

	ONE2ONE POLICY			
	Title	Right to Disconnect Policy	Policy No	68
	Indicator	CM2 – Governance and operational management	Review Date	24/9/24

1. PURPOSE AND SCOPE

In 2024, the Commonwealth government passed legislation preventing employers from penalising workers who don't respond to work related communications outside of their Normal Working Hours unless it is reasonable, or they are compensated for being on-call. One2One provides individualised support arrangements to people with disability and appreciates the commitment and flexibility of all people providing support. The purpose of this policy is to support employees to exercise their Right to Disconnect. This policy forms part of the organisation's approach to attracting and retaining employees by offering suitable working arrangements to help employees balance work and life commitments.

This policy is about empowering our managers and employees to exercise their Right to Disconnect and to generate realistic and practical expectations of how that right can be exercised in a hybrid and flexible working environment.

This policy is not contractual. It is not intended to override any enterprise agreement, or other workplace law (as amended or replaced). In the event of any inconsistency between this policy and an enterprise agreement, or workplace law (as amended or replaced), the latter will prevail.

This policy applies to all One2One employees and volunteers, whether full-time, part-time, or casual.

2. POLICY STATEMENT

One2One recognises that the health and well-being of employees are important and integral to maintaining high standards in the delivery of support. It also encourages and supports its employees to achieve a healthy work-life balance.

One2One recognises that employees have the right to disconnect.

One2One encourages employees to consider that all communications that can occur during business hours should occur during business hours.

One2One also recognises and appreciates when staff are responsive to business and consumer needs.

To support all employees in balancing their working and personal lives, One2One has produced this Right to Disconnect Policy, which is in accordance with s333M of the Fair Work Act 2009 (Cth).

3. POLICY CONTENT

3.1. Broad Policy

One2One believes that employees should be able to have dedicated time to focus on their personal lives and well-being. It is committed to enabling its employees to exercise their Right to Disconnect unless their Refusal of Contact is Unreasonable.

For example, employees may need to be contacted during an Emergency, or Genuine Welfare Matter. In these cases, as a courtesy and in accordance with One2One’s duty of care owed to its employees, employees are asked to respond when practicable, even if via email or text, to confirm receipt of the message so the organisation knows an employee is safe and well.

3.2. Definitions

Term	Definition
Right to Disconnect	An employee may refuse to monitor, read or respond to contact, or attempted contact, from an employer (or from a third party where the contact or attempted contact relates to their work) outside of the employee’s working hours unless the refusal of contact is unreasonable.
Refusal of Contact is Unreasonable	Without limiting the matters that may be considered in determining whether an employee’s refusal of contact is unreasonable, the following must be taken into account: <ul style="list-style-type: none"> a) the reason for the contact or attempted contact; b) how the contact or attempted contact is made and the level of disruption the contact or attempted contact causes the employee; c) the extent to which the employee is compensated: <ul style="list-style-type: none"> (i) to remain available to perform work during the period in which the contact or attempted contact is made; or (ii) for working additional hours outside of the employee’s ordinary hours of work; d) the nature of the employee’s role and the employee’s level of responsibility; e) the employee’s personal circumstances (including family or caring responsibilities).
Emergency	A serious, unexpected situation that requires urgent attention
Genuine Welfare Matter	Contacting an employee as a safety and/or wellbeing check-in, for example, following an incident or if they are on extended sick leave.
Normal Working Hours	The standard working hours of an employee as defined in their employment contract
Normal Business Hours	The normal business hours for One2One are from 8.30am to 4.30pm on weekdays (excluding public holidays).
Reasonable Additional Hours	Employees required to work reasonable additional hours will have this provision outlined in their employment contract. Section 62(3) of the Fair Work Act 2009 (Cth) outlines factors to be considered in determining whether additional hours are reasonable. Example factors include considering employee health and safety, the needs of the workplace, the employee’s personal circumstances and notice provided.

3.3. Requirements for Exercising the Right to Disconnect

Employees are expected to work their Normal Working Hours (including Reasonable Additional Hours where applicable) as detailed in their respective employment contracts. Outside of these hours, employees have the Right to Disconnect (e.g. from work-related emails, calls, texts, and meetings).

Some employees receive an On Call Allowance which compensates them for responding to work related matters outside of their Normal Working Hours. Section 20.11 of the SCHADS Award describes how the On Call Allowance functions and how it creates a reasonable expectation for employees to respond to work after hours.

Accessibility:

- Employees must be contactable and available to communicate with their manager, other relevant team members, or clients during Normal Working Hours.
- As One2One supports employees in balancing their work and private life commitments, employees can exercise their Right to Disconnect without it impacting their performance reviews or career progression.

Communication:

- Where possible, emails should be checked or sent only during an employee's Normal Working Hours. As our organisation supports casual, part-time and flexible working arrangements, there is no expectation for employees to respond to emails outside their Normal Working Hours.
- Managers and employees with a One2One email account are encouraged to note their Normal Working Hours on their email signature and out-of-office replies.
- All employees are encouraged to arrange/schedule emails and other messages to be sent during normal business hours to avoid potential disturbance.
- Unless business and operational needs dictate that an urgent response is required, a statement will be attached to out-of-hours emails, removing the expectation of an urgent response. For example:

"My work hours are Monday – Thursday 9am – 5pm. I appreciate you may work different hours. There is no expectation that you respond to this email outside your normal working hours."

3.4. Dispute Resolution

In the event of a dispute relating to an employee's exercise of their right to disconnect, both the employee and One2One agree to attempt to resolve the dispute at the workplace level through discussions between themselves. Either party may raise a grievance in line with the [Complaint and Feedback Policy](#).