

# The Tasmanian Adult Literacy Action Plan 2010-2015

## What we've learnt and where we're heading

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Department of Education

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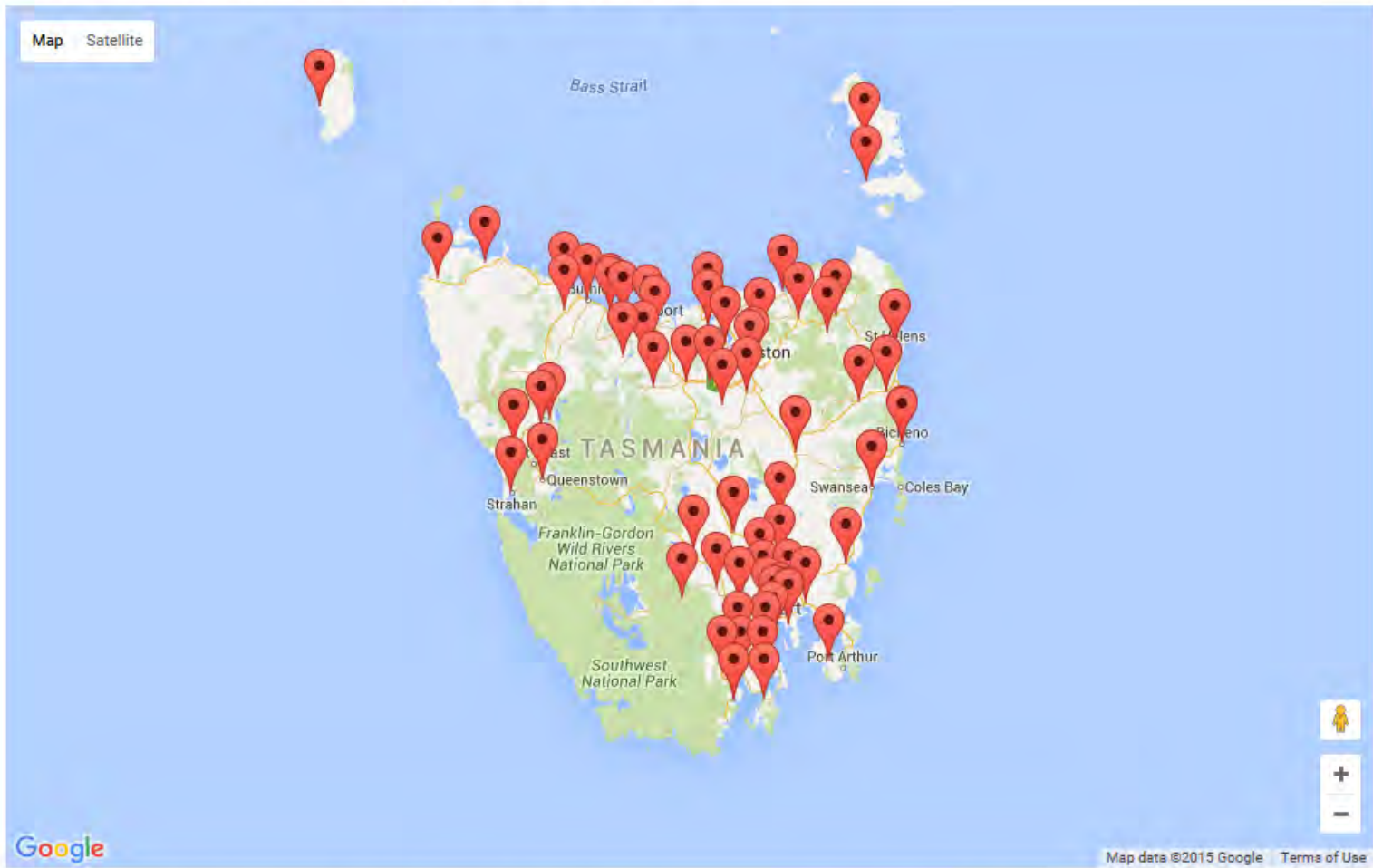
 **Tasmania**  
Explore the possibilities



- archives and heritage
- library and information
- literacy and learning
- online access and digital skills

Search... Library Catalogue, Website, Tasmanian Names Index, Selected Archives, etc. Search

## LINC Tasmania locations and hours





- archives and heritage
- library and information
- literacy and learning
- online access and digital skills

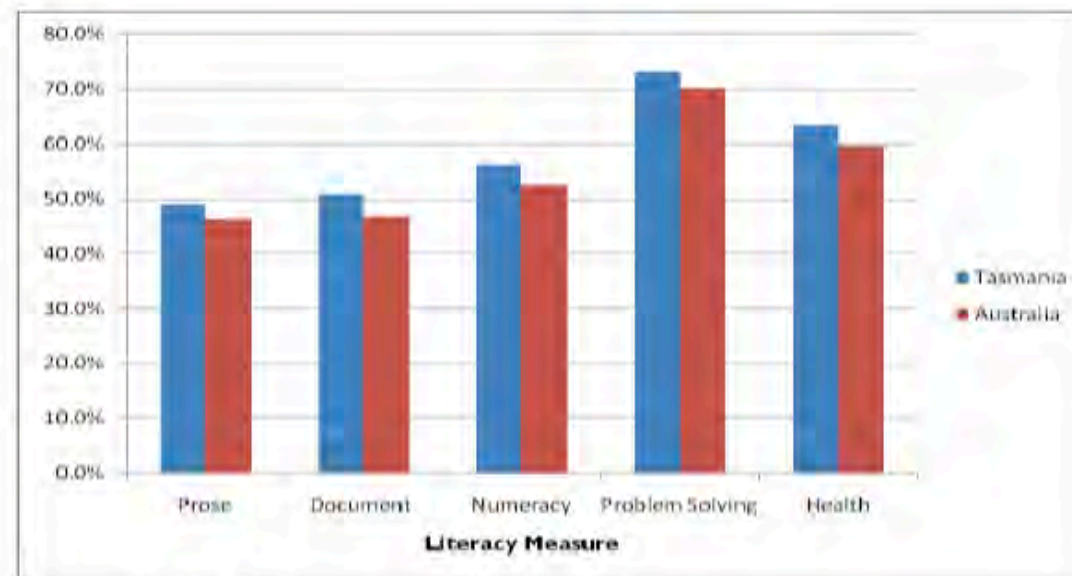
Department of Education

 **LEARNERSFIRST**

# Why did Tasmania take action?

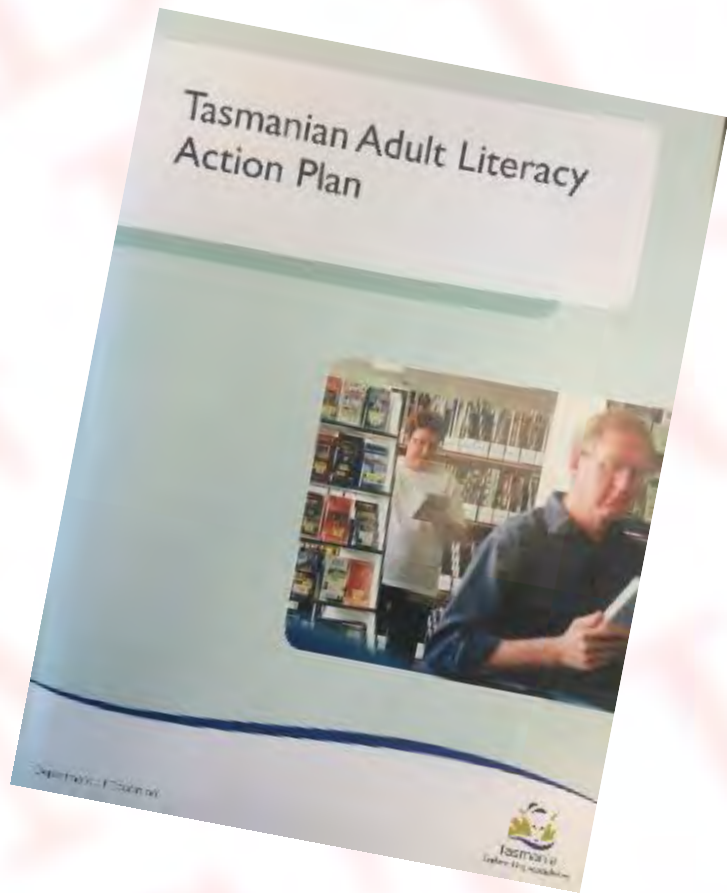
## 2006 Adult Literacy and Life Skills Survey (ALLS)

**Figure 1 - Proportion of Tasmanians without the literacy skills needed cope with everyday life and work**



Source: ABS 2006, Adult Literacy and Life Skills Survey

# Tasmanian Adult Literacy Action Plan 2010-2015



**Aim:** For young people and adults to have the literacy skills they need to fully participate in their family life, the community, learning and employment

# Adult Literacy Action Plan 2010-2015

## Strategies:

1. The establishment of an informal community and workplace network of adult literacy support
2. The establishment of a statewide team of coordinators supported by a pool of trained literacy volunteers to drive the Adult Literacy Network.
3. The development of key indicators to measure improvements in adult literacy support and outcomes

# Adult Literacy Action Plan 2010-2015

1. The establishment of an informal community and workplace network of adult literacy support







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# Adult Literacy Action Plan 2010-2015

2. The establishment of a statewide team of coordinators supported by a pool of trained literacy volunteers to drive the Adult Literacy Network.



[LINC Tasmania Literacy Services](#)

- 1 or 2 skilled, motivated and supported literacy coordinators
- A team of trained, active and supported volunteers
- Clients with individual learning plans and tailored support strategies
- One to one support services
- Regular small group activities that support clients' learning



- Programs that respond to local needs
- Local networks that support warm referrals
- Collaboration and partnerships
- Integration with LINC or Justice personnel, programs and services

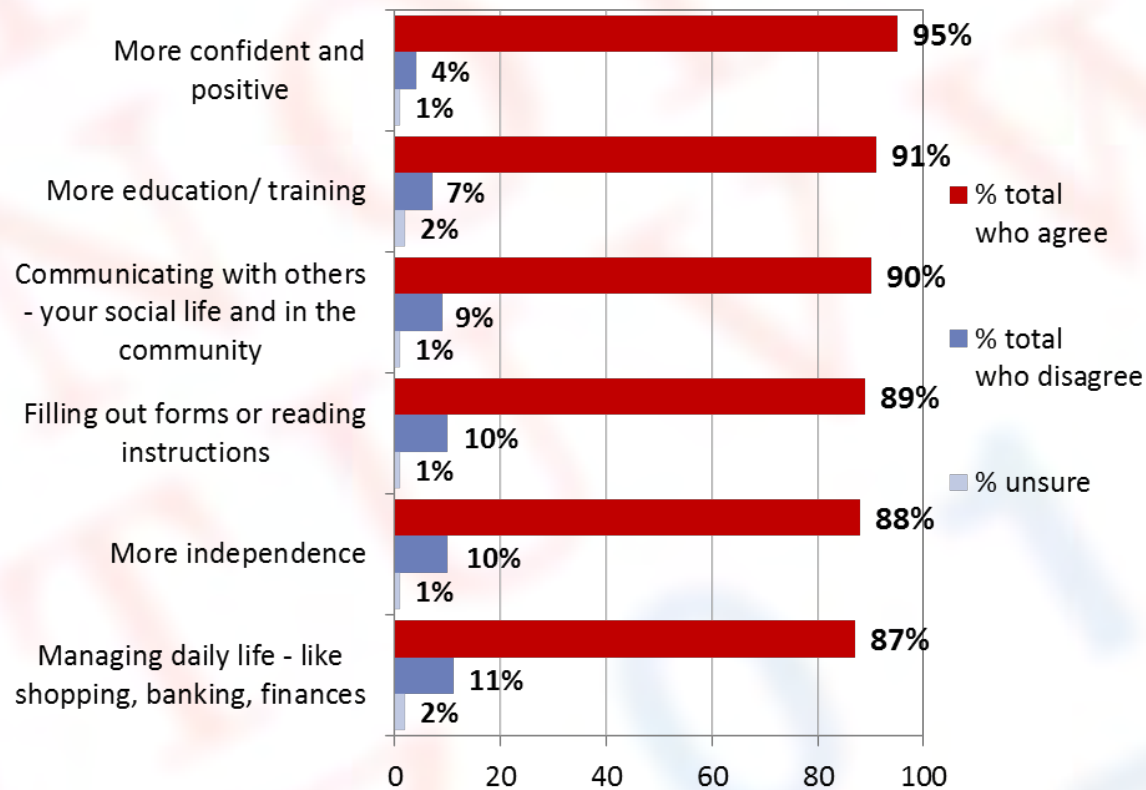


# Client satisfaction survey 2015

- **96%** of respondents were satisfied to some extent with their experience
  - 74%** were very satisfied
- **35%** were satisfied because they achieved goals and improved skills
  - 34%** because they found the people friendly, supportive and helpful
- **92%** said they would recommend the program to family and friends

# Client satisfaction survey 2015

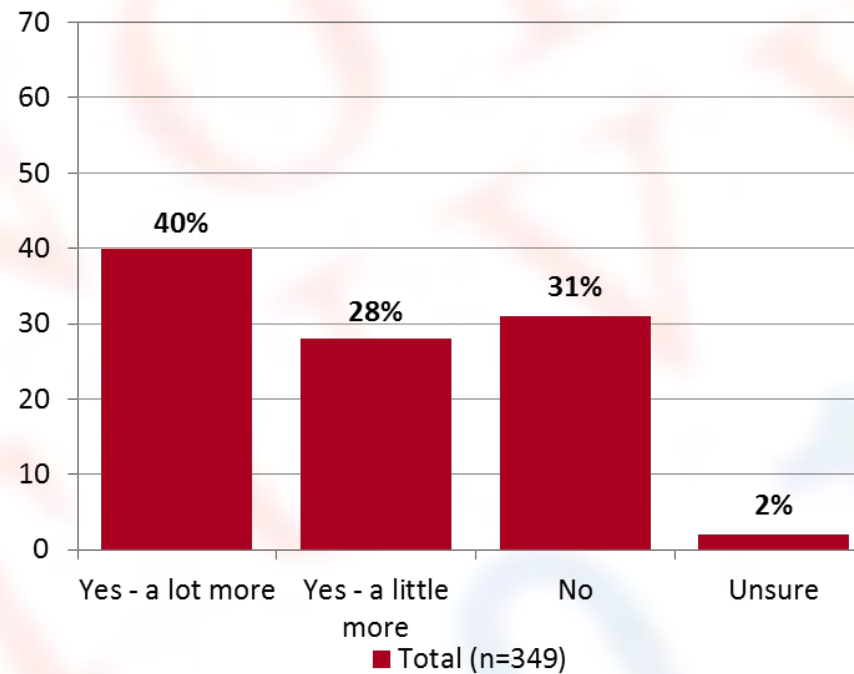
Q. I'm going to read you some areas of everyday life that have improved for people who have had help through LINC Tasmania's literacy support program. I'd like you to tell me if you agree that they have improved for you.



# Client satisfaction survey 2015

Q. Do you read or write notes, letters, text messages or emails?

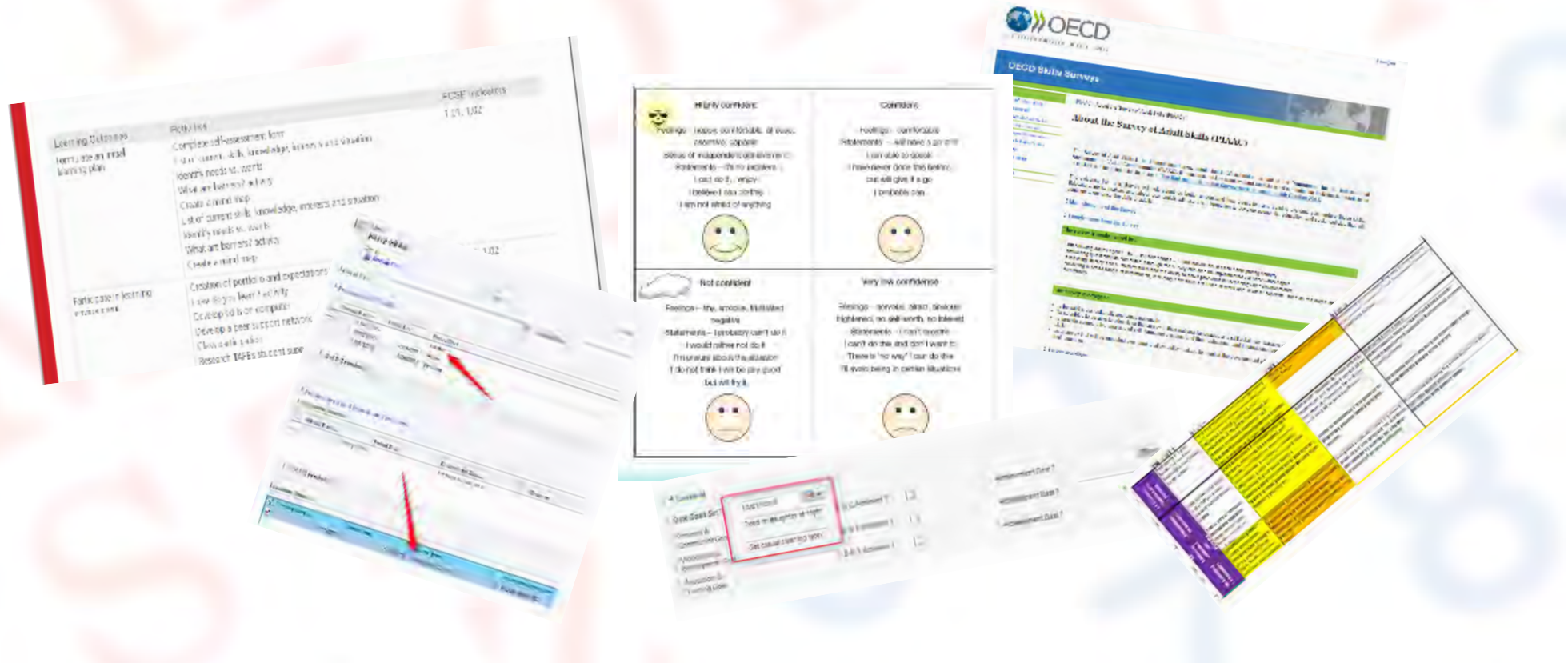
Q. Do you read or write notes, letters, text messages or emails more since receiving support through LINC?





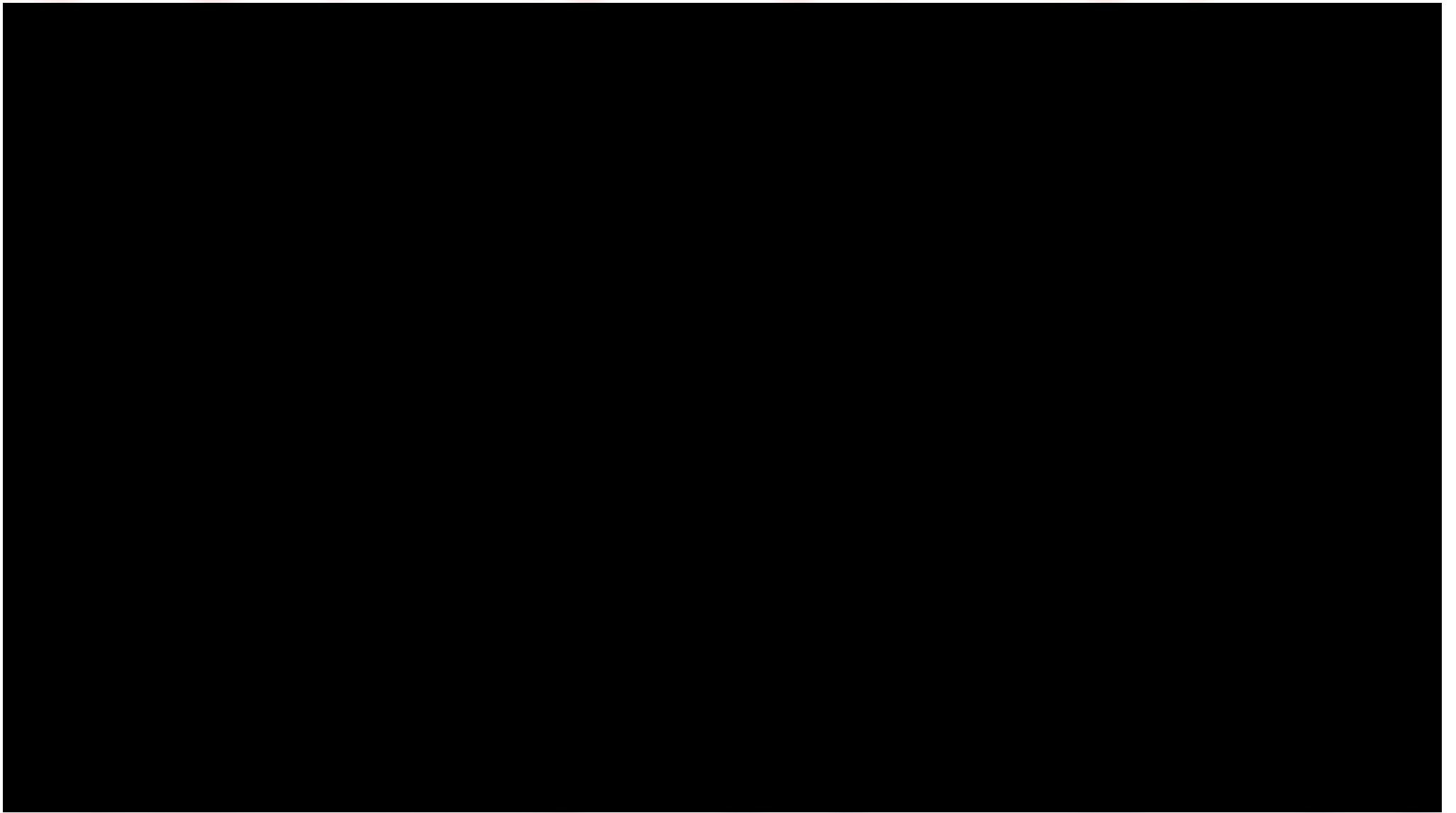
# Adult Literacy Action Plan 2010-2015

## 3. The development of key indicators to measure improvements in adult literacy support and outcomes



# Reported outcomes 2014-15

Outcome	Measure	2010-11	2011-12	2012-13	2013-14	2014-15
Increased number of adult Tasmanians receiving literacy support (one to one or group)	Number of individuals receiving individually tailored support through LINC Tasmania		988	863	1391	1909
	Number of individuals receiving group support through Literacy Skills Development Programs		439	1006	488	343
	TOTAL	500	1427	1869	1879	2252
Increased number of adult literacy projects funded	Number of projects funded through the LINC Tasmania Literacy Skills Development Program	17	46	63	45	38
Increased literacy levels of program participants	Number of learners increasing one ACSF level		239	193	158	177
Increased levels of participation in education and training by program participants	Number of learners moving on to other education and training programs within three months of receiving support	66	134	206	144	301
Increased employment outcomes for program participants	Number of learners gaining employment within three months of receiving support	69	106	97	38	64
Increased confidence and self-esteem levels of program participants	Number of learners demonstrating increased confidence and self-esteem			121	51	
Increased number of trained volunteers with the capacity to provide literacy support to adult Tasmanians	Number of trained literacy volunteers registered with LINC Tasmania	394	529	684	940	1131
Three Adult Literacy Coordinators working with the Department of Justice to provide support and training to prisoners and offenders serving community orders	Number of prisoners and offenders receiving literacy support		283	87	90	222





# Achievements 2010-2015

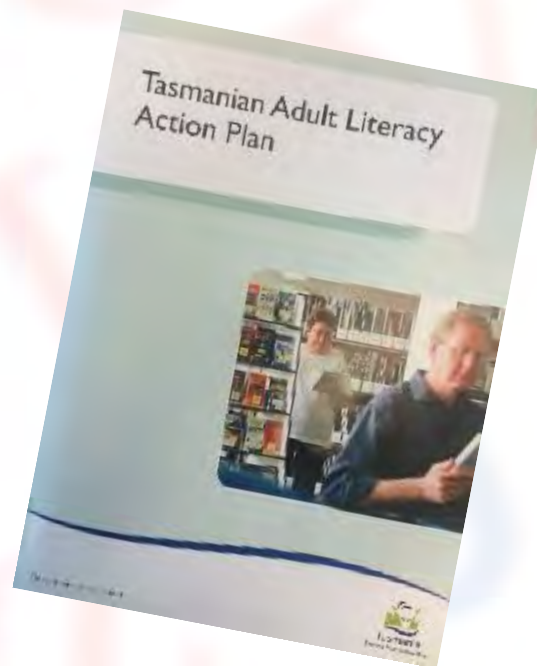
- Getting people talking and starting to break down the stigma
- Establishing 26TEN
- Establishing the LINC literacy network
- Recruiting and training more than 1000 volunteer tutors
- Developing a model of assistance tailored to the needs of each individual learner

# Achievements 2010-2015

- Providing opportunities and encouragement to adult Tasmanians to use and develop their reading, writing and maths outside of formal training
- Establishing a community of practice for adult literacy and numeracy teachers
- Establishing the 26TEN grants program to help others take action
- Raising awareness of the importance of plain English and communicating clearly

# Achievements 2010-2015

- Direct literacy and numeracy support to over 7000 Tasmanian adults
- Over 100 organisations and businesses taking action to improve adult literacy



# What have we learnt?

- We need a long-term commitment
- We need to be open about the problem
- Numeracy is critical too
- The needs, desires and motivations of our learners are diverse
- We need an expert adult literacy workforce AND people from diverse backgrounds
- Adult learners respond best when they can build relationships of trust



# What have we learnt?

- We need better ways to measure progress
- Raising one person's skills has a ripple effect
- Raising the literacy and numeracy of parents improves the educational success of their children
- Many Tasmanians are already aware of the problem and want to know what to do about it
  - **A collective effort, by the whole Tasmanian community, is crucial.**

# A new ten year strategy



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1300 00 2610  
[www.26ten.tas.gov.au](http://www.26ten.tas.gov.au)

26TEN welcomes all who would like to be involved.  
Contact us today.



Tasmanian  
Government



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**26TEN Tasmania**  
Tasmania's strategy for adult  
literacy and numeracy 2016-2025

The image shows a group of people in a workshop or classroom setting. In the foreground, a woman with glasses and a man are looking at a book together. In the background, other people are engaged in various activities, some holding red folders. The overall atmosphere is positive and educational.

# Our vision

All Tasmanians have the literacy and numeracy skills they need for work and life.

## We want a state where:

- Everyone knows about adult literacy and numeracy
- Everyone is supported to improve their skills and to help others
- Everyone communicates clearly



26TEN  
GET THE TOOLS FOR LIFE

Get help with reading, writing and maths. Call 1300 60 2610 Hear this Get Help

Search 26TEN

**Build your business**  
Improve the literacy and numeracy skills of your workforce to increase productivity, compliance, reduce safety incidents and help your business adapt to change.

**Build your community**  
26TEN communities of people with a common goal of raising adult literacy and numeracy are making a difference.

**Help build skills**  
26TEN is making sure people know where they can go for help, and helps adult literacy and numeracy teachers, tutors and volunteers to provide high quality learning and learning support.

**Improving Adult Literacy and Numeracy in Tasmania**

Too many Tasmanians lack the literacy and numeracy skills they need for life and work. 26TEN is here to change that.

26TEN is for people, businesses, community groups, governments who want to live in a state where all adults have the reading, writing, numeracy and communication skills they need.

# Thank you

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For more information, visit:

[www.linc.tas.gov.au](http://www.linc.tas.gov.au)

[www.26ten.tas.gov.au](http://www.26ten.tas.gov.au)



6TEN - Tasmania's campaign for adult literacy

Department of Education

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