

*Ngā mihi mahana kia koutou katoa,
Greetings to you all*

This issue of Tui Tuia includes stories of resilience, starting anew, renovation and expansion with Literacy Marlborough and Adult Literacy Tamaki Auckland settling into new premises.

In Invercargill, Southern Adult Literacy assists local freezing workers to navigate the RealMe application process.

In Kirikiriroa (Hamilton), Literacy Waikato celebrates their 40th anniversary and Ngā Poupu Governance

committee members gather for professional development at regional hui in Auckland, Wellington and Christchurch.

We remember Rosalie Somerville, founder of the first adult literacy service in New Zealand, located in Hawke's Bay in 1974.

He Maemae Aroha:
Rosalie Hearn Somerville
1/06/1926 - 12/05/2017

On the 12th of May 2017, Rosalie Somerville passed away surrounded by her family.

It is with great sadness we farewell the founder of the first adult literacy scheme in New Zealand, located in Hawke's Bay in 1974.

Rosalie's work with adults began while she was a remedial reading teacher at Hawke's Bay High School and was asked to give lessons to a 21-year-old man. Over the next few years, more enquiries from adults wanting assistance came her way and so began the establishment of the ARLA (Adult Reading and Learning Assistance) Federation in 1982, now known as Literacy Aotearoa.

As an intelligent, astute critical thinker, Rosalie did not tolerate nonsense and had practical sound advice for anyone who wanted to be a tutor. She exposed tutors to difficult and challenging activities so they could experience failure and better understand learners' experiences.



*Rosalie with Jill Watson, Ashburton Public Library:
'From this Fragile Web', 1990.*

She believed that that the ability to read should be a right and therefore that tuition should be free, and that literacy programmes should be student-centred. Literacy Aotearoa is proud to uphold and maintain this philosophy.

He mihi aroha pouri tēnei ki te whānau o Rosalie. Nāna i timata te roopu ARLA e kī a nei i tēnei wa ko Literacy Aotearoa. He tino mihi atu ki te whānau pani. Mō tātou o Literacy Aotearoa, Te Kōruru, Te Tumuaki, Ngā Maihi me Ngā Poupu, me tika, ki te tuku atu tō tātou aroha mō tōna rerenga wairua.

Moe mai ra e Kui, i roto i ngā ringa o te Atua. Hoki wairua atu ki ōu matua tupuna kua ngaro i te po.



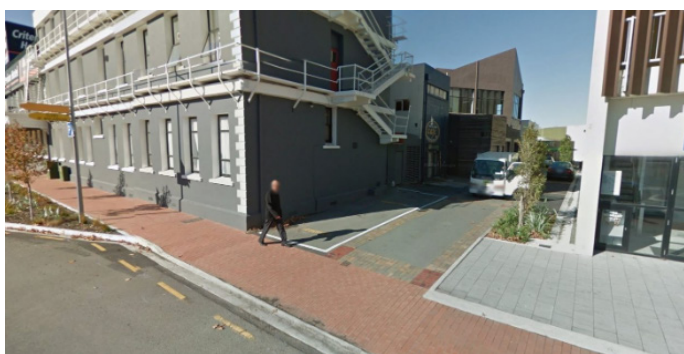
Literacy Marlborough – Starting anew

“You don’t plan for an earthquake, but it can lead to new opportunities,” says Jane Vial, Manager Literacy Marlborough.

The November 2016 Kaikoura quake forced Literacy Marlborough into action after being ejected from their red-stickered premises. Add to all that excitement a brand new manager ‘learning the ropes’ and opportunities begin to reveal themselves. The Poupou governance committee met in a local café to consider priority factors for a new location that would provide for a range of learners. By the next week things had moved along with a likely site identified and by the next meeting a place was found. Literacy Marlborough moved into its new home in mid-December.

The lane with no name

While the relocation happened at speed, not everything happened at such a pace. It took many weeks and sometimes months to get services up and running, not the least of the challenges being confirming an official address. The little lane that provides entry to Te Poupou was nameless and provided a curious situation, particularly for the official opening, with some very frazzled folk struggling to find it.



The nameless lane (Photo Google Maps)

Despite this the new premises offers a higher profile than before with its CBD location and Te Poupou shares the ground floor with a Community Law Office.

The building has ramp access and offers an admin space, a range of learning spaces, including a large group room that can be divided into three spaces, and another room owned by Community Law that can be hired for use.

Networking and learning

Group learning programmes run twice a week and one-to-one learning takes place during the day and evening. The **ACE programmes** include workplace readiness; healthy lifestyles; financial literacy and lifeskills; as well as learner licence theory. These programmes have been modified to meet the need for workers in particular areas in the region with input provided by an HR person from the wine industry, to give insight into what employers look for.



Manager Jane Vial (Photo Derek Flynn/Fairfax NZ)

“She provided feedback to us after the 25-hour course that learners were not yet ready for the workplace. We realised that 25 hours wasn’t enough time, so we initiated a 50-hour programme, which was made up of two separate courses. As a result students are getting much better at identifying what they need to learn and practising what they have learnt,” says Jane.

“We have also made a wonderful connection through one of our tutors to local iwi Ngāti Apa ki te Rā Tō and are about to deliver the new workplace readiness programme together with them. They have advised 1700 iwi members nationwide to approach Poupou in their regions for literacy and numeracy help.”

(continued next page)





Literacy Marlborough, continued...

Group learning opportunities continued...

Healthy lifestyles – “We have an opportunity to offer a programme to the mental health sector in the coming weeks working with staff from several agencies. The agencies we offer it to think it is marvellous,” says Jane.

Workplace and ITOs – At the beginning of the year Jane had an opportunity to connect with Cameron Forbes, manager of Adult Learning Support, Nelson who facilitated a session to meet with representatives of the ITOs in the region.

Saturday learning sessions have begun for workplace students and MITO, and other ITO students. “That’s a growth area that is just marvellous, here in Marlborough. Until recently we had a MITO person in Nelson only, who was responsible for the larger northern south island area. We assessed two more lads last week and they’ve come to us in their first year of their apprenticeship.”

A **Learner Licence Theory programme** with students from Marlborough Girls’ College is scheduled for the next school holidays as a result of networking with the Community of Learning.

An added bonus of sharing the premises has led to the sharing of learning opportunities for Literacy Marlborough and Community Law with Wednesday lunchtime sessions of combined **Te Reo practice**.

The decision to offer all of these programmes has been a challenge with the limited number of qualified tutors available. Fortunately there is great interest in people wanting to register to train.

“We need **new tutors** and we are hoping to run one of the new courses later this year. We still have some tutors working towards their qualifications – we were so lucky we had Ana Good (Manager Literacy Aotearoa Dunedin, and National Trainer). She came here at the beginning of April and worked with four of our tutors... She was brilliant.”

Shakes aside... the future looks bright for Literacy Marlborough, the quake has led Te Pou pou to a new location and given momentum for expansion and delivering learning programmes that meet the needs of their community.

Read more in this article by Jennifer Eder <http://www.stuff.co.nz/marlborough-express/your-marlborough/90974021/Literacy-Marlborough-proposes-name-for-unnamed-lane-in-Blenheim>

The 2017 Budget - A resource for students

The ‘Budget at a glance’ resource may be a useful document for discussion with students about how it will impact on individuals, whānau and communities.

- What does \$1b look like in numbers?
- How do you read the graphs and tables?
- What do these words mean: fiscal, crown, revenue, capital, expenditure, etc.

Click here to view: <http://www.treasury.govt.nz/budget/2017-at-a-glance/b17-at-a-glance.pdf>

2017 BUDGET
Budget at a Glance
Delivering for New Zealanders
Hon Steven Joyce
Minister of Finance

25 MAY 2017 | EMBARGO: Contents embargoed until 2:00pm on Thursday, 25 May 2017

New Zealand Government | budget.govt.nz

Delivering for New Zealanders
The outlook for the economy is positive and the Crown's books are steadily improving.

- Real GDP growth of 3.1 per cent on average over the next five years.
- Over 200,000 more jobs created over the last three years and another 215,000 expected by 2021.
- Rising surpluses and net debt falls to 19.3 per cent of GDP by 2021.
- The average wage is expected to rise to \$66,300 a year by 2021.

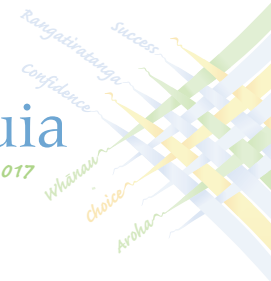
New spending in Budget 2017

Net new operating spending in Budget 2017 averages	Net new capital expenditure in Budget 2017 totals
\$1.8b A YEAR	\$4b

The Government's Fiscal Priorities

- 1 Maintain rising OBEFAL surpluses over the forecast period so that cash surpluses are generated and net debt begins to reduce in dollar terms.
- 2 Reduce net debt to around 20 per cent of GDP in 2020, and to between 10 and 15 per cent of GDP by 2025.
- 3 Invest in the public services and infrastructure needed for a growing country.
- 4 As fiscal conditions allow, adjust tax and transfer settings to improve family incomes and simplify the tax and transfer system.





Adult Literacy Tamaki Auckland (ALTA) – A new fresh look

A news update from Pete Davis, Manager ALTA:

After staff had spent most of the Christmas holidays renovating and giving the ALTA building (located on reserve land in Point England,) a new fresh look for 2016, just one month into the New Year youths set fire to a car which they parked adjacent to the ALTA Building. The building suffered major damage, destroying at least half the building, as well as all tutor resources and equipment that had been acquired over the last 42 years.

Despite our attempts to salvage and make good the remaining part of the building, three burglaries followed, leaving staff no option but to close up shop and relocate altogether.

It was an unsettling period for staff and students who quickly rallied together to find solutions that would provide continuity of training. Within two weeks ALTA was back on its feet with some staff operating remotely from homes, a few courses farmed out to local community halls, and a Manager on the hunt for a temporary office in the township. Over this period at least eight venues were negotiated for delivery of training programmes from April 2016 to March 2017.

Meanwhile we began negotiations with other landlords to establish a more permanent home. On March 1st, 2017, ALTA gained access to the new premises leaving us just three weeks to transform the site in time for learning to begin. The transformation included constructing a new classroom, while fitting out new offices, four more training and consultation rooms, and turning two utility areas into a quality educational environment. This learning environment is quickly becoming a great asset for the community.

“We worked tirelessly prepping everything over the weekends leading up to move and then once we gained access, we worked every weekend prior to an opening on 20 March,” says Manager Pete Davis. “At the same time we were also forced to close down our office and training base in the central city.”

“The community is glad we are now in the Glen Innes township, the staff are glad, and more importantly the students are glad. After a most challenging year, there is light at the end of the tunnel.”



ALTA whānau hard at work



The 'new' premises... before...



...and after! ALTA is open for learning.





Southern Adult Literacy - RealMe in Invercargill

This month, Southern Adult Literacy began a new contract with WINZ to get seasonal workers from the three local freezing works, to get their RealMe ID, to sign up with MyMSD and to get applications completed online. Many people find it challenging to do independently or don't have access or the literacy capability cope with computers.

Southern Adult Literacy Manager Nellie Garthwaite was approached by the Southern Regional Contracts Manager from Dunedin with a three month contract, following the successful delivery of a contract by another Poupou, Literacy North Otago, who began delivering this service in Oamaru in 2016

In addition to getting workers registered for RealMe, it is an opportunity for the workers to find out about Te Poupou and the courses on offer that may be of interest to them for developing and gaining skills in the off season. .

Three Southern Adult Literacy staff attended training with WINZ to learn how to complete the RealMe application and how to log on to the MSD site.

"We have good communication with Jaycee, the WINZ person. When the workers go to the WINZ office they may be assisted to complete the application on site with Southern Adult Literacy Tutor Euan, who can take them through the steps of the application. Others are referred to Te Poupou to work with Sue.

Jaycee from WINZ sends through a list of appointments in the morning, but many of the workers just walk through the door and

are assisted there and then or, if greater challenges are involved, they come over to the Poupou for more intensive assistance. In theory, there's a maximum of four to six people per session, with three sessions a day. A session can last between 45 minutes to 2 hours. Those having particular problems usually need to phone WINZ to correct particular details, for example there might be an error in their email address. Southern Adult Literacy Tutor Sue guides the workers through the process, with other backup when needed.

"We've had about 53 who signed up this week, next week there will be potentially more. We have a bank of eight computers set up in one area of our learning centre."

When clients arrive here we've noticed that some are struggling with the form filling and writing their street names. In general, there are issues with literacy which are exacerbated by the stress of the situation. They need a lot of support – quite often one-to-one support, so we sit alongside them. So many have never touched a computer before and didn't know where to start... but when they leave they can log on to MSD to look at their details. Some can do it themselves.

"They don't have a choice, it's compulsory and to do with security. They're scared to death of all of the technology but are leaving here happy after having some personal attention and being in a calm and welcoming environment. Many Government departments are hoping to have their clients making applications, etcetera online. This seems to be the way of the future."

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Real me[®]





Southern Adult Literacy, continued...

"We offer them a cup of tea and a biscuit, (we try to make it totally different from the WINZ office,) they are often stressed and frustrated with the process.

One man had been trying to do it for weeks at home, and he came here and it took a whole day. Once you get them onto the application form, the first part is to get their RealMe ID sorted. The problem is that they get timed out and the application and it returns to the beginning. Many of these workers have very limited computer skills and can't keep pace with the time limits for typing in details,

In one instance a man was so frustrated that Sue said, "I'll type, you tell me and I'll type" ...so in the

end we went through it and he had his application done. He was very grateful at the end of it."

Quite a few have expressed an interest in doing a computer course during the off-season. They will finish at the end of this month and then they are off for six months... so in the meantime some will call WINZ and some will potentially upskill.

It is a large workforce mainly aged between 35-65. They get an appointment with their case manager at the end of the application process and they fine tune what their entitlements are. WINZ want people to do everything on line... though many we have seen said they don't want to touch

a computer again and don't own or have access to a computer. We've got people who are homeless... they were told they can do it at the library.

All of the people who have come to register need to have a cellphone, and while some are the old style 'flip phones' most have a smart phone.

There is potential for the development of a follow up course to teach workers how to access their MSD information through their smartphones.

Meanwhile the workers have now been introduced to Southern Adult Literacy and experienced a supportive learning environment.

Confidence and trust in collaboration

Southern Adult Literacy also featured in the latest ACE Aotearoa autumn newsletter with their collaboration with the Whānau Ora Navigators from Awarua Whānau Services including Serena Lyders:

"Our collaboration with Southern Adult Literacy is outstanding," says Serena.

"Nellie and I bounce ideas off each other. We get on really well. We pick each other's brains. She comes out into our community to see what we need. She really looks after our families and provides the sort of support that no one else does. We have a confidence triangle: our clients trust me, they

know that I trust Nellie, and so they trust Southern Adult Literacy. It is becoming a safe space for our Māori community"

"We enjoy our collaboration with Awarua," says Nellie. "It has been very successful and I hope it will carry on. A lot of work goes in to establishing the relationship. A lot of talking and a lot of trust. It takes time. Both sides have to make it work. Serena and her colleagues are very caring of their whānau and we at Southern Adult Literacy aim to meet the community need and provide a safe and culturally appropriate environment in which it learns."

Collaborating with Southern Adult Literacy



Serena Lyders (Ngati Porou) is a Whānau Ora Navigator at Awarua Whānau Services in Invercargill. They deliver a kaupapa Māori social, health service to whānau in Invercargill, Bluff, Gore, Mataura, Wyndham, Lumsden, Otaia, Highgate, Riverton and all areas in between.

There are five Whānau Ora Navigators in the organisation, each working with at least 20 families a year. Their job is to empower whānau to identify needs and arrange services or programmes that will help whānau meet their goals. "Mostly they want confidence building," says Serena. "We help them to tie up on their dreams and connect them to the resources and experts they need. As a result, most of our families go on to some kind of education, other learning or training programme. And if group wants, say to learn how to cook, we arrange a course on that. Silver licence education is one of Awarua's priorities. We manage sites on the Police Board and see the statistics for motor vehicles who are incarcerated for driving offences. There are a lot of families with no driving licence."

Over the years Awarua has sent people to Southern Adult Literacy and in 2015, when Serena was new to the organisation, she held their first driver licence course with them. "We got amazing results. Our people like to work as a group and they got so much support to get their licence, so last year Nellie and I got together again and ran five one-week programmes - three in Invercargill, two in Bluff and one in Otaia."

Nellie Garthwaite is the Manager at Southern Adult Literacy. The first course that she held for the Awarua group (in 2015) was of their whānau. She wanted all the learners to feel at home. Since then, such has been the success of the collaboration, the courses have been at Southern Adult Literacy venues, which are better set up for literacy and numeracy classes.

Each course is six weeks long and runs for one and a half hours in the evening. Each class has the benefit of two tutors.

Good, says Serena, can be a great barrier for many people. In the first year the learners had to pay for this themselves, so each week they gave Nellie \$500 and she looked after it for them until it was time to take the test. Last year Awarua was able to get some funding, and while Serena hopes this will be available again in 2017, it doesn't come through they will go back to encouraging learners to save with Nellie.

Southern Adult Literacy also supports learners who have a significant reading problem. They have an arrangement with the ARL and a tutor is able to come along to the test - as a reader.

Last year the drivers' licence success rate was 100 percent: over 90 people who had been driving without a licence, sometimes for several decades, passed.

And there were other outcomes.

Serena, who is a qualified teacher, helps whole whānau sign up with Pathways Awarua, and Nellie helps people who are ready enrol with Open Whānau courses such as Māori Teo and Papa Ahoi. These two courses, which are due to be combined this year, provide study and employment skills. And Nellie doesn't just help them get on the course - she provides a reach who comes to the learner's home once a month to sign off their unit standards and get them onto the next one.

From Serena's group last year, three have already gone onto study in social services, two are dairy farming, one is doing a Bachelor of Social Work, one has gone into building and another is getting into sport and recreation. Some people have gone onto other literacy and computer courses with Southern Adult Literacy.

"Our collaboration with Southern Adult Literacy is outstanding," says Serena. "Nellie and I bounce ideas off each other. We get on really well. We pick each other's brains. She comes out into our community to see what we need. She really looks after our families and provides the sort of support that no one else does. We have a confidence triangle: our clients trust me, they know that I trust Nellie, and so they trust Southern Adult Literacy. It is becoming a safe space for our Māori community."

On the agenda for this year is a collaborative Financial Literacy programme. Serena and Nellie have already discussed the content which will teach learner needs, handling how to manage money, living lightly, how to manage a bank account, getting prepared to buy a home, with and without a mortgage.

"We enjoy our collaboration with Awarua," says Nellie. "It has been very successful and I hope it will carry on. A lot of work goes into establishing the relationship. A lot of talking and a lot of trust. It takes time. Both sides have to make it work. Serena and her colleagues are very caring of their whānau and we at Southern Adult Literacy aim to meet the community need and provide a safe and culturally appropriate environment in which it learns. Southern Adult Literacy also works in a collaborative manner with a range of rural Southland and a Pacific Island Trust. Each has different cultural considerations and learning needs. Everyone grows from these experiences."



Awarua community (left) and Manager ARL, Southern Adult Literacy (right) meeting Serena Lyders





Literacy Waikato - Celebrating 40 years



Earlier this month Literacy Waikato held their AGM and celebrated their 40th birthday with a '70s costume-themed event. Te Poupou personnel past and present, whānau, and national office staff gathered to mark the milestone together.

Literacy Waikato is based in Hamilton, with a pool of approximately 35 tutors including volunteer and casual part-time-paid tutors who provide tuition to 300+ students per year with a mixture of one-to-one and small group tuition. Learners include apprentices getting support with their theory work, people in the workplace wanting to improve their literacy skills, people preparing to enter the workforce, others seeking literacy support to learn the road code to obtain their driving licence, and those wanting to improve their literacy and numeracy skills for everyday needs.

In 2016, Te Poupou delivered learning services to 341 students: 44% Māori, 39% Pākehā, 6% Pasifika and 6% Asian.

"We were pleased to be able to meet priority learner targets as identified by the Tertiary Education Commission. The diversity amongst our learners provides richness to the learning experience for all involved," says Manager Louise Gaastra.

"Learner successes include acceptance into police training, achievement of Learner Drivers Licence, qualifications gained, gaining employment or promotion, getting in to a preferred course and an

increase in confidence and literacy skills. Students have been more confident in their role in society and have functioned to a higher level in their community."

Te Poupou aims to quadruple their student numbers by 2020, with specific demographic targets for Māori, Pasifika and Youth. They also aim to increase awareness of the importance of literacy with stakeholders, advocate for better public service targets and collaborate in research.

The tutors, manager Louise Gaastra, admin support personnel and governance committee members (sponsors and funders) are all acknowledged in the 2016 Annual Report for their commitment to providing quality services in the Waikato region.

"2016 was a year of growth, of change and of meeting compliance. We explored new avenues of delivery and new programmes. As an organisation we pushed boundaries and pursued some 'out of the box' ideas. Not everything worked for us, but not working wasn't a bad thing, it was an opportunity to learn, to rethink and to move on. It is exciting to be part of an organisation that is flexible enough to adapt and change as required," reports Louise.

"Literacy Waikato is a strong Poupou. It has been built on forty years of passionate committed people and forty years of striving to provide the highest quality service possible. We look forward to moving onwards and upwards in 2017 and exceeding expectations in every way."





Ngā Hui Heke: Regional Governance Hui

Over three weekends in Haratua (May), Ngā Kaiwhakahaere (Co-chairs) of Te Kōruru, Karyn Thin and Lloyd Davies hosted regional professional development for governance members of Ngā Poupuu.

The one-day hui comprised two concurrent sessions facilitated by National Office staff including Te Tumuaki Bronwyn Yates, Peter Isaacs, Thanee Chatsinchai, Shireen Kukkady and Adele Etheridge.

One session was for the Treasurers, concentrating on the Xero Financial system and providing clarification on the role of the Treasurer and financial reporting.

The other session was for Governance Chairs (and any other governance members who attended) to consider a 'future focus' and the role of governance for the organisation.

All participants then gathered to become familiar with Te Kete Mauri Ora (Literacy Aotearoa Quality Assurance Framework) and its implementation at their own Poupuu.

Each governance member was given a Poupuu-specific folder of resources, containing the Literacy Aotearoa Constitution 'Te Whāriki o Te Kaupapa', Organisational structure, Strategic Plan, Te Kete Mauri Ora - the Quality Assurance and Outcomes Framework, as well as a copy of Te Poupuu Constitution, Business Plan and Statistics.

Governance members were encouraged to use the Literacy Aotearoa Intranet to access Governance resources and other significant resources for their tasks.

Participants were involved in an activity to bring awareness to their roles as Governance members by considering and discussing some possible questions that the IER (Internal Evaluation and Review) team may ask of them (see below).

Possible IER questions:

1. What do you know about the achievement and outcomes of the Literacy Aotearoa learners that your Poupuu delivers programmes to? Is it equitable for all learners?
2. What information does the governance get to make informed decisions? Is it enough?
3. How are targets set and monitored?
4. How does your Poupuu set strategy? How well are key stakeholders consulted during this process?
5. How are resourcing decisions made? How are needs and priorities determined?
6. Do you know if staff in your Poupuu feel supported and valued?
7. How confident are you that you are compliant with the multitude of regulations and rules set by various regulatory authorities? What gives you confidence?
8. How do you know that the governance is doing a good job?

The Governance Hui were well received by the participants and there were suggestions that such an event would be valuable as a regular feature for governance members.

Coming up in Hōngongoi (July):

He Taunga Waka Wānanga/Fono

5-6 Hōngongoi (July) 2017, Auckland

Literacy Aotearoa Te Hui ā Tau & National Planning Hui

25-27 Hōngongoi (July) 2017, Auckland

He Taunga Waka Wānanga/Fono 2017

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