

ESOL Home Tutors (North Shore) Inc.



Annual Report

January - December 2007

**Presented at
Annual General Meeting
27 March 2008
Takapuna, North Shore**



MISSION STATEMENT:

English language skills and support for effective resettlement of adult refugees and migrants in Aotearoa New Zealand

Manager's 2007 Annual Report

VOLUNTEER SERVICES

2007 has been another busy year for the scheme. Many new learners enrolled for our services and we were lucky to have a large number of volunteer tutors who were able to help - either one-to-one or at the Social English Groups. We ran 4 Tutor Trainings in 2007 and trained 86 new volunteer tutors. As in previous years, the increasing ethnic diversity of tutors adds to the multicultural flavour of the organisation and reflects the growing number of ethnic groups deciding to make the North Shore their new home. Kiwi and Maori tutors were joined by volunteers from among others Australian, American, British, Bulgarian, Dutch, French, German, Irish, Swiss, Japanese, Korean, Chinese, Malay, Indian, Filipino, Iraqi, Latin American and Zimbabwean backgrounds.



The tutors enjoy working with a learner or with a class at the Social English Groups not only because of gaining teaching experience but also because they develop a better understanding for other cultures, have an increased awareness about what it means to move to a new country, and often develop friendships with the learners and their families.

We were delighted with the increase in active volunteers from 185 in 2006 to 248 in 2007, which helped us immensely to cater for learners who were waiting for one-to-one tuition. 75 tutors received their NZQA approved *Certificate in ESOL Home Tutoring* during the year.

4 Tutor Support Workshops were held throughout 2007. We started the year with a workshop on *Migrants & refugees needs and services* with a panel of guest speakers including Jenny Monks from the Citizens Advice Bureau, Kathy McCulloch from RMS Refugee Resettlement, Dr. Arif Saeid from RAS Refugees as Survivors and Sahbaa Mustafa, a translator and home tutor. This was followed by a workshop with Jeanette Barsdell from Language Works, on *Exploiting Authentic Text*, a workshop that gave tutors the opportunity to explore the many different ways of how authentic, easily available resources can be used in the teaching context. The third workshop of the year was again with Jeanette Barsdell and covered the topic of *Teaching Pronunciation*. We finished the year with a workshop on *Exploring Pakeha Identity and Culture* with David Tutty and Kevin McBride.

Tutors were awarded with special certificates at the end-of-year party in December in recognition of their contributions throughout the year.

Raewyn Beran, Facilitator at the Browns Bay Social English Group, also received an *Exceptional Adult Educator Award* at a dinner function at Massey University during Adult Learners Week, September 2007.



Raewyn Beran (left) with learner Gyung Soo Cheon, recipient of Outstanding Adult Learner Award.

A very big thank you to all our tutors for their continuous help during the year. We appreciate all their support. We know we couldn't do it without them and we wouldn't be the organisation that we are today without their dedication and commitment.

LEARNERS

A high number of learners enrolled for services in 2007. At the end of the year 628 learners were registered with the scheme. In total, we were able to match 259 learners with a tutor; 374 learners attended a Social English Group throughout the year. 48 learners had a home tutor and attended a class at the same time.

Learners came from around 50 different ethnic groups and as many different language backgrounds including Korean, Mandarin, Arabic and Russian and a smaller number of learners speaking Albanian, Amharic, Karen, Laotian, Malay, Polish, Swahili, Vietnamese and many more.

478 female learners were enrolled compared to 131 male learners. The highest representation of female learners was in the 35-55 age group, followed by the 56+ age group, whereas male learners had the highest representation in the 56+ age group, followed by the 35-55 age group. A number of learners celebrated their 70th, 75th and 80th birthdays last year!

In total, we ran 11 Social English Groups in 2007, including Belmont (2x), Browns Bay, Glenfield, Meadowood (2x), Sunnynook (2x) and Orewa. 2 new Social English Groups were established in Northcote and Bayview respectively that have been well received by learners in those areas.

10 learners were enrolled in the ESOL Literacy Class in Birkdale, which ran for 5 days a week during school terms. During Term 1, we also offered an ESOL Literacy Class in Northcote. Since learners of different levels attended the class, we merged the class with the Northcote Social English Group. Lower level learners joined the Birkdale class or were matched with a one-to-one home tutor.

Due to lack of suitable childcare services for our learners in many areas, we set up an ESOL class for mothers with their pre-school children in Birkenhead. The group is jointly run by a number of our volunteer tutors and the Ethnic Coordinator, Robyn Feltham, from the Birkenhead Northcote Community Facilities Trust.

Learners have put a lot of effort into learning English, and they appreciate the support tutors give them to improve their English skills and work towards achieving their goals.

Learner's card to the office:

"Just a little Thank you! 'Thank you' is a little phrase but still it's meant to show that your kindness is appreciated more than you could know."

Learner to his tutor:

"I can't thank you enough for what you have done for me. I'm sure that my English has improved day after day thanks to you. Thank you very much."

As a result, numerous learners have made great progress throughout the year. Two learners trained as volunteers with ESOL Home Tutors (North Shore) in 2007 themselves! Gyung Soo Cheon (pictured on previous page) received an Outstanding Adult Learner Award for her achievements as a learner. Congratulations and well done all!

ESOL Home Tutors (North Shore) Inc. in 2007

Learners*	628
One-to-one learners	259
Group learners	374
Volunteers	248
One-to-one volunteers	220
Group volunteers	54

Ethnicity Statistics Learners 2007

Korean	156
Chinese	102
Russian	50
Iranian/Persian	31
Japanese	22
Iraqi	19
Afghani	17
Burmese	15
Macedonian	14
Serbian	14
Bulgarian	14
Indian	13
Taiwanese Chinese	11
Thai	10
African	10
Romanian	9
Arab	8
Cambodian	7
Indonesian	7
Ukrainian	7
Egyptian	6
Kurdish	6
Croatian, Hong Kong Chinese, Latin American	4 each
Chilean, Filipino, French, German, Indian Tamil	3 each
Albanian, Colombian, Pakistani, Slovak, Syrian, Tongan, Vietnamese	2 each
Armenian, Argentinian	1 each
Byelorussian, Ethiopian, Gujarati, Hungarian, Israeli, Mexican, Mongolian, Moroccan, Peruvian, Polish, Spanish, Sri Lankan	1 each
Not specified	6

* Total learner numbers not equal to 100% of learners receiving one-to-one or SEG services since learners are able to access more than one service. Same for volunteers who often provide a number of services to learners.

STAFF and COMMITTEE

Social English Groups

5 paid Social English Groups (SEGs) Facilitators were employed in 2007. Helen Thorn continued as the Facilitator for the Meadowood SEG, Elena Burduk for the Sunnynook SEG and Carol Hazeltine for the Glenfield SEG. Since we established two new classes in Bayview and Northcote, Margi Keys was employed as the new Facilitator for both groups. During Term 1, Sue Caswell ran the new ESOL Literacy Class in Northcote. Chris Howe continued as the teacher at the Birkdale ESOL Literacy Class. Thanks to funding received from the ASB Community Trust, we are able to carry on this class for another year in 2008. Raewyn Beran and Dee Evans continued to facilitate the Browns Bay and Orewa SEGs respectively and Angela Shaw the Mothers Group in Birkenhead in voluntary capacities. Carol Hazeltine finished as the Glenfield Social English Group Facilitator at the end of the year. Jan Haldane will run the Glenfield SEG in 2008. All group facilitators were supported by volunteer tutors during the year. Thank you all!

Office Staff

As in 2006, further staff changes took place in the office in 2007. Coordinator Dawn Lehman left the organisation at the end of July 2007 to take up a full-time position with Habitat for Humanity. She enjoyed her work with the tutors and learners at ESOL Home Tutors during the year that she was with us. In September, Marisa Gonzalez was welcomed as a new full-time Coordinator. From January 2008, Marisa will also incorporate the EFM (English for Migrants) Programme into her role. Sue Sommers continued as Coordinator and is now working part-time as the Training Coordinator responsible for the Tutor Training Course for new volunteer tutors. Wilma Hilhorst continued as the Resource Librarian for 10.5 hours a week during school terms to support tutors with teaching resources. Pat Christian also continued in her role as Admin Assistant, which includes the financial administration of the organisation.

At the Annual General Meeting of the National Association of ESOL Home Tutor Schemes in May, Manager Birgit Grafarend-Watungwa was elected as a new National Executive Board member. As a result, she spends 2 days every 3 months in Wellington for National Board meetings.

Committee

New members were also welcomed to the scheme committee at our Annual General meeting in March 2007. Denise Mackres, Sharon Larcombe and Simon Kim joined the existing committee members Jan Tyler, Diane Moul, Grace McAlister, Maria Park, Natalia Robinson and Lesley Clements. Dr. Abdul Nasser was farewelled from the committee at the AGM and was thanked for his long-standing commitment to the organisation. Jan Tyler was re-elected as the Chairperson, Diane Moul as the Treasurer, and Lesley Clements accepted the position of Secretary. Maria Park was also elected onto the National Ethnic Advisory Group, which informs the National Board and Chief Executive Claire Szabo Larsen about issues facing refugees and migrants in New Zealand and makes recommendations to the Board and CEO.

2007 Statistics

(1 January - 31 December 2007)

326 (260**)	New learners interviewed
259 (176)	Learners matched with Home Tutors
374 (308)	Learners attended Social English Groups
48 (23)	Learners received both services
177 (150)	Learners attended a group more than once a week
628 (476)	Learners were helped by volunteers (one-to-one and in groups)
857 (662)	Services were provided (some learners have both)
248 (185)	Volunteers provided services
11 (10)	Social English Groups met
1	ESOL Mothers Group
1	ESOL Literacy Class
62 (57)	Refugees were helped
5 (14)	New refugee learners interviewed
418 (298)	New learners received services
69 (91)	Learners on waiting list at year end
43 (17)	Learners referred
86 (80)	New tutors trained
75 (32)	Tutors earned NZQA Certificates
54 (45)	Tutors taught at groups
220 (155)	Tutors tutored one-to-one in homes
26 (15)	Tutors did both
9 (7)	Tutors served on the Committee
21 (70)	Tutors not yet matched at year's end
114 (66)	Tutors were resting at end of year
47 (53)	Tutors withdrew during year
4	Tutor training courses
4	Tutor Support Workshops
2	Social English Group Facilitators Meetings
2	Social functions

** Numbers in brackets indicate statistics for the period 1 January - 31 December 2006.

EFM Programme

Carol Hazeltine continued in the position of the Coordinator for the *English for Migrants Programme* (EFM) for the year. The EFM programme is designed for adult students who have pre-purchased English language tuition through the New Zealand Immigration Service prior to their arrival in New Zealand. A student is matched with a qualified ESOL teacher who usually meets the student for 1.5 - 2 hours on a weekly basis. In 2007, we had 15 EFM teachers with 49 EFM student contracts. Due to changes in Immigration Policy, the number of EFM students is slowly dropping (71 EFM students in 2006). As a result, we have made the decision not to contract the EFM work any longer but to run it from the office instead. Carol therefore finished as the EFM Coordinator at the end of 2007 and was farewelled at the end-of-year party in December. Marisa Gonzalez will take on the EFM work as part of her role as Coordinator in January 2008.

ESOL Home Tutors (North Shore) Inc.



EVENTS and CELEBRATIONS

Last year's Annual General Meeting was held in March. The story of growing up in China of guest speaker Mary Weijun Collins, author of *Desert Rose*, was enjoyed by all present.

On World Refugee Day in June 2007, we invited our tutors to a movie night. Around 50 tutors attended to watch the documentary *Banana in a Nutshell*, the personal story of film director Roseanne Liang, a 1st generation Chinese New Zealander. Roseanne joined us after the documentary to answer the many questions tutors had.

During Adult Learners Week in September 2007, around 90 - 100 learners from the Social English Groups enjoyed a visit to Awataha Marae in Northcote. We went twice to accommodate all learners who wanted to join in this experience. For many learners it was the first time of visiting a Marae. They were welcomed onto the Marae with a powhiri, whaikorero (speeches) and waiata (song) - performed by both tangata whenua and the visiting learners who had practiced their waiata in class for weeks ahead of the visit! A tour of the Marae was rounded up with a cup of tea and the tasting of Maori bread.



"I enjoyed the trip to the Marae very much. I felt Maori culture is similar to old Japanese culture. They believe in their god and think nature is very important. I was impressed that nothing was wasted. After carving, the carver puts the wood chips back into the ground. And also I felt the tune of the Maori songs is similar to Japanese songs. But the difference from Japanese things is they have a big voice. The Karanga was very powerful and interesting. Anyway, it was a very good opportunity for me to get to know about Maori culture." - Learner from Meadowood Social English Group

We ended the year with our Christmas Party on 4 December at Netball North Harbour in Northcote. 300 tutors, learners, family members, committee and staff joined in the celebrations with performances from the Birkenhead Northcote Active Living Project Tai Chi and the Korean Soundwaves Drummers. A number of learners also contributed to the programme. Many tutors and learners wore their traditional costumes which added to the diverse flavour of cultures, languages and food of the evening.

PUBLICITY

Thanks to the *North Shore Times*, the *i-ball Magazine* and the *North Shore Community and Social Services* publications, we were able to advertise for our Tutor Training courses during the year and had a great response from people in the community interested in becoming volunteer ESOL Home Tutors. We also advertised in a number of other language publications (jointly with the other three Auckland ESOL Home Tutor schemes) to make learners and EFM students aware of our services.

We finally completed the work on our bookmark which advertises our services to both potential new tutors and learners. Thank you to Hyun Sun (Hannah) Suh for the design and her endless voluntary contributions to create this wonderful resource. Hannah was also the designer for the new ESOL Home Tutors banner which has been printed and distributed to all ESOL Home Tutor schemes across the country by our National Office in Wellington. Thank you again, Hannah.

NETWORKING

Staff participated in a number of networks throughout the year such as Settlement Support, ACE Adult and Community Education and many more. The scheme Manager has been involved in the ESOL Providers network and is now facilitating these meetings. Staff have also attended meetings with other providers in the field of adult and community education, ESOL provision and migrant and refugee organisations, ethnic communities and local and central government departments. They also attended meetings that were arranged by National Office. One such meeting was the peer review for the 2007 Quality Standards focussing on *Personnel: Paid and Voluntary Staff and Governance*. The scheme was commended for its excellent work in this area.

In finishing my report for the year, I'd like to take the opportunity to thank all our wonderful and hard-working staff, tutors, teachers, committee members and facilitators for their dedication in helping our learners and their families to settle into their new life in New Zealand and into the community on the North Shore. Your support is very much appreciated. Thank you also to all our funders for their continuous assistance. Last but not least, thank you to all organisations that we have worked with during 2007, and for the support from National Office staff in Wellington, our Chief Executive Claire Szabo Larsen, the National Board of the National Association of ESOL Home Tutor Schemes and all other ESOL Home Tutor schemes across the country. Your kind support and advice is very much appreciated.

We look forward to working with you all in 2008.

Birgit Grafarend-Watungwa
Manager

Chairperson's Report to AGM 2008

The committee elected at the 2007 AGM were: Jan Tyler, Chairperson, Diane Moulton, Treasurer, Lesley Clements, Secretary, Natalia Robinson, Grace McAlister, Maria Park, Denise Mackres, Simon Kim and Sharon Larcombe. Natalia, Maria and Simon make a valuable contribution to our committee as NESB representatives (Non-English Speaking Backgrounds). This year Maria was invited to become a member of the EAG (Ethnic Advisory Group) who meet regularly in Wellington and report to National Office on many of the issues that affect migrants today.

In November Sharon, Denise and Simon were all able to attend the first New Committee Workshop training weekend to be held in Wellington. They all reported positively, on the practical guidance offered, and of having the opportunity of meeting and working with a diverse group of people, all of whom share a common goal. As Chairperson, I was also able to attend the first Chair's Weekend Workshop in October. An interesting and useful workshop on Performance Management was run by Geoff Summers, from Strategic Pay, and other topics covered were Financial Management and Time Management Strategies. A more supportive and informative network is now accessible between the 22 Scheme Chairs. We have had a strong and stable committee this year. Our thanks go to Diane, now in her fourth year as our very able Treasurer, and to Lesley who has been our excellent Secretary. Sadly, we will lose Lesley from the committee this year as she has decided to move into full-time work and some extra study. Good luck Lesley, we will miss you.

Our first Quality Standard for 2007 looked at *Governance*. This was an opportunity for us as a committee to more closely examine our effectiveness in carrying out our responsibilities of setting direction and stewardship. The second standard was *Personnel: Paid and Voluntary Staff*, this examines the recruitment and management of paid staff and volunteers, to ensure that they feel valued and are appropriately supported. Work on both these standards was commended.

The committee's priority this year has been to provide a high level of support to our Manager and Coordinators in what has proved to be a very busy and productive year. We have engaged individually and as a group in professional development and upskilling in order to provide this support satisfactorily. Mid-Year we farewelled our Coordinator, Dawn Lehman, who left us to join Habitat for Humanity. Best wishes Dawn, we know you'll do well. Marisa Gonzalez then joined the staff as a full-time Coordinator, working alongside Birgit and Sue. Marisa originally hails from Uruguay but has lived in N.Z. now for several years. We want to thank Birgit, Sue and Marisa for the hard work and dedication they have shown throughout the year – reflected in our high numbers of learners and trained tutors, and the success of the scheme. Earlier in the year, Birgit was invited to stand as a Board member for the National Association, which she accepted and this has offered another voice for the scheme. Also thanks to Pat, our experienced and dependable Admin Assistant and Wilma, our Resource Librarian who ably manages our well used and extensive resource library.

We have received further funding to enable us to run our Literacy Class in Birkdale for another year, competently managed by Chris Howe our literacy tutor, and supported by a small team of volunteers. Our thanks go to Carol Hazeltine, who has run our EFM programme. Carol retired at the end of the year and this programme will now be run "in house".

The National Conference of the Association of ESOL Home Tutors was held in Wellington last year. 4 committee members, 2 staff and 2 volunteers were able to attend. Last year's conference theme was "Our People, Our Future" and many workshops were based around the issues and opportunities that go along with migration as our society becomes increasingly diverse.

A social highlight of the year was our ever growing and successful Christmas Party. Held at Netball North Harbour, approximately 300 learners, families and tutors enjoyed a diverse range of performers, from African, Afghani and Kirundi singers to Tai Chi performers and Korean drummers. Later we shared the delicious food amongst much chat and laughter – it was particularly enjoyable to see many of our learners in their national costume.

The scheme again finished the year in a sound position financially with a comfortable level of reserve funds.

Finally, I would like to thank all our committee members, Diane, Lesley, Grace, Natalia, Maria, Sharon, Simon and Denise for their commitment and contribution to the scheme over 2007.

Jan Tyler
Chairperson

Treasurer's Report for the Year End 31 December 2007

The audited financial accounts to the year end 31 December 2007 show a surplus before Depreciation of \$479.00. The base grant from the Ministry of Education was increased by \$20,000.00 on the previous year and includes further funding for Literacy of \$10,000.00. Unfortunately the E F M income we receive was down by around \$20,000.00 because of the reduction in migrants registering with us for this service. Numbers have been falling in the past few years and this is reflected in the reduction of income.

The balance sheet is showing a significant increase in Salary & Wages as we bring staff wages into line with current market levels. This is a result of a National Office survey and they have provided the additional funding to meet these increases. It was not taken out of the TEC allocation. Increase advertising and conference costs made up the small deficit after depreciation, but the committee felt that it was necessary to incur these extra costs for the benefit of new committee members and increased awareness of the scheme...

Our biggest challenge for additional funding is from grants. The increase in organizations seeking funding has seen the same amount of money being spread over more organizations and we are not receiving the same levels of funding that we have received in the past. This will continue to be an ongoing challenge in the future as we seek out new sources for grant applications.

Our Investment funds are still at the same levels that they were for the previous year, and I feel confident that we will meet the targets set in the Budget for 2008.

Once again I would like to thank Birgit and Pat for their efforts and I look forward to working with them again in this current financial year.

I would like to move that:

The audited accounts be received

The auditor for the 2008 financial year be Don Hounsell, Chartered Accountant.

There be no membership subscription set for the 2008 year.

Diane Moults *Treasurer*



ESOL Home Tutors (North Shore) Inc. wishes to acknowledge and say thank you to all funders and supporters for their continuous assistance during 2007:

ACE Adult and Community Education (Birkenhead College, Takapuna Grammar), ASB Community Trust, Bayview Community Centre, Community First Foundation, Community Organisation Grants Scheme (COGS), Human Rights Commission, i-ball Magazine, John Ilott Trust, Lions Foundation, National Association of ESOL Home Tutor Schemes Inc., New Zealand Community Post, New Zealand Community Trust, New Zealand Lottery Grants Board, North Shore Community and Social Services, North Shore Times, Scottwood Trust, South Auckland Charitable Trust, Telecom, Tertiary Education Commission, Volunteering Auckland.

Also received in advance for 2008:

ACE Adult and Community Education (Birkenhead and Northcote Colleges), ASB Community Trust, COGS, Lion Foundation, Youthtown.

ESOL Home Tutors (North Shore) Inc.



**ESOL
HOME
TUTORS**

Settlement through English

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