

Workplace Gender Equality Indicators

Table 3 - Workplace gender equality indicators progress									
Required	Required	Required	Recommended						
Indicator	Confirm if progress made	Progress description	Factors						
			a	b	c	d	e	f	g
This column contains the seven workplace gender equality indicators. Complete the 'required' fields, and you are encouraged to complete the 'recommended' columns, to the right of each indicator.	Indicate whether your organisation has made progress in relation to the workplace gender equality indicators.  Use the drop-down menu in the cell to select 'yes' or 'no.'	Demonstrate your progress in relation to each workplace gender equality indicator.  In this column, please explain why you believe changes in your data <b>do</b> or <b>do not</b> represent progress against each indicator. Refer explicitly to quantitative changes in the data between your previous workplace gender audit and your progress audit. If you wish, you may also make reference to any strategy or measure from your GEAP that supported, or was designed to support, progress against that indicator.	Indicate below whether or not one of these factors has affected your organisation's progress against each indicator. You are encouraged to reference these factors in your discussion in column L.  See the <b>Factors key</b> to the right of this table for a description of each factor.						
			Factors discussion						
Gender composition of all levels of the workforce	Yes	<ul style="list-style-type: none"><li>• The percentage of women at Triple Zero Victoria as at 30 June 2023 was 68.0%, compared to 68.7% in 2021.</li><li>• The percentage of women at level 2 and 3 to the CEO was 66.7% and 64.7% respectively, which is an improvement from the 2021 figures of 46.7% and 58.3% respectively.</li><li>• Support Office comprised 330 employees including 54.2% women and 45.2% men and 0.6% self-described.</li><li>• The percentage of women in Support Office in leadership roles (band B5+) was 43.1%. It was 42.9% in June 2022. A target of 45.0% for women in leadership in Support Office was established in 2019.</li><li>• The percentage of women Executive Officers (SES 1, 2 &amp; 3) was 61.1%, compared to 38.9% men. In 2019, it was 25.0%.</li><li>• Operations comprised 1073 employees including 71.8% women and 27.9% men and 0.3% self-described.</li><li>• The percentage of women Team Leaders (highest band in Operations) was 63.5%, compared to 36.5% men. 24.1% of the Operations workforce worked part-time. 97.5% of the Operations workforce were permanent, 0% were Fixed-Term and 2.5% were casual.</li><li>• The number of men call takers increased from 107 to 120.</li><li>• 94.5% of employees were permanent, 3.6% of employees were fixed-term and 1.9% of were casual.</li><li>• The implementation of a new HRIS (HIVE) in 2022 has resulted in greater data accuracy and integrity with new levels to the CEO assigned (seven levels in 2023 compared to five in 2021).</li></ul>	No	No	No	No	No	No	No
Gender composition of governing bodies	Yes	In 2023, the percentage of women on the Triple Zero Victoria Board was 61.5%, comprising 8 women and 5 men. The chair was a woman. In 2021, it was 66.7%, comprising 6 women and 3 men. There was an increase of two women on the Board between 2021 and 2023. The representation of women on the Board was sustained and above 50% between 2021 and 2023.	No	No	No	No	No	No	No
Equal remuneration for work of equal or comparable value across all levels of the workforce, irrespective of gender	Yes	<ul style="list-style-type: none"><li>• As at 30 June 2023, the overall mean gender pay gap between women and men was 15.4% (base remuneration) and 13.8% (total remuneration). The median base gender pay gap was 6.4% and the median total gender pay gap was 18.5%.</li><li>• As at 30 June 2021, the overall mean gender pay gap reported to the Commission was 16.6% (base remuneration) and 16.7% (total remuneration). The median gap was 6.4% for both base and total remuneration.</li><li>• The introduction of a new HRIS (HIVE) in late 2022 has improved and enhance data collection, accuracy and integrity, hence the reasons for the higher total median gap reported in 2023. The 2021 data sets appear to be in error.</li><li>• As at 30 June 2023, the overall mean gender pay gap between women and men in Support Office was 12.3% (base remuneration) and 13.5% (total remuneration).</li><li>• The mean base gender pay gap for Support Office has decreased from 15.5% April 2020, to 14% in Feb 2023 to 12.3% in June 2023.</li><li>• The overall mean gender pay gap at Executive Officer level in Support Office was 3.6% (base remuneration) and 2.7% (total remuneration).</li><li>• The overall mean gender pay gap in leadership roles (B5+) in Support Office was -1.0% (base remuneration) and -0.6% (total remuneration) in favour of women.</li><li>• As at 30 June 2023, the overall mean gender pay gap between women and men in Operations was 1.3% (base remuneration) and 6.7% (total remuneration).</li></ul>	No	No	No	No	No	No	No

**Factors key:**

- a. The size of the defined entity, including the defined entity's number of employees.
- b. The nature and circumstances of the defined entity, including any barriers to making progress.
- c. Requirements that apply to the defined entity under any other Act, including an Act of the Commonwealth.
- d. The defined entity's resources.
- e. The defined entity's operational priorities and competing operational obligations.
- f. The practicability and cost to the defined entity of making progress.
- g. Genuine attempts made by the defined entity to make progress.

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Sexual harassment in the workplace	Yes	<ul style="list-style-type: none"><li>• There were three complaints of sexual harassment during this period lodged with PC&amp;P. All three were satisfactorily resolved. In 2021, there was one reported incident of sexual harassment.</li><li>• The 2023 PMS results showed that 7% of staff experienced sexual harassment, compared to 8% in 2022 and 10% in 2021.</li><li>• Through our ongoing commitment to training and skill development in managing concerns and complaints, confidence in reporting incidents via the Triple Zero Victoria procedures is expected to increase.</li><li>• Continued monitoring of incidents via PMS anonymous surveys will occur with the aim of bridging the gap between anonymous and formal complaints.</li><li>• The Zero Tolerance Bullying &amp; Harassment Policy &amp; Procedure was under review in 2023 and will be completed in 2024</li><li>• Elimination of discrimination, sexual harassment, and sexism online training for all team members is provided on induction.</li><li>• All employees are asked to complete the Respect @ Work (Sexual Harassment) and Zero Tolerance to Bullying eLearning every year post their induction. The completion rates for the Respect@Work E-learn module was 98.1% for Operations (ECS) and 97.5% for Support Office staff. A report goes to each manager of an area every week and statistics provided to Tasking &amp; Coordination (T&amp;C) every fortnight.</li><li>• The 2023 PMS results showed<ul style="list-style-type: none"><li>- 84% of respondents agreed that, "My organisation encourages respectful workplace behaviours", compared to 77% in 2022 and 63% in 2021</li><li>- 67% agreed that, "My organisation takes steps to eliminate bullying, harassment and discrimination" compared to 63% in 2022 and 47% in 2021</li><li>- 68% agreed that, "My organisation does not tolerate improper conduct, compared to 61% in 2022 and 42% in 2021</li><li>- 70% of respondents felt "safe to speak up", compared to compared to 74% in 2022 and 60% in 2021</li><li>- 70% "felt safe to challenge inappropriate behaviour at work, compared to 68% in 2022 and 52% in 2021</li></ul></li></ul>	No	No	No	No	No	No	No	
Recruitment and promotion practices in the workplace	Yes	<p>Between 1 July 2022 and 30 June 2023,</p> <ul style="list-style-type: none"><li>• 68.5% of all new starters were women, 41.2% men and 1.5% 'self described'</li><li>• 23.5% of women from the total of new starters were appointed on a part time basis compared with 6.5% men.</li><li>• 70.0% of all new ongoing new starters were women and 58.6% of fixed term new starters were women.</li><li>• There were two Aboriginal and/or Torres Strait Islander and four people with disability recruited.</li></ul> <p>• 52.1% of exits were women and 47.9% men</p> <ul style="list-style-type: none"><li>• 70.4% women were promoted, compared to 29.6% men.</li><li>• 57.9% women had an internal secondment, compared to 42.1% men.</li><li>• 63.2% of women had career development opportunities, compared to 36.8% men. This compared to 60.0% of women in 2021.</li></ul> <p>The 2023 PMS survey results showed</p> <ul style="list-style-type: none"><li>• 67% of women agreement to the question, "How satisfied are you with your career development within your current organisation", compared to 60% in 2022.</li><li>• 62% of women agreement to the question, "I am satisfied with the way my learning and development needs have been addressed in the last 12 months", compared to 52% in 2022.</li><li>• 61% of women agreement to the question, "I believe the recruitment processes in my organisation are fair", compared to 45% in 2022.</li><li>• 50% of women agreement to the question, "I believe the promotion processes in my organisation are fair", compared to 40% in 2022.</li></ul>	No	Yes	No	No	No	No	No	<p><b>Barriers to making progress</b></p> <p>A new HRIS (HIVE) came into effect in late November 2022, improving data collection, accuracy, reliability and integrity.</p> <p>In 2021, date reported to the Commission showed that 22 team members were recruited compared to 502 in the 2023 reporting period. This appears to be in error.</p> <p>2021 data shows that suitable data was not provided for exits.</p> <p>In 2021, data reported to the Commission showed that 29 team members were promoted compared to 257 in the 2023 reporting period. This appears to be in error.</p> <p>In 2021, data reported to the Commission showed that 46 team members had an internal secondment compared to 126 in the 2023 reporting period. This appears to be in error.</p> <p>Data on higher duties was not collected as this required to find the data by paper records. A new automated system for collecting higher</p>
Availability and utilisation of terms, conditions and practices relating to: - family violence leave; and - flexible working arrangements; and - working arrangements supporting employees with family or caring responsibilities	Yes	<p>In 2023, a project to review of Triple Zero Victoria's employment policies and procedures commenced and is continuing into 2024. The cycle of policy review is tracked and continuous, and the current policies under review include:</p> <ul style="list-style-type: none"><li>-The Recruitment policy and procedure</li><li>-The Zero Tolerance to Bullying policy</li><li>-The Flexible Working Arrangements policy and procedure</li><li>-The Leave policy and procedure which includes family violence leave.</li></ul> <p>In 2023, the HRIS showed that 64.4% women and 34.9% and 0.7% self-described took some form of fwa. The 2023 People Matter Survey results showed that 49% (n=522) of staff used some form of fwa compared to 44% (n=338) in 2022.</p> <p>For home-based work, the VPS position is five days a fortnight as a starting point for conversation, depending on operational needs. Triple Zero Victoria offers several roster options for call-takers that join Triple Zero Victoria to enable great flexibility and work life balance (previously there was only the very rigid 4 on/4 off rotating roster option). The alternate roster options include both part-time and full-time set roster options.</p> <ul style="list-style-type: none"><li>• 70.8% women, 27.8% men and 1.4% self-described took some form of parental leave. This includes 51 women, 20 men and one self-described.</li><li>• This compares to 81.4% women and 18.6% men in 2021. This includes 70 women and 16 men.</li><li>• 3 women and 2 men had left the organization voluntarily after parental leave.</li><li>• 441 unique employees took carers leave, 68.7% women, 31.1% men and 0.2% self-described compared to 302 employees in 2021.</li></ul> <p>The 2023 People Matter Survey results showed,</p> <ul style="list-style-type: none"><li>• 81% women agreed that their managers supported flexibility in 2023, compared to 75% in 2022.</li><li>• 71% women were satisfied with their work-life balance in their current job in 2023, compared to 67% in 2022.</li></ul> <p>ESTA has engaged a new EAP provider in 2023 that offers specialist services for LGBTQI+, First Nation and individuals experiencing Family Violence. The Family and Domestic Violence Intranet page has been refreshed. Specialist staff have attended DV alert training. An EOI being developed for Family Violence Contact Officers.</p> <ul style="list-style-type: none"><li>• 26 women and 1 man took family violence leave. No data was collected in 2021.</li></ul>	No	Yes	No	No	No	No	No	<p><b>Barriers to making progress</b></p> <p>2021 data shows that suitable data was not provided for flexible working arrangements.</p> <p>2021 data on people who exited Triple Zero Victoria during parental leave by exit type and gender was not collected and provided (i.e voluntary and involuntary exits).</p> <p>There were only 149 counts of fwa formally recorded on the HRIS (HIVE) system between 1 July 2022 to 30 June 2023. With the introduction of the new HRIS (HIVE) system, reporting and recording fwa data has started to improve and be actively by employees from the third quarter of 2023.</p> <p>In 2021, 1074 unique counts of fwa was reported and there were only 1067 employees. This figure appears to be in error.</p>

Gendered segregation within the workplace	Yes	<p>In 2023, job codes were assigned to Triple Zero Victoria employees and analysed by Operations and Support Office employees separately. The results to note are the high percentage of women contact centre operators and team leaders (73%), Clerical and Administrative roles (100%) and the lower percentage of women in ICT (38.1%). There were 60% women in Executive/General Manager roles and 57% in Professional roles.</p> <p><b>Job Families</b> <input type="checkbox"/> <b>Operations</b> <input type="checkbox"/><input type="checkbox"/> Call or contact centre - operator and team leader <input type="checkbox"/> 73.0% Women <input type="checkbox"/> 27.0% Men <input type="checkbox"/> Training and Development professional <input type="checkbox"/> 62.5% Women <input type="checkbox"/> 37.5% Men <input type="checkbox"/> <b>Support Office</b> <input type="checkbox"/> Call or contact centre manager <input type="checkbox"/> 50.0% Women <input type="checkbox"/> 50.0% Men <input type="checkbox"/> ICT <input type="checkbox"/> 38.1% Women <input type="checkbox"/> 61.9% Men <input type="checkbox"/> Human Resources <input type="checkbox"/> 59.1% Women <input type="checkbox"/> 40.9% Men <input type="checkbox"/> Training and Development professional <input type="checkbox"/> 68.0% Women <input type="checkbox"/> 32.0% Men <input type="checkbox"/> Executive/General Manager <input type="checkbox"/> 60.0% Women <input type="checkbox"/> 40.0% Men <input type="checkbox"/> Professional <input type="checkbox"/> 56.7% Women <input type="checkbox"/> 43.3% Men <input type="checkbox"/> Clerical and Administrative Workers <input type="checkbox"/> 100.0% Women <input type="checkbox"/> 0% Men <input type="checkbox"/></p>	No	Yes	No	No	No			<p>In 2023, job codes were assigned to Triple Zero Victoria employees and analysed by Operations and Support Office employees separately to understand job segregation in our context. The data in 2021 was aggregated differently, and did not include ICT, where we observe gender job segregation.</p> <p>Operations Call or contact centre - operator and team leader Training and Development professional  Support Office Call or contact centre manager ICT Human Resources Training and Development professional Executive/General Manager Professional Clerical and Administrative Workers</p>
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