

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?

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- How long do they expect to be absent?

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- What action have they taken to improve their condition? (For example, visited the pharmacy or taken over the counter medication).

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- Do they intend to visit their GP?

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About work matters

- What work is outstanding?

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- Are there any pending deadlines or meetings that need to be rearranged?

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- Are there any issues that are likely to come up while they're off?

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About other matters

- Is there anything else they need to make you aware of?

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- Are there any workplace issues contributing to their absence?

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- Advise them of when they are next due to make contact?

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About support and assistance (if appropriate)

- Are they aware of the services available through our independent [employee assistance provider](#)?

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- Is early intervention appropriate? (for absences due to a musculoskeletal or psychological condition)

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