



26 September 2023

[REDACTED]

Kia ora [REDACTED]

**Your Official Information Act request, reference: GOV-027961**

Thank you for your follow-up request of 22 September 2023, asking for the following information under the Official Information Act 1982 (the Act):

*I am following up to request the Video and audio recording meetings Policy, which ACC did not include in my original request regarding the use of audio/visual applications, such as Zoom.*

**The requested policy is attached**

As staff names were not requested, they have been deemed outside the scope of your request and removed.

**As this information may be of interest to other members of the public**

ACC has decided to proactively release a copy of this response on ACC's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available [www.acc.co.nz/resources/#/category/12](http://www.acc.co.nz/resources/#/category/12).

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

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

Ngā mihi

Sara Freitag  
**Acting Manager Official Information Act Services**  
Government Engagement

## 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.