



Literacy Aotearoa  
Annual Report 2016

Note:  
References following profiled stories,  
e.g. 'More: 2016:TT1', refer to articles from 2016 in  
Tui Tuia, the monthly newsletter of Literacy Aotearoa  
and can be accessed here:  
<http://www.literacy.org.nz/what-we-do/tui-tuia-archive>

*Hutia te rito o te harakeke,  
kei hea te kōmako e kō?  
Kī mai nei ki ahau:  
He aha te mea nui o te ao?  
Māku e kī atu, he tāngata,  
he tāngata, he tāngata.*

*If you were to pluck out the  
centre of the flax bush,  
where would the bellbird sing?  
If you were to ask me:  
What is the most important  
thing in the world?  
I would reply, it is  
people, people, people.*





To our many stakeholders and partners thank you all so much for your respective contributions and collaborations in 2016. The heartfelt commitment that we share in our work to improve literacy and numeracy achievements of New Zealand adults and whānau is recognised and appreciated.



We acknowledge those of you who have experienced traumatic events throughout 2016, natural and otherwise, some requiring evacuation from premises such as the earthquakes in Te Wai Pounamu and Wellington region.



We note that two Literacy Aotearoa Poupuu needed to show particular resilience: Literacy Marlborough in Blenheim moving to temporary premises, and Adult Literacy Tamaki Auckland in Glen Innes, Auckland following the destruction and invasion of their premises.



In Hōngongoi (July) we farewelled Te Kōruru members: Janet Te Rore and Margaret Manuel, and welcomed Rosina Taueki and Karyn Thin to the governance table.



The current members of Te Kōruru are: Ngā Kaiwhakahaere: (Co-Chairs) Lloyd Davies (Tauīwi) and Karyn Thin (Māori); Te Kaitiakimoni (Treasurer): Serenah Nicholson; Chris Richardson; Kim Currie; Rosina Taueki; and Bronwyn Yates (Te Tumuaki [CEO] – ex officio).



During the past year Literacy Aotearoa has continued on the pathway of planning for the future to achieve best practice processes across the organisation. While we may not have achieved all of our KPIs, we have made significant progress by implementing the groundwork that will successfully steer us forward.



We have retained funding and continue to grow relationships with stakeholders including Skills Highway, MITO, BCITO, Connexis - Infrastructure ITO and The Skills Organisation. The ITOs continue to draw on our services by referring students to Literacy Aotearoa.

## A Strategic and Business Overview

The three Strategic Goals provide a framework for focused attention to matching Literacy, Language and Numeracy (LLN) need and local populations, prioritising delivery to Māori, Pasifika and Youth, in line with our kaupapa and government strategic priorities.

The Strategic Goals for 2016-2020 are:



### Goal One: Te Kōmako

Extending Our Reach: attracting more New Zealand adults to access quality Literacy Aotearoa services.



### Goal Two: Te Rito

Focusing on What Matters: improving how resources are best deployed to ensure all Literacy Aotearoa learners achieve success and that the organisation meets its business priorities to ensure sustainability.



### Goal Three: He Tāngata

Growing the Demand: by increasing awareness of the importance of literacy, profiling learners' stories, and the value of our work and contributions to the individual, social and economic wellbeing of New Zealanders.

As part of the Literacy Aotearoa Strategic Plan, the following projects were under development in 2016.





## Big UPS\* > Te Kete Mauri Ora

The aim of the Big UPS project is to ensure that Literacy Aotearoa consistently delivers high quality services by utilising common back-office systems that always meet the requirements of funders and our kaupapa, including how we meet the TEC priorities of Māori, Pasifika and youth learners' achievement.

The Big UPS Working Group, comprised of members representing the three regions of Literacy Aotearoa, met regularly during the year to develop a draft organisational quality framework, Te Kete Mauri Ora, based on our kaupapa and the current environment and including the NZQA Key Evaluation Questions (KEQs). The draft document was distributed to the membership for discussion and input.

Te Kete Mauri Ora will be implemented in 2017.

## Policies and HR

The Policy Committee of Te Kōruru worked on a wide range of policies, including the development of policy and templates designed for the Health and Safety at Work Act 2015. The committee carried out a legislative review of the Acts relevant to the work of Literacy Aotearoa and a review of the governance manual to ensure currency and appropriateness.

## Training ReSet Project and National Qualifications

The Tutor Training working group was engaged in improving the tutor training systems and resources for delivery in 2016. Tutor training programmes for the new New Zealand Qualifications were also initiated in 2016 for staged delivery beginning in the second half of 2017.

## Communications Working Group

Te Kōruru authorised the establishment of the Communications Working Group in Whiringa ā rangi (November) following the recommendation made at Te Hui ā Tau (AGM). The group includes representation from Te Kōruru, National Office, Poupou and two external representatives. The working group has been tasked with designing a comprehensive communications strategy for Literacy Aotearoa that includes reviewing current communication processes, identifying future needs and processes and ensuring the implementation of a communications plan is embedded within the organisation for the good of Literacy Aotearoa as a whole. The communications strategy for Literacy Aotearoa will consider the various internal, cross-organisational relationships, ensuring that processes for parties are transparent.

## Digital Strategy Update

A range of projects are progressing towards 2017. These include the National sub-brand offer for strengthening uniformity and visibility of Literacy Aotearoa under a common logo. The first Poupou websites were launched in Haratua (May). The Xero Accounting system began implementation organisation-wide, as did the revised TaDa database system. Office 365 and Skype for Business were made available to all personnel. Online learning developments with Open Polytechnic began development in preparation for delivery of national qualifications.

## International Literacy Day - 8 Mahuru (September) and ALW-HTM

International Literacy Day falls within Adult Learners' Week - He Tangata Mātauranga in Mahuru (September) every year, and this year the launch of the week was hosted by Literacy Aotearoa Poupou: Adult Learning Support in Whakatū / Nelson at the Nelson Museum.

Events were held throughout the country to celebrate adult learning and students who have participated in programmes with Ngā Poupou of Literacy Aotearoa. We also celebrated the managers, governance and practitioners who deliver these services.

Read more in [2016: Issues 7-9](#)

## Poupou Developments

The merger between two Literacy Aotearoa Poupou: Horowhenua Adult Learning Services (HALS) and Arohamai Aotearoa Literacy finalised in Kohi tatea (January), was motivated by the desire to be more effective in reaching learners and providing quality services to the people of the Horowhenua region while making effective use of funding. Arohamai Literacy Horowhenua, is the name of the combined Poupou.

Read more: [2016: TT01](#)

The newly named Literacy Aotearoa Poupou: Literacy Auckland North – Te Raki Paewhenua (formerly Literacy North Shore) was launched in Whiringa ā rangi (November) in response to the dramatic increase in Auckland's population over the past few years and in particular the growth of Silverdale, Orewa, Warkworth and Wellsford.

## Relationships

Ongoing relationships with others in the sector continue to grow. The University of Waikato was successful in its application for Teaching and Learning Research Initiative (TLRI) funding to work with Literacy Aotearoa to develop our wellbeing framework 'Hei Ara Ako ki te Oranga', and refine methods of recording learners' progress and outcomes.

We continue in our venture with Ako Aotearoa to collaborate through the He Taunga Waka initiative to provide professional development relating specifically to Māori and Pasifika learners and practitioners. This project has been extended into 2017.

*Heoi anō,  
Karyn Thin and Lloyd Davies  
Ngā Kaiwhakahaere (Co-Chairs), Te Kōruru*

*\*Big UPS Project  
The Big UPS project is the name given to the project that will modify practices and performance expectations that achieve uniformity of practice and systems throughout every level of the organisation.  
UPS stands for Uniformity of Practices and Systems.*



### Ethnicity of Students



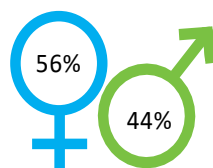
Pākehā	(39%)
Māori	(32%)
Pasifika	(11%)
Asian	(9%)
Other	(9%)

### Age of Students



51+	(29%)
41-50	(18%)
31-40	(16%)
26-30	(11%)
21-25	(12%)
< 20yrs	(14%)

### Gender of Students



37 Poupou  
(Member Providers)

47 Delivery  
Locations

581 Active Tutors

257,393 Programme  
Hours Delivered

- Region One
- Region Two
- Region Three
- National Office

7,446 Students

### Education Level of Students

No Formal Secondary Qualifications	4309
14 or More Credits at Any Level	544
More Than 80 Credits in the NZQF	13
NCEA Level 1 or School Certificate	655
NCEA Level 2 or 6th Form	748
NCEA Level 3 or Bursary	159
University Entrance	140
Other Education Level	245
Overseas Qualification	633

4,309 (58%)

Students with  
No School Qualifications

### Work Status of Students

Non Employed or Beneficiary	3677
Full Time Paid Work	1499
Part Time Paid Work	747
House Person	391
Superannuation Retired	338
Student- Polytechnic, University, PTE	301
Self Employed	160
Other Work Status	103
Secondary School Student	14
Not Specified	217

3,677 (49%)

Students Identified as  
Non-Employed or Beneficiary

2,405 (32%)

Students in  
Paid Employment





## ... attracting more New Zealand adults to access quality Literacy Aotearoa services.

### Employer-Led Collaborations for student delivery

This TEC Employer-Led programme will help six North Otago businesses improve their health and safety status as well as their productivity by maximising employees' literacy, numeracy and communication skills.

The Waitaki Resource Recovery Trust is the lead business, having received the funding and they have contracted Literacy Aotearoa Poupou: Literacy North Otago to deliver the service. The aim of the collaboration between local businesses, the Ministry of Business Innovation and Employment and the TEC is to ensure managers and the business owners are aware of the importance of workplace literacy and can be confident that their employees understand the full content of their required health and safety courses and that they can comply with the requirements for regular written reports.

Read more: <http://literacy.org.nz/literacy-fund-supports-north-otago-businesses>

Figure 1

### Intensive Literacy and Numeracy (ILN) in Wairoa

Literacy Aotearoa in Wairoa is a small but growing centre that offers learning programmes to local adults referred from a range of community organisations and by word of mouth. The expanding range of programmes is the result of collaborating with Wairoa community stakeholders.

Recently students have experienced great outcomes from their learning programmes. One group of eight students (referred from WINZ via Accomplish) enrolled in an ILN programme. Throughout the programme students began building vocabulary, using spelling strategies, punctuation, sentence structure, practising the writing process, reading for meaning, and reading aloud. They learnt times tables, place values, and how to add, subtract and multiply three-digit numbers. They also learnt a karakia, a waiata, at least 20 new kupu Māori and gained a basic understanding of Te Tiriti o Waitangi.

Keys to the group's success were being comfortable in the learning environment, and having a say about what they wanted to learn. Students made literacy gains as measured by the TEC Assessment tool. Three students went on to study at EIT and two have continued their learning with the centre.

Read more: [2016: TT07](#)

Figure 2

### BCITO on Waiheke Island Building Futures

Every week on a Tuesday evening up to 30 BCITO\* apprentices head straight from work to Literacy Aotearoa Poupou: Waiheke Adult Learning in Oneroa on Waiheke Island. After a full day's work the apprentices are hungry. They sit down for a filling nutritious meal (brought in by a local caterer) before beginning their learning session. Being well fed allows them to concentrate on their work and is an added incentive to attend.

The students are all at different stages of their apprenticeships and are also at a range of literacy and numeracy levels. Their needs are identified and specific learning sessions are designed to assist them to achieve their goals.

\*Building & Construction Industry Training Organisation (BCITO Photos: Emma Hughes)

Read more: [2016: TT03](#)

Figures 3 & 4



Figure 1

### Legacy of lives left in words



Figure 2



Figure 3



Figure 4





## Goal One: Te Kōmako – Extending Our Reach

### Adult Community Education (ACE) Innovative Programmes

In 2016, ACE funding became contestable across the sector. The new model means that the traditional one-to-one mode of delivery is not always financially viable, challenging some providers to consider new ways to develop and deliver courses that ensure they meet their contractual student allocation.

This has seen a shift for many Poupou into more group tuition than has previously been delivered and we commend Ngā Poupou for embracing the changes. Literacy Aotearoa developed 13 programme plans (of 20 and 40 hour duration) for Ngā Poupou use, with a focus on Literacy, Language and Numeracy (LLN) Upskilling, Financial Literacy and Life Skills, Driver Education, Work Readiness, Digital Literacy and Healthy Lifestyles. A number of Poupou have found innovative ways to deliver these programmes to their communities.

*Figures 5-8*

*ACE Programmes from around the country*

*Figure 5: West Coast Adult Learning Services*

*Figure 6: Literacy Fielding*

*Figure 7: Literacy Tamaki nui a Rua*

*Figure 8: Literacy Turangi*

### ACE Collaboration with high schools gets drivers licenced

Literacy Aotearoa Poupou: Read Write Plus (Upper Hutt), Adult Literacy Aotearoa (Kapiti) Inc (Paraparaumu) and Literacy Tamaki nui a Rua (Dannevirke) have been working closely with their local high schools to offer Learner Licence Courses. Once written permission is gained from the Principal, and TEC have approved the participation, the students can begin. Schools have been supportive, advertising the courses in the school newsletter.

Most of the courses offered to high school students take place on Poupou premises in the school holidays. These courses are providing young people with information about how to be safe and legal road users, assisting them to gain their licence and improving their job prospects. Students are also able to gain up to eight NCEA credits. Poupou are building their profile through stronger relationships with secondary schools, whānau and other community organisations, and so growing awareness of the services offered.

Read more: [2016: TT10](#) Literacy Aotearoa website: [News Releases](#) Learner Licence Success, e.g. Waiheke Island, Dannevirke, Dargaville, Tauranga



Figure 5



Figure 6



Figure 7



Figure 8



***... improving how resources are best deployed to ensure all Literacy Aotearoa learners achieve success and that the organisation meets its business priorities to ensure sustainability.***

This year members met at a number of regional and national meetings to discuss the Business Plan and receive updates on national projects (Big UPS and Te Kete Mauri Ora), policy and procedure developments (in particular the Health and Safety at Work Act) and the rollout of programmes and contracts for the year. Different hui were designed for particular audiences such as Poupou Managers, Governance members, National Trainers, various working groups; and the full membership at the annual National Planning Hui.

Figure 9: Managers' Hui

### Student Writing Event

12 students from around Aotearoa participated in the three-day Student Writing Event. Students together with tutors discussed the theme: 'Focusing on What Matters', before they began writing their stories. Once they felt their writing was complete they worked with a tutor to proofread and make any changes before getting it prepared for publication. Each story was then recorded on a smartphone to create an audio file.

All of this content: written text, audio files, and avatar images; was then used to create a digital book for students. Gus Gilmore, Deputy Chief Executive of TEC, presented each student with a certificate, an iPad and a carved purerehua.

Read more writing from Literacy Aotearoa students:  
<http://www.literacy.org.nz/what-we-do/student-writing>

#### *How I use a cellphone*

*I have had a cellphone for over 10 years. At first, I used my phone for contact phone numbers. I had photos next to the numbers to help me ring the right people. But now I use my phone for everything. My cellphone holds details about my life, like addresses, phone numbers, and diary. It has become my wallet. It holds my driver's licence, credit cards, a photo of my son, and work business cards. I use my cellphone as a camera for making photos at work for my training course and as a calculator for measurements at work or figuring out the cost of things. Also, I use the GPS map to find out how to get to an address or how to go another way in bad Auckland traffic. At night, I can use my cellphone as a torch. So I use my cellphone a lot every day. It carries a heap of useful things all in one item.*

*Ramin, Adult Literacy Franklin*



Figure 9



Figure 10



Figure 11



Figure 12

Figures 10 -12: Student Writing Event





*... by increasing awareness of the importance of literacy, profiling learners' stories, and the value of our work and contributions to the individual, social and economic wellbeing of New Zealanders.*

#### Research and Presentations

Literacy Aotearoa personnel participated in valuable professional development and networking opportunities at various hui, conferences and symposia throughout 2016. Literacy Aotearoa representatives contributed to educational policy by meeting with government officials to discuss topics such as the collection of student data, whānau literacy, and professional development opportunities.

#### NCLANA Symposium Presentations

Te Tumuaki Bronwyn Yates and Rene Babbington (Literacy Aotearoa Poupu: Adult Literacy Turanga) presented snapshots of a learning programme to delegates attending the National Centre of Literacy and Numeracy for Adults (NCLANA) Symposium: 'Ko te amorangi ki mua, ko te hāpai ō ki muri: How we contribute to the vision' (Published 22/06/16 NCLANA)

- Rene Babbington, (Literacy Aotearoa Poupu: Adult Literacy Turanga): Whakamana i te ākonga <https://youtube/fedvukkOvAw?t=7m5s>
- Bronwyn Yates, Literacy Aotearoa: <https://youtube/fedvukkOvAw?t=23m48s>

#### Ngā Pae o Te Maramatanga: International Indigenous Research Conference

Rene Babbington (Literacy Aotearoa Poupu: Adult Literacy Turanga), Parekawhia Albert (Literacy Aotearoa Poupu: Adult Literacy Franklin), Katrina Taupo (Literacy Aotearoa National Office) delivered the presentation: 'E rere te Manu - Strengthening whānau to realise their aspirations through the provision of quality literacy, language and numeracy programmes.'

#### Whānau Wellbeing Research

'Creating spaces for Whānau wellbeing, literacy and numeracy in the context of neoliberalism in Aotearoa, New Zealand', was published in the Waikato Journal of Education (by Katrina Taupo, Researcher Literacy Aotearoa, Te Hautaka Mātauranga o Waikato, V21:1 2016).

The article reviews 'three short, focused literacy, language and numeracy programmes designed to assist New Zealand Māori adult students and their whānau. The programme successes were measured by the way students grew self-confidence in their own literacy and numeracy abilities that translated into positive impacts for their whānau wellbeing.'

Read more: <http://wje.org.nz/index.php/WJE/article/view/256>

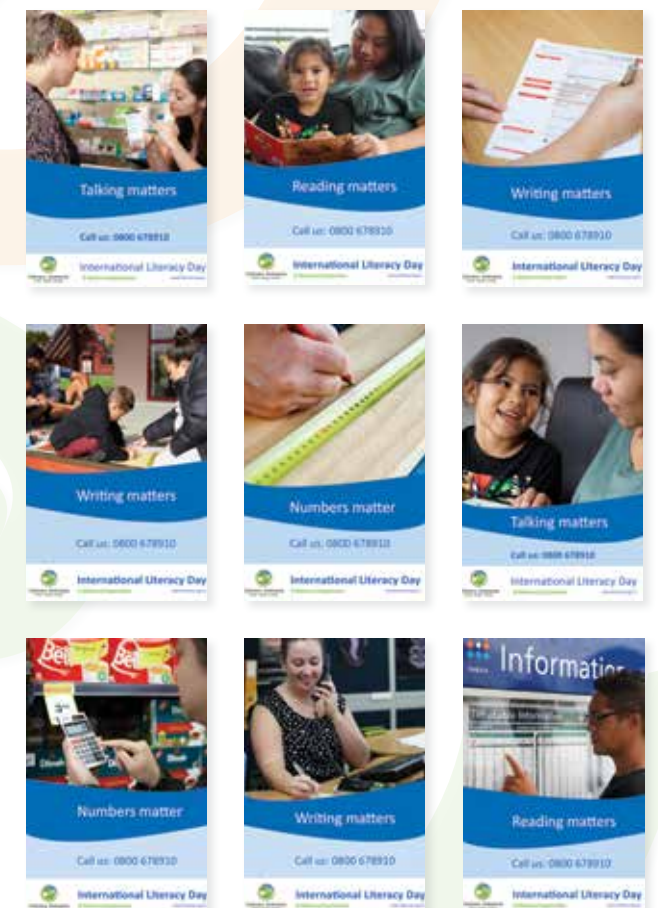




Figure 13



Figure 14



Figure 15



Figure 16

### Nellie Garthwaite Southern Adult Literacy

Twenty years of commitment to delivering literacy services to adults in the southern-most parts of the South Island is worth celebrating. Nellie Garthwaite, Manager of Literacy Aotearoa Poupou: Southern Adult Literacy has a large and varied role. It includes networking throughout the region, programme planning, managing personnel, delivering services and meeting the often-changing contractual obligations while always keeping learners' needs as the central focus.

Read more: [2016: TT02](#)  
Figure 13: Nellie Garthwaite

### ACE Educators of the Year: Te Tangata Tiriti

This year ACE Aotearoa named TWO recipients in the Educator of the Year - Tangata Tiriti category: Gail Harrison, manager of the Literacy Aotearoa Poupou: Whanganui Learning Centre Trust (WLCT) and Tuiloma Lina Samu, of Literacy Aotearoa Poupou: He Waka Mātauranga.

(ACE Photos: Jo Moore). Read more: [2016: TT05](#)  
Figure 14: Charissa Waerea\*, Jessica Ofa (receiving on behalf of Lina), & Wendel Karati\* (\*ACE Aotearoa co-chairs)  
Figure 15: Gail Harrison & Deb Hill

### Whanganui Learning Centre Trust Paua Award

Literacy Aotearoa Poupou: Whanganui Learning Centre Trust (WLCT) received the award for the best not-for-profit business in their region, Paua Not for Profit Award.

Read more: [2016: TT05](#)  
Figure 16: Jade and Sue Teki, Gail Harrison and Hamish McDouall (mayor and former Whanganui Learning Centre Trust Board member)

### Literacy Alliance

Literacy Aotearoa is a member of the Literacy Alliance together with the Industry Training Federation, Business NZ, English Language Partners (ELPNZ), New Zealand Council of Trade Unions, Institutes of Technology and Polytechnics of New Zealand.

### ACE Sector Strategic Alliance

Literacy Aotearoa is a member of the ACE (Adult and Community Education) Sector Strategic Alliance together with Te Runanga o Te Ataarangi, Community Learning Association through Schools (CLASS), English Language Partners (ELPNZ), Adult and Community Education (ACE) Aotearoa, Rural Education Activities Programme Aotearoa New Zealand (REAPANZ), Pasifika Education Centre (PEC), and the Federation of Workers' Educational Associations (FWEA).







This is a summary of the Financial Statements of Literacy Aotearoa Incorporated, for the year ended 31 Hakihea (December) 2016.

The information was extracted from the full financial statements as audited by Audit New Zealand, which were approved by Te Kōruru on 8 Haratua (May) 2017. They comply with the New Zealand equivalents to International Financial Report Standards (NZIFRS) and Generally Accepted Accounting Practices in New Zealand (NZ GAAP). The summary financial statements do not provide as complete an understanding as the full financial statements.

*The full financial statements are available on our website <http://www.literacy.org.nz/who-we-are/annual-report>*

### Summary of Financial Performance for the Year Ended 31 Hakihea (December) 2016

	2016 Actual	2016 Budget	2015 Actual
<b>INCOME</b>			
Government National Income	8,383,120	8,797,480	8,774,285
Other Income	944,180	1,091,591	1,189,477
<b>TOTAL INCOME</b>	<b>9,327,300</b>	<b>9,889,071</b>	<b>9,996,015</b>
<b>EXPENSES</b>			
Administration	675,341	647,642	646,237
Ako Aotearoa – He Taunga Waka	169,829	128,280	49,269
MoE – Early Learning Foundations	-	-	57,786
National Planning Hui	116,915	115,000	107,658
Ngā Hui Heke	45,496	35,000	34,136
Ngā Poupou Capability Building Grant	20,531	-	30,996
NZ Post	-	-	70,568
Open Polytechnic	4,376	-	24,926
Other Workplace Literacy	480,526	388,000	552,621
Promotion	32,405	30,000	29,705
Research	391	-	597
Resources & Support	122,173	218,750	167,850
Salaries	1,250,339	1,123,215	1,847,291
Student Writing Event	19,083	25,000	-
TEC - ACE Provision	1,325,410	1,698,600	1,383,604
TEC - English for Migrants	-	10,000	-
TEC - Intensive Literacy & Numeracy	2,004,036	1,946,000	1,898,882
TEC - Workplace Literacy	2,399,828	2,501,200	2,425,802
Tutor Training	719,015	1,021,865	479,517
<b>TOTAL EXPENDITURE</b>	<b>9,385,696</b>	<b>9,888,552</b>	<b>9,807,445</b>
<b>NET OPERATING SURPLUS (DEFICIT)</b>	<b>(58,396)</b>	<b>519</b>	<b>188,569</b>

### Statement of Changes in Equity for the Year Ended 31 Hakihea (December) 2016

	2016 Actual	2015 Actual
<b>EQUITY</b>		
Equity at the start of the year	2,315,387	2,126,819
Total Comprehensive Income	(58,396)	188,569
<b>EQUITY AT THE END OF THE YEAR</b>	<b>2,256,991</b>	<b>2,315,387</b>

### Statement of Financial Position for the Year Ended 31 Hakihea (December) 2016

	2016 Actual	2015 Actual
Equity as at 31 December	2,315,387	2,315,387
<b>ASSETS</b>		
Current Assets		
Cash and Cash Equivalents	878,104	284,235
Investments	1,101,070	1,755,000
Trade and Other Receivables	392,931	431,996
Total Current Assets	2,372,105	2,471,231
Non-Current Assets		
Property, Plant and Equipment	164,998	199,503
Intangible Assets	441,727	143,833
Total Non-Current Assets	606,725	343,336
<b>TOTAL ASSETS</b>	<b>2,978,829</b>	<b>2,814,566</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and Other Payables	651,248	420,205
Employee Benefit Liabilities	70,590	78,844
Total Liabilities	721,838	499,179
<b>NET ASSETS</b>	<b>2,256,991</b>	<b>2,315,387</b>

### Related Party Disclosures

At balance date there were no Related Party Disclosures.

### Payments to Poupu of Te Kōruru Members

During the year, the following Te Kōruru members were key members of Poupu that have entered into transactions with Literacy Aotearoa as part of its normal operations. All transactions were carried out at arm's length. The amounts received by respective Poupu are listed under the members of Te Kōruru names with the amounts paid to each Poupu for the years 2016 & 2015.

	Payments Actual 2016	Payments Actual 2015	Received Actual 2016	Received Actual 2015
<b>TE KŌRURU MEMBERS</b>				
Dr Kim Currie (Te Kaiwhakahaere) Literacy Aotearoa (Dunedin)	214,982	245,718	-	-
Serenah Nicholson (Manager) The Learning Centre & Whānau Family Support	299,771	278,756	-	-
Rosina Taueki (Manager) He Waka Matauranga	174,111	180,388	-	-
Lloyd Davies (Te Kaiwhakahaere) Literacy Bay of Plenty	138,525	188,934	-	-
Chris Richardson (Manager) Literacy Aotearoa Hawke's Bay Inc	145,209	114,737	-	-
Karyn Thin (Te Kaiwhakahaere) Literacy South Canterbury	132,817	126,958	-	-



