

8 June 2016

Anthony Jordan
Fyi.org.nz

Dear Mr Jordan

Official Information Act Request

Thank you for your request of 10 May 2016, asking for the following information under the Official Information Act 1982:

1/ Has the Rotorua Branch in the past three Years had a recording system for inward and outward calls in particular when conversing with Claimants

2/ When will the Rotorua Branch have the ability to record calls

3/ What is the usual process for a claimant whereby telephone conversation is required for reference/transparency/evidence and not available

4/ Are there any other Branches in New Zealand that do not have Telephone recording ability

5/ When will these branches identified in the above, be up and running to record conversations ‘

Response

Call recording in ACC branches

Since 6 May 2016, all ACC branches, including Rotorua, have had call recording. Rotorua Branch did not have call recording prior to this date.

Please note that call recording in branches is used for training purposes. In line with this calls are recorded randomly, and therefore only some calls are recorded (around 40%). Calls recorded at ACC branches are only held for 14 days.

Calls that come through ACC's 0800 numbers receive a message stating, "Calls may be recorded or monitored for training purposes".

Requirements for recording contacts

ACC is required under the Public Records Act 2005 to maintain a record of its activities in accordance with normal, prudent business practice. There is no obligation under this Act, nor is it standard business practice, to maintain a permanent audio record of every phone call made and received.

In line with the Public Records Act 2005, ACC has its *Records Management* policy. Under this policy, all ACC staff are required to record all contacts (phone calls, emails or otherwise) that are relevant to managing a claim. In practice, ACC staff are required to make a file note of phone calls that are relevant to managing a person's claim.

Retrieving records of calls from ACC

Under the Privacy Act 1993, a person can make a request for a recording of a phone call involving them. If the recording exists and is readily retrievable, then ACC would generally be obliged to make this available.

If there is no call recording (ie it was not recorded in the first place or it has since been deleted), a client could ask for the file note of the call.

From Government Services email account

If you have any questions or concerns about the information provided, ACC will be happy to work with you to resolve these. Please address any concerns by emailing GovernmentServices@acc.co.nz.

Yours sincerely
Government Services