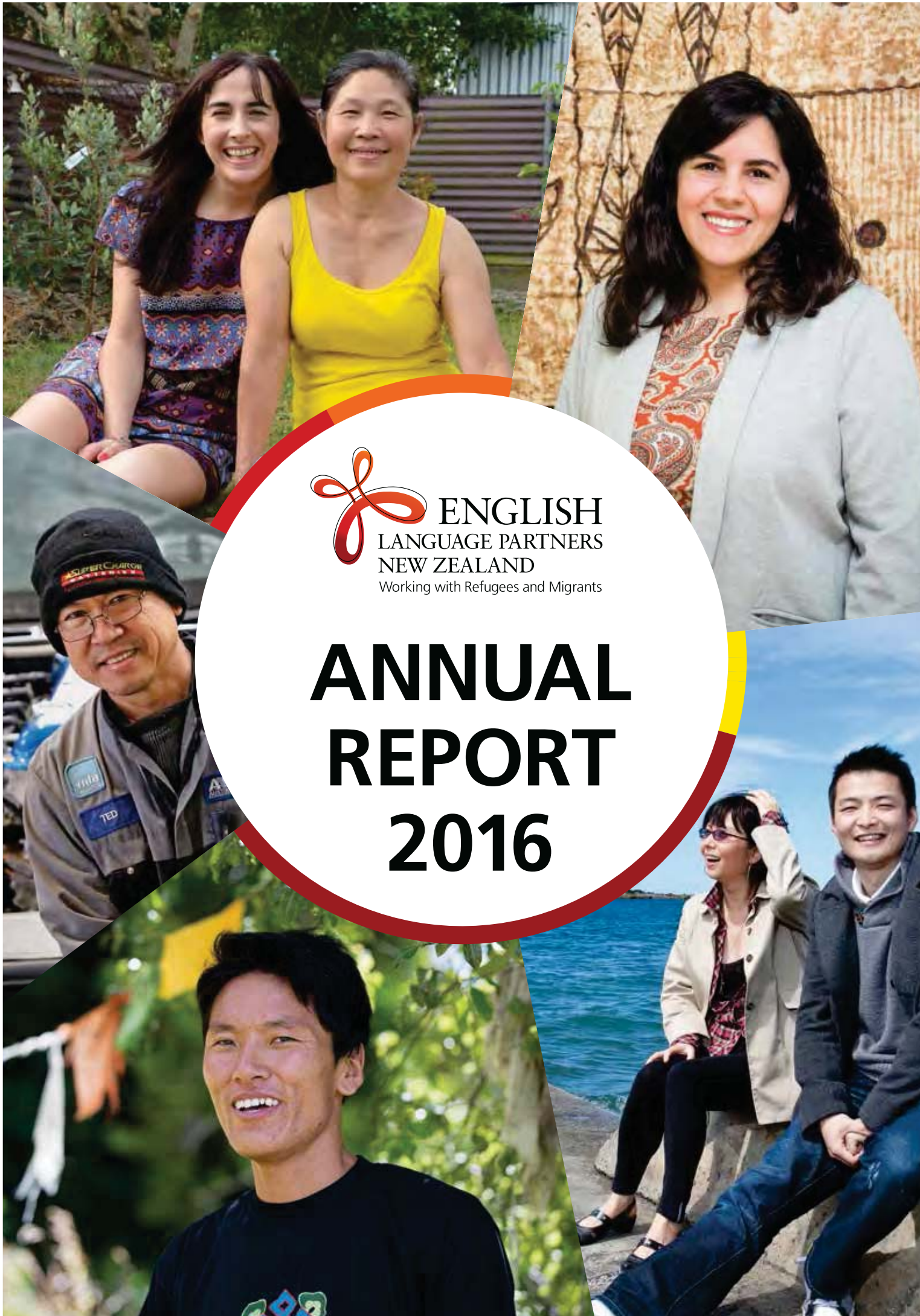




# ANNUAL REPORT 2016





# Leadership that delivered strength and growth

**Vision** That refugees and migrants have the opportunity to learn English, to pursue aspirations for themselves and their families, and to participate in all aspects of life in Aotearoa New Zealand.

**Mission** To provide English language skills and social support for the effective resettlement of adult refugees and migrants in Aotearoa New Zealand.

The ability to communicate in English is fundamental to ensuring new New Zealanders settle well in Aotearoa. In 2016, our work centred on strengthening the core language programmes we offer to help refugees and migrants manage their lives in our work-places and communities.

A heartfelt thank you to all trustees, volunteers and staff for their fantastic contributions and support, and congratulations to our learners for the tremendous progress they made over the year. 2016 was an extremely productive year:

- We completed our first year of outcomes reporting in the English Language Group programme. Social participation, employment and further study outcomes were recorded for over 5,000 learner services, providing a useful baseline for improving this programme.
- Moving from an annual to a three-year investment plan was a vote of confidence in our capability from the Tertiary Education Commission. We also succeeded in gaining Student Achievement Component funding to deliver level 1 New Zealand Certificate in English Language.
- Our Board committed to an information technology strategy with organisation-wide hardware upgrades, transitioning to Office 365 and Sharepoint, centralised support and training, a new student management system, and 300 tablets for learners and teachers.
- Nationwide systems development continued with a new online health and safety tool and a staff management system.
- Participating in the CaDDANZ research programme provided valuable insights into our work and the complex environment in which we operate and will inform our future direction.



Alasdair Finnie



Nicola Sutton

### English Language Partners New Zealand Trust Board

- Alasdair Finnie (Chair)
- Catherine Neill (Deputy Chair)
- Gurbrinder Aulakh
- David Bromell
- Gillian Brookes
- Lloyd Davies
- Amit Prasad
- Praful Rambhai
- Nicola Sutton (Chief Executive)

# Contributing diversity and personal experience

Our experiences of settling in New Zealand and our perspectives on diversity and inclusion from within ELPNZ inform our contribution to the organisation.

Our knowledge was valued in:

- The CaDDANZ research project: this research, run by Massey and Waikato Universities, aims to investigate how New Zealand can plan for, and benefit from, its increasingly diverse population.
- Providing responses on refugee and migrant use of libraries as part of the Public Libraries Strategic Plan.
- The proposal to develop class materials about family violence resulted in a new health unit in the ESOL Literacy curriculum.
- Responding to different community needs; a review resulted in changes. Ethnic Advisory Group meetings are now held in different locations, allowing members of local ethnic communities to attend and share their experiences and insights. In Christchurch, we met with a group of women from the Muslim community.
- We provided input to the development of the organisational values and the new health and safety policy for staff, volunteers, and learners. Our input included ideas for talking about developments with learners.

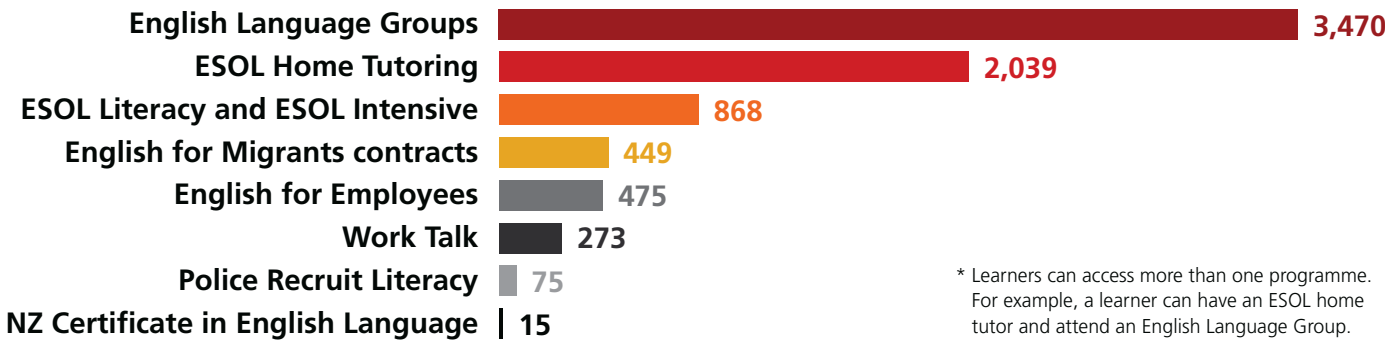


Rhonda Lin

### Ethnic Advisory Group

- Akam Faraj
- Chuda Ghimirey
- Ruchika Jayatilaka
- Rhonda (Rong) Lin
- Suldery Millan Ortega
- Amina Mofassir
- Grace Ryu
- Valentyna Sylevych
- Suming Zhang

## LEARNERS ACCESSING 2016 PROGRAMMES\*



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



### 2016 QUICK STATS

- 6,609 adult learners\*
- 2,002 volunteers
- 846 new volunteers trained
- 300 teaching and support staff
- 23 locations in New Zealand

\* 5,441 learners eligible for TEC funding  
1,168 learners ineligible for TEC funding

### 2017 PROGRAMMES

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

### Work-focused learning

- English for Employees
- Work Talk
- Police Recruit Literacy
- Job Mentoring

### One-to-one learning

- ESOL Home Tutoring
- English for Migrants



LEARNERS

Courage, determination and resettling in Aotearoa

From Damascus to “lovely Dunedin”

Wafaa Al Ashram was among the first Syrian refugees to arrive in Dunedin.

“We suffered a lot and we had lots of bad stuff happen to us, but when we arrived here we needed to learn and we needed to change...to live a normal life,” Wafaa says.

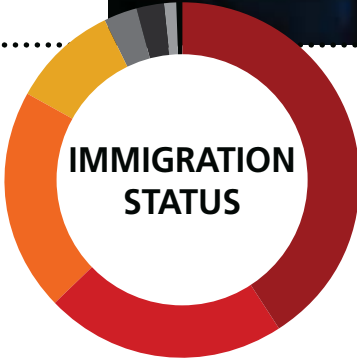
Wafaa had always wanted to learn English and says the chance to learn through English Language Partners is like a “dream coming true”.

She says while “of course” she misses Syria, she feels she is now settled in Dunedin. “People here make me feel like I’m in my home.”



Asian	4,494
Middle Eastern	874
European	411
South American/Mexican/Central America	387
Pacific Island	223
African	209
Other ethnic groups	11

WRITER / PHOTO: GRETA YEOMAN



Family category	2,702
Refugee	1,458
Permit/Visa holders	1,342
Skilled migrants	641
Other/not stated	200
Business	173
Pacific quota	72
Asylum	21

A mechanic with staying power

Teddy Bangilinan had some English skills, but not enough to be great at his job

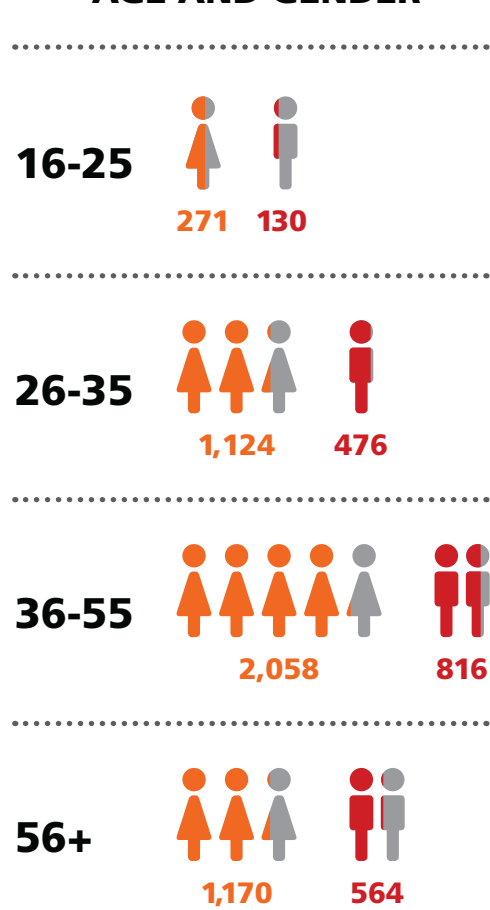
Teddy’s mechanic skills were on the government shortlist, so he was able to emigrate here from the Philippines. But he quickly realised that his English skills needed fine tuning. Explaining that “bonnet” means to a New Zealander, what “hood” means to an American, is just one of the ways our English for Employees class has removed barriers to clear communication for Teddy in his workplace.

He’s a lot happier at work now because he can communicate better with customers, especially over the phone. Teddy says the classes have been “a big help”. Soon his English skills may end up matching his mechanic skills.



Homemaker	2,084
Employed	1,930
Unemployed	1,114
Retired	838
Student	373
Other/not stated	270

WRITER: JACK MONTGOMERIE  
PHOTO: JOHN BISSET



TOTAL LEARNERS 6,609

VOLUNTEERS

Passionate volunteers giving generous support

The art of learning, while teaching

Priyesha Mendis says her experience has been a great learning curve.

While she studied for a Bachelor of Education, Priyesha supported two learners, one from the Congo, and a fellow Sri Lankan.

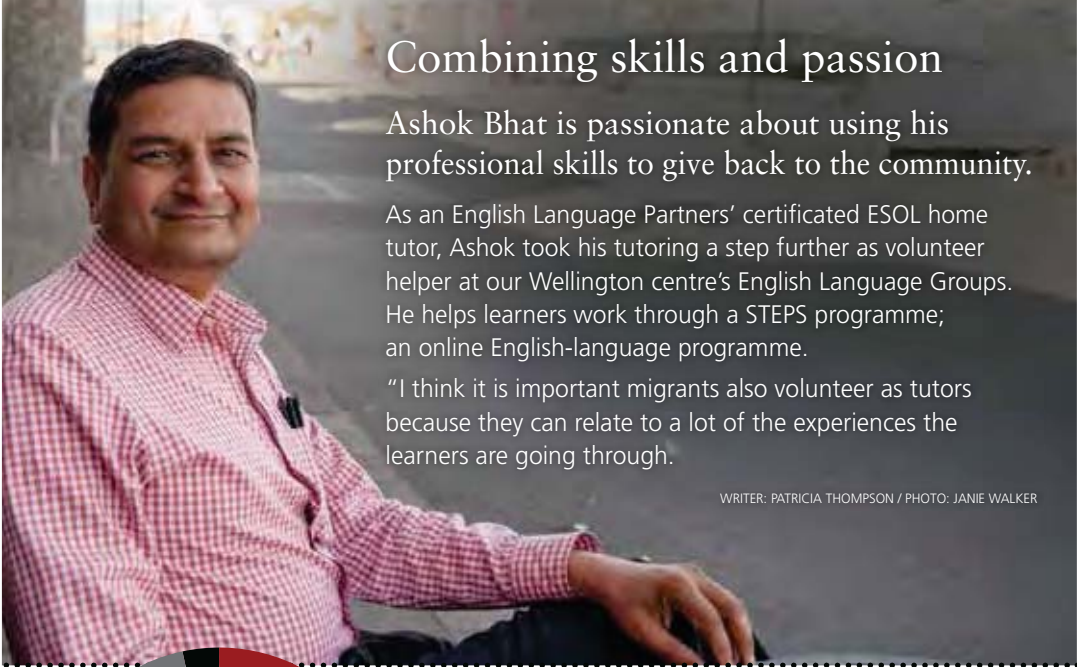
She’s one of our younger volunteers and thinks more young people should get involved. “A lot of people, especially my age, would go ‘I can’t do that kind of thing’, but they can do it,” she says.

Despite being on track to become a full-time teacher, Priyesha, says she has “heaps of plans” for when she finishes her studies. She’s enjoying the freedom to try new things before settling on a career path.



NZ Pakeha	1,136
Asian	342
European	301
Maori	35
Other ethnic groups	171
Pacific Island	17

WRITER: JAMES FYFE / PHOTO: JANE USSHER



Combining skills and passion

Ashok Bhat is passionate about using his professional skills to give back to the community.

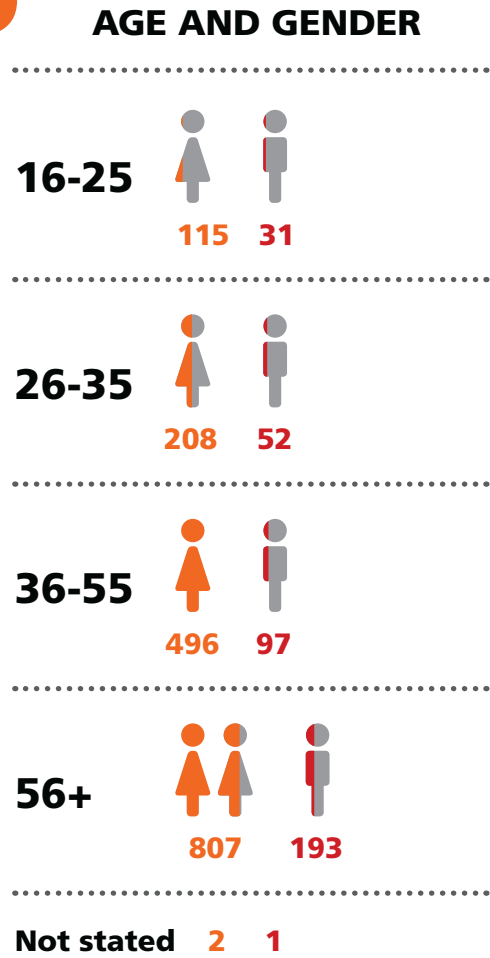
As an English Language Partners’ certificated ESOL home tutor, Ashok took his tutoring a step further as volunteer helper at our Wellington centre’s English Language Groups. He helps learners work through a STEPS programme; an online English-language programme.

“I think it is important migrants also volunteer as tutors because they can relate to a lot of the experiences the learners are going through.”

WRITER: PATRICIA THOMPSON / PHOTO: JANIE WALKER



Employed	1,854
Retired	400
Homemaker	202
Student	159
Unemployed	150
Other/not stated	91



TOTAL VOLUNTEERS 2,002





Dunedin was named New Zealand's newest refugee resettlement city. Our Dunedin team joined the massive community effort to welcome refugees from Syria: employing specialist teachers and more volunteers. With the city absorbing 30% of the refugee quota, English Language Partners is playing an important role.



## Partnership

We work together for success

Partnership, Respect, Diversity, Excellence – our new values shape our organisational culture and underpin our daily work.

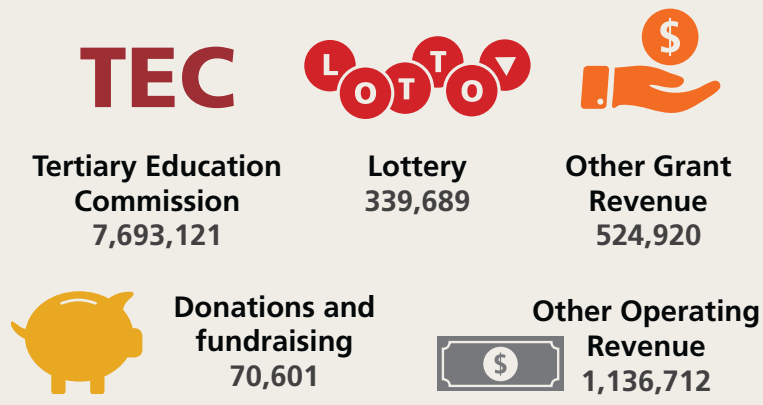


Our Police Recruit Literacy programme expanded, with 75 learners completing courses in Auckland, Waikato and Wellington.



The Work Talk programme supported 273 learners who were looking for work in New Zealand, and our Job Mentoring Service saw good success, with 35 Wellington participants finding meaningful employment.

## Funding our work



### Income and expenditure

Total Income	9,765,043
Total Expenses	(9,103,956)
Total Surplus	661,087

### Financial position

Total Assets	7,737,990
Total Liabilities	(1,659,593)
Net Assets	6,078,397
Equity	6,078,397

Full audited financial statements are available at [www.englishlanguage.org.nz/annual-report](http://www.englishlanguage.org.nz/annual-report)



## Thanking our funders

We greatly value the funding support we receive from the Tertiary Education Commission.

We would also like to acknowledge the following trusts, foundations, city councils and other organisations for awarding valuable funding support to our centres this financial year:

Adult Community Education Aotearoa  
Altrusa International  
ANZ Staff Foundation  
Auckland City Council  
Auckland Communities Foundation  
Bay Trust  
Betty Campbell Grant  
Community Organisation Grants Scheme (COGS)  
Community Trust of Southland  
Dunedin City Council

Eastern & Central Community Trust  
Endeavour Community Foundation  
Foundation North  
Hamilton City Council  
Hamilton Multicultural Services Trust  
Helen Graham Trust  
Horowhenua District Council  
Hutt City Council  
Infinity Foundation Limited  
Invercargill Licensing Trust  
John Ilott Charitable Trust  
Lion Foundation  
Lottery Grants Board  
Mana Community Grants Foundation  
Ministry of Social Development (WINZ)  
Nelson City Council  
Nelson Tasman Trust  
New Plymouth District Council  
Nikau Foundation  
Norah Howell Charitable Trust  
Northland Foundation  
NZ Federation of Graduate Women  
Office of Ethnic Communities – Settling In  
Pelorus Trust  
Plunket  
Porirua City Council  
Port Nelson  
Pub Charity  
Rata Foundation

Rotorua Energy Charitable Trust  
Sky City Auckland Community Trust  
Sky City Hamilton Community Trust  
Southern Trust  
St George Market Shop  
Synod of Otago  
The Charleston Trust  
Thomas George Macarthy Trust  
Tindall Foundation  
Trust Waikato  
Trusts Community Foundation  
United Way  
Waioira Community Trust  
Waipa District Council  
Wanganui Community Foundation  
WEL Energy  
Wellington City Council  
Wellington Community Trust



**ENGLISH**  
LANGUAGE PARTNERS  
NEW ZEALAND

Working with Refugees and Migrants

### PLEASE SUPPORT US – VOLUNTEER | DONATE

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Web [www.englishlanguage.org.nz](http://www.englishlanguage.org.nz)



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