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.

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).

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.
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, 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.”

**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 more confident 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.”

**Going the extra mile**

With six children, Sara Ahmad 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.
Funding our work

WHERE OUR FUNDS COME FROM

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Tertiary Education Commission</td>
<td>8,211,785</td>
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<tr>
<td>Lottery</td>
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<td>Other Grant Revenue</td>
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<tr>
<td>Donations and fundraising</td>
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<td>Other Operating Revenue</td>
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INCOME AND EXPENDITURE

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<tr>
<td>Total Expenses</td>
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<td>Total Surplus</td>
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FINANCIAL POSITION

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<td>Total Liabilities</td>
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<td>Equity</td>
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Full audited financial statements are available at www.englishlanguage.org.nz/annual-report

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.

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.

Our Nelson centre trialled a new course.

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

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
Rent and rates 491,113
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
- Trust Waikato
- United Way
- Waiora Community Trust
- Wellington City Council
- Wellington Community Trust
- Whanganui Community Foundation

Please Support Us – Volunteer | Donate

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PO Box 10119, The Terrace, Wellington 6143
Phone 04 471 2382
Email natoffice@englishlanguage.org.nz
Web www.englishlanguage.org.nz

Join us on Facebook

Charities Registration number: CC51013

We are rated NZQA Category 1

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

Thanking Our Funders

NORTH ISLAND

Auckland
- North Shore
- Auckland Central
- Auckland West
- Auckland South

New Plymouth

Whanganui
- Palmerston North
- Levin
- Wellington
- Porirua
- Hutt
- Wellington
- Nelson
- Blenheim
- Christchurch
- Timaru
- Dunedin
- Invercargill
- Otago
- Southland

SOUTH ISLAND