



Public report

2019-20

Submitted by

Legal Name:

Telecommunications Industry Ombudsman Limited





Organisation and contact details

Submitting organisation details	Legal name	Telecommunications Industry Ombudsman Limited
	ABN	46057634787
	ANZSIC	J Information Media and Telecommunications 5802 Other Telecommunications Network Operation
	Business/trading name/s	Telecommunications Industry Ombudsman Limited
	ASX code (if applicable)	N/A
	Postal address	PO Box 276
		Collins Street West VIC 8007
		AUSTRALIA
	Organisation phone number	0386808403
Reporting structure	Number of employees covered by this report	242





Workplace profile

Manager

Manager equipational extension	Reporting level to CEO	Employment status		No. of employees			
Manager occupational categories	Reporting level to CEO	Employment status	F	М	Total employees		
		Full-time permanent	1	0	1		
		Full-time contract	0	0	0		
CEO/Head of Business in Australia	0	Part-time permanent	0	0	0		
		Part-time contract	0	0	0		
		Casual	0	0	0		
	-1	Full-time permanent	4	2	6		
		Full-time contract	0	0	0		
Key management personnel		Part-time permanent	0	0	0		
		Part-time contract	0	0	0		
		Casual	0	0	0		
		Full-time permanent	5	9	14		
		Full-time contract	2	1	3		
Other managers	-2	Part-time permanent	2	0	2		
		Part-time contract	0	0	0		
		Casual	0	0	0		
Grand total: all managers				12	26		

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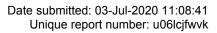




Workplace profile

Non-manager

Non-manager occupational categories	Employment status	No. of employees (excluding	graduates and apprentices)	No. of graduate	s (if applicable)	No. of apprentic	es (if applicable)	Total employees
Non-manager occupational categories	Employment status	F	M	F	М	F	M	
	Full-time permanent	60	77	0	0	0	0	137
	Full-time contract	24	19	0	0	0	0	43
Professionals	Part-time permanent	14	6	0	0	0	0	20
	Part-time contract	3	2	0	0	0	0	5
	Casual	8	3	0	0	0	0	11
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Technicians and trade	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
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Community and personal service	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
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Clerical and administrative	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
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Sales	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
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Machinery operators and drivers	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







Non manager equipational actogories	Employment status	No. of employees (excluding	No. of employees (excluding graduates and apprentices) No. of graduates (if applicable)		No. of apprentices (if applicable)		Total ampleyees	
Non-manager occupational categories	Employment status	F	M	F	М	F	М	Total employees
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Labourers	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
	Full-time permanent	0	0	0	0	0	0	0
	Full-time contract	0	0	0	0	0	0	0
Others	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
Grand total: all non-managers		109	107	0	0	0	0	216

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Reporting questionnaire

Gender equality indicator 1: Gender composition of workforce

This indicator seeks information about the gender composition of relevant employers in a standardised format, to enable the aggregation of data across and within industries. The aggregated data in your workplace profile assists relevant employers in understanding the characteristics of their workforce, including in relation to occupational segregation, the position of women and men in management within their industry or sector, and patterns of potentially insecure employment.

NB. IMPORTANT:

- References to the Act mean the Workplace Gender Equality Act 2012.
- A formal 'policy' and/or 'formal strategy' in this questionnaire refers to formal policies and/or strategies that are either standalone or contained within another formal policy/formal strategy.
- Data provided in this reporting questionnaire covers the TOTAL reporting period from 1 April 2019 to 31 March 2020. (This differs from the workplace profile data which is taken at a point-in-time during the reporting period).
- Answers need to reflect ALL organisations covered in this report.
- If you select "NO, Insufficient resources/expertise" to any option, this may cover human or financial resources.
- 1. Do you have formal policies and/or formal strategies in place that SPECIFICALLY SUPPORT GENDER EQUALITY relating to the following?

1.1	Recruitment ☐ Yes (select all applicable answers) ☐ Policy ☐ Strategy ☐ No (you may specify why no formal policy or formal strategy is in place) ☐ Currently under development, please enter date this is due to be completed ☐ Insufficient resources/expertise ☐ Not a priority
1.2	Retention ☐ Yes (select all applicable answers) ☐ Policy ☐ Strategy ☑ No (you may specify why no formal policy or formal strategy is in place) ☑ Currently under development, please enter date this is due to be completed May 2021 ☐ Insufficient resources/expertise ☐ Not a priority
1.3	Performance management processes ☐ Yes (select all applicable answers) ☐ Policy ☐ Strategy ☐ No (you may specify why no formal policy or formal strategy is in place) ☐ Currently under development, please enter date this is due to be completed ☐ Insufficient resources/expertise ☐ Not a priority





1.7	Tomotions
	 Yes (select all applicable answers) □ Policy ☑ Strategy □ No (you may specify why no formal policy or formal strategy is in place) □ Currently under development, please enter date this is due to be completed □ Insufficient resources/expertise □ Not a priority
1.5	Talent identification/identification of high potentials
	 Yes (select all applicable answers) □ Policy □ Strategy ☑ No (you may specify why no formal policy or formal strategy is in place) ☑ Currently under development, please enter date this is due to be completed May 2021 □ Insufficient resources/expertise □ Not a priority
1.6	Succession planning
	 Yes (select all applicable answers) □ Policy □ Strategy ☑ No (you may specify why no formal policy or formal strategy is in place) □ Currently under development, please enter date this is due to be completed □ Insufficient resources/expertise ☑ Not a priority
1.7	Training and development
	 ✓ Yes (select all applicable answers) ✓ Policy ✓ Strategy ✓ No (you may specify why no formal policy or formal strategy is in place) ✓ Currently under development, please enter date this is due to be completed in Insufficient resources/expertise ✓ Not a priority
1.8	Key performance indicators for managers relating to gender equality
	 Yes (select all applicable answers) ☐ Policy ☐ Strategy ☑ No (you may specify why no formal policy or formal strategy is in place) ☑ Currently under development, please enter date this is due to be completed August 2020 for People Leaders May 2021 for rest of the employees ☐ Insufficient resources/expertise ☐ Not a priority
1.9	Gender equality overall
	 ✓ Yes (select all applicable answers) ✓ Policy ─ Strategy ☐ No (you may specify why no formal policy or formal strategy is in place)





☐ Currently under development, please enter date this is due to be of	completed
☐ Insufficient resources/expertise	
☐ Not a priority	

1.10 How many employees were promoted during the reporting period against each category below?
IMPORTANT: Because promotions are included in the number of appointments in Q1.11, the number of promotions should never exceed appointments.

	Mana	Managers		nagers
	Female	Male	Female	Male
Permanent/ongoing full-time employees	2	2	0	1
Permanent/ongoing part-time employees	0	0	0	0
Fixed-term contract full-time employees	2	5	1	0
Fixed-term contract part-time employees	0	0	0	0
Casual employees	0	0	0	0

1.11 How many appointments in total were made to manager and non-manager roles (based on WGEA-defined managers/non-managers) during the reporting period (add the number of external appointments and internal promotions together)?

	Female	Male
Number of appointments made to MANAGER roles (including promotions)	7	7
Number of appointments made to NON-MANAGER roles (including promotions)	30	25

1.12 How many employees resigned during the reporting period against each category below?

	Mana	Managers		nagers
	Female	Male	Female	Male
Permanent/ongoing full-time employees	2	3	2	2
Permanent/ongoing part-time employees	0	0	2	0
Fixed-term contract full-time employees	6	6	7	6
Fixed-term contract part-time employees	0	1	1	0
Casual employees	0	0	0	1

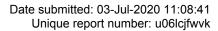
1.13 If your organisation would like to provide additional information relating to gender equality indicator 1, please do so below.

We have a greater percentage of employees that are contact-center based and has a higher attrition rate than rest of the business. This is in line with industry norm.

Gender equality indicator 2: Gender composition of governing bodies

Gender composition of governing bodies is an indicator of gender equality at the highest level of organisational leadership and decision-making. This gender equality indicator seeks information on the representation of women and men on governing bodies. The term "governing body" in relation to a relevant employer is broad and depends on the nature of your organisation. It can mean the board of directors, trustees, committee of management, council or other governing authority of the employer.

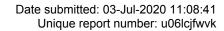
2. The organisation(s) you are reporting on will have a governing body. In the Act, governing body is defined as "the board of directors, trustees, committee of management, council or other governing authority of the employer". This question relates to the highest governing body for your Australian entity, even if it is located overseas.







2.1	Please answer the following questions	relating to each governing hody cov	arad in this ranort				
	Note: If this report covers more than one organisation, the questions below will be repeated for each organisation before proceeding to question 2.2. If your organisation's governing body is the same as your parent entity's, you will need to add your						
	organisation's name BUT the numerical						
2.1a.1	Organisation name?						
	Telecommunications Industry Ombudsma	an					
		•••					
2.1b.1	What gender is the Chair on this gover Chair at your last meeting)?	rning body (if the role of the Chair rota	ates, enter the gender of the				
		Female	Male				
	Number	0	1				
2.1c.1	How many other members are on this	governing body (excluding the Chair/	s)?				
		Female	Male				
	Number	3	5				
	 No (you may specify why a target has not been set) Governing body/board has gender balance (e.g. 40% women/40% men/20% either) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Do not have control over governing body/board appointments (provide details why): Not a priority Other (provide details): the Board is currently discussing its composition and how to increase its diversity. 						
2.1g.1	Are you reporting on any other organis	sations in this report?					
	☐ Yes ⊠ No						
2.2	Do you have a formal selection policy organisations covered in this report?	and/or formal selection strategy for g	overning body members for ALL				
	☐ Yes (select all applicable answers) ☐ Policy ☐ Strategy						
	No (you may specify why no formal se ☐ In place for some governing both	election policy or formal selection strateg	y is in place)				
	☐ Currently under development, ☐ Insufficient resources/expertise	please enter date this is due to be comp	leted				
	Do not have control over gove	e rning body appointments (provide details	s why)				
	☐ Not a priority☑ Other (provide details):						
		ed under the governance framework of T	ΓΙΟ.				





2.3



		"incorporated" entity - Pty Ltd, Ltd or Inc; or an "unincorporated" entity)?
	2.5	⊠ No
	2.5	If your organisation would like to provide additional information relating to gender equality indicator 2, please do so below.
Ge	nder	equality indicator 3: Equal remuneration between women and men
	l remun er equal	eration between women and men is a key component of improving women's economic security and progressing ity.
3.	Do yo	ou have a formal policy and/or formal strategy on remuneration generally?
		es (select all applicable answers) Policy Strategy
	⊠ No	o (you may specify why no formal policy or formal strategy is in place) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Salaries set by awards/industrial or workplace agreements Non-award employees paid market rate
		☐ Not a priority ☐ Other (provide details):
4.		you analysed your payroll to determine if there are any remuneration gaps between women and men (i.e. ucted a gender pay gap analysis)?
	☐ Ye	es - the most recent gender remuneration gap analysis was 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	o (you may specify why you have not analysed your payroll for gender remuneration gaps) Currently under development, please enter date this is due to be completed Insufficient resources/expertise
		☐ Salaries for ALL employees (including managers) are set by awards or industrial agreements AND there is no for discretion in pay changes (for example because pay increases occur only when there is a change in tenure or ications)
		☐ Salaries for SOME or ALL employees (including managers) are set by awards or industrial agreements and there om for discretion in pay changes (because pay increases can occur with some discretion such as performance esments)
		 Non-award employees paid market rate Not a priority Other (provide details): Scheduled for FY21
	4.2	If your organisation would like to provide additional information relating to gender equality indicator 3, please do so below:
		We are in the process of developing our Equality, Diversity and Inclusion Strategy (with indicators to measure progress) and have taken membership of apex bodies, including Diversity Council of Australia, Australian Network on Disability, Equal Employment Opportunity Network and Pride in Diversity (ACON)

Does your organisation operate as a partnership structure (i.e. select NO if your organisation is an

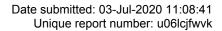




Gender equality indicator 4: Flexible working and support for employees with family and caring responsibilities

This indicator will enable the collection and use of information from relevant employers about the 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. One aim of this indicator is to improve the capacity of women and men to combine paid work and family or caring responsibilities through such arrangements. The achievement of this goal is fundamental to gender equality and to maximising Australia's skilled workforce.

	AND OVER EURIPE AND AVER EURIPE AND
	ou provide EMPLOYER FUNDED paid parental leave for PRIMARY CARERS that is available for women AND in addition to any government funded parental leave scheme for primary carers?
time of indications of time of	Iss. (Please indicate how employer funded paid parental leave is 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 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) on the week of the how employer funded paid parental leave is provided to women ONLY): 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 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) on, we offer paid parental leave for primary carers that is available to men ONLY. (Please indicate how employer funded parental leave is provided to men ONLY): 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 parental leave scheme By paying the employee's full salary (in addition to the government's paid scheme), regardless of the period of 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) on, not available (you may specify why this leave is not provided) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Government scheme is sufficient Not a priority Other (provide details):
5.1	How many weeks of EMPLOYER FUNDED paid parental leave for primary carers is provided? If different amounts of leave are provided (e.g. based on length of service) enter the MINIMUM number of weeks provided to eligible employees:
	16
carer	ir organisation would like to provide additional information on your paid parental leave for primary s e.g. eligibility period, where applicable the maximum number of weeks provided, and other gements you may have in place, please do so below.
Upto	11 weeks paid to employees who are partner to birth mother or who are adoptive parents.
5.2	What proportion of your total workforce has access to employer funded paid parental leave for PRIMARY CARERS?
	In your calculation, you MUST INCLUDE CASUALS when working out the proportion. <10% 10-20% 21-30% 31-40%







		□ 81-90% □ 91-99% □ 100%
	5.3	Please indicate whether your employer funded paid parental leave for primary carers covers:
		☑ Adoption☑ Surrogacy☑ Stillbirth
6.		CONDARY CARER" is a member of a couple or a single carer, REGARDLESS OF GENDER, who is not the cy carer.
		u provide EMPLOYER FUNDED paid parental leave for SECONDARY CARERS that is available for men and n, in addition to any government funded parental leave scheme for secondary carers?
	☐ No,	we offer paid parental leave for SECONDARY CARERS that is available to men ONLY (e.g. paternity leave) we offer paid parental leave for SECONDARY CARERS that is available to women ONLY (you may specify why employer funded paid parental leave for secondary carers is not paid) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Government scheme is sufficient Not a priority Other (provide details):
	6.1	How many days of EMPLOYER FUNDED parental leave is provided for SECONDARY CARERS? If different amounts of leave are provided (e.g. based on length of service) enter the MINIMUM number of days provided to eligible employees:
		55
6a.		organisation would like to provide additional information on your paid parental leave for SECONDARY RS e.g. eligibility period, other arrangements you may have in place etc, please do so below.
	6.2	What proportion of your total workforce has access to employer funded paid parental leave for SECONDARY CARERS? In your calculation, you MUST INCLUDE CASUALS when working out the proportion. <10%
	6.3	Please indicate whether your employer funded paid parental leave for secondary carers covers:
		☑ Adoption☑ Surrogacy☑ Stillbirth

How many MANAGERS have taken parental leave during the reporting period (paid and/or unpaid)? Include employees still on parental leave, regardless of when it commenced.

7.





	Primary carer's leave		Secondary carer's leave	
	Female	Male	Female	Male
Managers	1	0	0	3

7.1 How many NON-MANAGERS have taken parental leave during the reporting period (paid and/or unpaid)? Include employees still on parental leave, regardless of when it commenced.

	Primary carer's leave		Secondary carer's leave	
	Female	Male	Female	Male
Non-managers	4	0	0	3

- 8. How many MANAGERS, during the reporting period, ceased employment before returning to work from parental leave, regardless of when the leave commenced?
 - Include those where parental leave was taken continuously with any other leave type. For example, where annual leave or any other paid or unpaid leave is also taken at that time.
 - 'Ceased employment' means anyone who has exited the organisation for whatever reason, including resignations, redundancies and dismissals.

	Female	Male
Managers	0	0

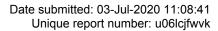
- How many NON-MANAGERS, during the reporting period, ceased employment before returning to work from 8.1 parental leave, regardless of when the leave commenced?
 - Include those where parental leave was taken continuously with any other leave type. For example, where annual leave or any other paid or unpaid leave is also taken at that time.
 - 'Ceased employment' means anyone who has exited the organisation for whatever reason, including resignations, redundancies and dismissals.

	Female	Male
Non-managers	0	0

Do you have a formal policy and/or formal strategy on flexible working arrange
--

	∠ Policy
	⊠ Strategy
□ No	(you may specify why no formal policy or formal strategy is in place)
	Currently under development, please enter date this is due to be completed
	☐ Insufficient resources/expertise
	Don't offer flexible arrangements
	Not a priority
	Other (provide details):
9.1	You may indicate which of the following are included in your flexible working arrangements strategy:
	□ A business case for flexibility has been established and endorsed at the leadership level
	Leaders are visible role models of flexible working
	☐ Flexible working is promoted throughout the organisation
	Targets have been set for engagement in flexible work

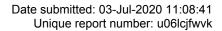
- Targets have been set for men's engagement in flexible work Leaders are held accountable for improving workplace flexibility
- ☐ Manager training on flexible working is provided throughout the organisation ☐ Employee training is provided throughout the organisation ☐ Team-based training is provided throughout the organisation







		 ☑ The organisation's approach to flexibility is integrated into client conversations ☐ The impact of flexibility is evaluated (eg reduced absenteeism, increased employee engagement) ☐ Metrics on the use of, and/or the impact of, flexibility measures are reported to key management personnel ☐ Metrics on the use of, and/or the impact of, flexibility measures are reported to the governing body
10.	Do yo	u have a formal policy and/or formal strategy to support employees with family or caring responsibilities?
		s (select all applicable answers) Policy Strategy (you may specify why no formal policy or formal strategy is in place) Currently under development, please enter date this is due to be completed May 2021
		☐ Insufficient resources/expertise ☐ Included in award/industrial or workplace agreement ☐ Not a priority ☐ Other (provide details):
11.		ou offer any other support mechanisms, other than leave, for employees with family or caring responsibilities mployer-subsidised childcare, breastfeeding facilities)?
	⊠ Ye □ No	s (you may specify why non-leave based measures are not in place) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Not a priority Other (provide details):
	11.1	Please select what support mechanisms are in place and if they are available at all worksites. • Where only one worksite exists, for example a head-office, select "Available at all worksites".
		Employer subsidised childcare
		 ☐ Available at all worksites ☐ Coaching for employees on returning to work from parental leave







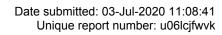
	 □ Available at some worksites only □ Available at all worksites □ Parenting workshops targeting mothers □ Available at some worksites only □ Available at all worksites □ Parenting workshops targeting fathers □ Available at some worksites only □ Available at all worksites □ None of the above, please complete question 11.2 below
12.	Do you have a formal policy and/or formal strategy to support employees who are experiencing family or domestic violence?
	 Yes (select all applicable answers) ☑ Policy ☑ Strategy ☐ No (you may specify why no formal policy or formal strategy is in place) ☐ Currently under development, please enter date this is due to be completed ☐ Insufficient resources/expertise ☐ Included in award/industrial or workplace agreements ☐ Not aware of the need ☐ Not a priority ☐ Other (please provide details):
13.	Other than a formal policy and/or formal strategy, do you have any support mechanisms in place to support employees who are experiencing family or domestic violence?
	 ✓ Yes (select all applicable answers) ☑ Employee assistance program (including access to a psychologist, chaplain or counsellor) ☑ Training of key personnel ☑ A domestic violence clause is in an enterprise agreement or workplace agreement ☑ Workplace safety planning ☑ Access to paid domestic violence leave (contained in an enterprise/workplace agreement) ☐ Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement) ☐ Access to unpaid leave ☑ Confidentiality of matters disclosed ☑ Referral of employees to appropriate domestic violence support services for expert advice ☑ Protection from any adverse action or discrimination based on the disclosure of domestic violence ☑ Flexible working arrangements ☐ Provision of financial support (e.g. advance bonus payment or advanced pay) ☐ Offer change of office location ☐ Emergency accommodation assistance ☐ Access to medical services (e.g. doctor or nurse) ☐ Other (provide details): ☐ No (you may specify why no other support mechanisms are in place) ☐ Currently under development, please enter date this is due to be completed ☐ Insufficient resources/expertise ☐ Not a priority ☐ Other (provide details):
14.	Where any of the following options are available in your workplace, are those option/s available to both women AND men? • flexible hours of work • compressed working weeks • time-in-lieu
	 telecommuting part-time work job sharing carer's leave purchased leave

unpaid leave.





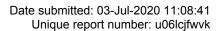
14.1	Which options from the list below are Unticked checkboxes mean thi				
		Mar	agers	Non-m	anagers
		Formal	Informal	Formal	Informa
	Flexible hours of work				
	Compressed working weeks				
	Time-in-lieu				
	Telecommuting				
	Part-time work				
	Job sharing				
	Carer's leave				
	Purchased leave				
	Unpaid leave				
14.4	August 2020 Insufficient resources/expertise Not a priority Other (provide details):	enter date this is due			alitv indica
14.4	August 2020 ☐ Insufficient resources/expertise ☐ Not a priority				ality indica
nder ncer	August 2020 Insufficient resources/expertise Not a priority Other (provide details): If your organisation would like to prov	vide additional inform nsultation w he workplace	nation relating t ith emplo	to gender equa	issues
nder nceri gender erning g	August 2020 Insufficient resources/expertise Not a priority Other (provide details): If your organisation would like to provide details of the provide de	vide additional inform nsultation whe workplace at consultation occurs	nation relating to ith emplo e between employ	yees on	issues /ees on issu
nder ncer gender erning g Have	August 2020 Insufficient resources/expertise Not a priority Other (provide details): If your organisation would like to provide details please do so below: The equality indicator 5: Coming gender equality in the equality in the workplace.	vide additional inform Insultation with the workplace at consultation occurs at concerning gender	ith emploe between employ	yees on ers and employ	issue:







		☐ Exit interviews ☐ Performance discussions ☐ Other (provide details):
	15.2	Who did you consult?
		 All staff Women only Men only Human resources managers Management Employee representative group(s) Diversity committee or equivalent Women and men who have resigned while on parental leave Other (provide details):
	15.3	If your organisation would like to provide additional information relating to gender equality indicator 5, please do so below.
The p	reventic pation.	equality indicator 6: Sex-based harassment and discrimination of sex-based harassment and discrimination (SBH) has been identified as important in improving workplace. Set by the Minister, this gender equality indicator seeks information on the existence of a SBH policy and/or strategy raining of managers on SBH is in place.
16.	Do yo	u have a formal policy and/or formal strategy on sex-based harassment and discrimination prevention?
		s (select all applicable answers) Policy Strategy (you may specify why no formal policy or formal strategy is in place) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Included in award/industrial or workplace agreement Not a priority Other (provide details):
	16.1	Do you include a grievance process in any sex-based harassment and discrimination prevention formal policy and/or formal strategy? Yes No (you may specify why a grievance process is not included) Currently under development, please enter date this is due to be completed Insufficient resources/expertise Not a priority Other (provide details):
17.		u provide training for all managers on sex-based harassment and discrimination prevention? s - please indicate how often this training is provided: At induction At least annually Every one-to-two years Every three years or more Varies across business units Other (provide details):







☐ No	(you may specify why this training is not provided)
	☐ Currently under development, please enter date this is due to be completed
	☐ Insufficient resources/expertise
	☐ Not a priority
	Other (provide details):
17.1	If your organisation would like to provide additional information relating to gender equality indicator 6, please do so below:

Other

18. If your organisation has introduced any outstanding initiatives that have resulted in improved gender equality in your workplace, please tell us about them.

(As with all questions in this questionnaire, information you provide here will appear in your public report.)

The TIO has gone a step forward in our commitment on Equality, Diversity and Inclusion (EDI) in the workplace and has appointed a Senior Advisor on EDI, reporting to the General Manager - P&C. This position is tasked with building an inclusive workplace culture by enabling all our people, policies, processes and procedures be framed within an EDI framework.





Gender composition proportions in your workplace

Important notes:

- 1. Proportions are based on the data contained in your workplace profile and reporting questionnaire.
- Some proportion calculations will not display until you press **Submit** at step 6 on the reporting page in the portal. When your CEO signs off the report prior to it being submitted, it is on the basis that the proportions will only reflect the data contained in the report.
- 3. If any changes are made to your report after it has been submitted, the proportions calculations will be refreshed and reflect the changes after you have pressed **Re-submit** at step 6 on the reporting page.

Based upon your workplace profile and reporting questionnaire responses:

Gender composition of workforce

1. the gender composition of your workforce overall is 50.8% females and 49.2% males.

Promotions

- 2. 38.5% of employees awarded promotions were women and 61.5% were men
 - i. 36.4% of all manager promotions were awarded to women
 - ii. 50.0% of all non-manager promotions were awarded to women.
- 3. 11.2% of your workforce was part-time and 0.0% of promotions were awarded to part-time employees.

Resignations

- 4. 51.3% of employees who resigned were women and 48.7% were men
 - i. 44.4% of all managers who resigned were women
 - ii. 57.1% of all non-managers who resigned were women.
- 5. 11.2% of your workforce was part-time and 10.3% of resignations were part-time employees.

Employees who ceased employment before returning to work from parental leave

- i. 0.0% of all women who utilised parental leave ceased employment before returning to work
- ii. 0.0% of all men who utilised parental leave ceased employment before returning to work
- iii. N/A managers who utilised parental leave and ceased employment before returning to work were women
- iv. N/A non-managers who utilised parental leave and ceased employment before returning to work were women.

Notification and access List of employee organisations: Australian Services Union (ASU) Employee Delegates CEO sign off confirmation Name of CEO or equivalent: Judi Jones CEO signature: Date: