



PALMERSTON NORTH CITY COUNCIL

MINUTES ATTACHMENTS
COMMUNITY DEVELOPMENT
COMMITTEE

9AM, WEDNESDAY 5 AUGUST 2020

ELWOOD ROOM, CONFERENCE & FUNCTION CENTRE
354 MAIN STREET, PALMERSTON NORTH

COMMUNITY DEVELOPMENT COMMITTEE MEETING

5 August 2020

5 Deputation - Enable New Zealand

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6 Deputation - English Language Partners New Zealand

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| 1. | Deputation - English Language Partners New Zealand | 15 |
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Enable New Zealand

Presentation to Community
Development Committee
PNCC



We are New Zealand's largest supplier of disability equipment, information and modification services, helping disabled people and their whanau live everyday lives in their communities.

**employ over 110 staff
across 4 NZ locations**

**\$150 million funding
managed each year**

**purchase 85,000+
pieces of equipment
each year (value of
\$21m)**

A proud part of MDHB, maintaining strong operational ties and sharing a number of systems and processes.

Enable
NEW ZEALAND



Mana Whaikaha
Enabling Good Lives



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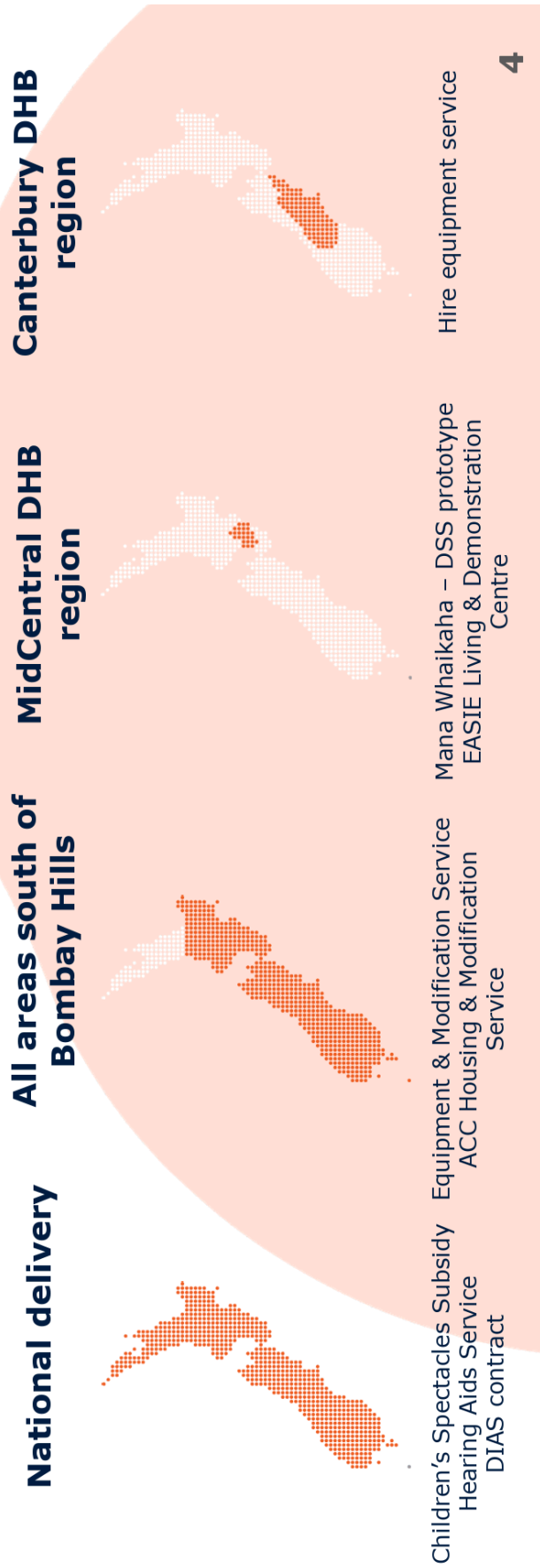
Our key services

- Ministry of Health**
 - Equipment & Modification Service; Children's Spectacles Subsidy; Hearing Aid Subsidy & Hearing Aid Scheme; Mana Whaikaha; Disability Information Advisory Service (EASIE Living; Firstport); Outreach services
- ACC**
 - Housing Modification Service
- DHBs**
 - Equipment Hire Service; Short Term Loan Equipment Service
- Wholesale & Retail**
 - Online stores (based on Shopify): EASIE Living retail store

A national operation



Four base locations: **Palmerston North HQ & Warehouse; Hamilton Warehouse; Christchurch Warehouse.**



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An overview of what we do



Mana Whaikaha



- Launched October 2018, based on the Enabling Good Lives principles
- Try, learn & adjust model
- ENZ provides the background support system, Tari Whaikaha
- Key roles within Tari Whaikaha include:

Government Liaison

Ensure disabled people and whanau have seamless access to disability supports across all related agencies.

Information Specialists

Help promote Mana Whaikaha to our local communities and welcome new people into the system.

Funding Specialists

Help administer the available funding to people who engage with the service.

Business Insights Specialist

Analyse data and trends to help inform future developments and adjustments to the prototype.

- Currently over 700 people are engaging with a Connector
- Findings and lessons learned being fed back to Government 2020

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Firstport



- Launched November 2017
- Welcomed over 50,000 website visitors in 2019
- Top three pages visited in 2019 were
 - Financial support - 19,350
 - Disability allowances and benefits - 8025
 - Homepage - 7049
- Key initiatives have included:
 - Life through a Lens photography competition
 - In My Own Words
 - StoryPod
 - Informational content strategy in conjunction with key Enable roles
 - Accessible day out library



EASIE Living

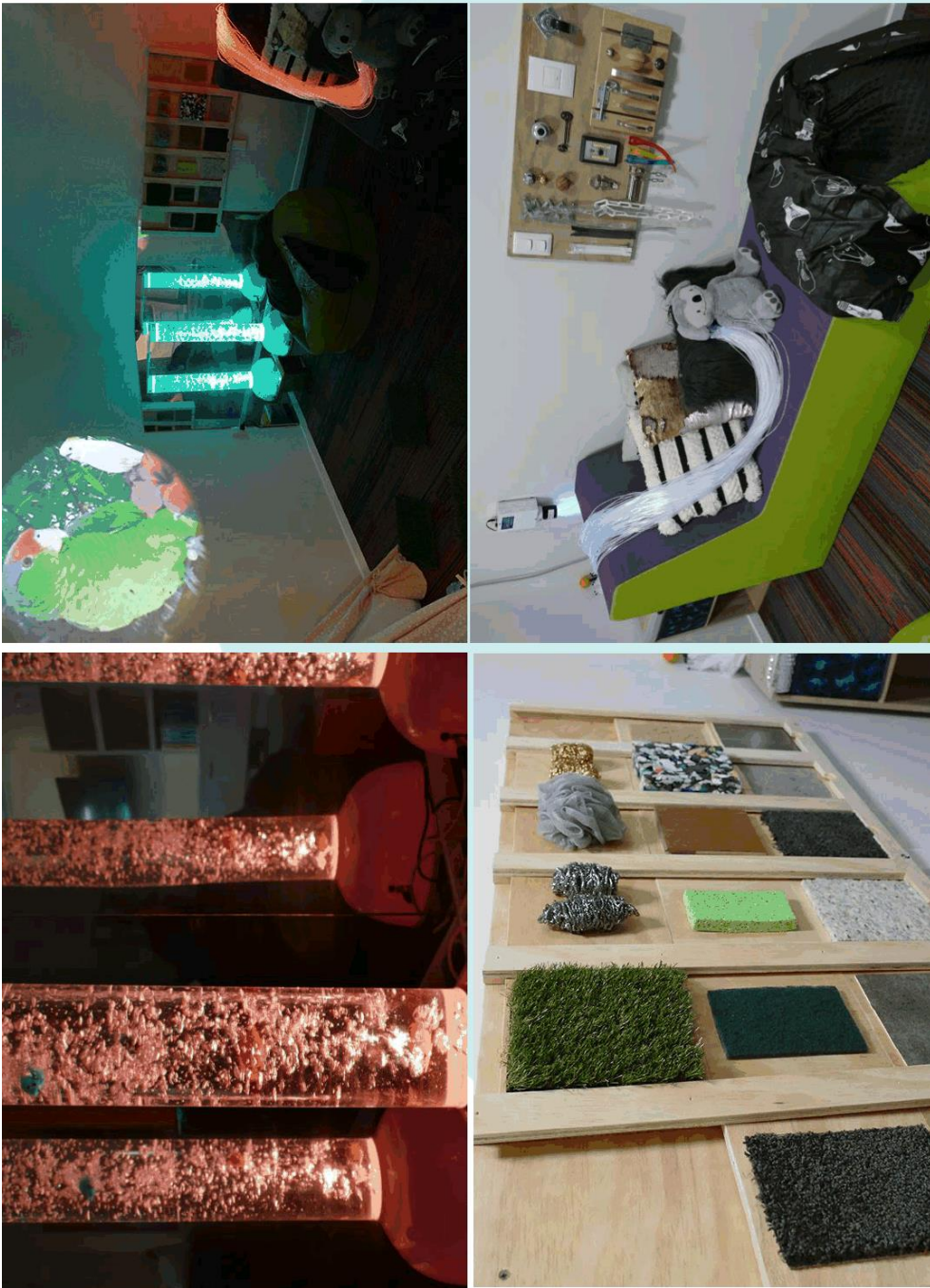


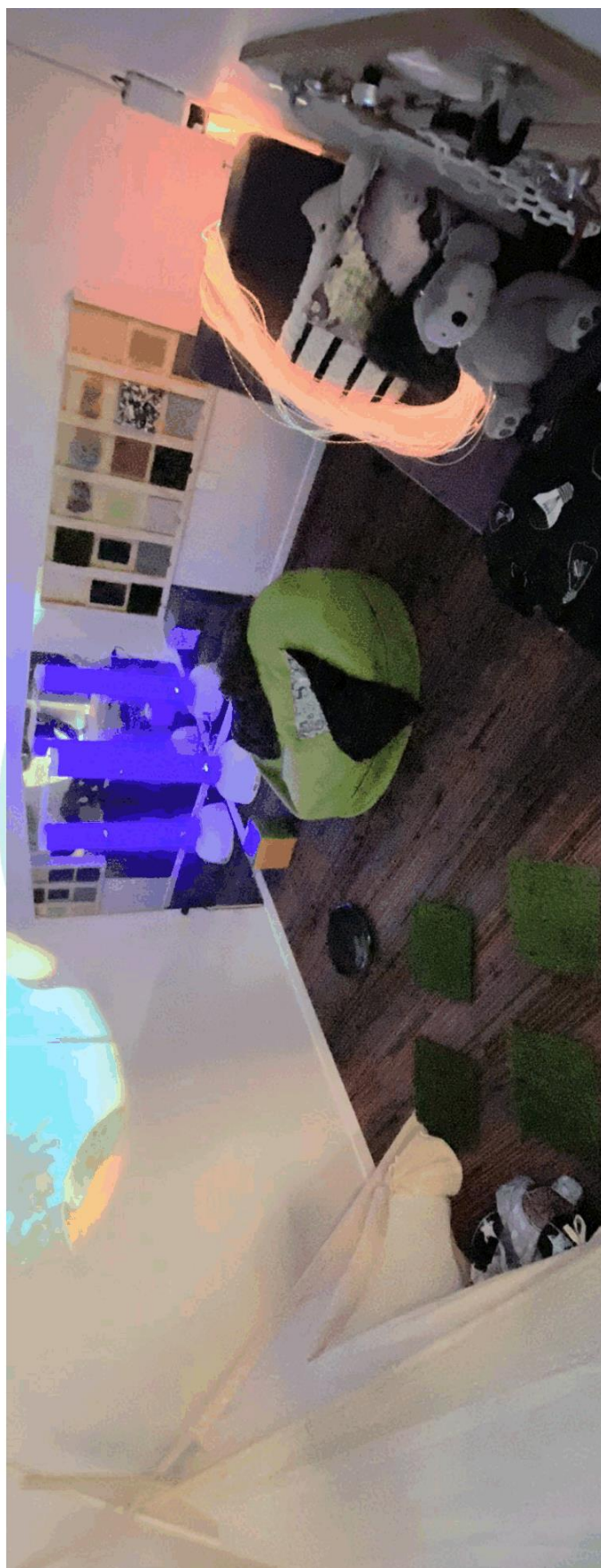
- Unique retail and demonstration space in the heart of MidCentral region
- Additional channel through which we deliver our DIAS contract
- Enables disabled people, older people and those caring for them to access information, advice and products that promote and facilitate independent living
- Key initiatives include:
 - Fully accessible and furnished demonstration home
 - Mobile van service
 - Community presentations
 - Professional Advisory service
 - Retail and product testing space
 - Online retail options
 - Assistance with Lotteries applications
 - Sensory Space





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Strategy Advisory Group

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1. Purpose

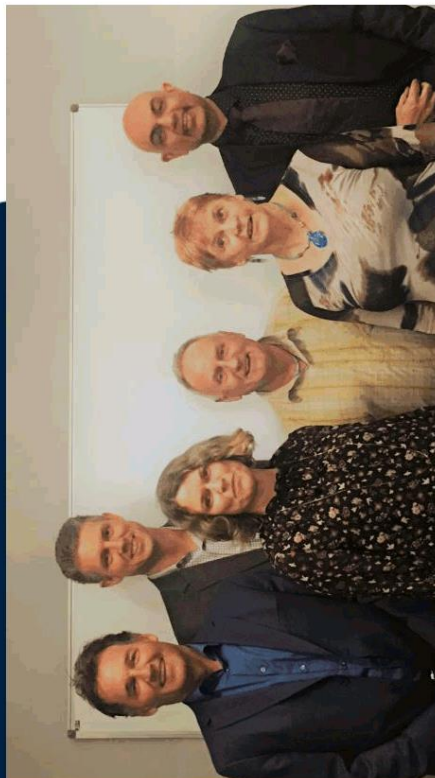
Support Management
Independent unconstrained advice
Long-term focus on Enable, customer and staff
NOT monitoring or governance

2. Role

Challenging
Influencing and Informing
Entrepreneurial and Innovative

3. Membership

6 Members
Wide skills sets
Well connected





English Language Partners New Zealand

Working with former refugees and migrants



PALMERSTON NORTH CITY COUNCIL



Our vision

Former refugees and migrants participate successfully in all aspects of life in Aotearoa New Zealand.

Our purpose

To deliver English language programmes and enable effective settlement.

Our values

Partnership, Excellence, Diversity, Respect



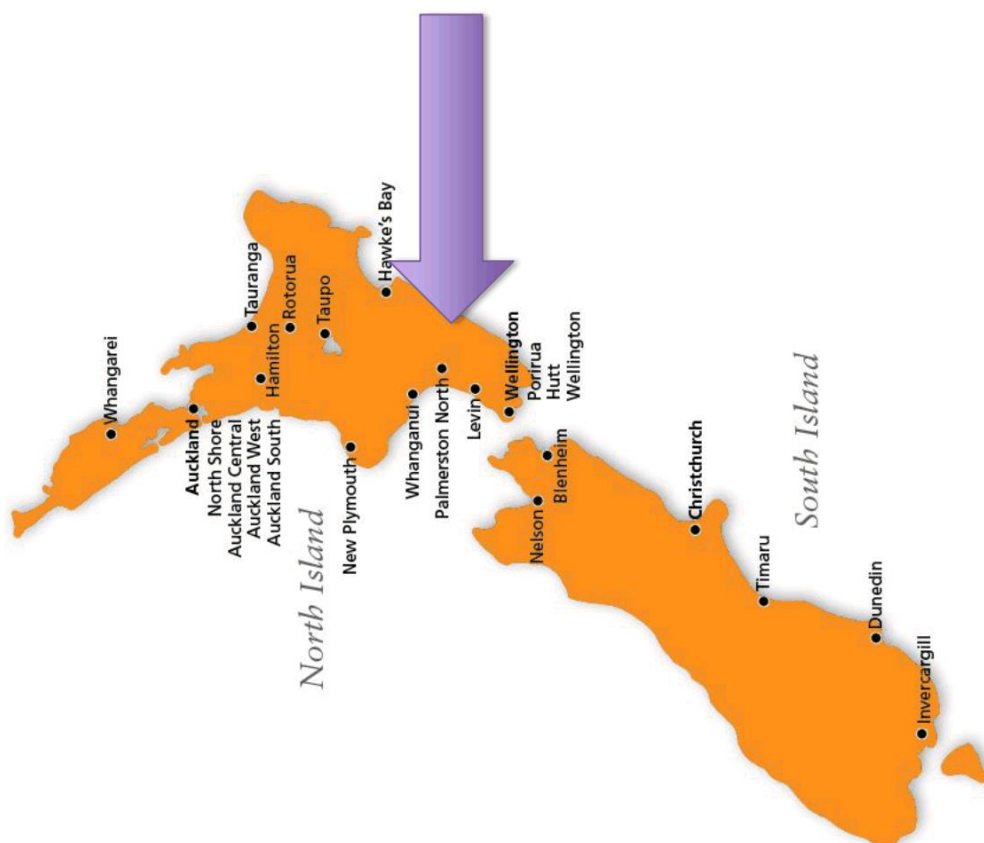
ELPNZ Quick stats

- 7,200 refugee and migrant-background adult learners supported
- non-profit and registered charity
- 1,800 volunteers
- 350 staff
- 40 years of expertise
- community-based (community centres, homes, workplaces)
- funded by the Tertiary Education Commission and local funders

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22 New Zealand centres



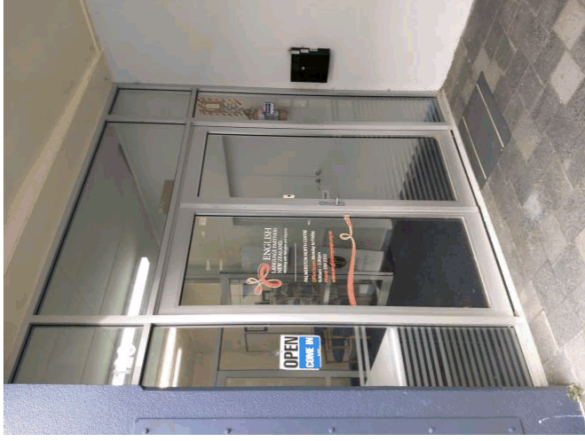
We provide English language and social support so learners can

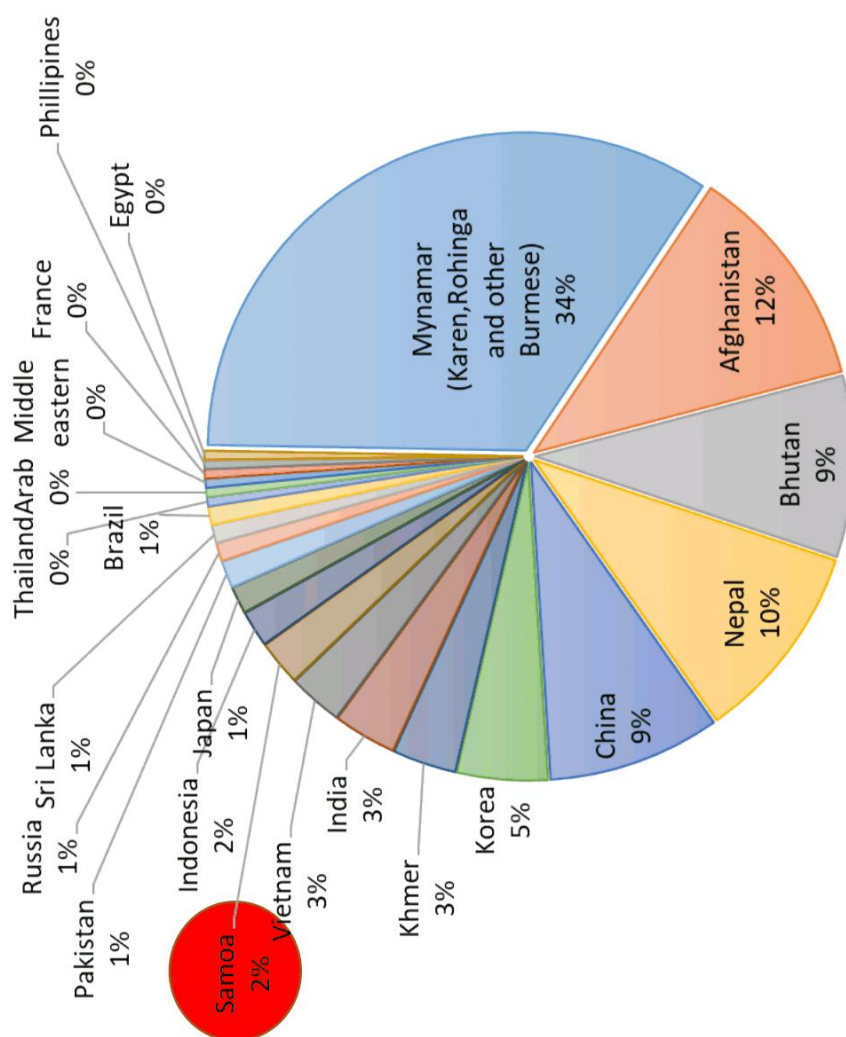
- live confident and independent lives,
- participate in NZ society and access mainstream services
- meet people, make connections and not be isolated
- have the language to get a job and for further study
- know how to care for NZ's environment
- understand their rights and responsibilities in bi-cultural and multicultural NZ
- retain and share own cultural identity



ELP in Palmerston North

- By May 2020 service provided to 250 people in Palmerston North City (2019 - 1010 services to 350 people)
- Majority of learners preliterate. Very few learners above intermediate level
- Client age ranges from 16-70+





Student Ethnicity 2019

- Staff of one fulltime manager, 3 part time admin, 6 part time teachers plus approx. 60 volunteers in the home tutoring programme
- Funded primarily through TEC contracts and local ACE funding
- Latest NZQA External evaluation review ELP achieved Category 1 (Excellence) for our programmes

- Focus in P.N is on helping migrants integrate effectively into community
- Provide ongoing English support to migrants currently in, or looking for employment through E4E and Worktalk programmes.
- ELP networks with many agencies to provide support to clients (PNCC, MMC, Red Cross, NZ Police, Sport Manawatu, Diabetes Trust, Think Hauora, Women's Refuge, Just Zilch.....)
We are also a member of the Welcoming Communities Advisory Group

Programmes delivered in Palmerston North

1. English Language Groups 2 - 4 hours per week
2. ESOL Home Tutoring 1 - 2 hours per week
3. English for Employees 45 hours part time
4. ESOL Road Code 45 hours, study for learner license
5. Work Talk 48-hour intensive
6. ESOL Literacy classes 10 hours per week
7. ESOL Intensive 15 hours per week
8. English for Migrants Hours to suit (pre-paid tuition programme)
9. Certificate in ESOL Home Tutoring 60 hours volunteer training
10. Business contracts to individuals and companies



Issues

- **Post-Covid** No new intake of refugees/migrants for foreseeable future which will significantly affect funding for 2021 and beyond. New initiatives include online classes, course development, targeting employers
- **Funding** ELP is funded only for permanent residents and NZ citizens but big demand for English from migrants on work visas. Business contracts available for employers but employers reluctant to spend. Would like to see support for employers and migrants as economic outcomes improve as average English level increases
- **Premises** Looking for new premises that is 250-300m², earthquake rating 75%+ NBS, consented for education purposes and within a **very** limited budget



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