



KNOW YOUR AGREEMENT

Staffing

Westpac Group Enterprise Agreement 2016

Note: These arrangements do not apply to you if you are employed by Asgard, BTFG, WFCL, or WGIS

Source: Clause 33 Westpac Group Enterprise Agreement 2016

FACT SHEET

What is Westpac's approach to staffing?

The Westpac Group Enterprise Agreement 2016 sets out the Bank's obligations and approach in relation to staffing.

In the Agreement the Bank recognises that staffing is important so that:

- Employees are supported;
- Customer service levels are maintained; and
- Workloads for unpackaged employees can be completed during ordinary hours.

The Bank applies and regularly reviews its staffing methodology when determining the staffing levels for your workplace. Factors that the Bank may take into account as part of its staffing methodology include:

- Transaction volumes;
- Employee working hours;
- Relief for both planned and unplanned leave e.g. annual leave and sick leave;
- Business operating hours;
- Task timing standards.

The Bank must regularly review its staffing methodology and relevant local factors to ensure each workplace is adequately staffed. Relevant factors include:

- Staff experience;
- Market demographics;
- Business opportunities;
- The Bank's obligations under the Agreement;
- Appropriate training to perform required work.

What happens if there is a vacancy?

The Bank must take all reasonable steps to fill vacancies promptly consistent with business needs.

If you are concerned that a vacancy has not been filled, talk to your manager to ask them for more information. For example, ask:

- Will the position be filled?
- Has it been advertised yet?
- When do they expect the new staff member will start?
- What plans are in place to cover the absence until the position is filled?

How do I raise a concern about staffing?

If you have a concern about staffing levels in your workplace you should raise it with your manager.

Talk to your colleagues about your concerns. It is often the case that they will have similar concerns. When raising your concerns with your manager be sure to:

- State the problem - discuss what you believe the problem is and the impact it has on you (including your ability to reach targets), and the impact on your customers.
- Request information about staffing complements (as is the right of affected employees and the FSU under the Agreement).
- Propose practical solutions – e.g. use of relief staff, deferral of work, use of overtime to complete the work etc.

If your concern is not resolved you may still progress it by raising a dispute under clause 43, "What is the process for dealing with disputes". For more information on this process see FSU fact sheet "Dealing with Disputes".

Need more information?

For more information on your rights under the new Westpac Group Enterprise Agreement 2016 contact your FSU Organiser or the FSU Member Rights Centre on **1300 366 378**.

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