



## 2021 - 22 Compliance Program

Submitted by:

**Australian Consumers Association  
(ABN: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( <i>Select all that apply</i> )
...Yes	Policy Strategy
...Retention	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Performance management processes	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Promotions	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Talent identification/identification of high potentials	Yes( <i>Select all that apply</i> )
...Yes	Strategy
...Succession planning	No( <i>Select all that apply</i> )
...No	Currently under development( <i>Select the estimated completion date.</i> )
...Currently under development	30-Jun-2022
...Training and development	Yes( <i>Select all that apply</i> )
...Yes	Policy
...Key performance indicators for managers relating to gender equality	No( <i>Select all that apply</i> )
...No	Currently under development( <i>Select the estimated completion date.</i> )
...Currently under development	30-Sep-2022

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

Yes( <i>Select all that apply</i> )	
...Yes	Policy

3: Does your organisation have any of the following targets to address gender equality in your workplace?

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 2023.

## Governing bodies

### Australian Consumers Association

1: Does this organisation have a governing body?	Yes( <i>Provide further details on the governing body(ies) and its composition</i> )
1.1: What is the name of your governing body?	CHOICE Board of Directors
1.2: What type of governing body does this organisation have?	Board of directors
1.3: How many members are on the governing body and who holds the predominant Chair position?	
...Chairs	
...Female	1
...Male	1
...Non-binary	
...Members	
...Female	5
...Male	3
...Non-binary	0
1.4: Do you have a formal selection policy and/or formal selection strategy for this organisation's governing body members?	Yes( <i>Select all that apply</i> )
	Policy
1.5: Has a target been set to increase the representation of women on this governing body?	No( <i>Select all that apply</i> )
	Governing body has gender balance (i.e. 40% women / 40% men / 20% either)
1.6: Do you have a formal policy and/or formal strategy in place on the gender composition of your governing body?	Yes( <i>Select all that apply.</i> )
	Policy
1.1.a.3: How many members are on the governing body and who holds the predominant Chair position?	

2: If your organisation would like to provide additional information relating to governing bodies and gender equality in your workplace, 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 1.5 because of the way it is phrased.

# #Action on gender equality

## Gender pay gaps

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

Yes(*Select all that apply*)

...Yes

Policy

1.1: Are specific pay equity objectives included in your formal policy and/or formal strategy?

Yes(*Select all that apply*)

...Yes

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-Jun-2021

3: Does your organisation publish its organisation-wide gender pay gap?

No

4: Do you give WGEA permission to publicly publish your organisation-wide gender pay gap?

No

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

Our new 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.

## Employer action on pay equity

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

Yes(*Provide further details on the most recent gender remuneration gap analysis that was undertaken.*)

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(*Select all that apply*)

Reviewed remuneration decision-making processes  
Analysed commencement salaries by gender to

1.2: Did you take any actions as a result of your gender remuneration gap analysis?	ensure there are no pay gaps Corrected like-for-like gaps Reported pay equity metrics (including gender pay gaps) to the executive Trained people-managers in addressing gender bias (including unconscious bias)
.. Yes	
1.3: You may provide details below on the type of gender remuneration gap analysis that has been undertaken (for example like-for-like and/or organisation-wide)	A like-for-like analysis was conducted across teams with similar roles. Most salaries were equitable and based on experience, we did increase salaries of a few (both male and female) staff to align them.

2: For organisations with partnership structures: Have you undertaken a gender remuneration gap analysis ('gender pay gap analysis') in the current reporting period to determine if there are any remuneration gaps between women partners and men partners in your organisation?

No

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

### Employee consultation

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

Yes(*Provide further details on the employee consultation process.*)

1.1: How did you consult employees?	Survey Focus groups
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(*Select all that apply.*)

...Yes	Policy
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3: On what date did your organisation share your previous year's public reports with employees?

6-Aug-2021

4: Does your organisation have shareholders?

No

5: Have you shared previous Executive Summary and Benchmark reports with the governing body?

No

6: 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(*Select all that apply*)

...Yes	Policy
...A business case for flexibility has been established and endorsed at the leadership level	Yes
...Leaders are visible role models of flexible working	Yes
...Flexible working is promoted throughout the organisation	Yes
...Targets have been set for engagement in flexible work	No( <i>Select all that apply</i> )
...No	Other (provide details)
...Targets have been set for men's engagement in flexible work	No( <i>Select all that apply</i> )
...No	Other (provide details)
...Leaders are held accountable for improving workplace flexibility	Yes
...Manager training on flexible working is provided throughout the organisation	Yes
...Employee training is provided throughout the organisation	Yes
...Team-based training is provided throughout the organisation	Yes
...Employees are surveyed on whether they have sufficient flexibility	Yes
...The organisation's approach to flexibility is integrated into client conversations	No( <i>Select all that apply</i> )
...No	Other (provide details)
...The impact of flexibility is evaluated (e.g. reduced absenteeism, increased employee engagement)	Yes
...Metrics on the use of, and/or the impact of, flexibility measures are reported to key management personnel	Yes
...Metrics on the use of, and/or the impact of, flexibility measures are reported to the governing body	Yes

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

...Flexible hours of work	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available Informal options are available
...Compressed working weeks	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Time-in-lieu	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Telecommuting (e.g. working from home)	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Part-time work	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Job sharing	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Informal options are available
...Carer's leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available
...Purchased leave	No( <i>You may specify why the above option is not available to your employees.</i> )
...No	Not a priority Not aware of the need
...Unpaid leave	Yes( <i>Select one option only</i> )
...Yes	SAME options for women and men( <i>Select all that apply</i> )
...SAME options for women and men	Formal options are available

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

Yes

4: Has your organisation implemented an 'all roles flex' approach to flexible work?

No

5: Did you see an increase, overall, in the approval of FORMAL flexible working arrangements for your workforce during the 2021-22 reporting period?

Yes, for both women and men

6: If your workplace includes hybrid teams (i.e. some employees in a team work remotely while other employees in a team work at the organisation's usual workplace), have any of the following measures been utilised to ensure the fair treatment of all employees regardless of work location?

Training for all employees on how to work with flexible and remote/hybrid teams

Employee performance is measured by performance and not presenteeism

All team meetings are held online

7: If your organisation would like to provide additional information relating to flexible working and gender equality in your workplace, including specific changes due to the impact of the COVID-19 pandemic on 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. All 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. Our Future Ways of Working initiative is currently in development, including office re-design and hybrid working principles.



# #Employee support

## Paid parental leave

1: Do you provide employer funded paid parental leave regardless of carer's status (i.e. primary/secondary) in addition to any government funded parental leave scheme?

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( <i>Please indicate how employer funded paid parental leave is provided to the primary carers.</i> )
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
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?	91-100%
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
1.1.g.1: How long is the qualifying period?	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
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?	Within 12 months
.. Yes	

1.2: Do you provide employer funded paid parental leave for secondary carers in addition to any government funded parental leave scheme?	Yes( <i>Please indicate how employer funded paid parental leave is provided to the secondary carers.</i> )
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
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
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?	90-100%
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
1.2.g.1: How long is the qualifying period?	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
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?	Within 12 months
.. Yes	

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 planning to review our Parental Leave Policy and update it to reflect the changes to the Government Paid Parental Leave arrangements. The aim is 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 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.

## Support for carers

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

Yes(*Select all that apply*)

...Yes

Policy

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

...Employer subsidised childcare

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

...No

Not aware of the need

...On-site childcare

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

...Yes

Available at ALL worksites

...Breastfeeding facilities

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

...Yes

Available at ALL worksites

...Childcare referral services

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

...Yes

Available at ALL worksites

...Internal support networks for parents

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

...Yes

Available at ALL worksites

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

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

...No

Not aware of the need

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

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

...No

Currently under development(*Select the estimated completion date.*)  
Not aware of the need

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

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

...Yes

Available at ALL worksites

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

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

...Yes

Available at ALL worksites

...Support in securing school holiday care

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

...No	Not a priority Insufficient resources/expertise
...Coaching for employees on returning to work from paid parental leave	Yes( <i>Please indicate the availability of this support mechanism.</i> )
...Yes	Available at ALL worksites
...Parenting workshops targeting mothers	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...No	Not a priority
...Parenting workshops targeting fathers	No( <i>You may specify why the above support mechanism is not available to your employees.</i> )
...No	Not a priority
...Other (provide details)	No

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

### Sex-based harassment and discrimination

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

Yes(*Select all that apply*)

...Yes	Policy
1.1: Do you provide a grievance process in any sex-based harassment and discrimination prevention formal policy and/or formal strategy?	Yes

2: Do you provide training on sex-based harassment and discrimination prevention to the following groups?

...All managers	Yes( <i>Please indicate how often is this training provided (select all that apply):</i> )
...Yes	Every one-to-two years
...All employees	Yes( <i>Please indicate how often is this training provided (select all that apply):</i> )
...Yes	Every one-to-two years At induction

3: If your organisation would like to provide additional information relating to sex-based harassment and 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.

### 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( <i>Select all that apply</i> )	
...Yes	Policy

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

...Employee assistance program (including access to psychologist, chaplain or counsellor)	Yes
...Training of key personnel	Yes
...A domestic violence clause is in an enterprise agreement or workplace agreement	No( <i>Select all that apply</i> )
...No	Other (provide details)
...Other (provide details)	No EA in place
...Workplace safety planning	Yes
...Access to paid domestic violence leave (contained in an enterprise/workplace agreement)	No( <i>Select all that apply</i> )
: How many days of paid domestic violence leave (contained in an enterprise/workplace agreement) are provided?	5
...No	Other (provide details)
...Other (provide details)	No EA
...Access to unpaid domestic violence leave (contained in an enterprise/workplace agreement)	No( <i>Select all that apply</i> )
...No	Other (provide details)
...Other (provide details)	No EA
...Access to paid domestic violence leave (not contained in an enterprise/workplace agreement)	Yes( <i>Is the leave period unlimited?</i> )
...Yes	No
: How many days of paid domestic violence leave (not contained in an enterprise/workplace agreement) are provided?	5
...Access to unpaid leave	Yes( <i>Is the leave period unlimited?</i> )
...Yes	No
: How many days of unpaid domestic violence leave are provided?	5
...Confidentiality of matters disclosed	Yes
...Referral of employees to appropriate domestic violence support services for expert advice	Yes

...Protection from any adverse action or discrimination based on the disclosure of domestic violence	Yes
...Flexible working arrangements	Yes
...Provision of financial support (e.g. advance bonus payment or advanced pay)	No( <i>Select all that apply</i> )
...No	Insufficient resources/expertise
...Offer change of office location	Yes
...Emergency accommodation assistance	No( <i>Select all that apply</i> )
...No	Currently under development( <i>Select the estimated completion date.</i> )
...Currently under development	31-Aug-2022
...Access to medical services (e.g. doctor or nurse)	No( <i>Select all that apply</i> )
...Other (provide details)	No

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

CHOICE has engaged an external consultant to provide us with a comprehensive Domestic and Family Violence safety and wellbeing program for affected employees. The program will include a toolbox including Guidelines for Policy and Procedures, reference guides for managers, first responders and employees, a reporting mechanism, training material for all employees, and external support for safety response plans. This is being finalised and the estimated completion date is 31/08/2022.

# #Diversity and inclusion

## Voluntary section

1: Do you have a formal policy and/or formal strategy on diversity and inclusion in your organisation?

Yes(Select all that is covered.)

...Yes

Aboriginal and/or Torres Strait Islander identity  
Cultural and/or language and/or race/ethnicity background  
Disability and/or accessibility  
Sexual orientation  
Age  
Gender identity

2: Do you collect data on whether employees identify as Aboriginal and/or Torres Strait Islander?

Yes

...If this data can be shared and is not confidential, please complete the below table:

...Aboriginal and/or Torres Strait Islander Managers .. Male

0

...Aboriginal and/or Torres Strait Islander Non-managers .. Male

0

3: Do you currently collect data on any of the following dimensions of employees' identities?

Cultural and/or language and/or race/ethnicity background  
Disability  
Sexual orientation  
Gender identity  
Other

...Other

Parenting and caring responsibilities, religion.