



Reflect

Reconciliation Action Plan (RAP)
June 2022 – June 2023

 **zetta**



RECONCILIATION
ACTION PLAN

REFLECT



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Artist: Yondee (Shane) Hansen
Region: Noongar, Western Australia
Title: Swan River in Spring

About the Artist



He learnt these stories and images as ground paintings, so he feels the translation of them to sand paintings does them justice and brings them to new audiences.

In this painting, Shane paints the Swan River during Springtime, where flowers and plants of all kinds are blooming around the river. This is a time where the Noongars are hunting and gathering, collecting food and plants for the coming months. This piece signifies the ending of the wet season; the rain has gone, and the sun has come out, giving everything new life and colour.

Our Swan River in Spring painting is proudly hanging in the Zetta head office reception area.

**Artwork Proudly Supplied by
Creative Native Aboriginal
Art Gallery**
www.creativenative.com.au

Yondee is a Noongar man from Western Australia, based in Perth. He was born in 1964 in Dumbleyung, 270 km south of Perth. The name Dumbleyung is derived from the Aboriginal word 'Dambeling' meaning large lake and refers to the lake nearby which is the largest in southwest WA. Yondee remembers this lake as a child and being told stories of the Wagal (rainbow snake).

He was told about hunting and shown sand drawings by his father. Around the age of ten he would travel and visit his aunties on the Swan River and would collect paper

bark to help with their artwork. It was here that he started to learn about art from his older relatives who are known for their painting on paper bark.

Yondee is an experienced and accomplished artist who is developing a way of working with sand and ochres to depict the stories and legends of his people. He also paints detailed figurative works based on mission life, hunting and animals. His works are abstract in their presentation but narrative in their content. He wishes to continue stories of his grandfather.

CEO Message

In 2021 Zetta formally signaled its commitment to reconciliation for the first time by creating our inaugural Reflect Reconciliation Action Plan (RAP). We acknowledge that as Australians we have, for too long, turned away from Aboriginal and Torres Strait Islander peoples, histories and cultures, and from the truth of our past. We made a commitment to challenge ourselves to do better and committed to:

- A multiyear journey of reconciliation
- Live up to our value of Everyone Matters
- Make a positive contribution to reconciliation in the communities we serve

Our RAP seeks to celebrate Aboriginal and Torres Strait Islander cultures, promote reconciliation, build respect and raise cultural awareness. In developing our RAP, we have sought the insights of our team, Aboriginal and Torres Strait Islander communities, clients and other key stakeholders to develop something as effective as possible.

We wish to support a greater representation of Aboriginal and Torres Strait Islander peoples in the ICT profession. Empowering students with an increasing knowledge of ICT is a great first step that we can take to help support, sustain and enhance our First Peoples communities.

Through our RAP we aim to establish strong foundations for reconciliation, education and awareness within Zetta and within our spheres of influence. Over the coming years we will investigate and execute practical actions, we can take throughout our reconciliation journey, in partnership with Aboriginal and Torres Strait Islander leaders, to advocate for and influence positive change and outcomes for their people and communities.

This Reflect RAP is an important step for Zetta to take on our own reconciliation journey. Many of our customers have been on this journey for some time and we will seek to enhance our own activities by partnering wherever possible with more mature programs to provide the best outcomes for Aboriginal and Torres Strait Islander peoples.



Nathan G. Harman.

Nathan Harman
Chief Executive Officer
Zetta Group Ltd

Reconciliation Australia

CEO Message

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

Zetta 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.

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 Zetta 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 Zetta, 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

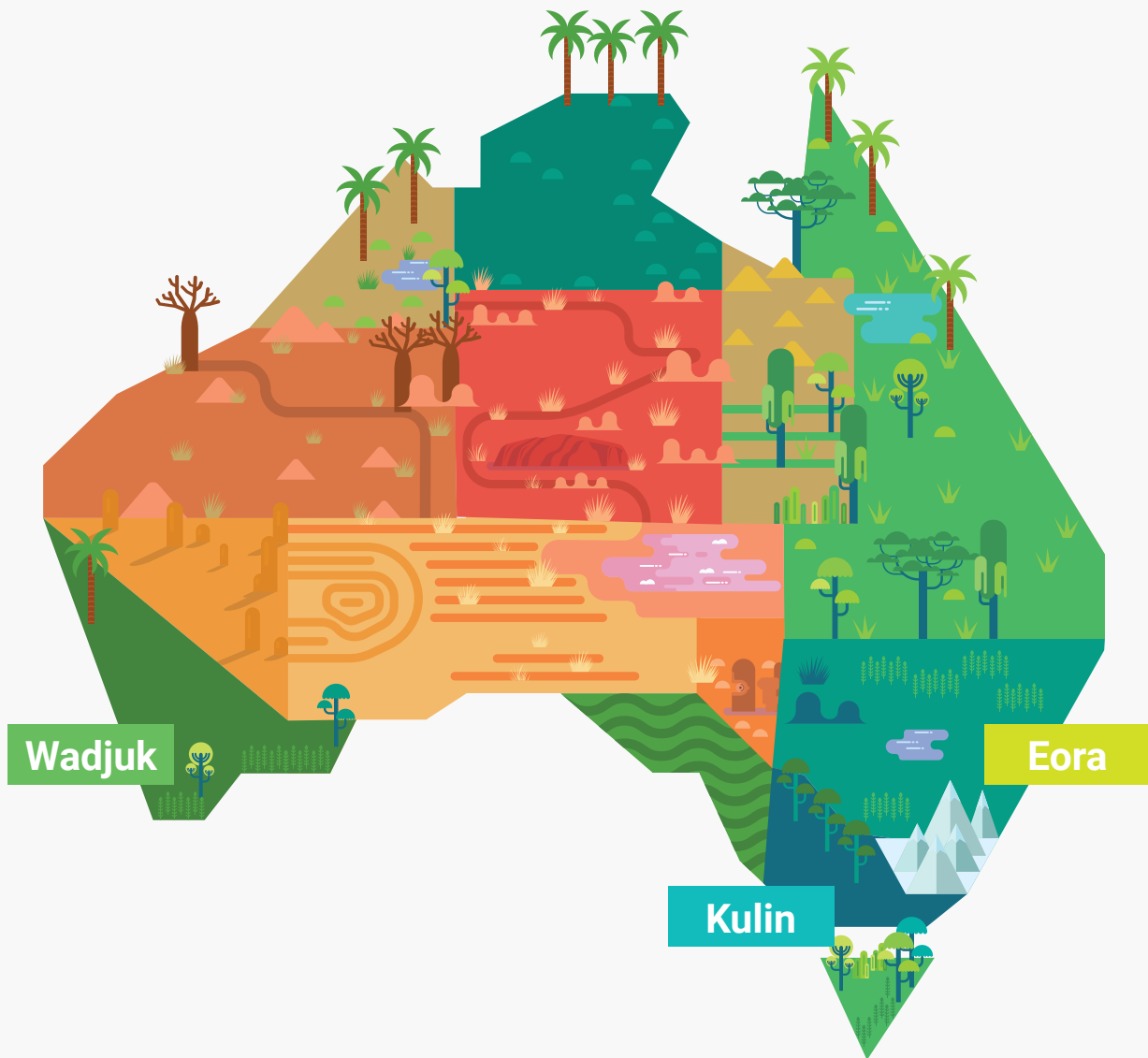


Acknowledgement of Country

Zetta acknowledges that our people work in Wadjuk (Perth Region), Eora (Sydney Region) and Kulin (Melbourne Region) Country.

We are grateful to be here and acknowledge and honour the Traditional Owners of this Land. Sovereignty of this Land was never ceded.

In recognition of this, we want to play our part in ensuring that our shared presence brings genuine benefit to First Nations peoples. In doing so we will work in partnership with Aboriginal and Torres Strait Islander Elders, leaders, and representatives to deepen respect, strengthen relationships and create greater opportunities.



Our Business

Zetta is a privately owned, Western Australian technology project and managed services provider.

Founded in Perth in 2004, Zetta has provided services to many iconic Western Australian businesses and government departments.

Built on a strong foundation in end user computing, today Zetta specialises in Modern Work, Security and Cloud & Infrastructure solutions and services.

Zetta is headquartered in Perth, and continues to serve the corporate, government, resources and education sectors in WA.

As of May 2022, Zetta employs a team of 65 people. To our knowledge, currently no team members identify as Aboriginal and/or Torres Strait Islander peoples and this is a key focus of our plan to raise awareness and create opportunities for roles at Zetta in the broader IT community.



Our Vision

Simplifying a complex world



Our Mission

We transform organisations through technology, automation, and fantastically clever people.



Our Values

Everyone matters

Own it, do it, love it

Ask “Why not?”

Do what others are afraid to do

Pursue growth and learning

Why reconciliation matters to us

At Zetta, we care about our people, and the communities where we live and work. We are committed to diversity, equality and inclusion because, as a service provider, people are at the heart of who we are and what we do. We have created a diverse and inclusive workplace and are continually looking for ways to create meaningful change for our people, partners and the broader community.

Our vision for reconciliation is for a united and equitable Australia. A country where Aboriginal and Torres Strait Islander peoples are valued, respected, have equal access to opportunities and an equal opportunity to contribute. It's important to us that we advocate for positive change.

We know that this change will only occur:

- when we and our members work hard to foster a relationship of trust and partnership with Aboriginal and Torres Strait Islander peoples and organisations;
- when we demonstrate that Aboriginal and Torres Strait Islander peoples are genuinely respected and that we all know the truth of our nation's history; and
- when we establish the foundations for opportunities relating to employment, procurement, and health partnerships.

These three areas are the foundation for our Reconciliation Action Plan.

Our focus areas

- Establishing Relationships
- Demonstrating Respect
- Creating Opportunities

How reconciliation fits into our organisation

Zetta's approach to reconciliation is anchored to our approach to Diversity and Inclusion, which is focused on care for our people, the community, and our environment. We want everyone within our workforce to feel a sense of belonging and inclusion, irrespective of their individual beliefs, cultures, or personal characteristics. A diverse and inclusive workplace contributes to employee value and workforce capabilities, which can in turn help our clients reach their business goals sooner.

Zetta has a long-term vision to make a meaningful difference to the lives of Aboriginal and Torres Strait Islander peoples. To achieve our vision, a working group, made up of volunteers from across the business has been formed to assure the work ahead and drive internal engagement and awareness of the RAP. Our working group is led by our CEO, Nathan Harman. He has been instrumental in driving internal engagement and generating awareness of the RAP through leading the working group and regular company communications.

Our first reconciliation steps must be to reflect and lay the foundations for future change.

We are starting with a focus on creating awareness, demonstrating respect, and building relationships and subsequently trust with Aboriginal and Torres Strait Islander organisations and peoples. We will then innovate, stretch, and elevate as we earn trust, and as our organisation capability grows. Genuine reconciliation takes time and patience. We look forward to taking our first steps together.

RAP Working Group Representatives

Business Unit	Role
Corporate	<ul style="list-style-type: none"> • Managing Director and CEO • GM – Finance and Operations • HR Business Partner
Zetta	<ul style="list-style-type: none"> • GM – Services • Practice Manager – Service Delivery • Senior Project Manager • Marketing and Partner Manager

Our journey to date



Reconciliation Plan

Relationships

	Action	Deliverable	Timeline	Responsibility
1.1	Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	June, 2022	RAP Initiative Lead
		Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	July, 2022	RAP Initiative Lead
1.2	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.	May, 2023	HR Business Partner
		RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2023	HR Business Partner
		Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2023	HR Business Partner
		Organise at least one NRW event each year	27 May – 3 June 2023	HR Business Partner
1.3	Promote reconciliation through our sphere of influence.	Continue to communicate our commitment to reconciliation to all employees.	June, 2022	RAP Initiative Lead
		Implement strategies to engage our employees in reconciliation.	June, 2022	GM Finance and Operations
		Continue to publicly communicate our commitment to reconciliation	June, 2022	Marketing and Partner Manager
		Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July, 2022	RAP Initiative Lead
		Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	August, 2022	GM Services
1.4	Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August, 2022	HR Business Partner
		Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September, 2022	HR Business Partner
		Develop, implement, and communicate an anti-discrimination policy for our organisation.	October, 2022	HR Business Partner
		Consult with Aboriginal and Torres Strait Islander employees and/or advisors on our anti-discrimination policy.	November, 2022	HR Business Partner

Respect

	Action	Deliverable	Timeline	Responsibility
2.1	Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	July, 2022	HR Business Partner
		Consult local Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	August, 2022	HR Business Partner
		Develop, implement and communicate a cultural learning strategy for our employees.	September, 2022	HR Business Partner
		Continue to provide opportunities for RAP Working Group members and other key leaders to participate in formal and structured cultural learning.	June, 2022	GM Finance and Operations
2.2	Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	June, 2022	RAP Initiative Lead
		Include an Acknowledgement of Country at the commencement of important meetings and presentations.	June, 2022	GM Services
		Increase employees' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.		
2.3	Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	3-10 July, 2022	GM Finance and Operations
		Introduce our staff to NAIDOC Week by promoting external events in our local area.	3-10 July, 2022	HR Business Partner
		RAP Working Group to participate in an external NAIDOC Week event.	3-10 July, 2022	HR Business Partner

Opportunities

	Action	Deliverable	Timeline	Responsibility
3.1	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build an understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	August, 2022	GM Finance and Operations
		Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	October, 2022	HR Business Partner
		Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander candidates.	November, 2022	HR Business Partner
		Review HR recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander peoples' participation in our workforce.	October, 2022	GM Finance and Operations
3.2	Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	July, 2022	GM Finance and Operations
		Investigate Supply Nation Membership	July, 2022	GM Finance and Operations
		Develop commercial relationships with Aboriginal and Torres Strait Islander businesses.	August, 2022	GM Finance and Operations
3.3	Support career pathways into Information Technology externally	Develop relationships with educational providers to identify opportunities to partner on work placement programs.	June, 2022	HR Business Partner Marketing and Partner Manager

Governance

	Action	Deliverable	Timeline	Responsibility
4.1	Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain RWG, including executive leadership to govern RAP implementation.	June, 2022	RAP Initiative Lead
		Review and update Terms of Reference for the RWG.	June, 2022	GM Services
		Establish Aboriginal and Torres Strait Islander representation on the RWG.	August, 2022	RAP Initiative Lead
		Meet at least 6 times per year to drive and monitor RAP Implementation	June, 2023	RAP Initiative Lead
4.2	Provide appropriate support for effective implementation of RAP commitments.	Appoint a senior leader to champion our RAP internally.	June, 2022	RAP Initiative Lead
		Engage our senior leaders and other employees in the delivery of RAP commitments.	June, 2022	RAP Initiative Lead
		Maintain appropriate systems and capability to track, measure and report on RAP commitments.	July, 2022	Senior Project Manager
4.3	Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	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.	June, 2022	GM Finance and Operations
		Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August, 2022	HR Business Partner
		Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September, 2022	HR Business Manager
		Report RAP progress to all employees and the senior leaders quarterly.	July, October 2022 January, April 2023	RAP Initiative Lead
4.4	Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	February, 2023	GM Finance and Operations

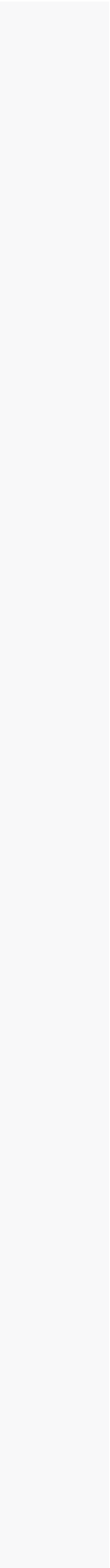


Our Partners and Suppliers

Zetta would like to express its gratitude to the many partners and suppliers who have guided and supported our Reconciliation Journey so far:

Danny Ford - Kambarang Services
Tim Muirhead - CSD Networks







If you would like to ask any questions about our RAP, please contact:

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