

Q211

SHIFT ACCEPTANCE POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is required to comply with the Fair Work Act 2009 and Enhanced Lifestyle Inc EBA 2015. Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is also committed to internal accountability and a fair process to ensure Lifestyle Attendants are rostered shifts and can accept or decline any shifts allocated.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service assists Customers/Clients with their rosters to ensure all Customers/Clients' needs are met. Failure by Lifestyle Attendants to attend a shift/s may leave a customer left without support and/or placed in a possible dangerous or compromising position.

The Operations Manager will take responsibility for Lifestyle Attendants, the overall shift allocation and subsequent acceptance or non-acceptance of shifts via CIMS.

This document complies with NDIS 2018, standard 2.7 Human Resources Management, and ACIS 2013, section 2.6 Human Resource Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Fair Work Act 2009
Contractual obligations	Enhanced Lifestyle Inc EBA 2015

Shift Acceptance

The following procedure is to be followed

Lifestyle Attendants are allocated shifts utilising the CIMS program.

- Lifestyle Attendants are required to accept or decline the rostered shifts via the CIMS Program.
- All Lifestyle Attendants are required to Accept or Decline shifts by 9am Thursday a reminder text will be sent prior to this deadline
- An email will be sent on a Friday if this procedure is not adhered too on the 1st, 2nd and 3rd occurrence.
- If Lifestyle Attendants fail to follow this procedure after this, then Performance Management or disciplinary action will follow.

Until compliance is met with policy, no further shifts will not be offered to the Lifestyle Attendant

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Documentation

Documents related to this policy	
Related policies	Q261 - Performance Management and Review Policy