

English Language Partners North Shore



*Working with refugees
and migrants*



MISSION

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

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.**

ENGLISH LANGUAGE PARTNERS

New Zealand

- 23 locations in New Zealand
- 300 staff
- **2,300 volunteers**
- Supporting **8,000 adult learners**
- **500,000 consultations / lessons a year**

Coverage in Auckland

- 4 centres
- 100 suburbs
- 1,000 volunteer tutors
- 3,000 learners



Challenges for refugees and migrants

What do you think are the greatest challenges facing refugees and migrants when settling in New Zealand?

- Language
- Employment
- Culture shock
- Missing family and friends
- Cultural challenges
- Accessing services
- Gaining acceptance
- Building social networks



English Language Partners

North Shore **Our Learners** (as at 31 October 2015)

Learners come from all continents and ethnic backgrounds.

Largest numbers in ELGs 2015 were from:

Chinese (227)

Russian (27)

Karen (11)

Cambodian (5)

Thai (4)

Serbian (3)

Indonesian (1)

Korean (60)

Iranian/Persian (11)

Taiwanese (9)

Filipino (5)

Ukrainian (4)

Brazilian (2)

Macedonian (1)

Japanese (15)

Iraqi (11)

Indian (7)

Tongan (5)

Vietnamese (4)

Burundian (1)

English Language Partners

North Shore **Our Services**



- Volunteer tutor programme:
Certificate in ESOL Home Tutoring
- One-to-one tuition
- English Language Groups
Classes are held in Browns Bay, Glenfield,
Orewa, Sunnynook, and Takapuna
- English for Employees (E4E)
- Other specialised programmes
- Internship programme

How we help

- English for everyday life / Kiwi English (greetings, getting to know neighbours, going shopping, taking the bus, enrolling a child at school, opening a bank account, general NZ systems)
- Learner-centred programmes in the learners' homes as well as classes
- Expertise with low level learners – bilingual tutors
- Embedded settlement outcomes/ language needed for specific goals (driving, finding employment – better employment, further study (either English or other subjects))
- Links to community:
 - Helping to break learners' (and their families) social isolation
 - Encouraging interaction and engagement in community life



Collaboration with De Paul House



The students

- Young mothers
- Diverse backgrounds
- Difficult pasts
- Isolated in NZ
- Limited finances

De Paul House

- Free classes
- Free childcare
- Free transport to classes

English Language Partners

Expertise, teacher, resources, two volunteer tutors

Programme objectives



Targeting learners' needs:

- Literacy for everyday life
- Accessing essential services
- Learn about NZ culture/lifestyle
- opportunity to socialise with other mothers

- **Confidence to use English outside the classroom.**

Learners' stories

- “I had to go to the hospital. Hospital sent me a letter. It told me the time, date. My brother drove me there but then he went home. Then I did all by myself. Staff was kind and patient, so I could understand everything,” Julie, solo mum from Taiwan.
- “Before I am shy; never speaking. Now I talk to everyone, talk to Plunket nurse, answer phone, make appointment with doctor, go to Auckland by bus.” Takaw, solo mum, refugee from Burma.
- “Now I can solve all my problems by myself,” Zarmina, mother of four, from Afghanistan.
- “Thank you De Paul House. I have learnt a lot of things, especially English words and grammar. But the most important thing I would like to thank my new friends for becoming part of my life. I will cherish them forever,” Arleen, mother of four, from the Philippines.