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# BOARD OF DIRECTORS

The last couple of years has had a devastating effect on global health and economies but here in Western Australia, the Board and the Organisation have remained committed to our focus of ensuring the overall health and well-being of our people, clients and the communities we serve.

We are proud to be associated with an organisation that is committed to providing such high quality services, employment and growth opportunities for its people and the Board will continue to build and strengthen the business with passion and drive.

We will continue to build organisational excellence in our people, our systems and processes whilst adhering to a policy of strict regulatory compliance.”

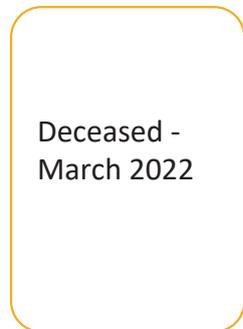
The best preparation for tomorrow is doing your best today"



Maureen Kelly  
Chairperson



Alana Lockyer  
Vice - Chairperson



June Tullock  
Director



Donny Wilson  
Director



Clarrie Robinson  
Director



Linda Parker  
Director



Natalie Parker  
Director



# Mission

**Our mission is to serve as a Development Corporation for the regional Aboriginal Communities of the Pilbara. We know we advance community and economic development goals and we do this by providing innovative, sustainable and reliable services whilst at the same time enabling community members to be more involved. Commercially, we are striving for excellence in the delivery of services via MMS, MMC and MME.**

# Vision

**Our vision is to be the partner of choice when delivering quality services to remote Aboriginal Communities as well as remote and town based commercial sites throughout the Pilbara and the State of Western Australia.**

# Our Story by the CHIEF EXECUTIVE OFFICER

Welcome to the Pilbara Meta Maya Group of Companies. Let me take you on a Journey of success in sustainability, here's our Story ...

Pilbara Meta Maya Regional Aboriginal Corporation ("PMMRAC") is a 100% privately owned, not for profit, Western Australian Aboriginal organisation based in Port Hedland in the Pilbara. PMMRAC is driven by a Board of seven Aboriginal members of the Pilbara Region, in accordance with the Rule Book and is governed by ORIC. PMMRAC is the parent organisation for Meta Maya Services (MMS), Meta Maya Environmental (MME) and Meta Maya Construction (MMC)

My "C" level team consist of:

Chief Organisation Development Officer (CODO) who oversees and supervises MME, proactively manages MMC and who manages the strategic functions of the Group and business development to include the structure, the business model, strategic partnerships, opportunities, marketing, brand management and contract management.

Chief Financial Officer – who manages the Finance and Administrative functions of the Organisation; and

I have a General Manager – who oversees the Port Hedland Office that manage the Government Contracts awarded to PMMRAC for the services delivered to the remote Aboriginal Communities in the Pilbara;

In addition, there are Departmental Managers, Supervisors and/or Co-Ordinators.

Our Story starts in the Pilbara in 1994 when the "not for profit" organisation was established to primarily service the housing requirements of the Aboriginal communities throughout the Pilbara.

Over the years, the organisation developed, securing further contracts, to include the Environmental Health, Essential Services and Municipal Services contracts, in support of servicing those same Aboriginal communities across the Pilbara.



"My  
Community...  
Your  
Community"

In 2011 Meta Maya Services Pty. Ltd. (MMS) was registered as a company to enable the delivery of high value amenities to the communities serviced via the Essential Services Department. Cultivating this commercial arm has enabled the organisation to deliver high-quality value-added services to the communities. In addition, MMS has been able to establish credibility in their own right delivering on Government projects outside of existing contracts.

In March, 2017 the organisation acquired an Environmental and Occupational Health and Safety Consultancy together with a NATA accredited Laboratory. The acquisition enabled the organisation to capitalise on skill sets already held within, having managed the Environmental Health contract on behalf of the Department of Health for well over a decade.

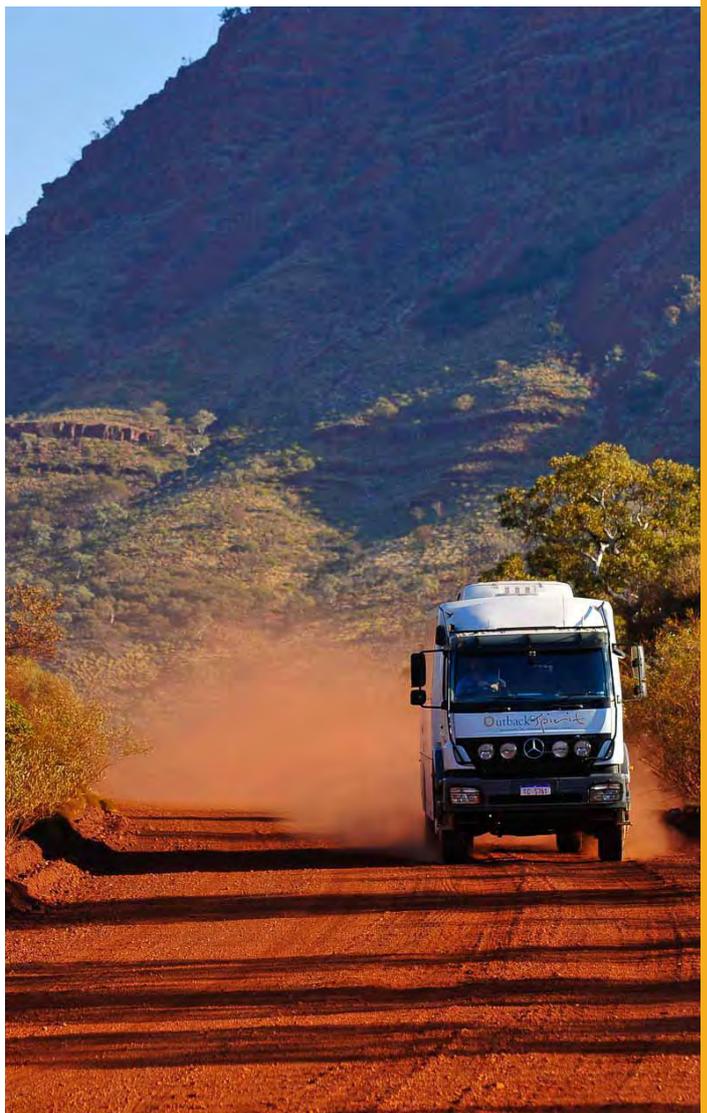
The addition of MME further strengthened the organisation’s position as a quality business, delivering professional services to both the Government and the Corporate/Commercial Sector whilst offering our clients qualified and experienced personnel, a national reach, a Perth presence and an extended Environmental service offering.

In August 2017 the organisation acquired the services of a niche Building Company and Meta Maya Construction Pty Ltd. (MMC) was formed (construction license number 102166). The construction team has extensive experience in the construction industry with the building of new homes, apartments, refurbishment of properties and fitouts of offices, healthcare facilities and retail outlets as an example. This acquisition expands on our service delivery capability to our communities in the Pilbara and strengthens our national capacity.

We are fully committed to improving the social and economic areas of life for the Aboriginal nation as a whole. The organisation is passionate about ensuring opportunities are available for Aboriginal personnel on Community.

Becoming more sustainable is a focus for the management team and I over the next 3 – 5 years. PMMRAC are acquiring quality personnel who can assist in adding more depth within the organisation with the emphasis on longer term contracts, promoting longevity which, in turn, will enable the Group to offer apprenticeships in all areas of the business.

***“Making a positive impact where it’s needed most”***



# FINANCIAL CAPACITY

PMMRAC has been in operation for 27 + years and is financially secure. It has a very strong balance sheet without liquidity issues and is completely self-funded. My Chief Officers and I have steered the organisation through many situations during the downturn, which hit the Pilbara region, in particular, quite severely. Situations were managed and in addition, the complementary capability and capacity of the organisation grew as a whole.

Over the years, PMMRAC has been committed to giving back to the communities we service and in addition, to the various regional sporting organisations encouraging and endorsing health and wellbeing.

There are few companies who could provide such high-quality services in such extreme conditions across a staggering 600,000 km<sup>2</sup> to the Aboriginal communities we service and now to a commercial market across Australia in cities, towns and remote sites nationally, whilst at the same time giving back to the people we service. To attest to this PMMRAC has won numerous Best Business and/or Best Aboriginal Business and a WA Regional



# What set's the Pilbara Meta Maya Group of Companies apart?



PMMRAC is the only regional service provider of its type, it is unique in its set up and operational delivery. Good relations have been established throughout the Group with clients, the communities, staff, partners and suppliers. We continue to have a consistent presence and in turn have retained community acceptance. PMMRAC provide services that are individual in nature when usually specific companies would be engaged. Having dedicated trades personnel that can cross business units sets PMMRAC apart, providing a competitive advantage. The organisation is passionate about delivering quality services thereby raising the standard of living for Aboriginal people on community or in the community, with the organisation going beyond its contractual duties on a regular basis.

The beauty that is the Group, are the skill sets that are transferable throughout the organisation via the various entities, where and when required. There is depth in the organisation, as all personnel are employed by the parent organisation, flexibility is key and the expertise is extensive.

The Group continues to be flexible and adapt to client requirements, developing new services to meet client demand i.e. facility management services. This enables the organisation to retain and continually build on our client database. The organisation treats its employees, suppliers and business partners fairly and respectfully, are culturally sensitive and conduct business in a transparent way at all times.

*“Strength in Unity”*

# The Group Operates on the Following Core Values

## RESPECT

Our communities, colleagues, partners, contractors and suppliers for their experience and professionalism.

## OWNERSHIP

Be accountable for our actions and flexible in our job roles.

## CONTINUOUS IMPROVEMENT

Be open to change and improvement, operating to high standards, always looking to improve service levels, processes and procedures.

## CONTRIBUTION

make a positive contribution in our service delivery, aim to increase income, reduce costs and raise the quality of service by working as a team, driving forward the business and ultimately the satisfaction.

## INTEGRITY

Open, honest, ethical and transparent communication in all our interactions; and

## TEAMWORK

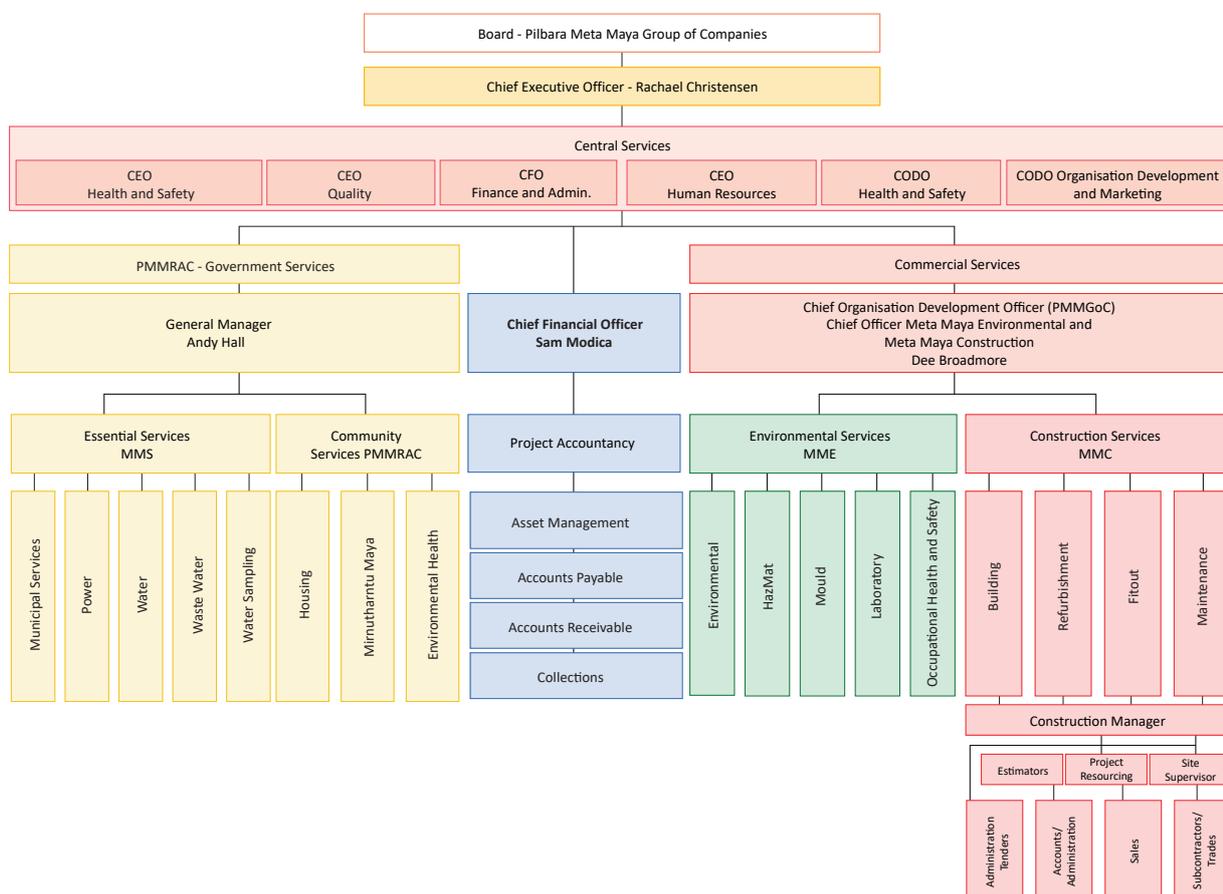
Operate as one entity and as one team committed to goals, showing support and empowering our people to reach their full potential.

# INVESTMENTS MADE

PMMRAC has invested in implementing a business information management system which assures we operate by streamlined processes, ensuring that the whole organisation operates cost effectively. PMMRAC, MMS and MME are ISO certified in Quality, Safety and Environmental and MMC operate under the same guise.

MME is, at present, the only Environmental Consultancy of its kind with its own NATA accredited Laboratory and which is 100% Aboriginal owned. The NATA Laboratory gives MME the competitive advantage as MME is able to inspect, sample, test and report to our clients without the need to outsource to other laboratories in the areas of air and soil. Regarding water, MME have a partnership with a water specific laboratory.

# ORGANISATION CHART



*“Smart decisions today, lasting value tomorrow”*



## COMMUNITY SERVICES - Housing

PMMRAC has a dedicated Housing Department and a team of Housing Officers that provide culturally appropriate housing and property management services in 13 remote communities.

The Housing Department within our community services division undertakes the following:

- Completing signups for new tenancies
- Reporting and following up maintenance on behalf of tenants
- Completing rental assessments
- Bi- annual inspection of properties
- Issuing breaches
- Liaising with specific organisations - i.e. tenant groups where required
- Abandoned tenancies, squatters and unauthorised occupiers
- Liaising with the Department of Communities and contractors
- Monthly Reporting
- Manage Community waitlists with Community Councils
- Debt Management

The team at PMMRAC has been delivering these services since 1994.

# ENVIRONMENTAL HEALTH

PMMRAC's environmental health team are extremely passionate about addressing the environmental health issues in the regions, as it is recognised that improving the environment has a "knock on" effect to the general health and wellbeing of residents on community. Our teams are trained in various practices including:

- Pest and Mosquito Control – pest levels are monitored and where resources are available impact's addressed
- Animal Health
- Waste Management – assistance is given in the removal of waste to support the implementation of safe health practices
- Emergency Management – recommendations and planning is conducted which address events such as fires, cyclones and flooding
- Health – education on how the environment has an impact on health
- Dust Control – dust is monitored and recommendations are made
- Climate Control – action is taken and recommendations are made for improvement of areas which are subject to extreme conditions
- Food Safety – education is given around the importance of preparing, cooking and storing of food
- Bathroom and kitchen audits ensuring and promoting healthy areas with working equipment (replaced on request) and water wastage
- Eradicated trachoma in the Pilbara



# Mirnutharntu Maya Facility Management and Support Services



As part of the strategic growth plan for PMMRAC the Social Services Business Unit has been developed so as to expand and enhance the type of services currently offered by the organisation to the wider community.

The key goals are to provide early intervention and support through education, case management and referrals to improve living skills. Our commitment is to the on-going relationships and the establishment of new key relationships between teams of allied health professionals. This allows for a coordinated and committed approach to best support decision making around social issues, health and housing.

Since July 2020, PMMRAC has been working with the State Government to provide suitable accommodation and support services to predominantly Aboriginal people who are undertaking training and education in South Hedland. This facility is known as Mirnutharntu Maya which means “accommodation to support learning”.

Mirnutharntu Maya is a 48 bedroomed facility and is conveniently located within walking distance to the North Regional TAFE.

Residents are treated with dignity and respect and staff work one on one to develop a plan of action to ensure each individual is offered the right resources and guidance to achieve their future goal aspirations.

## *“Best service, right time, right people”*

The facility is appropriately equipped with modern furnishings and resources such as tasteful living areas and sleeping quarters, welcoming recreation room and outdoor areas, kitchen facilities and bathroom amenities. Residents are generously catered for and looked after by a caring team of dedicated staff who ensure each guest is not only happy but thriving.

Our staff are available to guests informally if they need to talk and guests are provided with the most relevant and up to date information in all situations. The staff operate in an open and transparent manner and enforces a strict guide of rules for all guests that must be adhered to for the safety and wellbeing of everyone.

Mirnutharntu Maya is a stepping stone for individuals taking them on a journey towards their future goals. Our staff are professional in all situations and guarantee resident’s privacy above all else. We work with external agencies and departments to find the most appropriate support and services available to our residents and take pride in everything we do.

PMMRAC’s vision for this Business Unit will enable us to develop our team of professionals in the various community service areas enabling progress and the development of other services like Emergency Response. We will also be able to extend the catering services offered by our qualified chef enabling apprenticeships or trainee programs to be initiated.

PMMRAC is passionate about “why it exists”. The Organisation has established good relations with clients, the communities they serve, their staff and suppliers. The Organisation is also passionate about delivering quality services thereby raising the standard of living for Aboriginal people on or in the community.





# Meta Maya Services Pty Ltd

## ESSENTIAL SERVICES

Electrical License No. EC007117  
Chlorine Permit 15348

Established in 2011, Meta Maya Services (MMS) delivers Essential Services to the Aboriginal communities in the Pilbara, Gascoyne and Midwest region. Most of the Region is remote and diverse in nature and present many challenges for government, non-government and private sector service providers. MMS ensure that essential infrastructure is maintained to an acceptable level.

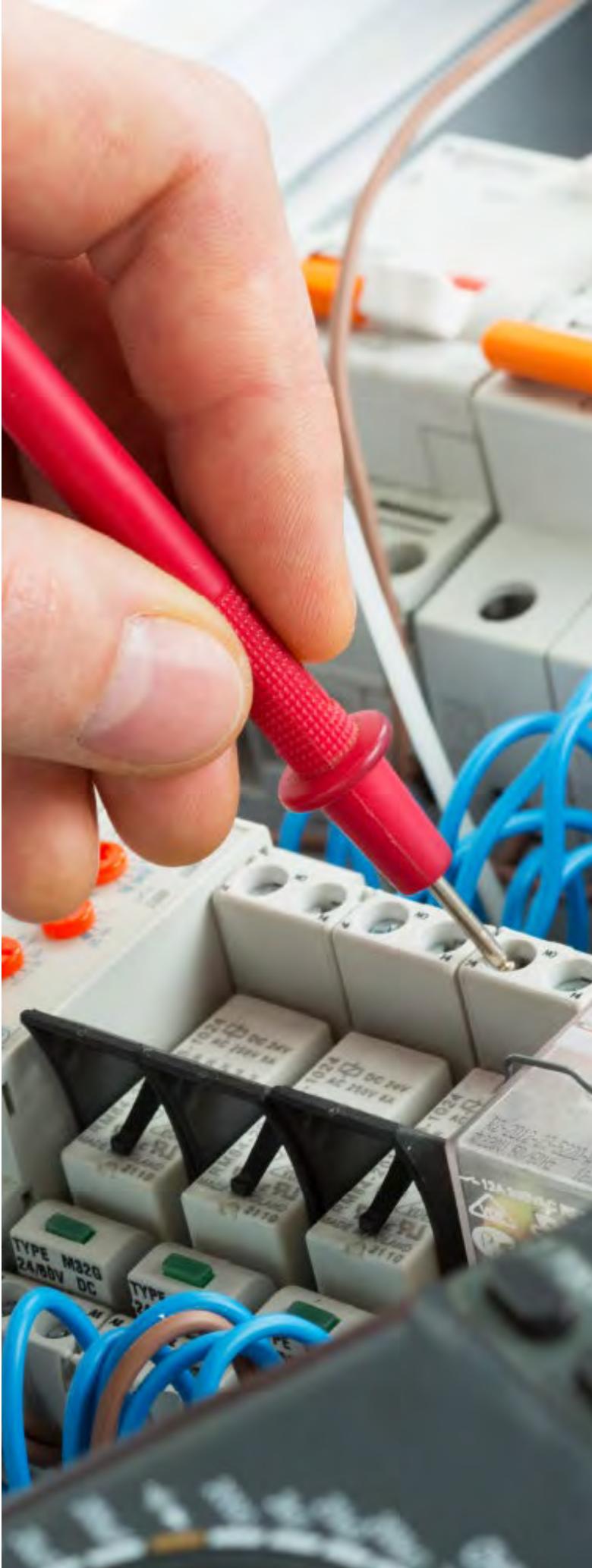
A key element in meeting these challenges and ensuring essential service infrastructure sustainability, is a comprehensive planned and preventative maintenance schedule. The absence of such will lead to breakdowns, failures, higher running costs and a shorter asset lifespan. In turn, this may have health, safety and environmental implications for the communities.

MMS have been successfully delivering Power, Water and Wastewater services for the last 2 decades to Aboriginal communities across the Pilbara, Gascoyne and Midwest regions. The Essential Services team maintains infrastructure to an exceptional standard, which minimises break-downs and provides a quality and continuous service to Aboriginal communities. It is imperative that all infrastructure and monitoring systems withstand Australia's most extreme weather as the Pilbara experiences searing summer temperatures, freezing desert nights and monsoonal rains and flooding.

A key to our successful service delivery has included the installation and remote monitoring of all types and sizes of power generators, water and wastewater treatment plants and associated infrastructure.

Remote monitoring has resulted in significant cost savings for our clients through reduced breakdowns and emergency repairs. It has also enabled our clients to make informed decisions on

***“Service that changes lives”***



future planning of assets through the gathering of robust datasets on demand and consumption of power and water.

MMS has been undertaking contractual works for the remote communities of the Pilbara for many years and in addition, conducts most asset replacement and capital works projects on behalf of the Government.

Our team is committed to excellence in service delivery, their own and the contractors used to facilitate repair and maintenance.

Our success has been built on the long-term trusted relationships we have with our Government Partners ensuring that their objectives are clearly understood.

Establishing multiple trusted relationships within an organisation ensures commitment at every level.

A consistent focus on our objectives ensure that we deliver the right level of service to the communities we serve.





## POWER

We provide high quality servicing and repairs for standalone generators or small-scale power stations that include the maintenance of generators and engines, switchboards, Low Voltage and High Voltage feeders and all associated equipment.

## WATER AND WASTEWATER

Ensuring drinking water quality and compliant wastewater standards are some of the biggest challenges that we face providing essential services to remote Aboriginal communities.

We have highly qualified and experienced teams who meet this challenge with the successful management of water and wastewater infrastructure over 29 different sites across the Pilbara, Gascoyne and Midwest regions in Western Australia.

Our expert teams provide, maintain and service water and wastewater infrastructure to remote areas and this expertise is transferable to the private sector. Our experience includes the installation and servicing of bores, bore pumps, transfer pumps, water tanks, water and wastewater treatment plants and all relevant telemetry systems together with the power requirements for water and wastewater infrastructure.

## WATER SAMPLING

MMS provide a high-quality water sampling service to most of its Aboriginal communities across the Pilbara, Gascoyne and Midwest region. Our water sampling service undertaken by a NATA accredited Laboratory includes regular microbiological and chemical sampling as per the Australian Drinking Water Guidelines (ADWG) and the servicing and maintenance of water head works and equipment.

*“Live where you love”*

# MUNICIPAL SERVICES

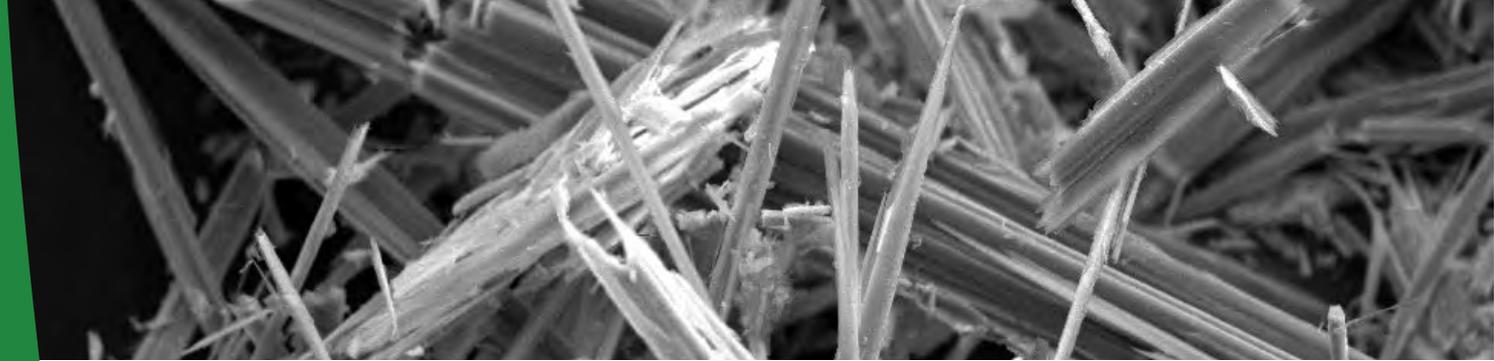
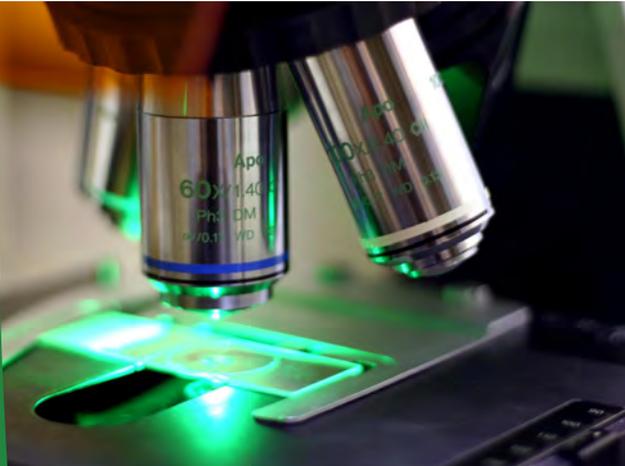
The Municipal Services (MUNS) team is aligned with the remote Essential Services team and are being integrated gradually. The MUNS team also complements the Environmental Health team providing wider coverage of the services relating to dust control, pest/mosquito control and waste management to the regional communities serviced by the organisation.

They also provide additional services which are listed below with the level of service varying dependent on community requirements.

- Rubbish collection and disposal
- Roads (sealed and unsealed)
- Airstrips
- Fire brakes
- Playgrounds, basketball and football grounds maintenance
- Stormwater drainage
- Landfill
- Tip maintenance



# Meta Maya Environmental Pty Ltd



In March, 2017 PMMRAC acquired an Environmental, Occupational Health and Safety Consultancy together with a NATA accredited Laboratory. Meta Maya Environmental Pty Ltd (MME) is the only Aboriginal owned Environmental Consultancy and Laboratory in Western Australia. MME's service offerings include Asbestos and Hazardous Materials, Occupational Health and Safety, Environmental Consultancy and Property Risk.

The addition of MME, has further strengthened the organisation's position as a quality business, delivering professional services to both the Government and the Corporate Sector, offering our clients qualified and experienced personnel with an extended service offering, a Perth presence and a national reach.

MME operates throughout Australia providing trusted industry experts to resolve our client's Hazmat, Occupational Health and Environmental requirements. We offer consulting and testing services in the following specialist areas:

## HAZARDOUS MATERIALS (including Asbestos)

MME is made up of experienced HazMat Inspectors and Licensed Asbestos Assessors, handling all aspects of HazMat inspection, including analytical testing in our state-of-the-art NATA accredited laboratory, we adhere to strict guidelines surrounding the correct inspection, identification and management of hazardous materials to ensure the safety of our team and those who work alongside them.

MME's HazMat and Asbestos Surveys, Registers and Management Plans comply with the WA Codes of Practice, the current National Code and Chapter 8 of the model Work, Health and Safety Regulations (2011).

They provide owners or controllers of buildings with proper guidance on how to identify, manage and monitor the hazardous materials, including asbestos, in all their properties. We can assist with creating contingency plans for worst-case scenarios and we can train your staff in how to react in case of an emergency. MME provides two types of HazMat survey:

## SURVEYS AND REGISTERS

A survey of a building and its surrounds to determine the risk associated with hazardous materials (and especially \*ACM). The survey includes the identification and risk assessment of each HazMat situation (i.e. creating a HazMat Register) and a site-specific Management Plan. The survey is non-destructive and can be conducted in occupied areas.

## REFURBISHMENT OR PRE-DEMOLITION SURVEYS

A survey is required before any refurbishment or demolition work is carried out on a building. The survey identifies the extent of hazardous materials (and especially \*ACM) in the proposed work area. The survey is destructive and must be conducted in unoccupied areas.

## OTHER SERVICES INCLUDE:

- Job Safety Analysis (JSA) and Safe Work Method Statements (SWMS)
- Asbestos Removal Control Plans (ARCPs)
- Removal and Management Specifications
- Due Diligence Reports
- Asbestos Removal Project Management
- Contaminated Site Assessment
- Management of asbestos in soil
- Waste classification and disposal
- Detailed remediation methods
- Mine site remediation
- Asbestos exposure assessment
- Expert witnessing

## ENVIRONMENTAL SERVICES

MME's Environmental Services are designed to identify environmental liabilities, review operational compliance and manage risk.

- Environmental Impact Assessments (EIA)
- Environmental Impact Statements
- Water Management
- Environmental Management Plans and Systems
- Ecological Surveying (Flora and Fauna)
- Noise Management Plans
- Heritage Surveying
- Soil Identification
- Land Capability Studies





MME also provides a complete range of Occupational Hygiene Services to help protect your Human and Capital assets from registered CONTAM, lead, dust, silica and other hazardous or toxic chemical compounds.

MME provide a risk-based phased approach throughout a project's life cycle, from environmental approvals, to construction, operations, ongoing monitoring and compliance, to site remediation.

Work is conducted in accordance with the required contaminated land legislation of both State and Territory.

## OCCUPATIONAL HEALTH AND SAFETY

MME understands the importance of risk management for the continuity of business and provides a range of Occupational Health and Safety services. Not only is it sound economics but legislation mandates a duty of care across all areas of business and the working environment. MME's talented and highly skilled scientists operate with an ethos of integrity and honesty, which ensures quality, credible and robust outcomes are achieved with true impartiality.

Project Teams support clients before, during and after projects; to ensure the best solutions are delivered.

### **ASBESTOS LABORATORY – NATA ACCREDITED - No. 19429**

MME's NATA accredited laboratory offers the following services:

- Estimation of Airborne Asbestos and Synthetic Mineral Fibres (SMF)
- Asbestos Fibres in Bulk Samples
- Asbestos in Soils

*"A policy that is good for the environment is also good for the economy"*

\*ACM - Asbestos Containing Material

Analysis is carried out, in-house at our headquarters in Perth, Western Australia. NATA accredited field laboratories can also be set up for site-specific work.

MME's Business Management System requires that only qualified and experienced personnel undertake result interpretation. It also stipulates that all analytic results are documented with traceable procedures. Test results are compared to relevant Standards and Codes of Practice with reported interpretations, recommendations and conclusions simply but accurately stated.

## INVENTORY HAZARDOUS MATERIALS

It is common to see the presence of hazardous materials on ships which are unlikely to be eradicated, as they are necessary for the construction and maintenance of a ship and/or other seaworthy vessels.

Asbestos is one of the most common materials used which is found in the walls and doors of an engine room because of its insulation and fire-resistant properties, however, it is also one of the most extremely hazardous materials.

When Asbestos is damaged and/or broken, it can, if inhaled, lead to fatal diseases. In addition, long-term exposure to heavy metals like lead or mercury (which can be found in paints, batteries, etc) can also cause irreversible damage.

As more becomes known and awareness increases in response to safety and environmental concerns regarding hazardous materials, various efforts have been initiated by Government Authorities to regulate the inventory and management of hazardous materials throughout its lifecycle.

Since the adoption of the EU Ship Recycling Regulation (EU SRR) at the Hong Kong Convention for the Safe and Environmentally Sound Recycling of Ships, It is important that ships comply so as not to cause any major concerns for their business when entering ports.

More information is contained on the website

Obtain our Capability Statement from the website [www.metamaya.com.au](http://www.metamaya.com.au)



***“The results you can count on...”***

# META MAYA CONSTRUCTION PTY LTD

License No. 102166

In December 2017, PMMRAC acquired a niche Building Company and Meta Maya Construction Pty Ltd (MMC) was formed.

The construction team has extensive experience in the construction and building of homes, apartments, refurbishment of properties and fitouts (office, healthcare, retail outlets). The addition of MMC not only strengthens the organisation but increases our sub-contractor network across Western Australia, on the back of this network and with the addition of more trade employees, MMC will be able to further develop and operate on a professional maintenance model.

MMC's construction portfolio delivers services around building, refurbishment, property fit-outs and maintenance.

MMC's project teams are staffed by experts within their respective fields who are passionate about what they do and believe in "quality within value". MMC offer a diverse range of complementary client focused services across multiple disciplines adding value at every stage.





The experienced and professional construction team at MMC can supply services to both the commercial and residential markets and are able to undertake projects for new builds; Heritage refurbishment works; Building insurance works; Fire Damage works; Asbestos Remediation; Inspections on buildings (dilapidation) electrical, and compliance.

The construction team also has many years' experience in property fit-outs including Bars, Restaurants, Nightclubs, Cinemas, Shops, Hotels and Offices etc.

MMC's talented and highly skilled personnel operate an ethos of integrity and honesty, which ensures quality, credible and robust outcomes are achieved with true impartiality. MMC personnel are open and transparent when dealing with our clients.

MMC is very motivated towards client satisfaction and is able to assist clients with their property related issues in a more holistic fashion. MMC keep lines of communication clear and simplify a sometimes-overcomplicated process.

Communication is key to client satisfaction and MMC takes pride in ensuring that our team maintains open communication, sign off on project stages, where appropriate, and that there is complete transparency with regard to the project and its costings.

Obtain our Capability Statement from the website [www.metamaya.com.au](http://www.metamaya.com.au)

***“Building Dreams”***

# OUR SERVICES



## Design and build

- General Building works
- Building Insurance works
- Drafting and design works
- Land and site surveying
- Building Surveyor Service (certificate of design compliance and certificate of construction compliance CDC and CCC)
- Office Fit-outs and Refurbishments
- Building Inspections (Dilapidation - Maintenance)
- Civil and Earthworks

## Construction types

- Tilt panel construction
- Brick and concrete construction
- AFS construction
- Modular buildings
- Steel frame construction
- Timber frame construction

## Complex Projects

- Complex client/stakeholder interactions
- Phased/Staged work programs
- Building in operational and secure environments
- Regional and remote project work
- Mine sites works
- Ports

## Construction – Build

- Office Refurbishments
- Showrooms
- Education facilities
- Medical facilities
- Sporting complexes
- Warehouses and Retail Stores
- High rise buildings
- Medium rise buildings
- Low rise buildings
- Apartments
- Sub-divisions and community Centres
- Regional housing solutions
- Emergency housing solutions
- Heavy industrial factories
- Commercial construction projects
- State and Federal construction projects
- Hotels and Entertainment Venues
- Community buildings

## Maintenance

- All general building maintenance works
- Roof renewal and restoration
- Fully qualified trades
- Rental liabilities, review
- Operational compliance and
- Risk Management

*"A strong foundation for tomorrow"*



# Competencies and Achievements

The Pilbara Meta Maya Group of Companies deliver accurate results every time by adhering to robust Quality Assurance, Safety and Environmental Policies and Procedures via an Integrated Business Management System.

The aim is to be a recognised leader in the services we provide by meeting or exceeding the stated and/or implied needs of our clients. We attach great importance to quality, safety and environmental management as the services we provide must reflect a high degree of client satisfaction.

We undertake regular audits to ensure that our services meet or exceed our client's expectations for quality, safety, environmental, timing and budget. To be able to assure our clients these aims are being met, we have established and maintain a system which has been planned, developed and used by all employees in conjunction with other management functions. The system has been implemented and is constantly monitored and upgraded annually.

We have developed measurable objectives which are periodically reviewed to ensure the continuous improvement of our systems. All members of staff are required to be fully conversant with the system and the associated procedures and instructions relevant to their work enabling them to take full responsibility for the quality of work they produce.

These policies are used to clearly communicate our attitude and we recognise that this commitment is essential to our long term success with regard to our competitive position, our reputation, our clients and our people.

Certified:

ISO 9001:2015 Quality Management Systems – PMMRAC, MMS and MME

ISO 14001:2015 Environmental Management Systems – PMMRAC, MMS and MME

AS/NZS 4801:2001 Occupational Health and Safety Management Systems – PMMRAC, MMS and MME

NATA Accredited Laboratory – ISO/IEC 17025 [19429] – MME

The organisation obtained and has maintained its certification since 2014.

We have implemented two new systems in Finance and Human Resource to streamline processes within each service area.

We implemented a hybrid solar system which took our originating office in Port Hedland “off grid” or able to “disconnect from the grid”.

We continue to assist large corporates in reaching regional communities with offers of assistance during the COVID pandemic.

*“Committed to superior quality”*



# Our Team



The Pilbara Meta Maya Group of Companies operate and are committed to high standards selecting our people and our partners very carefully.

We acquire, retain and develop motivated personnel to ensure that the high levels of service we offer are maintained.

We have a team of professional managers and experienced personnel involved in delivering the services we provide and to maintain our high standards, we have invested heavily in our personnel who are all part of a committed ongoing training program.

Our overall strategy is to focus on the delivery of end to end solutions that add immediate value to our clients. To support this high quality service delivery we have formed relationships with proven and committed strategic alliance partners that offer niche services and solutions that complement our offerings. Our clients receive the best quality of service managed by one central contact.

Established processes ensure that the business operates effectively and efficiently. Under a strong leadership team, the focus is on excellence, health and safety and flexibility in the delivery of our services.

Business today is about diversification, good relations and partnership opportunities which reduces costs, increases efficiencies and enables business to refocus critical resources.

Now is the time for you to build relationships with an Aboriginal organisation that has a range of skillsets that can support your business.

***“If people like you they will listen to you, but if they trust you, they’ll do business with you.”***

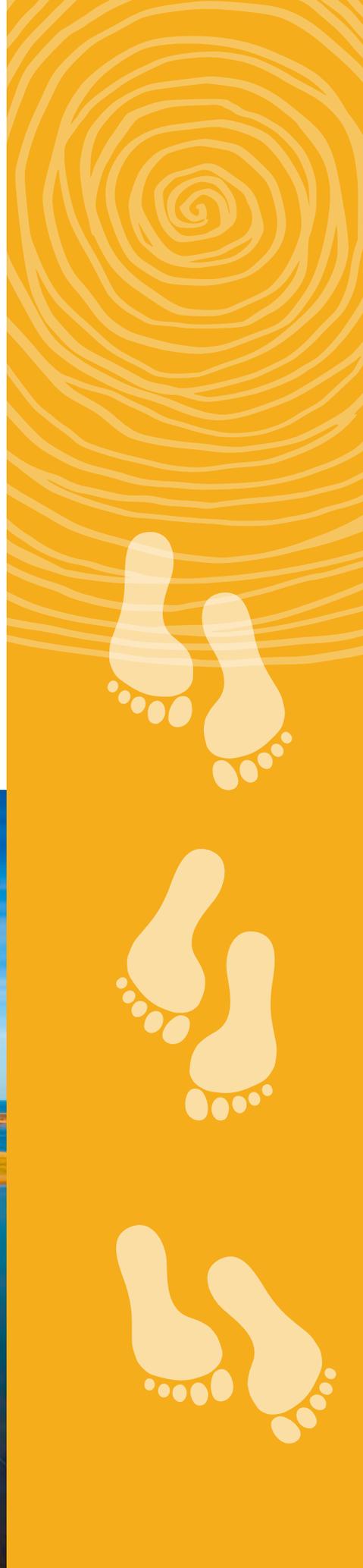
Since inception, the Group has matured and we are now an acknowledged professional and quality organisation delivering value added services to the Pilbara communities and beyond.

My team and I are open, honest and transparent in our dealings with clients and suppliers alike. We are committed to our respective roles, business and outcomes.

You cannot beat the enthusiasm of committed staff - it is infectious. Just talking to people about our story has spread the word and in itself excites people.

Please refer to our new website for more specific information and downloadable documentation on the Pilbara Meta Maya Group of Companies ([www.metamaya.com.au](http://www.metamaya.com.au)).

Rachael Christensen  
CEO – Pilbara Meta Maya Group of Companies





Pilbara Meta Maya Regional Aboriginal Corporation  
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WEDGEFIELD WA 6721  
Phone | (08) 9172 5155  
Housing Emergency Contact Number | 0488 515 880  
Postal Address | PO Box 2680, SOUTH HEDLAND WA 6722

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