From:	s. 47F(1)
To:	s. 22(1)(a) ; s. 47F(1)
Subject:	DHA / Nuance Initial Discussion (ii)
Start:	Friday, 24 August 2018 3:00:00 PM
End:	Friday, 24 August 2018 4:00:00 PM
Location:	TBC, Coffee shop near your office

UNCLASSIFIED

Sorry about the timeframe change s. 22(1)(a) I hope this still works s. 22(1)(a)(ii)

s. 47F(1)

Hi s. 22(1)(a

Setting aside some time as per your message. Happy to take on board any specifics you are keen to discuss and come prepared to work through details, or we can also work through the higher level potential of the solution you have and how that might apply to other use cases.

Let me know how you want to approach it.

I've also included s. 47F(1) who is our biometric lead, and will confirm s. 47F availability.

Thanks
s. 47F(1)

UNCLASSIFIED

Australian Government
Department of Immigration and Border Protection

TRANSLATING AND INTERPRETING SERVICE

TIS Voice Biometrics Manual

TADS Technology & Digital Support

Contents

Voice Biometrics

Voice Biometrics Platforms – FreeSpeech & VocalPassword

Background

The release of FreeSpeech allows for the analysis of voiceprints provided by TIS National interpreters. This process has been implemented to ensure that the interpreter on the call, is in fact, the interpreter who is registered with TIS National and authorised to perform interpreting assignments.

Some benefits of FreeSpeech include:

- Providing greater security for our agency clients. Ensuring the interpreter who has logged in is the person that is taking the call
- Eliminating the opportunity for other interpreters to subcontract work, as vocal mismatches will be flagged
- Ensuring the integrity of TIS National services and TIS National s allocation policy is maintained.

FreeSpeech is a web-based application that will allow members of TCS to monitor, audit and verify voice biometric information from interpreters' phone jobs.

Accessibility

Admission to the FreeSpeech platform is highly controlled and monitored, with only the TIS Channel Support team given access to the system.

Entering your secure logon ID and password will allow you access to the system.

s. 22(1)(a)(ii)

Permissions

Different users of the FreeSpeech Platform will have different permissions. There are three types of roles within the FreeSpeech platform.

| Role	Permissions
Administrator	Has the ability to add/remove users, modify thresholds and other settings, view and delete voiceprints in the system, view enrolment and verification attempts.
Manager	Has the ability to view and delete voiceprints in the system, view enrolment and verification attempts
User	Has the ability to view enrolment and verification attempts.

s. 22(1)(a)(ii)

Navigation

Upon successfully logging in to the FreeSpeech platform, the home screen will display four options. They are as follows:

Technical Management*

Technical Management Application enables technical personnel, who are in charge of the system's health to monitor FreeSpeech system's components status, audit system-wide logs, schedule administrative tasks such as audio purging, upload and view system license, and more.
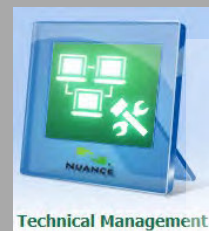
Platform Admin

Platform Admin provides a variety of tools for properly setting up the system and its biometric functionality as well as for managing speakers, voiceprints and groups. Use this application to configure FreeSpeech, perform queries and reports, and monitor the system usage.

Voiceprint Helpdesk

Voiceprint Helpdesk provides a set of tools enabling auditing and reviewing a speaker's interactions with the system. Use the Helpdesk functions to audit verification results and decisions, edit speaker information, delete a speaker, edit a voiceprint, and more.

Security Console*

Security Console Application enables security personnel to audit FreeSpeech operation and analyse specific verification and identification processes. The application provides tools for managing voiceprints as well as all aspects of User Authorisation.

*Technical Management and Security console will only be available to the Administrator user group.
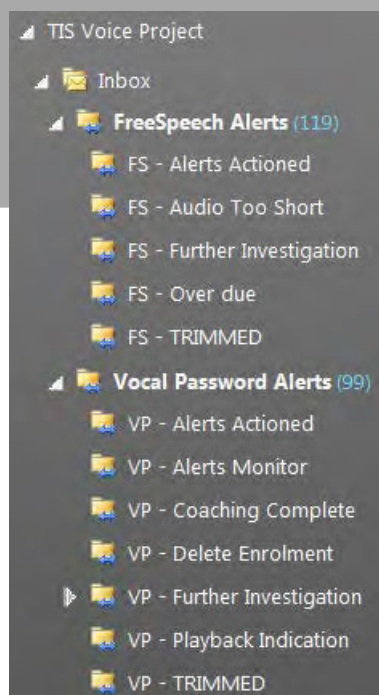
Quality Assurance Process

Initially the team conducted a double check process where each investigation was assessed by the Channel Support Officer then checked by the Senior Channel Support Officer.

This process has been updated and streamlined due to staffing limitations and efficiency.

Mismatch Alerts

Mismatch alerts will be sent to the TIS Voice inbox when the VocalPassword/FreeSpeech system has detected a discrepancy for investigation. These alerts will contain specific information TCS will use to further investigate a flagged recording.

- TIS Voice Project
  - Inbox
    - **FreeSpeech Alerts** (119)
      - FS - Alerts Actioned
      - FS - Audio Too Short
      - FS - Further Investigation
      - FS - Over due
      - FS - TRIMMED
    - **Vocal Password Alerts** (99)
      - VP - Alerts Actioned
      - VP - Alerts Monitor
      - VP - Coaching Complete
      - VP - Delete Enrolment
      - VP - Further Investigation
      - VP - Playback Indication
      - VP - TRIMMED

Once an alert has been received in the TIS Voice inbox, it will need to be sorted into either the FreeSpeech or VocalPassword Alerts Folders. Logging into the Nuance platform will allow you to listen to the interpreter's flagged mismatch and determine if there is a true mismatch in identity.
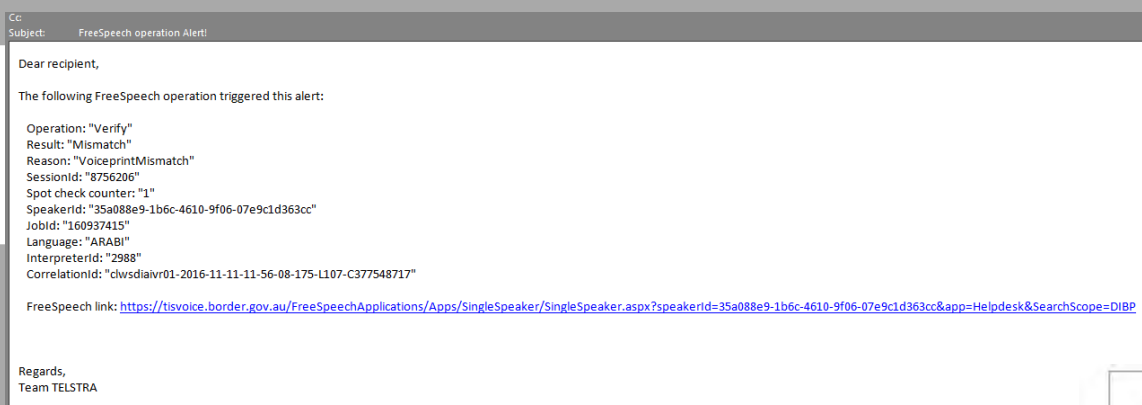
Biometric Scores

Biometric Scores can give an initial indication of any potential mismatch. Any recording that falls below zero will be flagged as a potential mismatch. Negative biometric scores should only be used as an initial indication and not presumed to be a genuine mismatch. Biometric scores are shown in every session an interpreter completes.

| Mission Result	Decision Reason	Audio Actions	Biometric Score	Net Audio
Mismatch		▶ ■ 🔍👤❓	-84	39.13

FreeSpeech

Assessing FreeSpeech Alerts

The email alert for FreeSpeech contains all of the necessary information to begin assessing the biometrics information. Please access the FreeSpeech spreadsheet at: Voice Biometrics\FreeSpeech Mismatch Tracker 2017.xlsx

---

Cc:
Subject: FreeSpeech operation Alert!

Dear recipient,

The following FreeSpeech operation triggered this alert:

Operation: "Verify"
Result: "Mismatch"
Reason: "VoiceprintMismatch"
SessionId: "8756206"
Spot check counter: "1"
SpeakerId: "35a088e9-1b6c-4610-9f06-07e9c1d363cc"
JobId: "160937415"
Language: "ARABI"
InterpreterId: "2988"
CorrelationId: "clwsdiaivr01-2016-11-11-11-56-08-175-L107-C377548717"

FreeSpeech link: https://tisvoice.border.gov.au/FreeSpeechApplications/Apps/SingleSpeaker/SingleSpeaker.aspx?speakerId=35a088e9-1b6c-4610-9f06-07e9c1d363cc&app=Helpdesk&SearchScope=DIBP

Regards,
Team TELSTRA

Step 1: Select the link in the mismatch alert as seen above. This will open a new web browser at the FreeSpeech login page. Login using your DIBP windows username PRXXXX and Voice Biometrics password that was emailed to you.
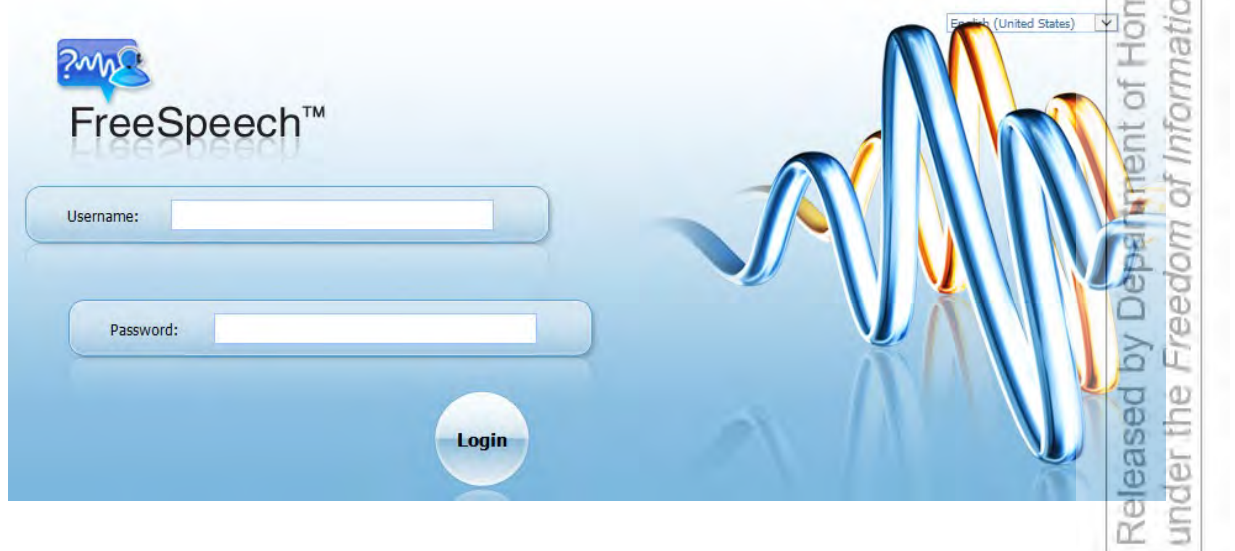
Step 2: This will bring you to the interpreters FreeSpeech audio mismatch files. Ensure you are completing all of the relevant columns in the FreeSpeech spreadsheet as listed above. To listen to the initial enrolment, deselect the filter button, followed by the Enter key. This will re-run the search without a date limiter. Select 'Switch to Sessions' view to access the audio files. Scroll down to the bottom of the list to find the enrolment. Always listen to the enrolment first, as it gives a point of reference.

Step 3: Select the Audio Viewer, the small magnifying glass symbol. This will open a new window showing the details of the audio file. As there will be large sections of blank audio where the interpreter is not speaking, select the 'Active Speech' option to jump directly to the detected audio. This will play all the active audio detected in a continuous stream. Press the play button to begin audio track.

Step 4: After listening to the enrolment, scroll up to the mismatch linked by the email and use the same method as above to listen to the active audio in the file. Assess the tone, pitch and details of the voice to ensure it is the same voice as the enrolment.

Step 5: If you are sure the mismatch is the same voice as the enrolment, complete the FS spreadsheet. If no further action is required, do not leave notes in the Channel Support Log. For Audio to short, please file accordingly in the File the email into the FS – Alerts Actioned. Remember to click the red question mark button to indicate you have assessed the file

| 4/13/2017 | 12:52 PM | default | Verify | Mismatch | | | -3 |
| 4/13/2017 | 12:34 PM | default | Verify | Mismatch | | | -35 |

Step 6: If further action is needed, such as sending a stationary email to the interpreter advising of limiting background noise, record this in the Channel Support Log against the in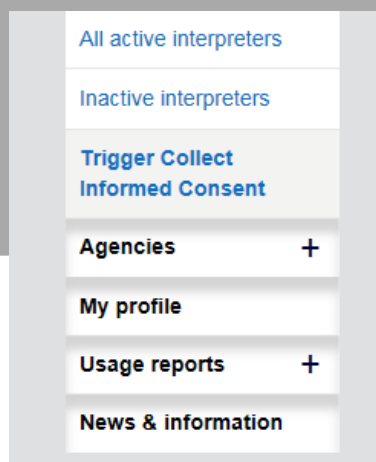terpreters Profile. If you determine there is a genuine imposter, please record in both the TIS Channel Support Log on the interpreters ID and the FS spreadsheet, and report it directly to the TCS Supervisor and Manager.

Notes: If you find the original enrolment is of poor quality, and is the leading reason the FreeSpeech platform is triggering mismatches, please forward the mismatch alert on to the TCS Supervisor or Manager to delete the enrolment. This will trigger the platform to use a different audio clip to match against in the future.

VocalPassword

VocalPassword is an independent system dedicated to authenticating interpreters via a voice print or vocal password.

A Voice Print is considered personal sensitive information, so informed consent is required to store a voice print for Vocal Password and FreeSpeech. An Informed Consent notice can be triggered from TIS Online by the ILU.

All active interpreters

Inactive interpreters

Trigger Collect Informed Consent

Agencies   +

My profile

Usage reports   +

News & information

Trigger informed consent

* Indicates a required field

Select an interpreter

Interpreter ID *	e.g. 9999
Campaign title *	TIS Voice Project ▾

Trigger notifications ❯

Once consent has been triggered by the interpreter, a notification will flow to the s. 47E(d) @border.gov.au inbox where TCS will then need to flag the interpreter as Voice Bio enabled in TIS Online. These consent emails are flag by the SCSO monitoring the TIS Voice inbox when received.

Please advise the Supervisor and Manager of the consent received and mark accordingly in the inbox for their action.

Consent information ⊖

Privacy Title	Notification Last Sent	Consent	Responded Date	Action
TIS Voice Project	29/09/2016 02:19 PM	Yes	10/10/2016 12:00 PM	✏ ➡

Add new consent

Interpreter flags ⊖

Flag Description	Flag Value	Effective From	Effective To	Actions
Interpreter has agreed to enable VocalPassword	True	21/11/2016		✏ ✖
Interpreter has agreed to enable FreeSpeech	True	21/11/2016		✏ ✖

Add flag

These can also be edited or removed if an interpreter withdraws their consent in writing.

Assessing VocalPassword Alerts

The email alert for VocalPassword contains all of the necessary information to begin assessing the biometrics information. Please access the VocalPassword spreadsheet at: Voice Biometrics\Vocal Password Mismatch Tracker Dec 2016.xlsx

Cc:
Subject: Vocal Password Interpreter Alert!

Dear recipient,

The following Vocal Password operation triggered this alert:

　　　Operation: "Verify"
　　　Result: "Reject"
　　　Reason: "Mismatch"
　　　SpeakerId: "1ff627c8-553e-427c-b61d-9c04a5f85166"
　　　InterpreterId: "1558"
　　　VocalPassword link: "https://tisvoice.border.gov.au/VocalPasswordApplications/Apps/SingleSpeaker/SingleSpeaker.aspx?app=Helpdesk&SearchScope=DIBP

Regards,
Team TELSTRA

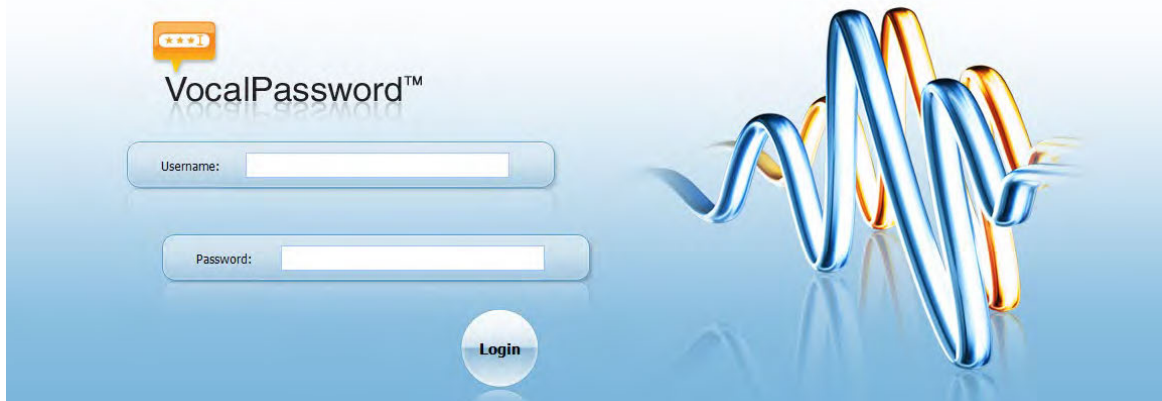Step 1: Select the link in the mismatch alert as seen above. This will open a new web browser at the VocalPassword login page. Login using your DIBP windows username PRXXXX and Voice Biometrics password that was emailed to you.

Step 2: This will bring you to the interpreters VocalPassword audio mismatch files. Ensure you are completing all of the relevant columns in the VocalPassword spreadsheet. To listen to the initial enrolment deselect the filter button, followed by the Enter key. This will re-run the search without a date limit. Select 'Switch to Sessions' view to access the audio files. Scroll down to the bottom of the list to find the enrolment. Always listen to the enrolment first as it gives a point of reference.

Step 4: After listening to the enrolment by pressing the green play button, scroll up to the mismatch linked by the email and use the same method as above to listen to the VocalPassword mismatch. Assess the tone, pitch and details of the voice to ensure it is the same voice as the enrolment.

Step 5: If you are sure the mismatch is the same voice as the enrolment, complete the VP spreadsheet. If no further action is required, do not leave notes in the Channel Support Log. For Playback Indications, listen to both the enrolment and the playback, ensure they are the same, then please file accordingly in the File the email into the VP – Alerts Actioned. Remember to click the red question mark button to indicate you have assessed the file

4/13/2017	12:52 PM	default	Verify	Mismatch		-3
4/13/2017	12:34 PM	default	Verify	Mismatch		-35

Step 6: If further action is needed, such as sending a stationary email to the interpreter advising of limiting background noise or coaching reasons, record this in the Channel Support Log. If you determine there is a genuine imposter, please record in both the Channel Support Log on the interpreters ID and the FS spreadsheet and report it directly to the TCS Supervisor and Manager.

Notes:

If you find the original enrolment is of poor quality, and is the leading reason the VocalPassword platform is triggering mismatches, please send the interpreter the stationary email advising TIS will delete their VP enrolment and they will need to re-record their VocalPassword phrase. Then forward the mismatch alert on to the TCS Supervisor or Manager advising you have first emailed the interpreter about the re-enrolment, and to delete the original enrolment. The deletion of the audio file in JESSICA will trigger enrolment again, next time the interpreter logs in.

Flagging Mismatches in VocalPassword and FreeSpeech

If a mismatch alert is not a true mismatch, mark the audio as authentic. To do this, click on the *mark as suspicious button* under *Audio Actions* until the button has changed to a tick. When the button has changed to a tick, it is deemed as an authentic voice verification.
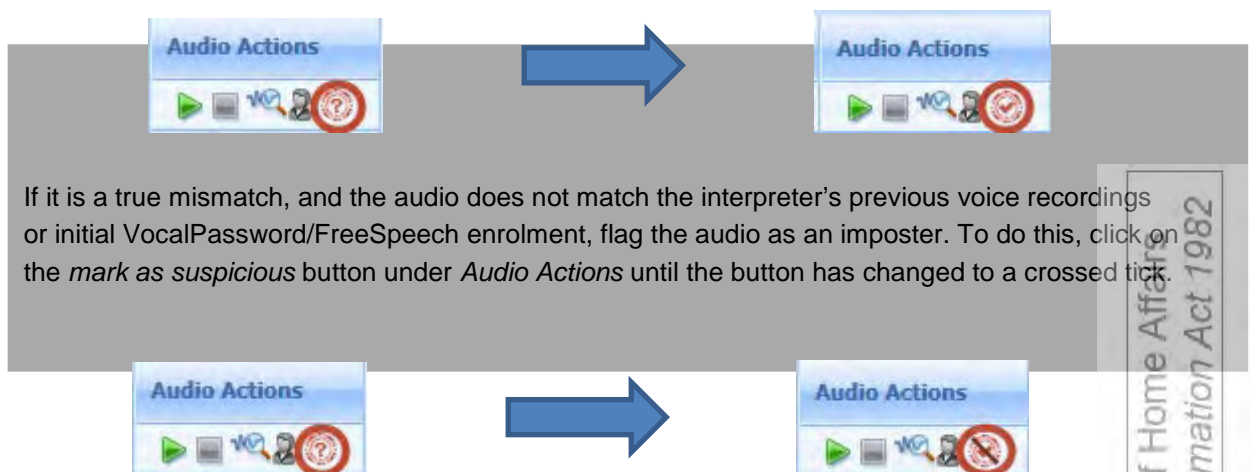
If it is a true mismatch, and the audio does not match the interpreter's previous voice recordings or initial VocalPassword/FreeSpeech enrolment, flag the audio as an imposter. To do this, click on the *mark as suspicious* button under *Audio Actions* until the button has changed to a crossed tick.

Please report all incidence of this to the TCS Supervisor and Manager.

VocalPassword and FreeSpeech Enrolments

A successful VocalPassword enrolment will have three Enrol audio segments and one Train event, indicating that the system is trained and ready to start verifying. Three separate audio clips are used so the Nuance platform has a variety of audio data to match against. This helps eliminate mismatch issues like variations in tone or pace when saying the passphrase 'In Australia, my voice identifies me.' FreeSpeech will have one Enrol audio segment and one Train event, indicating that the system is trained and ready to start verifying.

Vocal Password Call Handling

When receiving inbound calls in TCS, all officers need to be logged into Softphone to receive VocalPassword mismatch calls. When receiving a VocalPassword call please ask the interpreter for at least 3 forms of identity, such as interpreter ID number, full name and contact number. This is because TCS is logging them in to a secure system whereby their voiceprint is usually used. Staff need to ensure they are logging the correct interpreter due to the security around interpreter profiles and VocalPassword.

Deleting Freespeech Requests - General

Deleting a FreeSpeech enrolment can only be completed by the TCS Supervisor and Manager. When completing the FreeSpeech task in TIS Channel Support, FreeSpeech enrolments may need to be deleted if the audio quality is poor or there are issues with the recording such as background noise affecting all future mismatches. After analysing the enrolment and confirming the enrolment is causing issues with mismatches, forward the mismatch to the Supervisor or Manager advising the FreeSpeech enrolment needs to be deleted.

Deleting VocalPassword Enrolments – General

When completing the VocalPassword task in TIS Channel Support, VocalPassword enrolments may need to be deleted if the audio quality is poor or there are issues with the recording. If the mismatch percentage is higher than 30%, this indicates the enrolment will need to be deleted. Please send the stationary email VOCAL PASSWORD – Please Re-enrol for VocalPassword – Interpreter ID XXXX to the interpreter, advising their VocalPassword will be deleted, and they will need to re-enrol. Please forward the VocalPassword mismatch alert from the TIS Voice Inbox to the Supervisor or Manager, asking for the enrolment to be deleted.

Source	Nature	Allocation

s. 47E(d) @border.gov.au	Technical helpdesk enquiries from internal staff	As allocated by APS 6
TIS@border.gov.au	Enquiries relating to TIS Online and on-site job bookings	Various
s. 47E(d) @border.gov.au	FreeSpeech and Vocal Password mismatch alerts and residual interpreter enquiries.	Various
1300 655 082	Phone enquiries relating to on-site job bookings and interpreter enquiries about Vocal Password	All 9am to 4pm
Softphone calls	Interpreters that have not been able to log in via their Vocal Password.	All 9am to 4pm

s. 22(1)(a)(ii)

From:	s. 22(1)(a)(ii)
Sent:	Friday, 5 April 2019 4:07 PM
To:	s. 22(1)(a)(ii)
Cc:	s. 22(1)(a)(ii) , s. 22(1)(a)(ii) , s. 22(1)(a)(ii)
Subject:	FW: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)

Could please explore if this would work

Kind Regards

s. 22(1)(a)(ii)
A/g Director
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs

P: (03) s. 22(1)(a) **M:** s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)
Sent: Friday, 5 April 2019 3:57 PM
To: s. 22(1)(a)(ii)
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

Yes please sounds like a sensible approach, however I am not sure if it would be enough recording for passive biometrics, but sure let's investigate.

s. 22(1)
(a)(ii)

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Friday, 5 April 2019 3:45 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: FW: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii) – for consideration

As you are aware, Privacy requirements around voice biometrics has presented some challenges which are being addressed, however not yet fully resolved.

I am wondering if the solution could be as simple as restricting the recordings to the initial exchange between our operator and the interpreter. Ie stops recording once additional parties are added to the conference.

On face value, assuming this could be done, it is highly unlikely that the interpreter wouldn't continue and complete the call and if they did, either the agency or NES would mostly pick up that a new person is involved .

I've mentioned this option to s. 22(1)(a)(ii) , s. 22(1)(a)(ii) & s. 22(1)(a) who don't see any issue as long as the technology supports this.

Do you want me to get s. 22(1)(a)(ii) to explore further?

Kind Regards

s. 22(1)(a)(ii)
A/g Director
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs

P: (03) s. 22(1)(a)(ii) **M:** s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 4 April 2019 5:41 PM

To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>

Subject: FW: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(i)

Please fine below email regarding proposed delivery of privacy statement to NES callers engaged on agency calls.

Having a meeting tomorrow to work through some of the potential issues from a C/L perspective.

Kind Regards,

s. 22(1)(a)(ii)

Manager Client Liaison
Translating and Interpreting Service (TIS National)
Channel Management Branch \ Visa Delivery Transformation Division
Immigration and Citizenship Group
Department of Home Affairs
T: 03 s. 22(1)(a)(ii) **E:** s. 22(1)(a)(ii)   @homeaffairs.gov.au **W:** www.tisnational.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 4 April 2019 1:26 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
          @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii),

Happy to have a meeting, but I can't see any way around this if we are to accept s. 42(1)   I don't think your suggestion will adequately address the risks.

I think some of the issues you raise (i.e. about the privacy policy raising questions) have already been addressed. We can discuss that when we meet.

Are you happy to co-ordinate a meeting?

Regards,

s. 22(1)(a)(ii)

_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii)   @homeaffairs.gov.au

s. 22(1)(a)(ii)
_____

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 4 April 2019 12:58 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
          @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
          @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)   ,

Thanks for providing C/L the opportunity to evaluate any potential issues prior to engaging with clients over this change.

I'd like to clarify that in order for TIS National to abide by the Telecommunication Act of 1979 that we should not differentiate between delivering the privacy message to all non-English speakers, irrespective of whether they initiate the call or are engaged on an agency call?

The delivery of a privacy statement to NES's when they initiate the call is working well and has had low impact on agencies. I think the lack of complaints and negative feedback support this.

However I have some concerns when it comes to agency initiated calls where it is proposed that a privacy message would be read to the NES while conferenced with the agency. We may experience some unexpected issues which are worthy of discussion.

If during the call the NES or agency asks TIS to provide more detail on TIS's Privacy Policy? Would TIS operators be able to handle this enquiry, could this impact call handling times and client cost?

The agency may perceive that TIS delivering a privacy message directly to their client impacts their job, specifically the time taken and cost.

Agencies may also see the delivery of a privacy message to their client as potentially impacting their client's experience? Particularly when the matter is sensitive.

In the case where a NES refuses to proceed after hearing the privacy message, will we charge the agency for the disconnection?

I understand that our agency clients accept our terms and conditions when their account is created, including the use of Free Speech. Could we include something in our T & C's that would cover off our responsibility to notify the NES client if they have been conferenced by an agency who has already been notified with our privacy statement?

I would like to propose a meeting to discuss some of these issues prior to implementation.

Kind Regards,

s. 22(1)(a)(ii)

Manager Client Liaison
Translating and Interpreting Service (TIS National)
Channel Management Branch \ Visa Delivery Transformation Division
Immigration and Citizenship Group
Department of Home Affairs
T: 03 s. 22(1)(a)(ii) **E:** s. 22(1)(a)(ii) @homeaffairs.gov.au **W:** www.tisnational.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Wednesday, 3 April 2019 10:41 AM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) s. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Thanks s. 22(1)(a)(ii), I fully agree this will be essential.

s. 22(1)(a)(ii) – We will need to determine be best approach for communicating this change to clients. Attached is the draft of the agency scripting as well as the current FAQ's that operators have been given as they are already saying this revised scripting on NES initiated calls.

Although agency clients already hear the same message when calling through, I am very concerned they will think something has changed when they hear operators relaying this information to the non-English speaker.

Without prior communication to clients explaining this change, it could result in clients wanting to ask questions whilst in the middle of attempting to complete a conference with an interpreter.

I am happy to meet and discuss this further.

Let me know your thoughts.

Kind Regards,

s. 22(1)(a)(ii)
Contact Centre Manager
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Wednesday, 3 April 2019 10:31 AM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>

Cc: s. 22(1)(a)(ii)   sors@homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)

Please find attached a copy of the new suggested call flow for agency initiated calls.

I will thinking about this change overnight and I believe that a good way of doing this would be to get s. 22(1)(a) and the s. 22(1)(a)(ii) to start getting the information out there to agencies.

To give them time to get use to the idea and ask questions and then a few weeks later we make the change within the call centre.

This will also give us time to get an idea of what questions the agencies are asking so we can add them to the talking points.

Appreciate your throughs on this.

Thank you.

Kind Regards,

s. 22(1)(a)(ii)

A/g Training Lead
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
T: 03 s. 22(1)(a) |W: www.tisnational.gov.au
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Wednesday, 3 April 2019 9:48 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)

I discussed this with s. 22(1)(a)(ii) yesterday and today I will be following up with s. 22(1)(a)(ii) and s. 22(1)(a) today in order to discuss the implementation of this change.

I will keep you in the loop.

Kind Regards,

s. 22(1)(a)(ii)
Contact Centre Manager
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii)   @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Wednesday, 3 April 2019 9:40 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good morning everyone

Can we please ensure that s. 22(1)(a)(ii) team is aware of when the messaging commences on agency initiated calls.

I imagine that they would be the first point of contact if an agency raised any queries or concerns.

Regards

s. 22(1)(a)(ii)
Assistant Director, Operator Assisted Channels
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 2 April 2019 1:55 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)

Thank you for raising this issue.

I have discussed this with s. 22(1)(a)(ii) and she will be providing some suggested call flows for agency initiated calls.

We will also need to anticipate the questions agencies may ask and update the FAQ's as needed.

Kind Regards,

s. 22(1)(a)(ii)
Contact Centre Manager
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 2 April 2019 12:56 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii)

I have just discussed one issue with s. 22(1)(a)(ii), who will go over to discuss with you shortly.

Specifically, I am concerned about this:

To note, there will be no change to the process for agency-initiated calls

I think we need to include the statement in agency initiated calls also, so we can be sure the NES involved in those calls is made aware of the recording.

Happy to discuss.

Regards,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

(s. 22(1)(a)(ii)

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 2 April 2019 12:32 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

Hi all,

Just so you are all aware, contact centre have now implemented this change to the scripting with the assistance of the Learning and Development team.

Operators are now stating '***the call may be recorded for testing and quality purposes'*** when connecting NES clients with interpreter. This is the same wording currently used in the IVR recording.

Operators have also been provided with the FAQ sheet (attached) that the L&D team created.

Let me know if you have any questions.

Thank you

Kind Regards,

s. 22(1)(a)(ii)
Contact Centre Manager
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii) @homeaffairs.gov.au

From: s. 22(1)(a)(ii) HOMEAFFAIRS.GOV.AU>
Sent: Friday, 29 March 2019 10:31 AM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

Hi all,

I understand that the Contact Centre and L&D teams have this well in hand in terms of developing the procedures and script for operators.

s. 22(1)(a)(ii) , do we need to also consider some messaging for interpreters? Can we leave this to your teams to co-ordinate?

s. 22(1)(a)(ii) indicated a preference to eventually move to option 1 on our spreadsheet (message in language). What do we need to do to ensure that goes onto the TSS agenda?

Regards,

s. 22(1)(a)(ii)

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

s. 22(1)(a)(ii)

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 28 March 2019 10:11 AM
To: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good Morning,

That makes sense. We will keep this in mind when providing operators with FAQ's they may be asked by non-English speakers.

Thank you for clarifying.

Kind Regards,

s. 22(1)(a)(ii)
Contact Centre Manager
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii)   @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Sent: Wednesday, 27 March 2019 3:09 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi all

I can confirm that the privacy notices are only available in 11 languages on the website. This is in fact all that is required given that we only have the website translated into those 11 languages. Other languages not translated on the website therefore do not require the privacy notice and simply offer an FAQ link.

Kind regards

s. 22(1)(a)(ii)
Communications Manager
Communications, Branding and Events
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
Telephone: (03) s. 22(1) | M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii)   @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 26 March 2019 11:31 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good Morning s. 22(1)(a)(ii),

Implementing this change in the contact centre is relatively straight forward once we can confirm the scripting is final.

As discussed, the scripting relating to the privacy notice on the website is not ideal as not all of the non-English speakers are able to access this information without translation.

s. 22(1)(a)(ii) – Can I please confirm that the privacy notice is currently available in the top 25 languages? I can only seem to change the page into 11 of the 25 listed on the website. Some of the links don't appear to work and you can only open the FAQ PDF which does not include this statement?

Perhaps we can look at the benefit of introducing additional language options to the privacy information so the messaging will be applicable to as many non-English speakers as possible.

Kind Regards,

s. 22(1)(a)(ii)
Contact Centre Manager
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a) M: s. 22(1)(a)(ii)
Email: s. 22(1)(a)(ii) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 26 March 2019 10:24 AM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi s. 22(1)(a)(ii) ,

s. 22(1)(a)(ii) has correctly pointed out that there are no tech enhancements associated with option 2(a) for addressing this matter: s. 22(1)(a)(ii) . This option involves a process change in the contact centre, supported by training and also comms with interpreters.

How would you like to proceed with getting this up and running? I'm happy to be involved if required, but also stretched a bit thin at the moment so very happy for the Contact Centre, s. 22(1)(a)(ii) IL and Comms to drive this. Let me know …

Regards,

s. 22(1)(a)(ii)
_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au
s. 22(1)(a)(ii)
_____

For-Official-Use-Only

From: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Tuesday, 26 March 2019 10:09 AM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

I agree with s. 22(1)(a)(ii) that there is no technical change required. We should be able to progress this soon as a procedural change.

Happy to assist if you need anything from my side.

Thanking you.

Regards,

s. 22(1)(a)(ii)

Business Project Coordinator,

Technology Support Services,

Translating and Interpreting Service (TIS National)

Channel Management Branch | Visa Delivery Transformation Division

Immigration and Citizenship Services Group

Department of Home Affairs

P: (03) s. 22(1)(a)(ii) W: www.tisnational.gov.au
E: s. 22(1)(a)(ii)   @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 26 March 2019 10:03 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)
s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hey Team

Correct. Not technical changes required.
Please proceed with implementing a procedural change in the Contact Centre, which will need to be supported by Training and Comms.

Kind Regards

s. 22(1)(a)(ii)
Manager – Technical Services and Strategic Projects
Infrastructure and Technology
Translating and Interpreting Service | TIS National
Channel Management Branch
Visa Delivery Transformation Division
Immigration and Citizenship Group
Department of Home Affairs

P: (03) s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii) | E: s. 22(1)(a)(ii) @homeaffairs.gov.au | W: www.tisnational.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 26 March 2019 9:59 AM
To: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good point s. 22(1)(a)(ii) I don't think this is a tech issue (until such time as we move to option 1). The interim measure appears to be a procedural change in the Contact Centre which will need to be supported by training and comms.

If everyone is in agreement on that, I am happy to take responsibility to liaise with relevant people to get this moving.

Regards,

s. 22(1)(a)(ii)

---

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii)   @homeaffairs.gov.au

s. 22(1)(a)(ii)

For-Official-Use-Only

9

From: s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Sent: Tuesday, 26 March 2019 9:48 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)
                    @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
                    @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good morning All,

The below email refers to a workaround that is being implemented to ensure TIS National privacy messages are relayed to Non-English Speakers in language. s. 22(1)(a)(ii) and EL1 team members have endorsed to go ahead with option 2 (a) as an immediate workaround to mitigate this legal risk and we would like to implement this process at the earliest.

Could you please review the option 2 (a) in the below TRIM document (Free Speech Call recording - excel spreadsheet) and let me know if any technical changes are required?
    -   s. 22(1)(a)(ii)

If you could please respond to me by midday today, that would be much appreciated.

Thanking you.

Regards,

s. 22(1)(a)(ii)

Business Project Coordinator,

Technology Support Services,

Translating and Interpreting Service (TIS National)

Channel Management Branch | Visa Delivery Transformation Division

Immigration and Citizenship Services Group

Department of Home Affairs

P: (03) s. 22(1)(a)(ii)   W: www.tisnational.gov.au
E s. 22(1)(a)(ii)   @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Sent: Thursday, 21 March 2019 3:02 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a
                    @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii)

Thank you for forwarding this information. I will follow up with s. 22(1)(a)(ii) regarding next steps and set up a meeting with you and other delegates to progress and implement Option 2 (a) at the earliest.

Thanking you.

Regards,

s. 22(1)(a)(ii)

Business Project Coordinator,

Technology Support Services,

Translating and Interpreting Service (TIS National)

Channel Management Branch | Visa Delivery Transformation Division

Immigration and Citizenship Services Group

Department of Home Affairs

P: (03) s. 22(1)(a)(ii)   W: www.tisnational.gov.au
E s. 22(1)(a)(ii)   @homeaffairs.gov.au

UNCLASSIFIED

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 21 March 2019 12:40 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Thanks s. 22(1)(a)(ii) .

Good question s. 22(1)(a)(ii) I think we can work out that level of detail down the track, but my view is that emergencies would trump everything else. Speed is absolutely of the essence there, so I think we could dispense of the additional statement and wear the risks. I think we could mount a good case to support such an approach. We already have examples of this sort of thing. We have written into the WWCC policy/SOP that we may not always be able to comply, and this specifically references emergency service calls.

s. 22(1)(a)(ii) I think I had mistakenly copied this to the Technical Helpdesk email address instead of the System Enhancements one. Apologies, but that's now corrected. When you have a chance, could you please discuss next steps with s. 22(1)(a)(ii) and then I'm happy to discuss further and work out the way forward.

Regards,

s. 22(1)(a)(ii)

_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii)   @homeaffairs.gov.au

s. 22(1)(a)(ii)

_____

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 21 March 2019 9:05 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning s. 22(1)(a)(ii)

I also agree that 2a would be the best immediate solution, followed by option 1 as the long term preference.

While AHT will be impacted, it would be worth it to minimise any potential risk while waiting for option 1.

Will there be any exceptions to reading the privacy message? Could we proceed with NES initiated 000 calls where the priority is to get the call to the emergency services as fast as possible?

Regards

s. 22(1)(a)(ii)
Assistant Director, Operator Assisted Channels
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)
E s. 22(1)(a)(ii) @homeaffairs.gov.au

UNCLASSIFIED

UNCLASSIFIED

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Wednesday, 20 March 2019 4:31 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)
@homeaffairs.gov.au>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii)

Many thanks for the opportunity to comment.

I agree with s. 22(1) immediate preferences. While option 1 would be great, it will not be fast.

The reason I do not particularly favour the printed card options is because many of our interpreters provide services to a range of agencies and sometimes get confused between different agency processes. Having the operator convey the message and the service provider then interpret the message is self-contained and it will work for both interpreters who provide high volumes of telephone interpreting and those who rarely do as well as for those who provide telephone interpreting through a range of agencies.

We could also support option 2a by publishing information, including the text of the message. in *News for Interpreters*. We could publish an alert in the portal and we could add this new process to what we cover in induction. We could also choose to publish translations of the message in the Help and Support section of the portal.

If we really wanted to make a splash, we could do all of the above and send a text message a few days before the new process starts.

Kind regards
s. 22(1)(a)(ii)

s. 22(1)(a)(ii)
Assistant Director Interpreter Liaison, IMA and Specialist Services
Translating and Interpreting Service (TIS National)
Channel Management Branch \ Visa Delivery Transformation Division
Immigration and Citizenship Group
Department of Home Affairs
T: 03 s. 22(1)(a) **M:** s. 22(1)(a)(ii) **W:** www.tisnational.gov.au
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

UNCLASSIFIED

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 19 March 2019 2:24 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii) ,

I am seeking your views on possible measures to address s. 42(1)

I presented on this issue at one of the regular Tech Enhancement workshops several weeks ago and was tasked with considering options and seeking agreement on a way forward. After the workshop, Subra and I met and came up with a range of possible options, reflected in the attached spreadsheet. The pros and cons of each option are outlined in the spreadsheet.

As per below, s. 22(1) favours option 2(a) in the short term, with a possible move to option 1 in the longer term. Could you please consider the options and let me know your views on which option we should proceed with, noting s. 22(1)(a)(ii) preferences. If it is easiest to meet to discuss this, please let me know and I can arrange a meeting, or perhaps we can add it to the agenda of an upcoming Tech Enhancements workshop and discuss it in that forum.

Please let me know if you need any further information.

Regards,

s. 22(1)(a)(ii)

_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

s. 22(1)(a)(ii)

_____

UNCLASSIFIED

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Tuesday, 19 March 2019 12:36 PM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: RE: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

HI s. 22(1)(a)(ii)

Thanks very much for your work on this.

I think I prefer option 2(a) in a short term. We can include privacy message in TIS Online and advise interpreters of the change to the process.

I think Option 1 will be an ideal long term option, in particular as we had a lot of feedback that NES find the privacy message in English very confusing. So I suggested that the privacy message is played after the language is selected by the NES or agency, either in language or in English. I agree with your suggestion to consult with s. 22(1)(a)(ii) but suggest that you also include s. 22(1)(a)(ii) before we agree on a final option, noting that we need to probably implement the initial changes fairly quickly.

s. 22(1)(a)(ii)

UNCLASSIFIED

From: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Monday, 18 March 2019 4:40 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Subject: FW: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii) has been working on the legal issues related to the recording of interpreter's speech and its impact on the other parties of the conversations (clients and NES). He has a series of proposals to address the issues, each of which have different costs and benefits when enacted. I was proposing to circulate to at least s. 22(1)(a)(ii) (both who would be most affected) but this could be something to be discussed at a round table with the ELT. Of course you may see an option that stands out as the obvious course to take. Happy to discuss further.

Regards

s. 22(1)(a)(ii)
Assistant Director; People, Procurement and Procedural Standards
Translating and Interpreting Service (TIS) National
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Group
Department of Home Affairs
P: (03 s. 22(1)(a) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au | W: www.tisnational.gov.au

UNCLASSIFIED

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Thursday, 21 February 2019 5:12 PM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FW: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii) ,

Did you get a chance to send this onto s. 22(1)(a)(ii) and/or the ELT? Have we got any further direction as to how we might proceed?

Regards,

s. 22(1)(a)(ii)

_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

s. 22(1)(a)(ii)

_____

From: s. 22(1)(a)(ii)
Sent: Monday, 4 February 2019 11:33 AM
To: s. 22(1)(a)(ii) @BORDER.GOV.AU>
Cc: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: Possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 22(1)(a)(ii)

You may recall that we recently received s. 42(1)

I made a brief presentation about this to the last tech enhancements workshop run by TSS. After the workshop, s. 22(1)(a)(ii) and I discussed the various options for addressing this issue and we have compiled this into the attached spreadsheet.

We now need a decision on how we proceed with this. The pros and cons of the range of options we considered are outlined in the spreadsheet. Option 1 is probably the 'gold standard' response, but is also the most costly and time consuming so may not be supported in the current fiscal environment.

I think this is something that probably needs to be considered by the ELT and a decision made at that level. Could you please have a look at the attached documents and let me know what you think is the best way to proceed in order to get a decision on this.

Happy to discuss.

Regards,

s. 22(1)(a)(ii)

_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
P: 03 s. 22(1)(a)
E: s. 22(1)(a)(ii)   @homeaffairs.gov.au

s. 22(1)(a)(ii)

_____

UNCLASSIFIED

UNCLASSIFIED

From: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Sent: Monday, 4 February 2019 10:15 AM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Subject: RE: For review: possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

Good morning s. 22(1)(a)(ii),

Thank you for drafting this document. The document looks really good and you have covered all the points that we discussed.

I am happy for you to send this document to the extended leadership team for their review and feedback.

Thanking you.

Regards,

s. 22(1)(a)(ii)

Business Project Coordinator,

Technology Support Services,

Translating and Interpreting Service (TIS National)

Channel Management Branch | Visa Delivery Transformation Division

Immigration and Citizenship Services Group

Department of Home Affairs

P: (03) s. 22(1)(a) W: www.tisnational.gov.au
(ii)
E s. 22(1)(a)(ii)   @homeaffairs.gov.au

UNCLASSIFIED

From: s. 22(1)(a)(ii)
Sent: Thursday, 31 January 2019 6:20 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: For review: possible risk mitigation measures to address legal risks associated with call recordings [SEC=UNCLASSIFIED]

UNCLASSIFIED

H s. 22(1)(a)(ii)

Thanks for meeting up last Friday to discuss and progress this. I've put what we discussed into the attached spreadsheet listing the various options, along with advantages and disadvantages.

Please review and let me know if you have any comments or if you think it adequately covers what we discussed.

Happy to discuss if required.

Regards,

s. 22(1)(a)(ii)

_____

s. 22(1)(a)(ii)
Manager, Procedural Standards
Translating and Interpreting Service (TIS National)
Channel Management Branch | Visa Delivery Transformation Division
Immigration and Citizenship Services Group
Department of Home Affairs
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s. 22(1)(a)(ii)

_____

UNCLASSIFIED

UNCLASSIFIED

s. 22(1)(a)(ii)

From: s. 47F(1)
Sent: Tuesday, 27 August 2019 3:12 PM
To: s. 22(1)(a)(ii)
Cc: s. 47F(1)
Subject: Voice Biometrics
Attachments: TIS Voice Biometrics.DOCX

Hi s. 22(1)(a)(ii)

FYI, the attached document may also be useful, it is the TIS requirements document for Voice Biometrics.

Hope it helps.

Thanks

s. 22(1)(a)(ii)
Technical Services Specialist
Client Experience Services
Collaboration Services | Business Technology Services

P 02 s. 47F(1)
M s. 47F(1)
E s. 47F(1)
W www.telstra.com.au
This email may contain confidential information.
If I've sent it to you by accident, please delete it immediately

TIS National Voice Biometrics

Interpreter Voice Biometrics

TIS National Voice Biometrics

A voice biometric is the numerical representation of the sound, pattern, and rhythm of a person's voice. In the same way as a fingerprint is unique to an individual, a voice biometric, or more commonly called a voice print, can be used to identify a specific person. A voice print is simply a recording of a person's voice.

TIS National uses Vocal Password and FreeSpeech technologies as a part of its language interpreting services. FreeSpeech and Vocal Password technologies support the quality assurance agenda of TIS National by ensuring:

- TIS National registered interpreters with accreditation and police clearances are completing interpreting assignments
- the quality of TIS National interpreting assignments is maintained.

FreeSpeech and Vocal Password

To operate Free Speech and Vocal Password technologies, a recording of each Interpreter's voice is required.

As your voice print is considered to be personal 'sensitive information' under the *Privacy Act 1988*, TIS National is required to have the interpreters consent to collect it.

FreeSpeech

FreeSpeech identifies each interpreter by their voice print. It does this by recording each interpreter's voice to make a voice print. This voice print is recorded and stored in a data base held by TIS National.

In each interpreting call, a part of each interpreter's voice print is recorded and is matched to a data base to confirm the identity of the interpreter.

A report is sent to TIS National stating if the voice print of the interpreter on the line matches the voice print of the registered TIS National interpreter.

How is interpreter voice print data used?

TIS National collects interpreter voice prints for the purposes of:

- ensuring security and integrity of the provision of interpreting services,
- generating reports for TIS National about whether the authorised interpreter is the interpreter on the telephone assignment
- enabling interpreters to log into the Interpreter Service line.

Collecting and using interpreter interview recordings, which includes an interpreter's voice is supported by clause 5.7 of your Deed of Standing Offer. This states…

"5.7 Quality review and assurance program
5.7.1 The Service Provider acknowledges that, from time to time, the Department may conduct a quality review of the Service Provider's provision of Services which may include unannounced evaluation of the Services. The Service Provider consents to the Department recording Assignments performed by the Service Provider for this purpose, which will assist the Department to improve the provision of the Services."

How is interpreter voice print data stored?

TIS National is committed to protecting the privacy of its contract interpreters. All voice print data will be stored in an encrypted format and only accessed by security cleared TIS National staff

TIS National takes reasonable steps to ensure that all personal information, including sensitive information, is secured against unauthorised access, misuse, loss or disclosure. If a privacy breach occurs, TIS National will investigate the breach and notify the affected individual of the breach where required.

How to make a privacy complaint

If people have a concern regarding how TIS National has handled personal information, including sensitive information, a complaint can be lodged via TIS National's online feedback form.

If a party unsatisfied with the response, they can write to the Office of the Australian Information Commissioner (OAIC) who can investigate the privacy complaint. Help lodging a compliant with the OAIC, can be carried out by calling the OAIC Enquiries Line on 1300 363 992. For parties outside Australia, they need to call: +61 2 9284 9749.

Alternatively, one can send their complaint to the OAIC through:

- its online Privacy Complaint form (please refer to the OAIC's website https://www.oaic.gov.au/)
- by mail to GPO Box 5218, Sydney , NSW, 2001
- by fax to +61 2 9284 9666
- by email.to enquiries@oaic.gov.au

More information

Interpreter's Personal information is protected by law, including the *Privacy Act 1988*. Important information about the collection, use and disclosure of your personal information, including sensitive information, is contained in the Department of Immigration and Border Protection (the Department) Privacy Notice Form - Form 1442i. Copies of the Privacy Notice Form are available at https://www.homeaffairs.gov.au/Forms/Documents/1442i.pdf or at any departmental office. Interpreters should ensure that they read and understand the Privacy Notice Form before providing their consent to participate in the TIS National Voice Biometrics.

TIS National Voice Biometrics

The TIS solution uses Voice Biometrics, a way to authenticate interpreters of the telephony platform using their spoken voice. A voice biometric is a signature known as a voiceprint that is derived from the physical and behavioural characteristics of a person's voice.

Two Nuance Voice Biometric products are utilised:

1. Nuance VocalPassword – Active Authentication

- VocalPassword allows interpreters to be rapidly authenticated using spoken pass-phrases, eg. "In Australia my voice identifies me". VocalPassword has been integrated into the Interpreter Service IVR call flow for quick and easy enrolment and verification, providing a simpler approach to service access over PIN, restricting users from sharing PIN or access numbers.

2. Nuance FreeSpeech – Passive Athentication

- FreeSpeech is a voice biometrics system which is implemented in security-sensitive environments. It adheres to strict security requirements and complies with privacy.

- FreeSpeech allows interpreters to be passively authenticated by collecting and analysing call audio during a call. FreeSpeech is integrated into the conference facility for automated speaker enrolment and identification processes, providing a simple and invisible approach to authentication.

- FreeSpeech is protected at both the application level and the infrastructure level using the standard "Four A's" of enterprise security: Administration, Authentication, Authorization, and Audit. FreeSpeech's security design is based on the Common Criteria Protection Profile for biometric speaker verification systems and has successfully passed third-party security audits and penetration attacks performed by customers.

First time Interpreters are asked to Enrol in order to create a Voiceprint. Once the voiceprint is created, the interpreters voice can then be Authenticated by verifying their voice with what's on record for any subsequent calls.

The voiceprint verification process involves the application of complex voice biometric algorithms to a person's voice data to compare it against the voiceprint. The verification process provides a verification score that indicates the degree of confidence that the voice data belongs to the same person for which the voiceprint was enrolled.

The relative accuracy of voice biometrics varies depending on how the Nuance algorithm is applied, and is impacted by factors including audio length, Signal to Noise Ratio (SNR) and audio volume. Shorter audio will typically result in a lower level of accuracy.

During enrolment, audio is first passed through an audio analyser module within the engine which performs a number of tasks and then the algorithm is applied to that audio to create a voiceprint for that speaker which is then stored in the appropriate data store. The voiceprint itself is a model, or statistical representation of that audio as determined by the selected algorithm.

After the initial enrolment, whenever the interpreter calls in to authenticate with their voiceprint, the voiceprint data is retrieved from the data store to the processing server, and then the authentication audio is processed in the same way as the enrolment audio (audio analyser, then algorithm) to produce a second statistical model of that audio. The two models are then compared against one another in a process which also makes reference to a calibration set or background model for normalisation. A resulting verification score is then issued by the engine based on its assessment of similarity between the two resulting models.

TIS National Voice Biometrics – Free Speech Features

Free Speech allows interpreters to be passively identified by collecting and analysing call audio. No call flow events will be visible from a user perspective. Free Speech will operate silently in the background with no user interface presented to any conference participants. Voice-print mismatches will be alerted for investigation by TIS staff but not result in any interruption to a conference call.

Free Speech features

In order to provide an assurance that the Interpreter engaged on a call is the same person who was originally engaged to perform those duties, Free Speech will be employed to verify the identity of each Interpreter as they participate in TIS conference calls, (both call centre calls and Automated Self-Servcice calls). Interpreters will be speaking in a blend of English and one or more of 170+ languages supported by the service.

Voice-prints (enrolments and comparisons) will be generated from Interpreter call audio only, and will not include call audio from other conference participants.

Free Speech is used to flag failed verifications. From the interpreter leg of the call

- Between 30 (minimum) to 180 (preferred) seconds of net speaker audio is required to enrol an Interpreter. If less that than the minimum is collected on a conference call, which will occur when the conference call is too short, enrolment will be postponed until the next conference call.
- Between 10 (minimum) to 60 (preferred) seconds of net speaker audio is required to verify an Interpreter. If less than the minimum is collected on a conference call, which will occur when the conference call is too short, verification will not be done, the net audio will be discarded and the solution will attempt to capture the 30 seconds on the subsequent calls.

In the event that an imposter is detected during a conference call, the conference will not be interrupted. Instead, the identity mismatch will be flagged for later investigation. TIS is able to use Free Speech web portal to review reported mismatch events, listen to relevant enrolment and verification audio, as well as download relevant audio for further forensic analysis.

Data Retention Policy

- Enrolment utterances are retained for the life of the system (permanently).

- Audio of the 5 most recent successful verification attempts of each speaker is retained.

- TIS require that failed verification audio is retained for the last 7 calendar days.

- Out-dated verification audio will be removed frequently by an external process.

- Retention of log and audit data will be managed by external Free Speech tools.

- Audit trail data will be kept for 1 year.

- Actual record of the database of successful verification will be kept for 5 years

- Mismatch verification attempts will be kept forever

Note: The Freespech solution will capture a net audio of 30 seconds from the interpreter leg of the call once it is parked (unless not possible due to termination) to determine authenticity. If it is not possible to collect the 30 seconds on the one call, the net audio will be discarded and the solution will attempt to capture the 30 seconds on the subsequent call.

Risk Management: Associated risk(s) and strategies in place to reduce them

Data / Information handling

This is mitigated by:

- When information is stored outside the agency's direct control it is important the contracts makes clear that the Commonwealth owns the information, and that the supplier is obliged to prevent access outside need to know and otherwise comply with the Privacy Act – in short meeting our obligations should be part of the services the supplier gives us under contract. There are standard clauses which have been included in the contract for that purpose.

- We ensure compliance with the Information Privacy Principles by using privacy policy statements making it clear why information is being collected, and that DIBP/TIS ensures it only uses information for that purpose – but this is business as usual for all agency websites.

- Appropriate security to prevent unauthorised disclosure.

Recordings may contain personally sensitive information.

This is mitigated by:

- The non-English speaker who is the being interpreted for will not be identified in any meta data associated with the recording.

- The Agency Client who is the being interpreted for will not be identified in any meta data associated with the recording.

- The recording is only part of an interpreting session and does not include the beginning of the session when personal identifiers, .e.g. names, date of birth, and account numbers, are exchanged.

- The recording file will be encrypted using signing which protects the system voiceprints from being manipulated by authorised users.

Auditing and logging mechanisms

This is mitigated by:

- All Audits trail will be stored in their corresponding application database. Audit and log data will be kept for a minimum of 1 year.

- FreeSpeech's security design is based on the Common Criteria Protection Profile for biometric speaker verification systems and has successfully passed third-party security audits and penetration attacks performed by customers.

s. 22(1)(a)(ii)

From:	s. 47F(1)
Sent:	Friday, 30 August 2019 10:46 AM
To:	s. 22(1)(a)(ii)
Cc:	s. 22(1)(a)(ii) s. 47F(1) ; s. 22(1)(a)(ii)
Subject:	RE: Free Speech [SEC=UNCLASSIFIED]

Hi s. 22(1)(a)(ii)

As requested we have now disabled the Freespeech application with the TIS solution, although there should'nt be any impacts if anything is identified please let me know ASAP.

Regards

From: s. 22(1)(a)(ii)
Sent: Thursday, 29 August 2019 3:41 PM
To: s. 47F(1)
Cc: s. 22(1)(a)(ii)   ; s. 47F(1)   ; s. 22(1)(a)(ii)
Subject: Free Speech [SEC=UNCLASSIFIED]
Importance: High

> [External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

UNCLASSIFIED

Hi s. 22(1)(a)(ii)

As discussed we would like to disable Free Speech as soon as possible.

I understand that you will confirm with Nuance about whether doing so would impact upon Vocal Password or other elements of the system.

Could you please confirm once the Free Speech application has been disabled, or if there are any dependencies / risks that prevent this from being done.

I appreciate your assistance at short notice.

Regards

s. 22(1)(a)(ii)
Assistant Director | Technology Support Services
Translating and Interpreting Service (TIS National)
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs
P: 03 s. 22(1)(a) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

UNCLASSIFIED

s. 22(1)(a)(ii)

From: s. 47F(1)
Sent: Friday, 8 November 2019 4:34 PM
To: s. 22(1)(a)(ii)   , s. 22(1)(a)(ii)
Subject: RE: Free Speech

Hi Guys,

There's two stages to the free speech solution:
(1) Enrolment: The first time the interpreter is called they have to be enrolled into the free speech system
(2) Verification: The interpreter has been previously enrolled. The verification is an attempt to match the voice of the interpreter with the enrolled audio.

What was your thinking around enrolment for this one?

There's a couple of ways this could work depending on your privacy needs:

(1) Once the interpreter is connected to the agent, free speech starts the enrolment process; once it has enough data to enroll the customer in free speech a button would show on the softphone. The agent does a proof-of-Identity check, and get a verbal approval (opt-in) and clicks the button which then assigns the newly created voiceprint to the customer.
- Opt-in can lead to only a small uptake in usage
- The agent needs to keep the interpreter talking for long enough to perform the enrolment.
- The process is interactive; the agent can see that it's been successful.
- The enrolment is completed while interacting with the agent which means no audio from the interpreted conversation is captured.
(2) The enrolment of an interpreter works the same as the current design. It enrols the interpreter only after the call is parked and doesn't require any approval or interaction from the interpreter
- No opt-in is required
- Part of the interpreted conversation is recorded (and stored in encrypted form)
- The process only happens after the call is parked so the agent can't see any status about the enrolment
- The possibility exists to accidently enrol the wrong person
(3) The enrolment of an interpreter works after the call is parked. It enrols the interpreter only after the call is parked but requires the agent to confirm enrolment
- opt-in is required (or potentially opt-out)
- Part of the interpreted conversation is recorded (and stored in encrypted form)
- The process only happens after the call is parked so the agent can't see any status about the enrolment. This could lead to an agent getting opt-in but the enrolment failing (and so the same conversation can happen with the next call)

s. 47F(1)   **| Telstra | Senior Contact Centre Engineer**
M +61 s. 47F(1)   **| E** s. 47F(1)

From: s. 22(1)(a)(ii)   @homeaffairs.gov.au>
Sent: Friday, 4 October 2019 2:18 PM
To: s. 47F(1)
Cc: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Subject: Free Speech [SEC=UNCLASSIFIED]

> [External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

UNCLASSIFIED

Hi s. 47F(1)

As discussed we would like to investigate the feasibility of the below options in order to evaluate and assess the reintroduction of Free Speech. This is fairly high level, as we would need to further investigate how this could work internally if the Nuance technology can support Option 1.

Option 1
- Focus on the interaction between the TIS National call centre operator and Interpreter (no other party on the line)
- Free Speech is active when the call centre operator is speaking to the interpreter – the interpreter may need to state certain information such as job number to ensure there is enough audio captured
- Call centre operator receives a live indication as to whether the audio is verified
- If the interpreter is not verified by Free Speech the call centre operator can ask further questions to verify identity
- ATIS ? Disable & Do nothing / Introduce vocal password to accept the call / re-instate legacy PIN acceptance

Option 2
- Largely similar to how Free Speech operated until it was switched off
- Build opt out functionality into the Softphone so that Free Speech can be deactivated for the call at the request of the client
- Requirement to inform each party of the call recording (revised Privacy Message), including the non-English speaker (in language messaging)
- Include the requirement in ATIS so that the Agency party can have a method to opt out of the call being recorded, (via a * + Number keypress)

Regards

s. 22(1)(a)(ii)
Assistant Director | Technology Support Services
Translating and Interpreting Service (TIS National)
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group

Department of Home Affairs
P: 03 s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

UNCLASSIFIED

s. 22(1)(a)(ii)

Subject:	HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal
Location:	@242 Exhibition St Level 18 Room1// Webex
Start:	Thu 28/11/2019 2:30 PM
End:	Thu 28/11/2019 3:00 PM
Show Time As:	Tentative
Recurrence:	(none)
Organizer:	s. 47F(1)

WEBEX:

s. 47G(1)(a)

Agenda:
1) Review change proposal options 1 and 2 – Discuss pros and cons with each option
2) Table any other feasible options
3) Timeline of deployment
4) Next steps to be agreed
Change Proposal –

Collaboration Services

Department of Home Affairs
Translating & Interpreting Service (TIS)

NUANCE FREESPEECH Privacy Change Proposal

IT'S HOW
WE CONNECT

GLOBAL ENTERPRISE AND SERVICES

NUANCE FREESPEECH Privacy Change Proposal

Department of Home Affairs - Translating and Interpreting Services (TIS)

Author's name	Sub-business unit	Issue number
s. 47F(1)	Contact Centre Solutions Group	1.0

Business unit	Issue date	Telstra ID
Global Enterprise & Services	14 November 2019	[Telstra ID]

Table of Contents

1. Background

TIS are concerned about privacy issues in the current solution. The free speech solution records the interpreter's speech only; however, since the interpreter may be translating what is said by either a Non-English Speaker (NES) or by the Agency there exists the potential for confidential customer details to be recorded by the free speech verification process.

It is noted that audio recorded is stored in an AES-128 bit encrypted form to disallow unauthorised access.

2. Purpose

The scope of this document is to provide a basis for discussion on the possible changes that could be made to the free-speech solution.

3. Audience

This document is intended for Telstra, Nuance, and Home Affairs Technical Resources.

4. Existing Behaviour

In the existing solution, the interpreter leg of the call is verified after the call is parked under the current conditions:

- Delay an initial 30 Seconds before starting to listen for audio.
- Listens for up to 180 Seconds (3 minutes) of audio and submits that to Free Speech. This is the maximum gross audio collected for a verification attempt. If the interpreter disconnects the call and we have not collected a full 3 minutes of audio this will be submitted to Free Speech. This may or may contain enough speech to perform a verification.
- Repeat this process at 30 minute intervals on the call (spot check - collect another 3 minutes of audio to submit for passive verification)

s. 47(1)(b)

5. Proposed Changes

5.1 Option 1 – Agent Verification

The proposal is to change the passive verification attempt to record interpreter speech when the agent has first contacted them about the interpreting job. During this time the originating caller is on hold.

5.1.1   Enrolment

When the agent contacts the interpreter the inbound call leg (agency or NES) is placed on hold while the agent finds an interpreter. If the caller is not yet enrolled in free speech then the system will collect enough audio to attempt an enrolment. Once the enrolment is complete, the agent's softphone will be presented with an "enrol" button which will train the voiceprint and assign the voiceprint to the interpreter in Jessica's systems which allows the next call to perform a passive verification.

5.1.2   Verification

When the agent contacts the interpreter the inbound call leg (agency or NES) is placed on hold while the agent finds an interpreter. When the interpreter answers the call, the agent engages them for the job and performs some proof of identity checks. The passive verification occurs from the interpreter's audio and once enough speech audio has been collected the system should show a "Verification Success" indicator on the Agent's softphone.

s. 47(1)(b)

5.1.3 Requirements

R001	Modify the CCTIS systems to enrol/verify the interpreter after the interpreter has answered the call from the agent but before the call has been parked.
R002	Discard the partial voiceprint if the call is parked before an enrolment is complete.
R003	Discontinue the verification attempt if the call is parked before enough audio is received for a deterministic result. Retain the verification result in Free Speech portal for this attempt.
R004	The system should provide notifications to the agent for the following events:

Event	Description
Enrolment Started	The enrolment of the interpreter has commenced
Enrolment Start Failed	If the system cannot start enrolment because of a problem in the system (free-speech offline, license limit exceeded etc)
Enrolment Complete	Enough audio data has been collected for enrolment. The voiceprint is ready to be trained.
Enrolment Failed	There was an issue with collecting the enrolment.
Train Complete	The voiceprint was trained, and Jessica has successfully associated the voiceprint to the interpreter.
Train Failed	The voiceprint was not trained or there was an error associating the voiceprint to the interpreter in Jessica.
Verify Started	The verification of the interpreter has commenced
Verify Start Failed	If the system cannot start verification because of a problem in the system (free-speech offline, license limit exceeded etc)
Verify Complete	The verification of the interpreter has succeeded
Verify Failed	The verification of the interpreter has failed.

R005	Modify the CCTIS/Softphone API to allow the softphone to instruct Free Speech to complete an enrolment (train the voiceprint and associate it with an interpreter in Jessica database)

5.1.4 Assumptions

A001	Modifications to the softphone is considered out of scope for Nuance. Nuance will be responsible for making changes to the CCTIS client library used by the Softphone.
A002	The systems are expected to perform enrolment/verification in real time. The system will provide notifications to the Softphone as soon as enough net audio is gathered.

5.1.5 Unknowns/Risks

RI001	How much natural speech is collected from the interpreter during their interaction with the CCTIS agent? Is it typically enough to perform an enrolment? What impacts to caller-experience might this cause?
RI002	What changes to the ATIS system are required? There is currently no agent to perform a proof-of-identity solution.

RI003	What level of authentication will the agent to do the interpreter to have enough information to confirm their identity for a Free Speech Enrol option.
RI003	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

5.2 Option 2 – Customer Opt-Out

The proposal is to maintain the existing solution but provide a way for the customer/interpreter to opt-out.

5.2.1 CCTIS

The agent will be presented with an option to opt-out. Pressing this button disables all enrolment or verify attempts for the call. The caller will be presented with both in-language and English versions of a disclaimer message prior to connecting to the agent.

5.2.2 ATIS

The NES or Interpreter can press *9 at any time during the conference to opt-out of the free-speech operations. If an operation has already been completed, then the audio from that attempt will be removed from the call. If an audio-collection is in progress it will be cancelled, and the audio removed before free speech is engaged. Selecting this option disables any future verify/enrol attempts for the duration of the call.

5.2.3 Requirements

R001	Modify the CCTIS systems to support an opt-out instruction from the softphone that discontinues all use of free-speech for the lifetime of the call.
R002	Modify the ATIS system to allow any party to press *9 as an instruction to opt-out from free speech operations on the current call.
R003	When the opt-out option is selected a message will be played to the conference stating that the recording of this call has been disabled.
R002	When the opt-out option is selected all audio recorded by free speech will be deleted for this call. The record showing the result of the free-speech operation will be retained.
R003	The disclaimer messaging to the caller will be modified to inform them of the new option. This will apply to both CCTIS and ATIS call-flows.
R005	The CCTIS/Softphone API will be modified to support the "opt-out" command.

5.2.4 Assumptions

A001	Modifications to the softphone is considered out of scope for NUANCE. NUANCE is responsible for making changes to the CCTIS client library used by the Softphone.
A001	TIS is responsible for providing the recordings for all non-English messages.
A002	NUANCE is responsible for providing the recordings for all English messages using the current voice talent.
A003	The opt-out option only affects the current call.
A004	The messaging to the caller will play regardless if the `FreespeechEnabled` flag is set for the interpreter or not.

5.2.5 Unknowns/Risks

RI001	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

6. Appendix

6.1 Contact for Enquiries and Proposed Changes

If you have any questions regarding this document, please contact:

Contact Name	s. 47F(1)
Contact's Role	Senior Contact Centre Engineer
Phone	+61 s. 47F(1)
Email Address	s. 47F(1)

Contact Name	s. 47F(1)
Contact's Role	Senior Project Specialist
Phone	+61 s. 47F(1)
Email Address	s. 47F(1)

6.2 Revision History

Version No	Version Date	Nature of Change	Author
1.0	14/11/2019	• Created Initial Version.	s. 47F(1)

s. 22(1)(a)(ii)

From: s. 47F(1)
Sent: Thursday, 28 November 2019 2:36 PM
To: s. 47F(1)
Cc: s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)
Subject: RE: HomeAffairs TIS – Discuss FreeSpeech Privacy Change Proposal

Hi s. 47F(1)

Just updated the meeting invite with WEBEX details

s. 47G(1)(a)

Regards,
s. 47F(1)
M: s. 47F(1)

This email may contain confidential information.
If I've sent it to you by accident, please delete it immediately

From: s. 47F(1)
Sent: Thursday, 28 November 2019 2:35 PM
To: s. 47F(1)
Cc: s. 47F(1)   ; s. 22(1)(a) ; s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)
Subject: RE: HomeAffairs TIS – Discuss FreeSpeech Privacy Change Proposal

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

Hi s. 47F(1)

Can you please provide dial in number or webex link please ?

Regards,
s. 47F(1)
Senior Project Manager

Nuance Communications, Inc.
Ph No: (02) s. 47F(1)
Mobile: +61 s. 47F(1)
Email s. 47F(1)

Level 11, 124 Walker Street
North Sydney, NSW 2060

-----Original Appointment-----
From: s. 47F(1)
Sent: Monday, November 25, 2019 5:05 PM
To: s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)   ; s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)
Subject: [EXTERNAL] HomeAffairs TIS – Discuss FreeSpeech Privacy Change Proposal
When: Thursday, November 28, 2019 2:30 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.
Where: @242 Exhibition St Level 18 Room1// Webex

Agenda:
1) Review change proposal options 1 and 2 – Discuss pros and cons with each option
2) Table any other feasible options
3) Timeline of deployment
4) Next steps to be agreed

Change Proposal –

s. 22(1)(a)(ii)

From: s. 47F(1)
Sent: Friday, 17 January 2020 3:47 PM
To: s. 22(1)(a)(ii)
Subject: RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal [SEC=UNCLASSIFIED]

Thanks s. 22(1)(a)(ii)

I confess I haven't been across this recently, so will touch base with the project team and get back to you.

Regards,
s. 47F(1)

Client Executive
Federal Government Sales
Customer Management and Sales, Telstra Enterprise

P 02 s. 47F(1)
M s. 47F(1)
E s. 47F(1)
W www.telstra.com

s. 22(1)(a)(ii)

This email may contain confidential information.
If I've sent it to you by accident, please delete it immediately

---

From: s. 22(1)(a)(ii)
Sent: Thursday, 16 January 2020 4:04 PM
To: s. 47F(1)
Subject: FW: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal [SEC=UNCLASSIFIED]

[External Email] This email was sent from outside the organisation – be cautious, particularly with links and attachments.

UNCLASSIFIED

Hi s. 47F(1)

Hope all is well, just wanted to touch base in relation to FreeSpeech.

A meeting was held while I was away and it seems that there is still some work to do on finding a solution and potential impacts on the re-platform.

Did you manage to find out what the monthly cost of the Nuance products are?

Regards

s. 22(1)(a)(ii)

Assistant Director | Technology Support Services
Translating and Interpreting Service (TIS National)
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs
P: 03 s. 22(1)(a) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

UNCLASSIFIED

From: s. 47F(1)
Sent: Tuesday, 17 December 2019 3:50 PM
To: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Cc: s. 47F(1) >; s. 47F(1) >; s. 22(1)(a)(ii)
s. 22(1)(a)(ii) @homeaffairs.gov.au>; s. 47F(1)
Subject: RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal

Hi s. 22(1)(a)(ii)

We discussed in detail both pros and cons on the couple of options tabled to address concerns around privacy issues in the current solution between DoHA, Telstra as well as Nuance.
Assessing both the options in detail, it's understood the options tabled do not achieve the expected Business outcomes due to the following reasons

1

1. Aim of the solution was in part to deter interpreters from outsourcing the job mid-way through the call and the proposal would discontinue this functionality.
2. Concerns around the caller experience if the inbound caller is placed on hold while the agent and interpreter are gathering enough conversational audio to calculate a verify attempt.

We are also mindful about the potential impact to the schedule in TIS re-platform project. Changes to the scope of the project will have significant impact to the delivery timeline of our solution.

We propose that we continue on the current course of the project which includes data-migration, testing and validation of the free speech product as-is in the current state and then turn off Free Speech for day 1 of TIS re-platform go-live.

Please let me know if you have any further question on this.

Regards,
s. 47F(1)

Senior Project Manager
Unified Communications Delivery
Customer Success & Delivery, Enterprise Services

M s. 47F(1)
E s. 47F(1)
W www.telstra.com

This email may contain confidential information.
If I've sent it to you by accident, please delete it immediately

-----Original Appointment-----
From: s. 47F(1)
Sent: Monday, 25 November 2019 5:03 PM
To: s. 47F(1) ; s. 47F(1) ; s. 22(1)(a)(ii) ; s. 47F(1) ; s. 47F(1) ; s. 47F(1) ; s. 22(1)(a)(ii) ; s. 47F(1)
Cc: s. 22(1)(a)(ii)
Subject: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal
When: Thursday, 28 November 2019 2:30 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.
Where: @242 Exhibition St Level 18 Room1// Webex

WEBEX:
s. 47G(1)(a)

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Change Proposal –

<< File: HomeAffairs TIS - FreeSpeech Privacy Change Proposal.docx >>

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Unsolicited commercial emails MUST NOT be sent to the originator of this email.

2

s. 22(1)(a)(ii)

From:	s. 22(1)(a)(ii)
Sent:	Wednesday, 5 February 2020 9:42 AM
To:	s. 47F(1) ; s. 22(1)(a)(ii); s. 22(1)(a)(ii)
Cc:	s. 47F(1) ; s. 47F(1) ; s. 47F(1)
Subject:	HPRM: RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal [SEC=UNCLASSIFIED]
Attachments:	HomeAffairs_TIS_-_FreeSpeech_Privacy_Change_Proposal.docx

UNCLASSIFIED

Hi s. 47F(1)

As discussed at our last meeting I am looking to obtain some estimates of the effort and any associated costs in modifying FreeSpeech to meet our call recording requirements.

If option 1 isn't feasible and option 2 would be best to implement following the cloud migration, could I please be provided with a quotation for the work involved?

This will assist TIS in making a decision about how to proceed with FreeSpeech.

Regards

s. 22(1)(a)
Assistant Director | Technology Support Services
Translating and Interpreting Service (TIS National)
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs
P: 03 s. 22(1)(a) | M: s. 22(1)(a)(ii)
E s. 22(1)(a)   @homeaffairs.gov.au

UNCLASSIFIED

From: s. 47F(1)
Sent: Tuesday, 17 December 2019 3:50 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 47F(1)   s. 47F(1)   s. 22(1)(a)(ii)
       @homeaffairs.gov.au>; s. 47F(1)
Subject: RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal

Hi s. 22(1)(a)(ii) ,

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Please let me know if you have any further question on this.

Regards,
s. 47F(1)
Senior Project Manager
Unified Communications Delivery
Customer Success & Delivery, Enterprise Services

M s. 47F(1)
E s. 47F(1)
W www.telstra.com

-----Original Appointment-----
From: s. 47F(1)

1

Sent: Monday, 25 November 2019 5:03 PM
To: s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a) ; s. 47F(1)   ; s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)
Cc: s. 22(1)(a)(ii)
Subject: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal
When: Thursday, 28 November 2019 2:30 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.
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Sent: Monday, 25 November 2019 5:03 PM
To: s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a) ; s. 47F(1)   ; s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)
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When: Thursday, 28 November 2019 2:30 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.
Where: @242 Exhibition St Level 18 Room1// Webex

s. 22(1)(a)(ii)

From:	s. 22(1)(a)(ii)
Sent:	Friday, 7 February 2020 3:13 PM
To:	s. 22(1)(a)(ii)
Subject:	RE: FreeSpeech Options [DLM=For-Official-Use-Only]
Attachments:	HomeAffairs_TIS_-_FreeSpeech_Privacy_Change_Proposal.docx

For-Official-Use-Only

Thanks s. 22(1)(a)(ii)

Looking good, all I did was edit one small typo.

Regards

s. 22(1)(a)
Assistant Director | Technology Support Services
Translating and Interpreting Service (TIS National)
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs
P: 03 s. 22(1)(a) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a) @homeaffairs.gov.au

For-Official-Use-Only

From: s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>
Sent: Friday, 7 February 2020 12:50 PM
To: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Subject: FreeSpeech Options [DLM=For-Official-Use-Only]

For-Official-Use-Only

Can you please review and make any changes?

Kind Regards

s. 22(1)(a)
Manager – Strategic Projects and Technical Services
Infrastructure and Technology
Translating and Interpreting Service | TIS National
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs

P: (03) s. 22(1)(a) | M: s. 22(1)(a)(ii) | E: s. 22(1)(a) @homeaffairs.gov.au | W: www.tisnational.gov.au

For-Official-Use-Only

Collaboration Services

Department of Home Affairs
Translating & Interpreting Service (TIS)

NUANCE FREESPEECH Privacy Change Proposal

IT'S HOW
WE CONNECT

GLOBAL ENTERPRISE AND SERVICES

NUANCE FREESPEECH Privacy Change Proposal

Department of Home Affairs - Translating and Interpreting Services (TIS)

Author's name	Sub-business unit	Issue number
s. 47F(1)	Contact Centre Solutions Group	1.0

Business unit	Issue date	Telstra ID
Global Enterprise & Services	14 November 2019	[Telstra ID]

Table of Contents

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It is noted that audio recorded is stored in an AES-128 bit encrypted form to disallow unauthorised access.

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- Listens for up to 180 Seconds (3 minutes) of audio and submits that to Free Speech. This is the maximum gross audio collected for a verification attempt. If the interpreter disconnects the call and we have not collected a full 3 minutes of audio this will be submitted to Free Speech. This may or may contain enough speech to perform a verification.
- Repeat this process at 30 minute intervals on the call (spot check - collect another 3 minutes of audio to submit for passive verification)

s. 47(1)(b)

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5.1 Option 1 – Agent Verification

The proposal is to change the passive verification attempt to record interpreter speech when the agent has first contacted them about the interpreting job. During this time the originating caller is on hold.

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When the agent contacts the interpreter the inbound call leg (agency or NES) is placed on hold while the agent finds an interpreter. If the caller is not yet enrolled in free speech then the system will collect enough audio to attempt an enrolment. Once the enrolment is complete, the agent's softphone will be presented with an "enrol" button which will train the voiceprint and assign the voiceprint to the interpreter in Jessica's systems which allows the next call to perform a passive verification.

5.1.2 Verification

When the agent contacts the interpreter the inbound call leg (agency or NES) is placed on hold while the agent finds an interpreter. When the interpreter answers the call, the agent engages them for the job and performs some proof of identity checks. The passive verification occurs from the interpreter's audio and once enough speech audio has been collected the system should show a "Verification Success" indicator on the Agent's softphone.

s. 47(1)(b)

5.1.3   Requirements

R001	Modify the CCTIS systems to enrol/verify the interpreter after the interpreter has answered the call from the agent but before the call has been parked.
R002	Discard the partial voiceprint if the call is parked before an enrolment is complete.
R003	Discontinue the verification attempt if the call is parked before enough audio is received for a deterministic result. Retain the verification result in Free Speech portal for this attempt.
R004	The system should provide notifications to the agent for the following events:

Event	Description
Enrolment Started	The enrolment of the interpreter has commenced
Enrolment Start Failed	If the system cannot start enrolment because of a problem in the system (free-speech offline, license limit exceeded etc)
Enrolment Complete	Enough audio data has been collected for enrolment. The voiceprint is ready to be trained.
Enrolment Failed	There was an issue with collecting the enrolment.
Train Complete	The voiceprint was trained, and Jessica has successfully associated the voiceprint to the interpreter.
Train Failed	The voiceprint was not trained or there was an error associating the voiceprint to the interpreter in Jessica.
Verify Started	The verification of the interpreter has commenced
Verify Start Failed	If the system cannot start verification because of a problem in the system (free-speech offline, license limit exceeded etc)
Verify Complete	The verification of the interpreter has succeeded
Verify Failed	The verification of the interpreter has failed.

R005	Modify the CCTIS/Softphone API to allow the softphone to instruct Free Speech to complete an enrolment (train the voiceprint and associate it with an interpreter in Jessica database)

5.1.4   Assumptions

A001	Modifications to the softphone is considered out of scope for Nuance. Nuance will be responsible for making changes to the CCTIS client library used by the Softphone.
A002	The systems are expected to perform enrolment/verification in real time. The system will provide notifications to the Softphone as soon as enough net audio is gathered.

5.1.5   Unknowns/Risks

RI001	How much natural speech is collected from the interpreter during their interaction with the CCTIS agent? Is it typically enough to perform an enrolment? What impacts to caller-experience might this cause?
RI002	What changes to the ATIS system are required? There is currently no agent to perform a proof-of-identity solution.

RI003	What level of authentication will the agent to do the interpreter to have enough information to confirm their identity for a Free Speech Enrol option.
RI003	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

5.2 Option 2 – Phase 1 – Customer Verbal Opt-Out - CCTIS (TIS Agent Driven via the Softphone)

The proposal is to maintain the existing solution but allow the Agency/NES to opt-out verbally driven by the TIS Agent, disabling Free-Speech within the Softphone. The initial caller will be presented with the English version of the disclaimer message prior to connecting to the agent. Subsequently when the first Interpreter is dialled, all callers on hold will be presented with the in-language version of the disclaimer message prior to the interpreter being conferenced back into the call, before formal interpreting begins.

5.2.1 CCTIS

The TIS agent has the option to opt-out on behalf of the NES/Agency. Pressing a button via Sotfphone disables all verification attempts for the call. Callers will be presented with both in-language and English versions of a disclaimer message prior to parking the call.

5.2.2 ATIS

Leave Free-Speech disabled for all ATIS Calls.

5.2.3 Requirements

R001	The CCTIS/Softphone API will be modified to support the "opt-out" command.
R002	Leave Free-Speech disabled for All ATIS Calls
R003	The English disclaimer messaging to the caller will still apply to both CCTIS and ATIS call-flows.
R003	The In-Language disclaimer message will be played to all parties on hold in the conference upon the 1st outbound dial to an interpreter

5.2.4 Assumptions

A001	Modifications to the softphone is considered out of scope for NUANCE. TIS is responsible for making changes to the CCTIS client library used by the Softphone.
A002	TIS is responsible for providing the recordings for all non-English messages.
A003	NUANCE is responsible for providing the recordings for all English messages using the current voice talent.
A004	The opt-out option only affects the CCTIS call or ATIS transferred calls, which will subsequently be set up as a CCTIS conference.
A005	The messaging to the caller will play regardless if the `FreespeechEnabled` flag is set for the interpreter or not.

5.2.5 Unknowns/Risks

RI001	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

5.3 Option 2 – Phase 2 - NES Verbal Opt-Out (when dialled as a Third Party) - CCTIS (TIS Agent Driven via the Softphone)

The proposal expands upon the disablement Free-Speech feature within the Softphone, but will allow NES to Opt-Out when dialled as an alternative party. When a Non-English Speaker is dialled as an alternative party, they will hear the in-language version of the disclaimer message prior to joining the main conference.

5.3.1 CCTIS

The TIS agent has the option to opt-out on behalf of the NES. Pressing the button via Sotfphone disables all verification attempts for the call.

5.3.2 ATIS

Leave Free-Speech disabled for all ATIS Calls.

5.3.3 Requirements

R001	The In-Language disclaimer message will be played to the NES when conferenced back into the call, prior to joining the main conference

5.3.4 Assumptions

A001	TIS is responsible for providing the recordings for all non-English messages.
A002	The opt-out option only affects the CCTIS call or ATIS transferred calls, which will subsequently be set up as a CCTIS conference.

5.3.5 Unknowns/Risks

RI001	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

5.4 Option 2 – Phase 3 – Customer Opt-Out – CCTIS and ATIS within the IVR (Customer Driven via * key)

The proposal expands upon the disablement Free-Speech feature within the Softphone, but will allow Customer to Opt-Out at any time of recordings (Self Service).

5.4.1 CCTIS / ATIS

The Agency or NES or Interpreter can press *9 at any time during the conference to opt-out of the free-speech operations. If an operation has already been completed, then the audio from that attempt will be removed from the call. If an audio-collection is in progress it will be cancelled, and the audio removed before free speech is engaged. Selecting this option disables any future verify/enrol attempts for the duration of the call.

5.4.2 Requirements

R001	Modify the CCTIS and ATIS systems to allow any party to press *9 as an instruction to opt-out from free speech operations on the current call.
R002	When the opt-out option is selected a message will be played to the conference stating that the recording of this call has been disabled.

R003	When the opt-out option is selected all audio recorded by free speech will be deleted for this call. The record showing the result of the free-speech operation will be retained.
R004	The disclaimer messaging to the caller will be modified to inform them of the new option. This will apply to both CCTIS and ATIS call-flows.
R005	The CCTIS/Softphone API will be notify the TIS Agent that the "opt-out" command has been initiated.

5.4.3   Assumptions

A001	Modifications to the softphone is considered out of scope for NUANCE. NUANCE is responsible for making changes to the CCTIS client library used by the Softphone.
A002	The opt-out option only affects the current call.
A003	The messaging to the caller will play regardless if the `FreespeechEnabled` flag is set for the interpreter or not.

5.4.4   Unknowns/Risks

RI001	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

6. Appendix

6.1 Contact for Enquiries and Proposed Changes

If you have any questions regarding this document, please contact:

Contact Name	s. 47F(1)
Contact's Role	Senior Contact Centre Engineer
Phone	+61 s. 47F(1)
Email Address	s. 47F(1)

Contact Name	s. 47F(1)
Contact's Role	Senior Project Specialist
Phone	+61 s. 47F(1)
Email Address	s. 47F(1)

6.2   Revision History

Version No	Version Date	Nature of Change	Author
1.0	14/11/2019	• Created Initial Version.	s. 47F(1)
2.0	7/02/2020	• Update Options for Telstra / Nuance costings and feasibility.	s. 22(1)(a)(ii) s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

From:	s. 22(1)(a)(ii)
Sent:	Thursday, 20 February 2020 12:49 PM
To:	s. 22(1)(a)(ii) ; s. 47F(1) ; s. 22(1)(a)(ii)
Cc:	s. 47F(1) ; s. 47F(1) ; s. 47F(1)
Subject:	RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal [SEC=UNCLASSIFIED]
Attachments:	HomeAffairs_TIS_-_FreeSpeech_Privacy_Change_Proposal.docx

Importance: High

UNCLASSIFIED

Hi s. 47F(1)

Sorry for not getting this over to you sooner, but attached is the latest FreeSpeech Privacy Change Proposal, for yourselves to determine, what and may not be feasible? And Costs associated with the different options – particularly option 2 with the various phases.

If there are any question please let me know.

Kind Regards

s. 22(1)(a)(ii)
Manager – Strategic Projects and Technical Services
Translating and Interpreting Service | TIS National
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs

P: (03) s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii) | E: s. 22(1)(a)(ii) @homeaffairs.gov.au | W: www.tisnational.gov.au

The Department of Home Affairs and the Australian Border Force acknowledges the Traditional Custodians throughout Australia and their continuing connection to land, sea and community. We pay respect to all Aboriginal and Torres Strait Islander peoples, their cultures and to their elders past and present.

UNCLASSIFIED

From: s. 22(1)(a)(ii) @homeaffairs.gov.au>
Sent: Wednesday, 5 February 2020 9:42 AM
To: s. 47F(1) s. 22(1)(a)(ii) @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii) I@HOMEAFFAIRS.GOV.AU>
Cc: s. 47F(1) s. 47F(1) s. 47F(1)
Subject: RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi s. 47F(1)

As discussed at our last meeting I am looking to obtain some estimates of the effort and any associated costs in modifying FreeSpeech to meet our call recording requirements.

If option 1 isn't feasible and option 2 would be best to implement following the cloud migration, could I please be provided with a quotation for the work involved?

This will assist TIS in making a decision about how to proceed with FreeSpeech.

Regards

s. 22(1)(a)(ii)
Assistant Director | Technology Support Services
Translating and Interpreting Service (TIS National)
Citizenship and TIS Branch | Citizenship and Multicultural Programs Division
Citizenship and Social Cohesion Group
Department of Home Affairs
P: 03 s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) @homeaffairs.gov.au

UNCLASSIFIED

From: s. 47F(1)
Sent: Tuesday, 17 December 2019 3:50 PM
To: s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>; s. 22(1)(a)(ii)   @HOMEAFFAIRS.GOV.AU>
Cc: s. 47F(1)   s. 47F(1)   s. 22(1)(a)(ii)
          @homeaffairs.gov.au>; s. 47F(1)
Subject: RE: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal

Hi s. 22(1)(a)(ii)   ,

We discussed in detail both pros and cons on the couple of options tabled to address concerns around privacy issues in the current solution between DoHA, Telstra as well as Nuance.
Assessing both the options in detail, it's understood the options tabled do not achieve the expected Business outcomes due to the following reasons –

1. Aim of the solution was in part to deter interpreters from outsourcing the job mid-way through the call and the proposal would discontinue this functionality.
2. Concerns around the caller experience if the inbound caller is placed on hold while the agent and interpreter are gathering enough conversational audio to calculate a verify attempt.

We are also mindful about the potential impact to the schedule in TIS re-platform project. Changes to the scope of the project will have significant impact to the delivery timeline of our solution.

We propose that we continue on the current course of the project which includes data-migration, testing and validation of the free speech product as-is in the current state and then turn off Free Speech for day 1 of TIS re-platform go-live.

Please let me know if you have any further question on this.

Regards,
s. 47F(1)
Senior Project Manager
Unified Communications Delivery
Customer Success & Delivery, Enterprise Services

M s. 47F(1)
E s. 47F(1)
W www.telstra.com

This email may contain confidential information.
If I've sent it to you by accident, please delete it immediately

-----Original Appointment-----
From: s. 47F(1)
Sent: Monday, 25 November 2019 5:03 PM
To: s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a) ; s. 47F(1)   ; s. 47F(1)   ; s. 47F(1)   ; s. 22(1)(a)(ii) ; s. 47F(1)
Cc: s. 22(1)(a)(ii)
Subject: HomeAffairs TIS - Discuss FreeSpeech Privacy Change Proposal
When: Thursday, 28 November 2019 2:30 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.
Where: @242 Exhibition St Level 18 Room1// Webex

WEBEX:
s. 47G(1)(a)

Agenda:
1) Review change proposal options 1 and 2 – Discuss pros and cons with each option
2) Table any other feasible options
3) Timeline of deployment
4) Next steps to be agreed

Change Proposal –

<< File: HomeAffairs TIS - FreeSpeech Privacy Change Proposal.docx >>

67

Collaboration Services

Department of Home Affairs
Translating & Interpreting Service (TIS)

NUANCE FREESPEECH Privacy Change Proposal

IT'S HOW
WE CONNECT

GLOBAL ENTERPRISE AND SERVICES

NUANCE FREESPEECH Privacy Change Proposal

Department of Home Affairs - Translating and Interpreting Services (TIS)

Author's name	Sub-business unit	Issue number
s. 47F(1)	Contact Centre Solutions Group	1.0

Business unit	Issue date	Telstra ID
Global Enterprise & Services	14 November 2019	[Telstra ID]

Table of Contents

1. Background

TIS are concerned about privacy issues in the current solution. The free speech solution records the interpreter's speech only; however, since the interpreter may be translating what is said by either a Non-English Speaker (NES) or by the Agency there exists the potential for confidential customer details to be recorded by the free speech verification process.

It is noted that audio recorded is stored in an AES-128 bit encrypted form to disallow unauthorised access.

2. Purpose

The scope of this document is to provide a basis for discussion on the possible changes that could be made to the free-speech solution.

3. Audience

This document is intended for Telstra, Nuance, and Home Affairs Technical Resources.

4. Existing Behaviour

In the existing solution, the interpreter leg of the call is verified after the call is parked under the current conditions:

- Delay an initial 30 Seconds before starting to listen for audio.
- Listens for up to 180 Seconds (3 minutes) of audio and submits that to Free Speech. This is the maximum gross audio collected for a verification attempt. If the interpreter disconnects the call and we have not collected a full 3 minutes of audio this will be submitted to Free Speech. This may or may contain enough speech to perform a verification.
- Repeat this process at 30 minute intervals on the call (spot check - collect another 3 minutes of audio to submit for passive verification)

s. 47(1)(b)

5. Proposed Changes

5.1 Option 1 – Agent Verification

The proposal is to change the passive verification attempt to record interpreter speech when the agent has first contacted them about the interpreting job. During this time the originating caller is on hold.

5.1.1   Enrolment

When the agent contacts the interpreter the inbound call leg (agency or NES) is placed on hold while the agent finds an interpreter. If the caller is not yet enrolled in free speech then the system will collect enough audio to attempt an enrolment. Once the enrolment is complete, the agent's softphone will be presented with an "enrol" button which will train the voiceprint and assign the voiceprint to the interpreter in Jessica's systems which allows the next call to perform a passive verification.

5.1.2   Verification

When the agent contacts the interpreter the inbound call leg (agency or NES) is placed on hold while the agent finds an interpreter. When the interpreter answers the call, the agent engages them for the job and performs some proof of identity checks. The passive verification occurs from the interpreter's audio and once enough speech audio has been collected the system should show a "Verification Success" indicator on the Agent's softphone.

s. 47(1)(b)

5.1.3 Requirements

R001	Modify the CCTIS systems to enrol/verify the interpreter after the interpreter has answered the call from the agent but before the call has been parked.
R002	Discard the partial voiceprint if the call is parked before an enrolment is complete.
R003	Discontinue the verification attempt if the call is parked before enough audio is received for a deterministic result. Retain the verification result in Free Speech portal for this attempt.
R004	The system should provide notifications to the agent for the following events:

Event	Description
Enrolment Started	The enrolment of the interpreter has commenced
Enrolment Start Failed	If the system cannot start enrolment because of a problem in the system (free-speech offline, license limit exceeded etc)
Enrolment Complete	Enough audio data has been collected for enrolment. The voiceprint is ready to be trained.
Enrolment Failed	There was an issue with collecting the enrolment.
Train Complete	The voiceprint was trained, and Jessica has successfully associated the voiceprint to the interpreter.
Train Failed	The voiceprint was not trained or there was an error associating the voiceprint to the interpreter in Jessica.
Verify Started	The verification of the interpreter has commenced
Verify Start Failed	If the system cannot start verification because of a problem in the system (free-speech offline, license limit exceeded etc)
Verify Complete	The verification of the interpreter has succeeded
Verify Failed	The verification of the interpreter has failed.

R005	Modify the CCTIS/Softphone API to allow the softphone to instruct Free Speech to complete an enrolment (train the voiceprint and associate it with an interpreter in Jessica database)

5.1.4 Assumptions

A001	Modifications to the softphone is considered out of scope for Nuance. Nuance will be responsible for making changes to the CCTIS client library used by the Softphone.
A002	The systems are expected to perform enrolment/verification in real time. The system will provide notifications to the Softphone as soon as enough net audio is gathered.

5.1.5 Unknowns/Risks

RI001	How much natural speech is collected from the interpreter during their interaction with the CCTIS agent? Is it typically enough to perform an enrolment? What impacts to caller-experience might this cause?
RI002	What changes to the ATIS system are required? There is currently no agent to perform a proof-of-identity solution.

RI003	What level of authentication will the agent to do the interpreter to have enough information to confirm their identity for a Free Speech Enrol option.
RI003	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

5.2 Option 2 – Phase 1 – Customer Verbal Opt-Out - CCTIS (TIS Agent Driven via the Softphone)

The proposal is to maintain the existing solution but allow the Agency/NES to opt-out verbally driven by the TIS Agent, disabling Free-Speech within the Softphone. The initial caller will be presented with the English version of the disclaimer message prior to connecting to the agent. Subsequently when the first Interpreter is dialled, all callers on hold will be presented with the in-language version of the disclaimer message prior to the interpreter being conferenced back into the call, before formal interpreting begins.

5.2.1   CCTIS

The TIS agent has the option to opt-out on behalf of the NES/Agency. Pressing a button via Sotfphone disables all verification attempts for the call. Callers will be presented with both in-language and English versions of a disclaimer message prior to parking the call.

5.2.2   ATIS

Leave Free-Speech disabled for all ATIS Calls.

5.2.3   Requirements

R001	The CCTIS/Softphone API will be modified to support the "opt-out" command.
R002	Leave Free-Speech disabled for All ATIS Calls
R003	The English disclaimer messaging to the caller will still apply to both CCTIS and ATIS call-flows.
R003	The In-Language disclaimer message will be played to all parties on hold in the conference upon the 1st outbound dial to an interpreter

5.2.4   Assumptions

A001	Modifications to the softphone is considered out of scope for NUANCE. TIS is responsible for making changes to the CCTIS client library used by the Softphone.
A002	TIS is responsible for providing the recordings for all non-English messages.
A003	NUANCE is responsible for providing the recordings for all English messages using the current voice talent.
A004	The opt-out option only affects the CCTIS call or ATIS transferred calls, which will subsequently be set up as a CCTIS conference.
A005	The messaging to the caller will play regardless if the `FreespeechEnabled` flag is set for the interpreter or not.

5.2.5   Unknowns/Risks

RI001	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

5.3 Option 2 – Phase 2 – NES /Agency Verbal Opt-Out (when dialled as a Third Party) - CCTIS (TIS Agent Driven via the Softphone)

The proposal expands upon the disablement Free-Speech feature within the Softphone, but will allow NES/Agency to Opt-Out when dialled as an alternative party.

When a Non-English Speaker is dialled as an alternative party, they will hear the in-language version of the disclaimer message prior to joining the main conference.

When an Agency English Speaker is dialled as an alternative party, they will hear the English version of the disclaimer message prior to joining the main conference.

5.3.1 CCTIS

The TIS agent has the option to opt-out on behalf of the NES. Pressing the button via Sotfphone disables all verification attempts for the call.

5.3.2 ATIS

Leave Free-Speech disabled for all ATIS Calls.

5.3.3 Requirements

| R001 | The In-Language disclaimer message will be played to the NES when conferenced back into the call, prior to joining the main conference |
| R002 | The English disclaimer message will be played to the Agency when conferenced back into the call, prior to joining the main conference |

5.3.4 Assumptions

| A001 | TIS is responsible for providing the recordings for all non-English messages. |
| A002 | The opt-out option only affects the CCTIS call or ATIS transferred calls, which will subsequently be set up as a CCTIS conference. |

5.3.5 Unknowns/Risks

| RI001 | What impact will this change have to the project schedule? Telstra have a deadline to move environments (March). |

5.4 Option 2 – Phase 3 – Customer Opt-Out – CCTIS and ATIS within the IVR (Customer Driven via * key)

The proposal expands upon the disablement Free-Speech feature within the Softphone, but will allow Customer to Opt-Out at any time of recordings (Self Service).

5.4.1 CCTIS / ATIS

The Agency or NES or Interpreter can press *9 at any time during the conference to opt-out of the free-speech operations. If an operation has already been completed, then the audio from that attempt will be removed from the call. If an audio-collection is in progress it will be cancelled, and the audio removed before free speech is engaged. Selecting this option disables any future verify/enrol attempts for the duration of the call.

5.4.2 Requirements

R001	Modify the CCTIS and ATIS systems to allow any party to press *9 as an instruction to opt-out from free speech operations on the current call.
R002	When the opt-out option is selected a message will be played to the conference stating that the recording of this call has been disabled.
R003	When the opt-out option is selected all audio recorded by free speech will be deleted for this call. The record showing the result of the free-speech operation will be retained.
R004	The disclaimer messaging to the caller will be modified to inform them of the new option. This will apply to both CCTIS and ATIS call-flows.
R005	The CCTIS/Softphone API will be notify the TIS Agent that the "opt-out" command has been initiated.

5.4.3 Assumptions

A001	Modifications to the softphone is considered out of scope for NUANCE. NUANCE is responsible for making changes to the CCTIS client library used by the Softphone.
A002	The opt-out option only affects the current call.
A003	The messaging to the caller will play regardless if the `FreespeechEnabled` flag is set for the interpreter or not.

5.4.4 Unknowns/Risks

RI001	What impact will this change have to the project schedule? Telstra have a deadline to move environments (March).

6. Appendix

6.1 Contact for Enquiries and Proposed Changes

If you have any questions regarding this document, please contact:

Contact Name	s. 47F(1)
Contact's Role	Senior Contact Centre Engineer
Phone	+61 s. 47F(1)
Email Address	s. 47F(1)

Contact Name	s. 47F(1)
Contact's Role	Senior Project Specialist
Phone	+61 s. 47F(1)
Email Address	s. 47F(1)

6.2 Revision History

Version No	Version Date	Nature of Change	Author
1.0	14/11/2019	• Created Initial Version.	s. 47F(1)

Version No	Version Date	Nature of Change	Author
2.0	7/02/2020	• Update Options for Telstra / Nuance costings and feasibility.	s. 22(1)(a)(ii) s. 22(1)(a)(ii)

Australian Government
Department of Home Affairs

TRANSLATING
AND
INTERPRETING
SERVICE

VocalPassword
&
FreeSpeech

Interpreter IVR

- Ensuring security and integrity of the provision of the interpreting services.

- Testing and Tuning VocalPassword & FreeSpeech systems.

- Generating report for TIS National about whether the authorised interpreter is the interpreter on the telephone assignment.

- The Interpreter Interactive Voice Response (IVR) is a system that allows the interpreter to advice TIS National that they are available for phone interpreting work or temporarily change their nominated contact phone number.

Interpreter - must be logged in to the interpreter IVR to show that they are av

ailable to accept phone-interpreting work.

To use the interpreter IVR, interpreter requires:

. Interpreter Identification (ID) number (Provided by Interpreter Liaison Unit (ILU))

. Personal Identification Number (PIN) (Provided by ILU)

. Vocal Password (Interpreter Voice Recording)

Vocal Password is an independent system dedicated to authentication interpreters via voiceprint or vocal password.

A Voice Print is considered personal sensitive information, so informed consent is required to store a voiceprint for Vocal Password and Free Speech. As informed Consent, notice can be triggered from TIS Online by the ILU.

TIS Online – Interpreters Profile (Actioned by ILU)

TIS Online – Interpreters profile

How to enrol for Vocal Password

Step 1. Privacy

Prior to using Vocal Password, interpreter will be required to provide informed consent in-line with the Australian Privacy Principle No. 5.

Once consent has been triggered by the ILU, link is sent with the online consent form and instructions for enrolment via SMS or email to the interpreter-registered email ID and to their mobile number.

Interpreter need to open the SMS or email and click the link notification, this will direct the interpreter to the TIS National Voice Biometrics Privacy consent form.

Australian Government
Department of Home Affairs

TIS — TRANSLATING AND INTERPRETING SERVICE

☐ TIS Online

Dear Mx TEST PVT 3 (TIS USER),

We have improved our telephony platform by introducing voice identification technology. In order to ensure that only authorised interpreters are accepting TIS National interpreting assignments, we have launched FreeSpeech and Vocal Password technologies. This will make your calls more secure.

TIS National would like you to provide your informed consent for you to participate in TIS Voice and actively store your voice password to allow you to access immediate telephone and ATIS assignments.

Please follow the link below to read our Informed Consent Notice and tick the check boxes to provide your consent.

https://tisonline.tisnational.gov.au/PrivacyConsent?
i=248c12433a62ad1c6b2f7338e0f0b0bc

Please follow the below steps to provide your consent:

Step 1. Consent

Prior to using Vocal Password, you will be required to provide informed consent to participating in Voice Biometrics. TIS National will send you a notification by SMS and email with a link to the online consent form. Alternatively, TIS National can provide you with a paper form if you prefer.

How to provide consent in four easy steps:

1. **Open** the SMS or email notification.

2. **Click** the link in this notification. This will direct you to the Informed Consent Notice.

3. **View** the notice.

4. **Provide** your consent using the online form. Check the boxes as directed and click submit. You will receive email confirmation that you have successfully provided a response.

Step 2. Enrolment

When you call the Interpreter IVR on 1800 880 178 to login for the first time, you will be prompted to enrol your Vocal Password. Upon calling this number, you will enter your ID and PIN. You will then be asked to repeat the phrase "In Australia my voice identifies me" three times. Provided this is completed successfully, you will hear a message informing you that you will be able to use this Vocal Password the next time you call the Interpreter IVR on 1800 880 178.

If you would like more information about TIS Voice and how your personal information may be used, please contact the Interpreter Liaison Team using the details below:

Kind regards,

Interpreter Liaison
Translating and Interpreting Service (TIS National)
Department of Immigration and Border Protection

Voice Biometrics Privacy Consent Link:

TIS National Voice Biometrics

A voice biometric is the numerical representation of the sound, pattern, and rhythm of a person's voice. In the same way as a fingerprint is unique to an individual, a voice biometric, or more commonly called a voice print, can be used to identify a specific person. A voice print is simply a recording of a person's voice.

TIS National uses Vocal Password and FreeSpeech technologies as a part of its language interpreting services. FreeSpeech and Vocal Password technologies support the quality assurance agenda of TIS National by ensuring:

- TIS National registered interpreters with accreditation and police clearances are completing interpreting assignments
- the quality of TIS National interpreting assignments is maintained.

FreeSpeech and Vocal Password

To operate Free Speech and Vocal Password technologies, a recording of each interpreter's voice is required.

This notice provides you with information on how your voice print will be stored, how it will be used, who it may be disclosed to and who to contact if you have any questions.

As your voice print is considered to be personal 'sensitive information' under the *Privacy Act 1988*, TIS National is required to have your consent to collect it. Your consent is sought in the "Consent" section below.

FreeSpeech

FreeSpeech identifies each interpreter by their voice print. It does this by recording each interpreter's voice to make a voice print. This voice print is recorded and stored in a database held by TIS National.

In each interpreting call, a part of each interpreter's voice print is recorded and is matched to a data base to confirm the identity of the interpreter.

A report is sent to TIS National stating if the voice print of the interpreter on the line matches the voice print of the registered TIS National interpreter.

Vocal Password

To make a vocal password each interpreter will be asked to make a recording of their voice stating the passphrase "*In Australia my voice identifies me*". The interpreter's voice print will be matched against this paraphrase each time an interpreter logs into the Interpreter Service line to accept a telephone assignment from TIS National. This will replace the use of a PIN number when logging in.

How is interpreter voice print data used?

TIS National collects interpreter voice prints for the purposes of:

- testing and tuning the FreeSpeech and Vocal Password systems
- ensuring security and integrity of the provision of interpreting services,
- generating reports for TIS National about whether the authorised interpreter is the interpreter on the telephone assignment
- enabling interpreters to log into the Interpreter Service line.

Collecting and using interpreter interview recordings, which includes an interpreter's voice is supported by clause 5.7 of your Deed of Standing Offer. This states...

"*5.7 Quality review and assurance program*

5.7.1 The Service Provider acknowledges that, from time to time, the Department may conduct a quality review of the Service Provider's provision of Services which may include unannounced evaluation of the Services. The Service Provider consents to the Department recording Assignments performed by the Service Provider for this purpose, which will assist the Department to improve the provision of the Services."

How is interpreter voice print data stored?

TIS National is committed to protecting the privacy of its contract interpreters. All voice print data will be stored in an encrypted format and only accessed by security cleared TIS National staff for the purposes outlined in this notification.

TIS National will take reasonable steps to ensure that all personal information, including sensitive information, is secured against unauthorised access, misuse, loss or disclosure. If a privacy breach occurs, TIS National will investigate the breach and notify the affected individual of the breach where required.

How to make a complaint

If you have a concern regarding how TIS National has handled your personal information, including sensitive information, you can lodge a complaint via TIS National's online feedback form.

If you are unsatisfied with our response, you can write to the Office of the Australian Information Commissioner (OAIC) who can investigate your complaint. If you need help lodging a complaint with the OAIC, you can call the OAIC Enquiries Line on 1300 363 992. If you are calling from outside Australia, you can call: +61 2 9284 9749.

Alternatively, you can send your complaint to the OAIC through:

- its online Complaint form (please refer to the OAIC's website https://www.oaic.gov.au/)
- by mail to GPO Box 5218, Sydney , NSW, 2001
- by fax to +61 2 9284 9666
- by email to enquiries@oaic.gov.au

More information

Your personal information is protected by law, including the *Privacy Act 1988*. Important information about the collection, use and disclosure of your personal information, including sensitive information, is contained in the Department of Immigration and Border Protection (the Department) Privacy Notice Form - Form 1442i. Copies of the Privacy Notice Form are available at http://www.border.gov.au/Forms/Documents/1442i.pdf or at any departmental office. You should ensure that you read and understand the Privacy Notice Form before providing your consent to participate in the TIS National Voice Biometrics.

If you would like further information about how TIS National collects, stores, uses and discloses your voice data please contact the Channel Support Team on 1300 655 082 or see https://www.tisnational.gov.au/en/About-TIS-National/Privacy

Consent

The purposes for which TIS is undertaking National Voice Biometric collection are to ensure only authorised interpreters are accessing telephone assignments from TIS National, and for quality assurance, security and integrity.

To participate in the TIS National Voice Biometrics TIS National requires you to provide your express consent to record your voice print.

In the event your Vocal Password or FreeSpeech voice recording does not match your stored voice print, this will be investigated and managed in line with the Deed of Standing Offer and the Operations Manual. Fraudulent conduct or sub-contracting may result in termination of the Deed.

To provide your consent for TIS National to collect your voice print data to use in TIS National Voice Biometrics please tick the 'Yes' box below and provide your interpreter ID, name and signature.

If you do not consent please tick 'No' in the check box below and provide your interpreter ID, name and signature. If you do not provide your consent, you will not be offered jobs from the Automated Telephone Interpreting Service (ATIS) or the immediate telephone service at TIS National's discretion.

Do you consent to the above privacy notice?

Please select one of the following responses *

◉ I consent to participating in TIS National Voice Biometrics by allowing TIS National to collect my voice print for the purposes outlined in this notice.

◯ I do not consent to participating in TIS National Voice Biometrics and do not allow TIS National to collect my voice print.

Please select all options to submit the form

☐ I have read and understood the information contained in the Privacy Note (Form 1442i). *

☐ I understand that the Department may collect, use and disclose my personal information (including biometric information and other sensitive information) as outlined in the Privacy Notice (Form 1442i). *

Submit ▶

After the consent has been triggered by the interpreter, a notification will flow through to the interpreter email acknowledging the response for TIS Voice Biometrics.

Australian Government
Department of Home Affairs

TIS Online

Dear Mx TEST PVT 3 (TIS USER)

Thank you for the response for TIS Voice Biometrics.

We have noted that you have responded Yes to providing your consent for TIS Voice Biometrics.

If you would like more information about TIS Voice Biometrics and how your personal information may be used, please contact the Interpreter Liaison Team using the details below:

Kind regards,

Interpreter Liaison
Translating and Interpreting Service (TIS National)
Department of Immigration and Border Protection

T: 1300 132 621 E: interpreters@border.gov.au W: www.tisnational.gov.au

or

Once consent has been triggered by the interpreter, a notification will flow to the s. 47E(d) **@border.gov.au inbox, where TCS will then flag the interpreter as Voice Bio enabled in TIS Online.**
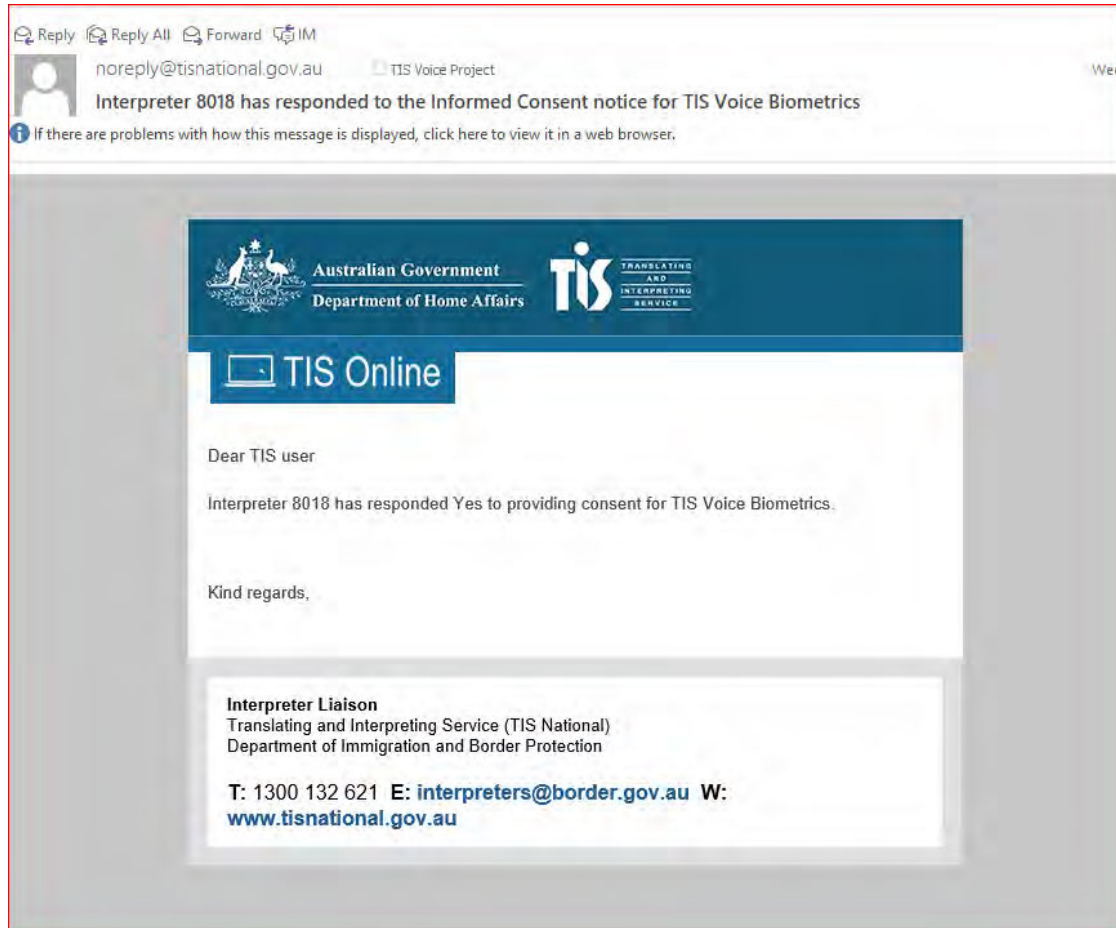
Tis online – Interpreters profile (actioned by Channel Support)

Consent information   −

Privacy Title	Notification Last Sent	Consent	Responded Date	Action	
TIS Voice Project	16/09/2019 04:58 PM	Yes	19/09/2019 10:17 AM	🔶	⊙

Add new consent

Interpreter flags   −

Flag Description	Flag Value	Effective From	Effective To	Actions

Add flag

Interpreter flags

Add new flag

Flag description *	Interpreter has agreed to enable Voc... ⌄
Flag value *	● Yes ○ No
Effective from *	19/09/2019 📅
Effective to	dd/mm/yyyy 📅

✖ CANCEL   ✔ UPDATE

Interpreter flags

Add new flag

Flag description *	Interpreter has agreed to enable Fre... ⌄
Flag value *	● Yes ○ No
Effective from *	19/09/2019 📅
Effective to	dd/mm/yyyy 📅

✖ CANCEL   ✔ UPDATE

Consent information

Privacy Title	Notification Last Sent	Consent	Responded Date	Action
TIS Voice Project	11/09/2019 11:52 AM	Yes	11/09/2019 02:46 PM	🖊 ➤

Add new consent

Interpreter flags

Flag Description	Flag Value	Effective From	Effective To	Actions
Interpreter has agreed to enable VocalPassword	True	16/09/2019		🖊 ✖
Interpreter has agreed to enable FreeSpeech	True	16/09/2019		🖊 ✖

Add flag

The Vocal Password can be removed if an interpreter withdraws their consent in writing.

Vocal Password

How to enrol for Vocal Password

1. **Call 1800 880 178**

2. **Enter the Interpreter ID**

3. **Enter the PIN Number**

4. **When prompted, say …. 'In Australia, my voice identifies me'.**

- **Pin number is required only for the first when registering with Vocal Password.**

- **A successful Vocal Password enrolment will have three Enrol audio segments and one Train event, indicating that the system is trained and ready to start verifying.**

- **Nuance platform has a three enrolment audio data to match against each mismatches.**

- **The 3 enrolments will help eliminate mismatch issues like variations in tone or pace when saying the passphrase 'In Australia, my voice identifies me.'**

Assessing Vocal Password Alerts

The email alert for Vocal Password contains all the necessary information to begin assessing the biometrics information.
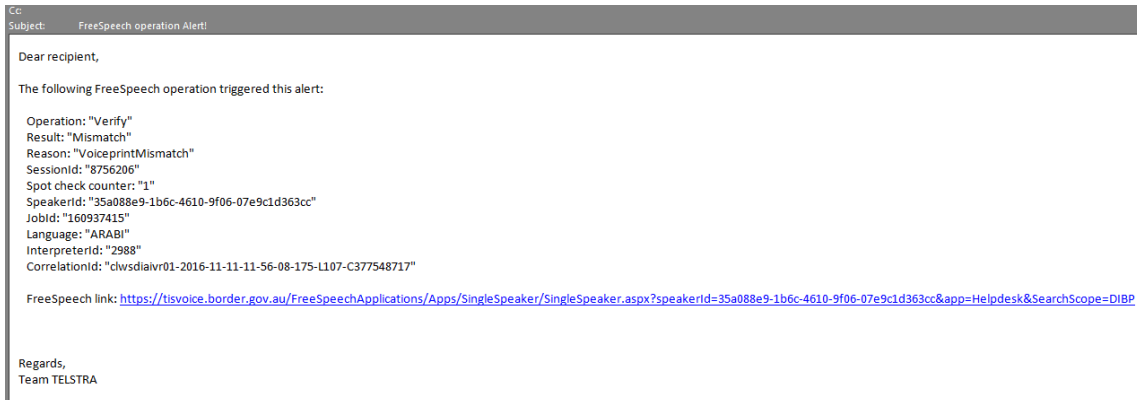
Cc:
Subject: FreeSpeech operation Alert!

Dear recipient,

The following FreeSpeech operation triggered this alert:

Operation: "Verify"
Result: "Mismatch"
Reason: "VoiceprintMismatch"
SessionId: "8756206"
Spot check counter: "1"
SpeakerId: "35a088e9-1b6c-4610-9f06-07e9c1d363cc"
JobId: "160937415"
Language: "ARABI"
InterpreterId: "2988"
CorrelationId: "clwsdiaivr01-2016-11-11-11-56-08-175-L107-C377548717"

FreeSpeech link: https://tisvoice.border.gov.au/FreeSpeechApplications/Apps/SingleSpeaker/SingleSpeaker.aspx?speakerId=35a088e9-1b6c-4610-9f06-07e9c1d363cc&app=Helpdesk&SearchScope=DIBP

Regards,
Team TELSTRA

Step 1:

Select the link in the mismatch alert as seen above. This will open a new web browser at the VocalPassword login page. Login using Home affairs windows username XXXXXX and Voice Biometrics password (Generated by IT)
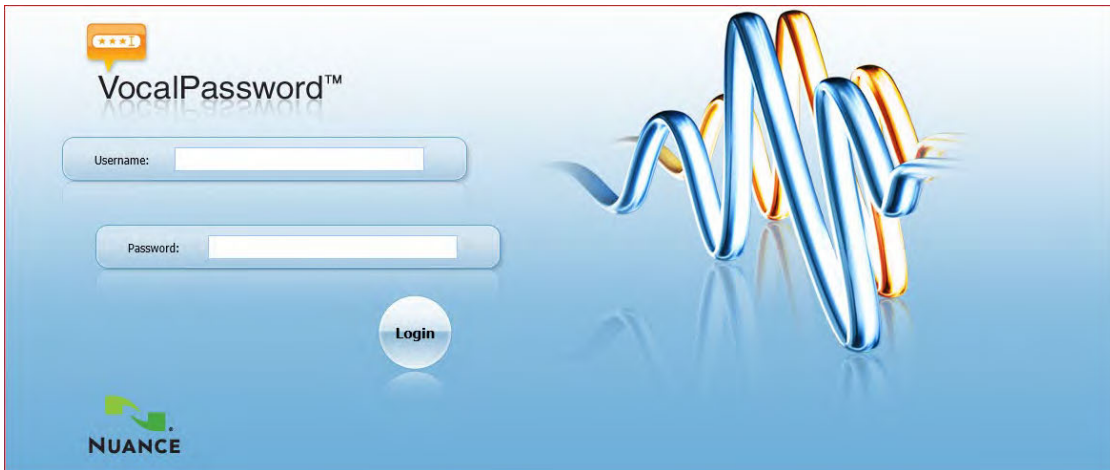
Step 2:

This will bring to the interpreters VocalPassword audio mismatch files.

Always listen to the enrolment first as it gives a point of reference.

Step 3:
Listen to the VocalPassword mismatch and compare to the enrolment.
Assess the tone, pitch and details of the voice to ensure it is the same voice.

Step 4:

If the original enrolment is of poor quality and is one of the leading reason the VocalPassword platform is triggering mismatches,

Stationery email sent to the interpreter advising TIS will delete their enrolment and they will need to re-record their VocalPassword phrase.

When deleting the Enrolment, please consider the following scores,

- Mismatch %

- Total verifications

- Mismatch scores.

Step 5:

Biometric Scores can give an initial indication of any potential mismatch. Any record that falls below zero will be flagged as a potential mismatch.

Negative biometric scores should only be used as an initial indication and not presumed to be a genuine mismatch.

Biometric scores recorded for every mismatches.

Step 6:

Once when the Alerts are actioned and if the mismatch alert is not a true mismatch, click the red question mark button to indicate the VocalPassword Alert has been actioned.

Step 7:

If it is a true mismatch, and the audio does not match the interpreter's previous voice recording or initial VocalPassword enrolment, flag the audio as an imposter.

Click the mark button until the button has changed to crossed tick.

Step 8:

All imposter mismatches are saved to G Drive as the mismatches are deleted after 14 days in the Nuance platform for further investigation.

All Channel Support staffs needed to be logged into Softphone to receive VocalPassword mismatch calls.

When receiving a VocalPassword call please ask the interpreter for at least 3 forms of identity, such as interpreter ID number, full name and contact number. This is because TCS is logging them in to a secure system whereby their voiceprint is usually used.

Staff need to ensure they are logging the correct interpreter due to the security around interpreter profiles and VocalPassword.

Free Speech

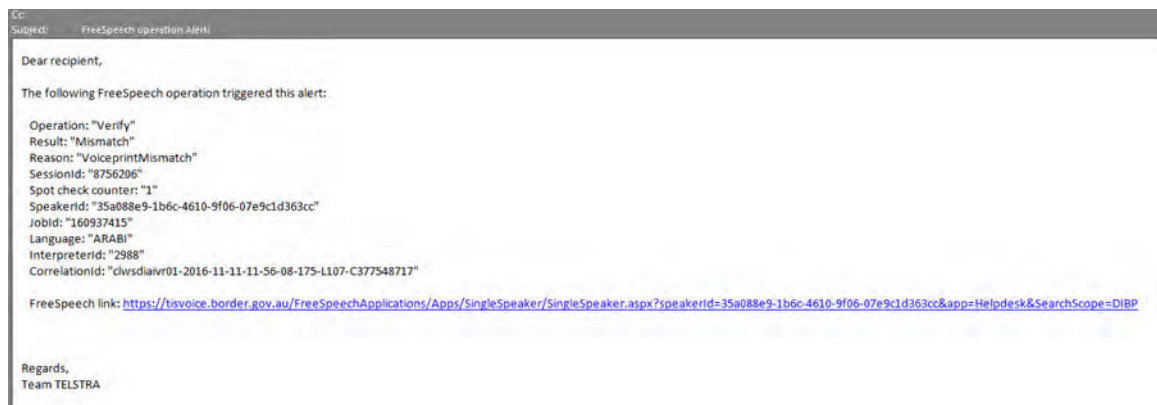The release of FreeSpeech allows for the analysis of voiceprints provided by TIS National interpreters.

This process has been implemented to ensure that the interpreter on the call is in fact the interpreter who is registered with TIS National and authorised to perform interpreting assignments.

Some benefits of FreeSpeech include:

- Providing greater security for our agency clients. Ensuring the interpreter who has logged in is the person that is taking the call.

- Eliminating the opportunity for other interpreters to subcontract work, as vocal mismatches will be flagged.

- Ensuring the integrity of TIS National services and TIS National allocation policy is maintained.

Assessing FreeSpeech Alerts

The email alert for FreeSpeech contains all of the necessary information to begin assessing the biometric information.

Cc:
Subject: FreeSpeech operation Alert!

Dear recipient,

The following FreeSpeech operation triggered this alert:

Operation: "Verify"
Result: "Mismatch"
Reason: "VoiceprintMismatch"
SessionId: "8756206"
Spot check counter: "1"
SpeakerId: "35a088e9-1b6c-4610-9f06-07e9c1d363cc"
JobId: "160937415"
Language: "ARABI"
InterpreterId: "2988"
CorrelationId: "clwsdiaivr01-2016-11-11-56-08-175-L107-C377548717"

FreeSpeech link: https://tisvoice.border.gov.au/FreeSpeechApplications/Apps/SingleSpeaker/SingleSpeaker.aspx?speakerId=35a088e9-1b6c-4610-9f06-07e9c1d363cc&app=Helpdesk&SearchScope=DIBP

Regards,
Team TELSTRA

Step 1:

Select the link in the mismatch alert as seen above.

This will open a new web browser at the FreeSpeech login page.

Login using Home affairs windows username XXXXXX and Voice Biometrics password (generated by IT)

Step 2:

This will bring to the interpreters FreeSpeech audio mismatch files. Listen to the initial enrolment, deselect the filter button, followed by the Enter key. This will re-run the search without a date limiter. Select 'Switch to Sessions' view to access the audio files. Scroll down to the bottom of the list to find the enrolment. Always listen to the enrolment first, as it gives a point of reference.

Step 3: Select the Audio Viewer, the small magnifying glass symbol. This will open a new window showing the details of the audio file. As there will be large sections of blank audio where the interpreter is not speaking, select the 'Active Speech' option to jump directly to the detected audio. This will play all the active audio detected in a continuous stream. Press the play button to begin audio track.

Step 4: After listening to the enrolment, scroll up to the mismatch linked by the email and use the same method as above to listen to the active audio in the file. Assess the tone, pitch and details of the voice to ensure it is the same voice as the enrolment.

Step 5: Biometric Scores can give an initial indication of any potential mismatch. Any record that falls below zero will be flagged as a potential mismatch.
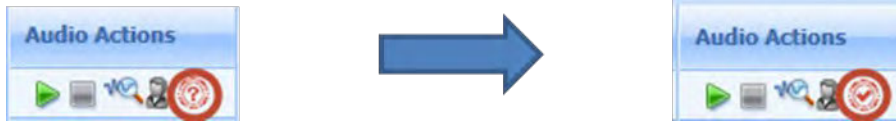
Negative biometric scores should only be used as an initial indication and not presumed to be a genuine mismatch.

Biometric scores recorded for every mismatches.

Step 6:

Once when the Alerts are actioned and if the mismatch alert is not a true mismatch, click the red question mark button to indicate the VocalPassword Alert has been actioned.

Step 7:

If it is a true mismatch, and the audio does not match the interpreter's previous voice recording or initial VocalPassword enrolment, flag the audio as an imposter.

Click the mark button until the button has changed to crossed tick.

Step 8:

All imposter mismatches are saved to G Drive as the mismatches are deleted after 14 days in the Nuance platform for further investigation.

Freespeech will have one Enrol audio segment and one Train event, indicating that the system is trained and ready to start verifying.

Notes: If you find the original enrolment is of poor quality, and is the leading reason the FreeSpeech platform is triggering mismatches, please forward the mismatch alert on to the TCS Supervisor or Manager to delete the enrolment. This will trigger the platform to use a different audio clip to match against in the future.