

# Reading Writing Hotline

## 1300 6 555 06



**MEDIA RELEASE / 8 September 2016**

## National snap shows more Australian men are seeking literacy

Men aged between 25 and 44 are by far the largest group seeking literacy support according to the first five- year national literacy snapshot from the Reading Writing Hotline.

The snap shot was released today as the national Reading Writing hotline marked its 150,000th caller.

National Hotline manager Vanessa Iles said the biggest group of callers to the Hotline are men aged between 25 and 44, from an English speaking background who finished school before year 9.

Ms Iles said they often report either recently coming out of employment and finding it hard to get back in due to new literacy requirements or feeling that they are going to be 'found out' having poor reading or writing skills.

"Often they have worked in construction jobs or manual industries that did not require literacy skills and now they're having to retrain or apply for jobs with quite significant gaps in their literacy levels," she said.

"We also receive a significant number of calls from people who need to improve their reading and writing skills for new roles at work; or their kids have started school and need help with reading themselves.

"We're also receiving more and more calls from people who find it hard to keep up with the reading required in emails or paying bills now that so much of our day to day life is online."

The Reading Writing Hotline is a free service funded by the Australian government's Department of Education and Training and managed by NSW TAFE (Sydney Institute).

It is staffed by trained teachers who are qualified in adult literacy to put callers in touch with local literacy support, talk them through their concerns or find them the right help they need online.

"It's incredible the strategies people use to get by without being able to read or write but our message is that it's never too late to learn and it can make a significant difference to your life.

"The good news is that the Hotline was able to refer 82 % of callers onto a literacy support provider," Ms Iles said.

**People can call the hotline on:**

**1300 6 555 06**

**...or visit us online at:**

[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)

**Media contact:**

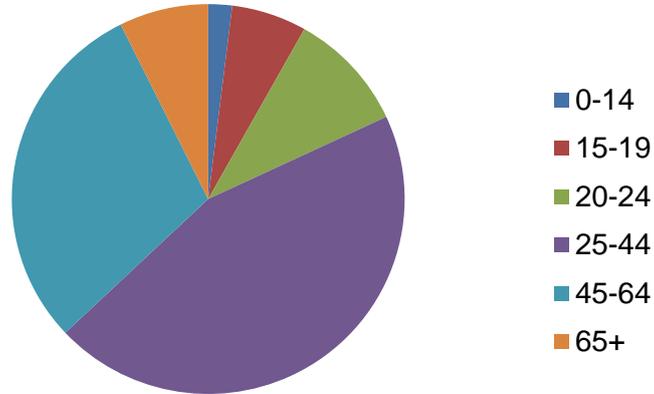
Jenny Stokes (0478 504 280)

# A five- year national literacy snapshot

## Key findings

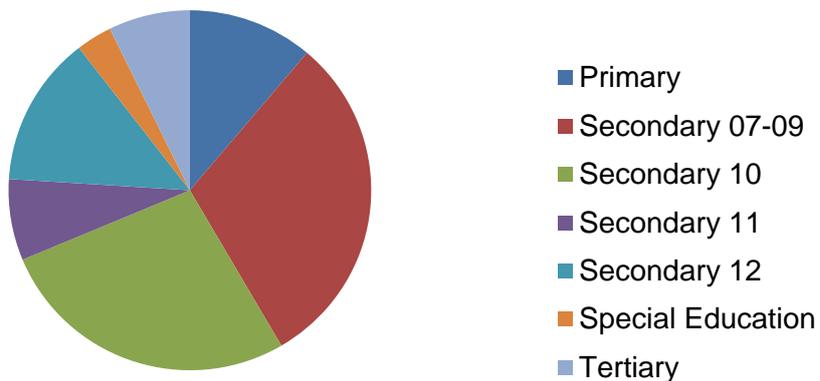
- **Men are 50% more likely to call the Hotline seeking support.**
- **90% of callers come from an English speaking back ground.**
- **45% of callers are between 25 and 44**
- **69% of callers finished school before Year 10**
- **56% of callers are working**
- **65% of callers were seeking support for themselves**
- **89% of callers were from an English speaking background**
- **Calls in last 2 years have increase by 58%**

### Age range



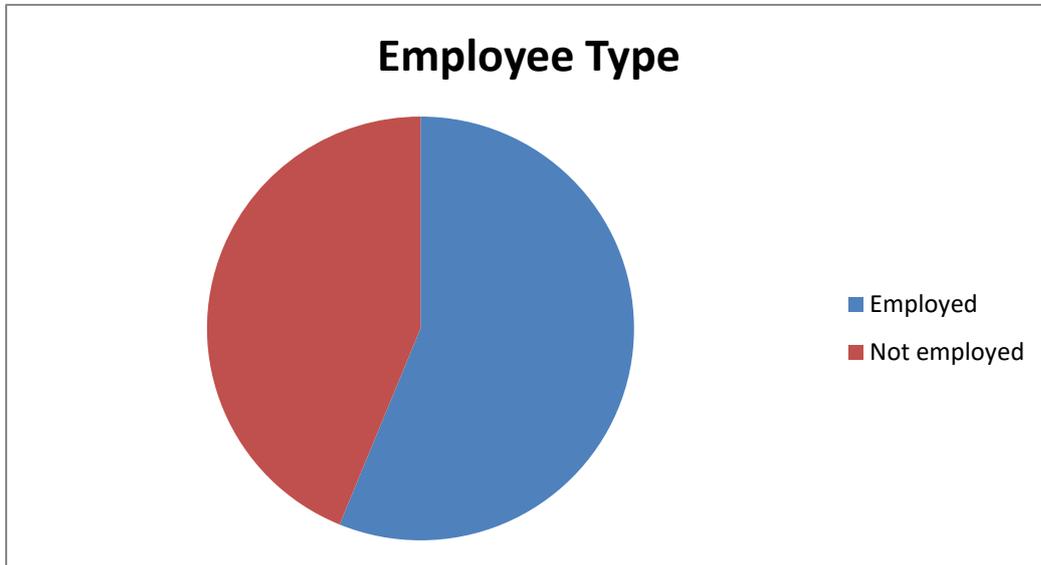
Age range	
0-14	2%
15-19	6%
20-24	10%
25-44	45%
45-64	30%
65+	7%

### Education

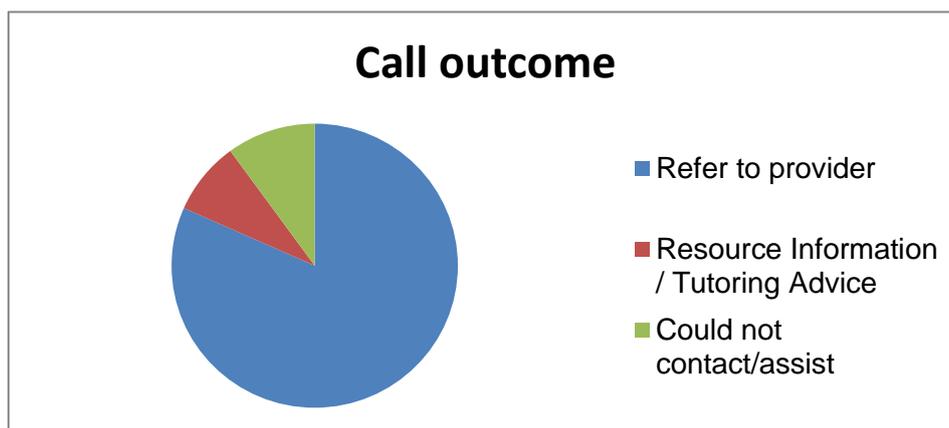


Education	
Primary	11%
Secondary 07-09	31%
Secondary 10	27%

Secondary 11	7%
Secondary 12	14%
Special Education	3%
Tertiary	7%

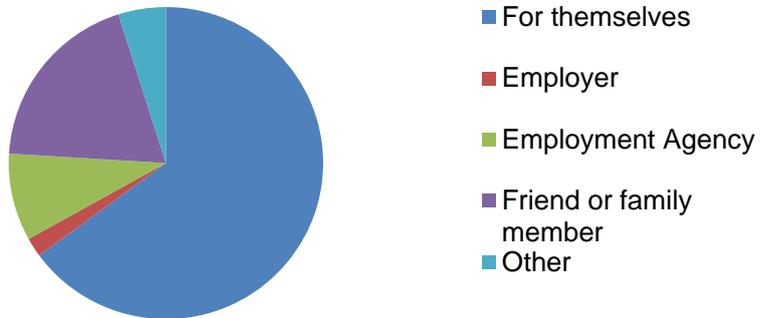


Employee Type	
Employed (F/T, P/T, Contractor, Apprentice)	56%
Job Seeker or Not seeking work	44%

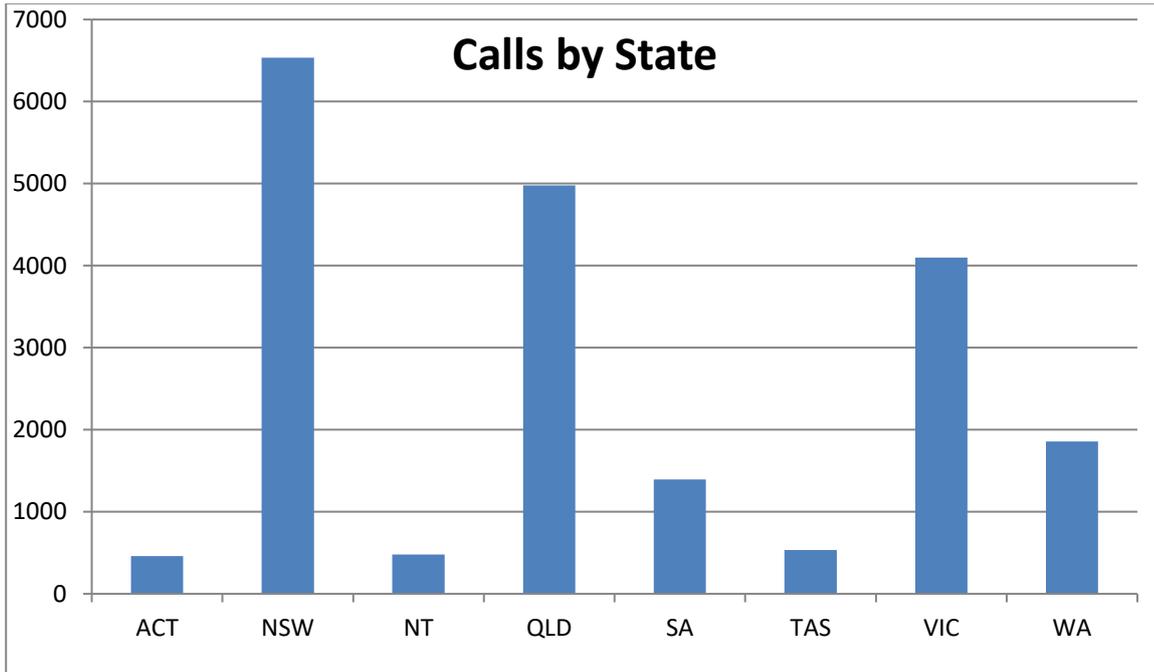


Call outcome	
Refer to Training provider	82%
Resource Information / Tutoring Advice	8%
Could not contact/assist	10%

## Who called

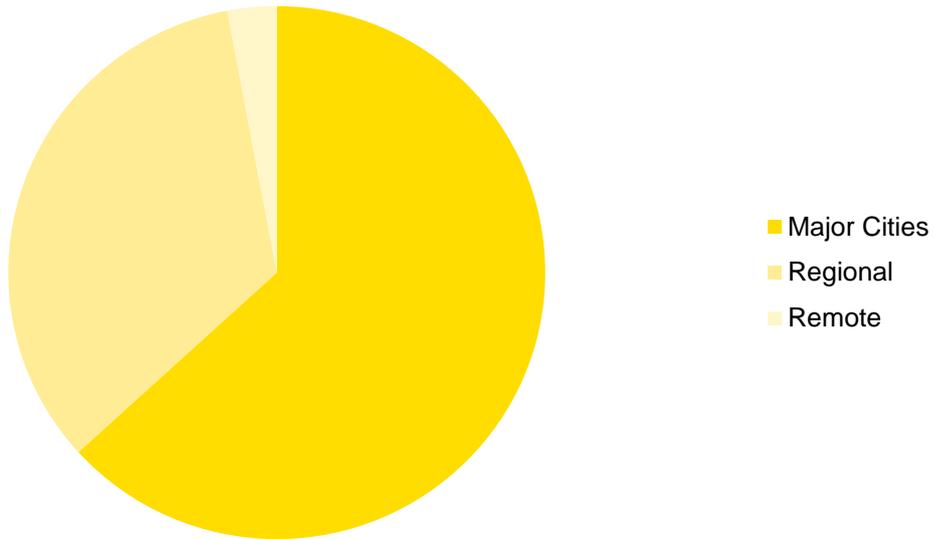


<u>Who called</u>	
For themselves	65%
Employer	2%
Employment Agency	9%
Friend or family member	19%
Other	5%



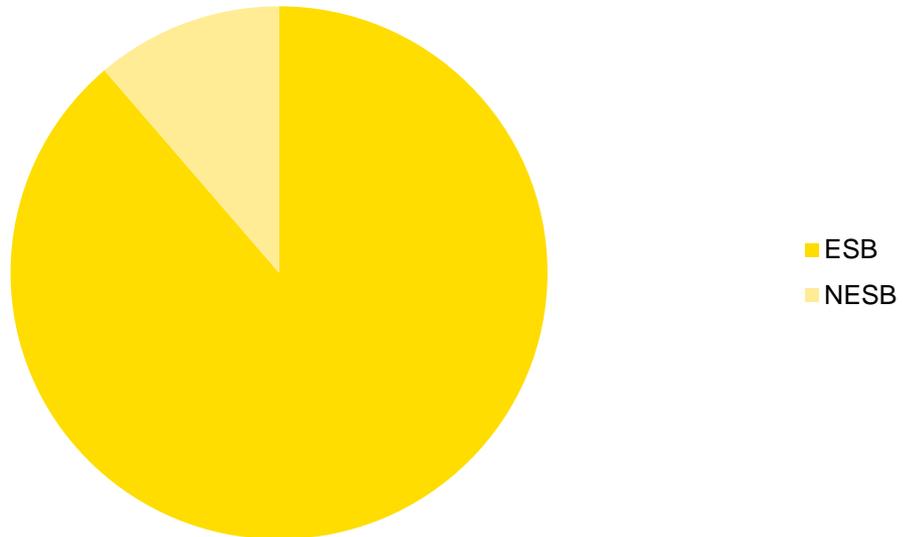
Calls by State	
ACT	2%
NSW	32%
NT	2%
QLD	25%
SA	7%
TAS	3%
VIC	20%
WA	9%

## Remoteness



Calling from	
Major Cities	63%
Regional	34%
Remote	3%

## Language background



Language background of caller	
ESB	89%
NESB	11%

