

Meeting recording and distribution

Department of Health Guideline

QH-GDL-484-2:2021

1. Statement

The Department of Health has an obligation and commitment to ensuring staff are aware of and comply with legislation and best practice for the management of recorded meetings. Such recordings may include text, audio or video formats which are created, managed, shared, stored and/or disposed of using corporate collaboration systems such as Microsoft (MS) Teams, MS SharePoint or MS Stream.

2. Scope

This guideline applies to the:

- recording and sharing of meeting minutes/outcomes using text, audio or video file types
- storing and/or saving meeting minutes/outcomes using collaboration systems including, but not limited to, MS Teams, MS SharePoint or MS Stream.

Note: Staff should be aware that as mandated in the [Collaboration platforms standard](#), MS Teams should be the primary tool for all intra and inter departmental online collaboration.

Out of scope:

- meetings conducted by external parties
- clinical consultations
- storing other files on network drives or external platforms.

3. Principles

3.1. Legality of recordings

3.1.1. Queensland law generally allows for the recording of private conversations by a participant in that conversation but places strict limits on what use can be made of such recordings¹. In Queensland, it is generally unlawful for:

- an individual to record a conversation without being a participant in the conversation
- an individual to publish (i.e. disseminate) a recorded conversation without the consent of all involved parties unless a specific lawful exception applies.

¹ Invasion of Privacy Act 1971 (Qld)

3.2. Audio or video recordings

- 3.2.1. MS Office 365 services like MS SharePoint, MS Stream and/ or MS Teams are collaboration services available to Department of Health staff. MS collaboration services leverage identities provided through the Azure Active Directory (Azure AD) service. These collaboration services enable staff to communicate freely in an enterprise-level secure environment.
- 3.2.2. MS Teams provides the capability for video and audio conferencing. MS Teams conferencing allows meetings to be recorded and broadcasted.
- 3.2.3. MS Teams video or audio conference meetings which exceed two or more participants can be recorded and saved via MS Stream. All parties will be notified by MS Teams of the recording.
- 3.2.4. Devices, applications or software capable of audio or video recording such as cameras, dictaphones, mobile phones, tablets and/or workstation computers can be used to record video or audio transcripts of meetings and/or events. All participants must be advised at commencement of the meeting that a recording is being made.
- 3.2.5. If the video and audio meeting recordings are used to assist in the drafting of the minutes of meetings, the recordings are considered transitory documents under QSA's GRDS (Disposal Authorisation 1272 – Transitory and Short Term Records – Drafts, Working Notes and Calculations).
- 3.2.6. Audio or video recordings must not be explicitly shared with non-attendees without consent of all parties to the meeting. Recordings are subject to Right to Information and Information Access applications consistent with any other medium.

3.3. Storage using collaboration platforms

- 3.3.1. It is important to note that these collaboration services are not suitable for the ongoing management and storage of records.
- 3.3.2. Where audio or video recordings are captured they should be stored in approved recordkeeping systems or approved business systems (for the purpose of recordkeeping) as the only evidence of the decisions or actions of a meeting – these records will be retained in accordance with the relevant disposal authority.
- 3.3.3. As records, the recordings are subject to discovery (e.g. under Information Privacy or Right to Information) and subsequently have a higher risk (e.g. defamation or privacy implications) than sanitised Minutes of meetings are likely to include.
- 3.3.4. Transitory or Short Term audio or video recordings can be stored on collaboration platforms like MS SharePoint, MS Stream and/or MS Teams.

- 3.3.5. Under no circumstances are audio or video files (including audio or video files containing protected information) to be stored on personal external or cloud drives (such as USBs, Google Drive, DropBox etc).

3.4. Minutes of meeting

- 3.4.1. Minutes of meeting contain the official written record of a list of attendees, statements, discussions, actions or outcomes which transpired at a meeting or an event.
- 3.4.2. Meetings may be recorded by anyone attending the meeting although most commonly by the meeting organiser or a dedicated secretariat.
- 3.4.3. Queensland State Archives (QSA) deems the official record of the meeting as the confirmed minutes of meetings, not the audio or video recording.
- 3.4.4. Once the draft minutes of meetings is documented and approved by a quorum at the next scheduled meeting, the Transitory or Short Term audio or video recording can be disposed of after seven (7) days. This is in accordance with QSA's General Retention and Disposal Schedule (GRDS), Disposal Authorisation 1272 – Transitory and Short-term Records – Drafts, Working Notes and Calculations.
- 3.4.5. Audio or video recordings that are not transcribed to minutes of meetings are a record and subject to the requirements of the relevant department or Hospital and Health service record management policies.

3.5. Distribution of recordings

- 3.5.1. Publication or distribution can be performed through either MS SharePoint, MS Teams, or by email. The meeting owner should be consulted to release recordings of meetings outside of the participants.
- 3.5.2. Distribution of recordings should be appropriate to the level of sensitivity of the information contained within.

3.6. Enforcement (as necessary)

- 3.6.1. Individuals who publish or otherwise disclose covertly recorded conversations without written consent from parties involved will be subject to disciplinary action and/or potential legal action.
- 3.6.2. All Department of Health employees are bound by the Code of Conduct for the Queensland Public Service concerning appropriate behaviour while conducting their allocated duties.

4. Legislation

- Crime and Corruption Act 2001 (Qld)
- Criminal Code Act 1899 (Qld)
- Hospital and Health Boards Act 2011 (Qld)
- Human Rights Act 2019 (Qld)
- Information Privacy Act 2009 (Qld)
- Invasion of Privacy Act 1971 (Qld)
- Public Records Act 2002 (Qld)
- Public Sector Ethics Act 1994 (Qld)
- Public Service Act 2008 (Qld)
- Right to Information Act 2009 (Qld)

5. Supporting documents

- Corporate Records Management Policy
- Corporate records roles and responsibilities standard
- Creation of corporate records standard
- Use of corporate records standard
- Disposal of corporate records standard
- Use of ICT services and devices standard
- Collaboration platform standard
- Information access, use and disclosure standard
- Information security policy
- Identification of corporate records guideline
- Disposal of corporate records guideline

6. Definitions

Term	Definition
Corporate Records	Records that provide evidence of administrative and non-clinical functions of the Department (e.g. executive correspondence, finance, human resource, legal, research, scientific, cancer screening etc.).
Digital Record	Records created, communicated and/or maintained by means of electronic or computer technology, including both 'born digital records and records that have been digitised.
Disposal Authorisation 1272 (GRDS)	The retention period and trigger for records classed as transitory records under Disposal Authorisation 1272 is 'until business action completed'.
electronic Document and Records Management System (eDRMS)	An eDRMS is a system that combines electronic document management with records management functionality by enabling appropriate contextual information (metadata) to support the evidential value of the information. The recordkeeping metadata assists users to find, manage, control and understand the records over time.
GRDS General Retention & Disposal Schedule.	An authorisation under s.26 of the Public Records Act 2002 for the disposal of common and administrative public records created by all Queensland Government agencies.
Microsoft SharePoint	SharePoint is a web-based collaborative platform that integrates with Microsoft Office. SharePoint is primarily used as a secure place to store, organise, share, and access information from any device. SharePoint enables collaboration through the sharing of document storage areas, document editing and integration of collaboration tools.
Microsoft Teams	Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration. The service integrates with the company's Office 365 subscription office productivity suite and features extensions that can integrate with non-Microsoft products.
Microsoft Stream	Microsoft Stream is an Enterprise Video service where Queensland health employees may upload, view, and share videos securely. Microsoft Stream integrates with Office 365 apps like Teams, and SharePoint.
Transitory and Short-Term Records	Records created as part of routine transactional business practices and only required to be kept for a short period of time, often until business use ceases. In accordance with the GRDS, these records do not require formal destruction documentation and, depending on business requirements, they also do not need to be formally captured into a recordkeeping system.

Version Control

Version	Date	Comments
1.0	28/07/2021	New guideline. Approved ED DSTB