



KiwiClass

MULTICULTURAL SUPPORT SERVICES | HE AMO TAUNAKI



ANNUAL REPORT | 2019

Multicultural Learning and Support Services, *trading as* KiwiClass



CONTENTS

Chair and CEO Report	2
Treasurer’s Report	4
A year in review	6
Programmes	9
March 2019 Attacks	12
Graphical Data	14
Financial Statements	17
Acknowledgements	33



CHAIR AND CEO REPORT

2019 has been a very eventful year and a number of fronts. On March the 15th, 2019, the country witnesses the tragic events of the massacre in Christchurch. This deeply affected our community and MCLaSS, as we were then, responded superbly.

We became a hub and gathering point for many and witnessing the dignity and forgiveness of people that lost friends in the attacks was humbling. Although the network had experience of responding to the likes of the Christchurch earthquakes, nothing could have prepared us for this situation.

In 2019 our enrolment numbers did experience a decline from 2018, total numbers being 799 against 872 for the year before. We have had excellent feedback from students and clients about our service delivery in 2019 which has, in part, resulted in an increase in some of our funding. This is a testament to the quality of teaching provided by our teachers, led by Kim Paterson. On the occasions where a student leaves to enrol elsewhere, often for practical reasons, many return to us because of the strength and dedication of our staff. We've also explored new funding streams and launched a new Social Cohesion project, as well as introducing an Employee Assistance Programme (EAP) which provides free counselling and mental health and wellbeing support to staff.

This success was validated by the results of a Tertiary Education Commission audit, which we passed with flying colours, i.e. 100% compliance and no recommendations. This is a great result and, particular mention must be made of our administration staff as a good part of the audit focused on the data we collect about our students.

During the year, our Chief Executive, Elizabeth Young, commissioned an independent review of our health and safety policies and procedures, resulting in the implementation of a comprehensive Health and Safety Management Plan. A similarly comprehensive review of our financial policies and procedures has already been completed. The review of other policies such as HR continues, so that in the future, KiwiClass will have robust policies, procedures and practices in place that both enable and protect KiwiClass and its staff, students and clients. Thank you to both Molly Kennedy and Elizabeth Young for this.

At a more practical level, our kitchen area had long been a source of irritation. Albeit, the work was completed in January of 2020, this project was scoped, commissioned and paid for in 2019. It looks great and the feedback from students and staff alike has been very positive. We have also installed brand new machines in our computer lab thanks to an extremely generous donation from the Glencairn Fund, and upgraded all our chairs, this one may seem trivial but when you're sitting in class for hours every day a good chair is very important.

From a financial perspective, KiwiClass performed strongly again, recording a surplus of \$57,767. As at 31 December, 2019, KiwiClass has \$354,459 in accumulated funds which means we are in a very healthy position. We were also, once again, accredited as a Living Wage Employer,

We are now Multicultural Learning and Support Services, trading as KiwiClass. After our AGM we hope to be known simply as KiwiClass. This re-branding process was very much student and client driven and has been very well received. We believe it resonates very strongly with the community we work with and seek to reach out to.

This will be Chris' last Annual General Meeting as he is standing down from the board of KiwiClass. Chris has thoroughly enjoyed his five-year association with KiwiClass and hopes that in some small way he has made a difference to it:

"To my colleagues on the board, past and present, a huge thank you for your support along the way. I have appreciated the collegial and constructive way in which we have gone about our business. Over that time, I have had the pleasure of working with great people and note Mary Collie-Holmes, Molly Kennedy, Debbie Player and Elizabeth Young as being at the forefront of that group.

Finally, a tribute to our staff, very ably led by Elizabeth Young as our Chief Executive, Kim Paterson as our ESOL Programmes Manager, and, Cinithia Soto as our Employment Programmes Manager. They are supported by Athicha Janrit and Lucia Zhang who are the glue that holds many things together for us."

Chris Gilchrist and Elizabeth Young

CHAIR AND CEO





TREASURER'S REPORT

I am pleased to present the Multicultural Learning & Support Services Inc (trading as KiwiClass) Financial Statements for the year ended 31 December 2019. These have been audited by Moore Stephens with an unqualified opinion received.

The Statement of Financial Performance shows our income, expenditure and final surplus for the year ended 31 December 2019.

Total revenue for year ended is \$1,389,145. This is fairly consistent with the prior year with only a slight increase of \$40,213 which is mainly due to revenue from funding received during the year.

Total expenses have also remained reasonably constant with a slight increase of \$53,108 to be \$1,331,379 for the year ended 2019. This increase in expenses was mainly due to increased wages & salaries and costs relating to the running of the English classes.

As both the revenue and expenses have remained constant, this has resulted in us retaining a surplus for the year of \$57,767 (a decrease of \$12,895 from 2018). We are pleased to retain a surplus for 2019 as this indicates that we are still in a safe financial position.

The Statement of Financial Position report shows our assets, liabilities and total accumulated funds as at 31 December 2019.

Total assets have increased slightly by \$21,498 to \$441,884. This is mainly due to purchases in Furniture and Equipment and IT Equipment during the year. Total liabilities have decreased by \$36,268 to \$87,425 which is mainly due to the timing of GST and accounts payable payments.

The total assets less total liabilities has left us with accumulated funds of \$354,459 as at 31 December 2019, an increase of \$57,767 from 31 December 2018. This increase in accumulated funds contributes to our stable financial position for the 2019 year ended.

Overall, we are pleased to have a surplus for the year ended and increased accumulated funds as at year end. Maintaining a stable financial position is especially important to us now due to the disruption that Covid-19 could have on the 2020 financial year.

The Board monitors the financials regularly during board meetings and has remained comfortable with the financial position.

Tuzla Lathiff

BOARD TREASURER

A handwritten signature in black ink that reads 'T. Lathiff'.

2019 BOARD MEMBERS

Chris Gilchrist, Chair
Jane Selby, Deputy Chair
Bridget Murphy
Jeff Thomas
Julia Tha (*from May*)
Martine Udahemuka (*to May*)
Marty Pilott (*to May*)
Robyn Pask
Sajon Warde (*from May*)
Tuzla Lathiff
Zainab Radhi (*from May*)
Goh Jian Wei (*Minute Taker*)

STAFF

CHIEF EXECUTIVE

Molly Kennedy (*to June*)
Elizabeth Young (*from June*)

ESOL PROGRAMMES MANAGER

Kim Paterson

EMPLOYMENT PROGRAMME DEVELOPMENT MANAGER

Maaikie Christie-Beekman (*to February*)
Cinthia Soto (*from February*)

ADMINISTRATION OFFICERS

Athicha Janrit, Lucia Zhang

ESOL ASSESSORS/COURSE ADVISORS

Ximena Abarca-Espina, Aurélie Poinard, Kate Peters

EMPLOYMENT COACHES

Cinthia Soto, Sheilah Jacay, Mo Khalifah

ESOL TEACHERS

Abram Shamon, Ada Nally,

Andy Falshaw, Aurélie Poinard, Babette Polly, Balazs Kundermann, Bernice Deller, Dorothy Velupula Nightingale, Fiona Hoang, Jill Visser-Cox, Jinnie Potter, Joyce Tam, Kate Peters, Maggie Rainey-Smith, Malcolm Pimentel Hellier, Mary Connell, Natalia Beliaeva, Philip Muollo, Sarah Pettus, Shelley Ashley, Sukanya Kanarally, Ximena Abarca-Espina, Warwick Thorn

HOMEWORK CLUB

Joanna Divett, Carolina Henriquez, Maria Haddad, Maya Abdulrahman Hasan, Taylor Hughson, Tessa Bardsley, Raniah Shamonka

CHILDCARE WORKERS

Abyssinia Getachew, Amina Muday, Fatima Rannan, Laura Garland, Merumo Soumagnas, Muna Roble, Prabha Prathaban, Reem Aldroubi, Tania Ida Palomina-Vargas, Vannida Kheng, Yasemin Yalcin

VOLUNTEERS 2019

ESOL TEACHING ASSISTANT VOLUNTEERS

Aaron Bell, AlmusKiryo Ishak, Ana Novaka, Anastasia Wilkes, Andrew McArthur, Arzoo Nayyar, Ashok Bhatt, Ayesha Tahir, Bhooma Shreenivas, Catherine Yates (Cashy), Celia Murphy, Christopher Kelly, Dariya Cherkashina, Darrell Read, Dawn French, Dung Nguyen, Ellen Donnelly, Fadwa Alkak, Fiona Barry, Hafza Tahira, Hana Mills, Hannah Holder, Hayley Henton,

Heather Mills, Igor Altytsa, Jan Francis, Jane Selby, Jessica Skinner, Jill Skinner, John McLean, Joycelyn Ho, Judy Keats, Kasia Gil, Kathryn (Kathy) Ombler, Kelly Ke, Lesley Udy, Li Sun (Lily), Linda McCullagh, Lisa Bridson, Mark Wass, Mary-Jane, Monaghan, Muna Koujan, Peter Williamson, Philip Muollo, Quynh, hi Nhu Le, Rebecca Gillet, Robin Willink, Roger Harvey, Sameera Waqas, Soma Mukherjee, Sophie Simons, Sophy Oum, Suzanne Levy, Syeda Fatima Zehra, Tess O'Connor, Tho Do Vo, Trevor Lankow, Tricia French, Trina Burns, Xie Yue (Oba), Yang Lu, Yurie Nadiya, Zahra Amari

HOMEWORK CLUB VOLUNTEER TUTORS

Hutt: Anishka Kunanayagam, Becca Dobbin, Caleb Chan, Christine Carline, Michael Berryman, Nadia Ngan, Richard Rhoades, Rose Peoples, Savannah Smith, Victoria Mitchell, Caitlin McInnary

Wellington: Alice Brown, Arran Whiteford, Aysha Tahir, Caitlin Ogilvy, Carla Ceppi, Cathline Ogilby, Evie Lindsay, Hanna Aulia, Kyle Grant, Mary Clark, Michaela Brown, Milani Petrovic

SOCIAL MEDIA VOLUNTEER

Shannon Toe

INTERNS

Fatima Serah, Jing Lu, Alexandra Kurmen

A YEAR IN REVIEW

MARCH 2019 ATTACKS

The events of 15 March 2019 were undoubtedly a tragedy that will reshape Aotearoa New Zealand irreversibly. Here at KiwiClass we felt the effects of the attacks immediately, and the aftereffects are still being felt by our students and clients.

In the aftermath of the attacks, many of our students were re-traumatised and grief-stricken. Several of them were very close to the Muslim and refugee communities in Christchurch, having family and friends living there, and having lived with many of them in the Mangere Refugee Centre prior to their resettlement in Wellington and Christchurch. Several of our students had friends and family killed in the attacks. This led to the re-traumatisation of many of our students who had fled violence, persecution, torture and trauma, creating overwhelming feelings of devastation that this had happened in a place they considered one of the safest countries in the world.

On the Monday immediately following the attacks, we created a safe and open space for students and clients to come together and grieve, with food generously provided by local caterers, writing messages of support in any language on a board that we displayed on our reception walls for several weeks. We also provided venues for groups of men and women to come together to support each other. Our hearts go out to every person affected by this horrific attack.

NEW CEO

Molly Kennedy finished up her role as CEO in June 2019, after four years leading MCLaSS. With her second child on the way Molly decided it was time to move on and take more time to focus on her family. Molly was an incredible asset to the organisation, and we will be forever grateful for the hard mahi she put in getting KiwiClass to where it is; she will always remain part of our wider whanau.

Elizabeth Young joined KiwiClass (then MCLaSS) as our new CEO in June 2019. Bringing with her years of experience working with refugees, people seeking asylum and internally displaced peoples across four countries, Elizabeth has hit the ground running and guided the staff, students and volunteers through many changes. Elizabeth has proven herself to be a competent and confident CEO and we are looking forward to seeing what the future brings for KiwiClass under her leadership.



REBRAND

After more than two years in the making, November 4, 2019 finally saw the launch of our new name and our new brand! This was a move that was decided by our students, and for our students. For nearly 25 years we have been known as MCLaSS, Multicultural Learning and Support Services. After extensive consultation with our students, we found that most didn't know what MCLaSS stood for, and that they had no personal connection to the name. After a lot of discussion and feedback, we asked our students and clients to vote on a new name and a new logo. The results were clear: our new name would be KiwiClass. Our students report that the new name makes them feel more welcome, and like a real member of their new home.

Our new brand was developed by Tim Christie of Tim Christie Design. The rebrand included a new made to measure website, www.kiwiiclass.org, created by one of our very own staff, Balazs Kundermann, who also runs Barefoot Web Design when not teaching. Balazs generously donated his time to develop the website and continues to maintain it for us. We also revamped our social media channels and now have a thriving Facebook page – of you aren't already following us go and give our page a like at facebook.com/kiwiiclasswellington

We held a great launch event, attended by hundreds of past and present students and clients, funders, staff, volunteers, former CEOs, board members and management, members of Wellington City Council and the general public. The atmosphere was fun, exciting and one full of promise for our future together as KiwiClass.





NZQA AUDIT

May saw an NZQA Audit in which we received the highest rating possible: Highly Confident. This audit was a very challenging one to prepare for but of course the excellent mahi of our team ensured that we received the highest rating NZQA could provide. This is a testament to the quality of our teaching staff and the organisation as a whole. The last audit was held in 2015 and we received a rating of Confident.

TEC AUDIT

In October 2019 KiwiClass underwent a thorough audit by the Tertiary Education Commission (TEC), our main funder. The audit happens every three years and was carried out over several days scrutinising our data collection, information storage and adherence to contractual obligations. We are proud to announce that we received a score of 100% in this audit, with zero recommendations – this is the highest rating possible and validates the hard work and meticulous administration undertaken by our team.



SOCIAL COHESION PROJECT

In late 2018 we initiated our new Social Cohesion project by launching our first ever KiwiClass Social Club. The Club has gotten off to a roaring start with participants from the general public as well as our own students and clients coming together fortnightly to practice their English in an informal environment, play games and make new friends. We have a lot of other great ideas for this project so watch this space



TIKANGA MAORI

As part of our rebrand we have included the words He Amo Taunaki into our new name. The name is based around the role KiwiClass plays in the community, a role of providing support. Gifted to us by local members of Taranaki Whānui iwi, 'He Amo Taunaki' is the equivalent of the phrase, 'Pillars of Support'. We believe these words truly encapsulate the role of KiwiClass – to act as unwavering pillars of support for those newly welcomed to Aotearoa New Zealand.

In June 2019 we were delighted to receive the ACE in Communities Tikanga Maori Award for the hard work we have done in incorporating both Tikanga and Te Reo Maori into our curriculum. Not only have we been doing this in our classes for students, but we have also been offering Te Reo Maori classes for our staff and board.



LIVING WAGE EMPLOYER

In 2019 KiwiClass was recredited as a living wage employer, something we are very proud of. Everyone deserves to be paid a living wage and being part of this movement is something KiwiClass is dedicated to.

PROGRAMMES

ESOL PROGRAMMES

- In 2019 we started new Empowering Families courses in Mt Cook and Johnsonville. The Mt Cook course was closed after one term due to poor attendance.
- In Term 4 we launched our English through Sewing Class pilot in Porirua. The purpose of this class was to teach English through the medium of sewing skills. It is hoped that this would attract learners who might not be otherwise motivated to learn English as well as teaching and refining sewing skills that could ultimately be used as a pathway into work or to encourage home sewing to meet learner needs and as a cost saving measure. An optimum class number of about 8 students was all that we could envisage running, given the need for 1-1 support, teaching space and access to equipment. The course was to be run for a term and then reassessed. It was very successful with a waiting list established. It was decided after consulting the learners that a second level needed to be introduced where the learners would bring a pattern of their choosing and try to complete this in the class. This will be run in term 1, 2020.
- As always, our Learners Driver's license class, on Saturdays, was well patronised with waiting lists ongoing.
- We also introduced a Kiwi English class, once a week on Saturdays in Wellington and in the Wairarapa, run over a term. The Wellington course was able to maintain numbers from its inception but the Wairarapa class, although well surveyed as to what was needed, does not yet have the settlement of refugees in the area to sustain its numbers confidently. It continues to run but with minimal numbers, a decision made based on keeping our foothold in the area and a brand presence. Kiwi English classes are aimed at intermediate and above learners who are likely to be working but want to improve their fluency, confidence and skills in relation to everyday English spoken in New Zealand which includes many Te Reo words and idiomatic language. The course also introduces Te Tiriti and elements of key New Zealand history.
- In respect of our other courses, there has been an impact from the lack of social housing available in the Greater Wellington Region. This has been reflected in lower student numbers particularly in the Hutt and Porirua areas where we have had to merge English for Work classes to keep them running on occasion.
- Our General English, Seniors (65+) and other Empowering families' classes were well taught and as popular as ever.





HOMEWORK CLUB

Homework Clubs are delivered with funding from the Ministry of Education, and in partnership with Wellington East Girls High, and Hutt Valley High School. The Wellington Club has been running for two afternoons per week from our Webb St office for several years, so in 2019 we started up our Hutt Club. The Hutt Club runs from Naenae College on Monday afternoons and Hutt Valley High School on Wednesday afternoons.

The clubs are run on a drop-in model, with young people from refugee backgrounds attending when they need to, to receive one on one support with their NCEA assignments and homework tasks. The Clubs are comprised of a Coordinator, a Registered Teacher and language-specific Teacher Aides, as well as a number of volunteers. So there are always many adults around with expertise in high school subjects to help young people get the most out of the support on offer.

EMPLOYMENT

- During 2019 we were able to support 70 former refugees and migrants and assisted 45 of them into part-time and full-time employment. In addition to that, our employment survey reported that 97% of surveyed clients were feeling an increase in confidence in their ability to find work and satisfaction with our support programme.
- We extended our employment and ESOL assessment support with the addition of a new employment liaison. This new role was created because client feedback showed an urgent need for increasing our employment connections in the Wellington region to facilitate opportunities, particularly for those clients who struggle most to enter the employment market due to lack of local experience and network. The addition of the new employment liaison to our team has been successful, and by the end of 2019 we were able to increase our database of employers with more than 60 new contacts.
- We continued to successfully offer our one-to-one coaching service and In-Work Support for clients. In 2019 we also offered several training workshops for our clients including New Zealand Employment Law, self-employment, New Zealand Workplace, Motivation and Resilience, CV and interview skills. We also ran workshop sessions in different languages to allow our clients with limited English to participate and learn about work-related topics in their native languages.
- As part of our efforts to increase our visibility within the different Ethnic Communities in Wellington, we organised an Ethnic Communities Night in June 2019. We invited members and representatives of churches, associations and community groups to come and learn about our various services and the support we could offer to their communities. It was a great opportunity to liaise with potential employers, who through their small businesses could open the doors to our clients for

internships and work opportunities. It was a productive and enjoyable night, where we could promote our employment services and create valuable opportunities for our job-seeker clients.

- We are pleased that our internship programme has continued, giving our clients the opportunity to get 3 months' work experience in administration. The employment internship includes one-on-one training and transport costs, to enable our clients to gain New Zealand work experience and a local reference. During 2019 we were able to support 3 internships for our clients who benefited by learning about our database system, practising their communication skills, and getting constructive feedback to improve their administration skills.



15 MAR



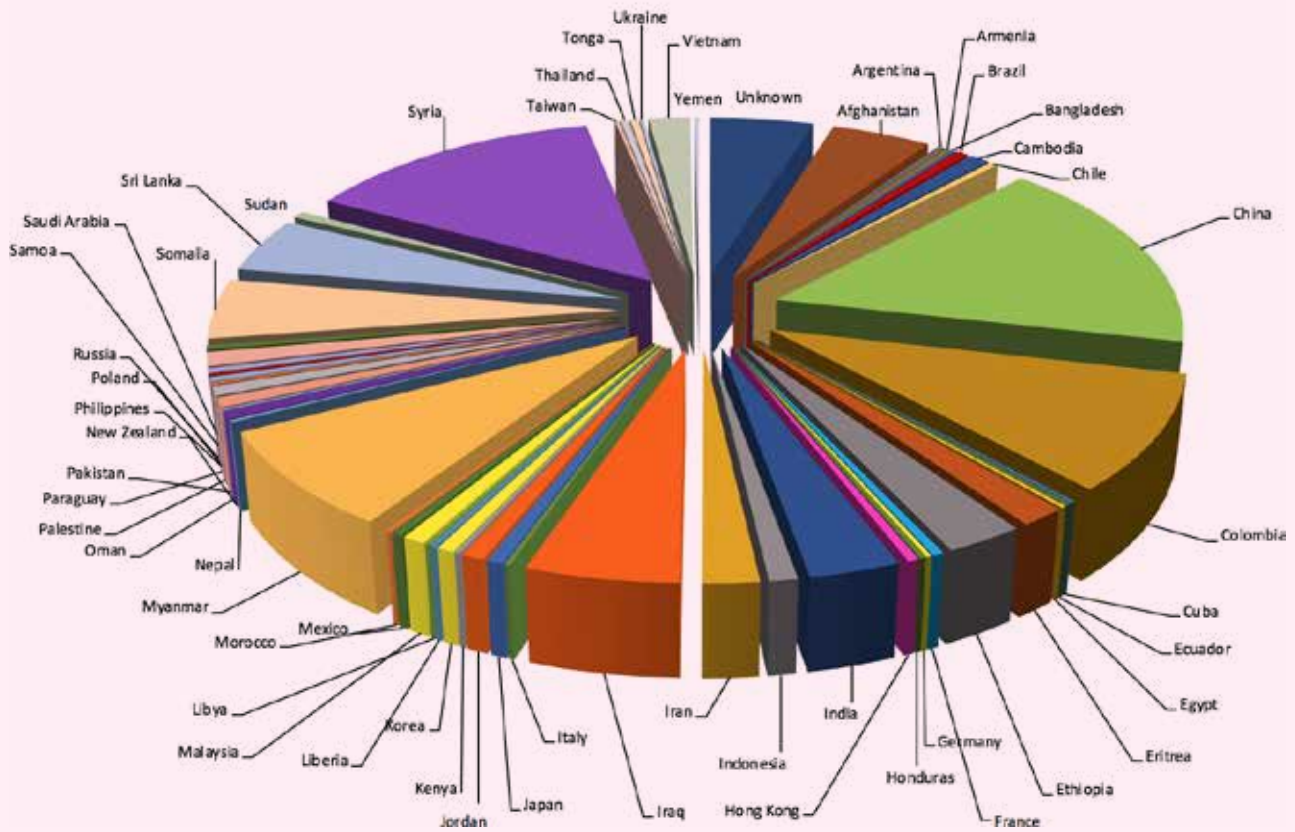


ON THE MONDAY IMMEDIATELY FOLLOWING THE ATTACKS, WE CREATED A SAFE AND OPEN SPACE FOR STUDENTS AND CLIENTS TO COME TOGETHER AND GRIEVE, WITH FOOD GENEROUSLY PROVIDED BY LOCAL CATERERS, WRITING MESSAGES OF SUPPORT IN ANY LANGUAGE ON A BOARD THAT WE DISPLAYED ON OUR RECEPTION WALLS FOR SEVERAL WEEKS. WE ALSO PROVIDED VENUES FOR GROUPS OF MEN AND WOMEN TO COME TOGETHER TO SUPPORT EACH OTHER. OUR HEARTS GO OUT TO EVERY PERSON AFFECTED BY THIS HORRIFIC ATTACK.

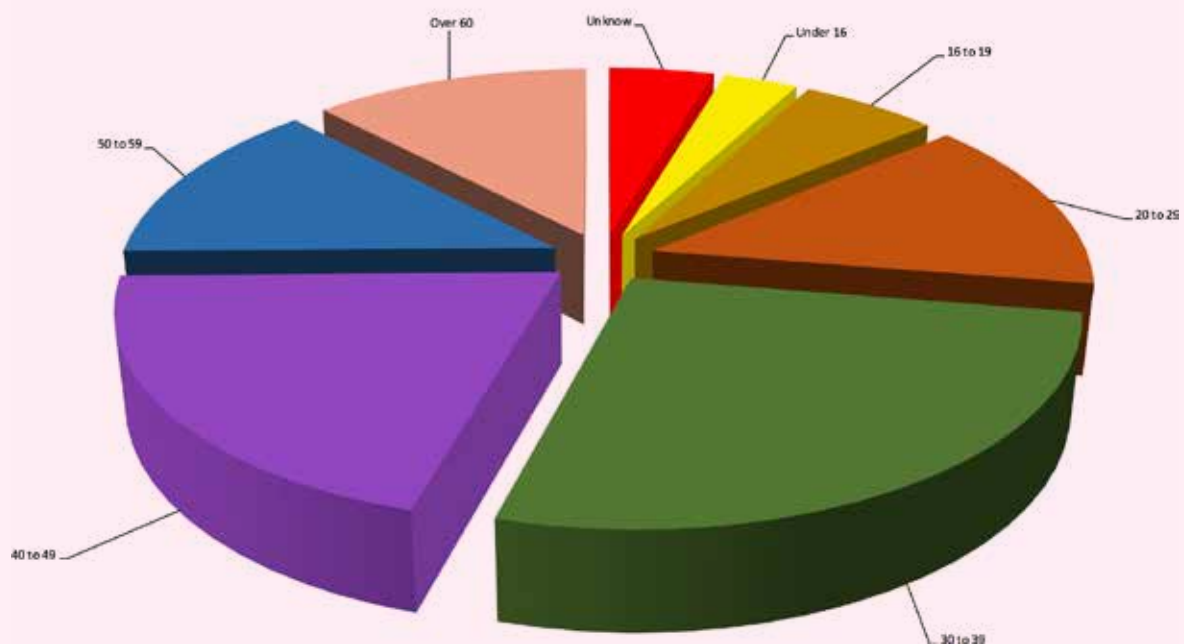
STUDENT DATA

ESOL PROGRAMMES

STUDENT COUNTRY OF ORIGIN



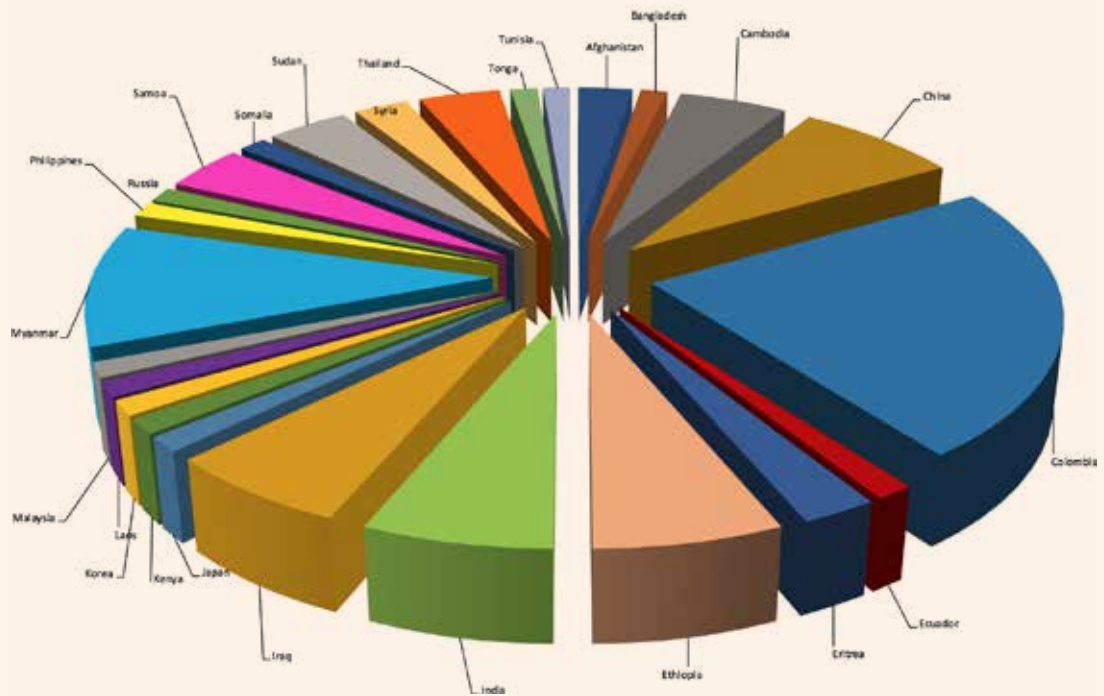
STUDENT AGE



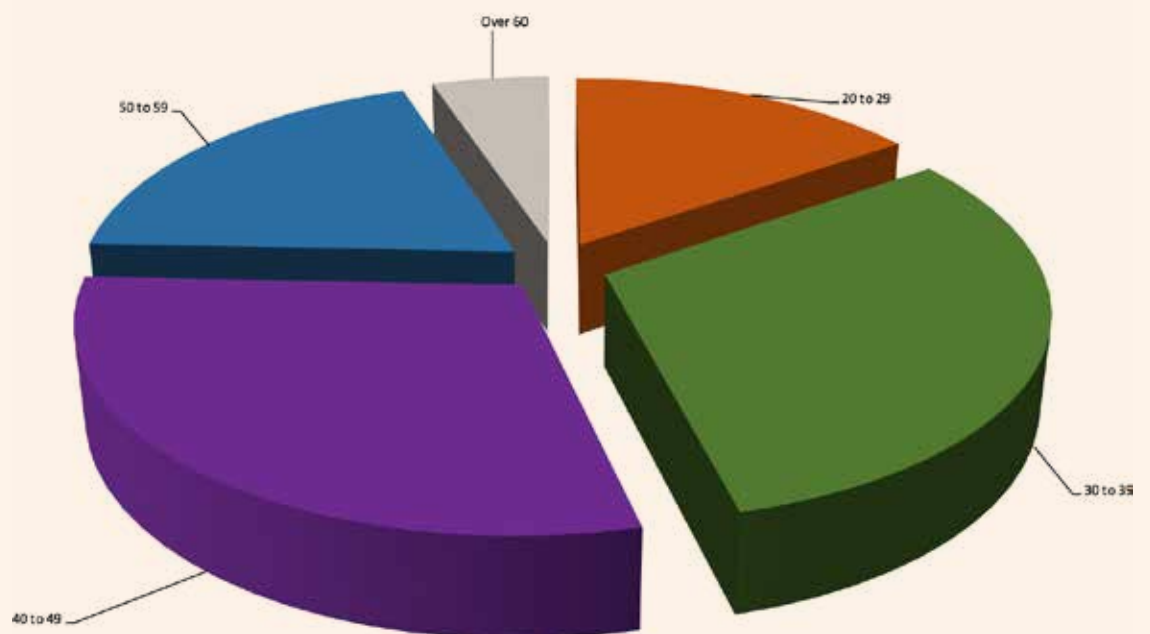
CLIENT DATA

EMPLOYMENT PROGRAMMES

EMPLOYMENT CLIENT COUNTRY OF ORIGIN



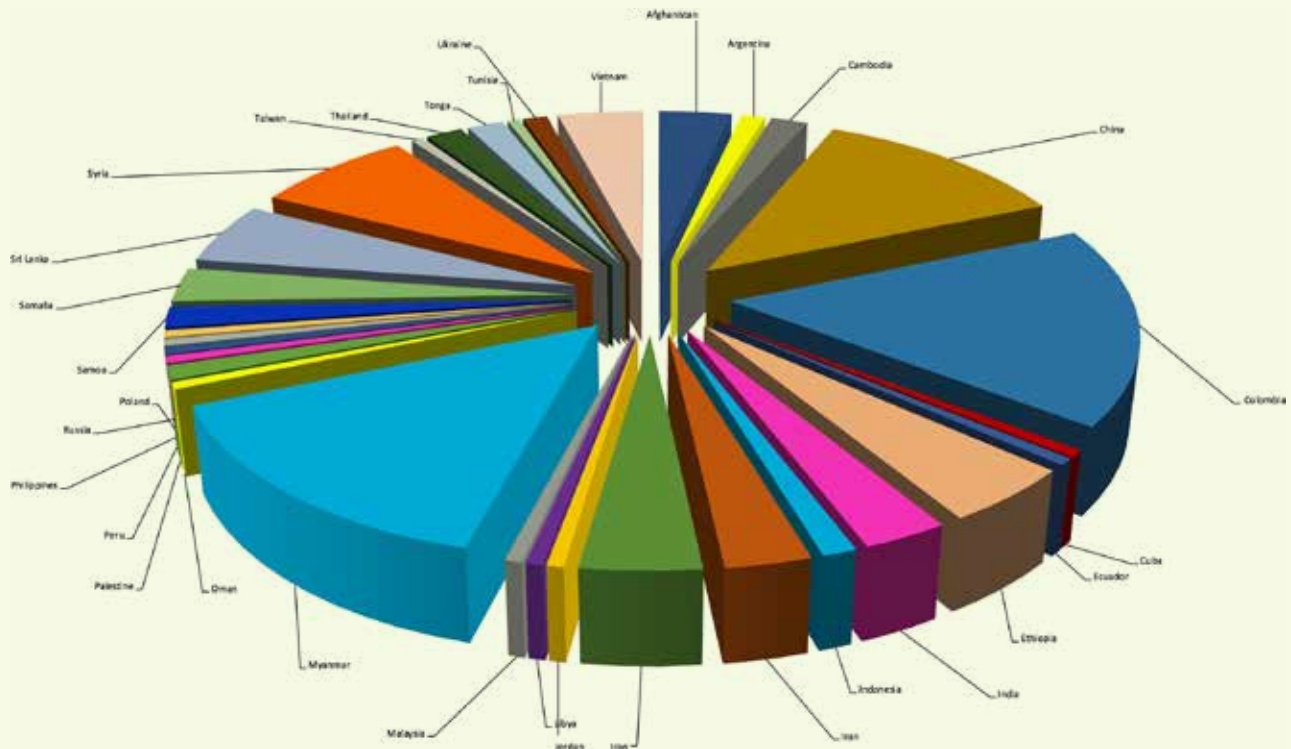
EMPLOYMENT CLIENT AGE



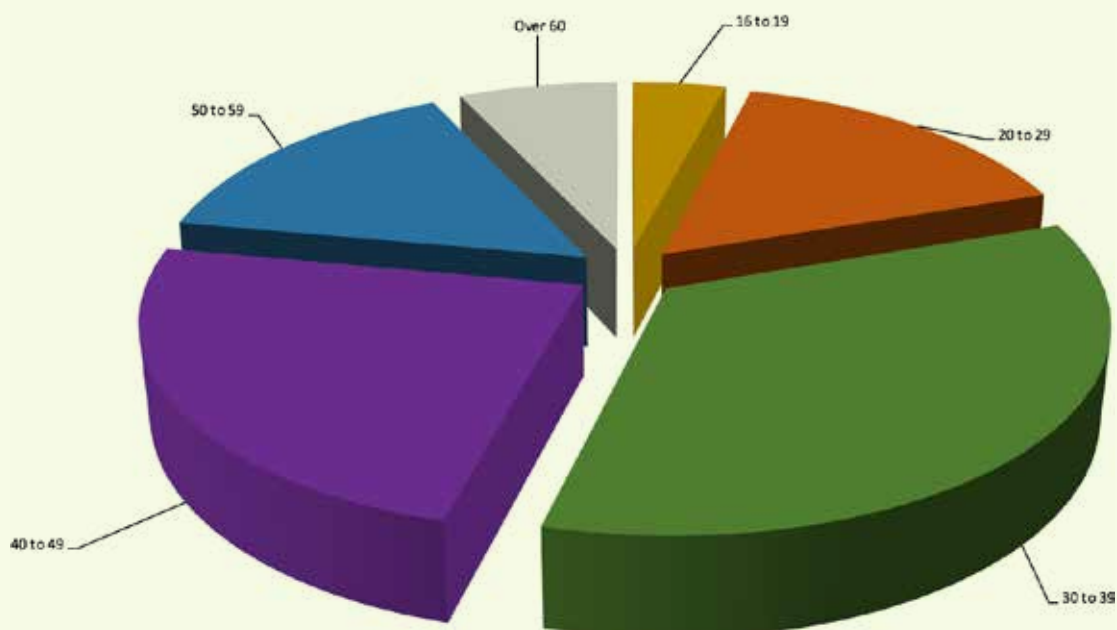
CLIENT AND STUDENT DATA

ESOL ASSESSMENT PROGRAMMES

ESOL ASSESSMENT COUNTRY OF ORIGIN



STUDENT AGE



Performance Report

Multicultural Learning & Support Services Inc trading as
KiwiClass

For the year ended 31 December 2019

Prepared by Go Figure 2005 Limited

Contents

3	Entity Information
4	Statement of Service Performance
6	Statement of Financial Performance
7	Statement of Financial Position
8	Statement of Cash Flows
9	Statement of Accounting Policies
11	Notes to the Performance Report
16	Audit Report

Entity Information

Multicultural Learning & Support Services Inc trading as KiwiClass For the year ended 31 December 2019

Legal Name of Entity

Multicultural Learning & Support Services Inc

Type of Entity and Legal Basis

Incorporated Society and Registered Charity (registered number CC23144)

Purpose or Mission

The mission of KiwiClass is to provide education and employment pathways for refugees and other migrants for whom English is an additional language and to support activities which maintain cultural and linguistic identity.

Structure

The organisation is governed by a voluntary board of nine people elected by KiwiClass Society members.

Main Sources of Cash and Resources

KiwiClass receives funding from the Tertiary Education Commission to provide specified education services. KiwiClass also receives funding from Ministry of Social Development for employment coaching services. Other support is provided by Wellington City Council, Ministry of Education in partnership with Wellington East Girls College, DIA, and from other trusts and grants to support operations or for specific projects. KiwiClass also receives revenue from room hire outside of class times.

Reliance on Volunteers and Donated Goods or Services

KiwiClass receives significant support from volunteers who provide their time and expertise, including over 55 volunteers in 2018. Our thanks to the Learning Staircase Ltd who provide an educational software package to KiwiClass at a discounted rate, and to our private donors who support our work.

Physical Address

Ranchhod House

Level 1, 39 Webb Street

Wellington

Postal Address

P O Box 27-342

Wellington 6011

Statement of Service Performance

Multicultural Learning & Support Services Inc trading as KiwiClass For the year ended 31 December 2019

Description of Outcomes

KiwiClass English language programmes and support services empower people from non-English-speaking backgrounds to communicate, learn and to achieve their personal and employment goals whilst maintaining their linguistic and cultural identity.

Description of Outputs

	2019	2018
General English Classes		
Number of classes held 5 days a week x 19 weeks in 2 semesters	6	8
FTE enrolments	4	4
Enrolment numbers	225	239
Class quality was evaluated by students' feedback each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	97	94
	2019	2018
English for Work Classes		
Programmes held in 3 locations (Newtown, Lower Hutt and Porirua).	-	-
Number of programmes held x 19 weeks in 2 semesters	6	6
FTE enrolments	4	4
Enrolment numbers	131	134
Class quality was evaluated by students' feedback gathered through interpreter-supported sessions each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	99	97
	2019	2018
Empowering Families Classes		
English for parents, free child care provided for 0-5 years	-	-
5 Locations: Naenae, Berhampore, Miramar, Newtown and Johnsonville	-	-
Number of classes held 2 days a week for 18-19 weeks in 2 semester	5	-
FTE enrolments	2	1
Enrolment numbers	119	134
Class quality was evaluated by students' feedback gathered through interpreter supported sessions each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	95	93

	2019	2018
Short Classes (Literacy and Computer)		
Intermediate Hutt class held 4 days a week for 4 terms of 9-10 weeks.	1	1
Seniors 60+ classes held 2 days a week for 4 terms of 9-10 weeks in Wellington.	3	2
Computer class in Wellington 2 days a week x 10 weeks in term 1.	-	1
Computer class in Hutt 2 days a week for 2 terms of 9-10 weeks.	2	1
English for Driving (Learner Licence class) for 4 terms in Wellington.	4	4
English for Driving for term 4 of 9 weeks in Porirua	-	1
Holiday programmes x 3 mornings/week x 3 weeks in January	4	4
Holiday programmes x 3 mornings/week x 3 weeks in July	2	3
Kiwi English 4 terms in Wellington	4	-
Kiwi English 2 terms in Wairarapa	2	-
Sewing English for 1 term in Porirua	1	-
FTE enrolments	2	1
Enrolment numbers	257	297
Class quality was evaluated by students' feedback gathered through interpreter supported sessions each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	95	100

	2019	2018
Employment and Assessment		
Individual English language assessments.	173	202
Employment Coaching provided (delivered over 50 weeks) number of clients assisted	93	61
FTE enrolments	2	2
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate % (January - June 2018)	97	95
Actual Satisfaction Rate % (July - December 2018)	97	94

	2019	2018
Student Homework Club		
Club ran 2 days/week for 2 hours session x 36 weeks.	2	-
Number of secondary school students who received support through the club.	67	43
FTE enrolments	1	-

	2019	2018
Administration of KiwiClass Services		
FTE employees	4	4

	2019	2018
Additional Output Measures		
Total number of enrolments	799	872
Large variety of communities meet weekly, monthly or for special events	-	-

Statement of Financial Performance

Multicultural Learning & Support Services Inc trading as KiwiClass

For the year ended 31 December 2019

	NOTES	2019	2018
Revenue			
Donations, fundraising and other similar revenue	1	6,793	7,666
Revenue from providing goods or services	1	1,372,103	1,332,430
Interest, dividends and other investment revenue		10,250	8,836
Total Revenue		1,389,145	1,348,932
Expenses			
Costs related to providing goods or service	2	176,806	147,339
Volunteer and employee related costs	2	975,640	913,778
Other expenses	2	178,933	217,154
Total Expenses		1,331,379	1,278,271
Surplus/(Deficit) for the Year		57,767	70,662

Statement of Financial Position

Multicultural Learning & Support Services Inc trading as KiwiClass

As at 31 December 2019

	NOTES	31 DEC 2019	31 DEC 2018
Assets			
Current Assets			
Bank Accounts and Cash	3	20,930	23,936
Term Deposits	3	330,514	330,000
Accounts Receivable		35	1,430
Accrued Interest Income		2,005	3,085
Total Current Assets		353,484	358,451
Non-Current Assets			
Property, Plant and Equipment	4	88,401	61,934
Total Non-Current Assets		88,401	61,934
Total Assets		441,884	420,386
Liabilities			
Current Liabilities			
Goods and Services Tax		16,553	31,948
Accounts Payable		4,653	26,264
Accrued Expenses		17,423	13,042
Employee Costs Payable		13,455	16,127
PAYE Due		-	2,527
Bonds Held for Room Hires		957	757
Credit Card Payable		1,222	2,025
Income Received in Advance		33,162	31,004
Total Current Liabilities		87,425	123,693
Total Liabilities		87,425	123,693
Total Assets less Total Liabilities (Net Assets)		354,459	296,692
Accumulated Funds			
Accumulated Funds		354,459	296,692
Total Accumulated Funds		354,459	296,692

Statement of Cash Flows

Multicultural Learning & Support Services Inc trading as KiwiClass For the year ended 31 December 2019

	NOTES	2019	2018	NOTES
Cash Flows from Operating Activities				
Cash Received				
Donations, fundraising		6,793	7,666	
Receipts from providing goods or services		1,375,674	1,321,497	
Interest and dividends		11,330	8,273	
Net GST		(18,032)	4,785	
Total Cash Received		1,375,765	1,342,221	
Cash Applied				
Payments to suppliers and employees		(1,333,040)	(1,247,166)	
Total Cash Applied		(1,333,040)	(1,247,166)	
Net Cash Flows from Operating Activities		42,725	95,055	
Cash Flows from Investing and Financing Activities				
Cash Applied				
Payments to acquire property, plant and equipment		(45,217)	(10,395)	
Payments for investment purchases		(90,514)	(80,000)	
Proceeds from investment disposals		90,000	-	
Other cash items from financing activities		-	-	
Total Cash Applied		(45,731)	(90,395)	
Net Cash Flows from Investing and Financing Activities		(45,731)	(90,395)	
Net Increase (Decrease) in Cash		(3,006)	4,660	
Bank and Cash Balances at the beginning of the period				
Bank and cash balances at the beginning of the period	3	23,936	19,276	
Total Bank and Cash Balances at the beginning of the period		23,936	19,276	
Bank and Cash Balances at the end of the period		20,930	23,936	

Statement of Accounting Policies

Multicultural Learning & Support Services Inc trading as KiwiClass For the year ended 31 December 2019

Reporting Entity

KiwiClass Inc is incorporated under the Incorporated Societies Act 1908. Its objectives are to provide services that empower people from non English speaking backgrounds to communicate, learn and achieve their goals whilst maintaining their linguistic and cultural identity. KiwiClass is a non-for-profit incorporated society offering free education and settlement support for adult refugees and migrants in the Wellington region.

Statutory Basis of Preparation

The entity has elected to apply PBE SFR-A (PS) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that the entity does not have public accountability (as defined) and has total annual expenses of less than \$2 million. All transactions in the financial statements are reported using the accrual basis of accounting. The financial statements are prepared on the assumption that the entity will continue to operate in the foreseeable future.

Measurement Base

The accounting principles recognised as appropriate for the measurement and reporting of earnings and financial position on an historical cost basis are applied in these financial statements.

Specific Accounting Policies

The following specific accounting policies which materially affect the measurement of financial performance and the financial position have been applied:

(a) Functional and Presentation Currency

These financial statements are presented in New Zealand dollars (\$). New Zealand dollars is the functional currency for its operations.

(b) Revenue Recognition

Grants, Donations, Fundraising and Other Similar Revenue

Income from Grants, Donations, Funding and other similar revenue is recognised by receipt of income at balance date unless such income has "use or return" conditions attached.

Interest Revenue

Interest revenue is recorded as it is earned during the year.

(c) Bank Accounts and Cash

Bank accounts and cash comprise cash on hand, cheque and savings accounts held at call with banks and Term Deposits held with Westpac Bank.

(d) Property, Plant and Equipment

The entity has the following classes of fixed assets;

Leasehold Improvements	8 - 25 Yr SL
Office Equipment	25 - 97% DV

All property, plant and equipment are recorded at cost less accumulated depreciation.

Depreciation of the property, plant and equipment has been calculated using the expected useful life of the assets. The rates used are shown on the Schedule of Depreciation attached.

(e) Payables and Accrued Expenses

Payables and accrued expenses are measured at the amount owed.

(f) Employee Costs Payable

A liability for employee costs payable is recognised when an employee has earned the entitlement.

These include salaries and wages accrued up to balance date and annual leave earned but not yet taken at balance date.

(g) Goods & Services Tax

These financial statements have been prepared on a GST exclusive basis. All amounts are stated exclusive of GST with the exception of accounts receivable and accounts payable which are stated GST inclusive. The entity is registered at the Inland Revenue Department for GST purposes.

(h) Income Tax

KiwiClass is a registered charity and is therefore exempt from Income Tax under the Income Tax Act 2007.

(i) Receivables

Receivables are stated at their estimated realisable value. Bad debts are written off in the year in which they are identified.

Changes in Accounting Policies

There have been no changes in accounting policies. Policies have been applied on a consistent basis with those of the previous reporting period.

Notes to the Performance Report

Multicultural Learning & Support Services Inc trading as KiwiClass For the year ended 31 December 2019

	2019	2018
1. Analysis of Revenue		
Donations, fundraising and other similar revenue		
Donations Received	-	2,000
C H Izard Bequest	-	4,783
Glencairn Fund	4,320	-
Koha (Refreshments)	973	883
Nikau Grant (Database)	1,500	-
Total Donations, fundraising and other similar revenue	6,793	7,666
Revenue from providing goods or services		
Insurance Claims	-	27,120
ACE Aotearoa - Tikanga Policy	-	2,993
DIA - COGS Hutt Valley	1,294	1,338
DIA - COGS Wellington	6,804	6,635
DIA - COGS Whitireia	1,342	1,958
DIA - Support for Volunteering Fund	-	9,331
Grant - Lotteries (Emp Fam)	10,000	15,250
Grant - WCC - Accom Assistance	6,070	9,105
Grant - WCC - Social & Rec	6,667	9,333
Homework Club Income	38,817	19,790
Hutt Homework Club	-	1,500
MSD - W&I / Funding MEA	130,627	130,627
Office Services	1,468	579
OTHER INCOME	257	-
PELT - Income	26,922	5,126
Room Hires	5,488	11,102
TEC: (ACE)	544,427	500,610
TEC: General English (ILN)	587,269	580,032
Wellington Community Trust - Database & CRM Upgrade Project	4,650	-
Total Revenue from providing goods or services	1,372,103	1,332,430
	2019	2018

2. Analysis of Expenses

Volunteer and employee related costs

ACC	2,835	2,761
Direct Wages	775,786	736,174
Recruitment	1,541	690
Staff Expenses	5,307	2,255
Staff Prof Dev/Training/Conference	666	1,943
Staff Travel - Admin	2,453	663
Volunteers	374	36

	2019	2018
Wages & Salaries	186,677	169,255
Total Volunteer and employee related costs	975,640	913,778
Costs related to providing goods or services		
General English (ACE)	68,388	63,006
Workplace English (ACE)	58,276	46,179
Homework Club	4,827	4,467
Employment Support/EAAS Programmes	15,083	15,217
Literacy & Computer	13,060	7,327
Empowering Families	4,980	2,888
Holiday ESOL	-	94
Tikanga Maori	-	4,693
Wages (PELT)	12,193	3,468
Total Costs related to providing goods or services	176,806	147,339
Other expenses		
Accounting	14,300	11,859
Advertising	366	2,210
Amortisation	-	9,510
Audit Fees	7,356	7,140
Bad Debts	341	-
Bank Fees	811	795
Board Expenses	3,545	1,703
Cleaning and Waste disposal	15,455	13,645
Computer Expenses	23,888	23,801
Insurance	3,493	3,514
Interest - Admin	5	11
iPayroll Fees	3,612	1,986
Legal Fees	-	33,713
NZQA Approvals & Compliance	12,993	1,764
Office Expenses	-	164
Photocopier - Lease	-	1,445
Postage & Couriers	440	283
Photocopying lease & printing	4,377	3,225
Publicity/Website	735	1,395
Power	5,096	5,317
Professional fees	8,123	22,952
Rent - Admin	19,352	25,358
Rent - Community Rental Grants	-	2,201
Rent - Parking	3,933	3,640
Repairs & Maintenance	5,248	1,797
Stationery & Consumables	11,935	1,735
Depreciation	18,750	12,097
Equipment - < \$500	265	1,343
Telecommunications	13,662	12,988
Resources Materials	90	18

Subscriptions	760	1,078
Volunteer Project	-	8,468
Total Other expenses	178,933	217,154

2019 2018

3. Analysis of Assets

Bank accounts and cash

Westpac Cheque Account	19,476	23,184
Westpac Online Saver #1	1,148	545
Cash on Hand	307	207
Total Bank accounts and cash	20,930	23,936

Term Deposits

Investment Account - #023	-	50,000
Investment Account - #027	-	30,000
Investment Account - #028	50,000	50,000
Investment Account - #029	50,000	50,000
Investment Account - #032	-	10,000
Investment Account - #033	10,514	10,000
Investment Account - #035	30,000	30,000
Investment Account - #036	100,000	100,000
Investment Account - #037	90,000	-
Total Term Deposits	330,514	330,000

4. Property, Plant & Equipment

This Year					
Asset Class	Opening carrying amount	Purchases	Sales/ (Disposals)	Current year depreciation	Closing carrying amount
Furniture and Equipment	5,666	20,643	-	1,541	24,768
IT Equipment	17,833	24,574	-	13,765	28,642
Leasehold Improvements	38,435	-	-	3,444	34,991
Total	61,934	45,217	-	18,750	88,401

Last Year					
Asset Class	Opening carrying amount	Purchases	Sales/ (Disposals)	Current year depreciation	Closing carrying amount
Furniture and Equipment	2,527	3,583	-	444	5,666
IT Equipment	19,230	6,812	-	8,208	17,834

Leasehold Improvements	41,879	-	-	3,444	38,435
Total	63,636	10,395	-	12,097	61,934

5. Commitments and Contingencies

KiwiClass has no capital commitments or contingent liabilities at 31 December 2019. (2018: Nil)

	2019	2018
Lease Commitments		
Lease Commitments		
Not later than one year	80,839	79,577
Later than one year and not later than five years	18,520	85,480
Total Lease Commitments	99,359	165,057

6. Subsequent Events

There have been no subsequent events that may affect these financial statements. (2018: Nil).

7. Grants Unused at Balance Date

At balance date, KiwiClass had received grants totalling \$88,936 over the last two years (2019: \$43,659, 2018: \$45,277). The unused portion of the grants of \$33,162 has been recorded in the Statement of Financial Position as Income Received in Advance. Income is recognised when the agreed milestones have been achieved.

Grant	Unspent as at beginning of 2019	Received in 2019	Expended in 2019	Unspent at end of 2019
WCC Soc and Rec Grant	6,667	12,000	9,667	9,000
WCC Accom Assis Grant	5,463	7,284	7,284	5,463
DIA - COGS Hutt Valley	500	1,725	1,219	1,006
DIA - COGS Whitireia	1,167	175	1,342	-
DIA - COGS Wellington	3,208	7,475	6,323	4,360
DIA - Volunteering Projects	-	-	-	-
ACE - Tikanga Māori Expenditure	-	-	-	-
Wellington Community Trust	5,000		5,000	-
NZ Lottery Grant	7,500	10,000	9,167	8,333
Nikau Grant	1,500	5,000	1,500	5,000
	31,004	43,659	41,501	33,162

Grant	Unspent as at beginning of 2018	Received in 2018	Expended in 2018	Unspent at end of 2018
WCC Soc and Rec Grant	6,000	10,000	9,333	6,667
WCC Accom Assis Grant	7,284	7,284	9,105	5,463
DIA - COGS Hutt Valley	763	1,000	1,263	500
DIA - COGS Whitirea	1,000	2,000	1,833	1,167
DIA - COGS Wellington	4,000	5,500	6,292	3,208
DIA - Volunteering Projects	9,331	-	9,331	-
ACE - Tikanga Māori Expenditure	-	2,993	2,993	-
Wellington Community Trust	-	5,000	-	5,000
NZ Lottery Grant	12,750	10,000	15,250	7,500
Nikau Grant		1,500	-	1,500
	41,128	45,277	55,400	31,004

8. Related Parties

During the year Kiwiclass paid \$1,478 to Steve Young Consulting for the preparation of a Health and Safety Management Plan. Steve Young is related to the Chief Executive of Kiwiclass. The fee paid was at a discounted rate relative to arms length market price.

2019

2018

9. Accumulated Funds

Accumulated Funds

Opening Balance	296,692	226,031
Accumulated surpluses or (deficits)	57,767	70,662
Total Accumulated Funds	354,459	296,692

Audit Report

Multicultural Learning & Support Services Inc trading as KiwiClass
For the year ended 31 December 2019

THANK YOU

We would like to formally thank all our funders, venues and partners for 2019.

FUNDERS 2019

Tertiary Education Commission
Ministry of Education
Wellington City Council
Nikau Foundation
Glencairn Fund
Ministry of Social Development
Community Organisation Grants Scheme
C H Izard Bequest
Lottery Grants Board
Department of Internal Affairs
Wellington Community Trust

EXTERNAL VENUE PARTNERS

WELLINGTON

Network Newtown Centre
Holy Cross School
Berhampore Primary School
Trinity Union Church
Johnsonville Plunket
Life Point Church
Thistle Hall
Work and Income Willis St
Work and Income Newtown

PORIRUA

Pember House
Learning Shop Porirua
Work and Income Porirua

HUTT

Russell Keown House
Hutt City Library
Walter Nash Centre
Randwick School
Naenae College
Hutt Valley High School
Naenae Clubhouse
Work and Income Hutt
Work and Income Naenae

WAIRARAPA

Masterton Library
Wairarapa Community Centre

PARTNER ORGANISATIONS AND ACKNOWLEDGEMENTS

Asia Pacific Refugee Rights Network (APPRN)
Community Networks Wellington
Connecting Communities
ETC

Refugees as Survivors
Refugee Trauma and Recovery
Citizens Advice Bureau
Change Makers Refugee Forum
Community Law Wellington and Hutt Valley
Dress for Success
English Language Partners
GoFigure
Hutt Valley High School
Interpreting NZ
Immigration New Zealand
MBIE
Naenae College
Newtown Network Centre
Porirua City Council
Porirua Kapiti Community Law Centre
Red Cross
Shakti International
Smart Newtown
Voice Arts
Volunteer Wellington
Wellington East Girls School
Wellington High School
Work and Income
Work Connect
Women's Refuge
Vitea EAP



Multicultural Learning and Support Services, *trading as* KiwiClass



KiwiClass
MULTICULTURAL SUPPORT SERVICES | HE AMO TAUNAKI

LEVEL 1, RANCHHOD HOUSE
39 WEBB ST, WELLINGTON
PO BOX 27-342, WELLINGTON 6141