



Date Created: 30-05-2023



Australian Government



**Workplace
Gender Equality
Agency**



2022 - 23 Gender Equality Reporting

Submitted By:

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Comdain Services Pty Ltd 44160096079

Service Stream Limited 46072369870

Service Stream Customer Care Pty Ltd 15112410358

Service Stream Fixed Communications Pty Ltd 94067943873

Service Stream Mobile Communications Pty Ltd 74095043057

Service Stream Holdings Pty Ltd 58008027978

Service Stream Energy & Water Pty Ltd 11098326179

Comdain Gas (Aust) Pty Ltd 34099283271

Techsafe Management Pty Ltd 54149740232

Radhaz Consulting Pty Limited 16119544071

CONNECTSYDNEY PTY. LIMITED 16646646808

WESTLINK (SERVICES) PTY LIMITED 21096511376

SERVICE STREAM MAINTENANCE PTY LTD 87081540847

#Workplace Overview

Policies and Strategies

1. Do you have a formal policy and/or formal strategy in place that specifically supports gender equality in the following areas?

Recruitment: Yes

Policy; Strategy

Retention: Yes

Policy

Performance management processes: Yes

Policy; Strategy

Promotions: Yes.

Policy

Talent identification/identification of high potentials: NoCurrently under development

Estimated Completion Date: 2024-03-04

Succession planning: Yes
Strategy

Training and development: Yes
Policy; Strategy

Key performance indicators for managers relating to gender equality: No
Currently under development

Estimated Completion Date: 2023-07-01

2. Do you have a formal policy and/or formal strategy in place that supports gender equality overall?
Yes
Policy
4. If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.

Governing Bodies

Organisation: Service Stream Limited

1.Name of the governing body: Service Stream Holding Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Strategy

Organisation: Comdain Corporate Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Comdain Services Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Service Stream Customer Care Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4. Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Service Stream Fixed Communications Pty Ltd

1. Name of the governing body: Service Stream Holdings Pty Ltd

2. Type of the governing body: Board of Directors

3. Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4. Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Techsafe Management Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F)	Male (M)	Non-Binary
	0	1	0
Member	Female (F)	Male (M)	Non-Binary
	3	3	0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Service Stream Mobile Communications Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F)	Male (M)	Non-Binary
	0	1	0
Member	Female (F)	Male (M)	Non-Binary
	3	3	0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Service Stream Energy & Water Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Comdain Gas (Aust) Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4. Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Radhaz Consulting Pty Limited

1. Name of the governing body: Service Stream Holdings Pty Ltd

2. Type of the governing body: Board of Directors

3. Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4. Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: CONNECTSYDNEY PTY. LIMITED

1.Name of the governing body: Service Stream Holding Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F)	Male (M)	Non-Binary
	0	1	0
Member	Female (F)	Male (M)	Non-Binary
	3	3	0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Techsafe Management Pty Ltd

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F)	Male (M)	Non-Binary
	0	1	0
Member	Female (F)	Male (M)	Non-Binary
	3	3	0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: WESTLINK (SERVICES) PTY LIMITED

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4.Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: SERVICE STREAM MAINTENANCE PTY LTD

1.Name of the governing body: Service Stream Holdings Pty Ltd

2.Type of the governing body: Board of Directors

3.Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4. Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

Organisation: Service Stream Holdings Pty Ltd

1. Name of the governing body: Service Stream Holdings Pty Ltd

2. Type of the governing body: Board of Directors

3. Specified governing body type:

Number of governing body chair and member by gender:

Chair	Female (F) 0	Male (M) 1	Non-Binary 0
Member	Female (F) 3	Male (M) 3	Non-Binary 0

4. Formal section policy and/or strategy: Yes

Selected value: Policy

6. Target set to increase the representation of women: Yes

6.1 Percentage (%) of target: 30

6.2 Year of target to be reached: 2023-12-31

Selected value:

7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?

Yes

Selected value: Policy

2. If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.

#Action on gender equality

Gender Pay Gaps

1. Do you have a formal policy and/or formal strategy on remuneration generally?

Yes

Policy

1.1 Are specific pay equality objectives included in your formal policy and/or formal strategy?

Yes

To be transparent about pay scales and/or salary bands; To implement and/or maintain a transparent and rigorous performance assessment process

2. What was the snapshot date used for your Workplace Profile?

2023-03-31

4. If your organisation would like to provide additional information relating to gender pay gaps in your workplace, please do so below.

Employer action on pay equality

1. Have you analysed your payroll to determine if there are any remuneration gaps between women and men (e.g. conducted a gender pay gap analysis)?

Yes

- 1.1 When was the most recent gender remuneration gap analysis undertaken?

Within the last 1-2 years

- 1.2 Did you take any actions as a result of your gender remuneration gap analysis?

Yes

Identified cause/s of the gaps; Reviewed remuneration decision-making processes; Corrected like-for-like gaps

- 1.3 What type of gender remuneration gap analysis has been undertaken?

3. If your organisation would like to provide additional information relating to employer action on pay equity in your workplace, please do so below.

Employee Consultation

1. Have you consulted with employees on issues concerning gender equality in your workplace during the reporting period?

Yes

- 1.1 How did you consult employees?

Other

Other: Education sessions, toolbox talks

- 1.2 Who did you consult?

ALL staff

2. Do you have a formal policy and/or formal strategy in place on consulting employees about gender equality?

No

Not a priority

3. On what date did your organisation share your last year's public reports with employees and shareholders?

Employees:

Shareholder:

4. **Have you shared previous Executive Summary and IndustryBenchmark reports with the governing body?**

Yes

5. **If your organisation would like to provide additional information relating to employee consultation on gender equality in your workplace, please do so below.**

#Flexible Work

Flexible Working

1. **Do you have a formal policy and/or formal strategy on flexible working arrangements?**

No

Currently under development

Estimated Completion Date: 2023-10-02

2. **Do you offer any of the following flexible working options to MANAGERS in your workplace?**

Carer's leave: Yes

SAME options for women and men Informal options are available

Compressed working weeks: Yes

SAME options for women and men Informal options are available

Flexible hours of work: Yes

SAME options for women and men Informal options are available

Job sharing: Yes

SAME options for women and men

Formal options are available

Part-time work: Yes

SAME options for women and men Formal options are available

Purchased leave: Yes

SAME options for women and men Formal options are available

Remote working/working from home: Yes

SAME options for women and men

Time-in-lieu: Yes

SAME options for women and men

Formal options are available; Informal options are available

Unpaid leave: Yes

SAME options for women and men Formal options are available

3. **Are your flexible working arrangement options for NON-MANAGERS the same as the options for managers above?**

Yes

5. **Did you see an increase, overall, in the approval of FORMAL flexible working arrangements for your workforce between the 2021-22 and the 2022-23 reporting periods?**

Don't know / Not applicable

7. **If your organisation would like to provide additional information relating to flexible working and gender equality in your workplace, please do so below.**

#Employee Support

Paid Parental leave

1. **Do you provide employer-funded paid parental leave in addition to any government-funded parental leave scheme?**

Yes, we offer employer funded parental leave using the primary/secondary carer definition

1. **If your organisation would like to provide additional information relating to paid parental leave and gender equality in your workplace, please do so below.**

Support for carers

1. **Do you have a formal policy and/or formal strategy to support employees with family or caring responsibilities?**

No

Not a priority

2. **Do you offer any of the following support mechanisms for employees with family or caring responsibilities?**

- 2.1. **Employer subsidised childcare**

No

Not a priority

- 2.2. **Return to work bonus (only select if this bonus is not the balance of paid parental leave)**

No

Not a priority

2.3. Breastfeeding facilities

Yes

Available at SOME worksites

2.4. Childcare referral services

No

Not a priority

2.5. Coaching for employees on returning to work from parental leave

No

Not a priority

2.6. Targeted communication mechanisms (e.g. intranet/forums)

Yes

Available at ALL worksites

2.7. Internal support networks for parents

No

Not a priority

2.8. Information packs for new parents and/or those with elder care responsibilities

Yes

Available at ALL worksites

2.9. Parenting workshops targeting fathers

No

Not a priority

2.10. Parenting workshops targeting mothers

No

Not a priority

2.11. Referral services to support employees with family and/or caring responsibilities

No

Not a priority

2.12. Support in securing school holiday care

No

Not a priority

2.13. On-site childcare

No

Not a priority

2.14. Other details: No

3. If your organisation would like to provide additional information relating to support for carers in your workplace, please do so below.

Sexual harassment, harassment on the grounds of sex or discrimination

1. Do you have a formal policy and/or formal strategy on the prevention and response to sexual harassment, harassment on the grounds of sex or discrimination?

Yes

Policy

- 1.3 Do you provide a grievance process in your sexual harassment policy and/or strategy?

Yes

2. Do you provide training on the prevention of sexual harassment, harassment on the ground of sex or discrimination to the following groups?

All Non-Managers

Yes

Voluntary question: All Non-Managers

9. If your organisation would like to provide additional information relating to measures to prevent and response to sexual harassment, harassment on the grounds of sex or discrimination, please do so below.

Family or domestic violence

1. Do you have a formal policy and/or formal strategy to support employees who are experiencing family or domestic violence?

Yes

Policy

2. Other than a formal policy and/or formal strategy, do you have the following support mechanisms in place to support employees who are experiencing family or domestic violence?

A domestic violence clause is in an enterprise agreement or workplace agreement

Yes

Confidentiality of matters disclosed

Yes

Protection from any adverse action or discrimination based on the disclosure of domestic violence

Yes

Employee assistance program (including access to psychologist, chaplain or counsellor)

Yes

Emergency accommodation assistance

No

Insufficient resources/expertise; Not aware of the need

Provision of financial support (e.g. advance bonus payment or advanced pay)

No

Insufficient resources/expertise; Not aware of the need

Flexible working arrangements

Yes

Offer change of office location

Yes

Access to medical services (e.g. doctor or nurse)

No

Insufficient resources/expertise; Not aware of the need

Training of key personnel

Yes

Referral of employees to appropriate domestic violence support services for expert advice

Yes

Workplace safety planning

Yes

Access to paid domestic violence leave (contained in an enterprise/workplace agreement)

Yes

Is the leave period unlimited?

No

Number of Days:

10

Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)

Yes

Is the leave period unlimited?

No

Number of days:

10

Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)

No

Not aware of the need

Access to unpaid leave

Yes

Is the leave period unlimited?

No

Number of days:

Provide Details: No

Date Created: 30-05-2023

- 2. If your organisation would like to provide additional information relating to family and domestic violence affecting your workplace, please do so below**