



Department
of Education

A photograph of three young children in a classroom setting. A girl with dark hair and a red bow is smiling and looking at a laptop screen. A boy is partially visible on the left, also looking at the screen. Another girl with braids is leaning over the laptop from the right, pointing at the screen. The background is slightly blurred, showing classroom shelves.

Building a secure and innovative future for Victorian schools

Information Management and Technology Division

4 June 2025



Connectedness

Artist: Kylie Armstrong, Arrernte woman living by Nairm

*We are guided by our ancestral star,
we are balanced by mother earth
and father sun as we walk together
united by our goal to make a better
place for our children.*

*We acknowledge the difficult times
and remain connected to land, sea
and the night sky to build and
maintain a thriving and sustainable
workplace.*

*Department of Education
Koorie Staff Network Artwork*



Imagine if...



Imagine if...

*leaders didn't have to
contend with the
burden of
infrastructure
management, cyber
safety and reporting
on compliance.*

A black and white photograph of a woman with short dark hair and glasses, wearing a light-colored shirt with small dark polka dots. She is seen from the side, looking down and writing in a spiral-bound notebook with a pen. The background is blurred, showing other people in a public setting.

Imagine if...

*every wellbeing
coordinator, had the
tools to detect and
address challenges
before they even
emerged.*



Imagine if...

*every parent was
empowered with
clear, personalised
support options for
their child – right at
the point of
enrolment.*

A grayscale photograph of a person's hands typing on a laptop keyboard. The person is holding a black pen in their right hand. The image is slightly blurred, focusing on the hands and the keyboard.

Imagine if...

*the enrolment process
was smart enough to
qualify students
against all criteria -
so enrolment officers
could focus on
families, not forms.*

A black and white photograph of a young boy with Down syndrome, smiling and looking towards the camera. He is wearing a dark suit jacket, a light-colored collared shirt, and a striped tie. In the background, a girl with long hair is seen from the back, sitting at a desk. The setting appears to be a classroom or school office.

Imagine if...

*as a principal,
every staff member
could securely access
the right student
insights - at the right
time - to support
every learner's
journey.*



Imagine if...

*as a student I had the
same opportunity to
access VET programs
– no matter where I
lived or what school I
attended.*



Brett James

Director

School Digital Services (SDS)



Karen Dermody

Director

Digital Design and Innovation (DDI)



What's Now

The background image shows two young girls from behind, walking away in a school hallway. They are holding hands and wearing backpacks. The hallway has brick walls and large windows on the right side, letting in natural light. The girls are wearing white shirts and dark skirts or trousers.

What

Moving to department managed platforms

Why

Child Safety, Cyber Risk, Regulatory Needs & Administration

Now

Program established and working with schools to migrate and uplift. Safer Technology for Schools launched, regulators engaged, expanded cyber security services. School Software panel being established.

Established May 2023



What

Unified School Experience Framework

Why

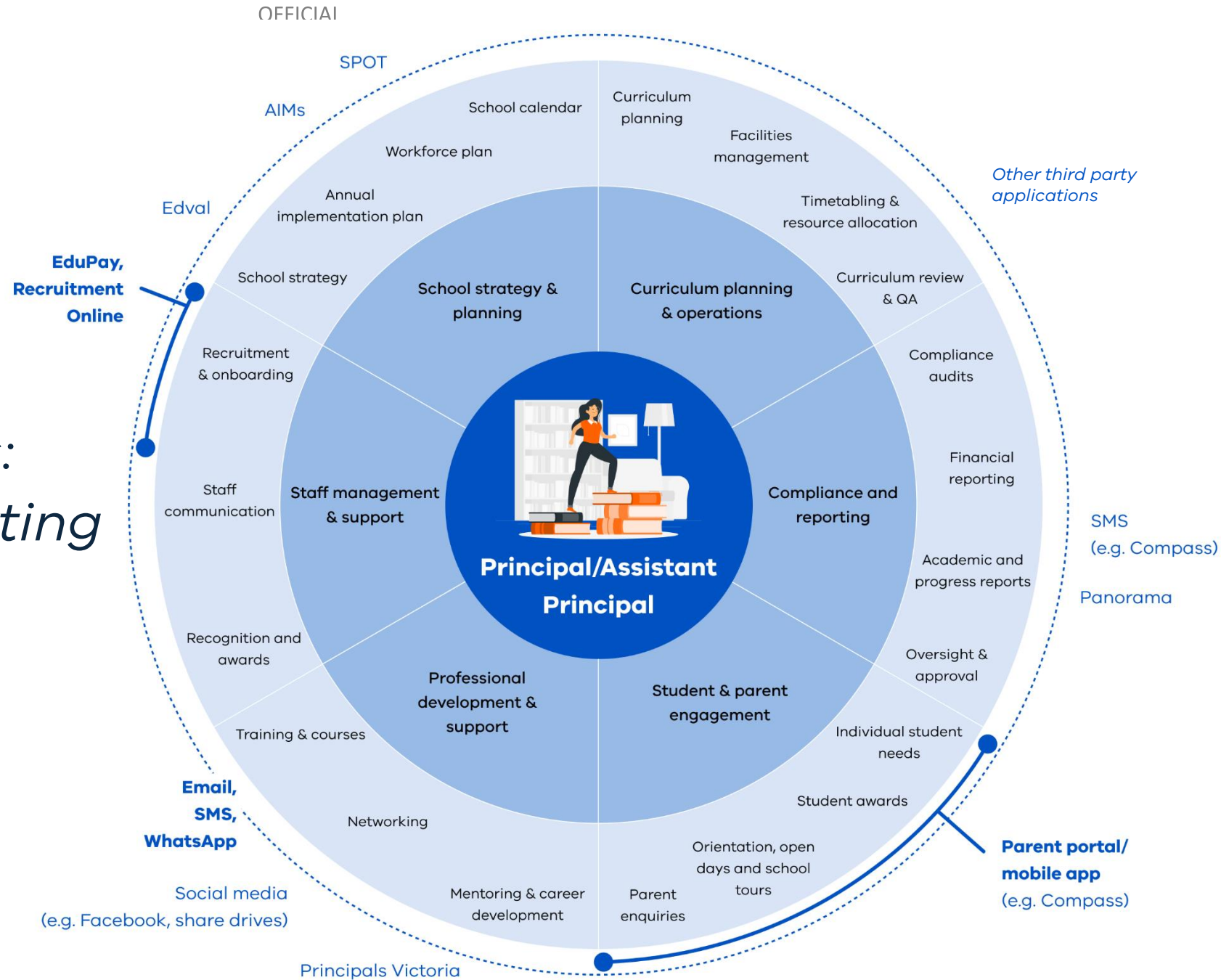
Fragmented data, with too many systems that don't work together

Now

Blueprint for seamless and connected experience for school users. Services broken into functional groups enabled by common platforms, experiences and unified data.

Delivered April 2024

PRINCIPAL AND AP
*Research Findings:
Needs and supporting
technology*



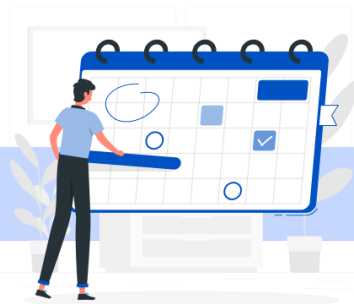


Andrea Taylor

P – 12 School Principal Regional Victoria

Has 20 years' experience and has previously worked as a Teacher, Assistant Principal before her role as School Principal.

“My goal is to create a learning environment where students thrive, staff feel supported, and we continuously innovate to meet the challenges of modern education.”



1. Key Tasks

- Strategic School Term Planning
- Financial and Facilities Planning
- Curriculum and Timetabling approval
- Resource Planning & Recruitment
- DE Compliance & Audits
- Meeting with Parents / Carers



2. Key Needs

- A streamlined and integrated system that reduces administrative effort and double handling.
- Better DE tools to manage the school budget, audits and compliance effectively.
- Platforms that facilitate better communication and collaboration among staff, students, and parents.
















4. Frequently Used Apps

- | | |
|-----------|--|
| • Email | • SRP |
| • Compass | • eduSafe Plus |
| • OHS | • Productivity tools (Microsoft, Google) |
| • eduPay | |
| • CASES21 | |
| • AIMS | |



3. Frustrations

- Too many systems and data to manage and get visibility of overall school management.
- Clunky and inefficient DE systems that require double handling and manual data entry.
- Lack of integration between different digital systems.
- Finding latest DE policies and guidelines.

	School strategy & planning for the following year	Prepare annual curriculum plan	Establish school operations	New school year & final budget received	Oversee school operations and performance	Oversee policy & compliance	Ongoing stakeholder engagement & consultation	
Key Tasks								
	Develop the AIP in alignment with the school four year strategic plan. Begin school planning, budgeting, resourcing and compliance activities.	Create whole of school curriculum plan to meet student needs and school goals and priorities.	Plan and establish required resources and programs for the year ahead, including staff recruitment, timetables, budgets, assets and facilities.	Facilitate onboarding of new and returning staff and students, ensuring required resources and facilities are available.	Oversee smooth running of school programs and services. Monitor and assess performance and student outcomes.	Remain up to date with policy, support audits and mandatory compliance and reporting activities.	Support and enable staff to fulfil their goals and responsibilities. Engage with students, families, other stakeholders (including government and community)	
Experience	<ul style="list-style-type: none">● Real time information updates would assist schools with planning and tracking their budget, finances and resources (e.g. Edupay, SRP).	<ul style="list-style-type: none">● Permission limitations on various DE applications create information barriers.● Changing processes and system updates puts strain on schools to upskill and relearn applications.	<ul style="list-style-type: none">★ Referral management and accessing SSS is an inefficient, time consuming, manual process (e.g. SOCS) that hinders access to required professional services.★ Recruiting and retaining staff with the appropriate qualifications can be challenging due to the teacher shortage and few placement opportunities.● Few teachers do placement in specialist schools making hiring new staff with adequate skills difficult.● Various timetabling tools are used however few meet all the needs of the school (e.g. Compass, Edval).	<ul style="list-style-type: none">★ Delays in funding and resources impacts planning and delivery (e.g. DIPS assessment) of additional support services.● Changing processes and system updates puts strain on schools to upskill and relearn applications.	<ul style="list-style-type: none">★ Limited assessment tools for students in specialist schools make it hard to understand where students are at and communicate that to families (e.g. Maths Assessment Tool, ABLES Assessment Tool).★ Inability to easily access consolidated data and insights on students, staff and finance impacts decision making● Multiple NAPLAN systems with fragmented data and it is difficult to know what system to use (e.g. NAPLAN, Assess Form).	<ul style="list-style-type: none">★ Limited visibility and support for specialist schools and greater representation within DE would promote their achievements.● Time in lieu is increasingly needed to address teacher shortages and is particularly problematic in specialist schools where there is a smaller pool of qualified staff.● Schools lose visibility of students once they leave school and some families may be unaware of the opportunities available.● Single sign on portal with all connected department systems and applications.	<ul style="list-style-type: none">● DE systems and compliance force a set of processes and tools that don't work for all schools as there is no one-size-fits-all approach.● Increased support for students around cyber safety is required (for students in class and at home).● Policy Advisory Library (PAL) is a great resource despite having some navigation challenges and information gaps.● More specific channels of information would help staff find the information they need (e.g. segment by role type).	<ul style="list-style-type: none">★ State wide and local leadership groups provide a good space for Principals to share resources and techniques for handling various situations. This is particularly valuable in specialist settings where experiences are less common.
Thinking & Feeling	 <p>"We're being forced and funnelled into a set of tools in a way of working that doesn't align with how the schools, how our school functions. For us it's going to be destructive to our success."</p>	 <p>"I think the issue is when they replace things that they think it's going to give us less work, it just replaces the work that we did with a different set of work."</p>	 <p>"There is a lot of great stuff that comes out of [CASES2]. There is a very narrow amount of people that can have access to that, and that's a barrier for us, it informs our level of engagement."</p>	 <p>"So the way we're finding people to fill positions is they put themselves in the teacher pool Department contacts us and then notify us. So we've avoided double handling because we've got someone holding our hand."</p>	 <p>"There's a big responsibility on us to create assessments for those students because I think the department lacks expertise in that area and this is something we're very passionate about."</p>	 <p>"We have to self manage our time in lieu which we never get because we're always so busy doing other things and having to manage the school."</p>	 <p>"A lot of information is available for us. That's been very helpful. Or us, our Principal believes a lot in PAL as a great reference for us. We are never starved of information."</p>	 <p>"My ultimate goal is as an assistant principal and as a future principal is to be that I I I would like our students to have a face in society. I would like them to feel as if they're understood for their strengths, not for their disability."</p>
Technology used	<div>Student Admin System (e.g. Compass)</div> <div>SRP</div> <div>Edupay</div>	<div>SOCS</div> <div>AIMs</div> <div>Panorama</div>	<div>Student Admin System (e.g. Compass)</div> <div>Timetable tools (e.g. Edval)</div> <div>Disability Inclusion Profile Portal (DIPS)</div>	<div>Student Admin System (e.g. Compass)</div>	<div>Student Admin System (e.g. Compass)</div> <div>Student Bulletin (e.g. SeeSaw)</div> <div>Panorama</div> <div>SPOT</div>	<div>Policy Advisory Library (PAL)</div> <div>Email</div> <div>Other department websites (e.g. VCAA, VTAC)</div>	<div>Student Admin System (e.g. Compass, Student Insight)</div> <div>Email</div> <div>Various informal channels (e.g. Whatsapp, Facebook)</div>	
Business Capabilities	<div>7.1 Strategy & Planning</div> School Strategy & Planning, Financial Planning <div>7.2 Governance & Compliance</div> School Council Mgt & Governance, Threat/Risk Assessment <div>8.3 Facilities & Assets</div> Business Continuity Mgt, Asset Lifecycle Mgt <div>8.4 Human Resources</div> Workforce Planning & Mgt	<div>4.1 Pedagogy & Curriculum Management</div> School Strategy & Planning Pedagogy <div>7.1 Strategy & Planning</div> Curriculum Planning & Design	<div>5.1 Timetabling & Resources</div> Timetable Mgt, Resource/Room Allocation <div>8.1 Financial Management</div> Budgeting & Forecasting, Grants & Funding Mgt <div>8.3 Facilities & Assets</div> Asset Lifecycle Management <div>8.4 Human Resources</div> Recruitment & Onboarding	<div>2.1 Enrolment Management</div> Student Admission Mgt <div>8.1 Financial Management</div> Budgeting & Forecasting <div>8.4 Human Resources</div> Recruitment & Onboarding, Training & PD <div>8.5 Technology Management</div> Identity & Access Management	<div>7.3 Performance & Improvement</div> School Performance Mgt Process Improvement <div>8.1 Financial Management</div> Budgeting & Forecasting Grants & Funding Mgt <div>8.6 Information Management</div> Reporting & Analytics	<div>6.2 Incident & Emergency Management</div> Incident Management Risk Management <div>7.2 Governance & Compliance</div> Policy Management Audit Management Compliance Management Accreditation Management	<div>1.1 Consultation & Engagement</div> Government/Industry/Regional Relationship Mgt Community Engagement <div>1.2 Communications & Promotion</div> School Comms Mgt, External Comms Mgt Promotions Mgt, Tours & Open Days <div>2.2 Relationship Management</div> P/C/S Relationship Management	
Key Information	<div>🏫 School</div> <div>👤 Staff</div> <div>📅 Annual Implementation Plan (AIP)</div> <div>💰 Finance</div> <div>📊 Budgets</div> <div>📅 Events</div> <div>📊 Budgets</div> <div>🏠 Asset/Facilities</div> <div>🚒 Emergency Mgt Plan (EMP)</div>	<div>📅 Annual Implementation Plan (AIP)</div> <div>📖 Curriculum</div> <div>📖 Course or unit</div> <div>🎯 Learning goal</div>	<div>📅 Timetable</div> <div>📖 Course or unit</div> <div>🏫 Class</div> <div>👤 Staff</div> <div>📊 Teaching and learning resource allocation</div> <div>🏠 Asset/Facilities</div> <div>📊 Budgets</div>	<div>🏠 Admission</div> <div>👤 Parent/Carer</div> <div>👤 Student</div> <div>👤 Staff</div> <div>📅 Training</div> <div>💰 Finance</div> <div>📊 Budgets</div>	<div>👤 Staff</div> <div>💰 Finance</div> <div>✅ Budgets</div> <div>✅ Attendance</div> <div>📊 Assessment</div> <div>🏫 School Ancillary Services</div>	<div>👤 Staff</div> <div>🏫 School</div> <div>💰 Finance</div> <div>🏠 Asset/Facility</div> <div>🚒 Incidents</div>	<div>🗣️ Communication</div> <div>📝 Enquiry/Feedback</div> <div>👤 Staff</div> <div>👤 Parent/Carer</div> <div>👤 Employer</div>	



What's Wow





Who
Students

What
Online Work Experience Solution

Wow
A digital platform that lets me discover and apply for safe, inspiring industry experiences that match my passions – fairly, equitably, with no lost forms and full online tracking.

Delivering June 2025

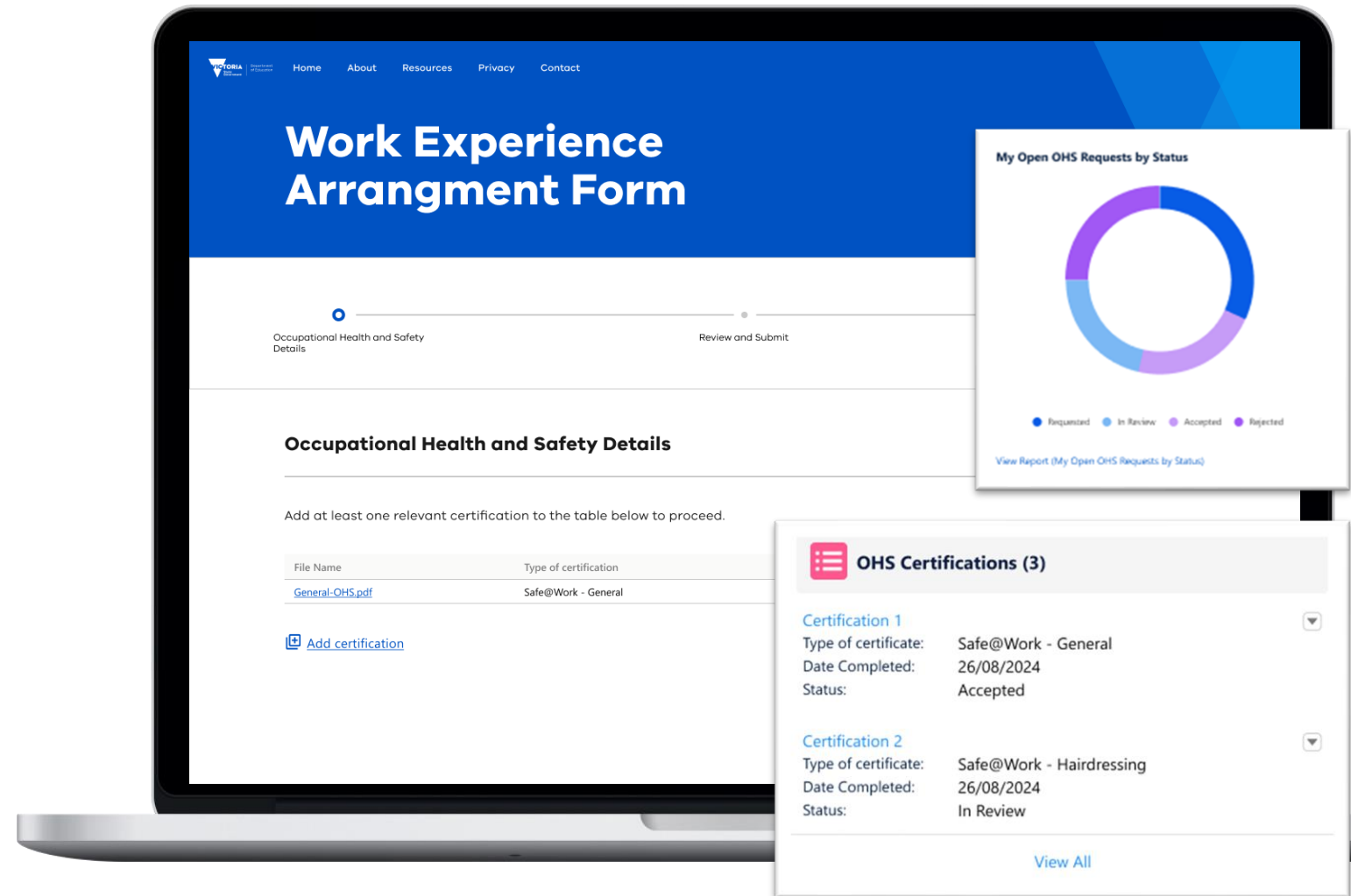
Work-based learning

Current

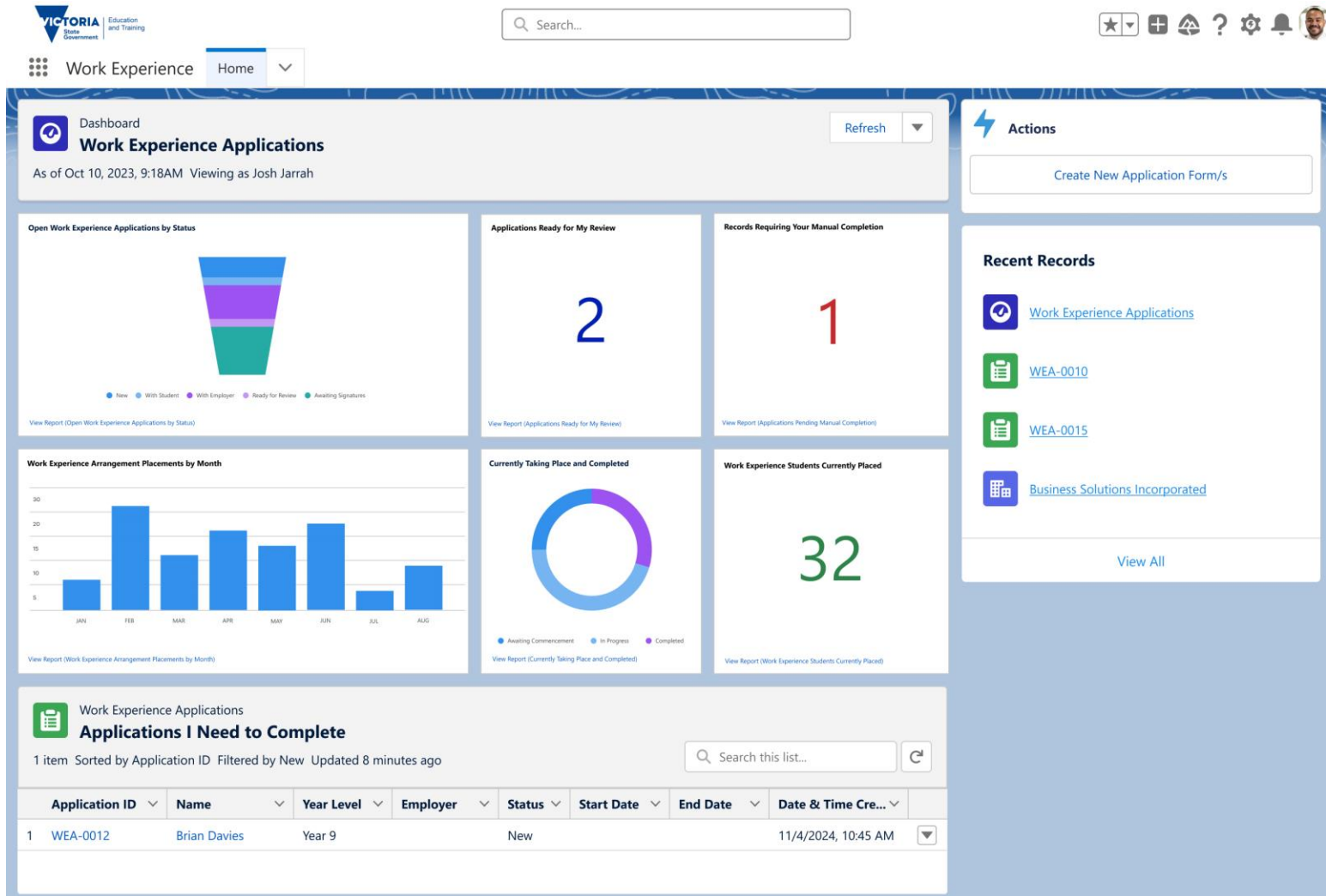
- *Manual process*
- *Paper-based record keeping*
- *No way to track placements/OHS requirements/compliance etc.*

Future

- *Significantly reduce manual handling for Career Coordinators*
- *Provide a dashboard to track compliance and requests*
- *Digital parent consent*
- *Industry classifications to meet reforms*



Analytics by State, Region and School



*WBL Use Case:
Pilot Program Feedback*

A background image showing two young men in a classroom setting. One man is in the foreground, looking down at a book or paper, while the other is slightly behind him, also looking down. They are both wearing dark blue shirts. The background is blurred, showing shelves with books and other classroom items.

Who

Students, Principals and Parents

What

School Exemptions

Wow

A secure, digital system that tracks and substantiates exemptions – ensuring no student slips through the cracks and every pathway to future success is explored and supported.

Delivering June 2025

The Challenge

12,500

Victorian students **left school early** with no further education or training

2021



\$616,200

estimated **lifetime social cost** per Victorian student leaver

\$23.3 billion

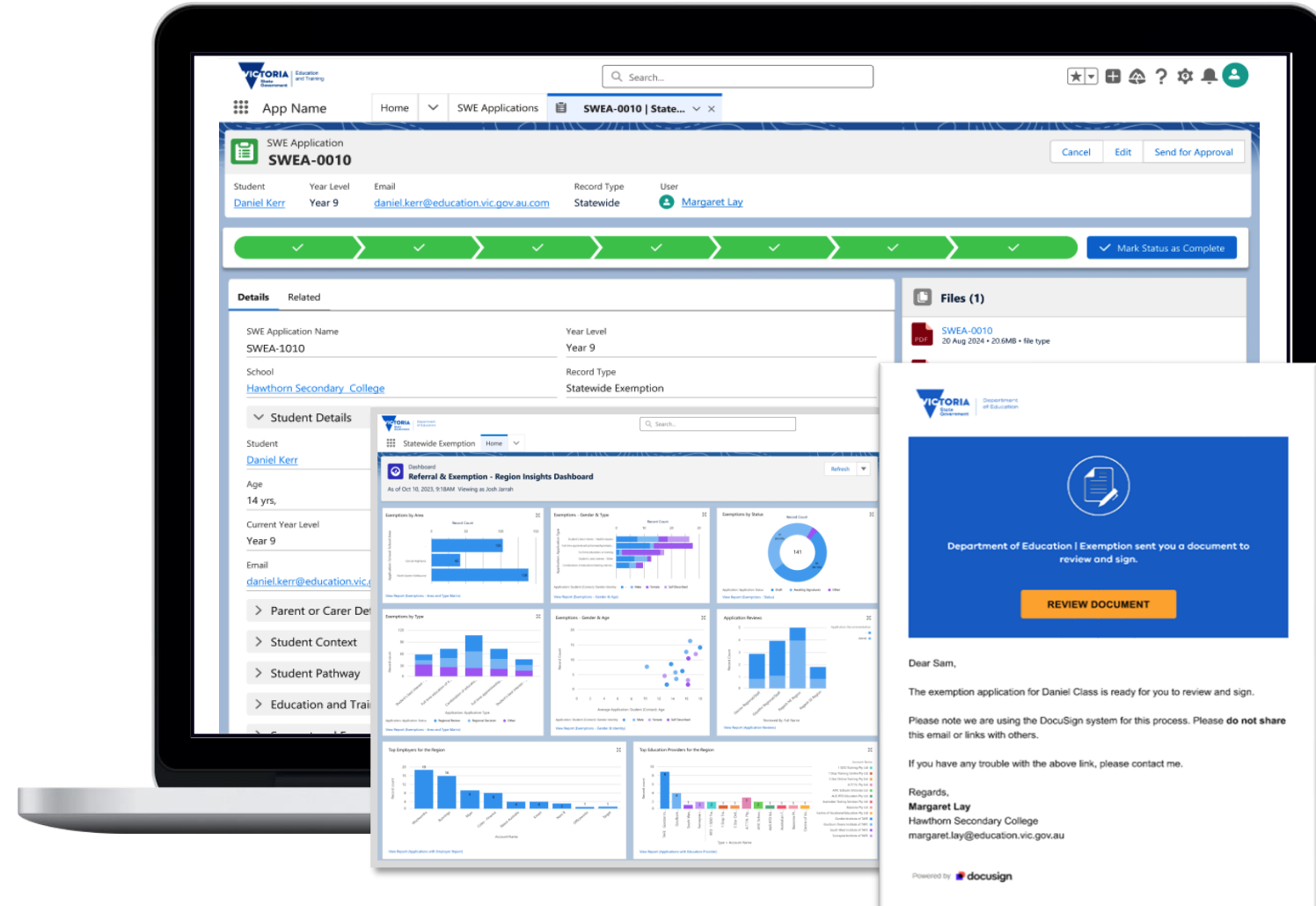
cost burden for Australia annually



School Exemptions

Biggest Impacts

- Data entry elimination of 2,400 forms per year for Regional Offices*
- 40% of the form fields are pre-filled for schools^
- Automation of around 40,000^ documents, emails & reminders per year
- Live reports on exempted students check-in activities



*Rounded number was based on 2023 data of 2,397 exemptions in government schools. ^40-45% of form fields are pre-populated through integration and type-ahead searches. Automation of around 15+ of emails, reminders and documents per exemption application.

A background image showing three female students in a chemistry laboratory. They are wearing white lab coats and are focused on a task. One student is holding a beaker, another is using a pipette, and the third is looking on. The lab bench has various glassware, including a beaker with green liquid and a conical flask.

Who

Students, Career Practitioners

What

A dynamic VET Marketplace for Secondary Schools

Wow

Tailored VET opportunities that align with industry needs, ensuring every student has access to relevant, high-demand training, irrespective of their school or location.

Delivering June 2026

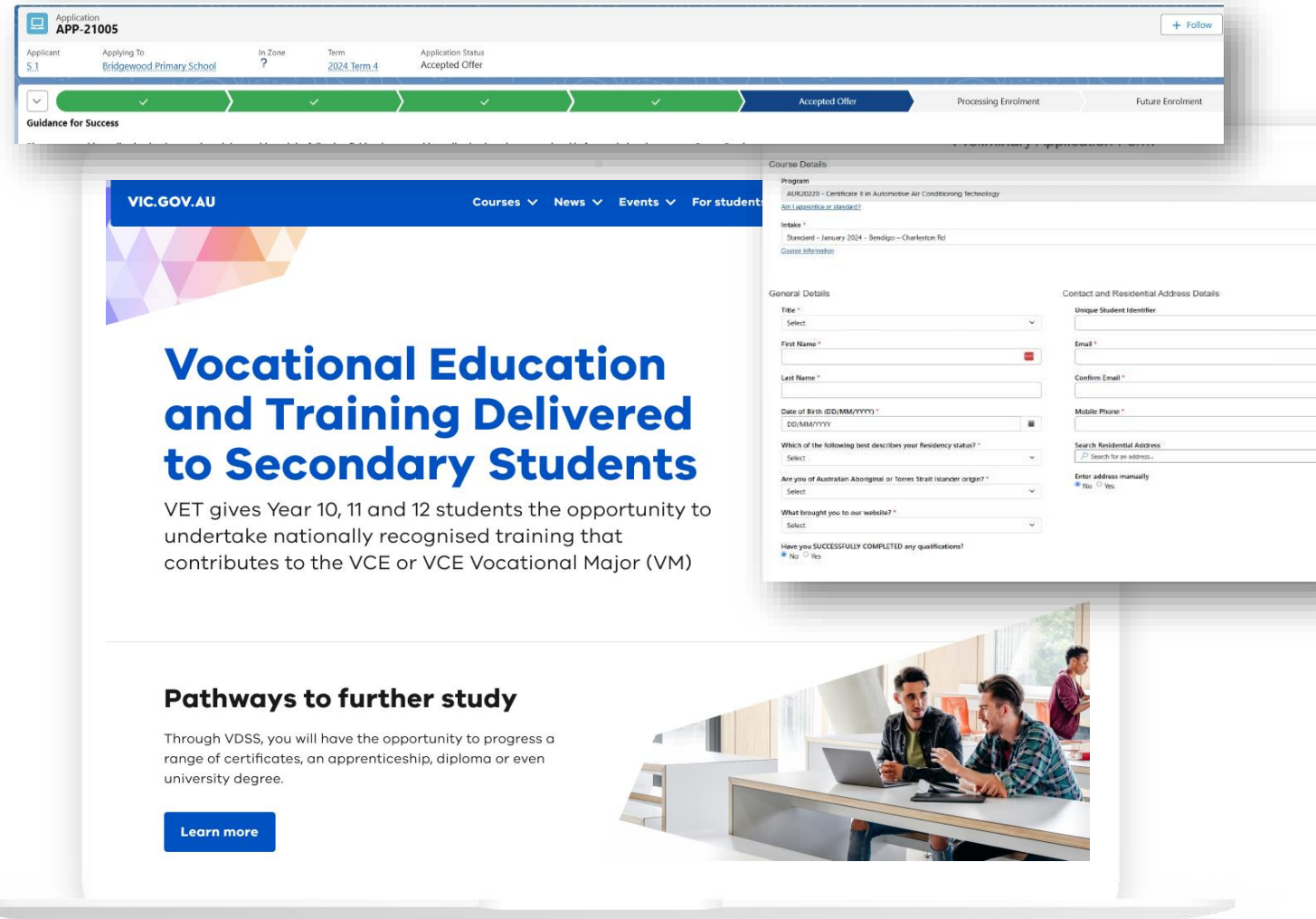
VET Delivered to School Students

Current

- *Misaligned planning and oversubscribed courses, leading to scheduling and enrolment difficulties*
- *No single view of all offerings across different providers, leading to poor visibility of available VET courses*
- *Multiple portals and systems for enrolments that are complex and inefficient to navigate*

Future

- *A single, unified experience and digital "source of truth" for all VET course offerings*
- *Increased accessibility for students regardless of location*
- *Standardised digital application process*
- *New levels of data tracking and reporting enabling better workforce management and a more accurate measure of supply and demand*
- *Increased equity in the selection process*





Who

School Leaders

What

Centralised management of school digital environments

Wow

Confidence and control through a secure, department managed platform that reduces risk, meets compliance and frees up schools to focus on student learning – not tech troubleshooting

Delivering Sept 2025

A woman with dark hair and glasses, wearing a blue shirt with white polka dots, is shown from the chest up. She is looking down at a clipboard with a yellow cover and a silver clip, which she is holding with her left hand. A red pencil is visible in her right hand, poised to write on the clipboard. The background is blurred, showing what appears to be an indoor setting with other people.

Who

Mental Health Practitioners, SSS and Visiting Teachers

What

A system that manages student referrals, care plans and analytics

Wow

For the first time, SSS and VTS staff are connected in a secure, shared system—able to access both historical and real-time data, ensuring continuity of care and better outcomes for students.

Delivering Sept 2025

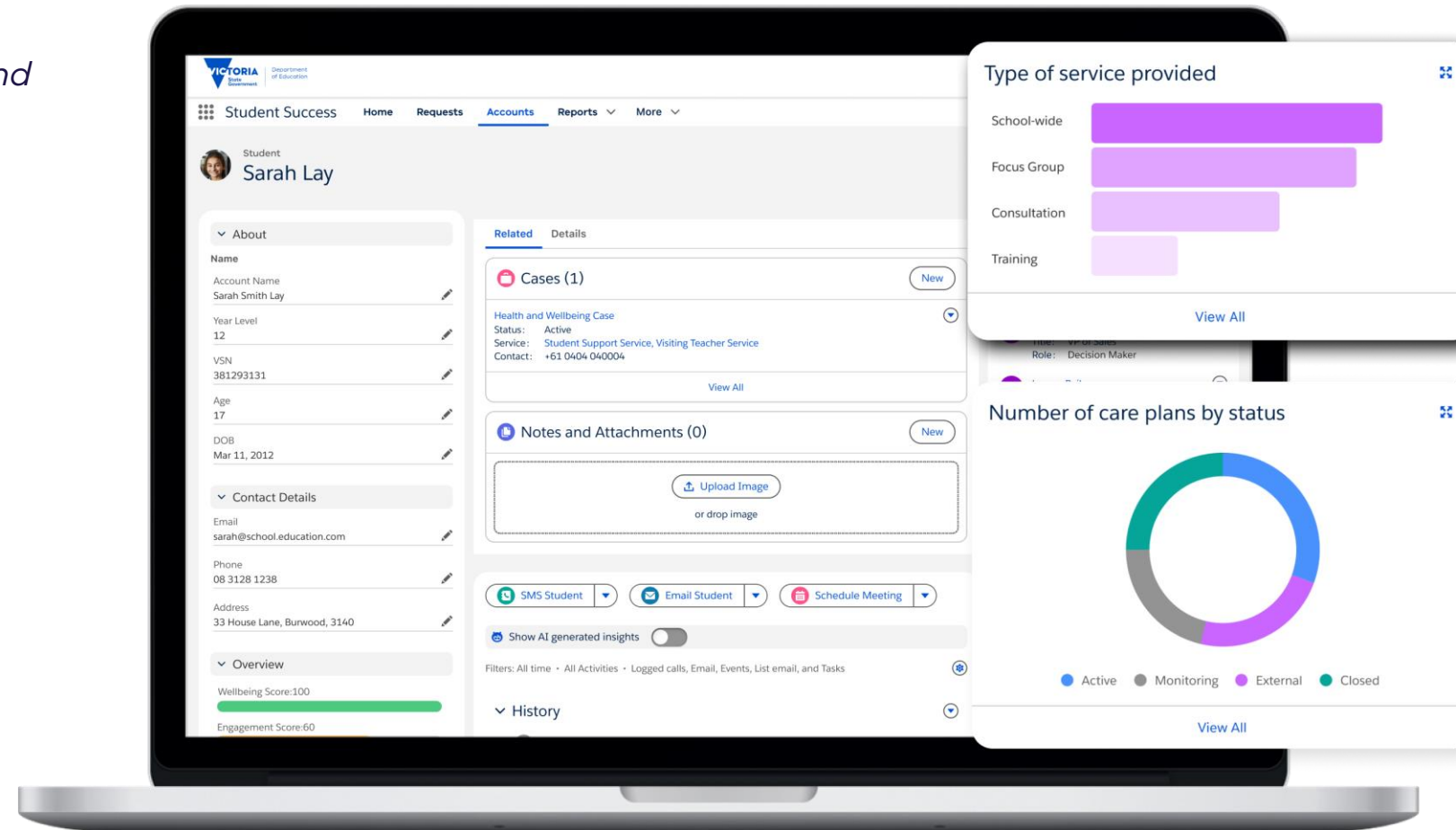
School support services

Current

- *Fragmented tools that lack integration, and fail to provide adequate security and efficiency*
- *Delays, inconsistent workflows, and challenges in delivering timely and effective support for students*
- *Hindered workforce collaboration and resource management.*

Future

- *An enhanced and secure student wellbeing-centred digital support platform*
- *Effective management, tracking, and collaboration across support services*
- *Timely, proactive, and data-driven specialist support for students*
- *Effective workforce management.*





Who

Parents and carers

What

Student Enrolments

Wow

Families receive immediate, automated feedback on their enrolment—whether it's confirming eligibility, flagging missing documents, or identifying access to services like language support, disability adjustments, or wellbeing referrals.

Delivering Dec 2025



Who

Enrolment officers

What

Student Enrolments

Wow

Less time on forms, more time for families.

With automatic zoning verification and streamlined processes, staff can focus on building connections and supporting each family's unique journey into school—not getting buried in paperwork.

Delivering Dec 2025



Who

Principals and school attendance officers

What

Attendance referral management system

Wow

A streamlined digital process that connects schools to timely regional and departmental support – making it easier to manage complex attendance issues, track interventions, and ensure every student is seen, supported and on the path to success

Delivering Sept 2025

Our ecosystem



Parents/carers



Enrolment
Placement
Appeals
Transitions
Transport



School Support Services
Mental Health Practitioners
Individual Education Plans
Justice Contact
Attendance Referrals
Vision Resources
Visiting Teacher Services



Work-based Learning
School Exemptions
Industry Engagement
Vocational Education
Careers Support



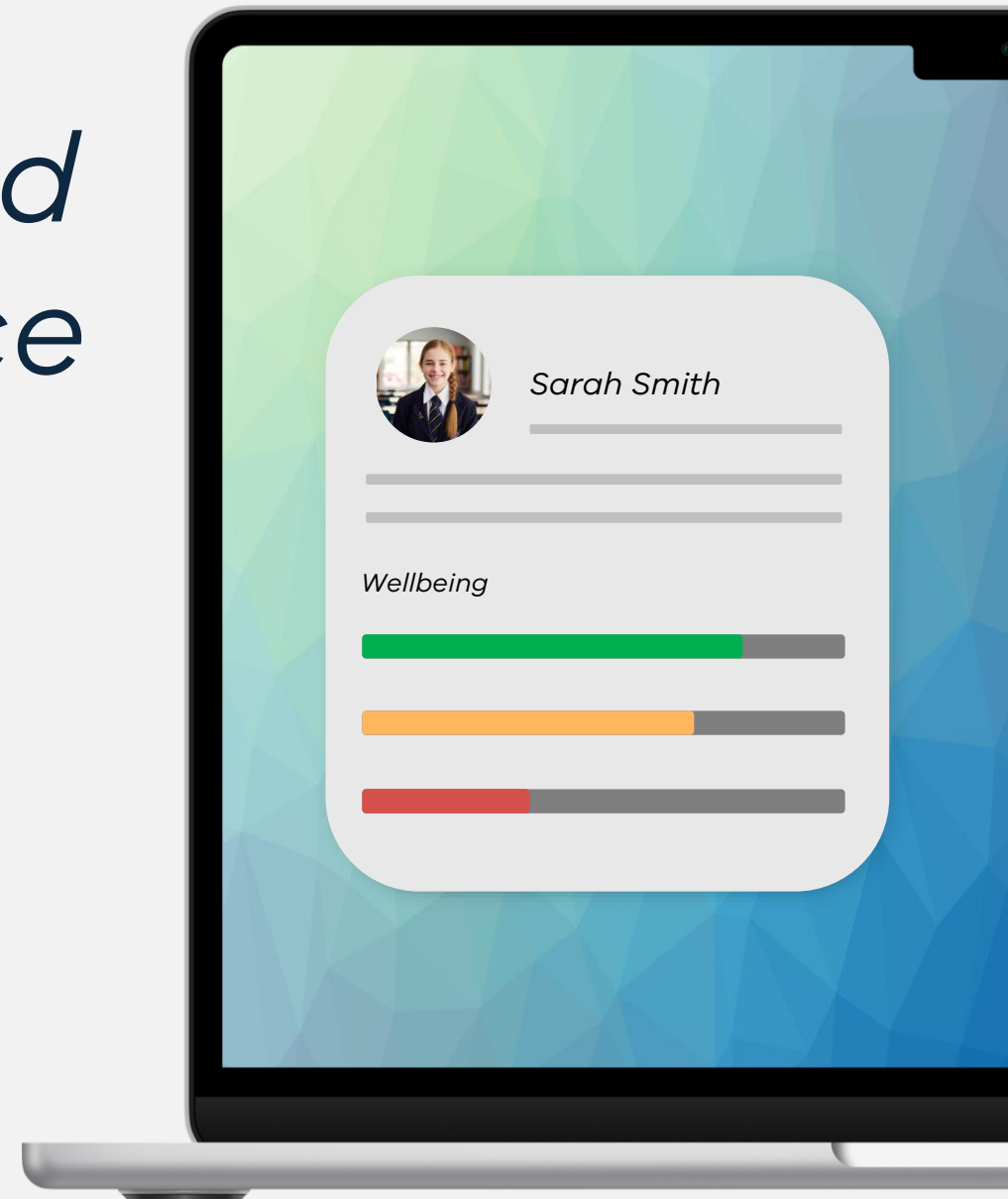
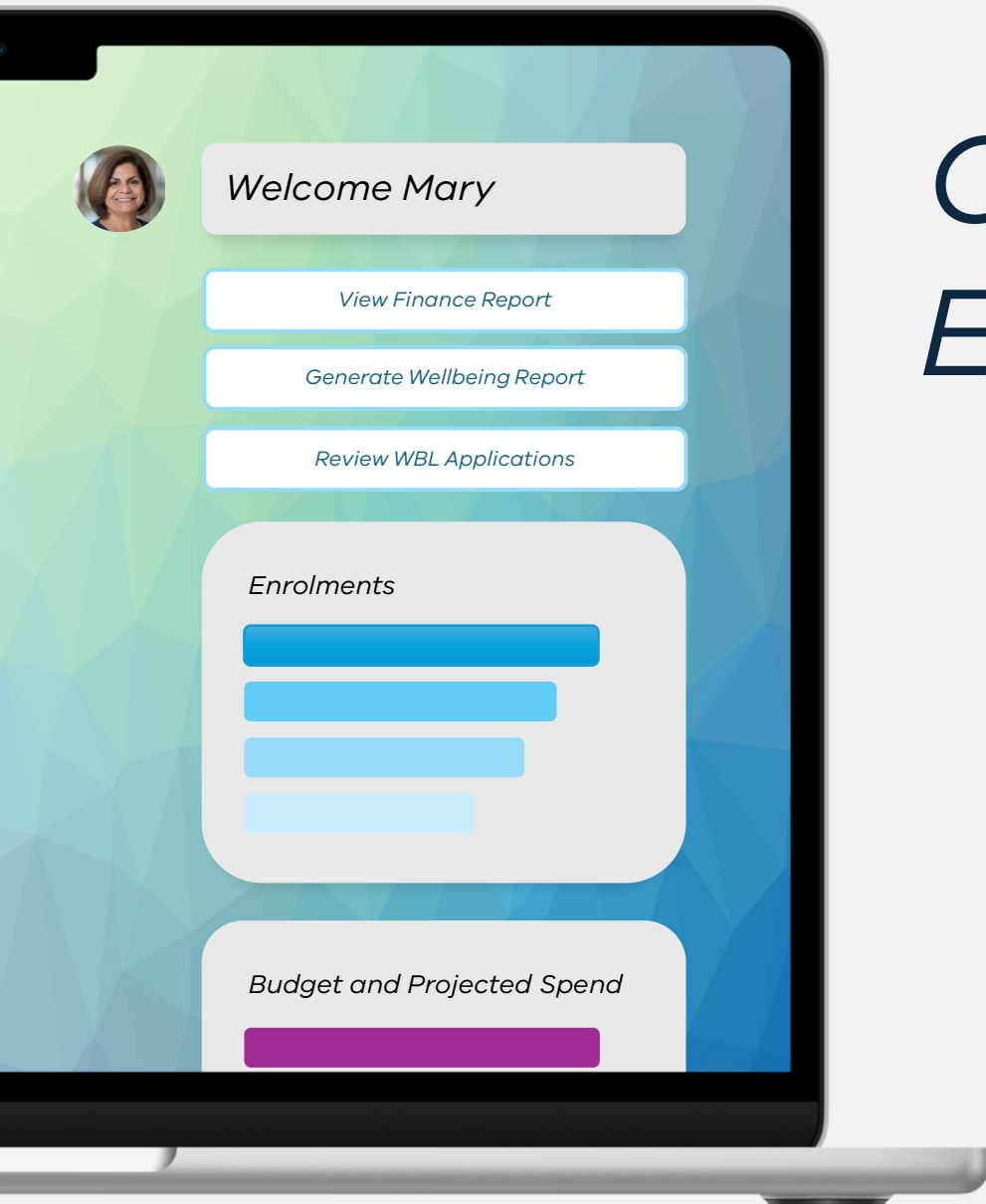
Schools

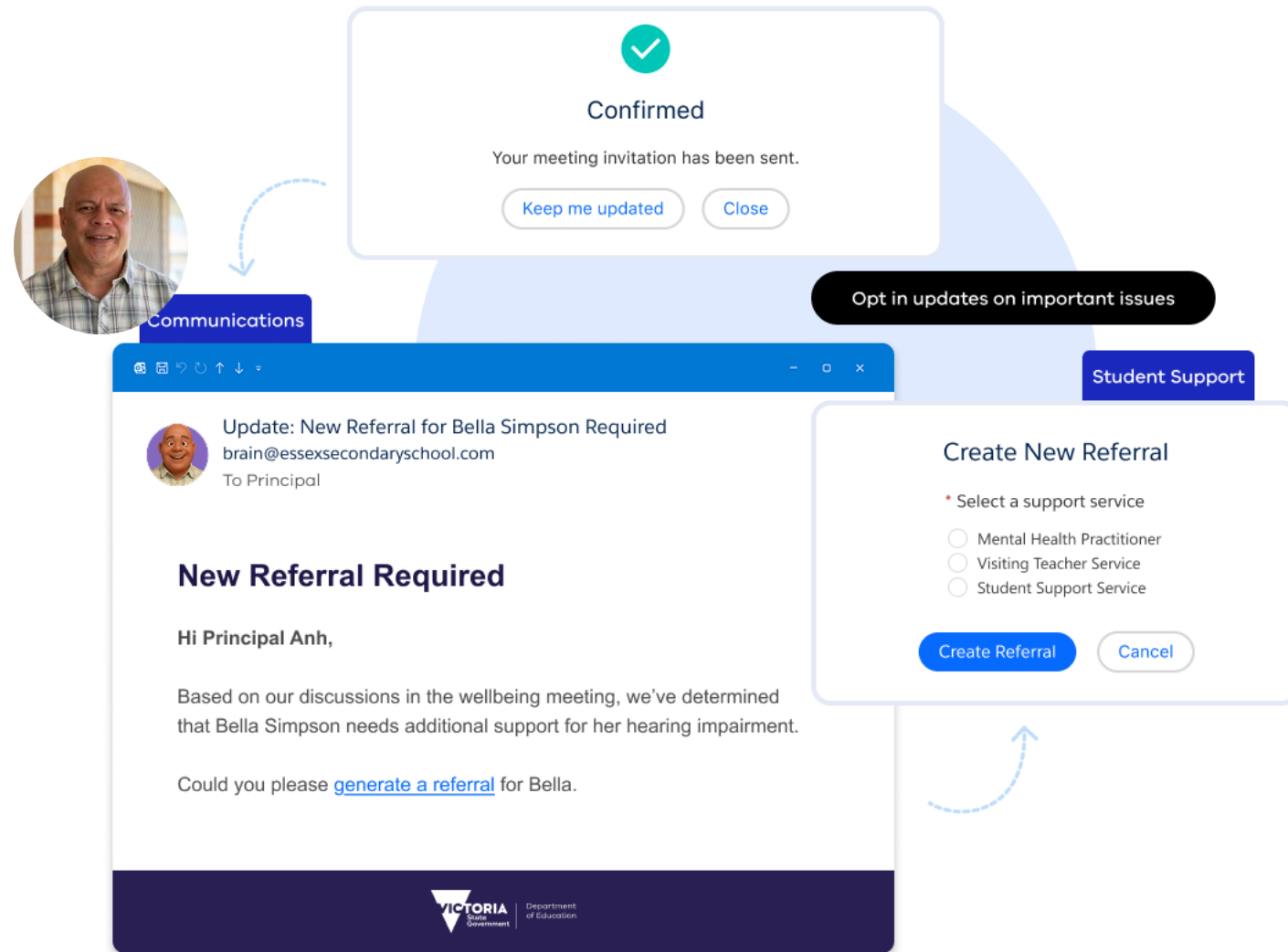
Regions

Department

Connected Experience

*Personalise
engagements.
Make smarter
decisions.
Improve student
outcomes.*





Integrated and intelligent, the connected experience moves beyond isolated tools and data, to actionable insights.



Where can AI play a role?

AI Use Case: School Enrolments

Automatic Eligibility Assessment

- *AI can analyse a student's address and circumstances in real time to:*
 - *Qualify enrolment based on zoning, capacity, and special programs*
 - *Flag borderline or special cases for human review*

Document Verification & Form Processing

- *Extract, validate, and cross-check information from uploaded documents*

Virtual Enrolment Assistant

- *An AI chatbot or assistant can guide parents and carers through the enrolment process including targeted services.*

Demand Forecasting & Zoning Insights

- *Future enrolment surges*
- *Zoning pressures*
- *Where to direct resources or consider school expansions*



AI Use Case: School Exemptions and Wellbeing

Early Detection & Risk Prediction

- *AI can analyse patterns in attendance, academic performance, wellbeing data, and past exemption trends*

Support & Consistency

- *Highlighting missing evidence or inconsistencies*
- *Suggesting likely eligibility based on precedent*

Intelligent Case Summarisation

- *Natural language processing (NLP) can auto-summarise long histories (attendance, reports, interventions), creating concise, human-readable snapshots for decision-makers.*



Times are changing....



A study published in Springer found that approximately 74.3% of individuals prefer receiving online help or advice through social media platforms rather than face-to-face consultations.

This preference is particularly strong among adolescents and young people.

*"The future is not something
we enter. The future is
something we create."*

Leonard Sweet

*Want to help build our future?
If you have any further questions, or to register to
co-design with us and participate in our schools'
reference and pilot groups, scan the QR code:*

