

Shift Acceptance & Attendance Policy

For Australian Small & Medium Enterprises

Template Version 1.0 | December 2024

Important Notice

This template provides general guidance on shift acceptance and attendance. Ensure requirements align with your applicable award or enterprise agreement and employment contracts.

1. Purpose

This policy outlines expectations for accepting and attending rostered shifts at [Company Name]. It ensures consistent attendance practices and clarifies obligations for different employment types.

2. Scope

This policy applies to:

- All rostered employees
- All shifts including regular, overtime and additional shifts
- All employment types

3. Shift Acceptance

3.1 Full-Time and Part-Time Employees

- Required to work rostered shifts
- Shifts within contracted hours are obligatory
- Additional shifts offered separately

3.2 Casual Employees

- May accept or decline offered shifts
- No obligation to accept
- Acceptance creates commitment to attend

3.3 Accepting Shifts

Shifts are accepted:

- By acknowledging the published roster
- By confirming via [system/method]
- By not raising objection within [24/48] hours

4. Attendance Expectations

4.1 Punctuality

- Arrive on time for scheduled shifts
- Ready to commence work at start time
- Notify manager if running late

4.2 Completing Shifts

- Work full rostered shift
- Do not leave early without approval
- Complete handover as required

4.3 Fitness for Work

- Arrive fit and able to perform duties
- Free from impairment
- Adequately rested

5. Notification Requirements

5.1 Unable to Attend

If unable to attend a shift, employees must:

- Notify [manager/rostering contact] as soon as possible
- Ideally [2+ hours] before shift start
- Provide reason for absence
- Follow up in writing if required

5.2 Contact Method

- Phone call preferred for urgent notification
- Text message may be acceptable
- Email for non-urgent matters

5.3 Running Late

- Notify manager immediately
- Provide estimated arrival time
- Proceed to work safely

6. No-Shows

6.1 Definition

A no-show occurs when an employee:

- Fails to attend a rostered shift
- Without prior notification

- Without valid reason

6.2 Consequences

- Manager will attempt to contact employee
- May be treated as unauthorised absence
- Repeated no-shows may result in disciplinary action
- May affect future shift allocation

7. Declining Shifts

7.1 Before Roster Publication

- Submit unavailability in advance
- Use appropriate request process

7.2 After Roster Publication

- Speak with manager about concerns
- Arrange shift swap if possible
- Genuine reasons will be considered

7.3 Casual Employees

- May decline offered shifts
- Consistent declines may reduce future offers
- Once accepted, commitment applies

8. Emergencies

Genuine emergencies preventing attendance:

- Notify as soon as safely possible
- Provide details when able
- No penalty for genuine emergencies
- Documentation may be requested

9. Time Recording

- Clock in/out accurately
- Record actual start and finish times
- Report discrepancies to manager

10. Responsibilities

10.1 Employees

- Attend all rostered shifts
- Notify absence promptly

- Maintain good attendance record

10.2 Managers

- Monitor attendance patterns
- Address concerns constructively
- Maintain accurate records

11. Support

[Company Name] supports employees experiencing attendance difficulties:

- Discuss issues with manager
- Flexible arrangements where possible
- EAP services available

12. Review

This policy will be reviewed annually or when attendance practices change.

Employee Acknowledgement

I acknowledge that I have read and understood [Company Name]'s Shift Acceptance & Attendance Policy.

Employee Name: _____

Signature: _____

Date: _____