



## Use of Listening Devices

### Purpose

This policy explains how Bridge Housing will manage listening devices during incoming and outgoing calls to and from its Customer Care Hub.

### Scope

This policy applies to all phone calls made to and from Bridge Housing's Customer Care Hub. This policy applies to Bridge Housing Limited and all its related entities.

### Policy Overview

Generally, Bridge Housing (we, our, us) will utilise Listening Devices during incoming and outgoing phone calls to the Customer Care Hub.

These listening devices will enable third party's (other CCH Bridge staff) to listen in to phone conversations for quality and training purposes.

We do not intend to record or collect information from listening devices. However, we will comply with legal requirements, such as those outlined in the Privacy Act, when necessary.

Where there is any inconsistency with any applicable legislation, then the requirements of the legislation take precedence over the requirements of this policy.

This policy should be read with other policies such as our Privacy Policy and Code of Conduct.

### Legislative Requirements

#### *Commonwealth Privacy Laws*

We are subject to the Privacy Act 1988 (PA 1988) and the Australian Privacy Principles (APPs) regarding the use, disclosure, storage and requests to access of the personal information we gather. We are also subject to the Telecommunications (Interception and Access) Act 1979 regarding the interception of a communication passing over a telecommunications system.

#### *NSW Laws*

We will manage our Listening Devices under the Surveillance Devices Act 2007 (SDA 2007).

We will comply with any requirement under the SDA Act 2007. In this regard, we will ensure:

- + Consent is obtained from the parties to the phone conversations, if required.
- + Consent is obtained in a manner that is voluntary, informed, specific, current and given by a person with the requisite capacity to do so.

## Guiding Principles for Use of Listening Devices

### ***Purpose of Using Listening Devices***

We use Listening Devices during phone conversations made to and from the Customer Care Hub for quality assurance and training purposes. This may include but not limited to training our staff, systems development, developing new programs and service to improve service.

### ***Protection of Privacy***

We are committed to ensuring the privacy of individuals is protected and will take measures to act and operate our listening devices within the legislative requirements. Access to the listening devices is limited to Bridge's Customer Care Hub. Staff with access will abide by our [Code of Conduct](#) and [Privacy Policy](#). Bridge operators will ask customers for express verbal consent to use listening devices during phone conversations.

Staff will use the following script when asking for express verbal consent:

*"We're currently conducting training and would like to listen in on this call for quality purposes. Is that okay with you?"*

### ***When a Customer Declines to be Recorded***

Where a customer requests or declines to not have their call listened to, the Customer Care Hub member operating the call will ensure that the call is not being listened to by another party or turn off the listening device.

### ***Release and Retention***

In the operation of our listening devices, Bridge Housing does not record or store any conversations with customers. Bridge Housing in accordance with the Privacy Act and the APPs may during a 'permitted general situation' and 'permitted health situation' be obligated to collect, use or disclose information under s 16A and 16B of the Privacy Act.

Where applicable, we will de-identify any information collected. Any use or disclosure of [personal and sensitive information](#) will be made in accordance with our Privacy Policy and applicable state and federal legislation.

### ***Evaluation of this Policy***

We will carry out an annual evaluation of the Use of Listening Devices Policy. Our Privacy Officer will evaluate any requests to ensure compliance with any privacy legislation and with the principles of this policy.

The contents of this policy will be reviewed regularly in line with our policy review schedule and any changes to the policy will be clearly advertised.

---

## Complaints about Bridge Housing's Service Delivery

If a tenant is not satisfied with the way that we have managed the Use of Listening Devices policy, they can make a formal complaint.

Further information on this process can be found in Bridge Housing's [Compliments, Complaints and Appeals Policy](#).

This policy, and a helpful information leaflet, is available from Bridge Housing's office or can be downloaded from our website [www.bridgehousing.org.au](http://www.bridgehousing.org.au).

## Related Documents and Resources

Type	Title
Legislation	Privacy Act 1988
Legislation	Telecommunications (Interception and Access) Act 1979
Legislation	Surveillance Devices Act 2007
Resource	Australian Privacy Principles
Bridge Policy	Privacy Policy
Bridge Policy	Code of Conduct
Bridge Policy	Compliments, Complaints and Appeals Policy

Upload Date: 02-12-2024

---

**English**

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

**Simplified Chinese**

如果您理解这封信有困难, 请拨打电 话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing, 电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。要求用您的语言来协助您。

**Spanish**

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

**Russian**

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

**Greek**

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

**Vietnamese**

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

**Arabic**

إذا احتجت إلى مُسَاعَدَة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بمكّتب على رقم 8324 0800 بدون تكلفة عليك. ويُمكّنك أيضا الحضور إلى مكّتب Bridge Housing وطلّب المُسَاعَدَة بلُغَتك.

---