

# Missed Clock-In / Clock-Out Policy

For Australian Small & Medium Enterprises

Template Version 1.0 | December 2024

## Important Notice

This template provides general guidance on handling missed clock-in/out events. Employers must maintain accurate time records under the Fair Work Act. Customise this policy to suit your time recording systems.

## 1. Purpose

This policy establishes procedures for reporting and correcting missed clock-in or clock-out entries at [Company Name]. It ensures accurate time records are maintained while providing a fair process for employees who occasionally miss recording their attendance.

## 2. Scope

This policy applies to:

- All employees required to record time
- All time recording methods (app, terminal, web)
- Both clock-in and clock-out events

## 3. Employee Responsibilities

### 3.1 Prevention

- Make clocking in/out part of arrival and departure routine
- Set reminders if needed
- Check that clock event registered successfully

### 3.2 Reporting

- Report missed clock events as soon as noticed
- Do not wait until end of pay period
- Provide accurate times worked

## 4. Notification Process

### 4.1 Immediate Notification

When a clock-in/out is missed:

- Notify manager immediately

- Same day notification preferred
- Provide actual start or finish time

#### **4.2 Correction Request**

- Submit formal correction request
- Use [system/form/email] as specified
- Include date, time, and reason
- Keep copy for records

### **5. Manager Responsibilities**

#### **5.1 Processing Requests**

- Review correction requests promptly
- Verify times where possible
- Approve or query within [24/48] hours

#### **5.2 Verification**

- Check roster against claimed time
- Review other attendance evidence
- Consult with employee if needed

### **6. Evidence and Verification**

#### **6.1 Supporting Evidence**

Evidence may include:

- Roster showing scheduled shift
- Colleague confirmation
- Building access records
- Email or system login times

#### **6.2 No Evidence Available**

- Manager discretion applies
- Pattern of requests considered
- Benefit of doubt for first occurrences

### **7. Record Keeping**

- All correction requests documented
- Original and corrected times recorded
- Approval records maintained
- Part of time and attendance records

## 8. Timeframes

### 8.1 Reporting

- Report within same shift where possible
- No later than next working day
- Before payroll cut-off for pay period

### 8.2 Late Requests

- Requests after payroll cut-off may be delayed
- Payment adjusted in next pay cycle
- Avoid by reporting promptly

## 9. Frequent Missed Entries

### 9.1 Monitoring

- Missed entries tracked
- Patterns identified and addressed
- Support offered where appropriate

### 9.2 Consequences

Repeated missed entries may result in:

- Counselling on importance of time recording
- Training on clock systems
- Formal warning if pattern continues
- Disciplinary action for serious cases

## 10. System Issues

- Technical issues reported separately
- System downtime documented
- Bulk corrections processed if needed
- No penalty for system-caused misses

## 11. Fraudulent Requests

Deliberately inaccurate time corrections constitute fraud and may result in:

- Disciplinary action
- Termination of employment
- Recovery of overpayments

## 12. Review

This policy will be reviewed annually or when time recording procedures change.

## Employee Acknowledgement

I acknowledge that I have read and understood [Company Name]'s Missed Clock-In / Clock-Out Policy.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_