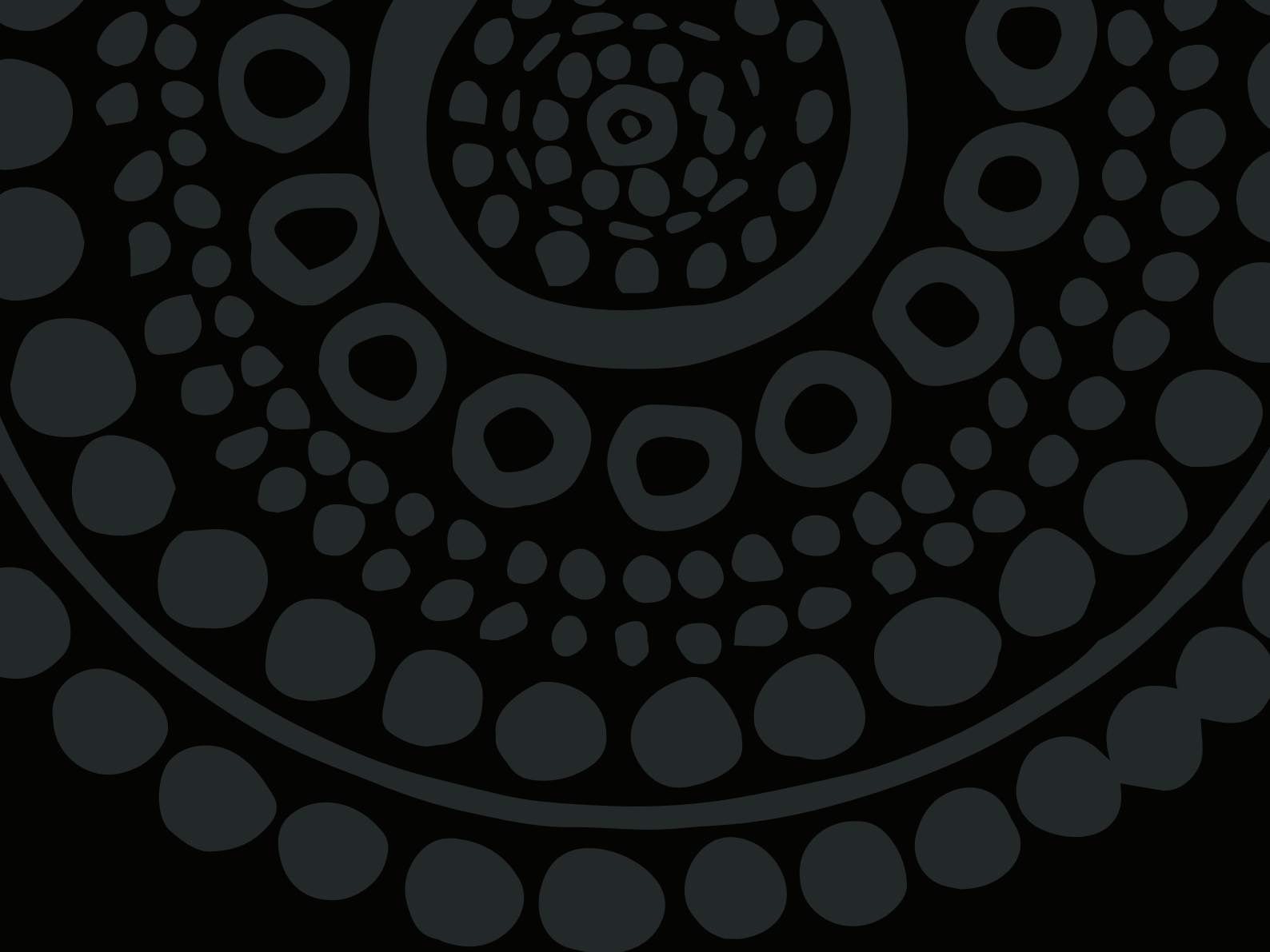


Studiosity

Reflect Reconciliation Action Plan



January 2023 – December 2023



Acknowledgement of Country

Studiosity acknowledges the Traditional Owners of the lands across Australia as the continuing custodians of Country and Culture dating back to the creation of the Dreaming.

We pay our respect to First Nations peoples and their Elders, past and present. We acknowledge and celebrate the inherent resilience of Aboriginal and Torres Strait Islander peoples and communities.

We thank the many Aboriginal and Torres Strait Islander employees, external advisers, communities and partner organisations that have guided us through achieving meaningful reconciliation outcomes.



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About the Artist & Artwork

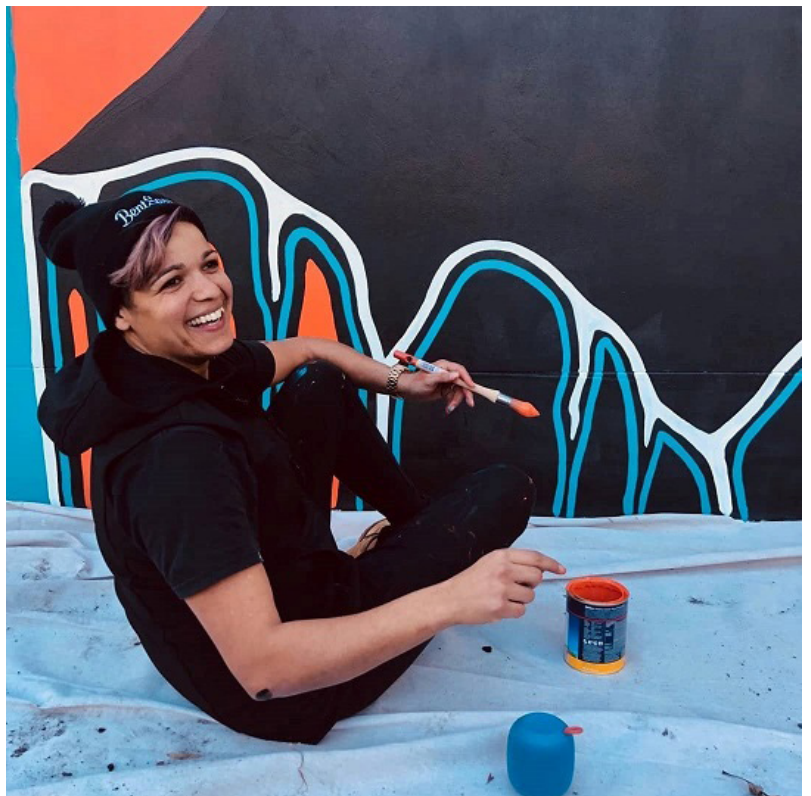
Jasmine Sarin

I am a proud Kamilaroi and Jerrinja woman from NSW. I grew up predominantly on the South Coast in Nowra (Jerrinja and Yuin country) and Wollongong (Dharawal country) but have country influences from Coonabarabran in Central West NSW (Kamilaroi country). I currently live, work and play in the Sydney area.

I am self-taught visual artist and graphic designer. My artwork tells the story of my experiences growing up and my ongoing journey in this world. This allows me to bring contemporary methods and concepts to the oldest culture on earth.

I pay my respects to my elders both past and present and acknowledge that the land we all live, work and play on was, is and always will be Aboriginal land.

This was a personal work for me. It reflects a time of personal growth and being happy with who you are. Happiness has to come from within. When you love yourself, only then are you able to truly love others. You need have courage to take that first step to find yourself, be who you are and be happy with who that is.





A message from Reconciliation Australia

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

Studiosity joins a network of more than 2,200 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.

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 Studiosity 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 Studiosity, 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



**RECONCILIATION
ACTION PLAN**

REFLECT



A message from our Studiosity CEO

Growing up on the lands of the Whadjuk Nyoongar people, I have always deeply appreciated the connection to Country that Aboriginal culture celebrates and reveres. I also developed a great appreciation of the land from my Mother, who as a girl learned much via the teachings of the Bardi people in Western Australia's remote Cape Leveque, where my Grandfather was the Lighthouse Keeper for a time.

As I've come to more deeply understand some of the issues facing Aboriginal and Torres Strait Islander people and communities today, I see the importance of the work Reconciliation Australia does, in trying to build a better, more equitable future for Australians.

When Studiosity was founded, it began with the premise that every student deserves access to the highest quality learning support, regardless of their social, geographic or personal circumstances. This is because we believe that through a quality education, a person's chances of success in their life are greatly increased.

It is this mission, of improving life chances for every student and willing learners everywhere, that drives each of our people, their commitment to their roles, and our organisation as a whole.

That's why I'm very glad and grateful to be launching Studiosity's first Reflect RAP - a commitment to tangible, meaningful, and ongoing activities that we can

undertake as an organisation, to further the pursuit of reconciliation and reparation in Australia. We recognise that the higher education landscape within which we operate has historically been inaccessible for too many Australians, and particularly our First Nations peoples. We see it as part of our responsibility to take action to address these issues and create meaningful change.

One of Studiosity's core values is Learning: we enable constant learning through continual sharing of knowledge, expertise and open dialogue, as well as taking ownership of our mistakes and viewing them as opportunities for growth. This document represents a significant step forward in our learning journey as an Australian - and global - organisation. I hope that what we learn along the way here can be shared with our counterparts in other parts of the world with rich First Nations cultures and people, such as Canada and New Zealand, and in turn we can continue to learn by their example as well.

We certainly understand that true reconciliation is an ongoing process and that there is still much work to be done. We are committed to walking this path with humility, respect and open minds, and I hope that you will take the time to read this plan and join us on this important journey.

Michael Larsen
Chief Executive Officer
Studiosity

Studiosity

About Studiosity

Studiosity was founded in 2003 specifically to meet social challenges. Today, our sole mission is still to increase life chances with access to personal - anytime, anywhere - learning support, because we believe that everyone should have access to individualised help when it's needed.

There has long been a disparity in access to education resources, exacerbated by the tyranny of distance between remote, rural, regional, and urban populations. Add to this, crippling socio-economic barriers even between neighbouring postcodes. Our model seeks to overcome the limitations of a student's socioeconomic or geographical circumstances by vastly improving access to high-quality help, exactly when help is needed. We connect subject-area specialists, like teachers and lecturers, with a student, online; anytime, anywhere.

With many years behind us, we're looking to a future where every student knows how to seek, and how to find, support. That's why our focus is on seamless technology, paired with academic oversight, and the promotion of help-seeking behaviour.

Partnerships at the institutional level have been the core of our operations for several reasons: for

ubiquitous access, for educator oversight and insight, to remove financial barriers to students, and to ensure social change is measured at the scale needed.

We thank our education partners - universities, institutes, government, schools, in Australia, New Zealand, Canada, the United Kingdom, Hong Kong, Dubai - for believing as strongly as we do in access to education support, to help us pursue this critical mission.

Studiosity employs 40 people in Australia, of which currently 0 are Aboriginal or Torres Strait Islander people, to our knowledge.

The head office in Australia is located in St Leonards, North Sydney. We have many employees based remotely around the country, and world, who work from their own homes and office spaces, as well as a small office in Richmond, UK, and one in Toronto, Canada.





Trusted by more and more universities - and now 1.6 million students - to deliver ethical feedback and support exactly when it's needed.



Between jobs, lives, families students need study support to be ready when they are.



Uncompromising education policies, together with the best people for the job.



The last piece of the puzzle for modern education providers.



We invite critical research so that educators can be as confident as their students.



Our Reconciliation Action Plan

Studiosity wishes to contribute to a better future for Australia and all Australians, which we understand must happen through deep and multifaceted reconciliation.

Our company's mission and vision has strong foundations in equitable opportunities for all willing learners, with a particular focus on traditionally excluded groups, such as First Nations Australians. It has been repeatedly shown through research and evidence that the opportunity to further develop literacy, numeracy, and self-efficacy skills produces positive effects that resonate throughout people's lives - in terms of employability, contributions to community, fulfilment and wellbeing. That's why we see our service - which offers personal, 1:1 learning support - as being an important part of a learner's journey, especially one who may not have any other way to access such support.

All that is required to access Studiosity's support is an internet connection. We began in 2003 by partnering with Public Libraries in the Greater Western Sydney area, to offer the support for free to their communities of students who could otherwise not afford or have access to private tutoring. Since then we have been able to grow our reach to include universities, high schools, and local government areas across Australia, New Zealand, the UK and Canada.

We intend to leverage this growth and our current position to help further reconciliation in any and all ways possible for us. This has historically included

numerous partnerships with universities (including Charles Darwin University, Western Sydney University, the University of Sydney, Charles Sturt University, Edith Cowan University, University of New England), to incorporate personalised, online learning support into their initiatives and strategies for outreach and widening participation, as well as student retention, progression and completion.

We also previously partnered with **AIME Mentoring** in their early years, to provide on-demand study support to mentees, before their mission took them in a more global direction. And Studiosity was available to all students who used an online portal provided by the University of Sydney called ASTAR. TV, which still exists but in a different, open-source format in 2022. More detail around our current partnership programs is included in this report under Our Partnerships and Current Activities.



Our Reconciliation Action Plan Working Group

Studiosity formed its RAP Working Group in July 2022, and it consists of:



**Professor
Judyth Sachs,**
Chief Academic
Officer



**Denise
Stewart,**
Chief Product
Officer



**Chris
Fitzpatrick,**
General
Manager, APAC
& Middle East



Gaya Gottardi,
People
Operations
Manager



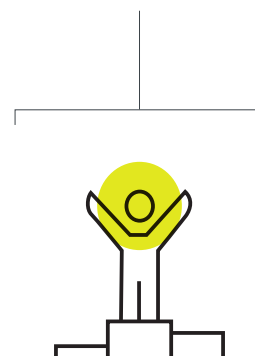
**Evelyn
Levisohn,**
Marketing
Manager, APAC
& Middle East



Chelsea Parker,
Marketing
Manager,
Canada

Our RAP Working Group Terms of Reference can be viewed **here** (studiosity.com/RAP-RWG-tor). The above group informally met after undertaking the BlackCard training in June, discussed how we could progress various Reconciliation actions as an organisation, via our RAP, and decided to form the RWG and formalise our mutual commitment to Studiosity's RAP development.

As well as having a private Slack chat channel to discuss RAP activities, the RWG created a company-wide #Reconciliation Slack channel in order to engage every staff member in reconciliation activities, events, reflections, and more.



***Our RAP Champion is
Evelyn Levisohn,
closely supported in this
role by Prof Judyth Sachs,
our Chief Academic Officer.***

Our Partnerships/ Current Activities

Community Partnerships



GO Foundation

Driven by admiration for the work and leadership of Adam Goodes and Michael O'Loughlin, Studiosity's CEO Michael Larsen reached out in 2016 to offer our services to students in the GO Scholarship program. Going one further, **Adam spoke candidly about our one-to-one service and mission on camera**, (vimeo.com/726658002) to inspire students all around Australia to pursue their education dreams, together with Studiosity's dedicated support. We look forward to continuing to work with the GO Foundation to support their high school and university students: Australia's future leaders.

"Studiosity's ongoing support of the GO Foundation is pivotal in our Scholarship program."

Charlene Davison,
CEO, GO Foundation



Aurora Education Foundation

The Aurora High School Program is an intensive, six-year academic and cultural program for Aboriginal & Torres Strait Islander Year 8 students living in South Western Australia. Studiosity provides personal, online study support at no charge to all students to complement the dedicated Aurora teams. The foundation's vision is a future where there is no education gap and where the next generation of Aboriginal and Torres Strait Islander Australians achieve equitable participation at the highest level – in the professions, in boardrooms and across government.

"Studiosity will support us to build aspirations and increase academic opportunities for Aboriginal and Torres Strait Islander students."



Public Education Foundation

The Public Education Foundation exists to support students with particular educational needs or talents reach their full potential and improve overall educational outcomes. The Foundation removes barriers to achievement often created by social and economic disadvantage, and also acknowledges and rewards excellence. Studiosity's services, provided free of charge, is one part of their life-changing scholarships.

WESTERN SYDNEY
UNIVERSITY



Pathways to Dreaming *Western Sydney University*

In partnership since 2013, Studiosity is a one-to-one live support component in the WSU 'Pathways to Dreaming' program for Aboriginal and Torres Strait Islander Year 8-12 students, to improve students' academic capability and confidence, and build engagement from parents and influencers, to increase the likelihood of tertiary study.



Wirltu Yarlu

Aboriginal Education

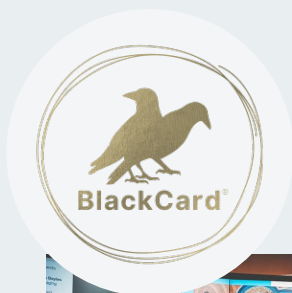


Wirltu Yarlu *University of Adelaide*

Wirltu Yarlu Aboriginal Education is responsible for recruiting Aboriginal and Torres Strait Islander students to the University's foundation and degree programs, administering the Access Pathway and providing support services to Aboriginal and Torres Strait Islander students in the University. As part of our partnership, the Studiosity service is provided free to students in this program since 2019, to help with their academic literacy skills, and to provide them the extra online, after-hours support they need to progress and feel more confident in their tertiary studies.

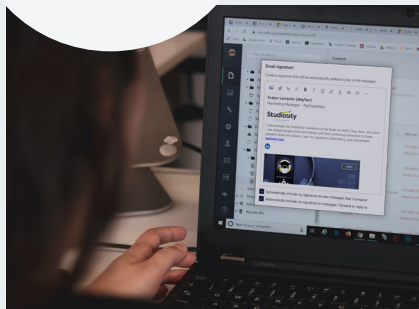
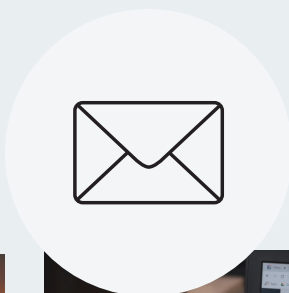
More information and details about these partnerships and others can be found in our CSR policy document
studiosity.com/CSR

Internal activities/initiatives



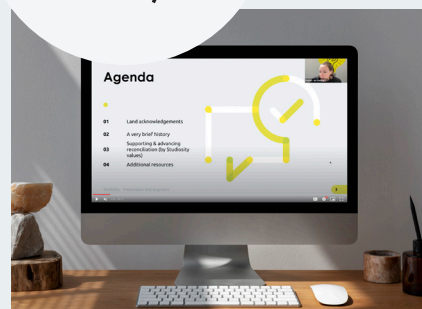
BlackCard training

In May & June 2022, 23 employees undertook a 90 minute virtual Cultural Capability training, delivered by Mundanara Bayles from the organisation BlackCard. This activity was encouraged for all employees in practical time zones to join, however not mandatory. The RWG undertook some research and met with a few representatives from other organisations before selecting BlackCard, based on an enthusiastic recommendation from one of our partner institutions, Queensland University of Technology (QUT), who used BlackCard to facilitate cultural competency across their organisation. The RWG met after the training to discuss its impact.



Email signature Acknowledgements

Using an online portal, we have facilitated the inclusion of an optional Acknowledgement of Country in the footer of all APAC employee email signatures, with the ability to personalise and individualise your Acknowledgement should each person wish to do so.



Internal Cultural competencies session

As a follow-on from the BlackCard training, in July 2022 we delivered a 60-minute internal training session on Cultural Competencies, covering both Australian actions and also Canada, where they have their own cultural practices around respecting and reconciling with Aboriginal peoples. This session was recorded and is available on-demand for all employees in the organisation's learning portal, and as part of the on-boarding series for new employees.

Know Your Country challenge

Posted in our #Reconciliation chat channel, we challenged employees to learn about and share a little information from the Country they call home, as many of our team members are based remotely throughout Australia, Aotearoa New Zealand, and Canada. We are all able to share and learn more through this activity, and plan to facilitate more and more ways for employees to share and learn about history, truth-telling, and reconciliation.



Our Commitment

Relationships

1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	<i>January 2023</i>	RAP Champion, Chief Product Officer
<ul style="list-style-type: none">Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<i>March 2023</i>	RAP Champion, People Operations Manager

2. Build relationships through celebrating National Reconciliation Week (NRW).

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	<i>May 2023</i>	RAP Champion
<ul style="list-style-type: none">RAP Working Group members to participate in an external NRW event.	<i>27 May – 3 June 2023</i>	RAP Champion
<ul style="list-style-type: none">Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	<i>27 May – 3 June 2023</i>	RAP Champion



3. Promote reconciliation through our sphere of influence.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Continue to communicate our commitment to reconciliation to all staff, through sharing of RAP updates, progress and initiatives	<i>June 2023</i>	RAP Champion, People Operations Manager
<ul style="list-style-type: none">Identify external stakeholders that our organisation can engage with on our reconciliation journey.	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none">Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	<i>January 2023</i>	RAP Champion

4. Promote positive race relations through anti-discrimination strategies.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Research best practice and policies in areas of race relations and anti-discrimination.	<i>March 2023</i>	People Operations Manager
<ul style="list-style-type: none">Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	<i>June 2023</i>	People Operations Manager

Respect

5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	<i>January 2023</i>	People Operations Manager
<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	<i>June 2023</i>	People Operations Manager

6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	<i>June 2023</i>	RAP Champion

7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	<i>June 2023</i>	RAP Champion
<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	<i>June 2023</i>	RAP Champion
<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	<i>First week in July, 2023</i>	RAP Champion

Opportunities

8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	<i>August 2023</i>	People Operations Manager
<ul style="list-style-type: none">Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	<i>July 2023</i>	People Operations Manager

9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	<i>August 2023</i>	Chief Product Officer
<ul style="list-style-type: none">Develop a list of Aboriginal and Torres Strait Islander suppliers.	<i>June 2023</i>	Chief Product Officer

Governance

10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Maintain a RWG to govern RAP implementation.	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none">Maintain a Terms of Reference for the RWG.	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none">Establish Aboriginal and Torres Strait Islander representation on the RWG.	<i>March 2023</i>	Chief Academic Officer

11. Provide appropriate support for effective implementation of RAP commitments.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Define resource needs for RAP implementation.	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none">Engage senior leaders in the delivery of RAP commitments.	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none">Appoint a senior leader to champion our RAP internally.	<i>January 2023</i>	RAP Champion
<ul style="list-style-type: none">Define appropriate systems and capability to track, measure and report on RAP commitments.	<i>March 2023</i>	RAP Champion, People Operations Manager

12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally. governance of the RAP.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	<i>June annually</i>	RAP Champion
<ul style="list-style-type: none">Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	<i>1 August annually</i>	RAP Champion
<ul style="list-style-type: none">Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	<i>30 September 2023</i>	RAP Champion

13. Continue our reconciliation journey by developing our next RAP.

Deliverable	Timeline	Responsibility
<ul style="list-style-type: none">Register via Reconciliation Australia's website to begin developing our next RAP.	<i>October 2023</i>	RAP Champion



Studiosity

Contact details

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