

**To: OAC Unit**  
**Re: Absenteeism Protocol Checklist**  
**Date: 16 April 2024**

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In order to maintain business continuity and ensure uninterrupted service delivery, please adhere to the following absenteeism protocol checklist before proceeding on leave:

1. **File Leave on Bright HR (4 Weeks Prior):** Kindly file your leave request on [Bright HR](#) at least four weeks prior to your intended leave dates. This allows sufficient time for your absence to be factored into team schedules and for necessary arrangements to be made.
2. **Notify OAC Governance and Your Team Leader:** It is crucial to inform the relevant staff about your upcoming leave. This ensures that administrative matters are properly managed and that your team is aware of your absence.
3. **Send Your Handover Document and Schedule a Briefing Session:** Prepare a comprehensive handover document outlining your ongoing tasks, projects, and any pending assignments. Additionally, schedule a briefing session with the relevant team members to provide guidance and clarity on your responsibilities before you leave.
4. **Turn on Auto-Responder on Outlook Email and Business WhatsApp:** Activate the auto-responder feature on your Outlook email and Business WhatsApp to inform colleagues and external contacts about your absence. Kindly follow the template below:

*Hi there,*

*Thanks for reaching out!*

*I am currently on leave. Please contact (02)7908 5366 between 09:00-18:00 or (03) 9961 0058 during afterhours if require urgent assistance.*

*Alternatively you may email us on [info@ssfservices.com.au](mailto:info@ssfservices.com.au).*

To ensure that you have completed the requirements, kindly fill out this form before clocking off on the day prior to your leave date - [Absence Protocol Checklist](#).

The management reserves the right to refuse the approval of leave requests based on the following reasons:

- If the notice does not meet the 4-week standard.
- If multiple leave requests are received from our staff, then priority will be on the staff who sent the request first.

In line with SSF's need to operate effectively in the event of an employee's unplanned absence, where documentation is insufficient or essential information has not been communicated through approved channels such as ServiceM8, Visual Care, Smartsheet, Outlook, MS Teams, or Business WhatsApp, employees are required to remain contactable to provide necessary updates to the team and management.

Should you have any questions or concerns in relation to this matter, please contact the OAC Governance on [OAC-GOVERNANCE@ssfservices.com.au](mailto:OAC-GOVERNANCE@ssfservices.com.au).

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**SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING**

