



30 March 2023

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Kia ora Carole

Your Official Information Act request, reference: GOV-023674

Thank you for your email of 2 March 2023, asking for the following information under the Official Information Act 1982 (the Act):

- *Do ACC keep a telecommunications log, or footprint, of phone calls made and/or received to ACC staff direct dial lines in branches, or to the 0800 number? (To clarify, not a recording of the conversation itself)*
- *Does a phone log accounting system exist, such as to capture information from a staff members DDI number, used to make or receive a phone call, the time of day, and length of call? If so, how long are these records kept for, and what information does it capture?*
- *If there is a dispute with many calls to and from an ACCs Case Managers DDI not lodged in a clients claim file, and acc claims they are lost or missing from ACCs system - can call log records show that these calls took place by cross referencing the clients phone number into a search parameter, for example?*
- *If there is a 50+ missing calls from the client files system in a short amount of time, (assuming this call capture log exists, as most government departments do have them) would this be the correct way to source evidence that these phone calls happened, or is there a different protocol or system in place as a safeguard to retrieve that information? If the information exists, how would a client obtain it?*

ACC does not keep a telecommunication log beyond call recordings

ACC uses Skype for Business, Microsoft Teams and, Genesys Engage Software for phone calls. We keep a recording of calls made on Skype for Business and Microsoft Teams for 30 days and 90 days for calls made on Genesys.

Our ability to extract recordings of individual calls is limited as it is heavily reliant on the circumstances of the call. If a client or staff members DDI was used to make the call, and we can source it, then we may be able to tell you what date and time the call was made, where the call went and how long the call was.

Depending on the platform the call is made on, the call data may not be captured if the call is not connected. If someone dials our 0800 number, the call is always answered by the platform. However, if a client calls their Recovery Partner directly, the call must be answered or go to voicemail. As such, if the call was not connected, the recording would not have been made. If the recording of a call were missing, it is likely this is because the request for the call recording was made outside the retention timeframe.

ACC's policy is that all interactions about a claim are documented in Eos

For the purpose of your request, our Eos records are likely to be the most useful to you. Details of meetings between ACC and clients are entered on Eos as a 'personal contact' on the claim. Clients can request detailed records, including notes about any phone calls, that are kept on their file.

Requesting personal information

Clients can request copies of recorded phone calls within the retention period or, after that time, the summary of the call and any notes from meetings or discussions included in their file. These requests are

treated under the Privacy Act 2020. Notes regarding calls made between a Recovery Partner and a client should be recorded on the client's file.

If you have any questions about this response, please get in touch

You can email me at GovernmentServices@acc.co.nz.

If you are not happy with this response, you can also contact the Ombudsman via info@ombudsman.parliament.nz or by phoning 0800 802 602. Information about how to make a complaint is available at www.ombudsman.parliament.nz.

Ngā mihi



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