

Service Stream

Update on upcoming PAS Contract Mobilisation

Livestream

13 January 2026

Revision 1.0



ServiceStream



Australian Army CH-47 Chinooks and Royal Australian Navy MH-60R
Seahawk on the flight deck of HMAS Adelaide during Wet and Dry
Environment Rehearsals at Cowley Beach Training Area.



Acknowledgement of Country

Artwork by Lee-Anne Hall (Bundjalung and Gomeroi/Euahlayi).
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Service Stream shows respect by acknowledging the traditional custodians of the country throughout Australia and their continuing connections to land, water and communities.

We pay our respects to their culture and elders past, present and emerging.

Key Management Personnel



Regional Managers have been appointed in both the Northern Territory and South Australia to oversee and manage the PAS Contract. The role will operate as Service Stream's most senior point of contact in each region and will report directly to Stuart Wagner (General Manager – Defence).

National



Stuart Wagner

General Manager, Defence

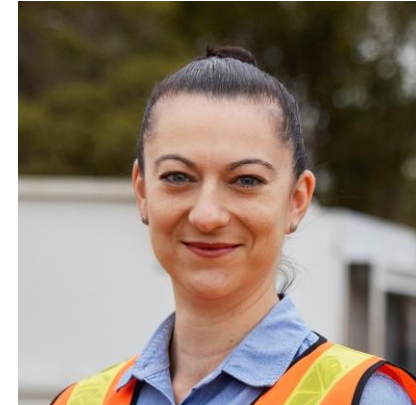
Northern Territory



Cameron Doyle

Regional Manager - NT

South Australia



Jessica Maetze

Regional Manager - SA

Agenda

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01

Mobilisation Activities



Key Details and Timings



Service Stream has undertaken mobilisation preparation activities for the past six months and will soon commence management of the Property and Asset Services (PAS) Contract in both Northern Territory and South Australia.

Mobilisation Timings

The following mobilisation timing is relevant to PAS employees:

- Service Streams PAS contract will commence at midnight on **Sunday the 1st of February**.

Upcoming Mobilisation Activities

Key mobilisation activities that will occur in the week prior to Contract Commencement include:

- Service Stream will visit all major NT and SA Bases during the week prior to contract Commencement (1 February)
- An introductory meet and greet will be held on 01 February to support employees and streamline the mobilisation process
- As required, PAS subcontractors will be engaged to ensure service continuity during the initial transition and mobilisation period

Scheduled Base Visits



From 27-30 January 2026, Service Stream will visit each major Base in Northern Territory and South Australia.

During Base Visits Service Stream will meet with transitioning employees and conduct formal introductions and provide them with:

- **Assigned IT equipment** (laptops and phones)
- Information about the introductory meet and greet (advanced IT set-up)
- Details of **Day 1** activities and timings
- An overview of **mandatory training** to be completed prior to contract commencement.

Base Visits will be conducted at the following locations:

- | | |
|-------------------------------|--------------------------|
| • Northern Territory | • South Australia |
| • Robertson Barracks | • Keswick Barracks |
| • RAAF Darwin | • RAAF Edinburgh |
| • Larrakeyah Defence Precinct | • DSTG Edinburgh |
| • RAAF Tindal | • RAAF Woomera |

Introductory Meet and Greet



An introductory meet and greet is scheduled for [Sunday 01 February](#) to support employees and streamline the mobilisation process.

The meet and greet is designed to reduce the administrative burden for employees and will include:

- An introduction to Service Stream's senior management team (meet and greet)
- Support from Service Stream's IT team to assist employees with:
 - Configuring work-issued devices
 - Setting up their Service stream account
 - Installing specialist software and applications
- An opportunity to ask questions, ensuring clarity on Service Stream's mobilisation approach

During the day, Service Stream Operations Teams will also be working at each major Base to prepare workspaces, offices and depots and provide support with any open work orders that require attention.

By attending the introductory meet and greet, employees will benefit from a streamlined mobilisation process and avoid unnecessary disruption during their first day of work with Service Stream (commencing 02 February).

Introductory Meet and Greet (Locations)



The introductory meet and greet will be held in metropolitan Northern Territory and South Australia. Regionally, employees will be supported by Service Stream's Operations Teams.

Northern Territory

- **Date:** Sunday, 01 February 2026
- **Venue:** Hilton (Mitchell Street)
- **Location:** 32 Mitchell St, Darwin City NT
- Start: 12:00
- Finish: 17:00



Hilton Function Room

South Australia

- **Date:** Sunday, 01 February 2026
- **Venue:** Pavillion at Prospect
- **Location:** Unit 3/1 Menzies Cres, Prospect SA
- **Start:** 12:00
- **Finish:** 17:00



Pavillion at Prospect

02

Operational Pre-Requirements



Mandatory Training Requirements

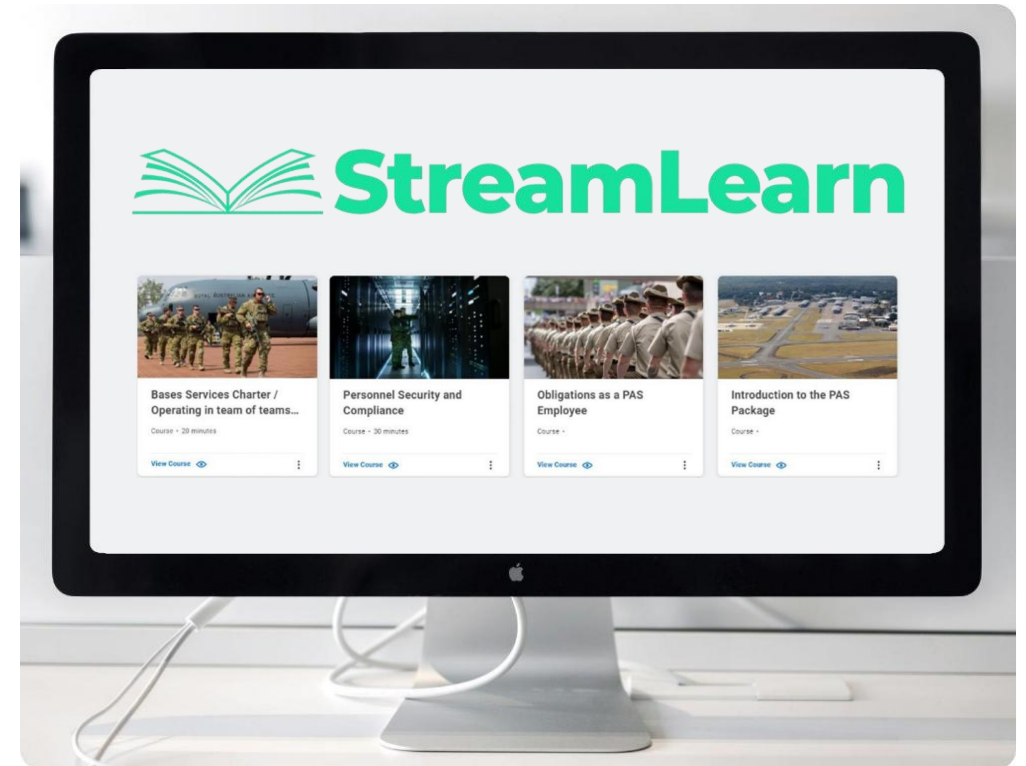
Personnel must complete all mandatory training prior to Day 1.

To ensure you are ready for Day 1, employees must complete all mandatory training assigned to them.

- Emails will be distributed to employees notifying them of their assigned training
- PAS training will be housed on Service Stream's Learning Management System (StreamLearn)
- Verification of completion and/or competency will be tracked for all mandatory training modules.

Please ensure all training is completed **prior to 29 January**. Personnel will not be able to undertake work with Service Stream until all assigned mandatory training is completed.

If you have any questions, or require support with your training, please contact Service Stream.



Security and Access Requirements



A valid and current security clearance and Defence Common Access Card (DCAC) is needed to access Defence Bases and deliver PAS works on-site.

Day 1 Pre-Requirements

PAS personnel are required to:

- Support Service Stream activities to transfer/sponsor security clearances
- Promptly provide the necessary information to AGSVA and Defence Pass Office (where applicable) to streamline application processes
- Notify Service Stream of any security clearance/DCAC issues, if they arise.

If you have any questions, please contact the Defence Security team via email: security.defence@servicestream.com.au

Defence Common Access Card Holder Obligations

It is important to note that a DCAC:

- Must be worn at all times on site, (unless wearing the DCAC presents a safety hazard), in a prominent position on the front or side of the body, and remove it when leaving the Defence site/area/s for which it is required
- Must be clearly displayed for inspection and/or electronic scanning when entering or exiting a Defence site for which its use is required
- Must be shown when requested by any appropriate authority who, in the course of their duty, requires proof of identity
- Is only used for the purposes and in the areas for which it was sponsored
- Remains the property of Defence and must be shown on request.

03

Contract Commencement



What to Expect on Day 1 – Agenda (NT)

See below for the Day 1 Event Agenda in the Northern Territory

Time	Activity	Description
0:700	Arrival	Workforce arrival at venue.
0:700 – 0:800	Registration / Coffee	Attendance registration, branded duffle bag handout, and IT asset assignment, if required.
08:00 – 08:15	Introduction	General introduction.
08:15 – 08:30	Welcome to Country	Traditional ceremony.
08:30 – 08:45	Opening Address	Service Stream Executive General Manager addresses workforce.
08:45 – 09:00	Opening Address	Defence Executive addresses workforce.
09:00 – 09:15	Training Session 1	Service Stream - General Culture Induction.
09:15 – 09:30	Training Session 2	HSE Safety (general discussion).
09:30 – 10:00	Team Photo	Co-ordinated team photo.
10:00 – 10:30	Morning Tea	Break.
10:30 – 12:00	Device Setup & Rolling Departures	Device Setup with IT Support (for employees not activated Sunday). Following completion, return to work location
12:00	Finish	Event conclusion.

Key Event Details

- **Date:** Monday, 02 February 2026
- **Venue:** Hilton (Mitchell Street)
- **Location:** 32 Mitchell St, Darwin City NT
- **Start:** 0:700
- **Finish:** 12:00



Hilton Function Room

What to Expect on Day 1 – Agenda (SA)

See below for the Day 1 Event Agenda in South Australia

Time	Activity	Description
0:700	Arrival	Workforce arrival at venue.
0:700 – 0:800	Registration / Coffee	Attendance registration, branded duffle bag handout, and IT asset assignment, if required.
08:00 – 08:15	Introduction	General introduction.
08:15 – 08:30	Welcome to Country	Traditional ceremony.
08:30 – 08:45	Opening Address	Service Stream Managing Director addresses workforce.
08:45 – 09:00	Opening Address	Defence Executive addresses workforce.
09:00 – 09:15	Training Session 1	Service Stream - General Culture Induction.
09:15 – 09:30	Training Session 2	HSE Safety (general discussion).
09:30 – 10:00	Team Photo	Co-ordinated team photo.
10:00 – 10:30	Morning Tea	Break.
10:30 – 12:00	Device Setup & Rolling Departures	Device Setup with IT Support (for employees not activated Sunday). Following completion, return to work location
12:00	Finish	Event conclusion.

Key Event Details

- **Date:** Monday, 02 February 2026
- **Venue:** Pavillion at Prospect
- **Location:** Unit 3/1 Menzies Cres, Prospect SA
- **Start:** 0:700
- **Finish:** 12:00



Pavilion at Prospect

New Stuff!

Personnel will be provided with new vehicles, communications devices and tools of trade to support them in their role. The type of equipment received will depend on the nature and location of your role and appropriate training will be provided to ensure a safe and proficient workforce is maintained.

Vehicles



Tools and Ground Equipment



Tech Equipment



Support Resources and Help Desk



During Day 1 and Week 1, dedicated personnel will be available on-site to provide employee support. Following this, support resources will be available through the below channels.

Workforce Management Centre

Key Contact:

Kosta Belias
(Scheduling & Planning Manager)

Contact Details:

Phone Number:
1800 957 472

Email (NT):
schedulingnt@servicestream.com.au

Email (SA):
schedulingna@servicestream.com.au

Availability:

24/7 for scheduling support.

IT Help Desk

Contact Details:

Phone Number:
1800 687 125 (Option 2)

Email:
it.servicedesk@servicestream.com.au

Availability:

Business Hours (08:30-17:00).

Security

Contact Details:

Email:
security.defence@servicestream.com.au

Availability:

Business Hours (08:30-17:00) AEST

People & Experience

Contact Details:

Phone Number:
1800 687 125

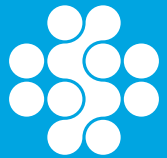
Email:
people.defence@servicestream.com.au

Email (recruitment):
talent.defence@servicestream.com.au

Availability:

Business Hours (08:30-17:00) AEST

Thank you and
Questions



ServiceStream

