

## How can your organisation help?

Your organisation can:

- become a 26TEN member
- focus on communicating clearly
- use plain English in forms, signs and other documents
- not rely on written texts alone.

It can also have customer service staff who help build trust and:

- explain text, read it out and check that people understand
- are good at listening
- realise people might be too ashamed to ask for help
- know where to refer those who need support.

## How can you help?

You can:

- become a 26TEN supporter and encourage others to join us
- refer people who need help to an adult literacy and numeracy program
- volunteer as a literacy tutor and share your skills.

1300 002 610

## What is 26TEN?

We live in a great state with many exciting opportunities. But too many adult Tasmanians are held back because their reading, writing, numeracy and speaking skills aren't strong enough for the demands of daily life and work.

26TEN aims to change this. We help businesses, community groups, government, educators, and individuals to work together so all adults have the skills they need.

Our name represents the 26 letters of the alphabet and ten digits we use for counting – the tools for life.



1300 00 2610 #26TEN

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



## Working together on adult literacy and numeracy



Half of all Tasmanian adults don't have the skills they need for everyday life.

You can help by understanding the effect this has on people and communities, and working with us to lift literacy and numeracy.

## What do we mean by literacy and numeracy?

Literacy and numeracy mean more than being able to read, write and add up. It means using a range of skills, as well as speaking, listening and thinking creatively, when we interact with others each day. Often we need to do this in a digital or online environment.

Technology and increasing pressure on workplaces mean the skills we need are more complex today than they were 50 years ago.

## What is the problem?

More than two adult Tasmanians don't have the literacy skills they need to fully engage with education, community and work. Even more have poor numeracy.

They might have trouble:

- filling in forms
  - reading safety signs
  - using a calculator
  - getting their driver's licence
  - reading to their children
  - using internet banking
  - understanding medical instructions.
- Several factors can cause these problems like low literacy, learning difficulties, lack of practice or access to education.

the tools for life

## What are some of the signs?

Many people are embarrassed that they struggle, and they hide the problem well.

Be alert when someone says things like:

- 'I've forgotten my glasses.'
- 'Where do I sign?'
- 'I don't have time to read this now. Can I take it home?'
- 'I've hurt my hand. I can't fill this out.'

## Why do we need to raise skill levels?

Good literacy and numeracy improves a person's quality of life and makes them more likely to:

- have a job
- earn a good income
- be healthy
- take part in society.

Children perform better at school if their parents can read to them and help them with their learning.

Communities are more resilient, with more income per person, if they have higher literacy and numeracy levels.

Businesses are more productive and society is more prosperous.

## How do we measure skills?

The Australian Core Skills Framework measures an individual's skills in learning, reading, writing, oral communication and numeracy.

Other measures look at the population more broadly. The most recent survey – the 2011-12 OECD Program for the International Assessment of Adult Competencies – found only 49.8% of Tasmanian adults had the literacy skills needed for work and life. Just 40.4% had the maths skills.

## Where can you learn more?

Please contact us to find out more:

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