



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





# 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		
		Full-time contract	0	0	The second second	
		Part-time permanent	0	0	319.00	
		Part-time contract	0	0	4 -1	
		Casual	. 0	0		
Key management personnel	-1	Full-time permanent	2	. 1		
		Full-time contract	0	0		
		Part-time permanent	0	0	Maria de la companya	
		Part-time contract	0	. 0		
		Casual	0	0		
Other executives/General managers	-2	Full-time permanent	4	1		
		Full-time contract	0	0		
		Part-time permanent	0	0		
		Part-time contract	0	0		
		Casual	0	0	STATE OF LABOR.	
Senior Managers	-3	Full-time permanent	4	10	1	
		Full-time contract	0	0		
		Part-time permanent	3	0		
		Part-time contract	0	0		
		Casual	0	0		
Other managers	-4	Full-time permanent	10	8	1	
		Full-time contract	0	0		
		Part-time permanent	1	0		
		Part-time contract	0	0	the state of the s	
		Casual	0	0		
Grand total; all managers	•	-	24	21	Landing to the second	





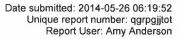
#### Non-manager

Non-manager occupational categories	Employment status	No. of employees (excludi apprentice	No. of grad applica		No. of appre	Total employees		
		F	M	F	M	F	М	
Professionals	Full-time permanent	49	79	0	0	Ō	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	Ö	0





Non-manager occupational categories	Employment status	No. of employees (excluding apprentice)	No. of grad applica		No. of apprentices (if applicable)		Total employees	
		F	M	F	М	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
the second second second	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







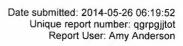
# Reporting questionnaire

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
<ul> <li>☐ Policy is contained within another policy</li> <li>☐ Standalone strategy</li> <li>☐ Strategy is contained within another strategy</li> </ul>
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
1.2 Retention?
☐ Yes ☐ Standalone policy ☐ Policy is contained within another policy ☐ Standalone strategy ☐ Strategy is contained within another strategy
<ul> <li>No</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
1.3 Performance management processes?  Yes
<ul> <li>☐ Standalone policy</li> <li>☐ Policy is contained within another policy</li> <li>☐ Standalone strategy</li> <li>☐ Strategy is contained within another strategy</li> </ul>
No No, currently under development
<ul> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> </ul>
1.4 Promotions?  ☐ Yes
☐ Standalone policy ☐ Policy is contained within another policy ☐ Standalone strategy ☐ Strategy is contained within another strategy
<ul> <li>No</li> <li>No, currently under development</li> </ul>
No, insufficient human resources staff     No, don't have expertise     No, not a priority

Talent identification/identification of high potentials?

1.5







∐ Yes
☐ Standalone policy
Policy is contained within another policy
☐ Standalone strategy
Strategy is contained within another strategy
No
Remail .
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
No, currently under development
☐ No, insufficient human resources staff
☐ No, don't have expertise
No, not a priority
Enter, 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
No, not a phonty
4.0 Basimeticas
1.8 Resignations?
Yes
Standalone policy
Policy is contained within another policy
☐ Standalone strategy
☐ Strategy is contained within another strategy
No S
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?





□ N	☐ Standalone policy ☐ Policy is contained within ar ☐ Standalone strategy ☐ Strategy is contained within o o, currently under development o, insufficient human resources sta o, don't have expertise	another		у			
1.11 supp Flexi	o, not a priority  You may provide details of other ort gender equality that may be in ble Working Arangement Policy an e- Paid Parental leave Policy and	place: id Proce	dure	s or foi	mal str	ategies th	at specifically
Gend	der equality indicator 2: Gender co	mpositio	n of gov	erning	bodie	5	
components of the components o		ting. For ard; and e year to is been body/be e enter to blank. O	reach or where in the targe entered pard. If reference the number of the reaches	rganisan place to is to lin the mo targe ber 0 ir e, please f YYYY	ation, a e, include be read table, y et has n the '% se ente ' in the	Iso indicat de what ge thed. IMPO you must e been set fo Target' c r a numbe ' Year to I	te the gender ender DRTANT enter the gender or that olumn and er from 0-100 in the reached
	Organisation name	Chair	oerson	1000	ard nbers	% Target	Year to be reached
1	Telecommunications Industry Ombudsman	1 1	0 0	<b>5</b>	5 5	0	
2							
3	1						
4							
5							
6							
7							
8							
9							





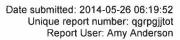
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34					
35					
36	,				
37					





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40			-		
41					
42				T	
43					
44					
45					
46					
47					
48					
49					
50				2.9	

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):
<ul><li>No, don't have expertise</li><li>No, not a priority</li><li>No, other (provide details):</li></ul>



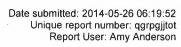




2.4 If your organisation, or any organisation you are reporting on, is a partnership please enter the total number of male and female EQUITY PARTNERS in the following table (if your managing partner is also an equity partner enter those details separately in the relevant row below). If you have a separate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

	F	M
Managing partner		-
Other equity partners		

Gendei	equality indicator 3: Equal remuneration between women and men
3 ⊠ Yes	Do you have a formal policy or strategy on remuneration generally?
<u> </u>	⊠ Standalone policy
	Policy is contained within another policy
	Standalone strategy
□ No	☐ Strategy is contained within another strategy
∐ No	currently under development
	insufficient human resources staff
	included in workplace agreement
	don't have expertise
	salaries set by awards or industrial agreements
	non-award employees paid market rate not a priority
	other (provide details):
3.1 strateg ☐ Yes ☑ No	
	currently under development
	insufficient human resources staff don't have expertise
	salaries set by awards or industrial agreements
	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 undetaken  Within last 12 months
	Within last 1-2 years     More than 2 years ago but less than 4 years ago     ■
	Other (provide details):
□ No	
	currently under development
	insufficient human resources staff don't have expertise
	salaries set by awards or industrial agreements
☐ No,	non-award employees paid market rate
	not a priority
No,	other (provide details):







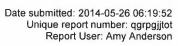
<ul> <li>Were any actions taken as a result of your gender remuneration gap analysis?</li> <li>Yes - please indicate what actions were taken:</li> <li>Identified cause/s of the gaps</li> <li>Created an action plan to address causes</li> <li>Reviewed remuneration decision-making processes</li> <li>Reviewed individual remuneration outcomes</li> <li>Conducted a gender-based job evaluation process</li> <li>Implemented other changes (provide details):</li> </ul>	
<ul> <li>No</li> <li>No gaps identified</li> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, salaries set by awards or industrial agreements</li> <li>No, non-award employees paid market rate</li> <li>No, unable to address cause/s of gaps (provide details why):</li> </ul>	
<ul><li>No, not a priority</li><li>No, other (provide details):</li></ul>	
Gender equality indicator 4: Availability and utility of employment terms, conditions and practices relating to flexible working arrangements for employess and to working arrangements supporting employees with family or caring responsibilities	
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):	
<ul><li>5.1 Please indicate the number of weeks of employer funded paid parental leave that are provided for primary carers.</li><li>16</li></ul>	
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)	
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	
LI DIG CHILDRING DOING CONSIGNO	





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No, No, No,						
6.1 provide 1	d for secondary			A.		
7 utilised		ale and male mana (paid and/or unpaid				
		Primary carer Female	's leave Male	Secondary ca Female	arer's leave Male	
N	lanagers	4	0	0	1	
Non	n-managers	9	0	0	9	
8 leave?		n of your total work	force has acce			
%	Prima	ry carer's leave 81		Secondary carer'	s leave	
No, No, No, No, No,	<ul> <li>Standalone policy</li> <li>Policy is contained within another policy</li> <li>Standalone strategy</li> <li>Strategy is contained within another strategy</li> </ul>					
No No, No, No, No, No,	Standalone Standalone Standalone Standalone Strategy is currently under	policy ntained within anotle strategy contained within an development nan resources staff kplace agreement ertise	her policy		es with family and	







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
☐ Printerior including rieds office including rieds of including ried ried ried ried ried ried ried ried
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
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



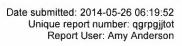


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☐ Head office and some other worksites ☐ All worksites including head office
☐ None of the above, please complete question 11.3 below
Do you have a formal policy or formal strategy to support employees who are experiencing family or domestic violence?  Yes
<ul> <li>☐ Standalone policy</li> <li>☐ Policy is contained within another policy</li> <li>☐ Standalone strategy</li> </ul>
☐ Strategy is contained within another strategy  No
☐ No, currently under development ☐ No, insufficient human resources staff ☐ No, included in workplace agreement
<ul><li>No, not aware of the need</li><li>No, don't have expertise</li></ul>
<ul><li>No, not a priority</li><li>No, other (provide details):</li></ul>
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
<ul> <li>No, insufficient human resources staff</li> <li>No, not aware of the need</li> <li>No, don't have expertise</li> </ul>
No, not a priority  No, other (provide details):

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 Managers				Non-managers				
	Fer	nale	M	ale	Fer	nale	Male		
	Formal	Informal	Formal	Informal	Formal	Informal	Formal	Informal	
Flexible hours of work	$\boxtimes$		$\boxtimes$		$\boxtimes$		$\boxtimes$		
Compressed working weeks	$\boxtimes$				$\boxtimes$		$\boxtimes$		
Time-in-lieu									
Telecommuting									
Part-time work	$\boxtimes$								
Job sharing	$\boxtimes$				$\boxtimes$				
Carer's leave	×		$\boxtimes$		×		$\boxtimes$		







Purchased leave	$\boxtimes$		$\boxtimes$				$\boxtimes$
Unpaid leave	$\boxtimes$						
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 i		: Consultati	on with en	nployees or	n issues co	ncerning ge	ender
Have you consulted with employees on issues concerning gender equality in your workplace?  ☐ Yes ☐ No, not needed (provide details why):							
<ul> <li>No, insufficient human resources staff</li> <li>No, don't have expertise</li> <li>No, not a priority</li> <li>No, other (provide details):</li> </ul>							
Gender equality	indicator 6	: Sex-base	d harassm	ent and dis	crimination	1	
discrimination pro  ☐ Yes ☐ Stand ☐ Policy	evention? dalone poli	ned within a			ex-based h	narassment	and
	egy is conf under dev nt human i in workpla e expertise prity	cained withing elopment resources some agreement element eleme	taff	strategy			
16.1 Do you i prevention policy  ☐ Yes ☐ No ☐ No. currently	or strate	jy?	rocess in a	ny sex-bas	ed harassr	ment and di	scrimination





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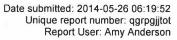
☐ No, don't have expertise	
☐ No, not a priority	G Comments of the comments of
☐ No, other (provide details):	
17 Does your workplace provide training for all managers on se discrimination prevention?	x-based harassment and
∑ Yes - please indicate how often this training is provided:	
At induction	
At least annually	
Every one-to-two years	
Every three years	
☐ Varies across business units	
Other (provide details):	
□ No.	
No No currently under development	
<ul> <li>No, currently under development</li> <li>No, insufficient human resources staff</li> </ul>	
☐ No, don't have expertise	
<ul><li>No, not a priority</li><li>No, other (provide details):</li></ul>	

#### Other

- 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)
- 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**

CEO sign off confirmation

Name of CEO or equivalent

Confirmation CEO has signed the report

Simon Cohen

preside the contractives

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