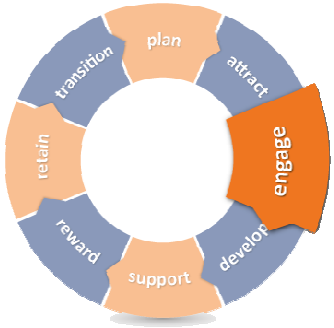
Australian Red Cross
THE POWER OF HUMANITY

ATTENDANCE POLICY



1. POLICY STATEMENT

All members of the Red Cross workforce are expected to attend the workplace as determined in the individual's contract of employment (staff) or agreed attendance arrangements (volunteers).

Red Cross understands that there are times when illness or other unexpected circumstances may prevent a workforce member from attending the workplace. In any circumstances of non-attendance, the workforce member must notify their line manager as soon as practical (preferably before their planned start time) that they are unable to attend the workplace on a particular day, time or shift.

All members of the workforce have a duty of care while at work to respect their own health and well-being and that of others, hence it is expected that members of the workforce remain at home when suffering from illness that is contagious.

2. SCOPE

This policy applies to all members of the Red Cross workforce. The section specifically on abandonment of employment only relates to staff as it is about the legal employment relationship.

3. DEFINITIONS

'abandonment of employment'

key elements of abandonment of employment:

- the staff member has failed to attend or work after a period of three consecutive days / rostered shifts without any contact or has not returned after an agreed period of leave
- Red Cross made genuine attempts to contact the staff member (but without success) upon the staff member's failure to attend work (including using emergency contact details)

- Red Cross does not have knowledge of extenuating circumstances which may have lead to the staff member's failure to attend for three consecutive days or rostered shifts
- the line manager has not pre-approved the absence from work

the staff member is unable to show evidence to the contrary

'prescribed kind of injury or illness'

a prescribed kind of illness or injury exists if the staff member:

- provides a medical certificate or a statutory declaration within 24 hours after the commencement of the absence; or in a period that is circumstantially reasonable
- is required to notify Red Cross of an absence from work; and to substantiate the reason for the absence; and complies with those terms
- provides Red Cross with evidence and notice for taking paid personal / carer's leave

'normal span of hours'

period of time within which a member of staff works their ordinary hours – refer to HR SUP 08 Hours of work/time in lieu Policy

the standard span of hours in Red Cross is between 6.00am and 8.00pm Monday to Sunday

note that span of hours specified in a modern award or enterprise agreement may be different to the hours stated above, and in these circumstances the modern award or enterprise agreement which is applicable to an individual staff member takes precedence for that staff member, compared to the policy

4. RESPONSIBILITIES

4.1. Compliance with this policy

All people referred to in the scope are required to comply with this policy.

4.2 CEO sub delegations

The CEO Sub-delegations provide delegated authority from the CEO to a Red Cross staff member who occupies an identified position to undertake certain activities on behalf of Red Cross. The CEO Sub-Delegations document includes specific delegations in relation to Human Resources.

5. PROCEDURE

5.1. General attendance

5.1.1. Start / finish times

Start / finish times are generally referred to in the contract of employment and should fall within the normal span of hours. If required, these times can be negotiated however; they must be approved by the relevant line manager.

Business needs must be the key driver of start / finish times.

5.1.2. Meal breaks

- workforce members are encouraged to take a lunch break away from the workstation, as lunch breaks are considered important for general health and well being
- lunch breaks are generally between 30 minutes and 60 minutes duration. Other arrangements can be negotiated with the line manager.
- lunch breaks are unpaid at Red Cross

5.1.3. Miscellaneous breaks

Unless otherwise stated in the employment agreement, Modern Award or Enterprise Bargaining Agreement (EBA), a brief 10 minute break for each 4 hour

block worked may be taken and considered as work time. Each workforce member is required to work for the number of hours designated in their employment agreement.

5.1.4. Time in lieu (TIL) (Staff only)

TIL should be accumulated and taken with regard to the HR SUP 08 Hours of Work / TIL Policy and managed in Aurion.

5.1.5. Leave planning

All leave must be planned wherever possible and taken in accordance with the relevant Red Cross leave policy.

5.1.6. Absence from work

Any absence from work must be managed according to the relevant Red Cross policy.

Workforce members must provide advance notice of any absence from work, unless it is not practicable to do so. They are also reminded that in the interest of their health and that of their colleagues, they are expected to stay at home if suffering from an illness that is contagious.

5.2. Failure to attend work

If the workforce member has failed to attend work on three consecutive occasions without informing their line manager or have not returned to work after an agreed period of leave, Red Cross may deem that the person has abandoned their role or employment.

Red Cross will make practicable efforts to contact the individual and ascertain the reason for the absence before deciding whether employment has been abandoned.

5.2.1. Equal opportunity

Noting the general protections provisions of the Fair Work Act 2009, Red Cross will not dismiss a staff member if they are temporarily absent from work due to a prescribed kind of illness / injury. For more information, refer to the Equal Opportunity Policy. Advice is available from HR.

5.2.2. Contacting workforce members who have failed to attend work

Line managers should follow the process below to ensure that all workforce members are given reasonable opportunity to explain any failure to attend for work and ensure that the failure to attend work is addressed appropriately.

If at any point in the following process contact with the workforce member is made and an acceptable explanation for the absence is provided, no further steps in this process are required beyond maintaining appropriate records. For staff, this includes ensuring the correct information is entered in Aurion.

If the explanation for the absence is unacceptable, line managers should counsel the workforce member regarding their duty to notify Red Cross of their absence. In addition, they should provide the workforce member with a copy of this policy.

5.2.3. When a workforce member fails to attend work without explanation

The line manager should check with colleagues / team members to determine whether contact has been made. If contact has been made, and the method of contact is unacceptable / inappropriate, the individual should be counselled as to the appropriate method of communicating an absence.

5.2.4. If no contact has been made, line manager should attempt to telephone or email the workforce member:

- the line manager must make detailed written notes of the time, date, mode and outcome of the communication attempt
- specify the reason provided for the absence if possible

5.2.5. If no contact has been made, phone the workforce member's emergency contact to request them to ask the person to make contact with the line manager. Detailed notes of the phone call should be kept as described above.

5.2.6. If the workforce member fails to respond to the request to make contact with the line manager, the matter needs to be escalated to the next step as described in clause 5.2.9.

5.2.7. If the workforce member makes contact but fails to provide a reasonable explanation for the absence, counselling on attendance obligations and appropriate notification should occur. Once the actions have been documented, the matter can be closed if the person then returns to work.

5.2.8. Where, after making contact with the line manager, the person fails to provide a reasonable explanation for their absence and does not return to work, the matter should be escalated to the next steps as described in clause 5.2.9

5.2.9. Following the circumstances described in clauses 5.2.6 or 5.2.8, the line manager should contact HR for a 'first letter' of abandonment of employment to be sent to the workforce member:

- The letter should to be sent via registered mail with 'receipt acknowledgement'
- HR will maintain appropriate records on the staff member's file
- HR will retain all evidence of registered mail and receipt acknowledgement on the staff member's file

5.2.10. If after ten (10) business days the workforce member fails to respond to the written communication with a reasonable explanation of the absence:

- line manager must advise HR
- HR will send the workforce member a final Letter of Abandonment of Employment, maintaining appropriate records as above
- the line manager must arrange the return of Red Cross property and advise HR accordingly
- the line manager to forward all relevant communications and correspondence to HR for filing
- the line manager to liaise with payroll to update details to reflect abandonment of employment and to arrange payment of any monies owed

6. RELATED DOCUMENTS

- HR PLA 01 – Human Resources Framework
- HR PLA 02 – Human Resources Policies Overview
- HR DEV 02 - Performance Review and Development Policy
- HR SUP 02 - Personal Leave Policy
- HR SUP 07 - Leave for Aid Workers / Delegates Policy
- HR SUP 08 - Hours of Work / Time in Lieu Policy
- HR SUP 13 - Equal Opportunity Policy
- HR SUP 15 - Disciplinary Action Policy
- HR TRA 01 - Termination Policy
- WHS Policy (100)

7. FEEDBACK

As part of HRs commitment to continuous improvement, all HR Policies are refreshed by 1 February annually. Additionally these policies will be updated throughout the year as required.

Your thoughts, comments and suggestions are welcome. Please direct any feedback to **hrfeedback@redcross.org.au**