

## Time and attendance: operational employees

### When to use this procedure

Use this procedure when:

- Recording, verifying, checking and monitoring the daily attendance of operational employees
- Notifying and recording unplanned absences

### Before using this procedure

Is this your first time using this procedure? See and understand:

- [Clause 5 of the Crown Employees \(Department of Attorney General and Justice \(Juvenile Justice\) - 38 Hour week Operational Staff 201 Reviewed Award](#)
- [Clause 11 of the Crown Employees \(Public Service Conditions of Employment\) Reviewed Award 2009](#)

### Start using this procedure

#### Your responsibilities:

Find your role. Find what you need to do.

Role	When required	Responsibilities
All employees	Always	All employees <a href="#">steps</a>
Duty Manager	Always	Duty Manager <a href="#">steps</a>
Assistant Manager (Generalist)	Always	Assistant Manager (G) <a href="#">steps</a>
Time and Attendance / Administrative Officers	Always	Time and Attendance / Administrative Officer <a href="#">steps</a>
Centre Manager	As Required	Centre Manager <a href="#">steps</a>

### Procedural steps

Role	Responsibilities
<b>All Employees</b>	<p>People you need</p> <ul style="list-style-type: none"> <li>• Time and Attendance officer</li> <li>• Duty Manager</li> </ul> <p><b>Recording attendance</b></p> <ol style="list-style-type: none"> <li>1. <b>Record</b> your daily attendance on the [redacted] at the beginning and end of each shift</li> <li>2. <b>Do not</b> sign on and sign off at the same time</li> </ol> <p><b>Notification of absence or unplanned leave</b></p> <ol style="list-style-type: none"> <li>1. <b>Notify</b> the Duty Manager by telephone as soon as possible if you are unable to attend your rostered shift</li> <li>2. <b>Provide</b> a reason for the unplanned absence</li> <li>3. <b>Notify</b> your supervisor if the Duty Manager is absent</li> </ol> <p><b>On returning from unplanned leave</b></p> <ol style="list-style-type: none"> <li>1. <b>Submit</b> a [redacted] to your supervisor</li> <li>2. <b>Attach</b> any verifying documentation, including medical certificates</li> </ol>
<b>Duty Manager</b>	<p>People you need</p> <ul style="list-style-type: none"> <li>• Employees</li> <li>• Time and Attendance officer</li> </ul>

	<p><b>Verifying attendance</b></p> <ol style="list-style-type: none"> <li><b>Verify</b> employee attendance at the commencement of each shift [REDACTED]</li> </ol> <p><b>Recording unplanned absences</b></p> <ol style="list-style-type: none"> <li><b>Note</b> any changes on the daily roster schedule</li> <li><b>Provide</b> advice to time and attendance or administrative officers</li> </ol>
<b>Time and Attendance / Admin Officers</b>	<p>People you need</p> <ul style="list-style-type: none"> <li>Employees</li> <li>Duty Manager</li> <li>Assistant Manager (G)</li> </ul> <p><b>Monitoring attendance</b></p> <ol style="list-style-type: none"> <li><b>Check</b> [REDACTED] to ensure that employees have recorded their attendance and that sign on times have been verified by a supervisor</li> <li><b>Enter</b> [REDACTED]</li> <li><b>Report</b> any exceptions to minimum recording or verification standards to the Assistant Manager (G)</li> </ol> <p><b>Recording unplanned absences</b></p> <ol style="list-style-type: none"> <li><b>Review</b> absences to ensure compliance with Section 5.6 of the <a href="#">Rostering policy</a></li> <li><b>Update</b> roster noting absences and staffing changes</li> <li><b>Report</b> any anomalies in vacancy management practices to Assistant Manager (G)</li> </ol>
<b>Unit Manager</b>	<p>People you need</p> <ul style="list-style-type: none"> <li>Employees</li> <li>Assistant Manager (G)</li> </ul> <p><b>Monitoring attendance</b></p> <ol style="list-style-type: none"> <li><b>Discuss</b> time and attendance issues with relevant employees at Supervision Meetings</li> </ol>
<b>Assistant Manager (G)</b>	<p>People you need</p> <ul style="list-style-type: none"> <li>Employees</li> <li>Time and Attendance officer</li> <li>Centre Manager</li> </ul> <p><b>Monitoring attendance</b></p> <ol style="list-style-type: none"> <li>[REDACTED]</li> <li><b>Notify</b> Centre Manager of any issues or concerns regarding recording or verifying attendance</li> </ol>
<b>Centre Manager</b>	<p>People you need</p> <ul style="list-style-type: none"> <li>Assistant Manager (G)</li> </ul> <p><b>Monitoring attendance</b></p> <ol style="list-style-type: none"> <li>[REDACTED]</li> </ol>

**Legislation**

- [Clause 5 of the Crown Employees \(Department of Attorney General and Justice \(Juvenile Justice\) - 38 Hour week Operational Staff 2012\) Reviewed Award](#)
- [Clause 11 of the Crown Employees \(Public Service Conditions of Employment\) Reviewed Award 2009](#)

**Related policies**

- [Rostering](#)
- [Overtime: operational employees](#)

**Related procedures**

- [Overtime: operational employees](#)

**Forms used within procedure**

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**Change log**

Date	Reason for change	Details of change
February 2015	New procedure	New procedure