

CCTV Camera Network – Standard Operating Procedure

1. INTRODUCTION

Title	CCTV Camera Network – Standard Operating Procedure
Related Policy	CCTV Camera Network Policy
Procedure Scope	This procedure applies to the operation of closed circuit television (CCTV) cameras located at various locations across the Gannawarra Shire. This is a public document.
Commencement Date	February 2019
Review Date	October 2026

2. DETAILED STEPS, PROCEDURES AND ACTIONS

The following management structure has been developed in order to maintain privacy and protect the integrity of the footage captured by the Gannawarra Shire Council's ('Council') CCTV camera network.

2.1 Council's Authorised Officers

- Chief Executive Officer
- Directors
- ICT Manager (CCTV Camera network system Administrator)
- Manager Governance
- Information Services Officer

Council's Authorised Officers are the managers of the CCTV camera network and have full access to the cameras for the purposes of monitoring, live streaming footage and reviewing recorded or extracted footage.

In the event of an incident, an Authorised Officer is responsible for reviewing footage and where necessary, creating a record of Council.

Authorised Officers will also assess and approve the viewing permissions of any other staff on a temporary or ongoing basis and supervise any viewing of recorded incidents.

2.2 CCTV camera network system Administrator – Information Technology Advocate

The CCTV camera network system Administrator has access to the camera operating system. This access is required to ensure the system is in good working order and that any system faults or general maintenance issues can be dealt with effectively and efficiently.

The System Administrator does not have general access to view live or recorded footage outside of any requests to extract and save footage and scheduled or emergency maintenance functions.

2.3 Other staff and members of the public

Access to view footage of recorded incidents may be granted to other staff members or members of the public by an Authorised Officer. This access may be required for investigations into incidents. Access will be conducted under the supervision of an Authorised Officer and will be assessed on a case-by-case basis. Any other access to view footage of recorded incidents must be requested via the Freedom of Information (Fol) process.

2.3.1 Monitoring of children

Any staff member monitoring CCTV cameras in the Kerang or Cohuna outdoor swimming pools or the warm water pool in Kerang must have a current 'Working with Children' check.

2.4 Incident reporting

Any incidents of a criminal nature must be referred to the Victoria Police for further investigation. Access to view any CCTV footage relating to an incident will be provided by the Authorised Officers. Copies of footage will be provided following a formal request by Victoria Police or court order.

Incident Reporting Procedure

NOTE: Triple Zero (000) must be called for any emergency requiring urgent attendance by police, fire or ambulance. If the incident is of a criminal nature, it shall be immediately referred to the Victoria Police for further investigation. These procedures do not override any State or Commonwealth Act in relation to unlawful activity.

An incident is defined as an occurrence or event that could result in harm to persons, property or business operations.

An incident may occur at any time, and may involve members of the public, Council employees and/or Councillors.

As per Council's *Occupational Health and Safety Policy 074*, it is the responsibility of all staff members to report any illness, injury, hazard, near miss or incidents and losses as soon as they are detected to their manager or supervisor, or in their absence, the Manager Governance or Governance and Compliance Coordinator.

The report should be recorded using Council's Incident Investigation Procedure.

Should the incident take place in an area patrolled by the CCTV cameras, the subsequent steps should be followed after the incident has been reported as part of the standard incident investigation procedures:

<p>1. Incident reported – Review footage</p>	<ul style="list-style-type: none"> • A request to have the footage reviewed should be made as soon as is practicable to an Authorised Officer. • If the request originates with an officer, they should report the incident to their manager, who will then advise the Manager Governance or Governance and Compliance Officer using Council's Incident Investigation procedure. • If a request to review footage is not made within 30 days of the incident taking place, there is a possibility that any footage captured by CCTV may already have been erased.
-----------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>2. Incident recorded – Access to view</p>	<ul style="list-style-type: none"> • Any identified footage of an incident that is of adequate significance and of reasonable quality will become a record of Council. • Access to view the footage may be provided to the manager investigating the incident and/or the Manger Governance or Governance and Compliance Officer by an Authorised Officer. • Other members of staff and members of the public may also be granted access to view the footage only by an Authorised Officer as part of an investigation. • If the incident is of a criminal nature, law enforcement agencies will be granted access to view the footage. Copies of the footage will be provided following a formal request by Victoria Police or court order. • Any other requests to view footage of an incident must be made via the Fof process and assessed in accordance with the Freedom of Information Act 1982. • For more information on how to make an Fof request, contact Council's Manager Governance or go to www.foi.vic.gov.au
-----------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p>3. Incident investigation – viewing footage</p>	<ul style="list-style-type: none"> • Viewing of footage will take place in a private location under the supervision of an Authorised Officer. • Approved access will be for viewing purposes only. No copies of footage or still shots will be provided to staff members, Councillors or members of the public. • Victoria Police will be provided with copies of footage following a formal request or court order. • The identity, words and actions of any individual/s featured on the footage must remain confidential while an investigation is underway. • The privacy of any individual/s featured on the footage must be maintained at all times.
-----------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2.4.1 Incident Records

CCTV footage of a reported incident that is of reasonable quality will be saved as a record of Council. Council's Information Privacy and Health Records Policy No. 074 defines examples of circumstances where Council will obtain personal information as being:

- Details of residents receiving community services, e.g. child care, home care, community transport
- Planning and Building Permit applications
- Food premises and animal registrations
- Details of volunteers, visitors, committee members
- Ratepayer information
- Applications, enquiries, submissions, surveys and complaints
- Photographs taken at meetings and events
- CCTV footage
- Correspondence from the public
- Insurance claim information
- Immunisations and Maternal and Child Health information

It will be at the Authorised Officer's discretion as to whether the incident reported is of adequate significance and if any footage captured is of a reasonable quality to use for further investigations. If the incident is not shown clearly, or the identity of those involved cannot be confirmed, then the footage may be deemed unusable and as such not saved as a record.

Incidents that are of reasonable quality will be recorded individually and be clearly labelled. To ensure the confidentiality of these records, they will be stored in a secure location accessible only by the Authorised Officers.

Records will be retained and disposed of in accordance with the Public Record Office Victoria (PROV) requirements.

2.4.2 Complaints

Any complaints or concerns regarding the management or use of Council's CCTV camera network system will be handled in accordance with the Council complaints handling procedure. Submissions should be made in writing and marked to the attention of the Governance Manager.

In person: Gannawarra Shire Council office, 47 Victoria Street, Kerang Vic 3579.

Mail: PO Box 287, Kerang Vic 3579

Email: council@gsc.vic.gov.au

Online: www.gsc.vic.gov.au (via Customer Request process)

3. ROLES AND RESPONSIBILITIES

The following positions are responsible for approving, implementing, complying with, monitoring, evaluating reviewing and providing advice on the standard operating procedures:

Implementation	<ul style="list-style-type: none"> • CEO, Directors and Managers
Compliance	<ul style="list-style-type: none"> • All employees and Councillors
Development/Review	<ul style="list-style-type: none"> • Manager Governance • Governance and Compliance Coordinator
Interpretation/Advice	<ul style="list-style-type: none"> • ICT Manager • Information Services Officer • Manager Governance • Governance and Compliance Coordinator
Update CCTV camera register	<ul style="list-style-type: none"> • Information Services Officer

4. SUPPORTING DOCUMENTS

This Standard Operating Procedure should be read in conjunction with all other relevant Council policies and procedures, as well as relevant legislative requirements.

4.1 Related legislation

- Surveillance Devices Act 1999 (Vic)
- Information Privacy Act 2000 (Vic)
- Public Records Act 1973 (Vic) Private Security Act 2004 (Vic)
- Freedom of Information Act 1982 (Vic)
- Evidence Act 2008 (Vic)
- Charter of Human Rights and Responsibilities Act 2006

4.2 Related Policies & Council documents

- CCTV Camera Network Policy 136
- CCTV Camera Network Policy 136- Public Code of Practice Notice
- Community Safety Plan 2012 - 2025
- Compliance Policy 127
- Child Safe Policy 132
- Police and Working with Children Checks – Employee Policy 029
- Code of Conduct for Employees – Employee Policy 034
- Workplace Bullying – Employee Policy 038
- Records Management – Employee Policy 044
- Occupational Health and Safety Policy 033
- Risk Management Policy 003

4.3 Related Guidelines

- Closed Circuit Television (CCTV): Management and operation (Australian Standards 4806.1-2006)
- Closed Circuit Television (CCTV): Application guidelines (Australian Standards 4806.2-2006)
- Closed Circuit Television (CCTV): Remote video (Australian Standards 4806.4-2006)
- Closed Circuit Television in Public Places – guidelines (Victorian Ombudsman Nov 2012)
- Guide to Developing CCTV for Public Safety in Victoria (Department of Justice 2011)

5. BREACHES AND SANCTIONS

Failure to follow the directions within these Standard Operating Procedures will be subject to investigation which may lead to disciplinary action and potential legal ramifications.

6. DEFINITIONS AND ABBREVIATIONS

Definitions of terms used in the procedural guideline and explanations of any abbreviations and acronyms.

Term	Meaning
CCTV	Closed circuit television
FoI	Freedom of Information
Employees	Gannawarra Shire Council employees, volunteers, contractors
Council	Gannawarra Shire Council
Council office	Main office of Council, 47 Victoria Street, Kerang Vic 3579
Council depot	Works and operations complex, 51-53 Park Rd, Kerang Vic 3579

7. CCTV CAMERA NETWORK

A register of Gannawarra Shire Council's CCTV network cameras is attached as Schedule A. The register will be kept up to date by the Information Services Officer as purchases, replacements or updates of cameras are made.

APPROVAL

Tom O'Reilly – Chief Executive Officer

Date Approved

SCHEDULE A

Site	Installation date	Number of units	Purpose	Type of device
Kerang Council depot	2012	4	Security	Mobotix
Gateway to Gannawarra Centre	2011	4	Public safety & security	IN30 digital cameras 1 x 8ch dvr recorder with 2Tb hard drive 8 x balumn
Kerang office Customer Service	2018	1	Staff safety	Mobotix - S16 Dual Flex. Mx6 system platform with H.264 and ONVIF compatibility
Kerang Warm water pool	2018	1	Public safety	Mobotix - S16 Dual Flex. Mx6 system platform with H.264 and ONVIF compatibility
Victoria Street CBD & Victoria Square	2018	1	Public safety	Mobotix - S16 Dual Flex. Mx6 system platform with H.264 and ONVIF compatibility
Kerang Library	2021	9	Monitoring	Unknown
Kerang swimming pool	2011	4	Security and public safety	Unknown
Patchell Plaza carpark	2019	1	Security and public safety	Unknown
Cohuna swimming pool	2019	3	Security and public safety	Unknown
Total cameras		21		