eSafety's response to the 2025 TeP Program evaluation report findings

The 2025 evaluation of the Trusted eSafety Provider (TeP) program (the Program) was conducted by Verian Group, following their selection through a competitive limited tender process. The final evaluation report was delivered to eSafety on December 8, 2025.

eSafety is considering the following actions in response to the evaluation findings:

Consideration	Response
Ongoing promotion of endorsed providers and the TeP Program.	eSafety agrees that this is a key priority. In response, eSafety will adapt existing communication strategies to: • continue to promote the value of engaging an endorsed provider among schools and community organisations, including those in regional, remote and low socio-economic areas • continue to raise awareness of the Program among education sector stakeholders to encourage referrals to endorsed providers • strengthen internal awareness of the Program and the contribution providers can make to eSafety's broader objectives • continue to provide collateral to TePs to promote the Program.
Review the internal prioritisation of the Program and its resourcing.	eSafety agrees that this is a priority. Resourcing the Program will continue to be reviewed through ongoing strategic planning and budgeting processes to ensure it remains sustainable and effective. Building internal awareness and support for the Program will also form a key part of the ongoing communication strategy.
Encourage providers to improve their accessibility and broaden their capabilities.	eSafety agrees that this is a priority. The Program team will continue to support provider capability development through the Community of Practice, including by facilitating contributions from academics and practitioners with relevant expertise, including inclusive education, and engagement with First Nations communities, culturally and linguistically diverse communities, and people with disability, where possible. The Program communication strategy will also include activities to increase awareness of endorsed providers among schools and organisations in regional, remote and lower socio-economic areas.

Commit to hosting a regular Community of Practice session in-person.	eSafety agrees that this is a key priority. eSafety recognises the value of Community of Practice events and commits to supporting their regular delivery, including in-person events on occasion, where possible. Community of Practice online meetings are provided at no cost to TePs and are supported through in-kind contributions from academics and practitioners providing specialist knowledge and expertise. To maximise benefits for providers, eSafety will explore opportunities to align these events with relevant eSafety events when suitable.
Enhance and tailor existing eSafety resources.	eSafety agrees that maintaining high-quality, relevant and accessible education resources is a key priority, while noting this falls outside the direct influence of the Program. Where appropriate, eSafety will continue to engage endorsed providers in the development and review of education resources to ensure they are informed by practitioner expertise and feedback from relevant communities.
Support providers to better engage parents and carers.	eSafety agrees that engaging parents and carers is critical to delivering best practice online safety education. In November 2025, eSafety established a Parent Advisory Group. The Program team seeks opportunities to share insights and learnings between this group and endorsed providers. Opportunities to support providers in strengthening their engagement with parents and carers will also be explored, including through the Community of Practice and the sharing of emerging insights, resources and best practice approaches.
Consider how the impact of the Program could be better measured.	eSafety agrees that there are opportunities to strengthen how the impact of the Program is measured and understood, while recognising that measuring the impact is challenging. The Program team will explore options to understand the impact of best practice online safety education, including through future evaluation, research and program assurance activities. This work will be undertaken with careful consideration of provider capacity and the need to avoid excessive reporting requirements and unnecessary data collection. The Program team will continue to prioritise capability building in program evaluation and review through the Community of Practice, consistent with Element 5 of the Best Practice Framework for Online Safety Education.