

# Tui Tuia

Newsletter of Literacy Aotearoa

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## *Ngā mihi mahana kia koutou katoa, Greetings to you all... Keeping it Real – Tūturu*

The release of 10,500 brand new Travelling Books has brought smiles to the faces of young and old throughout Aotearoa. The launch of the 2015 Travelling Books project took place on Saturday 5 Mahuru (September) at the Otara Market in Tāmaki Makaurau Auckland. The tables were crowded with people looking at the range of books on offer. Children had their faces painted while others sang and danced on the stage of the NZ Post truck. More children waited patiently to receive a personalised balloon.

Pale Sauni encouraged market goers to come closer and they did. By 11am the tables were empty and we shared stories of the comments from children and adults who were surprised, delighted and thankful to receive a free book.

Staff and whānau from Literacy Aotearoa National Office, Te Kōruru, Adult Literacy Franklin, He Waka Mātauranga and Literacy Waitakere were all part of the buzz. New Zealand Post staff also attended.

Ngāti Whātua kaumātua (mana whenua of Tāmaki Makaurau) led the dawn blessing of the new Literacy Aotearoa National Office premises on the following Monday (7/09/15).

Later that day we thanked and farewelled Chris Rudolph who is leaving his roles as National trainer and assessor.

Meanwhile a range of events took place throughout Adult Learners' Week – He Tangata Mātauranga 7-13 Mahuru (September) and on International Literacy Day 8 Mahuru (September) as Ngā Poupou (our member providers) shared their Travelling Books in their communities. Many featured in local and regional newspapers.

To see articles from Adult Learners' Week - He Tangata Mātauranga, International Literacy Day and Travelling Books go to: <http://literacy.org.nz/what-we-do/news-releases>

## 10,500 Travelling Books Released



*Launching Travelling Books 2015, Otara Market.*



*10<sup>th</sup> anniversary of Adult Literacy Turanga  
(photo: Gisborne Herald 9/09/15)*

**MORE PHOTOS ON THE BACK PAGE...**





## Literacy Waitakere - EEO Diversity Awards

*ETEL - A Workplace Literacy client of Literacy Waitakere – received the ‘Highly Commended’ award for the ‘ETEL Transformation’ workplace Literacy Programme in the Skills Highway section of the 2015 Equal Employment Opportunity Trust Diversity Awards.*

In 2013, tutors from Literacy Waitakere canvassed businesses in the Rosebank Peninsula, an industrial suburb in Avondale, Auckland. This led to a conversation with Karen Massey, Quality Manager with ETEL (a business that specialises in the design and manufacture of distribution transformers). ETEL has over 200 employees and is in a growth phase. Karen had already identified language, literacy and communication issues in the workplace and was considering possible solutions. The company acknowledges that they are experts in building transformers but are not experts in education.

Literacy Waitakere Manager Jane Gilmour and Programme Supervisor Janet Fournier met with ETEL managers, asking the managers to articulate the business outcomes they wanted. These included better communication between supervisors and staff and lower absenteeism. One manager talked about the high ‘re-work’ rate, and lack of worker understanding of quality standards and how it saves the company money to do it right first time.

“We have to get them to realise what it means to produce a quality transformer.”

Funding for the programme was initially accessed via the TEC Employer-Led Fund.

Workers participated in initial assessment and identified personal and work goals that focussed on communication, literacy and numeracy, understanding kiwi English and helping children with homework.

Many did not have the confidence or the language to speak to others in the workplace and had trouble understanding instructions and workplace documents. At Karen’s request, Janet rewrote a number of Health and Safety documents for the company, to make them more accessible to workers.



*ETEL and Literacy Waitakere staff  
with MP Hon. Louise Upston at the EEO Awards Night*

Groups were organised in collaboration with the company. Teams of workers trained together so the impact on work flow was reduced during their absence from the ‘shop floor’, and team cohesion and productivity were improved.

Jane Gilmour, Literacy Waitakere Manager says, “Karen has been vital to programme success. She is the literacy champion, she gets them to their session every week, makes sure they go ... she is the key person. Without her support it wouldn’t have been such a success.”

Workers have said that they are now confident in reading in the workplace and now understand the information on their payslips including taxes and deductions and percentages.

They are contributing to team meetings and asking questions. Most workers demonstrated gains on the TEC Assessment Tool. Some have been promoted to new roles.

The workers’ commitment to the programme and their own learning have been acknowledged during certificate presentations at full staff meetings. During these presentations workers have impressed their colleagues by talking about their learning.

The company continues to reflect on the needs of those in their workplace and has committed to using Literacy Waitakere in delivering ongoing specific programmes at their own cost.

More:

[http://www.eeotrust.org.nz/awards/winners.cfm?content\\_id=22573](http://www.eeotrust.org.nz/awards/winners.cfm?content_id=22573)





## Whanaungatanga – Learner-centred Lifelong Learning – Literacy South Canterbury

Conversations between the Arowhenua Marae Manager and Literacy South Canterbury identified a need for kaumātua linked to the marae to gain basic computing skills so they could use social media to maintain contact with whānau and mokopuna. These kaumātua are actively involved with the Arowhenua Marae and some are required to use modern technology to fulfil their roles on the Marae.

A six-week programme plan was designed for kaumātua to gain the knowledge and confidence to operate and understand computer technology, to use email, internet search engines and social networking media (*facebook*). The project was not restricted to over 65s (determined by government legislation as 'retirement age') but to those aged 50 years and older. Two-hour learning sessions took place once a week with six learners in the group.

Initially the roopu was located at the marae but wifi and internet problems restricted access to social media sites. As well as that, the winter cold flowing through the marae buildings led to a change in location.

Karyn Thin (Marketing Manager, Literacy South Canterbury) said, "After the third lesson, the kaumātua rebelled and asked, 'Can't we do this at your place?' The Marae is big and very cold and they wanted heat so they made an executive kaumātua decision to move to LSC. Once they saw our big heat pump and the coffee and tea facilities, they were in heaven... so, it was a great plan to be marae-based but who can argue with cold kaumātua!"

Feedback from the first group was positive with learners saying how much they enjoyed the course. As whānau who know each other well and interact closely on the marae they were able to support each other, laugh together and learn together in a relaxed and pleasant environment. They were completely at ease with LSC tutor Sandra Lindsay who not only taught the lesson but answered all their questions and kept them supplied with coffee and biscuits. A second course has just begun.

## Pacific Tertiary Education Forum: Enhancing Learner Success

4-5 Whiringa ā rangi  
(Nov) Fale Pasifika  
Complex, The University of Auckland



*'The inaugural New Zealand Pacific Tertiary Education Forum: Enhancing Learner Success is dedicated to engaging the entire sector in a practically-oriented discussion about the strategic, organisational and practitioner changes required to improve outcomes for Pacific learners.'*

*The fono will provide an open environment for sharing sector-wide approaches to shaping the practices, systems, and policies of those who have a stake and interest in success for Pacific learners.'*

Literacy Aotearoa Strategic Goals and TEC priorities for 2016 include increasing participation of Pacific students. Literacy Aotearoa also aims to develop relationships with Pacific communities to facilitate this.

This forum offers an opportunity for practitioners to further develop their skills, knowledge and networks. Managers and tutors are encouraged to attend this forum.

For more info <https://ako.aotearoa.ac.nz/pacific-education-forum>

## NCLANA – The National Centre for Literacy and Numeracy for Adults

Check in to this website to see the Professional Development opportunities and resources on offer.

<http://www.literacyandnumeracyforadults.com/>



Adult Learners' Week - He Tangata Mātauranga is celebrated throughout the country



*Literacy Turangi lay out their Travelling Books in the Turangi town centre*



*Literacy Waikato have people flocking for books at The Base in Hamilton*



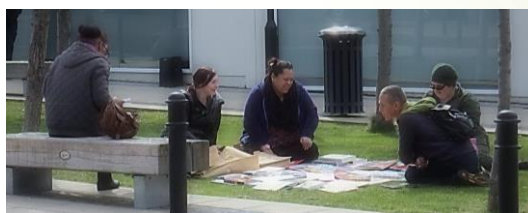
*Literacy North Otago celebrates with learners in Oamaru*



*Taranaki Adult Literacy - handing out Travelling Books to children at Marfell Kindergarten*



*Arohamai Aotearoa Literacy – at Taitoko Kindergarten, Levin*



*Tararua Learning Centre – main street, Dannevirke*



*Scrabble becomes a giant challenge*

*Literacy Aotearoa Wellington – Giant scrabble game takes place at Wellington Railway Station  
(Photo: Sam White)*



*Adult Literacy Franklin – NZPost workers take a look at some Travelling Books in Pukekohe*



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*Delivering Quality Literacy for Over 30 Years*

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