

2016-17 26TEN Employer Grants Summary

Organisation / sector / region	Project name and brief description	Amount (inc. GST)
Duggans Pty Ltd	Duggans Civil Digital Connections Training	\$47,520
2017EMP03	The 26TEN project at Duggans will focus on three main areas:	
Civil construction	<ol style="list-style-type: none">1. increasing plain English and literacy awareness2. improving written documentation3. supporting employees to develop Language, Literacy and Numeracy (LLN) skills.	
South	<p>We will conduct workshops to develop employee understanding of plain English and ensure people understand the importance of communicating clearly in business documents. As part of this, we will offer support for employees to rewrite a selection of documentation to meet plain English principles. This will include rewriting a selection of Safe Work Method Statements and testing these to ensure they meet the needs of the business and employees.</p> <p>In addition, we will assess the skills of employees within the Civil / Earthworks department and provide literacy support to enable them to complete safety forms and reports and develop digital communication skills required for their job.</p> <p><i>This project resulted in:</i></p> <ul style="list-style-type: none">• 17 employees improving their LLN skills (vocabulary, punctuation, spelling, writing, reading) with 13 making measureable progress against the Australian Core Skills Framework (ACSF)• major breakthroughs with getting previous 'computer-haters' to embrace new technology• 17 employees developing digital skills – iPad use, emails, e-safety, applications, editing photos, storage, using iAuditor for Safe Work Method Statements, Excel etc.	

Ta Ann (TasTAFE)

2017EMP05

Forestry

North West

Ta Ann 26TEN

This project will focus on three main areas:

- determining LLN skills gaps and learning needs across the workforce using a Literacy Needs Analysis
- training for supervisory staff to develop LLN skills
- development of literacy friendly documentation to improve access to information for all workers.

The project resulted in the creation of a wide range of plain English WHS resources that met contemporary industry standards. These allowed employees with low LLN skills to understand and follow WHS requirements.

\$49,401

National Disability Services

2017EMP07

Disability

Statewide

The Disability Workplace Project

The goal of the Tasmanian Disability Sector LLN Action Plan is to strengthen the skills of the disability sector workforce so people with a disability can participate in all domains of life.

The previous projects funded by 26TEN have been quite large in scale, and have succeeded in promoting a positive attitude to literacy skills development in the sector. This project seeks to round off these projects, and ensure sustainability of the momentum generated.

The project has three actions:

1. develop and implement a train-the-trainer program to use the literacy training kits developed during the current project
2. support employers to develop their own 26TEN projects
3. coordinate Plain English workshops.

This project resulted in:

- *development of teaching and learning materials to train 16 in-house trainers to deliver short, targeted literacy training sessions*
- *creation of a website to share the teaching and learning materials with others in the disability sector*
- *increased understanding of the importance of using plain English throughout the organisation.*

\$28,721

Tasmanian Aboriginal Centre (Work & Training)

2017EMP08

Health care

Statewide

Communication Upskilling Project

\$50,000

The Communication Upskilling Project will provide business literacy and ICT skills training for 39 non-clinical staff employed by the Tasmanian Aboriginal Centre, Aboriginal Health Service, in Hobart, Burnie and Launceston.

The project will provide staff with upskilling to develop literacy skills for case note reporting using 'Communicare', the recently implemented Information Management System.

The project will also support staff to gain a better understanding of adult literacy and to develop strategies for assisting clients and community members with low level literacy skills.

Project results:

25 out of 27 participants made measureable improvements in writing (particularly case notes), spelling, grammar, punctuation, editing, and using digital technologies.

93% of participants agreed that they feel more confident to write reports to document an event or situation as a result of the training.

Multicap (TasTAFE)

2017EMP10

Disability

North west

Multicap Tasmania Workforce Futures

\$49,632

This project aims to support LLN skills development and digital literacy to meet changing industry demands and enhance the employment and career opportunities of Multicap workers. As part of these changes, Multicap Tasmania will transition to an electronic reporting system in mid-2017. This project will assist the many employees at Multicap with low LLN and digital literacy skills access the training and support they will need to undertake their routine work tasks.

As a result of this project, Multicap were able to seamlessly introduce a new electronic reporting system to support the rollout of NDIS funding. The project therefore not only supported Multicap to introduce new technology that was critical to the ongoing viability of the organisation, but ensured all of its employees were able to embrace this change and continue to participate effectively in the workforce.

Participant LLN abilities were assessed at the beginning and at the end of the project. 45 employees made measureable improvements (improvements by a finer grained measure) against the ACSF.

JBS Longford (TasTAFE)

2017EMP11

Meat processing

North

JBS Longford 26TEN

This project will to assist JBS Longford achieve tighter margins and improved productivity. It will do this by improving workplace documentation and lifting LLN and digital literacy levels across the site to ensure their workforce has the capacity to sustain job prospects in the future.

Through this project, employees at JBS Longford will be able to meet quality and safety requirements to the level required to meet AUS-meat and WHS regulatory standards.

This project resulted in:

- 5 employees from a non-English speaking background achieving the level of LLN skill required to get their residential Visas (IELTS) to allow them to remain in Tasmania and keep their jobs at JBS
- 10 employees making measureable gains in LLN skills against the ACSF
- several employees feeling more confident to complete work tasks using digital technologies
- increased employee ownership of new document management systems, implementation of new task descriptions and Standard Operating Procedures.

\$46,125

Family Foodpatch

(Child Health Association Tas)

2017EMP14

Community

Statewide

Kitchen ABC, 123

This project will help create a visual aid toolkit, using plain English and clear photographs to introduce and teach key basic food preparation, fruit and vegetable identification and easy recipes.

These visual kits will be woven into the existing Family Food Patch 30hr training course, used in personal development for existing Family Food Educators (FfEs) and used by FfEs in community outreach sessions. Information about literacy and numeracy support and 26TEN will be included in the training.

The kits could also be utilised by a wide range of community stakeholders including Child and Family Centres, Neighbourhood Houses and Community Centres, LINC facilities and school programs like the Tasmanian School Canteen Association.

\$28,466

<p>Queen Victoria Homes and Emmerton Park</p> <p>(Aged & Community Services Australia – Tasmania)</p> <p>2017EMP16</p> <p>Aged care</p> <p>South & North West</p>	<p>LLN not an Afterthought ... the next phase at Queen Vic and Emmerton Park</p> <p>This project will provide resources and support to our organisations to embed the tools from the 'LLN not an Afterthought ...Toolkit' into our day to day practice.</p> <p>The toolkit includes organisational policies, LLN assessment tools designed specifically for aged care, job descriptions of the five key occupations and their LLN requirements, and a checklist of current practices. We will be working across our organisations to integrate these practices and tools into our day to day activities.</p> <p><i>Project results to be provided.</i></p>	<p>\$50,000</p>
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<p>OAK Possability</p> <p>2017EMP17</p> <p>Disability</p> <p>Statewide</p>	<p>LLN 4 LIFE!</p> <p>Our project will be set up to enable adults with a disability to participate fully in life. Many of the people that we work with need ongoing support to both build and maintain their language, literacy and Numeracy (LLN) skills. This project will train both team leaders and support workers to be made aware of the issues and assist in providing strategies to assist. The positive changes brought about through this project will contribute to the economic prosperity of Tasmania.</p> <p><i>Project results:</i></p> <ul style="list-style-type: none"> • <i>the majority of the 125 trainees provided very positive feedback about the training workshop</i> • <i>the project raised awareness and promoted the idea that everyday LLN can be addressed and supported by everyone</i> • <i>99% of employees felt better equipped to support participants with LLN, compared to 68% of staff initially</i> • <i>training materials were expanded on and built into a long-lasting training resource on the organisation's intranet.</i> 	<p>\$49,707</p>
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Aged & Community Services Tasmania	LLN not an Afterthought ... Umbrella Project This project will provide resources and support to our organisations to embed the tools from the 'LLN not an Afterthought ...Toolkit' into our day to day work practices.	\$50,000
2017EMP18		
Aged care	<i>Project results to be provided.</i>	
Statewide		

Tandara Lodge (TasTAFE)	Tandara Lodge Community Care Inc.	\$43,450
2017EMP09		
Aged care	Tandara Lodge is moving to electronic information systems. Most employees are now required to locate, access and enter information on digital literacy systems. This means many staff will need to improve their reading and writing skills and learn how to report and provide care using the new system.	
Statewide	<p>For this project, we will analyse specific roles and tasks for the LLN requirements, then assess employee skills to see where the gaps are. Then, we will work with employees to fill their LLN skill gaps and build digital literacy skills. This will be undertaken in the workplace.</p> <p>We will train several employees in plain English procedural writing, and improve the literacy-friendliness of existing workplace resources and documents.</p> <p>Through this project, employees at Tandara Lodge will be able to do quality-assured reporting and recording using the new online system.</p> <p><i>As a result of this project:</i></p> <ul style="list-style-type: none"> • <i>there was a noticeable increase in the number of staff accessing and recording resident notes, with a higher standard of accuracy in spelling, grammar and appropriate use of language</i> • <i>the organisation introduced a range of prompt sheets, with exemplars for correct language, word choice and detail</i> • <i>2 members of the maintenance crew learned how to develop tables and spreadsheets to track their materials and daily tasks</i> • <i>staff had a higher level of confidence in their writing skills, and in using electronic systems to record information.</i> 	

<p>Launceston City Mission</p> <p>2017EMP12</p> <p>Community</p> <p>North</p>	<p>Literacy Help for All 2 will increase the capacity of our current LLN Project “Literacy Help for All 1”. This project is gathering excellent momentum, engaging a diverse range of individuals (from the target groups), improving workplace signage and documentation and is achieving progress against all KPIs of the current 26TEN contract.</p> <p>“Literacy Help for All 2” will provide additional time, financial contribution and capacity to continue to deliver individual LLN development to a greater pool of our clients, volunteers and staff and the opportunity to expand the review of workplace signs and documentation across all LCM stores, services and regions.</p> <p><i>This project resulted in:</i></p> <ul style="list-style-type: none"> • 15 participants improving one or more core skills or indicators as measured against the ACSF • 25 improving by a finer grained outcome (progress within a level) as measured against the ACSF • implementation of plain English signage regarding terms of store entry at each of LCM's retail stores • a volunteer improving his writing to a point where he could send weekly letters to his family • a resident learning to write her full name, address, date of birth and days of the week • a volunteer learning to confidently calculate orders, percentages and quantities with newly acquired understanding of basic maths concepts • a resident receiving LLN support to successfully complete a Certificate IV in Community Services. 	<p>\$50,000</p>
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<p>Masonic Care Tasmania</p> <p>(Aged & Community Services Australia – Tasmania)</p> <p>2017EMP19</p> <p>Aged care</p> <p>South</p>	<p>LLN not an Afterthought ... the next phase at Masonic Care</p> <p>This project will provide resources and support to our organisation to embed the tools from the 'LLN not and Afterthought ...Toolkit' into our day to day work practices.</p> <p>The toolkit includes organisational policies, LLN assessment tools designed specifically for aged care, job descriptions of the five key occupations and their LLN requirements, and a checklist of current practices. We will be working across our organisation to integrate these practices into our day to day activities.</p> <p><i>Project results to be provided.</i></p>	<p>\$50,000</p>
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