



RECONCILIATION ACTION PLAN · REFLECT

Reflect.

Reconciliation Action Plan

June 2022 – June 2026

Technology you can depend on. People you can trust.

Zetta ICT Services · Perth · Melbourne · zetta.com.au

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About the artist

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

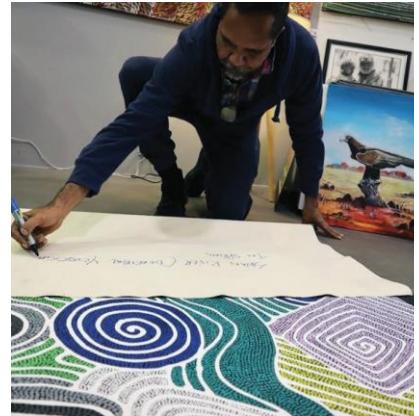
His father taught him about hunting and showed him sand drawings. Around the age of ten he'd travel to visit his aunties on the Swan River, collecting paper bark to help with their artwork. It was there he started learning about art from his older relatives, who are known for painting on paper bark.

Yondee is an experienced, accomplished artist 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 work is abstract in presentation but narrative in content – he wishes to continue the stories of his grandfather.

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

In this painting, Yondee depicts the Swan River during Springtime, when flowers and plants of all kinds are blooming around the river. It's a time when the Noongars hunt and gather, collecting food and plants for the coming months. The piece signifies the ending of the wet season: the rain has gone, the sun has come out, and everything has new life and colour.

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



THE ARTWORK

Swan River in Spring

Artist: Yondee (Shane) Hansen

Region: Noongar, Western Australia

Medium: Sand and ochre

Supplied by: Creative Native
Aboriginal Art Gallery



SWAN RIVER IN SPRING

Artwork by Yondee (Shane) Hansen · Noongar, Western Australia

CEO message

In 2021 we formally signalled our 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've committed to challenge ourselves to do better. That means:

- A multi-year journey of reconciliation
- Living up to our value of Everyone Matters
- Making a positive contribution to reconciliation in the communities we serve

Our RAP celebrates Aboriginal and Torres Strait Islander cultures, promotes reconciliation, builds respect and raises cultural awareness. In developing it, we sought the insights of our team, Aboriginal and Torres Strait Islander communities, our clients and other key stakeholders – because the more honest we are about what good looks like, the more effective the plan will be.

We want to see greater representation of Aboriginal and Torres Strait Islander peoples in the ICT profession. Empowering students with an increasing knowledge of ICT is a practical first step 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'll investigate and execute practical actions – in partnership with Aboriginal and Torres Strait Islander leaders – to advocate for, and influence, positive change for their people and communities.

This Reflect RAP is an important step on our journey. Many of our customers have been on this journey for some time, and we'll look to enhance our own activities by partnering wherever possible with more mature programs to deliver the best outcomes for Aboriginal and Torres Strait Islander peoples.



Andrew Speirs

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



WHERE WE WORK

Zetta acknowledges that our people work on Wadjuk (Perth), and Kulin (Melbourne) Country.

We are grateful to be here, and we 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. We'll do that by working in partnership with Aboriginal and Torres Strait Islander Elders, leaders and representatives to deepen respect, strengthen relationships and create greater opportunities.

Wadjuk

PERTH REGION

Kulin

MELBOURNE REGION

Our business

Zetta is a privately owned, Western Australian technology project and managed services provider. Founded in Perth in 2004, we've provided services to many iconic Western Australian businesses and government departments. Built on a strong foundation in end user computing, we now specialise in Modern Work, Security, and Cloud & Infrastructure solutions and services.

We're headquartered in Perth and continue to serve the corporate, government, resources and education sectors in WA.

As of May 2026, Zetta employs a team of 45 people. To our knowledge, none of our team members currently identify as Aboriginal and/or Torres Strait Islander – and that's a key focus of our plan: to raise awareness and create opportunities for roles at Zetta in the broader IT community.

OUR PURPOSE

Creating success for our clients and providing growth opportunities for our teams

Our values

				
Own It	Play as a Team	Enjoy Our Journey	Do The Right Thing	Improve and Stay Curious
We do what we say, fully deliver, and focus on solutions, not problems.	We genuinely care, leave egos aside, and always have each other's backs.	We bring passion, energy and fun to our work, celebrating every win.	We act with integrity, even when no one is watching, and put principles before profit.	We embrace discomfort, continuously learn, and grow by welcoming change.

Why reconciliation matters to us

At Zetta, we care about our people and the communities where we live and work. We're 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've built a diverse and inclusive workplace, and we're continually looking for ways to create meaningful change for our people, partners and the broader community.

Our vision for reconciliation is 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 matters to us that we advocate for positive change.

We know this change will only happen when:

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

These three areas form the foundation of our Reconciliation Action Plan.

Our focus areas

01 Establishing relationships	02 Demonstrating respect	03 Creating opportunities
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How reconciliation fits into our organisation

Our approach to reconciliation is anchored in our approach to diversity and inclusion — focused on care for our people, our community and our environment. We want everyone in our workforce to feel a sense of belonging and inclusion, regardless of their individual beliefs, culture or personal characteristics. A diverse and inclusive workplace contributes to employee value and workforce capability, which in turn helps 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 that vision, we've formed a working group of volunteers from across the business to drive internal engagement and awareness of the RAP. The group is led by our CEO, Andrew Speirs, who has been instrumental in driving engagement and generating awareness through regular company communications.

Our first reconciliation steps need to reflect and lay the foundations for future change. We're starting with a focus on creating awareness, demonstrating respect, and building relationships — and, in time, trust — with Aboriginal and Torres Strait Islander organisations and peoples. From there, we'll innovate, stretch and elevate as we earn trust and our organisational capability grows.

Genuine reconciliation takes time and patience. We look forward to taking our first steps together.

Our journey so far

May 2021	Jul 2021	Aug 2021	Jan 2022	Mar 2022	2023-Today
Statement of Commitment	RWG established	RWG cultural awareness	RAP design	RAP submitted	Cultural awareness activities for all employees

RAP Working Group representatives

Business unit	Role
Corporate	Managing Director, Zetta - CEO, Finance Manager
Zetta Services	Practice Manager – Service Delivery, Client Relationship Manager, HR Manager.

Our Reconciliation Plan: Relationships

The plan is structured around three focus areas – Relationships, Respect, and Opportunities – underpinned by Governance. Each action carries specific deliverables, timelines and accountabilities.

#	Deliverable	Timeline	Responsibility
1.1 Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.			
1.1a	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	Ongoing	RAP Initiative Lead
1.1b	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Ongoing	RAP Initiative Lead
1.2 Build relationships through celebrating National Reconciliation Week (NRW).			
1.2a	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.	Annually	HR Manager
1.2b	RAP Working Group members to participate in an external NRW event.	Annually	HR Manager
1.2c	Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	Annually	HR Manager
1.2d	Organise at least one NRW event each year.	Annually	HR Manager
1.3 Promote reconciliation through our sphere of influence.			
1.3a	Continue to communicate our commitment to reconciliation to all employees.	Ongoing	RAP Initiative Lead
1.3b	Implement strategies to engage our employees in reconciliation.	Ongoing	CEO
1.3c	Continue to publicly communicate our commitment to reconciliation.	Ongoing	Marketing Lead
1.3d	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Ongoing	RAP Initiative Lead
1.3e	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Ongoing	Services Delivery Manager

#	Deliverable	Timeline	Responsibility
1.4 Promote positive race relations through anti-discrimination strategies.			
1.4a	Research best practice and policies in areas of race relations and anti-discrimination.	Ongoing	HR Manager
1.4b	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Ongoing	HR Manager
1.4c	Develop, implement and communicate an anti-discrimination policy for our organisation.	Ongoing	HR Manager
1.4d	Consult with Aboriginal and Torres Strait Islander employees and/or advisors on our anti-discrimination policy.	Ongoing	HR Manager

Our Reconciliation Plan: Respect

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

Our Reconciliation Plan: Opportunities

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

Our Reconciliation Plan: Governance

#	Deliverable	Timeline	Responsibility
4.1 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.			
4.1a	Maintain RWG, including executive leadership, to govern RAP implementation.	Ongoing	RAP Initiative Lead
4.1b	Review and update Terms of Reference for the RWG.	Ongoing	Services Delivery Manager
4.1c	Establish Aboriginal and Torres Strait Islander representation on the RWG.	Ongoing	RAP Initiative Lead
4.1d	Meet at least six times per year to drive and monitor RAP implementation.	Ongoing	RAP Initiative Lead
4.2 Provide appropriate support for effective implementation of RAP commitments.			
4.2a	Appoint a senior leader to champion our RAP internally.	Ongoing	RAP Initiative Lead
4.2b	Engage our senior leaders and other employees in the delivery of RAP commitments.	Ongoing	RAP Initiative Lead
4.2c	Maintain appropriate systems and capability to track, measure and report on RAP commitments.	Ongoing	Services Delivery Manager
4.3 Build accountability and transparency through reporting RAP achievements, challenges and learnings – both internally and externally.			
4.3a	Contact Reconciliation Australia to verify our primary and secondary contact details are up to date, so we don't miss important RAP correspondence.	Ongoing	Finance Manager
4.3b	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.	Ongoing	HR Manager
4.3c	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	Ongoing	HR Manager
4.3d	Report RAP progress to all employees and senior leaders quarterly.	Ongoing	RAP Initiative Lead
4.4 Continue our reconciliation journey by developing our next RAP.			
4.4a	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2027	Finance Manager

Our partners and suppliers

We're grateful to the many partners and suppliers who have guided and supported our reconciliation journey so far. The advice and openness we've received has shaped where we've started — and where we'll go next.

Advisors

ADVISOR Danny Ford Kambarang Services	ADVISOR Tim Muirhead CSD Networks
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Organisations

Our work would not be possible without the support of:

 ReconciliationWA	 CREATIVE NATIVE ABORIGINAL ART GALLERY AND EMPORIUM	 GATHER FOODS	Nani
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LOOKING AHEAD

We know reconciliation takes time. We'll keep listening, keep learning, and keep partnering with organisations more mature than us — so our actions go further than our words.

GET IN TOUCH

Questions about our RAP?

Andrew Speirs

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PHONE 1300 307 710

WEB zetta.com.au

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