

TARGETS

What should my targets take into account?

You should have performance objectives that take into account:

Staffing numbers in your workplace

This includes issues like whether there are sufficient staff to cover the target that has been set.

Market factors

Is there a major economic downturn in your region or area of banking? 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

Targets should be adjusted as you are being trained for your current role as you will not be at your peak performance whilst you are still learning elements of your role. This typically means that they will ramp up to 100% over the training period.

Employee's experience

It makes sense that a new starter in a role will take longer than an experienced employee to achieve a certain level of proficiency - your target should reflect that difference as well.

Approved absences from normal duties

Targets should be adjusted for significant periods of leave. They should also be adjusted in you are performing a different role to take into account that you are not working in your normal duties for a significant period of time.

Performance assessment

These factors are not only relevant for setting targets but also in the assessment of your performance. The assessment should be fair and transparent.

How do I raise an issue with targets?

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 targets 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.