

START

ATTENDANCE CAUSES CONCERN

- Employee exceeds leave entitlement
- Suspicious pattern of absences
- No notification of absence
- Unsatisfactory reasons

FIRST STEP: REMINDER

- Make contact with employee on return to work
- Establish reasons for absence - probe for real reasons
- Remind employee of importance of regular attendance - impact
- Discuss consequences if no improvement

SECOND STEP: CAUTION EMPLOYEE

- If unsatisfactory attendance continues, re-interview employee
- Review previous discussions
 - Indicate continuing concerns re attendance
 - Obtain explanation for latest absence
 - Discuss possible solutions
 - Indicate consequences of future absences
 - Agree action plan (if appropriate)
 - Make record of interview and outcomes

THIRD STEP: CORRECTIVE COACHING INTERVIEW

- If unsatisfactory attendance continues, use Corrective Coaching.
- Recap on discussions to date
 - Advise performance still unsatisfactory and seek reasons
 - Develop possible solutions
 - Indicate consequences of no improvement
 - Develop improvement plan and agree review date
 - Be supportive. Encourage the employee

FOURTH STEP: DISCIPLINARY ACTION

If unsatisfactory attendance continues, commence formal **Disciplinary Procedure**.

