



ELLA

English Language and Literacy Access

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Greater Dandenong



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the community

56 % born overseas

59% speak a language other than English at home

17% have limited English fluency

9% unemployment



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what is ELLA?

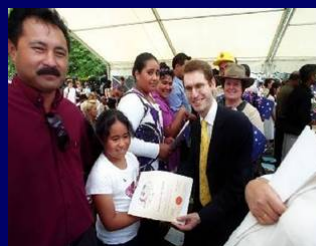
a referral service

computer assisted learning

computer and Internet classes

job and career Support

citizenship and participation



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ELLA staffing

qualified ESL teachers



library customer service officers



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ELLA usage

1848 referrals in 2006/07

23% increase since 2000/01

23,740 of Computer Assisted Learning hours

21% increase since 2000/01



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where to from here?




- expanded outreach services
- reaching parents who use other council services
- community and neighbourhood literacy centres




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client feedback



"In this unknown land you were like a lighthouse spreading warmth which gave me the confidence"

"I got the job!"



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