



*kinetic* **IT**



# REFLECT RECONCILIATION ACTION PLAN

NOVEMBER 2023 - NOVEMBER 2024

# ACKNOWLEDGEMENT OF COUNTRY

Kinetic IT acknowledges the Traditional Owners of the lands on which our crew, customers and communities live and work across Australia. We acknowledge the enduring connections Aboriginal and Torres Strait Islander people have with land, sea, and community, as one of the oldest continuous cultures in the world. We pay our respects to the Elders past and present and commit to ensuring that we operate in a fair and ethical manner that respects Aboriginal and Torres Strait Islander peoples' rights.

## LANGUAGE

In this document we are using the terms Aboriginal and Torres Strait Islander peoples and First Nations people interchangeably. As a national Australian organisation, we recognise an opportunity to expand our sphere of influence in our industry and business arena and help illuminate the work that remains to be done to advance reconciliation in Australia.





## ABOUT THE ARTWORK

By Sean Kinchela

During our workshop with the Kinetic IT RAP Working Group, it stood out that employees of the organisation are from a variety of backgrounds and genuinely wanted to start a conversation around reconciliation.

My design starts at the centre of the artwork, with a yarning circle as the main focus. In the middle is a red circle, representing Kinetic IT and visually connecting it to the red circle in the company logo.

Around the red circle are people symbols. Each symbol contains a different pattern to reflect the diversity within Kinetic IT. I have placed shields behind each of the people outside the yarning circle, which represents them letting their guard down and coming together in a safe place where they can be themselves and be open with one another, within the yarning circle.

I felt that with this being the group's first step on the reconciliation journey, everybody needed a safe space to have honest conversations.

On either side of the central artwork are more red circles, surrounded by people. This represents the other communities that Kinetic IT connects with – the places they work, and the connections they make, bringing knowledge back to the centre yarning circle.

The crosshatching on either side represents strong ties and connection, framing the yarning circle.

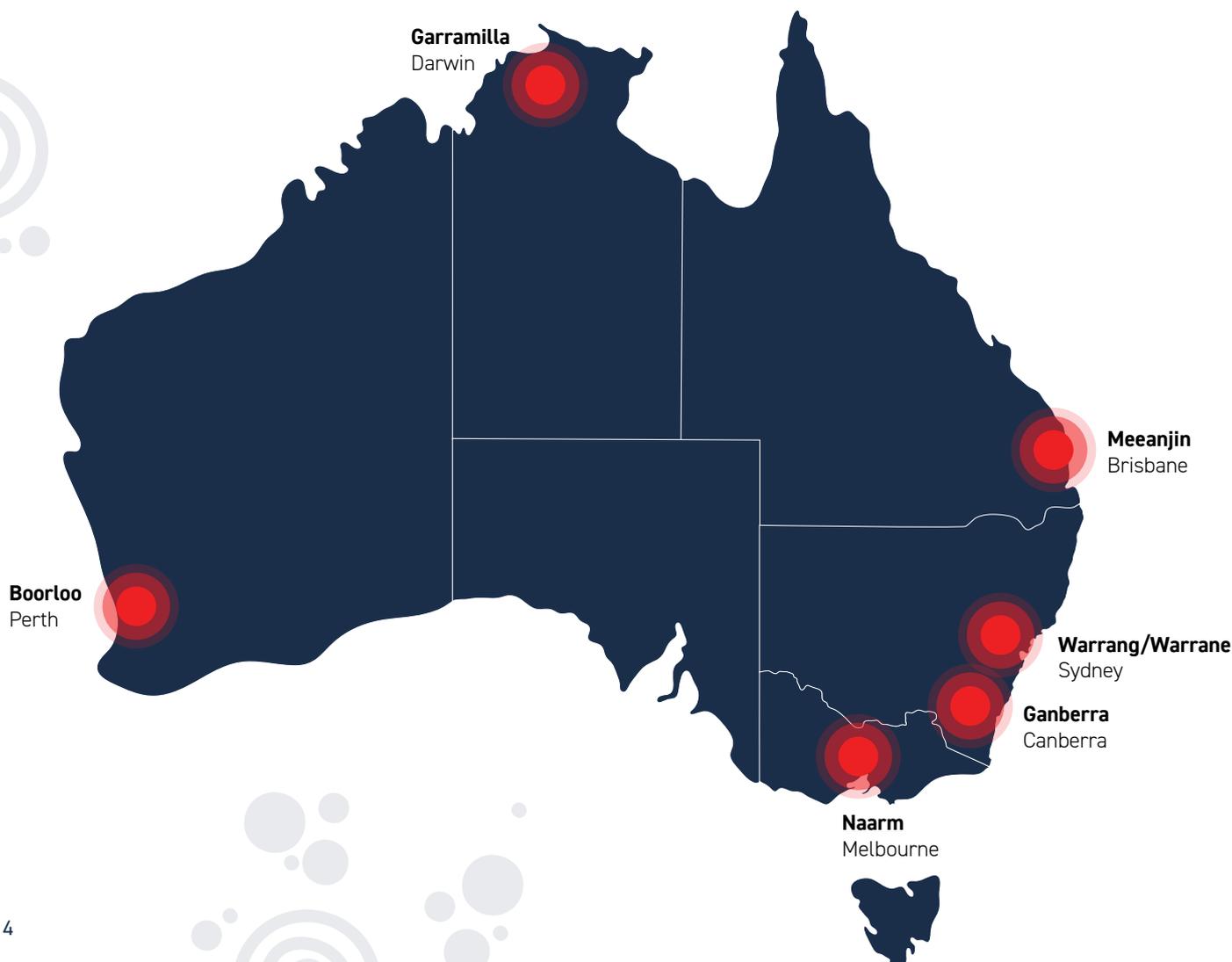
In the corners of the artwork are camps. These feature dotted patterns in the colours of the Kinetic IT brand representing the organisation out in communities, proud of who they are and what they bring to their work, family and community.

# OUR COMPANY

Established in 1995, Kinetic IT is an Australian owned and operated technology services provider with a mission to enhance the human experience through technology. Operating across six states and territories across Australia, and with offices located in Perth, Darwin, Brisbane, Sydney, Melbourne and Canberra, our company employs over 1,400 talented professionals – of which 1.6% identify as Aboriginal and/or Torres Strait Islander people. Kinetic IT is strongly committed to building a diverse and inclusive workforce, and we recognise there is much work to do to increase representation of First Nations people within our workforce, and to achieve true organisational diversity.

Our business' core focus is delivering managed and professional IT services to customers across key sectors including mining, energy and resources, transport, public safety and community services, defence, education and both state and federal public organisations. Partnering with leading technology providers, we provide industry expertise across cyber security, service management and integration, cloud computing, data analytics, platform development and automation, among others.

As a significant player in the IT industry, Kinetic IT has forged enduring relationships with community partners and provide financial support and actively contribute to initiatives that promote technology-related advancements for Aboriginal and Torres Strait Islander people, youth, women, and veterans.



## OUR VISION FOR RECONCILIATION

Aligned with Kinetic IT's vision of being an Australian leader in the IT industry, our reconciliation vision aims to enrich the Australian IT landscape by recognising and incorporating the knowledge, leadership, and contributions of Aboriginal and Torres Strait Islander peoples. Reconciliation is central to empowering Aboriginal and Torres Strait Islander peoples, giving them a voice in shaping technology and its impact on their lives.

Our RAP forms a critical part of our Diversity, Equity, and Inclusion Strategy, of which our overarching vision is to evolve to become a future-focused organisation, where individuals are respected and valued for their unique identities, where diversity powers innovation and performance, and we reflect the diversity represented through our customers, our communities and of our society.



Attending the Deadly Sista Girlz Expo with the Waalitj Foundation in 2023

# A MESSAGE FROM THE CEO OF RECONCILIATION AUSTRALIA

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

Kinetic IT joins a network of more than 2,500 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 Kinetic IT 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 Kinetic IT, 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

# STATEMENT OF SUPPORT FROM THE CHAIR

Kinetic IT's Reflect Reconciliation Action Plan (RAP) is our meaningful first step towards the transformation we believe is vital if we are to create an equitable, inclusive, and culturally rich future for all Australians.

Our RAP is a declaration of our intention to achieve positive change through action. We will forge real connections, bridge gaps, and build pathways for our crew, customers, partners, and the broader community - both today and for generations to come. Kinetic IT will be a place where differences are recognised and celebrated as strengths, where all voices are heard, talents are nurtured, and Aboriginal and Torres Strait Islander perspectives are integral to our decision-making processes.

True reconciliation requires meaningful engagement, and we will walk hand in hand with First Nations communities, working alongside them to build our collective understanding, actively collaborating with Aboriginal and Torres Strait Islander businesses, and building strong partnerships with stakeholders and organisations such as Supply Nation, the Indigenous Business Council of Australia, and Diversity Council Australia.

As a Board, we are committed to supporting our crew to embrace all the actions in this RAP and to assess our strategies, relationships, and progress against our vision for a truly inclusive future.



**Rhoda Phillippo**  
Chair of the Board

# A MESSAGE FROM THE CEO

Kinetic IT believes in the transformative power of technology to bridge gaps, connect communities, and create opportunities. We understand the profound responsibility we hold in shaping a more inclusive and equitable society. With this understanding, we are dedicated to driving meaningful change in the journey towards reconciliation through Kinetic IT's inaugural Reflect Reconciliation Action Plan (RAP).

Our RAP for 2023 - 2024 reinforces our commitment to creating genuine opportunities that will promote reconciliation across our operations and have a meaningful impact across the communities in which we operate. It focuses on education, cultural awareness, and fostering career opportunities for Aboriginal and Torres Strait Islander peoples. Through our Indigenous Employment Strategy and Supplier Diversity Policy, we will actively support employment, economic growth, and stronger relationships with First Nations communities.

I extend my gratitude to everyone who contributed to the development of our RAP. With this plan, we embark on a transformative journey that transcends words and drives action. I invite every member of the Kinetic IT family to join us on this path. Together, we will honour tradition, create opportunity, and forge a future where unity and innovation thrive side by side.



**Michael North**  
CEO



# OUR RAP

Kinetic IT has chosen to embark on a Reflect RAP, which involves implementing practical actions to enhance our contribution to reconciliation within Kinetic IT and the communities where we operate. Engaging in a Reflect RAP allows Kinetic IT to allocate time towards establishing and nurturing relationships with First Nations stakeholders. It also provides the opportunity to define our reconciliation vision and outline the steps necessary for its realisation. This process serves as a strong foundation upon which we can build future RAPs, ensuring a continued commitment to reconciliation and meaningful progress in our journey.



Members of the Reconciliation Working Group participating in NAIDOC Week celebrations 2023

## OUR JOURNEY SO FAR

We acknowledge we are at the beginning of our journey, and we are a long way from having proportional representation of Aboriginal and Torres Strait Islander people across our business. Currently, 1.6% of our workforce identify as Aboriginal and/or Torres Strait Islander people, and less than 1% of our spend is distributed to Aboriginal and Torres Strait Islander businesses. As an Australian owned and operated organisation, we recognise our responsibility to do more.

Kinetic IT has developed its first Diversity, Equity and Inclusion Strategy, in which we affirm our vision for a future focussed organisation by supporting a diverse, inclusive, and equitable workforce that enables better representation and outcomes for our crew, company, customers, and the community in which we live and work. A key area of impact for the strategy is Aboriginal and Torres Strait Islander outcomes.

In early 2022 Kinetic IT began a partnership with Evolve Communities and to date have collaborated on several aspects of our RAP journey; from coaching and mentoring, participating in yarning opportunities, and funding five members of the Kinetic IT Reconciliation Working Group to undertake the Evolve Allyship Accreditation program. We look forward to the next stage of our relationship with Evolve Communities and having their support and consultation as we implement our RAP.

Also in early 2022, Kinetic IT created our Reconciliation Working Group. This group is composed of Aboriginal and Torres Strait Islander and non-indigenous employees who represent our organisation across a variety of functions, demographics, and geographic locations. The RWG members share a desire to see progress in reconciliation, to apply their skills and influence to enabling the RAP outcomes, reducing barriers, and creating opportunities for Aboriginal and Torres Strait Islander people in our organisation. In the short term since forming, the RWG has represented Kinetic IT at NAIDOC events, volunteered with our community partners, attended employment expos and cultural awareness events.

## OUR RECONCILIATION WORKING GROUP

### ROWENA STOCKS (SPONSOR)

Chief People Officer

**Location:** Woiworung/Boonwurrung Country

### JESSICA TODD

Senior Manager - Diversity, Equity & Inclusion

**Location:** Whadjuk Country

### BYRON MUDALIAR

Service Desk Technician

**Location:** Whadjuk Country

### TIM GRIGGS

Head of Service Delivery

**Location:** Ngunnawal Country

### KARINA BOURNE

Account Director

**Location:** Larrakia Country

### ALICE WATERS

Service Desk Technician

**Location:** Whadjuk Country

### COURTNEY BOHAN

Senior Manager, Sourcing & Mobilisation

**Location:** Whadjuk Country

### RYAN CHAND

Participation Coordinator

**Location:** Woiworung/Boonwurrung Country

### KATHRYN LOGAN

Contract Administrator

**Location:** Whadjuk Country

### JESS ETHERIDGE

Marketing & Communications Specialist

**Location:** Whadjuk Country



## OUR APPROACH FOR IMPLEMENTING OUR RAP

Kinetic IT's commitment to Diversity, Equity and Inclusion outcomes is woven through our company strategy, our policy and strategy artefacts, creating a strong foundation for leadership and accountability of outcomes across the diversity landscape.

### COMPANY STRATEGY

As a top Australian employer, our dynamic and inclusive culture will attract a diverse pool of highly talented crew.

### DEI POLICY

We aim to provide a workplace where every individual has equitable opportunities to contribute, to feel safe, to be heard and to be valued for their contribution.

### DEI STRATEGY

We aspire to be a place where individuals are respected and valued for who they are, in an organisation where diversity powers innovation and performance, and is representative of our society and communities.

## OUR RAP COMMUNITY

Kinetic IT is not only committed to seeing our RAP successfully implemented, but to ensuring the strong foundation for governance, measurement and sustainability of outcomes that transcend our organisational borders. We will be focussed on how our RAP can be implemented in every level and functional area of our business creating opportunities, awareness and shared responsibility. In alignment with our DEI strategy, we strive to create a borderless DEI culture that regularly engages with customers, partners, industry groups, advocacy and community groups.

## GOVERNANCE AND REPORTING

Kinetic IT's DEI Council will have accountability for monitoring the progress of the RAP and measuring outcomes, ensuring real and impactful outcomes. In addition to the accountability of the RAP and its outcomes, this group will have oversight of the entire DEI Program of work, ensuring that there is alignment and amplification of outcomes where there is intersectionality and multiple DEI focusses at play.

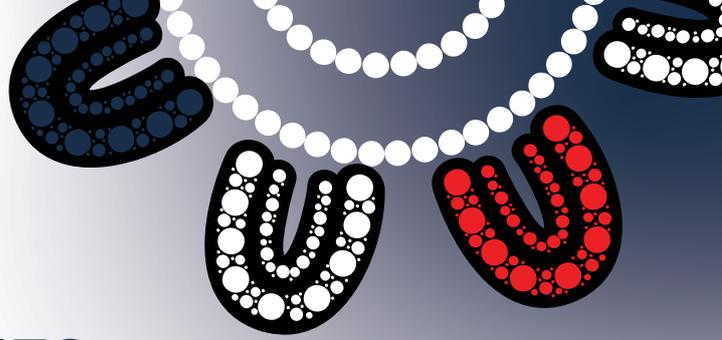
## OUR RWG

The formation of our Reconciliation Working Group is an important first step on building a community to support reconciliation, and this group will continue to champion reconciliation outcomes within the organisation, supporting future initiatives like the formation of an Employee Resource Group, or playing an advisory and consultation role for the business as it develops and integrates RAP initiatives.

The RWG will also be an important link for our existing and future partners, playing a vital role as connectors, allies, advocates and representatives of Kinetic IT. Kinetic IT have committed to ensuring a minimum of 30% representation of Aboriginal and Torres Strait Islander employees on our RWG, we're proud to have commenced strongly in this space and hope to exceed this target in future.

## OUR RECONCILIATION NETWORK

Kinetic IT will also continue to build our network of external partners, collaborators and peak bodies to build our reconciliation network. Kinetic IT is committed to fostering partnerships that share our vision for reconciliation, helping us tap into a wider network of experiences, knowledge, resources and perspectives.



# OUR PARTNERSHIPS AND CURRENT ACTIVITIES

Over the years Kinetic IT has initiated and matured several initiatives and partnerships which are now being captured as part of our Reconciliation Action Plan for tracking and reporting on their effectiveness in delivering outcomes. Most recently in 2021/22, we were successful in retaining our founding customer the Western Australian Department of Education, which led to the establishment and first intake of our Aboriginal and Torres Strait Islander traineeships. These roles have provided entry-level employment for 6 people to pursue a career in ICT through a blended work and learning journey in a culturally safe and inclusive environment.

This has boosted an already successful traineeship program delivered in the NT, where Kinetic IT Indigenous Trainees have been recognised for their excellence in outcomes. Through STEM outreach Kinetic IT has partnered with Deadly Sista Girlz and Waalitj Foundation through careers days, helping young people visualise careers in IT and connect with role models, recruiters and leaders who can support that journey.

Over the past 12 months, we have established a partnership with CSIRO's Young Indigenous Women's STEM Academy to provide financial support and volunteers for camps in Western Australia and the Northern Territory.

Across the entire organisation Kinetic IT have demonstrated the power of small yet significant decisions at a local level that can have a positive impact reconciliation outcome. From consciously pivoting spend to including more Aboriginal and Torres Strait Islander businesses in the Northern Territory, to trialling inclusive language in advertising, Kinetic IT look forward to codifying and amplifying the power of these changes in our RAP commitments toward employment and supplier diversity initiatives.

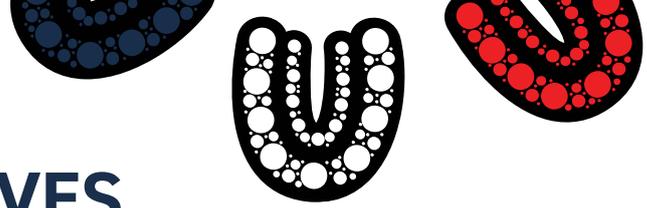
Our crew in Larrakia Country are one of several teams regularly hosting students from The Smith Family



CSIRO's Young Indigenous Women's STEM Academy visited Kinetic IT in 2023

# OUR REFLECT OBJECTIVES

## 2023-2024



### RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	a. For each region in which we live and work, identify Aboriginal and Torres Strait Islander organisations within our sphere of influence.	December 2023	Chief Operating Officer
	b. Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations, and share insight with leaders through yarning to enable them to implement in day-to-day operations.	March 2024	Head of Marketing and Partners
2. Build relationships through celebrating National Reconciliation Week	a. Circulate Reconciliation Australia's National Reconciliation Week resources and materials to our staff.	May 27 – June 3 2024	Chief People Officer
	b. Identify external National Reconciliation Week events ensuring that members of the RWG can attend at least one event.	May 27 – June 3 2024	Senior Manager, Diversity, Equity and Inclusion
	c. Encourage and support staff and senior leaders to recognise and celebrate National Reconciliation Week.	May 27 – June 3 2024	Chief Executive Officer
	d. Create an annual budget for the RWG to plan and host/facilitate events to mark National Reconciliation Week.	January 2024	Senior Manager, Diversity, Equity and Inclusion
3. Promote reconciliation through our sphere of influence	a. Communicate our commitment to reconciliation to all staff, distributing messages from CEO, RAP Sponsor and Chair of the Board.	December 2023	Chief People Officer
	b. Identify external stakeholders that our organisation can engage with on our reconciliation journey. Share and celebrate at least two partnerships/engagements per annum through storytelling	November 2024	Chief People Officer
	c. Engage with RA and other like-minded organisations that we could approach to collaborate with on our reconciliation journey	March 2024	Senior Manager, Diversity, Equity and Inclusion
4. Promote positive race relations through anti-discrimination strategies	a. Research and communicate best practice and policies in areas of race relations and anti-discrimination.	June 2024	Chief People Officer
	b. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2024	Chief People Officer



## RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning	a. Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation	March 2024	Chief People Officer
	b. Conduct a review of cultural learning needs within our organisation	June 2024	Chief People Officer
	c. Enable all staff to have at least one opportunity to engage in a cultural awareness activity as part of their professional development	November 2024	Chief People Officer
6. Demonstrate respect for Aboriginal and Torres Strait Islander peoples by observing cultural protocols	a. Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area	December 2023	Chief People Officer
	b. Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	June 2024	Chief People Officer
	c. Research and present a business case for Cultural or Ceremonial Leave Provisions for Aboriginal and Torres Strait Islander employees	June 2024	Chief People Officer
	d. Explore opportunities to demonstrate respect for Aboriginal and Torres Strait Islander peoples by showcasing Aboriginal and Torres Strait Islander art, signage and stories within our corporate office locations	June 2024	Chief People Officer
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	a. Raise awareness and share information on the meaning of NAIDOC week	June 2024	Chief Operating Officer
	b. Introduce our staff to NAIDOC Week by promoting external events in our local area	July 2024	Chief Operating Officer
	c. RAP Working Group members to participate in an external NAIDOC Week event	July 2024	Senior Manager, Diversity, Equity and Inclusion



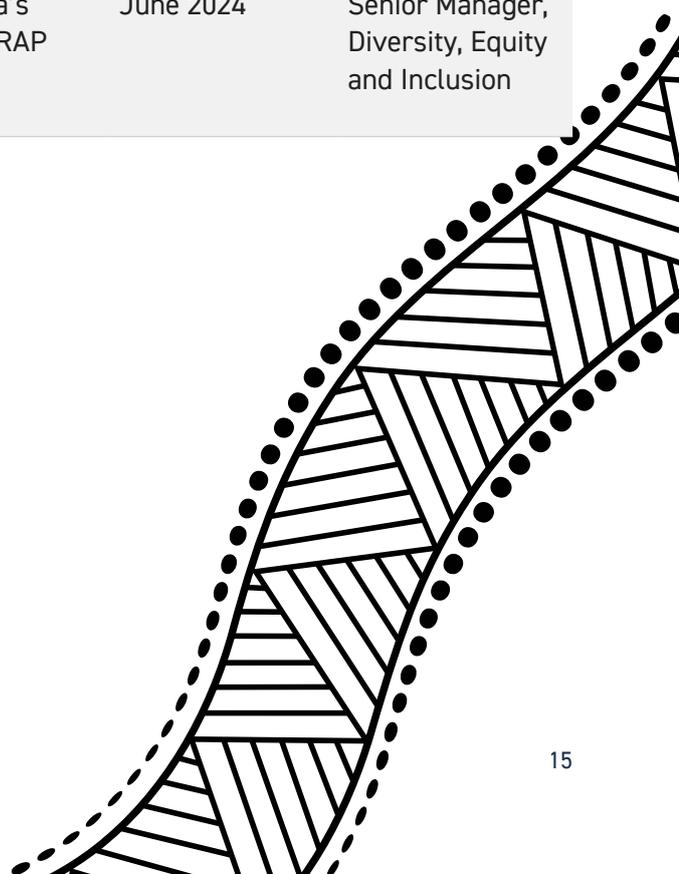
## OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	a. Develop an Indigenous Employment Strategy for Aboriginal and Torres Strait Islander employment within our organisation	March 2024	Chief People Officer
	b. Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities	March 2024	Chief People Officer
	c. Explore the benefit of engaging external specialist cultural advice and consultants to enable employment for Aboriginal and Torres Strait Islander peoples	November 2024	Chief People Officer
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	a. Develop a Supplier Diversity Policy to guide procurement from Aboriginal and Torres Strait Islander owned businesses	September 2024	Chief Financial Officer
	b. Track, monitor and report on procurement activity associated with Aboriginal and Torres Strait Islander businesses	September 2024	Chief Financial Officer
	c. Investigate partnerships with peak bodies (Supply Nation, Indigenous Business Council of Australia, Diversity Council Australia) to increase confidence across the business to engage with Aboriginal and Torres Strait Islander businesses	March 2024	Chief Financial Officer



## GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP	a. Maintain a Reconciliation Working Group to govern and champion the RAP	November 2023	Senior Manager, Diversity, Equity and Inclusion
	b. Draft a Terms of Reference for RWG	November 2023	Senior Manager, Diversity, Equity and Inclusion
	c. Establish Aboriginal and Torres Strait Islander representation on the RWG, targeting 30% participation	November 2023	Senior Manager, Diversity, Equity and Inclusion
11. Provide appropriate support for effective implementation of RAP commitments	a. Engage senior leaders in delivery of RAP commitments including the appointment of an Executive Sponsor	November 2023	Chief Executive Officer
	b. Define appropriate systems and capability to track, measure and report on RAP commitments	November 2023	Senior Manager, Diversity, Equity and Inclusion
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally	a. Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia	September 2024	Senior Manager, Diversity, Equity and Inclusion
	b. Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence	June 2024	Senior Manager, Diversity, Equity and Inclusion
	c. Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Survey	1 August 2024, and annually	Senior Manager, Diversity, Equity and Inclusion
13. Continue our reconciliation journey by developing our next RAP	b. Register via Reconciliation Australia's website to begin developing our next RAP	June 2024	Senior Manager, Diversity, Equity and Inclusion





**Jessica Todd**

Senior Manager, Diversity Equity and  
Inclusion and Participation

**Rowena Stocks**

Chief People Officer, RAP Executive  
Sponsor and RWG Lead