

2020 - 21 Compliance Program

Submitted by:

**Encore It Services Pty Ltd
(ABN:29099576922)**



#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	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Retention	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Performance management processes	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Promotions	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Talent identification/identification of high potentials	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Succession planning	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Training and development	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need
...Key performance indicators for managers relating to gender equality	No(<i>Select all that apply</i>)
...No	Insufficient resources/expertise Not aware of the need

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

No(*Select all that apply*)

...No	Insufficient resources/expertise Not aware of the need
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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.

Encore IT Services is an ICT labour hire firm providing ICT contractors to Commonwealth government organisations. We have a small head office team team consisting of 1

recruitment staff member (female), 2 administrative staff (female) and 2 directors (female and male). Head office staff are acknowledged as being an integral part of our business and while there are no formal policies in place, much effort has been expended to ensure a flexible, family friendly environment. The senior recruitment staff member is provided with a laptop and phone and is able to work either in the office or at home as best fit her needs. While the other office staff members need to be present in the office to perform their duties, there is great flexibility in the hours they keep. The balance of the workers associated with the business are contractors working on site with Commonwealth government clients. Government clients approach labour hire firms with requests for contractor services. Encore advertises these positions on its website or via its email subscription service. It also has an extensive database to use to identify suitable candidates. Typically a maximum of 3 candidates are allowed per client request. Potential candidates for submission to clients are ranked based on their suitability against the technical criteria provided by the client. Once submitted, the client evaluates all responses, shortlists candidates for interview, evaluates the candidates' performance at interview and selects the successful candidate/s. Encore does not have any input into the selection process by the client.

Governing bodies

Encore It Services Pty Ltd

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?	Encore IT Services Pty Ltd
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)	1
...Male (M)	1
...Gender X	0
...Members	
...Female (F)	0
...Male (M)	0
...Gender X	0
1.4: Do you have a formal selection policy and/or formal selection strategy for this organisation's governing body members?	No(<i>Select all that apply</i>)
1.5: Has a target been set to increase the representation of women on this governing body?	No(<i>Select all that apply</i>)
10.6: What is the percentage (%) target?	
10.7: What year is the target to be reached (select the last day of the target year)?	

11.1: Confirm how the ultimate parent's governing body/ies are being reported:

2: If your organisation would like to provide additional information relating to governing bodies and gender equality in your workplace, do so below.

n/a

#Action on gender equality

Gender pay gaps

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

No(*Select all that apply*)

...No

Salaries set by awards/industrial or workplace agreements
Non-award employees paid market rate

2: Did your organisation receive JobKeeper payments?

No

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

01-Jul-2020

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

As a labour hire agency, Encore engages workers in 2 categories: a) head office recruitment and admin staff and b) labour hire contractors working on client site. Day-to-day operation of the business is conducted by an all female team, the setting of whose wages are directly under the control of the owners. The owners of the business acknowledge that they are one of the keys to the success of the business and they are paid well above award wages. Pay rates for labour hire staff are beyond the control of the business owners as they are set by market forces, ie what the clients are prepared to pay for specialised skill sets.

Historically, the ICT labour hire industry is well known for being male dominated, but there is no perceptions in the industry that men and women are paid differently based on their gender. Rather the focus is very much on having the necessary technical skills to perform the role.

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)?

No(*Select all that apply*)

...No

Non-award employees paid market rate
Salaries for SOME employees (including managers) are set by awards or industrial agreements and there IS room for discretion in pay changes (for example because pay increases can occur with some discretion such as performance assessments)

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

Head office staff are all paid well-above award wages as the business acknowledges their importance to the success of the business. Pay rates for labour hire staff are outside of the control of the business, but it is well known that ICT labour hire staff in Canberra are paid well above the rate that non-labour hire workers with equivalent experience would receive. These high pay rates are meant to be a recompense for the lack of job security experienced in the labour hire industry.

Employee consultation

1: Have you consulted with employees on issues concerning gender equality in your workplace?

No(*Select all that apply*)

...No

Not needed (provide details why)

...Not needed (provide details why)

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

Head office is staffed by all female team who are well remunerated. Issues of gender equality for labour hire staff are a matter for the host organisation as this is not something over which Encore has any control.

#Employee work/life balance

Flexible working

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

No(*Select all that apply*)

...No	Other (provide details)
...Other (provide details)	Encore only has control over the working arrangements within its office and not for labour hire staff within host organisation. In terms of head office, Encore is a small organisation with 2 directors and 3 head office staff. No formal policy or strategy is needed because owners are in daily communication with staff. Owners understand that providing flexible working arrangements for staff is one of the keys to our success. Being highly mobile with only a laptop and phone required, our recruitment staff member has complete freedom to choose her hours. Owners communicate directly with Admin staff about rostering/availability. Administrative staff have broad scope to choose their hours within each day that they are rostered and are also encouraged to swap shifts with each other where necessary.

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	Informal options are available
...Compressed working weeks	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	Informal options are available
...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	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	Informal options are available

...Part-time work	No(<i>You may specify why the above option is not available to your employees.</i>)
...No	Other (provide details)
...Other (provide details)	Labour hire staff are engaged on a casual basis and the hours that they work is out of Encore's control, but rather this is something that they need to negotiate directly with their client manager. While contracts are typically 40 hours per week, some clients allow workers to work reduced part-time hours. All head office staff are employed on a casual basis. Rostered days have been negotiated in accordance with what best suits their lifestyles/commitments/families. Swapping of shifts is also encouraged.
...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	Informal options are available
...Carer's leave	No(<i>You may specify why the above option is not available to your employees.</i>)
...No	Other (provide details)
...Other (provide details)	All workers, both head office staff and labour hire, are engaged on a casual basis. They are entitled to unpaid carer's leave.
...Purchased leave	No(<i>You may specify why the above option is not available to your employees.</i>)
...No	Other (provide details)
...Other (provide details)	Casual employees do not have access to this entitlement
...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	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?

Don't know / Not applicable

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?

No, we do not offer employer funded parental leave

...No, we do not offer employer funded parental leave

Other (provide details)

...Other (provide details)

All workers are engaged on a casual basis.

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?

No(*Select all that apply*)

...No

Other (provide details)
Not aware of the need

...Other (provide details)

Labour hire staff working with govt clients negotiate arrangements locally with client management. Due to size of head office team, informal arrangements are negotiated to ensure that all staff members have the ability to work flexibly with family or caring responsibilities.

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

...Employer subsidised childcare

No(*You may specify why the above support mechanism is not available to your employees.*)

...No

Not aware of the need

...On-site childcare

No(*You may specify why the above support mechanism is not available to your employees.*)

...No

Not aware of the need
Insufficient resources/expertise

...Breastfeeding facilities

Yes(*Please indicate the availability of this support mechanism.*)

...Yes

Available at SOME worksites

...Childcare referral services

No(*You may specify why the above support mechanism is not available to your employees.*)

...No

Not aware of the need

...Internal support networks for parents

No(*You may specify why the above support mechanism is not available to your employees.*)

...No	Not aware of the need
...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>)
...No	Not aware of the need
...Information packs for new parents and/or those with elder care responsibilities	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...Referral services to support employees with family and/or caring responsibilities	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...Targeted communication mechanisms (e.g. intranet/forums)	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...Support in securing school holiday care	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...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>)
...No	Not aware of the need
...Parenting workshops targeting mothers	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...Parenting workshops targeting fathers	No(<i>You may specify why the above support mechanism is not available to your employees.</i>)
...No	Not aware of the need
...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?

No(*Select all that apply*)

...No	Not aware of the need
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2: Do you provide training on sex-based harassment and discrimination prevention to the following groups?

...All managers	No(<i>You may specify why this training is not provided.</i>)
...No	Other (provide details)
...Other (provide details)	Not aware of the need, only very small organisation with only 3 managerial staff.
	No(<i>You may specify why this training is not</i>

...All employees	<i>provided.</i>)
...No	Other (provide details)
...Other (provide details)	Not aware of the need, only very small organisation with only 5 staff in total. Client host organisations may provide this training to labour hire workers.

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?

No(*Select all that apply*)

...No	Not aware of the need
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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)	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Training of key personnel	No(<i>Select all that apply</i>)
...No	Not aware of the need
...A domestic violence clause is in an enterprise agreement or workplace agreement	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Workplace safety planning	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Access to paid domestic violence leave (contained in an enterprise/workplace agreement)	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Access to unpaid leave	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Confidentiality of matters disclosed	No(<i>Select all that apply</i>)

...No	Not aware of the need
...Referral of employees to appropriate domestic violence support services for expert advice	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Protection from any adverse action or discrimination based on the disclosure of domestic violence	No(<i>Select all that apply</i>)
...No	Not a priority
...Flexible working arrangements	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Provision of financial support (e.g. advance bonus payment or advanced pay)	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Offer change of office location	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Emergency accommodation assistance	No(<i>Select all that apply</i>)
...No	Not aware of the need
...Access to medical services (e.g. doctor or nurse)	No(<i>Select all that apply</i>)
...No	Not aware of the need
...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.