

Use of Listening and Recording Devices

Purpose

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

Scope

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

Policy Overview

Generally, Bridge Housing (me, we, us) will utilise listening and recording devices during incoming phone calls to the Customer Care Hub.

These devices will enable other Bridge Housing Staff, such as team leaders to listen in and record phone conversations for quality and training purposes.

Calls will be recorded and stored by a related third party who delivers call centre systems and services to Bridge Housing.

We will comply with legal requirements, such as those outlined in the Privacy Act.

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 and recording 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 and Recording Devices

We use listening and recording devices during phone conversations made to the Customer Care Hub for quality assurance and training purposes. This may include but not limited to training our staff, supporting our systems development, and developing new programs and initiatives to improve our 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 and recording devices within the legislative requirements. Access to the listening and recording devices is limited to Bridge's Customer Care Hub. Staff with access will abide by our [Code of Conduct](#) and [Privacy Policy](#).

Customers will be advised of the use of listening and recording devices at the commencement of their call to the Customer Care Hub. This notification will be provided via an automated message played when the call is answered.

Customers who do not wish to have their call listened to or recorded may opt out at any time by advising the Customer Care Hub staff member when connected. The staff member will ensure the listening and recording device is turned off for the duration of that call.

When a Customer "Opts Out"

Where a customer opts out of listening or recording, the staff member operating the call will immediately turn off the listening or recording device and confirm with the customer that recording has ceased.

Release and Retention

Bridge Housing will record and store recordings for a reasonable period to allow us to make use of the data. 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 and Recording 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 and Recording 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.

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

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