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26Ten

26Ten in 2025

Reflecting on 26Ten Tasmania:
Tasmania's strategy for adult
literacy and numeracy 2016-2025



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Foreword

From a founding member and past 26Ten Coalition Chair the words below capture why 26Ten is important.

"It's about building the confidence of individuals and the community as a whole to confront this issue, and everyone can play a part. It's not just about work. It's about happy lives. It's about having the life skills so that every adult can safely read a medicine packet to give their child the correct dosage, so they can access services when they experience a life event, so they can make an informed vote, so they can read to their children and help them to do well at school, so they can actively participate in their local community and so they can find information and make informed decisions." – Siobhan Gaskell

It is this intent that has driven the 26Ten team, the Coalition, and the wider 26Ten network to commit to taking action, to developing programs to help adults to improve their literacy skills, to supporting businesses to deliver workplace-based literacy programs for their employees and to invest in local communities to deliver literacy support programs.

Tasmanians from all walks of life, right across the State have asked for and received help through 26Ten. Some have taken small steps. Some have embraced a longer journey. But each of these adults has improved their literacy skills in some way and in doing so improved their quality of life.

As you read through this document, you'll see that we have taken significant steps in the past ten years to make sure:

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

There is much to celebrate; both in the data and in the stories of lives changed through the 26Ten Tasmania strategy. We extend our thanks to all network members, individual supporters, literacy tutors, businesses, and communities who have supported us in this work. We recognise and celebrate all adult learners who have engaged with us and trusted us enough to ask for help.

We have enjoyed tri partisan support since the start of 26Ten in 2012 and acknowledge and value the current government's commitment to improving literacy outcomes in our state.

2025 is the final year of our first strategy. We are currently drafting Tasmania's next adult literacy strategy, which will come into effect in 2026. We will build on the work, learnings, and successes to date, detail our direction and commitment for the next ten years, and we hope you will continue to engage with and support this work.

Malcolm Wells
26Ten Coalition Chair

Ten years of action, advocacy and learning

26Ten launched in 2012 as Australia's first statewide, long-term response for lifting adult literacy and numeracy. 26Ten's vision is for all Tasmanians to have the reading, writing and everyday maths skills they need for work and life.

26Ten Tasmania: Tasmania's strategy for adult literacy and numeracy 2016-2025

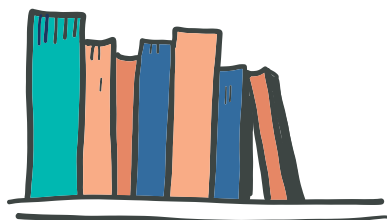
In October 2015, 26Ten launched 26Ten Tasmania: Tasmania's strategy for adult literacy and numeracy 2016-2025. The strategy was an ambitious, ten-year plan. It set a statewide action framework for the benefit of all Tasmanians.

The strategy has three goals:

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

Working together for all Tasmanians

26Ten's success is a direct result of its statewide, collaborative approach. This approach understands that positive change is bigger than one person, organisation or sector. The 26Ten strategy unites businesses, community groups, educators, governments and individuals. By focusing on collective action, place-based, locally designed solutions can grow.



Thousands of people have worked together to implement the 26Ten strategy. Their hard work and dedication is an asset to all Tasmanians.

- **The 26Ten Coalition** – influential Tasmanians from a range of industry sectors. Coalition members are pro-bono advocates of 26Ten, driving sector-specific literacy initiatives.
- **The 26Ten Network**, including:
 - 26Ten Network members – businesses, organisations and community groups. Network members committed to at least one 26Ten strategy action.
 - 26Ten Network supporters – individuals committed to at least one 26Ten strategy action.
- **26Ten Communities** – local areas where 26Ten funds a place-based commitment to the 26Ten strategy.
- **The 26Ten Strategy Team** – staff supporting impactful implementation of the 26Ten strategy.
- **Adult Literacy Trainers and other literacy practitioners.** Trainers build skills, deliver workshops and provide one-to-one support in Tasmanian workplaces. They also run free public workshops on literacy awareness and plain English use.
- **Adult Literacy Tutors** – volunteers working with adult learners to achieve their goals. Tutors work across Tasmania in libraries, community spaces and online.
- **Adult Learners** – every Tasmanian taking steps to reach their literacy and numeracy goals.

Celebrating collective success

In 2025 – the final year of the 26Ten strategy – there is so much to celebrate.

✓ **More Tasmanians know about adult literacy and numeracy.**

Over 270 businesses, organisations and community groups and over 1070 individuals have joined the 26Ten Network. They've committed to raising awareness of 26Ten and Tasmania's literacy and numeracy challenges. They're tuned into the unique needs and opportunities of their workplaces and communities.

✓ **More Tasmanians have been supported to improve their skills and help others.**

The Libraries Tasmania Adult Literacy Service has supported over 4000 adult learners through one-on-one tutoring. Each of these learners has taken steps towards their literacy and numeracy goals.

26Ten have awarded over 80 Workplace Grants to fund literacy and numeracy projects. Projects have provided practical training, skill building and one-on-one support opportunities for employees and volunteers around the State. Workplace Grants have added \$3.8 million to Tasmanian workforce development.

26Ten have funded five 26Ten Communities to build their local literacy network. 26Ten Communities focus on building long-lasting capacity to improve skills and help others, now and into the future.

✓ **More Tasmanians communicate clearly.**

Over 270 organisations have committed to using plain English in their workplace. 26Ten has delivered free plain English workshops to over 4700 Tasmanians. Everyone can access free, self-paced English tools on the 26Ten website, including the third edition of *Communicate Clearly: A guide to plain English from 26Ten*.

26Ten has been recognised as an innovative approach on the national stage. Successes and learnings from the current 26Ten strategy have informed:

- national policy development
- Tasmanian whole-of government strategies, including the Department of Premier and Cabinet Lifting Literacy Implementation Plan
- goals and actions for the next decade, under the next 26Ten strategy.

Every person supporting the 26Ten strategy has played a valuable role in Tasmania's future. Your contribution has directly helped people, workplaces and communities gain the skills they need for work and life.



Goal 1

Everyone knows about adult literacy and numeracy

26Ten represents the 26 letters in the alphabet and ten digits used for counting. It's a way to start conversations about literacy and numeracy without stigma. The 26Ten strategy's first goal is to spark these conversations for more people, communities and industries.

26Ten has united individuals, communities, businesses, industries and governments throughout Tasmania. As a result, more people know about adult literacy and numeracy. By building a network, more people are also empowered to work together on local solutions.

Action towards this goal focused on:

- ✓ helping more people understand the adult literacy and numeracy challenges in our State
- ✓ promoting 26Ten as a collaborative, long-term approach, backed up by statewide supporters
- ✓ telling more Tasmanians about the free help available for reading, writing and everyday maths
- ✓ expanding the 26Ten Coalition to reach more sectors
- ✓ increasing the number of 26Ten members and supporters, and supporting their local action plans
- ✓ sharing successes and learnings to inform Australian literacy discussion, planning and policy reform.



Literacy awareness

The 26Ten Coalition use their professional connections to increase literacy awareness. Awareness activities are embedded in their sector-specific action plans.

The 26Ten Team support Network members to host literacy awareness events. Literacy Awareness Workshops have been presented to professionals across many sectors. They've also been part of educating the next generation of professionals at the University of Tasmania.

Participants learn about:

- the many causes of low literacy and numeracy
- the impact of low literacy and numeracy on individuals and their community
- what can be done to help people improve their skills
- how their industry can better include people with low literacy and numeracy levels.

Media coverage

As more people learn about the 26Ten strategy, media coverage has increased. Network members, tutors, trainers and learners have generously shared their stories. These stories – in Tasmanian and Australian media – help others to find help. 26Ten has been featured on radio, TV and print publications, including ABC's Radio National, AM, and The Mercury.



Leon Compton (left) interviewing volunteer tutor Tom at Hobart Library.

Young Farmer of the Year

The agricultural sector is a key, growing contributor to the Tasmanian economy. 26Ten recognises its importance, and the significance of its literacy challenges. To raise literacy awareness, 26Ten has sponsored the Tasmanian Young Farmer of the Year competition. Competitors progress through modules to score points, demonstrating a range of farming skills. In the 26Ten literacy and numeracy module, contestants have:

- matched pictures of farm machinery to their prices
- worked out the financing needed to purchase new equipment
- demonstrated their understanding of written articles.



Left to right: Adult Literacy Trainer Deb Guntrip, 2023 Young Farmer of the Year Owen Woolley and 26Ten Community Coordinator Taylor Bouvy.

26Ten Network

The 26Ten Network unites individuals, organisations and the Tasmanian community. It's a collaborative approach that welcomes everyone to help improve adult literacy and numeracy. 26Ten Network members and supporters commit to at least one 26Ten strategy action.

Over 270 businesses, organisations and community groups and over 1070 individuals have joined the 26Ten Network. 26Ten membership is free and flexible – it meets people where they are. Network members develop an action plan that reflects their workplace or community. With the support of the 26Ten team, they're empowered to act and make an impact.

By supporting member action plans, 26Ten taps into the power of local networks. 26Ten members and supporters build partnerships, strengthening collective capacity to sustain future action. When individuals and organisations work together, all Tasmanians can know about adult literacy and numeracy and get the help they need.



Rhett McKenzie-Edwards from Rural Business Tasmania at Agfest.

26Ten Chat



The 26Ten Chat launched in 2018, as a direct response to the needs of the 26Ten Network. Members wanted guidance to talk to people they noticed struggling with reading, writing and everyday maths. The 26Ten Chat is a tool to make these conversations helpful, encouraging and free of stigma. It's a simple, five-step guide:

Step 1

Notice when people in your community show signs of low adult literacy.

Step 2

Raise the subject of literacy challenges and support in an encouraging way.

Step 3

Listen to people's literacy goals and avoid assumptions.

Step 4

Refer people with low literacy to the right support in their community.

Step 5

Encourage people to seek support and meet their literacy goals.



Right - 26Ten Chat cartoon by Tasmanian cartoonist Jon Kudelka.

Health Literacy Network

The Health Literacy Network was launched in 2016. It includes 26Ten, Public Health Services, Primary Health Tasmania, the University of Tasmania, TasCOSS and other organisations. Health literacy is important for improving health outcomes and reducing health inequalities. The Health Literacy Network focus on making healthcare accessible and understandable for everyone. They help to implement the 26Ten strategy within the Tasmanian healthcare system.

The Health Literacy Network have contributed to many campaigns and projects:

- **HeLLOTas** – a toolkit for developing health literacy in community service organisations.
- **Hello my name is...** – a campaign to remind health and community workers about the importance of introductions.
- **Spot on** – an initiative to celebrate individuals and services for great examples of health literacy in action.
- **It's OK to ask** – resources to help patients get the information they need during community and health service visits.



Glenorchy City Council staff.



Former 26Ten Team member Jen pointing to the 26Ten Quick Reads collection at Devonport Library.



26Ten Week

26Ten Week is an annual event, happening around 26 October. It's an opportunity for the entire 26Ten Network to come together for adult literacy awareness and action. 26Ten Week celebrates learner achievements and raises community awareness about available support.

26Ten Week explores the diversity of literacy and numeracy skills in daily life, with a new theme every year:

- 2016** Read, write, count – online.
- 2017** Reading, writing, counting. Families together.
- 2018** #lifechangers.
- 2019** #letstalk26TEN.
- 2020** Change your world.
- 2021** Small steps, big changes.
- 2022** A decade of making a difference.
- 2023** Making numbers work for you.
- 2024** Family fun with letters and numbers.
- 2025** Every step forward counts.



26Ten Week focuses on adult learners, and the impact of literacy action on their lives. It also promotes the positive ripple effects for families, workplaces and communities. It's an opportunity to make local literacy action visible, build partnerships and grow the 26Ten Network. The 26Ten team support members to organise events, workshops and displays around Tasmania. These activities normalise literacy conversations and reduce stigma for people seeking help.

During 26Ten Week, Network members have used their core business for literacy action:

- ✓ Over 4000 participants joined free Libraries Tasmania activities at their local library.
- ✓ In 2019, Service Tasmania staff handed out over 20,000 26Ten Chat cards to their customers.
- ✓ Since 2017, Metro Tasmania have displayed 26Ten posters in their buses.
- ✓ Businesses of all sizes, in all sectors planned activities for their staff and community.

Since 2016, the Governor of Tasmania has hosted a reception during 26Ten Week. The inaugural reception was hosted by the Hon. Professor Kate Warner AC AM and continues with current Governor the Hon. Barbara Baker AC. These receptions welcome learners, literacy practitioners and key 26Ten supporters to Government House. They're special events to congratulate learners and acknowledge the 26Ten strategy's many contributors.

26Ten Week celebrates everyone involved in the 26Ten strategy's collective impact. It shares successes, deepens partnerships and invites more Tasmanians to get involved each year.



Libraries Tasmania employee Kim with a 26Ten Week Supermarket Challenge display at Kingston Library.



Service Tasmania employee Amanda, handing out a 26Ten Week card.



26Ten Week 2023 Supermarket Challenge winner Martha.

26Ten Coalition

The 26Ten Coalition is a group of influential Tasmanians from a range of industry sectors. Coalition members are pro-bono 26Ten representatives, using their influence to drive sector-specific initiatives. They provide high-level direction, advocacy and support to the Minister for Education.

The 26Ten Coalition engages directly with industries, communities and government sectors. Each member implements an action plan to increase 26Ten network participation from their sector. Coalition members have led sector-specific actions to:

- increase understanding of literacy barriers and stigma in workplaces
- include adult literacy information in training for students, trainees, apprentices and new employees
- promote 26Ten Workplace Grants for improving workers' skills, accuracy, safety and confidence
- promote plain English for more equitable, clear communication between colleagues, clients, customers
- promote the individual help available to all Tasmanian adults through 26Ten.

"I became a member of the 26Ten Coalition because a good education will provide the way to a better life, increased employment opportunities and better pay. All school leavers should be equipped with literacy and numeracy skills to manage everyday social and work life. However, as we know, this is not always the case, and too many individuals slip through the net."

Richard Warner



Left to right: Coalition members Richard Warner, Gail Eaton-Briggs and Malcolm Wells at Government House.



"I joined the 26Ten Coalition because I cannot bear the thought of an individual not being able to participate to have their best life because functional literacy is a barrier. That's why I'm making a contribution through the 26Ten Coalition."

Gail Eaton-Briggs



26Ten Coalition members

Malcolm Wells – 26Ten Coalition Chair

Gail Eaton-Briggs – Adult Learning and Trades sector

Allyson Warrington – Aged Care and Disability Care sector

Richard Warner – Agriculture sector

Jen Ashton – A/Director Lifting Literacy DECYP

Traycee Di Virgilio – Building and Construction sector

Matthew Healy – Government sector

John Upcher – Legal sector

Patrick Gregory – Libraries Tasmania

Libby Doughty – Skills Tasmania

"I've chosen to be on the 26Ten Coalition as a way of contributing further to the broader Tasmanian community. The total sum of many individuals enabling others in our community can be enormous."

Allyson Warrington



The Hon. Kate Warner AM AC (centre) with current and former Coalition members (left to right) Gail Eaton-Briggs, Marta Dusseldorp, Allyson Warrington and Richard Warner at Government House.

Former 26Ten Coalition members

Angela Ross – Arts, Culture and Media sector

Marta Dusseldorp – Arts, Culture and Media sector

Simon Wiggins – Adult Learning and Trades sector

Tanya Denison – Building and Construction sector

Dr Charlie Burton – Community Services sector

Kym Goodes – Community Services sector

Siobhan Gaskell – Founding member and former convenor

Dr Judith Watson – Health sector

Tim Tierney – Legal sector

Liz Jack – Libraries Tasmania

Sue McKerracher – Libraries Tasmania

Jenny Rayner – LINC Tasmania

Bec Thomas – Local Government sector

Daryl Quilliam – Local Government sector

Craig Limkin – State Government sector

Mellissa Gray – State Government sector

Advocacy

26Ten's awareness raising and advocacy extends beyond Tasmania. Then-26Ten Coalition Convenor Siobhan Gaskell spoke to the National Parliamentary Inquiry into adult literacy in 2021. This submission reflected on the 26Ten strategy's successes, challenges and learnings. Siobhan nominated five areas for action on behalf of 26Ten. Each one is an opportunity for federal investment to boost adult literacy and numeracy significantly:

- Elevate literacy to a national level.
- Apply a local place-based approach.
- Communicate clearly using plain English and easy English.
- Invest in data collection and research.
- Build the adult literacy workforce.

In Tasmania, 26Ten continues to advocate for action on adult literacy and numeracy. In 2021, 26Ten provided consultation support to the Tasmanian Government Literacy Advisory Panel. The panel was an expert group appointed by the Premier of Tasmania. 26Ten's contribution highlighted:

- how collective impact approaches allows everyone – government, business, communities and individuals – to contribute.
- the importance of removing barriers for learners to access support. Barriers include stigma and adequate access to childcare, transport and time off work.

The Department of Premier and Cabinet Lifting Literacy Implementation Plan includes 26Ten's contributions. The plan aims to improve literacy rates in Tasmania and is now in its second year of implementation.



St Vincent Industries employees celebrating 26Ten Week.



Former 26Ten Team members Kate (left) and Allison at Government House.

Goal 2

Everyone is supported to improve their skills and help others

26Ten creates pathways for adult learners to access free, personalised support. The 26Ten strategy's second goal is to make this support easy to find and fit for purpose. Anyone wanting to improve their literacy and numeracy skills should be able to access help in their community.

Adult literacy learning opportunities in libraries, workplaces and community spaces are growing. With 26Ten's support, Tasmania has a strong foundation to help anyone wanting to improve their skills. Adult literacy workforce development future-proofs this foundation to meet the needs of new learners.

Action towards this goal focused on:

- ✓ strengthening local partnerships to best respond to adult learner needs. Government agencies, training organisations, communities and business sectors all play a role.
- ✓ supporting Libraries Tasmania to continue one-on-one and group support to Adult Learners
- ✓ funding businesses to improve their employees' access to support and skill building opportunities
- ✓ funding communities to develop and implement localised literacy action plans
- ✓ supporting the adult literacy workforce through professional development opportunities and training partnerships.



Adult learners

Libraries Tasmania is a key 26Ten member. Its Adult Literacy Service supports the 26Ten strategy in public libraries statewide.

The Adult Literacy Service facilitates free one-on-one and small group tutoring. Learners are matched with a tutor to help with their reading, writing and everyday maths skills. Their tutor supports them to achieve their personal goals, at their own pace.

Libraries Tasmania's one-on-one tutoring is available in public libraries and online. These sessions have supported over 4000 Adult Learners to date.

"Instead of asking somebody how to spell it you can do it yourself. It's amazing, it's like a different world... you feel in yourself the self-esteem that you know you can do this instead of putting it off."

Maree



Some of the learners, tutors and 26Ten staff at the Drawn In Books presentation at Devonport Library.



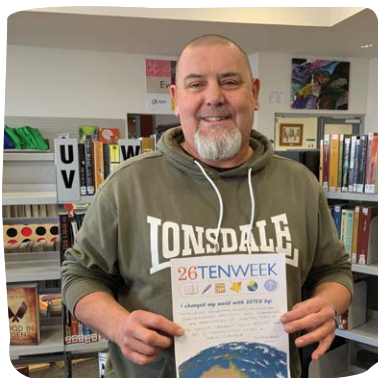
Jenna (centre) with 26Ten Community Coordinator Kate (left) and Adult Literacy Support Officer Chelsea.

"When it's one-to-one I don't feel embarrassed when I'm asking a question. I'm learning the stuff that I need to learn at my level instead of at everyone else's level."

Jenna



Meak



William



Annie

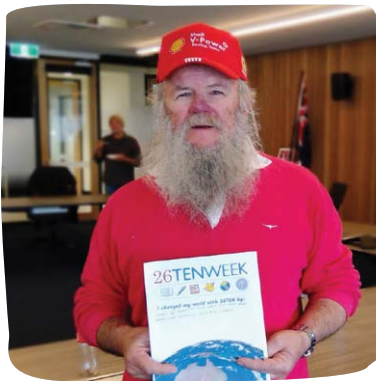
"I've been able to read with my grandchildren, to do their home readers. I've accomplished what I wanted... I can now go to the supermarket and add things up, read the backs of cans and know what is inside."
Julie



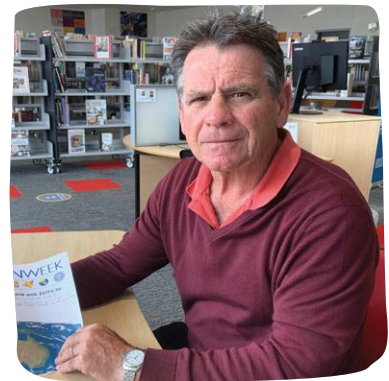
Kylie (left) with Libraries Tasmania staff member Loretta



Julie



Kevin



Greg



Daniel (left) with tutor Jeff.

"Next, I'm going for my heavy rigid truck licence, so if I can get these three licences in a year, that's pretty significant. So, I've decided there's no stopping me now."
Alisha

"[Working with a tutor] has helped me get my whitecard and first aid, and that will help me in the future when I become a builder".
Gregory



Workplace Grants

26Ten Workplace Grants fund literacy and numeracy improvement projects in businesses and organisations. Grant recipients plan projects suited to their operations and workforce. Projects focus on a mix of reading, writing, maths and digital literacy skills.

26Ten have awarded over 80 Workplace Grants to date. These grants have contributed \$3.8 million into workforce development for Tasmanian industries.

Adult Literacy Trainers support teams with their Workplace Grant projects across all sectors. They tailor their practical training approach to each employee and workplace's needs.

Improving literacy and numeracy skills at work mutually benefits businesses and employees. Businesses gain a more confident, capable and safe workforce. Employees gain skills for work and life, which benefits their families and communities too.

"Through this 26Ten project we will have better training processes in place and a bank of user-friendly workplace documents... This will increase workplace safety, consistency across the various areas of our business and a workforce who feel included and appreciated."

Lenah Valley Meats employee

26Ten Workplace Grants have funded projects to:

- better understand the individual literacy and numeracy needs of employees
- offer one-on-one tutoring for reading, writing, maths and digital literacy
- support workers to gain the skills and accreditation required to progress into higher roles
- rewrite training documents, policies, procedures and signage using plain English
- improve Work Health and Safety understanding and compliance
- support teams to gain the digital literacy skills needed for online communication
- increase employee awareness of literacy challenges in their communities. This awareness improves communication with volunteers, clients, customers and one another.



Duggans employees being awarded a 26Ten Workplace Grant by Minister Jeremy Rockliff.

Going forward we know, and we'll have confidence that our staff will have better skills and more ability to work safely and to perform at better and higher levels." – Greg at TasWater



Left to right: Bluegum Grounds Maintenance crew members Grant, Jemima, Oscar and Josh with trainer Helen.



Tutor Rosey and Manager Nettie (centre) with 26Ten Team members Jen and Sue at Starting Point Neighbourhood House.

It's not just about reading and writing, it's about being able to operate in the modern environment."
Brent at Duggans

"Everybody can have some help at whatever level it is they need. Sometimes it's a manager that just doesn't cope well with email communication. Sometimes it's somebody that can barely read and write that would like to do a different job... The best part about 26Ten funding is that it doesn't target people, it doesn't make people feel different just because they need some help."
Deb, Adult Literacy Trainer



Community Grants

26Ten funds five 26Ten Community projects under the 26Ten Communities: local literacy for work and life program. 26Ten Communities coordinate a place-based commitment to the 26Ten strategy. They focus on action in their local area:



Members of the 26Ten Team and 26Ten Coalition visit the Launceston Northern Suburbs 26Ten Community.

- **Circular Head**
Learn for Life community, hosted by Circular Head Council.
- **Clarence Plains, Rokeby and Clarendon Vale**
Parents, Families and Carers – Learning for our Kids, hosted by Hobart City Mission.
- **Glenorchy**
Building a 26Ten Community, hosted by the Glenorchy City Council.
- **Huon Valley**
Huon 26Ten Community, hosted by Geeveston Community Centre.
- **Launceston Northern Suburbs**
26Ten Hub, hosted by Starting Point Neighbourhood House and Newnham Community Centre.



Each 26Ten Community project is led by a coordinator and funded for 4-5 years. Coordinators build a collective impact approach in their local area:

- Raising community awareness of adult literacy challenges and available support.
- Working directly with businesses and services to map adult learner referral pathways.
- Growing local 26Ten Network membership: local businesses, community groups, government agencies, education and training providers and individuals.
- Recruiting, training and connecting volunteer tutors with Adult Learners.

Coordinators develop an action plan to guide local initiatives in their 26Ten Community. Each community's activities reflect the needs of the people who live and work there. They also capitalise on the support available from local businesses and services.

26Ten Communities promote a collective impact approach. They embed a culture of learning and collaboration, during the project and beyond. They aim to become places where everyone:

- understands why people need help with reading, writing and maths
- knows where to get help locally, for themselves and others
- has the confidence to continue learning.



Nicola, holding up her story in Lutruwita Love Stories Huon Valley Edition.



A 26Ten Week Rock and Rhyme session at Smithton Library, part of the Circular Head 26Ten Community.



Left to right: 26Ten Community Coordinators Kate and Lucy with the Clarence Plains and Huon Valley editions of Lutruwita Love Stories.

Workforce development

26Ten works with TasTAFE, Libraries Tasmania and the Tasmanian Council for Adult Literacy. Together, they ensure that Tasmania has a strong and capable adult literacy workforce. Adult literacy practitioners include:

- Adult Literacy Trainers, who specialise in building skills in workplaces
- employees of Libraries Tasmania, TasTAFE and other organisations who coordinate adult literacy services
- volunteer Adult Literacy Tutors, who work directly with Adult Learners through Libraries Tasmania.

TasTAFE is a key supporter of the 26Ten strategy. They deliver the Tutor Adult Literacy and Numeracy Skill Set (TALL) course and foundational skills courses. The TALL course is free for Tasmanians and completed by all Libraries Tasmania volunteer tutors. It teaches the skills needed to support adult learners to achieve their literacy and numeracy goals.

26Ten have organised free in-person workshops from nationally recognised literacy and numeracy experts. Tasmania's adult literacy practitioners had the opportunity to learn practical skills, backed by evidence-informed strategies in literacy and numeracy. Presenters include David Tout, Anne Bayetto, Dr Damon Whitten, Phillipa Maclean and Jenni Oldfield.

Kate Warner AC Literacy Volunteer Bursary

The 26Ten strategy has received generous, active support from now retired Tasmanian Governor, the Hon. Kate Warner AM AC. In recognition of her contribution, 26Ten introduced an annual bursary in her name. Starting in 2021, it has continued for the life of the current 26Ten strategy.

The Kate Warner AC Literacy Volunteer Bursary awards up to \$1,000 for professional development. It's open to volunteers involved in adult literacy in Tasmania. Every year, 26Ten nominates an organisation to recommend the bursary's recipient.

Thank you to Professor Warner for her continued support of 26Ten, and congratulations to all bursary recipients:

- **2021 – Maria Flynn**
Adult literacy volunteer in Community Corrections at the Department of Justice
- **2022 – Julie Payne**
Adult literacy volunteer at the Migrant Resource Centre
- **2023 – Susan Wise**
Volunteer at the Launceston Community Legal Centre
- **2024 – Teresa Hinton**
Adult literacy volunteer tutor at Risdon Prison
- **2025 – Sadie Roberts**
Adult literacy volunteer at the Launceston Community Legal Centre

Tutors and trainers

Tutors and trainers have been pivotal to the success of the 26Ten strategy. They accompany learners on their adult literacy journey, building skills and confidence.

Adult Literacy Trainers work with individuals and teams on literacy and numeracy projects. Their support reflects the specific challenges and opportunities of each site.

Adult Literacy Tutors work one-on-one with adult learners in libraries, community spaces and online. Their support reflects the specific experiences and needs of each learner. Tutors make learners feel comfortable, respected and supported to reach their goals.

"I personally find it rewarding to be able to offer the flexibility of content across both literacy and numeracy our clients need, at both a time and place convenient to them, in an encouraging atmosphere. It is satisfying to see clients grow in confidence and self-esteem as new skills are learnt and goals achieved."

Colin, volunteer Adult Literacy Tutor



Volunteer tutors at Huonville Library.



"To me, my students never fail. If they can't do something, it means I have to find another way to teach it."

Shelly, volunteer Adult Literacy Tutor

"[My tutor] is really nice, easy to get along with... she knows you're an adult, but she explains it to you the easiest way possible to learn."

Jade, adult learner

Goal 3

Everyone communicates clearly

26Ten supports plain English for clear communication – at work and in everyday life. Complex and bureaucratic language is a barrier for people with low literacy to participate in society. Using plain English, especially in official documents, is helpful for everyone. The 26Ten strategy's third goal is for Tasmanians to know, use and encourage plain English.

26Ten has made plain English training free and accessible for all 26Ten Network members. Individuals and teams are supported to learn in workplaces, communities and online.

Action towards this goal focused on:

- ✓ promoting plain English as the best practice approach for accessible, clear communication
- ✓ increasing the number of Tasmanian workplaces committed to using plain English
- ✓ empowering all Tasmanians to improve their plain English skills and understanding
- ✓ facilitating free plain English workshops in workplaces and for the public
- ✓ publishing free tools and resources for self-paced plain English learning.



Plain English support for all Tasmanians

Plain English is a style of writing which simplifies complex language. It removes jargon and makes content easier to understand. Using plain English means putting the reader first. By making wording, structure and design choices, readers can more easily:

- find what they need
- understand what they find
- use that information.

In 2024, 26Ten launched the latest edition of *Communicate Clearly: A guide to plain English* from 26Ten. The original guide was produced through an innovative partnership between the Local Government Association of Tasmania, the 26Ten Team, 26Ten Coalition, and plain English specialist Lea McInerney.

All plain English workshop participants receive a physical copy of *Communicate Clearly*. The digital version is available for anyone to download online. The guide is aimed at anyone who needs to communicate information to others clearly. It includes techniques, tips, and checklists.



*Executive Director of Libraries Tasmania
Patrick Gregory launching the third edition of
Communicate Clearly.*

26Ten also published a range of self-paced courses and resources online. Anyone can learn about plain English at their own pace, with the:

- *How to write clearer emails* online webinar and worksheet.
- *Writing in plain English to parents and carers* online course. The course includes videos and activity worksheets. Aimed at teachers and school administrators, it's helpful for anyone working with young people and families.
- *Organisation plain English Checklist* for workplaces to increase plain English use.
- *Plain English checklist* for individuals to review their own writing.



*(Left to right) Plain English trainers Heather,
Philip and Veronica.*

Plain English workshops

Plain English is easy to read, but not easy to write at first. 26Ten supports all Tasmanians to learn and develop their plain English skills. Clear communication benefits everyone, and plain English training improves workplaces across all sectors.

To date, 26Ten's experienced trainers have delivered over 450 plain English sessions. Over 4700 participants have had the opportunity to build their understanding and skills.

Each workshop features slides, videos, written examples and interactive activities. Plain English Trainers lead learners through the five steps to clear communication:

1. Think about your reader and purpose
2. Organise your information
3. Write your content
4. Check what you have written
5. Design and produce your content.

Plain English Trainers also visit workplaces for practical training with employees and volunteers. These sessions help workplaces signal a commitment to plain English. They build individuals' skills immediately and start long term cultural change for teams. By learning together, teams start a collective journey to clearer communication. Workshop participants are empowered to keep learning and use plain English in their work.

New training content has been directly informed by adult learners' stories. 26Ten designed the Writing Student Reports in Plain English workshop to make it easier for all parents to read and understand their child's school report. It's now delivered to teachers and administrative staff around the State.



Plain English Workshop participants from Metro Tasmania, Glenorchy Jobs Hub, Still Gardening and Eureka Clubhouse, with Plain English Trainer Becky.



Plain English Workshop participants from the University of Tasmania Office of Marketing team, with Plain English Trainer Becky.

Plain English projects

"[Some of our workforce have] been involved in one-on-one support when they've been looking at further advancing their roles... They've now gone on to be successful in the new roles they've been promoted to. That benefits our workplace but also the individual in their job satisfaction."

Amy at Fonterra Spreyton

Businesses and organisations can support the 26Ten strategy by committing to plain English. Clearly written workplace communications make work more safe, inclusive and democratic for everyone. They also improve interactions between workers, clients and customers.

Many projects funded by 26Ten Workplace Grants involve plain English initiatives. Adult Literacy Trainers support plain English updates to existing communications, such as:

- policies and procedures
- induction manuals
- safety information and signage
- forms and operational paperwork.

This support is available to non-grant recipients too. 26Ten connects plain English trainers with any business wanting to improve their written communications.

26Ten's training and advocacy has helped embed plain English use in education, work and government:

- Plain English is a requirement and key principle for all Tasmanian Government communications.

- The University of Tasmania School of Law added plain English to its curriculum. It's included in first year content and is a compulsory unit for Honours students.
- The Magistrates Court of Tasmania have made legal processes easier to understand. They published a simple guide to 40 common legal words, and simplified forms for family violence and restraint orders.
- The Department of Health and Human Services rewrote many documents in plain English. Medical procedure information sheets are now easier for patients and practitioners to understand.
- Business Tasmania rewrote their website using plain English. Small business owners are supported to better understand tax, legislation and social media.
- Metro Tasmania simplified its green card application form and signage on buses.
- Clarence Council developed an Easy Read Guide for Tasmanian Local Government Elections. It's aimed at voters with low literacy levels or whose first language is not English.

"Improved literacy and numeracy will lead to better outcomes for our volunteer participants once they graduate from our training and transition to employment."
Hamlet Inc employee



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26Ten

Improving reading, writing and
everyday maths for all Tasmanian adults.

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