





Growing and learning: artist’s statement

The artwork represents the journey of growth, working together to co-create the future of education. By embedding culture and implementing reconciliation at the core of what it does, Education Services Australia will help to empower education, communities and future generations. This central theme is carried through from the cover image to design elements that echo it throughout the RAP.

Cover artist Keisha Leon is an Aboriginal graphic designer and digital artist. She is a proud Waanyi-Kalkadoon (Mount Isa, Queensland) and Chinese woman. Keisha creates a visual story that is driven by culture and the modern world, connecting people, and helping create the narrative for the future.

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Message from Reconciliation Australia



Reconciliation Australia is delighted to welcome Education Services Australia to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, Education Services Australia joins over 1000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity; institutional integrity; unity; and historical acceptance. All sections of the community – governments, civil society, the private sector, and Aboriginal and Strait Islander communities – have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides Education Services Australia a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, Education Services Australia will lay the foundations for future RAPs and reconciliation initiatives.

We wish Education Services Australia well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

.....
Reconciliation is hard work – it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.
.....

On behalf of Reconciliation Australia, I commend Education Services Australia on its first RAP, and look forward to following its ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

Message from Education Services Australia



I am pleased to announce that Education Services Australia's Reflect Reconciliation Action Plan was formally endorsed by Reconciliation Australia in 2020. We are grateful for Reconciliation Australia's endorsement and acknowledge that, while an important step, a Reflect RAP is just the beginning.

Why has ESA decided to embark on the RAP process? We have a longstanding commitment to embedding the diverse histories, perspectives, cultures and knowledges of Aboriginal and Torres Strait Islander peoples into our work. But there has always been room for aiming higher, which our Reflect RAP work makes clear.

Reconciliation involves building stronger relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, to benefit all Australians. As a company with a measure of influence in Australian education, we feel our responsibility to work for national progress in reconciliation through five interrelated dimensions that, as Reconciliation Australia says, are critical to full reconciliation: 'race relations; equality and equity; institutional integrity; unity; and historical acceptance'.

Reconciliation progress work must start at home, with a shared response. RAPs are catalysts – the means to change, not ends in themselves – and the Reflect RAP is a good place to begin. Our commitment is to embed improvement throughout all aspects of our company: our considerations, targets, policies, procedures, collaboration and continued building of relationships with Aboriginal and Torres Strait Islander people and organisations, and our conversations and work with others in the education space. The Reflect RAP requires more than reflection: concrete purposeful action during 2020, and within agreed timelines, is key.

In support of reconciliation we will continue to share and celebrate the positive groundswell of actions and attitudes that foster mutual understanding, respect and collaboration throughout Australia. Just one of many examples is the growing number of schools that encourage the learning of Aboriginal languages and foster bilingualism within Aboriginal and Torres Strait Islander communities.

We commit to building partnerships with local and national Aboriginal and Torres Strait Islander groups wherever possible. By recognising and learning from the strength and variety of Aboriginal and Torres Strait Islander communities and organisations, perspectives and ancient knowledges, we can together fulfil the Alice Springs (Mparntwe) Education Declaration 2019 Declarations goals for better educational and life experiences and outcomes, not only for Aboriginal and Torres Strait Islander children, but for all children in Australia.

With all this in mind, I ask that each of you individually and collectively engage with me in this reconciliation journey.

Andrew Smith
Chief Executive Officer
Education Services Australia

Our business

Education Services Australia (ESA) is a national, not-for-profit company owned by all Australian education ministers. The company was established to support delivery of national priorities and initiatives in preschools, schools, training and Higher Education sectors.

Our core business is to advance key nationally agreed education initiatives, programs and projects by providing services such as:

- researching, testing and developing effective and innovative technologies and communication systems for use in education
- devising, developing and delivering curriculum and assessment, professional development, career and information support services
- facilitating the pooling, sharing and distribution of knowledge, resources and services to support and promote e-learning
- supporting national infrastructure to ensure access to quality assured systems and content and interoperability between individuals, entities and systems
- creating, publishing, disseminating and marketing curriculum and assessment materials, ICT-based solutions, products and services to support learning, teaching, leadership and administration
- acting as required as the legal company for the Education Council.

ESA supports the access of all young Australians to high-quality schooling, and seeks to promote equity in schooling for Aboriginal and Torres Strait Islander peoples. ESA is situated in Melbourne, and has one office location. We have approximately 120 staff, including one Aboriginal staff member.



Our RAP

ESA aims to be the national digital service provider of choice for the Australian education sector; our services are used by teachers and students across all education jurisdictions. As a significant organisation within Australian education, ESA recognises that reconciliation between Aboriginal and Torres Strait Islander peoples and other Australians is the responsibility of all Australians. Education has an important and unique role in fostering respect for Aboriginal and Torres Strait Islander peoples, histories and cultures.

This Reconciliation Action Plan (RAP) is an acknowledgement of ESA's responsibility, and our commitment, to be active in this space. Our RAP focuses on raising awareness of, and engaging with, reconciliation by building an environment based on mutual respect and trust between Aboriginal and Torres Strait Islander peoples and other Australians.

ESA supports the access of all young Australians to high-quality schooling, and seeks to support equity in schooling for Aboriginal and Torres Strait Islander peoples.

In this context, ESA is committed to building relationships both internally and externally, and raising awareness with our stakeholders to ensure there is a shared understanding and ownership of our RAP within the company.

Development of our Reflect RAP has involved consultation with staff across ESA. Our RAP identifies actions for relationships, respect and opportunities that are specific to ESA and our sphere of influence. We commit to implementing the actions in this plan over the next 12 months.

Within ESA, we are committed to:

- raising staff awareness and understanding of Aboriginal and Torres Strait Islander histories, cultures and contributions
- raising staff awareness and understanding of reconciliation support materials and tools, such as company protocols
- embedding a reconciliation perspective of cultural awareness, sensitivity and respect into our consciousness and practices
- encouraging diversity in our employment
- investigating opportunities to work alongside Aboriginal and Torres Strait Islander contractors, suppliers, educators and subject matter experts
- building partnerships with local and national Aboriginal and Torres Strait Islander groups wherever possible
- promoting Aboriginal and Torres Strait Islander cultures in our physical space, for example through local artworks.

The ESA RAP Working Group membership includes:

- Cathy Danaher, Stakeholder and Partnerships Coordinator, myfuture
- Carmen Eastman, Schools Catalogue Information Service (SCIS) Communications and Content Coordinator
- Kirsty Elliott, Senior Editor
- Rachel Elliott, General Manager, Digital Services, SCIS
- Maureen Gustus, Project Manager, Digital Teaching and Learning
- Vanessa Len, Coordinating Editor
- Mary Munro, General Manager People and Culture
- Liz Pearse, Senior Policy Officer, Corporate Services, CEO Office
- Fiona Seers, Human Resources Manager
- Libby Tuckerman, General Manager Digital Teaching and Learning
- Jill Wilson, Content/Resource Manager

Our partnerships/current activities

Our current activities include:

- liaising with the Victorian Aboriginal Education Association Incorporated (VAEAI)
- investigating professional development opportunities
- developing and using an Acknowledgement of Country in significant meetings, on our website and in staff email signatures
- determining whether images of Aboriginal and Torres Strait Islander peoples from ESA photoshoots can be used company-wide
- scoping new names for meeting rooms
- raising staff awareness of National Reconciliation Week and local events
- participating in and celebrating National Reconciliation Week
- participating in and celebrating NAIDOC Week
- publicising Supply Nation among staff, and actively seeking out Aboriginal and Torres Strait Islander suppliers such as printers and designers to work with.

Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence	May 2020 July 2020 October 2020	General Manager, Digital Teaching and Learning
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2020	Content/Resource Manager Senior Editor
	Establish relationships with stakeholders and organisations within our local area or sphere of influence, such as Indigenous Education Consultative Bodies and – in particular – regional engagement officers.	October 2020	General Manager, Digital Teaching and Learning
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2020 June 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	RAP Working Group members to participate in an external NRW event.	May 2020 June 2020	Senior Editor Senior Policy Officer, Corporate Services, CEO Office
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2020 June 2020	SCIS Communications and Content Coordinator Senior Policy Officer, Corporate Services, CEO Office
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2020 June 2020 July 2020 August 2020 September 2020 October 2020 November 2020 December 2020 January 2021 February 2021 March 2021 April 2021	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	Identify external stakeholders that our organisation can engage with on our reconciliation journey, such as Reconciliation Victoria and other State Reconciliation Councils.	May 2020	Stakeholder and Partnerships Coordinator
	Identify RAP and other like-minded organisations, such as ACARA, ACECQA, Early Childhood Australia and AITSL, that we could approach to collaborate with on our reconciliation journey.	May 2020	General Manager, Digital Teaching and Learning
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2020	General Manager, People and Culture (Human Resources)

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	May 2020	Coordinating Editor Content/Resource Manager
	Conduct a review of cultural learning needs within our organisation.	November 2020	General Manager, People and Culture (Human Resources)
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2020	Senior Editor Senior Policy Officer, Corporate Services, CEO Office
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information among our staff about the meaning of NAIDOC Week.	July 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2020	Stakeholder and Partnerships Coordinator
	RAP Working Group to participate in an external NAIDOC Week event.	July 2020	General Manager, Digital Teaching and Learning

Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	July 2020	General Manager, Digital Teaching and Learning General Manager, People and Culture (Human Resources)
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	July 2020	General Manager, People and Culture (Human Resources)
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	May 2020	Stakeholder and Partnerships Coordinator
	Investigate Supply Nation membership.	May 2020	Stakeholder and Partnerships Coordinator
10. Promote Narragunnawali: Reconciliation in Education to staff and external stakeholders.	Promote Reconciliation Australia's Narragunnawali: Reconciliation in Education program to all schools and early learning services in our network, and encourage these schools to develop their own RAPs via the Narragunnawali platform.	May 2020 July 2020 October 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	Encourage all staff to engage with the professional learning (including webinar) resources available via Reconciliation Australia's Narragunnawali: Reconciliation in Education online platform.	May 2020 July 2020 October 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	Encourage all staff/all early learning services in our network to sign up to the Narragunnawali News mailing list.	May 2020	General Manager, Digital Services, SCIS
	Host appropriate links to Reconciliation Australia's Narragunnawali: Reconciliation in Education platform on our website.	May 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS
	Collaborate with Reconciliation Australia's Narragunnawali team to identify opportunities for strengthening the connections between Narragunnawali professional learning/RAP development processes and ESA's work in developing professional learning and resources for the education sector.	June 2020	General Manager, Digital Services, SCIS
	Help promote and encourage schools/early learning services within our network who have shown exceptional commitment to reconciliation to apply for the 2021 Narragunnawali Awards.	May 2020	SCIS Communications and Content Coordinator General Manager, Digital Services, SCIS

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Review and update the RWG to govern RAP implementation.	May 2020	Coordinating Editor
	Draft a Terms of Reference for the RWG.	May 2020	Coordinating Editor
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May 2020	General Manager, Digital Teaching and Learning Senior Policy Officer, Corporate Services, CEO Office
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	December 2020	General Manager, People and Culture (Human Resources)
	Engage senior leaders in the delivery of RAP commitments.	May 2020	General Manager, People and Culture (Human Resources) and Executive
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2020	Coordinating Editor
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2020	Coordinating Editor
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	August 2020	Coordinating Editor

