

**Source: Clause 35 Westpac Group Enterprise Agreement 2019***This clause does not apply if you are a direct report of a General Manager or above.*

# Performance Objectives

## How Will Performance Objectives Be Set?

The Westpac Group Enterprise Agreement 2019 requires that the performance setting and assessment process will be fair and transparent and will include performance objectives and expected behaviours. Westpac will let you know the performance objectives (including targets), and values based behavioural expectations at the beginning of the performance period.

Performance objectives and behavioural expectations will:

- reflect Westpac objectives and values;
- be easy to understand;
- reflect the work being done during the relevant period;
- be fair and transparent; and
- apply for a defined period.

In setting performance objectives and behavioural expectations and determining whether they have been met, Westpac will

take into account a number of factors. These include but are not limited to:

- market factors;
- your experience;
- staffing levels at your location;
- your anticipated absence from normal duties;
- provision of training required to perform your current role; and
- the needs of the business and Westpac customers.

Any changes to performance objectives and behavioural expectations that have been set for a particular performance period can only be made by agreement.

## Providing Feedback

It is important that you participate in the process. If you have any feedback about your performance objectives and behavioural expectations for a particular performance period, be sure to provide it to your manager for their consideration.

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## **Performance Objectives (Con't)**

Any changes to performance objectives and behavioural expectations that have been set for a particular performance period will only be by agreement except if the changes need to be made because of legislative, compliance or regulatory requirements.

### **What Happens With My Targets If I Have Been Absent From Work?**

Approved absences from your normal duties need to be taken into account if it has materially impacted your performance rating.

### **Unfair Targets - What can you do?**

If you have concerns about the performance objectives and behavioural expectations you are expected to achieve, or with the performance review you receive, you should raise these concerns with your manager as soon as possible. It is important to raise these concerns early and in writing. Don't agree to vague or unrealistic objectives.

Talk to your FSU Workplace Representative and colleagues about your concerns. It is often the case that they will have similar concerns, be sure to:

- State the problems - discuss what you believe the problems are and why.
- Propose solutions - discuss what you believe is achievable and why.

### **Putting Your Concerns 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.

If you are not satisfied with your Manager's response, you can still raise your concerns with their manager. See FSU fact sheet on process for dealing with disputes. We strongly recommend you contact the FSU for information, support and advice if you have concerns about your performance objectives and behavioural expectations.

### **Feel Like You're Being Unfairly Performance Managed?**

The Westpac Group Enterprise Agreement 2019 contains a new provision to deal with performance management against your performance objectives. It states

***"If you feel you are being unfairly performance managed against your performance objectives you can raise a dispute under clause 45 - dispute resolution."***

If you have concerns you should contact our Member Rights Centre on 1300 366 378 for support and advice.