Refusing a task and the consequences for future shifts · How to approach it?

For: Platformski radnik kod poslodavca · Platformski rad preko vlastitog obrta

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

Read the contractual rules on availability, refusal and the method of calculating the rating.

A starting point in practice

Save the messages about the task, the refusal time and the display of the consequence.

Distinguish between a change of shift, an automatic assessment and a formal decision by the employer.

Working example · Task refusal and consequences for future shifts

Distinguish between a change of shift, an automatic assessment and a formal decision by the employer.

Specific next steps

1. Save the messages about the task, the refusal time and the display of the consequence.
2. Distinguish between a change of shift, an automatic assessment and a formal decision by the employer.
3. Keep a record of the recurrence of the same outcomes over the period.

Limits of application

For platform work in Croatia, according to the contract and the actual working arrangements.

Sources

Ministry of Labour · Work via digital work platforms

https://mrosp.gov.hr/istaknute-teme/rad-putem-digitalnih-radnih-platformi/13269

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-plat-radnja-otkazivanje-odluka