

- recognising and managing potential stress factors
- being approachable and considerate
- supporting the use of Queensland Health family friendly practices and flexible hours arrangements (where applicable)
- supporting the view that leave provisions can be accessed during times of genuine illness ensuring employees are aware of available support e.g. employee assistance service.

4 Notification of absence

Managers should establish a standardised process for communicating and reporting unplanned absences and must communicate these expectations to employees.

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
- if any essential work priorities need to be attended to in their absence
- any other information required by the relevant award.

Employees are required to comply with the absence notification arrangements applying to their work unit.

5 Proactive absence management practices

Managers must implement proactive and consistent absence management practices, which include:

- ensuring employees are aware of the Absence management HR Policy G4
- reviewing the extent to which they have established a work environment that encourages attendance at work
- adopting practices to establish an attendance culture in their work team
- standardising the process for absence notification and recording in their work team
- monitoring unscheduled absences within their work team including the identification of any patterns of unscheduled absences
- establishing and maintaining appropriate communication with absent employees, while they are absent on unplanned leave
- conducting timely discussions on a consistent and equitable basis with employees about unscheduled absences
- following available Absence management guidelines to facilitate implementation of the consultation with local Human Resource units.