

CCTV Policy

Purpose

The purpose of this policy is to enable Southern FM to regulate the operation and management of Closed-Circuit television (CCTV) systems which have been (or which in the future may be) installed for use. The policy aims to provide a suitable framework for the implementation, usage and access of CCTV and the associated data generated by these systems. The policy aims to protect our local community and further enhance actual and perceived levels of safety and deter instances of crime and anti-social behaviour within and if applicable, surrounding Southern FM's spaces.

The policy will assist in the appropriate and effective usage of CCTV data by:

- Detecting and deterring crime, and criminal damage.
- Identify, apprehend and prosecute offenders in relation to crime or criminal damage, and all forms of harassment.
- Provide evidence upon which to take criminal and civil actions within the Courts.
- Assisting any other emergency services.
- Other reasonable activities outlined in the standard operating procedures

Scope

This policy applies to all Southern FM staff, volunteers, contractors, and guests. The implementation and usage of Southern FM owned CCTV data will be managed collaboratively by designated Southern FM staff, appointed external contractors, authorised Glen Eira Council staff, and Victoria Police (where appropriate).

Objective

The objectives of this policy are to:

- Comply with Australian Standard AS4806.1-2006 *Closed Circuit Television (CCTV) Management and Operation*, the *Victorian Ombudsman's Closed Circuit Television in Public Places Guidelines (November 2012)*, the *Surveillance Devices Act 2007*, the *Information Privacy Act 2000* and other relevant legislation as listed at the conclusion of this policy document.
- Establish a Code of Practice within Southern FM for the collection, access, storage and disposal of CCTV data.

Definitions and Abbreviations

Term	Definition
CCTV	Closed Circuit Television
CCTV Camera	Any fixed or non-fixed cameras, including mobile camera
CCTV Camera System	Southern FM owned and/or operated CCTV system involving one or more cameras connected to a monitor for the purpose of monitoring

<i>Passive Monitoring</i>	Whereby CCTV monitors are intermittently observed by operators
<i>Retrospective Review</i>	Whereby CCTV is reviewed after an incident
<i>SOP's</i>	CCTV Standard Operating Procedures

Policy Statement

1. CCTV System

- 1.1 Southern FM CCTV systems shall comply with Policies in relation to Privacy and third-party access, and any relevant legislation as detailed at the conclusion of this document.
- 1.2 Where Southern FM has outsourced the operation and monitoring of any owned CCTV system, a written agreement with the appointed contractor must include an agreement to comply with this policy.
- 1.3 All matters relating to the operation and management of Southern FM's CCTV systems will comply with relevant legislation as detailed at the conclusion of this document.
- 1.4 CCTV cameras will be housed in weather protective domes or cases which will be clearly apparent to the public and not unduly concealed.

2. Future CCTV Camera Systems

- 2.1 Installation or upgrading of future CCTV systems must meet the minimum technical requirements as per Southern FM's CCTV standard operating procedures.
- 2.2 Any decision to implement a camera system will be based on the purpose and objective of this policy.
- 2.3 Any future expansion of Southern FM's CCTV must obtain landlord consent from the Glen Eira Council before expansion proceeds

3. CCTV Operation

- 3.1 CCTV systems installed and managed by Southern FM are used for the purpose of capturing incidents involving safety, crime or suspicious behaviour.
- 3.2 CCTV cameras will operate for twenty-four hours a day, seven days a week. Most of the monitoring will be retrospective reviews, however there will be occasional periods of passive monitoring.
- 3.3 Staff, contractors, volunteers and guests will not be monitored specifically on performance, but CCTV footage may be utilised as evidence where it supports breaches in Southern FM policies, code of conduct or illegal activity.
- 3.4 The operation and on-going maintenance of Southern FM CCTV systems will be undertaken by member(s) of the Board or approved delegates. Individuals responsible for the operation and maintenance of CCTV systems will adhere to the Southern FM CCTV camera standard operating procedures.
- 3.5 Member(s) of the Board and designated authorised staff operating CCTV camera systems will be made aware of the disciplinary proceedings and potential consequences following any breach within the standard operating procedures prior to undertaking CCTV system operation within Southern FM.

4. CCTV system locations

- 4.1 Southern FM CCTV systems are located within and facing the door of Room 32, 92 Bignell Road, Bentleigh East.

5. Signage

- 5.1 Appropriate signage will be installed and made clearly visible to public patrons to indicate the presence of any CCTV surveillance system within Southern FM's premises.
- 5.2 Signage will be displayed in a manner which complies with the relevant Australian standards, and of which also adheres to the following:
- Signage will be placed at the main entryways to the CCTV system coverage area and will be displayed within clearly visible areas of good lighting. Signs will be placed within normal eye range to enable any text to be clearly read.
 - Signs will include a mix of both text and symbols, enabling a wide variety of visual understanding that the area is monitored, to the wider public.
 - Signage will include contact information for any queries regarding the system or collected data.
 - Signs will be monitored regularly for damage, theft and vandalism and will be replaced where required.

6. Collection, Access, Disclosure and Retention of Data

- 6.1 The Board is responsible for ensuring the operations of the CCTV surveillance systems continue to be utilised for the designated purposes set out within this policy and also complies with Southern FM privacy requirements and relevant legislation.
- 6.2 CCTV footage collected and retained will be used solely for the purposes outlined within this policy – primarily to monitor and investigate incidents.
- 6.3 Access to and disclosure of any live or retained footage will be restricted to the Board and relevant parties (if applicable).
- 6.4 Disclosure or review of any retained data will only be used for the purposes of investigating and providing evidence of an incident. Footage of an incident may be disclosed to a third party such as Victoria Police on the condition that the third party has an official role within an investigation, with a legitimate reason for requiring access to the retained data.
- 6.5 Retained data of incidents must be stored in a secure location with restricted access. Footage must be protected from unauthorised viewing, copying, alteration, deletion, and disclosure.
- 6.6 Footage can be deleted off the CCTV system under various circumstances, such as fulfilling a reasonable privacy request to do so. The President or Vice-President must sign off on the deletion and maintain a record of the reason for the deletion
- 6.6 Authorised members of the Glen Eira Council may audit Southern FM's CCTV system upon request. Southern FM will provide access in a timely manner when requested to do so.

References relevant Southern FM policies & documents

CCTV Camera standard operating procedures

Rights and Responsibilities of Volunteers

Relevant Legislation

Privacy and Data Protection Act 2014 – Vic

Surveillance Devices Act 1999

Charter of Human Rights and Responsibilities Act 2006

Privacy Act 1988 Commonwealth

Evidence Act, 2008, Vic