



To: All Support Workers
Re: Pre-shift Checks Policy
Date: 15 January 2024

Purpose:

The purpose of this policy is to ensure all support workers confirm their attendance before their shift via call or text from the SSF OAC unit. This policy aims to ensure we can service our clients effectively, remind newly onboarded workers of their rosters, check if support workers need any help before their shift, and notify SSF of unforeseen situations that could lead to no-shows.

Scope:

This policy applies to all support workers scheduled for shifts.

Guidelines:

1. **Pre-Shift Confirmation:** Support workers must confirm their attendance by receiving either a call or a text from the SSF OAC unit.
2. **Timing of Confirmation:**
 - a. Calls or texts are made at least one hour before the shift.
 - b. Workers must be available to receive the call or text.
3. **Confirmation Process:**
 - a. Verbally confirm attendance when called or reply to the text.
 - b. If a call or text is missed, promptly return the call or respond to the text.
4. **Purpose of Confirmation:**
 - a. Ensure the ability to service clients.
 - b. Remind newly onboarded workers of their rosters.
 - c. Check in if support is needed before the shift.
 - d. Notify SSF of any unforeseen situations that could lead to no-shows.
5. **Preference Notification:**
 - a. Workers must inform the HR department or the welfare consultant if they prefer to receive a call or a text.
 - b. Any changes in preference should be communicated promptly.
6. **Non-Compliance:**
 - a. Repeated failure to confirm or no-shows for service may lead to disciplinary action.
 - b. Valid reasons for unavailability must be communicated in advance.
7. **Contact Information:**
 - a. Ensure your contact information is up-to-date.
 - b. Report any changes immediately.

Responsibilities:

Support workers are responsible for being available to receive pre-shift calls or texts, promptly returning missed calls or responding to missed texts, and updating their contact information and preference as necessary. The SSF OAC unit is responsible for making confirmation calls or sending texts as scheduled, documenting confirmations and non-responses, and arranging alternative coverage if needed.

This policy has been effective since January 2024 and ensures effective communication and adequate shift coverage for efficient operations, supporting client service, worker readiness, and addressing potential issues proactively. Should you have any questions or concerns regarding this matter, please contact the HR department at hr@ssfservices.com.au or call us at (02) 7908 5366.
