

Summary

Objective

Sometimes clients may wish to record their meetings with case owners or other staff. We allow clients to make audio recordings of meetings but not video recordings, for safety and security reasons. Video recording is never permitted.

Owner

[Out of Scope]

Expert

Policy

1.0 Rules

- a If a client intends to record a meeting case owners should also record the meeting or obtain a copy of the client's recording so both parties have the same information available. Remind the client that ACC does not permit video recording. ACC staff have the right to refuse to be videoed.

If you are going to record a meeting, you must obtain the client's informed consent and record this in a contact.

If you suspect that a client meeting is being recorded without permission, ask the client directly. If a recording of any sort (photographic, audio or video) is being made without prior permission, advise the client that this is not permitted and the meeting will be terminated.

All ACC sites should have a suitable audio recording device and media available to record meetings if needed. Any ACC cellphone is an acceptable device for recording meetings or an ACC surface pro. Personal cellphones must not be used.

2.0 Identifying information to be included in a recording

- a At the start of the meeting, the case owner should check that the equipment the client will use does not include video.

When recording a meeting the case owner must record the following identifying information at the start of the meeting:

- "This is a recording of a meeting with [client's name and claim number] and [the names of any support person, advocate or legal advisor attending the meeting] held at [place] on [date] commencing at [time]"
- "The ACC staff member(s) taking part in this meeting is/are [name(s) and position(s) of ACC staff]."

3.0 Problems with a client's recording

- a If the client has any difficulty recording the meeting, eg faulty media or battery failure claims management staff must offer the client a copy of ACC's recording.

4.0 Retaining recordings

- a At the end of the meeting, the case owner must label the recorded media with the client's name and claim number. The media must be stored in the physical file, if one exists, or in a secure manner as determined by the individual site.

The recorded media:

- must be kept secure with the file at all times and case owners must ensure there is no potential breach of the client's privacy through loss of the recording
- must be protected from excessive heat or magnetic fields.

5.0 Adding a contact in Eos regarding a recording

- a Case owners must add a 'Contact' in Eos noting that an audio-only recording has been made.