



RECONCILIATION  
ACTION PLAN

**REFLECT**



EDUCATION

# REFLECT

Reconciliation Action Plan

*February 2022 - January 2023*

# ACKNOWLEDGEMENT



***Pop Education has the privilege to be based on Dja Dja Wurrung Country. We offer our deep respect and appreciation to the Djaara Elders, past present and emerging. Our employees work across many different Lands and we celebrate and acknowledge the Traditional Custodians of the Lands on which we all meet and work.***

***We recognise that First Nation Peoples have been delivering education on Country for thousands of years and continue to teach future generations with wisdom and expertise. We acknowledge that sovereignty was never ceded and stand in solidarity towards a shared future.***

***Always was, always will be, Aboriginal land.***

# OPENING



*Reconciliation Australia welcomes Pop Education to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.*

*Pop Education joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.*

*Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.*

*The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.*

*The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.*

# OPENING



*These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance. It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society. This Reflect RAP enables Pop Education to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.*

*Congratulations Pop Education, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.*

*Karen Mundine  
Chief Executive Officer  
Reconciliation Australia*



# OUR BUSINESS



Pop Education Pty Ltd was founded in 2015 by Sarah Phillips and Alex Phillips. The focus of the business was to design and develop blended learning products (eLearning, assessment, and curriculum design) for a variety of sectors including the vocational education and training (VET) sector and government.

Since this time, Pop Education has grown from a two-person operation to employing 13 people and several contractors to design and deliver quality education technology solutions to the VET, Higher Education, not-for-profit and corporate sectors in Australia.

We have also started to work with organisations in Canada and Africa.

Our team includes operational staff, a project manager, a change lead, senior education designers, education designers and digital developers.

Pop Education is primarily a remote workforce with its Head Office in Bendigo Victoria.

Our team members work from home and live in Bendigo, Castlemaine, Harcourt, Yarrowonga, Lara, Diggers Rest, Beaconsfield, Noble Park, Torquay and Adelaide.

At this point in time, we do not have any staff who have identified as an Aboriginal and/or Torres Strait Islander person.

# OUR RAP



Pop Education has a commitment to learning and we actively support the learning journeys of our customers and our team. As our organisation grows and matures, we focus on promoting respect, celebration, recognition and belonging throughout our work life. The Directors and employees feel deeply about the principles of diversity, inclusion and social justice.

Our RAP is the first step in supporting our learning journey and will help our framing of meaningful actions to support reconciliation.

Our Reconciliation Action Plan (RAP) working group is made up of a member of the Executive, the Chief Operations Officer, the Change Lead Officer and two Education Designers. We have mapped out a learning journey to support our employees and project partners to learn and engage in reconciliation.

Our Change Lead is the RAP Champion and will lead the implementation of this RAP.

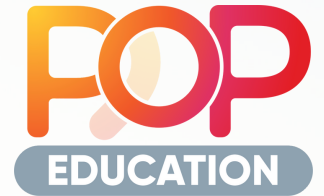
Firstly, we recognise that we are a geographically diverse workforce and that this provides us with a unique opportunity to support each team member to learn more about where they live, the First Nations people from their geographic location and ways they can take meaningful action to support and advance reconciliation.

Secondly, we acknowledge and celebrate the relationships we have with our customers and community, and the opportunities present for supporting collective knowledge development.

We make this explicit in our company values and business goals. Our company values are known as our QUIRKIE values – Quality, Uniqueness, Innovation, Relationships, Knowledge, Imagination and Energy.

Central to our RAP is cultivating reciprocal relationships that foster shared knowledge and skill development.

# OUR PARTNERSHIPS



Through our core business of developing eLearning courseware, Pop Education have had the privilege of partnering with several community organisations, including Aboriginal and Torres Strait Islander organisations.

These partners have included:

- Berry Street
- DVRCV – Domestic Violence Resource Central Victoria
- Council for Homeless Persons
- VACSAL – The Victorian Aboriginal Community Services Association

We have developed courses on behalf of Department of Education and Training Victoria (DET) in areas such as:

- Providing culturally considerate disability support to Aboriginal and/or Torres Strait Islander peoples
- Work effectively within an NDIS environment
- Identify and provide initial response to family violence risk

We continue to partner with DET in the development of courseware spanning secondary education and vocational education.

All courses service the community as an inclusive whole.

Where needed we will continue to seek the expertise of the Traditional Owners of the land to ensure content in our courseware supports reconciliation.

# RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p>	<ul style="list-style-type: none"> <li>• Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li> <li>• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	<ul style="list-style-type: none"> <li>• February 2022</li> <li>• February 2022</li> </ul>	<ul style="list-style-type: none"> <li>• RWG Chair</li> <li>• RWG Chair</li> </ul>
<p>2. Build relationships through celebrating National Reconciliation Week (NRW).</p>	<ul style="list-style-type: none"> <li>• Circulate (via MS Teams channel) Reconciliation Australia's NRW resources and reconciliation materials to our staff.</li> <li>• RAP Working Group members to participate in an external NRW event.</li> <li>• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	<ul style="list-style-type: none"> <li>• May 2022</li> <li>• 27 May-3 June 2022</li> <li>• 27 May-3 June 2022</li> </ul>	<ul style="list-style-type: none"> <li>• RWG Chair</li> <li>• RWG Chair</li> <li>• RWG Chair</li> </ul>
<p>3. Promote reconciliation through our sphere of influence.</p>	<ul style="list-style-type: none"> <li>• Communicate our commitment to reconciliation to all staff through staff handbook, website and emails signature.</li> <li>• Arrange a Smoking Ceremony at Head Office opening in early 2022.</li> <li>• Identify external stakeholders across all regions of work that our organisation can engage with on our reconciliation journey.</li> <li>• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li> </ul>	<ul style="list-style-type: none"> <li>• February 2022</li> <li>• February 2022</li> <li>• March 2022</li> <li>• March 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Directors</li> <li>• RWG Chair</li> <li>• RWG Chair</li> <li>• Change Lead</li> </ul>



# RELATIONSHIPS



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"><li>• Research best practice and policies in areas of race relations and anti-discrimination.</li><li>• Conduct a review of HR policies and procedures to ensure they do not contain any discriminatory wording and that they adhere to our anti-discrimination obligations and responsibilities.</li></ul>	<ul style="list-style-type: none"><li>• April 2022</li><li>• February 2022</li></ul>	<ul style="list-style-type: none"><li>• COO and Change Lead</li><li>• COO</li></ul>

# RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</p>	<ul style="list-style-type: none"> <li>• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.</li> <li>• Engage with consultant to establish base knowledge expectations to build framework for education of staff.</li> <li>• Conduct a survey of staff to assess current understandings and establish cultural learning needs within our organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• February 2022</li> <li>• March 2022</li> <li>• February 2022</li> </ul>	<ul style="list-style-type: none"> <li>• COO</li> <li>• COO</li> <li>• Change Lead</li> </ul>
<p>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</p>	<ul style="list-style-type: none"> <li>• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.</li> <li>• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. Assist staff in varying their Acknowledgement according to where they work.</li> <li>• Design an onboarding resource to assist new employees to find out more about the Traditional Owners or Custodians of the lands they work on.</li> </ul>	<ul style="list-style-type: none"> <li>• March 2022</li> <li>• March 2022</li> <li>• April 2022</li> </ul>	<ul style="list-style-type: none"> <li>• RWG Chair</li> <li>• RWG Chair</li> <li>• COO</li> </ul>
<p>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</p>	<ul style="list-style-type: none"> <li>• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.</li> <li>• Introduce our staff to NAIDOC Week by promoting external events in our local areas.</li> <li>• RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	<ul style="list-style-type: none"> <li>• June 2022</li> <li>• 3-10 July 2022</li> <li>• 3-10 July 2022</li> </ul>	<ul style="list-style-type: none"> <li>• COO</li> <li>• RWG Chair</li> <li>• RWG Chair</li> </ul>

# OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<ul style="list-style-type: none"> <li>• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li> <li>• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• July 2022</li> <li>• June 2022</li> </ul>	<ul style="list-style-type: none"> <li>• COO</li> <li>• COO</li> </ul>
<p>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<ul style="list-style-type: none"> <li>• Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li> <li>• Investigate Supply Nation membership.</li> <li>• Develop procurement process to include searching <a href="http://supplynation.org.au">supplynation.org.au</a></li> <li>• Investigation and commission local artist to develop a piece of art to reflect our journey and purpose of education.</li> <li>• Consult with First Nations artist to assist in decision making on procurement of further pieces of art when sourcing appropriate work.</li> </ul>	<ul style="list-style-type: none"> <li>• March 2022</li> <li>• March 2022</li> <li>• March 2022</li> <li>• March 2022</li> <li>• July 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Finance Coordinator</li> <li>• Finance Coordinator</li> <li>• Finance Coordinator</li> <li>• Managing Director</li> <li>• Managing Director</li> </ul>

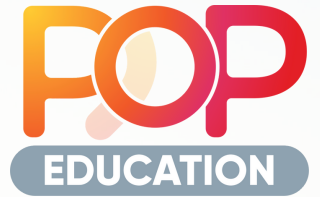
# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</p>	<ul style="list-style-type: none"> <li>• Maintain the RWG to govern RAP implementation by meeting regularly.</li> <li>• Report after each meeting to Director RAP Sponsor and invite Director RAP Sponsor to RWG meetings.</li> <li>• Draft a Terms of Reference for the RWG.</li> <li>• Establish Aboriginal and Torres Strait Islander representation on the RWG or partner with external consultant.</li> <li>• Consult around how to maintain an effective RWG for a large operational area with remote workers in multiple locations.</li> </ul>	<ul style="list-style-type: none"> <li>• February 2022</li> <li>• December 2022</li> <li>• February 2022</li> <li>• March 2022</li> <li>• April 2022</li> </ul>	<ul style="list-style-type: none"> <li>• RWG Chair</li> <li>• COO</li> <li>• RWG Chair</li> <li>• RWG Chair</li> <li>• RWG Chair</li> </ul>
<p>11. Provide appropriate support for effective implementation of RAP commitments.</p>	<ul style="list-style-type: none"> <li>• Define resource needs for RAP implementation.</li> <li>• Engage senior leaders in the delivery of RAP commitments.</li> <li>• Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	<ul style="list-style-type: none"> <li>• February 2022</li> <li>• February 2022</li> <li>• February 2022</li> </ul>	<ul style="list-style-type: none"> <li>• Executive</li> <li>• Executive</li> <li>• Change Lead</li> </ul>
<p>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</p>	<ul style="list-style-type: none"> <li>• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> <li>• Report progress, achievements and learnings internally to all staff</li> </ul>	<ul style="list-style-type: none"> <li>• 30 September 2022</li> <li>• December 2022</li> </ul>	<ul style="list-style-type: none"> <li>• RWG Chair</li> <li>• RWG Chair</li> </ul>

# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"><li>• Register via Reconciliation Australia's website to begin developing our next RAP.</li></ul>	<ul style="list-style-type: none"><li>• November 2022</li></ul>	<ul style="list-style-type: none"><li>• RWG Chair</li></ul>

# CONTACT



*For public enquiries about our RAP, please contact:*

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*Image source: Nathan Cowley, Pexels*