

SSA WELL Broker



Service Skills Australia

Industry Skills Council

- Sport, fitness and recreation
- Tourism, hospitality and events

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• Service industries

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What is WELL?

- Aims to assist organisations to train workers in English language, literacy and numeracy skills
- Funding is available to organisations for English language and literacy training linked to job-related workplace training
- WELL is designed to help workers meet their current and future employment and training needs



Top 10 business needs identified

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- Improve communication
- Improve documentation
- Improve safety
- Increase computer literacy
- Improve literacy
- Support training
- OH&S requirements
- Staff promotion
- Complete certification
- Improve efficiency

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Strategy 2: Promoting Local Government as a place-based employer of choice

- Career opportunities
- Develop career pathways
- Attract diverse groups

Is language, literacy and numeracy a barrier to employment/progression?



Strategy 3: Retaining and attracting a diverse workforce

Tight labour market/ageing workforce

- NESB language, cultural awareness
- Older workers digital literacy skills

WELL program

- Indigenous workers cultural issues, work culture, language, literacy
- Refugees language, cultural issues, digital literacy

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Strategy 4: Creating a contemporary workplace

- Flexibility opportunity to address skills shortage and workplace stress, improve job satisfaction and establish values
- Do employees have the necessary soft skills communication, teamwork, problem solving, selfmanagement.....





Strategy 5: Invest in skills

Working age Australians (15 - 64 years)

- 46% insufficient literacy skills = 6 million approx
- 53% insufficient numeracy skills
- 70% insufficient problem solving skills

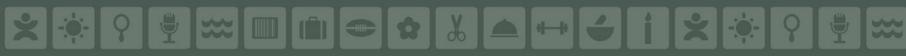
Language, literacy and numeracy are the essential underpinning skills that enable people to be productive in their work, to learn and develop and to participate fully in society.



Productivity findings

- Increased responsibilities
- Reduced absenteeism
- Increased job performance
- Increased productivity
- Increased work quality
- Improved workplace technology skills
- Increased multi-skilling

WELL Evaluation Report 2012



Funding is on a co-contribution basis

Year	Employer Contribution	Australian Government Contribution
1 st	25%	75%
Subsequent	50%	50%

The WELL budget is developed by the LLN specialist practitioner in conjunction with the employer and WELL Broker and must be approved by DIICCSRTE



Contact WELL Broker

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www.innovation.gov.au/Skills/LiteracyAndNumeracy/ WorkplaceEnglishLanguageAndLiteracy



Workplace English Language and Literacy (WELL) Program





Australian Government

Department of Industry, Innovation Science, Research and Tertiary Education

