



Reconciliation Action Plan

Reflect

November 2023 – October 2024



Centorrino
Technologies



RECONCILIATION
ACTION PLAN

REFLECT

Acknowledgement of Country

We acknowledge Traditional Owners of Country throughout Australia. We recognise their rich and diverse culture and history spanning back over 65,000 years.

We respect this history and commit to elevating the voices and experiences of Aboriginal and Torres Strait Islander peoples through our product and service offerings, our platforms and our people.

We recognise the importance of developing long term Indigenous partnerships, and embedded cultural perspectives to build a stronger future for all Australians.





Reconciliation Australia CEO Statement

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

Centorrino Technologies 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 Centorrino Technologies 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 Centorrino Technologies, 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

Table of Content

- 02 Acknowledgement of Country
- 05 Reconciliation Australia CEO Statement
- 06 A message from our Founder and Chief Executive Officer
- 08 Our Business
- 10 Our Reconciliation Action Plan (RAP)
- 12 Our Commitment | Relationships
- 13 Our Commitment | Respect
- 14 Our Commitment | Opportunities
- 15 Our Commitment | Governance





A message from our Founder and Chief Executive Officer

We have a proud history of challenging the status-quo and being at the forefront of change and as such, I am incredibly proud to present our first Reconciliation Action Plan ("RAP").

As we head into our 17th year of operation, we wanted to use this new chapter in our history to push ourselves to do more. Being bold and progressive is commonplace at CT and through this RAP, we are able to push ourselves to focus more on strengthening relationships and building partnerships with Aboriginal and Torres Strait Islander peoples.

Witnessing our teams come together to challenge each other and create a framework that we could not only be proud of, but also deliver on, is testament to the purpose of a Reconciliation Action Plan. The impact these plans have on driving awareness and action to support reconciliation across our organisation through a strengthened culture, a more inclusive workplace and more broadly, Aboriginal and Torres Strait Islander people is critical to our future success as a nation.

Technology is re-shaping our world and we exist to advise, design, implement and support solutions that enable our customers to fulfil their missions. One of our core values is 'Creating the World that we want'. We believe that we can only do this by creating an internal culture that builds for everyone, helps everyone, and supports diversity, equality and inclusion for everyone. In fact, we simply cannot achieve our mission if we don't give people a voice and place to belong. This RAP helps to ensure that we bring our mission to life and advances the needs and shares the stories of Indigenous people.

Our vision for reconciliation is a vibrant Australian technology sector that embraces unity between Aboriginal and Torres Strait Islander peoples and other Australians, and a culture that represents equality and equity, historical acceptance of our shared history and removes negative race relations.

We wish to support a greater representation of Aboriginal and Torres Strait Islander peoples in the ICT profession by collaborating with Indigenous Employment Partners to grow our internal representation of First Nations peoples to three percent over the next two years. We believe that empowering students with an increasing knowledge of ICT is a great first step that we can take to help support, sustain and enhance First Peoples' communities.



Our people are at the centre of our approach, to ensure that each of us can lead by example in building strong and respectful relationships with Aboriginal and Torres Strait Islander colleagues, stakeholders and organisations. We are committed to going on this journey together – from our annual celebrations of National Reconciliation Week and NAIDOC Week to our partnership with Indigenous Employment Partners to help us recruit and be culturally sensitive to the needs of Indigenous people seeking employment with us to providing ongoing cultural awareness training to our people.

We look to leverage our service offerings to create meaningful change. Through our support of a number of not-for-profit Indigenous organisations such as the Victorian Aboriginal Legal Service, we will provide funding and tech capacity to enrich the lives of Aboriginal and Torres Strait Islander people. Further, we aim to amplify Aboriginal and Torres Strait Islander voices and history, as well as the celebration of culture, through our website and other public facing services we provide.

While we have made progress, we recognise there is much more to do, and we are ready to work with all Australians in advancing reconciliation. Importantly, we support the Uluru Statement from the Heart, and believe that a Constitutional Voice to Parliament, within broader reforms to enable Voice, Truth and Treaty, will lead to better outcomes for Aboriginal and Torres Strait Islander peoples.

Everyone at Centorrino Technologies is excited to deliver the commitments contained in this Reflect RAP and we look forward to sharing our impact with you.



Adam Centorrino
Founder and Chief Executive Officer

Our Business



Technology is re-shaping our world and we exist to advise, design, implement and support solutions that enable our customers to fulfil their missions. In doing so, we obsess over the client experience and help to make the world a better place.

Founded in 2006 during a time when large organisations in Australia were offshoring their technology support, we've grown over the past 16 years to a team of more than 280 people across the country, including a large team of engineers, and support some of Australia's most critical infrastructure like hospitals and water treatment plants. 1% of our workforce consists of Aboriginal and Torres Strait Islander peoples with a target to increase this to 4% over the coming two years. We deliver our services Australia-wide, with offices in all major capital cities.

We are active in supporting Australia's cultural, economic and social development through a range of initiatives including:

- Our internal celebrations of culturally significant festivals and periods of time.
- Our partnership with Social Enterprises such as Fruit 2 Work who support people impacted by the justice system and eWastec which provides employment opportunities for people living with disability.
- Our resolve to ensure that over six percent of our non-inventory supply chain is procured through Social Enterprises.
- Our partnership with a number of not-for-profit organisations such as Guide Dogs NSW/ACT and VIC to help those in need.
- Our very public stance on net-zero carbon emissions and environmental sustainability.
- Our sponsorship, scholarship and funding opportunities provided to over 100 schools throughout the country throughout our history.
- Our co-founding of the Bully Zero Australia Foundation to drive awareness surrounding bullying in workplaces and schools throughout Australia.

In doing so, we regularly partner and engage with government, businesses small and large, and private individuals to deliver meaningful impact to Australian communities.

Our approach to reconciliation is anchored on our approach to diversity and inclusion for all people. 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.

We have a long-term vision to make a meaningful difference to the lives of Aboriginal and Torres Strait Islander peoples. To achieve this vision, a working group, made up of team members from across our business have been formed to assure the work ahead and drive internal engagement and awareness of the RAP.

Our working group is led by our Founder and CEO, Adam Centorrino demonstrating the commitment from all levels of our organisation to fulfilling this vision. Our first reconciliation steps are to reflect and lay the foundations for our future.

We are starting with a focus on reflecting on how our organisation can improve relations with Aboriginal and Torres Strait Islander peoples before creating awareness, demonstrating respect and building relationships and subsequently trust with Indigenous people. We will then continue to build upon our progress into the future as we expand on this trust, and as our organisations own capability grows. Genuine reconciliation takes time and patience and as we start our journey, we will be sure to learn even more about what we can do to impact our world.

Our working group members are:

- Founder and Chief Executive Officer
- HR Business Partner
- Compliance Manager
- Culture Co-Ordinator
- An Indigenous member of our team





Our Reconciliation Action Plan (RAP)

As an organisation with a proud history of working on societal issues, we believe that it is time for us to commence our journey towards reconciliation. Our success and continued growth over the past almost two decades is a testament to the hard work our teams of people do each day and now, we will use these talented resources to help us on our journey towards reconciliation. We understand however, that we cannot rest on our laurels and in order to achieve a greater representation of Aboriginal and Torres Strait Islander people in our business as well as our overall vision for reconciliation, we must continue to work at ensuring all people feel a sense of inclusion and belonging.

We recognise that we work in a diverse community and this is reflected in our workforce. We believe that people are diverse by nature, in that we each have unique perspectives, skills, and experiences, and these should be nurtured.

To help us achieve this, in 2020, we established our Diversity and Inclusion Committee which is governed by a charter issued by the Group Management Committee (GMC) and is empowered to govern our policies, activities and support services in conjunction with our People and Culture Team. On an annual basis, our D&I charter is refreshed to ensure it truly stretches the boundaries of our own imagination and helps to propel us forward

faster than we otherwise would have with some of their achievements to date being the introduction of diversity events for our whole business to take part in combined with resources for our people to leverage in learning about the different cultures, backgrounds, identities and religion that exist in our business.

Further, our People and Culture Team combined with our D&I Committee partner with community organisations which help to bring Aboriginal and Torres Strait Islander people into our business and importantly, support First Nations people to advance their careers in the IT sector. Whilst only representing a small portion of our workforce at present, we believe we have a duty to both our workforce and the communities in which we operate to take steps towards Reconciliation.

Whilst we are at the beginning of our reconciliation journey, we understand that the value of reconciliation to both our community and our organisation empowers First Nations people to be more included and provide people of all backgrounds with opportunities to thrive. We are committed to exploring actions we can take to make meaningful progress. We believe that formalising our intentions towards reconciliation through this RAP, marks the commencement of our reconciliation journey.

Our vision for reconciliation is one where the cultures, knowledge and histories of Aboriginal and Torres Strait Islander peoples are understood and appreciated by all Australians. Through our people and our products and services, we aspire to build deep relationships with Aboriginal and Torres Strait Islander people to realise this appreciation, while supporting the empowerment of Aboriginal and Torres Strait Islander communities to realise opportunities in the digital economy and beyond.

We intend to approach our RAP in the same way we conduct business in that we will be transparent about our goals and openly report on our progress, while also regularly consulting with various First Nations stakeholders, to listen to their stories, receive guidance and also better understand their needs and aspirations. Importantly, we will stretch ourselves to ensure that we are achieving more than what we commit because we believe that something of this importance cannot be a side project.

To formalise and support our commitment to embedding reconciliation across the organisation, we have established a RAP working group. Led by our Founder and Chief Executive Officer, Adam Centorrino combined with five additional team members from our technical, operational and business support divisions, all of whom are self-nominated and supported into the working group. The working group sets, monitors and delivers on the commitments outlined in our RAP. We are pleased to have First Nations representation on our RAP working group with at least one team member needing to be of Aboriginal or Torres Strait Islander descent and have enshrined this in the groups charter.

We are excited to embark on our reconciliation journey and recognise that our ongoing progress will require constant focus, open and honest conversation and intentional action.



Our Commitment Relationship

Developing lasting relationships are built on trust and respect and we are committed to developing, through this RAP process strong relationships with Aboriginal and Torres Strait Islander people through the partnership with external organisations who we will leverage to raise awareness and respect internally about Aboriginal and Torres Strait Islander peoples culture.

Action	Deliverable	Timeline	Responsibility
1.1	Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	November 2023 Culture Co-Ordinator Compliance Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	November 2023	Culture Co-Ordinator Compliance Manager
1.2	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024 Culture Co-Ordinator
		RAP Working Group members to participate in an external NRW event.	May 2024 Lead RAP Manager Culture Co-Ordinator
		Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2024 Culture Co-Ordinator
1.3	Promote reconciliation through our sphere of influence. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	November 2023 Culture Co-Ordinator
		Identify external stakeholders that our organisation can engage with on our reconciliation journey.	December 2023 Culture Co-Ordinator
		Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	October 2024 Culture Co-Ordinator Manager - Marketing
		Communicate our commitment to reconciliation to all staff.	January 2024 Chief Executive Officer Culture Co-Ordinator
1.4	Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	March 2024 Culture Co-Ordinator Compliance Manager
		Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs	April 2024 HR Business Partner

Our Commitment Respect

Respect of people, customers, principles and most importantly, of each other is pivotal to overcoming societal challenges to ensure that everyone feels safe and included and as an organisation, we believe it is our responsibility to set an example amongst our industry. Building a strong appreciation for Aboriginal and Torres Strait Islander peoples' cultures, histories and rights among our team is a critical enabler for us.

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.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	October 2023 Culture Co-Ordinator HR Business Partner
		Conduct a review of cultural learning needs within our organisation..	February 2024 Culture Co-Ordinator
2.2	Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2024 Culture Co-Ordinator
		Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2023 Culture Co-Ordinator
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.	June 2024 Culture Co-Ordinator
		Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024 Culture Co-Ordinator
		RAP Working Group to participate in an external NAIDOC Week event.	July 2024 Culture Co-Ordinator HR Business Partner



Our Commitment Governance

Our word is our bond, and we are committed to delivering on all of the initiatives outlined in this plan. Through the establishment of governance practices, we will ensure that the ownership for each item is achieved and that our evolution on this journey continues.

Our Commitment Opportunities

We recognise the responsibility we, as an organisation, have to create and strengthen career opportunities for Aboriginal and Torres Strait Islander people and organisations. Firstly, we want to create these opportunities through our core business activities such as recruitment and by advancing our diversity and inclusion goals. Secondly, we want to create these opportunities through education and capability building initiatives that we are well placed to provide. These are critically important to us to ensure we have a diverse range of perspectives within our organisation.

Action	Deliverable	Timeline	Responsibility
3.1	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	November 2023 Head of P&C
		Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2023 Culture Co-Ordinator
3.2	Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	March 2024 Chief Operating Officer
		Investigate Supply Nation membership.	March 2024 Compliance Manager

Action	Deliverable	Timeline	Responsibility
4.1	Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	April 2024 Lead RAP Manager
		Draft a Terms of Reference for the RWG.	July 2024 Lead RAP Manager
		Establish Aboriginal and Torres Strait Islander representation on the RWG.	November 2023 Lead RAP Manager
4.2	Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	December 2023 Lead RAP Manager
		Engage senior leaders in the delivery of RAP commitments	February 2024 Lead RAP Manager
		Appoint a senior leader to champion our RAP internally.	December 2023 Lead RAP Manager
		Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2024 Lead RAP 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.	July 2024 Compliance Manager
		Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	August, annually Compliance Manager
		Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	September, annually Compliance Manager
4.4	Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	June 2024 Lead RAP Manager Compliance Manager

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Adam Centorrino


Contact Us

Talk to **Kat Winduss**

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about our Reconciliation Action plan.

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