

Introduction

Banyule City Council is committed to providing an excellent customer experience and continuous improvement.

Call recording is used as a tool to coach, instruct and train staff in dealing with phone enquiries from the community whilst also being used as a tool to capture information in line with our Complaints Policy.

The Local Government Act 2020 requires Council to continuously improve the services we provide to the community. Council believes that recording and storing inbound telephone calls made to Council's central telephone number, being 9490 4222, is necessary for improving the quality of its customer service thereby meeting this obligation.

Purpose

The purpose of recording inbound telephone calls is to improve the quality of council's customer service by:

- Improving the standard of call handling through coaching of customer service agents
- Checking compliance against council's service promise and commitments
- Developing customer service training and coaching for new and existing officers
- Supporting the customer service agents in delivering appropriate services to the broader organisation;

Call recording also enables council to deal efficiently with complaints and disputes, from both staff and customers, to deliver an improved customer experience. An exact record of the call can:

- Help protect officers from abusive or nuisance callers
- Establish the facts in the event of a complaint either by a customer or a member of staff and assist in resolving it
- Help identify officer training needs and support training new and existing officers and
- Assist in the council's quality control to identify any issues in council processes, with a view to improving them.

In addition, recordings may provide evidence for crime prevention purposes.

Customer Service Agents



Scope

The call recording system will record all inbound calls to Council's central telephone number. This includes calls handled by customer service agents listed above. Calls transferred from customer service agents to other officers will also be recorded.

Customer service agents or contact centre system users have the ability to pause/stop recordings. There are two reasons recordings may be paused/stopped:

- Upon request from a customer
- When a customer is providing their credit card details over the phone for a payment

A 'call recording disclaimer' will be played for customers at the start of the call, informing them that calls are recorded and their option to request the call is not recorded.

Outbound calls as well as calls made directly to and from all other inbound Council numbers will not be recorded by default.

Access and storage of recorded calls

Storage

Records will be retained in accordance with the relevant statutory requirements.

Call recordings will be stored securely and will be retained for 90 days from the date of capture. The software will automatically delete the recording after 90 days.

Access to call recordings

The call recording system will be operated fairly, within applicable law, and only for the purposes for which it is established in accordance with this policy. Access and playback of recordings will be carefully controlled as per the requirements of the council's Information Privacy Policy.

A call recording may be accessed by the Customer Service Agents direct leader:

- For officer training and coaching
- To develop further training sessions

A call recording may be accessed by the Customer Services Agents Coordinator/Manager:

- To perform quality assurance against call handling standards
- For officer training and coaching
- To improve call handling standards
- To develop future training sessions
- To investigate complaints about the handling of a call by a Customer Service Agent
- To assist Customer Services Agents in their interaction with other Council officers.

A call recording may be accessed by the Customer Service Agent

- To clarify and confirm information given and received by that officer
- To listen to their calls as part of coaching discussions, and for operational improvements within the Customer Service area.

Authorisation to export and retain call recordings for any other purpose must be obtained from the Manager Customer Experience & Business Improvement, Director Corporate Services or CEO.

Details of any exported call recordings must be logged in the **Call Recording Access Register**.

Exporting of call recordings

Some recordings may be exported and retained for longer periods for the following reasons which may include:

- Call content is required for the investigation of a complaint. In this case the recording will be retained until the completion of the complaint process and the expiry of any appeals period. If necessary, the recording will be retained until the end of any employment tribunal proceedings.
- They have been identified as valuable for staff training. In this case the recording will be retained until it is no longer useful for this purpose.
- Identified as evidence for the record-keeping requirements of the council's procedure for dealing with unacceptable behaviour towards staff and unreasonably persistent complainants.
- To provide evidence for crime prevention purposes.
- As required or authorised by law.

Details of any exported call recordings must be logged in the **Call Recording Access Register**.

Freedom of information request

Requests for access to call recordings by the public will be processed in accordance with the Freedom of Information Act 1982.

Requests for access to call recordings by law enforcement agencies (for example, Victorian Police) will be processed by the Privacy Officer and/or Freedom of Information Officer in accordance with the *Privacy and Data Protection Act 2014*.

Review

The Call Recording Operating Policy is to be reviewed every 24 months.

Reference and Source

Commonwealth Legislation

1. Privacy Act 1988; (as amended)
2. Evidence Act 1995;
3. Telecommunications Act 1997.

Victorian Legislation & Regulations

1. Surveillance Devices Act 1999;
2. Surveillance Devices Regulations 2016;
3. Privacy and Data Protection Act 2014;
4. Freedom of Information Act 1982;
5. Public Records Act 1973;
6. Occupational Health & Safety Act 2004;
7. Evidence Act 2008;
8. Health Records Act 2001.

Human Rights review and statement

The framework content of this Policy has taken into consideration the requirements derived from the Victorian Charter of Human Rights and Responsibilities Act 2006.