



Literacy Aotearoa  
2021 Annual Report

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**Literacy Aotearoa**  
Choice. Change. Freedom.

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# Literacy Aotearoa

## Whakatauki



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.*

## Ngā Mātāpono Principles



### **Kaupapa**

Literacy Aotearoa will honour Te Tiriti o Waitangi by operating in accordance with Tino Rangatiratanga and guided by Manaaki Tangata.

### **Mission**

Literacy Aotearoa is established to develop, promote and deliver accessible, quality literacy services designed to ensure the peoples of Aotearoa are critically literate and able to realise their full social, cultural and economic potential.

## Ngā Whanonga Pono Values



Our values outline the ethical framework of our practice and behaviour.

### **Pono Sincerity**

Being true and sincere in the work we do for the benefit of the people and communities we serve.

### **Manaaki Tangata Respect**

Of others and self - nurturing all leadership and development capabilities to demonstrate the integrity of our values and the kaupapa and principles of Literacy Aotearoa.

### **Tika Justice**

Providing the inputs that achieve equitable outcomes of improved literacy and numeracy competencies and wellbeing for learners.

### **Mana Honour**

The respect and care shown for the organisation and others; our mana, our respective perspectives and our needs.

# Ngā Kaiwhakahaere Foreword

Welcome to this annual report, a display of the resilience and determination of those within Literacy Aotearoa striving to support all New Zealand adults to realise their full potential.

In 2021, Literacy Aotearoa Board, Te Koruru, was faced with two key priorities; adapting practices to incorporate and reduce the ever-present impact and restrictions of the pandemic; and the impacts associated with the 2019 establishment of Literacy Aotearoa Charitable Trust (Literacy Aotearoa). For Te Koruru, this meant an extensive focus was placed on addressing the organisation's financial position and outlook.

Since the COVID-19 pandemic found its way to Aotearoa, learner and stakeholder engagement has become an even greater challenge as barriers to education grow. For whānau and communities facing so many uncertainties and challenges, education was no longer an immediate priority. For our organisation, this meant that our anticipated learner numbers and stakeholder engagement, and therefore programme delivery, was not being met. Over the first quarter, it became obvious the organisation could not sustain the then current levels of loss, and Literacy Aotearoa needed to adjust to the reality of lower delivery demand; and the decision was made to undertake a review of the organisation's structure to reduce overall operating costs.

While this review saw Literacy Aotearoa lose long-standing whānau across the organisation, it also saw Te Tumuaki (CEO), in consultation with Te Koruru, successfully address the financial issues the organisation faced as well as establish a structure that sought to strengthen the organisation's leadership by introducing an executive team, establishing chief financial and operations officers, a combination that will enable Literacy Aotearoa to continue to grow its reach and impact across Aotearoa.

As the restructure took place, a simultaneous effort was given to learner recruitment and engagement, and how the organisation could address the increasing barriers adults were facing when it came to furthering their education. This saw an increase in organisational resources and capability, with staff reaching out to learners to provide the awahi they needed to (re)engage in their learning. With the joint effort of the staff, the latter part of the year saw learner enrolments and programme delivery increase.

We would like to thank our tutors for their strong commitment and hard work throughout the year; it has not been easy. Their determined outreach to learners helped many to maintain their relationship with the organisation, which in turn allowed them to continue their education. Learner feedback in response has consistently demonstrated the positive impact we are having on their lives.

A big thank you also to Te Tumuaki, managers and all other staff. It has been a challenging year addressing the various issues impacting on organisational performance. Outside of work, many staff have been affected by COVID-19 and have experienced times when they were subject to various disruptions, challenges and stresses in their lives. Their commitment to the kaupapa and to creating a stronger future for Literacy Aotearoa has been unwavering.

Being part of an organisation where all staff care so much about making a difference for learners who have been let down in the past by different parts of the system, is truly special.

Finally, Trustees wish to acknowledge, and thank those who left the organisation as a result of the restructuring. Their commitment and hard work had been unwavering and it was sad to see them leave. We are thankful for all that they had contributed to the organisation and for their understanding of the essential changes that were required.

Looking ahead into 2022, Trustees are optimistic about the future. We are confident we are a "going concern". The organisation is in a much more robust situation that will allow us to focus on increasing our future reach and impact in communities and across the motu.

Howard Fancy māua ko Norm McKenzie

**Ngā Kaiwhakahaere**

# Our Reach

For Literacy Aotearoa, these values were established in our Kaupapa and ngā Whanonga Pono (Values) and are the values that dictate how we engage with learners, their whānau and communities.

## Nationwide



Literacy Aotearoa is a national adult literacy and numeracy provider with a total of 44 permanent and satellite delivery Sites across the motu, from Kaitiāia in the North to Invercargill in the South. Our Sites are organised within ten Clusters or regions.

Our national network delivery is provided by highly skilled and experienced practitioners. They are digitally aware, and through COVID-19, have built their capabilities as a response to the need to show agility with different types of learning media.

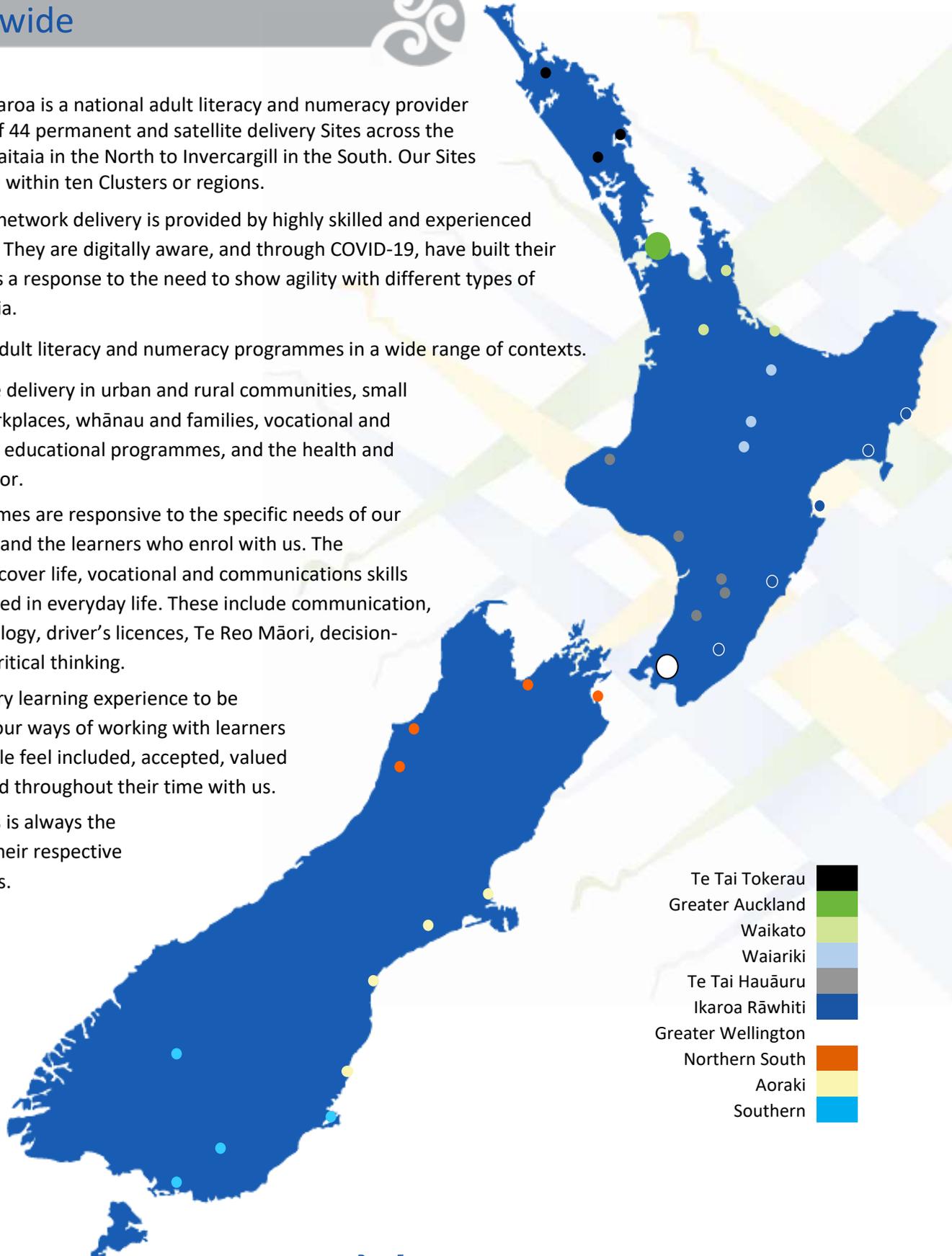
We provide adult literacy and numeracy programmes in a wide range of contexts.

These include delivery in urban and rural communities, small and large workplaces, whānau and families, vocational and other tertiary educational programmes, and the health and disability sector.

Our programmes are responsive to the specific needs of our communities and the learners who enrol with us. The programmes cover life, vocational and communications skills that are needed in everyday life. These include communication, use of technology, driver's licences, Te Reo Māori, decision-making and critical thinking.

We want every learning experience to be positive and our ways of working with learners ensures people feel included, accepted, valued and supported throughout their time with us.

Our key focus is always the learner and their respective circumstances.



# Adult Literacy and Numeracy Competencies

For close to 40 years, our learner-centred practices have seen us provide quality literacy and numeracy programmes to countless individuals across the motu.

Close to 1.3\* million New Zealand adults experience difficulties with their literacy and numeracy skills. Literacy Aotearoa recognises the many needs and barriers our learners face and continues to work with and for our communities to ensure their needs are met.

With respect to tertiary and vocational education, we know that:

- 4% of workers have a lower literacy level than is required for their job (*OECD, 2016*).
- 28.4% with low literacy and numeracy levels are unemployed (*OECD, 2016*).
- 12% of school leavers in 2019 did not have an NCEA level qualification. This was up from 11% in 2018, with boys and Māori being those most affected (*Gerritsen, 2020*).
- 11.8% of adults in New Zealand attain only Level 1 or below, with an OECD average of 18.9% (*OECD, 2016*).
- In New Zealand 43% of participants with no school qualifications had no learning activities and did not want to undertake any further education or training.
- 31% of New Zealand's jobs are at a high risk of automation over the next 20 years, meaning that those jobs that require lower skills are at higher risk of going (*Infometrics, 2018*).

These are the target learners for Literacy Aotearoa, and this representation indicates the role we provide within the tertiary education system, providing foundation education pathways to employment and further education.

\*Derived from the 2014 Survey of Adult Skills, a major survey conducted as part of the Programme for the International Assessment of Adult Competencies (PIAAC). The Survey measures adults' proficiency in key information-processing skills - literacy, numeracy and problem solving - and gathers information and data on how adults use their skills at home, at work and in the wider community. The 2014 Survey of Adult Skills remains the most comprehensive international study of adult skills, and measures the skills and competencies needed for individuals to participate in society and for economies to prosper.



# Te Tumuaki (CEO) Kōrero

Literacy Aotearoa believes in people and their ability to achieve. For those who wish to improve their foundation competencies, or expand their knowledge and skills, Literacy Aotearoa provides high quality programmes, and ensures every learner receives the best educational awahi and manaaki to achieve their learning aspirations.

In 2021, our outreach delivered Adult Community Education, Intensive Literacy and Numeracy, Workplace Literacy and Numeracy and Industry Training Organisations (ITO) programmes across the motu. We partnered with community groups and government agencies, including the Tertiary Education Commission (TEC), the Ministry of Social Development (MSD) and the Ministry for Pacific Peoples (MPP). This was a significant reduction from previous year due to the on-going impacts of COVID-19.

Like other education providers, the pandemic's 2020 and 2021 lockdowns highlighted the precariousness of the industry, and for learners who experienced heightened vulnerability, a reluctance to re-engage when restrictions lifted. Internally, learners and staff felt the nervousness and worry in their communities. It was necessary to ensure the wellbeing of our staff and learners, and to maintain delivery as best we could, knowing that with the second wave, our resources would be limited.

However, with the experience of 2020, and the Technology Access Fund for Learners (TAFL), a TEC initiative to provide devices to learners, the shift to lockdown Level 4 in Here tūri kōkā (August) 2021, was seamless. Within 24 hours, all learners, staff and stakeholders, including employers, were advised that all tuition would be available online via Zoom, Teams, and 3CX (phones). Chromebooks were distributed to learners who requested them and professional development was provided to all tutors who needed to refresh their familiarity with breakout rooms, and other facilities.

Staff worked with learners to determine how they would prefer to continue receiving programme delivery to best meet learners' and sites' specific circumstances. Despite best efforts, in the first week of lockdown Level 4 delivery hours dropped by as much as 56 percent.

However, despite this, the efforts of all staff, learners, and where applicable - their whanau, employers, and supporting agencies – facilitated opportunities for Literacy Aotearoa to deliver 179,044 hours across the year with care, planning, and where possible, minimal disruptions.

2021 was a testament to the resilience and commitment of our staff. As Ngā Kaiwhakahaere noted, *being part of an organisation where all staff care so much about making a difference for learners who have been let down in the past by different parts of the system, is truly special.*

With the prospect of reduced income and delivery potential in 2022, we needed to reduce overall staffing costs while maintaining necessary levels of tutorial capacity to deliver expected yet reduced TEC contracted hours for the next year. The understanding and supportive responses of staff whose positions were disestablished demonstrated their mana and their aroha. For those staying, it was pledged that the success of Literacy Aotearoa in future years would be the legacy of our colleagues.

Throughout 2021 we recognised we still had many improvements to address. We oriented ourselves to building and supporting better performance, innovation and diversification in a way that encapsulates our brand, our strategy and responsive modes of delivery. As a result, we are gaining momentum in terms of new and refreshed services, partnerships, data capture and analysis of learning services.

There are many benefits to the collaborations and relationships established with our stakeholders. Most importantly, we appreciate that to address the needs of New Zealand adults, who deserve the opportunity to access literacy and numeracy tuition, it is imperative that we are part of a collective of coordinated efforts and solutions together.

For Literacy Aotearoa, our Kaupapa and our Mission continue to lead and inspire our place in Aotearoa. Our lesson in 2021 is that our belief in others continues to be reciprocated by the belief that others have in us.

Ma te pono, ma te tika, ma te pono, ka ora ai te katoa.

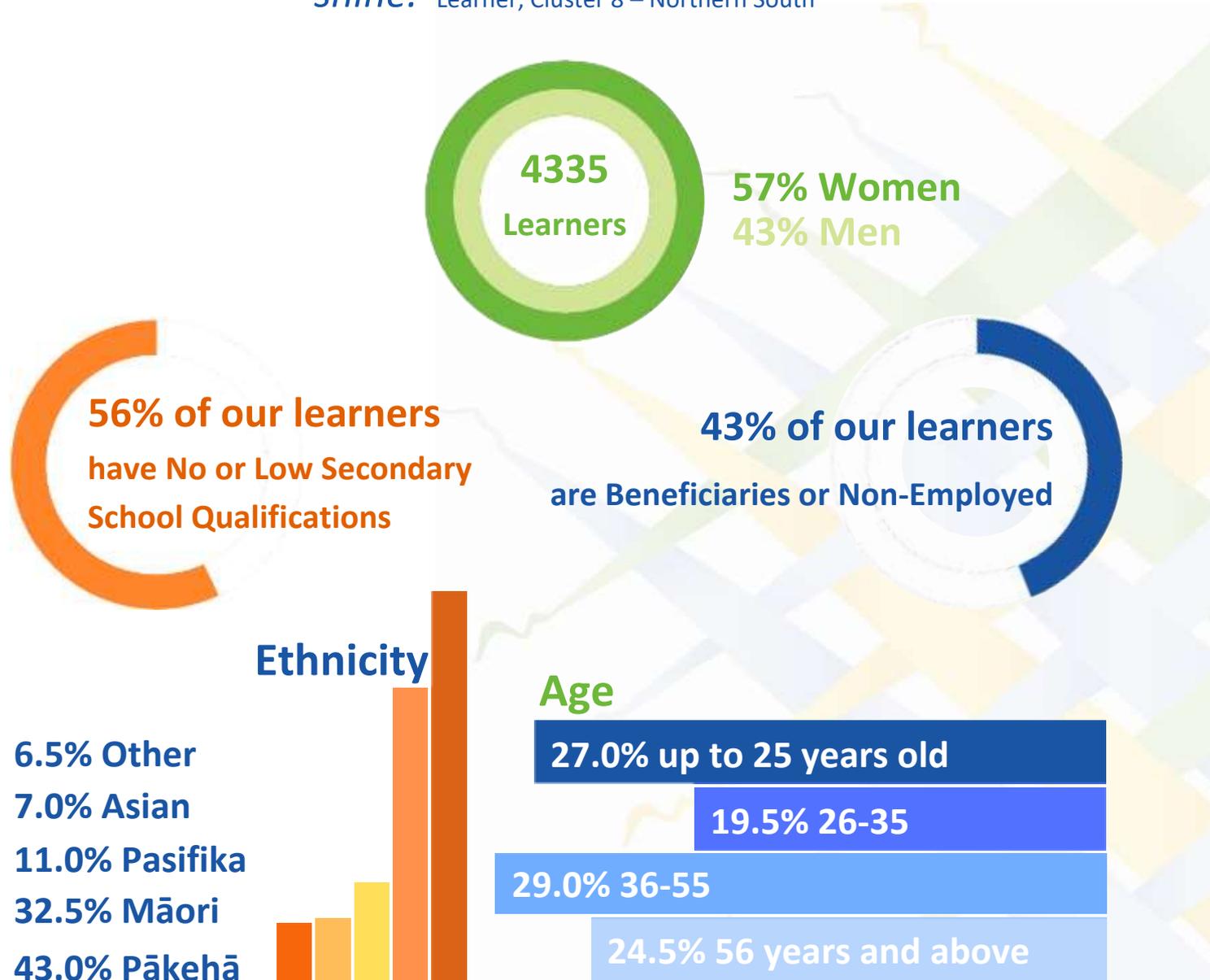
Bronwyn Yates

**Te Tumuaki (CEO)**

# 2021 Profile

Literacy Aotearoa is a quality literacy and numeracy specialist organisation that focusses to recruit those adult learners most vulnerable in home, community and workplace settings.

*“Literacy Aotearoa colours my world – I’ve let my potential shine.”* Learner, Cluster 8 – Northern South



# Our Learners, Their Stories

We work with New Zealand adults to develop the skills they need to achieve their goals, gain employment, be promoted, support their children's learning and further their education and training.

## Flourishing in the Workplace



As a kid, John hated school, struggling for years before being diagnosed with dyslexia at the age of 14. Not getting the support he needed to flourish, John found ways of working around his lack of literacy, including how to decipher building plans as he entered the building industry after leaving school at 17.

In 2018, John's wife stumbled across an advertisement for a Literacy Aotearoa night class, and since then John has spent his time working in small groups and one-on-one developing and strengthening his literacy skills.

*"I am now more confident especially with things like grammar and full stops – giving me confidence with paperwork in general wherever it comes up."*

John's hard work over the last few years has also allowed him to extend himself in the workplace, and most recently seen him accept a job with a new company. While the first step wasn't an easy one to take, John is glad he did.

*"My eyes are open to a wider range of job options which is very valuable at age 50."*

## Achieving Goals



Having worked with her husband for the last two decades, Sarita decided it was time to upskill and look for a new job. Over six months, Sarita attended three Digital Literacy programmes, which helped to broaden her digital literacy and look for employment.

In a digital world, there are some everyday skills many of us take for granted; from filling in a form, sending emails, navigating the internet, to paying bills online.

Now more confident than before, Sarita is able to confidently write an email and upload an attachment, transfer money online, pay her bills and apply for jobs with her newly built CV.

*"Their hard work and best teaching give me the strength to achieve my goal."*

We are delighted to have been a part of Sarita's journey, and so proud to know that she achieved her goal of finding a new job.

# Our Learners, Their Stories

*"Watching the growth of our learners' confidence is always a pleasure"*

## Moving Forward



Earlier this year Ruth found herself in emergency housing.

*"I didn't know anything about housing. I didn't know how people apply and what you have to do to follow instructions."*

With the support of Cluster Manager, Trena Chambers, and our 10-hour Tenancy Sustainability programme, Ruth learnt about the rights of current and future tenants, their responsibilities and how to apply for rentals online.

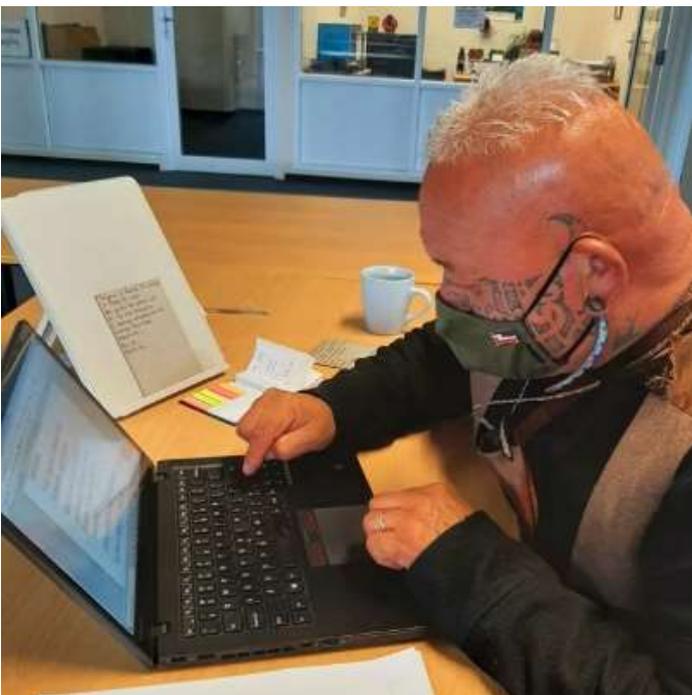
She and her daughter are now settled into their new home, and Ruth is very happy.

*"It's safe and secure. I feel I'm free to do anything."*

Ruth has continued to study with Literacy Aotearoa, which has seen her pass the learner licence test and has complete a Work Readiness programme.



## Always Learning



Our learners come from all over Aotearoa. They come to us with their own goals in mind, and clear about what they need to achieve.

With a lot of life experience and knowledge, Manny is a person of many talents, and strives for self-improvement through learning.

Coming to us through one of our workplace stakeholder organisations, Matua Manny was looking to develop his digital document skills – how to create Word documents, be able to do some basic editing and then save the new files. Overall, he wanted to get to the point where he can do all of the above without asking for help from others.

And as Manny said, it was worth his while – he now understands the basics of creating and using a digital document, and put his skills to the test typing out his special karakia on his own to use later in his own workplace practice.

# Our Programmes

Literacy Aotearoa is committed to helping learners in the ways that suit them best. Our programmes ensure learners are engaged in subjects that are relevant to them and will support their literacy and numeracy learning. By getting our learners the help they need, we can foster learning, enjoyment, pride and success.



## Qualifications

Literacy Aotearoa is also a provider of literacy and numeracy teaching qualifications which produce specialist literacy, language and numeracy tutors.

The New Zealand Certificate in Adult Tertiary Teaching (NZCATT) Level 4 and New Zealand Certificate in Adult Literacy and Numeracy (Vocational) (NZCALNE [Voc]) Level 5 qualifications are for people who want to work as a vocational or workplace educator or trainer. They assure a professional level of expertise in adult education and training, including cultural perspectives that underpin the teaching of Māori and Pasifika learners.

Graduate tutors of these programmes gain the skills and knowledge for adult educator roles in the workplace, tertiary institutions, or community settings with the ability to plan and implement literacy and numeracy within their programmes.

For more information on our programmes visit our website, <https://literacy.org.nz/tutor-with-us>.

# Our Financials

The following information are key financial indicators taken from the 2021 financial statement of Literacy Aotearoa.

## 2021 Income and Expenditure

Total Income	\$ 8,111,947
Total Expenses	\$ (8,753,783)
Total Deficit	\$ (641,836)

## 2021 Financial Position

Total Assets	\$ 2,856,385
Total Liabilities	\$ 1,304,755
Net Assets	\$ 1,551,630
Equity	\$ 1,551,630

For the audited financial statements of Literacy Aotearoa Charitable Trust, please visit the Charities Services website at <https://www.charities.govt.nz/>.

Literacy Aotearoa thanks the TEC for investing in our mission, and acknowledges the following trusts, foundations, city councils, providers, other organisations and individuals:

ACE Aotearoa	MITO
Bay of Plenty Community Trust	Nikau Foundation
Competenz	Norwood Dealership
Connexis	Open Polytechnic
Dannevirke High School	Te Aho o Te Kura Pounamu
Donation from David Watt	Te Kōhanga Reo National Trust
Donation received from Cleunens	Te Kunenga ki Pūrehuroa Massey University
Donation received from John Fauchelle	The Skills Organisation Te Pūkenga Work Based Learning Limited T/A BCITO
Dunedin City Council	The Sunrise Foundation
Eastern & Central Community Trust	The University of Waikato Trust House Foundation
Horizons Regional Council	Upper Hutt City Council
Horowhenua District Council Lottery	Wellington Community Trust
Lower North - St David's Grant	Wera Aotearoa Charitable Trust
Ministry of Pacific Peoples	Zonta Club Marlborough
Ministry of Social Development	