

Performance Review

Getting a Fair Go

The Performance Review system in Westpac is important because it sets performance expectations for the year and the outcome determines the pay increase you receive.

Objectives need to be fair & equitable

The new Westpac Group Enterprise Agreement requires that objectives are fair and the process is transparent. In both the setting of objectives and in assessing if they are met, Management must consider your feedback and take into account:

- ▶ Your experience and relevant training;
- ▶ Market factors;
- ▶ Approved absences from normal duties;
- ▶ Staffing levels

Unfair Targets – what can I do?

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 targets or an unreasonable performance rating.

! Raise Concerns Early

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

🗨️ Talk to Colleagues

The Enterprise Agreement requires that the process is fair and transparent – if you have concerns it's important to talk with your colleagues about them. 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:** Identify what you believe are reasonable solutions.

📄 Put it in Writing

Together with your colleagues, 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.

🛡️ Support and Protection

If you are unsatisfied with your Manager's response, you can raise your concerns with their Manager. *At any stage in the process you can contact the FSU for advice, information and representation.*

Remember - You Don't Have to Accept Unfair Targets.