



P064 Abandonment of Shift

1. Scope	1
2. Aims	1
3. Staff Rights and Responsibilities	2
3.1 Additional responsibilities of managers and supervisors	2
4. Unacceptable Workplace Conduct	2
5. Procedure for Leaving Support Shift	2
7. Other relevant District 360 policies	3
8. More information	3
9. Review details	3

1. Scope

This policy applies to:

- board members;
- all staff, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers;
- how District 360 provides services to clients and how it interacts with other members of the public;
- all aspects of employment, recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport;
- staff treatment of other staff, of clients, and of other members of the public encountered in the course of their District 360 duties.

2. Aims

District 360 is committed to providing a safe and respectful environment for clients in line with the National Standards for Disability Services.

District 360 is committed to upholding the National Disability Insurance Scheme standards and to utilise funding reasonably and as necessary.

All District 360 staff are required to treat others with dignity, courtesy, and respect.

By effectively implementing our *Shift Abandonment Policy* we will attract and retain clients by creating a positive and trustworthy environment.

3. Staff Rights and Responsibilities

All staff are entitled to:

- the right of support shifts within the context of NDIS up to the amount of 38 hours per week, or 76 hours per fortnight;
- remuneration for hours worked with District 360's participants, unless in a volunteer arrangement;
- reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

All staff must:

- follow the standards of behaviour outlined in this policy;
- follow the procedure to leave a shift outlined in this policy;
- treat everyone with dignity, courtesy and respect.

3.1 Additional responsibilities of managers and supervisors

Managers and supervisors must also:

- model appropriate standards of behaviour;
- take steps to educate and make staff aware of their obligations under this policy and the law;
- intervene quickly and appropriately when they become aware of inappropriate behaviour;
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard;
- help staff resolve complaints informally;
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation;
- ensure staff who raise an issue or make a complaint are not victimised;
- seriously consider requests for flexible work arrangements.

4. Unacceptable Workplace Conduct

Abandoning a support shift prior to the end time is unacceptable at District 360 without speaking to your manager prior to leaving.

Clients are entitled to the full support offered, and no payment will occur should a staff member leave of their own volition without prior approval from management.

Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

5. Procedure for Leaving Support Shift

- If you cannot continue with a shift, notify your manager as soon as possible.

- If you are unwell and unable to continue supporting your client, you may leave the support shift with your manager’s approval and be paid for the remainder of your support shift through your sick leave if you have accrued it.
- If you have decided you no longer want to complete your support shift, you may leave the support shift with your manager’s approval, however you will not be paid for the remainder of the support shift.

Staff (including managers) found to have leave support shifts regularly for unknown reasons might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

Staff (including managers) found to have left the support shift prior to obtaining approval from management might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal. This will be classed as an abandonment of support shift.

7. Other relevant District 360 policies

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including: Workplace sexual harassment policy

- Occupational health and safety policy;
- Workplace complaint resolution policy and procedure;
- Discipline procedure;
- Mission, vision and values statements;
- Client intoxication policy;
- Service agreement policy.

8. More information

If you have a query about this policy or need more information, please contact 1800 411 818

9. Review details

This policy was adopted by **District 360** on 12 May 2023

This policy was last updated on 31 July 2024

Approval Authority	Tanya Johnston
Responsible Officer	Shannon Edwards
Approval Date	12 May 2023
Last updated Date	31 July 2024
Next Review Date*	31 July 2025
Last amended	

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

Printed versions of this document are not controlled. Please refer to the D360 Policy Library for the latest version.