The Tasmanian Adult Literacy Action Plan 2010-2015

What we've learnt and where we're heading

Anita Planchon, Manager Literacy Services, LINC Tasmania
• archives and heritage
• library and information
• literacy and learning
• online access and digital skills
LINC Tasmania locations and hours

[Map of Tasmania with numerous red markers indicating locations]
• archives and heritage
• library and information
• literacy and learning
• online access and digital skills

Department of Education
Why did Tasmania take action?

2006 Adult Literacy and Life Skills Survey (ALLS)

Figure 1 - Proportion of Tasmanians without the literacy skills needed to 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
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
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.

- More confident and positive: 95% agree, 4% disagree, 1% unsure
- More education/training: 91% agree, 7% disagree, 2% unsure
- Communicating with others - your social life and in the community: 90% agree, 9% disagree, 1% unsure
- Filling out forms or reading instructions: 89% agree, 10% disagree, 1% unsure
- More independence: 88% agree, 10% disagree, 1% unsure
- Managing daily life - like shopping, banking, finances: 87% agree, 11% disagree, 2% unsure
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?
3. The development of key indicators to measure improvements in adult literacy support and outcomes
### Reported outcomes 2014-15

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<tr>
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<tbody>
<tr>
<td>Increased number of adult Tasmanians receiving literacy support (one to one or group)</td>
<td>Number of individuals receiving individually tailored support through LINC Tasmania</td>
<td>988</td>
<td>863</td>
<td>1391</td>
<td>1909</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Number of individuals receiving group support through Literacy Skills Development Programs</td>
<td>439</td>
<td>1006</td>
<td>480</td>
<td>343</td>
<td></td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>500</td>
<td>1427</td>
<td>1869</td>
<td>1879</td>
<td>2252</td>
</tr>
<tr>
<td>Increased number of adult literacy projects funded</td>
<td>Number of projects funded through the LINC Tasmania Literacy Skills Development Program</td>
<td>17</td>
<td>46</td>
<td>62</td>
<td>45</td>
<td>38</td>
</tr>
<tr>
<td>Increased literacy levels of program participants</td>
<td>Number of learners increasing one ACSF level</td>
<td>239</td>
<td>193</td>
<td>158</td>
<td>177</td>
<td></td>
</tr>
<tr>
<td>Increased levels of participation in education and training by program participants</td>
<td>Number of learners moving on to other education and training programs within three months of receiving support</td>
<td>66</td>
<td>134</td>
<td>206</td>
<td>144</td>
<td>301</td>
</tr>
<tr>
<td>Increased employment outcomes for program participants</td>
<td>Number of learners gaining employment within three months of receiving support</td>
<td>89</td>
<td>106</td>
<td>97</td>
<td>38</td>
<td>64</td>
</tr>
<tr>
<td>Increased confidence and self-esteem levels of program participants</td>
<td>Number of learners demonstrating increased confidence and self-esteem</td>
<td>121</td>
<td>51</td>
<td></td>
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<tr>
<td>Increased number of trained volunteers with the capacity to provide literacy support to adult Tasmanians</td>
<td>Number of trained literacy volunteers registered with LINC Tasmania</td>
<td>394</td>
<td>529</td>
<td>684</td>
<td>940</td>
<td>1131</td>
</tr>
<tr>
<td>Three Adult Literacy Coordinators working with the Department of Justice to provide support and training to prisoners and offenders serving community orders</td>
<td>Number of prisoners and offenders receiving literacy support</td>
<td>183</td>
<td>87</td>
<td>90</td>
<td>222</td>
<td></td>
</tr>
</tbody>
</table>
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
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
Thank you

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For more information, visit:

www.linc.tas.gov.au
www.26ten.tas.gov.au

6TEN - Tasmania’s campaign for adult literacy