

Attendance & Punctuality Policy

For Australian Small & Medium Enterprises

Template Version 1.0 | December 2024

Important Notice

This template is provided as a general guide only. Attendance and punctuality expectations should be applied fairly and consistently. Disciplinary action should follow proper procedural fairness requirements.

1. Purpose

This policy establishes attendance and punctuality expectations for [Company Name] employees. Regular attendance and punctuality are essential for effective operations, team performance, and quality service delivery.

2. Scope

This policy applies to:

- All employees, including full-time, part-time and casual staff
- All work locations and arrangements
- All rostered, scheduled and agreed work times

3. Policy Statement

[Company Name] expects all employees to:

- Attend work on all scheduled workdays
- Arrive at their designated start time ready to work
- Remain at work for their entire scheduled shift
- Follow proper procedures for any absence or lateness

4. Attendance Expectations

4.1 Work Schedule

- Employees must work according to their agreed hours, roster or schedule
- Work schedules are set to meet operational requirements
- Changes to schedules will be communicated with appropriate notice

4.2 Recording Attendance

- Employees must record their attendance as required by [Company Name]
- Time recording methods include [insert: time clock, electronic system, timesheets]
- Accurate recording of start and finish times is mandatory
- Falsification of attendance records is a serious breach of policy

4.3 Remote Work Attendance

For employees working remotely:

- Same attendance standards apply
- Must be available during agreed working hours
- Must respond to communications in reasonable timeframes
- Must use agreed methods to confirm work hours

5. Punctuality Expectations

5.1 Start of Shift

- Employees must be at their workstation ready to commence work at their scheduled start time
- Time should be allowed for preparation before the shift starts (changing, storing belongings)
- Being ready to work means prepared to begin duties, not just arriving at the workplace

5.2 Break Times

- Breaks must be taken at approved times
- Employees must return from breaks promptly
- Extended breaks without approval are not acceptable

5.3 End of Shift

- Employees should not leave before their scheduled finish time without approval
- Proper handover to incoming staff where applicable
- Completion of end-of-shift tasks as required

6. Lateness

6.1 Definition

An employee is considered late when they:

- Arrive after their scheduled start time
- Return late from scheduled breaks
- Are not ready to commence work at the start of their shift

6.2 Notification

If an employee will be late, they must:

- Contact their supervisor as soon as they become aware

- Provide an estimated arrival time
- Contact before their scheduled start time where possible

6.3 Recording Lateness

- All instances of lateness will be recorded
- Patterns of lateness will be monitored
- Lateness may result in pay adjustments for time not worked

7. Unplanned Absences

7.1 Notification Requirements

Employees unable to attend work must:

- Notify their supervisor as soon as practicable
- Provide the reason for absence
- Indicate expected duration of absence
- Provide contact details if different from usual

7.2 Evidence

- Medical certificates may be required for sick leave
- Evidence requirements align with [Company Name] leave policies
- Failure to provide evidence may result in leave being unpaid

8. Patterns of Concern

8.1 Monitoring

[Company Name] monitors attendance patterns including:

- Frequency of absences
- Patterns (e.g., absences before/after weekends, public holidays)
- Cumulative lateness
- Short-notice absences

8.2 Addressing Concerns

When attendance concerns are identified:

- The employee will be counselled informally first
- Underlying issues will be explored
- Support will be offered where appropriate
- Clear expectations will be set for improvement

9. Disciplinary Process

Failure to meet attendance and punctuality standards may result in:

- Informal counselling
- Formal verbal warning
- First written warning
- Final written warning
- Termination of employment

The level of action will depend on the severity and pattern of issues. Serious breaches may warrant immediate disciplinary action.

10. Exceptional Circumstances

[Company Name] recognises that genuine circumstances may affect attendance:

- Medical conditions (ongoing management plans may be developed)
- Family or caring responsibilities
- Transport disruptions beyond the employee's control
- Emergency situations

Employees experiencing difficulties are encouraged to discuss them with their supervisor.

11. Abandonment of Employment

An employee may be considered to have abandoned their employment if they:

- Are absent without notification for [insert number] consecutive working days
- Fail to respond to reasonable attempts at contact
- Have not provided a reasonable excuse for their absence

[Company Name] will make reasonable attempts to contact the employee before taking any action.

12. Responsibilities

12.1 Employees

- Attend work as scheduled
- Be punctual and ready to work
- Notify absences or lateness promptly
- Provide evidence when required
- Raise any concerns affecting attendance

12.2 Supervisors/Managers

- Monitor team attendance
- Address concerns fairly and consistently

- Maintain accurate attendance records
- Support employees with genuine difficulties
- Apply policy consistently

13. Review

This policy will be reviewed:

- At least annually
- When operational requirements change
- To ensure ongoing effectiveness

Employee Acknowledgement

I acknowledge that I have read and understood [Company Name]'s Attendance & Punctuality Policy. I understand the expectations for attendance and punctuality and agree to comply with this policy.

Employee Name: _____

Signature: _____

Date: _____