

DFP is committed to supporting and assisting on-hired employees in a proactive way to minimise the adverse effects of personal illness or injury.

The establishment and maintenance of open and constructive communication between the on-hired employee and the DFP Consultant is vital to the effective management of personal leave.

It is the responsibility of all on-hired employees to ensure they are aware of, and adhere to the DFP policy regarding the taking, notification, certification and documentation of personal or other leave.

Notification of Absence

In the event on-hired employees are unwell or unable to attend work, the on-hired employees:

- Must notify the DFP Consultant at least 1 hour (or as agreed in the Terms & Conditions of assignment) before the commencement of work on any day during any period of the assignment. If agreed, there may be a requirement to notify the host client supervisor to advise of any absences.
- Must make direct contact with their DFP Consultant or, where this is not possible, the most senior person on duty at the DFP Branch Office to provide notification of their inability to attend a rostered shift(s).
- When providing notice, an indicative reason for the absence and the anticipated duration of absence should be provided.

It is expected that on-hired employees will make every attempt to contact their DFP Consultant directly i.e. via telephone or face to face. **Text messaging or email is not appropriate** unless previously agreed with your Consultant. It is not acceptable to ask any person to call on behalf of the on-hired employee who will be absent from work with the exception of hospitalisation, emergency or any other reasonable reason.

Persistent Non-Attendance

Attendance violations can pose significant problems – such as staff replacement costs, increased workload demand on other staff, sinking morale and lowered productivity - where an employee develops a pattern of repeatedly violating attendance rules.

It is important to note and recognise that absence can be a performance related issue with negative impacts on service quality and effectiveness, team work and relationships with colleagues. As such, discussions related to levels of absence will likely relate to performance impacts. If an on-hired employee's absences become a source of concern, the DFP Consultant will discuss the matter with the host client manager and any options or actions to be taken.

To determine what action should be taken, the following factors will be taken into consideration:

- Occasions of leave
- Total absences and leave days taken
- Provision of certificates
- Pattern of absences
- Absences on particular dates
- Duration of absences
- Reasons provided
- Other leave and attendance levels and patterns
- The working environment
- Personal circumstances
- Any other relevant matters

The DFP Consultant will:

- Arrange a one-to-one informal discussion with the employee to highlight the area of concern based on the information and data
- Seek to identify the underlying cause of the absence
- Keep accurate records of all absences including reasons for absence
- Clarify an approach to improve attendance and gain agreement from the employee for an agreed timeframe for improved attendance levels
- Document the incidences of absence, the discussion, agreed action, planned timeframes and expected outcomes. i.e. following correct absence notification procedure, including a review date
- Monitor the attendance pattern.

If there is no underlying medical or work related reason for the absence, and where there is no improvement in attendance levels as per the agreed plan, then a formal process may be required. The DFP Consultant may:

- Meet or make contact with the employee to inform the employee of the serious implication of continued poor attendance including possible disciplinary action.

Attendance Violations

Attendance violations are not tolerated. Unacceptable employee behaviour and conduct with respect to work attendance and continued failure to follow the protocols as set by DFP and the host client may lead to terminating an assignment.

Examples of unacceptable attendance may include:

- Unauthorised absence i.e. failing to report for work
- Arriving at work late without authorisation or just cause
- Leaving the workplace during a roster shift without authorisation or just cause
- Taking longer than the allotted time for scheduled breaks such as tea breaks and meal breaks
- Early departures from work without just cause
- Failing to give advance notice of an absence when possible
- Failing to report an absence properly to the correct person and in a timely manner
- Failing to submit medical certification upon request.

Medical Certificates

The DFP Consultant will provide information that pertains to specific site requirements in relation to medical certificates and these specific requirements override this policy. However, in the absence of specific site leave protocols, the following is DFP policy:

All on-hired employees are required to obtain and provide a medical certificate to DFP if any of the following apply:

- Absence from work for more than 2 consecutive days
- Absence any day before or after a rostered day off
- Absence before or after a public holiday
- Absence on a Monday or Friday or days that are equivalent to a rostered weekend
- Attending a planned medical appointment.

During Covid-19 or Epidemics/Pandemics Only

Each circumstance needs to be assessed on a case-by-case basis.

If you have symptoms, such as fever, cough or sore throat, DFP will request that you isolate yourself until you are asymptomatic, or until 14 days from your travel return date or any contact with a suspected carrier of COVID-19. You must be asymptomatic before return to work is allowed.

Where possible to do so DFP will make requests and arrangements for on-hired workers to perform home based work until the isolation period is completed.

Before returning to work after any isolation period, a medical clearance certificate may not be practicable or required, however you must speak with DFP and receive clearance to return to the work site.

Payment for Work

All on-hired employees are not entitled to payment for any days not worked. Payment is received **only** for actual hours worked and documented on a DFP timesheet which is to be authorised by the client.

All on-hired employees acknowledge that after the conclusion of the assignment, no further payments will be due. The rate of pay per hour will include an amount 'in lieu' for all leave entitlements as per the requirement for non-permanent or casual employment.

On-hired Staff Unplanned Absence and Leave Policy

This policy must be read in conjunction with the DFP Employment Agreement – On-Hire Casual, and related policies and procedures, and may be implemented in conjunction with host client specific policies.



Kate Coath
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DFP Recruitment Services
March 2022