



## INVITATION TO COMPLETE – Survey on internet access and digital confidence in Whanganui

#letsgetdigitalwhanganui

Whanganui District Council would like you to take part in a community-wide survey regarding home internet access and your digital confidence to help us support our community digitally. In this survey we are collecting both information on behalf of your **household** as well as you as an **individual**. Only one survey should be completed on behalf of your household – however, multiple members may choose to complete the individual questions

At the end of the survey, you will be invited to participate in a prize draw courtesy of Tuatahi First Fibre (formally known as Ultrafast Fibre Ltd) the fibre network provider in Whanganui. You can be in to win one of three tablets or one of 12 Prezzy® card valued at \$25.00 each.

The survey opens at **12 noon on Thursday, 13 January 2022** and runs until **5.00pm on Tuesday, 22 February 2022**. Please feel free to share this survey with anyone in the Whanganui District to complete.

Return your completed survey to either council services at 101 Guyton Street, all Whanganui District libraries and library hubs, request a pick up by phone or email: [digital@whanganui.govt.nz](mailto:digital@whanganui.govt.nz)

**More information?** Please visit [www.whanganui.govt.nz/digital-survey](http://www.whanganui.govt.nz/digital-survey), email [digital@whanganui.govt.nz](mailto:digital@whanganui.govt.nz) or call the council, quoting the digital survey, on 06 349 0001.

Ngā mihi

**Jo Buckingham**

*Connected Community Advisor, Community Wellbeing team*

*By completing this survey, you confirm you agree to the use of this information under Whanganui District Council's privacy statement ([www.whanganui.govt.nz/Site-Information/Privacy-Statement](http://www.whanganui.govt.nz/Site-Information/Privacy-Statement)). Any personally identifying information will be removed if shared publicly and information will only be shared for the purposes of funding or promoting digital initiatives in Whanganui.*

# Household Survey

## Section 1: Your home details

Your street number will only be used to identify a household has submitted more than one household survey.

### 1. What is your household address in the Whanganui District?

Physical address:	No.	Street Name.
Suburb		
Post code		

If you address is rural, please also complete Section 3 regarding rural phone connectivity.

### 2. If you have the internet at home, what is the main type of internet connection used? Please tick only one. ✓

No internet at home? Please go to question 3.	
ADSL / VDSL (copper landline connection)	
Fibre (Ultrafast Fibre / Tuatahi connection)	
Fixed wireless (through a wireless modem, ie: Skinny Jump)	
Mobile data (3G, 4G, 5G), ie: cellphone	
Starlink (SpaceX – Elon Musk)	
Rural satellite, ie: Gravity or Farmside	
Other rural provider, ie: InspireNet	
Don't know	

Go to question 4.

### 3. What are the reasons your household does not have the internet? Tick any that apply ✓

	Do not need it		Have or had difficulties getting a contract		Use it elsewhere
	It is too expensive		Have or had difficulties getting it installed		Other (please specify below)
	No device at home		More help or support needed		

Go to Section 2.

**4. How would you rate your household's internet use? Please tick only one. ✓**

Small – every couple of days	<input type="checkbox"/>
Medium – once or twice a day	<input type="checkbox"/>
Large – multiple times over a day	<input type="checkbox"/>

**5. How many people use the internet in your home?**  
Please enter a number

**6. Does your internet access meet your household needs? Please comment.**

**Section 2: Your household details**

We are collecting this information to identify trends by suburb for groups of people who have been identified by the Department of Internal Affairs that may be at higher risk of digital exclusion.

**7. Are any members of your household part of the following groups? Please tick all that apply**

Children at primary school	<input type="checkbox"/>
Children at high school	<input type="checkbox"/>
Young adults (18 to 24)	<input type="checkbox"/>
Seniors (those 65 years old and over)	<input type="checkbox"/>
People with disabilities or a long-term illness	<input type="checkbox"/>
Speakers of English as a second language	<input type="checkbox"/>
Māori	<input type="checkbox"/>
Pasifika	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

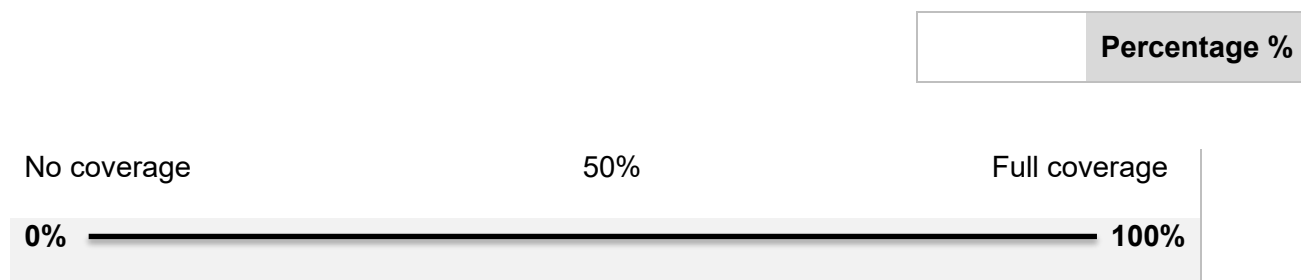
### Section 3: Rural connectivity

Only complete this section if your household address is rural in the Whanganui District.

- 8. Do you have any of the following phone connectivity on your rural property? Tick all that apply ✓**

Landline phone		Mobile/cell phone	
Satellite phone			

- 9. How would you rate the mobile/cell phone coverage on your entire property? Please indicate an estimated percentage and using the scale as a guide.**



- 10. Why is connectivity important for your rural household? Tick all that apply ✓**

<b>To work or run a business remotely or online from home</b>		<b>To be able to contact people in an emergency or receive important information relevant to the rural property</b> i.e. call 111, receive civil defence or weather warnings	
<b>To study remotely or online from home</b> (this also includes school children during COVID restrictions)		<b>To send or receive real time information or requests for the rural property</b> i.e. automated processes, sensors, GPS tracking, asset or animal management, monitoring tools	
<b>To run a business based on the rural property</b> i.e. farming, horticulture, apiary		<b>To find out information or keep informed on topics of interest</b> i.e. news sites, internet forums, youtube, social media	
<b>To stay connected to friends or family</b>		<b>To access entertainment</b> i.e. streaming or downloading, TV or film such as Netflix, online gaming, ebooks	
<b>To access day to day online services</b> i.e. banking, groceries, IRD, online shopping		<b>To add value to my property or business</b> i.e. expectation or need for connectivity - future sale, land productivity, employees living on property etc	
<b>Other (please specify)</b>			

- 11. Does your current rural phone connectivity meet your needs? Why or why not?**

# Individual Survey

## Section 1: Your internet use

**12. Do you use the internet?**

	<b>Yes – go to Section 2</b>		<b>No – go to q. 12</b>
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**13. What reasons do you not use the internet?**

	Do not need it or have a use for it		Have or had difficulties using the internet in the past		Do not have a device
	Do not trust it		Have or had difficulties using devices in the past		Disability or illness limits use
	It is too expensive		Do not have the knowledge		Need assistance or help to use it
	Other (please specify)				

**Go to section 4**

## Section 2: Where you use the internet

We want to understand where our community use the internet and to investigate potential locations to support increased access

<b>At home</b>		<b>At a community centre or library</b>		<b>Other (specify below)</b>	
<b>At work</b>		<b>At a friend / family's place</b>			

**15. If you use public wifi, where do you use it in Whanganui?**

**16. Is there anywhere you would like to use public wifi in Whanganui?**

### Section 3: Your devices and digital confidence

**17. Thinking of digital devices, what do you own or have access to for personal use? Please tick at least one box in each row.**

	Own	Have access	Do not own or have access to
Smartphone			
Tablet or iPad			
Laptop computer			
Desktop computer			
Chromebook			

**18. Please indicate if you agree or disagree with these statements about the internet by ticking a box for each one**

Statement:	Strongly agree	Agree	Disagree	Strongly disagree
I am confident using digital devices to access the internet				
How I use the internet meets my needs				
The internet provides value to my life				
I know how to keep myself, family and friends safe online				

**19. Have you needed assistance with a device or how to use the internet in the last 12 months?**

Yes		No – go to section 4
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**20. Please select any of the following who you went to for help or support with a device or the internet**

Family		Community organisation or library		Did not ask for help	
Friends		Google /online		Did not know where to go	
Work		Business support, ie: bank, repair shop, call centre		Other (please specify below)	

## Section 4: About you

This information will be used to group answers only and will not be used in a way that makes you identifiable.

### 1. What is your home address in the Whanganui District?

Street name <i>You do not need to include a street number if you do not want to</i>	Street Name.
Suburb	
Post Code	

### 2. What is your age group? Tick one ✓

Under 18	<input type="checkbox"/>	45 to 54	<input type="checkbox"/>
18 to 24	<input type="checkbox"/>	55 to 64	<input type="checkbox"/>
25 to 34	<input type="checkbox"/>	65 to 74	<input type="checkbox"/>
35 to 44	<input type="checkbox"/>	75+	<input type="checkbox"/>

### 3. What is your gender?

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### 4. What is your ethnicity?

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## Final comments

1. If you would you like us to contact you in the future to provide information on the help or support with digital including devices and internet access available in Whanganui, please enter your preferred contact details below

2. Please let us know any final comments you may have

## Survey prize draw

If you would like to be in the draw to win a digital tablet or a \$25 Prezzy® card, please enter your name and contact details (phone or email) below. You must live in the Whanganui District to be eligible. If you have already provided your details, you can write “See above”.

*Please note this information will be used only for the competition and not associated with your survey response.*

Name	
Contact	Email or phone number

Thanks to Tuatahi First Fibre, Whanganui’s fibre network provider, for providing these prizes <https://tuatahifibre.co.nz/>

