

**Source:** Clause 34 Westpac Group Enterprise Agreement 2019

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

# What is Westpac's Approach to Staffing

The Westpac Group Enterprise Agreement 2019 sets out Westpac's methodology and commitment in relation to fully staffing workplaces.

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

- employees are supported;
- workplaces are adequately resourced; and
- workloads for unpackaged employees can be completed during ordinary hours.

Westpac regularly reviews its staffing methodology and relevant local factors to ensure each workplace is adequately staffed. Local factors include:

- staff experience;
- market demographics;
- business opportunities;
- obligations under the Agreement; and
- appropriate training to perform the required work.

## What happens if there is a vacancy?

Westpac 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 firstly 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, for example - the use of relief and casual staff, deferral of work and overtime to complete the work.

If your concern is not resolved you may progress it by raising a dispute under clause 45 "What is the process for dealing with disputes". For more information on this process see FSU fact sheet "Dealing with Disputes".