

KNOW your Agreement

FSU Fact Sheet

Performance Objectives



The Performance Review system in Westpac is important because it sets the performance expectations for the year and the outcome can determine whether you receive a pay increase or not.

Objectives must be fair and equitable

The new Westpac Group Enterprise Agreement 2010 requires that Performance Objectives be fair and equitable.

In both the setting of objectives and assessing if they are met, management must consider your feedback and take into account:

- Market factors;
- Your experience;
- Staffing levels in the relevant location;
- Approved absences from normal duties; and
- Provision of appropriate and relevant training to perform your role.

Any changes to performance objectives during the performance review period can only be made by agreement.

Don't agree to unrealistic targets

Westpac's Performance Review Policy states that objectives should be SMART. That's an acronym for:

- S Specific
- M Measurable
- A Achievable
- R Realistic
- T Timely

Don't agree to vague or unrealistic objectives.

Participate in the process – if you don't think the objectives are fair, make sure you let your Manager know and the reasons why. Staying silent is equal to acceptance.

Remember, fair targets are your legal right.

You don't have to cop unfair targets.



Performance Objectives

Unfair Targets – what can we do?

The performance review process should be a positive developmental experience, but every year the Union office gets hundreds of calls from members stating that they are unhappy with some aspect of the process – usually involving unfair, unrealistic targets.

Raise Concerns Early

If you have concerns about the performance objectives you are expected to achieve or with the performance review rating you receive, you should raise these concerns with your Manager as soon as possible.

Talk to Colleagues

Talk to colleagues about your concerns. It is often the case that they will have similar concerns.

- State the Problems - Discuss what you believe the problems are and why.
- Propose Solutions - Discuss what you believe is achievable and why.

Put it in Writing

Together with colleagues in your area, who share your concerns, put all your concerns and suggested solutions in writing to your Manager. Ask for a written response in what you consider to be a reasonable time frame (usually one or two weeks). The FSU office can provide you with examples and advice on how to write this letter.

Note: Under the Dispute Settlement Procedure if you lodge a concern about your performance objectives work will continue as usual until the matter is resolved.

Support and Protection

If you are unsatisfied with your Manager's response, you can raise your concerns with their Manager. See also the FSU Fact Sheet on the Dispute Resolution Procedure.

We strongly recommend that you contact the FSU for information, support and advice if you have concerns about your performance objectives or performance review outcomes.

You're Not Alone in the Union

Union members who raise a concern about performance objectives are not alone. You will be supported by the industrial knowledge and expertise of the Union – we aim to make sure you get a fair go.

At anytime during the dispute resolution process Union members have the right to contact the FSU for advice, information and representation.

Need More Information?

For more information on your rights under the new Westpac Group Enterprise Agreement contact your FSU Organiser or the FSU Member Rights Centre on 1300 366 378.

Phone: 1300 366 378 / Email: fsuinfo@fsunion.org.au / www.fsunion.org.au
Authorised by Leon Carter, National Secretary - July 2010

