

# Absence Management

## Human Resources Policy

Effective Date: October 2008

### 1 PURPOSE

This policy establishes a framework for the pro-active and fair management of absence from duty.

### 2 APPLICATION

This policy applies to all Queensland Health employees.

### 3 GUIDELINES

Guidelines may be developed to facilitate implementation of this policy. The guidelines must be consistent with this policy.

### 4 DELEGATION

The “delegate” is as listed in the Queensland Health Human Resource Delegations Manual as amended from time to time.

### 5 REFERENCES

- *Industrial Relations Act 1999*
- *Public Service Act 2008*
- *Health Services Act 1991*
- *Workcover Act 1996*
- Directive 15/05 – Attendance – Recording and Reporting Requirements (including Public Holidays)
- Queensland Health Code of Conduct
- Guide to promoting attendance in the Queensland Public Service – Public Service Commission

### 6 SUPERSEDES

- IRM 8.1 Policy for the Management of Unrostered Absence from Duty

### 7 POLICY

#### 7.1 Managers Responsibilities

Managers should seek to establish a work environment that encourages attendance at work including:

- Ensuring a safe and healthy workplace.
- Recognition and management of potential stress factors.

- Ensuring employees are aware of available support eg Employee Assistance Program.
- Supporting the use of Queensland Health family friendly practices and flexible hours arrangements (where applicable).
- Monitoring and managing employee attendance.
- Being aware of the award and policy requirements relating to absence management.
- Treating information provided by employees about their health on a confidential basis. Information shall only be provided to other persons who have a legitimate reason to know.

## **7.2 Employees Responsibilities**

Employees taking an unscheduled absence are entitled to utilise the relevant leave (eg sick, carer's/special responsibility) if the absence is for a genuine reason. They are expected to demonstrate integrity when utilising leave for an unscheduled absence and must comply with award and policy requirements including contacting the identified manager or supervisor when absent from work.

## **8 APPLYING THE POLICY**

### **8.1 Notification of Absence**

Managers must ensure that employees are aware of the notification arrangements for unscheduled absences including:

- The person to be notified of the absence.
- The timeframe for the notification of the absence.
- The information to be provided by the employee i.e. the reason for the absence and the likely duration of the absence.
- Any other information required by the relevant award.

Employees must notify Queensland Health of any unscheduled absence in accordance with the notification arrangements applying to their work unit.

### **8.2 Proactive Absence Management Practices**

Managers must implement proactive absence management practices, which include:

- Managers reviewing the extent to which they have established a work environment that encourages attendance at work. Relevant information is contained in the Public Service Commission Guide to promoting attendance in the Queensland Public Service.
- Managers monitoring unscheduled absences within their team including the identification of any patterns of unscheduled absences.
- Managers conducting timely discussions on a consistent and equitable basis with employees about unscheduled absences.
- Ensuring employees are aware of the Absence Management policy.

## 9 DEFINITIONS

<b>Absence/Absenteeism</b>	Unscheduled absences from work including absences that may occur for illegitimate reasons.
<b>Employee Assistance Services</b>	A confidential counselling service available to all Queensland Health employees. The Employee Assistance Services (EAS) provides assistance with managing personal and work related problems.

## 10 HISTORY

<b>October 2008</b>	Amended to update reference to <i>Public Service Act 2008</i> .
<b>April 2008</b>	Developed as a result of the HR Policy Consolidation Project.