

# BIGGER PICTURE 2011 OUR PEOPLE



IT'S HOW  
WE CONNECT



# WORKFORCE PROFILE

	2008/09	2009/10	2010/11
<b>TELSTRA GROUP (TOTAL WORKFORCE)</b> Includes Telstra Corporation and controlled entity full time employees and equivalents, contractors and staff employed through agency arrangements in Australia and internationally.	43,181	45,220	39,790
<b>TELSTRA CORPORATION (TELSTRA-PAID WORKFORCE)</b> Includes full time and part time employees paid by Telstra Corporation (excluding casual staff, all controlled entity-paid staff, and agency staff in Australia and internationally).	30,336	30,372	29,060

**WORKFORCE**  
full time equivalent  
as at 30 June 2011

LOCATION	2008/09	2009/10	2010/11
AUSTRALIA	84.3%	79.5%	88.3%
CHINA	8.5%	14.0%	4.3%
HONG KONG	3.3%	2.9%	3.5%
NEW ZEALAND	3.1%	2.9%	3.2%
OTHER	0.8%	0.7%	0.7%

**WORKFORCE BY SIGNIFICANT GEOGRAPHIC LOCATION (TELSTRA GROUP)**  
percentage as at 30 June

Significance determined as greater than one per cent of total employees being present at that location.

EMPLOYMENT TYPE	2008/09	2009/10	2010/11
PERMANENT FULL TIME	92.6%	92.1%	92.5%
PERMANENT PART TIME	6.6%	7.3%	6.8%
FIXED TERM FULL TIME	0.8%	0.6%	0.6%
FIXED TERM PART TIME	<0.1%	<0.1%	<0.1%

**EMPLOYMENT TYPE (TELSTRA CORPORATION)**  
percentage as at 30 June

TOTAL NEW HIRES	RATE OF NEW HIRES	TOTAL TURNOVER	RATE OF TURNOVER
3,779	13.0%	4,881	16.8%

**NEW EMPLOYEE HIRES AND TURNOVER (TELSTRA CORPORATION)**  
as at 30 June 2011

Reasons for turnover included retrenchment, resignation, fixed-term expiry and other.

2007/08	2008/09	2009/10*	2010/11
74%	75%	75%	75%

**EMPLOYEE ENGAGEMENT (TELSTRA CORPORATION)**  
employee engagement survey result

\*Pulse survey. Thirty percent of Telstra's employees were invited to participate. All employees are invited to participate in our engagement surveys.

## DIVERSITY

AGE GROUP	2008/09	2009/10	2010/11
18-24	9.8%	8.2%	7.4%
25-34	23.9%	24.3%	24.4%
35-44	30.6%	30.5%	29.9%
45-54	25.7%	25.9%	26.3%
55+	9.9%	11.1%	12.0%

**AGE DISTRIBUTION  
(TELSTRA CORPORATION)**  
percentage as at 30 June 2011

AGE GROUP	2008/09	2009/10	2010/11
45-54	2	3	2
55+	8	8	9

**TELSTRA BOARD  
AGE DISTRIBUTION**  
total as at 30 June 2011

ROLE	2009/10		2010/11	
	TOTAL	%	TOTAL	%
EXECUTIVE MANAGEMENT	65	22.4%	56	22.7%
MIDDLE MANAGEMENT	2,120	27.6%	2,064	27.3%
OPERATIONAL	8,437	32.5%	8,256	32.6%
<b>TOTAL WOMEN IN THE WORKFORCE</b>	<b>10,622</b>	<b>31.3%</b>	<b>10,385</b>	<b>31.3%</b>

**FEMALE REPRESENTATION  
(TELSTRA CORPORATION)\***  
total and percentage as at 30 June

\* Includes full time and part time employees paid by Sensis. 2009/10 is the baseline year for data including Sensis.

# OCCUPATIONAL HEALTH, SAFETY AND WELLBEING

	2008/09*	2009/10*	2010/11
LTI	74	111	62
LTIFR	1.48	2.32	1.30
AVERAGE DAYS LOST PER LTI	-	18.6	19.2

## LOST TIME INJURY (LTI) AND LOST TIME INJURY FREQUENCY RATE (LTIFR) (TELSTRA CORPORATION)

as at 30 June 2011

\* We have recalculated our 2008/09 and 2009/10 LTI and LTIFR data in accordance with the revised definition of an LTI to align with Australian standards and provide an accurate report on progress.

LTI: The reported number of occurrences of lost time arising from injury or disease that have resulted in an accepted workers compensation claim.

LTIFR: The reported number of occurrences of lost time arising from injury or disease that have resulted in an accepted workers compensation claim, for each million hours worked.

	2008/09	2009/10	2010/11
COMCARE TIER RATING FOR PREVENTION, WORKERS' COMPENSATION AND REHABILITATION	3	3	3

## SELF INSURANCE LICENCE STATUS (TELSTRA GROUP)

Comcare ratings have three tiers (1-3), with 3 representing the highest standard. Tier 3 reflects a high standard of internal quality assurance, strong management systems, successful corporate change and ability to self audit

	2008/09	2009/10	2010/11
WORKERS COMPENSATION COSTS (\$M)	169	165	152
WORKERS COMPENSATION CLAIMS	1,483	1,231	1,318

## WORKERS COMPENSATION (TELSTRA GROUP)

as at 30 June

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*The Bigger Picture* series provides additional, trend and historical performance information for our stakeholders on Telstra's key sustainability issues and to meet the requirements of sustainability reporting guidelines such as the Global Reporting Initiative.



For more information see  
[www.telstra.com.au/sustainability](http://www.telstra.com.au/sustainability)

Our reporting covers the July 1 to June 30 financial year period for Telstra Corporation Limited. This excludes the following operations that comprise the wider Telstra Group: Telstra International, our controlled entities (Sensis, CSL New World, China search and advertising business, REACH and TelstraClear), and our 50 per cent ownership of Foxtel.

