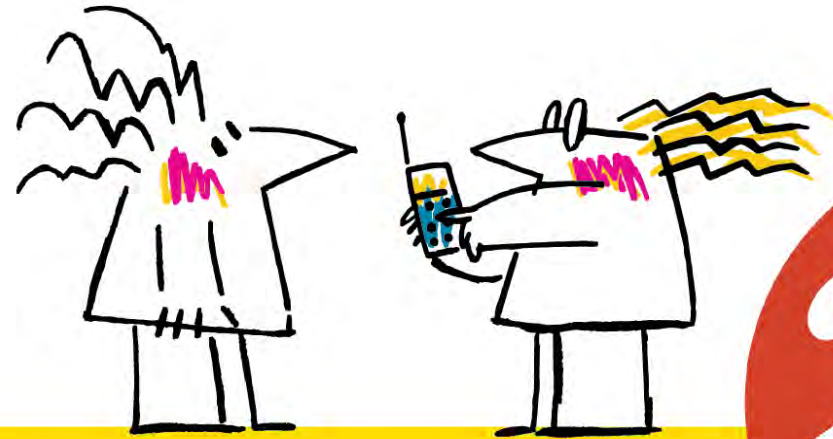


**“Sorry we can’t help you”
Current challenges facing Australian
adult literacy**

**Reading Writing Hotline
1300 6 555 06**



25th

Anniversary

A free national referral service for adults.



Reading Writing Hotline
1300 6 555 06

A free national referral service for adults.

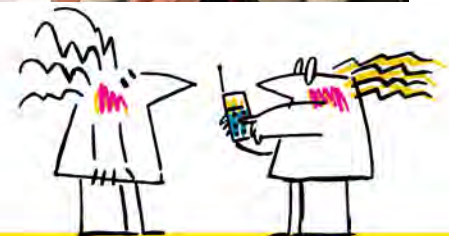
- Hotline- referral and advice
- Changing LN sector
- Challenges facing LN provision
- Tackling these challenges

About the Hotline

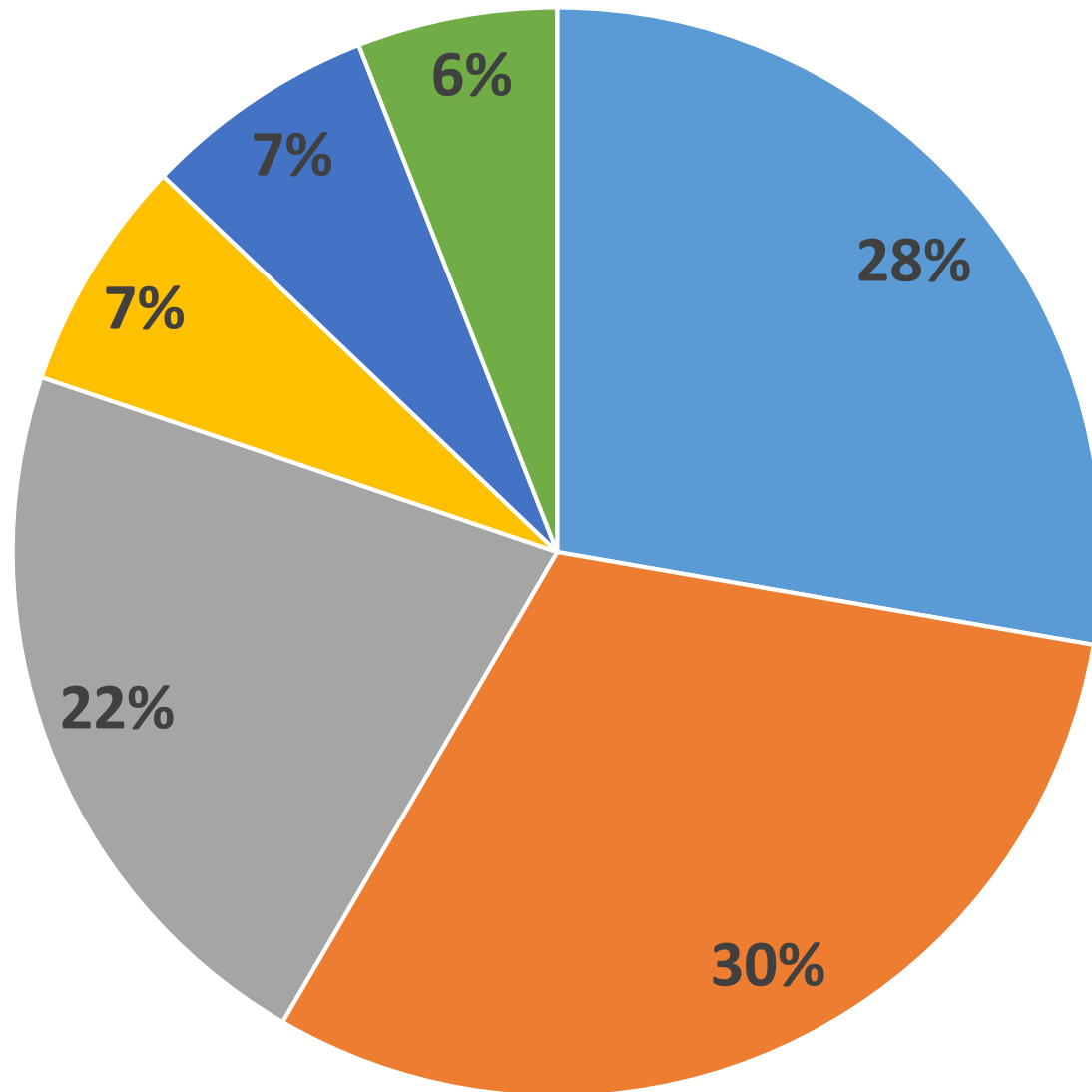
- National phone referral service
- 25 year overview field
- National database of providers
- Information, advice, referrals



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Hotline database - Provider categories



- TAFE
- Community sector
- Private RTO
- Libraries
- Private tutors
- Others

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Hotline teachers

- Strength of service is experienced literacy teachers
- Callers all over Australia
- Strong diagnostic and advocacy role



Referring callers – the past

- National literacy policy
- Vibrant research and professional community
- Literacy for family, work and community life
- Direct contact with teaching sections
- Less reporting and compliance
- Jobseekers managed by CES



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Referring callers - now

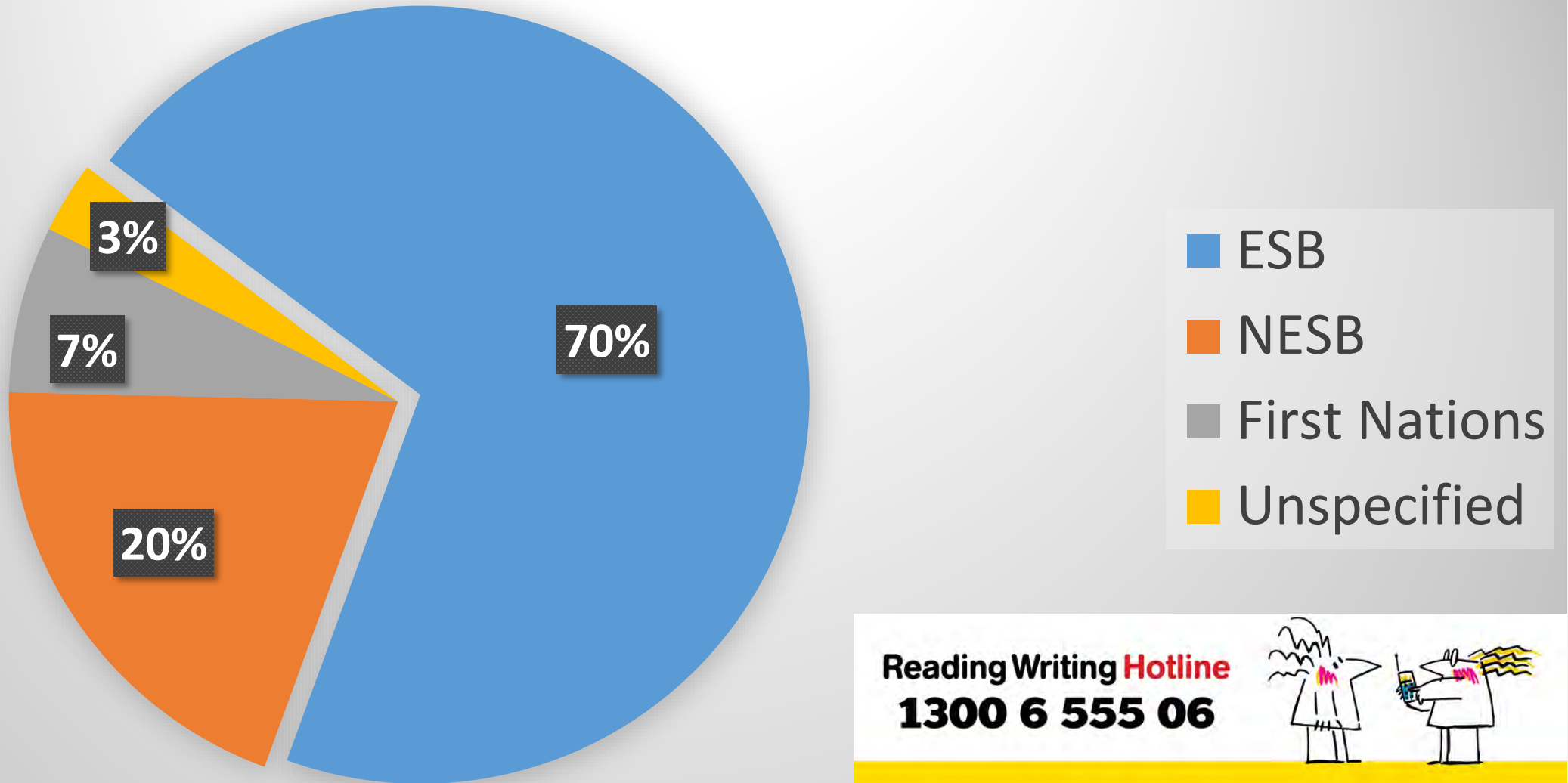
- Dominant focus on literacy for jobseekers
- Thousands of independent RTOs
- Limited networking
- Customer service numbers
- Referring agencies manage jobseekers
- Mutual obligations



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Language background 2018/19



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Challenges facing literacy and numeracy sector

Lack of:

1. national adult literacy policy
2. adult literacy programs for non-jobseekers
3. diversity of provision
4. funded workplace literacy & numeracy programs
5. suitable provision for Indigenous learners in R & R locations
6. adult literacy workforce



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1. Lack of a national adult literacy policy

A national policy will

- give consistency across states
- ensure strong ongoing funding and broad access
- support research and curriculum direction
- support quality LLN resource development
- ensure adequate specialist adult LLN teaching workforce

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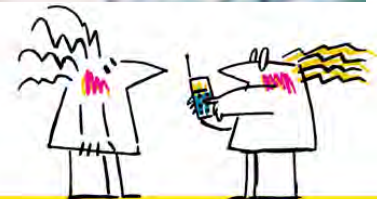


2. Lack of adult literacy programs for non-jobseekers

- free, accessible, timely and appropriate options - decreasing
- non-jobseeker funding - more limited
- classes are needed for:
 - ✓ workers
 - ✓ people with intellectual disabilities
 - ✓ youth at risk
 - ✓ parents of school age children
 - ✓ over 65's

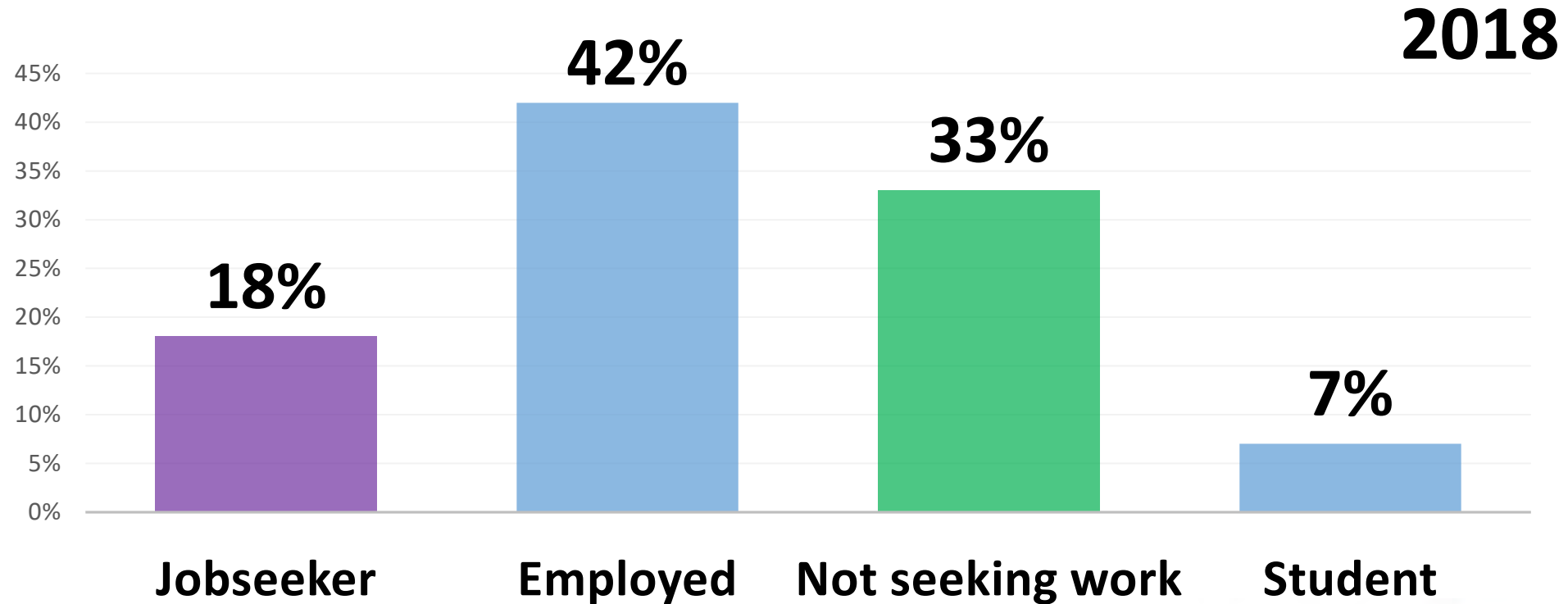


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Aren't most people covered by SEE?

- No over 80% of our callers aren't eligible
- Little change in callers in 25 years



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3. Lack of diversity of provision

- strong focus on accredited training delivered by RTOs
- need a range of delivery options
- need for a return to student-centred learning and assessment
- need for a national distance provider (non-SEE)



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4. Lack of funded workplace literacy numeracy program

- closure of Commonwealth WELL program
- increase literacy demands in workplaces
- few employers fund the cost of LLN training and resources

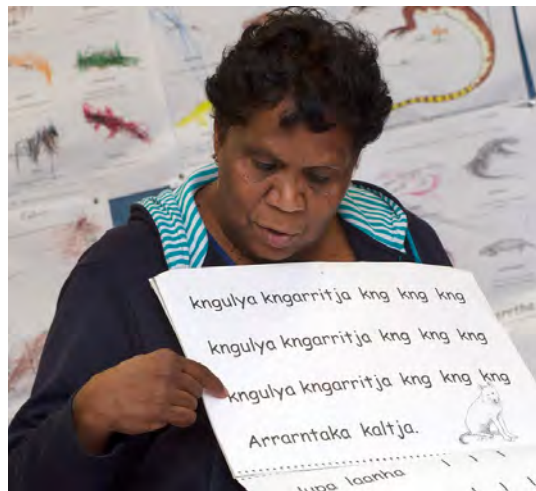


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5. Lack of suitable provision for Indigenous learners in rural & remote areas

- need for English as additional language classes or learning centres
- not eligible for AMEP
- online learning may not be suitable.
- need for an English literacy program for Indigenous adults



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6. De- professionalisation of adult literacy workforce

- huge decline in specialist teachers nationally
- no specialist adult literacy training offered face to face anywhere in Australia.
- Cert IV TAE - not adequate for teaching in this challenging specialist field
- adult numeracy expertise critically endangered
- shortage - limit implementation of many recommendations of Joyce report



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Creative ways Hotline is tackling needs

- share info on successful programs e.g. volunteer tutors
- provide lists of suitable resources
- develop hardcopy resources
- provide assistance for helpers
- introduce callers to provider
- find providers for groups of people



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