

## Right To Disconnect Policy

### 1. Policy Statement

Altaira Nursing Services recognises its responsibilities under the Right to Disconnect Fair Work Act amendment, which became effective on 26 August 2024.

This policy outlines the principles and guidelines the organisation will follow to ensure we respect employees' right to disconnect from work outside of core business hours in accordance with the Fair Work Act and to support a healthy work-life balance whilst acknowledging Altaira Nursing Services role in providing responsive services to our clients.

Altaira Nursing Services recognises and supports all employees to balance their working and personal lives and also recognises that all employees have the right to disconnect from work-related communications and activities outside of core business hours, including evenings, weekends, public holidays and other paid leave absences, *unless specifically required by their role.*

### 2. Scope

This policy applies to all employees regardless of their work location or employment status. It covers all forms of communication including (but not limited to) emails, phone calls, text messages, and other work-related messages/contact.

### 3. Communication Expectation

Managers should be mindful of the impact of sending work-related communications outside an employee's normal working hours.

All non-urgent/critical communications should be scheduled for the employee's normal working hours.

Where possible and practicable, out-of-hours communication should be restricted to critically important and/or urgent matters or emergencies (refer 4.1.).

#### 3.1 Exceptions

##### 3.1.1 Critical Business Needs

In exceptional circumstances where immediate attention is required, employees may be asked to respond outside of normal working hours. This should be limited to cases where it is crucial for business continuity.

##### 3.1.2 Emergencies

In the event of a work-related emergency, employees may be contacted outside their working hours. Such situations should be clearly defined as emergencies and communicated to the affected employees.

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## 4. Responsibilities

### 4.1 Managers Responsibilities

Managers are expected to lead by example and respect the boundaries of employees' non-working hours.

Managers should discuss with their team the importance of the right to disconnect and ensure that all work-related communications align with this policy.

### 4.2 Employee Responsibilities

Employees should communicate their preferred methods and times for being contacted outside standard working hours, if any, to their line manager.

Employees are encouraged to use available technology tools, such as setting boundaries on email and messaging apps, to manage notifications outside of work hours.

Casual / permanent employees who do not wish to be contacted during certain times to receive offers of shifts with Altaira Nursing Services clients are required to specify those restrictions in writing. Otherwise, contact will be made as shifts become available, according to Altaira's normal practice.

## 5. Compliance

Altaira Nursing Services is required by law, to comply with Fair Work Act legislation relating to the right to disconnect in accordance with the core principles detailed below.

## 6. Core Principles

- An employee may refuse to monitor, read or respond to contact, or attempted contact, from Altaira Nursing Services outside of the employee's normal working hours, unless the refusal is unreasonable;
- An employee may refuse to monitor, read or respond to contact, or attempted contact, from a third party (such as a client) if the contact or attempted contact relates to their work and is outside of the employee's normal working hours, unless the refusal is unreasonable;
- The above should not be confused with negotiated and mutually agreed working arrangements such as overtime.

### 6.1 Unreasonable Refusal

When determining if an employee's refusal is unreasonable, the following factors must be considered:

- the reason for the contact;
- how the contact is made and how disruptive it is to the employee;
- how much the employee is compensated or paid extra for being available to perform work during the period they are contacted for;
- working additional hours outside their ordinary hours of work;
- the employee's role in the business and level of responsibility;

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- the employee’s personal circumstances, including family or caring responsibilities.

Other matters may also be considered.

It is unreasonable for an employee to refuse to read, monitor or respond if the contact or attempted contact is required by law.

## **7. Altaira’s Commitment**

Altaira is committed to complying with the Fair Work Act obligations and providing resources and support to assist employees in managing their well-being and work-life balance.

Altaira Nursing Services acknowledges the demanding nature of our work and the expectations that come with it. We appreciate and value the commitment and resilience of our employees and we are dedicated to providing a supportive and rewarding work experience.

This policy will be communicated to all existing employees, and new employees will be informed during their induction process upon their commencement.

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