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**Australian Government**



**Workplace  
Gender Equality  
Agency**





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# 2022 - 23 Gender Equality Reporting

## Submitted By:

Australian Consumers Association 72000281925

# #Workplace Overview

## Policies and Strategies

1. Do you have a formal policy and/or formal strategy in place that specifically supports gender equality in the following areas?

**Recruitment:** Yes

Policy; Strategy

**Retention:** Yes

Strategy

**Performance management processes:** Yes

Policy

**Promotions:** Yes.

Policy

**Talent identification/identification of high potentials:** No  
Insufficient resources/expertise

**Succession planning:** No

Insufficient resources/expertise

**Training and development:** Yes

Policy; Strategy

**Key performance indicators for managers relating to gender equality:** No  
Not aware of the need

2. Do you have a formal policy and/or formal strategy in place that supports gender equality overall?

Yes  
Policy

4. If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.

Whilst we do not have targets to address gender quality in our workplace, we do have pro-active measures in place. Our diversity and inclusion strategy has outlined initiatives that will specifically address gender equality, and the organisation will continue to work on these in FY 2024. Our recruitment policy also includes a gender equality statement.

## Governing Bodies

**Organisation:** Australian Consumers Association

**1.Name of the governing body:** CHOICE Board of Directors

**2.Type of the governing body:** Board of Directors

**Number of governing body chair and member by gender:**

Chair	Female (F)	Male (M)	Non-Binary
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	1	1	0
<b>Member</b>			
	<b>Female (F)</b>	<b>Male (M)</b>	<b>Non-Binary</b>
	5	2	0

**4. Formal section policy and/or strategy: Yes**

Selected value: Policy

**6. Target set to increase the representation of women: No**

Selected value:

Other

**Other value:** The Board Charter includes a commitment to gender equality on the Board.

**7. Do you have a formal policy and/or formal strategy in place to support gender equality in the composition of this organisation's governing body?**

Yes

Selected value: Policy

**2. If your organisation would like to provide additional information relating to your gender equality policies and strategies, please do so below.**

The CHOICE Board of Directors has a public commitment to gender equality in composition in its Charter. There is no target to increase representation by a particular date because over 50% of directors have been women since the time the commitment was adopted. It was not possible to answer 'Yes' to question 1.6 because of this.

# #Action on gender equality

## Gender Pay Gaps

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

Yes

Policy

**1.1 Are specific pay equality objectives included in your formal policy and/or formal strategy?**

Yes

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To achieve gender pay equity; To ensure no gender bias occurs at any point in the remuneration review process (for example at commencement, at annual salary reviews, out-of-cycle pay reviews, and performance reviews)

**2. What was the snapshot date used for your Workplace Profile?**

30/06/2022

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

Our remuneration and benefits guidelines outline that we conduct a regular review of remuneration across similar roles and ensure that roles are remunerated equally and fairly in regards to gender. The guidelines also acknowledge that remuneration may be increased as a result of pay equity reviews. Our salary benchmarking project is currently in development.

## Employer action on pay equality

**1. Have you analysed your payroll to determine if there are any remuneration gaps between women and men (e.g. conducted a gender pay gap analysis)?**

Yes

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

Within the last 12 months

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

Yes

Identified cause/s of the gaps; Reviewed remuneration decision-making processes; Analysed commencement salaries by gender to ensure there are no pay gaps; Reported pay equity metrics (including gender pay gaps) to the executive; Trained people-managers in addressing gender bias (including unconscious bias); Corrected like-for-like gaps

**1.3 What type of gender remuneration gap analysis has been undertaken?**

A like-for-like gap analysis; A by-level gap analysis; An overall organisation-wide gender pay gap

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

We have worked to ensure pay equity by:

1. Conducting a thorough analysis of current pay structures to identify any discrepancies. This analysis involves comparing salaries across various job roles, departments, and levels, while considering factors such as experience, skills, and

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performance. This helps identify any gender-based pay gaps that need to be addressed.

2. When recruiting or reviewing remuneration, we review pay rates with external market data to ensure they are competitive and equitable. This process allows us to understand how our compensation practices align with industry standards and make necessary adjustments to eliminate pay disparities.

3. Establishing transparent processes that help eliminate subjectivity and bias in compensation decisions, promoting fairness and pay equity.

4. Promoting diversity and inclusion and encouraging diverse representation in leadership positions to foster a culture of equality.

## Employee Consultation

- 1. Have you consulted with employees on issues concerning gender equality in your workplace during the reporting period?**

Yes

- 1.1 How did you consult employees?**

Consultative committee or group; Focus groups; Exit interviews; Survey

- 1.2 Who did you consult?**

ALL staff

- 2. Do you have a formal policy and/or formal strategy in place on consulting employees about gender equality?**

Yes

Policy

- 3. On what date did your organisation share your last year's public reports with employees and shareholders?**

**Employees:**

Yes

Date:07/06/2022

**Shareholder:**

- 4. Have you shared previous Executive Summary and Industry Benchmark reports with the governing body?**

Yes

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

# #Flexible Work

## Flexible Working

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

Yes

Policy

#### 1.1. Please indicate which of the following are included in your flexible working arrangements strategy or policy:

**A business case for flexibility has been established and endorsed at the leadership level**

Yes

**The organisation's approach to flexibility is integrated into client conversations**

No

Other

**Other:** CHOICE does not have clients as such, instead members. Our flexible work practices are mentioned in member communications but no need to integrate into member conversations.

**Employees are surveyed on whether they have sufficient flexibility**

Yes

**Employee training is provided throughout the organisation**

Yes

**The impact of flexibility is evaluated (e.g. reduced absenteeism, increased employee engagement)**

Yes

**Flexible working is promoted throughout the organisation**

Yes

**Targets have been set for engagement in flexible work**

No  
Other

**Other:** Not needed, take up is high with employees able to negotiate flexible practices since transitioning to hybrid working post-Covid-19.

**Metrics on the use of, and/or the impact of, flexibility measures are reported to the governing body**

Yes

**Metrics on the use of, and/or the impact of, flexibility measures are reported to key management personnel**

Yes

**Leaders are held accountable for improving workplace flexibility**

Yes

**Leaders are visible role models of flexible working**

Yes

**Manager training on flexible working is provided throughout the organisation**

Yes

**Targets have been set for men's engagement in flexible work**

No

Other

**Other:** Not needed, take up is high with employees able to negotiate flexible practices since transitioning to hybrid working post-Covid-19.

**Team-based training is provided throughout the organisation**

Yes

**Other:** No

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

**Carer's leave:** Yes

SAME options for women and men Formal options are available; Informal options are available

**Compressed working weeks:** Yes

SAME options for women and men Formal options are available

**Flexible hours of work:** Yes

SAME options for women and men Formal options are available; Informal options are available

**Job sharing:** Yes

SAME options for women and men

Informal options are available

**Part-time work:** Yes

SAME options for women and men Formal options are available

**Purchased leave:** No

Not aware of the need

**Remote working/working from home:** Yes

SAME options for women and men Formal options are available

**Time-in-lieu:** Yes

SAME options for women and men

Formal options are available; Informal options are available

**Unpaid leave:** Yes

SAME options for women and men Formal options are available

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

Yes

5. **Did you see an increase, overall, in the approval of FORMAL flexible working arrangements for your workforce between the 2021-22 and the 2022-23 reporting periods?**

Yes, women and men

7. **If your organisation would like to provide additional information relating to flexible working and gender equality in your workplace, please do so below.**

CHOICE has a Working Flexibly @ CHOICE policy, committing to flexibility in work location and hours wherever possible. Each team completed a consultative workshop to formulate flexibility principles that would allow them to work effectively together, giving due consideration to individual circumstances, position requirements and working style preferences. Most staff can negotiate flexibility in work location and hours, with most positions able to choose a combination of working from office or home to suit their individual circumstances. Some roles will have less flexibility options due to the inherent requirements of the role. We continue to review and redesign our ways of working including office and technology improvements, hybrid working principles, and development of our remote working policy (including temporary overseas working).

# #Employee Support

## Paid Parental leave

**1. Do you provide employer-funded paid parental leave in addition to any government-funded parental leave scheme?**

Yes, we offer employer funded parental leave using the primary/secondary carer definition

**1.1. Do you provide employer funded paid parental leave for primary carers in addition to any government funded parental leave scheme?**

Yes

**1.1.a. Please indicate whether your employer-funded paid parental leave for primary carers is available to:**

All, regardless of gender

**1.1.b. Please indicate whether your employer-funded paid parental leave for primary carers covers:**

Birth; Adoption; Surrogacy; Stillbirth

**1.1.c. How do you pay employer funded paid parental leave to primary carers?**

Paying the employee's full salary

**1.1.d. Do you pay superannuation contribution to your primary carers while they are on parental leave?**

Yes, on employer funded parental leave; Yes, on government funded parental leave; Yes, on unpaid parental leave

**1.1.e. How many weeks (minimum) of employer funded paid parental leave for primary carers is provided?**

12

**1.1.f. What proportion of your total workforce has access to employer funded paid parental leave for primary carers, including casuals?**

81-90%

**1.1.g. Do you require primary carers to work for the organisation for a certain amount of time (a qualifying period) before they can access employer funded parental leave?**

Yes

How long is the qualifying period (in months)?

12

**1.1.h. Do you require primary carers to take employer funded paid parental leave within a certain time period after the birth, adoption, surrogacy and/or stillbirth?**

Yes

Within 12 months

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**1.2. Do you provide employer funded paid parental leave for secondary carers in addition to any government funded parental leave scheme?**

Yes

**1.2.a. Please indicate whether your employer-funded paid parental leave for secondary carers is available to:**

All, regardless of gender

**1.2.b. Please indicate whether your employer-funded paid parental leave for secondary carers covers:**

Birth; Adoption; Surrogacy; Stillbirth

**1.2.c. How do you pay employer funded paid parental leave to Secondary carers?**

Paying the employee's full salary

**1.2.d. Do you pay superannuation contribution to your secondary carers while they are on parental leave?**

Yes, on employer funded parental leave; Yes, on government funded parental leave; Yes, on unpaid parental leave

**1.2.e. How many weeks (minimum) of employer funded paid parental leave for secondary carers is provided?**

2

**1.2.f. What proportion of your total workforce has access to employer funded paid parental leave for secondary carers, including casuals?**

81-90%

**1.2.g. Do you require secondary carers to work for the organisation for a certain amount of time (a qualifying period) before they can access employer funded parental leave?**

Yes

How long is the qualifying period (in months)?

12

**1.2.h. Do you require secondary carers to take employer funded paid parental leave within a certain time period after the birth, adoption, surrogacy and/or stillbirth?**

Yes

Within 12 months

**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.**

We are currently reviewing and updating our Parental Leave Policy to reflect the changes to the Government Paid Parental Leave arrangements which come into effect on 1 July 2023., The aim to make our Paid Parental Leave policy more accessible for the non-birth parent using gender-neutral language and removing references to primary and secondary carer. CHOICE Paid Parental Leave is to be made available for anyone who

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welcomes a child into their family (birth, adoption, surrogacy), and will need to be taken within first 12 months. Employees will be able to add unpaid Parental Leave to it, as well as Government Paid Parental Leave. Another aim is to allow employees to use CHOICE Paid Parental Leave at the same time as the co-parent, or at an alternate time within the first 12 months. This will be implemented prior to 1 July 2023.

## Support for carers

**1. Do you have a formal policy and/or formal strategy to support employees with family or caring responsibilities?**

Yes

Policy

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

**2.1. Employer subsidised childcare**

No

**Other:** CHOICE leases part of our office building to a childcare provider that offers our employees a discount on fees.

**2.2. Return to work bonus (only select if this bonus is not the balance of paid parental leave)**

No

Not aware of the need

**2.3. Breastfeeding facilities**

Yes

Available at ALL worksites

**2.4. Childcare referral services**

Yes

Available at ALL worksites

**2.5. Coaching for employees on returning to work from parental leave**

Yes

Available at ALL worksites

**2.6. Targeted communication mechanisms (e.g. intranet/forums)**

Yes

Available at ALL worksites

**2.7. Internal support networks for parents**

Yes

Available at ALL worksites

**2.8. Information packs for new parents and/or those with elder care responsibilities**

No

**2.9. Parenting workshops targeting fathers**

No

**2.10. Parenting workshops targeting mothers**

No

**2.11. Referral services to support employees with family and/or caring responsibilities**

Yes

Available at ALL worksites

**2.12. Support in securing school holiday care**

No

**2.13. On-site childcare**

Yes

Available at ALL worksites

**2.14. Other details: No**

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

## **Sexual harassment, harassment on the grounds of sex or discrimination**

**1. Do you have a formal policy and/or formal strategy on the prevention and response to sexual harassment, harassment on the grounds of sex or discrimination?**

Yes

Policy

**1.3 Do you provide a grievance process in your sexual harassment policy and/or strategy?**

Yes

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2. Do you provide training on the prevention of sexual harassment, harassment on the ground of sex or discrimination to the following groups?

**All Managers:**

Yes

At induction

Other

**Provide Details:** 18 Months to 2 years

9. If your organisation would like to provide additional information relating to measures to prevent and response to sexual harassment, harassment on the grounds of sex or discrimination, please do so below.

We have included a short Respect in the Workplace video in our induction program, in this video a member of the Executive team talks about our approach to bullying, harassment and anti-discrimination at CHOICE, and our specialist consultant talks about what support we provide. We then provide regular comprehensive training to all staff, including any relevant legislative updates. We track completion of this training and it is mandatory for all staff.

## Family or domestic violence

1. Do you have a formal policy and/or formal strategy to support employees who are experiencing family or domestic violence?

Yes

Policy; Strategy

2. Other than a formal policy and/or formal strategy, do you have the following support mechanisms in place to support employees who are experiencing family or domestic violence?

A domestic violence clause is in an enterprise agreement or workplace agreement

No

Other

**Provide Details:** Contained within Policy

**Confidentiality of matters disclosed**

Yes

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**Protection from any adverse action or discrimination based on the disclosure of domestic violence**

Yes

**Employee assistance program (including access to psychologist, chaplain or counsellor)**

Yes

**Emergency accommodation assistance**

Yes

**Provision of financial support (e.g. advance bonus payment or advanced pay)**

Yes

**Flexible working arrangements**

Yes

**Offer change of office location**

Yes

**Access to medical services (e.g. doctor or nurse)**

Yes

**Training of key personnel**

Yes

**Referral of employees to appropriate domestic violence support services for expert advice**

Yes

**Workplace safety planning**

Yes

**Access to paid domestic violence leave (contained in an enterprise/workplace agreement)**

No  
Other

**Provide Details:** Paid Domestic Violence Leave provided for under the policy

**Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)**

Yes

**Is the leave period unlimited?**

No

**How many days are provided?** 15

**Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)**

No

Other

**Provide Details:** Unpaid Domestic Violence Leave provided for under the policy

**Access to unpaid leave**

Yes

**Is the leave period unlimited?**

Yes

**Other:** No

**Provide Details:**

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

CHOICE engaged an external consultant to support us with developing a comprehensive Domestic and Family Violence Support Framework which was launched in March 2023. The framework includes a Policy, Procedures for responding to instances of domestic and family violence, and a support toolkit including tip sheets, reference guides for managers, first responders and employees, and training material for all staff. We have partnered with the Women and Girls Emergency Centre (WAGEC) to train our managers and all staff on how to support affected employees and where to seek help.



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