

2013-14 public report form submitted by Telecommunications Industry Ombudsman Limited to the Workplace Gender Equality Agency

Organisation and contact details

Organisation registration	Legal name ABN ANZSIC	Telecommunications Industry Ombudsman Limited 46057634787 5802 Other Telecommunications Network Operation
Organisation details	Trading name/s ASX code (if relevant) Postal address Organisation phone number	 PO Box 276, COLLINS STREET WEST, VIC,8007,AUSTRALIA (03) 8600 8700
Reporting structure	Number of employees covered in this report submission Other organisations reported on in this report	289

Workplace profile Manager

Manager occupational categories	Reporting level to CEO	Employment status	No. of employees		
			F	M	Total employees
CEO/Head of Business in Australia	0	Full-time permanent	0	1	1
		Full-time contract	0	0	0
		Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
Key management personnel	-1	Full-time permanent	2	1	3
		Full-time contract	0	0	0
		Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
Other executives/General managers	-2	Full-time permanent	4	1	5
		Full-time contract	0	0	0
		Part-time permanent	0	0	0
		Part-time contract	0	0	0
		Casual	0	0	0
Senior Managers	-3	Full-time permanent	4	10	14
		Full-time contract	0	0	0
		Part-time permanent	3	0	3
		Part-time contract	0	0	0
		Casual	0	0	0
Other managers	-4	Full-time permanent	10	8	18
		Full-time contract	0	0	0
		Part-time permanent	1	0	1
		Part-time contract	0	0	0
		Casual	0	0	0
Grand total: all managers			24	21	45

Non-manager

Non-manager occupational categories	Employment status	No. of employees (excluding graduates and apprentices)		No. of graduates (if applicable)		No. of apprentices (if applicable)		Total employees
		F	M	F	M	F	M	
Professionals	Full-time permanent	49	79	0	0	0	0	128
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	18	5	0	0	0	0	23
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Technicians and trade	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Community and personal service	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Clerical and administrative	Full-time permanent	14	1	0	0	0	0	15
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	8	0	0	0	0	0	8
	Part-time contract	0	0	0	0	0	0	0
	Casual	2	0	0	0	0	0	2
Sales	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0

Non-manager occupational categories	Employment status	No. of employees (excluding graduates and apprentices)		No. of graduates (if applicable)		No. of apprentices (if applicable)		Total employees
		F	M	F	M	F	M	
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Machinery operators and drivers	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Labourers	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	0	0	0	0	0	0	0
	Part-time contract	0	0	0	0	0	0	0
	Casual	0	0	0	0	0	0	0
Others	Full-time permanent	13	25	0	0	0	0	38
	Full-time contract	0	0	0	0	0	0	0
	Part-time permanent	6	5	0	0	0	0	11
	Part-time contract	0	0	0	0	0	0	0
	Casual	12	7	0	0	0	0	19
Grand total: all non-managers		122	122	0	0	0	0	244

Reporting questionnaire

Gender equality indicator 1: Gender composition of workforce

1 Do you have formal policies or formal strategies in place that SPECIFICALLY SUPPORT GENDER EQUALITY in relation to:

1.1 Recruitment?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.2 Retention?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.3 Performance management processes?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.4 Promotions?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.5 Talent identification/identification of high potentials?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.6 Succession planning?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.7 Training and development?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.8 Resignations?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.9 Key performance indicators for managers relating to gender equality?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.10 Gender equality overall?

- Yes
- Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, not a priority

1.11 You may provide details of other formal policies or formal strategies that specifically support gender equality that may be in place:
 Flexible Working Arrangement Policy and Procedure
 Leave- Paid Parental leave Policy and Procedure

Gender equality indicator 2: Gender composition of governing bodies

2 Does your organisation, or any organisation you are reporting on, have a governing body/board? (If you answered no, you will only be required to answer question 2.4, if applicable)

- Yes
 No

2.1 Please complete the table below. List the names of organisations on whose governing bodies/boards you are reporting. For each organisation, also indicate the gender composition of that governing body/board; and where in place, include what gender composition target has been set and the year the target is to be reached. **IMPORTANT NOTE:** where an organisation name has been entered in the table, you must enter the gender composition numbers of that governing body/board. If no target has been set for that particular governing body/board, please enter the number 0 in the '% Target' column and leave the 'Year to be reached' column blank. Otherwise, please enter a number from 0-100 in the '% Target' column and a future date in the format of YYYY in the 'Year to be reached' column.

	Organisation name	Chairperson		Board members		% Target	Year to be reached
		F	M	F	M		
1	Telecommunications Industry Ombudsman	1	0	5	5	0	
2							
3							
4							
5							
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50							

2.2 For any governing bodies/boards where gender composition targets have not been set, you may specify why below:

- Governing body has gender balance (e.g 40% women/40% men/20% either)
- Currently under development
- Insufficient human resources staff
- Don't have expertise
- Don't have control over board appointments (provide details why):
- Not a priority
- Other (provide details):

2.3 Do you have a formal selection policy or formal selection strategy for governing body/board members for ALL organisations covered in this report?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, in place for some governing bodies
 - No, currently under development
 - No, insufficient human resources staff
 - No, do not have control over board appointments (provide details why):
 - No, don't have expertise
 - No, not a priority
 - No, other (provide details):

2.4 If your organisation, or any organisation you are reporting on, is a partnership please enter the total number of male and female EQUITY PARTNERS in the following table (if your managing partner is also an equity partner enter those details separately in the relevant row below). If you have a separate governing body/board of directors, please enter its composition in 2.1

	F	M
Managing partner		
Other equity partners		

Gender equality indicator 3: Equal remuneration between women and men

3 Do you have a formal policy or strategy on remuneration generally?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, don't have expertise
 - No, salaries set by awards or industrial agreements
 - No non-award employees paid market rate
 - No, not a priority
 - No, other (provide details):

3.1 Are specific gender pay equity objectives included in your formal policy or formal strategy?

- Yes
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, salaries set by awards or industrial agreements
 - No, non-award employees paid market rate
 - No, not a priority
 - No, other (provide details):

4 Has a gender remuneration gap analysis been undertaken?

- Yes - please indicate when this analysis was most recently undertaken
 - Within last 12 months
 - Within last 1-2 years
 - More than 2 years ago but less than 4 years ago
 - Other (provide details):
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, don't have expertise
 - No, salaries set by awards or industrial agreements
 - No, non-award employees paid market rate
 - No, not a priority
 - No, other (provide details):

4.1 Were any actions taken as a result of your gender remuneration gap analysis?

- Yes - please indicate what actions were taken:
- Identified cause/s of the gaps
 - Created an action plan to address causes
 - Reviewed remuneration decision-making processes
 - Reviewed individual remuneration outcomes
 - Conducted a gender-based job evaluation process
 - Implemented other changes (provide details):
- No
- No gaps identified
- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, salaries set by awards or industrial agreements
- No, non-award employees paid market rate
- No, unable to address cause/s of gaps (provide details why):
- No, not a priority
- No, other (provide details):

Gender equality indicator 4: Availability and utility of employment terms, conditions and practices relating to flexible working arrangements for employees and to working arrangements supporting employees with family or caring responsibilities

5 Do you provide employer funded paid parental leave for PRIMARY CARERS, in addition to any government funded parental leave scheme for primary carers?

- Yes
- No
- No, currently being considered
- No, insufficient human resources staff
- No, government scheme is sufficient
- No, don't know how to implement
- No, not a priority
- No, other (provide details):

5.1 Please indicate the number of weeks of employer funded paid parental leave that are provided for primary carers.

16

5.2 How is employer funded paid parental leave provided to the primary carer?

- By paying the gap between the employee's salary and the government's paid parental leave scheme
- By paying the employee's full salary (in addition to the government's paid scheme) (regardless of the period of time over which it is paid for example, full pay for 12 weeks or half pay for 24 weeks)
- As a lump sum payment (paid pre- or post- parental leave, or a combination)

6 Do you provide employer funded parental leave for SECONDARY CARERS, in addition to any government funded parental leave scheme for secondary carers?

- Yes, one week or greater
- Yes, less than one week
- No
- No, currently being considered

- No, insufficient human resources staff
- No, government scheme is sufficient
- No, don't know how to implement
- No, not a priority
- No, other (provide details)

6.1 Please indicate the number of weeks of employer funded parental leave that are provided for secondary carers.

1

7 How many female and male managers, and female and male non-managers, have utilised parental leave (paid and/or unpaid) during the last reporting period?

	Primary carer's leave		Secondary carer's leave	
	Female	Male	Female	Male
Managers	4	0	0	1
Non-managers	9	0	0	9

8 What proportion of your total workforce has access to employer funded paid parental leave?

	Primary carer's leave	Secondary carer's leave
%	81	81

9 Do you have a formal policy or formal strategy on flexible working arrangements?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, don't have expertise
 - No, don't offer flexible arrangements
 - No, not a priority
 - No, other (provide details):

10 Do you have a formal policy or formal strategy to support employees with family and caring responsibilities?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, don't have expertise
 - No, not a priority
 - No, other (provide details):

11 Do you have any non-leave based measures to support employees with family and caring responsibilities?

- Yes
- No
- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

11.1 To understand where these measures are available, do you have other worksites in addition to your head office?

- Yes
- No

11.2 Please indicate what measures are in place and in which worksites they are available (if you do not have multiple worksites, you would select 'Head office only'):

- Employer subsidised childcare
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- On-site childcare
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Breastfeeding facilities
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Childcare referral services
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Internal support network for parents
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Return to work bonus
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Information packs to support new parents and/or those with elder care responsibilities
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Referral services to support employees with family and/or caring responsibilities
 - Head office only
 - Other worksites only
 - Head office and some other worksites
 - All worksites including head office
- Targeted communication mechanisms, for example intranet/forums
 - Head office only

- Other worksites only
- Head office and some other worksites
- All worksites including head office
- None of the above, please complete question 11.3 below

12 Do you have a formal policy or formal strategy to support employees who are experiencing family or domestic violence?

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, included in workplace agreement
 - No, not aware of the need
 - No, don't have expertise
 - No, not a priority
 - No, other (provide details):

13 Other than a policy or strategy, do you have any measures to support employees who are experiencing family or domestic violence?

- Yes - please indicate the type of measures in place:
 - Employee assistance program
 - Access to leave
 - Training of human resources (or other) staff
 - Other (provide details):
- No
 - No, currently under development
 - No, insufficient human resources staff
 - No, not aware of the need
 - No, don't have expertise
 - No, not a priority
 - No, other (provide details):

14 Please tick the checkboxes in the table below to indicate which employment terms, conditions or practices are available to your employees (please note that not ticking a box indicates that a particular employment term, condition or practice is not in place):

	Managers				Non-managers			
	Female		Male		Female		Male	
	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal
Flexible hours of work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Compressed working weeks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Time-in-lieu	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Telecommuting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Part-time work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job sharing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carer's leave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Purchased leave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unpaid leave	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

14.1 If there are any other employment terms, conditions or practices that are available to your employees, you may provide details of those below:

14.2 Where employment terms, conditions or practices are not available to your employees for any of the categories listed above, you may specify why below?

- Currently under development
- Insufficient human resources staff
- Don't have expertise
- Not a priority
- Other (provide details):

Gender equality indicator 5: Consultation with employees on issues concerning gender equality in the workplace

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

- Yes
- No
- No, not needed (provide details why):
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

Gender equality indicator 6: Sex-based harassment and discrimination

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

- Yes
 - Standalone policy
 - Policy is contained within another policy
 - Standalone strategy
 - Strategy is contained within another strategy
- No
- No, currently under development
- No, insufficient human resources staff
- No, included in workplace agreement
- No, don't have expertise
- No, not a priority
- No, other (provide details):

16.1 Do you include a grievance process in any sex-based harassment and discrimination prevention policy or strategy?

- Yes
- No
- No, currently under development

- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

17 Does your workplace provide training for all managers on sex-based harassment and discrimination prevention?

Yes - please indicate how often this training is provided:

- At induction
- At least annually
- Every one-to-two years
- Every three years
- Varies across business units
- Other (provide details):

- No
- No, currently under development
- No, insufficient human resources staff
- No, don't have expertise
- No, not a priority
- No, other (provide details):

Other

18 Should you wish to provide details of any initiatives that you feel are particularly outstanding, or that have resulted in improved gender equality outcomes in your workplace, please enter this information below. (Please note that any information you provide here will appear in your public report)

19 You may provide additional details on any information provided in the report below.
Question 5.1: 16 weeks for mothers giving birth and 11 weeks for dads and partners who take on primary caring responsibilities within first 24 months.

Question 8: 81% (calculated as total workforce minus staff with less than 12mths of service and casual staff)

Question 11.2: We have developed a "Guidelines for Children in the Workplace" to assist parents with an emergency, short term childcare alternative.

Notification and access

List of employee organisations

CEO sign off confirmation



Name of CEO or equivalent

Simon Cohen

Confirmation CEO has signed the report

Yes

