

Westpac Staffing

FSU AUDIT RESULTS

RELIEF STAFF

- **30% of branches reported that vacancies were not covered by relief staff**

MEMBER COMMENTS

"It's crucial to have relief staff: currently no relief staff available for unplanned absences"

"Relief not usually provided - virtually non-existent. Staffing quota not adequate"

"Branch had to be closed due to staff shortages"

HOURS

- **22% of branches reported that their hours had been cut in the last six months**
- **30% of branches reported that they were not consulted about changes to hours of work**

OVERTIME

- **60% of branches reported that overtime had been worked in the branch in the week before the audit**
- **On average, branches reported that 75% of overtime hours would not be paid**
- **24% of branches reported that overtime would not be claimed because it would not be authorised**

MEMBER COMMENTS

"We will on occasion stay up to 30 mins to an hour to get balanced up & end of day stuff. This has been happening for approx 12 months."

"Unwritten rule that OT is not paid"

"Overtime has been verbally authorised however payment hasn't yet been approved - manager keeps stalling"

"CSR2's work extra every day and don't claim"

TARGETS

- **25% of branches reported that targets have increased since October 2008**
- **43% of branches reported that targets are not adjusted to reflect staffing levels/lack of staff**
- **77% of branches reported that targets are not adjusted to reflect the downturn in the economy**

MEMBER COMMENTS

"Area manager sending threatening emails to staff warning of consequences of not making targets"

"Staff are being told non-performers will be counselled out - that there is no place in Westpac for people who do not meet targets"

WORKLOAD

- **65% of branches reported that their workload has increased in the past 6 months**

MEMBER COMMENTS

"Staff workload increasing due to staff going on sick leave"

ANNUAL LEAVE

- **A huge number of staff commented that it is very difficult to get annual leave approved.**
- **Members report being forced to take leave at times which do not suit them.**

MEMBER COMMENTS

"Annual leave difficult to get approved - affects work/life balance"

"Access to annual leave is difficult and seems to have no rhyme or reason"

"Difficulty taking annual leave when requested. This is causing a lot of angst."

"I was forced to take a substantial amount of leave at short notice - I was saving it up for school holidays so this didn't suit me. Nothing I could do."

WHAT TO DO NEXT?

Know your rights at work. These legally enforceable rights are set out in the Westpac Enterprise Development Agreement. See the enclosed '**Staffing and Workloads factsheet**' for more information or contact the FSU.

Contact the FSU if you or your colleagues are:

- not getting lunch breaks
- having undue pressure put on you over targets and workloads
- experiencing understaffing or lack of relief.

Support the move for a new Collective Agreement at Westpac.

Make Westpac a better place to work.

For more information contact the FSU Member Rights Centre on 1300 366 378 or visit the FSU website: www.fsunion.org.au 12 August 2009 *Authorised by Leon Carter, National Secretary*

Staffing and Workloads Factsheet

STAFFING & ROSTERS

Rosters will be set by the team a week before the cycle taking into account personal and business needs.

- For part time employees:
 - rostered hours will be determined by mutual agreement;
 - any change to the number of hours (increase or decrease), days, start or finish time will be made by mutual agreement.
- Westpac is committed to fully staffing workplaces.
- Westpac will take all reasonable steps:
 - to fill vacant positions promptly
 - to address staff absences using methods including but not limited to relief staff, temporary employees, changes to rosters, deferral of work and overtime.

TARGETS

Objectives and targets will be fairly and equitably set.

- Employees will have the opportunity to participate fully in the setting of objectives and managers must give due consideration to employee feedback.
- When your manager is setting your targets and assessing your performance these are some things that must be taken into account:
 - staffing levels in your workplace
 - market factors
 - periods of time you have been acting in higher duties roles
 - your experience
 - adjustments for approved time spent away from work (e.g. annual or personal carers' leave).
- Any changes during the period for which objectives are set will be by agreement between you and your immediate manager.

OVERTIME

- When you work in addition to your rostered ordinary hours you are entitled to overtime.
- Overtime is calculated at your ordinary rate of pay and will be paid for all work performed outside of your ordinary hours (excluding meal breaks) as follows:
 - in excess of 10 hours per day
 - in excess of 50 hours per week
 - in excess of 152 hours per four week cycle, (or for full-timers: up to 160 hours where you defer all or part of your time off or have cashed out your Flexible Time Off). NB – this also applies to part time employees who work the above hours. Additional Part time hours and loadings
- You may be requested and agree to work in excess of your standard part time hours (agreed roster) during a roster cycle, and will be paid on the following basis:
 - Payment for standard hours (agreed roster) will be at your ordinary rate of pay
 - Payment for the first 15-20 (depending on relevant Award/EDA) additional ordinary hours will attract a 25% loading
 - Payment for subsequent additional ordinary hours will attract a 50% loading.