

COMPLIANCE 2026

Right to Disconnect: After-Hours Calls for Tradies

The right-to-disconnect law was never a ban on after-hours contact, and emergencies are expressly excluded. Here is the tradie and on-call deep-dive: how to keep genuine emergencies covered with rosters, an AI triage agent and fair.

Since **26 August 2025** the **right to disconnect** has applied to small business employers with **fewer than 15 employees**, extending the protection to roughly **5.4 million** small-business staff. It lets an employee **refuse to monitor, read or respond to** work contact outside their working hours *unless that refusal is unreasonable*. Crucially for trades and field service, it is **not a ban** on after-hours contact, and **genuine emergencies and reasonable contact are excluded**.

■ The short version

- Set Up an On-Call Flow That Keeps You Compliant
- Stay Reachable for Emergencies, Not Everything

■ Key points

- Set Up an On-Call Flow That Keeps You Compliant
- Stay Reachable for Emergencies, Not Everything

■ Questions the full guide answers

- ☐ Does the right to disconnect mean I can't have tradies on call after hours?
- ☐ Are emergencies really excluded from the right to disconnect?
- ☐ Who does the small-business right to disconnect actually cover?
- ☐ How does an AI call agent help me stay compliant after hours?
- ☐ Why should I take the business number off staff personal mobiles?
- ☐ Is this legal advice?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.