

cenitex

Reconciliation Action Plan

June 2024 - June 2025



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About the Artwork

The Dreamtime is the period in which life was created according to Aboriginal and Torres Strait Islander cultures. Dreaming is the word used to explain how life came to be; it is the stories and beliefs behind creation. In the Dreamtime, the natural world was created by spiritual beings/ancestors. The stories of their creation are the basis of Aboriginal and Torres Strait Islander lores and cultures.

The turtle is a free spirit and can glide gracefully through the ocean for over a hundred years. Many people can see the joy in the spirit of a turtle because it lives as though it doesn't have a worry in the world. The Artwork tells the story of creation, The Turtles travelling through the river at night on the Murray River, coming back home to the Dreamtime, back to family.



The Dreaming Turtles - Artist: Melissa Bell (2021)

The Dreamtime turtles travelling through the river at night on the Murray River, coming back home to the Dreamtime, back to family. They are also my totem where I come from on the Murray River. The Aboriginal symbol for the waterholes are on either side.

About the Artist

Melissa is a proud Gunditjimara and Yorta Yorta woman who paints where she comes from, her totem and her Country. She likes to represent her Country and culture in bright colours and striking patterns, such as diamonds to represent fishing spots and dots to represent waterholes.

'Making art makes me feel connected to my land. To be an Aboriginal female artist, just to put down a beautiful picture from my Country - knowing I can put that down on a canvas and express my Country to other people is amazing.'

Melissa believes that 'art has always been a part of me' but being a part of The Torch has changed her life. She has been able to get her artwork out into the world, which she thinks has kept her out of prison and saved her life.



Artist: Melissa Bell

Acknowledgement of Country

Cenitex acknowledges the Traditional Owners of the lands in which we operate across Victoria. We pay our respects to Elders past, present, and emerging. We recognise Victoria has more than 38 Traditional Owner groups, and while each Country is unique in history and culture, they share common principles in maintaining respect for community, land, water and sky.

We acknowledge that the land is of spiritual, cultural importance to Aboriginal and Torres Strait Islander peoples. We embrace the spirit of reconciliation, guaranteeing equality of outcomes and ensuring an equal voice.

Message from Our CEO

Cenitex is proud to be undertaking significant initiatives to enhance its workplace cultural competency, specifically in relation to Aboriginal and Torres Strait Islander cultures.

With this Reconciliation Action Plan (RAP) we hope to ignite our curiosity and build bridges for our people to embrace and learn from.

Australian Aboriginal and Torres Strait Islander cultures is the oldest surviving culture in the world. We are fortunate to live in this country and therefore have a role to play in preserving, cultivating and creating cultural awareness and possible pathways for Aboriginal and Torres Strait Islander peoples. I am humbled by the privilege to help champion this cause and encourage our organisation to lean in with strength and ingenuity to help foster a culture of inclusion for Aboriginal and Torres Strait Islander peoples in a safe environment.

Our team have developed the RAP with the assistance of Reconciliation Australia. I am grateful for the assistance and thank them for the guidance.

I invite you to join us in the Cenitex Reconciliation journey and play a role in delivering this plan. In the process, we also want to inspire everyone to enrich themselves with new knowledge that will enable us to be more inclusive of Aboriginal and Torres Strait Islander peoples.

Frances Cawthra

Chief Executive Officer

Message from the CEO of Reconciliation Australia

Inaugural Reflect RAP

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

Cenitex joins a network of more than 2,200 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 Cenitex 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 Cenitex, 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

Our Business

Cenitex, a state-owned enterprise of the Victorian State Government, stands as a cornerstone in providing contemporary shared Information and Communications Technology (ICT) services to public sector entities across Victoria. Harnessing the skills and expertise of a robust workforce, ranging from 647 to 667 personnel including contractors, we deliver consistent and reliable services daily to over 69,000 users. Currently, we have 1 staff member who identifies as an Aboriginal and/or Torres Strait Islander person. Our offices are strategically situated in multiple locations including Melbourne, Hamilton, Bendigo, Traralgon, and Benalla, signifying our commitment to an extensive reach within the state.

Our customers comprise numerous departments and agencies that utilise our services to effectuate outcomes for all Victorians. Recognising our pivotal role within the sector, we strive to foster initiatives that dismantle barriers, create opportunities, and empower all individuals. This dual emphasis on technological innovation and inclusive growth positions Cenitex as a driving force in enhancing ICT service delivery for the public sector.

Our RAP

A Reconciliation Action Plan (RAP) is about organisations, from every sector, rising to the challenge of reconciling Australia. A RAP provides a framework for organisations to develop practical plans of action built on **Relationships, Respect, and Opportunities**, to create social change and economic opportunities for Aboriginal and Torres Strait Islander peoples.

Cenitex has developed its initial Reflect RAP which sets out the steps we will take to prepare for reconciliation initiatives in successive RAPs. Committing to a Reflect RAP allows us to scope and develop programs and relationships with Aboriginal and Torres Strait Islander stakeholders, deciding on a vision for reconciliation and exploring themes and actions before committing to specific actions or initiatives. Cenitex commits to completing the specific actions outlined in this Reflect RAP over the next 18 months, to ensure we are well positioned to implement effective and beneficial initiatives as part of future RAPs.

Commencing in June 2024, for a 12-month period, our Reflect Reconciliation Action Plan (RAP) is a program Cenitex will implement to build on the core principles of Relationships, Respect and Opportunities to connect people with the cultural importance of community and kinship central to Aboriginal and Torres Strait Islander life. As part of our deliverables, we are going to establish a RAP working group to drive this action plan. Additionally, we will assign an executive sponsor who will act as the RAP champion, promoting internal engagement and awareness of the RAP. By bringing together these themes, and by

creating an action plan to be more inclusive of Aboriginal and Torres Strait Islander peoples, we aim to bring Cenitex and the Aboriginal and Torres Strait Islander peoples community closer together through education and activity.

Our Reflect RAP articulates a Cenitex vision for reconciliation by:

- Providing a framework with a clear indication on how Cenitex strives to build reconciliation from June 2024 through June 2025.
- Committing Cenitex to promoting understanding and celebration of Aboriginal and Torres Strait Islander peoples, communities, cultures, heritage, and aspirations.
- Supporting and guiding Cenitex and its people to build positive relationships between all Victorians.
- Detailing activities to build positive relationships and providing equitable opportunities with and for Aboriginal and Torres Strait Islander peoples.
- Exploring how reconciliation can contribute to Cenitex organisational objectives and Victoria's effort to close the gap between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander communities.

Our Reconciliation Commitment

Our commitment is to play a role in Increasing Aboriginal and Torres Strait Islander peoples engagement and knowledge in a government and technology work environment. Including an emphasis on understanding and progressing potential opportunities for Aboriginal and Torres Strait Islander peoples.

Our Vision for Reconciliation

Our vision for reconciliation is to nurture an inclusive and connected environment that respects Aboriginal and Torres Strait Islander heritage, cultures, and values. Cenitex will work with stakeholders, partners and communities across Victoria to make this a reality throughout our organisation and reflected in the services we provide. Leveraging the scale of our operations, we aim to bring positive change and deliver genuine and meaningful outcomes with and for Aboriginal and Torres Strait Islander peoples, businesses and communities.

Our Diversity and Inclusion Commitment

Cenitex established the Diversity & Inclusion (D&I) Council in June 2020. The key objectives are to Celebrate, Advance and Foster a culture where diversity, equity and inclusion is obvious and supported universally.

Six active employee led streams form part of the structure of the D&I Council, each focusing on a different diversity theme; supported by Executive Sponsors. Each stream is developing an action plan which will guide and inform Cenitex, acting as roadmaps to help all levels of the organisation pursue activities to create meaningful change, make our organisation an employer of choice and known for its diverse and inclusive workplace.

The efforts are being reflected in staff feedback and survey results including experiences, inclusion, engagement, and leadership – this is a real measure of success in the first year of the D&I framework and builds a strong platform for us to continue creating conversations and improving the working lives of our people. The Council centres around six key priority areas; Dis/Ability, Gender Equality, Intergenerational, LGBTIQ+, Cultural and Aboriginal Inclusion.

The D&I Council consists of Executive Directors, General Members with particular expertise (including social procurement and talent and resourcing), a group of general D&I champions, plus representatives from Strategic Corporate Services and Communications. Cenitex Reflect RAP has been created by the Aboriginal Inclusion working group as a subgroup of the Diversity and Inclusion Council.

Cenitex understands diversity and inclusion is a positive for employees and good for our organisation. We are committed to celebrating and advancing our diversity and fostering a workplace that is genuinely inclusive. This commitment is demonstrated by including diversity and inclusion as part of our organisational strategy and corporate planning.

Since its establishment in 2020, the Cenitex Aboriginal Inclusion working group has been a critical part of our organisation's journey towards inclusivity. This group, consisting of staff members dedicated to raising awareness, planning events, and fostering engagement with Aboriginal and Torres Strait Islander businesses, has been instrumental in bringing our first Reflect Reconciliation Action Plan (RAP) to life. Endorsed by Reconciliation Australia, the RAP is a testament to the dedicated work of our Aboriginal Inclusion working group.

To strengthen our commitment to our reconciliation journey and ensure continuity of our RAP, we are also forming a RAP working group. This team will be bolstered by the support of an executive sponsor, who will serve as the RAP champion, providing the impetus to keep this important action plan moving forward. The responsibilities of the working group and the RAP champion extend to developing, reviewing, and reporting on the RAP, ensuring it maintains its focus and aligns with our

evolving efforts. This structure epitomises our dedication to cultivating meaningful relationships, deepening respect, and creating opportunities for Aboriginal and Torres Strait Islander peoples within Cenitex and the communities we interact with.

Currently, it is unknown whether any of our staff members identify as Aboriginal and/or Torres Strait Islander people. Nevertheless, we are committed to fostering a work environment where everyone feels safe and comfortable in sharing their cultural heritage. As a key component of our RAP, we plan to implement culturally appropriate methods to gain a more comprehensive understanding of the diversity within our staff and to respect this diversity. This proactive approach aligns with our overarching goal of nurturing an inclusive and interconnected environment that values and respects the rich cultural history of all our employees.

Aboriginal Action Plan (12 Months) Overview



Relationships

Cenitex will work to build and maintain internal and external relationships to ensure we are an attractive employer for Aboriginal and Torres Strait Islander peoples and to improve opportunities for working in ICT

Action	Deliverables	Completion Date	Lead
(1) Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	a) Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2024	Director Culture & Capability
	b) Partner with the VPSC's Aboriginal Employment Unit to build Cenitex's Aboriginal and Torres Strait Islander cultural capability in the workplace.	July 2024	Director Culture & Capability
	c) Research of best practice principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2024	Director Culture & Capability
(2) Promote reconciliation through our sphere of influence.	a) Engage with our vendors and suppliers to develop mutually agreed action plans to increase engagement with Aboriginal and Torres Strait Islander peoples and businesses.	October 2024	Director, Culture and Capability
	b) Implement a plan to raise awareness across the organisation about our RAP and commitment to reconciliation.	October 2024	Director, Culture and Capability
(3) Build partnership and cultural awareness by celebrating Aboriginal and Torres Strait Islander significant days.	(a) Commence the dissemination of resources and materials for Australia's National Reconciliation Week (NRW) and NAIDOC Week, Closing the Gap, Sorry Day, Anniversary of National Apology Day, 1967 Referendum, and Mabo Day, to all staff members. This should ideally start 3-4 weeks prior to the day, facilitating sufficient time for all staff to incorporate relevant events into their calendars.	June 2024 – June 2025	Director Strategy, Governance and Communications & Director Culture & Capability
	(b) Encouragement and support RAP working group, staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	June 2024 – June 2025	Director Strategy, Governance and Communications & Director Culture & Capability
	(c) Engage Traditional Owner(s) to conduct a Welcome to Country, or various traditional art forms at particular events.	June 2024 – June 2025	Director Strategy, Governance and Communications & Director Culture & Capability

(4) Promote positive race relations.	a) Research best practice and through anti-discrimination policies in areas of race relations strategies.	April 2025	Chief Human Resources Officer
	b) Review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	April 2025	Chief Human Resources Officer

Respect

Cenitex abides by the Victorian Public Service Code of Conduct and Values and extends respect to the wider community by continuing to invest in raising awareness and understanding about Aboriginal and Torres Strait Islander cultures and engaging in significant cultural activities.

Action	Deliverables	Timeline	Lead
(1) Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	a) Provide a mandated all staff Aboriginal cultural inclusion e-learning program.	August 2024	Director, Culture and Capability
	b) Make face to face Aboriginal Cultural Safety/Awareness training available for all staff with staff completion rate of 75%.	August 2024	Director, Culture and Capability
	c) Ensure internal and external Cenitex events and workshops are culturally safe.	August 2024	Director, Culture and Capability
(2) Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing VPSC Aboriginal cultural protocols.	a) Promote inclusion of an Acknowledgement of Country into email signature blocks and at the commencement of meetings.	November 2024	Director Strategy, Governance and Communications
	b) Display Aboriginal and Torres Strait Islander artworks at Cenitex building in accordance with cultural protocols.	November 2024	Director Strategy, Governance and Communications
	c) Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2024	Director Strategy, Governance and Communications

<p>(3) Build respect for Aboriginal and Torres Strait Islander cultures and histories through key cultural events, such as NAIDOC Week, Closing the Gap, Reconciliation Week, Sorry Day, Anniversary of National Apology Day, 1967 Referendum and Mabo Day.</p>	a) Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	February 2025	Director Strategy, Governance and Communications
	b) Introduce staff to NAIDOC Week by promoting external events in our local area.	February 2025	Director Strategy, Governance and Communications
	c) RAP Working Group to participate in an external NAIDOC Week event.	February 2025	Director Strategy, Governance and Communications

Opportunities

Cenitex is continually improving its efforts to explore new opportunities to improve business practices with the wider Aboriginal and Torres Strait Islander communities, and value the contributions made by Aboriginal and Torres Strait Islander peoples.

Action	Deliverables	Timeline	Lead
(1) Engage Aboriginal and Torres Strait Islander businesses.	<ul style="list-style-type: none"> a) Leveraging on Cenitex’s social procurement framework work with suppliers to enhance opportunities. b) Ensure all approaches to the market look to engage Aboriginal and Torres Strait Islander businesses either as a direct approach or as a 2nd tier. Or have an approach or program to engage Aboriginal and Torres Strait Islander peoples. c) Provide options to engage Aboriginal and Torres Strait Islander businesses through the Cenitex Social procurement Strategy. 	<p>September 2024</p> <p>September 2024</p> <p>September 2024</p>	<p>Director, Procurement</p> <p>Director, Procurement</p> <p>Director, Procurement</p>
(2) In partnership with our vendors create pathways and programs that engage and benefit Aboriginal and Torres Strait Islander peoples and businesses.	<ul style="list-style-type: none"> a) Work with our vendors to identify joint programs. b) Create meaningful relationships with existing and future corporate partners and providers to understand their commitments to diversity and inclusion practices and the employment of Aboriginal and Torres Strait Islander peoples or businesses within their supply chain. 	<p>November 2024</p> <p>November 2024</p>	<p>Partnership Manager, Director, Procurement</p> <p>Partnership Manager, Director, Procurement</p>
(3) Increase the number of Aboriginal and Torres Strait Islander peoples employed.	<ul style="list-style-type: none"> (a) Work with external parties to develop pathways and opportunities to encourage and engage Aboriginal and Torres Strait Islander employees. (b) Ensure the attraction and onboarding of Aboriginal and Torres Strait Islander employees is culturally safe. 	<p>January 2025</p> <p>January 2025</p>	<p>Director, Culture and Capability & Director, Procurement</p> <p>Director, Culture and Capability & Director, Procurement</p>

(4) Develop leaders as Aboriginal champions to promote awareness and role-model inclusive behaviour.	a) Appoint an executive sponsor to advocate for and drive the implementation of the RAP.	March 2025	RAP Executive Champion & Director, Culture and Capability
	b) Executive team/leaders and hiring managers to attend Aboriginal and Torres Strait Islander cultural awareness/competency training.	March 2025	RAP Executive Champion & Director, Culture and Capability
	c) Senior leaders to promote and proactively drive the RAP.	March 2025	RAP Executive Champion & Director, Culture and Capability
(5) Developing 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.	May 2025	Director, Culture and Capability & D&I Advisor
	b) Present routine updates to the Cenitex D&I Council and ELT every six months.	May 2025	Director, Culture and Capability & D&I Advisor
	c) Register all our events on Reconciliation Australia's website.	May 2025	Director, Culture and Capability & D&I Advisor
(6) Enhance Cenitex customer and public facing engagement channels.	(a) Update Cenitex internal and external website with appropriate content.	June 2025	Director Strategy, Governance and Communications
	(b) Showcase Cenitex Reconciliation journey through Cenitex publications.	June 2025	Director Strategy, Governance and Communications
	(c) Review Cenitex marketing and communication materials ensuring it is respectful of Aboriginal and Torres Strait Islander cultures, traditional ownership, use of language.	June 2025	Director Strategy, Governance and Communications

Governance and Tracking Progress

Our RAP is an evolving document that will be reviewed quarterly and updated with new initiatives. Our commitment is long-term and ongoing; our immediate focus is on delivering high quality outcomes in 2024-2024. Throughout the life of this RAP, we will concentrate on delivering in the areas of **Relationships, Respect** and **Opportunities**.

Action	Deliverables	Timeline	Lead
(1) Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	a) Form a RWG to govern RAP implementation.	June 2024	RAP Executive Champion & Director, Culture and Capability
	b) Draft a Terms of Reference for the RWG.	June 2024	RAP Executive Champion & Director, Culture and Capability
	c) Establish Aboriginal and Torres Strait Islander representation on the RWG.	June 2024	RAP Executive Champion & Director, Culture and Capability
(2) Provide appropriate support for effective implementation of RAP commitments.	a) Define resource needs for RAP implementation.	July 2024	RAP Executive Champion & D&I Advisor
	b) Engage senior leaders in the delivery of RAP commitments.	July 2024	RAP Executive Champion & D&I Advisor
	c) (c) Define appropriate systems and capability to track, measure and report on RAP commitments.		RAP Executive Champion & D&I Advisor
(3) 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.	June 2024 - June 2025	Chief Human Resources Officer Director Strategy, Governance and Communications



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