

Workplace English Language and Literacy (WELL)

SSA WELL Broker



Service Skills Australia

Industry Skills Council

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



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

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



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



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, self-management.....



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



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

Denise Poole

0417 152 449

dpool@serviceskills.com.au

www.serviceskills.com.au

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**

