

OFFICIAL
Supporting attendance toolkit
Manager's checklist for employees who report absent

Introduction

You should use this checklist as a guide to the types of questions you may wish to ask when an employee telephones you to report absent. Asking these types of questions allows you to obtain full details from the employee as to:

- the nature and reason for their absence;
- how long they expect to be absent for; and
- any issues you need to be aware of while they're off.

It also enables you to:

- assess whether you can offer the employee any help and support; and
- make arrangements to cover their duties in their absence.

You can find more information in the process that an employee should follow when reporting absent in [supporting attendance: manager's guide](#).

Questions to ask:

About their absence		(✓)
• What is the reason for their absence?		<input type="checkbox"/>
• How long do they expect to be absent?		<input type="checkbox"/>
• What action have they taken to improve their condition? (For example, visited the pharmacy or taken over the counter medication).		<input type="checkbox"/>
• Do they intend to visit their GP?		<input type="checkbox"/>
About work matters		
• What work is outstanding?		<input type="checkbox"/>
• Are there any pending deadlines or meetings that need to be rearranged?		<input type="checkbox"/>
• Are there any issues that are likely to come up while they're off?		<input type="checkbox"/>
About other matters		
• Is there anything else they need to make you aware of?		<input type="checkbox"/>
• Are there any workplace issues contributing to their absence?		<input type="checkbox"/>
• Advise them of when they are next due to make contact?		<input type="checkbox"/>
About support and assistance (if appropriate)		
• Are they aware of the services available through our independent employee assistance provider ?		<input type="checkbox"/>
• Is early intervention appropriate? (for absences due to a musculoskeletal or psychological condition)		<input type="checkbox"/>