



Australian Government



Workplace
Gender Equality
Agency

Compliance Strategy

September 2024





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SECTION 1

About the Workplace Gender Equality Agency

Promoting and improving gender equality in the workplace

Our purpose

The Workplace Gender Equality Agency (WGEA, or the Agency) is an Australian Government statutory agency created by the *Workplace Gender Equality Act 2012* (the WGE Act) to promote and improve gender equality in Australian workplaces.

Relevant employers (see [Who must comply with the WGE Act?](#)) are required to register with WGEA, lodge a report with the Agency annually and meet other requirements aimed at driving gender equality in the workplace.

Our approach

WGEA works with relevant employers to help them comply with their statutory obligations.

We do this by:

- **collecting, analysing and publishing information provided by relevant employers** regarding gender equality in the workplace
- **developing and publishing benchmarks** in relation to gender equality indicators and supporting employers to measure their performance against these to improve transparency and drive outcomes in relation to gender equality in the workplace
- **advising and assisting employers in promoting and improving gender equality** in the workplace, including to meet their obligations under the WGE Act
- **reviewing compliance** with the WGE Act by relevant employers and **responding to non-compliance**
- **promoting and contributing** to understanding, acceptance and public discussion, of gender equality in the workplace
- **undertaking research and developing educational resources and guidance** for employers (and others) for the purpose of promoting and improving gender equality in the workplace.

WGEA collates and publishes remuneration and gender information about relevant employers which is used to publish gender pay gaps, to increase transparency on the state of gender equality in Australian workplaces and to motivate employers to take evidence-informed action to improve equality and end the gender pay gap.

Our compliance posture

WGEA monitors relevant employer compliance with obligations under the Workplace Gender Equality (WGE) legislation to ensure gender equality information published by WGEA is accurate and complete.

The Agency supports relevant employers to comply with their obligations under the WGE legislation. Where WGEA identifies non-compliance, the Agency works with employers to understand the circumstances of the non-compliance and to enable them to become compliant in the future.

WGEA is committed to encouraging and supporting compliance and good practice through education and advice while applying a consistent, transparent and proportionate response to non-compliance. This Compliance Strategy (Strategy) demonstrates the practical application of that commitment.

WGEA issues a compliance certificate to relevant employers that register with the Agency and meet their reporting obligations. This certificate can be used to demonstrate compliance with the WGE Act.

Employers identified as non-compliant may be included on the Named as Non-compliant List, which is published on WGEA's website.



SECTION 2

About this Compliance Strategy

Supporting relevant employers to comply with their obligations

Purpose of the Strategy

This Strategy assists relevant employers to understand their obligations and responsibilities under the WGE Act. It also details how WGEA identifies relevant employers that are non-compliant and responds to such non-compliance. This is important so that employers and the public can have confidence in the integrity of the system for monitoring and reporting on workplace gender equality in Australia.

Objectives of the Strategy

The objectives of this Strategy are to:

- articulate the obligations of relevant employers under the WGE legislation
- identify compliance priority areas
- support employers to understand how WGEA will fairly and proportionately respond where relevant employers do not meet their obligations.

Our legislation

The Act and Legislative Instruments we operate under can be found at www.legislation.gov.au:

- the [Workplace Gender Equality Act 2012](#)
- the [Workplace Gender Equality \(Gender Equality Standards\) Instrument 2023](#)
- the [Workplace Gender Equality \(Matters in relation to Gender Equality Indicators\) Instrument 2023](#).

Principal objects of the WGE Act

- a. to promote and improve gender equality (including equal remuneration between women and men) in employment and in the workplace
- b. to support employers to remove barriers to the full and equal participation of women in the workforce, in recognition of the disadvantaged position of women in relation to employment matters
- c. to promote, amongst employers, the elimination of discrimination based on gender in relation to employment matters (including in relation to family and caring responsibilities)
- d. to foster workplace consultation between employers and employees on issues concerning gender equality in employment and in the workplace
- e. to improve the productivity and competitiveness of Australian business through the advancement of gender equality in employment and in the workplace.






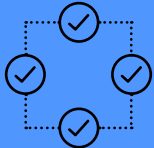
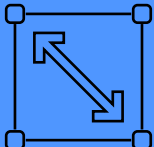

SECTION 3

Compliance Principles

Outcomes focused

WGEA's objective is to improve gender equality in the workplace. The Agency's approach to compliance is focused on driving this outcome.

The following principles inform WGEA's approach to identifying and managing non-compliance:

	<p>Engaging and constructive</p>	<p>We support, advise and guide employers on compliance with the WGE legislation and on achieving greater gender equality in Australian workplaces.</p>
	<p>Consistent and fair</p>	<p>We treat all employers fairly. We try to ensure that similar circumstances lead to the taking of similar action by WGEA.</p>
	<p>Impartial</p>	<p>We demonstrate impartiality, balance and integrity in our dealings with employers and others.</p>
	<p>Transparent and accountable</p>	<p>We explain our decisions and provide ways for people to seek review and submit feedback or complaints.</p>
	<p>Proportionate</p>	<p>We take a proportionate response to non-compliance informed by the seriousness of the conduct and the compliance posture of the employer (i.e. whether the employer is willing and able to address the non-compliance or is non-cooperative and unwilling).</p>
	<p>Responsive</p>	<p>We take action responsive to the circumstances of the employer and genuinely respond to feedback about us.</p>



SECTION 4

Compliance obligations and types of non-compliance

Relevant employers have four main obligations

Who must comply with the WGE Act?

A **relevant employer** includes:

- any employer with 100 or more employees in Australia
- a registered higher education provider that is an employer
- a Commonwealth company or entity that is an employer of 100 or more employees in Australia.

A relevant employer can be a standalone organisation or a corporate group with 100 or more employees in total across all entities. Corporate group subsidiaries with 100 or more employees are also a relevant employer. Failure by a subsidiary to meet its compliance obligations renders the corporate group to also be non-compliant as they are ultimately responsible for the subsidiary.

A relevant employer does **not include certain State or Territory bodies**¹.

Relevant employers must register with WGEA and meet their compliance obligations under the WGE legislation, as set out below.

A range of compliance obligations apply to all relevant employers and some additional obligations apply only to employers with 500 or more employees in Australia (**designated relevant employers**).

Overview of compliance obligations

The compliance requirements under the WGE Act can broadly be grouped into four categories:

1. Requirements to prepare and lodge annual reports with WGEA

Each year, relevant employers must prepare and lodge reports with WGEA containing information in relation to employee and governing body composition and pay, as well as workplace policies and practices – contributing to WGEA's world-leading dataset on gender equality.

2. Requirements relating to notification and access (i.e. to make certain information available to employees, shareholders, members and employee organisations)

Relevant employers that prepare and lodge a gender equality report with WGEA are required to share their public report with employees and other stakeholders (shareholders or members of the employer) as soon as practicable after lodgement. Employees and relevant employee organisations can comment on the public report either direct to the employer or to WGEA.

Providing the public report to employees and other stakeholders and enabling them to provide comment promotes transparency and empowers employees by giving them important insights into their workplace and its gender equality performance.

¹ Specifically a relevant employer does not include: a State or Territory; a body (whether incorporated or not) established for a public purpose by or under a law of a State or Territory, other than a registered higher education provider; the holder of an office established for a public purpose by or under a law of a State or Territory; an incorporated company over which a State, a Territory or a body established for a public purpose is in a position to exercise control.



What is the public report?

The **public report**² comprises information relating to the employer performance across six Gender Equality Indicators. The information comes from the employer responses to mandatory questions completed as part of the annual gender equality report lodgement.

This includes:

- questions and answers provided in the **questionnaire**
- workplace profile – information on the composition of employees based in Australia but not salary / remuneration information
- workforce management statistics – information on employee movements.

Giving the Executive Summary and Industry Benchmark Report to the Governing Body

The CEO of a relevant employer that has a governing body is required to give a copy of the WGEA Executive Summary and Industry Benchmark Report to each member of the governing body. WGEA will perform compliance checks to verify this has occurred.

Providing the governing body with key information about the relevant employer's performance regarding gender equality in the workplace further embeds accountability into the reporting process and fosters transparency of gender equality challenges and progress within organisations.³

3. Requirement to meet the Gender Equality Standards

The *Workplace Gender Equality (Gender Equality Standards) Instrument 2023* contains an extra compliance requirement for a designated relevant employer. The Gender Equality Standards require designated relevant employers to have a policy or strategy in place addressing each of the six Gender Equality Indicators (GEIs).

4. Requirements not to give false or misleading information and to co-operate with WGEA

The requirement for relevant employers not to give false or misleading information to WGEA ensures the integrity of the information provided to the Agency for the purposes of monitoring and promoting gender equality in the workplace. It also upholds public trust and confidence in the public reporting of workplace gender equality and enables informed policy making.

The WGE Act aims to maintain the accuracy and reliability of the information collected by WGEA, which is essential for monitoring progress and implementing effective policies to address workplace gender inequality. CEOs of relevant employers are also required to sign off prior to the lodgement of the report. This sign off is a critical step to ensure the accuracy of the information provided. In addition to WGEA potentially naming an employer as non-compliant for providing false or misleading information, the WGE Act makes it a criminal offence which empowers WGEA to refer the matter to the Commonwealth Director of Public Prosecutions (see **Criminal prosecution for provision of false or misleading information**).

2 **Documents & Sign-off | WGEA**

3 Explanatory Statement, Workplace Gender Equality (Gender Equality Standards) Instrument 2023, p 1, <https://www.legislation.gov.au/F2023L00086/asmade/downloads>



Table 1 summarises the relevant employer obligations and provides examples of possible non-compliance.

Table 1: Summary of obligations and examples of possible non-compliance

Type of obligation	Relevant employer obligation	Examples of possible non-compliance
<p>Requirements to prepare and lodge annual reports with WGEA</p> <p><small>*Applies to <u>relevant employers</u> (i.e. with 100+ employees in Australia)</small></p>	<p>To prepare a public report relating to the relevant employer and the Gender Equality Indicators (subsection 13(1)) and lodge the public report with WGEA by 31 May (or such longer period permitted through extension) (section 13A and 13B).</p> <hr/> <p>To have the public report signed by the chief executive officer (CEO) or, for Commonwealth entities, the 'accountable authority' (subsection 13(5)).</p>	<ul style="list-style-type: none"> • failure to prepare and lodge a report within the required timeframe • failure to lodge a report with the required information included. <hr/> <ul style="list-style-type: none"> • report is not signed by the CEO or the 'accountable authority' (as applicable) • report purports to have been signed by the CEO but it is signed by someone else.



Type of obligation	Relevant employer obligation	Examples of possible non-compliance
<p>Requirements relating to notification and access (i.e. to make certain information available to employees, shareholders and others)</p> <p>Applies to relevant employers (i.e. with 100+ employees in Australia)</p>	<p>For employees, shareholders or members</p> <ul style="list-style-type: none"> inform them, as soon as reasonably practicable after lodging a report, that a public report has been lodged with WGEA and the way certain information may be accessed (subsection 16(1)) provide them with access to the public report, as soon as reasonably practicable (subsection 16(2)) making sure that no personal information is shared. 	<ul style="list-style-type: none"> failure to inform employees, shareholders or members, that the relevant employer has lodged the public report with WGEA and the way in which the report may be accessed informing employees, shareholders or members, that the public report has been lodged but not enabling them to access it informing employees, shareholders or members that a report has been lodged but doing so a long time after the report was lodged failure to make the report accessible to employees, shareholders or members of the relevant employer failure to share all the required information by being selective in what is included.
	<p>For employee organisations (e.g. trade unions, employee associations, or other groups or organisations of employees that advocate for the rights and interests of workers)</p> <ul style="list-style-type: none"> take all reasonable steps to inform them, within seven days, that a report has been lodged (section 16A). 	<ul style="list-style-type: none"> failure to take reasonable steps to inform employee organisations that a report has been lodged failure to inform employee organisations with members who are employees of the relevant employer within 7 days.
	<p>For employees and employee organisations</p> <ul style="list-style-type: none"> inform them, within 7 days, that comments on the report may be given to the relevant employer or to WGEA (section 16B). 	<ul style="list-style-type: none"> failure to inform employees, and employee organisations, as soon as reasonably practicable after lodgement that comments on the report may be given to the relevant employer or to WGEA.
	<p>For the governing body</p> <ul style="list-style-type: none"> give a copy of the Executive Summary to each member of the organisation's governing body (if any) (section 16C (1)). give a copy of the Industry Benchmark Report to each member of the organisation's governing body (if any) as soon as reasonably practicable after receiving it from WGEA (section 16C (2)). 	<ul style="list-style-type: none"> Executive Summary and/or Industry Benchmark Report is not given to each member of the governing body as soon as reasonably practicable.



Type of obligation	Relevant employer obligation	Examples of possible non-compliance
<p>Requirements to meet the Gender Equality Standard and improve over time</p> <p>Applies to <u>designated relevant employers</u> (i.e. with 500+ employees in Australia)</p>	<p>Where a Gender Equality Standard has been set by the Minister:</p> <ul style="list-style-type: none"> • meet the Gender Equality Standard • if the designated relevant employer fails to meet the Gender Equality Standard, improve against that Standard over the following two reporting periods (section 19C). <p>The Gender Equality Standard requires that designated relevant employers have a policy or strategy addressing each of the six GEIs.</p>	<ul style="list-style-type: none"> • failure to have policies or strategies addressing each of the six GEIs described in the Gender Equality Standard in a reporting period and failure to improve against that Standard at the end of two reporting periods • failure to have policies or strategies in place addressing each of the six GEIs that are applicable in respect of all the relevant employer's employees (relevant employers that are parent companies are deemed to employ their subsidiary company employees).
<p>Requirements not to give false or misleading information and to co-operate with WGEA</p> <p>Applies to <u>relevant employers</u> (i.e. with 100+ employees in Australia)</p>	<p>Not to give false or misleading information as part of a public report or in response to a notice from WGEA requesting information (section 19B).</p> <p>To provide information to WGEA which has been requested as part of a review of compliance with the WGE Act (section 19A).</p>	<ul style="list-style-type: none"> • provision of false or misleading information in a report. • provision of false or misleading information to WGEA in response to a notice issued by WGEA. • failure to respond to a notice given under section 19A • failure to provide sufficient information as requested in writing by WGEA following review of the relevant employer's compliance with the WGE Act.



SECTION 5

How we identify and understand non-compliance

WGEA has a wide range of ways to identify possible non-compliance. When we do, we focus on understanding the reasons for that non-compliance.

Our overall approach

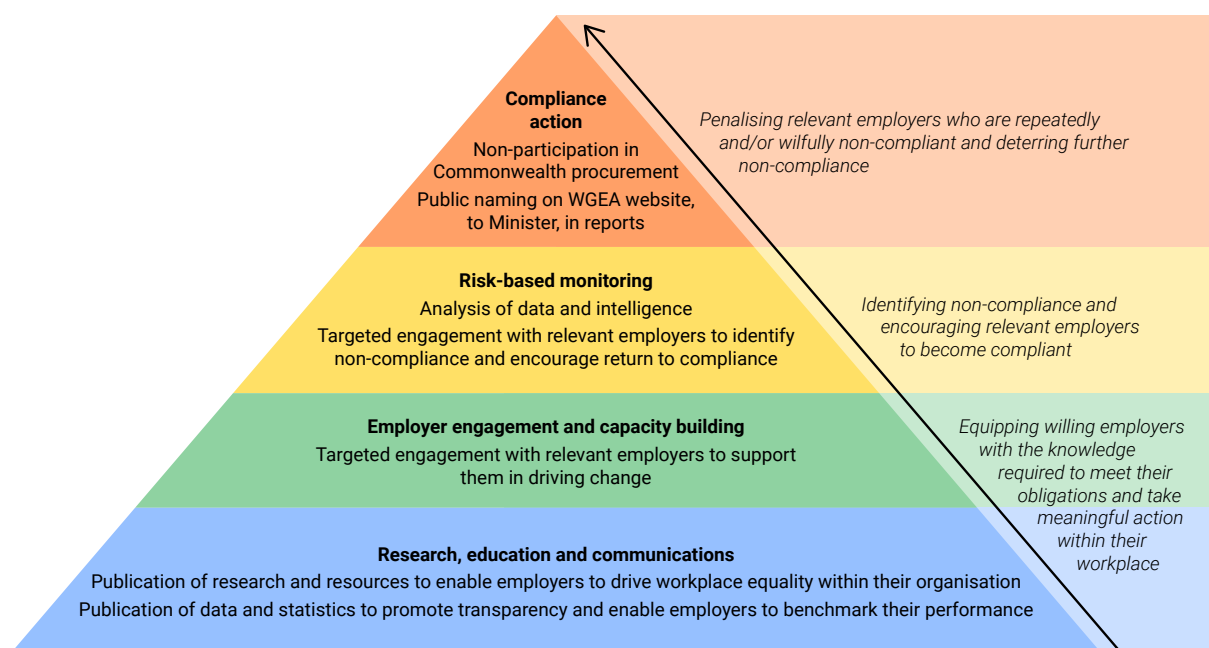
Not all non-compliance is the same and WGEA does not treat all non-compliance in the same way. We recognise that some relevant employers may be engaged and committed to complying but for some reason, are unable to meet their obligations on a particular occasion. For example, employers may not be aware of (or fully understand) their obligations under the WGE legislation, may experience technical difficulties using WGEA's Reporting Portal or may need support to understand the reporting templates. Employers impacted by natural disaster during the reporting period may find themselves unable to report on time.

By contrast, some relevant employers may choose not to report, and despite multiple requests and warnings from WGEA, they may remain disengaged and non-compliant. In these cases, WGEA will take a different approach to the non-compliance.

A key focus of WGEA is understanding any non-compliance so that our response can be reasonable, proportionate and conducive to future compliance.

WGEA encourages and supports relevant employers to comply with their obligations under the WGE Act by undertaking research, publishing resources and educating providers about workplace equality. We verify relevant employer compliance and identify non-compliance by undertaking routine and risk-based monitoring and reviews. Where WGEA identifies non-compliance, we notify the relevant employer and based on the circumstances, we may take compliance action (including publicly naming relevant employers as non-compliant).

See our compliance pyramid below.



Identification of relevant employers that are not registered

Employers that have not reported previously must register with WGEA for the Gender Equality Reporting program if they have employed 100 or more employees for six months or more within a reporting period. These months do not need to be consecutive.

WGEA's aim is for all relevant employers to be registered for the Gender Equality Reporting program and submit information annually. Registration also ensures employers are kept informed of their obligations under the WGE Act. Once registered, employers receive reminders, specific guidance and access to online resources to help them meet their obligations. Registered employers also receive important information about changes to the legislation (and reporting obligations) which may affect them.

For this reason, WGEA dedicates resources to identifying relevant employers that may not yet be registered.

If WGEA identifies a relevant employer that is not registered (or if a relevant employer approaches WGEA seeking registration), WGEA will first notify the employer of their obligation to register with the Agency. Where the relevant employer fails to respond or register with WGEA, we may take compliance action. This is because our aim is to have all relevant employers registered and reporting.

Supporting employers to report

In the lead up to the lodgement period (and throughout the lodgement period), WGEA is in contact with relevant employers reminding them about their reporting obligations, prompting them to prepare for reporting and supporting them to complete their reports and lodge these with WGEA through WGEA's Reporting Portal. This ensures relevant employers are aware of the reporting requirements and are equipped to lodge their reports with WGEA within the legislated timeframes.

WGEA's online **Reporting Guides** provide detailed information to support employers in reporting, including information on resolving data quality anomalies and privacy considerations for any employer submitting information to WGEA.

The Agency also examines the data employers submit to identify any data anomalies that may indicate the employer has lodged incorrect information. Where we see anomalies we raise this directly with the employer and support them to resolve this.

When a relevant employer fails to lodge their report within the lodgement period (without an extension), WGEA engages with them to understand the reasons for the non-compliance. Our response depends on the circumstances (see **Public reporting of named as non-compliant employers**).

Comments and tip offs

One of the ways WGEA ensures the accuracy of information lodged by relevant employers and encourages employers to continuously improve is to require employers to make public reports (containing key gender equality information lodged with WGEA) accessible to employees and other stakeholders. For this reason, the law also requires that employees and relevant employee organisations must be informed about how they can make comments on an employer's report to the employer or to WGEA.

Where people have concerns about the accuracy of information reported, we encourage them to raise it with their employer within the 28-day period after the report has been lodged with WGEA. This may prompt the employer to review their report and make any necessary amendments.

WGEA also receives comments (from employees and others) on matters that directly relate to a relevant employer's report, including where these may indicate an employer has provided false or inaccurate information or has otherwise not complied with their obligations under the WGE Act.



For example:

- an employee might inform WGEA they have not been provided with access to the public report
- an employee might inform WGEA they believe the information reported by their employer is not correct (and give reason for this belief)
 - for example, an employer may have indicated it provides primary carer's leave to both men and women, but this does not align with the employer's documented policies and/or experience of the employee
- a member of the employer's governing body might advise WGEA they have not been given access to the Executive Summary or Industry Benchmark Report.

Sometimes a complaint is based on a misunderstanding about reporting or the information that is published by the employer or WGEA. In this instance, we talk through the concerns with the informant and provide them with relevant information to address their concerns.

In other cases, WGEA assesses the information given by the informant and considers any other relevant information it already holds in relation to the employer. We then decide whether to investigate the matter further. Our first step is to put the issue or question to the relevant employer.

In all cases, we:

- respect the confidentiality of the informant where this is requested
- put any concerns we may have to the relevant employer
- afford procedural fairness to all parties
- ensure we have all the relevant information before making any conclusions (or taking any actions) in relation to possible non-compliance.

Formal review of a relevant employer's compliance with the WGE Act

Based on intelligence, WGEA may decide to review a relevant employer's compliance with the WGE Act. This is known as a risk-based review.

WGEA may also decide to undertake a routine or random review of a relevant employer's compliance with the WGE Act. This is known as a routine review.

In undertaking a review, WGEA will provide a written notice to the relevant employer seeking specified information relating to the employer's compliance with the WGE Act. The notice will set out the period within which the information must be given (which will not be less than 14 days).

As part of a review, WGEA will typically seek information to verify the relevant employer's compliance with their obligations under the WGE Act or to verify the accuracy of information included in the employer's report.



SECTION 6

Our response to non-compliance

We are a 'right touch' regulator

Assessment and prioritisation of non-compliance

Contraventions of the WGE Act may range from relatively minor, inadvertent non-compliance through to more serious, deliberate contraventions. We assess non-compliance to determine the most appropriate response and to ensure the best use of our finite resources.

Every two years WGEA sets compliance priorities for the following two years. Our priorities are informed by:

- what we observe through reporting patterns
- our discussions with employers and other stakeholders including what is important to them
- where we see the greatest impact of our actions in terms of advancing workplace gender equality
- our observations of changes in compliance. For example, if there are areas where we are observing increased non-compliance, we may focus more strongly on these areas.

Compliance priorities for 2024 – 2026

WGEA's compliance priorities for 2024- 2026 are:

- identifying relevant employers who should be reporting to WGEA but are not
- relevant employers reporting on time
- provision of reports to governing bodies.

Public reporting of non-compliant relevant employers

Where a relevant employer fails to comply with the WGE legislation, WGEA can publicly name the employer on our website, in a report to the Minister or in our annual report that is tabled in both Houses of Parliament.

WGEA recognises that employers may not always get it right – they may not fully understand their regulatory obligations, may be slower to implement certain changes, may miss reporting deadlines due to unavoidable circumstances or may accidentally lodge incorrect information in their reports to WGEA.

Where WGEA identifies potential non-compliance with requirements under the WGE Act, we will give relevant employers opportunity to explain.

Before naming a relevant employer as non-compliant:

- WGEA will notify the employer of the potential non-compliance (section 19A notice) and request the employer provide additional information to WGEA, within 14 days, about the circumstances and any reasons for the alleged non-compliance
- where the employer accepts but provides a **reasonable excuse** for the non-compliance, the employer would **remain non-compliant** but would not be publicly reported as non-compliant
- where the employer fails to respond to this notice and/or provide a reasonable excuse, WGEA will notify the employer that WGEA intends to name the employer (section 19D notice) and invite the employer to make written representations to WGEA about this proposal within 28 days.

An employer who lodges a report outside the lodgement period, but before 31 October, and who has satisfied all other compliance requirements, will not be named as non-compliant for failing to lodge their report on time.

After having regard to any written representations made by the relevant employer within that period, WGEA will decide whether or not to name the employer and notify the employer of this decision. WGEA will generally name non-compliant employers on its website.



WGEA considers the employer's response (alongside information regarding the employer's context, size, compliance history, etc.) in deciding whether to take compliance action in respect of a relevant employer. Where relevant employers are repeatedly and/or wilfully non-compliant, WGEA is more likely to publicly name them as non-compliant.

WGEA would likely not consider the following as examples of reasonable excuses:

- the employer was busy during the lodgement period
- there were changes to the CEO or other key personnel during the lodgement period
- corporate structural changes, such as selling a subsidiary or whole group.

Consequences of non-compliance

Organisations that take action and have policies and strategies to improve workplace gender equality may experience improved recruitment, retention and reputation.⁴

Conversely, relevant employers that do not meet their obligations under the WGE legislation may experience adverse consequences.

To be considered for Commonwealth government procurement contracts valued at or above the relevant procurement thresholds, relevant employers must demonstrate they are compliant with the WGE legislation by supplying the buyer a compliance certificate issued by WGEA. Sometimes this is required to be provided as part of their submission to an approach to market or before entering a contract with the relevant Commonwealth government agency.

The Commonwealth government **Workplace Gender Equality Procurement Principles** describe the requirements in detail. The Commonwealth Procurement Rules then require certain Commonwealth agencies procuring goods and services to apply this policy.

The effect of this is that relevant employers that are non-compliant with their obligations under the WGE Act may be precluded from certain Commonwealth government procurement.

Increasingly, other governments and businesses are also looking at compliance with the WGE legislation as a factor in procurement and business relationships. For example:

- some State governments are requiring evidence of compliance with the WGE legislation as part of their procurement frameworks
- some businesses are only procuring goods and services from other businesses that can also demonstrate compliance with the WGE legislation
- some Commonwealth grants or other financial help are only available to compliant businesses.

Criminal prosecution for provision of false or misleading information

The WGEA legislation (and the public reporting of gender equality information) depends on relevant employers being truthful in their reporting. Relevant employers that provide false information or mislead through their reporting put the integrity of the system at risk. This also threatens to undermine the confidence of the public and other employers in the public reporting of gender equality.

This is why the Parliament made the provision of false or misleading information or documents an offence under sections 137.1 and 137.2 of the Criminal Code (section 5A of the WGE Act states that Chapter 2 of the Criminal Code applies to all offences against the WGE Act).

WGEA takes such conduct seriously. As with any non-compliance, WGEA will first try to understand the circumstances of the non-compliance and give employers the opportunity to remedy the non-compliance.

In the most egregious cases, where a relevant employer has provided false and misleading information

⁴ wgea.gov.au/take-action



to WGEA, where this has been intentional (and without excuse) and where there is public interest in pursuing a criminal prosecution, WGEA has the power to refer the matter to the Commonwealth Director of Public Prosecutions who would deal with the matter in accordance with the Prosecution Policy of the Commonwealth.

SECTION 7

Transparency and accountability

As a regulator and centre of expertise around workplace gender equality, WGEA wants to continuously improve our performance, capability and culture to build trust and confidence in Australia's approach to gender equality in workplaces.

One of the key ways we do this is by being transparent about our approach (including our approach to non-compliance) and by being transparent about our own performance.

As an Australian Government statutory agency, we produce and make publicly available a variety of accountability, reporting and governance documents – these are available on our [website](#).

You can use the [Contact WGEA](#) form on our website to send us an enquiry or provide feedback.

At the end of each reporting period, WGEA issues a customer satisfaction survey to employers to understand their experience. Feedback provided in response to the survey provides us with useful information to continue to improve our services and reduce the burden on employers.

SECTION 8

Other information

We're here to help

Contact us

For more information on our approach to compliance (or gender equality more broadly) please contact us:

- by lodging a support request in the [WGEA Reporting Portal](#)
- via an [online form](#)
- via email at support@wgea.gov.au
- by post – GPO Box 4917, Sydney NSW 2001.

Our [Reporting Guide](#) includes a wide range of resources to support relevant employers to comply with their obligations under the WGE Act and our [website has a range of information about how to](#) drive change to improve workplace equality.

