



WELL *Workplace English Language and Literacy Program (WELL)*

Do your staff need to:

- interact with customers?
- write reports?
- understand operating procedures for machinery and information technology?
- work out measurements, costings, timelines, or material requirements?
- follow OH&S and other safety guidelines?

A Workplace English Language and Literacy (WELL) project can help you...

The WELL program delivers flexible, specialist training in workplace communication skills. Projects operate in a wide range of industry settings, including health services, manufacturing, hospitality, and local government administration. Training is flexible and can be varied to suit the individual needs of work teams and their leaders.

WELL users say they have:

- enhanced efficiency and workplace productivity;
- improved flexibility in adapting to technological change;
- enabled staff retention and progression;
- increased compliance with OH&S and safety standards; and
- improved staff confidence and team work.

A Tasmanian Success Story – Longford Meats

The WELL project at Longford Meats provided a framework to support basic skills development among the long term casual and labouring employees. WELL participants were mostly female, and at least 10 were from ESL backgrounds – predominantly Sudanese and Filipino.

Many of these workers had never before had the opportunity to participate in formal training and to have their skills recognised. Most commented on how the training had boosted their confidence, increased their knowledge about the job and their own performance and helped them to do their job correctly and safely.

For the WELL Guidelines and Application Form visit the WELL website at <http://www.deewr.gov.au/well>, or call 133 873.

