

Reflect Reconciliation Action Plan

December 2024 – May 2026

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Acknowledgement of Country

locane Pty Ltd acknowledges the Traditional Custodians of the land throughout Australia.

We pay our respects to First Nations peoples, their continuing cultures and to Elders past, present and emerging.



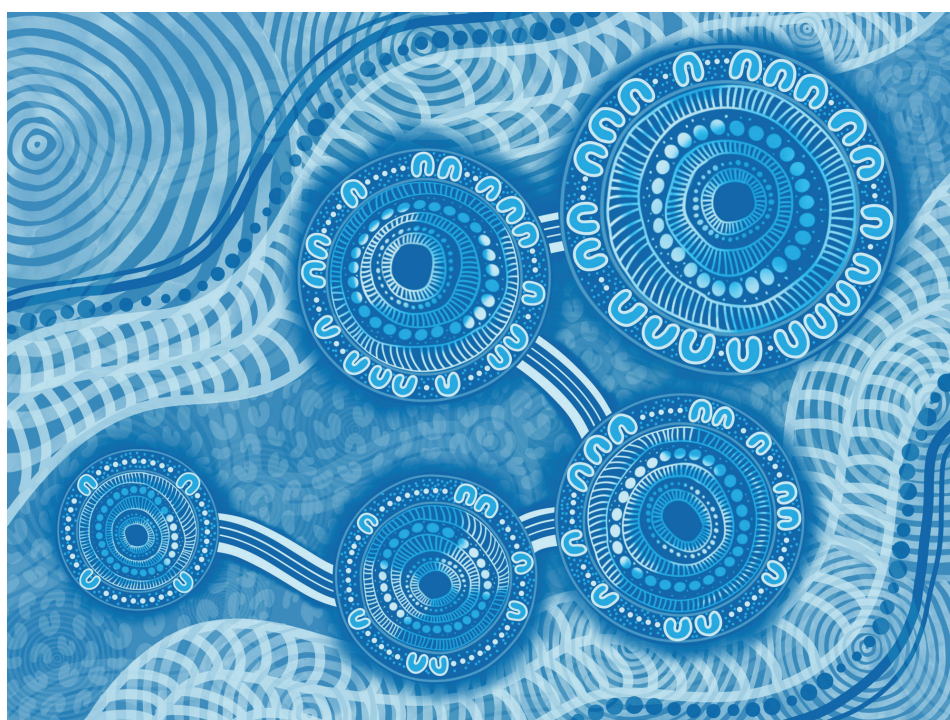
About the Artwork

The five circles symbolise meeting places and represent each five-year milestone of locane's 25 years in business. Traditionally, meeting places are where we learn from Elders and strengthen our community. These circles also invite others to sit, listen, and learn from Elders, fostering a deeper understanding of Aboriginal culture. Connected by journey lines and surrounded by flowing cross-hatched patterns, the circles illustrate the business's ongoing journey.

Beneath the meeting places are U-shaped symbols representing both Aboriginal and non-Aboriginal people journeying together. This signifies the individuals with whom you will continue to grow and pursue reconciliation.

The background features numerous circles, symbolising ongoing growth. Scattered throughout is a small pattern of three lines and three circles, representing continual growth and opportunities within these meeting places.

This design emphasises centering Aboriginal voices and creating opportunities for others to meet, learn, and advance together on the path towards reconciliation.



Artwork by Arrente
& Jingilli artist
Kalli-Jade Wall

About the Artist

I began my art career by creating resin seascapes and abstract pieces. When I became pregnant, I had to stop using resin due to the fumes, and I deeply missed being creative. This experience, along with the need to explore different mediums, led me to discover a new passion for painting on canvas and wood using acrylics, resin, alcohol inks, and watercolors. During this time of learning and adapting to motherhood, I found myself most creatively fulfilled through digital art due to its convenience and versatility.

Pregnancy was a beautiful and spiritual journey for me, bringing me closer to my cultural roots. It provided an opportunity to reflect on the resilience of my ancestors during challenging times.

This reflection inspired me to connect more deeply with these feelings and energies, leading me to explore traditional Aboriginal art.

I was adopted into a loving family at six weeks old and grew up admiring my nana, Mavis, who was the most beautiful Aboriginal woman I have ever

known. Mavis was from the Arrernte mob and was a mother of eight. She instilled in me a deep pride in our Aboriginal heritage from a young age, and I am now eager to pass this pride on to my son and teach him about our culture.

As an adult, I had the opportunity to meet my biological family, including my grandfather Joe from the Jingili mob. Joe, like Mavis, had a warm and loving soul. Both Mavis and Joe shared stories of resilience and strength, and they imparted their love of our Aboriginal culture to everyone they met. I carry this energy with me in my art, painting instinctively to convey my emotions and to evoke similar feelings in others. My art is a way for me to connect with my country and my people, and to share this connection with everyone, honoring the values that have always been important to my family.



Kalli Wall

 @kalliwall_art

A Message from Our Chief Operating Officer

As a business working with a diverse range of customers across Australia and having a diverse workforce who deliver our suite of ICT Services and Solutions, we respect that achieving our purpose relies on an environment of trust and mutual respect.

Our workplace is one where there is due regard for the rights, differences, and dignity of others, as well as a commitment to operating with honesty and integrity in our dealings with everyone, and valuing inclusion. This regard is reflected in our core business values and mirrors our vision for reconciliation grounded in respect, relationships and opportunities.

Building on our inaugural Reconciliation Action Plan (RAP) from last year, we aim to continue our journey in both valuing and

recognising First Nations peoples cultures and histories as an integral part of a shared national identity and also in seeking to actively support the inclusion and equal participation of First Nations peoples

in business, employment and the broader community.

Our inaugural RAP enabled us to lay the foundations and to further evolve and refine our approach and goals. locane is dedicated to achieving our goals that embody our commitment to foster and maintain relationships, respect and opportunity for all First Nations peoples who interact with locane through business partnerships, service delivery and employment.

We look forward to building on our inaugural RAP and to continuing to improve on our efforts in future plans.

Richard Payne
Chief Operating Officer
locane



Statement from CEO of Reconciliation Australia

Reconciliation Australia congratulates locane Pty Ltd (locane) on continuing its reconciliation journey by formally endorsing locane's second Reflect Reconciliation Action Plan (RAP).

Through this plan, locane continues to play an important role in a network of more than 3,000 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 continues the journey and primes 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 to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables locane 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 steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations locane on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



Our Business and Our Difference

With a team of highly experienced engineers, we are committed to responsive customer service and the delivery of tailored ICT solutions that add value and deliver real results to businesses.

locane is a privately owned and operated Adelaide based business established in 1999 that delivers ICT Services.

We work in partnership with our clients to enable their business success with integrated technology solutions.

Our clients range from local to federal government agencies and medium to enterprise customers. locane offers integrated services and expertise to meet the ever-changing technology needs of business.

Our services cover the spectrum of Security and IT Consulting, IT Projects, Security Technologies, Systems Integration, and Managed Support Services.

Our workforce consists of around 53 employees across four Australian states. We currently do not have any staff who identify as Aboriginal and/or Torres Strait Islander persons.

From our offices in Adelaide, South Australia, and Brisbane, Queensland we service a customer base across all mainland states.

- As an experienced IT strategist, we understand the importance of a resilient and secure technology platform to deliver business outcomes.
- We work pragmatically with our clients to design solutions based on their business goals.
- We deliver reliable, manageable and scalable systems to meet changing business needs and create measurable business value.
- We consult with business and government to assist in security policy, frameworks and architecture.

Achieving our purpose and difference requires an environment of trust and mutual respect, where there is due regard for the rights, differences, and dignity of others, as well as a commitment to:

- Act in a manner that is non-threatening, courteous, and respectful;
- Continually learn, enquire and strive for excellence;
- Operating with honesty and integrity in our dealings with everyone; and
- Accepting accountability for personal behaviour.

Our Culture and Values

We believe the strong culture of locane is one of our unique features, but what is our culture?

The locane culture is a shared commitment to how our staff approach their work, interact with clients and interact with each other.

These documented values and commitments underpin how we operate at work, are core to locane's way of doing business and guide our behaviours.

The locane values of "OWNERSHIP, INTEGRITY, COLLABORATION, FLEXIBILITY and INNOVATION" are fully embraced by all staff members in the organisation, driving the culture in the workplace exhibiting these behaviours.

Our values are to:

- Listen to our clients and keep clients informed
- Take responsibility even when we face challenges
- Develop new unique and innovative solutions that meet client needs
- Continuously improve what we do and how we do it.

Our agreed terminology to use First Nations peoples includes Aboriginal and Torres Strait Islanders peoples.



Our Reconciliation Action Plan

We are proud to lead the way in the IT industry in having a Reconciliation Action Plan.

We continue to build on our Reflect RAP which we commenced as a starting point in 2022. Our initial RAP has enabled us to lay the foundations and prepare the workplace for further RAPs and reconciliation initiatives.

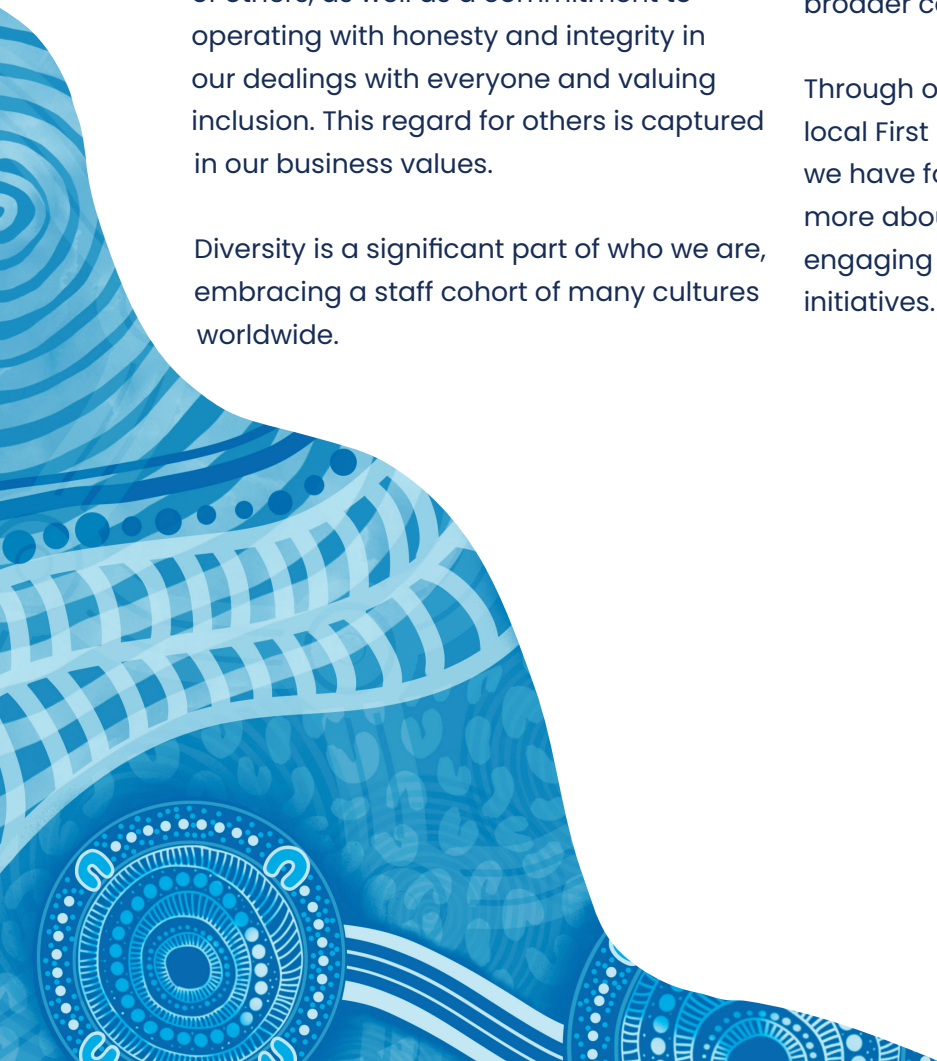
Achieving our purpose as a business requires an environment of trust and mutual respect, where there is due regard for the rights, differences, and dignity of others, as well as a commitment to operating with honesty and integrity in our dealings with everyone and valuing inclusion. This regard for others is captured in our business values.

Diversity is a significant part of who we are, embracing a staff cohort of many cultures worldwide.

Our RAP is another step in demonstrating our appreciation of diversity and inclusion amongst our workforce, clients, suppliers and the broader community within which locane operates.

Importantly, it is about locane's commitment to reconciliation in Australia. This is important to the business as it seeks to be a part of valuing and recognising First Nations cultures and histories as an integral part of shared national identity and seeks to actively support the inclusion and equal participation of First Nations peoples in business, employment and the broader community.

Through our ongoing relationship with a local First Nations supplier, Ochre Dawn, we have formalised our interest in learning more about First Nations peoples and engaging more closely in reconciliation initiatives.



Our Partnerships/ Current Activities

We launched our inaugural RAP in November 2022 using a First Nations Provider to assist us in developing the launch to all staff, and to facilitate the session. Refreshments were provided by a First Nations catering and education business. We took the launch as an opportunity to gauge our staff's current understanding and awareness of First Nations cultures and issues including reconciliation. This informed further staff awareness raising and training activities identified in this Reflect RAP.

Our RAP Working Group met quarterly through 2023 and oversaw implementation of the RAP. Key achievements include:

- Further engagement of First Nations providers such as a local business who produced gifts for our inaugural Staff Recognition event in August of 2023
- The addition of Acknowledgement of Country to our auto signatures, website and meeting agendas
- Attendance at local events and functions including the attendance at Reconciliation SA Breakfast, Junction Australia NAIDOC Community event, The Circle First Nations Business Showcase
- Purchasing of custom office stationery through a local First Nations provider.

locane currently work with more than 10 clients and suppliers who already have their own Reconciliation Action Plan.



Our Reconciliation Action Plan Working Group

- Head of Sales & RAP Champion
- Team Lead, HR
- Business Services Officer
- Sales Administrator
- Solution Architect
- Internal Developer
- Project Manager
- External First Nations Representative





Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with First Nations stakeholders and organisations.	Identify First Nations stakeholders and organisations within our local area or sphere of influence.	April 2025	Lead: Head of Sales Support: Sales Admin team
	Research best practice and principles that support partnerships with First Nations stakeholders and organisations by finding out about other organisations (clients of locane) who partner with First Nations providers to identify how they have made a success of the partnership.	April 2025	Lead: Head of Sales Support: Sales Admin team
	Work with a First Nations artist to design artwork that we can use on company branded materials.	November 2024	Lead: Head of Sales Support: Team Lead HR
2. Build relationships through celebrating National Reconciliation Week (NRW).	Continue to circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May annually	Business Services Officer
	RAP Working Group members & other locane staff members to participate in an external NRW event.	27 May-3 June, annually	Lead: Head of Sales Support: Sales Admin team
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May-3 June, annually	Lead: Head of Sales Support: Sales Admin team
3. Promote reconciliation through our sphere of influence.	Continue to communicate our commitment to reconciliation to all staff through induction and staff meetings.	December 2024	Lead: Team Lead HR Support: Business Services Office
	Continue to identify external stakeholders that our organisation can engage with on our reconciliation journey for example, locane clients and suppliers.	April 2025	Head of Sales
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2025	Head of Sales
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	December 2025	Team Lead HR
	Continue to conduct reviews of HR policies and procedures to identify existing anti-discrimination provisions and future needs, and update as needed.	December 2024	Team Lead HR
5. Raise internal and external awareness of our RAP to promote reconciliation across the technology sector.	Implement a communication strategy to make internal and external stakeholders aware of our RAP e.g. include in the current update of the business's website.	December 2024	Lead: Head of Sales Support: Account Managers
	Make contact with the contact persons listed in the RAPs of clients and vendors.	April 2025	Lead: Head of Sales Support: Account Managers



Respect

Action	Deliverable	Timeline	Responsibility
6. Increase understanding, value and recognition of First Nations cultures, histories, knowledge and rights through cultural learning	Develop a business case for increasing understanding, value and recognition of First Nations cultures, histories, knowledge and rights within our organisation.	February 2025	Team Lead HR
	Conduct a review of cultural learning needs within our organisation via an annual online survey and use the results to plan and drive further education opportunities for staff	December 2024 & 2025	Team Lead HR
7. Demonstrate respect to First Nations peoples by observing cultural protocols.	Continue to develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area (South Australia and Queensland)	September 2025	Team Lead HR
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	December 2024	Team Lead HR
	Continue to open all internal staff meetings with an Acknowledgement of Country	December 2024	Team Lead HR
8. Build respect for First Nations cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July annually	Lead: Team Lead HR Support: Business Services Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June annually	Lead: Business Services Officer Support: Managers
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2025	Lead: Team Lead HR Support: Business Services Officer



Opportunities

Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing First Nations recruitment, retention and professional development.	Develop a business case for First Nations employment within our organisation.	March 2025	Team Lead HR
	Build understanding of current First Nations staffing to inform future employment and professional development opportunities.	March 2025	Team Lead HR
10. Increase First Nations supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from First Nations owned businesses	March 2025	Head of Sales
	Develop, publish and communicate an internal preferred supplier register of First Nations owned businesses from which our organisation can purchase services / products.	March 2025	Head of Sales
	Investigate Supply Nation membership	December 2025	Lead: Team Lead HR Support: Business Services Officer



Governance

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	December 2024	Team Lead HR
	Develop Terms of Reference for the RWG.	February 2025	Team Lead HR
	Continue to engage a First Nations representative on the RWG.	December 2024	Team Lead HR
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	December 2025	Lead: Head of Sales Support: Team Lead HR
	Continue to engage senior leaders in the delivery of RAP commitments.	December 2024	Team Lead HR
	Appoint a senior leader to champion our RAP internally.	December 2024	Head of Sales
	Define appropriate systems and capability to track, measure and report on RAP commitments	March 2025	Team Lead HR
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	Business Services Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey	1 August annually	Business Services Officer
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 Sept annually	Business Services Officer
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	January 2026	Business Services Officer

Contact Details

Head of Sales & RAP Champion

T: 08 8413 1000

E: iocanehr@iocane.com.au