

**26TEN CHAT SOUTHERN LAUNCH
KEYNOTE LAUNCH SPEECH BY
HER EXCELLENCY PROFESSOR THE HONOURABLE KATE WARNER AC
GOVERNOR OF TASMANIA
MOONAH ARTS CENTRE, WEDNESDAY 20 FEBRUARY 2019**

Good morning and thank you for inviting me to speak at this important 26TEN Southern Launch.

I begin by paying my respects to the traditional and original owners of this land: the Mouheneener people. I acknowledge the contemporary Tasmanian Aboriginal community, who have survived invasion and dispossession, and continue to maintain their identity, culture and Indigenous rights.

I'm delighted to be joined by, among others:

- Alison Standen MP, Labor Member for Franklin;
- Cassy O'Connor MP, Tasmanian Greens Leader;
- Liz Jack, Director Libraries Tasmania;
- Siobhan Gaskell, 26TEN Convenor;
- Tim Tierney, Legal Sector Representative 26TEN Coalition;
- Sue Costello, Manager 26TEN.

May I say at the outset that in my four years as Governor I have been quite closely involved with the work of 26TEN and seen with great admiration its practical outcomes in helping Tasmanians adults with sometimes chronic literacy and numeracy deficiencies.

The 26TEN Chat resource is another national (and indeed international) first: it is a new approach to adult literacy and numeracy, encouraging and empowering people to refer adults to literacy and numeracy support. As we have travelled around the State visiting many factories and small businesses, we do raise the issue of functional literacy and numeracy and ask managers if it is an issue in their work place and alerting them to 26TEN.

Being able to add that 26TEN offers a way to start the conversation with employees will be a useful addition to this conversation. And it is something we will raise in other community settings too such as Neighbourhood Houses and service providers.

The 26TEN Chat concept began in Burnie Library some years ago in response to entirely reasonable questions from local community and service providers. Some of these questions were:

- how can we refer people we know, to literacy and numeracy support?
- how do we start this kind of conversation?
- what is the best way to do this?

Those questions arose – and did so all over the State – because of these problems:

- it's too difficult a conversation to start with someone;
- what if they get upset?
- how can I raise this issue so that they don't feel bad?

So it was that the 26TEN Chat five-step guide was co-designed with service providers from a range of sectors, community organisations and groups from across Tasmania.

Advice was equally sought from those individuals who are often at the forefront of identifying the low literacy and numeracy of a client, colleague, friend or family member.

26TEN asked them questions like this:

- how do you best suggest to those adults that they seek support?
- and what would you need to feel confident to start up such a chat?

As a result of the research, the 26TEN Chat concept was distilled into 5 steps:

- Step 1— Notice;
- Step 2— Raise;
- Step 3— Listen;
- Step 4— Refer;
- Step 5— Encourage.

By following these steps, your conversation will have the best chance of success.

The people 26TEN spoke to those who are first to notice when someone is struggling with literacy, also helped develop the materials and support tools they will use to hand out to clients, colleagues, friends or family members. One of these co-designed products is the 26TEN Chat business card.

This card is a simple, small and discreet way to give someone you know the contacts they require when encouraging a referral to improve their reading, writing or mathematics. It has the 1300 number listed on the back and can fit into wallets, handbags and back pockets.

Another practical aid is the 26TEN Chat web resource, which includes a training video — and which we'll shortly watch.

And if some individuals still feel they need more confidence, 26TEN Chat starters are also provided on the website. What are Chat starters? They are direct quotes from the community, compiled by 26TEN. They are opening lines. They can be used at work, at home, or out in the community, so that anyone can start a chat with confidence.

So it is that we are now celebrating the results of some excellent 26TEN and community collaboration. And what better way for me to conclude by thanking everyone involved in this very important, long-term Tasmanian initiative. Let's then take a sneak peak at what the 26TEN Chat resource looks like.

Thank you.