)
5. **Campaign cadence:** align local comms to **Cyber Smart Week** and other national pushes. [Tuanz](#)

Brutal truths (to keep us honest)

- If people don’t know **who to call** in the first 5 minutes, they lose money or confidence — our referral tiles must be everywhere. [NCSC NZ](#)
- Post-CERT integration is new; we should test the “front door” ourselves and report friction back via TUANZ/NCSC. [Reseller News](#)
- Safety also means **online harm**: families need a plain path to **Netsafe** and school AUPs, not just technical tips. [Netsafe](#)

“Regulator pass” (mandatory tick-off on every sheet)

- **NCSC front-door** (post-CERT) referenced and linked? **Yes / No.** [NCSC NZ](#)
- **DPMC NZ Cyber Security Strategy** referenced? **Yes / No.** [dpmc.govt.nz](#)
- **Netsafe (Harmful Digital Comms Act) route** embedded? **Yes / No.** [Netsafe](#)
- **OPC/Privacy basics** included? **Yes / No.**
- **Police escalation** for crime/immediate harm included? **Yes / No.** [New Zealand Police](#)

Issue/initiative: Digital Skills for Seniors (Whanganui)

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW first-principles mahi + community feedback

2) Context & description

What is it?

A coordinated, place-based lift in essential digital skills, confidence, and safety for older residents. Whanganui District Library already delivers **DIAA/Stepping UP – Better Digital Skills for Seniors** and does a fantastic job. However, there is likely **significant unmet need** (we haven't measured demand yet), and the library is only one community access point—many seniors **don't** use the library or find it hard to get there.

Why it matters here & now (Whanganui lens)

- Seniors intersect with multiple risks: affordability, scams, health portals/telehealth, and (soon) 3G retirement/VoLTE settings.
- Skills gaps often live at the “last metre”: passwords, 2FA, updates, data use, camera/mic setup, accessibility features.
- Taking help **to** where seniors already are (villages, marae, community centres, churches, RSA/Probus, kaumātua groups) will surface needs that currently go unseen.

Who is affected (local lens)

- Older adults (including in social housing), carers/whānau, seniors with mobility/vision/hearing needs, rural residents, and those not engaged with the library network.

3) First-principles alignment (DIW)

- **Equity at the centre:** Prioritise seniors least able to travel or pay; include transport, translation, accessibility (large print, captions, hearing-loop friendly venues).
- **Evidence-first:** Baseline per site: attendance, skill starting point, key tasks completed (portal login, 2FA, scam-shield install), follow-ups at 30/60 days.
- **Partnerships over duplication:** Work **with** the Library/DIAA team; add outreach partners (iwi/Māori health, retirement villages, Grey Power/RSAs, churches, social-housing providers).
- **Practicality & simplicity:** Short BYOD clinics with a standard **Senior Digital On-Ramp:** Connect → Essential Tasks → Safety & Privacy → Practice → Check-back.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Give seniors the minimum viable toolkit to use everyday online services safely: banking, health, messaging/video, government services, photos, and scam avoidance.

Right Message (to seniors & whānau)

“Friendly, patient help—near you. Bring your phone/tablet. We'll set you up, practise the basics, and show you how to stay safe.”

Right Regulator / decision-makers & enablers

- **Office for Seniors (MSD)** — ageing-well policy; partner for comms and measurement frameworks.
- **Te Whatu Ora / local health providers** — align skills to portal and telehealth tasks.
- **Netsafe** — online harm/scam guidance; simple reporting pathways.
- **Office of the Privacy Commissioner** — privacy basics; “never type this” rules.
- **Commerce Commission (Telecommunications) / TDR** — referral path when connectivity/device retail issues block progress.
- **DIAA/Stepping UP** — curriculum and facilitator backbone; extend reach via satellite sites.
- **Local** — WDC Libraries (core delivery), iwi/Māori health providers, retirement villages, social-housing providers, churches/RSAs/Probus, Chorus/LFCs/ISPs for connectivity checks.

Right Outcome (measurable)

Within 6–9 months:

- **Reach:** ≥600 seniors engaged across library + outreach sites; ≥60% first-time participants from *non-library* channels.
- **Skills & safety:** ≥70% complete the On-Ramp tasks (password manager/2FA set, update/backup routine, scam-shield basics).
- **Adoption:** ≥400 portal sign-ups or verifications; ≥300 successful telehealth test calls.
- **Confidence:** ≥75% report “confident/very confident” at 30-day follow-up.

Digital Skills for Seniors (Outreach)

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW (outreach) + WDC Library/DIAA (curriculum hub)
- **Co-leads (R):** Iwi/Māori health navigators, retirement villages/RSAs/Probus
- **Delivery partners (R):** Facilitators/volunteers, transport support
- **Enablers / influencers (C):** Te Whatu Ora (task alignment), Grey Power, churches
- **Regulators / standards (C/I):** Netsafe, OPC; ComCom/TDR where retail/connectivity issues arise
- **Stakeholders affected (I):** Non-library seniors, social-housing tenants, rural seniors

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: Library/DIAA facilitators; DIW lead & volunteers; iwi/Māori health navigators; retirement-village coordinators; WDC community team; Netsafe contact; health practice champions.

Budget (indicative): Modest—facilitators, transport/kai, print large-print guides, accessibility kit (hearing assist, screen-magnifiers), loaner devices; seek council venue support + micro-grants + telco CSR.

Timeframe:

- **Oct–Nov 2025:** co-design with Library/DIAA; partner onboarding; schedule first 6 outreach sites.
- **Dec–Mar:** rolling clinics;
- **Apr–Jun 2026:** iterate + publish short public evaluation.

Risks/barriers:

- Hidden need (people not on lists); mobility/transport constraints; literacy/language; device/plan affordability; “I’m too old for this” mindset; carer burnout. (Mitigate with in-home micro-visits for the most isolated, and whānau-plus sessions.)

6) Expected impact & ROI

Direct: Safer everyday use (fewer scam losses), smoother health and government interactions, stronger social connection.

Wider: Reduced pressure on front desks/help-lines; better uptake of digital public services; improved wellbeing and inclusion.

KPIs (balanced set)

- Attendance & completion per site; % non-library participants reached;
- **portal sign-ups; # telehealth tests; # 2FA setups;**
- Scam-shield actions taken (e.g., call-blocking, reporting);
- 30/60-day confidence and “tasks repeated at home” rates;
- Referrals to connectivity/device support (Jump/low-cost plans, refurb devices).

7) Decision & next steps

Recommendation: GO (expand via outreach, keep library as hub) — build on a strong base while meeting unmet need beyond the library.

Immediate actions (October 2025):

1. **Co-design huddle:** Library/DIAA + DIW + iwi/Māori health + 2–3 village/kaumātua groups → pick first outreach venues and dates.
2. **Curriculum fit:** Map **Senior Digital On-Ramp** to existing DIAA modules; add Whanganui-specific tasks (local portals, bus/parking apps, council services).
3. **Accessibility & transport:** Lock large-print packs, captions/hearing support; arrange community transport where needed.

4. **Comms & recruitment:** GP/pharmacy posters, church/club notices, social-housing door-knocks, radio snippet; warm referrals from health/social workers.
5. **Evaluation:** Simple pre/post + 30/60-day follow-ups; monthly “unmet-need log” (turned-away or in-home requests) to size the gap and inform funding.

Brutal truths (to keep us honest)

- If we don’t go **beyond the library**, we’ll keep missing those who need help most.
- Confidence evaporates without quick wins; every session must end with at least **one real-world task done** (e.g., portal login, 2FA).
- Transport and accessibility aren’t extras—they’re the difference between inclusion and exclusion.

“Regulator pass” (mandatory tick-off on every sheet)

- **Office for Seniors / ageing-well** alignment considered? **Yes / No**
- **Te Whatu Ora / health tasks** embedded (portal/telehealth)? **Yes / No**
- **Netsafe & OPC privacy** guidance included? **Yes / No**
- **ComCom/TDR** referral noted for connectivity/device issues? **Yes / No**
- **DIAA/Stepping UP** partnership confirmed? **Yes / No**

Issue/initiative: DIW Advocacy & Leadership — National + Local (anchored to the Needs Analysis)

Date / stage: Draft appraisal — 1 Oct 2025

Raised by: DIW Needs Analysis (5th Draft, 12 May 2025) + community engagement

2) Context & description

What is it?

A disciplined advocacy-and-leadership programme with two braided streams:

- **Local leadership (primary):** Stand up a Whanganui-wide cadence that embeds digital equity in **WDC decision-making** (strategy, portfolios, social housing, partners) and turns the Needs Analysis into quarterly, do-able actions.
- **National advocacy (supporting):** Lift Whanganui evidence into TUANZ/industry/government forums to influence affordability, RSQ, safety, and skills settings — always tied back to local delivery.

Why it matters here & now (from the NA):

- **Scale of exclusion:** 17.9% of households (≈3,681) still without home internet in 2023; large cohorts need tailored responses (≈10,600 seniors; ≈11,400 disabled; ≈5,885 rural).

- **WDC leadership gap/opportunity:** The 2019 digital strategy lapsed; NA recommends renewal as a focused **Digital Inclusion & Equity Strategy** aligned to the new **Strategy for Whanganui | Rautaki mō Whanganui** (Grow · Connect · Build · Activate · Sustain).
- **Community portfolios:** Use Councillor portfolios (housing/older persons/accessibility etc.) to carry digital equity through Council work.
- **Social housing lever:** Build digital into WDC/Kāinga Ora/CHP settings (tenancy support, connectivity, devices, coaching), learning from exemplars.

3) First-principles alignment (DIW)

- **Equity at the centre:** Prioritise cohorts in the NA; require every brief to state who benefits first.
- **Evidence-first:** Quarterly Needs Analysis refresh using census/partner intake + short field notes, not heavy surveys.
- **Partnerships over duplication:** WDC, Library, WRHN/GPs, iwi/Māori providers, W&P (economic development), WLC/UCOL, Business Whanganui, community hubs (incl. Community House).
- **Practicality & simplicity:** 1-page “4R” briefs that tie an **ask** to a named owner and a 60-day action.

4) 4R Rule (Right Focus · Right Message · Right Regulator = Right Outcome)

Right Focus

Turn NA priorities into a rolling Top-5 action list: devices & affordable access; seniors + disability confidence; social-housing inclusion; online health literacy; safety/scam resilience.

Right Message

“**Local leadership first.** Here’s the size of the issue in Whanganui, what works, and the next smallest step — plus who moves it this quarter.”

Right Regulator / decision-makers & enablers

- **Local (lead): WDC** (Strategy renewal; community portfolios; social housing; comms), **Whanganui & Partners**, Library, iwi/Māori providers, WRHN/GPs, Business Whanganui, Community House hub.
- **National (advocacy):** TUANZ; Commerce Commission/TDR; DECA; Netsafe/OPC; sector agencies (MoE/NZQA; Te Whatu Ora) — only where tied to a Whanganui problem/solution.

Right Outcome (measurable, 12 months)

- **WDC leadership reset:** Council agrees scope/timeline for a **Digital Inclusion & Equity Strategy** and names portfolio champions.
- **Quarterly NA cadence live:** 4 refreshes published with a visible changelog and Top-5 local actions.
- **Social housing uplift:** 3 pilots active (connectivity + device + coaching) across WDC units/CHPs; tenant outcomes tracked.

- **Two NA-backed items reflected externally** (e.g., code/campaign/guidance): evidenced in TUANZ/industry updates.

4b) Key players & roles (RACI-lite)

- **Lead owner (A/R):** DIW
- **Co-leads (R):** WDC (strategy renewal/portfolios), Library (knowledge hub)
- **Delivery partners (R):** WRHN/GPs, iwi/Māori providers, Chorus/LFCs, ISPs, Business Whanganui, W&P
- **Enablers / influencers (C):** TUANZ, MBIE/DECA
- **Regulators / standards (C/I):** ComCom/TDR, TCF; sector agencies (MoE/NZQA; Te Whatu Ora)
- **Stakeholders affected (I):** Priority cohorts named in Needs Analysis (seniors, low-income families, disability, rural, Māori/Pasifika)

Player pass: Lead ☐; Regulators ☐; Delivery ☐; Enablers ☐; Stakeholders ☐

5) Resources & feasibility

People/partners: DIW convenor + analyst; WDC portfolio leads + Libraries; WRHN/GPs; iwi/Māori providers; W&P; Business Whanganui; WLC/UCOL; Chorus/LFCs/ISPs; community groups.

Budget (indicative): Light backbone (analysis + design for briefs), hui/engagement, micro-funding for pilots; align to Council & partner budgets and philanthropic co-funding.

Timeframe: Standing programme with **monthly micro-updates** and **quarterly** NA/briefs.

Risks/barriers: Strategy drift if WDC isn't explicitly in; partner fatigue; analysis without action; resource thinness. Mitigate with small, regular outputs and visible 60-day wins.

6) Expected impact & ROI

Direct: Faster local alignment; fewer dead-ends for residents; stronger uptake of health/education/council digital services.

Wider: Economic return from inclusion (NA summarises national ROI evidence) and better value from national programmes in a smaller district context.

KPIs (from the NA, adapted to leadership work):

- **Strategy & governance:** WDC resolution to renew digital inclusion strategy; portfolio leads named; Advisory/Steering Group formed.
- **Cadence:** 4 NA refreshes; 12 monthly micro-updates; Top-5 actions published each quarter.
- **Adoption:** # of briefs acted on within 60 days; # partners delivering NA-aligned pilots (library/health/housing).
- **Equity signal:** Share of actions targeted to seniors, disability, rural, Māori/Pasifika, low-income families.

7) Decision & next steps

Recommendation: GO (local-first leadership; national-as-amplifier) — make WDC leadership and quarterly NA cadence the spine.

Immediate actions (October 2025):

1. **WDC leadership session:** Table the NA's **Strategy renewal** recommendation; agree scope/timeline; confirm portfolio champions and a reporting line.
2. **Advisory & Steering Group:** Convene (WDC, Library, WRHN, iwi/Māori, Business Whanganui, W&P, community reps) and adopt the quarterly rhythm.
3. **Publish “Top-5 Q4” one-pagers:** Problem → Evidence (NA) → 4R ask → Owner → 60-day success metric. Start with **social housing digital inclusion, seniors skills outreach, online health literacy, affordable connectivity, cyber safety**.
4. **Partner briefs:** Map each Top-5 to a delivery partner and budget line (WDC/W&P/Library/health).
5. **External advocacy (only where helpful):** Take two Whanganui-evidenced issues to TUANZ/industry (e.g., affordability and install/MDU friction), then loop results back locally.

Brutal truths (to keep us honest)

- Without **explicit WDC leadership**, the mahi fragments — strategy renewal is non-negotiable.
- Big surveys aren't required to start; your NA already gives enough to act — publish, do, measure, repeat.
- National attention is useful, but **local wins** (housing, seniors, health literacy) are how trust is built.

“Regulator pass” (mandatory tick-off on every sheet)

- **WDC leadership/strategy renewal** explicitly included? **Yes / No.**
 - **Community portfolios** alignment used to drive actions? **Yes / No.**
 - **Social housing** pathway present (WDC/CHPs/Kāinga Ora)? **Yes / No.**
 - **National levers (TUANZ/ComCom etc.)** used only to unlock local issues? **Yes / No.**
-