



KiwiClass

MULTICULTURAL SUPPORT SERVICE | HE AMO TAUNAKI

He Amo Taunaki

Annual Report 2020

www.kiwiclass.org.nz

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KiwiClass Multicultural Support Services, He Amo Taunaki Incorporated

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BOARD CHAIR REPORT

Like the rest of the world, New Zealand faced the impacts of the Covid-19 virus in 2020 and as for all organisations, this presented a unique challenge for KiwiClass. Our office and classrooms were closed. With a Zoom subscription already in place we promptly moved students and staff to online classes, providing 100% delivery of all services during levels three and four. Teachers completed an isolation document with every student ahead of the nationwide introduction of the Covid Alert Levels which meant our students had an understanding and assurance about why the lockdown was in place. The development of a re-emergency plan helped staff and students alike in the subsequent Level Two alerts.



In the reporting period concerned we worked with 419 individual students from 42 countries across our increasingly varied KiwiClass programmes. Students have expressed very positive feedback on the delivery of our services during 2020.

Our ESOL programmes have included General English, English for Work, Seniors (60+), English for Driving: Learner Licence, Kiwi English and the Empowering Families classes conducted in outer suburbs. In addition, our Homework Clubs for young people from refugee backgrounds continue to be popular. The introduction of our English through Sewing classes has been very successful, with some students securing work as machinists.

Our Employment Programme has continued to be well-utilised with 98 clients from 28 countries using our services in 2020 which range from our one-to-one coaching services, in-work support and CV and interview skills.

In August we welcomed the arrival of our first caseworker, Faith Barker. In addition to providing valued one-to-one support to students and clients, Faith also runs the KiwiClass Social Club and the Homework Clubs.

Our Chief Executive, Elizabeth Young, has once again successfully explored new avenues of funding. In addition, we are grateful for Covid-19 response funding from the Tertiary Education Commission which provided \$16,000 for devices for students to use for online learning and \$7500 in hardship payments to assist our students after the lockdown.



A strong focus on professional development continues with our staff taking up a variety of external courses and mentoring as well as in-house training.

The KiwiClass Board welcomed new members Afnan Al-Rubayee, Dave Brash and Liz Huckerby, each of whom has brought specialised knowledge to our highly skilled team. Regretfully we must farewell our treasurer Tuzla Lathiff and Julia Tha and express our thanks to them for their valued contributions to the Board. It has been a pleasure to welcome the attendance and contribution of a Teacher Representative (ex-officio), Malcolm Pimentel Hellier, to our Board meetings.

There were several changes to our teaching staff in 2020. In particular, we farewelled Abram Shamon who retired after many years teaching at KiwiClass. We wish him well for the future.

In the year ahead we are undertaking the development of a new Strategic Plan as well as a Kete Project focusing on Shared Values, Communication and Infrastructure, as well as undertaking a major upgrade of our IT database and systems.

I wish to express the strong thanks of the Board to our management, funders, talented and dedicated staff, volunteers, community partners and not least to our students and clients for their contribution to the ongoing success of KiwiClass. We particularly express our thanks to everyone for their patience and contribution as we worked our way through the different challenges of the Covid-19 Alert Levels.

Jane Selby
Board Chair



CEO REPORT



Community and wellbeing are at the heart of everything we do here at KiwiClass. 2020 was a year that focused on this more than ever. We began our year with three days of professional development in February for all staff, setting us up for a great start. Then March came and with it a change to everything we had planned for the year. The decision was made on March 19 to close the organisation and move to online service delivery the following week. In the days leading up to this, our teaching staff were busy ensuring every student had completed a self-isolation plan in case they needed to stay home due to Covid-19. This resulted in our students being well-prepared for the lockdown that came the following week. Due to the early closure of the

organisation prior to lockdown, we managed to have several classes up and running on Zoom before we moved into Alert Level 4 on March 25. This supported the good engagement of both students and staff throughout Levels 3 and 4, with weekly informal Zoom catch up hui for all staff to come together for a kōrero, to support one another and keep in touch, reminding them that they were not alone in this.

The mahi undertaken during this time is admirable: our teaching staff are to be commended for their flexibility, fast learning of new systems and the support they provided to their students under extremely challenging circumstances. Our attendance in online classes remained high throughout the lockdown period, and this is in large part due to the dedication of our team.

Despite the challenges of 2020, we were able to achieve a great deal. Highlights include:

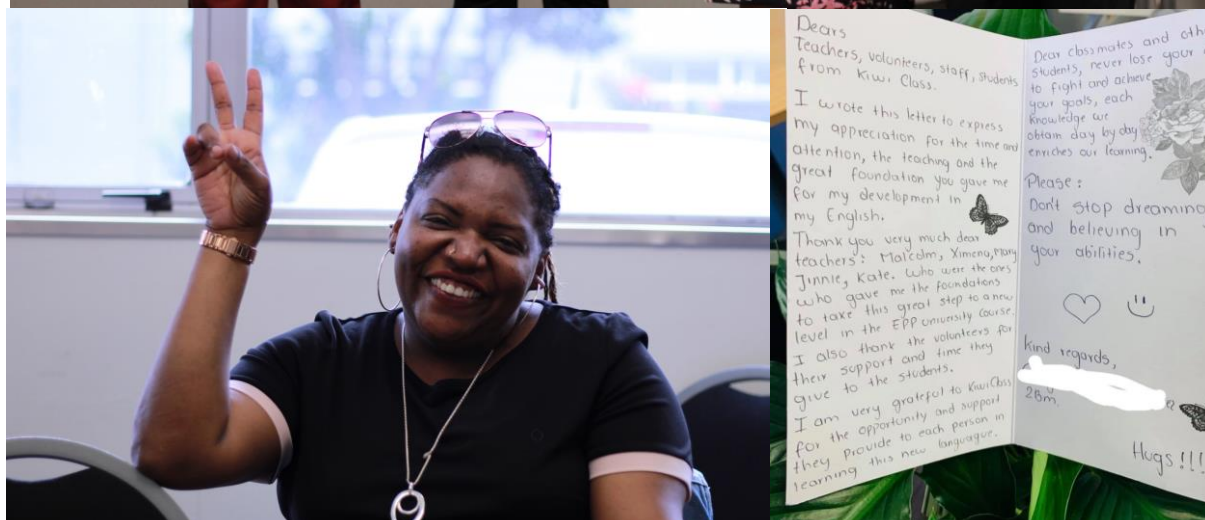
- A brand-new policies and procedures framework
- A suite of new Chromebooks and tablets for student use
- Increase in new funding streams of \$197,000
- An ambitious organisational development project began
- Review and redevelopment of Homework Club
- Social Cohesion programme formally developed
- Increased funding for the Employment Programme allowing us to work with non-beneficiary clients
- A new performance review system improving the quality and accountability of performance reviews
- New and creative classes trialled

We were forced back into online service delivery in August when the second wave emerged. It was agreed via a consultation process and following the Tertiary Education



Commission guidelines that during Level 2 we move back to Zoom classes as we are not able to keep everyone safe for several reasons. For many, this second round of online mahi was more challenging as it was unexpected and kept being extended. Despite this, once again our staff stepped up to the challenge to deliver the excellent services we are known for. The year culminated in one of the best graduation ceremonies in memory, with staff, volunteers, students and clients coming together to celebrate the end of such a hard year, and finally achieving one full face-to-face term with no Zoom!

Elizabeth Young
CEO



BOARD TREASURER REPORT

I am pleased to present the KiwiClass Multicultural Support Services, He Amo Taunaki Incorporated (KiwiClass) financial statements for the year ended 31 December 2020. 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 2020.



Total revenue for year ended is \$1,555, 735. This has increased by \$166,590 since 2019 which is mainly due to extra grants and funding received during 2020. Total expenses have remained reasonably constant with a slight increase of \$64,627 to \$1,396,006 for the year ended 2020. This increase in expenses was mainly due to increased wages and salaries and other employee-related costs. As the revenue has increased more significantly than the expenses, this has resulted in us retaining a surplus of \$159,730 for the year. We are privileged to retain a strong surplus during such a tough year for us and the rest of New Zealand. This will provide us with some security for the year ahead when we are still in a time of such uncertainty. The Statement of Financial Position report shows our assets, liabilities and total accumulated funds as at 31 December 2020.

Total assets have increased by \$292,044 to \$733,928. Although this seems significant, this increase is due to the timing of funding received in the bank. Total liabilities have increased by \$131,954 to \$219,739 which is mainly due to an increase in the amount of grant money that has been received but remains unused at balance date. The total assets less total liabilities has left us as at 31 December 2020, an increase of \$159,730 from 31 December 2019. This increase in accumulated funds contributes to our stable financial position for the 2020 year ended. Overall, we are pleased to have such a healthy surplus for the year ended and increased accumulated funds as at year end, especially at the end of such a challenging year. The last year was not one that any of us could have predicted but I am proud to say that the Staff and Board at KiwiClass worked through this unpredictability to maintain a strong financial position.

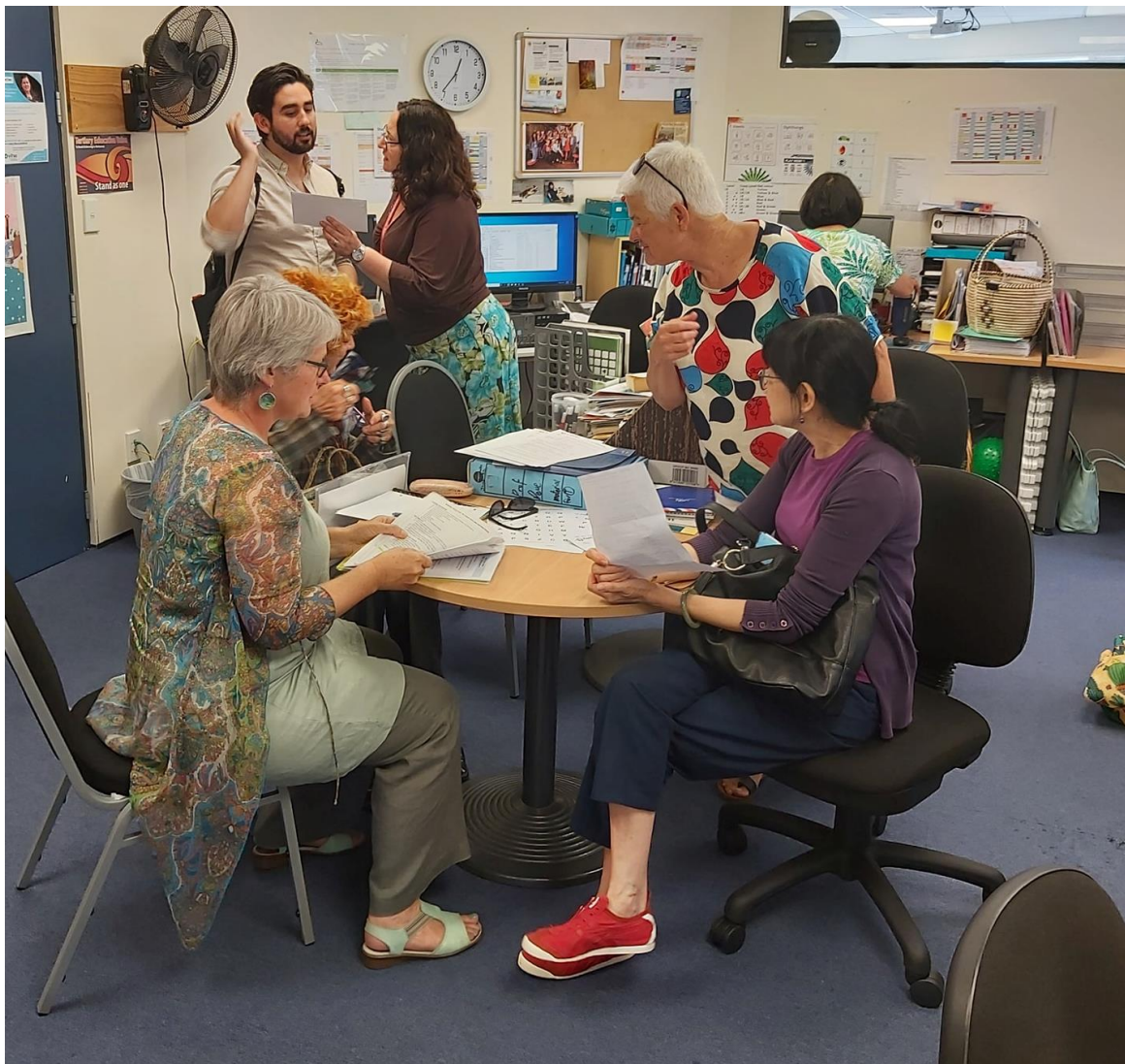
I would also like to announce that my two-year appointment as Board Treasurer has come to an end and I will not be standing for re-election. I have enjoyed my time as Treasurer for KiwiClass over the last two years and have loved seeing the organisation grow and change. I feel honoured to have been a part of such a wonderful organisation and to have worked alongside such a lovely Board.

Tuzla Lathiff
Board Treasurer



2020 BOARD MEMBERS

- Chris Gilchrist, Chair to August
- Jane Selby, Deputy Chair – Chair from October
- Tuzla Lathiff, Treasurer
- Bridget Murphy, Deputy Chair from October
- Jeff Thomas
- Julia Tha
- Sarjon Warde
- Robyn Pask – to August
- Zainab Radhi – to June
- Afnan Al Rubayee – from August
- Dave Brash – from August
- Liz Huckerby – from December



STAFF

Chief Executive

Elizabeth Young

ESOL Programmes Manager Employment Programme Development Manager

Kim Paterson
Cinthia Soto

Administration Officers

ESOL Assessors/Course Advisors

Athicha Janrit, Lucia Zhang
Ximena Abarca-Espina, Aurélie Poinard,
Kate Peters

Employment Coaches

Employment Liaison

Employment and Office Interns

Caseworker

Teaching Volunteer Coordinator

ESOL Teachers

Cinthia Soto, Sheilah Jacay
Mo Kalifa

Alexandra Kurmen, Uday Kumar

Faith Barker

Jinnie Potter

Ximena Abarca-Espina, Anna Arkhipova,
Katie Barton-Ginger, Natalia Beliaeva,
Josephine Chiou, Mary Connell, Bette
Cosgrove, Brenda Godkin, Fiona Hoang,
Balazs Kundermann, Elizabeth Morrison,
Ada Nally, Kim Paterson, Kate Peters,
Sarah Pettus, Malcolm Pimentel Hellier,
Aurélie Poinard, Babette Polly, Jinnie
Potter, Abram Shamon, Dorothy Velupula
Nightingale, Jill Visser

Sewing Teacher

Relief Teachers

Joyce Tam

Michelle Dales, Christine Dykstra, Kirsten
Gregory, Fiona Markwell, Tess O'Connor,
Marty Pilott, Celia Wade-Brown, Janet
Webster

Homework Club

Faith Barker, Jamie Casley, Joanna Divett,
Maria Haddad, Ruth Hogg, Taylor

Hughson, Betsy Quero, Rania Shamonka

Childcare Workers

Sudad Abid-Mankhi, Laura Garland,
Maryam Khalili, Amina Muday, Merumo
Mukaide, Tania Palomino-Vargas, Praba
Prathaban, Muna Roble, Yasemin Yalcin





Legal Name Change

In October 2020 we were finally able to complete the process of our legal name change to *KiwiClass Multicultural Support Services, He Amo Taunaki Incorporated*, just shy of our first anniversary of the new brand. The new name and brand have been well received within the community and with stakeholders alike. We are now registered officially with the Charities Commission as an Incorporated Society under the new name.

Living Wage Employer

In 2020 KiwiClass was reaccredited 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 committed to.



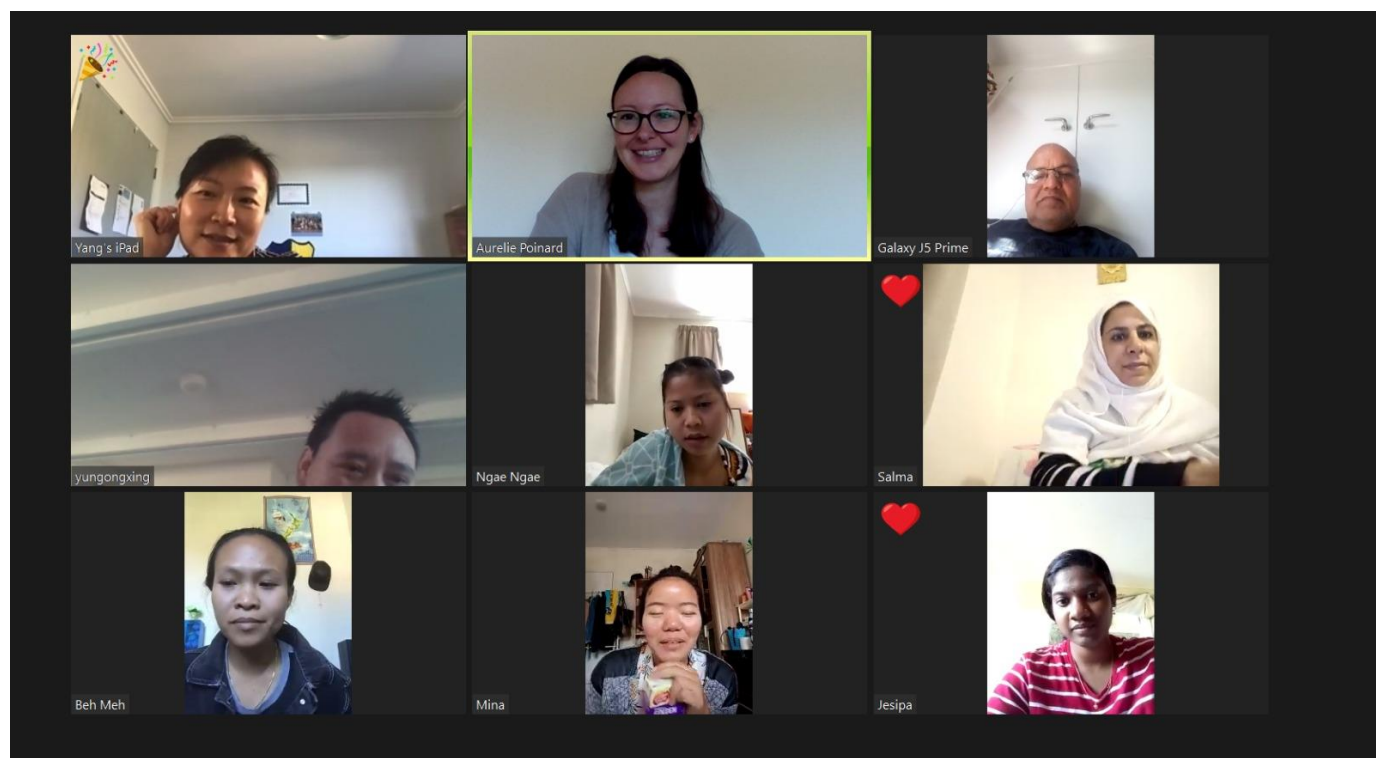
Learner Thoughts from Lockdown

Teacher gave us good advice during the Covid-19, she told us to look after ourselves, stay active, eat healthy and stay contact with your friends and family.

Kiwi class is very good. They look after every people. Every time they send message if there is any news about Covid-19.

I was happy every time because I got the message and know KiwiClass was thinking about me when I was in home.

Being in class is better but KiwiClass is making us safe and we learn at home. It's good for me.



ESOL Programmes

Covid-19 and the various Alert Levels had a significant impact on the attendance in classes both onsite and online this year. Some learners were too nervous to be out and about in the community and whenever we came back into the classroom after online teaching it took a while to rebuild numbers. However, most understood that there was a need for this extreme step and could see the additional benefits of online learning, of saving them travel money and from having to venture out into bad weather.



Teachers had to face a steep learning curve with most upskilling successfully in a very short space of time. This learning is ongoing. Learners also had to upskill and familiarise themselves with an online learning environment. Many did this well and felt proud of themselves for adding this skill to their kete. Teachers supported learners and each other to be able to do this with text messaging,





WhatsApp and even creating videos on how to manage and access our online learning platforms. We are very proud of everyone involved.

KiwiClass redeployed some of our travel subsidy into a data subsidy during Alert Level 4 to reduce

prohibitive internet costs for learners, as well as supporting teaching staff financially with the costs of teaching online from home.

Classes 2020:

- **General English** ran all year round from our Webb St site as per usual, with four steady morning classes from 1A – 2B levels, and fluctuating afternoon classes. These are the biggest and steadiest classes we have, with the most consistent attendance.
-
- **English for Work** ran at all three locations. Porirua maintained its numbers and ran both levels, Communicating for Work and Getting into Work, but Hutt was hit hardest by a lack of social housing and reduced settlement in the



area. We were only able to offer one class there and this was by combining the two levels. Wellington ran both levels with five mornings and three afternoons but having to combine classes on two mornings days each week except in term 1 when the class had both classes operating five mornings and five afternoons.

- **Empowering Families** classes continued to run throughout the year in Miramar, Newtown, Berhampore, Johnsonville and Moera. These classes are always popular as they provide free childcare for parents and grandparents with pre-schoolers. Providing this childcare reduces the barriers to attendance for these students.
- **Seniors' English** classes took the hardest hit in student numbers during the peak of the pandemic in Aotearoa which is to be expected. We lost the enrolment of most of the pre-literate class who did not cope with online learning for a myriad of reasons and were





rightfully concerned about their health when we were not online. Consequently, we merged levels one and two from term three but were able to keep Seniors' level three operating independently.

- **English for Driving: Learner Licence** continued to be as popular as ever on Saturday mornings with sufficient

numbers to run each term. We had many students successfully pass their tests with Waka Kotahi NZTA and receive their Learner License after completing the 9-week course.

- **English through Sewing** ran in Porirua and Wellington at beginners' level. We had enough new enrolments for the introductory classes but not sufficient for an advanced course. The course ran in Porirua for all 4 terms and was introduced in Wellington from term 4. Bags and masks were completed to a high level of expertise lead by a very able teaching team duo. The class can only take limited enrolments (max of 8) due to the constraints placed by the equipment needed as well as the one-to-one nature of the teaching. It is an expensive class to run as it employs two expert teachers and there is ongoing maintenance on the equipment.



- **Kiwi English Wellington** was run once a week on Saturdays initially, but moved online permanently in term 3 where it was able to attract learners from a wider range of applicants, and run the class twice a week on Tuesday and Thursday evenings
- **Kiwi English Wairarapa**, run on Saturday mornings, was closed after term 1, as the class was mainly populated by students on work visas, whom funding restrictions only allow us to enrol for three months. Consequently, we couldn't continue to re-enrol them in the class. With border closures due to Covid-19, the proposed refugee resettlement areas for new intakes of former refugees including Masterton did not occur this year. As a result, we were forced to make the difficult decision to close this class.



New Classes 2020

- **Technology for Job Searches** was introduced in Hutt and Wellington. These classes were initiated by the Employment Programme who identified a need for some of their clients to be taught how to use their mobile phones to search for jobs, find their way to interviews, and attach their CVs to job applications etc. These supplementary short-term courses ran in Wellington and in Hutt from Term 4
- **English for Communities** began in term 4. This class was run in partnership with Te Ora Hou Wellington East Trust and was developed specifically for a Samoan community in Miramar. We are looking forward to exploring this kind of partnership more



- **A Voice Arts project class**, starting from 12th February provided lunch and was aimed at building confidence in speaking through playing mime games. Led by Nicola Pauling, Artistic Director at Voice Arts, we were able to run a few sessions before Covid-19 restrictions forced the closure of the initiative.



PELT

We continued to offer Prepurchased English Language Tuition (PELT) for migrants this year through the Tertiary Education Commission. Most learners choose to have 1-1 tuition with a teacher from our experienced pool of tutors. Once their individual fund has been exhausted a number go on to enrol in our group classes. Our bilingual Mandarin tutor has proved very popular with this group and is an asset to the organisation. In 2020 we had a total of 5 PELT students. We had forecast to have more than this however Covid-19 affected these numbers.

Homework Club

As with other mahi, the Homework Clubs went online during lockdown. This led to a drop in attendance which picked up once the clubs returned to in-person sessions. The clubs in Wellington and at Hutt Valley High continued with Maria Haddad coordinating the programme until June. We made the decision to close the Homework Club at Naenae College at the end of term 3, as there wasn't sufficient need at the school to maintain student numbers.

From July, Ruth Hogg worked hard with the CEO on a full redevelopment of the Homework Club programme, developing new frameworks and robust policies and procedures around the operation of our Homework Clubs, including improved child protection and safeguarding, and the recording of information about students. Plans to deliver teaching on healthy relationships and online safety were developed but ultimately paused due to the difficulty of engaging with students during term 4.

Ruth moved on to a full-time role at Taita College in December, and Faith Barker took over the Homework Club Coordinator position at the end of December. Scoping for a possible new Homework Club in Porirua began shortly before the end of term 4.



Employment

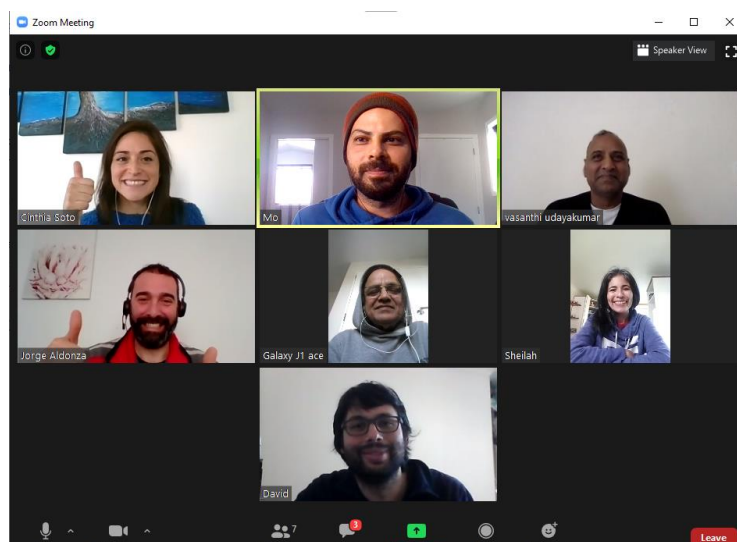
During 2020 we supported 98 former refugees and migrants, some of whom were receiving one of the main Work and Income benefits. We placed 33 Work and Income recipients into part-time and full-time employment, and 11 Work and Income non-recipients into full-time and part-time jobs. Our employment survey showed that 94.5% of surveyed clients felt an increase in confidence in their ability to find work and 92.75% were satisfied with our support programme.



The Covid-19 national lockdown from March to May 2020 affected all our clients. Some paused their job search to stay at home and look after their families. Others had been working but lost their jobs due to the lockdown. We stayed in contact by phone and email to offer them one-on-one

support to sort out their benefits, for example, and keep them motivated and engaged. We delivered several online workshops including CV writing, interview skills, building resilience during the pandemic, job search strategies, the Kiwi work place, and alternative ways to find jobs in New Zealand, and shared useful information on our Facebook page and via SMS.

At Alert Level 2 most of our clients were keen to reactivate their job search. We continued to successfully offer our one-to-one coaching service and in-work support for clients. Our employment outreach focused on connecting with cleaning companies, supermarkets, food industries, recruitment agencies, education, engineering, hospitality, caregiving, and IT to find



potential jobs for our clients. Likewise, following Ministry of Health guidelines and regulations, we delivered face to face workshops on budgeting and on promoting your own business. We organised an information session with Barnardo's Early Learning for our clients who were interested in pursuing a home-based caregiving career.

As part of our efforts to increase our visibility within the different ethnic communities in Wellington, we had planned to organise a family gathering for our students and clients, as well as a job fair for people for whom English is a second language. Unfortunately, these projects were cancelled because of Covid-19. However, once the lockdown measures were



finished, we worked on increasing awareness of our employment support services by meeting with other Employment Programmes Representatives such as Pathways to Employment, Work Connect and Host International to discuss cooperation between our teams. We also met with Work and Income Employment teams to share experiences and discuss our services.



Employment Intern

We are pleased that our internship programme has continued, giving our clients the opportunity to get three 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 2020 we were able to support two 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.



Social Cohesion

The Social Cohesion programme developed significantly during 2020 with the social club continuing fortnightly and moving online during lockdown. The global pandemic and national lockdown highlighted our students and employment clients' need for support at a time when many of them were experiencing increased stress, uncertainty, re-traumatisation and increased social isolation.

Funding from Wellington City Council and the Office for Ethnic Communities allowed KiwiClass to employ a caseworker. Faith Barker joined KiwiClass in August 2020 to support students and clients of KiwiClass with a range of issues including difficulty accessing services and problems with mental health exacerbated by the pandemic. By the end of December, 54 students and clients of KiwiClass had received some help from Faith, and many of them were receiving ongoing support. Faith also consulted with teachers when students were presenting with difficulties in class and worked closely with partner agencies such as Wellington City Mission and Red Cross to help clients get the support they needed. Faith met with other agencies involved in social



work and former refugee support to share information about the new service available at KiwiClass.

Feedback from students and teachers about the service has been overwhelmingly positive. Teachers say that they can focus more on teaching and feel less anxious about their vulnerable students because they know how to get them support. Students said they find it helpful getting support from KiwiClass, particularly with a caseworker who speaks their language (for Spanish and Arabic-speaking students) or uses an interpreter.

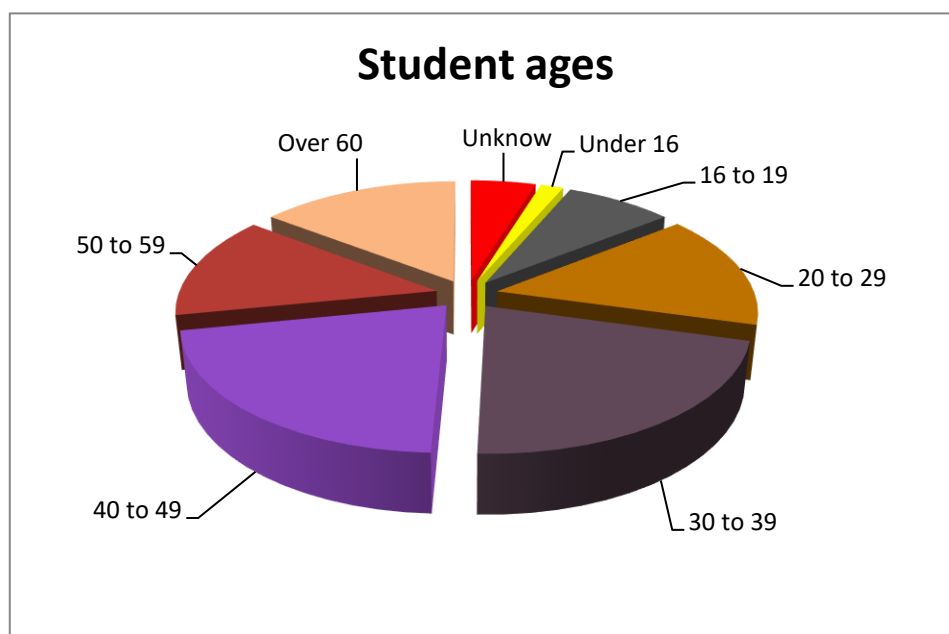
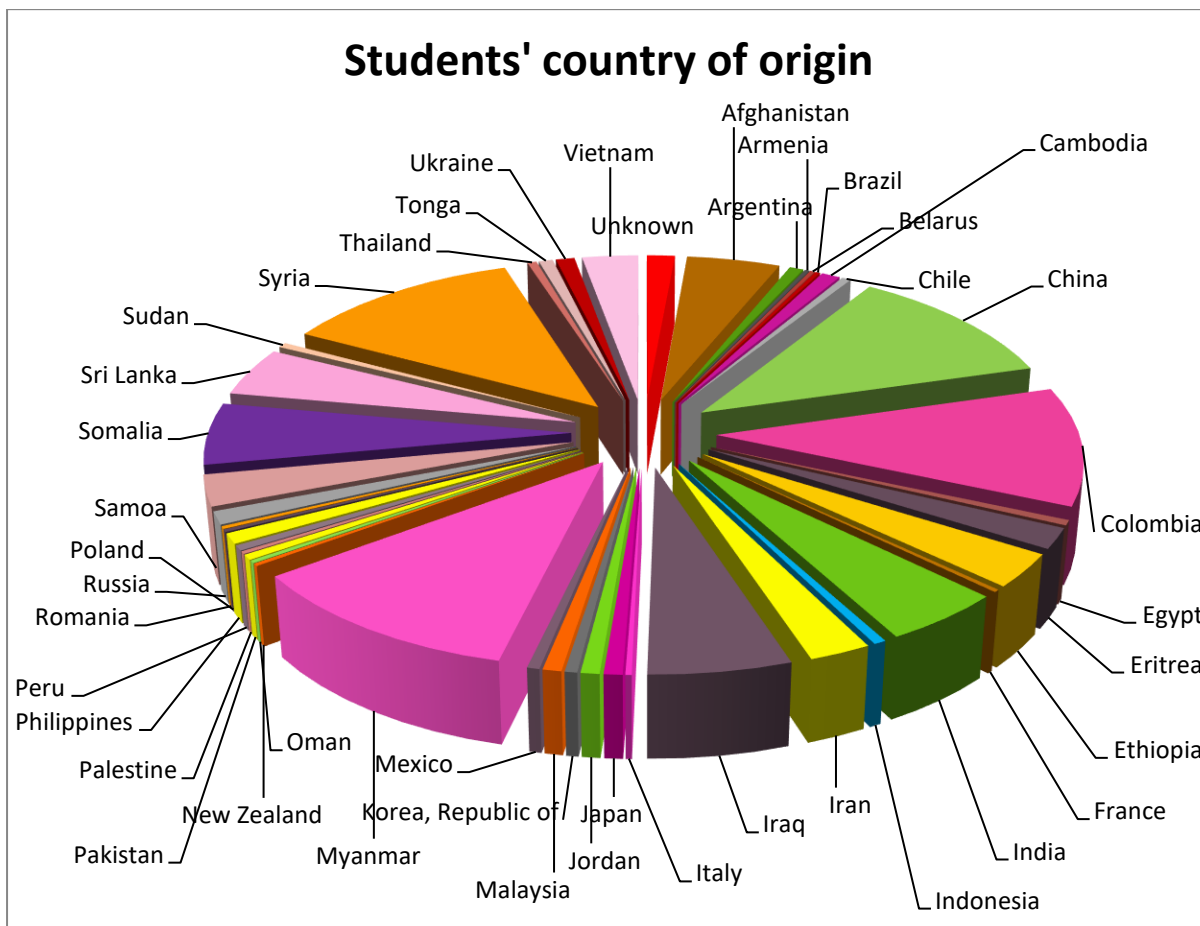
The Social Club returned to in-person fortnightly meetings, and with support from Wellington City Council's Leisure Card scheme KiwiClass took the group on a trip to the zoo which was very popular with participants. Numbers of participants fluctuates due to the movement of people, and participants'

changing availability due to work and study, but it remains an important part of the Social Cohesion Programme, and an important link to those facing social isolation. We hope to be able to continue to fund the programme long term.

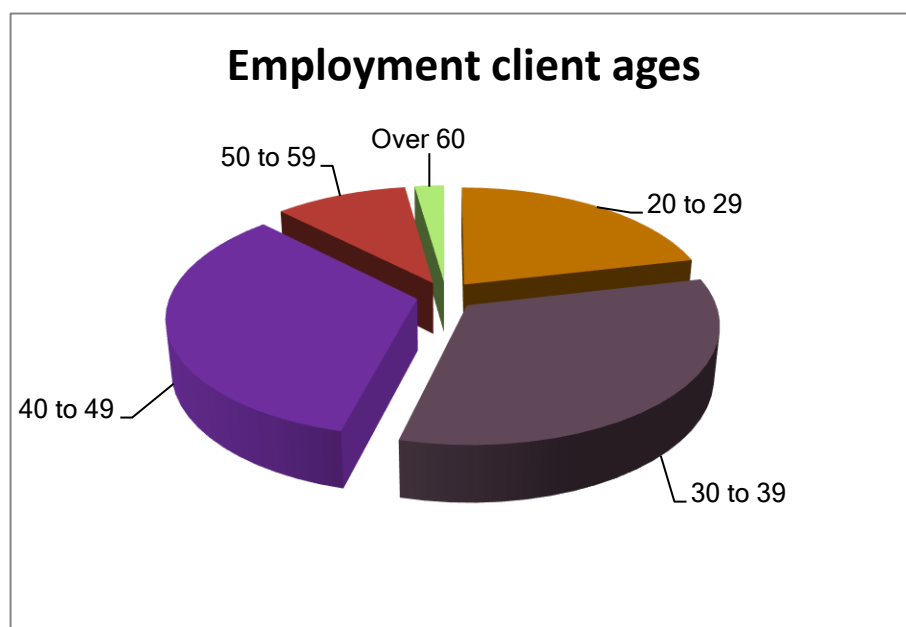
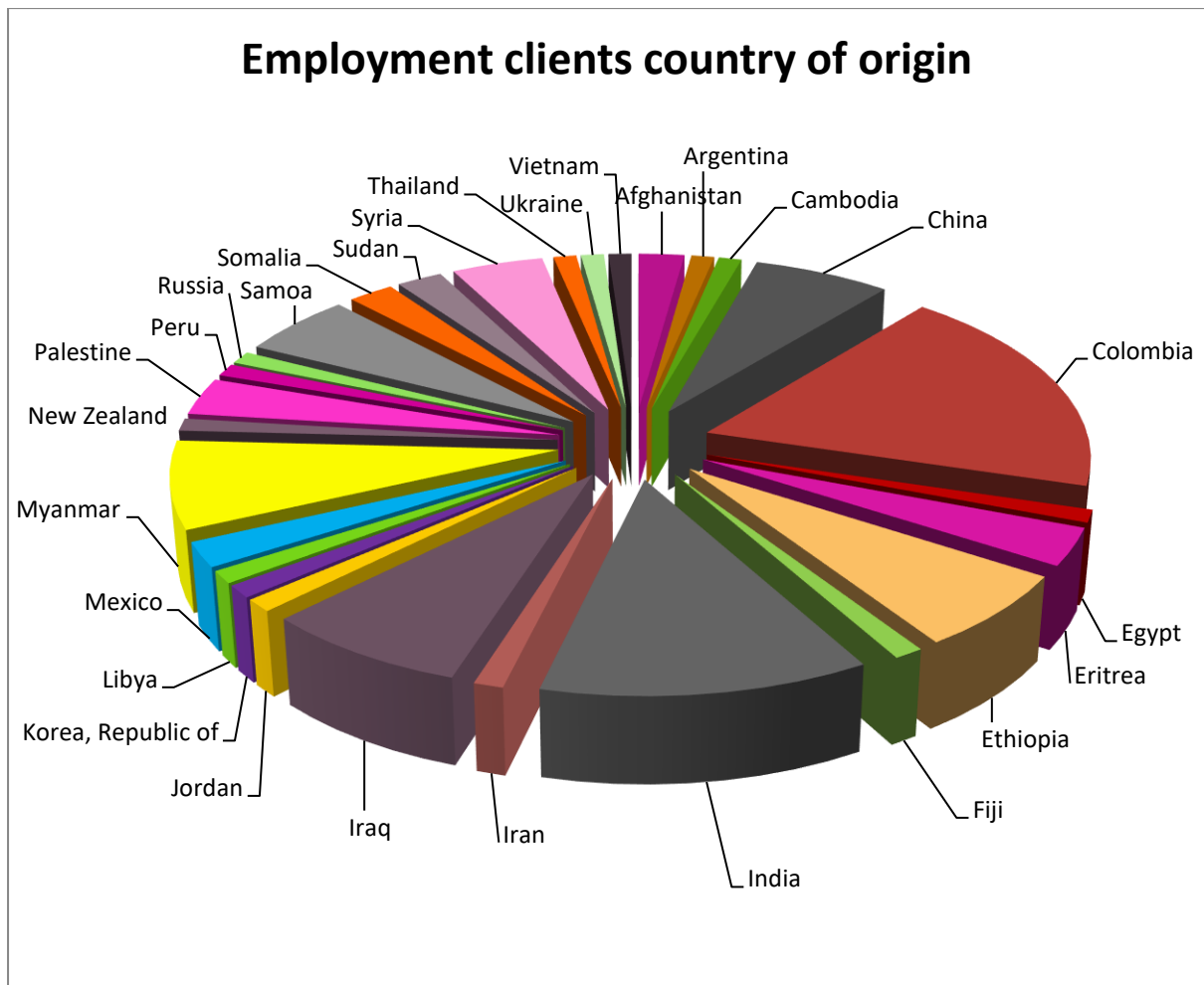


Student and Client Data 2020

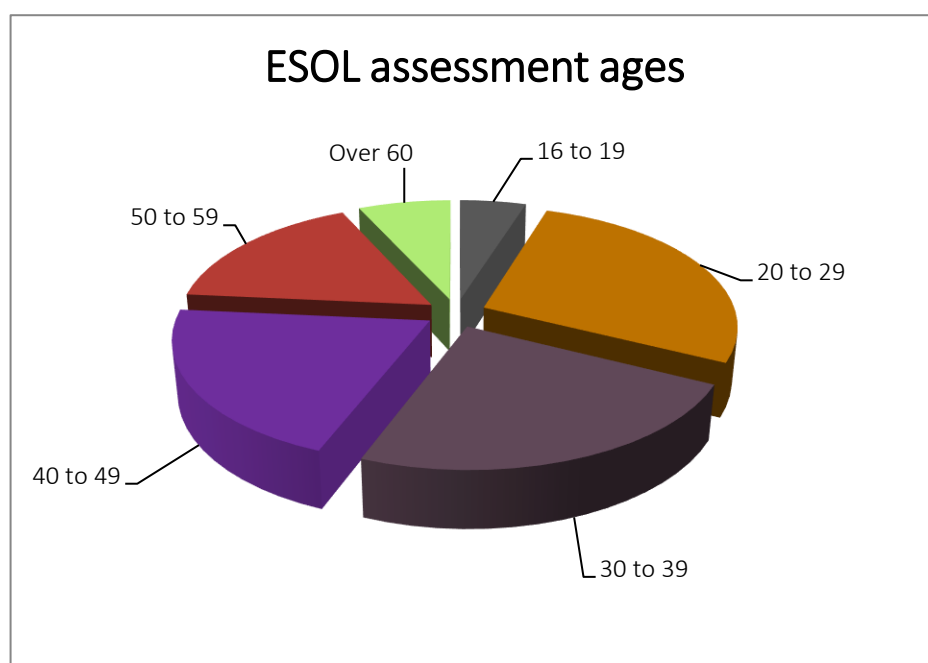
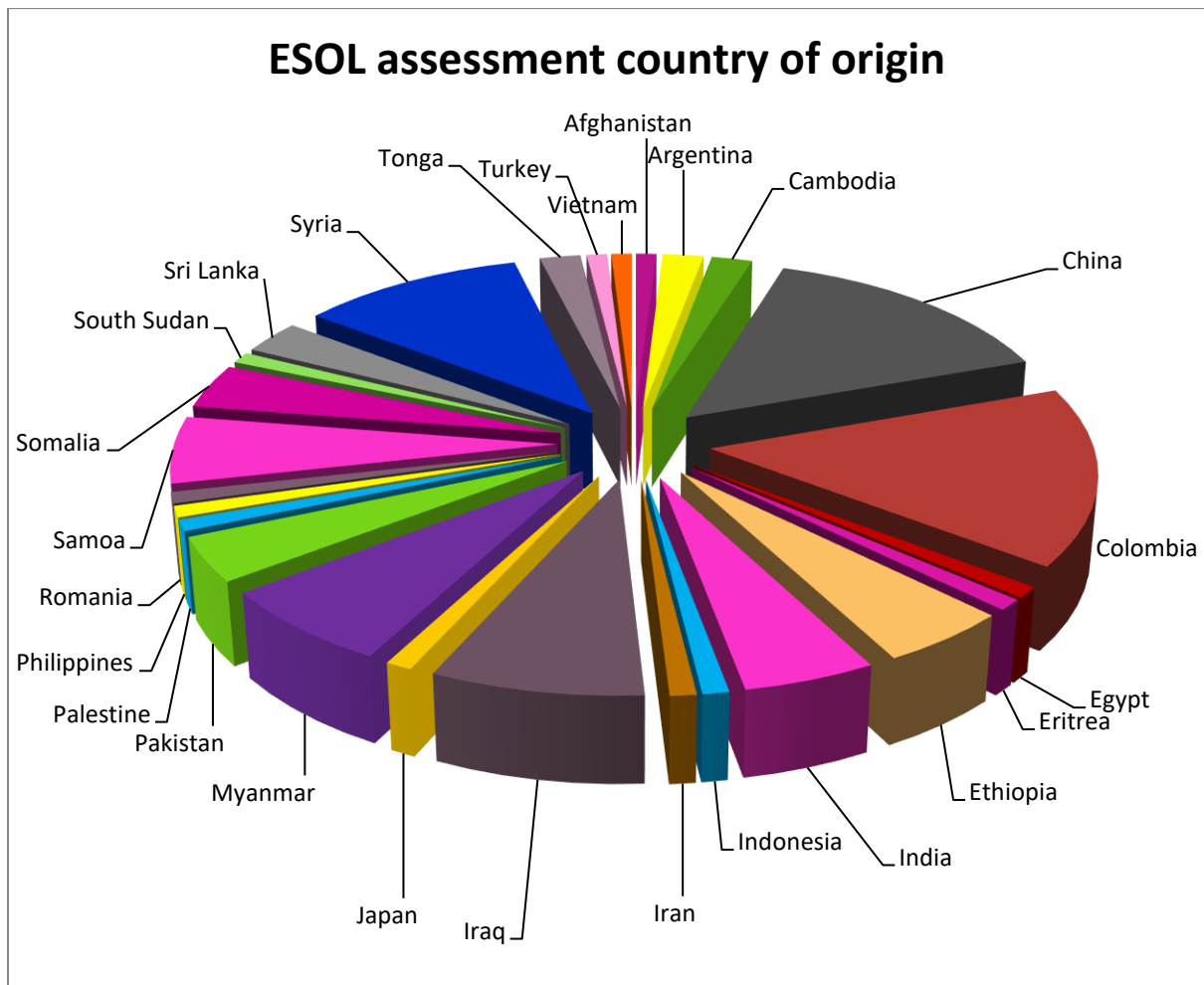
We taught 419 students from 42 different countries this year.



We supported 98 employment clients from 28 countries.



We provided ESOL Assessments to 102 clients from 26 countries.



FUNDERS AND PARTNERS 2020

Thank you to all our funders and partners for their support in 2020!

Funders 2020

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

External Venue Partners

Wellington

- Network Newtown Centre
- Newtown Primary School
- 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, Naenae

Wairarapa

- Masterton Library
- Wairarapa Community Centre

Partner Organisations

- Asia Pacific Refugee Rights Network (APPRN)
- Barnardo's
- Community Networks Wellington
- Connecting Communities
- ETC
- Refugees as Survivors
- Refugee Trauma and Recovery
- CAB
- CCS Disability Action
- Change Makers Refugee Forum
- Community Law Wellington and Hutt Valley
- Dress for Success
- Emerge Aotearoa
- English Language Partners



- Host International
- Hutt Valley High School
- Interpreting NZ
- Immigration New Zealand
- MBIE
- Ministry of Education
- Naenae College
- Newtown Budgeting and Advocacy
- Newtown Library
- Newtown Network Centre
- Newtown Union Health Service
- Oranga Tamariki
- PACT youth service
- Porirua City Council
- Porirua Kapiti Community Law Centre

- Red Cross
- Refugee Family Reunification Trust
- Refugee Trauma Recovery
- Salvation Army
- Shakti International
- Smart Newtown
- Tu Ora Community Outreach Service
- Voice Arts
- Volunteer Wellington
- Wellington City Mission
- Wellington East Girls School
- Wellington High School
- Work and Income
- Work Connect

With special thanks to companies who have worked with us to find numerous jobs for our employment clients:

- CMOS – Commercial Cleaning and Office Cleaning Services
- Equip Recruitment
- Gourmet Brands NZ Ltd
- Innovative Hospitality
- Kleenrite Group
- OCS Limited
- Taylor Preston



Volunteers 2020

KiwiClass relies on the support of our volunteers. We can't do our mahi without them, and we want to thank and acknowledge the dedication and work that each and every one of them brings to the organisation.

- Almus Kiryo Ishak
- Ana Novakov
- Anna Arkhipova
- Ashok Bhatt
- Barbara Wu
- Benjamin Robinson
- Brigid Feehan
- Caitlyn Ogilvy
- Catherine Yates
- Celia Murphy
- Christine Carline
- Dariya Cherkashina
- Darrell Read
- Deborah Gough
- Dung Nguyen
- Ellen Donnelly
- Hana Mills
- Hannah Holder
- Hayley Henton
- Heather Mills
- Heba Wahba
- Helen Corrigan
- Hetty Cameron
- Jane Selby
- Jennifer Madden
- Jessica Skinner
- Joanna Shrigley
- John McLean
- Joseph Galinski
- Joycelyn Ho
- Judy Keats
- Kathryn Ombler
- Kyle Grant
- Lesley Udy
- Linda McCullagh
- Loan Nguyen
- Maggie Rainey-Smith
- Mark Wass
- Mary Clark
- Mary-Jane Monaghan
- Michael Berryman
- Michael Zino
- Muna Koujan
- Muteb Alshammar
- Preet Parmar
- Quynh Thi Nhu Le
- Rachel Keen
- Robin Willink
- Roger Harvey
- Sheen Joseph
- Sruthi Udayakumar
- Tess O'Connor
- Tom Newton
- Trina Burns
- Victoria Mitchell
- Ying Yang



Professional Development 2020

KiwiClass is committed to offering high-quality ongoing professional development to our teachers and other staff. We are proud to have supported staff to attend the following training and development sessions in 2020:

- Mental Health First Aid
- First aid level 1
- First aid for children
- Professional boundaries
- Refugees in New Zealand
- Shakti Family Violence
- Quality Framework
- Health and Safety Management Plan
- Small Improvements
- Victoria University Linguistics and Applied Language Studies seminars
- Having Difficult Conversations
- What does self-care really mean?
- Refugees as Survivors Symposium
- Coaching and Mentoring Skills
- Male Trauma and Sexual Abuse Recovery
- TESOLANZ seminars
- WATESOL seminars
- Supporting Dyslexia
- Grant Writing
- Women in Leadership Conference
- Te Reo level 1
- Tikanga Māori
- Refugee Resettlement
- Cross-Cultural Communication
- Refugee Journey
- Boundaries and Confidentiality
- Using Zoom
- Teaching online
- Using SharePoint
- Managing Xero
- Plain Language Foundations Write
- Volunteering New Zealand Pivot Conference and Manager Seminar Series NZ



Performance Report

KiwiClass Multicultural Support Services He Amo Taunaki
Incorporated

For the year ended 31 December 2020

Prepared by Go Figure 2005 Limited

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Entity Information

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated For the year ended 31 December 2020

Legal Name of Entity

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated

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 that maintain cultural and linguistic identity.

Structure

The organisation is governed by a voluntary board of nine people elected by KiwiClass Society members and one appointed chief executive officer, who is an ex officio board member.

Elizabeth Young - Chief Executive

Jane Selby - Chair

Bridget Murphy - Deputy Chair

Tuzla Lathiff - Treasurer

Elizabeth Huckerby - Board Member

Afnan Al-Rubayee - Board Member

David Brash - Board Member

Julia Tha - Board Member

Sarjon Warde - Board Member

Jeffrey Thomas - Board Member

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 50 volunteers in 2020. 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

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated For the year ended 31 December 2020

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

	2020	2019
General English Classes		
Number of classes held 5 days a week x 19 weeks in 2 semesters	6	6
FTE enrolments	4	4
Enrolment numbers	191	225
Class quality was evaluated by students' feedback each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	90	97
	2020	2019
English for Work Classes		
Programmes held in 3 locations (Newtown, Lower Hutt and Porirua).	-	-
Number of programmes held x 19 weeks in 2 semesters	5	6
FTE enrolments	3	4
Enrolment numbers	121	131
Class quality was evaluated by students' feedback gathered through interpreter-supported sessions each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	96	99
	2020	2019
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	5
FTE enrolments	2	2
Enrolment numbers	90	119
Class quality was evaluated by students' feedback gathered through interpreter supported sessions each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	98	95

	2020	2019
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.	2	3
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.	1	2
English for Driving (Learner Licence class) for 4 terms in Wellington.	4	4
English for Driving for term 4 of 9 weeks in Porirua	-	-
Holiday programmes x 3 mornings/week x 3 weeks in January	2	4
Holiday programmes x 3 mornings/week x 3 weeks in July	1	2
Kiwi English 4 terms in Wellington	2	4
Kiwi English 2 terms in Wairarapa	2	2
Sewing English for 1 term in Porirua	2	1
Sewing English Wellington held 2 days a week for 2 terms	2	-
Community Wellington held 1 day a week for 1 term	1	-
FTE enrolments	1	2
Enrolment numbers	247	257
Class quality was evaluated by students' feedback gathered through interpreter supported sessions each semester.	-	-
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate %	94	95
	2020	2019
Employment and Assessment		
Individual English language assessments.	102	173
Employment Coaching provided (delivered over 50 weeks) number of clients assisted	96	93
FTE enrolments	3	2
Target Satisfaction Rate %	90	90
Actual Satisfaction Rate % (January - June)	95	97
Actual Satisfaction Rate % (July - December)	86	97
	2020	2019
Student Homework Club		
Club ran 2 days/week for 2 hours session x 36 weeks.	1	2
Club ran 1 days/week for 2 hours session x 13 weeks.	1	-
Number of secondary school students who received support through the club.	54	67
FTE enrolments	1	1
	2020	2019
Administration of KiwiClass Services		
FTE employees	4	4

	2020	2019
Additional Output Measures		
Total number of enrolments	703	799
Large variety of communities meet weekly, monthly or for special events	-	-

Statement of Financial Performance

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated For the year ended 31 December 2020

	NOTES	2020	2019
Revenue			
Donations, fundraising and other similar revenue	1	11,880	6,793
Revenue from providing goods or services	1	1,531,257	1,372,102
Interest, dividends and other investment revenue		12,598	10,250
Total Revenue		1,555,735	1,389,145
Expenses			
Costs related to providing goods or service	2	150,600	176,806
Volunteer and employee related costs	2	1,031,142	975,640
Other expenses	2	214,263	178,933
Total Expenses		1,396,006	1,331,379
Surplus/(Deficit) for the Year		159,730	57,767

Statement of Financial Position

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated As at 31 December 2020

	NOTES	31 DEC 2020	31 DEC 2019
Assets			
Current Assets			
Bank Accounts and Cash			
Bank and cash/(bank overdraft)	3	348,821	20,930
Total Bank Accounts and Cash		348,821	20,930
Term Deposits	3	303,053	330,514
Accrued Interest Income		1,203	2,005
Accounts Receivable		440	35
Total Current Assets		653,517	353,484
Non-Current Assets			
Property, Plant and Equipment	4	80,412	88,401
Total Non-Current Assets		80,412	88,401
Total Assets		733,928	441,884
Liabilities			
Current Liabilities			
Goods and Services Tax		35,935	16,553
Accounts Payable		21,829	17,423
Employee Costs Payable		37,836	13,455
Credit Card Payable		2,466	1,222
Income Received in Advance	7	109,363	33,162
Bonds Held for Room Hires		1,557	957
Accounts Payable		10,753	4,653
Total Current Liabilities		219,739	87,425
Total Liabilities		219,739	87,425
Total Assets less Total Liabilities (Net Assets)		514,189	354,459
Accumulated Funds			
Accumulated Funds	8	514,189	354,459
Total Accumulated Funds		514,189	354,459

Statement of Cash Flows

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated For the year ended 31 December 2020

	NOTES	2020	2019
Cash Flows from Operating Activities			
Cash Received			
Donations, fundraising		11,880	6,793
Receipts from providing goods or services		1,612,497	1,375,674
Interest and dividends		8,608	11,330
Net GST		20,125	(18,032)
Total Cash Received		1,653,110	1,375,765
Cash Applied			
Payments to suppliers and employees		(1,331,189)	(1,333,040)
Total Cash Applied		(1,331,189)	(1,333,040)
Net Cash Flows from Operating Activities		321,921	42,725
Cash Flows from Investing and Financing Activities			
Cash Applied			
Payments to acquire property, plant and equipment		(21,492)	(45,217)
Payments for investment purchases		(2,538)	(90,514)
Proceeds from investment disposals		30,000	90,000
Other cash items from financing activities		-	-
Total Cash Applied		5,970	(45,731)
Net Cash Flows from Investing and Financing Activities		5,970	(45,731)
Net Increase (Decrease) in Cash		327,891	(3,006)
Bank and Cash Balances at the beginning of the period			
Bank and cash balances at the beginning of the period	3	20,930	23,936
Total Bank and Cash Balances at the beginning of the period		20,930	23,936
Bank and Cash Balances at the end of the period		348,821	20,930

Statement of Accounting Policies

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated For the year ended 31 December 2020

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

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated For the year ended 31 December 2020

	2020	2019
1. Analysis of Revenue		
Donations, fundraising and other similar revenue		
Glencairn Fund	11,880	4,320
Koha (Refreshments)	-	973
Nikau Grant (Database)	-	1,500
Total Donations, fundraising and other similar revenue	11,880	6,793
Revenue from providing goods or services		
DIA - COGS Hutt Valley	1,006	1,294
DIA - COGS Wellington	4,360	6,804
DIA - COGS Whitireia	-	1,342
Grant - Lotteries (Emp Fam)	10,000	10,000
Grant - WCC - Accom Assistance	7,284	6,070
Grant - WCC - Social & Rec	24,000	6,667
Grant - DIA Employment	3,333	-
Grant - DIA Social Cohesion	25,403	-
Grant - Lotteries (Employment)	16,667	-
Homework Club Income	36,200	38,817
MSD - W&I / Funding MEA	130,627	130,627
Nikau Grant - Social Cohesion Project	5,000	-
Office Services	-	1,468
Other Income	-	257
PELT - Income	8,742	26,922
Room Hires	4,305	5,488
Student Data Subsidy	10,000	-
TEC: (ACE)	554,227	544,427
TEC: (ILN)	674,104	587,269
TEC: Technology Access Fund	16,000	-
Wellington Community Trust - Database & CRM Upgrade Project	-	4,650
Total Revenue from providing goods or services	1,531,257	1,372,102
	2020	2019

2. Analysis of Expenses

Volunteer and employee related costs		
ACC	3,345	2,835
Direct Wages	796,021	775,786
Recruitment	1,318	1,541
Staff Expenses	10,084	5,307
Professional Development	3,516	666
Staff Travel - Admin	735	2,453
Volunteers Office	282	374

	2020	2019
Wages & Salaries	215,840	186,677
Total Volunteer and employee related costs	1,031,142	975,640
Costs related to providing goods or services		
Employment Support/EAAS Programmes	13,291	15,083
Empowering Families	3,249	4,980
General English (ACE)	73,755	68,388
Homework Club	3,201	4,827
Literacy & Computer	9,542	13,060
Tikanga Maori	590	-
Workplace English (ACE)	46,972	58,276
PELT	-	12,193
Total Costs related to providing goods or services	150,601	176,806
Other expenses		
Accounting	15,450	14,300
Advertising	1,547	366
Audit Fees	6,578	7,356
Bad Debts	-	341
Bank Fees	920	811
Board Expenses	2,649	3,545
Cleaning and Waste disposal	12,239	15,455
Computer Expenses	47,920	23,888
Consultancy	16,019	-
Insurance	3,493	3,493
Interest - Admin	-	5
iPayroll Fees	3,357	3,612
NZQA Approvals & Compliance	2,635	12,993
Postage & Couriers	407	440
Printing, photocopying and leasing	4,822	4,377
Publicity/Website	261	735
Power	3,515	5,096
Professional fees	-	8,123
Rent	24,884	19,352
Rent - Parking	7,482	3,933
Repairs & Maintenance	6,272	5,248
Stationery & Consumables	2,674	11,935
Depreciation	29,481	18,750
Equipment - < \$500	-	265
Telecommunications	17,666	13,662
Resources Materials	-	90
Subscriptions	3,992	760
Total Other expenses	214,263	178,933

2020

2019

3. Analysis of Assets

Bank accounts and cash

Westpac Cheque Account	17,203	19,476
Westpac Online Saver #1	301,175	1,148
Cash on Hand	443	307
Investment Account - #035	30,000	-
Total Bank accounts and cash	348,821	20,930

Term Deposits

Investment Account - #028	50,000	50,000
Investment Account - #029	50,000	50,000
Investment Account - #033	10,730	10,514
Investment Account - #035	-	30,000
Investment Account - #036	100,000	100,000
Investment Account - #037	92,322	90,000
Total Term Deposits	303,053	330,514

4. Property, Plant & Equipment

This Year					
Asset Class	Opening carrying amount	Purchases	Sales/ (Disposals)	Current year depreciation	Closing carrying amount
Furniture and Equipment	24,768	2,566	-	4,054	23,280
IT Equipment	28,642	18,926	-	21,983	25,585
Leasehold Improvements	34,991	-	-	3,444	31,546
Total	88,401	21,492	-	29,481	80,412

Last 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

5. Commitments and Contingencies

KiwiClass has no capital commitments or contingent liabilities on 31 December 2020. (2019: Nil)

	2020	2019
Lease Commitments		
Lease Commitments		
Not later than one year	8,358	80,839
Later than one year and not later than five years	5,536	18,520
Total Lease Commitments	13,894	99,359

6. Subsequent Events

The rental lease agreements for Level 2, 39 Webb Street and Room 16, Level 4, 3 Hagley Street, are in the process of being renewed as at 31 December 2020. The lease commitments for both properties are to be renewed at the existing rates, being \$5,970 (excl GST) for a further 3 years and \$1,415 (excl GST) per month for a further year, respectively. (2019: Nil).

7. Grants Unused at Balance Date

At the balance date, KiwiClass had received grants totaling \$221,704 over the last two years (2020: \$178,045, 2019: \$43,659). The unused portion of the grants of \$109,363 has been recorded in the Statement of Financial Position as Income Received in Advance. Income is recognized when the agreed milestones have been achieved.

Grant	Unspent as at beginning of 2020	Received in 2020	Expended in 2020	Unspent at end of 2020
WCC - Soc and Rec Grant	9,000	30,000	24,000	15,000
WCC - Accom Assis Grant	5,463	7,284	7,284	5,463
DIA - COGS Hutt Valley	1,006	-	1,006	-
DIA - COGS Wellington	4,360	11,500	9,152	6,708
NZ Lottery Grant	8,333	30,000	26,667	11,666
Nikau Grant	5,000	-	5,000	-
DIA - Employment	-	20,000	3,333	16,667
DIA - Social Cohesion	-	79,261	25,402	53,859
	33,162	178,045	101,844	109,363

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 Whitirea	1,167	175	1,342	-

DIA - COGS Wellington	3,208	7,475	6,323	4,360
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

2020 2019

8. Accumulated Funds

Accumulated Funds

Opening Balance	354,459	296,692
Accumulated surpluses or (deficits)	159,730	57,767
Total Accumulated Funds	514,189	354,459

9. Related Parties

There were no related party transactions during the year.

(2019: 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 Executives of Kiwiclass. The fee paid was at a discounted rate relative to arms length market prices).

10. Covid-19

On 30 January 2020, the spread of novel Corona virus (COVID-19) was declared a public health emergency by the World Health Organisation. On 25 March 2020, New Zealand was placed into Alert Level 4 lockdown to combat the pandemic. In the months following, and up to the date the Performance Report was authorised for issue by the Board, the country has cycled in and out of the various Alert Levels, some of which have included further lockdowns and restrictions on citizen movement and activities for extended periods.

The board will continue to monitor the impact COVID-19 on the organisation but at the date of this report the Board does not believe the entity has been or will be adversely financially affected by the pandemic. The known and expected impacts of the virus on the entity include unexpected additional funding from the following organisations:

Department of Internal Affairs: Ethnic Communities Development Fund (Social Cohesion)	\$79,261
Department of Internal Affairs: Ethnic Communities Development Fund (Employment)	\$20,000
Wellington City Council: General Wellbeing	\$30,000
New Zealand Lotteries Grant Board: Covid Community Wellbeing Fund	\$20,000
Ministry of Social Development: Covid Awareness & Preparedness Fund	\$5,000
Ministry of Social Development: Community Capability & Resilience Fund	\$5,000
Tertiary Education Commission: Hardship Fund	\$7,500
Tertiary Education Commission - Technology Access Fund	\$16,000

The Board maintain the view that the entity has sufficient resources that it will continue to operate as a going concern provided operational targets are met.

Audit Report

KiwiClass Multicultural Support Services He Amo Taunaki Incorporated
For the year ended 31 December 2020



KiwiClass

MULTICULTURAL SUPPORT SERVICE | HE AMO TAUNAKI

He Amo Taunaki