

tech
users
summit

tu
TECH US



Annual
Report

2025/26

OUR PURPOSE

To ensure
New Zealand
makes the most of
the digitally
connected world.



The Technology Users Association of New Zealand (TUANZ) is the voice of technology users in Aotearoa New Zealand.



Established as a not-for-profit organization, TUANZ acts as the independent group representing the interests and needs of individuals, businesses, and organizations as they navigate the evolving technology landscape.

Our membership encompasses a diverse range of technology users, from small businesses and innovative startups to large enterprises and public sector entities. This broad network connects those who utilise technology to achieve their goals, fostering a community dedicated to understanding, adopting, and maximising the benefits of digital tools and services.

TUANZ plays a crucial role in bridging the gap between technology providers and end-users. We work collaboratively across sectors, engaging with government, industry, and the wider community to ensure that technology deployment and policy decisions are user-centric and contribute to a thriving digital ecosystem for all New Zealanders.

Our focus is on empowering technology users through education, advocacy, and the facilitation of meaningful connections. We strive to ensure that New Zealanders can confidently and effectively leverage technology to enhance productivity, innovation, and overall quality of life. We provide a platform for an informed and influential user voice, advocating for policies and practices that support positive technology outcomes for our members and the nation.

[LEARN MORE](#)



Contents

Highlights	5
40th Anniversary	6
Chair's Report	7
2025/2026 Strategy	9
Our Vision	10
CEO's Report	11
Our Future Leader Programmes	12
Our Communities	13
Our Partners	14
Our Members	15
Service Performance	16
Financial Summary	17
Board & Staff	18

tuanz

TECH USERS ASSOCIATION

Highlights

172

TUANZ
Members

897

FLINT
Members

10

Techbytes

1

NextGen
Cohorts

2

Flagship Events
(in person)

24

After 5's, FLINT
& Webinars

40th Anniversary

When TUANZ was officially incorporated in March 1987, New Zealand's communications environment was a completely different world. Born out of a 1985 Computer Society meeting the association was initially created as a modest peer-learning user group for those navigating the Post Office's state-held telecommunications monopoly. Early data circuits operated at a mere 2,400 bits per second, and the market lacked both open choice and competitive diversity. However, as sweeping reforms corporatised the Post Office and created Telecom Corporation in 1987, TUANZ was thrust into the pivotal role of independent lobbyist to ensure end-users had a voice as market deregulation loomed.

The 1990s and early 2000s saw TUANZ at the center of fierce regulatory battles defining New Zealand's "light-handed regulation" era. As new competitors emerged and internet adoption took off, the association fiercely advocated for the interests of businesses and everyday consumers who faced limited options and high costs. Through persistent campaigning, TUANZ drove national awareness around key structural changes, including number portability, mobile termination rates, wholesale access regimes, and local loop unbundling. This advocacy was instrumental in passing the Telecommunications Act 2001 and securing the unbundling of Telecom's copper network, ultimately paving the way for the historic structural separation of Telecom and the rollout of Ultra-Fast Broadband (UFB).

In recent years, TUANZ's role evolved alongside rapid technological integration. Recognising that physical connectivity is merely the foundation of a much broader ecosystem, members voted in September 2020 to update the organisation's name to the Technology Users Association of New Zealand. This shift cemented TUANZ's scope beyond traditional telecommunications to encompass cloud computing, artificial intelligence, cybersecurity, and digital capability.

The association reshaped its national presence around flagship events like the Tech Users Summit and the Connecting Aotearoa Summit, ensuring both enterprise leaders and regional communities have a platform to shape policy.

Throughout the COVID-19 pandemic TUANZ remained a steadfast voice for digital equity. Arguing that high-speed internet is an essential utility alongside electricity and water, TUANZ supported national initiatives such as the Digital Equity Coalition Aotearoa (DECA) and the Digital Boost Alliance, directly tackling the socio-economic divide and supporting remote connectivity across regional Aotearoa. Alongside policy advocacy, TUANZ heavily invested in the future of the sector through its FLINT (Future Leaders in Technology) network and NextGen Leadership Programme, equipping emerging managers across the country to lead in a digital-first economy.

Four decades on from its humble beginnings, TUANZ's core mission remains unchanged. From advocating against Post Office monopolies to guiding members through the guardrails of Generative AI and sovereign data protection, the association continues to serve as an independent, uncompromised champion for tech users. As Aotearoa moves deeper into the digital age, TUANZ remains dedicated to ensuring technology serves humanity, drives sustainable economic prosperity, and leaves no Kiwi behind.

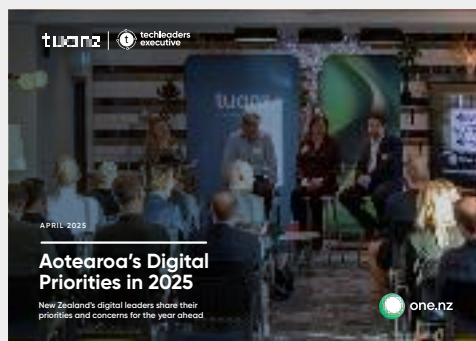


Chair's Report

As Chair of TUANZ, I am proud to reflect on a year that combined practical progress with an important milestone: 40 years of championing technology users in Aotearoa. Celebrating our anniversary with members, partners and past leaders in March was a reminder that TUANZ was founded on a simple but enduring idea: users should have a collective voice and a place to advocate for better outcomes. That purpose is as relevant in the age of AI, data and cloud technology as it was at our first AGM in 1986.

Throughout the year, TUANZ continued to be an informed and constructive voice on the issues that matter to technology users. Our **Digital Priorities 2025** report drew on the experience of 36 NZ CIOs and CTOs and highlighted six recurring national challenges: cyber security, talent, inclusion, technology adoption, data and generative AI. Those insights were taken directly into engagement with policymakers, including a presentation to Parliament's Cross-Party Caucus on AI, where TUANZ advocated for pragmatic adoption, security by design, stronger governance, improved AI literacy and closer collaboration between government and industry.

Access and inclusion also remained central to our work. The **Connecting Aotearoa** report asked why every New Zealander could not be meaningfully connected and focused attention on rural connectivity, affordability, digital skills and resilient infrastructure.



Our **Tech Users Summit** carried the theme Digital as Core Infrastructure, reinforcing the case that digital systems are now as important to New Zealand's resilience, equity and economic prospects as our traditional physical infrastructure. These initiatives demonstrate TUANZ at its best: bringing together users, communities, government and industry around practical issues and an evidence-led agenda.

"Throughout the year, TUANZ continued to be an informed and constructive voice on the issues that matter to technology users."

Our members are at the heart of this work. The Tech Users Summit, AGM and Member Awards provided opportunities to learn, debate, connect and celebrate outstanding contributions across our community. Members also approved an updated Constitution at the 2025 AGM, strengthening the foundation from which TUANZ is governed.

I want to acknowledge our Board members, past and present, who have volunteered their expertise, and particularly Tristan Ilich for his prior six years as Chair and his continued contribution to TUANZ.

Our member communities and leadership programmes continued to develop during the year. The Te Ara Hihiko Rangatahi Panel pilot was completed with positive feedback from students and teachers; our AI Working Party contributed to discussion on responsible adoption; and a new Cyber Security Community created a forum for sharing experience on trust and safety.

FLINT and NextGen continued to support future leaders, while a new education partnership with Skills Development Group introduced practical training benefits for members. These programmes matter because advocacy is strongest when it is connected to lived experience and when it also helps members prepare for what comes next.

The year was not without difficult choices. Following the withdrawal of government funding, the Digital Boost Alliance concluded in July with TUANZ playing a leading role in managing the Alliance's orderly conclusion. We ensured members received clear closure and carefully reviewed and preserved useful assets and intellectual property. This approach reflected TUANZ's responsibilities as the Alliance's delivery partner and its commitment to concluding the programme thoughtfully and accountably.

That same accountability underpins our financial stewardship. In a constrained funding environment, we recognise that every dollar provided through membership fees, partnership contributions, government support, and other funding is meaningful and carries an obligation to use it efficiently, effectively, and transparently. Following the prior-year loss, we've worked hard and maintained close financial oversight to return to break even for the year. As TUANZ marks 40 years, our focus remains firmly on ensuring the organisation is relevant, sustainable, and financially viable for the next 40 years and beyond.

As the reporting year closed, we were also preparing TUANZ for the opportunities and responsibilities of a New Zealand election year. Our five advocacy themes provide a clear framework:

- **Access & Inclusion**, meaningful, affordable and reliable connectivity, skills and services for all New Zealanders.
- **Trust & Safety**, safer digital environments, stronger cyber resilience and appropriate accountability.
- **Education to Employment**, better pathways from learning into technology careers and lifelong capability development.

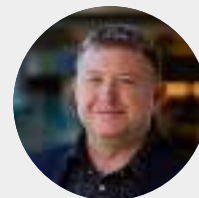
- **Responsible Generative AI**, practical, inclusive and ethical adoption, supported by clear governance.
- **Transparent Data Use**, responsible stewardship of data and genuine clarity and agency for individuals.

Position statements had been developed across all five themes, informed through relevant member communities and working parties. This was deliberately collaborative: our credibility comes not from speaking for members at a distance, but from developing positions with them and grounding those positions in real-world experience.

Looking ahead to the remainder of 2026, TUANZ will use these themes to engage political parties, policymakers and industry leaders in a way that is independent, practical and evidence led. We will encourage commitments that endure beyond an election cycle, while continuing to provide members with useful insights, communities, events and capability-building opportunities.

Finally, my sincere thanks go to our members. Your experience, participation and willingness to contribute are the source of TUANZ's legitimacy, insight and influence. Thank you also to my fellow Board members, our CEO, Craig Young and the operational team, our programme and community volunteers, partners, speakers and everyone who has contributed to our work. We are proud to represent this community, after 40 years, equally determined to ensure that the voice of technology users helps shape a brighter, safer and more inclusive digital future for Aotearoa.

Ngā mihi nui,



Paul Littlefair
TUANZ Board Chair

2025/2026 Strategy

INDEPENDENT VOICE

We will help keep New Zealanders safe by advocating for the right policy and programmes that focus on trust and safety.

We will be a champion for responsible data usage, particularly in the context of new digital technologies.

We will advocate for all New Zealanders to have equal access to meaningful technology, digital services and connectivity.

We will work with key industry stakeholders to advance mutual objectives in increasing digital capability.

We will encourage member uptake of responsible and inclusive use of AI in Aotearoa.

Trust & Safety

Transparent Data Use

Access & Inclusion

Education to Employment

Responsible Generative AI

MEMBER COMMUNITY

We will help our member community keep their businesses and customers safe by providing practical advice and information relating to safety online and cyber security.

We will encourage our members to implement robust processes to ensure they are best practice examples of responsible data usage.

We will work to ensure that the technology community represented by our membership is representative of the wider population in Aotearoa.

We will support the development of the next generation of leaders who are involved in digitally enabled businesses.

We will work to encourage member engagement through working groups to develop practical contributions to supporting the growth and use of Generative AI.

OUR VISION

All businesses and individuals in Aotearoa will have unrestricted access to the technology and services needed to thrive; no one misses out on the opportunities in technology and digital engagement is safe and inclusive for all.



CEO's Report

Tēnā koutou katoa to my report for the year ended 31 March 2026.

Financial Stability & Operational Discipline

Following a challenging 2024/25 financial year impacted by rising cost pressures across our flagship events, our primary operational directive for 2025/26 was restoring financial sustainability. Through strict expenditure controls and disciplined event management, we successfully turned around our financial position to achieve a break-even operational result, delivering a net surplus of \$128 on total revenues of \$542,598. While this was a positive result, an ongoing commitment to operational discipline will continue to be needed in the current economic climate.

Member Engagement

We continue to have a very loyal corporate membership base, but are aware of the cost pressures on these organisations so our focus on engaging with our members is critical to building this base beyond current levels. We are seeing a steady growth in individual membership from people who have a keen interest in our mahi, and want to contribute even if their organisation is unable to participate. Engagement across all channels has seen steady growth with member newsletter subscribers on the rise and our FLINT network growing to 897 members. In-person connectivity also gathered momentum, drawing 375 total registrations across our two flagship summits, the Tech Users Summit and the Connecting Aotearoa Summit, exceeding our annual targets.

We continued to translate member priorities into active working groups and specialised communities. Alongside our ongoing AI Working Party, we operationalised two new functional groups: the Cyber Security Community to address trust and safety, and the People & Talent Leadership Community to align HR leaders with our national education priorities. Furthermore, our Te Ara Hihiko initiative completed its rangatahi panel pilot, establishing a direct platform for youth perspectives to inform tech user policy.

Leadership Delivery & Programme Milestones

Our future leadership initiatives achieved significant milestones this year. The NextGen Leadership Programme marked its tenth year, completing 15 total cohorts and reaching 122 graduates under the expert facilitation of Roselle O'Brien. Across our four regional hubs, Auckland, Wellington, Christchurch, and Queenstown, FLINT delivered 24 local gatherings and webinars alongside our monthly FLINT Talks podcast. Complementing these, we delivered 10 Techbytes sessions to keep our community informed on fast-evolving technologies.

Operational Team & Acknowledgments

Our achievements this year reflect the commitment and passion of our operational team. I extend my deep appreciation to Michelle Park (Operations Manager), Ruth Turner (Finance Manager), Jaishree Bhikha (Finance Admin), and Daria Muzheva (Digital Support), as well as our external contractors.

My sincere thanks go to our Board Chair, Paul Littlefair, and the Board for their strategic governance, as well as our key partners, Chorus, AWS, Skills Group, InternetNZ, and Enable Networks, for their unwavering support.

Most importantly, thank you to all our members whose active engagement powers the independent voice of TUANZ.



Nāku noa, nā

Craig Young
Chief Executive Officer

"Most importantly, thank you to all our members whose active engagement powers the independent voice of TUANZ."

Our Future Leader Programmes



The concept of FLINT is to connect and empower those who aspire to be the leaders of New Zealand's digital future.

We run FLINT in four cities (Auckland, Wellington, Christchurch and Queenstown) based on local leadership teams developing annual programmes. There are common themes on a national basis but each leadership group brings a local flavour and develops their own timings and formats. Being involved in a local leadership team is not only about volunteering to be part of this exciting programme, but also provides another opportunity to develop leadership skills.

Our very successful podcast, FLINT Talks, continues to be produced each month and is being led by Caitlin Tennant, and features a wide range of guests on a number of topics.

Elizabeth Taylor continued in her volunteer role as the National Lead for FLINT, supporting the teams across the country. The other teams continue to be lead by passionate local individuals.

The FLINT Chairs



Elizabeth (Zibby) Taylor
NATIONAL LEAD,
WELLINGTON



Caitlin Tennant-Brooks
AUCKLAND



Eden Robertson
WELLINGTON



Adil Mokashi
CHRISTCHURCH



Giovanni Stephens
QUEENSTOWN

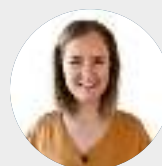


Crafted for busy tier three leaders with a thirst for challenging conversations and taking things to the next level in their leadership journey.

Now in its tenth year, NextGen is a cohort programme well suited for leaders who are looking for a group environment to soak up new ideas, listen to others' perspectives and get actively involved in putting facilitation and communication skills into practice. We have now completed 15 cohorts with 122 graduates.

Six lunchtime sessions take place every fortnight, bringing together the leaders from the diverse TUANZ and FLINT membership base. NextGen is delivered online which means it is as accessible as possible and acknowledge that limiting the programme to one urban location would exclude a lot of possible members.

Roselle O'Brien is the latest facilitator of the programme and has now delivered two very successful cohorts over the past two years.



Roselle O'Brien
FACILITATOR

Our Communities

The year saw the launch of our new communities which provide a dedicated space where members can connect and collaborate with other members. These communities are also incredibly important and where members' insights and experiences directly shape our advocacy efforts, influencing policy and practice to benefit everyone. Participants not only stay informed but actively drive the direction of our collective voice, ensuring our positions truly reflect the diverse needs and expertise of our membership.

Te Ara Hihiko

This community is centred around creating pathways and connections. Te Ara Hihiko was established to include a deep dive where we think the challenges start – with our rangatahi, whom we want to give a voice and platform to in this space for our TUANZ members to learn from.



AI Working Party

This community exists to bring together tech leaders and practitioners to address key sector challenges in the area of generative AI, supporting our core vision that all businesses and individuals in Aotearoa have unrestricted, safe, and inclusive access to technology.



Cyber Security

This group was started to address key sector challenges in the area of cyber security and general online safety, supporting our core vision that all businesses and individuals in Aotearoa have unrestricted, safe, and inclusive access to technology.



People & Talent Leadership

This group was started in late 2025 and is made up of Human Resources and talent leaders from across the TUANZ membership. The context for the initial discussions is the strategic theme for TUANZ in 2025 around Education. The focus is on advocating for education policies that upskill New Zealanders and support the tech sector by partnering with others to deliver practical education resources to members.



TechLeaders Executive

TechLeaders is a group of senior thought leaders from within and outside TUANZ membership who care passionately about Aotearoa New Zealand and the positive impact technology can play in our shared future. The group believes in the concept of leveraging our shared knowledge and experience to “pay it forward” to ensure all New Zealanders can make the most of the opportunities that technology presents. TechLeaders is administered by TUANZ as a special interest semi-autonomous group.

Our Partners

Our partners are organisations that provide further support and collaborate with us to achieve shared goals. These collaborations can involve various activities, such as working together on projects, sharing resources, co-hosting events, or advocating for common causes. By pooling our strengths and expertise, we can amplify our impact and reach objectives that would be more challenging to accomplish alone. Our partners are crucial to extending our reach and enhancing the value we provide to our members and the wider community.

CHORUS



Our Members

9RAYZ Limited
Accelerate Wireless Ltd
ADVANTESCO
Alpha Personnel Recruitment Ltd
Amazon Web Services
Auckland University Of Technology
Bainz Consulting Ltd
Bank of New Zealand
Broadband Compare
Bulletin.net
BW Digital
Cable Ways Group
Catalyst IT Limited
CDC Data Centres NZ Ltd
Chorus
Commerce Commission
Connexa
Connexis
Databricks
Devoli
Dunedin City Council
Eagle Technology Group Ltd
Eaton Industries Company
Enable Networks
Entelar Group
Ericsson Communications Ltd

Financial Markets Authority
Fortysouth
Gisborne.net.nz Limited
Go Wireless NZ
Huawei Technologies Ltd
Hudson Gavin Martin
Inland Revenue Department
Inspire Net Limited
InternetNZ
King's College
Kiwibank
KoruLink Group Limited
Kowhai AI
Kristin School
Mercury Energy
Metrocom Ltd
Microsoft NZ Ltd
Mobile Surgical Services (NZ) Ltd
National Infrastructure Funding and Financing
Netspeed
Network Strategies Limited
New Zealand Fire and Emergency
New Zealand Society of Association Executives (NZSAE)
New Zealand Young Physicists' Trust

Nokia
NZ Institute for Plant & Food Research
One NZ
Orbit Broadband Limited
Primo Wireless
PrivSec Consulting
Randstad
Rank Group Ltd
REANNZ
RexNetworks Limited
Rhema Media
Rocket Mobile
Royal NZ Plunket Trust
Rural Connectivity Group (The RCG)
Rural Women NZ
Savvy Consultants
Southern Cross Cable Network (SCCL)
Spark
Storm Spectrum Ltd
Talent International
Te Kura Toitu o Te Whaiti nui a Toi
telDev
Telecommunications Forum
The AI Assembly Ltd
The Network for Learning Ltd (N4L)

Transpower New Zealand Limited
Tsquared Services Limited
Tu Atea
Tuatahi First Fibre Ltd
Two Degrees Mobile Ltd
UCG
Ultimate Mobile Ltd T/A Ultimate Broadband
Unifone New Zealand Ltd
University of Auckland
University of Otago
Vector Communications
Ventia NZ Operations Limited
VVA Collective
Western Bay Of Plenty District Council
WheroNet Ltd
Wifi Connect Ltd
Wireless Dynamics Limited
Wireless Nation Ltd
WombatNET Limited
Worldline
WWG Comtest
Xenon Digital Limited
Plus 72 Individual Members



Statement of Service Performance

What TUANZ is Seeking to achieve over the Medium and Long Term

We are focused on empowering technology users through education, advocacy, and the facilitation of meaningful connections. We strive to ensure that New Zealanders can confidently and effectively leverage technology to enhance productivity, innovation, and overall quality of life. We provide a platform for an informed and influential user voice, advocating for policies and practices that support positive technology outcomes for our members and the nation.

Significant Achievements and Key Activities	2026	2025
1. Independent Voice: Policy Impact Measure: Number of formal policy submissions. 2026 Target: 4 Submissions Why: This directly tracks our goal to be the “independent voice” and is easily verified via our submission records.	1 formal submission	4 formal submissions
2. Member Community: Member Numbers Measure: The number of Members, and the number of member newsletter subscribers 2026 Target: 150 Members and 600 subscribers Why: This provides a measure of our support base among the user community.	174 members 850 subscribers	159 members 755 subscribers
3. Member Community: Engagement Depth Measure: Total attendance at flagship summits. 2026 Target: 350+ Total Attendees (across 2 Summits). Why: High-quality in-person events are a core pillar. Using total attendance provides a clear “output” measure of our reach within the community.	375 registrations	417 registrations

Financial Summary

Up to 31 March 2026

Total Income

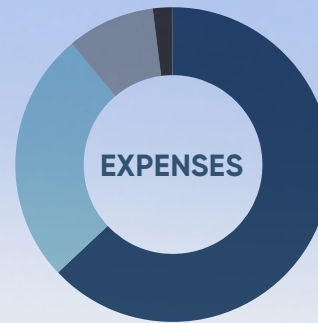
\$542,598



- Membership **41.0%**
- Partnership **20.7%**
- Events **30.0%**
- Other **8.3%**

Operating Expenses

\$542,470



- Staffing **63.0%**
- Events **25.6%**
- Others **9.0%**
- Travel **2.4%**

Net Surplus

\$128



Staff & Board



STAFF

CEO

Craig Young CAE

FINANCE MANAGER

Ruth Turner

DIGITAL SUPPORT

Daria Muzheva

OPERATIONS MANAGER

Michelle Park

FINANCE ADMIN

Jaishree Bhikha

BOARD 2025/26

CHAIR

Paul Littlefair

Kiwibank, Wellington

DEPUTY CHAIR

Zoe Udy

Independent, Wellington

FINANCE & RISK CHAIR

David Matheison

Worldline, Auckland

Matthew Harrison

Primo, New Plymouth

Sid Kumar

Network for Learning, Auckland

Andrew Cushen

Independent, Auckland

Tristan illich

TSquared, Auckland

Haley Mortimer

Z Energy, Wellington

Caitlin Metz

Independent, Auckland

Kari Jones

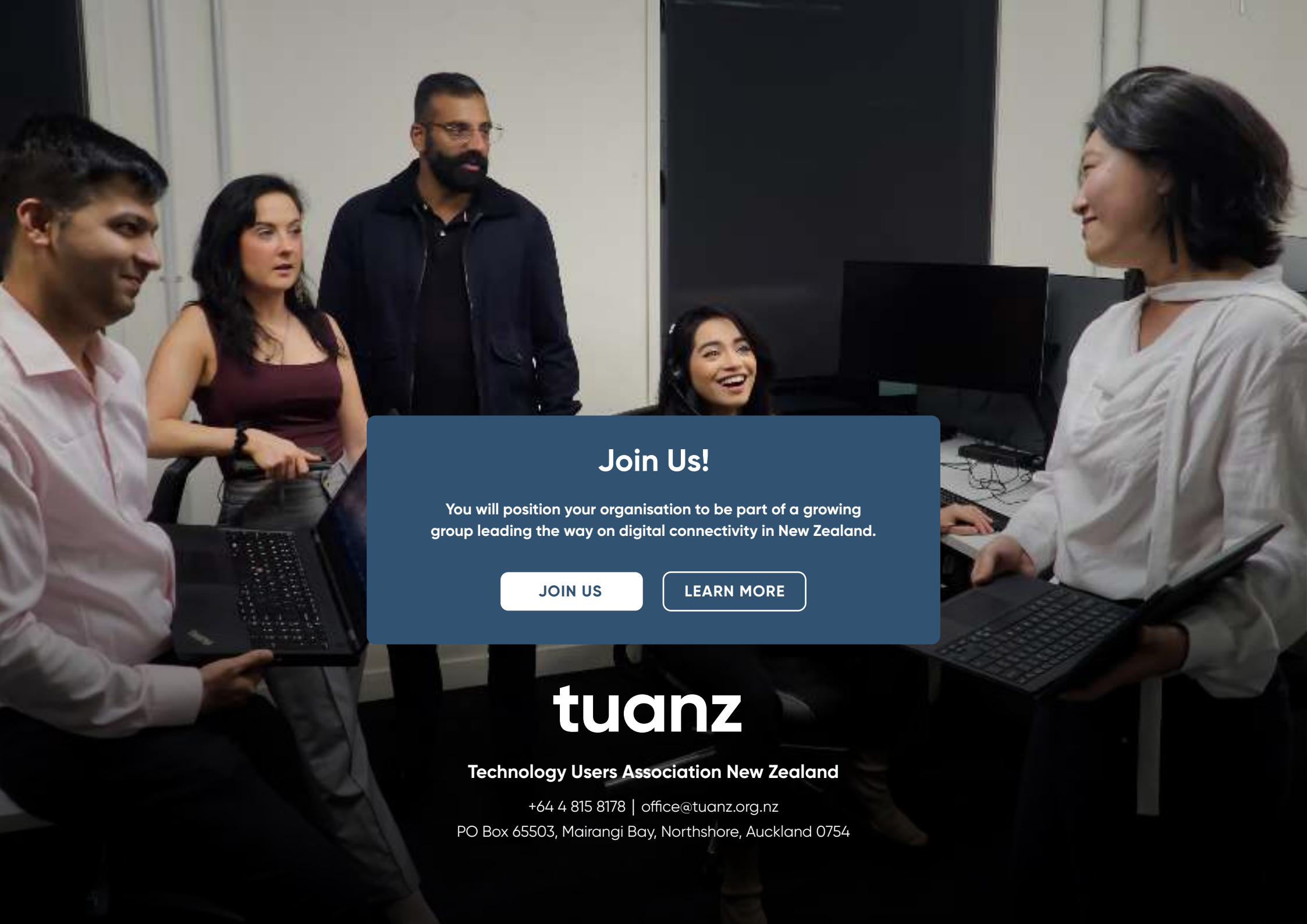
FMA, Auckland

Garth Spencer

Tū Ātea, Auckland

Jo Crawford

Ventia, Auckland



Join Us!

You will position your organisation to be part of a growing group leading the way on digital connectivity in New Zealand.

[JOIN US](#)

[LEARN MORE](#)

tuanz

Technology Users Association New Zealand

+64 4 815 8178 | office@tuanz.org.nz

PO Box 65503, Mairangi Bay, Northshore, Auckland 0754