



City of Stonnington

Call Recording Policy

Version	2
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Prepared For	City of Stonnington
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Document History

Version	Date	Author	QA Review	Comments
2	August 2020	Nicole Johnson		
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Document Authorisation

City of Stonnington	
Owner (By Directorate)	Engagement & Innovation
Date of Initial Adoption by Council	March 2018

1 Purpose

The Purpose of this Policy is to:

Improve the quality of Stonnington's customer service by:

- Improving the standard of call handling through coaching of call centre and customer service officers,
- Checking compliance against service commitments and documented procedures,
- Assisting in training and development of for new and existing officers,
- Supporting the Customer Service and service centre in delivering appropriate services to the broader organisation; and,
- To investigate complaints about the handling of a call by an officer or call recipient.

2 Scope

This Policy applies to:

- Call recording will be used on all inbound calls to Council's central telephone number unless a customer requests that the call is not recorded.
- Calls from call centre staff to other Council numbers will be recorded. The call will not be recorded beyond the point by which the call is transferred to an officer.
- Calls made directly to and from all other inbound Council numbers will not be recorded.
- Calls relating to credit card transactions will not be recorded.

3 Objectives

Call recording is used as a mechanism to coach, instruct and train call centre staff in dealing with phone enquiries from the community and provides significant advantages to traditional forms of call monitoring by supervisors.

4 Policy Principles

Access and Storage

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.

The call recording system will be operated with regard to the privacy and **human rights** of members of the public.

Access to and storage of all call recordings will be outlined in the Call Recording Operating Procedures.

5 Responsibilities

Party/parties	Roles and responsibilities	Timelines
Council	<p>Champion the commitment to providing quality customer service and continuous improvement.</p> <p>Call recording is used as a mechanism to coach, instruct and train call centre staff in dealing with phone enquiries from the community and provides significant advantages to traditional forms of call monitoring by supervisors.</p>	Ongoing

6 Human Rights Charter

This policy has been reviewed against and complies with section 13 of the *Charter of Human Rights and Responsibilities Act 2006*, as this Policy aligns with and provides for the protection of an individual's right not to have their privacy unlawfully or arbitrarily interfered with. It is also in line with section 18, which recognises a person's right to participate in the conduct of public affairs.

7 Monitoring, Evaluation and Review

Council commits to monitoring processes, information sharing and decision making to understand the overall level of success in the Policy's implementation.

A periodic review of this policy will be undertaken to ensure any changes required to strengthen or update the policy are made every two years.

8 Related Policies and Legislation

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; and
6. Occupational Health & Safety Act 2004.
7. Evidence Act 2008