

## 2017-18 26TEN Employer Grants

Organisation / sector / region	Project name & brief description	Amount (inc GST)
<p><b>Huon Aquaculture</b></p> <p>2018EMP01</p> <p>Aquaculture</p> <p>Statewide (inc. Hideaway Bay, Parramatta Creek, Strahan)</p>	<p><b>26TEN Uplift Program</b></p> <p>Huon Aquaculture has identified a need to improve communication, digital literacy and provide general literacy support to team members. These skills are essential to current and future business needs.</p> <p>This project will:</p> <ul style="list-style-type: none"> <li>• improve the Language, Literacy and Numeracy (LLN) and digital literacy skills of employees located in the Processing and the Marine Operations areas of Huon Aquaculture so they can complete workplace documentation and digital literacy tasks competently and work safely</li> <li>• make workplace documents more accessible and easy to understand</li> <li>• provide Huon employees with the training and support to develop confidence in using digital tools.</li> </ul>	\$50,000
<p><b>Huon Valley Council</b> (Work &amp; Training)</p> <p>2018EMP06</p> <p>Local Government</p> <p>Statewide</p>	<p><b>Huon Valley Council 26TEN</b></p> <p>The 26TEN pilot project at Huon Valley Council will have three stages:</p> <ol style="list-style-type: none"> <li>1. assessment of Council Works' and Childcare employees' core skills</li> <li>2. mapping of job profiles against the Australian Core Skills Framework (ACSF)</li> <li>3. support for employees with literacy, numeracy and digital skills.</li> </ol> <p><i>This project resulted in:</i></p> <ul style="list-style-type: none"> <li>• employees being able to complete training and courses with less support due to improved LLN skills</li> <li>• improved digital skills of employees, particularly in writing reports and emails, storing and sending documents and using various software programs</li> <li>• one employee improving by a core skill level as measured against the ACSF, 14 employees improving by a finer grained measure (progress within a level), and two employees improving by a performance variable.</li> </ul>	\$49,130

<p><b>One Care</b> (with Aged &amp; Community Services Australia - Tasmania)</p> <p>2018EMP07</p> <p>Aged care</p> <p>Statewide</p>	<p><b>LLN not an Afterthought ... the next phase</b></p> <p>The key focus areas of this project are:</p> <ul style="list-style-type: none"> <li>• to use the LLN not an Afterthought..... ‘Toolkit’ as a guide to embed LLN as a day to day practice at OneCare facilities statewide</li> <li>• to ensure integration of LLN into One Care’s procedures and policies to give a long term change across the organisation (within residential facilities, corporate office, independent units, and home-care).</li> </ul> <p>Stage 2 will be the implementation of the policies and procedures.</p>	<p><b>\$50,000</b></p>
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<p><b>JBS Longford</b> (TasTAFE)</p> <p>2018EMPI2</p> <p>Meat processing</p> <p>North West</p>	<p><b>JBS Longford 26TEN – Stage 2</b></p> <p>This project will continue to assist JBS Longford achieve tighter margins and improved productivity. As part of this project, JBS will:</p> <ul style="list-style-type: none"> <li>• offer training to all staff to ensure the workforce can sustain job prospects in the future</li> <li>• continue to work with employees to fill their LLN skill gaps and build digital literacy skills</li> <li>• work with 2 employees in plain English procedural writing to improve the literacy-friendliness of existing workplace resources and documents.</li> </ul> <p>This project will mean that 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.</p> <p><i>This project resulted in:</i></p> <ul style="list-style-type: none"> <li>• <i>five employees improving their skills by a finer grained outcome as measured against the ACSF</i></li> <li>• <i>several employees commenting on their growth in personal confidence with LLN</i></li> <li>• <i>two employees developing the ability to create workplace documents and use computers for the first time</i></li> <li>• <i>three employees gaining the skills required to pass the Australian Citizenship test</i></li> <li>• <i>several employees having the confidence and skills to apply for new positions within the business</i></li> </ul>	<p><b>\$49,751</b></p>
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**Tasmanian Aboriginal Centre**

(Work & Training)

2018EMPI3

Health care

Statewide

**Communication Upskilling Project Stage 2**

\$50,000

This 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 training to develop literacy skills for case note reporting using 'Communicare', the recently implemented Information Management System.

The project will also support staff to use other technology more effectively.

*This project provided one-on-one support for participants which allowed the Adult Literacy Skills Officer (ALSO) to adapt training and support to the learner's specific needs.*

*This project resulted in:*

- *an increased number of staff using Communicare software for writing file notes, leading to improved security of information, increased accountability, and improved communication across service delivery*
- *seven employees improving their skills by a finer grained outcome as measured against the ACSF*
- *one employee improving his skills by one indicator as measured against the ACSF*
- *one employee improving his report writing skills, allowing him to receive a promotion within the business*
- *one employee improving his ability to record data objectively*
- *one employee making significant improvement with her grammar and sentence structure by using dot points and learning to be more concise*
- *one employee learning to use a computer for report writing*
- *one employee learning the computer skills necessary to use a keyboard with efficiency.*

<p><b>Rural Business Tasmania</b></p> <p>2018EMPI5</p> <p>Business</p> <p>Statewide</p>	<p><b>Agriculture Statewide Cultivating Literacy Skills in Agriculture</b></p> <p>This project has three areas of activity:</p> <ul style="list-style-type: none"> <li>• professional development for Rural Business Tasmania (RBT) counsellors</li> <li>• survey/consultation with farmers to identify the issues around literacy and numeracy</li> <li>• group and one-on-one training to support numeracy skills on farms (Devonport area).</li> </ul> <p><i>This project resulted in:</i></p> <ul style="list-style-type: none"> <li>• counsellors and staff expanding their understanding of literacy and numeracy difficulties</li> <li>• staff being more mindful of the communication used in external messaging</li> <li>• implementation of a process for referring clients to literacy support services.</li> </ul>	<p>\$50,000</p>
<p><b>Best Bite Foods Pty Ltd</b></p> <p>2018EMPI6</p> <p>Community/refugees</p> <p>South (Moonah)</p>	<p><b>The Gormanston Road Store Project</b></p> <p>The project involves upskilling staff from the Hazara refugee community to be able to:</p> <ul style="list-style-type: none"> <li>• communicate using workplace English to the required standard</li> <li>• develop policies and procedures in simple English to enable effective operation of the store</li> <li>• work in a safe manner and in accordance with food hygiene standards.</li> </ul>	<p>\$49,234</p>
<p><b>Burnie Community House (TasTAFE)</b></p> <p>2018EMPI8</p> <p>Community</p> <p>North West</p>	<p><b>Burnie Community House (Stage 2)</b></p> <p>The aims of the project are to:</p> <ul style="list-style-type: none"> <li>• support transitional pathways to open employment for participants with low LLN skills and disabilities</li> <li>• support the development of a literacy-friendly workplace where disadvantaged participants can gain the opportunity to learn practical vocational skills and knowledge within a real business environment</li> <li>• focus on the development of innovative resources and frameworks to support participants' learning</li> <li>• support Burnie Community House to provide quality services and products and build a sustainable business model.</li> </ul>	<p>\$49,060</p>

**Tasmanian Seafood Industry Council**

**Seafood Solutions: helping the Tasmanian Seafood Industry Achieve Language Literacy and Numeracy**

\$49,100

2018EMPI9

Maritime safety regulation has moved from state based delivery (Marine and Safety Tasmania, MAST), to a federally managed authority (Australian Maritime Safety Authority, AMSA).

Aquaculture

This transition will take full effect as of 1 July 2018, and already TSIC is experiencing a high level of LLN complexity for vessel operators around the change. The key issue for members is the requirement to complete and maintain complex documentation for each commercial vessel. The Tasmanian Seafood Industry workforce is ageing, with over 60% of wild capture fishers over 50. This generation is known to have limited digital literacy and a higher incidence of poor language literacy in Tasmania. The nature of the job attracts people who enjoy manual work, who have historically been able to get by with a low level of LLN.

Statewide (Smithton, St Helens, Huon Valley)

This project will:

- support members to successfully understand and complete the paperwork required by them under maritime safety legislation
- enhance awareness of 26TEN services to members so they know where to get help with LLN difficulties
- improve the verbal skills of TSIC employees in assisting members with administrative requirements
- improve written communication produced in the TSIC office (in particular the Safety Management System Document) so written instruction is easily understood and information is readily available to members.

*This project resulted in:*

- *staff feeling confident to identify members with low literacy and numeracy and suggest appropriate support services*
- *the development of a plain English version of the Safety Management System document, now available online*
- *staff being able to communicate with members on a day-to-day basis using plain English.*

**West Tamar Council**  
(TasTAFE)

2018EMP05

Local Government

North

**West Tamar Council 26TEN**

\$49,621

Employees at West Tamar Council (including employees from the Works Depot) are now required to use digital systems to locate, access and enter work information across 3 main divisions: road maintenance, assets / mechanical, and parks / reserves. Many employees need to improve their reading and writing skills to effectively understand and use the new systems.

This project will focus mainly on employees from the Works Depot, but will be open to any other employees who require LLN or digital literacy support. We will also review existing workplace resources and documents and redesign them to be more user-friendly for employees with low LLN.

Through this project, employees at WTC will improve their capacity to read and understand workplace documentation and complete their written tasks with confidence, using the digital systems where necessary.

*This project resulted in:*

- *increased number of employees being able to understand and fill out paperwork and online forms correctly*
- *supervisors communicating more openly with their workers*
- *employees having a clearer picture of their roles and responsibilities within task requirements*
- *one Plant Operator applying for a promotion, creating his own resume and addressing selection criteria – a process he would not have attempted 18 months earlier*
- *one employee using an electronic document to record data for sowing and fertilising lawns for sports ovals*
- *one employee being able to read basic books to his young son for the first time.*

**Fonterra Spreyton**  
(TasTAFE)

**Fonterra Spreyton 26TEN**

\$49,852

2018EMPI7

Food processing (dairy)

North West

The project will focus on three main activities:

- conducting a literacy learning needs analysis to identify skills gaps and learning needs in relation to workplace and digital literacy
- supporting employees to use a range of workplace software applications
- support the development of employees' technical writing skills to produce plain English, literacy friendly documentation and work procedures.

*This project resulted in:*

- *managers reporting employees' increased confidence to take on new challenges*
- *employees having a better understanding of workplace safety, food safety, quality requirements and environmental issues associated with tasks*
- *increased numbers of employees being able to use the new online Learning Management System*
- *employees gaining new digital skills, allowing them to create spreadsheets, and tables, import and resize pictures etc., leading to efficiency gains and fewer errors.*