

LEARN ENGLISH WITH US *in class, online, for work, at home*



Working with former Refugees and Migrants

ANNUAL REPORT 2019

CHAIR AND CHIEF EXECUTIVE

“The value of outcomes is life-changing for learners in helping to support the process of settlement in New Zealand.”
NZQA, 2019.

We achieved NZQA Category 1 status in our four-yearly external evaluation and review. The NZQA reviewers said: “The most important needs of learners are understood, addressed and met” and “Strong working relationships with key stakeholders in the community positively impact the learner experience”.

The terrible tragedy on 15 March in Christchurch reminds us that our work is more important than ever. The role of language in enabling good settlement outcomes for learners and New Zealand should not be underestimated. The staff and volunteers of our Christchurch centre capably supported affected people and their community.

Two of our Auckland centres amalgamated their operations leading to reduced expenditure on overheads. The new Auckland Central and West centre continues to deliver English programmes in a wide range of community venues across the region.

Our Nelson centre partnered with Victory Primary School to deliver English classes for school students’ parents. The programme includes bilingual language support from school staff and childcare for learners’ infants.

Learners gave positive feedback about the opportunity to spend more time learning English as many of our centres increased the number of programmes and the length of classes. Programmes in the school holidays were particularly positive.

We increased our management and reporting of real-time learner data with the rollout of attendance and assessment registers for class use.

Business contracts have increased as more employers recognise the benefits to their business of investing in language training for staff.

The Electoral College reappointed two trustees in May for a further term: Anne Alkema and Kara Scally-Irvine.

We farewelled Amit Prasad who completed his final term on the Board.

In our biannual staff survey, 98 per cent of our staff told us “I believe in this organisation and the things it stands for” and “I am proud of the work that I do.”

We look forward to furthering our vision in 2020.



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
Kara Scally-Irvine
Karun Shenoy
Nicola Sutton (Chief Executive)

ETHNIC ADVISORY GROUP

The importance of English Language Partners’ vision was emphasised by the tragic deaths of former refugees and migrants in the Christchurch mosque shootings.

- In 2019, the Ethnic Advisory Group:
- shared insights into how our communities and whanau were making sense of the Christchurch tragedy.
 - welcomed two new members: Mohammad Hilal and Letícia Ferreira.
 - contributed to the development of the migrant volunteering strategy, Te Rautaki mō Whanaungatanga, launched by Volunteering New Zealand mid-year. We endorsed the vision that: Recent migrants are able to connect to, engage with, and enrich their communities through meaningful volunteering. Recent migrants have opportunities to participate in inclusive, ethical and impactful volunteering that is valued and supported by communities and community organisations.
 - provided input to English Language Partners’ submission to Immigration New Zealand on the findings contained in their National Migrant Consultations report. We identified significant problems caused by the lack of access to English language and education services for migrants on work visas or partners of work visa holders.

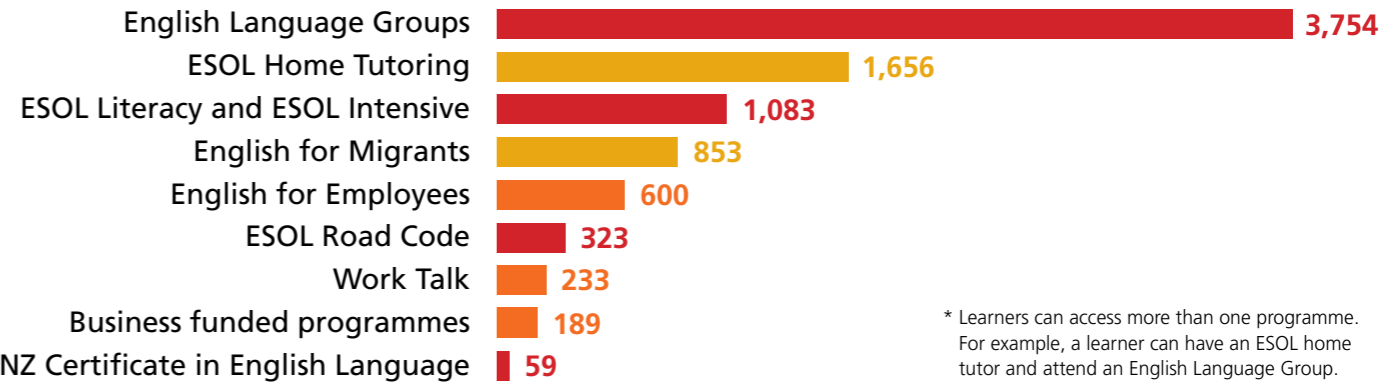


Amina Mofassir

Ethnic Advisory Group

Amina Mofassir
Chuda Ghimirey
Ruchika Jayatilaka
Rehab Mohamed
Grace Ryu
Leticia Ferreira Do Nascimento
Mohammad Hilal

LEARNERS ACCESSING 2019 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.



2019 Quick stats

7,080 adult learners*
1,486 volunteers
639 new volunteers trained
361 teaching and support staff
22 locations in New Zealand

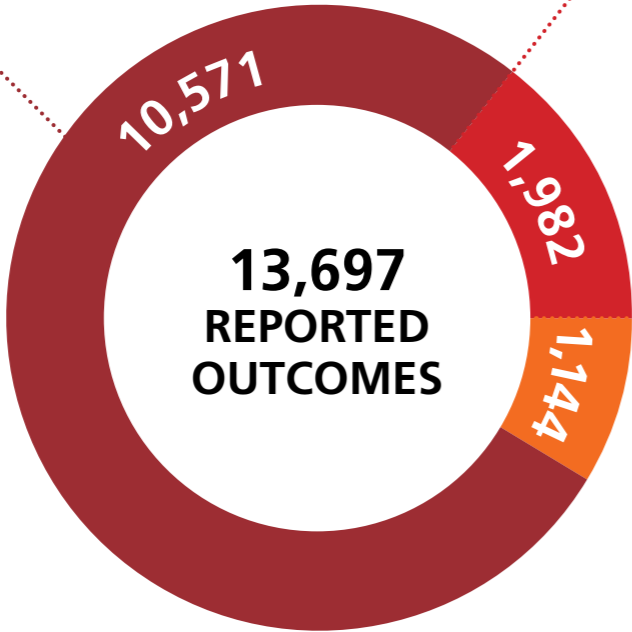
* 5,710 learners eligible for Tertiary Education Commission (TEC) funding; 1,370 learners ineligible for TEC funding

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

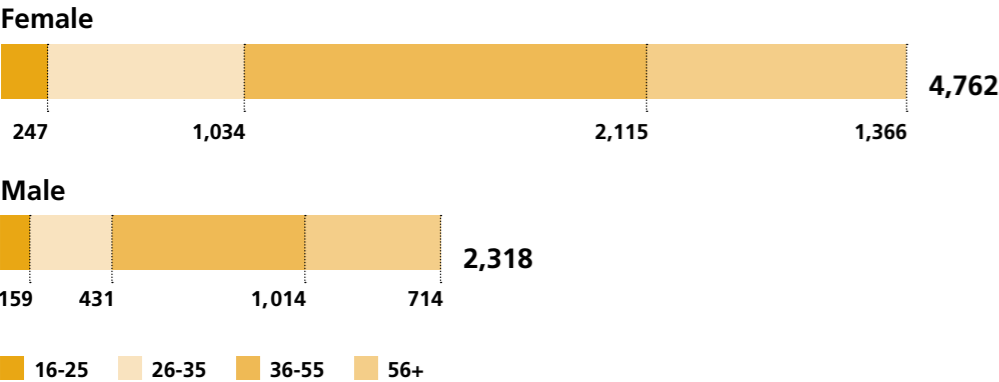
We record the daily activities learners can do after learning English that help them in their everyday life, work or further study.

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 can talk to my midwife now without an interpreter.”
[ESOL home tutor learner]



AGE AND GENDER



Dreaming big

With perseverance, Eric Alvarez is now a fully-fledged constable. Eric sought refuge from the dangers of El Salvador. “We left our village in secret.” With lessons and help from English Language Partners, he found volunteer work then a job at a Rotorua café, where he was named ‘Employee of the Year’. His workplace language improved on English for Employees. “I still hear things I learnt, like ‘shout’. On patrol, my partner says: ‘Let’s get coffee. Your shout or mine?’” Eric started to dream big when his English improved, applying for the Police. “I trained hard to get in, while studying and working. I’d come home, rest for 20 minutes, then off for a run. I was afraid of failure.” He did, however, fall short on a couple of exams. “It’s not always an easy road. You fall, get up and try again.” Inspector Brendon Keenan says Eric displays integrity, courage and compassion. “His empathy is birthed from his challenges.”



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.

“I am more confident at work now. I can speak up in meetings and discuss work issues with my supervisor.”
[English for Employees learner]

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.

“Improving my English meant I can now study for my Elder Care Certificate.”
[English Language Group learner]

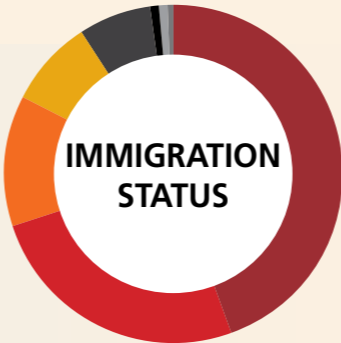


Engineering an outstanding career

Elena Nenasheva has found confidence in her own abilities. She needed to improve her communication skills to continue the engineering career she’d had in Russia. “So I attended Work Talk.” Elena didn’t just learn practical tips about job hunting and Kiwi work culture, the course also taught key skills for interviews. “Practising how to answer questions was definitely a boost to my confidence.” Practice certainly paid off. When she saw a promising job at Ramsetreid, she applied. After two Skype and one face-to-face interview, she got the job. “I was over the moon Ramsetreid hired me.” Manager, Adam Dawson, says Elena’s a much-valued member. “She’s quickly become a highly-regarded engineer.”



Asian	4,829
Middle Eastern	948
South American/Mexican/Central American	550
European	329
African	222
Pacific Island	198
Other	4

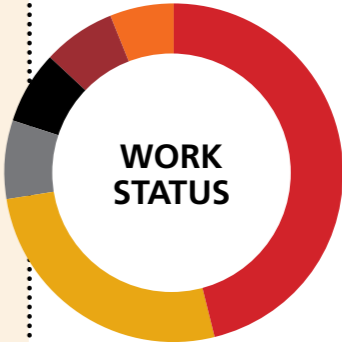


Resident Visa	3,147
Refugee	1,819
Work Visa	892
Skilled migrants	579
Temporary Visa	486
Asylum	75
Pacific Quota	58
Other/not stated	24



Employed	2,056
Homemaker	1,964
Retired	1,195
Unemployed/seeking work	978
Student	681
Other/not stated	206

“Volunteering has made me realise, as an immigrant myself, that it’s not enough to see English in NZ without its co-partner: te reo Maori.”



Employed	686
Retired	394
Student	112
Other/not stated	104
Homemaker	102
Unemployed	88

“In volunteering, I was lifted up through hard times. For every connection made, I was empowered.”



The richer for it

Mary Maxwell gets more from learners than they do from her. Mary’s assisted our Waikato centre for a decade, and won 2019’s Volunteering Waikato Excellence Award. She helps a Matamata community class and tutors two couples at home. Busy with other volunteering, her knowledge is invaluable. She helps new migrants connect; encouraging them to volunteer in community activities. “It’s about getting people confident to manage their Kiwi lives.” Many are grandparents who’ve joined families. “Some are shy, but in a small class you can make mistakes. It’s a safe space.” Some children get embarrassed by their grandparents’ lack of English. “We get learners reading children’s books, which encourages children to teach grandparents. They learn together.” “It’s a privilege to be part of this class.”

A YEAR OF Highlights

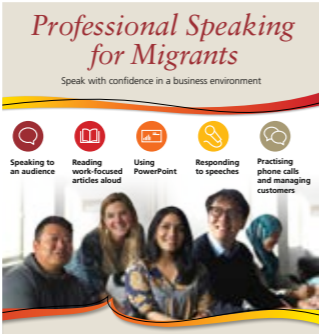


◀ We created **worksheets** to help ESOL teachers cover these Kiwi topics: ‘Healthy homes’, ‘Taking a bus to class’ and ‘Kiwi Xmas and New Year’.

We maintained our ‘**Highly Confident**’ in educational performance status following NZQA’s evaluation and review.



We rolled out our teaching strategy across the organisation.



◀ Our centres extended their programmes: offering a range of **school holiday** and **health and safety** courses, and more **Professional Speaking for Migrants** courses.



Graduates from our Porirua centre’s New Zealand Certificate in English Language course.

Our people, our cultures, our languages



◀ Our **Mother Language Day | Race Relations Day** poster featured an important message of inclusiveness for Aotearoa.

Two centres combined to ▶ become **English Language Partners Central & West**. Under new manager Murali Kumar, the merger streamlines services to better support learners and volunteers.



Funding our work

TEC

Tertiary Education Commission
8,946,043

LOTTO

Lottery
350,612



Other Grant Revenue
445,545



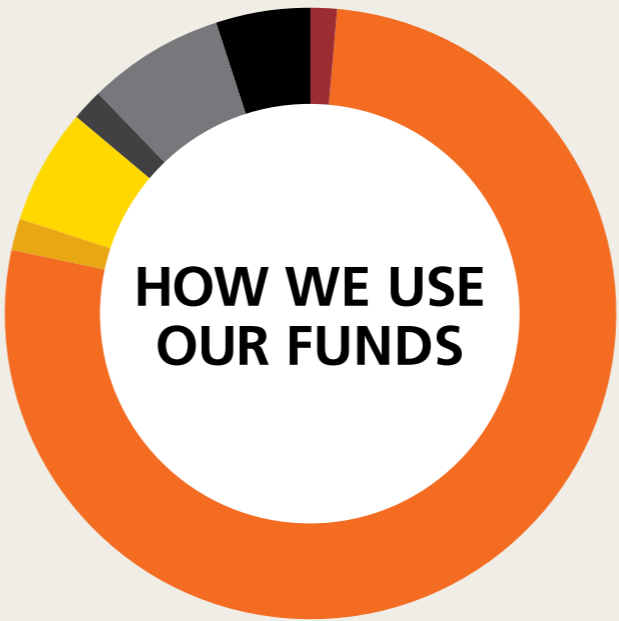
Donations and fundraising
9,788



Other Operating Revenue
1,775,326



WHERE OUR FUNDS COME FROM



HOW WE USE OUR FUNDS



Strategic projects
159,877



Governance
26,079



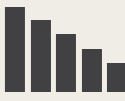
Employee related costs
8,762,534



Communication and marketing
186,294



Programmes
693,897



Depreciation, amortisation and revaluations
187,089



Administration expenses
806,696



Rent and rates
565,279

INCOME AND EXPENDITURE

Total Income	11,527,314
Total Expenses	(11,387,745)
Total Surplus	139,569

FINANCIAL POSITION

Total Assets	8,211,206
Total Liabilities	(1,454,197)
Net Assets	6,757,009
Equity	6,757,009

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:

Albany House Community Board
 Albert Daniel Hally Trust
 Auckland City Council
 Community Organisation Grants Scheme (COGS)
 Community Waikato
 Dunedin City Council
 East & Central Community Trust
 Foundation North
 Geyser Community Foundation
 Hastings District Council
 Hawke's Bay Foundation
 Helen Graham Charitable Trust
 Horowhenua District Council
 Hutt City Council
 Hutt Mana Charitable Trust
 Invercargill Licensing Trust (ILT) Foundation
 John Ilott Charitable Trust
 Len Reynolds Trust
 Lottery Grants Board
 New Plymouth District Council
 Napier City Council
 New Zealand Federation of Graduate Women
 Nikau Foundation
 Norah Howell Charitable Trust
 One Foundation
 Presbyterian Synod of Otago & Southland
 Pub Charity
 Puketāpapa Local Board
 Rātā Foundation
 Rotorua Energy Charitable Trust
 Sargood Bequest
 SkyCity Hamilton Community Trust
 Tasman District Council
 The Southern Trust
 The Trusts Community Foundation
 Thomas George Macarthy Trust
 Tindall Foundation
 Trust House Foundation
 Trust Waikato
 United Way
 Waiora Community Trust
 Waipa District Council
 Wellington City Council
 Wellington Community Trust
 Whanganui Community Foundation
 Whanganui District Council

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

