

Know Your Rights - Performance Assessment

How should my performance be assessed?

You should be assessed in a fair and transparent manner that takes into account:

- **Staffing numbers in your workplace**
This includes issues like whether there are sufficient staff to cover the performance objectives that have been set.
- **Market factors**
Is there a major economic downturn in your region or area of banking since the targets and objectives were first set? The end of the mining boom and rising unemployment both have a direct impact on parts of the bank but that impact does vary.
- **Provision of appropriate and relevant training to perform your current job role**
Your performance measures and assessment should take into account the training that has been provided. You can't be expected to do things that are beyond your skill set.
- **Employee's experience**
If you don't have much experience doing something then this should be taken into account, and the additional resources and support might be required.
- **Approved absences from normal duties**
The assessment of your performance against targets and objectives should take into account any significant impact from approved leave or time spent performing a different role.

How do I raise an issue with Performance Assessment?

The first step is always to approach your manager or the decision maker. Put forward your reasons and ask for help. If you aren't satisfied with the response the next step depends on your employment arrangements. If you are a CBA employee and not on an Individual Arrangement you can raise a dispute that can be taken to the Fair Work Commission for conciliation. If you are on a CBA Individual Agreement, or work for CommSec, Colonial or CommInsure, you can raise a grievance over performance assessment through the 'Workplace Grievance Policy'.

You're not alone in the Union

Even if the issue only affects one employee, Union members are not alone and will be supported by the industrial knowledge and expertise of the Union to make sure you get a fair go. FSU members have the right to contact the FSU for advice, information and representation.

Chances are if the issue affects you others may be affected as well, and it can be much more effective to have an issue which affects a group of employees dealt with collectively.

Need more information?

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