

Setting Performance Objectives

WHY HAVE PERFORMANCE OBJECTIVES?: Your performance is a significant factor in determining your annual salary increase as well as Short Term Incentive (STI) payments. Salary increases are ongoing increases to your pay while STI payments are one off payments usually paid in November.

WHAT GETS MEASURED?

The performance framework at NAB includes a performance aspect as well as a behaviours component and must:

- establish performance objectives that are fairly and equitably set,
- be non-discriminatory,
- be open and transparent,
- be built on shared responsibility,
- promote the development of employees,
- have consistent application across business units.

From October 2017 sales targets are no longer linked to you fixed salary increases across all Group 1 to 4 roles.

YOUR OBJECTIVES

Your performance objectives must include qualitative and quantitative objectives that are agreed between NAB and yourself.

NAB will explain how these performance objectives:

- can be achieved within normal working hours (taking into account any relevant local factors),
- are to be set and agreed to,
- relate to organisational strategy, and
- are measured.

They should be achievable in your normal working hours without the need to stay back to finish work

Balanced Scorecards

Everyone at NAB has a balanced scorecard which measures how you are contributing across four key areas:

- Customers;
- Risk;
- Financial;
- People and leadership.

When you're being assessed, all areas are equally important and no one area should be given more importance than another; e.g. financial or productivity measures are not more important than other measures.

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WHAT IF MY OBJECTIVES ARE UNACHIEVABLE?

If a matter relating to your performance objectives cannot be resolved informally between you and your People Leader, the dispute settlement procedure found in your Agreement can be used to resolve the matter.

If you think they're unachievable you should raise it with your People Leader as early as possible

DISPUTING YOUR PERFORMANCE OBJECTIVES

As a member of the FSU you can be represented either individually or collectively with other union members. Often teams or types of jobs have the same performance measures so working together to resolve the problems can be very effective and often get the best results.

FSU members in CBA and WESTPAC have won reduced targets by working together.

The dispute resolution procedure at NAB requires an issue to be raised with your immediate People Leader first. If you've already done this and the matter hasn't been resolved you then raise it with the People Leader's manager followed by the head of the business relevant business unit. If the dispute remains unresolved further escalation can be referred to the NAB Industrial Relations team followed by the Fair Work Commission.

HELP TO ACHIEVE YOUR OBJECTIVES

If you have difficulty meeting your agreed objectives you should be provided with additional training, coaching and, if appropriate, time management assistance. If you have sales objectives, NAB will also provide access to regular sales coaching and training too.

You must get a "reasonable period" of time to improve your performance. Your People Leader must meet with you regularly to ensure you are completing the right activities. Appropriate support should also be provided.

PERFORMANCE OBJECTIVES ADJUSTMENTS

Where you can demonstrate that attainment of your objectives has been adversely impacted by a lack of relief or because you have had a significant period of absence during the assessment period, your performance objectives may be adjusted to reflect this at your assessment.

Keep records and raise the issues with your Manager at the first opportunity. Quarterly discussions are a perfect opportunity to raise adjustments.