

# 2020 - 21 Compliance Program

Submitted by:

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**Service Stream Holdings Pty Ltd  
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**Service Stream Energy & Water Pty Ltd  
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**Techsafe Management Pty Ltd  
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**Comdain Services Pty Ltd  
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**Service Stream Customer Care Pty Ltd  
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**Comdain Corporate Pty Ltd  
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**Comdain Gas (Aust) Pty Ltd  
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**Service Stream Limited (ABN:46072369870)**

**Radhaz Consulting Pty Limited  
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# #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( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Retention	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Performance management processes	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Promotions	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Talent identification/identification of high potentials	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Succession planning	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Training and development	Yes( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Key performance indicators for managers relating to gender equality	Yes( <i>Select all that apply</i> )
...Yes	Strategy

2: Do you have formal policy and/or formal strategy in place that support gender equality overall?

Yes(*Select all that apply*)

...Yes	Policy Strategy
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3: If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.

Service Stream remains committed to attracting and retaining top gender diverse talent to industries we work within and specifically to our

organisation. We support our female staff to build their careers at Service Stream and realise their career goals through internal networks, policies that support work-life balance and programs that help people reach their potential.

Service Stream recognises the benefits of diversity of thought and work to build our female participation rates at all levels of the organisation.

## Governing bodies

### *Service Stream Mobile Communications Pty Ltd*

1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.

### *Service Stream Holdings Pty Ltd*

1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.

### *Service Stream Fixed Communications Pty Ltd*

1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.

### *Service Stream Energy & Water Pty Ltd*

1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
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11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.
<i>Techsafe Management Pty Ltd</i>	
1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.
<i>Comdain Services Pty Ltd</i>	
1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.
<i>Service Stream Customer Care Pty Ltd</i>	
1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.
<i>Comdain Corporate Pty Ltd</i>	
1: Does this organisation have a governing body?	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.</i> )
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.
<i>Comdain Gas (Aust) Pty Ltd</i>	
	Yes, same as local ultimate parent organisation( <i>The local ultimate parent's governing body details must be reported against the local</i>

1: Does this organisation have a governing body?	<i>ultimate parent. The information is not required to be entered again for subsidiary organisations even if it is reported in a different submission group.)</i>
11.1: Confirm how the ultimate parent's governing body/ies are being reported:	It is reported as part of this submission group.

*Service Stream Limited*

1: Does this organisation have a governing body?	Yes( <i>Provide further details on the governing body(ies) and its composition</i> )
1.1: What is the name of your governing body?	Service Stream Limited
1.2: What type of governing body does this organisation have?	Board of directors
1.3: How many members are on the governing body and who holds the predominant Chair position?	
...Chairs	
...Female (F)	0
...Male (M)	1
...Gender X	0
...Members	
...Female (F)	1
...Male (M)	4
...Gender X	0
1.4: Do you have a formal selection policy and/or formal selection strategy for this organisation's governing body members?	Yes( <i>Select all that apply</i> )
	Policy Strategy
1.5: Has a target been set to increase the representation of women on this governing body?	No( <i>Select all that apply</i> )
	Do not have control over governing body/appointments
	Publicly listed company

*Radhaz Consulting Pty Limited*

2: If your organisation would like to provide additional information relating to governing bodies and gender equality in your workplace, 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(*Select all that apply*)

...Yes	Policy Strategy
1.1: Are specific pay equity objectives included in your formal policy and/or formal strategy?	Yes( <i>Select all that apply</i> )
...Yes	To achieve gender pay equity To ensure no gender bias occurs at any point in the remuneration review process (for example at commencement, at annual salary reviews, out-of-cycle pay reviews, and performance reviews) To ensure managers are held accountable for pay equity outcomes To implement and/or maintain a transparent and rigorous performance assessment process

2: Did your organisation receive JobKeeper payments?

Yes

2.1: Please indicate which months in the reporting period your organisation received JobKeeper payments:

.. April 2020	No
...May 2020	No
...June 2020	No
...July 2020	No
...August 2020	Yes
...September 2020	Yes
...October 2020	Yes
...November 2020	Yes
...December 2020	Yes
...January 2021	Yes
...February 2021	Yes
...March 2021	Yes

3: What was the snapshot date used for your Workplace Profile?

31-Mar-2021

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 equity

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(*Provide further details on the most recent gender remuneration gap analysis that was undertaken.*)

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

Within the last 12 months

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

Yes(*Select all that apply*)

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

.. Yes

Created a pay equity strategy or action plan  
 Analysed performance ratings to ensure there is no gender bias (including unconscious bias)  
 Analysed performance pay to ensure there is no gender bias (including unconscious bias)  
 Analysed commencement salaries by gender to ensure there are no pay gaps  
 Reviewed remuneration decision-making processes  
 Identified cause/s of the gaps  
 Reported pay equity metrics (including gender pay gaps) to the executive  
 Reported pay equity metrics (including gender pay gaps) externally  
 Corrected like-for-like gaps

1.3: You may provide details below on the type of gender remuneration gap analysis that has been undertaken (for example like-for-like and/or organisation-wide)

Each year, like roles are benchmarked internally and within industry. If any pay equity issues arise, they are addressed appropriately to remove any inequity.

2: 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?

Yes(*Provide further details on the employee consultation process.*)

1.1: How did you consult employees?

Survey  
 Consultative committee or group  
 Exit interviews

1.2: Who did you consult?

ALL staff

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



# #Employee work/life balance

## Flexible working

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

Yes(*Select all that apply*)

...Yes	Policy Strategy
...A business case for flexibility has been established and endorsed at the leadership level	Yes
...Leaders are visible role models of flexible working	Yes
...Flexible working is promoted throughout the organisation	Yes
...Targets have been set for engagement in flexible work	No( <i>Select all that apply</i> )
...No	Not aware of the need
...Targets have been set for men's engagement in flexible work	No( <i>Select all that apply</i> )
...No	Not aware of the need
...Leaders are held accountable for improving workplace flexibility	No( <i>Select all that apply</i> )
...No	Not aware of the need
...Manager training on flexible working is provided throughout the organisation	Yes
...Employee training is provided throughout the organisation	Yes
...Team-based training is provided throughout the organisation	No( <i>Select all that apply</i> )
...No	Not aware of the need
...Employees are surveyed on whether they have sufficient flexibility	Yes
...The organisation's approach to flexibility is integrated into client conversations	Yes
...The impact of flexibility is evaluated (e.g. reduced absenteeism, increased employee engagement)	Yes
...Metrics on the use of, and/or the impact of, flexibility measures are reported to key management personnel	Yes

...Metrics on the use of, and/or the impact of, flexibility measures are reported to the governing body	Yes
...Other (provide details)	No

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

...Flexible hours of work	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Compressed working weeks	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Not aware of the need
...Time-in-lieu	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Telecommuting (e.g. working from home)	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Part-time work	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Job sharing	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Carer's leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Purchased leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available

...Unpaid leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available

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

Yes

4: Were managers in your organisation allowed to make INFORMAL flexible working arrangements with their team members in response to the COVID-19 pandemic?

Yes, ALL managers

5: Did you see an increase, overall, in the approval of FORMAL flexible working arrangements for your workforce compared to pre-COVID-19?

Yes, for both women and men

6: 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 regardless of carer's status (i.e. primary/secondary) in addition to any government funded parental leave scheme?

Yes, we offer employer funded parental leave (without using the primary/secondary carer definition)

1.1: Please indicate whether your employer-funded paid parental leave is available to:	All, regardless of gender
1.2: Please indicate whether your employer-funded paid parental leave covers:	Birth Adoption Surrogacy Stillbirth
1.3: How do you pay employer funded paid parental leave?	Paying the employee's full salary
1.4: Do you pay superannuation contribution to your carers while they are on parental leave?	Yes, on employer funded parental leave
1.5: How many weeks (minimum) of employer funded paid parental leave is provided?	1
1.6: What proportion of your total workforce has access to employer funded paid parental leave, including casuals?	

2: 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?

Yes(*Select all that apply*)

...Yes	Policy Strategy
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2: Do you offer any of the following support mechanisms for employees with family or caring responsibilities?

...Employer subsidised childcare	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...On-site childcare	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Breastfeeding facilities	Yes( <i>Please indicate the availability of this support mechanism.</i> )

...Yes	Available at SOME worksites
...Childcare referral services	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Internal support networks for parents	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Return to work bonus (only select if this bonus is not the balance of paid parental leave)	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Information packs for new parents and/or those with elder care responsibilities	Yes( <i>Please indicate the availability of this support mechanism.</i> )
...Yes	Available at ALL worksites
...Referral services to support employees with family and/or caring responsibilities	Yes( <i>Please indicate the availability of this support mechanism.</i> )
...Yes	Available at ALL worksites
...Targeted communication mechanisms (e.g. intranet/forums)	Yes( <i>Please indicate the availability of this support mechanism.</i> )
...Yes	Available at ALL worksites
...Support in securing school holiday care	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Coaching for employees on returning to work from parental leave	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Parenting workshops targeting mothers	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Parenting workshops targeting fathers	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...Other (provide details)	No

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

### Sex-based harassment and discrimination

1: Do you have a formal policy and/or formal strategy on sex-based harassment and discrimination prevention?

Yes(*Select all that apply*)

...Yes	Policy Strategy
1.1: Do you provide a grievance process in any sex-based harassment and discrimination prevention formal policy and/or formal strategy?	Yes

2: Do you provide training on sex-based harassment and discrimination prevention to the following groups?

...All managers	Yes( <i>Please indicate how often is this training provided (select all that apply):</i> )
	At induction

...Yes	Varies across business units
...All employees	Yes( <i>Please indicate how often is this training provided (select all that apply):</i> )
...Yes	At induction Varies across business units

3: If your organisation would like to provide additional information relating to sex-based harassment and 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( <i>Select all that apply</i> )	
...Yes	Policy Strategy

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?

...Employee assistance program (including access to psychologist, chaplain or counsellor)	Yes
...Training of key personnel	Yes
...A domestic violence clause is in an enterprise agreement or workplace agreement	Yes
...Workplace safety planning	Yes
...Access to paid domestic violence leave (contained in an enterprise/workplace agreement)	No( <i>Select all that apply</i> )
...No	Other (provide details)
...Other (provide details)	Paid Personal Leave available.
...Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)	Yes
...Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)	No( <i>Select all that apply</i> )
...Access to unpaid leave	Yes
...Confidentiality of matters disclosed	Yes
...Referral of employees to appropriate domestic violence support services for expert advice	Yes
...Protection from any adverse action or discrimination based on the disclosure of domestic violence	Yes
...Flexible working arrangements	Yes

...Provision of financial support (e.g. advance bonus payment or advanced pay)	No( <i>Select all that apply</i> )
...Offer change of office location	Yes
...Emergency accommodation assistance	No( <i>Select all that apply</i> )
...Access to medical services (e.g. doctor or nurse)	No( <i>Select all that apply</i> )
...Other (provide details)	No( <i>Select all that apply</i> )

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