FREQUENTLY ASKED QUESTIONS (FAQs) – 22 October 2018

About the Enterprise Agreement

1. **What is an Enterprise Agreement?**

An enterprise agreement is an agreement between an employer and its employees who are covered by it, that sets the terms and conditions of employment for those employees for a period of up to 4 years. To come into operation, the agreement must be supported by most of the employees who cast a vote to approve the agreement and it must be approved by the Fair Work Commission.

2. **Does the EA apply to me and where can I find it?**

The Westpac Group Enterprise Agreement 2016 covers all employees of the Group within Australia, other than employees at the General Manager (GM)/Group Executive (GE) level or above, those working on Christmas Island and employees of the following companies:

- Hastings Management Pty Ltd
- Hastings Fund Management Limited
- Qvalent Pty Ltd

You can find the current EA in peoplexpress under > Working in the Westpac Group > What you need to know > Westpac Group industrial instruments. There is also a copy of the current EA on the People Policy Centre and the EA 2019 intranet page.

3. **Does the EA apply to me if I have an employment contract?**

Yes, if you have an employment contract, the EA still applies to you. The terms and conditions of your employment can be found in a number of documents including your contract of employment and the EA – these documents should be read together.

4. **Where are my current terms and conditions of employment described?**

Your current terms and conditions of employment are determined by a number of documents such as the enterprise agreement, your employment contract, as well as employment policies and legislation.

5. **How do I know which section of the Westpac Group EA applies to me?**

You can find out which section of the Westpac Group Agreement is relevant to you, by checking in peoplexpress at: Your information > Snapshot > More > Current Employment Details > Agreement

6. **How will a new EA affect my terms and conditions of employment? Are my current terms and conditions likely to change?**

Under any new EA, some of the terms and conditions of your employment will change. The ‘Terms and Effects’ document available on the EA 2019 intranet page and at www.westpac.com.au/ea2019 contains information on our proposed EA.
7. When will I know what the Group is proposing?


8. What is the term of our new Enterprise Agreement?

We have proposed that the Agreement will operate for a period of 3 years with a nominal expiry date of 31 December 2021 and that the Agreement will commence on 1 January 2019 (subject to vote by employees and approval by the Fair Work Commission).

9. What happens if a new EA is not put in place?

The existing EA will continue to apply, until it is replaced, terminated or varied.

10. If I have a question about the negotiations or the EA, where can I go for more information?

There are a few ways to find more information and ask questions:

- Talk to your People Leader
- Email the Employee Relations team: [EA@westpac.com.au](mailto:EA@westpac.com.au)

11. What support do I have as an employee throughout the EA process?

We encourage you to communicate with the Employee Relations team via email: [EA@westpac.com.au](mailto:EA@westpac.com.au) or through the [EA 2019 Yammer group](http://www.westpac.com.au/ea2019). If you have any questions about the negotiations. Alternatively, you can also speak with your People Leader.

As always, ACCESS is also available to provide free and confidential employee assistance. They can be contacted on 1800 626 619.

12. What support do I have as a People Leader throughout the EA process?


Additionally, MyCoach (formerly ManagerAssist) provides confidential and proactive support to work effectively through any workplace issues or challenges for People Leaders. They can be contacted on 1800 626 619.

Competitive Pay

13. What pay increases are the Group proposing?

We are proposing the following pay increases:

- **Tier 1**: $0 - $82,500 – across the board Fixed Pay increases of 3.25% on 1 January 2019, 3.25% on 1 January 2020 and 3.25% on 1 January 2021, subject to meeting eligibility requirements listed in question 17 below
- **Tier 2**: $82,501 - $106,500 - a Fixed Pay increase of 2.25% across the board on 1 January 2019, 2.25% on 1 January 2020 and 2.25% on 1 January 2021 subject to meeting eligibility requirements below in question 14, with manager discretion for more
- **Tier 3**: $106,501 - $160,000 – 2% guaranteed overall spend (arrangement reflected in side letter to Agreement) subject to meeting eligibility requirements below in question 14.
14. What do I need to do to be eligible for the pay increases above?

To be eligible for the pay increases above:
- There must not be more than one recording of ‘Your behaviour has not been consistent with our expectations. Improvement is needed in the coming quarter’ in your Motivate Quarterly Conversation in the previous performance year; and
- Your mandatory professional training must be completed by 1 October;¹; and
- You must be employed as at 30 September; and
- You must have been employed by the Westpac Group for at least 3 months and performed work for at least 3 months (unless you are on parental leave); and
- Not be on a formal performance counselling program at any time in the period from 1 October to 1 January following the end of the performance year.

15. Is the Group proposing to increase the grade minimums and ranges?

In the 2016 Agreement the minimum and maximums of the grade pay ranges for unpackaged grades 1 to 5 and packaged grades 2 and 3 were indexed by the same percentage as the fixed pay increase for the relevant tier. We propose to continue this same approach in the 2019 EA.

16. When would the proposed pay increases be paid each year?

The proposed pay increases under the EA will be paid on 1 January 2019, 1 January 2020 and 1 January 2021.

17. When do I have to complete my training and accreditation by?

We are proposing to change the test date for employees to have successfully completed mandatory professional training to 1 October (rather than 30 December) and change the date for re-testing to 1 December (rather than 1 February). This means that your minimum training and accreditation requirements need to be up-to-date by 30 September of the relevant performance year. If they are not, you have until 1 December to get your training up-to-date.

18. Why are you proposing to change the test dates for minimum training and accreditation requirements?

At the moment across the Group, accreditations expire on a rolling basis throughout the year and there is no common expiry date. There are currently different test dates for the mandatory professional training requirement for variable reward eligibility and fixed pay increase eligibility. We have noticed that has caused some confusion so we propose to align these dates to make this simpler.

Helping Customers

19. I work my ordinary hours between 9pm – 7am on weekdays. What if I want to change my ordinary hours?

We need to be available to help our customers when they need it. For this reason, we are proposing that employees who want to stop working ordinary hours between 9pm and 7am weekdays or before 8am and after 6pm on the weekend - they may do so if there is a suitable employee to replace them.

20. Does this impact my ability to request flexible working arrangements?

No. Under both the relevant legislation and the Work Flexibly Policy, you have the right to request flexible working arrangements. Our proposal will not limit your ability to make a request to work flexibly.

¹ Please refer to questions 17 and 18 for more information on professional training completion dates
21. I always have to work on a local public holiday – will the business still have to call for volunteers?

We are proposing some changes to streamline the current process. At least 8 weeks prior to the public holiday, we will either call for volunteers in line with assessed staffing needs, or confirm that standard staffing is required. 6 weeks prior to the public holiday, if we don’t have enough suitable volunteers or if we have confirmed that standard staffing is required, we will notify you of your roster for the day. Of course, we will still compensate you for working a public holiday.

22. I am a full-time employee who works 9.5 hours per day Monday to Thursday. If I work a public holiday and receive time-in-lieu, I only receive 7.6 hours. This doesn’t seem fair.

We agree. That is why we are proposing that in such a situation, you would be able to take an alternate day off on a date agreed between you and your people leader within the next 12 months. You would be paid on that day for whatever your ordinary rostered hours are (in this case, 9.5 hours).

Future Opportunities

23. What is being proposed to prepare us for the future of the Banking Industry?

The future of work is changing. We want to ensure that we retain our people and that you have the skills needed to perform the roles that will be created in the future. Specifics on what we are proposing can be found in the ‘Summary of Westpac Group’s proposals’ document on the EA 2019 intranet page.

24. Will I be required to move into a Future of Work role?

No, it’s by offer and acceptance.

25. How is the Group investing to help me prepare for the future of work?

We are proposing to build on our commitment in the current EA to our people’s life-long learning. Beyond the Future of Work role, which is referenced in the ‘Summary of Westpac Group’s proposals’ document, we also propose to make a commitment in relation to digital learning, specifically referring to the Westpac Institute. The Westpac Institute will provide employees access to our future-focussed learning content to assist our people in preparing for the future of work.

Inclusive workplace

26. Will foster carers be able to access parental leave?

We want to recognise the great work long-term foster carers provide to the community by extending our parental leave benefits to them. Our proposal means that long-term foster carers would have access to:

- 13 weeks’ paid parental leave for the primary carer;
- 3 weeks’ paid parental leave for the support carer;
- up to 24 months unpaid parental leave if they have responsibility for the care of the child;
- up to 8 weeks’ unpaid parental leave if they have responsibility for the care of the child (and their spouse is also on parental leave);
- 2 days unpaid leave to work through fostering arrangements; and
- superannuation contributions for parental leave for up to 2 years after the placement of the child.

27. What support do I get if I am a short-term foster carer?

We also want to recognise the contribution of short-term foster carers by providing:

- 2 days’ unpaid leave per occasion to arrange the placement of a foster child; and
- 2 days paid leave per occasion upon placement of a short-term foster child (on each occasion, maximum 4 times per year)
28. I am a Support Carer; what changes are being made to parental leave that I can take?

We propose to increase the current paid Support Carers leave from 2 to 3 weeks to recognise the important role Support Carers play in supporting the child and Primary Carer. This leave should be taken as close as possible to the birth, adoption or commencement of long-term fostering arrangement.

29. What changes are being proposed to Domestic and Family Violence leave?

To continue to build upon the support provided to employees we are proposing to increase the entitlement for those who are experiencing domestic and family violence from 10 to 20 days’ paid leave per annum.

30. What is ‘Sorry Business’?

Traditional funeral rites and ceremonies are commonly practiced by Aboriginal and/or Torres Strait Islander peoples today, as they were historically. Obligations surrounding illness, funerals and mourning are often referred to as ‘Sorry Business’. To support our employees to participate in Sorry Business practices we are proposing to provide 3 days of paid Sorry Business leave.

31. Who does ‘Sorry Business’ leave apply to?

Sorry Business leave applies to employees who have identified as being Aboriginal and/or Torres Strait Islander.

32. Can I have both compassionate leave and ‘Sorry Business’ leave?

Yes. If a Sorry Business Family Member passes away then an employee who has identified as being Aboriginal and/or Torres Strait Islander may be eligible to take both compassionate and Sorry Business leave.

33. What is being proposed to support employees who are undergoing gender transition?

We want to provide employees with the comfort that the Group will support them through this transition so we propose to provide the following:

- Up to 4 weeks’ special paid leave for reasons related to gender transition and access to other accrued/purchased leave
- One period of up to 1 year unpaid leave during gender transition (both medical and social) subject to provision of reasonable evidence
- If previous role is not available, the employee has access to 4 weeks’ redeployment support to find an alternate role within the Group. If no role is identified, the employee would be taken to have resigned (like the Career Break policy)
- Support, including counselling (via ACCESS)

34. What support are you proposing to make available to those in the Australian Defence Reserves?

We're proposing to introduce into the EA, 20 days' paid leave to those in the Defence Reserves each year for training. Additionally, during their first year in the Defence Reserves, Reservists would be entitled to an additional 10 days’ paid leave to complete mandatory training with the Defence Reserves.

Wealth – employees of BTFG, Asgard, WFCL and WGIS
35. What changes are proposed for SEALCORP Award Employees and BTFG Agreement Employees?

We propose that you will be on the same terms and conditions under our EA as employees of BTFG, Asgard, WFCL and WGIS. That is, a combination of a number of terms from Section 2 - Terms for employees of Westpac Group and selected sections of the Banking, Finance and Insurance Award.

36. How do I know if I am a BTFG Agreement Employee or SEALCORP Award Employee?

BTFG Agreement employees are employees of BTFG who would have been covered by the BTFG Agreement if it applied. SEALCORP Award employees are employees of Asgard who would have been covered by the SEALCORP Award if it applied.

37. Are Westpac proposing any other changes for Wealth employees?

The Group is proposing to extend the application of following Westpac Banking Corporation provisions to Wealth employees:

i. Procedural Fairness [Clause 42]
ii. Allowances [Clause 7] (excluding Wealth employees on an annualised salary arrangement)
iii. Redundancy, Redeployment and Retrenchment [Clause 45] (current policy entitlements for Asgard employees grandfathered for current employees)

Under this proposal, the above named clauses of the EA will apply to all employees of the Group, including employees of the Wealth businesses.

38. What changes are being made to compassionate leave?

The Group currently provides two days’ compassionate leave if an immediate family member or member of your household dies. Westpac is proposing to extend this to three days per occasion.

39. Where can I find more information on all of the improvements made to Westpac Group’s proposals?

The full specifics on what we are proposing can be found in the ‘Summary of Westpac Group’s proposals’ document on the EA 2019 intranet page or at www.westpac.com.au/ea2019.

Access period

40. What is the access period?

The access period is a period of time prior to the EA vote where employees have access to a final copy of the proposed EA in order to review the document before being asked to vote on the agreement. Additionally, during the access period, Westpac needs to take actions to explain the terms and effects of the proposed EA to employees.

41. When is the access period?

The access period will be from 18 October – 25 October.

42. Where can I access the final proposed EA and the ‘Terms and Effects’ document?

**43. Who can I contact if I have questions during the access period?**

We encourage you to communicate with the Employee Relations team via email: [EA@westpac.com.au](mailto:EA@westpac.com.au) or through the [EA 2019 Yammer group](https://yammer.westpac.com.au) if you have any questions about the proposed EA, or any other documents.

---

**Vote**

**44. When will the vote commence?**

The vote will open from 6.00am AEDT on 26 October and will close at 8.00pm AEDT on 1 November.

**45. Who runs the EA vote?**

Westpac engages the services of CorpVote, an independent provider to administer the vote on our behalf. Eligible employees will be contacted by CorpVote in the week leading up to the vote in order to provide information on how to vote.

**46. I have questions about the vote. Who can I direct them to?**

Please email the ER & Policy team at [EA@westpac.com.au](mailto:EA@westpac.com.au)