

s 22 - irrelevant material



# Australian Government

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## Services Australia

### Call and screen recording - information and access 111-17081500

Currently published version valid from 18/12/2025 7:14 PM

#### Background

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This document outlines call and screen recording processes for Services Australia employees and contractors.

#### Call and screen recording overview

- Services Australia (the agency) will advise employees when commencing in a role where calls and screens may be recorded
- Services Australia Workspace automatically records inbound and outbound contact centre calls
- Approximately <sup>s 47E(d)</sup> of recorded calls across the agency may be randomly selected to include screen recording
- Call recordings are stored securely for 7 years and are automatically deleted once they reach 7 years
- Screen recordings are securely stored for 90 days and are automatically deleted once they reach 90 days
- Access to call and screen recordings is controlled, monitored, and audited in line with the Call and Screen Recording Policy and the Verint Control Plan

For more information about access, storage and use of call and screen recordings, see [Resources](#) page for the agency's Call and Screen Recording Policy.

The [Resources](#) page contains contact details and links to User guides, <sup>s 47E(d)</sup> and Verint Support Hub and resources.

#### Related links

[Level 1 - Manage complaints and feedback](#)

[Level 1 complaints - Child Support](#)

[Customer aggression - Response](#)

[Customer aggression - Reporting and recording incidents](#)

[Customer requests access to their personal information](#)

[Quality Contact Framework quality checking](#)

[Requests lodged under the Freedom of Information Act 1982](#)

## Process

This document outlines call and screen recording processes for Services Australia employees and contractors.

### On this page:

[Phone contact with customers](#)

[Customer requests a copy of their call / screen recording](#)

[Accessing call recordings for other purposes](#)

### Phone contact with customers

Table 1

Item	Description
1	<p><b>Inbound calls</b> + Read more ...</p> <p>Call recording information is available via the Interactive Voice Response (IVR) message on inbound calls. Staff do not need to repeat this.</p> <p>The message is:</p> <p>s 47E(d)</p> <p>If a caller does not hear the above message or a third party enters the conversation, use the following script to inform the caller about call recording:</p>

	<p>s 47E(d)</p> <p>Minor variations to the script that do not change the intent of the messaging are acceptable.</p>
2	<p><b>Outbound calls</b> + Read more ...</p> <p>When the call is answered, the Service Officer must tell the customer or third party:</p> <p>s 47E(d)</p> <p>For outbound calls regarding myGov, the Service Officer must tell the customer or third party:</p> <p>s 47E(d)</p> <p>Staff <b>must</b> read the call recording script <b>before</b> collecting or discussing any personal details. This includes when establishing proof of record ownership (PoRO).</p> <p>This includes <b>any</b> of the following situations:</p> <p>s 47E(d)</p>

	<p>s 47E(d)</p> <p>s 47E(d) See more details at:</p> <ul style="list-style-type: none"> <li>• <a href="#">Calling a customer or returning a customer's call</a></li> <li>• <a href="#">Privacy concerns when calling customers, returning calls or leaving messages on answering machines</a></li> </ul>
3	<p><b>Make sure private calls are not recorded</b> + Read more ...</p> <p>If using the <b>Cisco handset</b>:</p> <p>s 47E(d)</p> <p>If using s 47E(d) :</p> <p>s 47E(d)</p>
4	<p><b>Make sure direct extension transfers are recorded</b> + Read more ...</p> <p>When transferring work-related calls to a staff member's direct extension number, s 47E(d)</p> <p>s 47E(d)</p>
5	<p><b>Caller asks to stop recording - Social workers and Assessment Services staff</b> + Read more ...</p>

	<p><b>Note:</b> This step applies to Services Australia social workers and Assessment Services staff <b>only</b>.</p> <p>All other staff <b>must</b> <a href="#">go to Item 6</a>.</p> <p>s 47E(d)</p>
6	<p><b>Caller asks to stop recording - All other staff</b> + Read more ...</p> <p>Staff cannot stop a call recording.</p> <p>Is an online option available for the caller to complete their enquiry?</p> <ul style="list-style-type: none"><li>• <b>Yes.</b> Tell the caller: s 47E(d)</li><li>• <b>No.</b> Tell the caller:</li></ul>

	<p>s 47E(d)</p> <p>Document the details of the customer interaction.</p>
7	<p><b>Caller asks to delete the call recording</b> + Read more ...</p> <p>If a caller asks for the call recording to be deleted, staff should inform the caller that call recordings between the agency and customers are Commonwealth records. These are managed under the Archives Act 1983 and can only be deleted if the law allows it. Usually, the agency cannot delete any records.</p> <p>s 47E(d)</p>

	s 47E(d)
8	<p><b>Unauthorised collection of personal and sensitive information</b> + Read more ...</p> <p>The agency cannot collect personal or sensitive information about a third party, unless the caller is authorised by the third party to disclose this information to the agency (for example, if the person is a parent or guardian).</p> <p>If the caller begins to discuss sensitive information or irrelevant personal information about themselves or another individual, staff should remind the caller to focus on the issues that directly relate to their specific enquiry or service request.</p>

**Customer requests a copy of their call / screen recording**

Table 2

Step	Action
1	<p><b>Administrative (informal) release of call/screen recordings</b> + Read more ...</p>

	<p>A customer can verbally request a copy of a call and/or screen recording. Staff can submit this request on behalf of the customer. The relevant business team will retrieve, review, and release the recording to the customer where available and appropriate.</p> <p>Guidelines for business areas actioning these requests:</p> <ul style="list-style-type: none"> <li>• A request under administrative access includes the customer’s discussion between themselves and the agency. A staff member’s voice recorded while the customer is on hold is not part of the customer’s conversation with the agency. This may be removed from the call recording prior to release</li> <li>• Ensure the recording is reviewed in its entirety and determine whether to remove any sensitivities from the recording in accordance with privacy and secrecy provisions</li> <li>• A <b>Control of Customer Information Outside Core Systems Policy</b> control plan is required to store the sensitive and protected information in the recordings outside of Verint. See <a href="#">Resources</a> for the policy</li> </ul> <p>s 47E(d)</p> <p>A customer:</p> <ul style="list-style-type: none"> <li>• may include a representative with express or implied authority</li> <li>• cannot request access to call recordings of a person they do not have express or implied authority for. Privacy and secrecy prevent this release. If the customer needs a formal response, help them to make a formal <a href="#">FOI request</a></li> </ul> <p>For more information, see <a href="#">Customer Requests Access to their personal information</a>.</p>
2	<p><b>Customer requests a copy of the screen recording</b> + Read more ...</p> <p>If a customer requests screen recordings, tell them:</p> <ul style="list-style-type: none"> <li>• screen recordings are not available for every recorded call. There is no guarantee there will be a screen recording available</li> <li>• screen recordings are stored for 90 days and then securely deleted</li> </ul>



	<p>Call recordings are stored for 7 years, and screen recordings are stored for 90 days in compliance with the Archives Act.</p> <p>Is the requested recording after the relevant date?</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>, for: <ul style="list-style-type: none"> <li>○ Centrelink and Medicare requests, <a href="#">go to Step 5</a></li> <li>○ Child Support requests, <a href="#">go to Step 7</a></li> </ul> </li> <li>• <b>No</b>, tell the customer this recording is no longer available, and the request cannot be fulfilled. Procedure ends here</li> </ul>
5	<p><b>Centrelink and Medicare customers</b> + Read more ...</p> <p>Complete the <a href="#">s 47E(d)</a></p> <p>Do this while the customer is on the phone and discuss the form.</p> <p><b>Tell the customer:</b></p> <ul style="list-style-type: none"> <li>• their request may take up to 30 days to process</li> <li>• they will be kept informed of the likely release date and any delays that may occur</li> </ul> <p>Record details on a <b>DOC</b>.</p> <p>For more information, see <a href="#">Customer requests access to their personal information</a>.</p>
6	<p><b>Child Support customers</b> + Read more ...</p> <p>Complete the <a href="#">s 47E(d)</a></p> <p>Do this while the customer is on the phone and discuss the form.</p> <p>Multiple recordings can be requested on the <a href="#">s 47E(d)</a> : <a href="#">s 47E(d)</a></p>

	<p>s 47E(d)</p> <p><b>Tell the customer:</b></p> <ul style="list-style-type: none"><li>• a Team Leader needs to approve the request</li><li>• the request may take up to 28 days to process</li><li>• they will be kept informed of the likely release date and any delays that may occur</li></ul> <p>Record details in Cuba.</p> <p>For more information, see <a href="#">Customer requests access to their personal information.</a></p>
7	<p><b>Child Support approval process</b> + Read more ...</p> <p>s 47E(d)</p>

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### Accessing call recordings for other purposes

Table 3

Item	Description
1	<p><b>Service Officer requests a copy of recording for Level 1 Complaint</b> + Read more ...</p> <p>Service Officers can submit written requests to Team Leaders to retrieve call recordings for Level 1 Complaints.</p> <p>s 47E(d)</p>
2	<p><b>External Review and Liaison (ER&amp;L) Officers - Administrative Review Tribunal (ART)</b> + Read more ...</p> <p>When the call recording is required to be provided to external Review and Liaison Officers to be released externally:</p> <p>s 47E(d)</p>

	<p>s 47E(d)</p> <ul style="list-style-type: none"> <li>• a <b>Control of Customer Information Outside Core Systems Policy</b> control plan is required to store the sensitive and protected information in the recordings outside of Verint. See <a href="#">Resources</a> for the policy</li> </ul>
3	<p><b>External release of call recordings</b> + Read more ...</p> <p>Call recording/s can be provided to:</p> <ul style="list-style-type: none"> <li>• the Commonwealth Ombudsman</li> <li>• Police</li> <li>• other external parties who have express or implied authority. <b>Note:</b> other external parties cannot access call recordings of a person they do not have express or implied authority for. Privacy and secrecy prevent this release. A formal <a href="#">Freedom of Information (FOI) request</a> can be made</li> <li>• a <b>Control of Customer Information Outside Core Systems Policy</b> control plan is required to store the sensitive and protected information in the recordings outside of Verint. See <a href="#">Resources</a> for the policy</li> <li>• If Service Officers are not sure if it is appropriate to release a recording outside of the agency under the Privacy Act, contact the <a href="#">Verint Support Team</a> for advice.</li> </ul>
4	<p><b>Child Support RACS customers</b> + Read more ...</p> <p>Where a call recording is required to resolve/escalate a security concern and there are no staff with RACS access available, email the <a href="#">Child Support restricted access</a> mailbox with the following details:</p> <p>s 47E(d)</p>

	<p>s 47E(d)</p> <p><b>Note:</b> call recordings are stored for 7 years.</p>
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## References

## Legislation

Links to the Federal Register of Legislation site go to an 'All versions' page. Select the 'Latest' version.

[Freedom of Information Act 1982](#)

## Policy

[Call and Screen Recording Policy](#)

## Resources

### Verint Support Hub and resources

[Verint Support Hub](#)

[Call and Screen Recording Policy](#)

[Verint Call Recording Access Request form](#)

### User guides



[Call editing request protocol](#) (For Child Support only)

### Intranet links

[Control of Customer Information Outside Core Systems Policy](#)

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**Contact details**

[Child Support - National New Customers and Mainstream Services \(NCMS\) - Call Recording team](#) for email details

[Customer Service Delivery Group \(CSDG\) FOI Search and Retrieval team](#)

[Verint Support Team](#)

[Restricted Access](#)



Australian Government



Services  
Australia

# Call and Screen Recording Policy

This policy applies to all employees of Services Australia (the agency) and contractors.

Operations Management Division

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## Principles

1. Employees will be advised that their calls and screens may be recorded when they commence in a new role.
2. Employees calls will record when they use Services Australia Workspace.
3. Where a call is listened to under 15.4 Call monitoring in the Services Australia Enterprise Agreement 2024-2027 (the Services Australia Enterprise Agreement), an evaluation must be completed and provided to the employee.
4. Where a call is listened to for reasons outside 15.4 Call monitoring in the Services Australia Enterprise Agreement, feedback may be provided to the employee's line manager to consider if additional listening may be needed.
5. An employee must be advised in writing prior to a fixed period in which additional calls are monitored in line with 15.4 Call Monitoring in the Services Australia Enterprise Agreement.
6. Access to call and screen recording is controlled, monitored, and audited in line with this policy.
7. [s 47E\(d\)](#)

## What is recorded

- Services Australia Workspace automatically records inbound calls. [s 47E\(d\)](#)  
Services Australia Workspace.
- Services Australia Workspace automatically records outbound calls, this includes calls providing technical support to other service officers, calls that are transferred and where employees consult or conference with a third party.
- Recording starts when the call connects to a service officer and stops when the call is disconnected.
- If a customer is placed on hold, the customer voice is not recorded however the service officers voice continues to record.
- [s 47E\(d\)](#)
- Approximately <sup>[s 47E\(d\)](#)</sup> of recorded calls across the agency may be randomly selected to include screen recording.
- For screens to record:

- Employees must use Services Australia Workspace (onsite or offsite)
- employees should [install Verint Impact software](#) on their device, and
- the [site should be configured](#) to record screens.
- Refer to the [Call and Screen Recording – information and access Operational Blueprint](#) for more information.

## Storage of call and screen recordings

- All recordings are securely stored in line with the Agency's [Protective Security Policy Framework](#).
- All recordings are archived in line with the rules of archiving, culling, security, and privacy legislation.
- Call recordings are stored securely for seven years and are automatically deleted once they reach seven years.
- Screen recordings are securely stored for 90 days and are automatically deleted once they reach 90 days.
- Recorded calls are encrypted at the time of recording.
- Stored recordings can only be viewed or played back by employees that have been granted appropriate access. Refer to the 'Use of call and screen recordings' and 'Access to call and screen recordings' sections of this policy for more information.
- The environment in which the recording system exists, and in which recordings are stored, is protected in-line with current cyber, privacy and security legislation requirements.
- A Privacy Impact Assessment has been conducted and a Control of Customer Information outside Core Systems Control Plan is in place.

## Use of call and screen recordings

Call and screen recordings may be used for the following reasons:

### Call monitoring

- Call monitoring is undertaken in accordance with Part I – Performance Management, 15 Call Monitoring of the Services Australia Enterprise Agreement 2024-2027.
- In Services Australia call monitoring refers to the monitoring of phone calls for quality evaluation. Call monitoring can be undertaken by listening side-by-side/remotely or by accessing call recordings.
- The selection of calls must be random. Listening to multiple calls and then choosing which calls to evaluate is not random.
- Where a call is listened to for call monitoring purposes an evaluation must be completed and provided to the employee.
- Information and training (accreditation) on quality call listening is available in the [Quality Call Framework Operational Blueprint](#).

### Real time call listening

- Employees must be notified before any instance of s 47E(d) commencing in Verint.
- The s 47E(d) function in Verint allows employees to listen to a call as it records in almost real time (approx. 3 second delay). This capability is also referred to as 'Live Monitoring' or 'Real Time'.
- s 47E(d) function can be used to support new and existing employees to build new skills and to support staff with complex or difficult calls.

### Learning and development

- Recordings may be used to recognise good customer service and outcomes.
- Recordings may be used to provide feedback on the quality of monitored calls, to reinforce positive call behaviors and identify aspects for improvement.
- Recordings may be used to provide employees with self-assessment opportunities.
- Where quality, capability or performance issues are identified, an employee will be advised in writing prior to a fixed period in which additional calls are monitored in line with clause 15.1 of the Services Australia Enterprise Agreement 2024-2027.

### Performance Analysis

Recordings may be used to support strategy and business performance information, service and program design and optimisation improvements, business process assurance, to understand the impact of the legislative changes, policy of work practices and identification and analysis of systemic issues.

### Customer Complaints

- Recordings may be used to respond to feedback and to support complaints resolution processes.
- Recordings may be used to respond to feedback and to support Privacy Commissioner, Ministerial, Ombudsman and Australian Human Rights Commission offices and FOI Commissioner enquiries or complaints.
- Recordings may be used to assist with the review of decision processes.

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### Release of Information

- Call recordings may be used to support administrative access (informal release of information) and Freedom of Information (FOI) requests.
- Screen recordings should only form part of an information release response where the applicant has specifically requested access to the screen recording. Release of screen recording in full will only occur where another avenue for achieving the applicant's request does not exist. The agency will initially review whether release of information through existing channels will fulfil the applicant's request. If the initial review determines that this is not appropriate, then the agency will look to provide the required information in another form, for example a written summary of the actions visible during the screen recording.

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- Any release of information via Freedom of Information (FOI) requests or Administrative Access (informal) requests must adhere to relevant [FOI release guidelines](#), ensuring that no sensitive information is released.
- Refer to the [Freedom of Information Section](#) or [Administrative Access](#) processes for more information.

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#### Supporting callers and employees with difficult calls

- Recordings may be used where there is a credible threat to the life, health, or welfare of a person or property.

#### Employee training

- Recordings may be used as part of individual or group employee training.
- Employees must provide their consent, in every instance, before any recordings are used for training purposes and all sensitive/identifying information must be redacted from the recording.

#### Dispute resolution

- Where there may be a dispute as a result of call listening, the process for resolving disputes is described in the [Reviewing Decisions and Actions Policy](#).

## Access to call and screen recording

- Access is requested via the [Verint Support Hub](#).
- Access is provided based on a 'need to know' principle.
- Employees should notify [s 47E\(d\)](#) when access is no longer required.
- After three consecutive months of no activity (an employee has not had any calls recorded and/or has not accessed Verint), the access will be removed.
- Employees may hold multiple roles therefore multiple levels of access may be provided.

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Role	Access
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## About this policy

The General Manager, Operations Management Division endorsed this policy in December 2024. The agency will review this policy in January 2026.

For general policy questions, contact s 47E(d) .

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