



ENGLISH
LANGUAGE PARTNERS
NEW ZEALAND

Working with former Refugees and Migrants

ANNUAL REPORT 2018

CHAIR AND CHIEF EXECUTIVE

Building on the past; planning for the future.

It's been a great year, doing what we do best: delivering English language programmes and supporting former refugees and migrants to settle, participate and succeed in all aspects of life.

During 2018, we developed and rolled out a new student management system to collect data, report on delivery and inform strategy and planning.

We launched a website (with a google translate tool) that is more accessible to learners and employers.

To help managers working with migrant staff on the Auckland airport project, we developed and delivered a cultural competence workshop with support from Ara Job and Skills Hub.

We received NZQA approval to deliver the revised New Zealand Certificate in English Language at Level 1 and 2 and developed new assessment material for both levels.

Invercargill became a refugee resettlement location. Our centre rose to the challenge of starting new programmes for learners.

Our Wellington and Auckland centres were funded by Statistics New Zealand to support ethnic communities to complete Census 2018. We provided training for learners in classes, supported individuals to complete census forms, delivered workshops for volunteer ESOL home tutors and learners to work on the census together and promoted information through events and Facebook pages. In other parts of the country, we used our own resources to deliver census training and information to learners and volunteers.

After 25 years in Tinakori Road, the national office moved premises. Staff enjoy the much-needed space and new layout.

The Electoral College appointed three new trustees in May 2018: Karun Shenoy, Sophie Ngo and Jane von Dadelszen, and re-appointed David Bromell, Amit Prasad and Gurbrinder Aulakh for a further term.

The Board set four priorities for 2019–21: English language skills for effective settlement; successful integration of newcomers into New Zealand workplaces; advocacy and partnership to reduce barriers to settlement; and building our workforce capacity and capability.



David Bromell, Chair



Nicola Sutton, Chief Executive

English Language Partners New Zealand Trust Board

Dr David Bromell (Chair)
Catherine Neill (Deputy Chair)
Anne Alkema
Gurbrinder Aulakh
Jane von Dadelszen
Sophie Ngo
Amit Prasad
Kara Scally-Irvine
Karun Shenoy
Nicola Sutton (Chief Executive)

ETHNIC ADVISORY GROUP

Our experiences of settling in Aotearoa and our connections with diverse ethnic communities support ELPNZ's work.

In 2018, the Ethnic Advisory Group:

- welcomed new member Rehab Mohamed.
- contributed to the development of the new strategic plan. We identified some needs of newcomers and suggested opportunities to increase training in cultural competence, gaining work and using technology.
- provided insight and experience of volunteering in New Zealand as a means of increasing community participation. We agreed volunteering helps newcomers meet people, build relationships and establish networks which help with settlement and employment. Our insights supported both ELPNZ's work on participation outcomes and Volunteering New Zealand's work on their migrant volunteering project.
- reviewed marketing materials and methods. We discussed marketing messages that resonate with ethnic communities and highlighted alternative marketing platforms.
- encouraged the support of learners so they can succeed at work. We emphasized the need for flexible learning options as people move in and out of seasonal work (particularly former refugees).

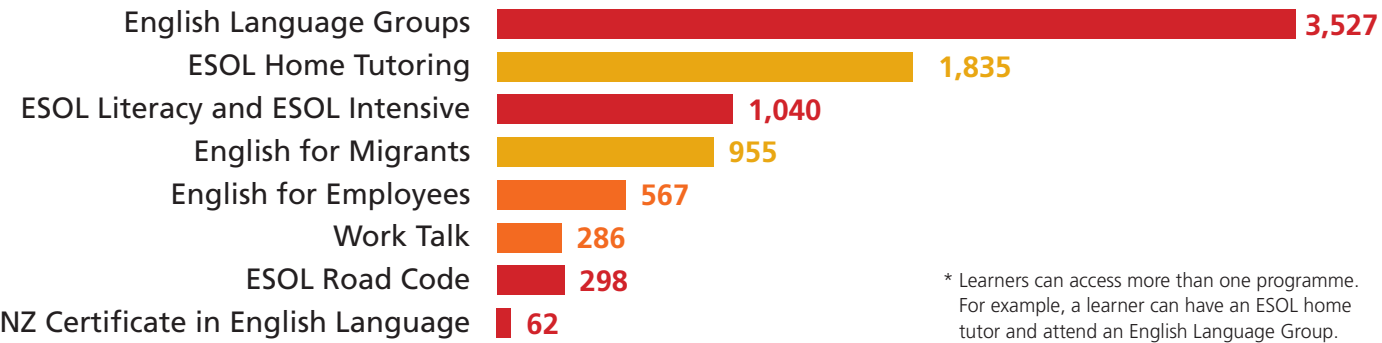


Amina Mosfassir

Ethnic Advisory Group

Amina Mofassir
Tina Castro
Chuda Ghimirey
Ruchika Jayatilaka
Rhonda Lin
Rehab Mohamed
Grace Ryu
Suming Zhang
Valentyna Sylevych

LEARNERS ACCESSING 2018 PROGRAMMES*



* Learners can access more than one programme. For example, a learner can have an ESOL home tutor and attend an English Language Group.

ENGLISH FOR WORK and everyday life

Vision Former refugees and migrants participate successfully in all aspects of life in Aotearoa New Zealand.

Purpose To deliver English language programmes and enable effective settlement.



2018 Quick stats

7,199 adult learners*
1,705 volunteers
732 new volunteers trained
350 teaching and support staff
23 locations in New Zealand

* 6,156 learners eligible for Tertiary Education Commission (TEC) funding 1,043 learners ineligible for TEC funding

Being able to do simple tasks that confident English speakers take for granted makes a huge difference in the everyday lives of newer Kiwis.

We record the daily activities learners can do after learning English that help them in their everyday life, work or further study.

Social participation outcomes are achievements such as talking to the teacher at a child’s school; making a doctor’s appointment, then being able to describe symptoms; taking the car for a warrant; or voting in elections.

“I could call the census call centre and complete the forms for my family.”
[English Language Group learner]



Employment outcomes are activities such as getting a job; asking a boss to clarify something; communicating clearly with customers and work colleagues; understanding a health and safety notice on the wall; or coping with a job interview.

“The course gave me confidence for an interview. I was scared, but did what our teacher suggested.”
[Work Talk learner, employed during course]

Further study outcomes include successes such as being able to undertake a more advanced programme; take up additional learning opportunities or start tertiary study. Learners reported achievements such as completing a road code or learner licence class; preparing for IELTS; joining a community sewing class; or starting a qualification.

“I couldn’t have done the Limited Service Volunteer [MSD] course without NZCEL Level 2. This has changed my life.”
[Former refugee, working at engineering company and studying welding]



Doing the right thing

“We live in a multicultural society, I’d like to see that reflected in New Zealand companies. Our success depends on it,” says XLam’s Dan McKean. The Nelson company manufactures laminated timber, and employs staff from Myanmar.

For carpenter Maung Hla Pan, learning English was a challenge after 15 years in a Thai refugee camp. “When I came here, I had to be taught so much. Learning English helped with health and safety. It’s important to ask things related to what we’re doing.”

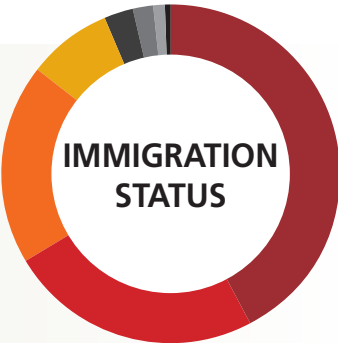
Workplace lessons also help connect colleagues. “I work with Indian men, we can’t speak each other’s language but we speak English.”

“Not only do workers have skills to communicate, there is a higher level of safety and quality,” says Dan. “Our Burmese staff are proud to be Kiwis. We wouldn’t be efficient without them.”

WRITER: AMY RIDOUT / PHOTO: CHRIS WASTNEY



Asian 4,855
Middle Eastern 1,046
South American/Mexican/Central American 526
European 364
Pacific Island 218
African 186
Other ethnic groups 4



Family category 3,058
Refugee 1,741
Permit/Visa holders... 1,361
Skilled migrants 589
Business 208
Other/not stated 140
Pacific Quota 69
Asylum 33



Homemaker 2,066
Employed 1,925
Unemployed 1,129
Retired 1,283
Student 584
Other/not stated 212

“When people have lost confidence and then they get a job, it feels amazing. She did all work and I just gave her the right encouragement.”



Employed 798
Retired 401
Student 155
Homemaker 117
Unemployed 137
Other/not stated 97

“I absolutely love it. Even if I have a bad day at work, I enjoy meeting my learner. It’s the best volunteer job.”



Going the extra mile

With six children, Sara Ahamad rarely left home. So Bonnie Dewart, her ESOL home tutor, decided to give her driving lessons. On Saturdays, dad Ali looks after the kids while Sara works towards her full licence, and with it, mobility and independence.

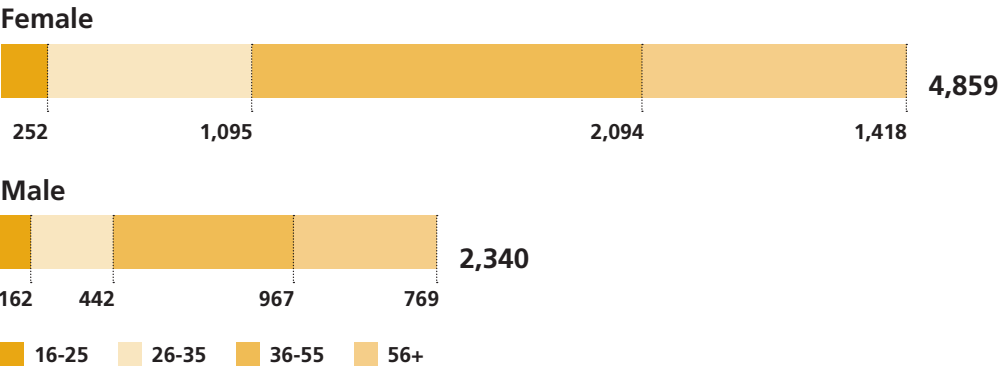
“I taught my kids to drive years ago. The principles haven’t changed, though some road rules have,” says Bonnie. She says Sara is now ready for formal lessons. “To make sure I haven’t taught any of my bad habits.”

Once Sara’s youngest starts kindergarten, she hopes to attend classes at English Language Partners.

With a little more practise, and the opportunity to gain her full licence, Sara may well be driving there.

WRITER & PHOTO: LEIGH DOME

AGE AND GENDER



Keep on truckin’

CAL Isuzu is New Zealand’s number one Isuzu truck dealership. Their staff do specialist work to keep the big rigs on the road.

Mechanical Service Manager Alex Boles says there’s no room for error. “Our customers are paying big money. We need to clearly demonstrate the price that we’re charging for the work is justified.”

Diesel mechanic Umesh Nand, from Fiji, needed to ensure his written ‘job story’ records were accurate. He was initially nervous about taking lessons. “But I’m comfortable coming to lessons now, and I’m definitely more confident speaking up in the workshop if I don’t understand.”

Alex says diesel mechanics are hard to come by, with about 90 per cent recruited off-shore, so it makes sense to retain them. “I see English learning as a good investment.”

WRITER: ALISON ROBERTSON / PHOTO: MICHAEL JEANS



A YEAR OF Highlights



Want to learn English?

FIND A CENTRE NEAR YOU

We launched our new website in July.

Invercargill became a refugee resettlement location. Colombian Kiwi learners performed at our centre's end-of-year celebration.



Christchurch centre's unique class for deaf refugees, 'Living Well in Christchurch,' won 'Community-based programme of the year, Tangata Tiriti' at the ACE Aotearoa Awards.



Staff trained to use our new student management system.



Learners were supported to complete Census 2018.



Our poster for International Mother Language Day and Race Relations Day featured the importance of Aotearoa's community languages.

Learn about Kiwi workplaces

ESOL Workplace Health and Safety

Join our intensive course - get work ready!



Our Nelson centre trialled a new course.

Funding our work

TEC

Tertiary Education Commission
8,211,785

LOTTO

Lottery
390,617



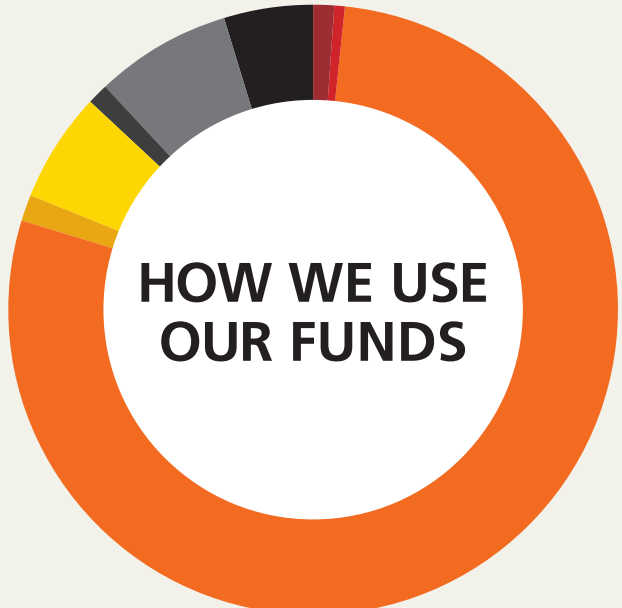
Other Grant Revenue
414,366



Donations and fundraising
11,418



Other Operating Revenue
1,756,257



Strategic projects
146,757



Governance
41,836



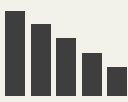
Employee related costs
8,304,912



Communication and marketing
147,615



Programmes
607,866



Depreciation, amortisation and revaluations
128,817



Administration expenses
766,053



Rent and rates
491,113

INCOME AND EXPENDITURE

Total Income	10,784,443
Total Expenses	(10,634,969)
Total Surplus	149,474

FINANCIAL POSITION

Total Assets	8,079,964
Total Liabilities	(1,462,524)
Net Assets	6,617,440
Equity	6,617,440

Full audited financial statements are available at www.englishlanguage.org.nz/annual-report

Thanking OUR FUNDERS

ELPNZ gratefully acknowledges the tremendous support of many volunteers, individuals and community members who help settle Aotearoa's newer Kiwis.

We thank the Tertiary Education Commission for funding our work, and acknowledge the following trusts, foundations, city councils and other organisations:

Auckland City Council
Community Organisation Grants Scheme (COGS)
Community Trust South
Community Waikato
East & Central Community Trust
Foundation North
Geyser Foundation
Hawkes Bay Foundation
Horowhenua District Council
Hutt City Council
Hutt Mana Charitable Trust
ILT Foundation
John Ilott Charitable Trust
Len Reynolds Trust
Lion Foundation
Lottery Grants Board
Marlborough District Council
New Plymouth District Council
New Zealand Federation of Graduate Women
Nikau Foundation
Norah Howell Trust
Pelorus Trust
Presbyterian Synod of Otago & Southland
Pub Charity
Rātā Foundation
Rotorua Energy Charitable Trust
Sargood Bequest
SkyCity Hamilton Community Trust
The Charleston Trust
The Southern Trust
The Trusts Community Foundation
Thomas George Macarthy Trust
Tindall Foundation
Trust House Community Enterprise
Trust Waikato
United Way
Waiora Community Trust
Wellington City Council
Wellington Community Trust
Whanganui Community Foundation

OUR PROGRAMMES

In class

English Language Groups
ESOL Literacy
ESOL Intensive
ESOL Road Code
New Zealand Certificate
in English Language
Certificate in ESOL Home Tutoring
(volunteer training)

For work

English for Employees
Work Talk
Job Mentoring

At home

ESOL Home Tutoring
English for Migrants



PLEASE SUPPORT US – VOLUNTEER | DONATE

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Charities Registration number: CC51013

