

21 April 2022

Jason Core
Head of Employee Relations
Westpac Group
Level 12, 275 Kent Street
Sydney NSW 2000

By email: jcore@westpac.com.au

Dear Jason,

Re: Hybrid Strategy in Customer Care, Consumer and Small Business

I write in relation to Westpac's announcement on 11 April 2022 about the proposal to introduce change in Customer Care, Consumer and Small Business by way of the 'hybrid strategy' which involves a change to the way of working in those areas of the business.

The FSU believes that the decision to introduce such a hybrid working model falls within clause 46 of the *Westpac Enterprise Agreement 2019* (Agreement) as it would entail a 'major workplace change' that is likely to have 'a significant effect' on employees once the hybrid working model is in place and as such Westpac is obliged to consult about the changes before its implementation.

In particular, Westpac is obliged under clause 46.4 of the Agreement to consult with affected employees, and the Union, especially as the proposed changes relate to regular rosters or ordinary hours; and Westpac is required to take into consideration the views about the impact of the changes.

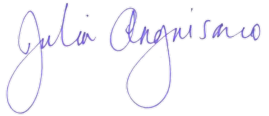
Briefly, FSU members have told the Union that the proposed hybrid strategy is, among other things: unfair in its application, unworkable due to being on a six-month 'rotational' basis, exclusionary because it is not open and available to all employees, and allows Westpac the ultimate discretion as to who will, or will not, be able to work from home.

Our members want, and are entitled to, a real opportunity to put across to Westpac their views about the proposed hybrid strategy, and for those views to be genuinely taken into consideration, before it is implemented.

Due to the nature of the dispute, the Union believes the appropriate step of this dispute is Step 3 as outlined at clause 45.1 of the Agreement, and requests that you, as the General Manager Human Resources meets with the Union in an attempt to resolve the dispute about the issues that have been raised above.

Please provide a response by no later than close of business on Wednesday, 27 April 2022.

Yours sincerely,



Julia Angrisano
National Secretary