



Policy Name:	Right to Disconnect Policy
Attention:	LSH Group Australia Employees
Version:	1.2
Last Reviewed:	1 st April 2026
Effective From:	1 st April 2026
Approved By:	GCEO / Corp Review / MD

Right to Disconnect Policy

1. Purpose

This policy outlines LSH Group Australia's approach to the right to disconnect, in accordance with the *Fair Work Act 2009 (Cth)* (as amended).

It supports employees' ability to disengage from work-related contact outside working hours, while ensuring business needs are met in a reasonable and lawful manner.

2. Scope

This policy applies to all employees, including full-time, part-time, and casual employees.

3. Legislative Framework

Under the *Fair Work Act 2009 (Cth)*, employees have the right to refuse to monitor, read, or respond to contact (or attempted contact) outside their working hours, unless the refusal is unreasonable.

This policy is intended to:

- Support compliance with this right;
- Provide guidance on what is considered reasonable or unreasonable contact; and
- Promote clear communication and expectations within the workplace.

4. What is the Right to Disconnect

The right to disconnect:

- Does not prevent employers from contacting employees;
- Does not prevent employees from choosing to respond;
- Allows employees to refuse contact outside working hours, where that refusal is reasonable.

Employees will not be disadvantaged for exercising a reasonable right to disconnect.

5. Determining Reasonableness

Whether contact or refusal is reasonable will depend on the circumstances.

Factors to consider (as set out in the *Fair Work Act*) include:

- The reason for the contact (e.g. operational urgency or emergency)
- The method and level of disruption (e.g. phone call vs email)



- Whether the employee is compensated or paid for availability or additional hours
- The nature of the employee's role and level of responsibility
- The employee's personal circumstances, including family or caring responsibilities

Other relevant factors may also be considered.

Refusal to respond will generally be unreasonable where:

- The contact is required by law; or
- There is a genuine and urgent business need that reasonably requires a response

6. Working Hours

Normal Working Hours

Are the hours an employee is engaged to work under their employment contract, applicable modern award, or enterprise agreement, including reasonable additional hours where applicable.

Outside Working Hours

Employees are generally not expected to monitor or respond to work-related communications outside these hours, unless:

- It is reasonable to do so; or
- There is a prior agreement or role requirement

7. When Out-of-Hours Contact May Be Reasonable

Out-of-hours contact may be reasonable depending on:

- The urgency of the matter
- Business continuity requirements
- The employee's role (e.g. leadership or operational roles)
- Any agreed availability arrangements
- Whether compensation or overtime applies

Certain roles may reasonably require availability outside standard hours, particularly where:

- The employee holds managerial or supervisory responsibilities; or
- The role includes accountability for business operations, customer issues, or safety matters

8. Employee Responsibilities

Employees are expected to:

- Communicate their availability and boundaries clearly
- Use reasonable judgment when responding to out-of-hours contact
- Raise concerns with their Manager if contact becomes excessive or unreasonable
- Inform their Manager of any personal circumstances that may impact availability

9. Manager Responsibilities

Managers must:

- Take reasonable steps to minimise unnecessary out-of-hours contact
- Consider the reasonableness factors before contacting employees



- Set clear expectations regarding availability
- Support employees in maintaining appropriate work-life boundaries
- Ensure employees are not disadvantaged for reasonably exercising their right to disconnect

10. Flexible Work and Remote Work Considerations

Where employees work flexibly or remotely:

- Working hours and availability expectations should be clearly agreed
- Occasional out-of-hours contact may occur across time zones or flexible arrangements
- The right to disconnect still applies, subject to reasonableness

11. Escalation and Issue Resolution

If concerns arise:

- Employees should first raise the matter with their Manager
- If unresolved, the matter should be escalated to Human Resources

Disputes will be managed in accordance with:

- Internal grievance procedures; and
- The dispute resolution provisions of the *Fair Work Act*, where applicable

12. Compliance

Failure to comply with this policy may result in action in accordance with Company policies.

This includes:

- Unreasonable or excessive out-of-hours contact by managers; or
- Unreasonable refusal to respond where contact is justified

All matters will be assessed case-by-case, having regard to the legal framework and circumstances.

13. Policy Status

This Policy does not form part of any employee's contract of employment. It is a lawful and reasonable direction of the Company with which compliance is required. Any statement in this Policy about what the Company will or will not do does not create a legally binding obligation on the Company.

This Policy may be amended from time to time to reflect changes in legislation, regulatory requirements or organisational needs.