

Employee Factpac

Employee numbers

Total employees by employment type and region

(number of employees unless otherwise stated)	2011	2010	2009	2008	2007
Australia					
Full time	24,920	25,054	23,971	17,155	16,102
Part time	6,962	7,415	7,614	6,317	6,307
Temporary	3,775	3,649	137	166	176
Total Australia	35,657	36,118	31,722	23,638	22,585
New Zealand					
Full time	3,958	4,317	4,037	4,101	n/a
Part time	800	902	984	1,045	n/a
Temporary ¹	512	283	296	308	n/a
Total New Zealand	5,270	5,502	5,317	5,454	n/a
Pacific Banking					
Full time (%)	91	89	87	n/a	n/a
Part time (%)	9	11	12	n/a	n/a
Expatriate employees ²	42	42	39	36	32
Expatriate employees (%) ²	3	3	3	3	3

¹ Maximum Term employees included in the temporary category from 2011 onwards.

² Includes Technology and Product & Operations employees from 2009.

Employees by division (FTE)

(number of FTE unless otherwise stated)	2011	2010	2009	2008	2007
Westpac Retail & Business Banking (incl RAMS) ¹	10,441	11,663	11,407	n/a	n/a
St.George (incl BankSA) ¹	4,998	5,518	5,227	n/a	n/a
Business Financial Services ²	n/a	n/a	n/a	3,767	3,447
Consumer Financial Services ²	n/a	n/a	n/a	9,132	8,870
BT Financial Group	4,239	4,316	3,949	2,872	3,173
Westpac Institutional Bank ¹	3,194	3,139	3,065	1,908	1,674
New Zealand Banking ¹	4,575	4,698	4,510	4,674	4,538
Business and Technology Solutions & Services ³	n/a	n/a	n/a	3,871	4,132
Pacific Banking	1,306	1,254	1,176	1,152	1,104
Head Office Functions and Other ¹	9,053	8,374	7,698	926	1,080
Group total	37,806	38,962	37,032	28,302	28,018

¹ 2009 figure has been revised.

² Included in Westpac Retail and Business Banking from 2009 onwards.

³ Included in Head Office Functions and Other from 2009 onwards.

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Employee engagement, LTIFR, leave and overtime

	2011	2010	2009	2008	2007
Employee engagement - Group	81	80	81	78	n/a
Lost time injury frequency ratio - Group ¹	2.5	2.6	2.6	3.4	3.8
% working overtime - Australia (%)	50	46	48	50	49
Average overtime worked as a % of standard hours - Australia (%)	2.3	2.1	2.1	2.4	2.3
% working overtime - New Zealand (%)	40	43	n/a	n/a	n/a
Average overtime worked as a % of standard hours - NZ ² (%)	0.80	0.77	0.83	0.84	0.76

¹ 2009 figure has been restated reflecting improved data capture.

² Figures pre 2009 restated applying the correct methodology.

Leave

Employees with accumulated annual leave

	2011		2010		2009		2008		2007	
	Number	%	Number	%	Number	%	Number	%	Number	%
Australia										
< 4 weeks	24,454	75	26,211	74	24,783	71	15,195	65	14,957	65
≥4 & ≤ 8 weeks	7,037	22	7,894	23	8,637	25	6,583		6,429	28
> 8 weeks	1,058	3	1,180	3	1,431	4	1,638	7	1,660	7
Total	32,549	100	35,285	100	34,851	100	23,416	72	23,046	100
New Zealand										
< 4 weeks	4,562	90	5,036	90	4,987	91	4,917	88	4,556	87
≥4 & ≤ 8 weeks	525	10	562	10	511	9	648	12	679	13
> 8 weeks	4	-	3	-	8	-	8	-	12	-
Total	5,091	100	5,601	100	5,506	100	5,573	100	5,247	100
Pacific Banking										
< 4 weeks	108	89	n/a	n/a	114	36	n/a	n/a	n/a	n/a
≥4 & ≤ 8 weeks	10	8	n/a	n/a	134	42	n/a	n/a	n/a	n/a
> 8 weeks	3	3	n/a	n/a	68	22	n/a	n/a	n/a	n/a
Total	121	100	n/a	n/a	316	100	n/a	n/a	n/a	n/a

Employees Accessing Parental Leave

	2011
Australia	2,070
New Zealand	110

Absenteeism

(number of actual absenteeism days lost (due to incapacity of any kind) as a percentage of total days scheduled to be worked by workforce)

	2011
Australia	3.25
New Zealand	2.35

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Training

Average hours of training per employee

(as captured by our learning management system only)

2011

Australia, UK & USA	22.56
New Zealand	9.10

Human Rights Training

2011
Aust,
UK & New
USA Zealand

('Doing the Right Thing' and OH&S training)

Number of Employees trained on Human Rights	23,924	2,187
Total hours of employee training on Human Rights	57,078	3,633

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Gender

Gender profile (%)

	2011		2010		2009		2008		2007	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Australia	40	60	39	61	38	62	37	63	36	64
New Zealand	32	68	32	68	32	68	30	70	29	71
Pacific Banking	43	57	43	57	n/a	n/a	41	59	42	58

Women in leadership

	2011	
	Total Number	%
Board ¹	3	30
Executive	20	25
Senior Manager	218	38
Manager	1,592	38
Group total	1,830	38

¹ Board not included in Group total

Gender and age profiles (%)

	2011		2010 ¹		2009 ¹		2008 ¹		2007 ¹	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Australia & NZ										
≤ 24	7	8	10	12	12	13	13	14	13	13
25-34	31	30	33	30	34	32	35	33	34	34
35-44	32	29	31	29	30	28	30	29	30	29
45-54	21	21	19	20	18	20	17	19	17	19
≥ 55	8	10	7	9	6	7	17	6	5	5
Pacific Banking²										
≤ 25	24	29	10	15	n/a	n/a	29	28	n/a	n/a
26-35	34	32	17	18	n/a	n/a	30	29	n/a	n/a
36-45	28	23	10	14	n/a	n/a	27	28	n/a	n/a
46-55	12	15	5	9	n/a	n/a	12	17	n/a	n/a
≥ 56	2	1	1	1	n/a	n/a	2	1	n/a	n/a

¹ Australian data prior to 2011 align to the following categories - ≤ 25, 26-35, 36-45, 46-55 & ≥ 56 however these were updated in 2011 to align to the ABS 6205 standard.

² 2011 Data from the Insights database. Data prior to 2011 was taken from the SPS employee survey and only available every second year for Pacific Banking.

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Female/male salary ratios (total cash)

	2011	
	Frontline Total Cash (Female : Male)	Support Total Cash (Female : Male)
Australia		
Administrator	99	101
Senior Administrator	97	98
Team Leader	96	100
Manager	97	100
Middle Manager	97	102
Senior Manager	86	95
Executive	94	98
New Zealand		
Non-management	83	n/a
Junior management	82	n/a
Middle management	81	n/a
Senior management	85	n/a

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Turnover, tenure & age profile

Employee voluntary turnover (%)¹

	2011	2010
Australia and New Zealand (%)	11.5	11.8
Pacific Banking (%)	9.1	n/a

¹ Data reflects the proportion of voluntary separation of permanent employees to the average total permanent headcount. 2010 data recalculated to reflect this methodology.

Employee voluntary turnover (number)¹

	2011	2010
Australia and New Zealand	4,434	4,421

¹ Data reflects the number of voluntary separation of permanent employees. 2010 data recalculated to reflect this methodology.

Employee voluntary turnover by age and gender (%)¹

	2011
Australia and New Zealand	
Turnover by gender (%)	
Female	11
Male	12
Turnover by age (%)	
≤ 24	
25-34	15
35-44	10
45-54	7
≥ 55	7

¹ Data reflects the proportion of voluntary separation of permanent employees to the average total permanent headcount.

Employee Retention (%)

	2011
New Starter Retention	84
High Performer Retention	95

Tenure and gender profile (%)

	<1 Yr	1 Yr	2-3 Yrs	4-5 Yrs	6-10 Yrs	11-15 Yrs	16-20 Yrs	21 Yrs +
Female - Australia & NZ	57	54	58	60	65	69	77	60
Male - Australia & NZ	43	46	42	40	35	31	23	40

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Tenure and age profile (%)

	≤24	25-34	35-44	45-54	≥55
Australia and New Zealand					
<1 Yr	36	16	10	6	3
1 Yr	28	18	12	8	5
2-3 Yrs	25	23	14	10	7
4-5 Yrs	10	20	14	10	7
6-10 Yrs	1	19	21	18	16
11-15 Yrs	-	4	13	15	15
16-20 Yrs	-	-	7	11	14
21 Yrs +	-	-	9	22	33

Age profile of workforce compared to National labour force (%)

	≤24	25-34	35-44	45-54	≥55
Westpac Group – Australia	8	32	31	20	9
Australian labour force	17	23	22	21	17
Westpac Group – New Zealand ¹	9	24	29	25	13
New Zealand labour force	17	19	22	23	19

¹ Not all Westpac New Zealand employees have an age bracket provided. These employees have been excluded.

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Whistle-blower reporting

Concern Online

(concerns reported)	2011	2010	2009
Unethical conduct	-	15	60
Harassment/discrimination	-	5	29
Management Issues	-	9	29
Breach of regulation	-	1	9
Financial Reporting	-	-	1
Conduct causing loss or detriment	16	16	-
Fraudulent or other illegal activity	9	4	-
Substantial health and safety risk	4	5	-
Corrupt conduct	1	-	-
Substantial mismanagement of Westpac resources	1	-	-
Other ¹	42	46	-
Total number of new concerns	73	101	128

¹ Includes items redirected to other channels.